

# Aspen, CO

## The National Community Survey

Report of Results  
2024

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Aspen. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The NCS was developed by the experts from National Research Center at Polco in partnership with the International City/County Management Association (ICMA) and has been administered in hundreds of communities across the United States.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS focuses on the livability of Aspen by categorizing survey questions into the ten main “facets” of community livability shown below, which have been identified through years of extensive survey research as those that are most impactful to residents’ quality of life.

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture ..



The report provides the opinions of a representative sample of 265 residents of the City of Aspen collected from June 10th, 2024 to July 15th, 2024. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2024 survey was 8%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Aspen.



### How the results are reported

For the most part, the percentages presented in this report represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving a “don’t know” response is shown in the full set of responses included in the “complete data” section; however, these responses have been removed from the analyses presented in the main body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Aspen's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Aspen residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Aspen's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Aspen's average rating was more than 20 points different when compared to the benchmark.

## Methods



### Selecting survey recipients

All households within the City of Aspen were eligible to participate in the survey. A list of all households within the zip codes serving Aspen was purchased from NRC's mailing vendor, Go-Dog Direct, based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Aspen households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of Aspen boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the birthday method. The birthday method selects a person within the household by asking the "person who most recently had a birthday" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 3,500 randomly selected households received mailings beginning on June 10th, 2024 and data collection for the survey remained open for 7 weeks. The first mailing was a postcard inviting the household to participate in the survey. The second and final mailing was a reminder postcard inviting the household one final time to participate in the survey. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 7% of the 3,500 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,267 households that received the invitations to participate, 265 completed the survey, providing an overall response rate of 8%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.<sup>1</sup>

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Aspen. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Aspen and also a question about where they heard about the survey. The open-participation survey was open to all city residents and became available on July 1st, 2024. The survey remained open for 4 weeks.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Aspen survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (449 completed surveys).

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 American Community Survey estimates for adults in the City of Aspen. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.<sup>2</sup> The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

|                                  |   | Unweighted | Weighted | Target <sup>4</sup> |
|----------------------------------|---|------------|----------|---------------------|
| <b>Age</b>                       | 18-34   | 9%         | 27%      | 30%                 |
|                                  | 35-54   | 33%        | 39%      | 37%                 |
|                                  | 55+   | 58%        | 35%      | 33%                 |
| <b>Hispanic origin</b>           | No, not of Hispanic, Latino/a/x, or Spanish origin                      | 97%        | 92%      | 87%                 |
|                                  | Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin | 3%         | 11%      | 13%                 |
| <b>Housing tenure</b>            | Own   | 78%        | 57%      | 56%                 |
|                                  | Rent  | 22%        | 45%      | 44%                 |
| <b>Housing type</b>              | Attached  | 70%        | 81%      | 80%                 |
|                                  | Detached  | 30%        | 20%      | 20%                 |
| <b>Race &amp; Hispanic ori..</b> | Not white alone   | 7%         | 20%      | 20%                 |
|                                  | White alone, not Hispanic or Latino                                     | 93%        | 84%      | 80%                 |
| <b>Sex</b>                       | Man   | 46%        | 51%      | 52%                 |
|                                  | Woman   | 54%        | 52%      | 48%                 |
| <b>Sex/age</b>                   | Man 18-34   | 4%         | 13%      | 16%                 |
|                                  | Man 35-54   | 16%        | 21%      | 19%                 |
|                                  | Man 55+   | 26%        | 18%      | 16%                 |
|                                  | Woman 18-34   | 6%         | 15%      | 14%                 |
|                                  | Woman 35-54   | 18%        | 19%      | 17%                 |
|                                  | Woman 55+   | 30%        | 18%      | 17%                 |

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the “complete data” section. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Contact

The City of Aspen funded this research. Please contact John Barker of the City of Aspen at [john.barker@aspen.gov](mailto:john.barker@aspen.gov) if you have any questions about the survey.

### Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a coverage error, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events, for example), and for some survey items, they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

### Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

1. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
3. Targets come from the 2020 Census and 2022 American Community Survey

## Key Findings

### Safety in Aspen is a community asset.

Overall feelings of safety, along with safety-related services, contribute to the high quality of life experienced in Aspen. More than 9 in 10 residents gave the City a rating of excellent or good for the overall feeling of safety, and nearly all residents reported feeling very or somewhat safe in both their neighborhood and Aspen's downtown/commercial area during the day. Further, about 9 in 10 or more of residents reported feeling safe from both violent and property crime, both of which were rated higher than national comparison communities. A high proportion of residents also approved of fire services (97% excellent or good) and ambulance/EMS (93%). A strong majority also gave positive marks to fire prevention and education (88% excellent or good), crime prevention (89%), and police/sheriff services (89%).

### Residents identify the economy as a potential area of focus.

A number of aspects of the economy in Aspen garnered positive marks from residents, including Aspen as a place to visit (92% excellent or good), as a place to work (67%), and the economic health of Aspen (62%). About half of residents had favorable views of employment opportunities, the vibrancy of downtown/commercial areas, as well as the overall quality of business and service establishments in Aspen. Items that were lower than the benchmark in this facet tended to relate to either affordability, or shopping within Aspen. Such items lower than the national benchmarks included shopping opportunities (25%), variety of business and service establishments in Aspen (23%), as well as the cost of living (4%). Additionally, about one third of residents reported that they felt the economy would have a positive impact on their family income in the next 6 months, which was on par with comparison communities.

### Community design may be an area of opportunity for Aspen.

Survey items within the facet of community design received mixed results. A strong majority of residents gave excellent or good ratings to their neighborhood as a place to live (85% excellent or good), the overall design or layout of Aspen's residential and commercial areas (77%), as well as public places where people want to spend time (73%). A strong proportion, about two thirds of respondents, gave positive marks to both preservation of the historical or cultural character of the community and well designed neighborhoods, each similar to national benchmark comparisons. Items in this facet that asked about growth or housing tended to be lower than the national benchmark comparisons, which may be an area of potential opportunity for the City. Such items included overall quality of new development in Aspen (30%), well planned residential growth (22%), well planned commercial growth (17%), availability of affordable housing (11%), as well as the variety of housing options in Aspen (8%).

