



# ASPEN CITIZEN SURVEY

Report of Results  
November 2018



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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 2018 survey was the thirteenth iteration.

A postcard was mailed to 1,750 randomly selected registered voter households in the City of Aspen, notifying them that they had been chosen to participate in the survey. A survey followed in the mail after one week, with another arriving one week later. Approximately 7% of the mailed surveys were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. There were 303 respondents to the survey; yielding a response rate of 19%. The margin of error is plus or minus six percentage points around any given percent for all respondents (303). 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.

## Key Findings

### Aspen residents enjoy a high quality of life and feel safe in their community

- Ninety-three percent of respondents gave excellent (53%) or good (40%) ratings to the overall quality of life in Aspen in 2018; only 7% gave a fair rating and less than 1% felt quality of life in Aspen was poor.
- Ratings of the overall quality of life have remained stable since this question was first asked in 2007.
- Nearly all survey participants agreed that they feel safe in all parts of Aspen, both during the day and after dark.
- About 9 in 10 residents were somewhat or very satisfied with the Police Department, similar to what has been observed previous surveys. Services provided by Police staff were deemed accurate and prompt by over 9 in 10 respondents, and a similar proportion agreed or strongly agreed that Police staff were helpful, courteous, knowledgeable and informative.

### Utility services continue to be lauded while street maintenance services rebounded

- Nine in 10 respondents rated the overall quality of water services as excellent or good, similar to what has been observed on previous surveys. About 9 in 10 also rated water reliability and the customer service provided by Water department staff positively and 8 in 10 respondents

gave excellent or good ratings to water pressure and drinking water taste. Each of these ratings were similar to previous surveys.

- When rating aspects of their electricity service from their provider, either the City of Aspen or Holy Cross Electric, nearly all respondents in 2018, as in 2017, felt the reliability, safety, the customer service and the service overall was excellent or good, irrespective of the provider used. When comparing ratings between the two service providers, responses were similar.
- Respondents gave mostly positive reviews to street maintenance and snow removal in Aspen, and ratings increased in 2018 compared to 2017 for a couple items where ratings had dropped in 2017 compared to 2016. The proportion who agreed that City streets are in good repair increased from 72% in 2017 to 85% in 2018 (back up to levels reported in 2016) while ratings of timely repair of potholes also increased in 2018 from 2017, from 58% in 2017 to 69% in 2018 (after having fallen from 76% in 2015 and 2016).
- Snow removal was viewed positively by respondents, with nearly 9 in 10 agreeing that snow removal last winter in the Commercial Core was timely and thorough, and three-quarters agreeing that the snow removal in residential areas was timely and thorough. Assessments of snow removal in the City were similar from 2017 to 2018.

### Aspen residents are generally happy with the City's parks, athletic fields, trails and open space, but note some opportunities for improvement

- Several questions on the survey measured voter opinions about the quality of City of Aspen outdoor recreation facilities. 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. Only 3% or fewer strongly disagreed with any of the statements related to parks, athletic fields or trails.
- Ratings of the conditions of these amenities were strong and stable compared to previous years.
- Close to 9 in 10 respondents gave positive reviews to the ability to find trail heads and open space properties, similar to what had been observed in 2017, but only 6 in 10 rated the availability parking as excellent or good, also similar to 2017.
- About three-quarters rated the adequacy of signage on trails and in open spaces as good or excellent, and a similar proportion felt the availability and quality of open space events and programs was excellent or good. However, these ratings have declined since 2017. Adequacy of enforcement also declined from 2017 (67%) to 2018 (54%).
- As in the last few years, just under half of respondents felt that the current level of enforcement for dogs was “about right,” with about 4 in 10 feeling it was “not strict enough” and only about 1 in 10 feeling it was “too strict.”

## Declines in government performance ratings could be linked to communication

- Surveyed voters were asked to evaluate seven aspects of the City of Aspen government performance, including items such as the quality of information provided to residents, the job the City does communicating to residents about major issues and the job the City does matching expenditures to community priorities. Declines in 2018 compared to 2017 were seen across all seven items, about 17% on average. The smallest decrease was observed for the value of City services for the taxes you pay, with 52% rating this as excellent or good, a 10% decline from 2017, and similar to ratings seen in 2010 and 2011.
- While many City department ratings remained stable from 2017 to 2018, 8 of the 22 declined, including City Manager's Office, Asset Department, new housing development and Engineering, which all declined nearly 20% or more.
- One area where concerns about communication arose was at the Red Brick Recreation Center. While overall many ratings of the Red Brick Recreation Center were favorable and similar to 2017, ratings of the communication of program information and schedules declined considerably, with only 66% rating this as excellent or good in 2018 compared to 91% in 2017. Other aspects of the Recreation Center also showed decreases in positive ratings in 2018 compared to 2017, including the cleanliness of the gym and locker rooms, the condition of the gym and the quality of programs.
- Additionally, respondents rated their level of satisfaction with information they received about the City from 14 various sources. Satisfaction with 12 of the 14 sources declined from 2017 to 2018 by about 17%, on average. The largest decreases in satisfaction were seen for information coming from social media (Twitter, Facebook, Instagram), City streaming webcasts and by contacting the Community Relations Department. This may be an area the City wishes to investigate further to determine what is impacting residents' satisfaction with the information provided from these sources.
- Survey scores over time can be variable. Nationally for instance, NRC has seen recent drops in scores for recreation centers and communication with residents. While it can be difficult to attribute such shifts to any one cause, high-impact projects and controversial policy debates can certainly have bearing. Debates regarding City office space locations and sizing; changes in parking policies and pricing; and the Castle Creek Bridge project (which included unavoidable intrusions of traffic detours into neighborhoods for extended periods of time) are all potential examples within the Aspen community. In some cases, there is no readily apparent reason for shifts in scores, and the changes may simply be a result of normal variations over time. One example is scores for the Red Brick Recreation Center, where declines in scores for cleanliness of gyms and locker rooms occurred this year, without any change in practices relating to maintenance of the facilities. Another example is availability of open space events and programs, which has not actually declined, but which was rated lower this year. Regardless of the causes for this year's scores, providing high-quality services that meet the needs of the community remains a top priority for City leaders and staff.

## Residents consider the health of the Roaring Fork River to be a top priority for City government action

- When presented with a list of 15 potential priority actions, and asked how important they felt it was for the City government to take action on each, the two items considered most important were related to the health of the Roaring Fork River. About 8 in 10 respondents deemed it essential or very important to take action on improving and protecting the health of the Roaring Fork River, and on protecting a minimum volume of water in Roaring Fork River. These actions have topped the list of priorities since 2016.
- The next most important items were ensuring the availability of adequate affordable workforce housing and encouraging the public to take part in water and energy conservation programs. However, the importance of ensuring the availability adequate affordable workforce housing dropped slightly from 2017 to 2018.
- When asked about which topics they would like to more information, 39% selected water conservation, the fourth most frequently selected topic. (Topics included in the survey were those that could be addressed by the City’s Environmental Health and Sustainability Department (EHS).)

## No clear consensus for the *Entrance to Aspen* emerged among survey respondents

- Survey participants were asked what they envisioned the *Entrance to Aspen* would look like if they could wave a magic wand. Overall, residents were divided in their vision; of the six options presented, the one garnering the greatest support was a new bridge in the current alignment that accommodates a third “reversible” lane, chosen by 25% of respondent (only slightly more than the 17% that would be expected if residents were exactly split between the six options).
- About 2 in 10 respondents chose four lanes with no restrictions on buses or cars across the Marolt Open Space (20%), two lanes for cars and two lanes for buses/rail across the Marolt Open Space with a cut-and-cover tunnel (17%) and for the City to do nothing with the current entrance (17%). The two remaining choices, to add a rail/monorail/gondola system or the “Split Shot” option, were selected by about 1 in 10 respondents each.
- Related to mobility, residents were asked what approach they felt should be taken to encourage use of another choice other than a personal vehicle for trips outside of the Downtowner’s service area. It was explained that both positive incentives (“carrot”) and negative incentives (“stick”) could be used. When asked to choose between three “stick” options, nearly 8 in 10 respondents preferred that a negative approach not be used, but to leave parking rates and times unchanged. When asked to choose between three “carrot” approach options, about half preferred that no subsidy or incentive be offered, while about a third preferred the option for subsidized rides in small van/taxi-like vehicles at \$5 per **vehicle** per round trip door-to-door, and about 1 in 10 preferred the option of subsidized rides at \$5 per **person** per round trip door-to-door.

## 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 2018 survey is the thirteenth iteration. The 2018 results are compared with results from the previous surveys when questions have been repeated.

### Survey Administration

The City of Aspen survey was mailed to a random sample of 1,750 registered voter households. In August 2018, 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, and according to best survey research practice, multiple contacts help to generate higher response rates.

Approximately 131 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 303 residents, for a response rate of 19%.

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 E: 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”).

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.

### “Don’t Know” and “Not Applicable” Responses

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 A: 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 items are noted in the figures. It is noteworthy that for many items a large proportion (up to 73%) answered either “don’t know” or “not applicable.”

### 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 (303 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. It should be noted that a general instruction was added to the 2018 survey asking survey participants to base their ratings on their experiences with city services within the past 12 months, whereas in previous years this instruction was included on just a handful of questions. Differences between 2017 and 2018 can be considered “statistically significant” if they are nine or more percentage points. Any statistically significant differences between survey years are discussed in the text. Trend data for Aspen represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

## SURVEY RESULTS

### Overall Quality of Life

When asked to rate the overall quality of life in Aspen, 93% of residents felt it was good or excellent. Seven percent of voters reported that the overall quality of life in the City was fair and less than 1% felt it was poor. Ratings of the overall quality of life have remained stable since this question was first asked in 2007.

Figure 1: Overall Quality of Life in Aspen, 2018  
*How do you rate the overall quality of life in Aspen?*

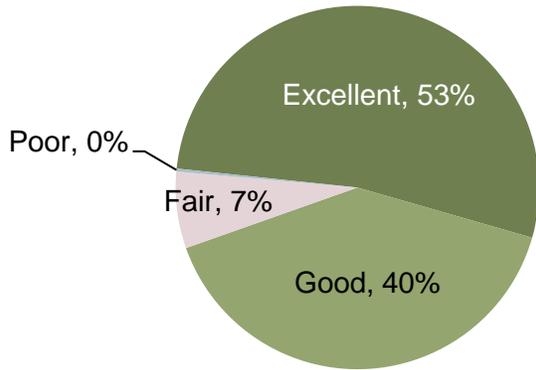
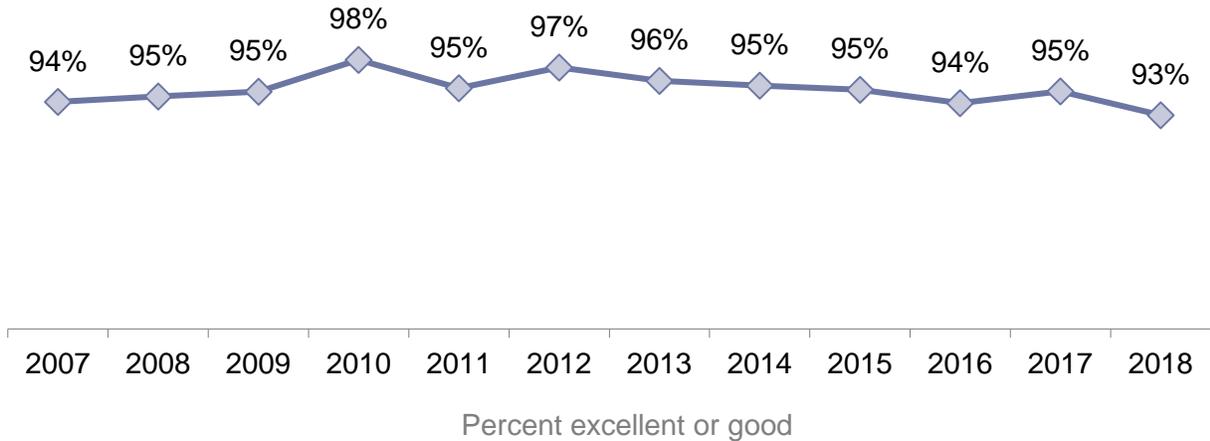


Figure 2: Overall Quality of Life by Survey Year



The 2018 survey asked voters to rate their feelings of safety throughout different areas of Aspen. Almost every resident felt safe in all areas of the city and this was true through all years of the survey.

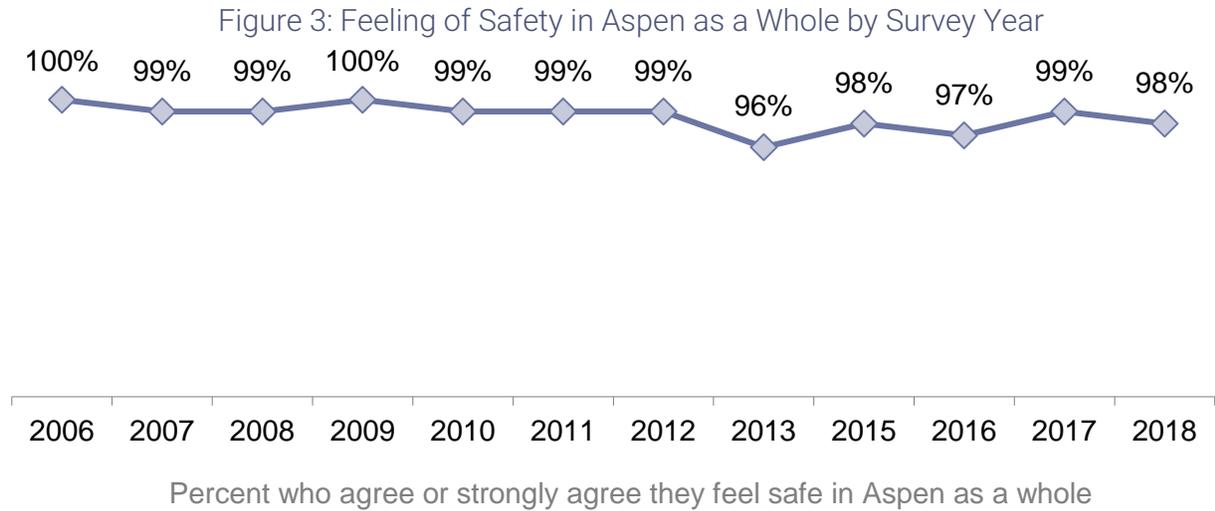


Figure 4: Feelings of Safety in Aspen by Survey Year

<b>Do you agree or disagree with the following: *</b> <b>(Percent agree or strongly agree)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
I feel safe in the Commercial Core during the day	97%	100%	100%	99%
I feel safe in my neighborhood during the day	100%	99%	100%	99%
I feel safe in the Commercial Core after dark	99%	99%	97%	96%
I feel safe in my neighborhood after dark	99%	97%	96%	95%

*Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, to what extent do.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.*

*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.*

## 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, the performance of City departments and aspects of Aspen City Government performance, various aspects of street maintenance and snow removal, utilities and recreation.

### Overall Quality of Services

In 2018, about 4 in 10 respondents were satisfied with the services provided by the City of Aspen, and about an additional third were somewhat satisfied. This represented the lowest level of satisfaction observed since this question was first asked in 2007, and is statistically significantly lower had been observed in 2017.

Figure 5: Overall Satisfaction with City of Aspen Services, 2018  
*Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?*

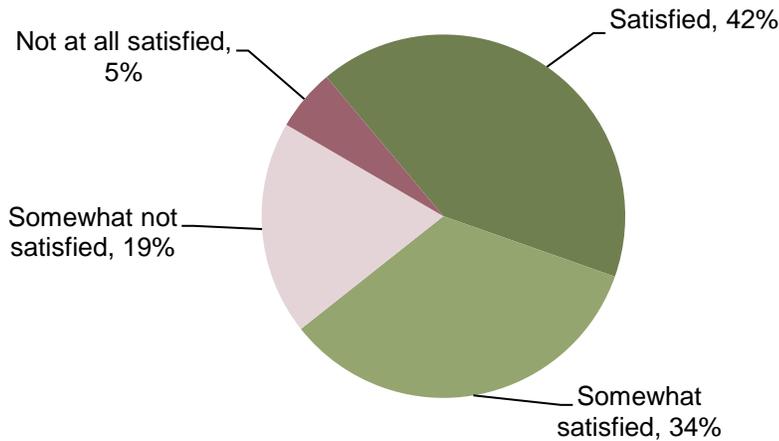
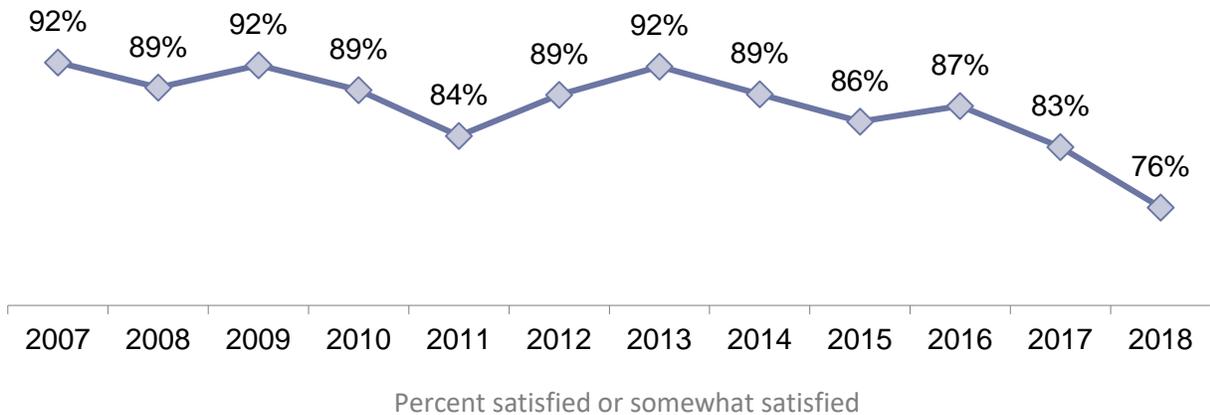


Figure 6: Overall Satisfaction with City of Aspen Services by Survey Year



## City Department Performance

The overall performance of 22 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 12 of the 22 City services. At least half of respondents said they were very satisfied with the Police Department, Parks, Aspen Recreation Center (ARC), Water and the Wheeler Opera House (see Figure 7 on the next page).

Many ratings remained statistically similar to what had been observed in 2017, but ratings for some departments decreased significantly, some greatly so. These included:

- City Manager's Office, down 30%
- Asset Department, down 26%
- New housing development, down 25%
- Engineering, down 19%
- Kids First, down 12%
- GIS (Geographic Information System), down 10%
- Electric, down 10%
- Environmental Health and Sustainability, down 9%

It should be noted that many survey participants (between 8% and 73%) responded to these items with "don't know" or not applicable." The percentages shown in the body of this report are only for those who had an opinion about a particular item or service.

Voters were also asked how strongly they agreed or disagreed with 22 positive statements about each of five City offices based on their experiences in the 12 months prior to the survey (see Figure 8 on page 12). Ratings were quite positive for Utility Billing, the Finance Window and Police, with over 9 in 10 rating each aspect positively. These ratings were generally similar to what had been observed in previous years.

About 7 in 10 respondents rated the aspects of the Housing Authority staff positively, with ratings similar to what had been seen in 2017.

About 6 in 10 respondents gave positive ratings to most aspects of the service provided by the City Manager's Office. All City Manager's Office ratings declined between 11% and 25% in 2018 compared to 2017.

Many survey participants (between 24% and 62%) also responded to these items with "don't know" or "not applicable."

Figure 7: Performance of City of Aspen Government by Survey Year

<b>How satisfied or dissatisfied are you with the overall performance of the following City services?*</b> <b>(Percent somewhat or very satisfied)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
Aspen Recreation Center (ARC)	83%	91%	89%	92%	94%
Asset Department	66%	92%	76%		
City Clerk Office	88%	93%	94%	96%	95%
City Manager's Office	46%	76%	67%	66%	74%
Community Development	55%	63%	59%	57%	63%
Electric	84%	94%	81%	91%	88%
Engineering	53%	72%	68%	71%	73%
Environmental Health and Sustainability	76%	85%	79%	86%	85%
Finance Window (RETT, sales tax, and other payments to the city)	90%	93%	91%	94%	88%
Golf	91%	96%	87%	88%	90%
GIS (Geographic Information System)	80%	90%	96%	83%	85%
Housing Authority (existing deed-restricted and rental units)	62%	67%	66%	68%	79%
Kids First	80%	92%	89%	83%	86%
New housing development	39%	64%	55%	62%	59%
Parks	88%	91%	91%	85%	92%
Police Department	94%	92%	94%	89%	93%
Red Brick Recreation Center	91%	96%	95%	96%	92%
Streets	71%	67%	83%	70%	79%
Transportation	78%	84%	85%		
Parking	39%	47%	47%		
Water	90%	88%	89%	86%	87%
Wheeler Opera House	84%	92%	92%	95%	92%

\* Prior to 2018, the stem of this question read "In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government?"

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. In 2017 "New housing development" was "New housing development "(Burlingame II).

Note: only Water, Wheeler Opera House, Parks, Police Department, Transportation, Parking, and Streets had fewer than 25% of respondents answering "don't know" or "not applicable."

Figure 8: Quality of City of Aspen Services by Survey Year

<b>Do you agree or disagree with the following statements about services provided by the City? (Percent agree or strongly agree)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
The service provided by the City Manager's Office was accurate	64%	77%	72%	63%	71%
The service provided by the City Manager's staff was prompt	54%	75%	73%	68%	76%
The City Manager's staff was responsive	57%	78%	68%	69%	77%
The City Manager's staff was helpful	57%	79%	71%	69%	72%
The City Manager's staff was knowledgeable	67%	78%	74%	69%	74%
The City Manager's staff was informative	56%	81%	73%	68%	77%
The service provided by the Utility Billing staff was accurate	92%	92%	87%	91%	96%
The service provided by the Utility Billing staff was timely	94%	94%	92%	92%	95%
The Utility Billing staff was courteous in dealing with my situation or request	91%	96%	92%	91%	96%
The Utility Billing staff was knowledgeable in dealing with my situation or request	93%	93%	91%	91%	95%
The Finance Window staff was courteous in dealing with my situation or request	94%	95%	94%	95%	93%
The Finance Window staff was knowledgeable in dealing with my situation or request	93%	95%	93%	96%	92%
The service provided by the Housing Authority staff was accurate	74%	79%	75%	76%	82%
The service provided by the Housing Authority staff was timely	73%	81%	80%	82%	81%
The Housing Authority staff was helpful	74%	74%	77%	78%	80%
The Housing Authority staff was knowledgeable	76%	73%	78%	80%	86%
The services provided by the Police staff were accurate	95%	92%	94%	89%	93%
The services provided by the Police staff were prompt	96%	94%	93%	94%	92%
The Police staff was courteous	97%	94%	97%	97%	95%
The Police staff was helpful	96%	94%	94%	94%	94%
The Police staff was knowledgeable	93%	94%	93%	91%	92%
The Police staff was informative	94%	94%	96%	90%	91%

\*The "stem" of this question prior to 2018 was "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?" In 2018, the stem is what is shown, but there was a general instruction that preceded it that said "Please answer questions 2-21 based on your experiences with city services within the past 12 months. Even if you've just recently moved to Aspen, we still want to hear from you!"

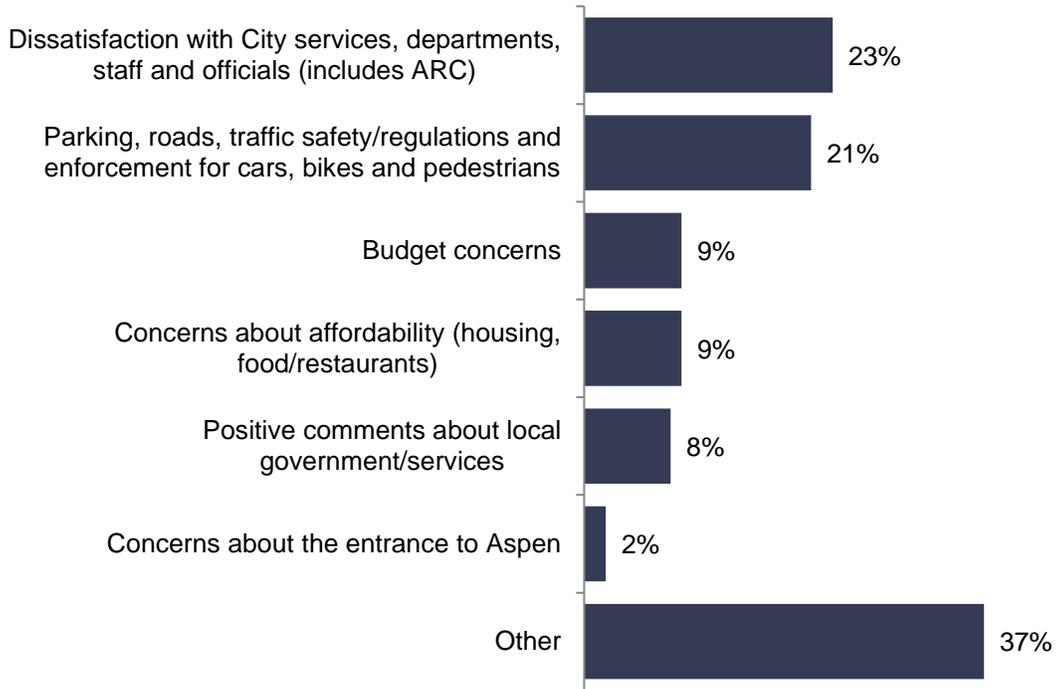
The 2006 question, "The police staff was courteous and helpful" was split by the City of Aspen into two separate questions in 2007, as was "The police staff was knowledgeable and informative." The 2006 question, "The City manager's staff was responsive and helpful" was split by the City of Aspen into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

For all items, the proportion responding "don't know" or "not applicable" was 24% or greater.

### Additional Comments about City Services

Survey respondents could provide feedback, in their own words, about “any City of Aspen services.” Of the 135 voters who chose to write-in a response, about one in four voiced dissatisfaction with City services, staff or officials. About one in five had concerns about parking, roads, or traffic safety/enforcement. Roughly 1 in 10 were concerned with the City budget or about affordability issues in Aspen. A number of comments were made about issues that could not be categorized, all verbatim responses can be found in *Appendix B: Verbatim Responses*.

Figure 9: Additional Feedback about City Services, 2018  
*Please provide any other feedback you may have on any City of Aspen services:*



Results in the figure above represent the 135 who chose to write in a response in 2018. Individual responses can be found in Appendix B: Verbatim Responses.

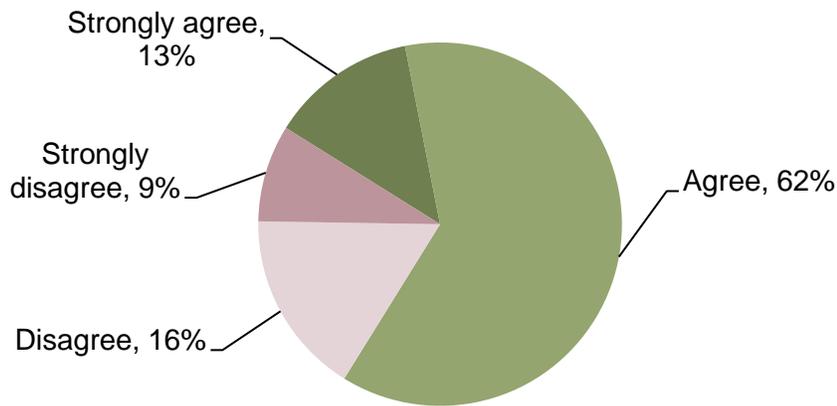
## Recreation and Arts Facilities

The Aspen Citizen Survey monitors the quality of various recreation and arts facilities and amenities, including the Aspen Recreation Center (ARC), the Red Brick Recreation Center, parks, athletic fields, the trail system and open space as well as the Wheeler Opera and Red Brick Arts Center.

