



ASPEN CITIZEN SURVEY

Final Report of Results
September 2016



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Prepared by
National Research Center, Inc.
2955 Valmont Rd., Suite 300
Boulder, CO 80301
303-444-7863 • www.n-r-c.com

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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 2016 survey was the eleventh 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 6% 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 291 respondents to the survey, yielding a response rate of 18%. The margin of error is plus or minus six percentage points around any given percent for all respondents (291). 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 give high evaluations to the quality of life and safety in the community.

- About 9 in 10 respondents gave excellent or good ratings to the overall quality of life in Aspen in 2016, 6% gave a fair rating and only 1% said the quality of life was poor.
- Ratings of quality of life in Aspen have remained stable since this question was first asked in 2007.
- Feelings of safety often contribute to a high quality of life in any community, which is true in the case of Aspen. Almost all survey respondents (96% or more) felt safe in various areas of the city including in their neighborhoods, in the commercial core and in Aspen overall.

Aspen's recreation facilities, parks, athletic fields, trails and open space continue to receive favorable ratings from voters.

- Of those who had experiences with the Aspen Recreation Center (ARC), 9 in 10 agreed with most of the positive statements about ARC. Nearly all agreed that they enjoyed their experience at the ARC Aquatics area and that the ARC Aquatics staff was helpful and timely in handling requests.

Aspects of Guest Services, including helpfulness, timeliness and greetings generally were well-received by at least 9 in 10 survey respondents.

- Evaluations of the ARC staff and facilities were similar between 2015 and 2016 and have generally remained stable since 2006.
- More than 80% of respondents who had an opinion about the Red Brick Recreation Center agreed with each of the positive statements about it and its staff. Most voters agreed that the service provided by Red Brick Recreation Center was accurate, and that staff were helpful and knowledgeable. Ratings for all aspects of the Red Brick Recreation Center remained stable from 2015 to 2016.
- As in previous years, in 2016, at least 9 in 10 respondents agreed with the positive statements about the condition of parks, athletic fields and trails in Aspen. About 9 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. Generally, ratings were stable from 2015 to 2016; however, an increase was seen for the adequacy of signage on trails.
- The current level of enforcement for dogs is still a concern for many, with at least two in five rating the enforcement as either “about right” or “not strict enough.” Dog-related concerns also was mentioned most often by respondents who wrote in comments about specific issues with City parks, fields, open space and trails.
- When asked how frequently they attended the Aspen Saturday Market, about one-third of respondents indicated they always or usually attend the farmer’s market. Close to 4 in 10 said they attend sometimes, one-quarter rarely attend and 4% indicated that they never attend.

Aspen voters continue to give high marks to most City services and departments, with a few increases and decreases in ratings.

- Overall, in 2016, 87% of respondents indicated that they were “satisfied” or “somewhat satisfied” with the services provided by the City of Aspen, which was similar to previous years.
- City streets and snow removal were viewed favorably, with at least three-quarters of respondents agreeing that City streets were in good repair, smooth and potholes were fixed in a timely manner and that snow removal was timely and thorough. These evaluations were similar from 2015 to 2016.
- Ratings of the water and electric service in Aspen remained strong and stable from 2015 to 2016. At least 8 in 10 respondents gave excellent or good ratings to the various aspects of Aspen’s water and electric service. About 4 in 10 reported receiving their electric service from the City of Aspen.
- As in 2015, in 2016, the highest department performance ratings were given to the services provided by the Utility Billing staff, the Finance Window staff and the Police staff, with about 9 in 10 agreeing with each statement. While ratings of most departments remained stable between the two most recent administrations, the accuracy of service provided by City Manager’s office increased from 2015 to 2016.
- Of the voters who had an opinion about the 21 individual City services, GIS, the Red Brick Recreation Center, City Clerk Office, the Police Department, the Wheeler Opera House, the

Finance Window and Parks received the highest evaluations, with at least half of respondents saying they were very satisfied with each. Overall, ratings for City services were stable between 2015 and 2016. However, increases between the two surveys years were noted for GIS and streets, while a decrease in ratings was seen for electric.

- When assessing aspects of the City government performance, at least 6 in 10 voters gave excellent or good ratings to the job the City does at responding to requests for public records and information and the value of City services for taxes paid, 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 2015 to 2016.

Survey respondents remain confident in Aspen police officers' abilities and support a body-worn camera program.

- As in 2015, almost all Aspen voters in 2016 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. These ratings remained stable between the two survey iterations.
- Thirty percent of respondents strongly supported a body-worn camera program and 44% somewhat supported the program. Almost four times as many voters strongly supported the program as strongly opposed it. Ratings of support for the body-worn camera program were similar in 2016 compared to 2015.
- Most voters continued to feel that 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. Respondents felt the biggest negative impact of the camera program would be on citizen's privacy. These ratings were similar between 2015 and 2016.

Newspapers and the City's main website continue to be residents' preferred sources of information, though use of social media as a source is on the rise.

- 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 stories (94%), newspaper ads (93%), and the City's main website (76%), followed by mailed materials (75%) and email (72%). While use of most sources stayed the same from 2015 to 2016, an increase was seen in the use of social media and decreases in use were seen for City streaming webcasts and CGTV Channel 11.
- At least three-quarters of voters were very or somewhat satisfied with the information they received from each of the 14 sources available to them. Newspaper ads, local newspaper stories, radio news and radio ads were among the most highly rated sources, followed closely by emails, other City websites, the City's main website and streaming webcasts. Social media and contact with the Community Relations Department had lower levels of satisfaction.
- 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 2016 survey is the eleventh iteration. The 2016 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 2016, 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 help to generate higher response rates.

Approximately 110 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 291 residents, for a response rate of 18%

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 six percentage points around any given percent reported for all respondents (291 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 2015 and 2016 can be considered “statistically significant” if they are eight percentage points or more. 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, 94% of residents felt it was good or excellent. Six percent of voters reported that the overall quality of life in the City was fair and only 1% felt it was poor. Ratings of the overall quality of life were similar from 2015 to 2016 and have remained stable since this question was first asked in 2007.

Figure 1: Overall Quality of Life in Aspen, 2016

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

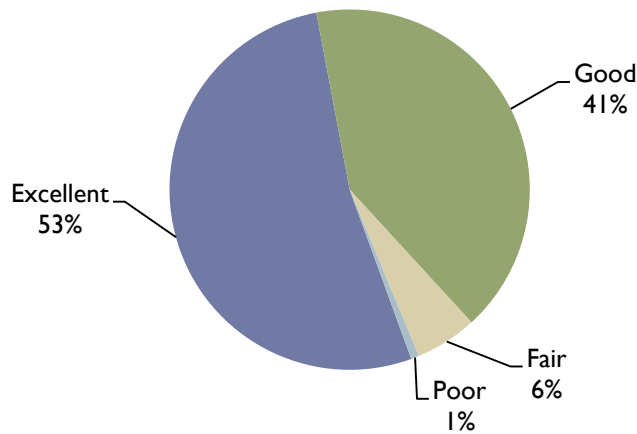


Figure 2: Overall Quality of Life Compared Over Time



The 2016 survey asked voters 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 2016 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)	2016	2015	2013	2012	2011	2010	2009	2008	2007	2006
I feel safe in my neighborhood during the day	100%	99%	NA	99%	100%	99%	100%	100%	100%	100%
I feel safe in the Commercial Core during the day	100%	99%	NA	99%	100%	99%	100%	100%	100%	100%
I feel safe in Aspen as a whole	97%	98%	96%	99%	99%	99%	100%	99%	99%	100%
I feel safe in the Commercial Core after dark	97%	96%	NA	96%	99%	97%	97%	98%	98%	98%
I feel safe in my neighborhood after dark	96%	95%	NA	92%	96%	97%	90%	97%	96%	97%

This set of questions 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

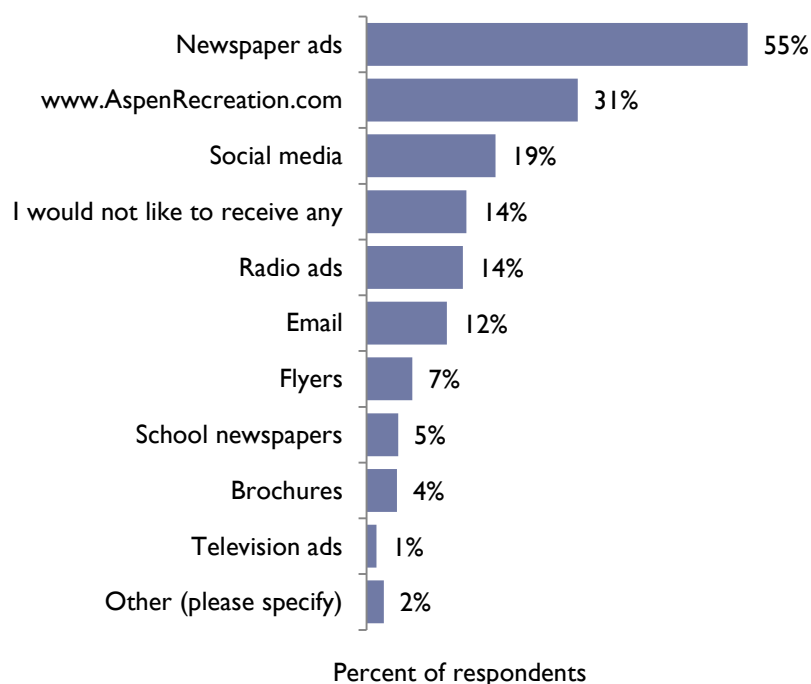
The Aspen Citizen Survey monitors the quality of various recreation facilities and amenities, including the Aspen Recreation Center (ARC), the Red Brick Recreation Center, parks, athletic fields, the trail system and open space. The ways in which respondents preferred to receive information about the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

Aspen Recreation Center (ARC)

About half of respondents (55%) indicated that they preferred to receive information about the ARC via ads in the newspaper. About one-third preferred getting information about the ARC on the City's recreation website (www.AspenRecreation.com) and 2 in 10 used social media (19%). About 1 in 10 said they used radio ads or email to get information about the ARC. Fewer than 10% reported a preference for receiving ARC information from the other sources listed and 14% preferred to not receive information about the ARC.

Figure 4: Preferences for Receiving ARC Information, 2016

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 43% 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 Aquatics area (97% agreed or strongly agreed) and that the ARC Aquatics staff was helpful and timely in handling requests (95 and 95%, respectively). Aspects of Guest Services, including helpfulness, timeliness and greetings generally were well-received by a strong majority of survey respondents (at least 9 in 10 agreed with each statement). At least 8 in 10 voters (82%) agreed that the ARC does a good job of communicating program information.

Evaluations of the ARC staff and facilities were similar between 2015 and 2016 and have generally remained stable since 2006.

Figure 5: ARC Staff and Facilities Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities? (Percent agree or strongly agree)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The ARC does a good job of communicating program information	82%	78%	76%	63%	63%	66%	65%	61%	68%	62%	76%
The ARC Guest Services staff was helpful	93%	93%	96%	91%	92%	91%	95%	92%	94%	88%	93%
The ARC Guest Services staff was timely in handling requests	94%	92%	93%	88%	87%	87%	90%	91%	92%	88%	89%
The ARC Guest Services staff greeted me with a smile	92%	95%	95%	92%	90%	91%	92%	89%	92%	85%	93%
The ARC Guest Services staff was informative and able to handle all questions	91%	94%	93%	83%	85%	90%	88%	89%	88%	86%	87%
I enjoyed my experience at the ARC	93%	96%	99%	92%	95%	97%	96%	96%	99%	93%	96%
The ARC Aquatics staff was helpful	95%	92%	99%	86%	95%	93%	91%	90%	94%	92%	96%
The ARC Aquatics staff was timely in handling requests	95%	93%	96%	90%	93%	92%	86%	89%	92%	88%	93%
The ARC Aquatics staff greeted me with a smile	94%	94%	95%	87%	93%	93%	86%	90%	91%	86%	91%
The ARC Aquatics staff was informative and able to handle all questions	94%	92%	97%	89%	90%	95%	91%	87%	91%	89%	92%
The ARC Aquatics staff was polite and friendly during my visit	94%	94%	96%	90%	95%	95%	93%	92%	94%	87%	95%
The aquatic area, lockers and lawn were sufficiently clean during my visit	88%	92%	93%	91%	90%	91%	88%	94%	95%	93%	98%
The pools were clear, clean and inviting to swim in	93%	93%	96%	92%	97%	91%	95%	94%	95%	94%	97%
Swimming equipment and pool toys were available for use and in good condition	85%	89%	92%	91%	93%	91%	89%	91%	91%	89%	95%
I enjoyed my experience at the ARC Aquatics area	97%	94%	98%	94%	97%	96%	96%	96%	99%	94%	98%
The ARC fitness equipment was well-maintained	83%	90%	90%	87%	92%	NA	NA	NA	NA	NA	NA
The ARC fitness equipment was usually available when I wanted to use it	84%	80%	86%	82%	79%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was well-maintained	93%	97%	95%	94%	96%	NA	NA	NA	NA	NA	NA
The ARC climbing equipment was usually available when I wanted to use it	89%	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 57% to 64% 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% agreed or strongly agreed), the staff was helpful (96%), the enthusiasm of the staff and coaches was very good (98%), the staff was knowledgeable (99%) and the service provided by the staff was accessible (96%). Slightly fewer felt the communication of program information and schedules were very good (82%).

Assessments for all aspects of the Red Brick Recreation Center remained stable from 2015 to 2016 and since these questions were first asked 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)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the Red Brick Recreation Center staff was accurate	98%	98%	97%	95%	90%	97%	96%	95%	95%	95%	97%
The service provided by the Red Brick Recreation Center staff was accessible	96%	96%	96%	89%	86%	95%	94%	95%	94%	92%	99%
The Red Brick Recreation Center staff was helpful	96%	98%	96%	92%	88%	93%	93%	94%	95%	91%	96%
The Red Brick Recreation Center staff was knowledgeable	99%	97%	96%	92%	90%	98%	92%	95%	98%	90%	98%
The communication of program information and schedules was very good	82%	86%	81%	84%	72%	85%	80%	92%	87%	82%	NA
The quality of the program(s) provided by the Red Brick Recreation Center was very good	91%	94%	92%	93%	90%	98%	89%	96%	93%	93%	98%
The condition of the gym at the Red Brick Recreation Center was very good	90%	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	91%	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	88%	87%	88%	93%	82%	92%	84%	90%	86%	82%	NA
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	98%	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 2016 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

At least 9 in 10 respondents agreed with each statement about parks, athletic fields and trails, with at least one-third strongly agreeing with each. Nearly all voters agreed that the Nordic Trail System trails could be used for the purpose intended (98%), the Nordic Trail System trail grooming was very good (97%) and the condition of both athletic fields and parks allowed for safe and enjoyable experiences (96%). Overall, 1% 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.

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)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The condition of the parks allowed me to have a safe and enjoyable experience	96%	93%	97%	95%	96%	98%	97%	97%	97%	98%	98%
The parks were free of litter	95%	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	96%	93%	98%	96%	95%	99%	94%	98%	99%	98%	97%
The athletic fields were free of litter	95%	91%	95%	95%	91%	97%	94%	93%	90%	96%	96%
The pedestrian/bike trail surfaces were free of debris/litter	93%	92%	95%	95%	91%	94%	95%	95%	96%	94%	94%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	96%	89%	97%	95%	95%	96%	NA	NA	NA	NA	NA
The pedestrian/bike trail could be used safely	94%	89%	94%	93%	91%	95%	95%	94%	95%	94%	95%
The pedestrian/bike trail signage was very good	95%	89%	94%	93%	91%	94%	NA	NA	NA	NA	NA
The Nordic Trail System trail grooming was very good	97%	96%	98%	98%	96%	98%	98%	96%	97%	97%	98%
The Nordic Trail System trails could be used for the purpose intended	98%	96%	99%	98%	96%	99%	99%	96%	99%	97%	98%
The Nordic Trail System trail signage was very good	95%	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.

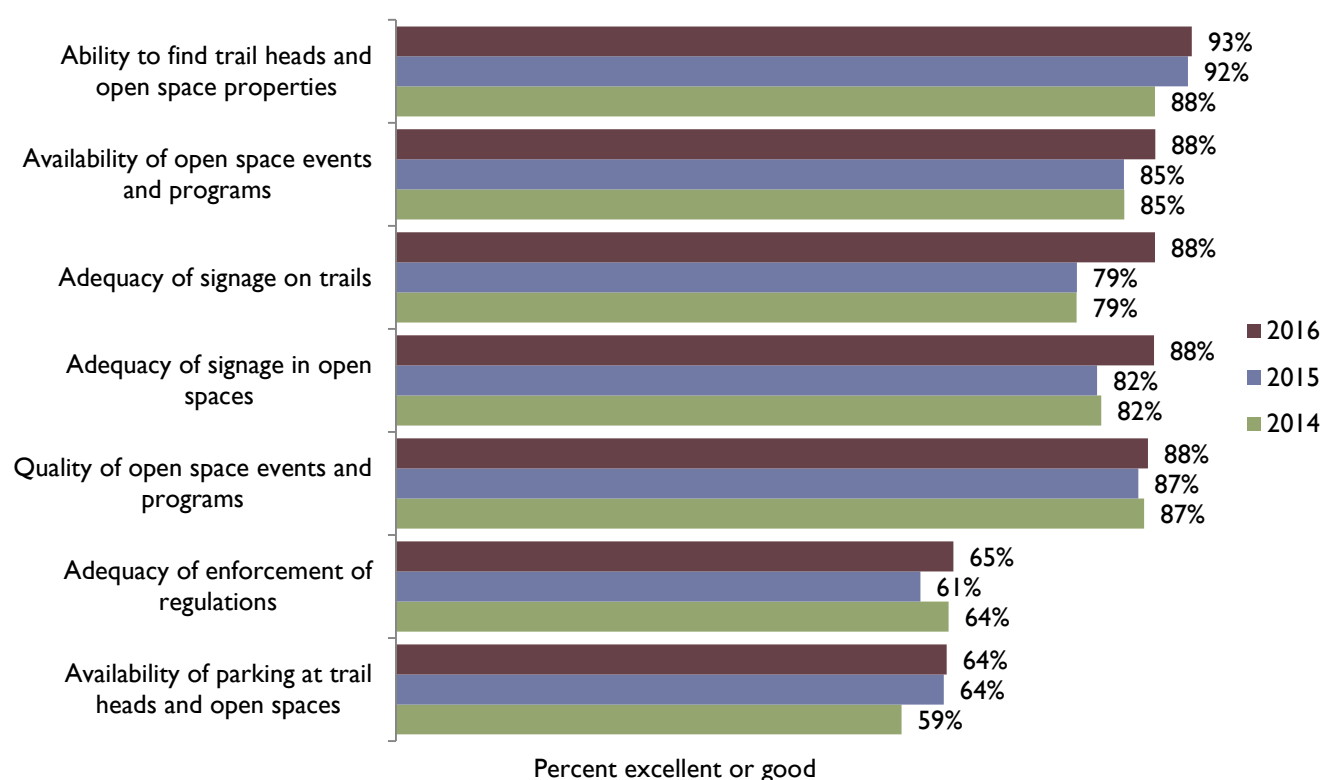
In 2007, some question wording was altered slightly to render all statements consistently past tense. The 2006 question, “The path and trail surfaces were free of debris and litter” was changed to “The pedestrian/bike trail surfaces were free of debris/litter” in 2007. The 2006 question, “The trail maintenance 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. About 9 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. About two-thirds gave favorable ratings to the adequacy of regulation enforcement (65%) and the availability of parking at trail heads and open spaces (64%). In general, ratings were stable from 2015 to 2016. However, an increase in excellent or good ratings was seen for the adequacy of signage on trails.

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.

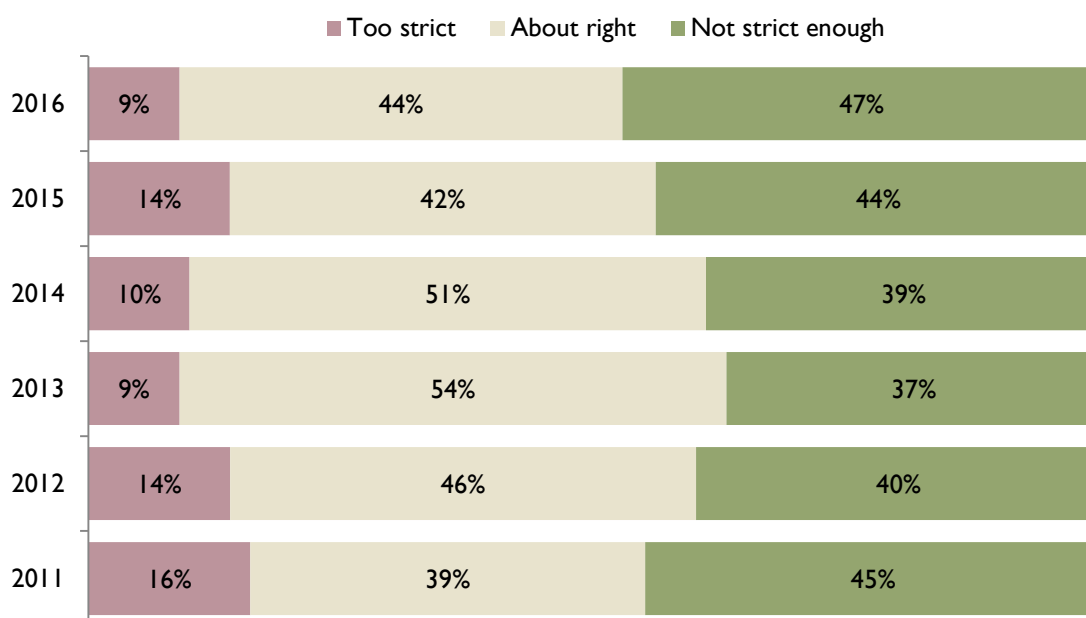


Enforcement for Dogs

Since 2011, the survey has measured opinions about the current level of enforcement for dogs. Overall, voters were split between the enforcement being “about right” or “not strict enough,” with at least two in five rating the enforcement either way. One in 10 voters felt enforcement was “too strict.” While these evaluations remained stable from 2015 to 2016, the proportion of respondents feeling that the current level of enforcement is not strict enough has been trending up since 2013, closer to levels reported in 2011.