### Residents praise both parks and recreation as well as the natural environment in Aspen.

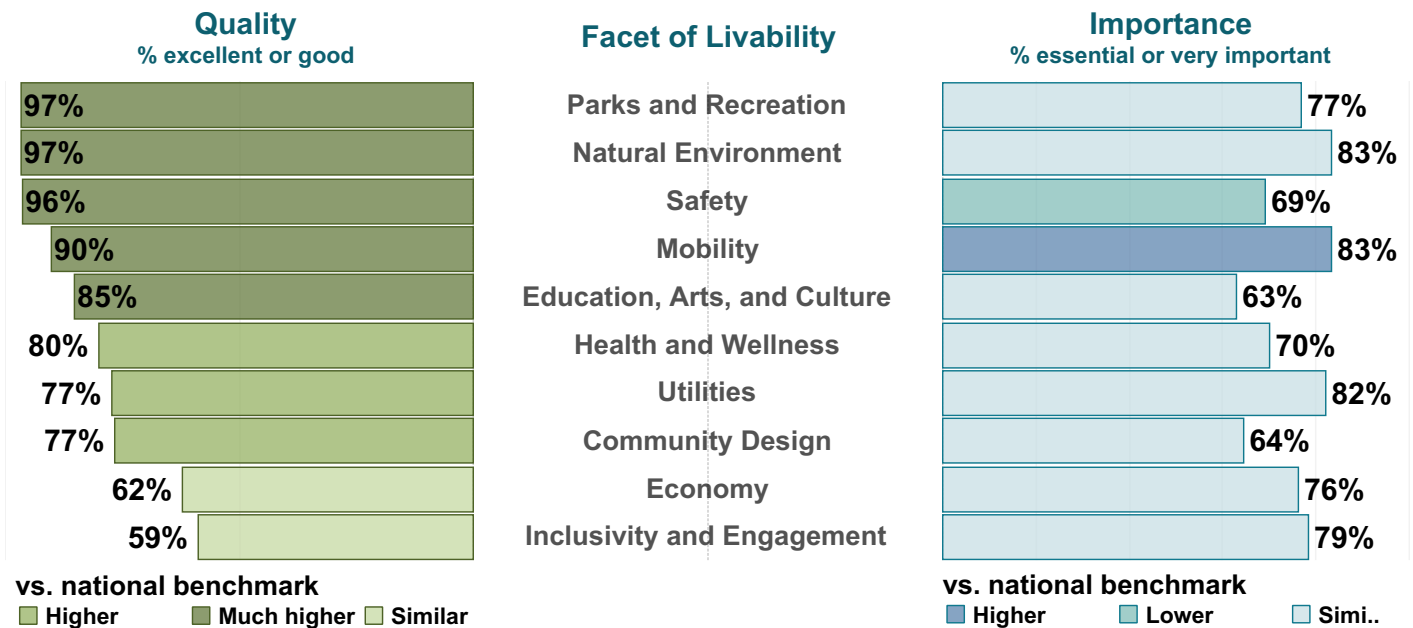
Parks and recreation is a bright spot in Aspen, with residents giving every item within this facet marks that were higher than national averages. Nearly all residents gave favorable ratings to the overall quality of parks and recreation opportunities in Aspen (97% excellent or good), the availability of walking paths and trails (97%), as City parks (95%), as well as recreational opportunities (92%). About 8 in 10 also gave high marks to recreation programs or classes, fitness opportunities, and recreation centers or facilities. Residents had similar feelings toward the natural environment, with a number of items within this facet higher than the national averages as well. This included the cleanliness of Aspen (91%), air quality (89%), and Aspen open space (86%).

## Facets of Livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

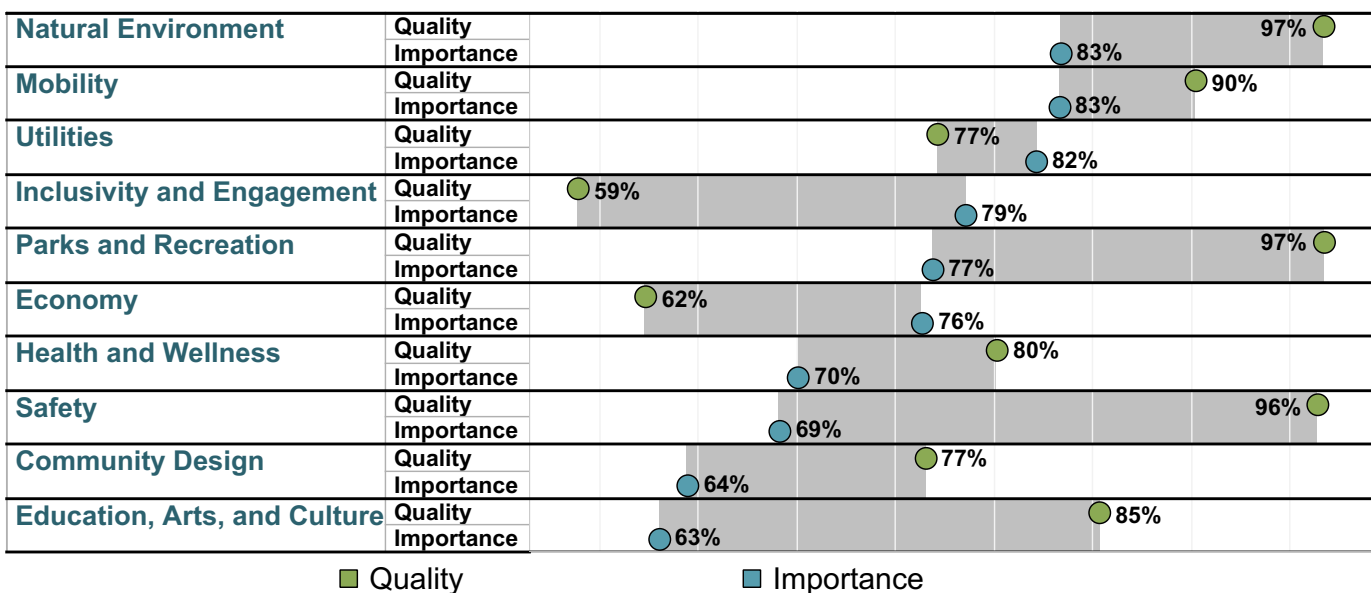
### Quality and Importance by the Numbers

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher than communities across the country (the national benchmark).



### Quality/Importance Gap Analysis

The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.