### Aspen Recreation Center (ARC)

While in the past, residents were asked to rate a variety of aspects related to ARC, in 2018 they were only asked whether they agreed or disagreed that ARC does a good job communicating program information. About three-quarters of respondents believed ARC does a good job.

Figure 10: Ratings of ARC Communication, 2018  
*Do you agree or disagree that the ARC (Aspen Recreation Center) does a good job communicating program information?*



### Red Brick Recreation Center

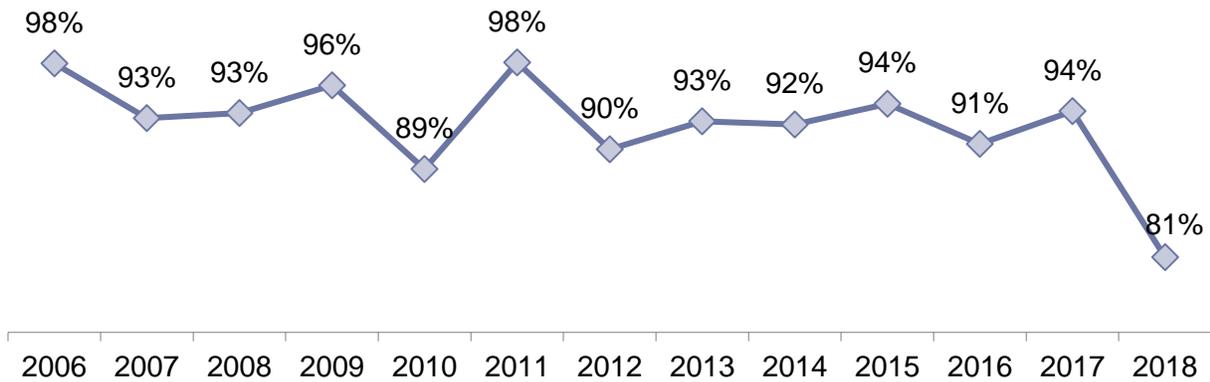
Respondents were asked to evaluate different aspects of the Red Brick Recreation Center based on their experiences during the 12 months prior to the survey.

Of those who had experience with the Red Brick Center in the last 12 months, 81% agreed that the quality of programs provided were very good, a decline from 2017 (94%). About 9 in 10 agreed that the service provided by staff was accurate and accessible, and that staff were helpful and knowledgeable. These ratings were similar to those observed in previous years. (See Figure 12 on the next page.)

For several aspects, ratings were lower in 2018 compared to 2017 (see Figure 12 on the next page). In particular, the communication of program information declined the most, from 91% to 66%. The cleanliness of the gym and locker rooms, enthusiasm of the staff and coaches and the condition of the gym also decreased significantly.

As with many survey questions, between 51% and 73% of respondents felt they could not provide a rating to these items about the Red Brick Recreation Center and selected “don’t know” or “not applicable.”

Figure 11: Quality of Programs Provided by the Red Brick Recreation Center by Survey Year



Percent who agree or strongly agree the quality of the program(s) provided by the Red Brick Recreation Center was very good

Figure 12: Red Brick Recreation Center by Survey Year

<b>Do you agree or disagree with the following statements about the Red Brick Recreation Center?*</b> <b>(Percent agree or strongly agree)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
The Red Brick Recreation Center staff was knowledgeable	95%	95%	99%	97%	96%
The service provided by the Red Brick Recreation Center staff was accessible	94%	96%	96%	96%	96%
The Red Brick Recreation Center staff was helpful	94%	97%	96%	98%	96%
The service provided by the Red Brick Recreation Center staff was accurate	93%	98%	98%	98%	97%
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	88%	99%	98%	95%	93%
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	82%	90%	91%	94%	92%
The condition of the gym at the Red Brick Recreation Center was very good	77%	87%	90%	86%	85%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	76%	90%	88%	87%	88%
The Red Brick Recreation Center does a good job of communicating program information	66%	91%	82%	86%	81%

*Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, to what extent do.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.*

*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.*

*In 2018, the wording of the item “The Red Brick Recreation Center does a good job of communicating program information” changed compared to previous years, when it was “The communication of program information and schedules was very good.”*

## Parks, Athletic Fields, Trail System and Open Space

Several questions on the survey measured voter opinions about the quality of City of Aspen outdoor recreation facilities. Voters also provided their opinions on current dog enforcement laws.

### Condition 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. Only 3% or fewer strongly disagreed with any of these statements.

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

Figure 13: Parks, Athletic Fields and Trail System by Survey Year

<b>Do you agree or disagree with the following statements about the condition of City parks, fields and trails? *</b> <b>(Percent agree or strongly agree)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
The condition of the parks allowed me to have a safe and enjoyable experience	96%	97%	96%	93%	97%
The parks were free of litter	91%	94%	95%	91%	93%
The condition of the athletic fields allowed me to have a safe and enjoyable experience	96%	97%	96%	93%	98%
The athletic fields were free of litter	94%	96%	95%	91%	95%
The pedestrian/bike trail surfaces were free of debris/litter	91%	93%	93%	92%	95%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	93%	94%	96%	89%	97%
The pedestrian/bike trail could be used safely	89%	93%	94%	89%	94%
The pedestrian/bike trail signage was very good	91%	93%	95%	89%	94%
The Nordic Trail System trail grooming was very good	96%	98%	97%	96%	98%
The Nordic Trail System trails could be used for the purpose intended	97%	98%	98%	96%	99%
The Nordic Trail System trail signage was very good	93%	96%	95%	93%	96%

*Prior to 2018, this question stem included the following at the beginning of the question: "Based on your experience in the last 12 months, to what extent do." In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations. 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."*

*Note: just over 40% of voters selected "don't know" or "not applicable" when assessing statements related to the Nordic Trail System.*

Surveyed residents rated characteristics related to City parks, open space and trails. Overall, a majority of respondents rated each aspect of parks, open space and trails as good or excellent. Nearly 9 in 10 gave positive reviews to the ability to find trail heads and open space properties, similar to what had been observed in 2017, but only 6 in 10 rated the availability of parking at trail heads and open spaces as excellent or good, also similar to 2017.

About three-quarters rated the adequacy of signage on trails and in open spaces as good or excellent, and three-quarters felt the availability and quality of open space events and programs was excellent or good. However, these ratings have declined since 2017. Adequacy of enforcement also declined from 2017 (67%) to 2018 (54%).

Figure 14: Quality of Open Space Events and Programs by Survey Year

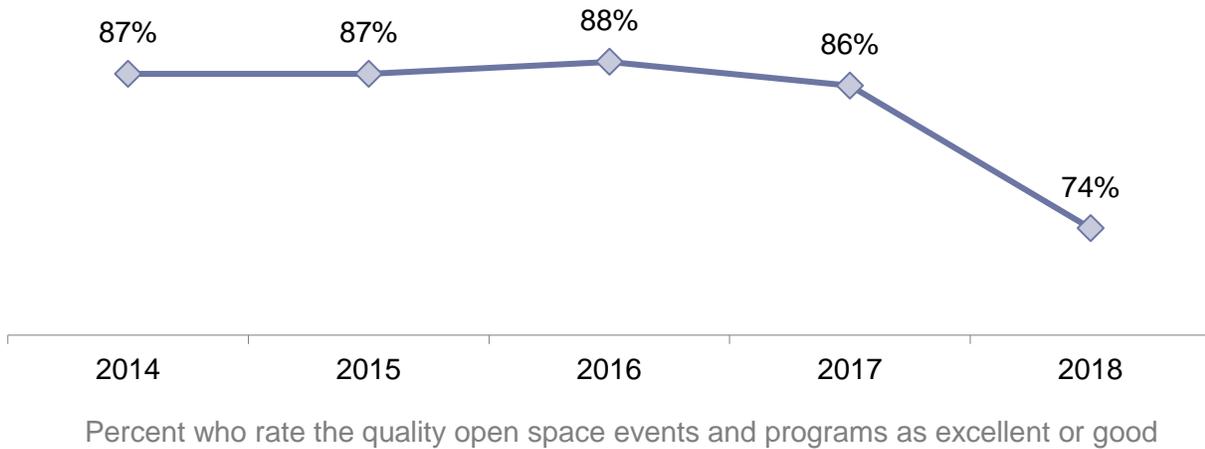


Figure 15: Quality of Aspects of City Parks, Open Space and Trails by Survey Year

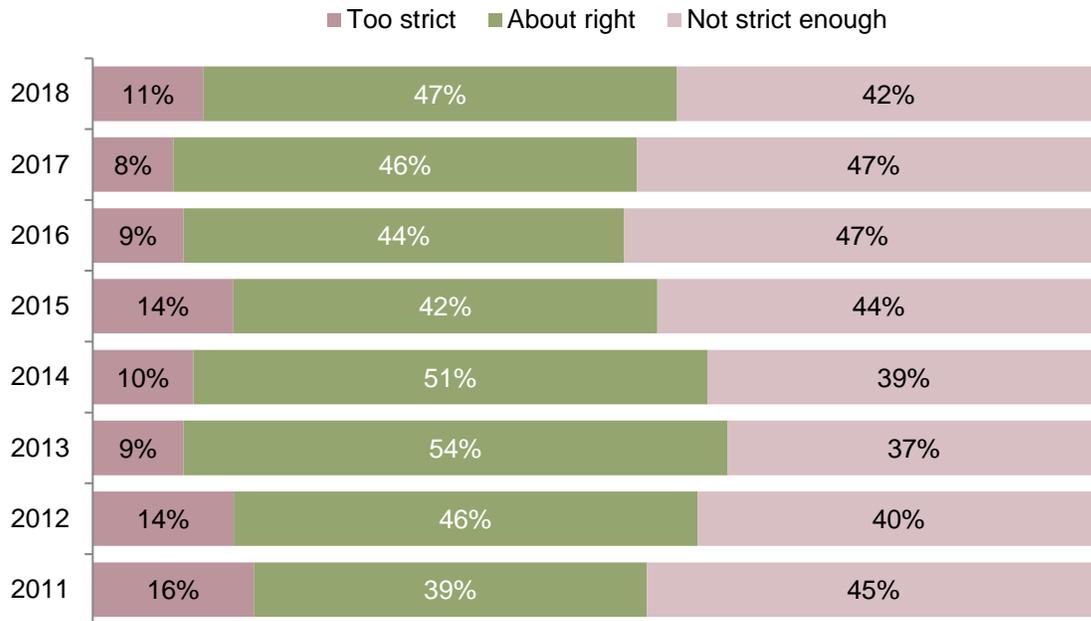
<b>Please rate each of the following characteristics related to City parks, open space and trails. (Percent good or excellent)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
Ability to find trail heads and open space properties	86%	93%	93%	92%	88%
Availability of parking at trail heads and open spaces	60%	62%	64%	64%	59%
Adequacy of enforcement of regulations	54%	67%	65%	61%	64%
Adequacy of signage on trails	76%	86%	88%	79%	79%
Adequacy of signage in open spaces	74%	89%	88%	82%	82%
Availability of open space events and programs	73%	85%	88%	85%	85%

*About 30% of respondents answered “don’t know” or “not applicable” when rating the availability of open space events and programs and quality of open space events and programs.*

### Enforcement for Dogs

Just under half of respondents felt that the current level of enforcement for dogs was “about right,” with about 4 in 10 feeling it was “not strict enough” and only about 1 in 10 feeling it was “too strict.” These were similar to what had been seen in 2016 and 2017.

Figure 16: Current Level of Enforcement for Dogs by Survey Year  
*Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).*



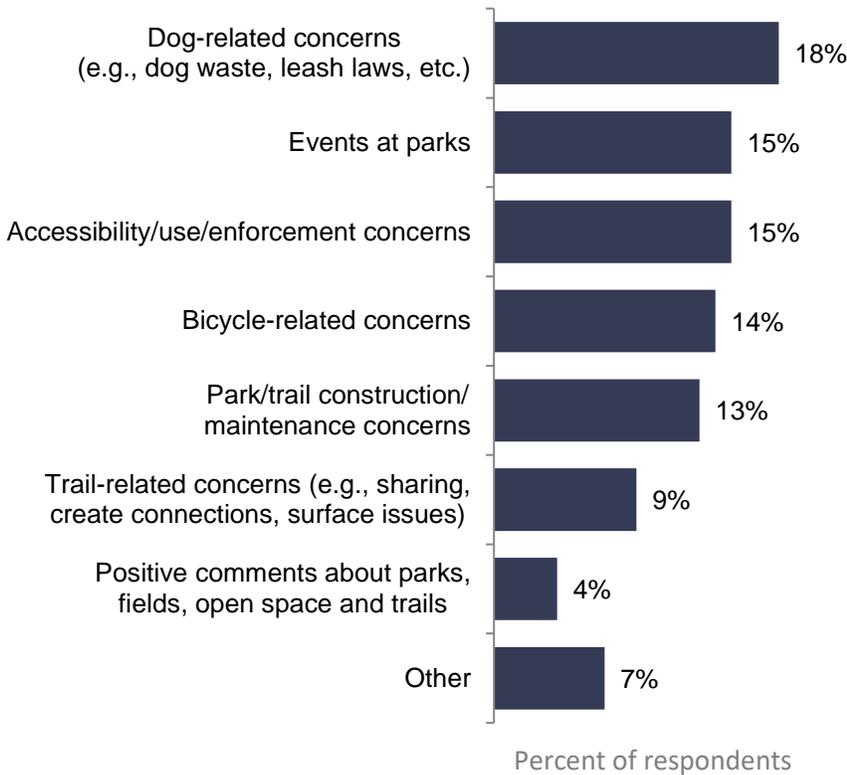
### Other Parks, Fields, Open Space and Trail Concerns

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 101 respondents who chose to write in a response, 18% provided comments related to concerns about dogs, the top concern in 2018.

About 15% made comments related to events at parks; accessibility, use and enforcement concerns; bicycle-related concerns or maintenance concerns. About 1 in 10 mentioned other trail-related concerns.

A complete list of the written in comments, including the “other” responses, can be found in *Appendix B: Verbatim Responses*.

Figure 17: Concerns Related to City Parks, Fields, Open Space and Trails, 2018  
*What other specific concerns do you have with City parks, fields, open space and trails?*



Results in the figure above represent the 101 respondents who chose to write-in a response. Responses to “other” can be found in Appendix B: Verbatim Responses.

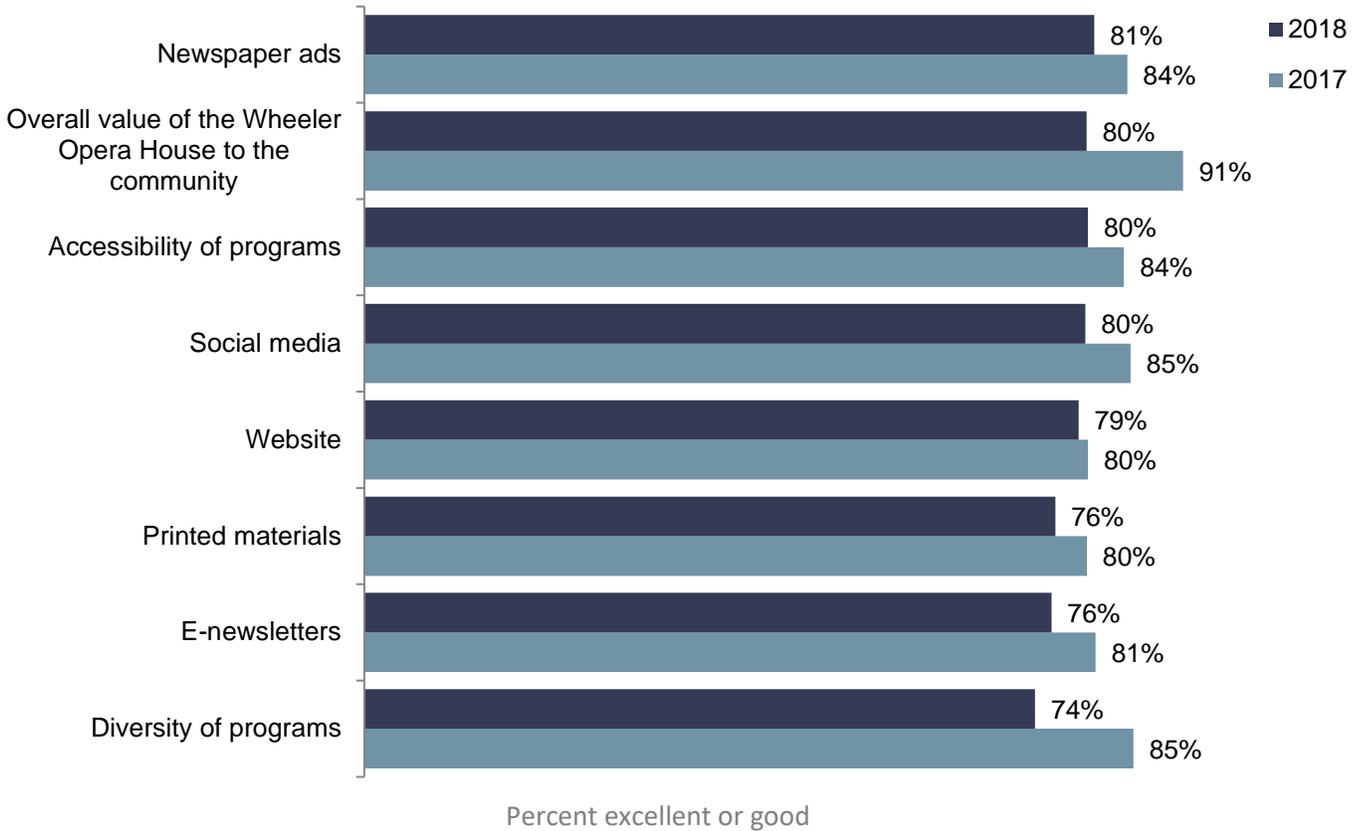
## Wheeler Opera House

Survey respondents evaluated the Wheeler Opera House and its communication devices and programs. About 8 in 10 thought the overall value of the Wheeler Opera House to the community was excellent or good, although this represented an 11% decline from 2017.

Three-quarters or more of respondents considered each of the communication devices and programs excellent or good, generally similar to ratings from 2017. However, diversity of programs did experience an 11% decline from 2017.

While only 11% of respondents chose “don’t know” or “not applicable” in rating the overall value, 14% to 52% were unable to evaluate the other items.

Figure 18: Quality of Wheeler Opera House by Survey Year  
*Please rate each of the following as they relate to the Wheeler Opera House?*



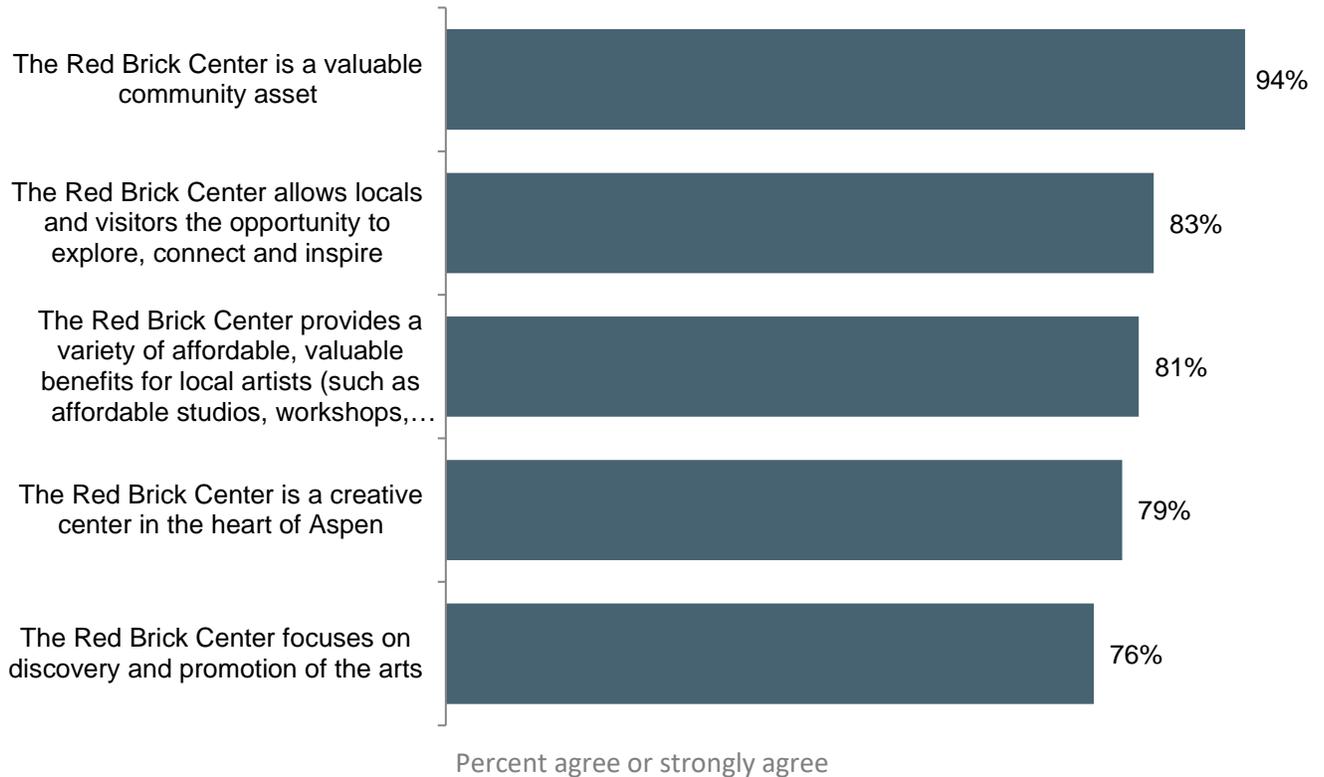
*Note: Thirty percent of more of respondents answered “don’t know” or “not applicable” when rating the items social media, e-newsletters, printed materials, website and newspaper ads.*

### Red Brick Center for the Arts

The survey also included questions related to The Red Brick Center for the Arts to assess its offerings and communication avenues, as well as its value in and vision for the community. Over 9 in 10 of residents with an opinion felt The Red Brick Center for the Arts is a valuable asset to the community. About 8 in 10 believed The Red Brick Center is a creative center in the heart of Aspen, that it allows locals and visitors the opportunity to explore, connect and inspire, and that it provides a variety of affordable, valuable benefits for local artists. Three-quarters of respondents agreed The Red Brick Center for the Arts focuses on discovery and promotion of the arts.

Figure 19: Value of the Red Brick Center for the Arts, 2018

*Do you agree or disagree with the following statements about The Red Brick Center for the Arts?*

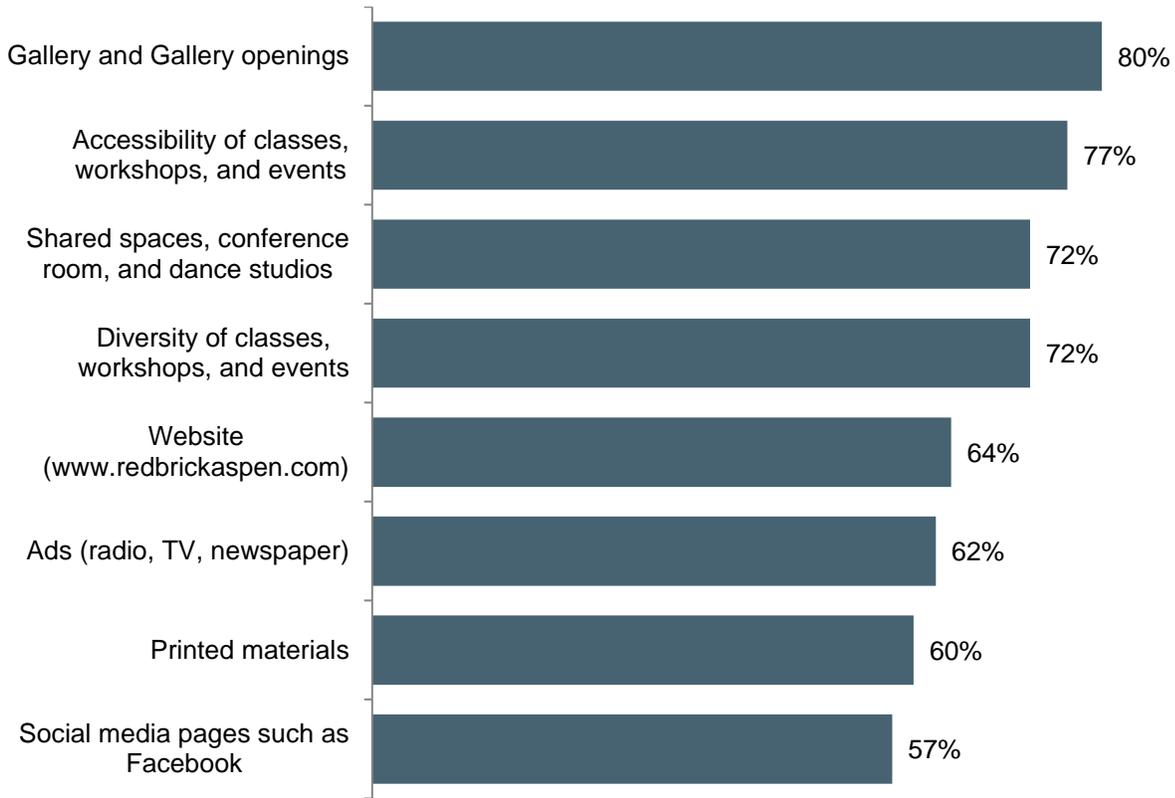


*Note: About one-quarter to one-third of respondents answered “don’t know” or “not applicable” when rating these items.*

Respondents also rated various aspects of the offerings of the Red Brick Center for the Arts and the information provided by the Center. About 8 in 10 of those with an opinion gave positive ratings to the Gallery and Gallery openings. About 7 in 10 felt positively about the accessibility of the offerings of the Red Brick Center for the Arts. The remaining information sources were rated positively by about 6 in 10 respondents.

About half or more of respondents felt they did not know enough to rate these characteristics, or felt they were not applicable to them.

Figure 20: Quality of the Red Brick Center for the Arts, 2018  
 Please rate each of the following as they relate to the Red Brick Center for the Arts?



Percent excellent or good

Note: Between 48% and 73% of respondents answered “don’t know” or “not applicable” when rating these items.

## Street Maintenance and Snow Removal

Respondents gave mostly positive reviews to the condition of streets in Aspen, and ratings increased in 2018 compared to 2017 for a couple items where ratings had dropped in 2017 compared to 2016 (see Figure 21 below and Figure 22 on the next page). As seen below, the percent of respondents who agreed that City streets are in good repair increased from 72% in 2017 to 85% in 2018. Ratings of the timeliness of pothole repair also increased over the 12 month period.

Snow removal was viewed positively by respondents, with nearly 9 in 10 agreeing that snow removal last winter in the Commercial Core was timely and thorough, and three-quarters agreeing that the snow removal in residential areas was timely and thorough. Assessments of snow removal in the City were similar from 2017 to 2018.



Figure 22: City Streets and Snow Removal by Survey Year

<b>With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent agree or strongly agree)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
The street surfaces are smooth	76%	69%	84%	79%	86%
Potholes are repaired in a timely manner	69%	58%	76%	76%	79%
Last winter's snow removal in the Commercial Core was timely	89%	87%	91%	89%	91%
Last winter's snow removal in the Commercial Core was thorough	85%	86%	83%	88%	89%
Last winter's snow removal in my residential area was timely	75%	77%	82%	75%	77%
Last winter's snow removal in my residential area was thorough	75%	74%	81%	78%	77%

*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. About 9 in 10 rated the overall water services as excellent or good, similar to previous years. About 9 in 10 also rated water reliability and the customer service provided by Water department staff positively, similar to previous years. Water pressure and drinking water taste was considered excellent or good by about 8 in 10 respondents, also similar to previous surveys.