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).

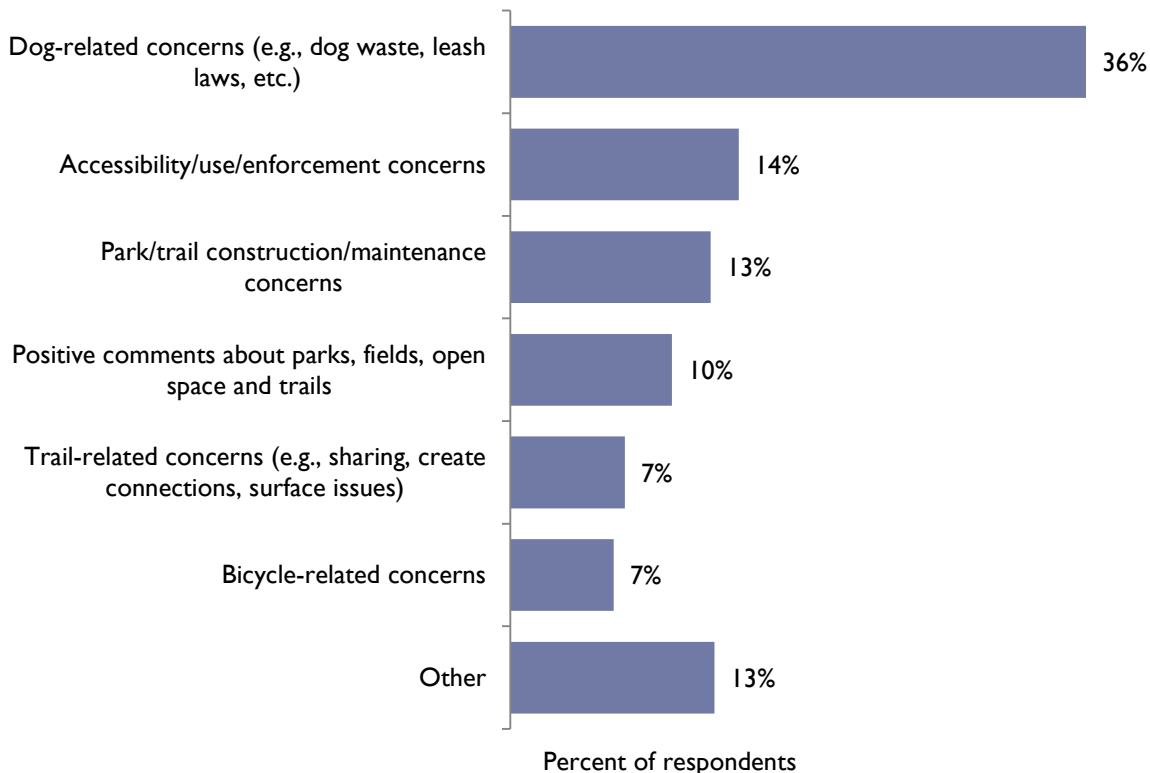


Other Parks, Fields, Open Space and Trail Concerns

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 97 respondents who chose to write in a response, one-third provided comments related to concerns about dogs and 14% mentioned concerns with accessibility, use and enforcement. Thirteen percent mentioned concerns with park and trail construction and maintenance. Ten percent or fewer survey respondents mentioned the other concerns. A complete list of the written in comments, including the “other” responses, can be found in *Appendix III: Verbatim Responses*.

Figure 10: Concerns Related to City Parks, Fields, Open Space and Trails, 2016

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



Results in the figure above represent the 97 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 in five 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 2016 reporting that they received information about the Wheeler programs from newspapers (82%). Between one-quarter and one-third reported getting information from the blast emails, the radio and the Internet. Less frequently used sources of information included flyers 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 most of the sources listed was similar from 2015 to 2016. However, fewer respondents reported not receiving information (17% in 2016 versus 26% in 2015) and more voters reported receiving information via blast email (33% versus 21%).

Figure 11: Information Sources for Wheeler Programs Compared Over Time

How have you received information about the Wheeler programs? (Please check all that apply.)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Newspapers	82%	85%	79%	75%	81%	83%	84%	86%	84%	81%	97%
Blast Email	33%	21%	25%	22%	29%	18%	20%	18%	13%	10%	24%
Radio	28%	27%	31%	27%	33%	34%	29%	28%	29%	35%	46%
Internet	27%	31%	35%	24%	30%	20%	25%	22%	21%	18%	23%
Social media	18%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Flyers	12%	12%	13%	16%	23%	23%	23%	27%	30%	24%	60%
Television	1%	1%	3%	3%	4%	6%	8%	5%	8%	8%	NA
Other	3%	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.

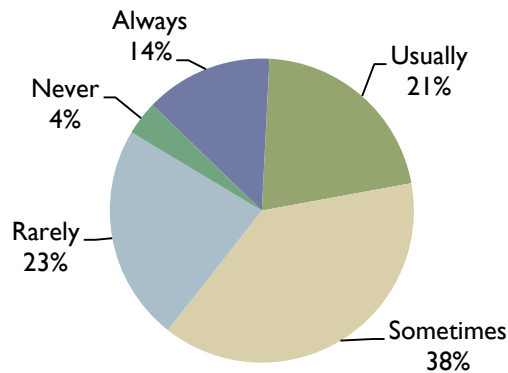
Responses to “other” can be found in *Appendix III: Verbatim Responses*.

Aspen Saturday Market

A new question was added to the 2016 survey asking Aspen voters how frequently they attended the Aspen Saturday Market. About one-third of respondents indicated they always or usually attend the farmer's market. Close to 4 in 10 said they attend sometimes and one-quarter said they rarely attend. Only 4% indicated that they never attend the farmer's market.

Figure 12: Attendance of the Aspen Saturday Market, 2016

Typically, how often, if ever, do you attend the Aspen Saturday Market (the local farmer's market)?



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 2016 Aspen voters reported a high level of satisfaction with the services provided by the City. About half of respondents said that they were satisfied (48%) and 40% said they were somewhat satisfied (40%) with the services provided by the City of Aspen. Eight percent said they were somewhat not satisfied and 4% 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 13: Overall Satisfaction with City of Aspen Services, 2016

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

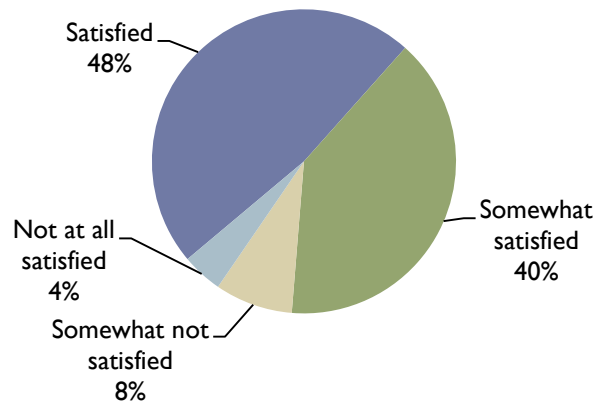
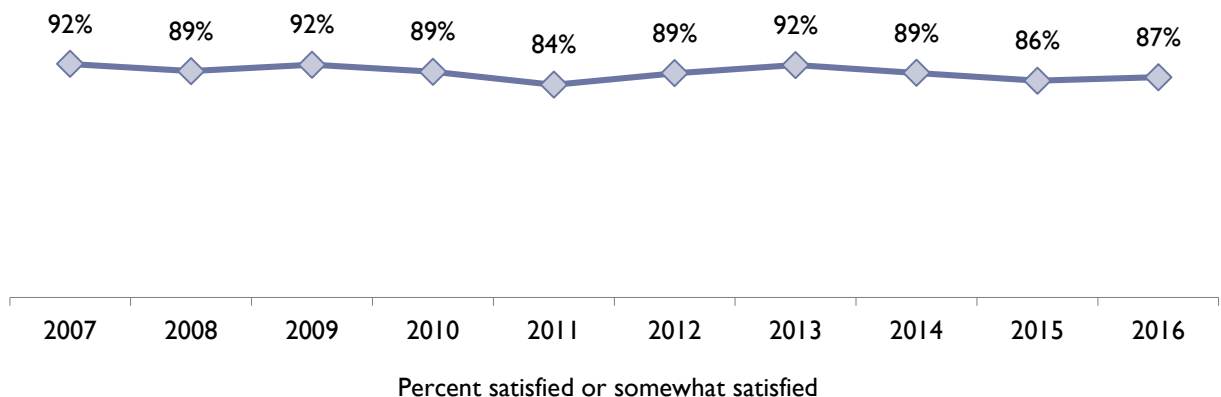


Figure 14: Overall Satisfaction with City of Aspen Services Compared Over Time



Street Maintenance and Snow Removal

Respondents gave positive reviews to the three aspects of streets in Aspen. At least four in five voters felt the City streets were in good repair (89%) and that street surfaces were smooth (84%). Snow removal was viewed positively by respondents, with at least 8 in 10 agreeing with each of the four statements about the timeliness and thoroughness of snow removal in the Commercial Core and residential areas.

Assessments of streets and snow removal in the City were similar from 2015 to 2016.

Figure 15: City Streets and Snow Removal Compared Over Time

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent agree or strongly agree)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
City streets are in good repair	89%	84%	92%	88%	93%	93%	90%	84%	84%	88%	87%
The street surfaces are smooth	84%	79%	86%	85%	90%	90%	88%	81%	83%	87%	86%
Potholes are repaired in a timely manner	76%	76%	79%	78%	86%	81%	77%	74%	70%	77%	81%
Last winter's snow removal in the Commercial Core was timely	91%	89%	91%	95%	95%	94%	93%	91%	91%	92%	95%
Last winter's snow removal in the Commercial Core was thorough	83%	88%	89%	90%	93%	92%	90%	86%	87%	90%	93%
Last winter's snow removal in my residential area was timely	82%	75%	77%	83%	87%	78%	81%	78%	74%	83%	78%
Last winter's snow removal in my residential area was thorough	81%	78%	77%	80%	86%	78%	77%	71%	71%	81%	76%

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.

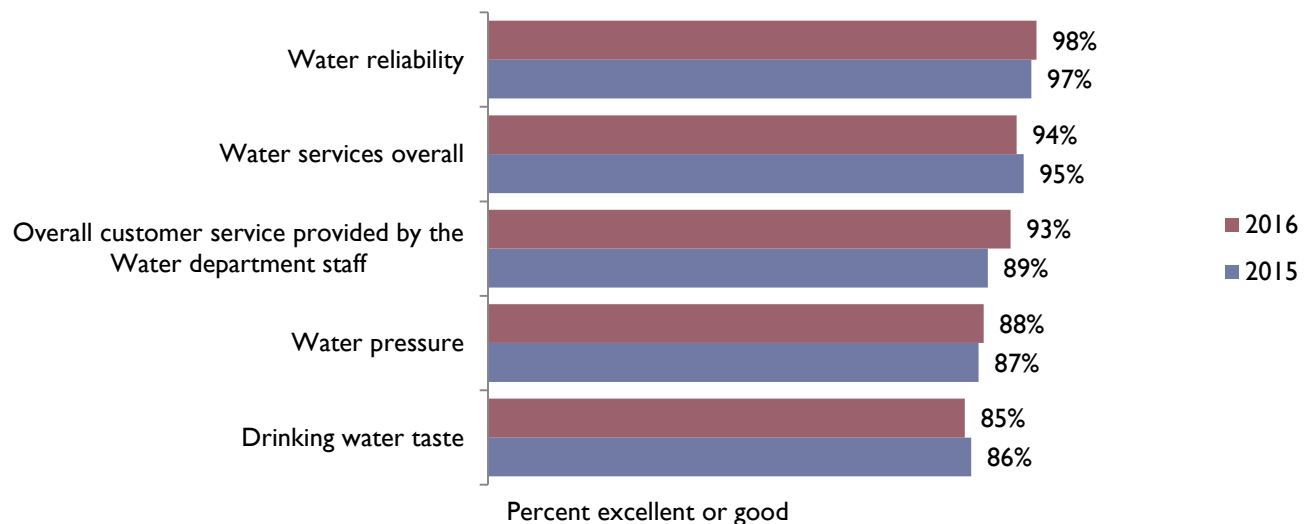
Water Services

Survey respondents 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 (94% and 98%, respectively). 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. These ratings remained strong and stable from 2015 to 2016.

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: Water Services Compared Over Time

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



Electric Utility

As in 2015, in 2016, 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, nearly all voters in 2016 felt each aspect was excellent or good, irrespective of the provider used, including reliability, safety, the customer service provided and the service overall. When comparing ratings between the two service providers, responses were similar. Aspects of electric service provided by the City of Aspen were compared between 2015 and 2016 and results remained stable over time (see Figure 19 on the next page).

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 17: Electrical Service Provider Compared Over Time

Which of the following entities provides your electrical service?

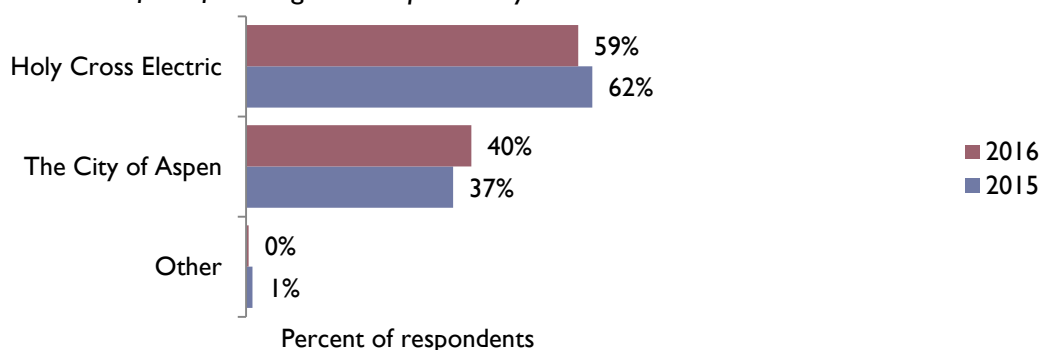


Figure 18: Electric Services Compared by Provider, 2016

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

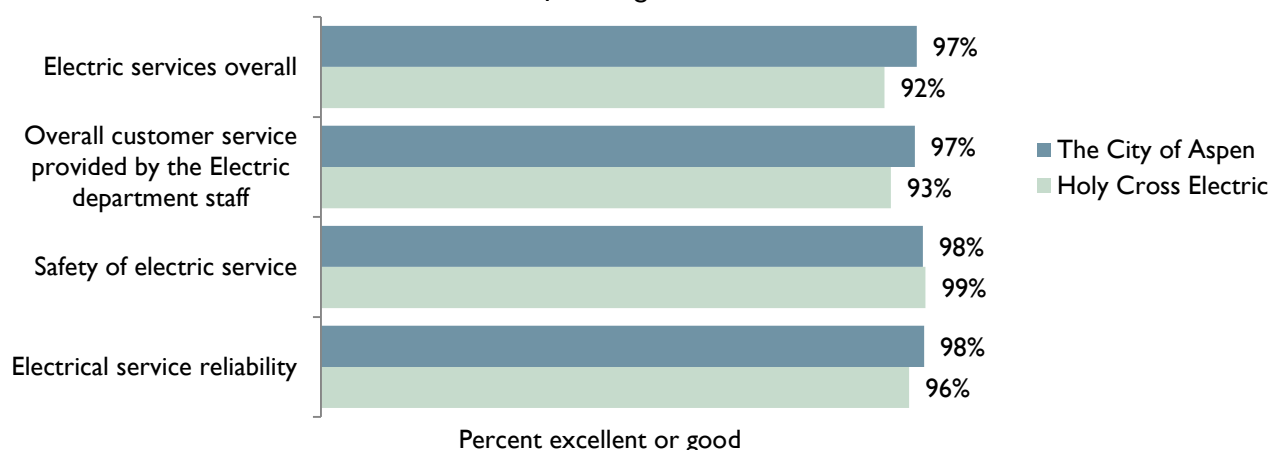
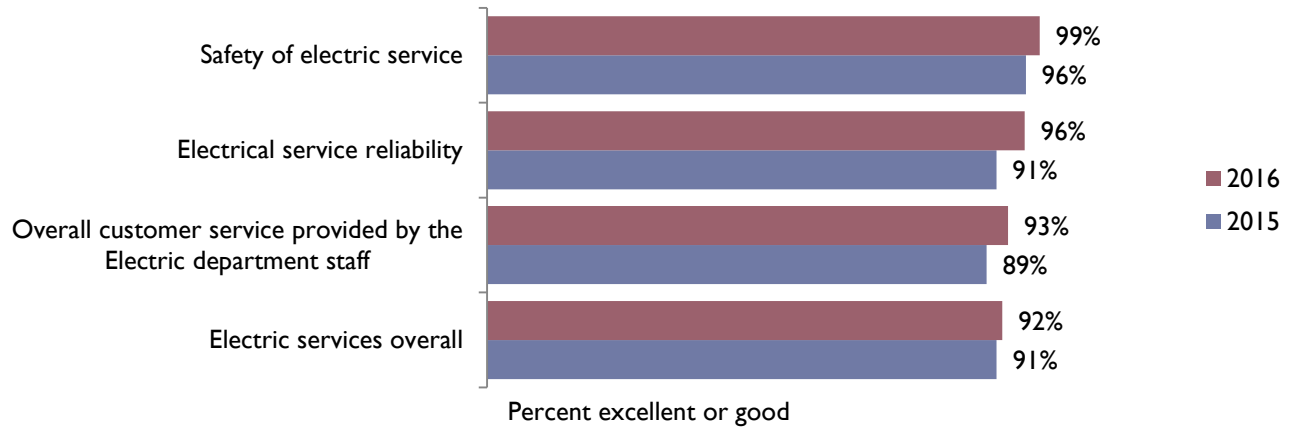


Figure 19: The City of Aspen's Electric Services Compared Over Time

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

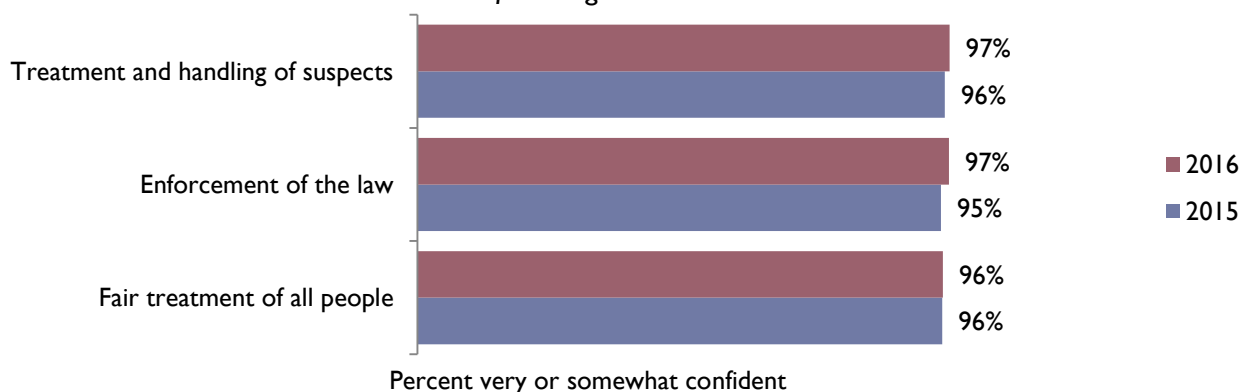


Police and Public Safety

As in 2015, the 2016 survey included several 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. These evaluations were similar to those given in 2015.

