

130 S. Galena St.



THE CITY OF ASPEN

Aspen, CO 81611

CITY OF ASPEN

Citizen Survey

FINAL REPORT OF RESULTS

October 2011

Prepared by:



3005 30th Street • Boulder, CO 80301 • 303-444-7863 • www.n-r-c.com

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EXECUTIVE SUMMARY

SURVEY BACKGROUND AND METHODS

In an effort to determine citizen attitudes about City facilities, services and policies, the City of Aspen annually conducts a resident survey. In 2007, Aspen contracted with National Research Center, Inc. (NRC) to implement the survey by mail for the first time, which previously had been conducted by phone. The 2011 survey was the fifth iteration by mail.

A postcard was mailed to 1,200 randomly selected registered voter households in the City of Aspen, notifying them that they had been chosen to participate in the survey. A survey followed in the mail after one week, with another arriving one week later. Approximately 9% of the mailed surveys were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. There were 277 respondents for the mailed questionnaire, yielding a response rate of 25%. The margin of error is plus or minus six percentage points around any given percent for the entire sample (277 respondents). However, there were many questions where over half of the respondents indicated that the question was not applicable or that they did not know enough to answer the question. In these cases, the margin of error rises to as much as plus or minus 17%.

The results were weighted to reflect the demographic profile of all registered voters in the City of Aspen.

SUMMARY OF RESULTS

Aspen voters continued to enjoy a high quality of life and sense of safety in the City. While respondents felt safe in different areas in Aspen, they tended to feel less safe crossing Main Street. Having more police patrols and enforcing laws, more lighting and crosswalk enhancements were a few popular suggestions for improving safety.

The overall quality of City of Aspen services also received favorable ratings, although, these were the lowest ratings since the question was first asked in 2007. Ratings of city street maintenance and snow removal remained high. However, snow removal in the Commercial Core has been trending upward over time, while ratings of snow removal in residential areas indicate room for improvements.

When asked if they had contact in the 12 months prior to the survey with four City offices, between one-third and two-thirds of voters said they had, with the majority having contacted the Police Department and fewer having contacted the City Manager's Office. Of those who had contact, three-quarters or more gave positive reviews to the services they received from each of the four departments and its staff. In 2011, more respondents indicated a higher quality of service provided by the City Manager's office than did those in 2010.

Voters also were asked to assess the overall performance and responsiveness of 19 different services of the City government. Of those who had an opinion about these services, most reported satisfaction with 18 of the 19 services. The highest ratings were given to GIS, Kids First and the Ice Garden. Housing, Engineering, Community Development and Transportation and Parking services were among those services that voters were less satisfied with, although

between half and two-thirds still said they were satisfied. GIS services received more positive evaluations in 2011 than in 2010, and Streets and the Finance Window saw a decrease in service ratings.

Overall, voters reported moderate levels of trust in the City government. The majority believed that the City does a "good" or "excellent" job informing residents and that the information the City provides to residents is of high quality. Only one-third of respondents felt that the City does a "good" or "excellent" job listening to residents and matching expenditures to community priorities. Assessments of trust in the City government remained stable from 2010 to 2011.

Those who used the Aspen Recreation Center (ARC), the Red Brick Recreation Center, City parks and athletic fields, the City trail systems and Wheeler Opera House continued to provide positive feedback about each of these facilities and the services they provide. This positive feedback was generally similar to ratings given in previous survey years. Where there were differences in ratings between 2010 and 2011, ratings generally increased. Although respondents were satisfied, overall, with the various parks and recreation facilities and programs, they made it clear that each of these facilities needed to do a better job of communicating with residents about program information and schedules.

Generally, voters tended to get most of their information about the City of Aspen and its various facilities and activities from the local newspaper articles and advertisements. About half of respondents said they had visited the City's Web site in the 12 months prior to the survey, and half or more were pleased with the various aspects of the site. However, fewer respondents in 2011 compared to 2010 were pleased with the online services offered. When asked what features they would like to see added or enhanced on the City's Web site, those deemed the most important included: paying fees, taxes and other charges; bidding on affordable housing; and applying for permits.

Respondents were asked to indicate their level of agreement with four statements about factors that could increase a person's cancer risk. Overall, less than half of respondents agreed that PM10 levels and high levels of ground-level ozone could adversely affect health, and that they were taking steps to reduce high levels of ground-level ozone and PM10 generation. A higher proportion of voters in 2011 than in 2010 were familiar with the City's ZGreen program for events, businesses and citizens.

Several new questions on the 2011 survey assessed respondents' concern with and feelings of importance about a number of issues affecting the community. Generally, the issues that were of greatest concern also were those that were the most important. These included the water quality in the Roaring Fork River, pedestrian safety and construction impacts such as noise, traffic and runoff.

In Conclusion

Aspen voters generally were happy with the overall quality of life and services provided in the City, but they had ideas about opportunities for improvements. Communication with residents about the ARC, Red Brick Recreation Center and the Wheeler Opera House was important to those who used these facilities and also could attract newcomers. Although safety ratings in and

around the City were positive, respondents wanted to see improvements in pedestrian safety including enhancements to crosswalks and increased safety for cyclists. While the overall quality of services was rated favorably by most respondents, evaluations given in 2011 were lower than in previous years. Therefore, the City might want to focus its attention and resources on improving or making changes to the aforementioned services which could influence residents' satisfaction with City services overall.

SURVEY BACKGROUND

SURVEY PURPOSE

The City of Aspen Citizen Survey serves as a consumer report card for Aspen by providing registered voters the opportunity to rate their satisfaction with the quality of life, local facilities and services, and satisfaction with local government. The survey also permits registered voters an opportunity to provide feedback to government on what is working well and what is not.

Focus on the quality of service delivery and perception of facilities lays the groundwork for tracking community opinions about the core responsibilities of Aspen City government, helping to assure maximum service quality over time. This type of survey generates a reliable foundation of resident opinion that can be monitored periodically over the coming years, like taking the community pulse, as the city changes and grows.

The City of Aspen takes resident perspectives seriously. The results of this survey will be used to measure departmental performance, according to performance standards set by the City.

This year's survey marks the third citizen survey for the City of Aspen conducted via mail by National Research Center, Inc. (NRC). The 2011 results are compared with results from the mail surveys conducted the last four years and the telephone survey conducted in 2006, wherever possible.

SURVEY ADMINISTRATION

The City of Aspen survey was mailed to a random sample of 1,200 registered voter households. In August 2011, 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 individuals one week after the first survey packet mailed. The purpose of the second wave was to encourage those who had not yet completed a survey to do so. In NRC's experience, multiple contacts generate higher response rates.

Of the mailed surveys, 112 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Completed surveys were received from 277 residents, for a response rate of 25%.

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 IV: Survey Methodology*.)

HOW THE RESULTS ARE REPORTED

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. In addition, the "percent positive" is reported for most questions in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "strongly agree" and "agree," "very satisfied" and "somewhat satisfied").

On many of the questions in the survey, respondents could give an answer of "don't know" or "not applicable." The proportion of respondents giving this reply is shown in the full set of

responses included in *Appendix II: Complete Set of Survey Responses*. However, these responses have been removed from the analyses presented in the body of the report. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item. When a large percentage of residents (20% or more) chose “don’t know” or “not applicable,” those questions are noted in the text.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to percentages being rounded to the nearest whole number.

PRECISION OF ESTIMATES

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95% confidence level for this survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (277 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 17%.

COMPARING SURVEY RESULTS OVER TIME

The results in this report are compared to the results from the 2006 telephone survey as well as the mail surveys conducted annually since 2007 whenever past data are available. Differences between 2010 and 2011 can be considered “statistically significant” if they are greater than eight percentage points. Any statistically significant differences between survey years are discussed in the text. Trend data for Aspen represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

SURVEY RESULTS

OVERALL QUALITY OF LIFE

Survey respondents were asked to rate the overall quality of life in Aspen. Nearly all residents said the quality of life in Aspen was "good" or "excellent," with 62% saying it was "excellent" and 33% saying it was "good." Four percent of voters reported that the overall quality of life in the City was "fair" and no one said it was "poor." When compared to 2010, ratings in 2011 remained the stable.

Figure 1: Overall Quality of Life in Aspen

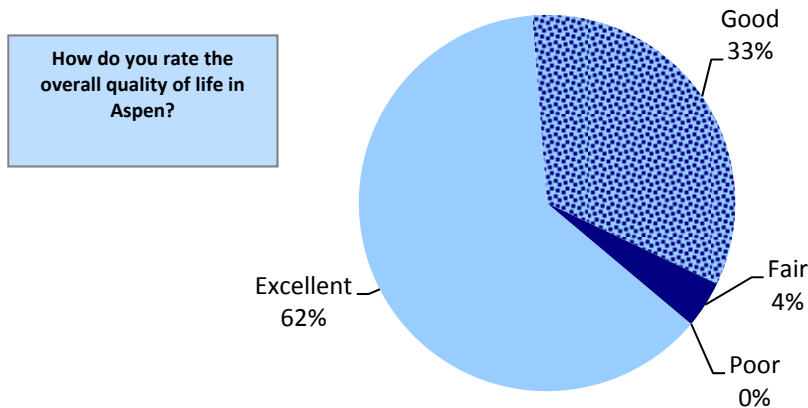
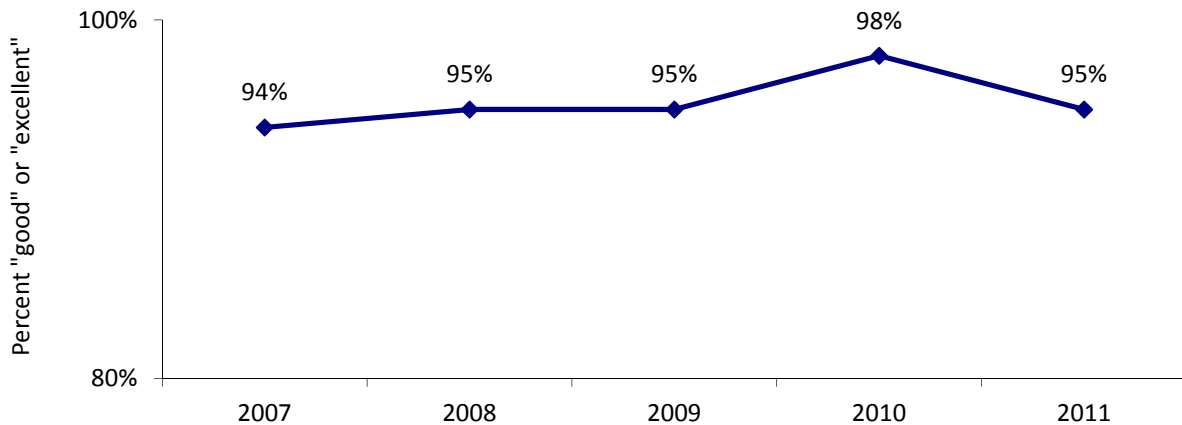


Figure 2: Overall Quality of Life Compared Over Time



RECREATION FACILITIES

Several survey questions aimed to assess the quality of a variety of recreation facilities and amenities, including the Aspen Recreation Center (ARC), the Red Brick Recreation Center, parks and athletic fields and the trail system. Questions also gauged how respondents received information about the recreation centers.

Aspen Recreation Center (ARC)

About half of respondents said that they had not received any information about the Aspen Recreation Center (ARC) in 2011. Newspapers were the most commonly mentioned source for getting information about the ARC (38%), followed by the Internet (18%). Fewer than 10% of respondents reported that they received information about the ARC from any of the other sources listed. A complete set of verbatim responses to "other" can be found in *Appendix III: Verbatim Responses*.

Use of newspapers and the television as ways to receive information about the ARC have steadily declined from 2006 to 2011.

Figure 3: Ways of Receiving ARC Information Compared Over Time

How have you received information about the Aspen Recreation Center (ARC) in 2011? (Please check all that apply.)*	2011	2010	2009	2008	2007	2006
Have not received any	45%	34%	33%	34%	26%	NA
Newspapers	38%	44%	50%	55%	57%	73%
Internet	18%	22%	20%	10%	11%	20%
Brochures	8%	8%	13%	15%	15%	40%
Radio	7%	11%	14%	9%	16%	NA
Flyers	7%	6%	11%	12%	12%	31%
School newspapers	6%	3%	5%	4%	6%	21%
Television	1%	2%	4%	5%	8%	17%
Other (specify)	5%	9%	14%	8%	12%	NA

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

In 2006, respondents were asked if they had received information about the ARC from each source on a yes/no scale.

Registered voters were given the opportunity to evaluate a variety of aspects of the ARC staff and facilities based on their experiences over the last 12 months. It should be noted that between 44% and 62% of respondents selected “don’t know or “not applicable” when asked to rate each statement about the ARC. While the “don’t know” and “not applicable” responses were removed from the analysis for the report body, a complete set of frequencies for this question and all other survey questions can be found in *Appendix II: Complete Set of Survey Responses*.

Of the voters who had an opinion about the ARC staff and facilities, 9 in 10 or more agreed with all but one of the statements. The statements that most respondents agreed with were that they enjoyed their experience at the ARC (97% “agree” or “strongly agree”) and the ARC Aquatics area (96%), the ARC Aquatics staff was informative and able to handle all questions (95%) and the ARC Aquatics staff was polite and friendly during my visit (95%). Only two-thirds of those who had an opinion agreed that the ARC does a good job of communicating program information (66%).

Figure 4: ARC Staff and Facilities

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The ARC does a good job of communicating program information	15%	51%	26%	8%	100%
The ARC Guest Services staff was helpful	36%	55%	7%	2%	100%
The ARC Guest Services staff was timely in handling requests	36%	51%	12%	2%	100%
The ARC Guest Services staff greeted me with a smile	43%	48%	8%	1%	100%
The ARC Guest Services staff was informative and able to handle all questions	35%	56%	9%	1%	100%
I enjoyed my experience at the ARC	45%	53%	1%	1%	100%
The ARC Aquatics staff was helpful	43%	50%	5%	2%	100%
The ARC Aquatics staff was timely in handling requests	39%	53%	3%	4%	100%
The ARC Aquatics staff greeted me with a smile	39%	54%	5%	2%	100%
The ARC Aquatics staff was informative and able to handle all questions	43%	52%	2%	3%	100%
The ARC Aquatics staff was polite and friendly during my visit	42%	53%	2%	3%	100%
The aquatic area, lockers and lawn were sufficiently clean during my visit	29%	62%	8%	1%	100%
The pools were clear, clean and inviting to swim in	39%	53%	7%	2%	100%
Swimming equipment and pool toys were available for use and in good condition	33%	57%	6%	3%	100%
I enjoyed my experience at the ARC Aquatics area.	44%	52%	2%	2%	100%

Generally, ratings of the ARC staff and facilities remained the same from 2010 to 2011. However, those who had used the ARC were more likely to agree that the Aquatics staff greeted them with a smile and were timelier in handling patron requests, although these increases in ratings were not significant.