Figure 23: Quality of Water Services Overall by Survey Year

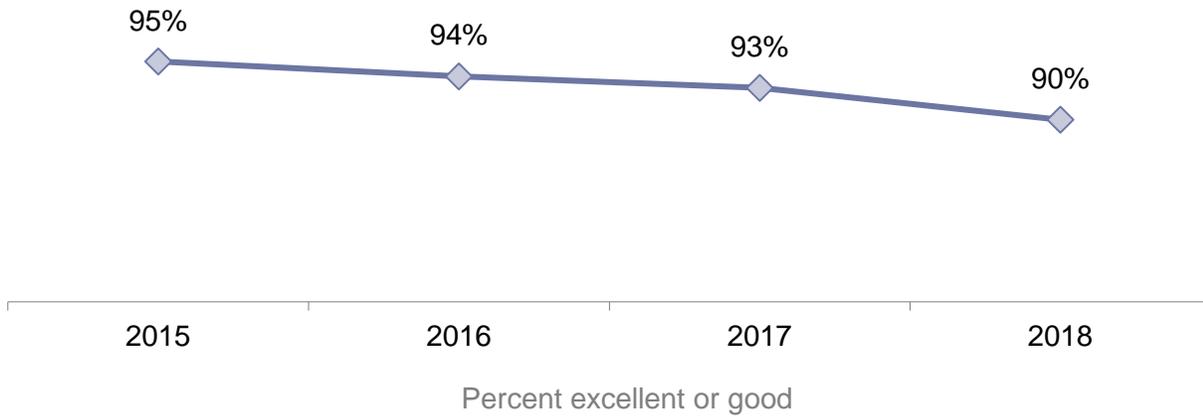


Figure 24: Water Services by Survey Year

<b>Please rate the quality of your utility services: (Percent excellent or good)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Drinking water taste	83%	78%	85%	86%
Water pressure	82%	86%	88%	87%
Water reliability	92%	96%	98%	97%
Overall customer service provided by the Water department staff	87%	92%	93%	89%

\* Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, please.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

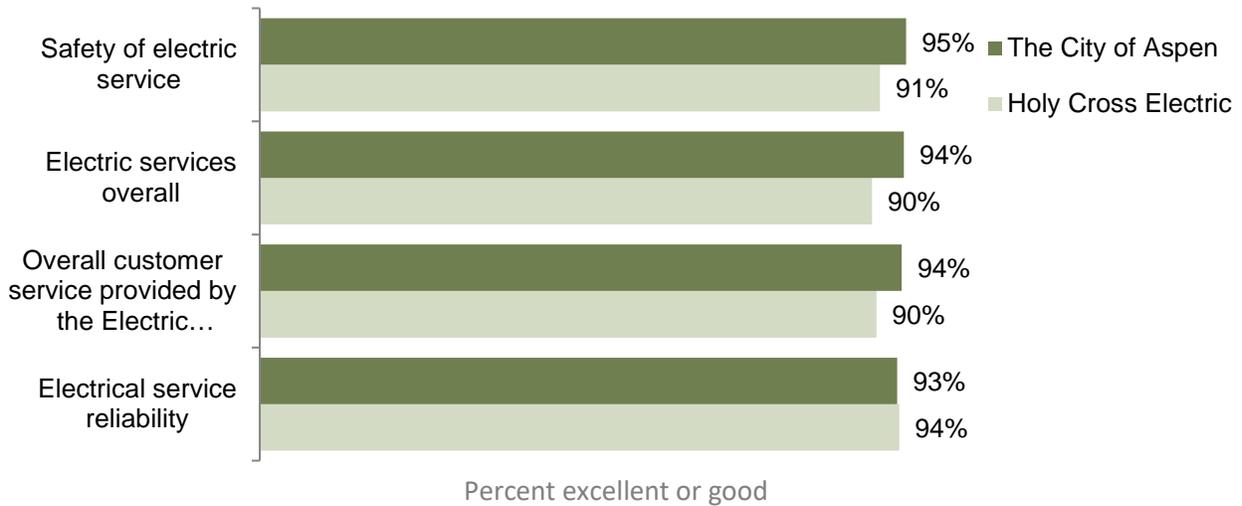
## Electric Utility

Among those who knew what entity provided their electrical service (only 10% did not know who their electric provider was), approximately 6 in 10 received electric service from Holy Cross Electric, and nearly 4 in 10 from the City of Aspen, similar to what had been observed in previous survey years (see Table 27 in *Appendix A: Complete Set of Survey Responses*).

When rating various aspects of their electricity service from their respective providers, nearly all voters in 2018, as in 2017, felt each aspect was excellent or good, irrespective of the provider used. When comparing ratings between the two service providers, responses were similar. Looking at the ratings over time among those whose provider is the City Aspen, each aspect has been rated as excellent or good by 90% or more of respondents in every survey year.

Figure 25: Electric Services Compared by Provider, 2018

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



\* Note: About one-quarter of respondents answered “don’t know” or “not applicable” when rating this item.

Figure 26: The City of Aspen's Electric Services by Survey Year

Please rate the quality of your utility services: (Percent excellent or good)*	2018	2017	2016	2015
Electrical service reliability	93%	99%	96%	91%
Safety of electric service	95%	99%	99%	96%
Overall customer service provided by the Electric department staff**	94%	97%	93%	89%
Electric services overall	94%	97%	92%	91%

\* Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, please.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

\*\* Note: About one-quarter of respondents answered “don’t know” or “not applicable” when rating this item.

## Government Performance

Survey respondents evaluated seven aspects of the City government’s performance. About three-quarters of voters gave excellent or good ratings to the job the City does informing its residents and to the quality of the information the City provides to its residents. About 7 in 10 gave positive evaluations to the job the City does at responding to requests for public records and information (71%) and 6 in 10 gave positive evaluations to the value of City services for taxes paid (62%) and the job the City does at communicating major issues to residents (64%). Just over 4 in 10 believed that the City does at least a good job matching expenditures to community priorities (44%) and listening to residents (45%). About 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 A: Complete Set of Survey Responses*).

All ratings of City government performance declined between 2017 and 2018 by about 17%, on average.

It should be noted that 52% of respondents said “don’t know” when rating the job the City does responding to requests for public records and information.

Figure 27: City of Aspen Government Performance by Survey Year

<b>Please rate the following categories of Aspen government performance: (Percent good or excellent)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
The job the City does responding to requests for public records and information	62%	71%	61%	61%	63%	61%	59%		
The quality of the information the City provides to residents	52%	74%	67%	66%	70%	68%	65%	61%	62%
The value of City services for the taxes you pay	52%	62%	61%	60%	59%	61%	63%	55%	55%
The job the City does informing residents	50%	74%	68%	69%	75%	71%	72%	68%	65%
The job the City does communicating to residents about major issues	45%	64%	55%	56%	59%	60%	58%	56%	
The job the City does matching expenditures to community priorities	29%	44%	42%	43%	43%	44%	41%	36%	
The job the City does listening to residents	27%	45%	41%	42%	42%	49%	40%	36%	44%

*Note: About half of respondents said “don’t know” when rating the job the City does responding to requests for public records and information.*

## Policy and Planning

### Importance of Potential Community Issues and Needs

Residents were asked to rate how important, if at all, it was for the City government to take action on each of 15 potential issues facing the community. About 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 a minimum volume of water in Roaring Fork River. These have been the top two concerns since 2016. Roughly 7 in 10 thought it was at least somewhat important to ensure the availability of adequate workforce housing at a reasonable cost and to encourage the public to take part in water and energy conservation programs.

Of relatively less importance to respondents encouraging the development of additional lodging (44% very important or essential) and increasing places for pedestrians to dwell or gather (43%).

Most ratings remained stable from 2017 to 2018. However, fewer respondents in 2018 felt it was important to ensure the availability of adequate workforce housing at a reasonable cost to rent/purchase, to have economic development without the development, improve pedestrian connectivity, improve bike connectivity and find ways to increase available child care spaces.

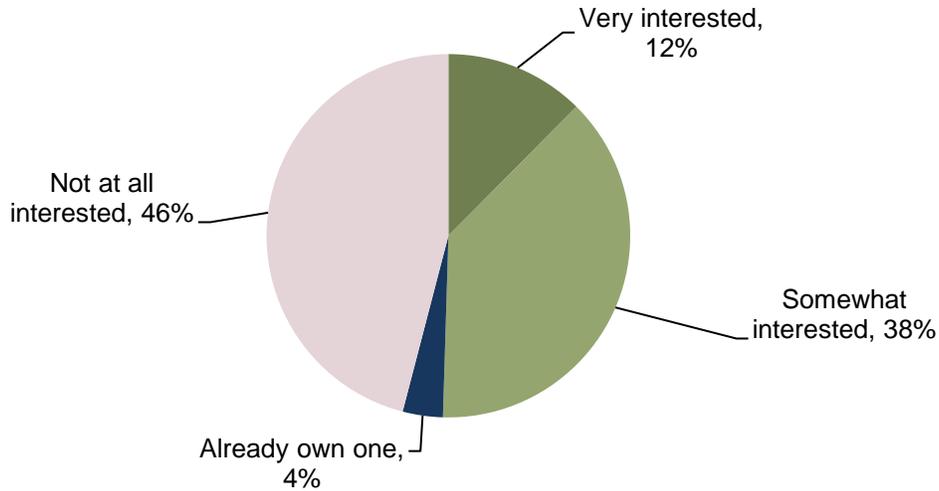
Figure 28: Importance of Actions the City Could Take by Survey Year

<b>How important, if at all, is it for the City government to take action on each of the following: (Percent very important or essential)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
Improving and protecting the health of the Roaring Fork River	79%	85%	85%		
Protecting a minimum volume of water in Roaring Fork River	77%	81%	81%		
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	71%	80%	77%	77%	71%
Encouraging the public to take part in water conservation programs	68%				
Encouraging the public to take part in energy conservation programs	68%				
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	63%				
Improving the availability of affordable high-speed internet service	63%				
Economic development without the development (without new physical development)	59%	73%	64%	68%	
Increasing access to affordable locally grown food	58%	65%	57%		
Improving pedestrian connectivity	55%	70%	65%		
Providing new transportation options to reduce reliance on personal automobiles*	55%				
Improving bike connectivity	53%	66%	61%		
Finding ways to increase available child care spaces	53%	65%	NA		
Encouraging the development of additional lodging	44%	38%	37%	36%	34%
Increasing places for pedestrians to dwell or gather	43%	46%	49%	35%	

## Sustainability and Mobility

The 2018 survey included several new questions related to sustainability and mobility in the City of Aspen. About half of survey respondents (50%) said they would be very or somewhat interested in purchasing an electric vehicle. Four percent of residents already owned an electric vehicle and 46% were not at all interested in purchasing an electric vehicle.

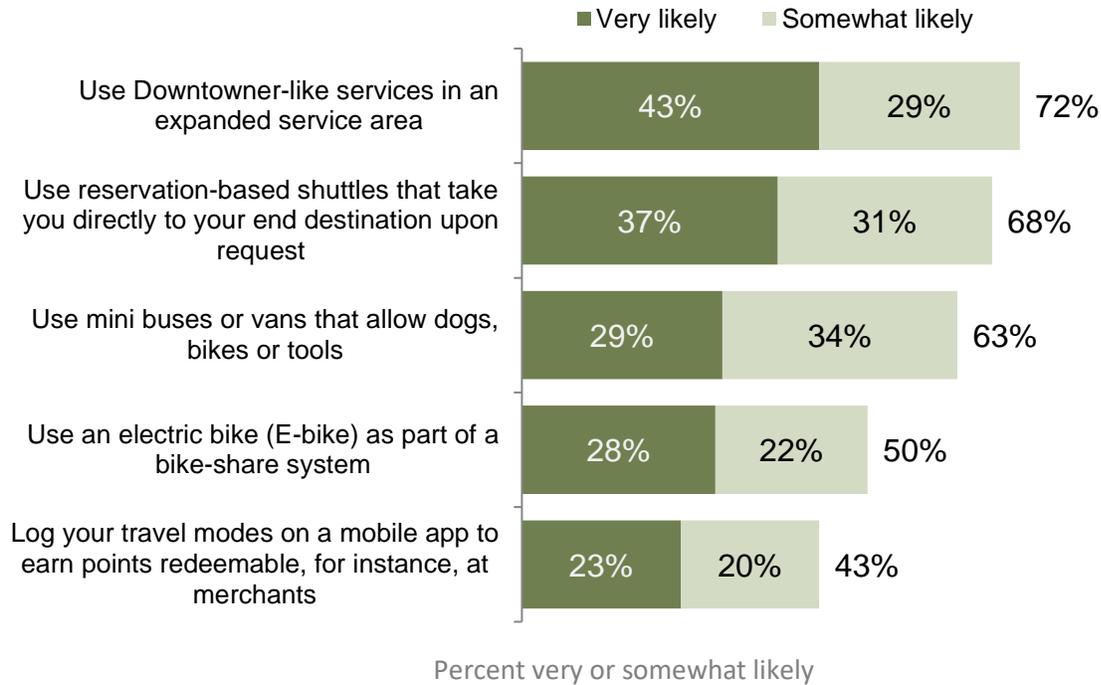
Figure 29: Interest in Purchasing an Electric Vehicle, 2018  
*How interested, if at all, are you in purchasing an electric vehicle?*



Survey respondents were asked how likely they were, if at all, to use a number of alternative transportation services. About 7 in 10 residents indicated they would be very or somewhat likely to use Downtowner-like services in an expanded service area and use reservation-based shuttles that take you directly to your end destination upon request. About 6 in 10 respondents said they would be likely to use mini buses or vans that allow dogs, bikes or tools. Half of residents would be likely to use an electric bike and fewer (43%) were likely to log travel modes on a mobile app.

Figure 30: Likelihood of Doing Each, 2018

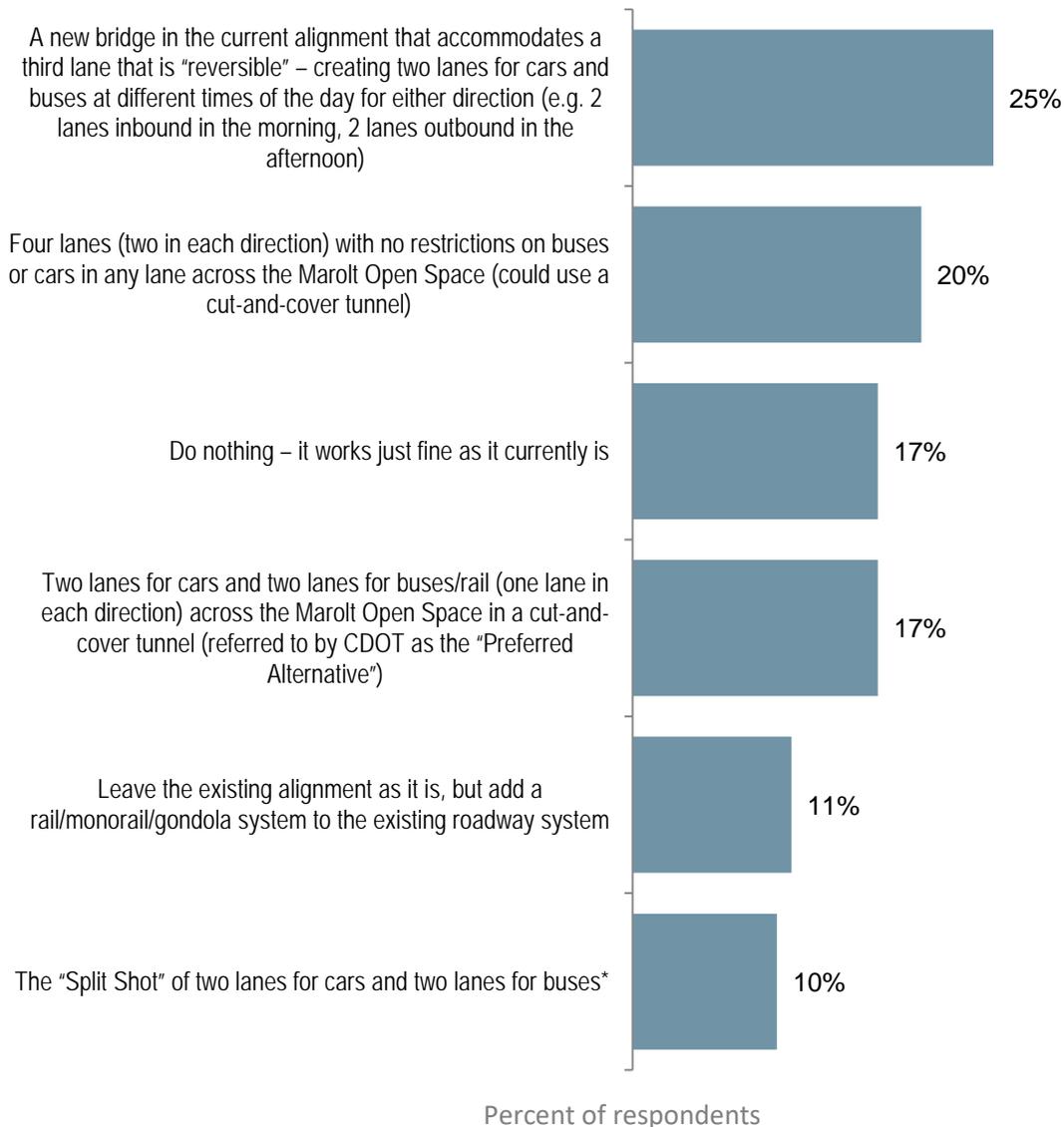
*How likely or unlikely would you be to use each of the following, if they were available?*



Respondents were asked what they envisioned the Entrance to Aspen would look like if they could wave a magic wand. Overall, residents were divided in their vision of the Entrance to Aspen. About one-quarter wanted a new bridge in the current alignment that accommodates a third “reversible” lane. About 2 in 10 respondents wanted four lanes with no restrictions on buses or cars across the Marolt Open Space (20%), two lanes for cars and two lanes for buses/rail across the Marolt Open Space with a cut-and-cover tunnel (17%) and for the City to do nothing with the current entrance (17%). The remaining options were selected by about 1 in 10 respondents.

Figure 31: Preference for the Entrance to Aspen, 2018

*If you could “wave your magic wand” and make the Entrance to Aspen (Buttermilk through the S-curves) of your dreams, which ONE of the following options would you choose:*



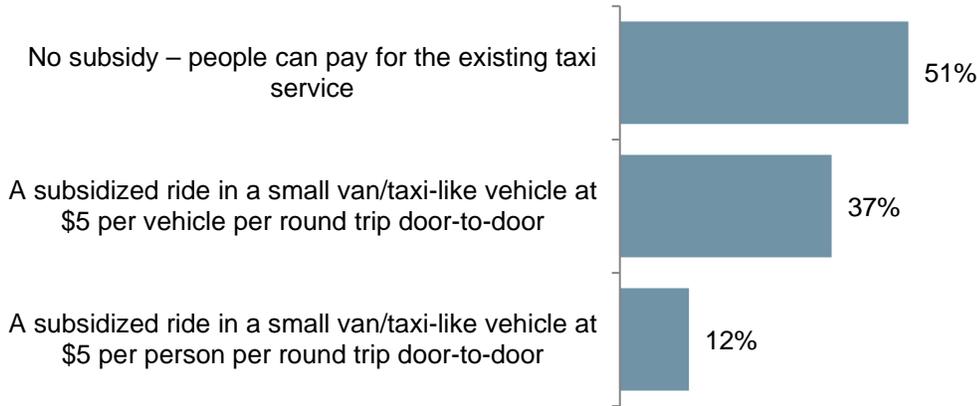
\* (one lane in each direction for each mode) using the existing S-Curve alignment as the “downvalley” one-way couplet and another S-Curve created for an “upvalley” one-way couplet with a new bridge across Castle Creek connecting to the end of Main Street

Surveyed voters shared their preferences for two different approaches related to parking Downtown. Overall, residents wanted things kept as they currently are. For the “carrot” approach, about half of residents preferred no subsidy and having people pay for the existing taxi service. Just over one-third of respondents preferred a subsidized ride in a small van or taxi-like vehicle at \$5 per vehicle, while only 12% preferred a subsidized ride at \$5 per person. If using a “stick” approach, a majority of respondents (77%) preferred leaving things as they are and not increasing parking rates or times charged. About 1 in 10 preferred increasing parking rates for daytime parking only (not charging in the evening) and increasing parking rates including paying to park in the evening.

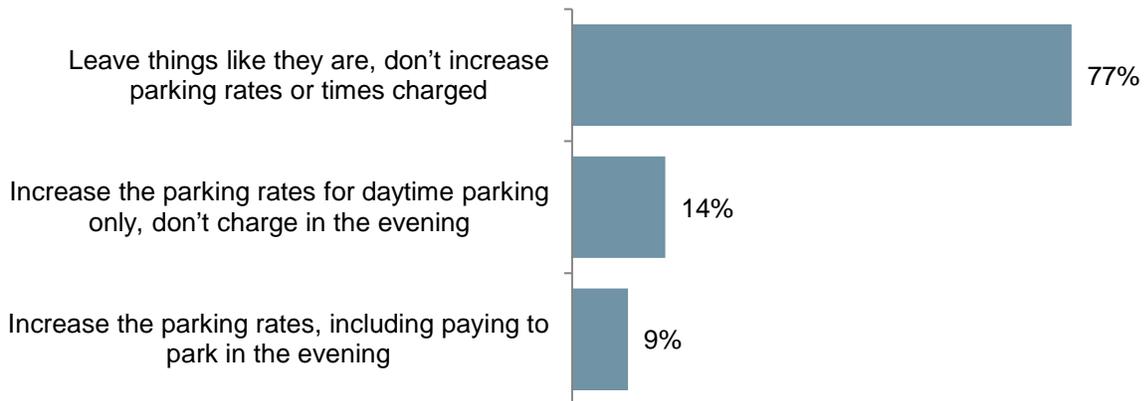
Figure 32: Preference for Approach to Downtown Parking, 2018

*About two-thirds of cars parking in the Downtown core are parked for a relatively short period and are registered in the 81611 zip code. To encourage use of another choice other than a personal vehicle for trips outside of the Downtowner’s service area, both positive incentives (“carrot”) and negative incentives (“stick”) could be used.*

**If a “carrot” approach was used, which would you most prefer? (Check only one.)**



**If a “stick” approach was used, which would you most prefer? (Check only one.)**



## 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, satisfaction with these sources and the topics about which they would like to receive more information. Voters were also given the opportunity to express in their own words any concerns they had regarding the City’s communications.

Residents were most satisfied with the information they received about the City from newspaper ads and stories, the City’s main website, other City websites and the radio (news and ads). However, more than 4 in 10 respondents did not feel they had enough information about radio news and ads to provide an evaluation. Similarly, most residents were lacking sufficient knowledge of others and could not rate them (contacting the Community Relations Department, online feedback site, City streaming webcasts, Social media and CGTV - Channel 11).

Overall, satisfaction with most information sources decreased over time.

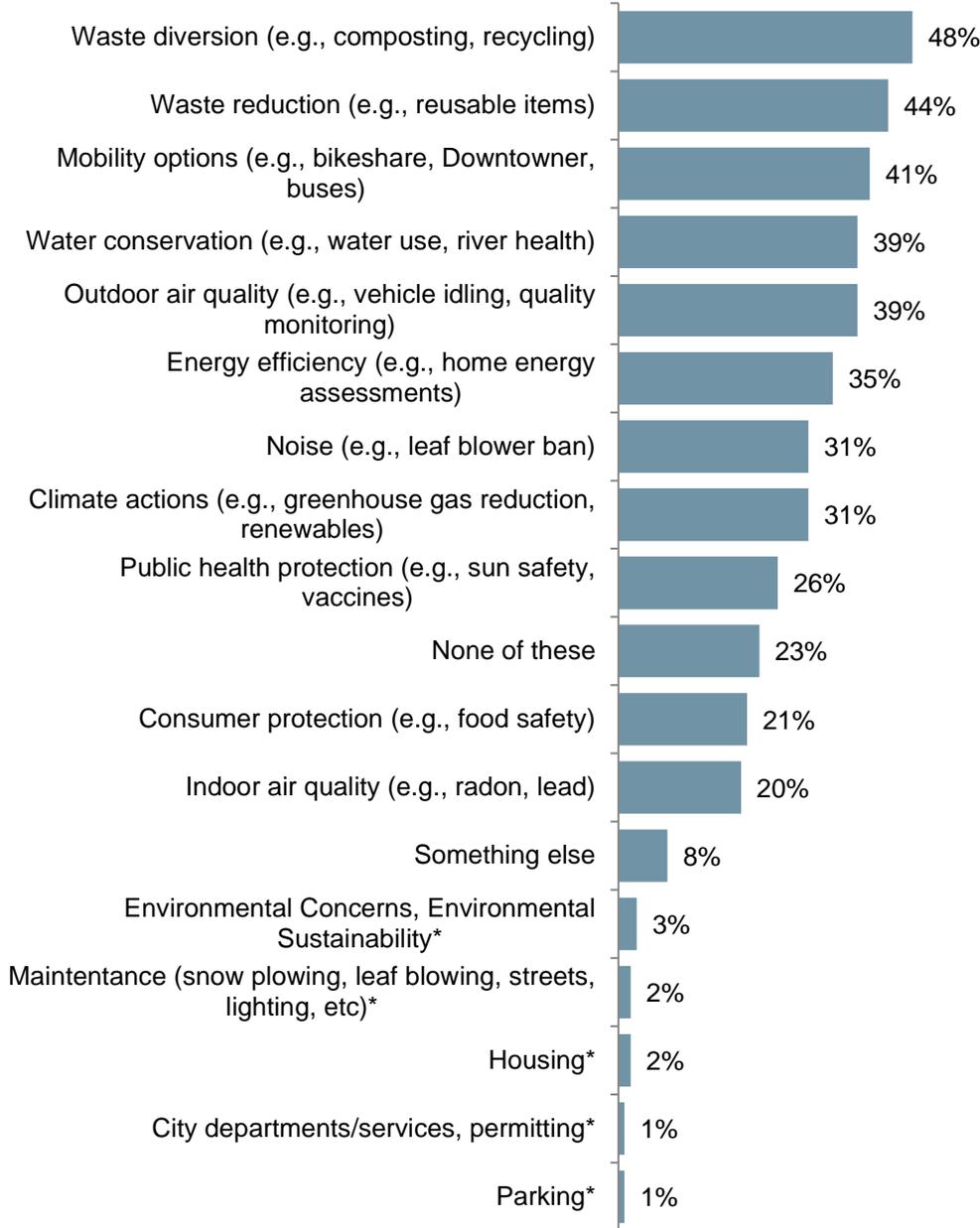
Figure 33: Satisfaction with Information Sources by Survey Year

<b>How satisfied or dissatisfied are you with the information you receive about the City from each of the following: (Percent very or somewhat satisfied)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Newspaper stories	75%	89%	87%	91%
Newspaper ads	72%	90%	89%	90%
The City's main website (www.cityofaspen.com)	71%	78%	83%	83%
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	71%	77%	84%	
Radio ads	71%	85%	85%	83%
Radio news	70%	87%	85%	85%
City meetings and open houses	68%	80%	78%	82%
Mailed materials (brochures, bill inserts)	68%	81%	80%	80%
Emails (electronic newsletters, email updates)	66%	77%	84%	75%
CGTV - Channel 11	65%	83%	76%	92%
Online feedback site (www.aspencommunityvoice.com)	63%	74%	76%	
City streaming webcasts	61%	83%	82%	75%
Contacting the Community Relations Department	57%	78%	75%	
Social media (Twitter, Facebook, Instagram)	50%	78%	76%	69%

*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".*

A new question was added to the 2018 survey gauging resident interest in receiving information about a variety of topics that could be addressed by the City's Environmental Health and Sustainability Department (EHS). Respondents could select all topics of interest. About 4 in 10 residents were interested in receiving more information about waste diversion, waste reduction, mobility options, water conservation and outdoor air quality (see Figure 34 on the next page). Respondents could write in their own words a topic they wanted more information about that was not listed on the survey. About 3% or less of respondents sought information that falls outside of the services addressed by the EHS Department, including maintenance, housing, City departments/services and permitting and parking.