Figure 20: Confidence in Aspen Police Compared Over Time

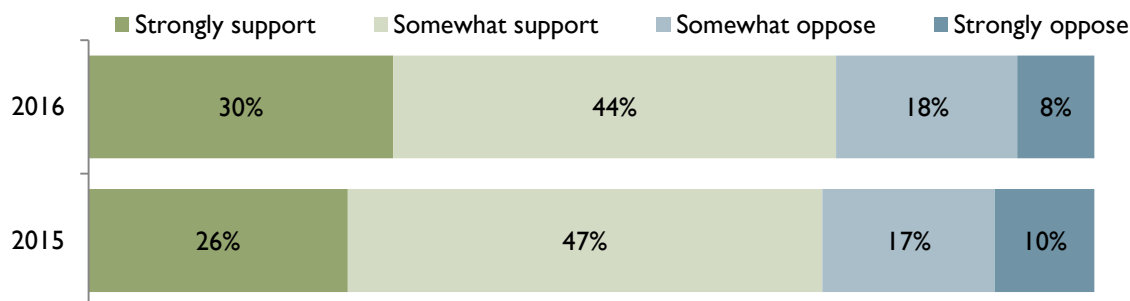
How confident are you, if at all, with Aspen police officers' abilities in each of the following areas:



When asked if they would support the Aspen Police Department implementing a body-worn camera program, about one-third of respondents in 2016 strongly supported this type of program and about 4 in 10 somewhat supported it. About one-quarter of voters were opposed to the program. These ratings were similar to those given in 2015.

Figure 21: Overall Support for Body-worn Camera Program Compared Over Time

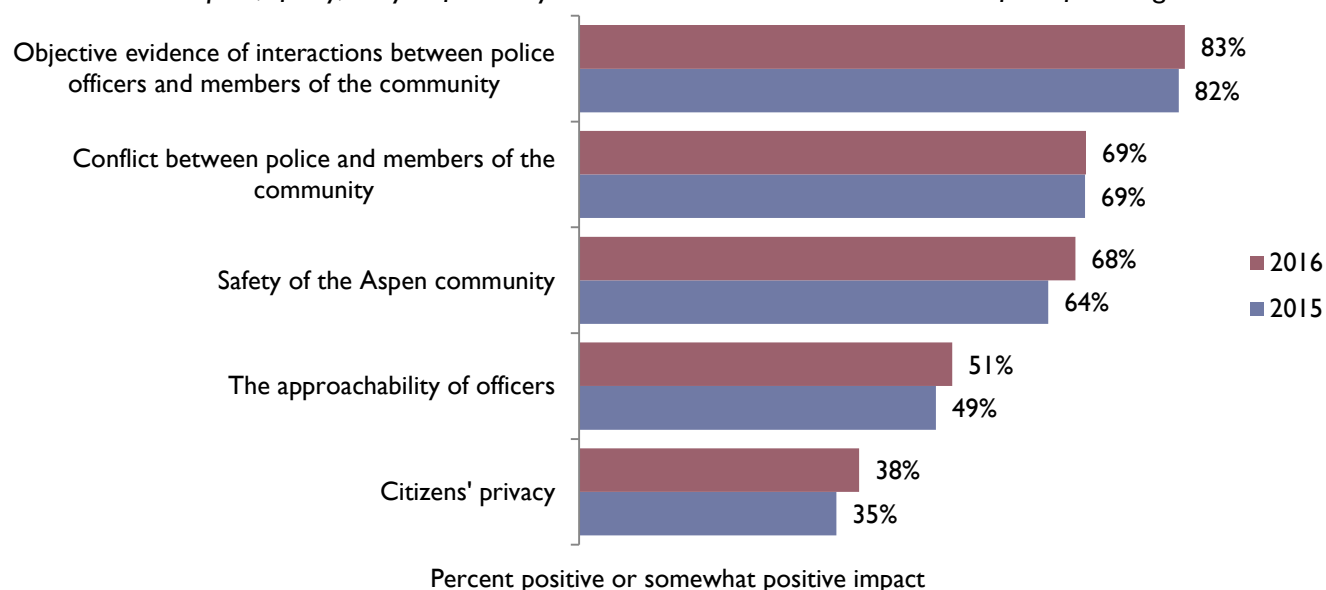
To what extent would you support or oppose the Aspen Police Department implementing a body-worn camera program?



When asked to assess the possible impacts of a body-worn camera program, a majority of voters felt the cameras would have a positive or somewhat 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-quarter felt the impact would be negative. Survey respondents felt the biggest negative impact of the camera program would be on citizen's privacy; 38% felt the impact would be positive while 44% felt it would be negative (see *Appendix II: Complete Set of Survey Responses*).

Figure 22: Impact of Body-worn Cameras Compared Over Time

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 70% of respondents selected “not applicable” or “don’t know” when asked to evaluate aspects of these City offices. Of the 30% 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 about 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 office and staff. Overall, ratings for most departments remained stable from 2015 to 2016. However, ratings for the accuracy of service provided by City Manager’s office increased from 2015 to 2016.

Figure 23: 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)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The service provided by the City Manager's Office was accurate	72%	63%	71%	75%	72%	79%	70%	78%	67%	86%	86%
The service provided by the City Manager's staff was prompt	73%	68%	76%	74%	84%	82%	73%	84%	73%	78%	84%
The City Manager's staff was responsive	68%	69%	77%	73%	82%	82%	75%	82%	67%	77%	83%
The City Manager's staff was helpful	71%	69%	72%	76%	77%	83%	73%	78%	65%	82%	NA
The City Manager's staff was knowledgeable	74%	69%	74%	73%	81%	80%	79%	82%	66%	84%	85%
The City Manager's staff was informative	73%	68%	77%	71%	71%	84%	78%	81%	64%	79%	NA
The service provided by the Utility Billing staff was accurate	87%	91%	96%	98%	97%	95%	93%	95%	92%	94%	92%
The service provided by the Utility Billing staff was timely	92%	92%	95%	92%	94%	97%	92%	92%	96%	93%	96%
The Utility Billing staff was courteous in dealing with my situation or request	92%	91%	96%	98%	95%	99%	93%	90%	96%	95%	97%
The Utility Billing staff was knowledgeable in dealing with my situation or request	91%	91%	95%	98%	96%	94%	88%	88%	88%	93%	93%
The Finance Window staff was courteous in dealing with my situation or request	94%	95%	93%	91%	94%	NA	NA	NA	NA	NA	NA
The Finance Window staff was knowledgeable in dealing with my situation or request	93%	96%	92%	91%	94%	NA	NA	NA	NA	NA	NA
The service provided by the Housing Authority staff was accurate	75%	76%	82%	77%	80%	78%	77%	81%	73%	83%	86%
The service provided by the Housing Authority staff was timely	80%	82%	81%	87%	84%	79%	77%	84%	77%	79%	88%
The Housing Authority staff was helpful	77%	78%	80%	74%	84%	80%	75%	86%	77%	78%	82%
The Housing Authority staff was knowledgeable	78%	80%	86%	77%	83%	81%	79%	84%	75%	83%	82%
The services provided by the Police staff were accurate	94%	89%	93%	88%	92%	90%	89%	93%	93%	88%	90%
The services provided by the Police staff were prompt	93%	94%	92%	91%	94%	92%	91%	97%	94%	93%	91%
The Police staff was courteous	97%	97%	95%	90%	95%	93%	91%	96%	97%	91%	93%
The Police staff was helpful	94%	94%	94%	89%	92%	91%	90%	95%	95%	89%	NA
The Police staff was knowledgeable	93%	91%	92%	90%	94%	91%	89%	94%	95%	92%	91%
The Police staff was informative	96%	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 21 different services of the City of Aspen government was evaluated on the survey. Of the voters who had an opinion about each service, at least 8 in 10 stated they were somewhat or very satisfied with 13 of the 21 City services. GIS, the Red Brick Recreation Center, City Clerk Office, the Police Department, the Wheeler Opera House, the Finance Window and Parks received the highest evaluations, with at least half of respondents saying they were very satisfied with each. Parking received the lowest evaluations in 2016, with about half saying they were satisfied with the overall performance of the service.

It should be noted that when rating satisfaction with these services, between 29% and 76% of respondents selected “don’t know” for all services except transportation, parking, parks, police, streets and the Wheeler Opera House (see *Appendix II: Complete Set of Survey Responses*).

In general, ratings for most of these services were stable between 2015 and 2016. However, increases between the two surveys years were noted for GIS (83% satisfied in 2015 versus 96% in 2016) and streets (70% versus 83%), while a decrease in ratings was seen for electric (91% versus 81%).

Figure 24: Performance of City of Aspen Government Compared Over Time

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)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
GIS (Geographic Information System)	96%	83%	85%	84%	86%	99%	87%	92%	95%	NA	NA
Red Brick Recreation Center	95%	96%	92%	92%	93%	90%	96%	95%	96%	94%	97%
City Clerk Office	94%	96%	95%	90%	92%	95%	91%	87%	98%	97%	97%
Police Department	94%	89%	93%	88%	92%	93%	90%	92%	94%	88%	92%
Wheeler Opera House	92%	95%	92%	88%	92%	86%	94%	92%	96%	97%	98%
Finance Window (RETT, sales tax, and other payments to the city)	91%	94%	88%	86%	91%	77%	87%	NA	NA	NA	NA
Parks	91%	85%	92%	91%	91%	91%	95%	95%	93%	97%	95%
Aspen Recreation Center (ARC)	89%	92%	94%	88%	89%	NA	NA	NA	NA	NA	NA
Kids First	89%	83%	86%	71%	75%	98%	90%	90%	90%	94%	96%
Golf	87%	88%	90%	84%	85%	88%	85%	89%	90%	84%	95%
Transportation	85%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Streets	83%	70%	79%	81%	83%	79%	88%	86%	79%	86%	91%
Electric	81%	91%	88%	81%	92%	92%	92%	94%	94%	93%	100%
Environmental Health and Sustainability	79%	86%	85%	80%	83%	83%	79%	90%	89%	83%	89%
Asset Department	76%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Engineering	68%	71%	73%	61%	64%	68%	70%	75%	74%	78%	86%
City Manager Office	67%	66%	74%	71%	72%	75%	74%	73%	63%	82%	88%
Housing Authority (existing deed-restricted and rental units)	66%	68%	79%	61%	67%	68%	72%	73%	67%	76%	77%
Community Development	59%	57%	63%	58%	62%	67%	71%	63%	54%	68%	71%
New housing development (Burlingame II)	55%	62%	59%	50%	41%	NA	NA	NA	NA	NA	NA
Parking	47%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Prior to 2016, “Transportation” and “Parking” were a single item, so comparisons over time could not be made. 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 two-thirds of voters gave good or excellent evaluations to the job the City does informing its residents and to the quality of the information the City provides to its residents. About 6 in 10 gave positive evaluations to the job the City does at responding to requests for public records and information (61%) and the value of City services for taxes paid (61%). About half of respondents gave good or excellent ratings to the job the City does at communicating major issues to residents (55%), while 4 in 10 believed that the City does at least a good job matching expenditures to community priorities (42%) and listening to residents (41%). At least 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 51% 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 25: City of Aspen Government Performance Compared Over Time

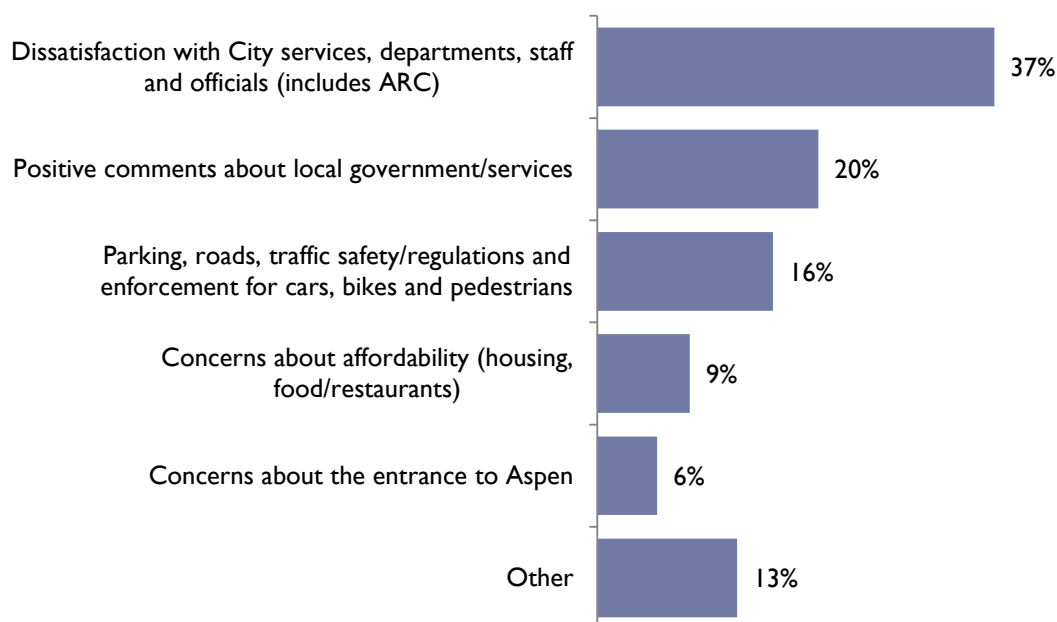
Please rate the following categories of Aspen government performance: (Percent good or excellent)	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
The job the City does informing residents	68%	69%	75%	71%	72%	68%	65%	NA	NA	NA	NA
The quality of the information the City provides to residents	67%	66%	70%	68%	65%	61%	62%	NA	NA	NA	NA
The value of City services for the taxes you pay	61%	60%	59%	61%	63%	55%	55%	NA	NA	NA	NA
The job the City does responding to requests for public records and information	61%	61%	63%	61%	59%	NA	NA	NA	NA	NA	NA
The job the City does communicating to residents about major issues	55%	56%	59%	60%	58%	56%	NA	NA	NA	NA	NA
The job the City does matching expenditures to community priorities	42%	43%	43%	44%	41%	36%	NA	NA	NA	NA	NA
The job the City does listening to residents	41%	42%	42%	49%	40%	36%	44%	NA	NA	NA	NA

Additional Comments about City Services

Survey respondents could provide feedback, in their own words, about “any City of Aspen services.” Of the 115 voters who chose to write-in a response, about two in five voiced dissatisfaction with City departments, staff and officials and one in five had positive things to say about City government or services. Sixteen percent were concerned about parking, roads, traffic safety and enforcement of mobility-related regulations. Less than 1 in 10 mentioned the other concerns or 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, 2016

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



Results in the figure above represent the 115 respondents who chose to write-in a response. Responses to “other” can be found in *Appendix III: Verbatim Responses*.

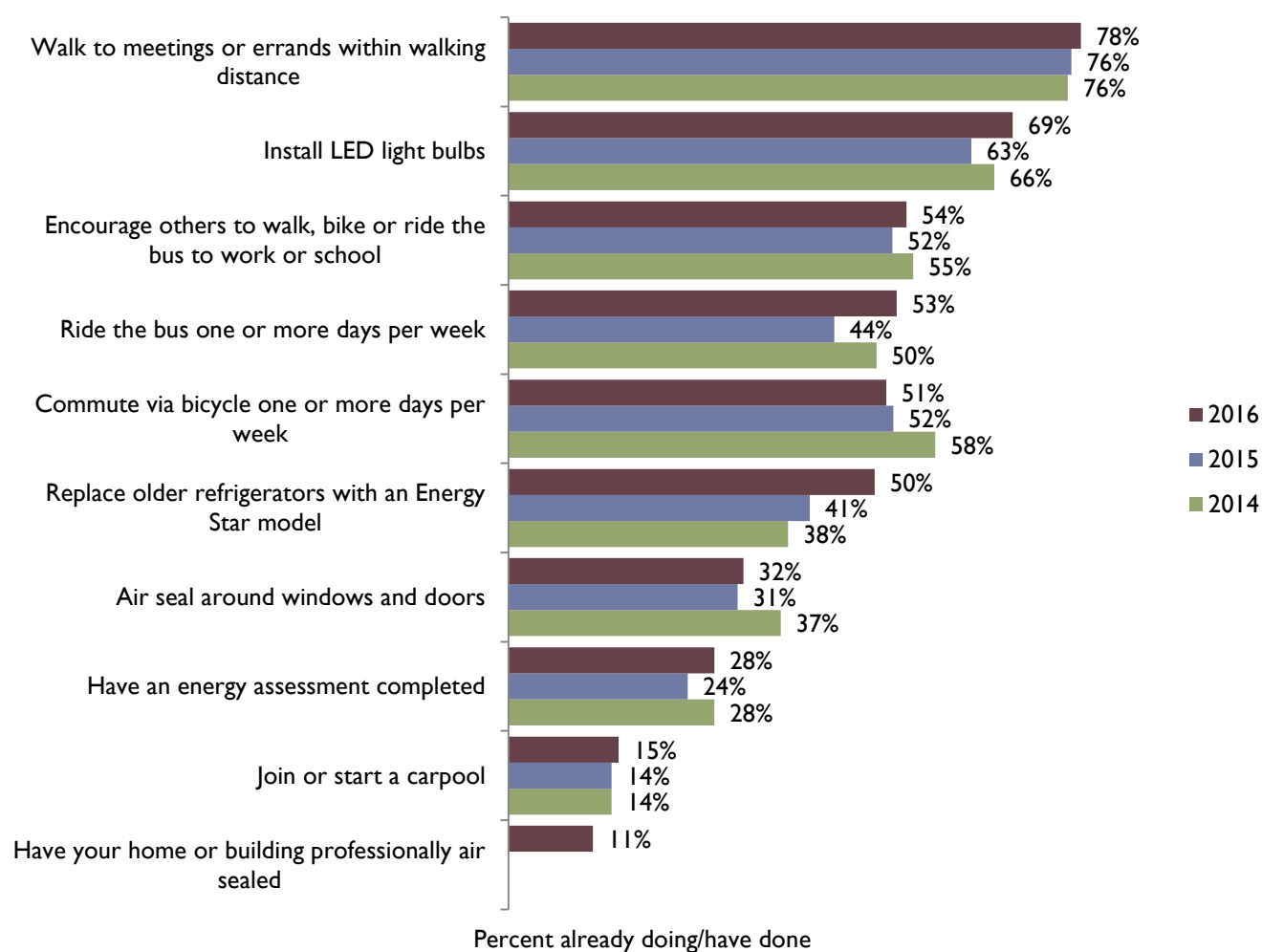
Sustainability Actions

Several questions on the 2016 survey gauged voter opinions about sustainability in the community. When asked about their 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, encouraged others to walk, bike or ride the bus to work or school and replaced older refrigerators with Energy Star models.

Generally, results in 2016 were similar to those in 2015. However, more respondents were likely to report that they had done or were already replacing older refrigerators and riding the bus one or more days per week.

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?



Prior to 2016, "Install LED light bulbs" was "Install CFLs, T8 fluorescent tubes or LED bulbs."

A couple new questions on the 2016 survey asked respondents if they had made energy upgrades in the last 12 months and, if so, to indicate reasons why. About 6 in 10 voters said they had made energy upgrades in the 12 months prior to the survey. Of those who reported making energy upgrades, saving energy (58% listed this as the biggest reason) and helping the environment (58%) were the biggest reasons for doing so, followed by saving money on utility bills (48%) and home comfort (29%). Respondents who had “other” reasons for making energy upgrades than those listed on the survey could write a comment in the space provided on the survey. These responses can be found in *Appendix III: Verbatim Responses*.

Figure 28: Made Energy Upgrades in Last 12 Months, 2016

In the last 12 months, have you made any energy upgrades (such as LED lighting, insulating water heaters, installing programmable thermostats, etc.)?

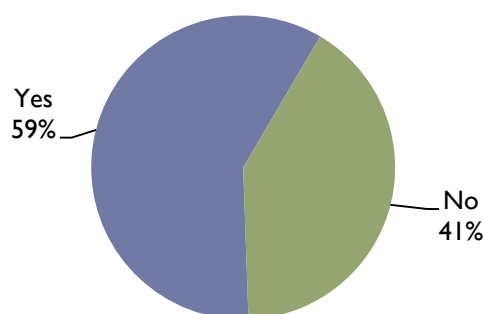
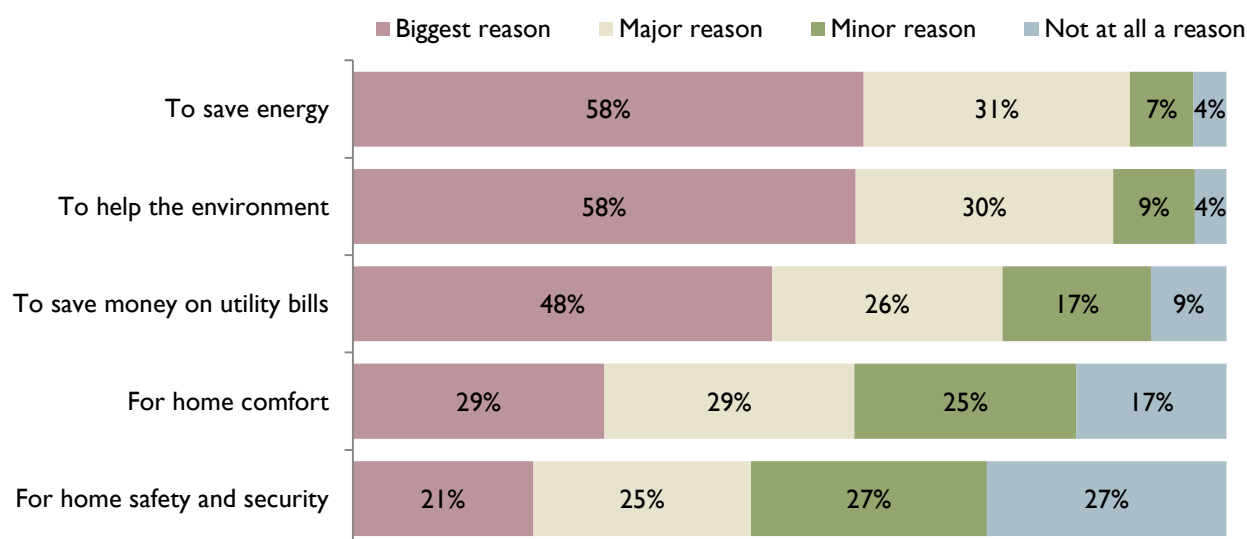


Figure 29: Reasons for Making Energy Upgrades, 2016

Please indicate how much, if at all, each of the following are reasons you completed energy upgrades.