Figure 5: ARC Staff and Facilities Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities? (Percent "agree" or "strongly agree")	2011	2010	2009	2008	2007	2006
The ARC does a good job of communicating program information	66%	65%	61%	68%	62%	76%
The ARC Guest Services staff was helpful	91%	95%	92%	94%	88%	93%
The ARC Guest Services staff was timely in handling requests	87%	90%	91%	92%	88%	89%
The ARC Guest Services staff greeted me with a smile	91%	92%	89%	92%	85%	93%
The ARC Guest Services staff was informative and able to handle all questions	90%	88%	89%	88%	86%	87%
I enjoyed my experience at the ARC	97%	96%	96%	99%	93%	96%
The ARC Aquatics staff was helpful	93%	91%	90%	94%	92%	96%
The ARC Aquatics staff was timely in handling requests	92%	86%	89%	92%	88%	93%
The ARC Aquatics staff greeted me with a smile	93%	86%	90%	91%	86%	91%
The ARC Aquatics staff was informative and able to handle all questions	95%	91%	87%	91%	89%	92%
The ARC Aquatics staff was polite and friendly during my visit	95%	93%	92%	94%	87%	95%
The aquatic area, lockers and lawn were sufficiently clean during my visit	91%	88%	94%	95%	93%	98%
The pools were clear, clean and inviting to swim in	91%	95%	94%	95%	94%	97%
Swimming equipment and pool toys were available for use and in good condition	91%	89%	91%	91%	89%	95%
I enjoyed my experience at the ARC Aquatics area	96%	96%	96%	99%	94%	98%

In 2006, respondents were prompted to answer if "you or your family" had experience with the facility. In more recent years (2007-2011), the question asked about "your experiences." In previous survey years, the question "The ARC does a good job of communicating program information" was asked as a separate question. In 2010, this item was added to this grid asking respondents to rate a number of statements about the ARC.

Red Brick Recreation Center

Based on their experiences over the last 12 months, respondents were asked to assess different aspects of the Red Brick Recreation Center. Only about one-third of respondents felt they could answer each question, with about two-thirds selecting "don't know" and "not applicable" (see *Appendix II: Complete Set of Survey Responses* for a full set of responses).

Eighty-five percent or more of those with an opinion agreed with each statement about the Red Brick Recreation Center. Practically all believed that the staff were knowledgeable (98% "agree" or "strongly agree"), the quality of the program(s) were very good (98%) and the service provided by the staff were accurate (97%). The statement respondents agreed with the least was that the communication program information and schedules were very good; still 85% agreed.

Figure 6: Red Brick Recreation Center

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The service provided by the Red Brick Recreation Center staff was accurate	39%	58%	3%	0%	100%
The service provided by the Red Brick Recreation Center staff was accessible	39%	56%	3%	2%	100%
The Red Brick Recreation Center staff was helpful	42%	52%	7%	0%	100%
The Red Brick Recreation Center staff was knowledgeable	43%	55%	2%	0%	100%
The communication program information and schedules were very good	33%	52%	15%	0%	100%
The quality of the program(s) provided by the Red Brick Recreation Center were very good	38%	59%	2%	0%	100%
The condition of the gym at the Red Brick Recreation Center was very good	31%	58%	11%	0%	100%
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	32%	63%	3%	2%	100%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	33%	59%	8%	0%	100%
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	43%	52%	5%	0%	100%

When compared to 2010, most evaluations of the Red Brick Recreation Center in 2011 were similar (see Figure 7 on the next page). A higher proportion of respondents in 2011 than in 2010 agreed that the quality of the program(s) provided by the Red Brick Recreation Center were very good (98% versus 89%, respectively) and that the condition of the gym at the Red Brick Recreation Center was very good (89% versus 75%, respectively).

Figure 7: Red Brick Recreation Center Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center? (Percent "agree" or "strongly agree")	2011	2010	2009	2008	2007	2006
The service provided by the Red Brick Recreation Center staff was accurate	97%	96%	95%	95%	95%	97%
The service provided by the Red Brick Recreation Center staff was accessible	95%	94%	95%	94%	92%	99%
The Red Brick Recreation Center staff was helpful	93%	93%	94%	95%	91%	96%
The Red Brick Recreation Center staff was knowledgeable	98%	92%	95%	98%	90%	98%
The communication program information and schedules were very good	85%	80%	92%	87%	82%	NA
The quality of the program(s) provided by the Red Brick Recreation Center were very good	98%	89%	96%	93%	93%	98%
The condition of the gym at the Red Brick Recreation Center was very good	89%	75%	90%	80%	86%	84%
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	94%	88%	92%	89%	86%	89%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	92%	84%	90%	86%	82%	NA
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	95%	95%	94%	96%	90%	94%

The 2006 question, "The cleanliness of the Red Brick Recreation Center is very good" was changed to "The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good" in 2007; therefore, these questions were not compared between 2006 and 2007. The 2006 question, "The enthusiasm of the Red Brick Recreation Center staff and coaches is very high" was changed to "The enthusiasm of the Red Brick Recreation Center staff and coaches was very good" in 2007. These were judged sufficiently similar to compare across years. "The communication program information and schedules were very good" was not asked in 2006.

Parks and Athletic Fields

Since 2006, voters have been asked to rate their level of agreement with a number of statements about the neighborhood and pocket parks as well as the City's athletic fields. Nearly all respondents agreed with each of the four statements (ranging from 94% agreement to 99% agreement) and about 4 in 10 "strongly" agreed with each. The statement that received the most agreement was "the condition of the athletic fields allowed me to have a safe and enjoyable experience" and the statement that slightly fewer agreed with was "the parks were free of litter." Less than 7% of voters disagreed with each statement.

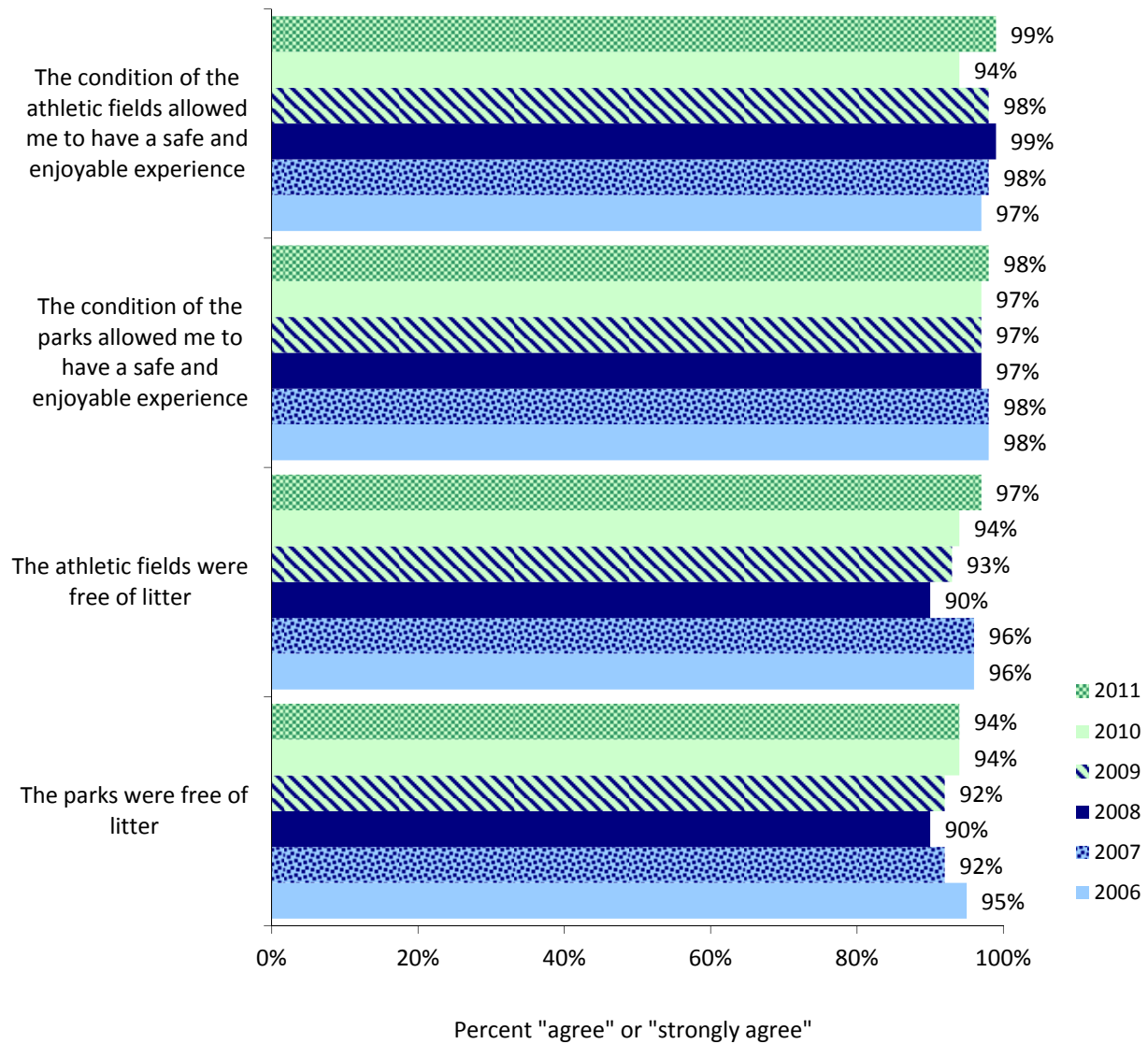
It should be noted that 20% or more of voters selected "don't know" or "not applicable" when asked if the condition of the athletic fields allowed them to have a safe and enjoyable experience and if the athletic fields were free of litter. For a full set of responses to this question, please see *Appendix II: Complete Set of Survey Responses*.

Over time, all ratings for the parks and athletic fields in Aspen have remained stable (see Figure 9 on the following page).

Figure 8: Parks and Athletic Fields

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the neighborhood and pocket parks as well as about the City's athletic fields (Iselin, Rotary, Wagner, Rio Grande, Moore and Middle School)?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The condition of the parks allowed me to have a safe and enjoyable experience	48%	50%	1%	1%	100%
The condition of the athletic fields allowed me to have a safe and enjoyable experience	46%	53%	1%	0%	100%
The athletic fields were free of litter	44%	53%	3%	0%	100%
The parks were free of litter	39%	54%	6%	0%	100%

Figure 9: Parks and Athletic Fields Compared Over Time



Trail System

As with the evaluations of the previously mentioned Aspen recreation facilities, more than 9 in 10 respondents agreed with each statement about the City pedestrian/bike trails and Nordic Trail System. Between one-third and a half of voters "strongly" agreed with each statement and no more than 1% "strongly" disagreed.

It should be noted that about two out of five respondents selected "don't know" or "not applicable" when rating items related to the Nordic Trail System (see *Appendix II: Complete Set of Survey Responses*).

Since 2006, ratings of the different aspects of the City trails and Nordic Trail System continued to be exceedingly positive.

Figure 10: City Pedestrian/bike Trails and Nordic Trail System

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The pedestrian/bike trail surfaces were free of debris/litter	38%	56%	5%	1%	100%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	40%	55%	4%	1%	100%
The pedestrian/bike trail design allowed for safe usage	35%	60%	4%	1%	100%
The pedestrian/bike trail signage was very good	35%	59%	5%	1%	100%
The Nordic Trail System trail grooming was very good	53%	45%	2%	0%	100%
The Nordic Trail System trail design was very good	49%	50%	1%	0%	100%
The Nordic Trail System trail signage was very good	49%	48%	4%	0%	100%

Figure 11: City Pedestrian/bike Trails and Nordic Trail System Compared Over Time

Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System? (Percent "agree" or "strongly agree")	2011	2010	2009	2008	2007	2006
The pedestrian/bike trail surfaces were free of debris/litter	94%	95%	95%	96%	94%	94%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	96%	97%	97%	98%	96%	94%
The pedestrian/bike trail design allowed for safe usage	95%	95%	94%	95%	94%	95%
The pedestrian/bike trail signage was very good	94%	NA	NA	NA	NA	NA
The Nordic Trail System trail grooming was very good	98%	98%	96%	97%	97%	98%
The Nordic Trail System trail design was very good	99%	99%	96%	99%	97%	98%
The Nordic Trail System trail signage was very good	96%	96%	93%	95%	94%	89%

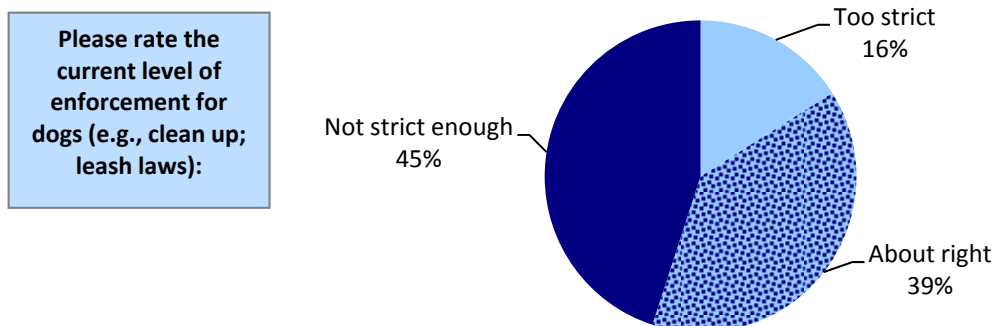
In 2007, some question wording was altered slightly to render all statements consistently past tense. The 2006 question, "The path and trail surfaces were free of debris and litter" was changed to "The pedestrian/bike trail surfaces were free of debris/litter" in 2007. The 2006 question, "The trail maintenance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

Dog-related Problems or Issues

Survey participants were asked to evaluate the current level of enforcement for dogs (new to the 2011 survey) as well as their level of concern about a number of dog-related issues in and around Aspen. A similar proportion of voters believed that the current level of enforcement for dogs was “about right” (39%) as did those who believed it was “not strict enough” (45%). Sixteen percent of respondents felt that the current level of enforcement was “too strict.”

Figure 12: Current Level of Enforcement for Dogs



When asked how concerned they were about dog-related issues, three out of five respondents felt that failure to pick up after a dog on trails (61%) and in parks (58%) were “moderate” or “major” problems. Half of voters said that failure to have dogs on a leash on trails (52%) and in parks (45%), and failure to pick up after dogs on athletic fields (52%) were at least a “moderate” problem. Failure to have dogs on leash in athletic fields and in the Commercial Core, and failure to pick up after a dog in the Commercial core were a “moderate” or “major” problem for 4 in 10 respondents. About one-quarter of respondents believed that most of the dog-related issues asked about on the survey were “major” problems.