Figure 34: Topics About Which Residents Would Like More Information, 2018  
*In which of the following topics are you most interested in receiving information or assistance from the City?*



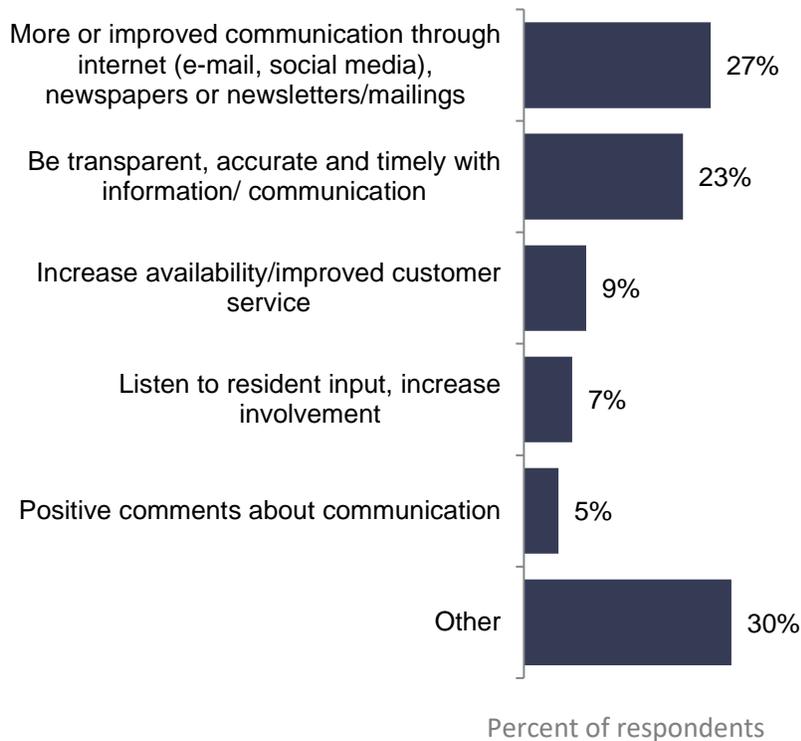
Percent of respondents

*Percents add to more than 100% as respondents could choose more than one option.*

*\*These responses were coded out of other into these categories based on what was written in the "something else" space. Some comments were left as "something else." All responses to the "something else" sorted by categories can be found in Appendix B: Verbatim Responses.*

Respondents wrote, in their own words, any concerns they had about City communications. Of the 76 respondents who wrote in a response (25% of all respondents), about one-quarter mentioned increasing or improving communication through the Internet, newsletters or mailings and being transparent, accurate and timely with information. Other residents commented on increasing availability/improved customer service, listening to resident input and provided positive feedback about communication. About 30% 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 B: Verbatim Responses*.

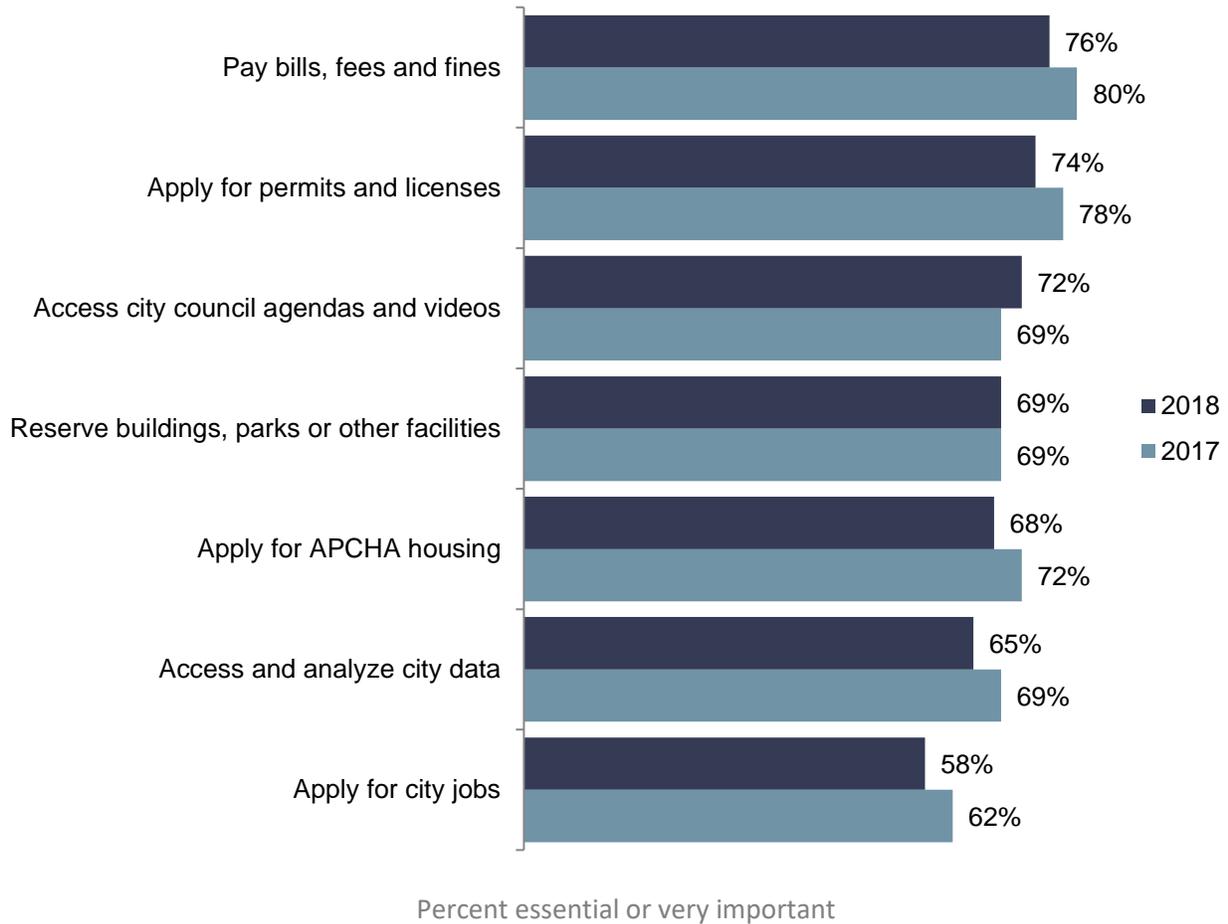
Figure 35: Concerns about City Communications, 2018  
*Considering that the City provides information via all of the sources mentioned above, what improvements can we make with our communications?*



Results in the figure above are of the 76 respondents who chose to write-in a response in 2018. Individual responses sorted by categories can be found in Appendix B: Verbatim Responses.

As in 2017, Aspen residents provided feedback on the importance of various activities or transactions on the City’s website. All activities were thought to be essential or very important to complete via the website by about 6 in 10 or more respondents. Residents viewed paying bills, fees and fines, applying for permits and licenses, and accessing city council agendas and videos as the most important website features. Compared to 2017, the importance of the various website offerings was similar in 2018.

Figure 36: Importance of Website Uses by Survey Year  
*How important is it, if at all, to complete the following types of activities or transactions on the City website:*



## APPENDIX A: COMPLETE SET OF SURVEY RESPONSES

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” or “not applicable” response option, two tables for that question are provided: the first that excludes the don’t know or not applicable responses, the second that includes those response options.

Table 1: Question 1

<b>How do you rate the overall quality of life in Aspen?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Excellent	53%	N=131
Good	40%	N=100
Fair	7%	N=17
Poor	0%	N=1
Total	100%	N=248

Table 2: Question 2 (excluding don't know and not applicable)

Do you agree or disagree with the following statements about services provided by the City?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The service provided by the City Manager's Office was accurate	10%	N=12	54%	N=64	24%	N=28	12%	N=15	100%	N=119
The service provided by the City Manager's staff was prompt	11%	N=11	43%	N=45	29%	N=31	17%	N=18	100%	N=105
The City Manager's staff was responsive	10%	N=11	47%	N=53	30%	N=33	13%	N=15	100%	N=113
The City Manager's staff was helpful	11%	N=12	46%	N=53	27%	N=31	16%	N=19	100%	N=116
The City Manager's staff was knowledgeable	16%	N=19	51%	N=60	20%	N=23	13%	N=16	100%	N=117
The City Manager's staff was informative	13%	N=15	43%	N=50	24%	N=28	20%	N=23	100%	N=116
The service provided by the Utility Billing staff was accurate	29%	N=48	63%	N=105	5%	N=9	3%	N=5	100%	N=166
The service provided by the Utility Billing staff was timely	29%	N=48	64%	N=105	3%	N=4	4%	N=6	100%	N=163
The Utility Billing staff was courteous in dealing with my situation or request	32%	N=45	59%	N=85	7%	N=10	2%	N=3	100%	N=144
The Utility Billing staff was knowledgeable in dealing with my situation or request	28%	N=40	64%	N=91	5%	N=6	3%	N=4	100%	N=142
The Finance Window staff was courteous in dealing with my situation or request	39%	N=51	54%	N=70	3%	N=4	3%	N=4	100%	N=129
The Finance Window staff was knowledgeable in dealing with my situation or request	34%	N=43	59%	N=76	3%	N=3	4%	N=5	100%	N=129
The service provided by the Housing Authority staff was accurate	26%	N=38	48%	N=72	12%	N=18	14%	N=20	100%	N=149
The service provided by the Housing Authority staff was timely	24%	N=36	49%	N=73	12%	N=17	16%	N=24	100%	N=150
The Housing Authority staff was helpful	27%	N=42	48%	N=75	11%	N=18	14%	N=22	100%	N=157
The Housing Authority staff was knowledgeable	34%	N=52	42%	N=63	9%	N=14	15%	N=23	100%	N=152

Do you agree or disagree with the following statements about services provided by the City?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
The services provided by the Police staff were accurate	53%	N=104	42%	N=82	3%	N=5	2%	N=5	100%	N=195
The services provided by the Police staff were prompt	50%	N=101	46%	N=92	2%	N=4	2%	N=4	100%	N=201
The Police staff was courteous	57%	N=124	40%	N=86	1%	N=2	3%	N=5	100%	N=217
The Police staff was helpful	55%	N=120	40%	N=87	2%	N=4	2%	N=5	100%	N=216
The Police staff was knowledgeable	53%	N=112	40%	N=86	5%	N=11	2%	N=3	100%	N=212
The Police staff was informative	54%	N=111	41%	N=84	5%	N=11	1%	N=1	100%	N=206

Table 3: Question 2 (including don't know and not applicable)

Do you agree or disagree with the following statements about services provided by the City?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The service provided by the City Manager's Office was accurate	4%	N=12	23%	N=64	10%	N=28	5%	N=15	22%	N=62	36%	N=101	100%	N=281
The service provided by the City Manager's staff was prompt	4%	N=11	17%	N=45	11%	N=31	6%	N=18	24%	N=65	38%	N=103	100%	N=273
The City Manager's staff was responsive	4%	N=11	19%	N=53	12%	N=33	5%	N=15	23%	N=65	37%	N=102	100%	N=280
The City Manager's staff was helpful	4%	N=12	19%	N=53	11%	N=31	7%	N=19	22%	N=62	36%	N=101	100%	N=278
The City Manager's staff was knowledgeable	7%	N=19	21%	N=60	8%	N=23	6%	N=16	23%	N=65	35%	N=97	100%	N=280
The City Manager's staff was informative	5%	N=15	18%	N=50	10%	N=28	8%	N=23	23%	N=62	35%	N=98	100%	N=276
The service provided by the Utility Billing staff was accurate	17%	N=48	37%	N=105	3%	N=9	2%	N=5	16%	N=45	25%	N=72	100%	N=283
The service provided by the Utility Billing staff was timely	17%	N=48	37%	N=105	2%	N=4	2%	N=6	16%	N=44	26%	N=74	100%	N=281
The Utility Billing staff was courteous in dealing with my situation or request	16%	N=45	30%	N=85	3%	N=10	1%	N=3	14%	N=41	35%	N=98	100%	N=282
The Utility Billing staff was knowledgeable in dealing with my situation or request	14%	N=40	32%	N=91	2%	N=6	1%	N=4	15%	N=42	35%	N=98	100%	N=281

Do you agree or disagree with the following statements about services provided by the City?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The Finance Window staff was courteous in dealing with my situation or request	18%	N=51	25%	N=70	1%	N=4	1%	N=4	16%	N=45	38%	N=106	100%	N=281
The Finance Window staff was knowledgeable in dealing with my situation or request	16%	N=43	28%	N=76	1%	N=3	2%	N=5	16%	N=43	38%	N=106	100%	N=278
The service provided by the Housing Authority staff was accurate	14%	N=38	26%	N=72	7%	N=18	7%	N=20	15%	N=42	32%	N=89	100%	N=281
The service provided by the Housing Authority staff was timely	13%	N=36	26%	N=73	6%	N=17	8%	N=24	14%	N=41	32%	N=90	100%	N=281
The Housing Authority staff was helpful	15%	N=42	27%	N=75	6%	N=18	8%	N=22	14%	N=38	31%	N=86	100%	N=281
The Housing Authority staff was knowledgeable	19%	N=52	23%	N=63	5%	N=14	8%	N=23	15%	N=41	30%	N=82	100%	N=275
The services provided by the Police staff were accurate	37%	N=104	29%	N=82	2%	N=5	2%	N=5	13%	N=36	18%	N=51	100%	N=282
The services provided by the Police staff were prompt	36%	N=101	33%	N=92	2%	N=4	1%	N=4	11%	N=31	18%	N=50	100%	N=282
The Police staff was courteous	44%	N=124	30%	N=86	1%	N=2	2%	N=5	10%	N=28	14%	N=38	100%	N=284
The Police staff was helpful	42%	N=120	31%	N=87	2%	N=4	2%	N=5	10%	N=27	14%	N=40	100%	N=284
The Police staff was knowledgeable	40%	N=112	30%	N=86	4%	N=11	1%	N=3	10%	N=29	15%	N=42	100%	N=283
The Police staff was informative	39%	N=111	30%	N=84	4%	N=11	0%	N=1	12%	N=32	15%	N=43	100%	N=282

Table 4: Question 3 (excluding don't know and not applicable)

How satisfied or dissatisfied are you with the overall performance of the following City services?	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Total	
	%	N	%	N	%	N	%	N	%	N
Aspen Recreation Center (ARC)	51%	N=104	32%	N=66	9%	N=19	8%	N=15	100%	N=205
Asset Department	21%	N=18	45%	N=40	13%	N=11	21%	N=18	100%	N=87
City Clerk Office	42%	N=67	46%	N=74	6%	N=10	6%	N=10	100%	N=161
City Manager's Office	19%	N=25	27%	N=34	19%	N=24	35%	N=44	100%	N=127
Community Development	18%	N=24	37%	N=51	22%	N=30	23%	N=31	100%	N=136
Electric	45%	N=62	39%	N=55	13%	N=18	3%	N=4	100%	N=140
Engineering	15%	N=17	39%	N=46	26%	N=31	20%	N=24	100%	N=118
Environmental Health and Sustainability	31%	N=47	44%	N=66	9%	N=13	15%	N=23	100%	N=148
Finance Window (RETT, sales tax, and other payments to the city)	37%	N=52	53%	N=75	6%	N=8	5%	N=7	100%	N=141
Golf	47%	N=54	45%	N=51	5%	N=6	4%	N=4	100%	N=115
GIS (Geographic Information System)	41%	N=40	39%	N=38	11%	N=11	9%	N=9	100%	N=97
Housing Authority (existing deed-restricted and rental units)	34%	N=59	28%	N=48	21%	N=36	17%	N=30	100%	N=173
Kids First	42%	N=30	38%	N=27	12%	N=9	8%	N=5	100%	N=71
New housing development	19%	N=25	20%	N=27	22%	N=29	39%	N=51	100%	N=133
Parks	54%	N=129	34%	N=80	7%	N=18	5%	N=11	100%	N=238
Police Department	66%	N=164	28%	N=71	2%	N=5	4%	N=9	100%	N=250
Red Brick Recreation Center	43%	N=79	47%	N=86	7%	N=12	3%	N=5	100%	N=182
Streets	26%	N=68	45%	N=117	19%	N=49	10%	N=27	100%	N=261
Transportation	45%	N=111	33%	N=81	14%	N=34	8%	N=19	100%	N=245
Parking	13%	N=34	26%	N=66	22%	N=56	39%	N=99	100%	N=255
Water	49%	N=104	41%	N=87	7%	N=16	3%	N=6	100%	N=212
Wheeler Opera House	49%	N=111	36%	N=82	8%	N=18	8%	N=18	100%	N=230

Table 5: Question 3 (including don't know and not applicable)

How satisfied or dissatisfied are you with the overall performance of the following City services?	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Aspen Recreation Center (ARC)	37%	N=104	23%	N=66	7%	N=19	5%	N=15	8%	N=24	19%	N=54	100%	N=283
Asset Department	7%	N=18	15%	N=40	4%	N=11	7%	N=18	26%	N=71	42%	N=112	100%	N=270
City Clerk Office	25%	N=67	28%	N=74	4%	N=10	4%	N=10	16%	N=43	24%	N=64	100%	N=267
City Manager's Office	9%	N=25	13%	N=34	9%	N=24	16%	N=44	23%	N=63	30%	N=80	100%	N=270
Community Development	9%	N=24	19%	N=51	11%	N=30	11%	N=31	21%	N=58	29%	N=78	100%	N=272
Electric	23%	N=62	20%	N=55	6%	N=18	2%	N=4	20%	N=56	29%	N=78	100%	N=274
Engineering	6%	N=17	17%	N=46	12%	N=31	9%	N=24	26%	N=69	30%	N=81	100%	N=268
Environmental Health and Sustainability	17%	N=47	24%	N=66	5%	N=13	8%	N=23	20%	N=53	25%	N=69	100%	N=270
Finance Window (RETT, sales tax, and other payments to the city)	19%	N=52	28%	N=75	3%	N=8	2%	N=7	20%	N=53	27%	N=73	100%	N=268
Golf	20%	N=54	19%	N=51	2%	N=6	2%	N=4	22%	N=61	35%	N=96	100%	N=273
GIS (Geographic Information System)	15%	N=40	14%	N=38	4%	N=11	3%	N=9	26%	N=71	37%	N=100	100%	N=268
Housing Authority (existing deed-restricted and rental units)	21%	N=59	17%	N=48	13%	N=36	11%	N=30	13%	N=37	24%	N=67	100%	N=277
Kids First	11%	N=30	10%	N=27	3%	N=9	2%	N=5	25%	N=68	48%	N=129	100%	N=268
New housing development	9%	N=25	10%	N=27	11%	N=29	19%	N=51	18%	N=49	34%	N=92	100%	N=273
Parks	46%	N=129	29%	N=80	6%	N=18	4%	N=11	6%	N=18	8%	N=22	100%	N=278
Police Department	58%	N=164	25%	N=71	2%	N=5	3%	N=9	4%	N=12	7%	N=20	100%	N=282
Red Brick Recreation Center	28%	N=79	31%	N=86	4%	N=12	2%	N=5	13%	N=36	21%	N=59	100%	N=277
Streets	24%	N=68	42%	N=117	17%	N=49	10%	N=27	3%	N=8	5%	N=13	100%	N=282
Transportation	41%	N=111	30%	N=81	13%	N=34	7%	N=19	3%	N=7	7%	N=19	100%	N=271
Parking	12%	N=34	23%	N=66	20%	N=56	35%	N=99	4%	N=11	6%	N=18	100%	N=285
Water	38%	N=104	32%	N=87	6%	N=16	2%	N=6	7%	N=20	14%	N=37	100%	N=269
Wheeler Opera House	40%	N=111	29%	N=82	6%	N=18	6%	N=18	8%	N=22	11%	N=30	100%	N=282

Table 6: Question 4 (excluding don't know)

Please rate the following categories of Aspen government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The job the City does informing residents	15%	N=43	35%	N=100	30%	N=86	19%	N=54	100%	N=282
The quality of the information the City provides to residents	14%	N=38	38%	N=105	30%	N=82	18%	N=50	100%	N=275
The job the City does listening to residents	8%	N=21	19%	N=53	30%	N=84	43%	N=119	100%	N=276
The value of City services for the taxes you pay	15%	N=43	36%	N=101	32%	N=89	16%	N=46	100%	N=278
The job the City does communicating to residents about major issues	9%	N=25	36%	N=101	32%	N=91	23%	N=63	100%	N=281
The job the City does matching expenditures to community priorities	7%	N=19	22%	N=59	26%	N=69	44%	N=117	100%	N=263
The job the City does responding to requests for public records and information	17%	N=24	45%	N=62	23%	N=31	15%	N=20	100%	N=137

Table 7: Question 4 (including don't know)

Please rate the following categories of Aspen government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The job the City does informing residents	15%	N=43	34%	N=100	29%	N=86	19%	N=54	3%	N=9	100%	N=291
The quality of the information the City provides to residents	13%	N=38	36%	N=105	28%	N=82	17%	N=50	5%	N=14	100%	N=289
The job the City does listening to residents	7%	N=21	18%	N=53	29%	N=84	41%	N=119	5%	N=13	100%	N=290
The value of City services for the taxes you pay	15%	N=43	35%	N=101	31%	N=89	16%	N=46	4%	N=11	100%	N=289
The job the City does communicating to residents about major issues	9%	N=25	35%	N=101	31%	N=91	22%	N=63	3%	N=8	100%	N=289
The job the City does matching expenditures to community priorities	7%	N=19	20%	N=59	24%	N=69	41%	N=117	8%	N=24	100%	N=287
The job the City does responding to requests for public records and information	8%	N=24	22%	N=62	11%	N=31	7%	N=20	52%	N=149	100%	N=286

Table 8: Question 5 (excluding don't know)

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	
	%	N	%	N	%	N	%	N	%	N
City streets are in good repair	23%	N=67	62%	N=181	11%	N=33	3%	N=10	100%	N=291
The street surfaces are smooth	19%	N=56	57%	N=165	19%	N=56	5%	N=15	100%	N=291
Potholes are repaired in a timely manner	22%	N=61	47%	N=132	21%	N=58	10%	N=29	100%	N=280
Last winter's snow removal in the Commercial Core was timely	28%	N=76	61%	N=163	5%	N=15	5%	N=15	100%	N=269
Last winter's snow removal in the Commercial Core was thorough	29%	N=79	56%	N=152	10%	N=26	5%	N=13	100%	N=271
Last winter's snow removal in my residential area was timely	25%	N=70	50%	N=138	20%	N=55	6%	N=16	100%	N=278
Last winter's snow removal in my residential area was thorough	23%	N=65	51%	N=143	19%	N=52	7%	N=18	100%	N=278

Table 9: Question 5 (including don't know)

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	
	%	N	%	N	%	N	%	N	%	N	%	N
City streets are in good repair	23%	N=67	62%	N=181	11%	N=33	3%	N=10	0%	N=1	100%	N=292
The street surfaces are smooth	19%	N=56	56%	N=165	19%	N=56	5%	N=15	0%	N=1	100%	N=292
Potholes are repaired in a timely manner	21%	N=61	45%	N=132	20%	N=58	10%	N=29	4%	N=11	100%	N=291
Last winter's snow removal in the Commercial Core was timely	26%	N=76	57%	N=163	5%	N=15	5%	N=15	7%	N=20	100%	N=289
Last winter's snow removal in the Commercial Core was thorough	27%	N=79	52%	N=152	9%	N=26	5%	N=13	7%	N=21	100%	N=292
Last winter's snow removal in my residential area was timely	24%	N=70	48%	N=138	19%	N=55	5%	N=16	4%	N=12	100%	N=290
Last winter's snow removal in my residential area was thorough	22%	N=65	49%	N=143	18%	N=52	6%	N=18	4%	N=12	100%	N=290

Table 10: Question 6 (excluding don't know and not applicable)

Do you agree or disagree that the ARC (Aspen Recreation Center) does a good job communicating program information?	Percent of respondents	Number of respondents
Strongly agree	13%	N=28
Agree	62%	N=133
Disagree	16%	N=35
Strongly disagree	9%	N=19
Total	100%	N=215

Table 11: Question 6 (including don't know and not applicable)

<b>Do you agree or disagree that the ARC (Aspen Recreation Center) does a good job communicating program information?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Strongly agree	10%	N=28
Agree	46%	N=133
Disagree	12%	N=35
Strongly disagree	6%	N=19
Don't know	14%	N=42
Not applicable	11%	N=32
Total	100%	N=288

Table 12: Question 7 (excluding don't know and not applicable)

<b>Please rate each of the following as they relate to The Red Brick Center for the Arts:</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Diversity of classes, workshops, and events	22%	N=30	51%	N=69	22%	N=30	5%	N=7	100%	N=137
Accessibility of classes, workshops, and events	23%	N=34	54%	N=78	18%	N=27	5%	N=7	100%	N=146
Gallery and Gallery openings	33%	N=45	48%	N=66	15%	N=20	5%	N=7	100%	N=138
Shared spaces, conference room, and dance studios	20%	N=21	53%	N=58	22%	N=25	5%	N=6	100%	N=110
Website (www.redbrickaspen.com)	21%	N=22	43%	N=44	27%	N=28	9%	N=10	100%	N=103
Social media pages such as Facebook	18%	N=13	40%	N=30	31%	N=24	12%	N=9	100%	N=75
Printed materials	18%	N=17	41%	N=38	30%	N=28	10%	N=10	100%	N=93
Ads (radio, TV, newspaper)	19%	N=19	43%	N=42	19%	N=19	19%	N=19	100%	N=99

Table 13: Question 7 (including don't know and not applicable)

Please rate each of the following as they relate to The Red Brick Center for the Arts:	Excellent		Good		Fair		Poor		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Diversity of classes, workshops, and events	11%	N=30	25%	N=69	11%	N=30	3%	N=7	28%	N=80	23%	N=65	100%	N=282
Accessibility of classes, workshops, and events	12%	N=34	28%	N=78	10%	N=27	3%	N=7	25%	N=70	23%	N=65	100%	N=281
Gallery and Gallery openings	16%	N=45	23%	N=66	7%	N=20	2%	N=7	27%	N=77	24%	N=67	100%	N=282
Shared spaces, conference room, and dance studios	8%	N=21	21%	N=58	9%	N=25	2%	N=6	34%	N=95	28%	N=78	100%	N=282
Website (www.redbrickaspen.com)	8%	N=22	16%	N=44	10%	N=28	3%	N=10	35%	N=99	28%	N=80	100%	N=282
Social media pages such as Facebook	5%	N=13	11%	N=30	8%	N=24	3%	N=9	39%	N=111	34%	N=97	100%	N=283
Printed materials	6%	N=17	14%	N=38	10%	N=28	3%	N=10	41%	N=115	26%	N=74	100%	N=282
Ads (radio, TV, newspaper)	7%	N=19	15%	N=42	7%	N=19	7%	N=19	40%	N=114	25%	N=70	100%	N=283

Table 14: Question 8 (excluding don't know and not applicable)

Do you agree or disagree with the following statements about The Red Brick Center for the Arts?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
The Red Brick Center is a valuable community asset	46%	N=101	48%	N=106	5%	N=11	1%	N=3	100%	N=221
The Red Brick Center is a creative center in the heart of Aspen	27%	N=56	53%	N=111	14%	N=29	7%	N=15	100%	N=212
The Red Brick Center focuses on discovery and promotion of the arts	24%	N=44	52%	N=93	20%	N=35	5%	N=8	100%	N=181
The Red Brick Center provides a variety of affordable, valuable benefits for local artists (such as affordable studios, workshops, classes and exhibit opportunities)	28%	N=49	53%	N=96	14%	N=24	5%	N=9	100%	N=179

Do you agree or disagree with the following statements about The Red Brick Center for the Arts?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
The Red Brick Center allows locals and visitors the opportunity to explore, connect and inspire	22%	N=39	61%	N=107	12%	N=21	6%	N=10	100%	N=177

Table 15: Question 8 (including don't know and not applicable)

Do you agree or disagree with the following statements about The Red Brick Center for the Arts?	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The Red Brick Center is a valuable community asset	35%	N=101	37%	N=106	4%	N=11	1%	N=3	14%	N=41	9%	N=26	100%	N=289
The Red Brick Center is a creative center in the heart of Aspen	20%	N=56	39%	N=111	10%	N=29	5%	N=15	16%	N=46	10%	N=28	100%	N=286
The Red Brick Center focuses on discovery and promotion of the arts	15%	N=44	33%	N=93	13%	N=35	3%	N=8	26%	N=73	10%	N=28	100%	N=282
The Red Brick Center provides a variety of affordable, valuable benefits for local artists (such as affordable studios, workshops, classes and exhibit opportunities)	17%	N=49	34%	N=96	9%	N=24	3%	N=9	26%	N=75	11%	N=31	100%	N=284
The Red Brick Center allows locals and visitors the opportunity to explore, connect and inspire	14%	N=39	38%	N=107	7%	N=21	3%	N=10	27%	N=78	10%	N=29	100%	N=283