Asked only of those who said they had made an energy upgrade in the last 12 months.

Importance of Potential Community Issues and Needs

Voters were asked to rate how important, if at all, it was for the City government to take action on each of 11 potential issues facing the community. At least 8 in 10 voters felt that it was very important or essential for the City to improve and protect the health of the Roaring Fork River and to protect minimum volume of water in Roaring Fork River. About three-quarters of voters felt it was at least very important to ensure the availability of adequate workforce housing at a reasonable cost to rent/purchase and to manage traffic in town more effectively. Of relatively less importance to respondents was increasing places for pedestrians to dwell or gather (49% very important or essential) and encouraging the development of additional lodging (37%), with at least one in five stating these were not at all important actions for the City to take.

However, while most ratings remained stable from 2015 to 2016, more respondents in 2016 felt it was important to increase places for pedestrians to dwell or gather, even though this was felt to be of lower importance.

Figure 30: 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)	2016	2015	2014	2013	2012	2011
Improve and protect the health of the Roaring Fork River	85%	NA	NA	NA	NA	NA
Protect minimum volume of water in Roaring Fork River	81%	NA	NA	NA	NA	NA
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	77%	77%	71%	59%	59%	54%
Managing traffic in town more effectively	77%	75%	NA	NA	NA	NA
Finding ways to decrease traffic in town	72%	65%	NA	NA	NA	NA
Improve pedestrian connectivity	65%	NA	NA	NA	NA	NA
Economic development without the development (without new physical development)	64%	68%	NA	NA	NA	NA
Improve bike connectivity	61%	NA	NA	NA	NA	NA
Increasing access to affordable locally grown food	57%	NA	NA	NA	NA	NA
Increasing places for pedestrians to dwell or gather	49%	35%	NA	NA	NA	NA
Encouraging the development of additional lodging	37%	36%	34%	39%	39%	35%

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.

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 stories (94%) and newspaper ads (93%) as a minor or major source of information. About three-quarters used the City's main website, mailed materials and email as sources of information. The sources less commonly used by voters to get information about the City Online feedback site (40%), City streaming webcasts (37%) and contacting the Community Relations Department (30%).

Overall, the use of the most sources of information stayed the same from 2015 to 2016. However, an increase was seen in the use of social media (40% in 2015 versus 53% in 2016) and decreases in use were seen for City streaming webcasts (49% versus 37%) and CGTV Channel 11 (63% versus 44%). However, changes in the wording of the question and some of the items being evaluated could account for some of the differences in ratings over time.

Figure 31: Sources of Information about the City of Aspen Compared Over Time

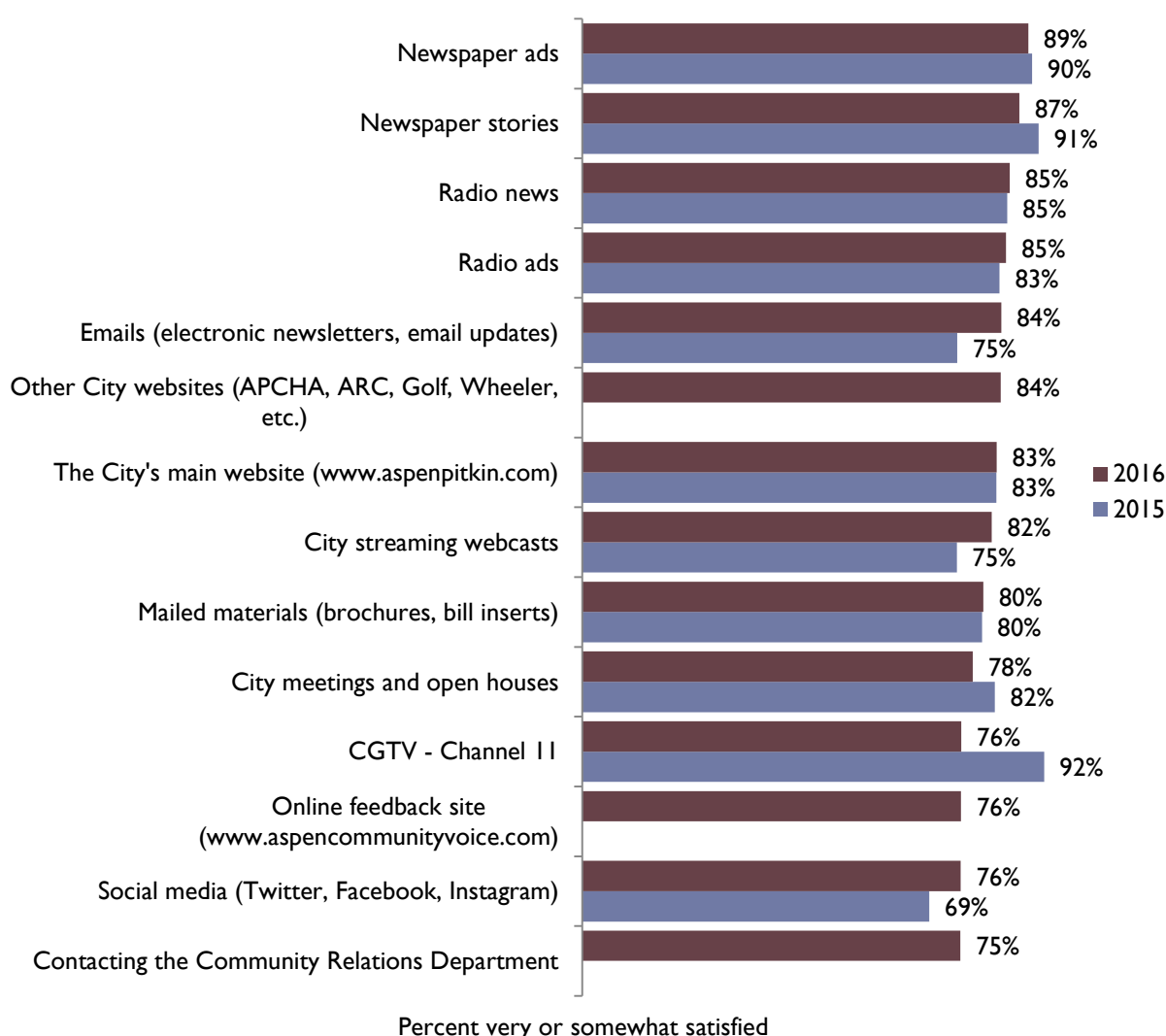
The City is committed to communicating with its citizens about all of its services, programs, policies and news. Please indicate whether each of the following is a major, minor or not a source of information when you are looking for ANY information about the City of Aspen (not just City Council meeting news). (Percent using as major or minor source)	2016	2015	2014	2013	2012	2011	2010
Newspaper stories	94%	95%	96%	95%	96%	97%	97%
Newspaper ads	93%	96%	93%	90%	95%	94%	93%
The City's main website (www.aspenpitkin.com)	76%	76%	74%	67%	65%	65%	NA
Mailed materials (brochures, bill inserts)	75%	80%	85%	75%	86%	80%	80%
Email (electronic newsletters, email updates)	72%	70%	71%	57%	65%	61%	58%
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	68%	NA	NA	NA	NA	NA	NA
City meetings and open houses	64%	69%	62%	66%	54%	64%	65%
Radio stories	62%	66%	63%	63%	67%	70%	63%
Radio ads	61%	65%	62%	63%	62%	65%	61%
Social media (Twitter, Facebook, Instagram)	53%	40%	40%	35%	35%	28%	30%
CGTV - Channel 11	44%	63%	54%	63%	57%	66%	63%
Online feedback site (www.aspencommunityvoice.com)	40%	NA	NA	NA	NA	NA	NA
City streaming webcasts	37%	49%	42%	40%	35%	41%	46%
Contacting the Community Relations Department	30%	NA	NA	NA	NA	NA	NA

Please note: Prior to 2016, "CGTV - Channel 11" was "Community government television (Grassroots/CGTV, Channel 11)", and prior to 2011 it was "Community government television (CGTV, Channel 11)"; "Social media (Twitter, Facebook, Instagram)" was "The City's social network sites (Twitter, Facebook)"; "City streaming webcasts" was "City webcasts".

As in 2015, 2016 survey respondents rated their satisfaction with the City's information sources. Overall, at least three-quarters of voters were very or somewhat satisfied with each of the 14 sources available to them (although most sources received "don't know" ratings from about one-third to three-quarters of respondents). Newspaper ads, local newspaper stories, radio news and radio ads were among the most highly rated sources, followed closely by emails, other City websites, the City's main website and streaming webcasts. Social media and contact with the Community Relations Department had lower levels of satisfaction, but still, three-quarters of respondents said they were satisfied. Satisfaction with most information sources remained stable over time; more respondents in 2016 compared to 2015 were satisfied with the information received from emails while fewer were satisfied with Channel 11.

Figure 32: Satisfaction with Information Sources Compared Over Time

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

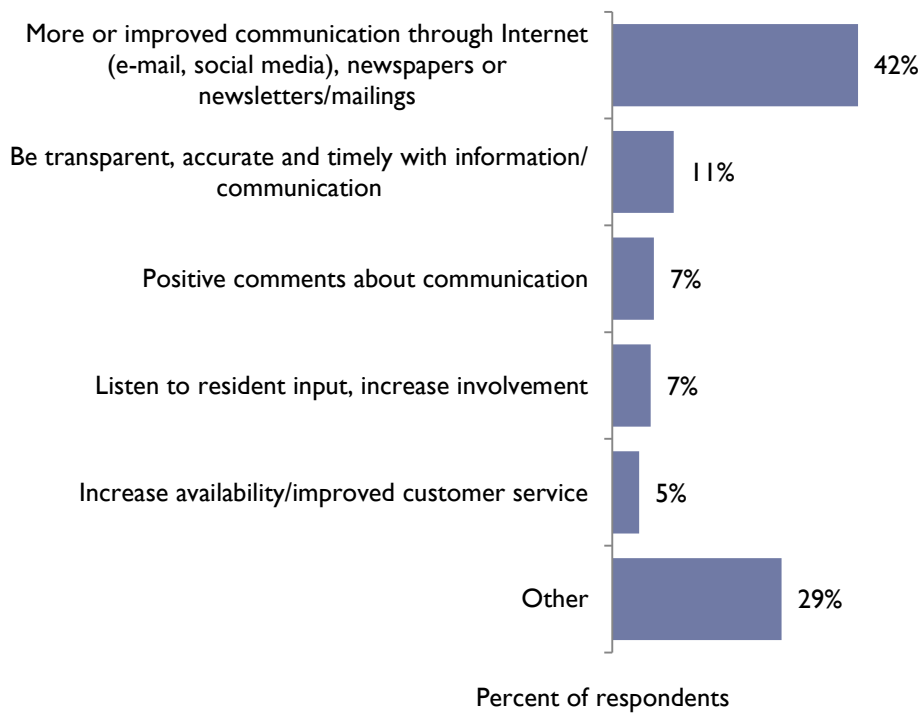


Please note: Prior to 2016, "CGTV - Channel 11" was "Community government television (Grassroots/CGTV, Channel 11)", and prior to 2011 it was "Community government television (CGTV, Channel 11)"; "Social media (Twitter, Facebook, Instagram)" was "The City's social network sites (Twitter, Facebook)"; "City streaming webcasts" was "City webcasts".

Respondents were able to write, in their own words, any concerns they had about City communications. Of the 91 voters who wrote in a response (31% of all respondents), about 4 in 10 mentioned increasing or improving communication through the Internet, newsletters or mailings. Eleven percent suggested the City be more transparent, accurate 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, 2016

It is a top ten goal of the City Council for the City to improve its communication with citizens about all services, programs, policies and news. Considering that the City provides information via all of the sources mentioned above, what improvements can we make with our communications?



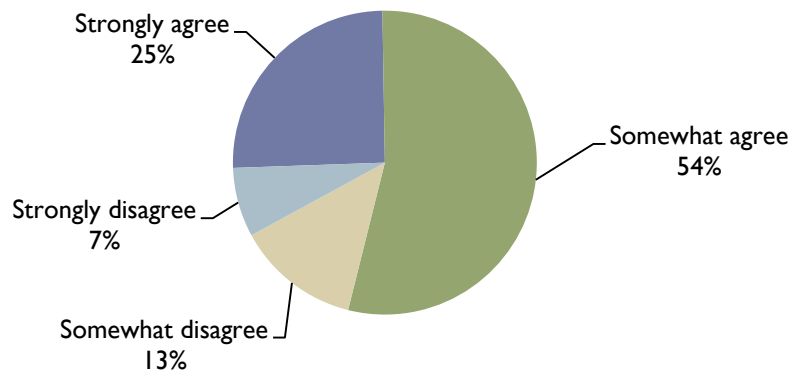
Results in the figure above are of the 91 respondents who chose to write-in a response. Responses to “other” can be found in *Appendix III: Verbatim Responses*.

City Brand and Image

A couple of new questions were added to the 2016 survey asking respondents about the City's brand and image. About three-quarters of respondents strongly or somewhat agreed that the City has a unified brand and image. Thirteen percent somewhat disagreed and 7% strongly disagreed.

Figure 34: Level of Agreement that City has Unified Brand and Image, 2016

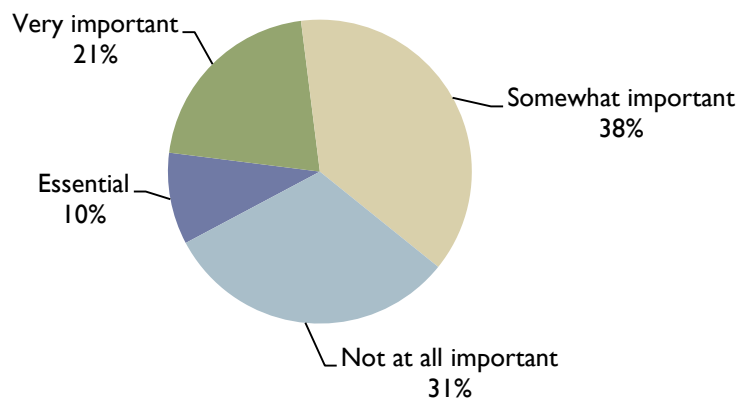
To what extent do you agree or disagree that the City of Aspen has a unified brand and image (logo, graphic look and feel)?



When asked how important it was for the City to have a unified brand and image, 10% felt it was essential and 21% felt it was very important. About one-third each said it was somewhat important (38%) or not at all important (31%).

Figure 35: Importance of City Having Unified Brand and Image, 2016

How important to you, if at all, is it that the City has a unified brand and image?

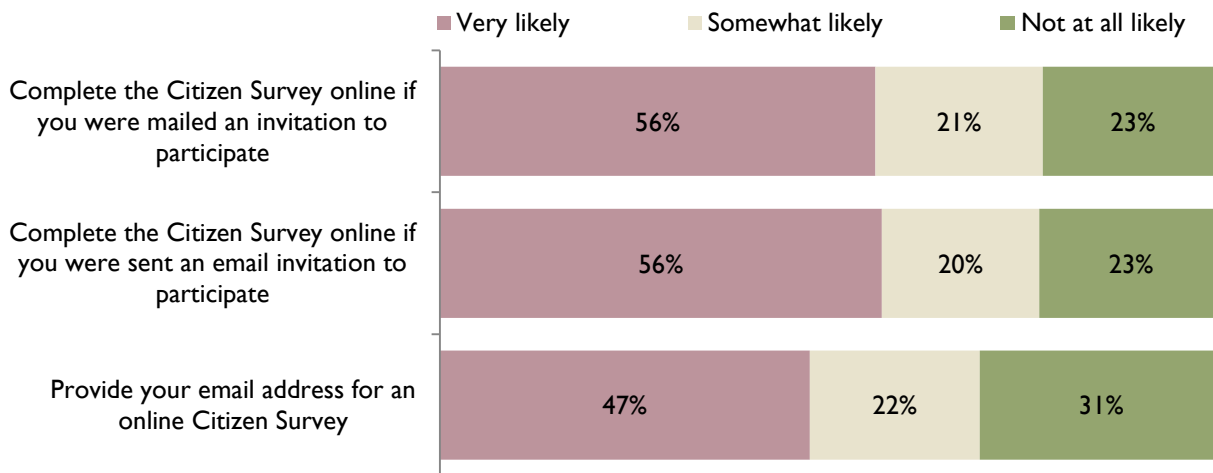


Use of Potential Survey Modes

Respondents also were asked to indicate how likely they would be to participate in the Citizen Survey online and to provide their email address to be sent a link to the survey. About half indicated they would be very likely to participate in an online survey if they received a mailed (56%) or emailed (56%) invitation. Slightly fewer (47%) said they would be willing to provide their email address for an online survey, with one-third saying they were not at all likely to do this.

Figure 36: Likelihood of Using Various Survey Options

To save money and create a "greener" option, the City is considering switching from a mailed survey to a web-based survey. Residents would be emailed or mailed a postcard with a URL (website address) and an access code (to prevent duplicate entries). To ensure confidentiality of respondents, the online survey would be administered by a third party hired by the City. How likely, if at all, would you be to do each of the following?