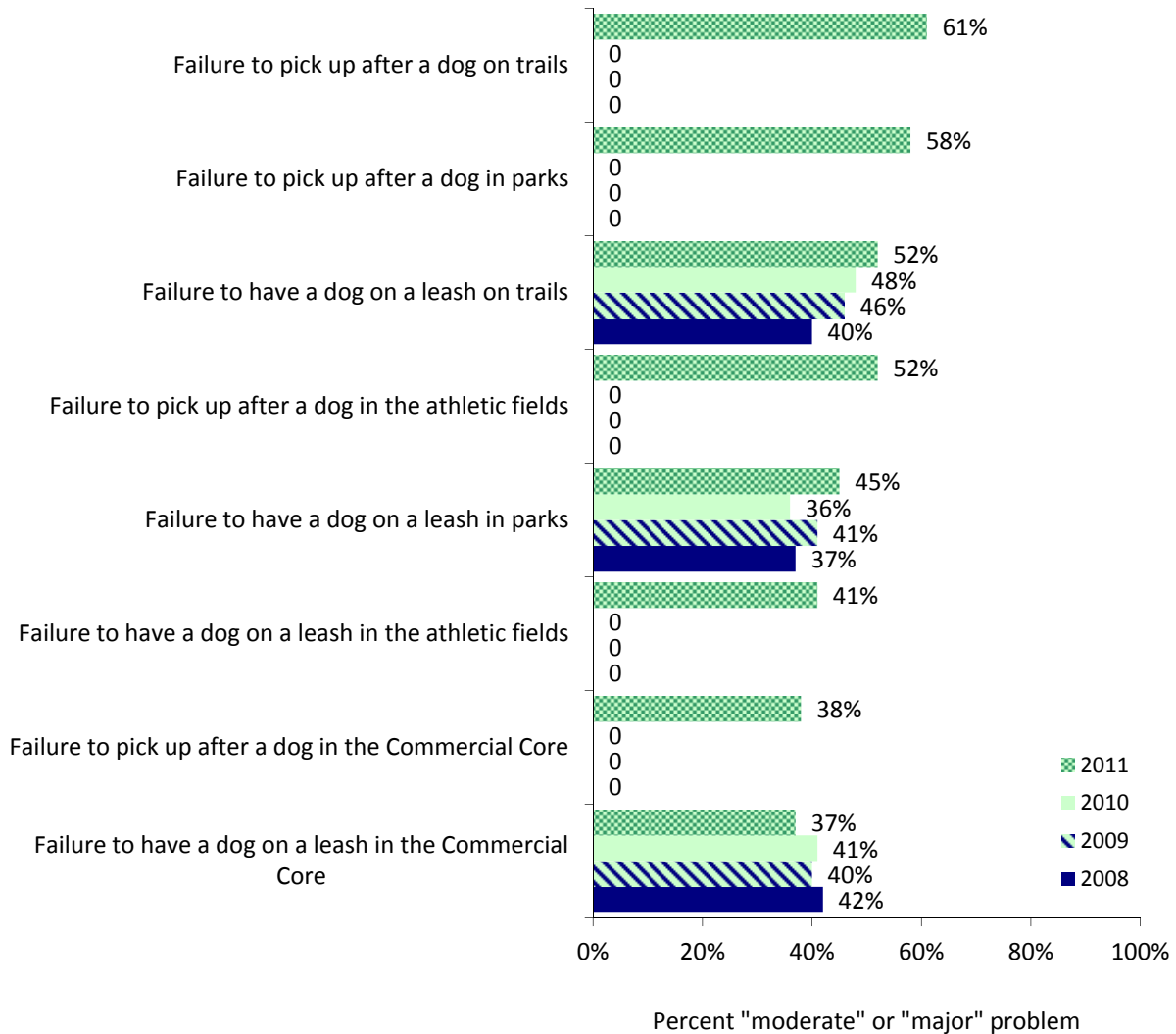
More than 20% of voters said “don’t know” when assessing their concern with failure to pick up after a dog and have a dog on a leash in the athletic fields (see *Appendix II: Complete Set of Survey Responses*).

Figure 13: Dog Related Issues

How much of a concern, if at all, is each of the following issues?	Major problem	Moderate problem	Somewhat a problem	Not a problem at all	Total
Failure to pick up after a dog on trails	28%	32%	24%	15%	100%
Failure to pick up after a dog in parks	22%	36%	23%	19%	100%
Failure to have a dog on a leash on trails	29%	23%	14%	33%	100%
Failure to pick up after a dog in the athletic fields	22%	30%	20%	28%	100%
Failure to have a dog on a leash in parks	26%	19%	18%	38%	100%
Failure to have a dog on a leash in the athletic fields	22%	19%	20%	39%	100%
Failure to pick up after a dog in the Commercial Core	13%	25%	22%	40%	100%
Failure to have a dog on a leash in the Commercial Core	21%	16%	23%	41%	100%

Three of the eight questions about dog-related problems could be compared over time. Ratings for two of the three stayed the same. However, respondents felt that failure to have a dog on a leash in parks was more of a problem in 2011 than in 2010 (45% "moderate" or "major" problem versus 36%, respectively).

Figure 14: Dog Related Issues Compared Over Time



WHEELER OPERA HOUSE

Aspen voters were asked how they received information about the Wheeler programs and to indicate the extent to which they agreed or disagreed with a number of statements about the Wheeler Opera House. As in previous years, of those who reported having received information about the Wheeler programs, most said they got it from newspapers (83%) while a third received information from the radio (34%). About one in five mentioned getting information about the Wheeler programs from the Internet, blast email and brochures. Less than 10% said they used the other information sources to learn about the Wheeler programs. A complete set of verbatim responses to "other" can be found in *Appendix III: Verbatim Responses*. Use of each information source as a way to get information about the Wheeler programs remained stable from 2010 to 2011.

Figure 15: Information Sources for Wheeler Programs Compared Over Time

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

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

The different aspects of the Wheeler Opera House were all rated favorably, with around 90% of voters agreeing with all but one statement. Most respondents "somewhat" or "strongly" agreed that the usher service (96% "somewhat" or "strongly" agreed), the box office service (95%) and the condition of the theater (94%) were very good. Eighty-six percent agreed that the concessions service was very good and 80% said that the Wheeler does a very good job of communicating program information.

Twenty-one percent of respondents selected "don't know" or "not applicable" when evaluating the service at the concessions (see *Appendix II: Complete Set of Survey Responses*).

Evaluations of the Wheeler Opera House have remained stable over time, though agreement with the job the Wheeler does of communicating program information has slightly declined since 2006.

Figure 16: Wheeler Opera House

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Wheeler Opera House?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The service at the box office was very good	39%	56%	3%	2%	100%
The usher service was very good	37%	59%	2%	1%	100%
The condition of the theater was very good	35%	59%	3%	3%	100%
The service at the concessions was very good	31%	54%	12%	2%	100%
The Wheeler does a very good job of communicating program information through printed materials, their website (www.wheeleroperahouse.com) and other media	23%	57%	15%	5%	100%

Figure 17: Wheeler Opera House Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Wheeler Opera House? (Percent "agree" or "strongly agree")	2011	2010	2009	2008	2007	2006
The usher service was very good	96%	96%	97%	98%	96%	98%
The service at the box office was very good	95%	97%	97%	97%	96%	95%
The condition of the theater was very good	94%	99%	95%	97%	97%	94%
The service at the concessions was very good	86%	93%	90%	93%	95%	93%
The Wheeler does a very good job of communicating program information through printed materials, their website (www.wheeleroperahouse.com) and other media	80%	84%	90%	91%	85%	94%

CITY SERVICES

One of the main purposes of the survey was to gauge voter perspectives about services the City provided to residents. Respondents were given the chance to rate the overall quality of City services, aspects of street maintenance and snow removal, customer service at City offices, the performance and responsiveness of City departments and trust in the Aspen City Government.

Overall Quality of Services

Eighty-four percent of respondents reported that they were "somewhat satisfied" or "satisfied" with the services provided by the City of Aspen, with about half (45%) saying they were "satisfied." One in 10 stated that they were "somewhat not satisfied" and 4% were "not at all satisfied." Overall, satisfaction ratings remained stable from 2010 to 2011. However, overall satisfaction with City services has declined slightly since 2009 (92% "somewhat satisfied" or "satisfied").

Figure 18: Overall Satisfaction with City of Aspen Services

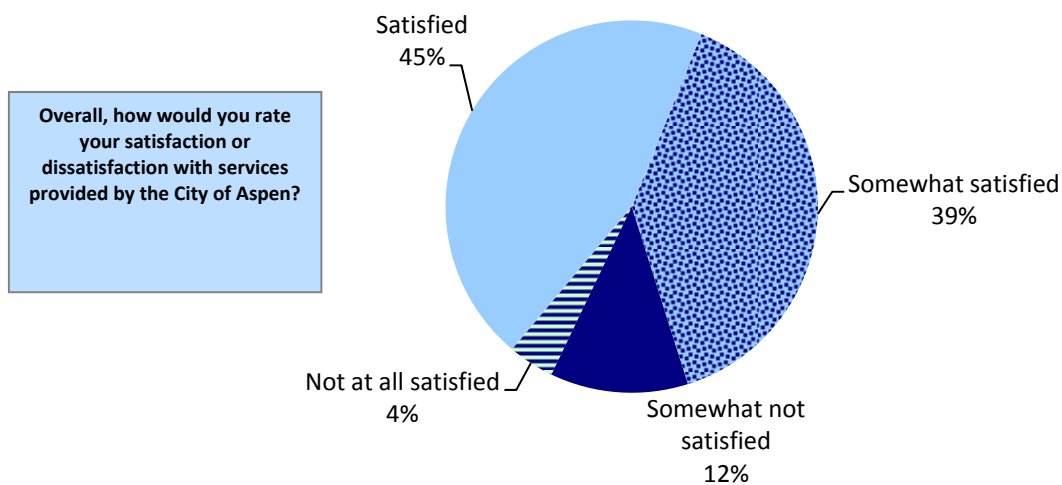
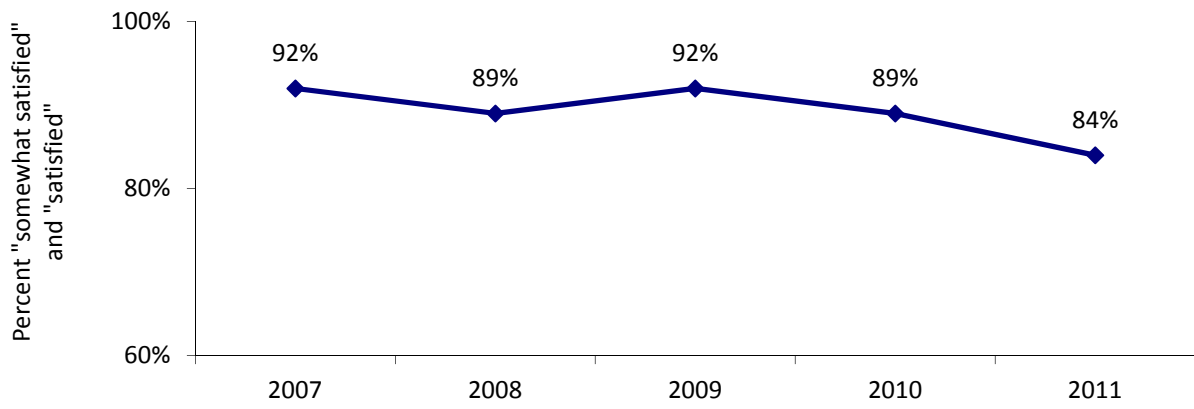


Figure 19: Overall Satisfaction with City of Aspen Services Compared Over Time



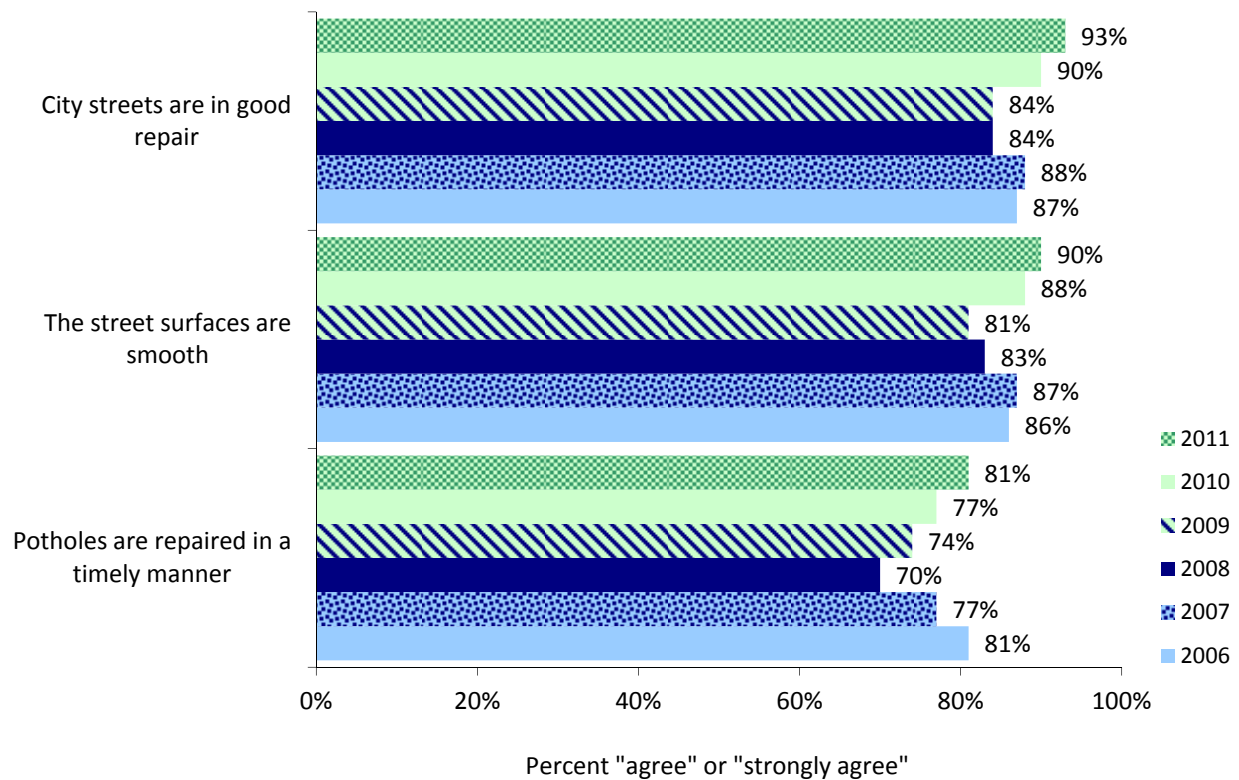
Street Maintenance

When asked to evaluate three different aspects of the streets in Aspen, 9 out of 10 voters agreed that the City streets were in good repair (93%) and that the street surfaces were smooth (90%). Four in five respondents agreed that potholes were repaired in a timely manner. Although the evaluations of City streets were similar from 2010 to 2011, ratings have continued trending upwards since 2009.

Figure 20: City Streets

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets?	Strongly agree	Agree	Disagree	Strongly disagree	Total
City streets are in good repair	23%	70%	7%	0%	100%
The street surfaces are smooth	20%	70%	9%	0%	100%
Potholes are repaired in a timely manner	20%	62%	17%	1%	100%

Figure 21: City Streets Compared Over Time



Snow Removal

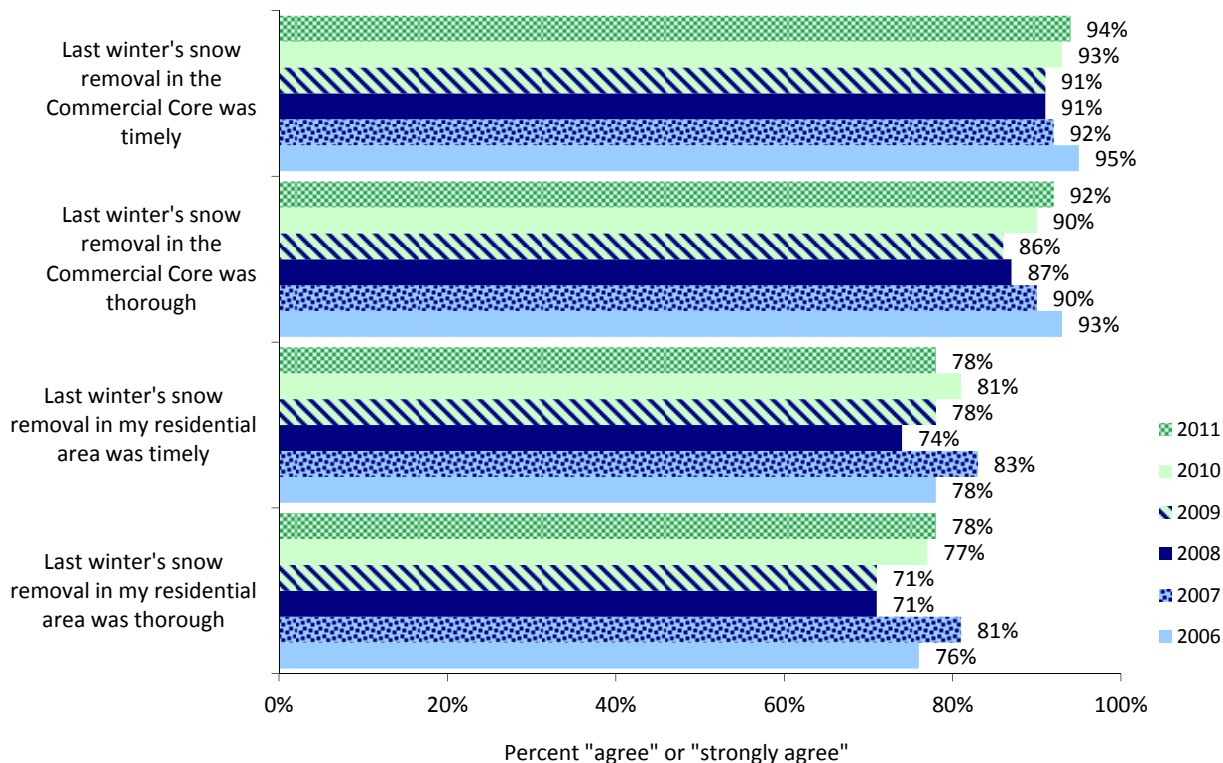
Voters were happier with the timeliness and thoroughness of snow removal in the Commercial Core than they were in the residential areas. More than 90% of respondents agreed that last winter's snow removal in the Commercial Core was timely and thorough. Slightly fewer voters thought that that snow removal in their residential area was timely and thorough. Still, 78% agreed with each statement. About three times as many respondents disagreed with each statement about residential snow removal than did those who disagreed with the statements about snow removal in the Commercial Core.