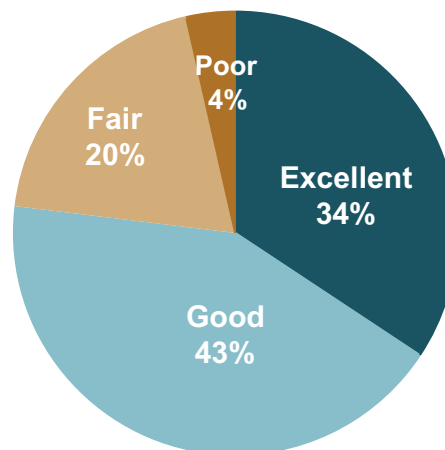




## Quality of Life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Aspen, 2024



Please rate each of the following aspects of quality of life in Aspen.  
(% excellent or good)

|                                      |     | vs.<br>benchmark <sup>7</sup> |
|--------------------------------------|-----|-------------------------------|
| Aspen as a place to live             | 79% | Similar                       |
| The overall quality of life in Aspen | 77% | Similar                       |

Please indicate how likely or unlikely you are to do each of the following.  
(% very or somewhat likely)

|   |     |            |
|---|-----|------------|
| Remain in Aspen for the next five years       | 84% | Similar    |
| Recommend living in Aspen to someone who asks | 51% | Much lower |

Please rate each of the following in the Aspen community.  
(% excellent or good)

|                                      |     |         |
|--------------------------------------|-----|---------|
| Overall image or reputation of Aspen | 63% | Similar |
|--------------------------------------|-----|---------|

7. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall confidence in Aspen government, 2024

### Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.



**Please rate the quality of each of the following services in Aspen.**  
(% excellent or good)

|   |     | vs.<br>benchmark <sup>8</sup> |
|---|-----|-------------------------------|
| Overall customer service by City of Aspen employees (police, receptionists, planners, etc.) | 81% | Similar                       |
| Public information services   | 73% | Similar                       |

**Please rate the following categories of the City of Aspen government performance.**  
(% excellent or good)

|   |     |         |
|---|-----|---------|
| Treating residents with respect   | 57% | Similar |
| The value of services for the taxes paid to the City of Aspen               | 52% | Similar |
| The job the City of Aspen government does at welcoming resident involvement | 48% | Similar |
| Informing residents about issues facing the community                       | 47% | Similar |
| Being honest  | 44% | Similar |
| Being open and transparent to the public                                    | 41% | Similar |
| Generally acting in the best interest of the community                      | 34% | Lower   |
| Treating all residents fairly   | 34% | Lower   |
| Overall confidence in the City of Aspen government                          | 32% | Lower   |
| The overall direction that the City of Aspen is taking                      | 30% | Lower   |

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**Overall, how would you rate the quality of the services provided by each of the following?**  
(% excellent or good)

|                        |     |         |
|------------------------|-----|---------|
| The City of Aspen      | 69% | Similar |
| The Federal Government | 36% | Similar |

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**Please indicate whether or not you have done each of the following in the last 12 months.**  
(% excellent or good)

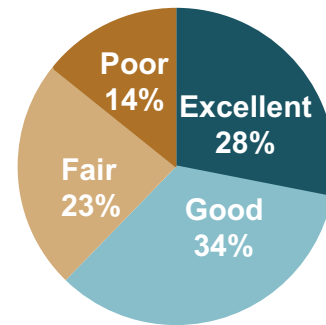
|   |     |             |
|---|-----|-------------|
| Contacted City of Aspen employees for help or information | 63% | Higher      |
| Watched (online or on television) a local public meeting  | 48% | Much higher |
| Contacted Aspen elected officials to express your opinion | 34% | Higher      |
| Attended a local public meeting                           | 33% | Higher      |

8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

### Overall economic health of Aspen, 2024



**Please rate each of the following aspects of quality of life in Aspen.**  
(% excellent or good)

|                           |     | vs.<br>benchmark <sup>9</sup> |
|---------------------------|-----|-------------------------------|
| Aspen as a place to visit | 92% | Much higher                   |
| Aspen as a place to work  | 67% | Similar                       |

**Please rate each of the following characteristics as they relate to Aspen as a whole.**  
(% excellent or good)

|                                  |     |         |
|----------------------------------|-----|---------|
| Overall economic health of Aspen | 62% | Similar |
|----------------------------------|-----|---------|

**Please rate each of the following in the Aspen community.**  
(% excellent or good)

|   |     |            |
|---|-----|------------|
| Employment opportunities  | 56% | Similar    |
| Vibrancy of downtown/commercial area                            | 54% | Similar    |
| Overall quality of business and service establishments in Aspen | 51% | Lower      |
| Shopping opportunities  | 25% | Lower      |
| Variety of business and service establishments in Aspen         | 23% | Much lower |
| Cost of living in Aspen   | 4%  | Much lower |

**Please rate the quality of each of the following services in Aspen.**  
(% excellent or good)

|                      |     |         |
|----------------------|-----|---------|
| Economic development | 39% | Similar |
|----------------------|-----|---------|

**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**  
(% very or somewhat positive)

|  |     |         |
|--|-----|---------|
| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: | 27% | Similar |
|--|-----|---------|

9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall quality of the transportation system in Aspen, 2024



### Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

**Please rate each of the following characteristics as they relate to Aspen as a whole.**  
(% excellent or good)

|  |     | vs.<br>benchmark <sup>10</sup> |
|--|-----|--------------------------------|
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Aspen | 90% | Much higher                    |

**Please also rate each of the following in the Aspen community.**  
(% excellent or good)

|  |     |             |
|--|-----|-------------|
| Ease of walking in Aspen                         | 92% | Much higher |
| Ease of travel by bicycle in Aspen               | 90% | Much higher |
| Ease of travel by public transportation in Aspen | 89% | Much higher |
| Ease of travel by car in Aspen                   | 26% | Much lower  |
| Traffic flow on major streets                    | 19% | Much lower  |
| Ease of public parking                           | 16% | Much lower  |

**Please indicate whether or not you have done each of the following in the last 12 months.**  
(% yes)

|   |     |             |
|---|-----|-------------|
| Walked or biked instead of driving  | 96% | Much higher |
| Used bus, rail, subway, or other public transportation instead of driving | 88% | Much higher |
| Carpooled with other adults or children instead of driving alone          | 69% | Much higher |

**Please rate the quality of each of the following services in Aspen.**  
(% excellent or good)

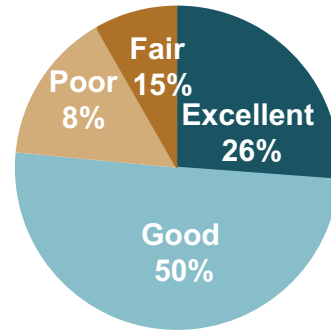
|                         |     |             |
|-------------------------|-----|-------------|
| Bus or transit services | 92% | Much higher |
| Street cleaning         | 82% | Higher      |
| Snow removal            | 75% | Similar     |

|                       |     |         |
|-----------------------|-----|---------|
| Street lighting       | 75% | Similar |
| Sidewalk maintenance  | 74% | Higher  |
| Traffic enforcement   | 57% | Similar |
| Traffic signal timing | 57% | Similar |
| Street repair         | 52% | Similar |