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=0
6-11 months	1%	N=2
1-2 years	3%	N=9
3-5 years	11%	N=31
6-10 years	9%	N=27
More than 10 years	76%	N=221
Total	100%	N=289

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	6%	N=17
\$25,000 to under \$50,000	17%	N=47
\$50,000 to under \$75,000	19%	N=52
\$75,000 to under \$100,000	21%	N=57
\$100,000 to under \$150,000	18%	N=49
\$150,000 to under \$200,000	7%	N=19
\$200,000 or more	11%	N=29
Total	100%	N=269

Table 3: Question D3

In which category is your age?	Percent of respondents	Number of respondents
18-24 years	1%	N=2
25-34 years	22%	N=63
35-44 years	15%	N=43
45-54 years	24%	N=70
55-64 years	14%	N=39
65-74 years	17%	N=50
75-84 years	6%	N=17
85 years or older	2%	N=5
Total	100%	N=288

Table 4: Question D4

What is your gender?	Percent of respondents	Number of respondents
Female	49%	N=138
Male	51%	N=144
Total	100%	N=282

Table 5: Question D5

Which best describes your housing status?	Percent of respondents	Number of respondents
Rent - free market	9%	N=27
Rent - employee/affordable housing	19%	N=53
Own - free market	33%	N=94
Own - employee/affordable housing	37%	N=107
Other	2%	N=5
Total	100%	N=286

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	53%	N=140
Good	41%	N=110
Fair	6%	N=15
Poor	1%	N=2
Total	100%	N=266

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	23%	N=22	49%	N=47	8%	N=7	21%	N=20	100%	N=96
The service provided by the City Manager's staff was prompt	27%	N=23	46%	N=38	8%	N=7	19%	N=16	100%	N=84
The City Manager's staff was responsive	25%	N=22	43%	N=38	12%	N=11	20%	N=17	100%	N=87
The City Manager's staff was helpful	23%	N=20	48%	N=43	11%	N=10	18%	N=16	100%	N=90
The City Manager's staff was knowledgeable	26%	N=24	48%	N=43	8%	N=7	18%	N=16	100%	N=90
The City Manager's staff was informative	24%	N=24	49%	N=48	9%	N=9	18%	N=17	100%	N=98
The service provided by the Utility Billing staff was accurate	32%	N=46	55%	N=78	11%	N=15	3%	N=4	100%	N=143
The service provided by the Utility Billing staff was timely	36%	N=50	56%	N=79	4%	N=6	4%	N=6	100%	N=141
The Utility Billing staff was courteous in dealing with my situation or request	41%	N=45	51%	N=57	6%	N=6	2%	N=2	100%	N=111
The Utility Billing staff was knowledgeable in dealing with my situation or request	39%	N=41	52%	N=55	8%	N=8	2%	N=2	100%	N=105
The Finance Window staff was courteous in dealing with my situation or request	40%	N=56	54%	N=76	2%	N=3	5%	N=7	100%	N=141

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 Finance Window staff was knowledgeable in dealing with my situation or request	41%	N=58	52%	N=74	0%	N=1	6%	N=9	100%	N=141
The service provided by the Housing Authority staff was accurate	30%	N=43	45%	N=65	11%	N=16	14%	N=20	100%	N=144
The service provided by the Housing Authority staff was timely	32%	N=45	48%	N=68	7%	N=10	13%	N=19	100%	N=142
The Housing Authority staff was helpful	36%	N=55	41%	N=61	10%	N=15	14%	N=20	100%	N=151
The Housing Authority staff was knowledgeable	38%	N=56	40%	N=59	11%	N=16	11%	N=17	100%	N=148
The services provided by the Police staff were accurate	54%	N=100	41%	N=76	3%	N=6	2%	N=4	100%	N=186
The services provided by the Police staff were prompt	56%	N=107	37%	N=71	5%	N=10	1%	N=3	100%	N=191
The Police staff was courteous	63%	N=132	34%	N=70	2%	N=3	1%	N=2	100%	N=208
The Police staff was helpful	59%	N=123	35%	N=72	5%	N=10	1%	N=3	100%	N=207
The Police staff was knowledgeable	57%	N=114	36%	N=73	5%	N=11	1%	N=3	100%	N=201
The Police staff was informative	58%	N=115	38%	N=74	3%	N=5	1%	N=2	100%	N=196

Table 8: Question 3

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Total	
Aspen Recreation Center (ARC)	54%	N=106	35%	N=69	7%	N=13	4%	N=8	100%	N=196
Asset Department	35%	N=24	41%	N=29	14%	N=10	11%	N=8	100%	N=70
City Clerk Office	61%	N=96	33%	N=53	4%	N=7	2%	N=3	100%	N=159
City Manager Office	34%	N=38	33%	N=38	9%	N=11	24%	N=26	100%	N=113
Community Development	24%	N=32	35%	N=46	19%	N=24	22%	N=29	100%	N=131
Electric	40%	N=45	41%	N=47	11%	N=12	8%	N=9	100%	N=112
Engineering	29%	N=30	38%	N=40	10%	N=11	22%	N=23	100%	N=104
Environmental Health and Sustainability	45%	N=62	35%	N=48	13%	N=18	7%	N=10	100%	N=138
Finance Window (RETT, sales tax, and other payments to the city)	53%	N=76	38%	N=54	5%	N=8	4%	N=5	100%	N=143
Golf	59%	N=47	28%	N=23	9%	N=7	4%	N=3	100%	N=80
GIS (Geographic Information System)	52%	N=37	44%	N=32	3%	N=2	1%	N=1	100%	N=72
Housing Authority (existing deed-restricted and rental units)	35%	N=57	31%	N=50	21%	N=34	13%	N=21	100%	N=162
Kids First	58%	N=38	31%	N=20	7%	N=5	4%	N=3	100%	N=65
New housing development (Burlingame II)	18%	N=18	37%	N=38	20%	N=20	25%	N=25	100%	N=102
Parks	62%	N=151	29%	N=70	7%	N=16	2%	N=5	100%	N=243
Police Department	66%	N=161	28%	N=68	5%	N=11	1%	N=3	100%	N=244

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	
Red Brick Recreation Center	56%	N=109	39%	N=77	4%	N=8	1%	N=3	100%	N=196
Streets	37%	N=94	46%	N=115	13%	N=32	4%	N=11	100%	N=252
Transportation	53%	N=130	32%	N=78	10%	N=25	4%	N=11	100%	N=243
Parking	17%	N=44	30%	N=76	21%	N=52	32%	N=80	100%	N=252
Wheeler Opera House	55%	N=122	37%	N=82	7%	N=16	1%	N=2	100%	N=222

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	17%	N=47	50%	N=137	25%	N=67	8%	N=21	100%	N=271
The quality of the information the City provides to residents	20%	N=51	48%	N=126	24%	N=64	8%	N=22	100%	N=263
The job the City does listening to residents	15%	N=39	26%	N=69	29%	N=77	29%	N=77	100%	N=261
The value of City services for the taxes you pay	24%	N=62	37%	N=99	28%	N=75	11%	N=29	100%	N=266
The job the City does communicating to residents about major issues	20%	N=52	35%	N=94	30%	N=79	15%	N=39	100%	N=265
The job the City does matching expenditures to community priorities	13%	N=31	29%	N=70	32%	N=76	26%	N=62	100%	N=239
The job the City does responding to requests for public records and information	21%	N=29	40%	N=54	23%	N=31	16%	N=22	100%	N=136

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	26%	N=72	64%	N=179	10%	N=28	0%	N=1	100%	N=281
The street surfaces are smooth	24%	N=68	59%	N=166	16%	N=44	0%	N=1	100%	N=279
Potholes are repaired in a timely manner	21%	N=56	54%	N=142	21%	N=56	3%	N=8	100%	N=263
Last winter's snow removal in the Commercial Core was timely	35%	N=93	57%	N=153	5%	N=13	4%	N=10	100%	N=269
Last winter's snow removal in the Commercial Core was thorough	32%	N=87	51%	N=136	11%	N=30	5%	N=15	100%	N=268
Last winter's snow removal in my residential area was timely	30%	N=81	52%	N=140	11%	N=29	7%	N=19	100%	N=268
Last winter's snow removal in my residential area was thorough	29%	N=78	52%	N=139	12%	N=33	7%	N=18	100%	N=268

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	17%	N=49
Radio	23%	N=67
Flyers	10%	N=29
Blast email	27%	N=77
Internet	22%	N=64
Television	1%	N=2
Newspapers	67%	N=191
Social media	14%	N=41
Other	2%	N=7

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	14%	N=40
Newspaper ads	55%	N=154
Radio ads	14%	N=39
Television ads	1%	N=4
School newspapers	5%	N=13
Brochures	4%	N=12
Flyers	7%	N=19
www.AspenRecreation.com	31%	N=85
Social media	19%	N=52
Other (please specify)	2%	N=7
Email	12%	N=33

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	23%	N=36	59%	N=91	16%	N=25	2%	N=3	100%	N=155
The ARC Guest Services staff was helpful	35%	N=57	57%	N=92	5%	N=8	2%	N=4	100%	N=161
The ARC Guest Services staff was timely in handling requests	39%	N=52	55%	N=73	4%	N=6	2%	N=3	100%	N=134
The ARC Guest Services staff greeted me with a smile	44%	N=68	48%	N=75	7%	N=11	1%	N=1	100%	N=155
The ARC Guest Services staff was informative and able to handle all questions	39%	N=58	53%	N=79	7%	N=10	2%	N=3	100%	N=150
I enjoyed my experience at the ARC	44%	N=71	49%	N=79	2%	N=3	5%	N=8	100%	N=161
The ARC Aquatics staff was helpful	44%	N=55	51%	N=64	3%	N=4	2%	N=2	100%	N=124
The ARC Aquatics staff was timely in handling requests	43%	N=49	52%	N=59	3%	N=3	2%	N=2	100%	N=113
The ARC Aquatics staff greeted me with a smile	48%	N=58	46%	N=56	6%	N=7	1%	N=1	100%	N=122
The ARC Aquatics staff was informative and able to handle all questions	43%	N=49	51%	N=59	4%	N=5	2%	N=2	100%	N=115
The ARC Aquatics staff was polite and friendly during my visit	46%	N=57	48%	N=60	5%	N=7	0%	N=1	100%	N=124
The aquatic area, lockers and lawn were sufficiently clean during my visit	36%	N=52	52%	N=75	8%	N=11	4%	N=6	100%	N=143
The pools were clear, clean and inviting to swim in	40%	N=55	53%	N=72	3%	N=4	3%	N=5	100%	N=136
Swimming equipment and pool toys were available for use and in good condition	40%	N=49	46%	N=56	13%	N=16	2%	N=3	100%	N=123
I enjoyed my experience at the ARC Aquatics area	43%	N=58	53%	N=71	1%	N=1	2%	N=3	100%	N=134
The ARC fitness equipment was well-maintained	29%	N=30	54%	N=57	10%	N=10	8%	N=8	100%	N=105
The ARC fitness equipment was usually available when I wanted to use it	29%	N=29	55%	N=57	9%	N=9	7%	N=7	100%	N=102
The ARC climbing equipment was well-maintained	40%	N=31	53%	N=40	4%	N=3	4%	N=3	100%	N=76
The ARC climbing equipment was usually available when I wanted to use it	38%	N=29	51%	N=39	3%	N=3	8%	N=6	100%	N=77

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	38%	N=45	60%	N=71	2%	N=2	0%	N=0	100%	N=118
The service provided by the Red Brick Recreation Center staff was accessible	37%	N=44	59%	N=70	3%	N=3	1%	N=1	100%	N=118
The Red Brick Recreation Center staff was helpful	41%	N=49	55%	N=66	4%	N=4	0%	N=0	100%	N=120
The Red Brick Recreation Center staff was knowledgeable	44%	N=50	55%	N=62	1%	N=1	0%	N=0	100%	N=114
The communication of program information and schedules was very good	31%	N=39	52%	N=65	16%	N=20	2%	N=2	100%	N=126
The quality of the program(s) provided by the Red Brick Recreation Center was very good	37%	N=44	54%	N=64	7%	N=8	2%	N=3	100%	N=119
The condition of the gym at the Red Brick Recreation Center was very good	36%	N=37	54%	N=55	10%	N=10	1%	N=1	100%	N=102
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	40%	N=39	50%	N=49	8%	N=8	2%	N=2	100%	N=98
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	35%	N=34	53%	N=51	11%	N=11	1%	N=1	100%	N=97
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	39%	N=38	59%	N=57	2%	N=2	0%	N=0	100%	N=97

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=132	49%	N=139	3%	N=8	1%	N=3	100%	N=281
The parks were free of litter	43%	N=118	51%	N=140	5%	N=14	0%	N=1	100%	N=273
The condition of the athletic fields allowed me to have a safe and enjoyable experience	49%	N=99	47%	N=96	3%	N=7	1%	N=2	100%	N=204
The athletic fields were free of litter	49%	N=100	46%	N=94	5%	N=10	0%	N=1	100%	N=205
The pedestrian/bike trail surfaces were free of debris/litter	47%	N=124	47%	N=125	6%	N=16	1%	N=2	100%	N=266
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	45%	N=125	51%	N=141	3%	N=8	1%	N=2	100%	N=275
The pedestrian/bike trail could be used safely	44%	N=121	49%	N=135	5%	N=14	1%	N=4	100%	N=273
The pedestrian/bike trail signage was very good	41%	N=106	55%	N=144	3%	N=9	1%	N=3	100%	N=262
The Nordic Trail System trail grooming was very good	53%	N=87	44%	N=71	3%	N=5	0%	N=1	100%	N=164
The Nordic Trail System trails could be used for the purpose intended	56%	N=92	42%	N=69	1%	N=2	0%	N=1	100%	N=163
The Nordic Trail System trail signage was very good	53%	N=85	42%	N=68	5%	N=8	0%	N=1	100%	N=162

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	40%	N=102	53%	N=135	6%	N=15	2%	N=4	100%	N=256
Availability of parking at trail heads and open spaces	24%	N=61	40%	N=102	26%	N=67	9%	N=24	100%	N=253
Adequacy of enforcement of regulations	23%	N=55	42%	N=102	21%	N=51	14%	N=34	100%	N=242
Adequacy of signage on trails	31%	N=78	58%	N=146	10%	N=26	1%	N=3	100%	N=254
Adequacy of signage in open spaces	32%	N=77	56%	N=137	10%	N=24	2%	N=4	100%	N=243
Availability of open space events and programs	34%	N=73	54%	N=116	8%	N=18	3%	N=7	100%	N=214
Quality of open space events and programs	38%	N=78	49%	N=100	9%	N=18	3%	N=7	100%	N=204

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	9%	N=24
About right	44%	N=117
Not strict enough	47%	N=126
Total	100%	N=268

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.)	36%	N=32
Trail-related concerns (e.g., sharing, create connections, surface issues)	7%	N=6
Accessibility/use/enforcement concerns	14%	N=13
Bicycle-related concerns	7%	N=6
Park/trail construction/maintenance concerns	13%	N=11
Positive comments about parks, fields, open space and trails	10%	N=9
Other	13%	N=11
Total	100%	N=89

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	58%	N=165	38%	N=108	4%	N=11	0%	N=0	100%	N=283
I feel safe in my neighborhood during the day	75%	N=213	24%	N=69	0%	N=1	0%	N=0	100%	N=283
I feel safe in the Commercial Core after dark	59%	N=164	38%	N=105	3%	N=8	0%	N=0	100%	N=277
I feel safe in the Commercial Core during the day	75%	N=209	25%	N=71	0%	N=0	0%	N=0	100%	N=280
I feel safe in Aspen as a whole	67%	N=190	30%	N=85	3%	N=7	0%	N=0	100%	N=283

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	70%	N=196	27%	N=76	3%	N=9	100%	N=281
Treatment and handling of suspects	70%	N=184	27%	N=71	3%	N=8	100%	N=263
Fair treatment of all people	74%	N=205	21%	N=59	4%	N=12	100%	N=276

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	43%	N=113	25%	N=65	27%	N=72	3%	N=8	2%	N=5	100%	N=263
Conflict between police and members of the community	40%	N=105	29%	N=77	18%	N=48	9%	N=23	4%	N=9	100%	N=262
Objective evidence of interactions between police officers and members of the community	49%	N=132	33%	N=89	9%	N=25	5%	N=14	3%	N=7	100%	N=267
The approachability of officers	33%	N=88	18%	N=49	19%	N=51	21%	N=55	9%	N=25	100%	N=267
Citizens' privacy	21%	N=53	18%	N=46	13%	N=35	33%	N=85	16%	N=41	100%	N=260

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	30%	N=80
Somewhat support	44%	N=116
Somewhat oppose	18%	N=47
Strongly oppose	8%	N=20
Total	100%	N=263

Table 23: Question 18

Typically, how often, if ever, do you attend the Aspen Saturday Market (the local farmer's market)?	Percent of respondents	Number of respondents
Always	14%	N=39
Usually	21%	N=61
Sometimes	38%	N=111
Rarely	23%	N=66
Never	4%	N=10
Total	100%	N=288

Table 24: Question 19

Which of the following entities provides your electrical service?	Percent of respondents	Number of respondents
The City of Aspen	40%	N=102
Holy Cross Electric	59%	N=150
Other	0%	N=1
Total	100%	N=254

Table 25: Question 20

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	46%	N=132	39%	N=110	11%	N=30	5%	N=13	100%	N=284
Water pressure	45%	N=128	43%	N=123	8%	N=23	4%	N=11	100%	N=285
Water reliability	58%	N=166	39%	N=111	2%	N=6	0%	N=1	100%	N=284
Water services overall	54%	N=150	40%	N=113	6%	N=15	1%	N=1	100%	N=281
Overall customer service provided by the Water department staff	53%	N=97	40%	N=72	4%	N=7	3%	N=6	100%	N=181
Electrical service reliability	51%	N=130	46%	N=117	3%	N=6	0%	N=0	100%	N=253
Safety of electric service	59%	N=140	39%	N=93	2%	N=4	0%	N=0	100%	N=236
Overall customer service provided by the Electric department staff	51%	N=92	45%	N=81	4%	N=7	1%	N=1	100%	N=181
Electric services overall	50%	N=128	45%	N=115	4%	N=11	0%	N=1	100%	N=255

Table 26: Question 21

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 LED light bulbs	69%	N=192	10%	N=27	10%	N=29	12%	N=33	100%	N=281
Replace older refrigerators with an Energy Star model	50%	N=138	7%	N=20	7%	N=20	36%	N=100	100%	N=278
Have an energy assessment completed	28%	N=76	6%	N=16	16%	N=43	50%	N=137	100%	N=272
Air seal around windows and doors	32%	N=88	18%	N=49	20%	N=56	30%	N=83	100%	N=275
Have your home or building professionally air sealed	11%	N=31	6%	N=16	12%	N=32	71%	N=189	100%	N=267
Join or start a carpool	15%	N=40	3%	N=8	8%	N=21	74%	N=201	100%	N=270
Ride the bus one or more days per week	53%	N=146	12%	N=32	13%	N=35	23%	N=64	100%	N=276
Walk to meetings or errands within walking distance	78%	N=220	13%	N=38	3%	N=9	6%	N=16	100%	N=283
Commute via bicycle one or more days per week	51%	N=144	9%	N=25	10%	N=29	29%	N=82	100%	N=280
Encourage others to walk, bike or ride the bus to work or school	54%	N=150	15%	N=40	13%	N=36	18%	N=51	100%	N=277

Table 27: Question 22

In the last 12 months, have you made any energy upgrades (such as LED lighting, insulating water heaters, installing programmable thermostats, etc.)?	Percent of respondents	Number of respondents
Yes	59%	N=148
No	41%	N=103
Total	100%	N=251

Table 28: Question 23

Please indicate how much, if at all, each of the following are reasons you completed energy upgrades.	Biggest reason		Major reason		Minor reason		Not at all a reason		Total	
To save energy	58%	N=93	31%	N=49	7%	N=12	4%	N=6	100%	N=159
To save money on utility bills	48%	N=75	26%	N=41	17%	N=26	9%	N=13	100%	N=156
To help the environment	58%	N=90	30%	N=46	9%	N=15	4%	N=6	100%	N=156
For home safety and security	21%	N=30	25%	N=37	27%	N=40	27%	N=40	100%	N=147
For home comfort	29%	N=44	29%	N=44	25%	N=39	17%	N=26	100%	N=152

Asked only of those who said they had made an energy upgrade in the last 12 months.

Table 29: Question 24

The City is committed to communicating with its citizens about all of its services, programs, policies and news. Please indicate whether each of the following is a major, minor or not a source of information when you are looking for ANY information about the City of Aspen (not just City Council meeting news).	Major source		Minor source		Not a source		Total	
City meetings and open houses	23%	N=58	41%	N=107	36%	N=94	100%	N=260
City streaming webcasts	11%	N=28	26%	N=65	63%	N=162	100%	N=256
Email (electronic newsletters, email updates)	31%	N=80	41%	N=105	28%	N=72	100%	N=257
Social media (Twitter, Facebook, Instagram)	19%	N=50	34%	N=88	47%	N=124	100%	N=262
Online feedback site (www.aspencommunityvoice.com)	8%	N=21	32%	N=83	60%	N=155	100%	N=259
The City's main website (www.aspenpitkin.com)	42%	N=108	33%	N=85	24%	N=63	100%	N=256
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	31%	N=81	37%	N=94	32%	N=82	100%	N=256
CGTV - Channel 11	12%	N=32	31%	N=80	56%	N=144	100%	N=256
Radio ads	21%	N=56	39%	N=103	39%	N=103	100%	N=261
Radio stories	28%	N=74	34%	N=88	38%	N=98	100%	N=260
Newspaper ads	62%	N=165	31%	N=81	7%	N=19	100%	N=266
Newspaper stories	73%	N=195	20%	N=54	6%	N=17	100%	N=267
Mailed materials (brochures, bill inserts)	33%	N=86	42%	N=109	25%	N=66	100%	N=260
Contacting the Community Relations Department	5%	N=12	26%	N=65	70%	N=177	100%	N=254

Table 30: Question 25

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	27%	N=40	51%	N=75	10%	N=15	12%	N=17	100%	N=148
City streaming webcasts	26%	N=20	56%	N=42	13%	N=10	6%	N=4	100%	N=75
Emails (electronic newsletters, email updates)	23%	N=36	61%	N=97	11%	N=18	5%	N=8	100%	N=160
Social media (Twitter, Facebook, Instagram)	23%	N=26	52%	N=57	14%	N=16	10%	N=11	100%	N=110
Online feedback site (www.aspencommunityvoice.com)	22%	N=18	53%	N=44	17%	N=14	8%	N=6	100%	N=82
The City's main website (www.aspenpitkin.com)	21%	N=36	62%	N=108	13%	N=23	4%	N=7	100%	N=174
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	21%	N=29	63%	N=90	13%	N=19	3%	N=5	100%	N=143
CGTV - Channel 11	23%	N=22	53%	N=50	14%	N=13	10%	N=10	100%	N=96
Radio ads	29%	N=44	56%	N=85	9%	N=14	6%	N=9	100%	N=153
Radio news	31%	N=49	54%	N=86	11%	N=17	4%	N=6	100%	N=159
Newspaper ads	36%	N=84	53%	N=125	6%	N=14	5%	N=12	100%	N=236
Newspaper stories	38%	N=93	49%	N=118	9%	N=21	4%	N=10	100%	N=242
Mailed materials (brochures, bill inserts)	27%	N=50	53%	N=95	15%	N=26	5%	N=10	100%	N=181
Contacting the Community Relations Department	26%	N=18	50%	N=35	17%	N=12	8%	N=6	100%	N=70

Table 31: Question 26

To what extent do you agree or disagree that the City of Aspen has a unified brand and image (logo, graphic look and feel)?	Percent of respondents	Number of respondents
Strongly agree	25%	N=59
Somewhat agree	54%	N=126
Somewhat disagree	13%	N=31
Strongly disagree	7%	N=17
Total	100%	N=232