Agreement with the timeliness and thoroughness of snow removal in residential areas and the Commercial Core was similar from 2010 to 2011.

Figure 22: Snow Removal

With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, snow on City streets is removed according to the following priorities: first – emergency routes; second – the Commercial Core; third – residential areas. Given these priorities, do you agree or disagree with the following statements concerning snow removal?	Strongly agree	Agree	Disagree	Strongly disagree	Total
Last winter's snow removal in the Commercial Core was timely	34%	61%	4%	2%	100%
Last winter's snow removal in the Commercial Core was thorough	31%	61%	6%	2%	100%
Last winter's snow removal in my residential area was timely	28%	51%	17%	5%	100%
Last winter's snow removal in my residential area was thorough	27%	51%	16%	6%	100%

Figure 23: Snow Removal Compared Over Time

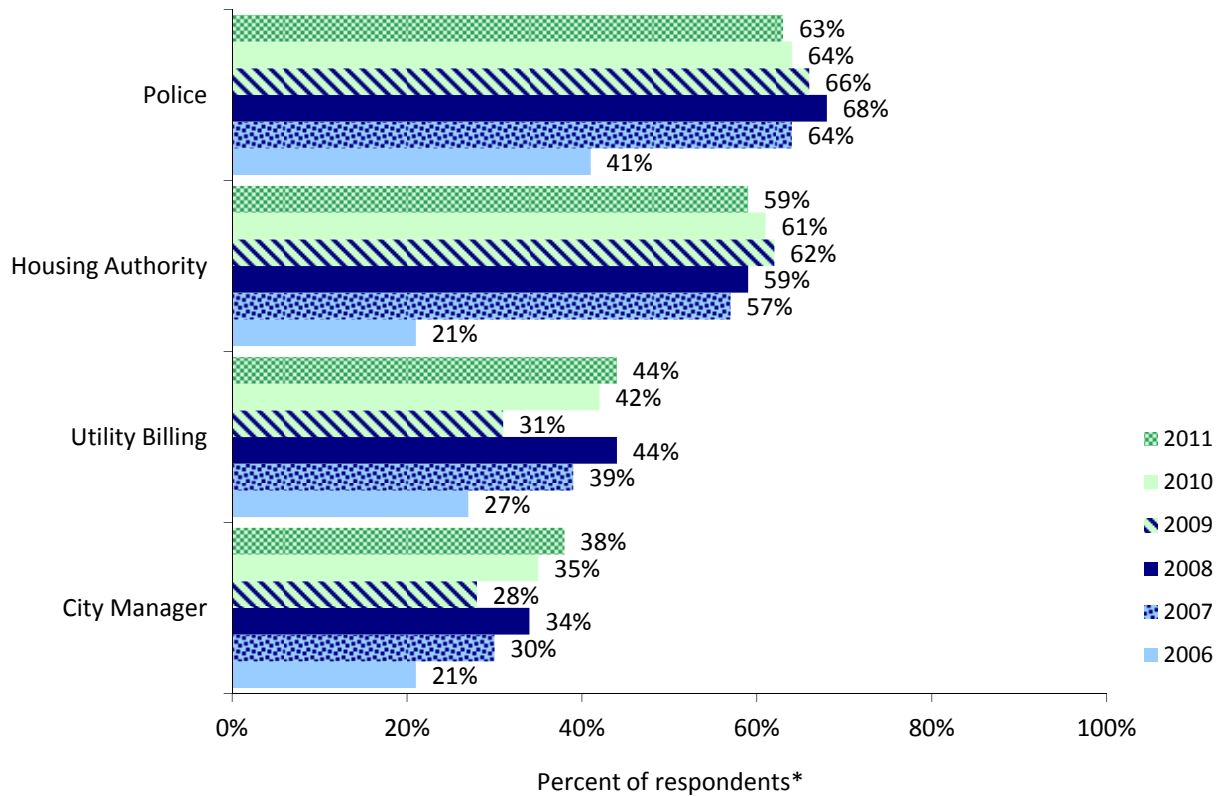


In 2007, there was a minor wording change in this section. The 2006 questions, "Last winter's snow removal was [timely/thorough] in [the Commercial Core/my residential area]" was changed to "Last winter's snow removal in [the Commercial Core/my residential area] was [timely/thorough]" in the switch from phone to mail methodology.

City Office Customer Service

Contact with four different City of Aspen offices in the 12 months prior to the survey was measured. Of the 188 voters who reported having contact with one of the four City offices in the last 12 months, a majority of respondents said they had experience with the Police (63%) and Housing Authority (59%). Forty-four percent said they contacted Utility Billing and 38% reported having contact with the City Manager’s Office. In 2011, voters contacted each City office in similar proportions as did those in 2010. However, since 2009, contact with Utility Billing and the City Manager’s office has been increasing.

Figure 24: Contact with City Compared Over Time



*Percents may total to more than 100% as respondents could choose more than one answer. Percentages shown in the figure above represent responses from 188 of the 277 registered voters who completed a survey in 2011.

City Department Performance and Responsiveness

Only those who had contact with City offices were asked to rate aspects of these offices. Thus, each of these items was evaluated by about one-third to two-thirds of all respondents and those who selected "don't know" or "not applicable" did not provide evaluations of the four City offices. Three-quarters or more of those who had an opinion felt positively about the services they received from each of the four departments.

Respondents voiced the most agreement with the services provided the by Utility Billing staff and the Police staff, with 90% or more agreeing with each statement. Voters were somewhat less likely to agree with each statement about the Housing Authority Office and City Manager's office, although about 80% agreed with each. Less than 10% of voters "strongly" disagreed with each statement about the four City offices.

Between 38% and 56% of voters said they had not had experience with the four City offices in the 12 months prior to the survey and selected "not applicable" to each item in this question. About half of respondents said they had not had contact with the City Manager's Office, Utility Billing or Housing Authority staff. Approximately two out of five said "not applicable" when asked to rate their experiences with Police staff (see *Appendix II: Complete Set of Survey Responses*).

Figure 25: Quality of City of Aspen Services

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?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The service provided by the City Manager's Office was accurate	26%	53%	13%	8%	100%
The service provided by the City Manager's staff was prompt	27%	55%	11%	7%	100%
The City Manager's staff was responsive	29%	53%	12%	7%	100%
The City Manager's staff was helpful	28%	55%	9%	8%	100%
The City Manager's staff was knowledgeable	26%	53%	15%	5%	100%
The City Manager's staff was informative	30%	54%	11%	5%	100%
The service provided by the Utility Billing staff was accurate	33%	62%	4%	1%	100%
The service provided by the Utility Billing staff was timely	34%	63%	3%	0%	100%
The Utility Billing staff was courteous in dealing with my situation or request	43%	56%	0%	1%	100%
The Utility Billing staff was knowledgeable in dealing with my situation or request	41%	52%	5%	1%	100%
The service provided by the Housing Authority Office staff was accurate	34%	44%	14%	8%	100%
The service provided by the Housing Authority Office staff was timely	36%	43%	16%	5%	100%
The Housing Authority Office staff was helpful	36%	44%	11%	9%	100%
The Housing Authority Office staff was knowledgeable	38%	44%	10%	8%	100%
The services provided by the Police staff were accurate	43%	48%	5%	5%	100%
The services provided by the Police staff were prompt	45%	47%	7%	2%	100%
The Police staff was courteous	53%	40%	5%	2%	100%

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?	Strongly agree	Agree	Disagree	Strongly disagree	Total
The Police staff was helpful	48%	42%	5%	4%	100%
The Police staff was knowledgeable	46%	45%	6%	4%	100%
The Police staff was informative	46%	45%	5%	3%	100%

In general, ratings for each department remained steady from 2010 to 2011, although respondents felt more positively about their interactions with the City Manager's Office in 2011. A higher proportion of voters in 2011 than in 2010 agreed with each of the following statements about the City Manager's Office and staff: the service provided by the City Manager's Office was accurate (79% "strongly agree" or "agree" in 2011 versus 70% in 2010), the service provided by the City Manager's staff was prompt (82% versus 73%) and the City Manager's staff was helpful (83% versus 73%).

Figure 26: Quality of City of Aspen Services Compared Over Time

Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the quality of services City of Aspen offices provided? (Percent "agree" or "strongly agree")	2011	2010	2009	2008	2007	2006
The service provided by the City Manager's Office was accurate	79%	70%	78%	67%	86%	86%
The service provided by the City Manager's staff was prompt	82%	73%	84%	73%	78%	84%
The City Manager's staff was responsive	82%	75%	82%	67%	77%	83%
The City Manager's staff was helpful	83%	73%	78%	65%	82%	NA
The City Manager's staff was knowledgeable	80%	79%	82%	66%	84%	85%
The City Manager's staff was informative	84%	78%	81%	64%	79%	NA
The service provided by the Utility Billing staff was accurate	95%	93%	95%	92%	94%	92%
The service provided by the Utility Billing staff was timely	97%	92%	92%	96%	93%	96%
The Utility Billing staff was courteous in dealing with my situation or request	99%	93%	90%	96%	95%	97%
The Utility Billing staff was knowledgeable in dealing with my situation or request	94%	88%	88%	88%	93%	93%
The service provided by the Housing Authority Office staff was accurate	78%	77%	81%	73%	83%	86%
The service provided by the Housing Authority Office staff was timely	79%	77%	84%	77%	79%	88%
The Housing Authority Office staff was helpful	80%	75%	86%	77%	78%	82%
The Housing Authority Office staff was knowledgeable	81%	79%	84%	75%	83%	82%
The services provided by the Police staff were accurate	90%	89%	93%	93%	88%	90%
The services provided by the Police Staff were prompt	92%	91%	97%	94%	93%	91%
The Police staff was courteous	93%	91%	96%	97%	91%	93%
The Police staff was helpful	91%	90%	95%	95%	89%	NA
The Police staff was knowledgeable	91%	89%	94%	95%	92%	91%
The Police staff was informative	91%	92%	94%	95%	89%	NA

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

Survey respondents also were given the opportunity to assess the overall performance and responsiveness of 19 different services of the City of Aspen government. Of the voters who had an opinion about each services, at least 8 in 10 stated they were “very” or “somewhat” satisfied with 14 of the 19 City services. GIS, Kids First and the Ice Garden received the highest evaluations, with more than 95% of respondents saying they were satisfied. Two-thirds or fewer were satisfied with Housing (68%), Engineering (68%), Community Development (67%) and Transportation and Parking (51%) services. One in five voters were “not at all satisfied” with the City Manager’s Office, Engineering or Transportation and Parking.

It should be noted that when rating satisfaction with these services, between one-quarter and three-quarters of respondents selected “don’t know” for all services except Transportation and Parking (see *Appendix II: Complete Set of Survey Responses*).

Figure 27: Performance and Responsiveness of City of Aspen Government

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following departments of the City of Aspen government?	Very satisfied	Somewhat satisfied	Somewhat not satisfied	Not at all satisfied	Total
GIS (Geographic Information System)	59%	40%	0%	1%	100%
Kids First	57%	42%	0%	2%	100%
Ice Garden	56%	39%	4%	0%	100%
City Clerk Office	60%	35%	3%	2%	100%
Police Department	54%	38%	4%	3%	100%
Electric	56%	36%	8%	0%	100%
Parks	59%	31%	5%	4%	100%
Recreation	53%	37%	9%	1%	100%
Golf	45%	43%	10%	2%	100%
Wheeler Opera House	52%	34%	9%	6%	100%
Water	48%	38%	7%	6%	100%
Environmental Health	46%	36%	8%	9%	100%
Streets	39%	41%	18%	2%	100%
Finance Window (RETT, sales tax, and other payments to the city)	41%	36%	12%	11%	100%
City Manager Office	37%	38%	8%	17%	100%
Housing	34%	34%	18%	14%	100%
Engineering	34%	34%	11%	21%	100%
Community Development	29%	38%	17%	16%	100%
Transportation and Parking	27%	24%	28%	21%	100%

More respondents in 2011 than in 2010 were satisfied with the overall performance and responsiveness of the GIS services (99% "very" or "somewhat" satisfied in 2011 versus 87% in 2010). A decrease in ratings was seen for Streets (79% versus 88%) and the Finance Window (77% versus 87%). Evaluations for all other services were the same from 2010 to 2011.