10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following aspects of quality of life in Aspen.  
(% excellent or good)

vs.  
benchmark<sup>11</sup>

|                                      |     |         |
|--------------------------------------|-----|---------|
| Your neighborhood as a place to live | 85% | Similar |
|--------------------------------------|-----|---------|

Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

|   |     |        |
|---|-----|--------|
| Overall design or layout of Aspen's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 77% | Higher |
|---|-----|--------|

Please also rate each of the following in the Aspen community.  
(% excellent or good)

|   |     |            |
|---|-----|------------|
| Overall appearance of Aspen   | 78% | Similar    |
| Public places where people want to spend time                         | 73% | Higher     |
| Preservation of the historical or cultural character of the community | 62% | Similar    |
| Well-designed neighborhoods   | 57% | Similar    |
| Overall quality of new development in Aspen                           | 30% | Lower      |
| Well-planned residential growth                                       | 22% | Lower      |
| Well-planned commercial growth  | 17% | Lower      |
| Availability of affordable quality housing                            | 11% | Lower      |
| Variety of housing options  | 8%  | Much lower |

Please rate the quality of each of the following services in Aspen.  
(% excellent or good)

|   |     |         |
|---|-----|---------|
| Code enforcement (weeds, abandoned buildings, etc.) | 47% | Similar |
| Land use, planning, and zoning                      | 37% | Similar |

11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall quality of the utility infrastructure in Aspen, 2024

### Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.



Please rate the quality of each of the following services in Aspen.  
(% excellent or good)

|   |     | vs.<br>benchmark <sup>12</sup> |
|---|-----|--------------------------------|
| Drinking water  | 89% | Higher                         |
| Power (electric and/or gas) utility                         | 87% | Similar                        |
| Storm water management (storm drainage, dams, levees, etc.) | 86% | Higher                         |
| Sewer services  | 86% | Similar                        |
| Garbage collection  | 82% | Similar                        |
| Utility billing   | 81% | Higher                         |
| Affordable high-speed internet access                       | 62% | Similar                        |

Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

|   |     |        |
|---|-----|--------|
| Overall quality of the utility infrastructure in Aspen (water, sewer, storm water, electric/gas, broadband) | 77% | Higher |
|---|-----|--------|

<sup>12</sup>. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

### Overall feeling of safety in Aspen, 2024



Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

vs.  
benchmark<sup>13</sup>

|                                    |     |             |
|------------------------------------|-----|-------------|
| Overall feeling of safety in Aspen | 96% | Much higher |
|------------------------------------|-----|-------------|

Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

|  |     |         |
|--|-----|---------|
| In your neighborhood during the day                | 97% | Similar |
| From violent crime                                 | 97% | Higher  |
| In Aspen's downtown/commercial area during the day | 96% | Higher  |
| From property crime                                | 92% | Higher  |
| From fire, flood, or other natural disaster        | 66% | Lower   |

Please rate the quality of each of the following services in Aspen.  
(% excellent or good)

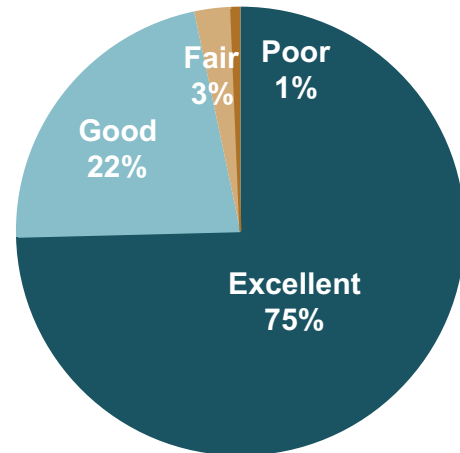
|  |     |         |
|--|-----|---------|
| Fire services  | 97% | Similar |
| Ambulance or emergency medical services  | 93% | Similar |
| Crime prevention   | 89% | Higher  |
| Police services  | 89% | Higher  |
| Fire prevention and education  | 88% | Similar |
| Animal control   | 83% | Higher  |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 71% | Similar |

13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall quality of natural environment in Aspen, 2024

### Natural Environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

|   |     | vs.<br>benchmark <sup>14</sup> |
|---|-----|--------------------------------|
| Overall quality of natural environment in Aspen | 97% | Much higher                    |

Please also rate each of the following in the Aspen community.  
(% excellent or good)

|  |     |        |
|--|-----|--------|
| Cleanliness of Aspen                                     | 91% | Higher |
| Air quality  | 89% | Higher |
| Water resources (beaches, lakes, ponds, riverways, etc.) | 81% | Higher |

Please rate the quality of each of the following services in Aspen.  
(% excellent or good)

|   |     |             |
|---|-----|-------------|
| Preservation of natural areas (open space, farmlands, and greenbelts) | 86% | Much higher |
| Aspen open space  | 86% | Much higher |
| Yard waste pick-up  | 77% | Similar     |
| Recycling   | 66% | Similar     |

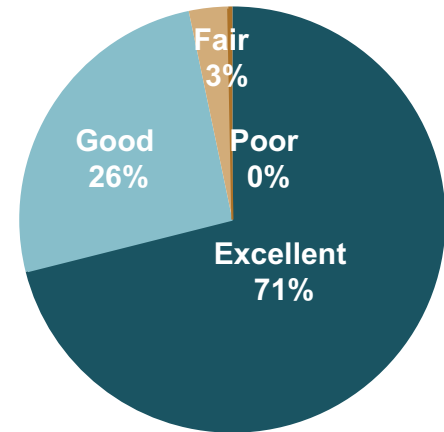
<sup>14</sup>. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall quality of the parks and recreation opportunities, 2024

### Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association



Please rate each of the following characteristics as they relate to Aspen as a whole.

(% excellent or good)

vs.  
benchmark<sup>15</sup>

|   |     |             |
|---|-----|-------------|
| Overall quality of parks and recreation opportunities | 97% | Much higher |
|---|-----|-------------|

Please also rate each of the following in the Aspen community.

(% excellent or good)

|  |     |             |
|--|-----|-------------|
| Availability of paths and walking trails                                     | 97% | Much higher |
| Recreational opportunities   | 92% | Much higher |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 83% | Higher      |

Please rate the quality of each of the following services in Aspen.