Table 16: Question 9 (excluding don't know and not applicable)

Do you agree or disagree with the following statements about the Red Brick Recreation Center?	Strongly agree		Agree		Disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
The service provided by the Red Brick Recreation Center staff was accurate	28%	N=31	66%	N=73	4%	N=5	3%	N=3	100%	N=112
The service provided by the Red Brick Recreation Center staff was accessible	25%	N=31	69%	N=83	3%	N=4	2%	N=3	100%	N=120
The Red Brick Recreation Center staff was helpful	32%	N=40	61%	N=76	4%	N=5	2%	N=2	100%	N=124
The Red Brick Recreation Center staff was knowledgeable	33%	N=40	62%	N=76	3%	N=3	2%	N=2	100%	N=122
The Red Brick Recreation Center does a good job of communicating program information	18%	N=26	48%	N=69	25%	N=35	9%	N=12	100%	N=142
The quality of the program(s) provided by the Red Brick Recreation Center was very good	23%	N=31	59%	N=79	10%	N=14	9%	N=12	100%	N=135
The condition of the gym at the Red Brick Recreation Center was very good	22%	N=26	55%	N=65	14%	N=16	9%	N=11	100%	N=118
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	25%	N=24	57%	N=56	8%	N=8	10%	N=10	100%	N=98
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	29%	N=31	48%	N=51	14%	N=15	10%	N=10	100%	N=107
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	38%	N=41	50%	N=55	4%	N=4	8%	N=9	100%	N=109

Table 17: Question 9 (including don't know and not applicable)

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The service provided by the Red Brick Recreation Center staff was accurate	11%	N=31	26%	N=73	2%	N=5	1%	N=3	39%	N=109	22%	N=62	100%	N=283
The service provided by the Red Brick Recreation Center staff was accessible	11%	N=31	29%	N=83	1%	N=4	1%	N=3	36%	N=100	22%	N=61	100%	N=281
The Red Brick Recreation Center staff was helpful	14%	N=40	27%	N=76	2%	N=5	1%	N=2	34%	N=94	22%	N=63	100%	N=281
The Red Brick Recreation Center staff was knowledgeable	14%	N=40	27%	N=76	1%	N=3	1%	N=2	34%	N=94	22%	N=62	100%	N=279
The Red Brick Recreation Center does a good job of communicating program information	9%	N=26	24%	N=69	13%	N=35	4%	N=12	30%	N=85	19%	N=54	100%	N=281
The quality of the program(s) provided by the Red Brick Recreation Center was very good	11%	N=31	28%	N=79	5%	N=14	4%	N=12	32%	N=91	20%	N=55	100%	N=281
The condition of the gym at the Red Brick Recreation Center was very good	9%	N=26	23%	N=65	6%	N=16	4%	N=11	37%	N=103	21%	N=60	100%	N=281
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	9%	N=24	20%	N=56	3%	N=8	3%	N=10	43%	N=122	22%	N=61	100%	N=282
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	11%	N=31	18%	N=51	5%	N=15	4%	N=10	41%	N=116	21%	N=60	100%	N=283
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	15%	N=41	20%	N=55	2%	N=4	3%	N=9	39%	N=108	22%	N=61	100%	N=278

Table 18: Question 10 (excluding don't know and not applicable)

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	44%	N=121	51%	N=141	3%	N=9	1%	N=3	100%	N=274
The parks were free of litter	38%	N=105	53%	N=146	7%	N=20	2%	N=5	100%	N=276
The condition of the athletic fields allowed me to have a safe and enjoyable experience	41%	N=93	55%	N=125	3%	N=6	2%	N=4	100%	N=228
The athletic fields were free of litter	37%	N=87	57%	N=134	4%	N=10	1%	N=3	100%	N=234
The pedestrian/bike trail surfaces were free of debris/litter	35%	N=97	55%	N=152	7%	N=20	2%	N=5	100%	N=274
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	37%	N=101	57%	N=156	5%	N=13	2%	N=6	100%	N=275
The pedestrian/bike trail could be used safely	32%	N=89	57%	N=160	8%	N=22	3%	N=8	100%	N=280
The pedestrian/bike trail signage was very good	34%	N=90	57%	N=152	6%	N=17	3%	N=8	100%	N=266
The Nordic Trail System trail grooming was very good	50%	N=81	46%	N=74	4%	N=6	1%	N=1	100%	N=162
The Nordic Trail System trails could be used for the purpose intended	49%	N=78	48%	N=78	3%	N=4	1%	N=1	100%	N=161
The Nordic Trail System trail signage was very good	46%	N=74	47%	N=75	6%	N=10	1%	N=1	100%	N=160

Table 19: Question 10 (including don't know and not applicable)

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The condition of the parks allowed me to have a safe and enjoyable experience	42%	N=121	49%	N=141	3%	N=9	1%	N=3	4%	N=11	2%	N=5	100%	N=291
The parks were free of litter	36%	N=105	50%	N=146	7%	N=20	2%	N=5	4%	N=12	2%	N=5	100%	N=294
The condition of the athletic fields allowed me to have a safe and enjoyable experience	32%	N=93	43%	N=125	2%	N=6	1%	N=4	11%	N=32	11%	N=31	100%	N=290
The athletic fields were free of litter	30%	N=87	46%	N=134	3%	N=10	1%	N=3	12%	N=34	7%	N=21	100%	N=288
The pedestrian/bike trail surfaces were free of debris/litter	33%	N=97	52%	N=152	7%	N=20	2%	N=5	4%	N=12	2%	N=5	100%	N=292
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	35%	N=101	54%	N=156	4%	N=13	2%	N=6	4%	N=11	2%	N=4	100%	N=291
The pedestrian/bike trail could be used safely	31%	N=89	55%	N=160	8%	N=22	3%	N=8	2%	N=4	2%	N=5	100%	N=290
The pedestrian/bike trail signage was very good	31%	N=90	53%	N=152	6%	N=17	3%	N=8	5%	N=15	2%	N=6	100%	N=287
The Nordic Trail System trail grooming was very good	28%	N=81	26%	N=74	2%	N=6	0%	N=1	28%	N=79	15%	N=43	100%	N=284
The Nordic Trail System trails could be used for the purpose intended	28%	N=78	27%	N=78	1%	N=4	0%	N=1	28%	N=78	15%	N=44	100%	N=284
The Nordic Trail System trail signage was very good	26%	N=74	26%	N=75	3%	N=10	0%	N=1	29%	N=81	15%	N=43	100%	N=284

Table 20: Question 11 (excluding don't know and not applicable)

Please rate each of the following characteristics related to City parks, open space and trails.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ability to find trail heads and open space properties	36%	N=95	51%	N=134	13%	N=35	1%	N=2	100%	N=266
Availability of parking at trail heads and open spaces	21%	N=54	38%	N=97	30%	N=76	10%	N=26	100%	N=252
Adequacy of enforcement of regulations	20%	N=46	34%	N=81	31%	N=73	15%	N=35	100%	N=235
Adequacy of signage on trails	26%	N=66	49%	N=126	21%	N=55	3%	N=8	100%	N=255
Adequacy of signage in open spaces	25%	N=64	49%	N=128	23%	N=59	3%	N=7	100%	N=258
Availability of open space events and programs	26%	N=52	48%	N=96	15%	N=31	12%	N=23	100%	N=201
Quality of open space events and programs	28%	N=54	46%	N=86	15%	N=28	11%	N=22	100%	N=190

Table 21: Question 11 (including don't know and not applicable)

Please rate each of the following characteristics related to City parks, open space and trails.	Excellent		Good		Fair		Poor		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Ability to find trail heads and open space properties	33%	N=95	47%	N=134	12%	N=35	1%	N=2	5%	N=16	2%	N=5	100%	N=287
Availability of parking at trail heads and open spaces	19%	N=54	34%	N=97	26%	N=76	9%	N=26	9%	N=26	3%	N=10	100%	N=288
Adequacy of enforcement of regulations	16%	N=46	28%	N=81	26%	N=73	12%	N=35	15%	N=42	2%	N=7	100%	N=285
Adequacy of signage on trails	23%	N=66	44%	N=126	19%	N=55	3%	N=8	9%	N=25	2%	N=5	100%	N=285
Adequacy of signage in open spaces	22%	N=64	45%	N=128	21%	N=59	3%	N=7	7%	N=21	2%	N=6	100%	N=286
Availability of open space events and programs	18%	N=52	34%	N=96	11%	N=31	8%	N=23	24%	N=67	5%	N=13	100%	N=282
Quality of open space events and programs	19%	N=54	31%	N=86	10%	N=28	8%	N=22	28%	N=78	5%	N=15	100%	N=282

Table 22: Question 12 (excluding don't know)

<b>Please rate the current level of enforcement for dogs (e.g., clean up, leash laws).</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Too strict	11%	N=31
About right	47%	N=130
Not strict enough	42%	N=118
Total	100%	N=279

Table 23: Question 12 (including don't know)

<b>Please rate the current level of enforcement for dogs (e.g., clean up, leash laws).</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Too strict	11%	N=31
About right	44%	N=130
Not strict enough	40%	N=118
Don't know	5%	N=15
Total	100%	N=293

Table 24: Question 13

What other specific concerns, if any, 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.)	18%	N=18
Trail-related concerns (e.g., sharing, create connections, surface issues)	9%	N=9
Accessibility/use/enforcement concerns	15%	N=15
Bicycle-related concerns	14%	N=14
Park/trail construction/maintenance concerns	13%	N=13
Events at parks	15%	N=15
Positive comments about parks, fields, open space and trails	4%	N=4
Other	7%	N=7
None or not sure	6%	N=6
Total	100%	N=101

Table 25: Question 14 (excluding don't know)

Do you agree or disagree with the following:	Strongly agree		Agree		Disagree		Strongly disagree		Total	
I feel safe in my neighborhood after dark	60%	N=178	37%	N=108	2%	N=7	1%	N=2	100%	N=297
I feel safe in my neighborhood during the day	71%	N=211	28%	N=84	0%	N=0	0%	N=1	100%	N=296
I feel safe in the Commercial Core after dark	58%	N=169	41%	N=119	1%	N=4	0%	N=1	100%	N=293
I feel safe in the Commercial Core during the day	70%	N=207	29%	N=85	0%	N=1	0%	N=1	100%	N=293
I feel safe in Aspen as a whole	68%	N=203	31%	N=91	0%	N=1	1%	N=2	100%	N=298

Table 26: Question 14 (including don't know)

Do you agree or disagree with the following:	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
I feel safe in my neighborhood after dark	60%	N=178	36%	N=108	2%	N=7	1%	N=2	0%	N=1	100%	N=298
I feel safe in my neighborhood during the day	71%	N=211	28%	N=84	0%	N=0	0%	N=1	0%	N=0	100%	N=296
I feel safe in the Commercial Core after dark	57%	N=169	40%	N=119	1%	N=4	0%	N=1	1%	N=4	100%	N=298
I feel safe in the Commercial Core during the day	70%	N=207	29%	N=85	0%	N=1	0%	N=1	1%	N=2	100%	N=295
I feel safe in Aspen as a whole	68%	N=203	31%	N=91	0%	N=1	1%	N=2	0%	N=0	100%	N=298

Table 27: Question 15 (excluding don't know)

Which of the following entities provides your electrical service?	Percent of respondents	Number of respondents
The City of Aspen	36%	N=96
Holy Cross Electric	62%	N=164
Other	2%	N=4
Total	100%	N=264

Table 28: Question 15 (including don't know)

Which of the following entities provides your electrical service?	Percent of respondents	Number of respondents
The City of Aspen	33%	N=96
Holy Cross Electric	56%	N=164
Other	1%	N=4
Don't know	10%	N=28
Total	100%	N=292

Table 29: Question 16 (excluding don't know)

Please rate the quality of your utility services:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Drinking water taste	45%	N=133	37%	N=110	8%	N=24	9%	N=27	100%	N=294
Water pressure	43%	N=126	39%	N=116	9%	N=27	9%	N=25	100%	N=294
Water reliability	53%	N=156	39%	N=115	4%	N=10	5%	N=14	100%	N=295
Water services overall	48%	N=141	42%	N=122	3%	N=10	6%	N=18	100%	N=292
Overall customer service provided by the Water department staff	48%	N=110	39%	N=90	4%	N=10	8%	N=19	100%	N=229
Electrical service reliability	50%	N=140	42%	N=117	7%	N=20	1%	N=2	100%	N=279
Safety of electric service	54%	N=139	37%	N=97	6%	N=15	3%	N=9	100%	N=259
Overall customer service provided by the Electric department staff	52%	N=114	37%	N=81	6%	N=12	5%	N=10	100%	N=218
Electric services overall	49%	N=136	41%	N=113	6%	N=17	4%	N=10	100%	N=275

Table 30: Question 16 (including don't know)

Please rate the quality of your utility services:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Drinking water taste	45%	N=133	37%	N=110	8%	N=24	9%	N=27	1%	N=2	100%	N=296
Water pressure	42%	N=126	39%	N=116	9%	N=27	9%	N=25	1%	N=2	100%	N=297
Water reliability	52%	N=156	39%	N=115	3%	N=10	5%	N=14	1%	N=2	100%	N=297
Water services overall	48%	N=141	41%	N=122	3%	N=10	6%	N=18	1%	N=4	100%	N=296
Overall customer service provided by the Water department staff	38%	N=110	31%	N=90	3%	N=10	7%	N=19	21%	N=62	100%	N=292
Electrical service reliability	47%	N=140	40%	N=117	7%	N=20	1%	N=2	5%	N=15	100%	N=294
Safety of electric service	47%	N=139	33%	N=97	5%	N=15	3%	N=9	12%	N=35	100%	N=294
Overall customer service provided by the Electric department staff	39%	N=114	28%	N=81	4%	N=12	4%	N=10	25%	N=74	100%	N=292
Electric services overall	46%	N=136	38%	N=113	6%	N=17	3%	N=10	6%	N=18	100%	N=293

Table 31: Question 17 (excluding don't know and not applicable)

Please rate each of the following as they relate to the Wheeler Opera House:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Diversity of programs	32%	N=81	42%	N=106	17%	N=44	8%	N=21	100%	N=252
Accessibility of programs	31%	N=75	49%	N=119	15%	N=35	5%	N=13	100%	N=242
E-newsletters	31%	N=53	45%	N=78	19%	N=33	5%	N=8	100%	N=172
Printed materials	26%	N=47	51%	N=92	19%	N=35	4%	N=8	100%	N=183
Website	29%	N=55	50%	N=94	14%	N=26	7%	N=13	100%	N=188
Social media	31%	N=41	49%	N=66	15%	N=21	5%	N=6	100%	N=134
Newspaper ads	30%	N=60	51%	N=102	12%	N=24	7%	N=15	100%	N=200
Overall value of the Wheeler Opera House to the community	45%	N=116	35%	N=92	13%	N=33	7%	N=19	100%	N=260

Table 32: Question 17 (including don't know and not applicable)

Please rate each of the following as they relate to the Wheeler Opera House:	Excellent		Good		Fair		Poor		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Diversity of programs	28%	N=81	36%	N=106	15%	N=44	7%	N=21	9%	N=27	5%	N=14	100%	N=292
Accessibility of programs	26%	N=75	41%	N=119	12%	N=35	4%	N=13	11%	N=33	5%	N=15	100%	N=291
E-newsletters	19%	N=53	27%	N=78	12%	N=33	3%	N=8	28%	N=79	12%	N=34	100%	N=285
Printed materials	17%	N=47	32%	N=92	12%	N=35	3%	N=8	26%	N=74	10%	N=28	100%	N=285
Website	19%	N=55	33%	N=94	9%	N=26	5%	N=13	26%	N=74	8%	N=24	100%	N=286
Social media	14%	N=41	23%	N=66	7%	N=21	2%	N=6	38%	N=109	14%	N=41	100%	N=283
Newspaper ads	21%	N=60	36%	N=102	8%	N=24	5%	N=15	22%	N=64	8%	N=22	100%	N=286
Overall value of the Wheeler Opera House to the community	40%	N=116	32%	N=92	11%	N=33	7%	N=19	7%	N=20	4%	N=10	100%	N=290

Table 33: Question 18 (excluding don't know and not applicable)

Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following.	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Total	
	%	N	%	N	%	N	%	N	%	N
City meetings and open houses	18%	N=42	50%	N=119	24%	N=58	7%	N=18	100%	N=236
City streaming webcasts	18%	N=25	43%	N=60	27%	N=38	12%	N=17	100%	N=140
Emails (electronic newsletters, email updates)	17%	N=30	49%	N=88	16%	N=29	18%	N=33	100%	N=181
Social media (Twitter, Facebook, Instagram)	14%	N=19	36%	N=48	23%	N=31	27%	N=36	100%	N=134
Online feedback site (www.aspencommunityvoice.com)	18%	N=20	45%	N=52	17%	N=20	20%	N=23	100%	N=115
The City's main website (www.cityofaspen.com)	15%	N=31	56%	N=116	21%	N=44	9%	N=18	100%	N=209
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	18%	N=33	53%	N=99	19%	N=36	10%	N=18	100%	N=185
CGTV - Channel 11	18%	N=20	48%	N=55	17%	N=20	17%	N=20	100%	N=115
Radio ads	16%	N=21	55%	N=70	18%	N=23	11%	N=14	100%	N=128
Radio news	17%	N=26	53%	N=80	17%	N=26	13%	N=20	100%	N=151
Newspaper ads	20%	N=46	52%	N=118	21%	N=48	7%	N=16	100%	N=228
Newspaper stories	22%	N=53	53%	N=128	20%	N=49	4%	N=10	100%	N=240
Mailed materials (brochures, bill inserts)	15%	N=29	53%	N=108	18%	N=37	14%	N=27	100%	N=201
Contacting the Community Relations Department	16%	N=19	41%	N=48	24%	N=27	19%	N=22	100%	N=116

Table 34: Question 18 (including don't know and not applicable)

Please tell us how satisfied or dissatisfied you are with the information you receive about the City from each of the following.	Very satisfied		Somewhat satisfied		Somewhat not satisfied		Not at all satisfied		Don't know		Not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
City meetings and open houses	15%	N=42	42%	N=119	20%	N=58	6%	N=18	12%	N=33	4%	N=12	100%	N=281
City streaming webcasts	9%	N=25	21%	N=60	13%	N=38	6%	N=17	35%	N=98	16%	N=44	100%	N=282
Emails (electronic newsletters, email updates)	11%	N=30	32%	N=88	10%	N=29	12%	N=33	26%	N=74	9%	N=26	100%	N=280
Social media (Twitter, Facebook, Instagram)	7%	N=19	17%	N=48	11%	N=31	13%	N=36	35%	N=98	17%	N=48	100%	N=280
Online feedback site (www.aspencommunityvoice.com)	7%	N=20	19%	N=52	7%	N=20	8%	N=23	41%	N=115	17%	N=48	100%	N=277
The City's main website (www.cityofaspen.com)	11%	N=31	41%	N=116	16%	N=44	6%	N=18	19%	N=55	6%	N=18	100%	N=281
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	12%	N=33	36%	N=99	13%	N=36	6%	N=18	24%	N=67	8%	N=23	100%	N=275
CGTV - Channel 11	7%	N=20	20%	N=55	7%	N=20	7%	N=20	44%	N=124	15%	N=41	100%	N=280
Radio ads	8%	N=21	26%	N=70	8%	N=23	5%	N=14	39%	N=104	14%	N=37	100%	N=269
Radio news	9%	N=26	29%	N=80	9%	N=26	7%	N=20	32%	N=88	12%	N=34	100%	N=273
Newspaper ads	16%	N=46	42%	N=118	17%	N=48	5%	N=16	16%	N=45	4%	N=12	100%	N=285
Newspaper stories	19%	N=53	45%	N=128	17%	N=49	4%	N=10	13%	N=36	3%	N=7	100%	N=284
Mailed materials (brochures, bill inserts)	11%	N=29	39%	N=108	13%	N=37	10%	N=27	22%	N=61	6%	N=17	100%	N=279
Contacting the Community Relations Department	7%	N=19	18%	N=48	10%	N=27	8%	N=22	39%	N=107	18%	N=49	100%	N=273

Table 35: Question 19

<b>Considering that the City provides information via all of the sources mentioned above, what improvements, if any, can we make with our communications?*</b>	<b>Percent of respondents*</b>	<b>Number of respondents</b>
More or improved communication through internet (e-mail, social media), newspapers or newsletters/mailings	18%	N=13
Be transparent, accurate and timely with information/ communication	23%	N=17
Listen to resident input, increase involvement	7%	N=5
Increase availability/improved customer service	9%	N=6
More printed communication (newspaper, mailings)	9%	N=7
Positive comments about communication	5%	N=4
Other	30%	N=23
None or not sure	8%	N=6
<b>Total</b>	<b>100%</b>	<b>N=76</b>

\*Percents add to more than 100% as up to two codes were used for each respondent's comment. Verbatim comments can be found in Appendix B: Verbatim Responses

Table 36: Question 20 (excluding don't know)

<b>Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Satisfied	42%	N=121
Somewhat satisfied	34%	N=99
Somewhat not satisfied	19%	N=56
Not at all satisfied	5%	N=16
<b>Total</b>	<b>100%</b>	<b>N=292</b>

Table 37: Question 20 (including don't know)

<b>Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Satisfied	41%	N=121
Somewhat satisfied	34%	N=99
Somewhat not satisfied	19%	N=56
Not at all satisfied	5%	N=16
Don't know	0%	N=1
<b>Total</b>	<b>100%</b>	<b>N=293</b>

Table 38: Question 21

<b>Please provide any other feedback you may have on any City of Aspen services*</b>	<b>Percent of respondents*</b>	<b>Number of respondents</b>
Parking, roads, traffic safety/regulations and enforcement for cars, bikes and pedestrians	21%	N=29
Dissatisfaction with City services, departments, staff and officials (includes ARC)	23%	N=31
Concerns about affordability (housing, food/restaurants)	9%	N=13
Concerns about the entrance to Aspen	2%	N=3
Budget concerns	9%	N=12
Positive comments about local government/services	8%	N=11
Other	37%	N=51
None or not sure	1%	N=1
<b>Total</b>	<b>100%</b>	<b>N=136</b>

*\*Percents add to more than 100% as up to two codes were used for each respondent's comment. Verbatim comments can be found in Appendix B: Verbatim Responses.*

Table 39: Question 22 (excluding don't know)

How likely or unlikely would you be to use each of the following, if they were available:	Very likely		Somewhat likely		Not at all likely		Total	
Use reservation-based shuttles that take you directly to your end destination upon request	37%	N=101	31%	N=85	32%	N=89	100%	N=275
Use an electric bike (E-bike) as part of a bike-share system	28%	N=77	22%	N=60	50%	N=138	100%	N=275
Log your travel modes on a mobile app to earn points redeemable, for instance, at merchants	23%	N=64	20%	N=54	57%	N=157	100%	N=275
Use mini buses or vans that allow dogs, bikes or tools	29%	N=80	34%	N=93	37%	N=101	100%	N=273
Use Downtowner-like services in an expanded service area	43%	N=120	29%	N=80	28%	N=76	100%	N=276

Table 40: Question 22 (including don't know)

How likely or unlikely would you be to use each of the following, if they were available:	Very likely		Somewhat likely		Not at all likely		Don't know		Total	
Use reservation-based shuttles that take you directly to your end destination upon request	35%	N=101	30%	N=85	31%	N=89	3%	N=9	100%	N=285
Use an electric bike (E-bike) as part of a bike-share system	27%	N=77	21%	N=60	48%	N=138	4%	N=11	100%	N=286
Log your travel modes on a mobile app to earn points redeemable, for instance, at merchants	22%	N=64	19%	N=54	55%	N=157	4%	N=12	100%	N=287
Use mini buses or vans that allow dogs, bikes or tools	28%	N=80	32%	N=93	35%	N=101	5%	N=15	100%	N=288

How likely or unlikely would you be to use each of the following, if they were available:	Very likely		Somewhat likely		Not at all likely		Don't know		Total	
Use Downtowner-like services in an expanded service area	42%	N=120	28%	N=80	26%	N=76	4%	N=12	100%	N=288

Table 41: Question 23

<b>How interested, if at all, are you in purchasing an electric vehicle?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Very interested	12%	N=35
Somewhat interested	38%	N=108
Not at all interested	46%	N=130
Already own one	4%	N=10
Total	100%	N=283

Table 42: Question 24

<b>In which of the following topics are you most interested in receiving information or assistance from the City:</b>	<b>Percent of respondents**</b>	<b>Number of respondents</b>
Outdoor air quality (e.g., vehicle idling, quality monitoring)	39%	N=108
Indoor air quality (e.g., radon, lead)	20%	N=57
Climate actions (e.g., greenhouse gas reduction, renewables)	31%	N=86
Mobility options (e.g., bikeshare, Downtowner, buses)	41%	N=113
Consumer protection (e.g., food safety)	21%	N=59
Energy efficiency (e.g., home energy assessments)	35%	N=97
Public health protection (e.g., sun safety, vaccines)	26%	N=73
Noise (e.g., leaf blower ban)	31%	N=85
Water conservation (e.g., water use, river health)	39%	N=108
Waste reduction (e.g., reusable items)	44%	N=122
Waste diversion (e.g., composting, recycling)	48%	N=133
Something else	8%	N=21
None of these	23%	N=65
Housing*	2%	N=5
Parking*	1%	N=3
Maintenance (snow plowing, leaf blowing, streets, lighting, etc.)*	2%	N=5
Concerns over new construction*	0%	N=1
Environmental Concerns, Environmental Sustainability*	3%	N=7
City departments/services, permitting*	1%	N=3

\*\*Total may exceed 100% as respondents could select more than one option.

\*These responses were coded out of "other something else" into these categories based on what was written in the "other specify" space. Some comments were left as "something else".