Figure 28: Performance and Responsiveness of City of Aspen Government Compared Over Time

In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following departments of the City of Aspen government? (Percent "somewhat satisfied" or "very satisfied")	2011	2010	2009	2008	2007	2006
GIS (Geographic Information System)	99%	87%	92%	95%	NA	NA
Kids First	98%	90%	90%	90%	94%	96%
Ice Garden	96%	93%	89%	97%	98%	99%
City Clerk Office	95%	91%	87%	98%	97%	97%
Police Department	93%	90%	92%	94%	88%	92%
Electric	92%	92%	94%	94%	93%	100%
Parks	91%	95%	95%	93%	97%	95%
Recreation	90%	96%	95%	96%	94%	97%
Golf	88%	85%	89%	90%	84%	95%
Wheeler Opera House	86%	94%	92%	96%	97%	98%
Water	86%	92%	90%	92%	97%	98%
Environmental Health	83%	79%	90%	89%	83%	89%
Streets	79%	88%	86%	79%	86%	91%
Finance Window (RETT and sales tax payments, other payments to the city)	77%	87%	NA	NA	NA	NA
City Manager Office	75%	74%	73%	63%	82%	88%
Housing	68%	72%	73%	67%	76%	77%
Engineering	68%	70%	75%	74%	78%	86%
Community Development	67%	71%	63%	54%	68%	71%
Transportation & Parking	51%	59%	56%	59%	57%	74%

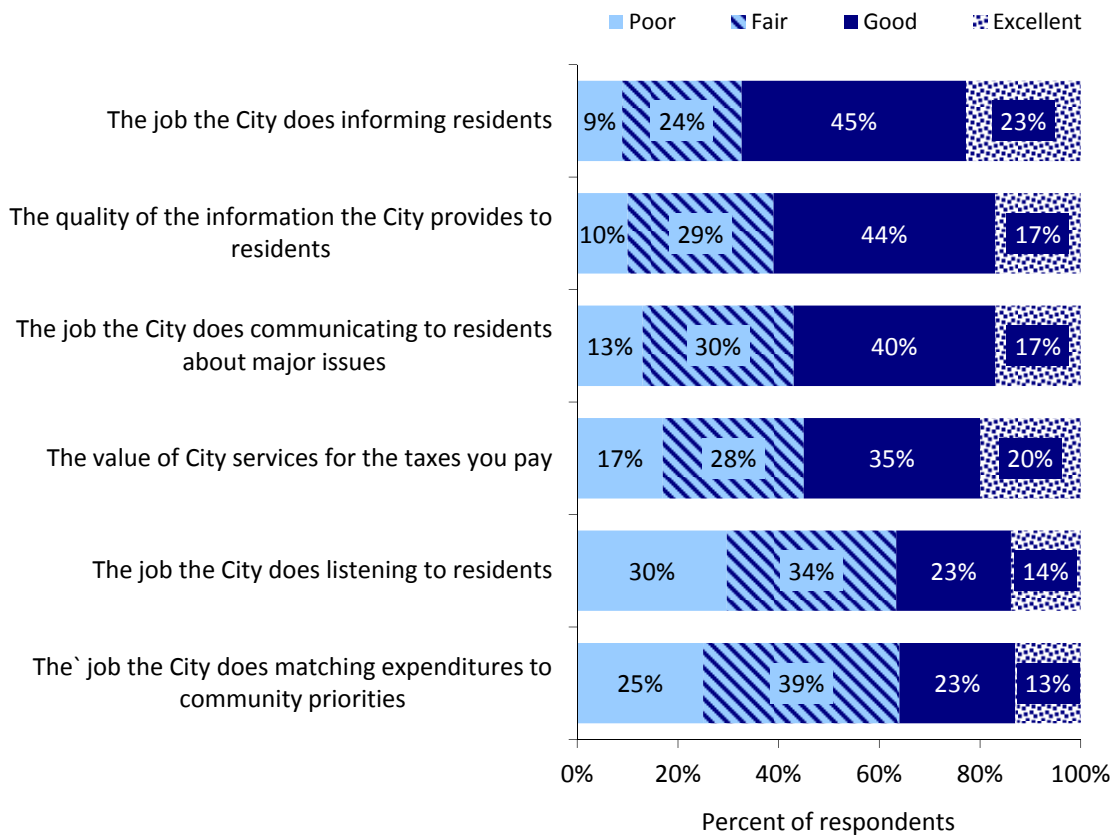
In 2006, the scale used in the telephone survey, "Very satisfied, Somewhat satisfied, Not very satisfied, Not at all satisfied" was changed to "Satisfied, Somewhat satisfied, Somewhat not satisfied, Not at all satisfied." In 2009, the scale was changed back to the original in 2006: "Very satisfied, Somewhat satisfied, Not very satisfied, Not at all satisfied."

Public Trust

For the second time since the inception of the Aspen Citizen Survey, voters were asked to evaluate their trust in the local government, with the addition of two new items: the job the city does communicating to residents about major issues and the job the City does at matching expenditures to community priorities.

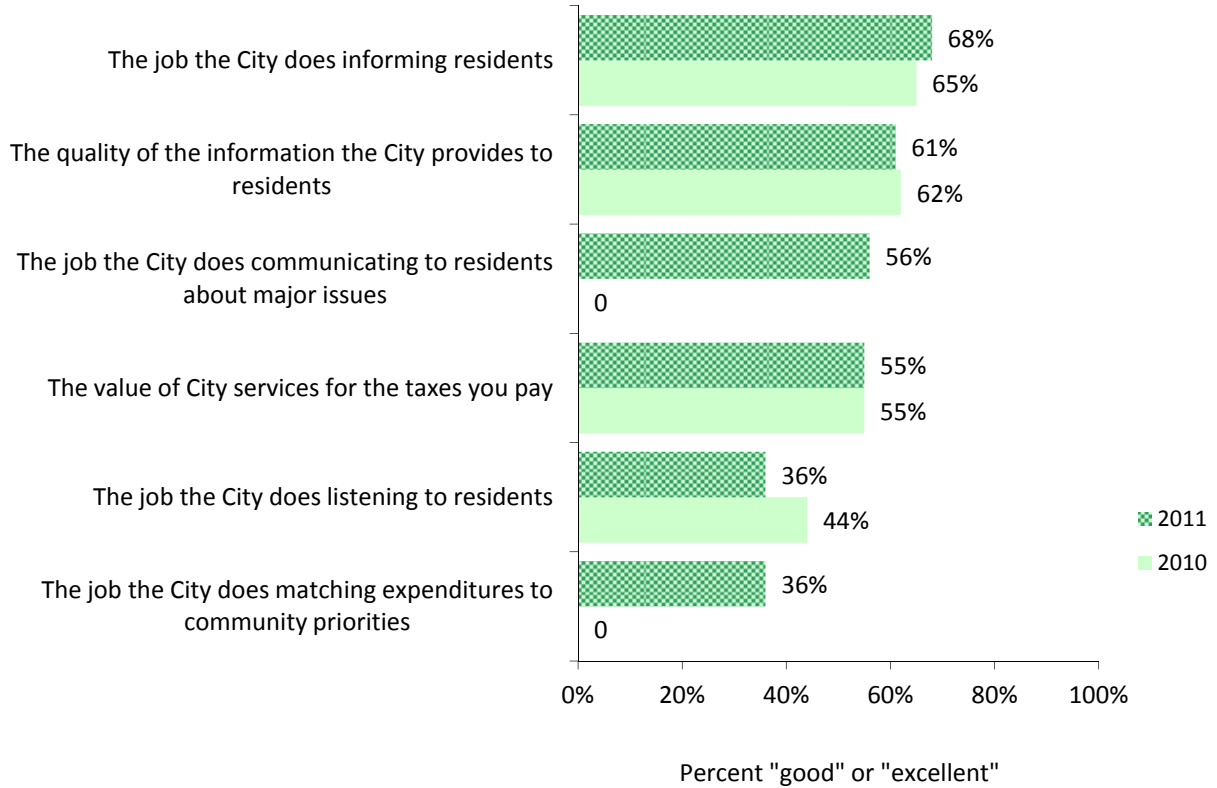
Two-thirds of respondents said that the City does a “good” or “excellent” job informing residents and 61% said that the quality of the information the City provides to residents was “good” or better. About half believed that the job the City does at communicating to residents about major issues (56%) and the values of services they receive for the taxes paid (55%) “good” or “excellent.” About one-third of voters said that the City at least does a “good” job listening to residents (36%) and matching expenditures to community priorities (36%).

Figure 29: City of Aspen Government Performance



Of the four aspects of City government performance that could be compared between 2010 and 2011, all remained stable. Although not a significant difference, slightly fewer respondents gave favorable ratings to the City's ability to listen to residents.

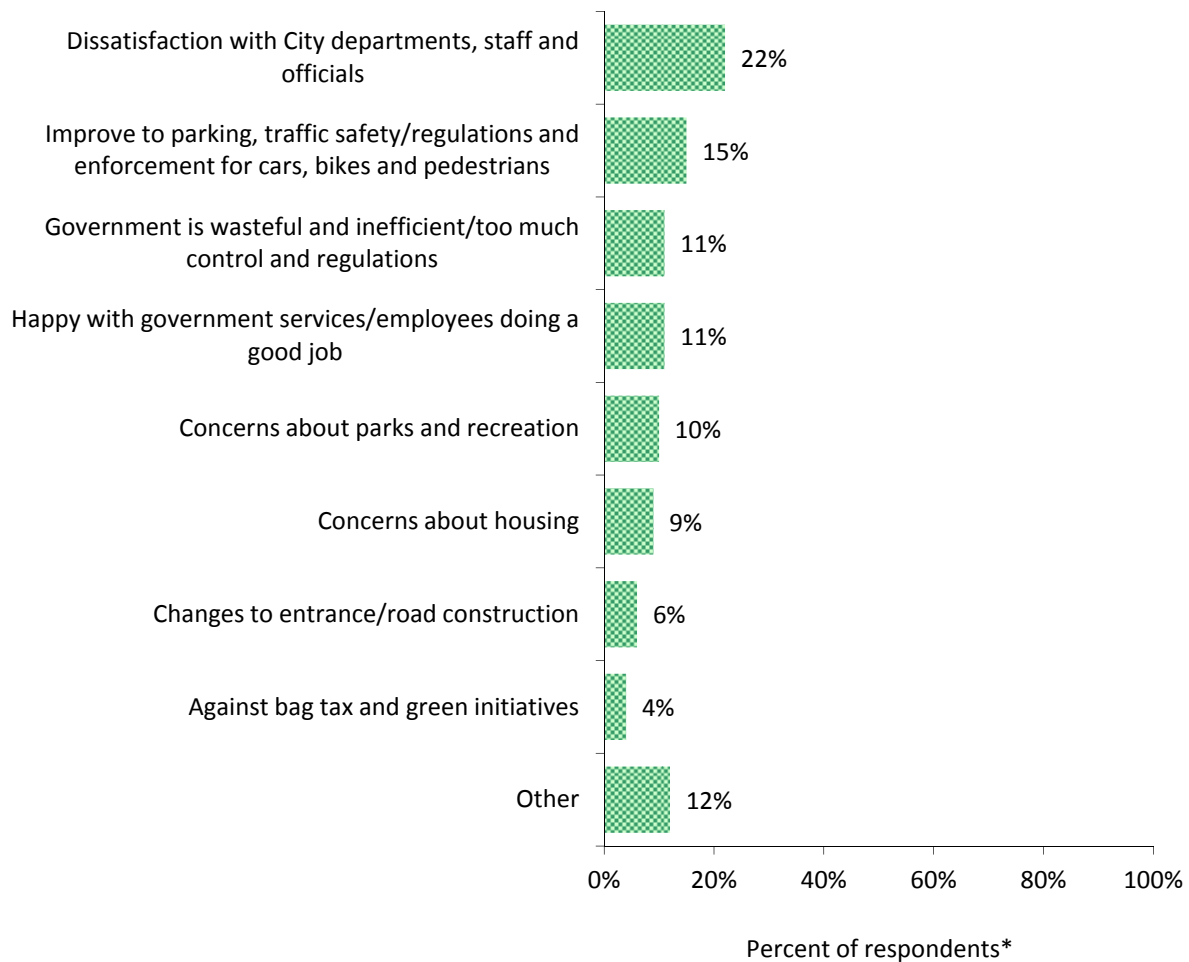
Figure 30: City of Aspen Government Performance Compared Over Time



Additional Comments About City Services

Voters responding to the survey could provide feedback, in their own words, about “any City of Aspen services.” Of the 110 respondents that chose to write-in a response, about one in five voiced dissatisfaction with City departments, staff and officials. Fifteen percent of voters mentioned issues with parking, traffic safety and enforcing transportation-related regulations. Eleven percent thought that government spending was wasteful and that there was too much governmental control, and another 11% said that they were happy with City services and thought the City was doing a great job. Ten percent or less mentioned any of the other items. Responses to this question, including the “other” responses, can be found in *Appendix III: Verbatim Responses*.

Figure 31: Additional Feedback About City Services



*Results in the figure above are of the 110 respondents who chose to write-in a response.

PUBLIC INFORMATION

Several survey questions gauged how respondents get information about the City of Aspen, use of the City's Web site and knowledge of and concern with a number of issues facing the community.

Information Sources

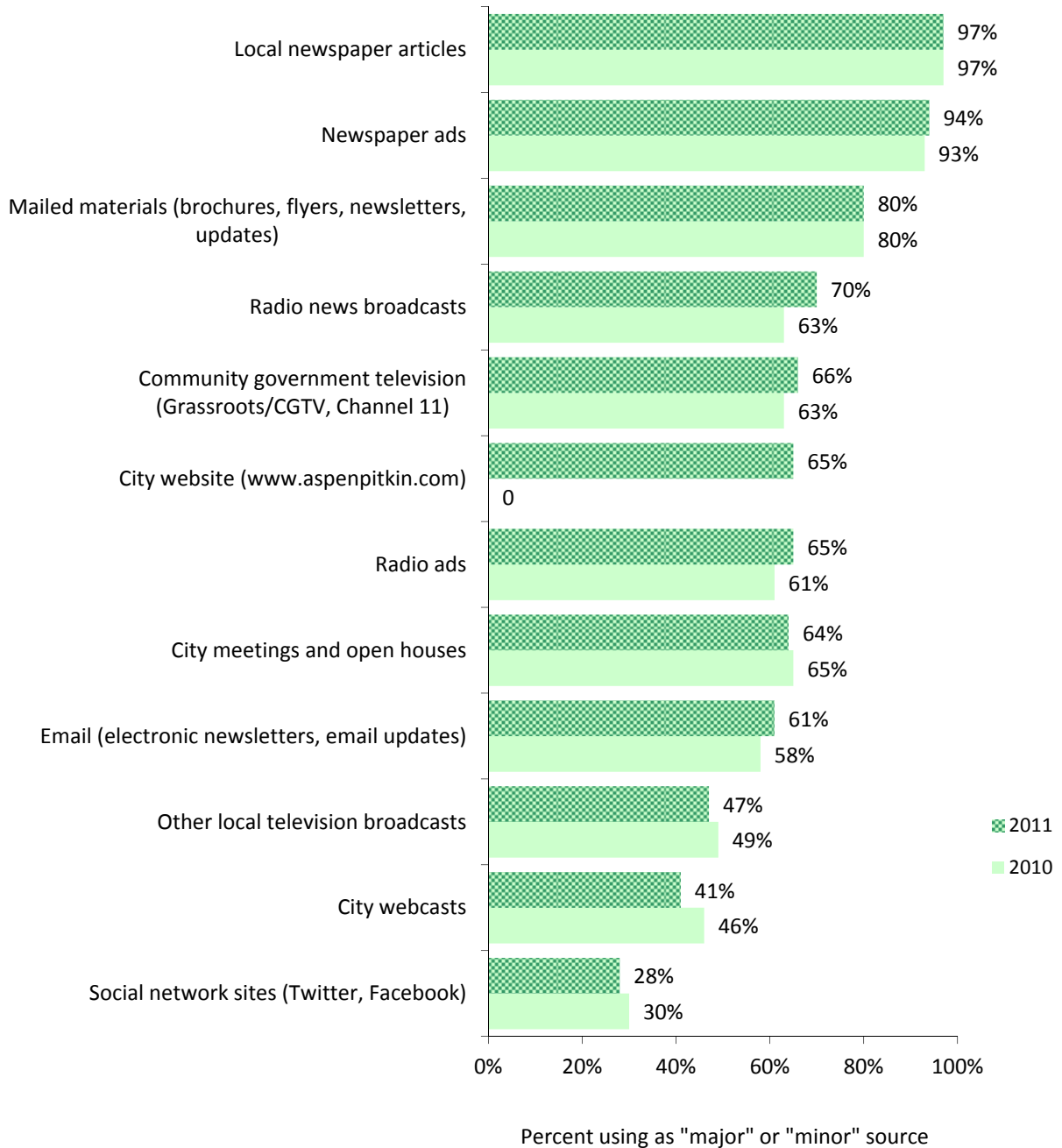
As in 2010, the survey assessed where respondents received their information about the City of Aspen. Of the list of 12 different information sources provided to respondents, nearly all said that they used local newspaper articles (97% "major" or "minor" source) and newspaper ads (94%). Eight in 10 reported using mailed materials to get City information and 70% indicated radio news broadcasts was how they received information about the City. The least used sources for information about the City were other local television broadcasts (47%), City webcasts (41%) and social network sites (28%).