Table 32: Question 27

How important to you, if at all, is it that the City has a unified brand and image?	Percent of respondents	Number of respondents
Essential	10%	N=26
Very important	21%	N=56
Somewhat important	38%	N=100
Not at all important	31%	N=83
Total	100%	N=265

Table 33: Question 28

It is a top ten goal of the City Council for the City to improve its communication with citizens about all services, programs, policies and news. Considering that the City provides information via all of the sources mentioned above, what improvements can we make with our communications?	Percent of respondents	Number of respondents
More or improved communication through internet (e-mail, social media), newspapers or newsletters/mailings	42%	N=40
Be transparent, accurate and timely with information/ communication	11%	N=10
Listen to resident input, increase involvement	7%	N=6
Increase availability/improved customer service	5%	N=4
Positive comments about communication	7%	N=7
Other	29%	N=28
Total	100%	N=96

Table 34: Question 29

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)	30%	N=73	33%	N=81	22%	N=54	14%	N=35	100%	N=242
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	55%	N=149	21%	N=58	16%	N=42	8%	N=21	100%	N=270
Encouraging the development of additional lodging	17%	N=45	20%	N=53	29%	N=78	35%	N=93	100%	N=270
Improve pedestrian connectivity	28%	N=76	37%	N=100	25%	N=68	10%	N=27	100%	N=271
Improve bike connectivity	30%	N=81	30%	N=81	26%	N=71	13%	N=35	100%	N=268
Increasing places for pedestrians to dwell or gather	18%	N=49	31%	N=83	30%	N=81	20%	N=54	100%	N=266
Finding ways to decrease traffic in town	44%	N=121	28%	N=78	18%	N=50	10%	N=27	100%	N=275
Managing traffic in town more effectively	46%	N=128	31%	N=86	16%	N=44	7%	N=20	100%	N=278
Increasing access to affordable locally grown food	28%	N=78	28%	N=78	27%	N=73	17%	N=45	100%	N=274
Protect minimum volume of water in Roaring Fork River	50%	N=132	31%	N=80	14%	N=38	5%	N=12	100%	N=261
Improve and protect the health of the Roaring Fork River	57%	N=156	27%	N=73	11%	N=30	4%	N=11	100%	N=271

Table 35: Question 30

Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent of respondents	Number of respondents
Satisfied	48%	N=134
Somewhat satisfied	40%	N=111
Somewhat not satisfied	8%	N=23
Not at all satisfied	4%	N=12
Total	100%	N=281

Table 36: Question 31

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	16%	N=18
Dissatisfaction with City services, departments, staff and officials (includes ARC)	37%	N=42
Concerns about affordability (housing, food/restaurants)	9%	N=10
Concerns about the entrance to Aspen	6%	N=6
Positive comments about local government/services	20%	N=23
Other	13%	N=15
Total	100%	N=114

Table 37: Question 32

To save money and create a "greener" option, the City is considering switching from a mailed survey to a web-based survey. Residents would be emailed or mailed a postcard with a URL (website address) and an access code (to prevent duplicate entries). To ensure confidentiality of respondents, the online survey would be administered by a third party hired by the City. How likely, if at all, would you be to do each of the following?	Very likely		Somewhat likely		Not at all likely		Total	
Complete the Citizen Survey online if you were mailed an invitation to participate	56%	N=151	21%	N=58	23%	N=63	100%	N=272
Provide your email address for an online Citizen Survey	47%	N=127	22%	N=59	31%	N=84	100%	N=269
Complete the Citizen Survey online if you were sent an email invitation to participate	56%	N=152	20%	N=54	23%	N=63	100%	N=269

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 38: Question 1

How do you rate the overall quality of life in Aspen	Percent of respondents	Number of respondents
Excellent	53%	N=140
Good	41%	N=110
Fair	6%	N=15
Poor	1%	N=2
Total	100%	N=266

Table 39: 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=22	17% N=47	3% N=7	7% N=20	24% N=64	40% N=108	100% N=268
The service provided by the City Manager's staff was prompt	9% N=23	14% N=38	2% N=7	6% N=16	27% N=71	42% N=113	100% N=269
The City Manager's staff was responsive	8% N=22	14% N=38	4% N=11	6% N=17	25% N=67	43% N=115	100% N=269
The City Manager's staff was helpful	8% N=20	16% N=43	4% N=10	6% N=16	25% N=67	42% N=112	100% N=270
The City Manager's staff was knowledgeable	9% N=24	16% N=43	3% N=7	6% N=16	25% N=67	42% N=112	100% N=269
The City Manager's staff was informative	9% N=24	18% N=48	4% N=9	7% N=17	23% N=61	39% N=101	100% N=259
The service provided by the Utility Billing staff was accurate	17% N=46	28% N=78	6% N=15	1% N=4	14% N=37	34% N=94	100% N=274
The service provided by the Utility Billing staff was timely	18% N=50	29% N=79	2% N=6	2% N=6	13% N=36	35% N=97	100% N=274
The Utility Billing staff was courteous in dealing with my situation or request	17% N=45	21% N=57	2% N=6	1% N=2	15% N=40	45% N=121	100% N=272
The Utility Billing staff was knowledgeable in dealing with my situation or request	15% N=41	20% N=55	3% N=8	1% N=2	15% N=42	46% N=124	100% N=271
The Finance Window staff was courteous in dealing with my situation or request	21% N=56	28% N=76	1% N=3	2% N=7	10% N=28	38% N=102	100% N=271
The Finance Window staff was knowledgeable in dealing with my situation or request	21% N=58	27% N=74	0% N=1	3% N=9	11% N=28	37% N=102	100% N=271
The service provided by the Housing Authority staff was accurate	16% N=43	24% N=65	6% N=16	7% N=20	11% N=31	36% N=98	100% N=273

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 Housing Authority staff was timely	17%	N=45	25%	N=68	4%	N=10	7%	N=19	12%	N=32	36%	N=98	100%	N=272
The Housing Authority staff was helpful	20%	N=55	22%	N=61	5%	N=15	7%	N=20	9%	N=25	35%	N=97	100%	N=274
The Housing Authority staff was knowledgeable	21%	N=56	22%	N=59	6%	N=16	6%	N=17	9%	N=25	36%	N=98	100%	N=271
The services provided by the Police staff were accurate	36%	N=100	27%	N=76	2%	N=6	1%	N=4	6%	N=16	27%	N=75	100%	N=277
The services provided by the Police staff were prompt	38%	N=107	25%	N=71	3%	N=10	1%	N=3	6%	N=16	26%	N=72	100%	N=279
The Police staff was courteous	47%	N=132	25%	N=70	1%	N=3	1%	N=2	3%	N=9	22%	N=62	100%	N=278
The Police staff was helpful	44%	N=123	26%	N=72	3%	N=10	1%	N=3	4%	N=11	22%	N=63	100%	N=281
The Police staff was knowledgeable	41%	N=114	26%	N=73	4%	N=11	1%	N=3	5%	N=13	23%	N=65	100%	N=278
The Police staff was informative	41%	N=115	27%	N=74	2%	N=5	1%	N=2	6%	N=17	23%	N=65	100%	N=278

Table 40: Question 3

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Don't know		Total	
Aspen Recreation Center (ARC)	39%	N=106	25%	N=69	5%	N=13	3%	N=8	29%	N=79	100%	N=275
Asset Department	9%	N=24	11%	N=29	4%	N=10	3%	N=8	74%	N=196	100%	N=266
City Clerk Office	36%	N=96	20%	N=53	3%	N=7	1%	N=3	40%	N=108	100%	N=266
City Manager Office	14%	N=38	14%	N=38	4%	N=11	10%	N=26	58%	N=153	100%	N=265
Community Development	12%	N=32	17%	N=46	9%	N=24	11%	N=29	51%	N=136	100%	N=267
Electric	17%	N=45	18%	N=47	4%	N=12	4%	N=9	58%	N=152	100%	N=265
Engineering	11%	N=30	15%	N=40	4%	N=11	9%	N=23	61%	N=163	100%	N=266
Environmental Health and Sustainability	23%	N=62	18%	N=48	7%	N=18	4%	N=10	48%	N=127	100%	N=266
Finance Window (RETT, sales tax, and other payments to the city)	28%	N=76	20%	N=54	3%	N=8	2%	N=5	47%	N=129	100%	N=272
Golf	18%	N=47	8%	N=23	3%	N=7	1%	N=3	70%	N=187	100%	N=267
GIS (Geographic Information System)	14%	N=37	12%	N=32	1%	N=2	0%	N=1	73%	N=193	100%	N=266
Housing Authority (existing deed-restricted and rental units)	21%	N=57	19%	N=50	13%	N=34	8%	N=21	40%	N=108	100%	N=269
Kids First	14%	N=38	7%	N=20	2%	N=5	1%	N=3	76%	N=204	100%	N=268
New housing development (Burlingame II)	7%	N=18	14%	N=38	8%	N=20	10%	N=25	62%	N=165	100%	N=267
Parks	55%	N=151	25%	N=70	6%	N=16	2%	N=5	12%	N=34	100%	N=277
Police Department	58%	N=161	24%	N=68	4%	N=11	1%	N=3	13%	N=36	100%	N=280
Red Brick Recreation Center	40%	N=109	28%	N=77	3%	N=8	1%	N=3	27%	N=74	100%	N=270
Streets	34%	N=94	41%	N=115	12%	N=32	4%	N=11	9%	N=26	100%	N=279

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	
Transportation	46%	N=130	28%	N=78	9%	N=25	4%	N=11	13%	N=37	100%	N=280
Parking	16%	N=44	27%	N=76	19%	N=52	29%	N=80	9%	N=24	100%	N=276
Wheeler Opera House	44%	N=122	29%	N=82	6%	N=16	1%	N=2	20%	N=56	100%	N=278

Table 41: 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	17%	N=47	49%	N=137	24%	N=67	8%	N=21	4%	N=10	100%	N=281
The quality of the information the City provides to residents	18%	N=51	45%	N=126	23%	N=64	8%	N=22	6%	N=17	100%	N=280
The job the City does listening to residents	14%	N=39	25%	N=69	27%	N=77	28%	N=77	7%	N=18	100%	N=280
The value of City services for the taxes you pay	22%	N=62	35%	N=99	27%	N=75	10%	N=29	5%	N=15	100%	N=281
The job the City does communicating to residents about major issues	19%	N=52	34%	N=94	29%	N=79	14%	N=39	5%	N=13	100%	N=277
The job the City does matching expenditures to community priorities	11%	N=31	25%	N=70	27%	N=76	23%	N=62	14%	N=38	100%	N=277
The job the City does responding to requests for public records and information	11%	N=29	20%	N=54	11%	N=31	8%	N=22	51%	N=140	100%	N=276

Table 42: 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	26%	N=72	63%	N=179	10%	N=28	0%	N=1	1%	N=2	100%	N=283
The street surfaces are smooth	24%	N=68	59%	N=166	16%	N=44	0%	N=1	1%	N=2	100%	N=281
Potholes are repaired in a timely manner	20%	N=56	51%	N=142	20%	N=56	3%	N=8	6%	N=17	100%	N=280
Last winter's snow removal in the Commercial Core was timely	33%	N=93	54%	N=153	5%	N=13	4%	N=10	5%	N=14	100%	N=283
Last winter's snow removal in the Commercial Core was thorough	31%	N=87	49%	N=136	11%	N=30	5%	N=15	5%	N=13	100%	N=281
Last winter's snow removal in my residential area was timely	29%	N=81	49%	N=140	10%	N=29	7%	N=19	5%	N=14	100%	N=283
Last winter's snow removal in my residential area was thorough	28%	N=78	50%	N=139	12%	N=33	6%	N=18	5%	N=13	100%	N=281

Table 43: 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	17%	N=49
Radio	23%	N=67
Flyers	10%	N=29
Blast email	27%	N=77
Internet	22%	N=64
Television	1%	N=2
Newspapers	67%	N=191
Social media	14%	N=41
Other	2%	N=7

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

Table 44: 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	14%	N=40
Newspaper ads	55%	N=154
Radio ads	14%	N=39
Television ads	1%	N=4
School newspapers	5%	N=13
Brochures	4%	N=12
Flyers	7%	N=19
www.AspenRecreation.com	31%	N=85
Social media	19%	N=52
Other (please specify)	2%	N=7
Email	12%	N=33

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

Table 45: 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=36	33%	N=91	9%	N=25	1%	N=3	18%	N=50	25%	N=70	100%	N=274
The ARC Guest Services staff was helpful	21%	N=57	33%	N=92	3%	N=8	1%	N=4	14%	N=39	28%	N=76	100%	N=276
The ARC Guest Services staff was timely in handling requests	19%	N=52	27%	N=73	2%	N=6	1%	N=3	15%	N=42	36%	N=98	100%	N=273
The ARC Guest Services staff greeted me with a smile	25%	N=68	27%	N=75	4%	N=11	0%	N=1	14%	N=38	30%	N=81	100%	N=275
The ARC Guest Services staff was informative and able to handle all questions	21%	N=58	29%	N=79	4%	N=10	1%	N=3	14%	N=38	31%	N=86	100%	N=274
I enjoyed my experience at the ARC	26%	N=71	29%	N=79	1%	N=3	3%	N=8	13%	N=36	28%	N=77	100%	N=274
The ARC Aquatics staff was helpful	20%	N=55	23%	N=64	1%	N=4	1%	N=2	16%	N=45	38%	N=104	100%	N=273
The ARC Aquatics staff was timely in handling requests	18%	N=49	21%	N=59	1%	N=3	1%	N=2	17%	N=46	42%	N=116	100%	N=274
The ARC Aquatics staff greeted me with a smile	21%	N=58	20%	N=56	3%	N=7	0%	N=1	16%	N=44	39%	N=108	100%	N=274
The ARC Aquatics staff was informative and able to handle all questions	18%	N=49	22%	N=59	2%	N=5	1%	N=2	17%	N=46	41%	N=113	100%	N=274
The ARC Aquatics staff was polite and friendly during my visit	21%	N=57	22%	N=60	2%	N=7	0%	N=1	15%	N=42	40%	N=109	100%	N=275
The aquatic area, lockers and lawn were sufficiently clean during my visit	19%	N=52	27%	N=75	4%	N=11	2%	N=6	16%	N=44	32%	N=87	100%	N=275
The pools were clear, clean and inviting to swim in	20%	N=55	26%	N=72	2%	N=4	2%	N=5	16%	N=45	34%	N=94	100%	N=275
Swimming equipment and pool toys were available for use and in good condition	18%	N=49	21%	N=56	6%	N=16	1%	N=3	18%	N=50	37%	N=102	100%	N=275
I enjoyed my experience at the ARC Aquatics area	21%	N=58	26%	N=71	0%	N=1	1%	N=3	16%	N=43	35%	N=96	100%	N=273
The ARC fitness equipment was well-maintained	11%	N=30	21%	N=57	4%	N=10	3%	N=8	21%	N=59	40%	N=110	100%	N=273
The ARC fitness equipment was usually available when I wanted to use it	11%	N=29	21%	N=57	3%	N=9	3%	N=7	21%	N=58	41%	N=112	100%	N=272
The ARC climbing equipment was well-maintained	11%	N=31	15%	N=40	1%	N=3	1%	N=3	21%	N=57	51%	N=139	100%	N=273
The ARC climbing equipment was usually available when I wanted to use it	11%	N=29	14%	N=39	1%	N=3	2%	N=6	21%	N=58	50%	N=137	100%	N=271

Table 46: 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	17%	N=45	26%	N=71	1%	N=2	0%	N=0	20%	N=54	37%	N=100	100%	N=272
The service provided by the Red Brick Recreation Center staff was accessible	16%	N=44	26%	N=70	1%	N=3	0%	N=1	20%	N=54	37%	N=100	100%	N=272
The Red Brick Recreation Center staff was helpful	18%	N=49	24%	N=66	2%	N=4	0%	N=0	19%	N=51	37%	N=100	100%	N=271
The Red Brick Recreation Center staff was knowledgeable	19%	N=50	23%	N=62	0%	N=1	0%	N=0	20%	N=53	38%	N=101	100%	N=267
The communication of program information and schedules was very good	14%	N=39	24%	N=65	7%	N=20	1%	N=2	20%	N=53	34%	N=91	100%	N=271
The quality of the program(s) provided by the Red Brick Recreation Center was very good	16%	N=44	24%	N=64	3%	N=8	1%	N=3	20%	N=53	36%	N=98	100%	N=270
The condition of the gym at the Red Brick Recreation Center was very good	14%	N=37	20%	N=55	4%	N=10	0%	N=1	21%	N=57	41%	N=111	100%	N=270
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	14%	N=39	18%	N=49	3%	N=8	1%	N=2	23%	N=63	41%	N=110	100%	N=270
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	13%	N=34	19%	N=51	4%	N=11	0%	N=1	22%	N=60	42%	N=113	100%	N=271
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	14%	N=38	21%	N=57	1%	N=2	0%	N=0	22%	N=59	42%	N=114	100%	N=270

Table 47: 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	46%	N=132	48%	N=139	3%	N=8	1%	N=3	0%	N=1	3%	N=7	100%	N=289
The parks were free of litter	42%	N=118	49%	N=140	5%	N=14	0%	N=1	1%	N=4	3%	N=7	100%	N=284
The condition of the athletic fields allowed me to have a safe and enjoyable experience	35%	N=99	34%	N=96	2%	N=7	1%	N=2	8%	N=22	20%	N=57	100%	N=282
The athletic fields were free of litter	36%	N=100	34%	N=94	4%	N=10	0%	N=1	8%	N=23	19%	N=53	100%	N=281
The pedestrian/bike trail surfaces were free of debris/litter	44%	N=124	44%	N=125	6%	N=16	1%	N=2	1%	N=3	5%	N=13	100%	N=282
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	43%	N=125	49%	N=141	3%	N=8	1%	N=2	1%	N=2	3%	N=9	100%	N=286
The pedestrian/bike trail could be used safely	42%	N=121	47%	N=135	5%	N=14	1%	N=4	1%	N=2	3%	N=9	100%	N=285
The pedestrian/bike trail signage was very good	37%	N=106	51%	N=144	3%	N=9	1%	N=3	2%	N=6	5%	N=16	100%	N=284
The Nordic Trail System trail grooming was very good	31%	N=87	26%	N=71	2%	N=5	0%	N=1	13%	N=35	28%	N=79	100%	N=278
The Nordic Trail System trails could be used for the purpose intended	33%	N=92	25%	N=69	1%	N=2	0%	N=1	13%	N=36	28%	N=78	100%	N=277
The Nordic Trail System trail signage was very good	31%	N=85	25%	N=68	3%	N=8	0%	N=1	13%	N=37	29%	N=79	100%	N=278

Table 48: 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	36%	N=102	48%	N=135	5%	N=15	1%	N=4	9%	N=25	100%	N=281
Availability of parking at trail heads and open spaces	21%	N=61	36%	N=102	23%	N=67	8%	N=24	11%	N=31	100%	N=284
Adequacy of enforcement of regulations	19%	N=55	36%	N=102	18%	N=51	12%	N=34	15%	N=41	100%	N=283
Adequacy of signage on trails	28%	N=78	52%	N=146	9%	N=26	1%	N=3	9%	N=26	100%	N=280
Adequacy of signage in open spaces	28%	N=77	49%	N=137	9%	N=24	1%	N=4	12%	N=34	100%	N=277
Availability of open space events and programs	26%	N=73	41%	N=116	6%	N=18	3%	N=7	24%	N=67	100%	N=281
Quality of open space events and programs	28%	N=78	36%	N=100	7%	N=18	3%	N=7	27%	N=75	100%	N=279

Table 49: 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	9%	N=24
About right	42%	N=117
Not strict enough	45%	N=126
Don't know	4%	N=12
Total	100%	N=279

Table 50: 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=32
Trail-related concerns (e.g., sharing, create connections, surface issues)	7%	N=6
Accessibility/use/enforcement concerns	13%	N=13
Bicycle-related concerns	6%	N=6
Park/trail construction/maintenance concerns	12%	N=11
Positive comments about parks, fields, open space and trails	9%	N=9
Other	12%	N=11
None or not sure	9%	N=8
Total	100%	N=97

Table 51: 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	58%	N=165	38%	N=108	4%	N=11	0%	N=0	0%	N=1	100%	N=284
I feel safe in my neighborhood during the day	75%	N=213	24%	N=69	0%	N=1	0%	N=0	0%	N=1	100%	N=283
I feel safe in the Commercial Core after dark	58%	N=164	37%	N=105	3%	N=8	0%	N=0	2%	N=6	100%	N=283
I feel safe in the Commercial Core during the day	74%	N=209	25%	N=71	0%	N=0	0%	N=0	1%	N=3	100%	N=283
I feel safe in Aspen as a whole	67%	N=190	30%	N=85	3%	N=7	0%	N=0	0%	N=1	100%	N=283

Table 52: 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	68%	N=196	26%	N=76	3%	N=9	3%	N=8	100%	N=289
Treatment and handling of suspects	64%	N=184	25%	N=71	3%	N=8	8%	N=23	100%	N=286
Fair treatment of all people	71%	N=205	21%	N=59	4%	N=12	4%	N=12	100%	N=288