"Verbatim comments written in the "something else" space can be found in Appendix B: Verbatim Responses

Table 43: Question 25 (excluding don't know)

How important is it, if at all, to complete the following types of activities or transactions on the City website:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Apply for city jobs	33%	N=72	26%	N=57	12%	N=26	30%	N=66	100%	N=222
Apply for permits and licenses	41%	N=99	33%	N=81	14%	N=35	12%	N=29	100%	N=244
Pay bills, fees and fines	42%	N=109	34%	N=87	13%	N=34	11%	N=28	100%	N=257
Request information about city services	39%	N=98	38%	N=94	12%	N=30	10%	N=26	100%	N=247
Report concerns/problems	43%	N=109	35%	N=88	12%	N=30	11%	N=28	100%	N=256
Apply for APCHA housing	38%	N=89	30%	N=71	13%	N=30	20%	N=47	100%	N=237
Reserve buildings, parks or other facilities	40%	N=98	29%	N=70	17%	N=42	14%	N=35	100%	N=245
Access city council agendas and videos	38%	N=96	34%	N=86	15%	N=38	12%	N=31	100%	N=252
Access and analyze city data	34%	N=84	31%	N=78	19%	N=48	16%	N=39	100%	N=248

Table 44: Question 25 (including don't know)

How important is it, if at all, to complete the following types of activities or transactions on the City website:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Apply for city jobs	26%	N=72	21%	N=57	10%	N=26	24%	N=66	19%	N=53	100%	N=275
Apply for permits and licenses	36%	N=99	29%	N=81	13%	N=35	10%	N=29	12%	N=34	100%	N=279
Pay bills, fees and fines	39%	N=109	31%	N=87	12%	N=34	10%	N=28	8%	N=23	100%	N=280
Request information about city services	36%	N=98	34%	N=94	11%	N=30	9%	N=26	10%	N=26	100%	N=273
Report concerns/problems	39%	N=109	32%	N=88	11%	N=30	10%	N=28	8%	N=22	100%	N=278
Apply for APCHA housing	32%	N=89	25%	N=71	11%	N=30	17%	N=47	15%	N=42	100%	N=278
Reserve buildings, parks or other facilities	35%	N=98	25%	N=70	15%	N=42	13%	N=35	12%	N=32	100%	N=277
Access city council agendas and videos	34%	N=96	31%	N=86	14%	N=38	11%	N=31	10%	N=27	100%	N=279
Access and analyze city data	30%	N=84	28%	N=78	17%	N=48	14%	N=39	11%	N=31	100%	N=279

Table 45: Question 26 (excluding don't know)

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)	25%	N=58	35%	N=82	22%	N=52	18%	N=43	100%	N=236
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	48%	N=133	23%	N=63	16%	N=43	13%	N=36	100%	N=275
Encouraging the development of additional lodging	24%	N=64	21%	N=56	25%	N=68	31%	N=83	100%	N=270
Improving pedestrian connectivity	27%	N=76	28%	N=78	29%	N=82	15%	N=42	100%	N=278
Improving bike connectivity	26%	N=73	26%	N=73	27%	N=74	20%	N=56	100%	N=276
Increasing places for pedestrians to dwell or gather	16%	N=43	28%	N=75	29%	N=79	28%	N=77	100%	N=274
Providing new transportation options to reduce reliance on personal automobiles	30%	N=84	24%	N=68	24%	N=66	22%	N=61	100%	N=279
Increasing access to affordable locally grown food	32%	N=89	26%	N=73	17%	N=49	24%	N=68	100%	N=279
Protecting a minimum volume of water in Roaring Fork River	52%	N=142	25%	N=70	12%	N=32	11%	N=31	100%	N=275
Improving and protecting the health of the Roaring Fork River	57%	N=160	22%	N=61	11%	N=32	10%	N=27	100%	N=279
Finding ways to increase available child care spaces	25%	N=64	28%	N=70	26%	N=66	21%	N=52	100%	N=251
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	37%	N=104	26%	N=72	24%	N=68	12%	N=35	100%	N=279
Improving the availability of affordable high-speed internet service	39%	N=105	24%	N=64	25%	N=66	12%	N=33	100%	N=268
Encouraging the public to take part in water conservation programs	36%	N=100	32%	N=87	24%	N=65	9%	N=24	100%	N=276
Encouraging the public to take part in energy conservation programs	35%	N=97	33%	N=91	22%	N=61	10%	N=28	100%	N=276



Table 46: Question 26 (including don't know)

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Economic development without the development (without new physical development)	22%	N=58	31%	N=82	20%	N=52	17%	N=43	10%	N=26	100%	N=261
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	47%	N=133	22%	N=63	15%	N=43	13%	N=36	2%	N=6	100%	N=280
Encouraging the development of additional lodging	23%	N=64	20%	N=56	24%	N=68	30%	N=83	3%	N=10	100%	N=280
Improving pedestrian connectivity	27%	N=76	28%	N=78	29%	N=82	15%	N=42	2%	N=4	100%	N=282
Improving bike connectivity	26%	N=73	26%	N=73	26%	N=74	20%	N=56	2%	N=7	100%	N=283
Increasing places for pedestrians to dwell or gather	15%	N=43	27%	N=75	28%	N=79	27%	N=77	2%	N=7	100%	N=281
Providing new transportation options to reduce reliance on personal automobiles	30%	N=84	24%	N=68	23%	N=66	21%	N=61	2%	N=6	100%	N=285
Increasing access to affordable locally grown food	31%	N=89	26%	N=73	17%	N=49	24%	N=68	1%	N=4	100%	N=282
Protecting a minimum volume of water in Roaring Fork River	50%	N=142	25%	N=70	11%	N=32	11%	N=31	3%	N=8	100%	N=283
Improving and protecting the health of the Roaring Fork River	57%	N=160	21%	N=61	11%	N=32	9%	N=27	2%	N=4	100%	N=283
Finding ways to increase available child care spaces	23%	N=64	25%	N=70	23%	N=66	18%	N=52	11%	N=31	100%	N=282
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	37%	N=104	25%	N=72	24%	N=68	12%	N=35	2%	N=6	100%	N=285
Improving the availability of affordable high-speed internet service	39%	N=105	23%	N=64	24%	N=66	12%	N=33	2%	N=4	100%	N=272
Encouraging the public to take part in water conservation programs	35%	N=100	31%	N=87	23%	N=65	9%	N=24	2%	N=5	100%	N=281
Encouraging the public to take part in energy conservation programs	35%	N=97	33%	N=91	22%	N=61	10%	N=28	1%	N=3	100%	N=279



Table 47: Question 27

If you could “wave your magic wand” and make the Entrance to Aspen (Buttermilk through the S-curves) of your dreams, which ONE of the following options would you choose:	Percent of respondents	Number of respondents
Two lanes for cars and two lanes for buses/rail (one lane in each direction) across the Marolt Open Space in a cut-and-cover tunnel (referred to by CDOT as the “Preferred Alternative”).	17%	N=46
The "Split Shot" of two lanes for cars and two lanes for buses (one lane in each direction for each mode) using the existing S-Curve alignment as the “downvalley” one-way couplet and another S-Curve created for an “upvalley” one-way couplet with a new bridge across Castle Creek connecting to the end of Main Street.	10%	N=29
A new bridge in the current alignment that accommodates a third lane that is "reversible" – creating two lanes for cars and buses at different times of the day for either direction (e.g. two lanes inbound in the morning, two lanes outbound in the afternoon).	25%	N=71
Leave the existing alignment as it is, but add a rail/monorail/gondola system to the existing roadway system.	11%	N=31
Four lanes (two in each direction) with no restrictions on buses or cars in any lane across the Marolt Open Space (could use a cut-and-cover tunnel).	20%	N=56
Do nothing – it works just fine as it currently is.	17%	N=47
Total	100%	N=280

Table 48: Question 28

<b>About two-thirds of cars parking in the Downtown core are parked for a relatively short period and are registered in the 81611 zip code. To encourage use of another choice other than a personal vehicle for trips outside of the Downtowner’s service area, both positive incentives (“carrot”) and negative incentives (“stick”) could be used.</b>		<b>Percent of respondents</b>	<b>Number of respondents</b>
If a “carrot” approach was used, which would you most prefer? (Check only one.)	A subsidized ride in a small van/taxi-like vehicle at \$5 per vehicle per round trip door-to-door	37%	N=96
	A subsidized ride in a small van/taxi-like vehicle at \$5 per person per round trip door-to-door	12%	N=31
	No subsidy – people can pay for the existing taxi service	51%	N=131
	Total	100%	N=258
If a “stick” approach was used, which would you most prefer? (Check only one.)	Increase the parking rates, including paying to park in the evening	9%	N=23
	Increase the parking rates for daytime parking only, don’t charge in the evening	14%	N=38
	Leave things like they are, don’t increase parking rates or times charged	77%	N=204
	Total	100%	N=264

Table 49: Question D1

<b>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.)</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Less than \$25,000	4%	N=10
\$25,000 to under \$50,000	10%	N=26
\$50,000 to under \$75,000	22%	N=60
\$75,000 to under \$100,000	18%	N=49
\$100,000 to under \$150,000	23%	N=62
\$150,000 to under \$200,000	6%	N=16
\$200,000 or more	18%	N=48
Total	100%	N=273

Table 50: Question D2

<b>What is your gender?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
Female	50%	N=140
Male	50%	N=142
Total	100%	N=282

Table 51: Question D3

<b>In which category is your age?</b>	<b>Percent of respondents</b>	<b>Number of respondents</b>
18-24 years	3%	N=9
25-34 years	19%	N=54
35-44 years	17%	N=49
45-54 years	23%	N=66
55-64 years	13%	N=38
65-74 years	16%	N=46
75-84 years	8%	N=23
85 years or older	1%	N=4
<b>Total</b>	<b>100%</b>	<b>N=289</b>

## APPENDIX B: 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. Comments are presented by the category into which they were coded. (If more than two codes were applied to a comment, the comment is shown in the first category to which it was coded.) The number of comments in categories shown in this appendix may not match the numbers shown in the tables *in Appendix A: Complete Set of Survey Responses* because the numbers shown in those tables have been statistically weighted to better reflect the voter population. (See *Appendix E: Survey Methodology* for more information on weighting.)

### Question 13: What other specific concerns, if any, do you have with City parks, fields, open space and trails?

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

- Lack of enforcement by city when signs are clearly posted. Officials ignore off-leash dogs. Why have an ordinance if city will not enforce it?
- Enforce leash laws!
- Dogs off leash, dog poop.
- Unleashed dogs, dog waste & dog harassing wildlife- no enforcement.
- Not enough areas to be off leash for well-behaved dogs. Fine those who don't pick up!
- Dog poop or smuggler.
- Need trails for dogs off leash.
- My well behaved dogs appreciate spaces to run off leash! We always pick up after our pets.
- I would love to see a permitted off-leash system for (approved) dogs. [See Boulder, Co.].
- Unleashed dogs & dog waste- no enforcement.
- Dog owners need their own/ very unhappy trails without harassment of rangers!!!
- Dog poop!! Need a better system (DNA testing).
- Dog owners that don't pickup their dogs "poop". I do and have a dog!
- Leash laws never enforced.
- Would like one small park to be fenced of a "dog park".
- Pick up the poop!
- People don't pick up after their dogs.
- either do away with the doggie bags or stronger enforcement of picking them up.
- Leash law needs to be enhanced.

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

- Lots of root damage to paved tracks.
- Improve surface quality, wheelchair to street ramps, signage, painted lanes.
- Root cracks on paths SH.
- Bike path to schools, ARC should be widened, flattered and visibility improved (remove some).
- Don't need more signs- "way finding" is good as is.

- Street sidewalks are dangerously icy.
- Existing way finding signage is adequate.
- Ped/ bike trails are dangerous on winter nights. No lighting & very icy.
- Vegetation on trails blocks line of sight.
- Too much use bad turf.

#### Accessibility/use/enforcement concerns

- Better trail signage.
- Parking at smuggler is out of control. The park by smuggler is over run with cars and people on a regular basis.
- Long trail closures are excessive and longer than need.
- No smoking signs. Too many cigarette butts!
- City could do better job with weed control. Many invasive species are spreading and taking over.
- Parks up hunter- people park without pass.
- Please fix road to Cathedral lake trail head/ address parking issue at upper lost man.
- Enforce 21+ ppl. to throw away cig. butts in the right place before making laws to 18-21 ppl.
- People with dogs without leashes, kids, strollers, walkers- driving car, riding bikes crossing streets all while looking @ their cell phones! Downtown is dangerous.
- Why are vehicles/ motorcycles not allowed on smuggler anymore???
- Rio Grande trails summertime not safe- too many pedestrians & bikers.
- People should police themselves.

#### Bicycle-related concerns

- Being run over by cyclists while walking Rio.
- Bicycle using the sidewalks no enforcement.
- I am concerned about the speed of E-bikes. I have seen too many close calls and one slow/speed signs for biker. E-bikers going too fast! I am wondering if we could post more bikes yield to pedestrian signs.
- More winter biking trail options should be allowed on a Nordic trail system.
- Electric bikes. I run a lot on trails around town and have collided/ nearby collided with several, unfortunately.
- More signage supporting awareness of sharing path bikes/ pedestrians.
- Clean up too/ better enforcement of fast/ too fast/ dangerous riders.
- On the trails - E bikes, more signs (Don't want on single track).
- Ebikes are a concern on the bike path. They can go so fast.
- Wrong to bar dirt bikes from dirt roads if we smell less.
- If bike path East of town was paved, probably bikers would use the bike trail and not 82.
- Signs needed to encourage courteous biking etiquette as city is encouraging more people to bike. Some bikers are dangerous to shared with.
- Bicyclists not announcing themselves before whizzing by waltus! (In spite of signage!)
- Speed limit for e-bikes please.

### Park/trail construction/maintenance concerns

- I'm concerned there's too much watering.
- Paying money to re-sod every year after Aspen classic.
- Bathrooms @ Heaven Park are disgusting for children. The park @ Wagner for children is uninspired and uncertain.
- Over- used in places.
- Need new sand for Volleyball @ Koch park.
- Too much watering.
- Want trail to Crested Butte.
- Pesticides or sprays that are used in parks where kids & dogs play.
- Wildfire mitigation!
- Why is Anderson park still look like missibbppi.
- Rio & Wagner over-watered, swampy. Yellow brick grass needs love.
- **NOT ON TOP OF REPAIRS : TOILET OFTEN DIRTY, LOCKED ON RIO GRANDE.**
- Northstar preserve! Way to many people recreating (100+ a day) to preserve the natural habitat! Grossly under managed!

### Events at parks

- Wagner park- too often closed to the public for events. Why prep grass before food and wine when the event will destroy it?
- Wagner park was closed for too long prior to F/W 18- For new so that was going to be destroyed by food/ wine anyway.
- Wagner closed too often.
- Wagner Park closed too long in May, June.
- Special events prevent parks from being used by local's soccer fields off-limits to soccer practice b/c of food & wines, art crush etc.
- Wagner closed often for the wine tent.
- I don't think Wagner Park should be closed for weeks (months?) at a time so that food & wine, an exclusive, for profit event can take it over. We the tax payers should get a % of the fees paid to the city!
- Stop using Wagner Park for wine & food festival!!!
- Wagner Park is closed too often.
- Don't waste Wagner park on food and wine.
- Food & wine should pay 100% of field repair costs.
- Wagner park- 1) Good in spring. 2) Ruined by Fx 10. 3) Huge \$ to fix again- closed too long.
- Too many events! You are getting rid of what made Aspen special.
- Re-sodding Wagner Park after food & wine- If required F&W should pay all of cost.
- 2 many special events for profit that close parks/ 2 many sign/ the poop patrol are ducks.
- Too many private events closing them, too much dog waste.
- Parks are over booked w/ events.

Positive comments about parks, fields, open space and trails

- Nothing, you do a great job, Thank you!
- I basically just use North star trails & they are fine, patrolled, considering huge usage.
- None. These depts. do an excellent job!
- None- the department does a fantastic job.

None

- None.
- None.
- No.
- None.
- None.
- None.

Other

- Improve the cozy point archery facility!
- Great need for more and better pickleball courts.
- Quit developing open space.
- It would be nice to have a park w/ outdoor fitness stations (pull up bar, dip bar etc.).
- The Ice Garden (is this appropriate here?) is so unused all day until @ 3:30. With exception of noon hockey for 1 1/4 hrs. 4x/ wk., ice is unused can be public skate, stick & puck...make use of it! It's a waste of good ice in core where working people can get to easier than Arc.
- Please stop with random "Art" sculptures. Open space is art.
- Fewer & fewer places to take deep without regulation & issue.
- Catering to tourists is ruining the vibe. You are killing fun.

**Question 19: Considering that the City provides information via all of the sources mentioned above, what improvements, if at all, can we make with our communications?**

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

- I don't need physical paper every day, more social media (Twitter, FB).
- I have a real hard time finding a useful info on the web site & I am very computer literate. Answer your phones- I always have to leave messages.
- Don't want the Facebook streaming feature.
- A website that has all city activity links including wheeler etc.
- Send more emails, or simply one form of communication and prioritize it.
- Social media. Plus this survey could have been sent electronically.
- Website not that intuitive, search via google more successful than within website.
- Improve streaming webcasts accessibility.
- Better social media engagement, emergency details during fire non-existent.
- Webcasts don't work on all browsers, all websites are clunky.
- Never see facebook post text arc.
- Make better use of social media.

Be transparent, accurate and timely with information/ communication

- Keep news factual.
- More community awareness i.e. mail outs for very important items- maybe a quarterly newsletter about important items for all topics (arts, health, environment, etc.)
- Discuss parking changes with public before raising rates on limiting time 7-4 hours.
- The city should communicate better with neighbors concerning AH projects. The city forces projects on neighborhoods.
- Figure out a better way to reach citizens sooner.
- Give communication of bridge work would be a great start or just an info.
- Earlier notice in newspapers.
- How about logical or reasonable communication?
- Be more "open" with the public!
- Information as early as possible. In the newspapers.
- More communication & information on what's happening.
- More transparency & timely.
- Advertise in a more timely manner (visibly).
- More transparency- admit you are getting rid of bricks- you are going to heat the sidewalks like Vail.
- You don't inform us directly- you expect us to read the newspaper.
- Truth.

Listen to resident input, increase involvement

- Quit listening only to the screamers.
- Given city council does what it wants, it seems pointless to participate in meetings.

- Do more.
- Listen more to your residents, your communication is one way.
- Seek more feedback like this survey.
- Voices in the community.
- City meetings could be held late in the evening for attendance purposes.

#### Increase availability/improved customer service

- Would be nice to be able to reach somebody by phone instead of getting voice mail constantly.
- Poor response to voice mail messages.
- Not aware of half the channels mentioned here.
- Stop preaching to us and lead by example. Answer the phones. Every time I call a department I get voice mail and then I may or may not get called back.
- Make city meetings & live streams more publicized.
- Provide a recap of council meetings happenings.

#### More printed communication (newspaper, mailings)

- Mailed material- I don't do social media or listen to the radio. I don't want a lot of "junk" email- our left wing newspaper would just upset me more about our out of control city cost. Seriously explain the art museum.
- More communication via newspaper and emails.
- Bring back "this week in Aspen"!
- I still like to read the paper, so more info in the papers.
- Brochure re-bicycle safety.
- More printed mailings well in advance.

#### Positive comments about communication

- Clear & concise.
- New \_\_who knows what they are doing, not just sliding by.
- People say you are not transparent enough but I go to council and do not find this true, nor are most of these- there. However! More open discover before a proposed project is really underway. This community is still feeling from the fact that threat & law suits brought us the architectural disaster called AAM (Awful Art & Museum).
- **WE BELIEVE IT'S GOOD.**

#### Other

- Too much unimportant communication.
- Stop over spending!
- Better council members- for the people/senior longtime locals.
- Utilities website & billing.
- Back off a bit.
- Visits to retailers in core.
- Set the library the way it was computer 1 floor- Remove the coffee up, top floor.

- The housing needs to be looked at. We very obviously need more for employees. Look at how many apply & for which units.
- Newspaper is only way I can get information so go to the office.
- Reach out to full time residents.
- Cut back, enough already.
- Really don't trust the information they provide to the public.
- More local radio ads.
- Stop spending money on logos and surveys.
- Educate bikers to use courteous behaviors on paths.
- Push for more of us to get Pitkin alerts.
- Use both local papers/ Bi weekly Ad- "what's at wheeler".
- Too many staff- and we tax payers are funding.
- When changes are made to a policy- can't put in newspaper- only 1 time.
- Publish results of public hearing for development/ variances. We get notice of hearings for our neighborhood but no results.
- There is no communication.
- Shorten written surveys- too broad.
- Make it shorter.
- The city's overall budget is excessive and over-funded.
- Stop using consultants ad spending so much money.
- Apcha & community development could both improve communication.
- Either Noon or MDNT! Don't us "p.m" or "a.m" with 12 o clock-its either noon or midnight.

None/Don't know

- None.
- None.
- Unsure - sorry.
- None.
- Ok.
- Not sure.
- Unknown.
- No suggestion.
- None.

**Question 21: 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

- Cyclists go too fast on bike/pedestrian paths endangering pedestrians.
- Enforce parking laws & "no gas-powered leaf blower" laws! Get expired license plates off the public streets. Don't just make them move occasionally-make them pay their fair share. Same for residents with out-of-state registration.
- I would love to see more bikers yield to walker signs.
- Enforce existing ordinances & laws i.e. health laws, dog laws, pedestrian crosswalks, stop signs. \_\_\_didn't need an outside booking agency and he brought in much better entertainment!
- The city of aspen should be a car free zone at the core. Daily parking rates should be much higher to encourage the use of alternative transport.
- CastleCrk bridge is a huge mistake.
- Parking, traffic are horribly mismanaged.
- Aspen has allowed traffic in the West end to get out of control. No speed monitoring. Parking restrictions, fines and fees are distressing.
- It would be great to have earlier and later buses during offseason, earlier during the week and later on weekends, for places like Highlands to Ruby Park, Hunter Creek, and other heavily used routes.
- Parking rates & limits to excessive not everybody lives in town on near a bus stop.
- Not happy with Castle Creek bridge & painted bike lanes or streets projects.
- Parking has become insanely unaffordable. It is a deterrent to patronize establishments within the core.
- Change seats on Truscott bus stop and more cover for the snow winter's and rain. Keep/ BRT/ stopping in Maroon Creek bus stop.
- Start enforcing the laws & ordinances. Stop watering the bike paths & parks in the middle of day. Fix water leaks, stop planting cottonwoods in dry land areas. Enforce dog leash & dog waste. Enforce lighting & noise ordinances. I should not call Aspen dept. just to be told to call Pitkin county & then Pitkin county tells me to call Aspen.
- Parking dept.- kill me.
- Every change in parking fees & method of payment has been worse than the last.
- Provide more parking, enforce the rule currently not being enforced unless we call! Construct new parking garage.
- Very unhappy as a full-time long term local as are others I know about the lack of concern for dog owners /do not appreciate rangers who only policy dog walkers and not bikers speeding all day Manolt area never announcing and stopping at signs.
- 1) Parking is out of control, with high fees & tickets. That department is discouraging tourists and down valley residents. 2) The police dept. is not stronger consistent. Too many of different (officers) abilities.
- Construction permits for parking needs to be mapped out so that numerous permits aren't issued is same area, i.e., last winter/ spring,140 spots were reserved in the area around in the new dancing bear, IA condos, etc. Also, parking dept. has to take better notice of cars left for weeks in 2 hrs. parking spots & lots.

- Plowing side streets- They plow in parked cars & when dugout street is a mess & parking is unusable.
- Please stop allowing down valley commuters using the West End Streets as a race track to circumvent city experiments with Main Street. 4 lanes the entrance to a seen! As the voters approved!
- Parking & related issues way worse then previously.
- Do not take away any more parking- period.
- Too many Maroon Bells buses at Highlands; the road was originally engineered for 2 buses total, now on an average day there are 7 buses- that's ridiculous- Highlands is not a bus hub! And the availability is horrible!
- City bus route hours need to start earlier in full off-season to match up lake hours of Maroon Lake bus service. We should not need to take our cars & park in too crowded Highlands lot to catch the earliest bus to the lake.
- The recent changes in parking rules & rates have made traveling to the core excessively expensive. More flexibility in the parking as it was prior to the recent changes would be better.
- Street sidewalks and roads are dangerously icy.
- I moved here for the mountain not so interested in so much signage, parking, prefer leaving the trails more natural.
- They continue to ignore the real problems- parking & cars.They are not going away!
- Improve bike infrastructure through the city. Remove dangerous head- in parking. More bikes, less cars! Also, kids first should use net not gross income and include housing cost in the methodology for assessing financial need.
- **PARKING, PARKING, PARKING !!! NEED MORE, PAY LESS! BIKE LANES ARE RIDICULOUS IN MIDDLE OF THE STREET NO BIKES ON MAIN ST. WHEN HOPKINS IS CLOSE BY. BIKES SHOULD FOLLOW RULES OF THE ROAD.**
- **SHUTTLES / ASPEN BUSES GREAT (IF APPLICABLE).**

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

- Cops have become scary and aggressive. I now would never call them, unless an absolute emergency. Not as, friendly, helpful as the "old dogs".
- Becoming so bureaucratic and decentralized- departments seem disconnected.
- Make pool passes more affordable.
- Waste of gas, time and air pollution by repeated leaving my street when not needed.
- More timely utility billing. Specifically, water inefficiencies could be fixed if billing was more prompt. Currently, it takes 2 months to see we have a problem.
- #15, The water has a very chemical taste. I buy water to drink.
- Community developments to be run like a business- charge fairly for services rendered & be accountable for timely responses! Fees far out weight quality of service.
- Some alleys need paving and cleaning. For a while the city had 3 employees taking \$500/ person for Pickle ball play. Wouldn't one employee be enough?
- Too much street cleaning, as if they are trying to stay busy.
- Snowplowing & removal could be much improved!! On Lone Pine St.!!
- Too many free services!
- We are rebuilding a home in smuggler park and the permitting process has been long, frustrating and confusing. Though it's meant to make it hard for development, it penalizes locals by being expensive

and laborious. Often it seems each department does not know what the other is doing and it's hard to get any sort of estimated timeline which makes moving (when you're displaced) hard.

- When you talk to the parks dept. or the building dept., I feel like they couldn't be bothered.
- What has happened to the Art Rec. Center? They used to be good?
- I don't think the streets need to be swept everyday it's not snowing. It crosses a ton of PM 10.
- The \_\_\_\_\_ is out of touch & should be replaced.
- The ARC should have a couples pass.
- Rules for residential houses and landscape change all the time. We don't know which rules apply to us or just new properties. Leader of building dept. is good but the staff needs to retire. They make arbitrary inconsistent decisions.
- The Rec. Center work out room is small and sub-standard. The cardio room is solid. Are there plans to improve the work out room?
- Better water from tap original curve apts. Aspen tap shouldn't be murky.
- Building department is rude, disorganized and punitive in their decision making. I feel that there needs to be significant changes.
- We Cyole was the worst it has ever been.
- Community relations should be more proactively communicating with the community.
- Wheeler opera house needs to serve community orgs. & be affordable paid parking needs work.
- Cut budget & staff govt. is too big. Only concerned w/ "new offices" & provide prior services to community. Don't listen to the community "City of Aspen" works for tax payers- often rude & entitled.
- Snowplowing can be too aggressive damaging curbs/ sidewalk.
- The new sign "ASPEN POLICE" in front of new police dept. bldg. Is not too big necessary hyphen: don't spend 1000s of dollars, reduce it!

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

- Need more housing.
- What a shame, that a couple that has worked in Pitkin county APCA/ Aspen for 40 years, but decides to retire before the age of 67, must pack up and leave. But a couple that moves to Pitkin County/ Aspen at age of 62 can work for 4 years, buy employee housing, retire at 67, and live in their housing for the rest of their lives... (maybe 30 years).
- Improve economic diversity and local opportunities, access to affordable health care and health insurance. Need accessible mental health support.
- Need more ownership affordable housing.
- Very big shortage on employee housing for families.
- Housing is a huge issue, there needs to be some changes in now APCA is structured. Inventory has to be added.

#### Concerns about the entrance to Aspen

- Stop ignoring the entrance/ exit issue!
- Time to 4 lanes in/ out of town.

#### Budget concerns

- Spend too much money/ don't seek to economize before hitting up residents with higher taxes!

- Do not spend so much money on consultants. Head of city departments knows better what's needed & what needs improvement. Not the consultant, consult your own people.
- I believe the city wastes a lot of money on things like street sweeping, plowing, flowers, etc. It's over the top because the budget is so huge.
- There seems to be no financial oversight. City spending is out of control!
- City seems to look for projects to justify the taxes. Several projects seem unnecessary or are repeated multiples times. The curbs on the corners of the block where I work seem to be torn up & replaced annually.
- Quit wasting money. \_\_\_\_\_should get this head out of \_\_\_\_\_!
- Too many staff, spend money like its water.
- Seem to spend a lot of money on things the community does not want or need- bike path over bridge, mobility lab, etc. would prefer employee housing businesses could by to put employees in.
- The city has too much money and spends it poorly on services and endless studies that are not needed. Such as mobility lab, yet another wheel's study, housing \$ ineffectively deployed.
- Same as above. Stop spending carelessly. Fire \_\_\_\_\_!
- Services good but tax burden is becoming an issue.

#### Positive comments about local government/services

- Police are great. Stop growing the government.
- Basically good council so.
- The community development department has been improving, but the permit process is an embarrassment.
- The city of Aspen electric: I had a street light out on matchless/ Gibson. I think the gentleman's name was \_\_\_He and his crew were fast, professional & nice!
- The ones I have need do a good job!
- \_\_\_\_\_ doing great job.
- Thank you for all the wonderful things you guys do for us! I am so thankful to call Aspen my home!
- Love the Downtowner!
- \_\_\_in utilities is a constant professional with great customer service skills. What's with all the turnover in other depts.?
- Great! Thank you!