Figure 32: Sources of Information About City of Aspen

Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Aspen.	Major source	Minor source	Not a source	Total
Local newspaper articles	77%	20%	3%	100%
Newspaper ads	60%	35%	6%	100%
Mailed materials (brochures, flyers, newsletters, updates)	37%	43%	20%	100%
Radio news broadcasts	26%	44%	30%	100%
Community government television (Grassroots/CGTV, Channel 11)	22%	43%	34%	100%
City website (www.aspenpitkin.com)	28%	37%	35%	100%
Radio ads	21%	44%	35%	100%
City meetings and open houses	20%	44%	36%	100%
Email (electronic newsletters, email updates)	26%	35%	39%	100%
Other local television broadcasts	12%	35%	53%	100%
City webcasts	8%	33%	59%	100%
Social network sites (Twitter, Facebook)	4%	24%	72%	100%

When comparing use of information sources over time, the relative order of preferred sources stayed the same from 2010 to 2011. Overall, use of each as a "major" or "minor" source for information about the City remained unchanged.

Figure 33: Sources of Information About City of Aspen Compared Over Time

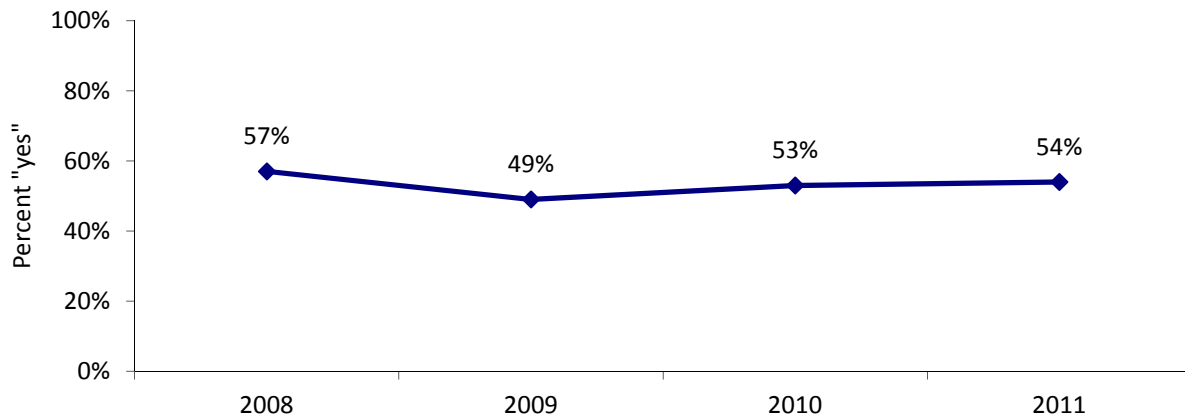


Please note: Prior to 2011, "Community government television (Grassroots/CGTV, Channel 11)" was "Community government television (CGTV, Channel 11)".

City Web Site

The use and quality of the City's Web site was measured through the survey. As in 2010, about half of respondents indicated they had used the City's Web site in the 12 months prior to the survey.

Figure 34: Use of City's Web Site Over Time



Please note: Prior to 2011, this question wording did not include the City's Web site address (www.aspenpitkin.com).

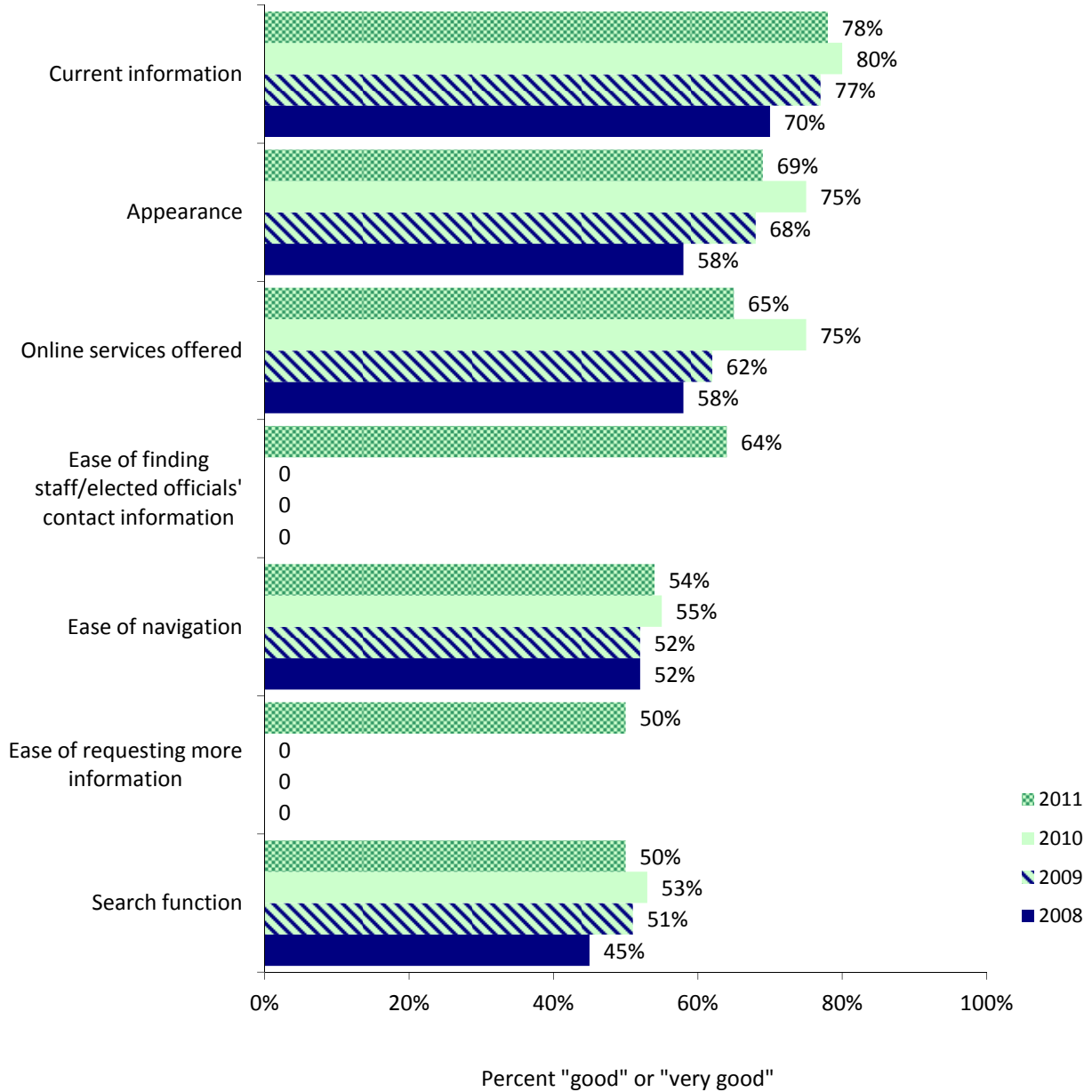
Those who reported using the City's Web site in the prior 12 month period were asked to rate a number of different aspects of the site. Generally, half or more of voters having been to the City's Web site rated each aspect as "good" or "very good." The most favorable ratings were given to the Web site's information being current (78% "good" or better), appearance (69%) and the online services offered (65%). The ease of requesting more information and the City Web site search function each received "good" or "very good" ratings from 50% of respondents, with about a quarter saying each of these aspects were "bad" or "very bad."

Figure 35: Quality of City's Web Site

If you used the City's Web site in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Current information	20%	58%	18%	3%	2%	100%
Appearance	22%	47%	23%	6%	2%	100%
Online services offered	19%	46%	27%	6%	2%	100%
Ease of finding staff/elected officials' contact information	21%	43%	25%	9%	1%	100%
Ease of navigation	19%	36%	31%	13%	1%	100%
Ease of requesting more information	18%	32%	30%	17%	4%	100%
Search function	15%	35%	25%	23%	2%	100%

Five of the seven aspects of the Web site could be compared over time. Most ratings remained stable from 2010 to 2011, except for the online services offered on the City's site, which decreased (75% "good" or "very good" in 2010 versus 65% in 2011).

Figure 36: Quality of City's Web Site Compared Over Time

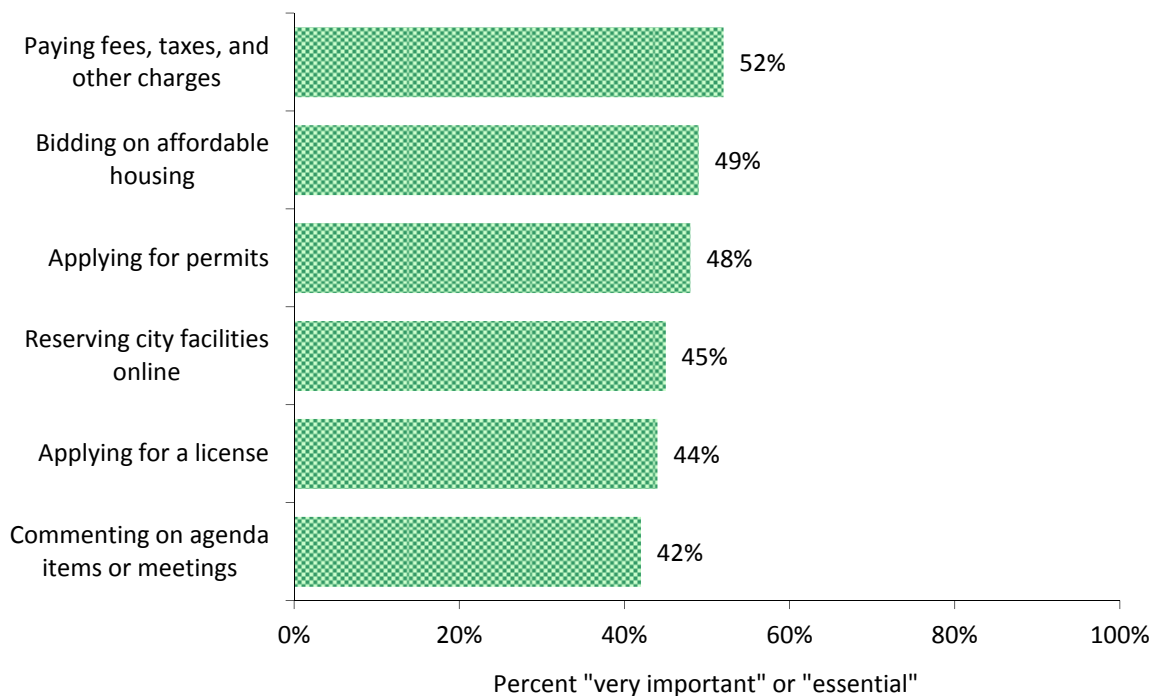


A new question was added to the 2011 survey asking respondents to rate how important, if at all, it was to add or enhance a list of six features or services on the City’s Web site. Half of respondents felt that it was “very important” or “essential” that paying fees, taxes, and other charges (52%), bidding on affordable housing (49%) and applying for permits (48%) were made available on the Web site. Slightly fewer (4 in 10 respondents) thought that reserving City facilities online (45%), applying for a license (44%) and commenting on agenda items or meetings (42%) should be offered on the City’s Web site. Between one-fifth and one-quarter of respondents felt that each of the six features was “not at all important.”

Figure 37: Ratings of Importance of City Web Site Features

How important, if at all, is it to you that each of the following features or services be added to or enhanced on the City of Aspen website?	Essential	Very important	Somewhat important	Not at all important	Total
Paying fees, taxes, and other charges	16%	35%	30%	19%	100%
Bidding on affordable housing	20%	28%	25%	26%	100%
Applying for permits	15%	33%	31%	21%	100%
Reserving city facilities online	11%	34%	34%	22%	100%
Applying for a license	13%	31%	32%	23%	100%
Commenting on agenda items or meetings	14%	28%	38%	20%	100%

Figure 38: Importance of City Web Site Features

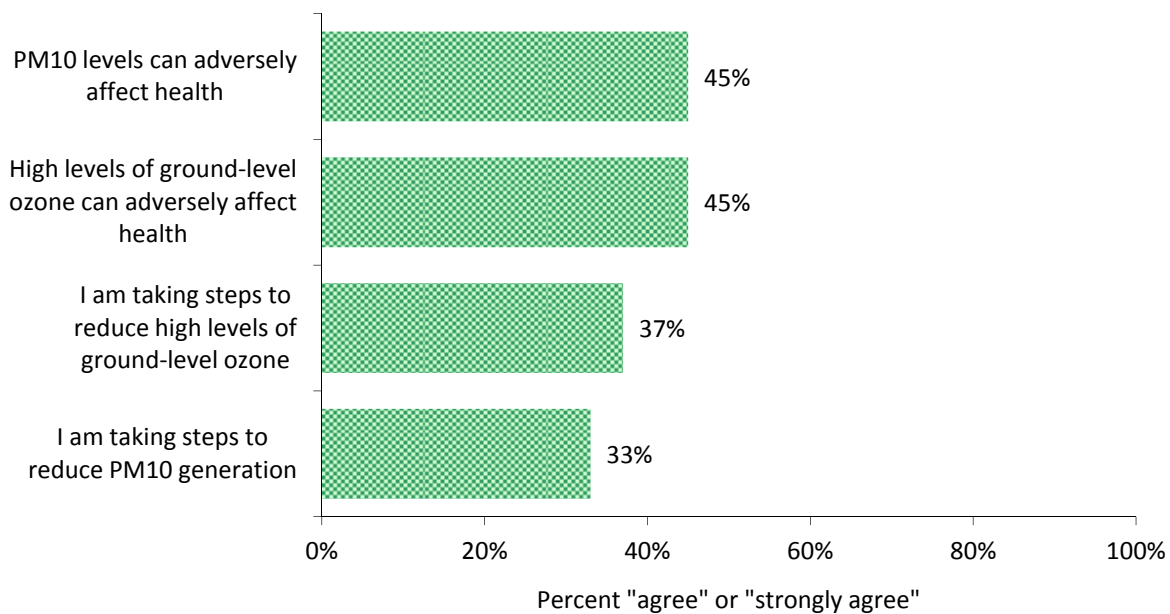


Knowledge of Environmental Issues and Programs

Although previous versions of the citizen survey have assessed respondent awareness and knowledge of air pollutants, a new question was added to the 2011 survey that allowed respondents to rate their level of agreement with four different statements about air pollution.

In general, less than half of respondents agreed or “strongly” agreed with each statement. Forty-five percent of voters agreed that PM10 levels could adversely affect health and that high levels of ground-level ozone could affect their health. One-third of respondents believed that they were taking steps to reduce high levels of ground-level ozone (37%) and PM10 generation (33%).