Table 53: 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	40%	N=113	23%	N=65	25%	N=72	3%	N=8	2%	N=5	7%	N=21	100%	N=284
Conflict between police and members of the community	37%	N=105	27%	N=77	17%	N=48	8%	N=23	3%	N=9	7%	N=19	100%	N=281
Objective evidence of interactions between police officers and members of the community	47%	N=132	32%	N=89	9%	N=25	5%	N=14	3%	N=7	6%	N=16	100%	N=283
The approachability of officers	31%	N=88	17%	N=49	18%	N=51	19%	N=55	9%	N=25	6%	N=18	100%	N=285
Citizens' privacy	19%	N=53	16%	N=46	12%	N=35	30%	N=85	14%	N=41	9%	N=25	100%	N=285

Table 54: 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	28%	N=80
Somewhat support	40%	N=116
Somewhat oppose	17%	N=47
Strongly oppose	7%	N=20
Don't know	8%	N=23
Total	100%	N=286

Table 55: Question 18

Typically, how often, if ever, do you attend the Aspen Saturday Market (the local farmer's market)?	Percent of respondents	Number of respondents
Always	14%	N=39
Usually	21%	N=61
Sometimes	38%	N=111
Rarely	23%	N=66
Question 23Never	4%	N=10
Total	100%	N=288

Table 56: Question 19

Which of the following entities provides your electrical service?	Percent of respondents	Number of respondents
The City of Aspen	36%	N=102
Holy Cross Electric	54%	N=150
Other	0%	N=1
Don't know	10%	N=27
Total	100%	N=281

Table 57: Question 20

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	46%	N=132	38%	N=110	11%	N=30	5%	N=13	1%	N=4	100%	N=288
Water pressure	44%	N=128	43%	N=123	8%	N=23	4%	N=11	1%	N=3	100%	N=288
Water reliability	58%	N=166	39%	N=111	2%	N=6	0%	N=1	1%	N=3	100%	N=287
Water services overall	52%	N=150	40%	N=113	5%	N=15	0%	N=1	2%	N=6	100%	N=287
Overall customer service provided by the Water department staff	34%	N=97	25%	N=72	2%	N=7	2%	N=6	36%	N=101	100%	N=282
Electrical service reliability	45%	N=130	41%	N=117	2%	N=6	0%	N=0	11%	N=33	100%	N=286
Safety of electric service	49%	N=140	32%	N=93	1%	N=4	0%	N=0	17%	N=50	100%	N=286
Overall customer service provided by the Electric department staff	32%	N=92	28%	N=81	3%	N=7	0%	N=1	36%	N=103	100%	N=284
Electric services overall	45%	N=128	40%	N=115	4%	N=11	0%	N=1	10%	N=29	100%	N=284

Table 58: Question 21

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 LED light bulbs	69%	N=192	10%	N=27	10%	N=29	12%	N=33	100%	N=281
Replace older refrigerators with an Energy Star model	50%	N=138	7%	N=20	7%	N=20	36%	N=100	100%	N=278
Have an energy assessment completed	28%	N=76	6%	N=16	16%	N=43	50%	N=137	100%	N=272
Air seal around windows and doors	32%	N=88	18%	N=49	20%	N=56	30%	N=83	100%	N=275
Have your home or building professionally air sealed	11%	N=31	6%	N=16	12%	N=32	71%	N=189	100%	N=267
Join or start a carpool	15%	N=40	3%	N=8	8%	N=21	74%	N=201	100%	N=270
Ride the bus one or more days per week	53%	N=146	12%	N=32	13%	N=35	23%	N=64	100%	N=276
Walk to meetings or errands within walking distance	78%	N=220	13%	N=38	3%	N=9	6%	N=16	100%	N=283
Commute via bicycle one or more days per week	51%	N=144	9%	N=25	10%	N=29	29%	N=82	100%	N=280
Encourage others to walk, bike or ride the bus to work or school	54%	N=150	15%	N=40	13%	N=36	18%	N=51	100%	N=277

Table 59: Question 22

In the last 12 months, have you made any energy upgrades (such as LED lighting, insulating water heaters, installing programmable thermostats, etc.)?	Percent of respondents	Number of respondents
Yes	57%	N=148
No	40%	N=103
Don't know	3%	N=9
Total	100%	N=259

Table 60: Question 23

Please indicate how much, if at all, each of the following are reasons you completed energy upgrades.	Biggest reason		Major reason		Minor reason		Not at all a reason		Total	
To save energy	58%	N=93	31%	N=49	7%	N=12	4%	N=6	100%	N=159
To save money on utility bills	48%	N=75	26%	N=41	17%	N=26	9%	N=13	100%	N=156
To help the environment	58%	N=90	30%	N=46	9%	N=15	4%	N=6	100%	N=156
For home safety and security	21%	N=30	25%	N=37	27%	N=40	27%	N=40	100%	N=147
For home comfort	29%	N=44	29%	N=44	25%	N=39	17%	N=26	100%	N=152

Asked only of those who said they had made an energy upgrade in the last 12 months.

Table 61: Question 24

The City is committed to communicating with its citizens about all of its services, programs, policies and news. Please indicate whether each of the following is a major, minor or not a source of information when you are looking for ANY information about the City of Aspen (not just City Council meeting news).	Major source		Minor source		Not a source		Total	
City meetings and open houses	23%	N=58	41%	N=107	36%	N=94	100%	N=260
City streaming webcasts	11%	N=28	26%	N=65	63%	N=162	100%	N=256
Email (electronic newsletters, email updates)	31%	N=80	41%	N=105	28%	N=72	100%	N=257
Social media (Twitter, Facebook, Instagram)	19%	N=50	34%	N=88	47%	N=124	100%	N=262
Online feedback site (www.aspencommunityvoice.com)	8%	N=21	32%	N=83	60%	N=155	100%	N=259
The City's main website (www.aspenpitkin.com)	42%	N=108	33%	N=85	24%	N=63	100%	N=256
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	31%	N=81	37%	N=94	32%	N=82	100%	N=256
CGTV - Channel 11	12%	N=32	31%	N=80	56%	N=144	100%	N=256
Radio ads	21%	N=56	39%	N=103	39%	N=103	100%	N=261
Radio stories	28%	N=74	34%	N=88	38%	N=98	100%	N=260
Newspaper ads	62%	N=165	31%	N=81	7%	N=19	100%	N=266
Newspaper stories	73%	N=195	20%	N=54	6%	N=17	100%	N=267
Mailed materials (brochures, bill inserts)	33%	N=86	42%	N=109	25%	N=66	100%	N=260
Contacting the Community Relations Department	5%	N=12	26%	N=65	70%	N=177	100%	N=254

Table 62: Question 25

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	15%	N=40	28%	N=75	6%	N=15	7%	N=17	44%	N=117	100%	N=266
City streaming webcasts	8%	N=20	16%	N=42	4%	N=10	2%	N=4	71%	N=188	100%	N=263
Emails (electronic newsletters, email updates)	14%	N=36	37%	N=97	7%	N=18	3%	N=8	39%	N=104	100%	N=264
Social media (Twitter, Facebook, Instagram)	10%	N=26	21%	N=57	6%	N=16	4%	N=11	59%	N=156	100%	N=266
Online feedback site (www.aspencommunityvoice.com)	7%	N=18	17%	N=44	5%	N=14	2%	N=6	69%	N=179	100%	N=261
The City's main website (www.aspenpitkin.com)	14%	N=36	41%	N=108	9%	N=23	3%	N=7	34%	N=89	100%	N=263
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	11%	N=29	35%	N=90	7%	N=19	2%	N=5	45%	N=116	100%	N=260
CGTV - Channel 11	8%	N=22	19%	N=50	5%	N=13	4%	N=10	63%	N=166	100%	N=262
Radio ads	16%	N=44	32%	N=85	5%	N=14	3%	N=9	43%	N=113	100%	N=265
Radio news	18%	N=49	32%	N=86	6%	N=17	2%	N=6	41%	N=108	100%	N=267
Newspaper ads	31%	N=84	46%	N=125	5%	N=14	4%	N=12	13%	N=35	100%	N=271
Newspaper stories	34%	N=93	43%	N=118	8%	N=21	4%	N=10	11%	N=31	100%	N=272
Mailed materials (brochures, bill inserts)	19%	N=50	36%	N=95	10%	N=26	4%	N=10	31%	N=82	100%	N=263
Contacting the Community Relations Department	7%	N=18	13%	N=35	4%	N=12	2%	N=6	73%	N=191	100%	N=261

Table 63: Question 26

To what extent do you agree or disagree that the City of Aspen has a unified brand and image (logo, graphic look and feel)?	Percent of respondents	Number of respondents
Strongly agree	21%	N=59
Somewhat agree	45%	N=126
Somewhat disagree	11%	N=31
Strongly disagree	6%	N=17
Don't know	16%	N=45
Total	100%	N=277

Table 64: Question 27

How important to you, if at all, is it that the City has a unified brand and image?	Percent of respondents	Number of respondents
Essential	9%	N=26
Very important	20%	N=56
Somewhat important	35%	N=100
Not at all important	30%	N=83
Don't know	6%	N=17
Total	100%	N=282

Table 65: Question 28

It is a top ten goal of the City Council for the City to improve its communication with citizens about all services, programs, policies and news. Considering that the City provides information via all of the sources mentioned above, what improvements can we make with our communications?	Percent of respondents	Number of respondents
More or improved communication through internet (e-mail, social media), newspapers or newsletters/mailings	39%	N=40
Be transparent, accurate and timely with information/ communication	10%	N=10
Listen to resident input, increase involvement	6%	N=6
Increase availability/improved customer service	4%	N=4
Positive comments about communication	7%	N=7
Other	27%	N=28
None or not sure	7%	N=8
Total	100%	N=103

Table 66: Question 29

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)	28%	N=73	31%	N=81	21%	N=54	13%	N=35	7%	N=19	100%	N=261
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	54%	N=149	21%	N=58	15%	N=42	8%	N=21	2%	N=4	100%	N=275
Encouraging the development of additional lodging	16%	N=45	19%	N=53	28%	N=78	34%	N=93	2%	N=6	100%	N=276
Improve pedestrian connectivity	27%	N=76	36%	N=100	25%	N=68	10%	N=27	2%	N=7	100%	N=278
Improve bike connectivity	29%	N=81	29%	N=81	25%	N=71	13%	N=35	4%	N=11	100%	N=279
Increasing places for pedestrians to dwell or gather	18%	N=49	30%	N=83	29%	N=81	20%	N=54	3%	N=9	100%	N=276
Finding ways to decrease traffic in town	43%	N=121	28%	N=78	18%	N=50	10%	N=27	1%	N=4	100%	N=279
Managing traffic in town more effectively	45%	N=128	31%	N=86	16%	N=44	7%	N=20	1%	N=4	100%	N=282
Increasing access to affordable locally grown food	28%	N=78	27%	N=78	26%	N=73	16%	N=45	3%	N=9	100%	N=282
Protect minimum volume of water in Roaring Fork River	47%	N=132	29%	N=80	14%	N=38	4%	N=12	6%	N=18	100%	N=279
Improve and protect the health of the Roaring Fork River	55%	N=156	26%	N=73	11%	N=30	4%	N=11	4%	N=11	100%	N=282

Table 67: Question 30

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=134
Somewhat satisfied	39%	N=111
Somewhat not satisfied	8%	N=23
Not at all satisfied	4%	N=12
Don't know	1%	N=4
Total	100%	N=285

Table 68: Question 31

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	16%	N=18
Dissatisfaction with City services, departments, staff and officials (includes ARC)	36%	N=42
Concerns about affordability (housing, food/restaurants)	8%	N=10
Concerns about the entrance to Aspen	5%	N=6
Positive comments about local government/services	20%	N=23
Other	13%	N=15
None or not sure	1%	N=1
Total	100%	N=115

Table 69: Question 32

To save money and create a "greener" option, the City is considering switching from a mailed survey to a web-based survey. Residents would be emailed or mailed a postcard with a URL (website address) and an access code (to prevent duplicate entries). To ensure confidentiality of respondents, the online survey would be administered by a third party hired by the City. How likely, if at all, would you be to do each of the following?										
	Very likely		Somewhat likely		Not at all likely		Don't know		Total	
Complete the Citizen Survey online if you were mailed an invitation to participate	54%	N=151	21%	N=58	22%	N=63	2%	N=6	100%	N=278
Provide your email address for an online Citizen Survey	46%	N=127	21%	N=59	30%	N=84	2%	N=6	100%	N=275
Complete the Citizen Survey online if you were sent an email invitation to participate	55%	N=152	20%	N=54	23%	N=63	3%	N=7	100%	N=276

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)

- Friends.
- Posters.
- Usher there.
- Walk by windows.
- Window display at Wheeler.
- Word of mouth.
- Word of mouth.
- Word of mouth.

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)

- Internet newsletter monthly.
- I've stopped going to the Rec center and until there are major changes will not return.
- Mail us that all I get.
- Mail.
- Mail.
- Mail.
- Senior center

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.)

- Always lots of dogs off leash.
- Better poop pick up demanded.
- Dog cleanup is a total mess!!!
- Dog feces on trails especially smuggler.
- Dog poop & off leash why not do (dog trails no rules & no dogs allowed trails?).
- Dog poop bags abandoned on trails.
- Dog poop city tries hard but lazy owners of dogs.
- Dog poop everywhere in bags, out of bags.
- Dog poop, dogs off leash, Need more trails May be dog free and dog friendly.
- Dog situation is out of hand.

- Dogs barking at 6:00 am in res. areas.
- Dogs off leash on trails. ABC & Burlingame connector & Rio Grande.
- Dogs on xc ski trails that are not designated for dogs.
- Dogs, dog poop in/not in bags or trash bins, smoking pot & drinking in skateboard park.
- Enforce the Leash Law & waste pickup Laws!!! Stop coddling people.
- I love dogs but some dog owners do not clean after their pet, my daughter stepped on dog poop.
- If owner picks up after dog, they should be allowed off leash, if under voice control & behaved.
- Leash laws, picking up poop.
- Less leash enforcement, more clean up enforcement.
- Let people with dog be off leash?!
- More control needed on dog rules.
- More enforcement of picking up poop & poop bags necessary.
- More trails in off season & winter should be leash free & too much ridiculous.
- No leash!
- Not enough places to let dogs off leash!!! Too many bicycles allowed.
- Off leash dogs Fines needed not warnings. Jumping on people & getting off trail to poop. Too many "entitled" people.
- People have no poop bag receptacles.
- People leave dog dropping bags on smuggler.
- People leaving dog poop bags on trails bike paths.
- People riding bikes with dogs (on or off leash) and angers people, esp. kids.
- People throw bags with feces on my lawn!!!
- Should have dog poop trash cans along trails.
- The dog laws are not being enforced. Whether it's a leash law or no dogs aloud, I'm not seeing these being enforced.
- Too much poop (still!), too many unleashed dogs. More poop disposal bins along smuggler & HC trail.
- Unmanaged dogs.

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

- Bike trail between school & Castle Bridge could use filling of cracks.
- Biker go by pretty damned fast in the Rio Grande.
- Bikes never announce themselves Go too fast in pedestrian areas and never stop at stop signs, constantly hit people, dog, cars.
- Conflicts with cyclists & hikers, not picking up dog poop, dogs off leash causing injuries.
- Disconnected / No continuous trails / No complete river trail!
- Inform hikers about uphill right of way.
- Smuggler mtn. Needs more markings on trail itself.

Accessibility/use/enforcement concerns

- Availability to public income generating events closing parks i.e. park closures for food & wine, art crush. Golf closures. They should pay for services!
- Enforce bike rules.
- Events like F&W shouldn't be allowed to destroy the grass.
- I wish Wagner Park would be open more.
- Less closure for private/corporate events.

- Limited trails, increasing demand for hikers, bikers. Unresponsive to need for more trails in appropriate places.
- Parks are used way too much for private events!
- Stop using public parks for commercial special.
- They have purchased too much land down valley that should be employee housing projects.
- Too many bikes! Too much dog poop!
- Too many outside groups using facilities for personal purposes & for profit.
- Too much time for events; too little time for public. Rio Grande especially.
- Wagner being given to food & wine without citizen input.

Bicycle-related concerns

- Bicyclists should use bike paths, not highways.
- Bike riders not using bike trails that are next to a road.
- Get bikers people off of Maroon Creek & onto bike path esp tourist before someone killed by its driver on phone.
- Great need for bicycle path on road to music school!
- I wish bikers would use trails instead of roads.
- Speed of bikers on bike paths w/ pedestrians.
- Too much emphasis on bikes. They rule the town because _____ likes bikes. Other people find them annoying and dangerous. They get in the way of drivers & pedestrians & do not seem to have any rules. Bikes need rules.

Park/trail construction/maintenance concerns

- Bridge near Basalt Wood need to be replaced. Dangerous.
- Castle Creek Bridge underpass should be improved, widened, rerouted for less steep access.
- Construction is taking too long!! Specifically at No Problem Bridge.
- Finish the parks Don't keep digging them up Lose designer rocks.
- Iselin field material hazardous to humans & environment.
- Lack of weed control many invasive species taking over.
- Noxious need control, dead tree removal.
- Plow all paths in winter dual bike/ski parts on bridges & access. Wide brick shoulders on all roads.
- Quit shutting Wagner Park down grass dies under tents! What was the point of all the new grass if it still required closing park.
- Some of the parks could use better drainage, they get muddy.
- Too few of all. Rio Grande too manicured. Need more signage for respect of open spaces & trails.
- Tree department does not plant trees well nor replace them timely!
- We need steps down from Wagner Park toward limelight in winter.

Positive comments about parks, fields, open space and trails

- Great job! Thank you.
- I think they do a great job!
- _____ is very helpful.
- No concerns great amenities/ experiences. Thank you!
- None All good.
- The park @ Galena Plaza is a spectacular space perfect of Hudson Reed ensem.

- Wildwood Lane was great this year!

Other

- Finding parking in the city.
- Getting held up at gunpoint (Lincoln Creek incident!).
- Homeless drinking and smoking in parks is an issue.
- Housing restrictions on pets are too strict.
- In a heavy snowstorm on the Rio Grande trail, I encountered a dog patrol. No one else was out not necessary I felt.
- Lack of homeless arriases.
- Minimize development, don't interfere in habitat.
- Park Rangers not friendly.
- Please reduce our taxes parks dept is huge!
- Reduce staff; too much waste; too many regulations.
- Rio Grande Park has too many men (homeless) drinking near the Public toilets with kids nearby.
- Too many signs.
- Too much "Guiding the City". Way too much "Nannying".
- Watering when hot outside, dogs off leash & not in voice command.
- Wrongly changing fee (\$175.00) to use Pioneer Park for a few hours.

Question 23a: Please indicate how much, if at all, each of the following are reasons you completed energy upgrades. (Other reasons)

- Because the city gave us no choice.
- Forced by the city.
- Functionally; new doors & windows!!
- Had to replace boiler.
- I have used CFs since they were 1st avail because of envirn. issues.
- It's right thing to do!
- LED light bulbs don't need to be replaced as frequently more convenient.
- Not replacing bulbs so often.
- Water heater broke.
- We did all this 2 yr. ago & installed solar panels.

Question 28: 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

- A lot more of it, easier to find, equitable, pertaining to full/long term citizens of Aspen.
- Better community outreach/communications.
- Better front page stories in Times & News.
- Blast email info People can skim, environmentally sound no paper.
- Constantly improve the website.
- Detailed internet newsletter. Particularly on housing, development, and zoning issues including council member voting records on each issue.
- Easy notification in paper. Easy to read.

- Email light, brief newsletter.
- Email/ Newspapers work best.
- Get into 21st century! Your website and access to public meeting recordings are from the dark ages. All need to be revamped.
- Have a connected monthly newsletter that is email out & on a city webpage.
- I find the city events calendar, which I love, how a drab background which I don't like. I like look before it shifted to black.
- I get most of my information by newspaper articles or ads.
- I read both newspaper daily. How about putting a notice in one or the other similar to what the city/ county does for upcoming meetings, that informs us of what else is going on? It should be in the same spot on a regular basis so we know when/ where to look for it.
- Improve websites to be more user friendly.
- Mail or email all current & upcoming events & issues to be discussed where & if the citizens can attend. Follow up & synopsis same way. We don't all do social media.
- Mailer about email announcement & text "opt ins" / quick & easier access to program info on ARC website.
- Make more videos, we are a visual learning community.
- Make sure it is in the daily local papers.
- Maybe a COA weekly news in free papers. Times & Daily.
- More direct mailings, newspaper ads on key issues.
- More in the local newspapers.
- More mailed info.
- Newspaper.
- Please do not rely on electronics or social media as aging citizens are not that savvy on that source. More newspaper & public radio & local radio.
- Remind me timely Aspenites are busy.
- Social media communicate controversial upcoming items, accept/encourage comments.
- Social media usage & updated websites.
- Social media, employee contact info, more time between agendas published & public meetings.
- Some people are not into technology! Mail or newspaper acceptable.
- Start with social media & media, going to city meetings and open houses is not efficient when you work 2+ jobs & want to be involved.
- The city needs a new website! Big time!
- Via USPS mail.
- Website needs huge improvement, much info is nonexistent or impossible to find.
- Weekly updated city bulletins at major bus stops & city venues.