#### Other

- Re;22: Some people here allergies to dogs. Allowing them on mass transit (roads) can cause health problems. City does not enforce idling law. People idle all over the city and neighborhoods regardless of temperature (i.e., 600-need neither heat nor AC).
- Build 3 more pickleball courts. Why should Snowmass village residents have so much access to our ARC pickleball courts? Cut them to 2 mornings/ week on only 2 courts
- Lots of lazy people! Fewer people should work harder working for aspen is early retirement!
- There is hardly a change contemplated or implemented that does degrade the experience of living in town.
- Wish the air would be cleaner! Our patio every morning has black dust on the table. We have appweed \_\_\_\_\_at the Env. Dept. many times with no results!

- Consider the aging population.
- Permits for tree removal- Sky high! and then you have to pay for removal. Parks should monitor, approve- or not, and charge a very minimum fee for this service- our taxes already fund parks.
- Water pressure in Burlingame is weak.
- The idea of paying 20 million dollars for daily news- Hunt's property is insane. Our city government has a spending problem please be responsible.
- Include airport emissions and size in oral/ scene.
- Please send a mail out on how to sign up for notifications across all channels. I get some notifications, not others (i.e. was not informed on Arc, redbrick services but very informed with APCHA). Do not spend so much money to re-sod the grass after food & wine- waste of taxpayer money.
- I don't listen to local radio, but I do read the paper almost solely to read ads and see what events are available in town. Reaching out in the paper is great.
- This survey is too long. Probably the last time I will respond.
- Less regulations.
- The city should keep the police sign and not spend 75k to promote a sport only 5% of the tax payers can do! Uphilling is not for this 30 year resident. It's boring and too physical for most. Give our 75k worth of free O2 to residents.
- The malls should be smoke free! This is a "No-Brainer".
- Quit kissing asses of rich people!
- 1) I am extremely unhappy at the way mgt. has gone at the wheeler since \_\_\_\_\_ left. As some who once shared & for worked many shows, I can no longer do it because I don't have a computer to sign up. 2) Mgt. changes have prevented me from working.
- Would like to always see the police dept. out at night when bars close.
- The city council and mayor are not realistic and do not represent the community, only a small old contingency.
- Stop trying to bring more people to Aspen and then complain about the traffic.
- Underpaid over worked.
- Cut staff.
- Too much density- too much development- lot line to lot line- eventual poor quality of life here.
- No more downtown construction!
- Make the city viable to run a business and house workers for businesses.
- City govt. too often ignores voter preferences; goes its own way. It assumes it knows better than its citizens. Too generous to its "followers".
- Castle Ridge black mold.
- Lousy survey/ questions are set up to show your doing good. Need more questions that can fix problems! But you don't care and don't want to know!
- Sustainability is important to me. I attended the Green drinks happy hours and was surprised by the plastic and take out used. A lot of trash generated. In addition airport does not compost!
- Need more yoga/ exercise class space at the ARC.
- PCHA becoming too strict on owners/glorified renters in fines for renting out a room in their own. Home(glorified rental) want PCHA authorization. Waste of the payers time and money.
- Greater simplification of "Map" services.

- The push for alternative transportation is heavy handed and not what the citizens want!!
- The audio system in Council chambers is quite poor. Hard to hear on public seating. Microphones don't adequately pick up voices should be much better. Impedes good public dialogue.
- It's slow.
- Why so many new buildings? Are we getting highest and best use dedicating high demand real estate to city offices?
- Planta Pavo the Alley at E. Hyman Ave.
- Live Main & 6th- Guys trying to break in & knocking on my door NITELY unsafe, you allow the bums to park 7th & S Curre, not good.
- See attached comment.
- Answer the phone instead of voicemail.
- The survey should be digital! It's a waste of resources, to get 2 copies mailed, carbon footprint, etc. It's not 1992!
- Stop promoting the resort w/ tax payers money stop selling out the community to the greed developers support the needs of the community sustainability not resort profit.
- Approving too much construction As per is a community not a commodity.
- Very broad of a question.

**Question 24: In which of the following topics are you most interested in receiving information or assistance from the City (“something else” responses)\***

*\*Please note that topics included on the survey were those that could be addressed by the City's Environmental Health and Sustainability Department (EHS).*

Housing

- Housing.
- Housing.
- Employees housing Rentals & ownership. Singles & families seem to have the hardest time getting housing.

Parking

- Fix parking nightmare and Mitch
- Parking for locals.
- Parking!! We need parking no more rate hikes.
- Valet parking for large parties on quiet neighborhoods.
- New parking garage.

Maintenance (snow plowing, leaf blowing, streets, lighting, etc)

- Leaf blowing bad.
- I don't like to see cig. butts in the streets! 21 yr. and up also need Li tuts!!!
- Dog poop.
- Less icy streets for pedestrians.
- Plan to pave the alley at E. Hyman Ave.

Concerns over new construction

- Control building & construct in within city.
- Construction noise over dense housing.

Environmental Concerns, Environmental Sustainability

- Private at emissions and cost vs. cart.
- Renewable power.
- Expand malls. Reduce cars.
- Plastic bags- a black hole.
- Try to reduce take out containers for ex: Durhamgreentogo.com
- Fire mitigation.
- Any info that will help me be a better Steward of our environment.
- Electric car discounts.
- HEALTH OF OUR FOREST.

Other

- Community high speed internet.
- Enforce lighting ordinance.
- Improve service at building department too long expensive for permits.

- Department, achievements, accomplishments.
- Financial- muni. bonds.
- Real issues in real life.
- City wide cigarette ban. Butts everywhere!!!

## APPENDIX C: SELECT SURVEY RESULTS COMPARED BY RESPONDENT CHARACTERISTICS

The subgroup comparison tables in this Appendix contain the cross tabulations of survey questions by selected respondent characteristics. They help the city understand, for instance, whether the answers to a question vary by respondent subgroups, such as respondent age, gender and annual household income. Only a subset of potential cross-tabulations is included.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations.

For each pair of subgroups that has a statistically significant difference, an upper case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 52 below, 86% of respondents age 18 to 34 (A) rated the overall quality of life in Aspen as excellent or good. This proportion of respondents was statistically significantly lower than respondents age 35 to 54 and respondents age 55 and over, denoted with an A in each of those columns. However, there was not a statistically significant difference between the ratings of those age 35 to 54 and those age 55+, which is seen by the lack of a letter B or C.

### Select Survey Results by Respondent Age

#### Summary of Significant Differences by Age

Survey responses often varied by age of the survey respondent. A summary of the significant differences by age of resident are provided below.

Survey respondents 18-34, in comparison with older persons, were significantly less likely to:

- Rate the overall quality of life as good or excellent
- Rate the service provided by the City Manager’s office as prompt, or to consider City Manager office staff as informative
- Rate the service by Utility Billing staff as courteous
- Rate Housing Authority staff as knowledgeable

- Rate the services by Police as prompt
- Be satisfied with ARC, City Clerk, Community Development, Engineering, Environmental Health and Sustainability, GIS, Kids First, Red Brick Rec Center, Streets, and Wheeler Opera House services
- Be satisfied with Snow Removal in the Commercial Core
- Be satisfied, overall, with services offered by the City of Aspen
- Consider it important for the city to ensure availability of affordable housing; protect the health of the Roaring Fork River; reduce construction impacts; improve the availability of affordable high-speed internet

Residents falling into the age 35-55 group, in comparison with one or more of the other age groups, rated the timeliness of services by Utility Billing lower. In addition, this group placed a significantly higher level of importance on ensuring affordable housing, in comparison with the other two groups.

Areas rated significantly lower by residents 55 years and older in comparison with one or more of the other age groups included:

- The job the city does of responding to public records and information requests
- The level of enforcement of for dog laws (few felt it was too strict)
- The importance of ensuring affordable housing
- The importance of providing new transportation options to reduce use of personal automobiles
- The importance of increasing access to locally grown food

Table 52: Overall Quality of Life by Respondent Age

Percent good or excellent	18-34 (A)	35-54 (B)	55+ (C)
How do you rate the overall quality of life in Aspen?	86%	95% A	95% A

Table 53: Quality of City Services by Respondent Age

<b>Do you agree or disagree with the following statements about services provided by the City? (Percent agree or strongly agree)</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
The service provided by the City Manager's Office was accurate	67%	67%	58%
The service provided by the City Manager's staff was prompt	32%	64% A	58% A
The City Manager's staff was responsive	52%	57%	59%
The City Manager's staff was helpful	52%	55%	61%
The City Manager's staff was knowledgeable	68%	66%	66%
The City Manager's staff was informative	35%	66% A	61% A
The service provided by the Utility Billing staff was accurate	93%	90%	94%
The service provided by the Utility Billing staff was timely	97%	88%	98% B
The Utility Billing staff was courteous in dealing with my situation or request	78%	94% A	95% A
The Utility Billing staff was knowledgeable in dealing with my situation or request	97%	88%	95%
The Finance Window staff was courteous in dealing with my situation or request	96%	91%	94%
The Finance Window staff was knowledgeable in dealing with my situation or request	96%	92%	92%
The service provided by the Housing Authority staff was accurate	73%	76%	76%
The service provided by the Housing Authority staff was timely	73%	72%	77%
The Housing Authority staff was helpful	68%	78%	79%
The Housing Authority staff was knowledgeable	68%	77%	86% A
The services provided by the Police staff were accurate	92%	97%	95%
The services provided by the Police staff were prompt	89%	99% A	97% A
The Police staff was courteous	97%	96%	97%
The Police staff was helpful	92%	97%	95%
The Police staff was knowledgeable	92%	94%	93%
The Police staff was informative	95%	93%	96%

Table 54: Performance of City Departments by Respondent Age

<b>In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government? (Percent somewhat satisfied or very satisfied)</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
Aspen Recreation Center (ARC)	67%	88% A	89% A
Asset Department	55%	72%	80%
City Clerk Office	76%	91% A	90% A
City Manager's Office	31%	53% A	54% A
Community Development	35%	63% A	67% A
Electric	78%	83%	91%
Engineering	31%	65% A	60% A
Environmental Health and Sustainability	62%	90% A C	68%
Finance Window (RETT, sales tax, and other payments to the city)	94%	92%	85%
Golf	93%	91%	89%
GIS (Geographic Information System)	61%	92% A	94% A
Housing Authority (existing deed-restricted and rental units)	56%	70%	59%
Kids First	58%	91% A	91% A
New housing development	29%	49%	42%
Parks	85%	91%	86%
Police Department	94%	95%	94%
Red Brick Recreation Center	78%	96% A	93% A
Streets	61%	76% A	72%
Transportation	73%	85%	78%
Parking	34%	41%	41%
Water	92%	91%	87%
Wheeler Opera House	77%	90% A	85%

Table 55: City Government Performance by Respondent Age

<b>Please rate the following categories of Aspen government performance: (Percent good or excellent)</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
The job the City does informing residents	43%	51%	56%
The quality of the information the City provides to residents	65% C	50%	48%
The job the City does listening to residents	30%	24%	27%
The value of City services for the taxes you pay	49%	55%	50%
The job the City does communicating to residents about major issues	44%	49%	43%
The job the City does matching expenditures to community priorities	37%	26%	29%
The job the City does responding to requests for public records and information	82% C	65%	50%

Table 56: City Streets and Snow Removal by Respondent Age

<b>With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent agree or strongly agree)</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
City streets are in good repair	84%	90%	84%
The street surfaces are smooth	70%	78%	79%
Potholes are repaired in a timely manner	66%	66%	76%
Last winter's snow removal in the Commercial Core was timely	82%	91%	93% A
Last winter's snow removal in the Commercial Core was thorough	80%	86%	89%
Last winter's snow removal in my residential area was timely	80%	68%	79%
Last winter's snow removal in my residential area was thorough	76%	72%	78%

Table 57: Current Level of Enforcement for Dogs by Respondent Age

<b>Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
Too strict	17% C	13%	5%
About right	48%	46%	46%
Not strict enough	35%	41%	49%
Total	100%	100%	100%

Table 58: Overall Satisfaction with City Services by Respondent Age

<b>Percent somewhat or very satisfied</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	58%	81% A	79% A

Table 59: Importance of Actions the City Could Take by Respondent Age

<b>How important, if at all, is it for the City government to take action on each of the following: (Percent very important or essential)</b>	<b>18-34 (A)</b>	<b>35-54 (B)</b>	<b>55+ (C)</b>
Economic development without the development (without new physical development)	49%	59%	65%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	59%	82% A C	67%
Encouraging the development of additional lodging	38%	47%	42%
Improving pedestrian connectivity	49%	57%	57%
Improving bike connectivity	53%	58%	47%
Increasing places for pedestrians to dwell or gather	51%	42%	39%
Providing new transportation options to reduce reliance on personal automobiles	67% C	58% C	44%
Increasing access to affordable locally grown food	76% C	62% C	46%
Protecting a minimum volume of water in Roaring Fork River	75%	74%	82%
Improving and protecting the health of the Roaring Fork River	73%	77%	87% A
Finding ways to increase available child care spaces	60%	55%	46%
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	44%	69% A	69% A
Improving the availability of affordable high-speed internet service	47%	64% A	70% A
Encouraging the public to take part in water conservation programs	66%	69%	69%
Encouraging the public to take part in energy conservation programs	66%	71%	68%

## Select Survey Results by Respondent Gender

### Summary of Significant Differences by Gender

Survey responses often were found statistically similar when compared by respondent gender. However, a few notable differences were found.

In comparison with males, females were significantly:

- Less likely to feel Utility Billing staff were knowledgeable
- Less likely to feel Police services were accurate, prompt, helpful and informative
- Less likely to feel that the city should take steps to encourage the development of additional lodging

In comparison with females, males were significantly:

- Less likely to be satisfied with services at the ARC, the Asset Department and Streets
- Less likely to be satisfied overall with City services
- More likely to feel that dog enforcement was not strict enough
- More likely to want the city to take steps to ensure the availability of affordable housing; improve pedestrian connectivity; protect water volumes and health of the Roaring Fork River; reduce construction impacts; encourage the public to take part in water and energy conservation programs

Table 60: Overall Quality of Life by Respondent Gender

Percent good or excellent	Female (A)	Male (B)
How do you rate the overall quality of life in Aspen?	96%	92%

Table 61: Quality of City Services by Respondent Gender

<b>Do you agree or disagree with the following statements about services provided by the City?(Percent agree or strongly agree)</b>	<b>Female (A)</b>	<b>Male (B)</b>
The service provided by the City Manager's Office was accurate	60%	65%
The service provided by the City Manager's staff was prompt	53%	52%
The City Manager's staff was responsive	62%	53%
The City Manager's staff was helpful	66%	50%
The City Manager's staff was knowledgeable	65%	67%
The City Manager's staff was informative	58%	52%
The service provided by the Utility Billing staff was accurate	90%	93%
The service provided by the Utility Billing staff was timely	96%	92%
The Utility Billing staff was courteous in dealing with my situation or request	94%	88%
The Utility Billing staff was knowledgeable in dealing with my situation or request	87%	96% A
The Finance Window staff was courteous in dealing with my situation or request	92%	94%
The Finance Window staff was knowledgeable in dealing with my situation or request	93%	93%
The service provided by the Housing Authority staff was accurate	70%	77%
The service provided by the Housing Authority staff was timely	74%	72%
The Housing Authority staff was helpful	72%	77%
The Housing Authority staff was knowledgeable	73%	78%
The services provided by the Police staff were accurate	91%	99% A
The services provided by the Police staff were prompt	91%	100% A
The Police staff was courteous	94%	99%
The Police staff was helpful	92%	98% A
The Police staff was knowledgeable	90%	97%
The Police staff was informative	90%	97% A

Table 62: Performance of City Departments by Respondent Gender

<b>In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government? (Percent somewhat satisfied or very satisfied)</b>	<b>Female (A)</b>	<b>Male (B)</b>
Aspen Recreation Center (ARC)	88% B	77%
Asset Department	82% B	59%
City Clerk Office	95% B	82%
City Manager's Office	52%	41%
Community Development	56%	54%
Electric	88%	82%
Engineering	60%	49%
Environmental Health and Sustainability	78%	75%
Finance Window (RETT, sales tax, and other payments to the city)	86%	94%
Golf	89%	92%
GIS (Geographic Information System)	91%	75%
Housing Authority (existing deed-restricted and rental units)	58%	64%
Kids First	83%	76%
New housing development	38%	42%
Parks	88%	88%
Police Department	91%	97%
Red Brick Recreation Center	91%	89%
Streets	78% B	62%
Transportation	78%	81%
Parking	38%	37%
Water	90%	90%
Wheeler Opera House	88%	82%

Table 63: City Government Performance by Respondent Gender

<b>Please rate the following categories of Aspen government performance: (Percent good or excellent)</b>	<b>Female (A)</b>	<b>Male (B)</b>
The job the City does informing residents	48%	52%
The quality of the information the City provides to residents	47%	58%
The job the City does listening to residents	30%	22%
The value of City services for the taxes you pay	55%	49%
The job the City does communicating to residents about major issues	42%	47%
The job the City does matching expenditures to community priorities	27%	30%
The job the City does responding to requests for public records and information	56%	67%

Table 64: City Streets and Snow Removal by Respondent Gender

<b>With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent agree or strongly agree)</b>	<b>Female (A)</b>	<b>Male (B)</b>
City streets are in good repair	87%	86%
The street surfaces are smooth	76%	76%
Potholes are repaired in a timely manner	70%	70%
Last winter's snow removal in the Commercial Core was timely	89%	89%
Last winter's snow removal in the Commercial Core was thorough	83%	88%
Last winter's snow removal in my residential area was timely	76%	72%
Last winter's snow removal in my residential area was thorough	74%	76%

Table 65: Current Level of Enforcement for Dogs by Respondent Gender

<b>Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).</b>	<b>Female (A)</b>	<b>Male (B)</b>
Too strict	12%	9%
About right	52%	41%
Not strict enough	36%	49%
Total	100%	100%

Table 66: Overall Satisfaction with City Services by Respondent Gender

<b>Percent somewhat or very satisfied</b>	<b>Female (A)</b>	<b>Male (B)</b>
Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	81% B	71%

Table 67: Importance of Actions the City Could Take by Respondent Gender

<b>How important, if at all, is it for the City government to take action on each of the following: (Percent very important or essential)</b>	<b>Female (A)</b>	<b>Male (B)</b>
Economic development without the development (without new physical development)	63%	54%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	79% B	62%
Encouraging the development of additional lodging	35%	52% A
Improving pedestrian connectivity	62% B	47%
Improving bike connectivity	58%	47%
Increasing places for pedestrians to dwell or gather	43%	42%
Providing new transportation options to reduce reliance on personal automobiles	55%	53%
Increasing access to affordable locally grown food	62%	56%
Protecting a minimum volume of water in Roaring Fork River	85% B	69%
Improving and protecting the health of the Roaring Fork River	88% B	71%
Finding ways to increase available child care spaces	58%	46%
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	76% B	50%
Improving the availability of affordable high-speed internet service	68%	57%
Encouraging the public to take part in water conservation programs	77% B	58%
Encouraging the public to take part in energy conservation programs	75% B	61%

## Select Survey Results by Annual Household Income

### Summary of Significant Differences by Annual Household Income

When survey responses were compared by household income, those making less than \$75,000 per year, when compared to those making \$75,000 per year or more, were significantly:

- Less satisfied with new housing development services.
- Less satisfied with the quality of the information the city provides to residents.
- Less likely to feel it is important for the city to encourage more lodging development.

In comparison with those making less than \$75,000 per year, those making more than \$75,000 per year were significantly:

- Less likely to feel services provided by the City Manager’s Office was prompt, responsive, helpful and informative.
- Less likely to be satisfied with services of the Asset Department, the City Manager’s Office, Community Development, Engineering, Environmental Health and Sustainability, GIS and the Wheeler Opera House.

Table 68: Overall Quality of Life by Annual Household Income

<b>Percent good or excellent</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
How do you rate the overall quality of life in Aspen?	90%	94%

Table 69: Quality of City Services by Annual Household Income

<b>Do you agree or disagree with the following statements about services provided by the City?(Percent agree or strongly agree)</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
The service provided by the City Manager's Office was accurate	67%	63%
The service provided by the City Manager's staff was prompt	74% B	46%
The City Manager's staff was responsive	77% B	50%
The City Manager's staff was helpful	77% B	50%
The City Manager's staff was knowledgeable	72%	65%
The City Manager's staff was informative	78% B	49%
The service provided by the Utility Billing staff was accurate	94%	91%
The service provided by the Utility Billing staff was timely	96%	92%
The Utility Billing staff was courteous in dealing with my situation or request	98%	88%
The Utility Billing staff was knowledgeable in dealing with my situation or request	92%	92%
The Finance Window staff was courteous in dealing with my situation or request	95%	93%
The Finance Window staff was knowledgeable in dealing with my situation or request	94%	94%
The service provided by the Housing Authority staff was accurate	82%	70%
The service provided by the Housing Authority staff was timely	77%	71%
The Housing Authority staff was helpful	83%	70%
The Housing Authority staff was knowledgeable	82%	74%
The services provided by the Police staff were accurate	96%	94%
The services provided by the Police staff were prompt	95%	96%
The Police staff was courteous	98%	95%
The Police staff was helpful	94%	96%
The Police staff was knowledgeable	90%	95%
The Police staff was informative	92%	95%

Table 70: Performance of City Departments by Annual Household Income

<b>In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government? (Percent somewhat satisfied or very satisfied)</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
Aspen Recreation Center (ARC)	91%	80%
Asset Department	89% B	60%
City Clerk Office	91%	85%
City Manager's Office	65% B	41%
Community Development	77% B	49%
Electric	84%	83%
Engineering	81% B	44%
Environmental Health and Sustainability	89% B	71%
Finance Window (RETT, sales tax, and other payments to the city)	91%	91%
Golf	89%	92%
GIS (Geographic Information System)	100% B	73%
Housing Authority (existing deed-restricted and rental units)	65%	63%
Kids First	84%	80%
New housing development	24%	48% A
Parks	88%	87%
Police Department	92%	95%
Red Brick Recreation Center	90%	91%
Streets	64%	76%
Transportation	81%	78%
Parking	42%	39%
Water	91%	89%
Wheeler Opera House	93% B	83%

Table 71: City Government Performance by Annual Household Income

<b>Please rate the following categories of Aspen government performance: (Percent good or excellent)</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
The job the City does informing residents	48%	52%
The quality of the information the City provides to residents	43%	58% A
The job the City does listening to residents	33%	23%
The value of City services for the taxes you pay	48%	54%
The job the City does communicating to residents about major issues	41%	47%
The job the City does matching expenditures to community priorities	32%	29%
The job the City does responding to requests for public records and information	61%	64%

Table 72: City Streets and Snow Removal by Annual Household Income

<b>With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent agree or strongly agree)</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
City streets are in good repair	83%	88%
The street surfaces are smooth	74%	76%
Potholes are repaired in a timely manner	68%	70%
Last winter's snow removal in the Commercial Core was timely	93%	87%
Last winter's snow removal in the Commercial Core was thorough	87%	85%
Last winter's snow removal in my residential area was timely	80%	72%
Last winter's snow removal in my residential area was thorough	80%	73%

Table 73: Current Level of Enforcement for Dogs by Annual Household Income

<b>Please rate the current level of enforcement for dogs (e.g., clean up; leash laws).</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
Too strict	9%	12%
About right	45%	47%
Not strict enough	46%	41%
Total	100%	100%

Table 74: Overall Satisfaction with City Services by Annual Household Income

<b>Percent somewhat or very satisfied</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	74%	76%

Table 75: Importance of Actions the City Could Take by Annual Household Income

<b>How important, if at all, is it for the City government to take action on each of the following: (Percent very important or essential)</b>	<b>Under \$75,000 (A)</b>	<b>\$75,000 or more (B)</b>
Economic development without the development (without new physical development)	66%	56%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	78%	70%
Encouraging the development of additional lodging	34%	47% A
Improving pedestrian connectivity	58%	55%
Improving bike connectivity	54%	54%
Increasing places for pedestrians to dwell or gather	44%	43%
Providing new transportation options to reduce reliance on personal automobiles	52%	56%
Increasing access to affordable locally grown food	54%	63%
Protecting a minimum volume of water in Roaring Fork River	80%	76%
Improving and protecting the health of the Roaring Fork River	82%	79%
Finding ways to increase available child care spaces	49%	57%
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	65%	62%
Improving the availability of affordable high-speed internet service	59%	66%
Encouraging the public to take part in water conservation programs	71%	69%
Encouraging the public to take part in energy conservation programs	72%	68%

## APPENDIX D: SELECT SURVEY RESULTS BY SURVEY YEAR

Table 76: Overall Quality of Life by Survey Year

<b>Percent excellent or good</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>
How do you rate the overall quality of life in Aspen?	93%	94%	94%	95%	95%	96%	97%	95%	98%	95%	95%	94%

Table 77: Quality of City Services by Survey Year

<b>Do you agree or disagree with the following statements about services provided by the City? (Percent agree or strongly agree)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
The service provided by the City Manager's Office was accurate	64%	77%	72%	63%	71%	75%	72%	79%	70%	78%	67%	86%	86%
The service provided by the City Manager's staff was prompt	54%	75%	73%	68%	76%	74%	84%	82%	73%	84%	73%	78%	84%
The City Manager's staff was responsive	57%	78%	68%	69%	77%	73%	82%	82%	75%	82%	67%	77%	83%
The City Manager's staff was helpful	57%	79%	71%	69%	72%	76%	77%	83%	73%	78%	65%	82%	.
The City Manager's staff was knowledgeable	67%	78%	74%	69%	74%	73%	81%	80%	79%	82%	66%	84%	85%
The City Manager's staff was informative	56%	81%	73%	68%	77%	71%	71%	84%	78%	81%	64%	79%	.
The service provided by the Utility Billing staff was accurate	92%	92%	87%	91%	96%	98%	97%	95%	93%	95%	92%	94%	92%
The service provided by the Utility Billing staff was timely	94%	94%	92%	92%	95%	92%	94%	97%	92%	92%	96%	93%	96%
The Utility Billing staff was courteous in dealing with my situation or request	91%	96%	92%	91%	96%	98%	95%	99%	93%	90%	96%	95%	97%
The Utility Billing staff was knowledgeable in dealing with my situation or request	93%	93%	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%	94%	95%	93%	91%	94%	.	.	.	.	.	.
The Finance Window staff was knowledgeable in dealing with my situation or request	93%	95%	93%	96%	92%	91%	94%	.	.	.	.	.	.
The service provided by the Housing Authority staff was accurate	74%	79%	75%	76%	82%	77%	80%	78%	77%	81%	73%	83%	86%
The service provided by the Housing Authority staff was timely	73%	81%	80%	82%	81%	87%	84%	79%	77%	84%	77%	79%	88%
The Housing Authority staff was helpful	74%	74%	77%	78%	80%	74%	84%	80%	75%	86%	77%	78%	82%
The Housing Authority staff was knowledgeable	76%	73%	78%	80%	86%	77%	83%	81%	79%	84%	75%	83%	82%
The services provided by the Police staff were accurate	95%	92%	94%	89%	93%	88%	92%	90%	89%	93%	93%	88%	90%

<b>Do you agree or disagree with the following statements about services provided by the City? (Percent agree or strongly agree)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
The services provided by the Police staff were prompt	96%	94%	93%	94%	92%	91%	94%	92%	91%	97%	94%	93%	91%
The Police staff was courteous	97%	94%	97%	97%	95%	90%	95%	93%	91%	96%	97%	91%	93%
The Police staff was helpful	96%	94%	94%	94%	94%	89%	92%	91%	90%	95%	95%	89%	.
The Police staff was knowledgeable	93%	94%	93%	91%	92%	90%	94%	91%	89%	94%	95%	92%	91%
The Police staff was informative	94%	94%	96%	90%	91%	89%	95%	91%	92%	94%	95%	89%	.

\* Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, do.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

Table 78: Performance of City Departments by Survey Year

<b>How satisfied or dissatisfied are you with the overall performance of the following City services? (Percent somewhat satisfied or very satisfied)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Aspen Recreation Center (ARC)	83%	91%	89%	92%	94%	88%	89%	.	.	.	.	.	.
Asset Department	66%	92%	76%	.	.	.	.	.	.	.	.	.	.
City Clerk Office	88%	93%	94%	96%	95%	90%	92%	95%	91%	87%	98%	97%	97%
City Manager's Office	46%	76%	67%	66%	74%	71%	72%	75%	74%	73%	63%	82%	88%
Community Development	55%	63%	59%	57%	63%	58%	62%	67%	71%	63%	54%	68%	71%
Electric	84%	94%	81%	91%	88%	81%	92%	92%	92%	94%	94%	93%	100%
Engineering	53%	72%	68%	71%	73%	61%	64%	68%	70%	75%	74%	78%	86%
Environmental Health and Sustainability	76%	85%	79%	86%	85%	80%	83%	83%	79%	90%	89%	83%	89%
Finance Window (RETT, sales tax, and other payments to the city)	90%	93%	91%	94%	88%	86%	91%	77%	87%	.	.	.	.
Golf	91%	96%	87%	88%	90%	84%	85%	88%	85%	89%	90%	84%	95%
GIS (Geographic Information System)	80%	90%	96%	83%	85%	84%	86%	99%	87%	92%	95%	.	.
Housing Authority (existing deed-restricted and rental units)	62%	67%	66%	68%	79%	61%	67%	68%	72%	73%	67%	76%	77%
Kids First	80%	92%	89%	83%	86%	71%	75%	98%	90%	90%	90%	94%	96%
New housing development	39%	64%	55%	62%	59%	50%	41%	.	.	.	.	.	.
Parks	88%	91%	91%	85%	92%	91%	91%	91%	95%	95%	93%	97%	95%
Police Department	94%	92%	94%	89%	93%	88%	92%	93%	90%	92%	94%	88%	92%
Red Brick Recreation Center	91%	96%	95%	96%	92%	92%	93%	90%	96%	95%	96%	94%	97%

<b>How satisfied or dissatisfied are you with the overall performance of the following City services? (Percent somewhat satisfied or very satisfied)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Streets	71%	67%	83%	70%	79%	81%	83%	79%	88%	86%	79%	86%	91%
Transportation	78%	84%	85%	.	.	.	.	.	.	.	.	.	.
Parking	39%	47%	47%	.	.	.	.	.	.	.	.	.	.
Water	90%	88%	89%	86%	87%	90%	88%	86%	92%	90%	92%	97%	98%
Wheeler Opera House	84%	92%	92%	95%	92%	88%	92%	86%	94%	92%	96%	97%	98%

\* Prior to 2018, the stem of this question read: "In general, how satisfied or dissatisfied are you with the overall performance of the following services of the City of Aspen government?:"

Table 79: City Government Performance by Survey Year

<b>Please rate the following categories of Aspen government performance: (Percent good or excellent)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
The job the City does informing residents	50%	74%	68%	69%	75%	71%	72%	68%	65%
The quality of the information the City provides to residents	52%	74%	67%	66%	70%	68%	65%	61%	62%
The job the City does listening to residents	27%	45%	41%	42%	42%	49%	40%	36%	44%
The value of City services for the taxes you pay	52%	62%	61%	60%	59%	61%	63%	55%	55%
The job the City does communicating to residents about major issues	45%	64%	55%	56%	59%	60%	58%	56%	.
The job the City does matching expenditures to community priorities	29%	44%	42%	43%	43%	44%	41%	36%	.
The job the City does responding to requests for public records and information	62%	71%	61%	61%	63%	61%	59%	.	.

Table 80: City Streets and Snow Removal by Survey Year

<b>With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets? (Percent agree or strongly agree)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
City streets are in good repair	85%	72%	89%	84%	92%	88%	93%	93%	90%	84%	84%	88%	87%
The street surfaces are smooth	76%	69%	84%	79%	86%	85%	90%	90%	88%	81%	83%	87%	86%
Potholes are repaired in a timely manner	69%	58%	76%	76%	79%	78%	86%	81%	77%	74%	70%	77%	81%
Last winter's snow removal in the Commercial Core was timely	89%	87%	91%	89%	91%	95%	95%	94%	93%	91%	91%	92%	95%
Last winter's snow removal in the Commercial Core was thorough	85%	86%	83%	88%	89%	90%	93%	92%	90%	86%	87%	90%	93%
Last winter's snow removal in my residential area was timely	75%	77%	82%	75%	77%	83%	87%	78%	81%	78%	74%	83%	78%
Last winter's snow removal in my residential area was thorough	75%	74%	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 question.*

Table 81: Red Brick Recreation Center by Survey Year

<b>Do you agree or disagree with the following statements about the Red Brick Recreation Center? (Percent agree or strongly agree)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
The service provided by the Red Brick Recreation Center staff was accurate	93%	98%	98%	98%	97%	95%	90%	97%	96%	95%	95%	95%	97%
The service provided by the Red Brick Recreation Center staff was accessible	94%	96%	96%	96%	96%	89%	86%	95%	94%	95%	94%	92%	99%
The Red Brick Recreation Center staff was helpful	94%	97%	96%	98%	96%	92%	88%	93%	93%	94%	95%	91%	96%
The Red Brick Recreation Center staff was knowledgeable	95%	95%	99%	97%	96%	92%	90%	98%	92%	95%	98%	90%	98%
The Red Brick Recreation Center does a good job of communicating program information	66%	91%	82%	86%	81%	84%	72%	85%	80%	92%	87%	82%	.
The quality of the program(s) provided by the Red Brick Recreation Center was very good	81%	94%	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	77%	87%	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	82%	90%	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	76%	90%	88%	87%	88%	93%	82%	92%	84%	90%	86%	82%	.
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	88%	99%	98%	95%	93%	91%	87%	95%	95%	94%	96%	90%	94%

\* Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, do.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

Table 82: Parks, Athletic Fields and Trail System by Survey Year

Do you agree or disagree with the following statements about the condition of City parks, fields and trails? (Percent agree or strongly agree)*	2018	2017	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%	97%	96%	93%	97%	95%	96%	98%	97%	97%	97%	98%	98%
The parks were free of litter	91%	94%	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%	97%	96%	93%	98%	96%	95%	99%	94%	98%	99%	98%	97%
The athletic fields were free of litter	94%	96%	95%	91%	95%	95%	91%	97%	94%	93%	90%	96%	96%
The pedestrian/bike trail surfaces were free of debris/litter	91%	93%	93%	92%	95%	95%	91%	94%	95%	95%	96%	94%	94%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	93%	94%	96%	89%	97%	95%	95%	96%	.	.	.	.	.
The pedestrian/bike trail could be used safely	89%	93%	94%	89%	94%	93%	91%	95%	95%	94%	95%	94%	95%
The pedestrian/bike trail signage was very good	91%	93%	95%	89%	94%	93%	91%	94%	.	.	.	.	.
The Nordic Trail System trail grooming was very good	96%	98%	97%	96%	98%	98%	96%	98%	98%	96%	97%	97%	98%
The Nordic Trail System trails could be used for the purpose intended	97%	98%	98%	96%	99%	98%	96%	99%	99%	96%	99%	97%	98%
The Nordic Trail System trail signage was very good	93%	96%	95%	93%	96%	96%	94%	96%	96%	93%	95%	94%	89%

\* Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, do.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

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

Table 83: Quality of Aspects of City Parks, Open Space and Trails by Survey Year

<b>Please rate each of the following characteristics related to City parks, open space and trails. (Percent good or excellent)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
Ability to find trail heads and open space properties	86%	93%	93%	92%	88%
Availability of parking at trail heads and open spaces	60%	62%	64%	64%	59%
Adequacy of enforcement of regulations	54%	67%	65%	61%	64%
Adequacy of signage on trails	76%	86%	88%	79%	79%
Adequacy of signage in open spaces	74%	89%	88%	82%	82%
Availability of open space events and programs	73%	85%	88%	85%	85%
Quality of open space events and programs	74%	86%	88%	87%	87%

Table 84: Current Level of Enforcement for Dogs by Survey Year

	<b>Too strict</b>	<b>About right</b>	<b>Not strict enough</b>
2018	11%	47%	42%
2017	8%	46%	47%
2016	9%	44%	47%
2015	14%	42%	44%
2014	10%	51%	39%
2013	9%	54%	37%
2012	14%	46%	40%

Table 85: Feelings of Safety in Aspen by Survey Year

<b>Do you agree or disagree with the following: (Percent agree or strongly agree)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
I feel safe in my neighborhood after dark	97%	97%	96%	95%	.	.	.	.	.	.	.	.	.
I feel safe in my neighborhood during the day	100%	99%	100%	99%	.	96%	99%	100%	99%	100%	100%	100%	100%
I feel safe in the Commercial Core after dark	98%	99%	97%	96%	.	.	.	.	.	.	.	.	.
I feel safe in the Commercial Core during the day	99%	100%	100%	99%	.	97%	99%	100%	99%	100%	100%	100%	100%
I feel safe in Aspen as a whole	99%	99%	97%	98%	.	96%	99%	99%	99%	100%	99%	99%	100%

\* Prior to 2018, this question stem included the following at the beginning of the question: “Based on your experience in the last 12 months, do.” In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

Table 86: Electrical Service Provider by Survey Year

<b>Which of the following entities provides your electrical service?</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
The City of Aspen	36%	36%	40%	37%
Holy Cross Electric	62%	61%	59%	62%
Other	2%	3%	0%	1%

Table 87: Water Services by Survey Year

<b>Please rate the quality of your utility services: (Percent excellent or good)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Drinking water taste	83%	78%	85%	86%
Water pressure	82%	86%	88%	87%
Water reliability	92%	96%	98%	97%
Water services overall	90%	93%	94%	95%
Overall customer service provided by the Water department staff	87%	92%	93%	89%

Table 88: Electric Services by Survey Year

<b>Please rate the quality of your utility services: (Percent excellent or good)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Electrical service reliability	92%	98%	97%	94%
Safety of electric service	91%	99%	98%	98%
Overall customer service provided by the Electric department staff	90%	96%	95%	93%
Electric services overall	90%	97%	95%	95%

Table 89: The City of Aspen's Electric Services by Survey Year

<b>Please rate the quality of your utility services: (Percent excellent or good)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Electrical service reliability	93%	99%	96%	91%
Safety of electric service	95%	99%	99%	96%
Overall customer service provided by the Electric department staff	94%	97%	93%	89%
Electric services overall	94%	97%	92%	91%

Table 90: Holy Cross Electric Services by Survey Year

<b>Please rate the quality of your utility services: (Percent excellent or good)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Electrical service reliability	94%	97%	98%	95%
Safety of electric service	91%	98%	98%	98%
Overall customer service provided by the Electric department staff	90%	96%	97%	95%
Electric services overall	90%	95%	97%	96%

Table 91: Quality of Wheeler Opera House by Survey Year

<b>Please rate each of the following as they relate to the Wheeler Opera House: (Percent good or excellent)</b>	<b>2018</b>	<b>2017</b>
Diversity of programs	74%	85%
Accessibility of programs	80%	84%
E-newsletters	76%	81%
Printed materials	76%	80%
Website	79%	80%
Social media	80%	85%
Newspaper ads	81%	84%
Overall value of the Wheeler Opera House to the community	80%	91%

Table 92: Satisfaction with Information Sources by Survey Year

<b>How satisfied or dissatisfied are you with the information you receive about the City from each of the following: (Percent very or somewhat satisfied)*</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
City meetings and open houses	68%	80%	78%	82%
City streaming webcasts	61%	83%	82%	75%
Emails (electronic newsletters, email updates)	66%	77%	84%	75%
Social media (Twitter, Facebook, Instagram)	50%	78%	76%	69%
Online feedback site (www.aspencommunityvoice.com)	63%	74%	76%	.
The City's main website (www.cityofaspen.com)	71%	78%	83%	83%
Other City websites (APCHA, ARC, Golf, Wheeler, etc.)	71%	77%	84%	.
CGTV - Channel 11	65%	83%	76%	92%
Radio ads	71%	85%	85%	83%
Radio news	70%	87%	85%	85%
Newspaper ads	72%	90%	89%	90%
Newspaper stories	75%	89%	87%	91%
Mailed materials (brochures, bill inserts)	68%	81%	80%	80%
Contacting the Community Relations Department	57%	78%	75%	.

\* Prior to 2018, this question stem included the following at the beginning of the question: "Based on your experience in the last 12 months, please." In 2018, a general instruction was added to the beginning of the survey explaining respondents should consider their experience in the last 12 months when making their evaluations.

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".

Table 93: Overall Satisfaction with City Services by Survey Year

	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	75%	83%	87%	86%	89%	92%	89%	84%	89%	92%	89%	92%

Table 94: Importance of Website Uses by Survey Year

<b>How important is it, if at all, to complete the following types of activities or transactions on the City website: (Percent essential or very important)</b>	<b>2018</b>	<b>2017</b>
Apply for city jobs	58%	62%
Apply for permits and licenses	74%	78%
Pay bills, fees and fines	76%	80%
Request information about city services	78%	77%
Report concerns/problems	77%	77%
Apply for APCHA housing	68%	72%
Reserve buildings, parks or other facilities	69%	69%
Access city council agendas and videos	72%	69%
Access and analyze city data	65%	69%

Table 95: Importance of Actions the City Could Take by Survey Year

<b>How important, if at all, is it for the City government to take action on each of the following: (Percent very important or essential)</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
Economic development without the development (without new physical development)	59%	73%	64%	68%
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase	71%	80%	77%	77%
Encouraging the development of additional lodging	44%	38%	37%	36%
Improving pedestrian connectivity	55%	70%	65%	.
Improving bike connectivity	53%	66%	61%	.
Increasing places for pedestrians to dwell or gather	43%	46%	49%	35%
Providing new transportation options to reduce reliance on personal automobiles	55%	.	.	.
Increasing access to affordable locally grown food	58%	65%	57%	.
Protecting a minimum volume of water in Roaring Fork River	77%	81%	81%	.
Improving and protecting the health of the Roaring Fork River	79%	85%	85%	.
Finding ways to increase available child care spaces	53%	65%	.	.
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures)	63%	.	.	.
Improving the availability of affordable high-speed internet service	63%	.	.	.
Encouraging the public to take part in water conservation programs	68%	.	.	.
Encouraging the public to take part in energy conservation programs	68%	.	.	.

## APPENDIX E: SURVEY METHODOLOGY

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 City of Aspen funded this research. Please contact Karen Harrington of the City of Aspen at karen.harrington@cityofaspen.com if you have any questions about the survey.

### Instrument Development

The 2018 Citizen Survey for Aspen was based on the 2017 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 (see *Appendix F: Survey Materials*).

### Selecting Survey Recipients

All City of Aspen households with a registered voter were eligible to complete the 2018 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 inactive<sup>1</sup> registered voter households that have mailing addresses in Aspen in an effort to include the largest potential survey respondent pool of full-time Aspen residents (approximately 3,500 voter households). NRC randomly selected 1,750 registered voter households from this list to participate in the survey – 145 inactive voter households and 1,605 active voter households.

### Survey Administration and Response Rate

Voter households received three mailings in August 2017. 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, about 131 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed, approximately 7% of mailings. In 2017, the number of undeliverable postcards was 170, or about 10% of the mailings. Of the remaining 1,619 delivered surveys, 303 individuals completed the survey, providing a response rate of 19%.

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

The response rates were calculated using AAPOR’s response rate #2<sup>2</sup> for mailed surveys of unnamed persons. The table below shows the total number of returned surveys and response rate.

Table 96: 2017 City of Aspen Survey Response Rate

	<b>Overall</b>
Total sample used	1,750
I=Complete Surveys	248
P=Partial Surveys	55
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,316
UND=Undeliverable	131
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	19%

### 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 all respondents (303), 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.

<sup>2</sup> See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

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. No adjustments were made for design effects. The results of the weighting scheme are presented below.

Table 97: 2018 Aspen Citizen Survey Weighting Table

	Population Norm <sup>1</sup>	Registered Voter List Norm <sup>2</sup>	Unweighted	Weighted
Age 18-34	28%	22%	11%	22%
Age 35-54	41%	40%	29%	40%
Age 55 and over	31%	38%	60%	38%
Female	48%	49%	56%	50%
Male	52%	51%	44%	50%
Female 18-34	14%	11%	9%	11%
Female 35-54	19%	19%	16%	19%
Female 55 and over	15%	20%	31%	20%
Male 18-34	14%	11%	2%	11%
Male 35-54	22%	21%	13%	21%
Male 55 and over	16%	18%	29%	18%

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

<sup>2</sup> Source: Pitkin County Registered Voter List, purchased July, 2018.

### 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 A: Complete Set of Survey Responses*. In addition, crosstabulations of select survey results by respondent characteristics can be found in *Appendix C: Select Survey Results Compared by Respondent Characteristics*. Tests of statistical significance were performed on these survey result breakdowns and are noted in the tables.

## APPENDIX F: SURVEY MATERIALS

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



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

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

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

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

6. Do you agree or disagree that the ARC (Aspen Recreation Center) does a good job communicating program information?

- Strongly agree    
 Agree    
 Disagree    
 Strongly disagree    
 Don't know    
 Not applicable

7. Please rate each of the following as they relate to The Red Brick Center for the Arts:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Not applicable</u>
Diversity of classes, workshops, and events.....	1	2	3	4	5	6
Accessibility of classes, workshops, and events.....	1	2	3	4	5	6
Gallery and Gallery openings .....	1	2	3	4	5	6
Shared spaces, conference room, and dance studios.....	1	2	3	4	5	6
Website ( <a href="http://www.redbrickaspen.com">www.redbrickaspen.com</a> ) .....	1	2	3	4	5	6
Social media pages such as Facebook .....	1	2	3	4	5	6
Printed materials.....	1	2	3	4	5	6
Ads (radio, TV, newspaper) .....	1	2	3	4	5	6

8. Do you agree or disagree with the following statements about The Red Brick Center for the Arts?

	<u>Strongly agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>	<u>Not applicable</u>
The Red Brick Center is a valuable community asset .....	1	2	3	4	5	6
The Red Brick Center is a creative center in the heart of Aspen .....	1	2	3	4	5	6
The Red Brick Center focuses on discovery and promotion of the arts .....	1	2	3	4	5	6
The Red Brick Center provides a variety of affordable, valuable benefits for local artists (such as affordable studios, workshops, classes and exhibit opportunities) ..	1	2	3	4	5	6
The Red Brick Center allows locals and visitors the opportunity to explore, connect and inspire .....	1	2	3	4	5	6

**9. 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
The service provided by the Red Brick Recreation Center staff was accurate .....	1	2	3	4	5	6
The service provided by the Red Brick Recreation Center staff was accessible.....	1	2	3	4	5	6
The Red Brick Recreation Center staff was helpful.....	1	2	3	4	5	6
The Red Brick Recreation Center staff was knowledgeable.....	1	2	3	4	5	6
The Red Brick Recreation Center does a good job of communicating program information .....	1	2	3	4	5	6
The quality of the program(s) provided by the Red Brick Recreation Center was very good .....	1	2	3	4	5	6
The condition of the gym at the Red Brick Recreation Center was very good.....	1	2	3	4	5	6
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good.....	1	2	3	4	5	6
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good .....	1	2	3	4	5	6
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good...	1	2	3	4	5	6

**10. 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
The condition of the parks allowed me to have a safe and enjoyable experience .....	1	2	3	4	5	6
The parks were free of litter .....	1	2	3	4	5	6
The condition of the athletic fields allowed me to have a safe and enjoyable experience...	1	2	3	4	5	6
The athletic fields were free of litter .....	1	2	3	4	5	6
The pedestrian/bike trail surfaces were free of debris/litter .....	1	2	3	4	5	6
The pedestrian/bike trail surfaces were smooth enough for the intended purpose ....	1	2	3	4	5	6
The pedestrian/bike trail could be used safely .....	1	2	3	4	5	6
The pedestrian/bike trail signage was very good .....	1	2	3	4	5	6
The Nordic Trail System trail grooming was very good .....	1	2	3	4	5	6
The Nordic Trail System trails could be used for the purpose intended .....	1	2	3	4	5	6
The Nordic Trail System trail signage was very good .....	1	2	3	4	5	6

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

	Excellent	Good	Fair	Poor	Don't know	Not applicable
Ability to find trail heads and open space properties .....	1	2	3	4	5	6
Availability of parking at trail heads and open spaces.....	1	2	3	4	5	6
Adequacy of enforcement of regulations .....	1	2	3	4	5	6
Adequacy of signage on trails .....	1	2	3	4	5	6
Adequacy of signage in open spaces .....	1	2	3	4	5	6
Availability of open space events and programs .....	1	2	3	4	5	6
Quality of open space events and programs.....	1	2	3	4	5	6

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

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

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

**14. Do you agree or disagree with the following:**

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

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

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

**16. Please rate the quality of your utility services:**

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

**17. Please rate each of the following as they relate to the Wheeler Opera House:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Not applicable</u>
Diversity of programs.....	1	2	3	4	5	6
Accessibility of programs.....	1	2	3	4	5	6
E-newsletters.....	1	2	3	4	5	6
Printed materials.....	1	2	3	4	5	6
Website.....	1	2	3	4	5	6
Social media .....	1	2	3	4	5	6
Newspaper ads .....	1	2	3	4	5	6
Overall value of the Wheeler Opera House to the community .....	1	2	3	4	5	6

**18. How satisfied or dissatisfied are you with the information you receive about the City from each of the following:**

	<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Somewhat not satisfied</u>	<u>Not at all satisfied</u>	<u>Don't know</u>	<u>Not applicable</u>
City meetings and open houses.....	1	2	3	4	5	6
City streaming webcasts .....	1	2	3	4	5	6
Emails (electronic newsletters, email updates).....	1	2	3	4	5	6
Social media (Twitter, Facebook, Instagram).....	1	2	3	4	5	6
Online feedback site (www.aspencommunityvoice.com) .....	1	2	3	4	5	6
The City's main website (www.cityofaspen.com).....	1	2	3	4	5	6
Other City websites (APCHA, ARC, Golf, Wheeler, etc.) .....	1	2	3	4	5	6
CGTV - Channel 11 .....	1	2	3	4	5	6
Radio ads .....	1	2	3	4	5	6
Radio news.....	1	2	3	4	5	6
Newspaper ads .....	1	2	3	4	5	6
Newspaper stories .....	1	2	3	4	5	6
Mailed materials (brochures, bill inserts).....	1	2	3	4	5	6
Contacting the Community Relations Department.....	1	2	3	4	5	6

**19. Considering that the City provides information via all of the sources mentioned above, what improvements, if any, can we make with our communications?**

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

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

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

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22. How likely or unlikely would you be to use each of the following, if they were available:

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Not at all likely</u>	<u>Don't know</u>
Use reservation-based shuttles that take you directly to your end destination upon request.....	1	2	3	4
Use an electric bike (E-bike) as part of a bike-share system .....	1	2	3	4
Log your travel modes on a mobile app to earn points redeemable, for instance, at merchants .....	1	2	3	4
Use mini buses or vans that allow dogs, bikes or tools .....	1	2	3	4
Use Downtowner-like services in an expanded service area .....	1	2	3	4

23. How interested, if at all, are you in purchasing an electric vehicle?

- Very interested     
  Somewhat interested     
  Not at all interested     
  Already own one

24. In which of the following topics are you most interested in receiving information or assistance from the City:

- |   |   |
|---|---|
| <input type="checkbox"/> Outdoor air quality (e.g., vehicle idling, quality monitoring) | <input type="checkbox"/> Noise (e.g., leaf blower ban)                      |
| <input type="checkbox"/> Indoor air quality (e.g., radon, lead)                         | <input type="checkbox"/> Water conservation (e.g., water use, river health) |
| <input type="checkbox"/> Climate actions (e.g., greenhouse gas reduction, renewables)   | <input type="checkbox"/> Waste reduction (e.g., reusable items)             |
| <input type="checkbox"/> Mobility options (e.g., bikeshare, Downtowner, buses)          | <input type="checkbox"/> Waste diversion (e.g., composting, recycling)      |
| <input type="checkbox"/> Consumer protection (e.g., food safety)                        | <input type="checkbox"/> Something else: _____                              |
| <input type="checkbox"/> Energy efficiency (e.g., home energy assessments)              | <input type="checkbox"/> None of these                                      |
| <input type="checkbox"/> Public health protection (e.g., sun safety, vaccines)          |   |

25. How important, if at all, is it to be able to complete the following types of activities or transactions on the City website:

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Apply for city jobs .....	1	2	3	4	5
Apply for permits and licenses .....	1	2	3	4	5
Pay bills, fees and fines .....	1	2	3	4	5
Request information about city services .....	1	2	3	4	5
Report concerns/problems .....	1	2	3	4	5
Apply for APCHA housing.....	1	2	3	4	5
Reserve buildings, parks or other facilities.....	1	2	3	4	5
Access city council agendas and videos.....	1	2	3	4	5
Access and analyze city data.....	1	2	3	4	5

26. How important, if at all, is it for the City government to take action on each of the following:

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Economic development without the development (without new physical development) .....	1	2	3	4	5
Ensuring the availability of adequate workforce housing at a reasonable cost to rent/purchase.....	1	2	3	4	5
Encouraging the development of additional lodging.....	1	2	3	4	5
Improving pedestrian connectivity .....	1	2	3	4	5
Improving bike connectivity .....	1	2	3	4	5
Increasing places for pedestrians to dwell or gather .....	1	2	3	4	5
Providing new transportation options to reduce reliance on personal automobiles.....	1	2	3	4	5
Increasing access to affordable locally grown food.....	1	2	3	4	5
Protecting a minimum volume of water in Roaring Fork River .....	1	2	3	4	5
Improving and protecting the health of the Roaring Fork River.....	1	2	3	4	5
Finding ways to increase available child care spaces .....	1	2	3	4	5
Reducing construction impacts (i.e. noise, traffic, runoff, dust, lane, and sidewalk closures). 1	2	3	4	5	
Improving the availability of affordable high-speed internet service .....	1	2	3	4	5
Encouraging the public to take part in water conservation programs .....	1	2	3	4	5
Encouraging the public to take part in energy conservation programs .....	1	2	3	4	5

27. If you could “wave your magic wand” and make the *Entrance to Aspen (Buttermilk through the S-curves)* of your dreams, which ONE of the following options would you choose:

- Two lanes for cars and two lanes for buses/rail (one lane in each direction) across the Marolt Open Space in a cut-and-cover tunnel (referred to by CDOT as the “Preferred Alternative”).
- The “Split Shot” of two lanes for cars and two lanes for buses (one lane in each direction for each mode) using the existing S-Curve alignment as the “downvalley” one-way couplet and another S-Curve created for an “upvalley” one-way couplet with a new bridge across Castle Creek connecting to the end of Main Street.
- A new bridge in the current alignment that accommodates a third lane that is “reversible” – creating two lanes for cars and buses at different times of the day for either direction (e.g. two lanes inbound in the morning, two lanes outbound in the afternoon).
- Leave the existing alignment as it is, but add a rail/monorail/gondola system to the existing roadway system.
- Four lanes (two in each direction) with no restrictions on buses or cars in any lane across the Marolt Open Space (could use a cut-and-cover tunnel).
- Do nothing – it works just fine as it currently is.

28. About two-thirds of cars parking in the Downtown core are parked for a relatively short period and are registered in the 81611 zip code. To encourage use of another choice other than a personal vehicle for trips outside of the Downtowner’s service area, both positive incentives (“carrot”) and negative incentives (“stick”) could be used.

28a. If a “carrot” approach was used, which would you most prefer? (Check only one.)

- A subsidized ride in a small van/taxi-like vehicle at \$5 per vehicle per round trip door-to-door.
- A subsidized ride in a small van/taxi-like vehicle at \$5 per person per round trip door-to-door.
- No subsidy – people can pay for the existing taxi service.

28b. If a “stick” approach was used, which would you most prefer? (Check only one.)

- Increase the parking rates, including paying to park in the evening.
- Increase the parking rates for daytime parking only, don’t charge in the evening.
- Leave things like they are, don’t increase parking rates or times charged.

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

D1. How much do you anticipate your household’s total income before taxes will be for the current year? (total income from all sources for your household.)

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

D2. What is your gender?

- Female
- Male

D3. In which category is your age?

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

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

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