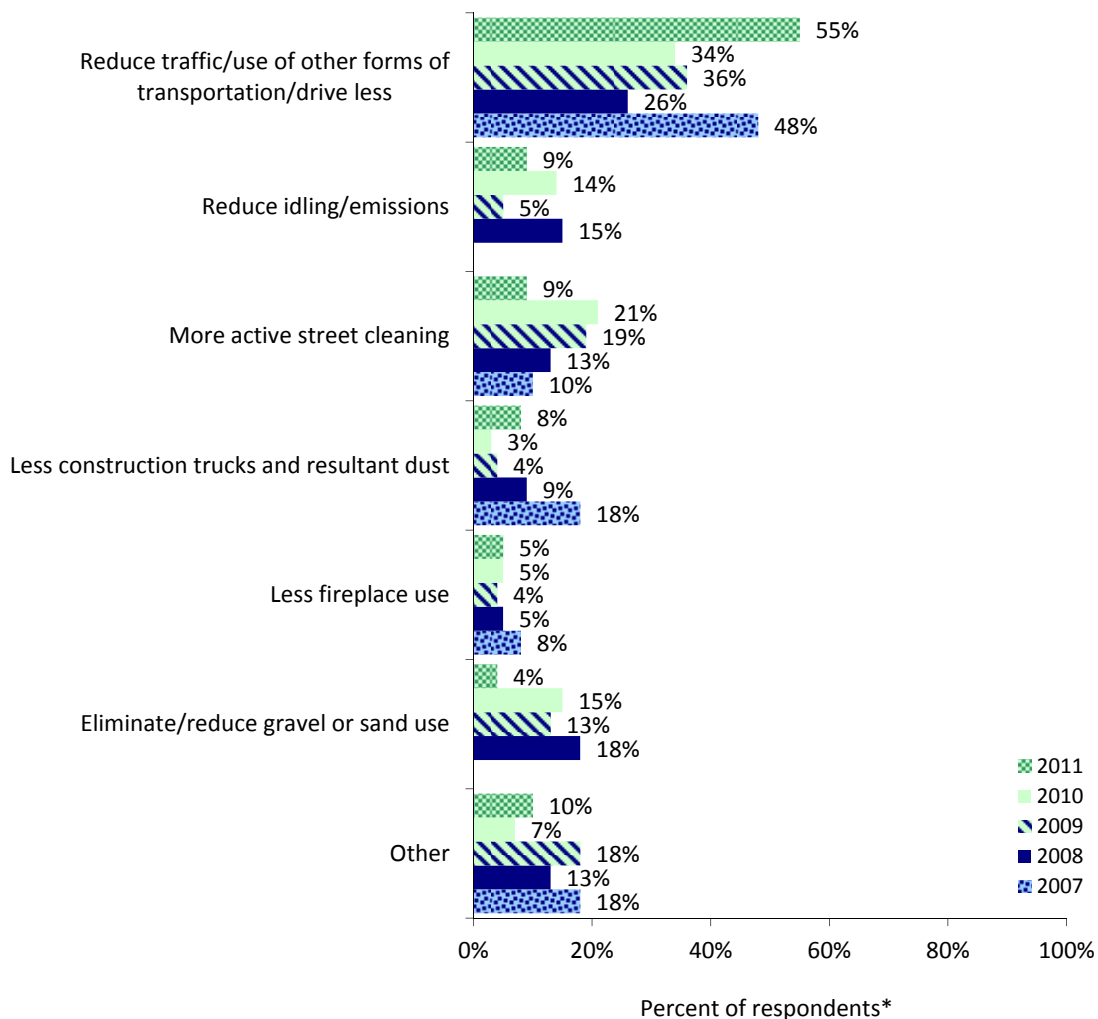
Figure 39: Knowledge of Air Pollutants



All respondents in 2011 were asked to name one action to reduce PM10 generation. However, in previous survey years, this question was asked only of those who were aware of and believed that high levels of PM10 could adversely affect their health. In 2011, the majority of respondents mentioned that reducing traffic, driving less or using other forms of transportation was a way to reduce PM10 generation. This also was the most frequently mentioned action in prior survey years. About 10% listed reducing automobile idling and emissions (9%), more active street cleaning (9%) and less construction trucks and dust (8%) as ways to reduce PM10 generation. Five percent or less said that reducing fireplace use and eliminating or reducing gravel or sand use could reduce PM10 levels. See *Appendix III: Verbatim Responses* for a full list of verbatim responses to this question including "other" responses.

A higher proportion of voters in 2011 than in 2010 mentioned traffic reduction and using other forms of transportation as a way to generate less PM10 (55% versus 34%, respectively). In 2011, fewer respondents than in 2010 said that more active street cleaning (9% versus 21%) and using less gravel or sand (4% versus 15%) could reduce PM10 generation. Difference in ratings may be at least partially attributable to changes in question structure and wording.

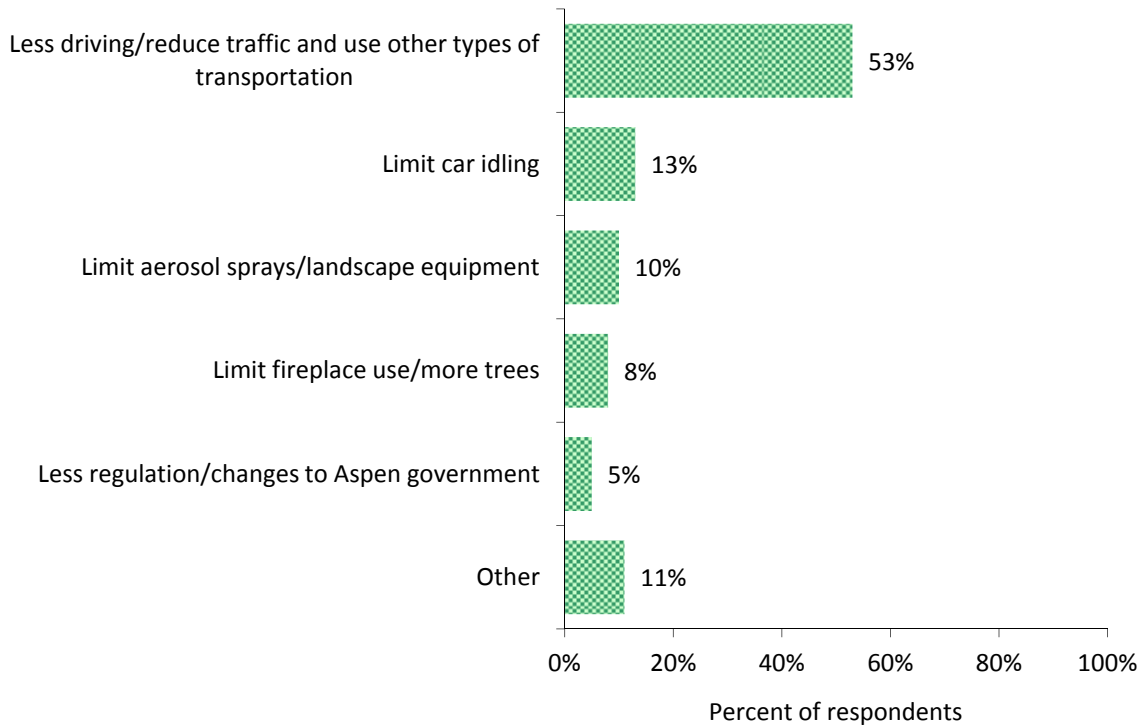
Figure 40: Knowledge of Actions to Reduce PM10 Compared Over Time



*Prior to 2011, these results were of only those who said "yes" when asked if they could name at least one action that can be taken in order to reduce PM10. In 2011, all respondents were eligible to answer the question, which was an open-ended question that allowed respondents to write, in their own words, one action to reduce PM10 generation.

In addition to listing one action to reduce PM10 generation and new to the 2011 survey, voters also were asked to name one thing to reduce high levels of ground-level ozone. Responses to this question were similar to those given to the previous question about PM10 reduction. Fifty-three percent of voters listed driving less, reducing traffic and using other types of transportation as a way to reduce ground-level ozone. One in 10 mentioned limiting car idling, limiting aerosol sprays and landscape equipment use and limiting fireplace use or planting more trees as actions that could be taken to reduce levels of ground-level ozone. Five percent of respondents said less regulations and changes to the Aspen City government would be a way to reduce ground-level ozone and 11% listed an "other" action (see *Appendix III: Verbatim Responses* for a complete set of responses to this question).

Figure 41: Knowledge of Actions to Reduce Ground-level Ozone



When asked how familiar they were with the City's ZGreen Program, most respondents were unfamiliar with the program for events, businesses and citizens. Forty percent of respondents said they were "very" or "somewhat" familiar with the ZGreen program for events and one-third of voters were familiar with each of the program for businesses and citizens. Four in 10 respondents said they were "very" unfamiliar with each ZGreen program.

An increase from 2010 to 2011 was seen in the level of familiarity with the ZGreen program for events (29% familiar in 2010 versus 40% in 2011) and citizens (27% versus 35%, respectively). Ratings of familiarity with the program for businesses were similar, although a slight increase was noted.

Figure 42: Familiarity with City's ZGreen Program

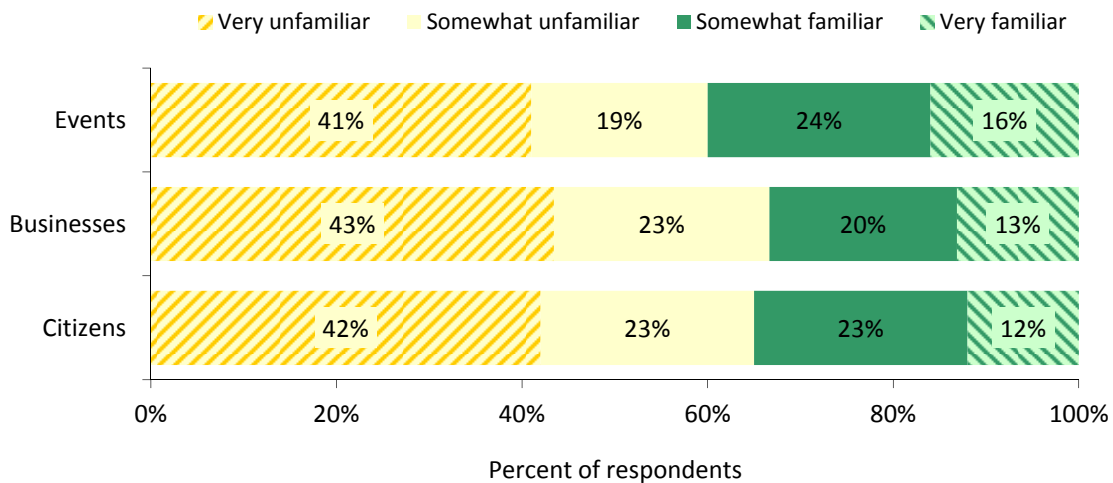
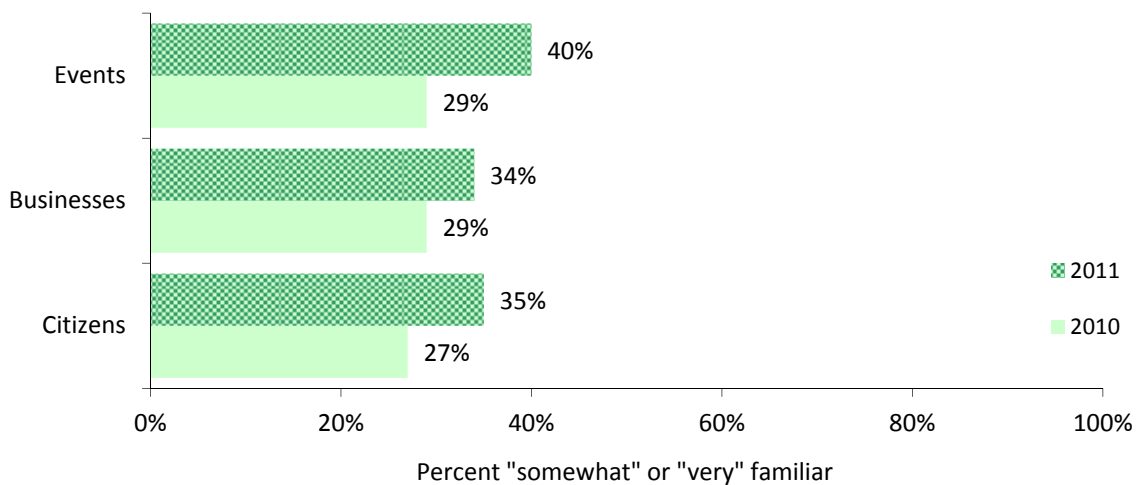


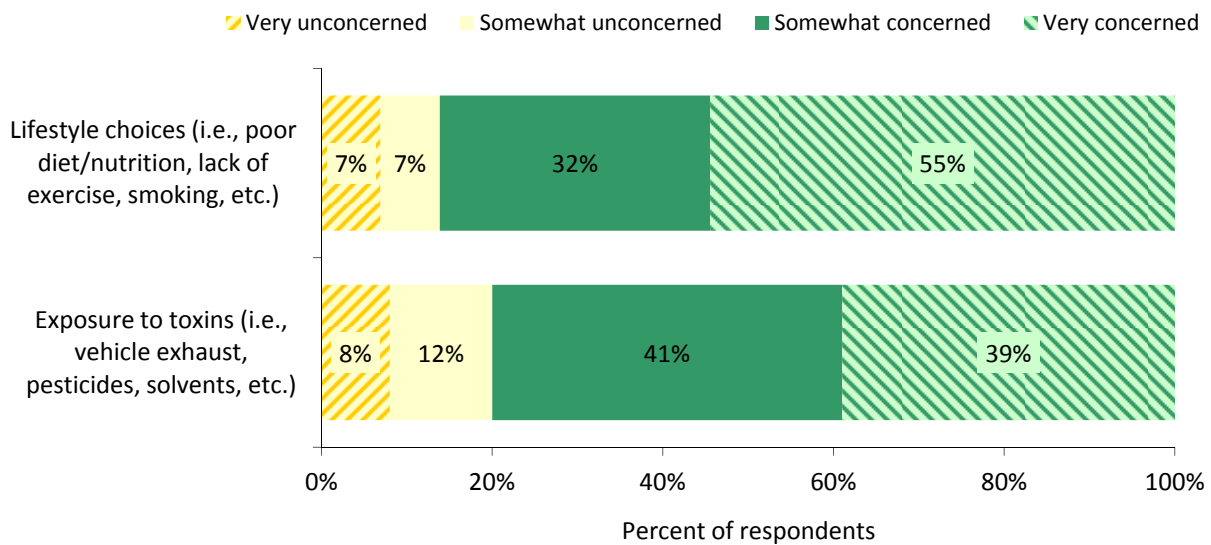
Figure 43: Familiarity with City's ZGreen Program Compared Over Time



Concerns About Community Problems

Two new questions on the 2011 survey assessed respondent’s concern with a number of issues affecting the community. Respondents were asked how concerned, if at all, they felt the average person should be about two specific factors increasing their risk for cancer. About 9 in 10 respondents were “somewhat” or “very” concerned that lifestyle choices such as poor diet and nutrition, lack of exercise and smoking could increase the average person’s risk for cancer, with over half stating they were “very” concerned. Eight percent of voters were concerned that exposure to toxins such as vehicle exhaust, pesticides and solvents increased cancer risk; 39% felt “very” concerned.