Be transparent, accurate and timely with information/ communication

- All meetings between (city officials, P&Z, HPC) and developers and developers' agents need to be made public and open for observation.
- Appropriate now.
- Be truthful and open.
- Community Development Dept. has not been forthcoming. _____ was not transparent! Awful to be honest.
- Do not lie to the public, and twist the facts, take care of your employee housing program. City staff is paid so well while the working class is taken advantage of you brag how you have \$42 million (could be more

now) that you don't know what to do with but will not help fix the structural defects of employee housing & try to make life harder for working class.

- Don't let the newspaper spin things.
- Encourage news media to provide accurate, unbiased reporting.
- Make them unbiased.
- More careful and accurate information (Burlingame costs, Hydro costs).
- Some of the info I've gotten has not been accurate.

Listen to resident input, increase involvement

- Always give us a heads up on any development above 28' and allow us to vote on it.
- Don't believe City Council listens that well to the people.
- Listen more to the people/ less to the developers.
- Listen to the neighborhoods! Don't put in bulbouts narrow intersections and sidewalks where not wanted or needed. Parking & engineering depts. are uncaring about citizens.
- Listen to the people. People voted no to new city buildings and Gout did not listen!
- Listen to the public! Don't be 'We know better than you'. You work for us not in spite of us.
- Seek public support first for major projects.
- Try talking more to the people. Not down to us.

Increase availability/improved customer service

- Answer phones and return calls.
- Ensure all employees are skilled and willing communicators! This does not mean "yes men/ women" but genuine, open, willing to interact and assist.
- Members of City Council should answer my emails.
- Need more staff to do more-likely.
- When I call Aspen Parks about a water leak on a trail they tell me to call Pitkin county then Pitkin county tells me to call Aspen. Or I'm told one thing from "Management" while the staff does the opposite.

Positive comments about communication

- All good.
- All ok.
- Aspen already does a great job.
- Doing a great job! Thank you!
- Keep up the good work.
- You hit it all, it's hard to do you're okay!

Other

- Ban _____ from all meetings.
- City Council are ineffective .Why would we want to hear from them?
- Do not take any news for granted.
- Get rid of _____
- How about some financial oversight?
- I like getting personalized letters in the mail. Call me old fashioned, but it is effective. Also hold an event annually for a "state of the city" address & social party.
- I really depend on Pitkin alert, I know that's county but I like it.
- Less is better.

- Make the message simple.
- More TV/ Radio.
- Must be an anonymous communication as retribution is strong whether real or perceived.
- Need double S curves/ split shot to discussion by publishing the doodle. Eliminate bus lanes make parking free in town & Aspen highlands.
- No Common Sense on City Council. \$500,000 for another study on the S-Curves. Ridiculous.
- Perception is that there is a lot of "studies" and no action. Public as a whole gets a glazed over attitude.. Do something, less talk more action. That will engage public.
- Police attitude.
- Reduce staff too big!
- Shorten the stupid survey!
- Show results, less talk and studies... We all know the whole "consulting" thing is a sham for cronies.
- Speak out against inaccuracies in papers/radio/letters. Wish the mayor would stand up on those issues more. Powerhouse, new city building, incorporating map into codes/policies, traffic, closing of wells ATM etc.
- Stop siding with community development. Don't change the dept. name to be deceptive. Stop selling out the town. Leave something good it's almost too late! (Crowd, traffic, noise, stinky air, greasy dirt sad, sad, sad).
- Teach the citizens to listen/read.
- The city could use a spokesperson.
- The city should obey its own rules instead of resulting to bullying.
- Too many communication methods. Make it more simple. Simplify the message more unified.
- TV no signal.
- Wasteful, are you looking for ways to spend money?
- We do not receive communications from city.

Question 3 I: 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.

- 1 Stop City Council from giving young exceptions particularly 'height'. 2 Golf course reservation system doesn't allow for singles system (Chebia) I use in A2 does & is excellent. Very hard for a senior golfers not to have such a system in Aspen.
- Add additional public transit. Reduce private transit. Add more buses with more frequent times on same routes.
- Bike trail across CC bridge doesn't work for so. side of town (core). Need to focus more on residents, less on businesses Priority should change. Bike paths need to be plowed & continuous in winter.
- Biking laws, at stop signs and traffic lights.
- City has refused to pave our Alley even though we are located in the city core.
- Cross walks People are not safe Never see cops enforcing this!
- I feel the city is disregarding my children's safety by not putting speed bumps in Burlingame phase 1.
- Jaywalking need to be addressed.
- Make some sidewalks in the West end going from Mill to 7th (one street only).
- Need better bicycle parking at City Hall.
- Parking make available.
- Parking rates absurd, dog restrictions absurd.
- Parking too strict Create something for locals.

- Please try to make traffic lanes more visible, especially during winter.
- Provide residential parking permits to residents on Truscott since parking is limited even with 2 bedroom rented place can only have 1 parking permit in prop.
- Rental bikes have increased traffic safety issues.
- The allies need resurfacing. Parking is a definite problem. There is not enough of it.
- The designated bike lanes are going to get someone killed. You're giving people a false sense of security thinking cars are not going to use the road that was built for cars. I've seen pedestrians walking in them when there was a sidewalk 6 feet away. Stop this craziness.
- The parking is terrible for residents. it needs to be renewed.
- Traffic intersection improvements have made things worse not better.
- We need to fix the traffic & housing problems.

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

- 46 wks to approve a minor building permit excessive.
- All City Council members should live at the very West End of the city. (towards AABC).
- APCHA is out of control. Selectively enforces rules. Complete favoritism, _____
- ARC needs a better work out room.
- Better (longer) retention of public records - electronic.
- Building dept: Too much policy & not enough accountability to homeowner.
- Building, P+Z engineering need to be streamlined & reorganized.
- City council needs to line at Truscott on further out of town.
- City Council waffles after public votes (even advisory) Power house City Hall or ignores will of voters altogether Entrance to Aspen, and now more \$\$ for yet another study!
- City council.
- City departments do a great job overall, _____
- City services and government is too large.
- City should not be in the development business!
- Community development (planning) is very difficult & rude to work with. Building dept. is also expensive and difficult.
- Community development is completely out of touch / unresponsive to the population's comments / wishes in affected areas. They are driven by a "Community Plan". That is outdated and unrealistic.
- Do not trust some staff.
- Enforce leaf blower ban, Bust loud/ unlicensed motorcycles, use permanent paint on streets.
- Engineering Department is in very poor shape with terrible leadership.
- Further on tree. Tree planted showed signs of severe stress no response.
- I know Aspen spends quite a bit on transportation, but** Please replace some of the city buses. They are old, break down (unreliable), noisy and unsightly. If nothing else, to make a good impression on the tourists > After all this IS Aspen.
- I've lost confidence in the city's capacity & interest in serving the general public. Too much power in the hands of developers, people w/ money & lawyers.
- Kids & adult sports need to be more organized. Website is out of date.
- Lack of Council leadership is detrimental to the health of Aspen.
- Loss funding of corporate and private events.
- More flexibility about overgrown cottonwood removal if another tree replaces.
- Mow parks earlier, 'Water Parks at night'.

- Open fields for use earlier in season (by kid sport teams).
- Projects should be more thought out, i.e. terrible bathrooms @ Rio Grande Park.
- Stop preaching about what a great job you are doing (not) and start doing. Stop "Educating" and start enforcing the dog, lighting, sound health, traffic laws & ordinances.
- The ___ front desk ___ is very rude. Treats people like they are beneath her.
- The City Council lacks vision and focus. Loses credibility by backtracking on prior decisions.
- The city must accept responsibility for Centennial's shoddy construction!
- The city of Aspen is out of control. Reduce footprint; reduce government building!
- The use of multiple waste removal services boggles my mind. Why does the city not put out garbage services for competitive bid like other Colorado cities??!!
- Tired of our prodevelopment City Council, Manager & staff.
- Too focused on growth & development & not enough on community.
- Too much staff fewer staff held accountable could accomplish more.
- Too much talk and not enough action. They spend too much money!
- Too top heavy/ no one to do the real work.
- Tree ready to fall on Roof City will not respond. Needs to be removed now! I have documentation informing city of problem. Will sue if it does.
- Try to make the water taste better, it can be nasty.
- When encouraged to get rid of cars keep your word to keep all bus service available.
- With new lodge projects already in the pipeline, there will be add'l lodging. I am in fav of upgrading more lodging. But we are close to capacity & don't need to keep building more lodging. I am against four seasons in a neighborhood setting.

Concerns about affordability (housing, food/restaurants)

- Affordable employee housing is not affordable!! (so please stop calling it that).
- Affordable housing is essential & people living there need to be a part of city decision making.
- Affordable housing needs to remain affordable for those it is meant to serve i.e. The servants.
- Housing for employees/workers is at a critical moment.
- More housing for the work force.
- We need actual affordable housing for people who work in the city year round!
- Without affordable studio & 1 bedroom housing you will lose what you love about Aspen.

Concerns about the entrance to Aspen

- 4 lane entrance.
- Build the 4 lane straight shot!!
- Deal with S curves traffic in & out of town.
- Do not need a \$500,000 on the S curve. Decrease the number of lodges. Maintain existing affordable housing. Do not build anymore affordable housing.
- Entrance to Aspen. Spending 1/2 million on another study is a waste of our tax dollars.
- Give it up on the entrance to Aspen question, we've voted on many times!!! Let it go.
- Restudy entrance to Aspen highways.
- The entrance issue must be addressed. Traffic is only getting worse and 56 hrs of cars idling can't be good for our air quality. The city engineers must do a better job in convincing the residents that the current road & traffic conditions are not sustainable.

Positive comments about local government/services

- City is awesome. Great staff. Great Mayor. G. Council (Most of them)..
- Engineering department has been amazing & does great work!
- Generally, great but would like to see dog park or more friendly areas to walk dog.
- Had a problem with electric, departments response was great!
- I think the city is doing a pretty good job with its services.
- Keep the positive progress on workforce housing! Much work left to do!
- Love the Aspen Police.
- Love the new library and the staff there.
- Overall good, but it appears many positions are narrowly defined & question whether they couldn't be done by other areas.
- Pedestrian & Bike trails are already great.
- Thank you for all your hard work! ____ is a great Mayor! Bike Share Program big enough. Keep improving Mt. Bike trails! Thank you!
- Thank you for the new pedestrian crossing light at 4th St Main! It works! And for making the one at Garmisch more visible!
- Thank you! Great Job!
- The "living lab" on Castle Creek Bridge has increased my bike commuting days by 3 days/week. Keep it!
- The APD is the best service Aspen has.
- Utility billing informed me of high water use and we found a leak.
- Winter service by the Streets Dept. has improved greatly. Thanks!!
- You're always there when I call, informed & courteous; great small town.

Other

- #20 Air in water pipes & power outage.
- 2nd restaurants in the Mall St sidewalks remove the space to gather.
- Do not like large advertising in windows shop.
- Environment Dump trucks that pollute the air in town.
- I think it's terrible the city is not making it a mandate to improve city housing especially with how much we pay!!!
- People have [?] than other in the [?] too!
- Question were too long could be simplified.
- Quit it! Are you for real?
- Quit micromanaging us!
- Should have dog poop trash cans along trails.
- Start by creating a new survey. This doesn't ask the right questions or solicit meaningful citizen input. It creates a bad impression.
- Stop anything that attracts more visitors. Stop with the "Gold Plated Faucet" approach to almost everything.
- Take care of working class problems that the city created long ago & stop treating working class like they don't matter because we don't have millions of dollars.
- The disconnect with the worker bees is palpable... They are an asset not a liability.
- Why does Holy Cross charge 100\$ & service fee yearly? I really dislike that.

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

- Assisted living.

- Cabin 4 days/week.
- Caretaker ADU w/ some rent.
- Caretaker no rent.
- Friend
- Own restricted.
- RO
- RO.

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 70: 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%	95%	94%	98%	92%	90%	98%	94%

Table 71: 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	91%	74%	59%	89%	66%	66%	82%	72%
The service provided by the City Manager's staff was prompt	91%	69%	66%	85%	69%	71%	79%	73%
The City Manager's staff was responsive	90%	63%	62%	81%	64%	65%	79%	68%
The City Manager's staff was helpful	80%	70%	66%	75%	69%	58%	86%	71%
The City Manager's staff was knowledgeable	91%	68%	71%	89%	68%	65%	84%	74%
The City Manager's staff was informative	74%	74%	73%	73%	73%	54%	89%	73%
The service provided by the Utility Billing staff was accurate	81%	88%	89%	75%	90%	84%	90%	87%
The service provided by the Utility Billing staff was timely	91%	92%	91%	89%	92%	91%	94%	92%
The Utility Billing staff was courteous in dealing with my situation or request	100%	94%	84%	93%	92%	98%	90%	92%
The Utility Billing staff was knowledgeable in dealing with my situation or request	100%	93%	80%	92%	90%	98%	90%	91%
The Finance Window staff was courteous in dealing with my situation or request	94%	94%	93%	100%	92%	93%	93%	94%
The Finance Window staff was knowledgeable in dealing with my situation or request	87%	96%	94%	94%	93%	89%	96%	93%

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 accurate	85%	72%	69%	89%	69%	70%	81%	75%
The service provided by the Housing Authority staff was timely	86%	81%	69%	88%	76%	75%	84%	80%
The Housing Authority staff was helpful	86%	73%	72%	90%	71%	71%	84%	77%
The Housing Authority staff was knowledgeable	86%	74%	75%	86%	74%	74%	83%	78%
The services provided by the Police staff were accurate	100%	91%	95%	98%	93%	93%	96%	94%
The services provided by the Police staff were prompt	93%	93%	94%	98%	92%	95%	92%	93%
The Police staff was courteous	100%	97%	96%	99%	97%	99%	97%	97%
The Police staff was helpful	93%	94%	95%	97%	93%	98%	93%	94%
The Police staff was knowledgeable	93%	93%	93%	97%	92%	95%	93%	93%
The Police staff was informative	100%	97%	93%	97%	96%	98%	95%	96%

Table 72: Performance of City Departments Compared by Respondent Age, Length of Residency and Household Income

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)	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)	90%	88%	92%	94%	87%	87%	91%	89%
Asset Department	76%	73%	77%	68%	78%	71%	81%	76%
City Clerk Office	100%	89%	97%	100%	92%	92%	96%	94%
City Manager Office	72%	70%	59%	70%	66%	57%	78%	67%
Community Development	82%	58%	48%	85%	52%	59%	65%	59%
Electric	67%	82%	89%	58%	86%	70%	88%	81%
Engineering	88%	67%	56%	92%	62%	74%	68%	68%
Environmental Health and Sustainability	88%	78%	75%	91%	75%	78%	84%	79%
Finance Window (RETT, sales tax, and other payments to the city)	94%	89%	90%	100%	89%	89%	93%	91%
Golf	80%	93%	80%	86%	87%	62%	93%	87%
GIS (Geographic Information System)	100%	96%	97%	100%	95%	100%	97%	96%
Housing Authority (existing deed-restricted and rental units)	70%	71%	55%	65%	66%	62%	73%	66%
Kids First	100%	85%	87%	100%	85%	83%	94%	89%
New housing development (Burlingame II)	86%	49%	37%	83%	40%	52%	66%	55%

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)	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	
Parks	98%	90%	87%	93%	91%	89%	94%	91%
Police Department	100%	92%	93%	97%	93%	95%	95%	94%
Red Brick Recreation Center	95%	97%	91%	92%	96%	97%	95%	95%
Streets	88%	84%	79%	82%	83%	77%	91%	83%
Transportation	89%	85%	83%	88%	85%	82%	89%	85%
Parking	57%	48%	39%	51%	46%	48%	51%	47%
Water	90%	90%	87%	90%	88%	84%	91%	89%
Wheeler Opera House	100%	90%	89%	97%	90%	91%	92%	92%

Table 73: 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	64%	68%	69%	55%	71%	64%	74%	68%
The quality of the information the City provides to residents	69%	66%	67%	69%	66%	63%	74%	67%
The job the City does listening to residents	46%	43%	36%	46%	40%	29%	52%	41%
The value of City services for the taxes you pay	64%	60%	60%	66%	59%	52%	70%	61%
The job the City does communicating to residents about major issues	55%	56%	54%	57%	55%	49%	63%	55%
The job the City does matching expenditures to community priorities	41%	48%	38%	52%	39%	32%	53%	42%
The job the City does responding to requests for public records and information	41%	63%	68%	63%	61%	46%	71%	61%

Table 74: 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	92%	89%	88%	90%	89%	90%	91%	89%
The street surfaces are smooth	87%	83%	83%	85%	83%	86%	84%	84%
Potholes are repaired in a timely manner	91%	66%	78%	77%	75%	78%	75%	76%
Last winter's snow removal in the Commercial Core was timely	84%	95%	93%	89%	92%	87%	95%	91%
Last winter's snow removal in the Commercial Core was thorough	69%	87%	88%	74%	86%	77%	88%	83%
Last winter's snow removal in my residential area was timely	79%	81%	85%	75%	84%	87%	80%	82%
Last winter's snow removal in my residential area was thorough	75%	84%	80%	77%	82%	81%	82%	81%

Table 75: 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	9%	7%	11%	5%	10%	13%	7%	9%
About right	53%	40%	42%	48%	42%	33%	50%	44%
Not strict enough	39%	53%	47%	47%	48%	54%	43%	47%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 76: 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	100%	94%	98%	100%	96%	97%	98%	97%
Treatment and handling of suspects	100%	95%	97%	97%	97%	98%	98%	97%
Fair treatment of all people	100%	93%	96%	95%	96%	98%	94%	96%

Table 77: 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?	69%	72%	80%	78%	73%	77%	73%	74%

Table 78: Importance of City Having Unified Brand and Image Compared by Respondent Age, Length of Residency and Household Income

Percent essential or very important	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 important to you, if at all, is it that the City has a unified brand and image?	25%	35%	29%	33%	30%	18%	40%	31%

Table 79: 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)	71%	59%	66%	65%	63%	70%	61%	64%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	98%	77%	62%	91%	72%	84%	77%	77%
Encouraging the development of additional lodging	45%	34%	34%	45%	34%	28%	44%	37%
Improve pedestrian connectivity	78%	67%	54%	78%	60%	62%	69%	65%
Improve bike connectivity	75%	64%	48%	65%	59%	57%	65%	61%
Increasing places for pedestrians to dwell or gather	65%	54%	35%	62%	46%	41%	59%	49%
Finding ways to decrease traffic in town	81%	73%	67%	82%	69%	76%	73%	72%
Managing traffic in town more effectively	79%	76%	77%	83%	75%	77%	80%	77%
Increasing access to affordable locally grown food	71%	62%	43%	60%	56%	61%	58%	57%
Protect minimum volume of water in Roaring Fork River	78%	81%	83%	76%	83%	80%	81%	81%
Improve and protect the health of the Roaring Fork River	88%	83%	85%	84%	85%	86%	84%	85%

Table 80: 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?	97%	85%	85%	95%	85%	87%	92%	87%

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 2016 Citizen Survey for Aspen was based on the 2015 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 2016.

Selecting Survey Recipients

City of Aspen registered voter households were those eligible to complete the 2016 survey. The decision was made to use a registered voter list to focus on gathering input from primary homeowners living in Aspen. A registered voter list was obtained from the Pitkin County Clerk and Recorder, which contained a total of about 6,500 names. As in previous years, the survey was mailed to both active and inactive¹ registered voter households that have mailing addresses in Aspen in an effort to include the largest potential survey respondent pool of full-time Aspen residents (approximately 3,500 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 2016. The first was a postcard notifying them that they had been selected to participate in the City of Aspen Citizen Survey. The postcard was signed by the Mayor. A week later a survey was mailed with a cover letter signed by the Mayor. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet participated to do so, while informing those who had already completed the survey not to do so again.

Of the 1,750 households that were mailed the survey, 110 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed, approximately 6% of mailings. Of the remaining 1,640 delivered surveys, 291 individuals completed the survey, providing a response rate of 18%.

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

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 six percentage points around any given percent reported for the entire sample (291 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 8I: 2016 Aspen Citizen Survey Weighting Table

	Population Norm¹	Registered Voter List Norm²	Unweighted	Weighted
Age 18-34	28%	22%	9%	23%
Age 35-54	41%	39%	29%	39%
Age 55 and over	31%	38%	62%	39%
Female	48%	49%	51%	49%
Male	52%	51%	49%	51%
Female 18-34	14%	10%	5%	10%
Female 35-54	19%	19%	15%	19%
Female 55 and over	15%	20%	32%	20%
Male 18-34	14%	12%	4%	12%
Male 35-54	22%	20%	15%	20%
Male 55 and over	16%	19%	30%	19%

¹ Source: 2010 Census

² Source: Pitkin County Registered Voter List, purchased July, 2016.

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*.