(% excellent or good)

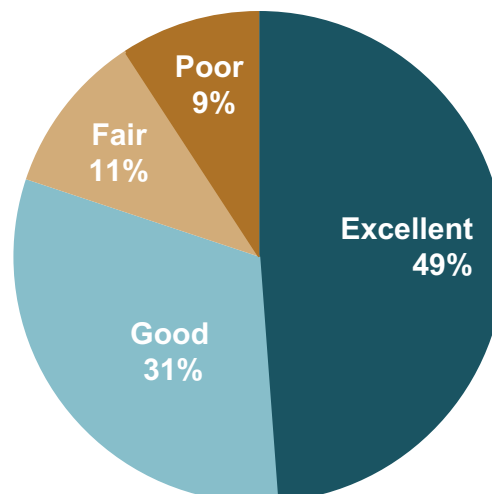
|                                  |     |        |
|----------------------------------|-----|--------|
| City parks                       | 95% | Higher |
| Recreation programs or classes   | 82% | Higher |
| Recreation centers or facilities | 80% | Higher |

<sup>15</sup>. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall health and wellness opportunities in Aspen, 2024

### Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

vs.  
benchmark<sup>16</sup>

Overall health and wellness opportunities in Aspen

80%

Higher

Please also rate each of the following in the Aspen community.  
(% excellent or good)

Availability of preventive health services

41%

Lower

Availability of affordable quality mental health care

30%

Lower

Availability of affordable quality health care

26%

Much lower

Availability of affordable quality food

8%

Much lower

Please rate the quality of each of the following services in Aspen.  
(% excellent or good)

Health services

62%

Similar

Please rate your overall health.  
(% excellent or very good)

Please rate your overall health.

85%

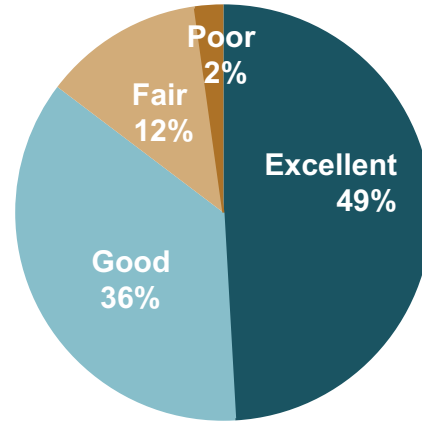
Higher

<sup>16</sup>. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Overall opportunities for education, culture and the arts, 2024

### Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

|  |     | vs.<br>benchmark <sup>17</sup> |
|--|-----|--------------------------------|
| Overall opportunities for education, culture, and the arts | 85% | Much higher                    |

Please also rate each of the following in the Aspen community.  
(% excellent or good)

|  |     |             |
|--|-----|-------------|
| Community support for the arts                         | 88% | Much higher |
| Opportunities to attend cultural/arts/music activities | 81% | Much higher |
| K-12 education   | 77% | Similar     |
| Opportunities to attend special events and festivals   | 74% | Similar     |
| Adult educational opportunities                        | 58% | Similar     |
| Availability of affordable quality childcare/preschool | 18% | Much lower  |

Please rate the quality of each of the following services in Aspen.  
(% excellent or good)

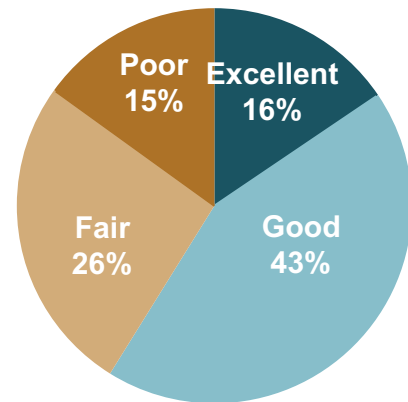
|                         |     |        |
|-------------------------|-----|--------|
| Public library services | 96% | Higher |
|-------------------------|-----|--------|

<sup>17</sup>. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' connection and engagement with their community, 2024

### Inclusivity and Engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Please rate each of the following aspects of quality of life in Aspen.  
(% excellent or good)

|                                    |     | vs.<br>benchmark <sup>18</sup> |
|------------------------------------|-----|--------------------------------|
| Aspen as a place to raise children | 71% | Similar                        |
| Sense of community                 | 54% | Similar                        |
| Aspen as a place to retire         | 47% | Lower                          |

Please rate each of the following characteristics as they relate to Aspen as a whole.  
(% excellent or good)

|   |     |         |
|---|-----|---------|
| Residents' connection and engagement with their community | 59% | Similar |
|---|-----|---------|

Please rate the job you feel the Aspen community does at each of the following.  
(% excellent or good)

|   |     |         |
|---|-----|---------|
| Making all residents feel welcome                                       | 57% | Similar |
| Valuing/respecting residents from diverse backgrounds                   | 53% | Similar |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.) | 44% | Similar |
| Attracting people from diverse backgrounds                              | 39% | Lower   |

Please also rate each of the following in the Aspen community.  
(% excellent or good)

|   |     |         |
|---|-----|---------|
| Opportunities to volunteer  | 87% | Higher  |
| Opportunities to participate in social events and activities          | 74% | Similar |
| Opportunities to participate in community matters                     | 69% | Similar |
| Openness and acceptance of the community toward people of diverse b.. | 57% | Similar |
| Sense of civic/community pride  | 57% | Similar |
| Neighborliness of residents in Aspen                                  | 54% | Similar |

**Please indicate whether or not you have done each of the following in the last 12 months.**  
**(% excellent or good)**

|  |     |             |
|--|-----|-------------|
| Volunteered your time to some group/activity in Aspen          | 63% | Much higher |
| Campaigned or advocated for a local issue, cause, or candidate | 35% | Higher      |

18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Open-ended questions

Aspen included two open ended questions on their survey. The verbatim responses were categorized by topic area and those topics are reported below with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment.

### If you would not recommend living in Aspen, please specify why:

|                                   |     |
|-----------------------------------|-----|
| Cost of living/affordability      | 49% |
| Housing options and affordability | 22% |
| Community connectedness/culture   | 11% |
| Governance                        | 8%  |
| Population/density/growth         | 4%  |
| Other                             | 4%  |
| n/a                               | 3%  |

















### Is there anything else you would like to share about the state of our community? Please explain only one topic.

|   |     |
|---|-----|
| Concern for overall governance                            | 25% |
| Concern for affordable housing                            | 16% |
| Fixing the entrance to Aspen                              | 13% |
| Concern for general cost of living/affordability          | 13% |
| Concern for the loss of community/growth/development      | 11% |
| Feeling of cultural and economic divide                   | 7%  |
| Other   | 7%  |
| n/a   | 6%  |
| Concern for wild fire preparedness/other natural disaster | 3%  |



## Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

|   |                                      |   | Include "don't know" |
|---|--------------------------------------|---|----------------------|
|   |                                      |   | No                   |
| Overall, how would you rate the effectiveness of the Aspen City Council?  | Excellent                            |    | 2%                   |
|   | Good                                 |    | 34%                  |
|   | Fair                                 |    | 37%                  |
|   | Poor                                 |    | 27%                  |
| If you had an issue or question for the City, which of the following would be your preferred method of interaction with City of Aspen employees? (Please select up to two responses.) | In-person/face-to-face               |    | 50%                  |
|   | Telephone                            |    | 30%                  |
|   | Email                                |    | 50%                  |
|   | City website                         |   | 15%                  |
|   | Aspen 311 Connect (Mobile phone app) |  | 7%                   |
|   | Texting/messaging                    |  | 13%                  |
|   | Other                                |  | 4%                   |
| Compared to your experiences two years ago, how would you rate the overall customer experience provided by the City of Aspen now?   | Much better                          |  | 5%                   |
|   | Somewhat better                      |  | 14%                  |
|   | About the same                       |  | 65%                  |
|   | Somewhat worse                       |  | 12%                  |
|   | Much worse                           |  | 4%                   |

# The City of Aspen 2024 Community Survey

To help us hear from a wide range of residents, please complete this survey if you are the adult in the household who most recently had a birthday. Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Aspen.

|  | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Aspen as a place to live.....              | 1                | 2           | 3           | 4           | 5                 |
| Your neighborhood as a place to live ..... | 1                | 2           | 3           | 4           | 5                 |
| Aspen as a place to raise children .....   | 1                | 2           | 3           | 4           | 5                 |
| Aspen as a place to work.....              | 1                | 2           | 3           | 4           | 5                 |
| Aspen as a place to visit .....            | 1                | 2           | 3           | 4           | 5                 |
| Aspen as a place to retire .....           | 1                | 2           | 3           | 4           | 5                 |
| The overall quality of life in Aspen ..... | 1                | 2           | 3           | 4           | 5                 |
| Sense of community .....                   | 1                | 2           | 3           | 4           | 5                 |

## 2. Please rate each of the following characteristics as they relate to Aspen as a whole.

|   | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Overall economic health of Aspen .....  | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Aspen.....                                     | 1                | 2           | 3           | 4           | 5                 |
| Overall design or layout of Aspen's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) ..... | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of the utility infrastructure in Aspen (water, sewer, storm water, electric/gas, broadband) .....         | 1                | 2           | 3           | 4           | 5                 |
| Overall feeling of safety in Aspen .....  | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of natural environment in Aspen .....   | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of parks and recreation opportunities.....  | 1                | 2           | 3           | 4           | 5                 |
| Overall health and wellness opportunities in Aspen .....  | 1                | 2           | 3           | 4           | 5                 |
| Overall opportunities for education, culture, and the arts .....  | 1                | 2           | 3           | 4           | 5                 |
| Residents' connection and engagement with their community .....   | 1                | 2           | 3           | 4           | 5                 |

## 3. Please indicate how likely or unlikely you are to do each of the following.

|   | <u>Very likely</u> | <u>Somewhat likely</u> | <u>Somewhat unlikely</u> | <u>Very unlikely</u> | <u>Don't know</u> |
|---|--------------------|------------------------|--------------------------|----------------------|-------------------|
| Recommend living in Aspen to someone who asks ..... | 1                  | 2                      | 3                        | 4                    | 5                 |
| Remain in Aspen for the next five years .....       | 1                  | 2                      | 3                        | 4                    | 5                 |

### 3a. If you would not recommend living in Aspen, please specify why:

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## 4. Please rate how safe or unsafe you feel:

|  | <u>Very safe</u> | <u>Somewhat safe</u> | <u>Neither safe nor unsafe</u> | <u>Somewhat unsafe</u> | <u>Very unsafe</u> | <u>Don't know</u> |
|--|------------------|----------------------|--------------------------------|------------------------|--------------------|-------------------|
| In your neighborhood during the day .....              | 1                | 2                    | 3                              | 4                      | 5                  | 6                 |
| In Aspen's downtown/commercial area during the day ... | 1                | 2                    | 3                              | 4                      | 5                  | 6                 |
| From property crime.....                               | 1                | 2                    | 3                              | 4                      | 5                  | 6                 |
| From violent crime.....                                | 1                | 2                    | 3                              | 4                      | 5                  | 6                 |
| From fire, flood, or other natural disaster .....      | 1                | 2                    | 3                              | 4                      | 5                  | 6                 |

## 5. Please rate the job you feel the Aspen community does at each of the following.

|   | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Making all residents feel welcome .....                                       | 1                | 2           | 3           | 4           | 5                 |
| Attracting people from diverse backgrounds.....                               | 1                | 2           | 3           | 4           | 5                 |
| Valuing/respecting residents from diverse backgrounds .....                   | 1                | 2           | 3           | 4           | 5                 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.) ..... | 1                | 2           | 3           | 4           | 5                 |

## 6. Please rate each of the following in the Aspen community.

|   | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Overall quality of business and service establishments in Aspen ..... | 1                | 2           | 3           | 4           | 5                 |
| Variety of business and service establishments in Aspen .....         | 1                | 2           | 3           | 4           | 5                 |
| Vibrancy of downtown/commercial area .....                            | 1                | 2           | 3           | 4           | 5                 |
| Employment opportunities .....  | 1                | 2           | 3           | 4           | 5                 |
| Shopping opportunities .....  | 1                | 2           | 3           | 4           | 5                 |
| Cost of living in Aspen .....   | 1                | 2           | 3           | 4           | 5                 |
| Overall image or reputation of Aspen.....                             | 1                | 2           | 3           | 4           | 5                 |

**7. Please also rate each of the following in the Aspen community.**

|  | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Traffic flow on major streets .....  | 1                | 2           | 3           | 4           | 5                 |
| Ease of public parking .....   | 1                | 2           | 3           | 4           | 5                 |
| Ease of travel by car in Aspen .....   | 1                | 2           | 3           | 4           | 5                 |
| Ease of travel by public transportation in Aspen .....                                 | 1                | 2           | 3           | 4           | 5                 |
| Ease of travel by bicycle in Aspen .....   | 1                | 2           | 3           | 4           | 5                 |
| Ease of walking in Aspen.....  | 1                | 2           | 3           | 4           | 5                 |
| Well-planned residential growth.....   | 1                | 2           | 3           | 4           | 5                 |
| Well-planned commercial growth.....  | 1                | 2           | 3           | 4           | 5                 |
| Well-designed neighborhoods.....   | 1                | 2           | 3           | 4           | 5                 |
| Preservation of the historical or cultural character of the community .....            | 1                | 2           | 3           | 4           | 5                 |
| Public places where people want to spend time .....                                    | 1                | 2           | 3           | 4           | 5                 |
| Variety of housing options.....  | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality housing.....  | 1                | 2           | 3           | 4           | 5                 |
| Overall quality of new development in Aspen.....                                       | 1                | 2           | 3           | 4           | 5                 |
| Overall appearance of Aspen.....   | 1                | 2           | 3           | 4           | 5                 |
| Cleanliness of Aspen.....  | 1                | 2           | 3           | 4           | 5                 |
| Water resources (beaches, lakes, ponds, riverways, etc.) .....                         | 1                | 2           | 3           | 4           | 5                 |
| Air quality .....  | 1                | 2           | 3           | 4           | 5                 |
| Availability of paths and walking trails.....  | 1                | 2           | 3           | 4           | 5                 |
| Fitness opportunities (including exercise classes and paths or trails, etc.)....       | 1                | 2           | 3           | 4           | 5                 |
| Recreational opportunities .....   | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality food .....  | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality health care .....                                   | 1                | 2           | 3           | 4           | 5                 |
| Availability of preventive health services.....  | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality mental health care.....                             | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to attend cultural/arts/music activities .....                           | 1                | 2           | 3           | 4           | 5                 |
| Community support for the arts .....   | 1                | 2           | 3           | 4           | 5                 |
| Availability of affordable quality childcare/preschool .....                           | 1                | 2           | 3           | 4           | 5                 |
| K-12 education.....  | 1                | 2           | 3           | 4           | 5                 |
| Adult educational opportunities .....  | 1                | 2           | 3           | 4           | 5                 |
| Sense of civic/community pride .....   | 1                | 2           | 3           | 4           | 5                 |
| Neighborliness of residents in Aspen .....   | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to participate in social events and activities.....                      | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to attend special events and festivals .....                             | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to volunteer.....  | 1                | 2           | 3           | 4           | 5                 |
| Opportunities to participate in community matters.....                                 | 1                | 2           | 3           | 4           | 5                 |
| Openness and acceptance of the community toward people<br>of diverse backgrounds ..... | 1                | 2           | 3           | 4           | 5                 |

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

|   | <u>No</u> | <u>Yes</u> |
|---|-----------|------------|
| Contacted City of Aspen employees (in-person, phone, email, or web) for help or information .....   | 1         | 2          |
| Contacted Aspen elected officials (in-person, phone, email, or web) to express your opinion .....   | 1         | 2          |
| Attended a local public meeting (of local elected officials like City Council meetings, City<br>Council Work Sessions, advisory boards, Board of County Commissioners etc.) ..... | 1         | 2          |
| Watched (online or on television) a local public meeting (of elected officials like City Council, etc.) .....   | 1         | 2          |
| Volunteered your time to some group/activity in Aspen .....   | 1         | 2          |
| Campaigned or advocated for a local issue, cause, or candidate .....  | 1         | 2          |
| Voted in your most recent local election.....   | 1         | 2          |
| Used bus, rail, subway, or other public transportation instead of driving.....  | 1         | 2          |
| Carpooled with other adults or children instead of driving alone.....   | 1         | 2          |
| Walked or biked instead of driving.....   | 1         | 2          |

# The City of Aspen 2024 Community Survey

## 9. Please rate the quality of each of the following services in Aspen.

|   | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Public information services .....   | 1                | 2           | 3           | 4           | 5                 |
| Economic development.....   | 1                | 2           | 3           | 4           | 5                 |
| Traffic enforcement .....   | 1                | 2           | 3           | 4           | 5                 |
| Traffic signal timing.....  | 1                | 2           | 3           | 4           | 5                 |
| Street repair .....   | 1                | 2           | 3           | 4           | 5                 |
| Street cleaning .....   | 1                | 2           | 3           | 4           | 5                 |
| Street lighting.....  | 1                | 2           | 3           | 4           | 5                 |
| Snow removal.....   | 1                | 2           | 3           | 4           | 5                 |
| Sidewalk maintenance.....   | 1                | 2           | 3           | 4           | 5                 |
| Bus or transit services .....   | 1                | 2           | 3           | 4           | 5                 |
| Land use, planning, and zoning .....  | 1                | 2           | 3           | 4           | 5                 |
| Code enforcement (weeds, abandoned buildings, etc.) .....   | 1                | 2           | 3           | 4           | 5                 |
| Affordable high-speed internet access .....   | 1                | 2           | 3           | 4           | 5                 |
| Garbage collection .....  | 1                | 2           | 3           | 4           | 5                 |
| Drinking water .....  | 1                | 2           | 3           | 4           | 5                 |
| Sewer services .....  | 1                | 2           | 3           | 4           | 5                 |
| Storm water management (storm drainage, dams, levees, etc.) .....   | 1                | 2           | 3           | 4           | 5                 |
| Power (electric and/or gas) utility .....   | 1                | 2           | 3           | 4           | 5                 |
| Utility billing .....   | 1                | 2           | 3           | 4           | 5                 |
| Police services .....   | 1                | 2           | 3           | 4           | 5                 |
| Crime prevention.....   | 1                | 2           | 3           | 4           | 5                 |
| Animal control .....  | 1                | 2           | 3           | 4           | 5                 |
| Ambulance or emergency medical services.....  | 1                | 2           | 3           | 4           | 5                 |
| Fire services.....  | 1                | 2           | 3           | 4           | 5                 |
| Fire prevention and education .....   | 1                | 2           | 3           | 4           | 5                 |
| Emergency preparedness (services that prepare the community<br>for natural disasters or other emergency situations) ..... | 1                | 2           | 3           | 4           | 5                 |
| Preservation of natural areas (open space, farmlands, and greenbelts).....  | 1                | 2           | 3           | 4           | 5                 |
| Aspen open space .....  | 1                | 2           | 3           | 4           | 5                 |
| Recycling .....   | 1                | 2           | 3           | 4           | 5                 |
| Yard waste pick-up .....  | 1                | 2           | 3           | 4           | 5                 |
| City parks .....  | 1                | 2           | 3           | 4           | 5                 |
| Recreation programs or classes .....  | 1                | 2           | 3           | 4           | 5                 |
| Recreation centers or facilities .....  | 1                | 2           | 3           | 4           | 5                 |
| Health services.....  | 1                | 2           | 3           | 4           | 5                 |
| Public library services .....   | 1                | 2           | 3           | 4           | 5                 |
| Overall customer service by City of Aspen employees<br>(police, receptionists, planners, etc.) .....                      | 1                | 2           | 3           | 4           | 5                 |

## 10. Please rate the following categories of the City of Aspen government performance.

|   | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| The value of services for the taxes paid to the City of Aspen .....                 | 1                | 2           | 3           | 4           | 5                 |
| The overall direction that the City of Aspen is taking.....                         | 1                | 2           | 3           | 4           | 5                 |
| The job the City of Aspen government does at welcoming resident<br>involvement..... | 1                | 2           | 3           | 4           | 5                 |
| Overall confidence in the City of Aspen government.....                             | 1                | 2           | 3           | 4           | 5                 |
| Generally acting in the best interest of the community .....                        | 1                | 2           | 3           | 4           | 5                 |
| Being honest .....  | 1                | 2           | 3           | 4           | 5                 |
| Being open and transparent to the public .....                                      | 1                | 2           | 3           | 4           | 5                 |
| Informing residents about issues facing the community .....                         | 1                | 2           | 3           | 4           | 5                 |
| Treating all residents fairly .....   | 1                | 2           | 3           | 4           | 5                 |
| Treating residents with respect.....  | 1                | 2           | 3           | 4           | 5                 |

## 11. Overall, how would you rate the quality of the services provided by each of the following?

|                             | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|-----------------------------|------------------|-------------|-------------|-------------|-------------------|
| The City of Aspen .....     | 1                | 2           | 3           | 4           | 5                 |
| The Federal Government..... | 1                | 2           | 3           | 4           | 5                 |

**12. Please rate how important, if at all, you think it is for the Aspen community to focus on each of the following in the coming two years.**

|  | <u>Essential</u> | <u>Very important</u> | <u>Somewhat important</u> | <u>Not at all important</u> |
|--|------------------|-----------------------|---------------------------|-----------------------------|
| Overall economic health of Aspen .....   | 1                | 2                     | 3                         | 4                           |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Aspen .....                                   | 1                | 2                     | 3                         | 4                           |
| Overall design or layout of Aspen's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)..... | 1                | 2                     | 3                         | 4                           |
| Overall quality of the utility infrastructure in Aspen (water, sewer, storm water, electric/gas, broadband) .....        | 1                | 2                     | 3                         | 4                           |
| Overall feeling of safety in Aspen .....   | 1                | 2                     | 3                         | 4                           |
| Overall quality of natural environment in Aspen .....  | 1                | 2                     | 3                         | 4                           |
| Overall quality of parks and recreation opportunities.....   | 1                | 2                     | 3                         | 4                           |
| Overall health and wellness opportunities in Aspen .....   | 1                | 2                     | 3                         | 4                           |
| Overall opportunities for education, culture, and the arts .....   | 1                | 2                     | 3                         | 4                           |
| Residents' connection and engagement with their community .....  | 1                | 2                     | 3                         | 4                           |

**13. Overall, how would you rate the effectiveness of the Aspen City Council?**

- ☐ Excellent    ☐ Good    ☐ Fair    ☐ Poor    ☐ Don't know

**14. If you had an issue or question for the City, which of the following would be your preferred method of interaction with City of Aspen employees? (Please select up to two responses.)**

- ☐ In-person/face-to-face  
☐ Telephone  
☐ Email  
☐ City website  
☐ Aspen 311 Connect (Mobile phone app)  
☐ Texting/messaging  
☐ Other

**15. Compared to your experiences two years ago, how would you rate the overall customer experience provided by the City of Aspen now?**

- ☐ Much better  
☐ Somewhat better  
☐ About the same  
☐ Somewhat worse  
☐ Much worse

**16. Is there anything else you would like to share about the state of our community? Please explain only one topic.**

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# The City of Aspen 2024 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

## D1. In general, how many times do you:

|   | Several<br>times a day | Once<br>a day | A few times<br>a week | Every<br>few weeks | Less often<br>or never | Don't<br>know |
|---|------------------------|---------------|-----------------------|--------------------|------------------------|---------------|
| Access the internet from your home using<br>a computer, laptop, or tablet computer..... | 1                      | 2             | 3                     | 4                  | 5                      | 6             |
| Access the internet from your cell phone .....  | 1                      | 2             | 3                     | 4                  | 5                      | 6             |
| Visit social media sites such as Facebook,<br>X (formerly Twitter), Nextdoor, etc. .... | 1                      | 2             | 3                     | 4                  | 5                      | 6             |
| Use or check email.....   | 1                      | 2             | 3                     | 4                  | 5                      | 6             |
| Share your opinions online .....  | 1                      | 2             | 3                     | 4                  | 5                      | 6             |
| Shop online.....  | 1                      | 2             | 3                     | 4                  | 5                      | 6             |

## D2. Please rate your overall health.

☐ Excellent    ☐ Very good    ☐ Good    ☐ Fair    ☐ Poor

## D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

☐ Very positive    ☐ Somewhat positive    ☐ Neutral    ☐ Somewhat negative    ☐ Very negative

## D4. How many years have you lived in Aspen?

- ☐ Less than 2 years
- ☐ 2-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ More than 20 years

## D5. Which best describes the building you live in?

- ☐ Single-family detached home
- ☐ Townhouse or duplex (may share walls but no units above or below you)
- ☐ Condominium or apartment (have units above or below you)
- ☐ Mobile home
- ☐ Other

## D6. Do you rent or own your home?

- ☐ Rent
- ☐ Own

### D6A. Do you live in a deed restricted unit?

☐ No    ☐ Yes

## D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- ☐ Less than \$300    ☐ \$2,500 to \$3,999
- ☐ \$300 to \$599    ☐ \$4,000 to \$6,999
- ☐ \$600 to \$999    ☐ \$7,000 to \$9,999
- ☐ \$1,000 to \$1,499    ☐ \$10,000 or more
- ☐ \$1,500 to \$2,499

## D8. Do any children 17 or under live in your household?

☐ No    ☐ Yes

## D9. Are you or any other members of your household aged 65 or older?

☐ No    ☐ Yes

## D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000    ☐ \$100,000 to \$149,999
- ☐ \$25,000 to \$49,999    ☐ \$150,000 to \$199,999
- ☐ \$50,000 to \$74,999    ☐ \$200,000 to \$299,999
- ☐ \$75,000 to \$99,999    ☐ \$300,000 or more

## D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

☐ No    ☐ Yes

## D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ A race not listed

## D13. In which category is your age?

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

## D14. What is your gender?

- ☐ Woman
- ☐ Man
- ☐ Identify in another way → go to D14a

### D14a. If you identify in another way, how would you describe your gender?

- ☐ Agender/I don't identify with any gender
- ☐ Genderqueer/gender fluid
- ☐ Non-binary
- ☐ Transgender man
- ☐ Transgender woman
- ☐ Two-spirit
- ☐ Identify in another way

**Thank you!**

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