Figure 44: Concern About Community Problems

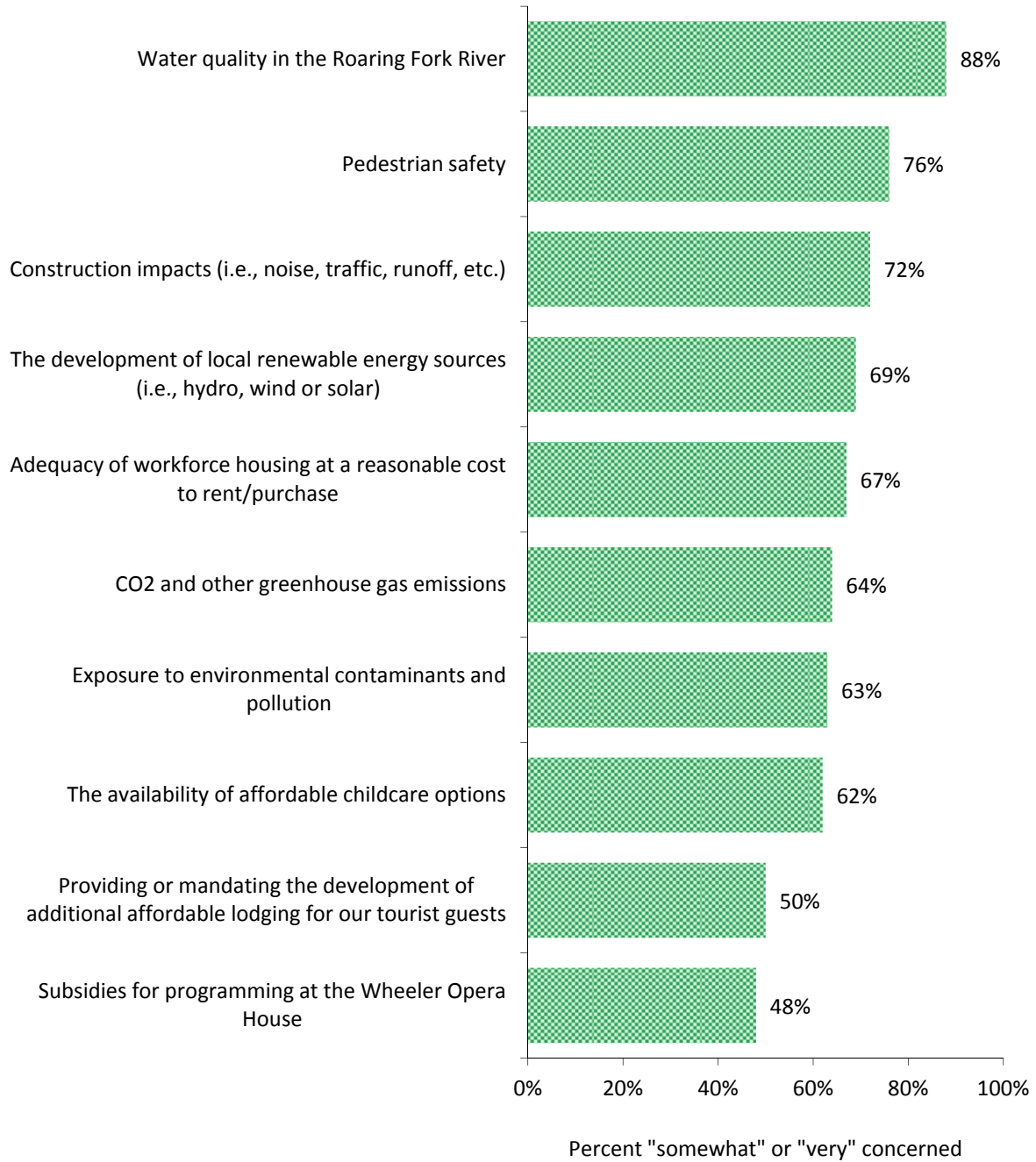


When asked to indicate their level of concern with a list of 10 potential community issues and needs, about half or more of voters were “somewhat” or “very” concerned about each. Respondents voiced the most concern about the water quality in the Roaring Fork River (88% concerned), pedestrian safety (76%) and construction impacts such as noise, traffic and runoff (72%). The issues that were of less concern were providing or mandating the development of additional affordable lodging for tourists (50%) and subsidies for programming at the Wheeler Opera House (48%). One-quarter were “very unconcerned” with these two issues.

Figure 45: Ratings of Concern with Potential Community Issues and Needs

Thinking about the Aspen community and its needs, how concerned, if at all, are you about each of the following:	Very concerned	Somewhat concerned	Somewhat unconcerned	Very unconcerned	Total
Water quality in the Roaring Fork River	57%	31%	7%	5%	100%
Pedestrian safety	46%	30%	17%	6%	100%
Construction impacts (i.e., noise, traffic, runoff, etc.)	37%	35%	20%	9%	100%
The development of local renewable energy sources (i.e., hydro, wind or solar)	36%	32%	15%	16%	100%
Adequacy of workforce housing at a reasonable cost to rent/purchase	37%	29%	18%	16%	100%
CO2 and other greenhouse gas emissions	31%	33%	20%	16%	100%
Exposure to environmental contaminants and pollution	31%	32%	23%	15%	100%
The availability of affordable childcare options	28%	34%	19%	18%	100%
Providing or mandating the development of additional affordable lodging for our tourist guests	20%	30%	24%	26%	100%
Subsidies for programming at the Wheeler Opera House	14%	34%	29%	24%	100%

Figure 46: Concerns with Potential Community Issues and Needs

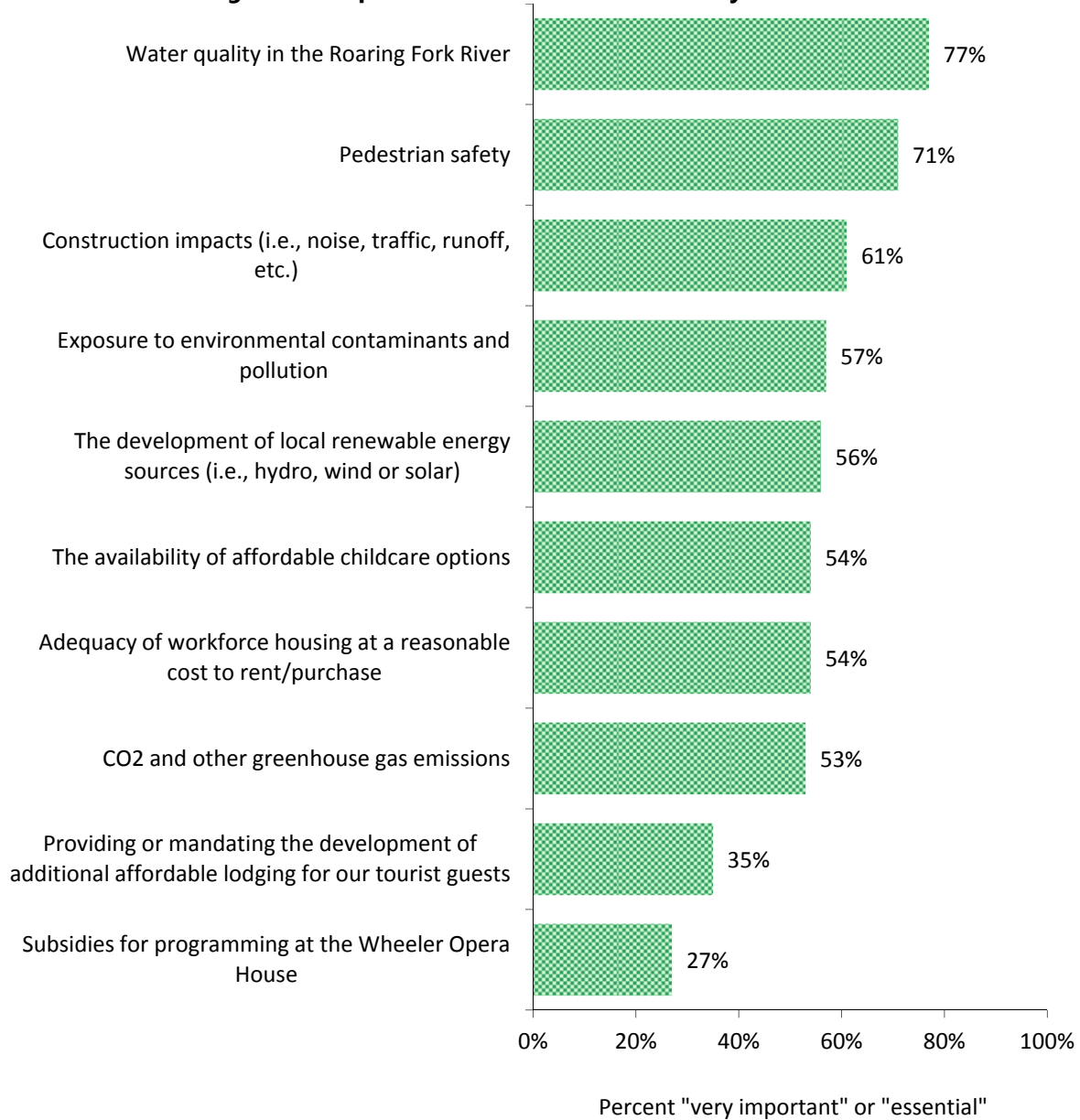


Survey respondents were provided the same list of 10 potential community issues and asked to rate how important, if at all, it was for the City to take action on each. Generally, the level of concern dictated the level of importance for most issues. A majority of voters felt that the water quality of the Roaring Fork River (77% "very important" or "essential"), pedestrian safety (71%) and construction impacts (61%) were the most important issues on which the City should take action. Providing or mandating additional lodging for tourists (35% "very important" or "essential") and subsidies for programming at the Wheeler Opera House (27%) were much less important issues for respondents, with one-third stating that each of these were "not at all important."

Figure 47: Ratings of Importance of Potential Community Issues and Needs

After thinking about how concerned you are, how important, if at all, is it for the City government take action on each of the following:	Essential	Very important	Somewhat important	Not at all important	Total
Water quality in the Roaring Fork River	48%	28%	18%	5%	100%
Pedestrian safety	41%	30%	22%	7%	100%
Adequacy of workforce housing at a reasonable cost to rent/purchase	33%	21%	28%	18%	100%
Construction impacts (i.e., noise, traffic, runoff, etc.)	32%	30%	26%	13%	100%
The development of local renewable energy sources (i.e., hydro, wind or solar)	31%	25%	24%	20%	100%
Exposure to environmental contaminants and pollution	28%	29%	27%	16%	100%
CO2 and other greenhouse gas emissions	25%	28%	28%	19%	100%
The availability of affordable childcare options	22%	33%	28%	17%	100%
Providing or mandating the development of additional affordable lodging for our tourist guests	14%	20%	30%	36%	100%
Subsidies for programming at the Wheeler Opera House	7%	20%	40%	33%	100%

Figure 48: Importance of Potential Community Issues and Needs



SAFETY

Similar to previous years, Aspen voters reported feeling extremely safe in all areas of Aspen both during the day and at night, with 96% or more agreeing with statements about safety in and around Aspen as a whole, in their neighborhood and in the Commercial Core. About two-thirds or more “strongly” agreed with each of these statements. A somewhat smaller proportion of respondents (71%) agreed that they felt safe crossing Main Street. This was a higher proportion of respondents than in 2010 (65%).

Figure 49: Feelings of Safety in Aspen

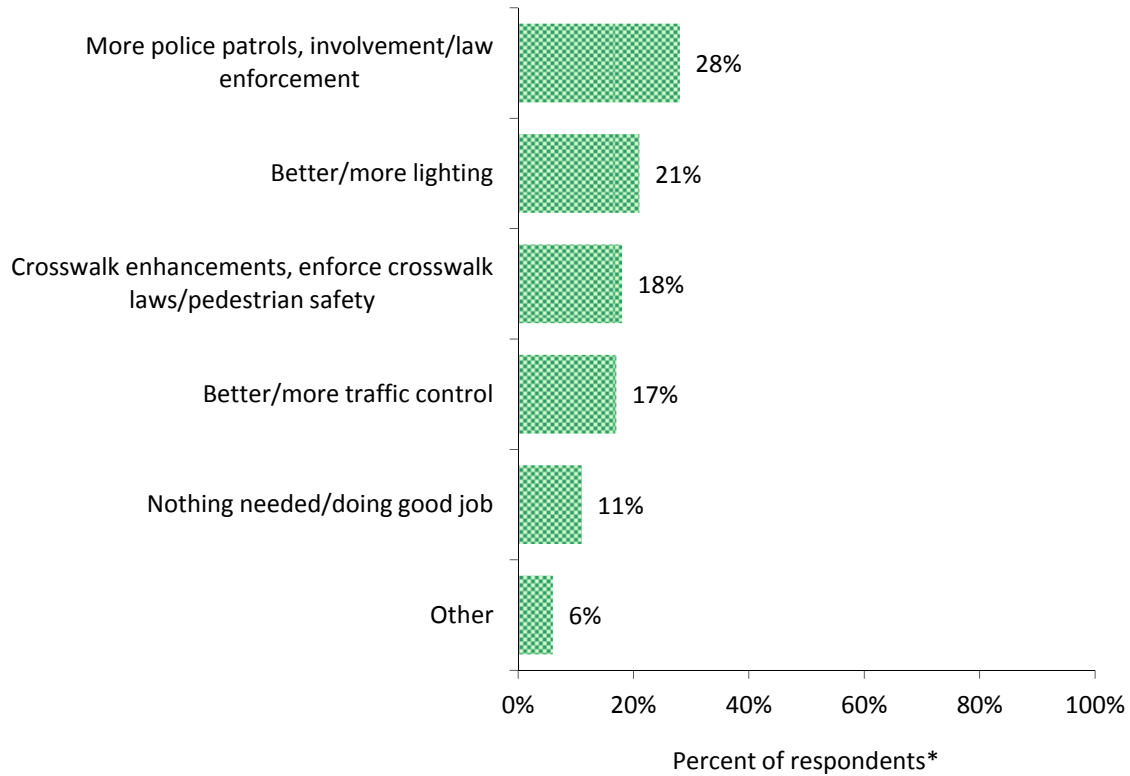
To what extent do you agree or disagree with the following statements about feeling safe in Aspen?	Strongly agree	Agree	Disagree	Strongly disagree	Total
I feel safe in my neighborhood during the day	82%	17%	0%	0%	100%
I feel safe in the Commercial Core during the day	81%	18%	0%	0%	100%
I feel safe in Aspen as a whole	73%	26%	1%	0%	100%
I feel safe in my neighborhood after dark	69%	27%	3%	0%	100%
I feel safe in the Commercial Core after dark	63%	36%	1%	0%	100%
I feel safe crossing Main Street	31%	41%	21%	7%	100%

Figure 50: Feelings of Safety in Aspen Compared Over Time

To what extent do you agree or disagree with the following statements about feeling safe in Aspen? (Percent “agree” or “strongly agree”)	2011	2010	2009	2008	2007	2006
I feel safe in the Commercial Core during the day	100%	99%	100%	100%	100%	100%
I feel safe in my neighborhood during the day	100%	99%	100%	100%	100%	100%
I feel safe in the Commercial Core after dark	99%	97%	97%	98%	98%	98%
I feel safe in Aspen as a whole	99%	99%	100%	99%	99%	100%
I feel safe in my neighborhood after dark	96%	97%	90%	97%	96%	97%
I feel safe crossing Main Street	71%	65%	73%	65%	64%	75%

Of the 106 respondents who chose to write in a suggestion for improving safety in Aspen, one-quarter mentioned more police patrols and enforcing laws (28%). One in five voters said that there needed to be better or additional lighting (21%), crosswalk enhancements and enforcement (18%) and better or more traffic control (17%). Eleven percent said that no safety improvements were needed and 6% listed a response "other" than the ones shown below. For a list of all responses to this question, including "other" responses, see *Appendix III: Verbatim Responses*.

Figure 51: Suggestions for Improving Safety



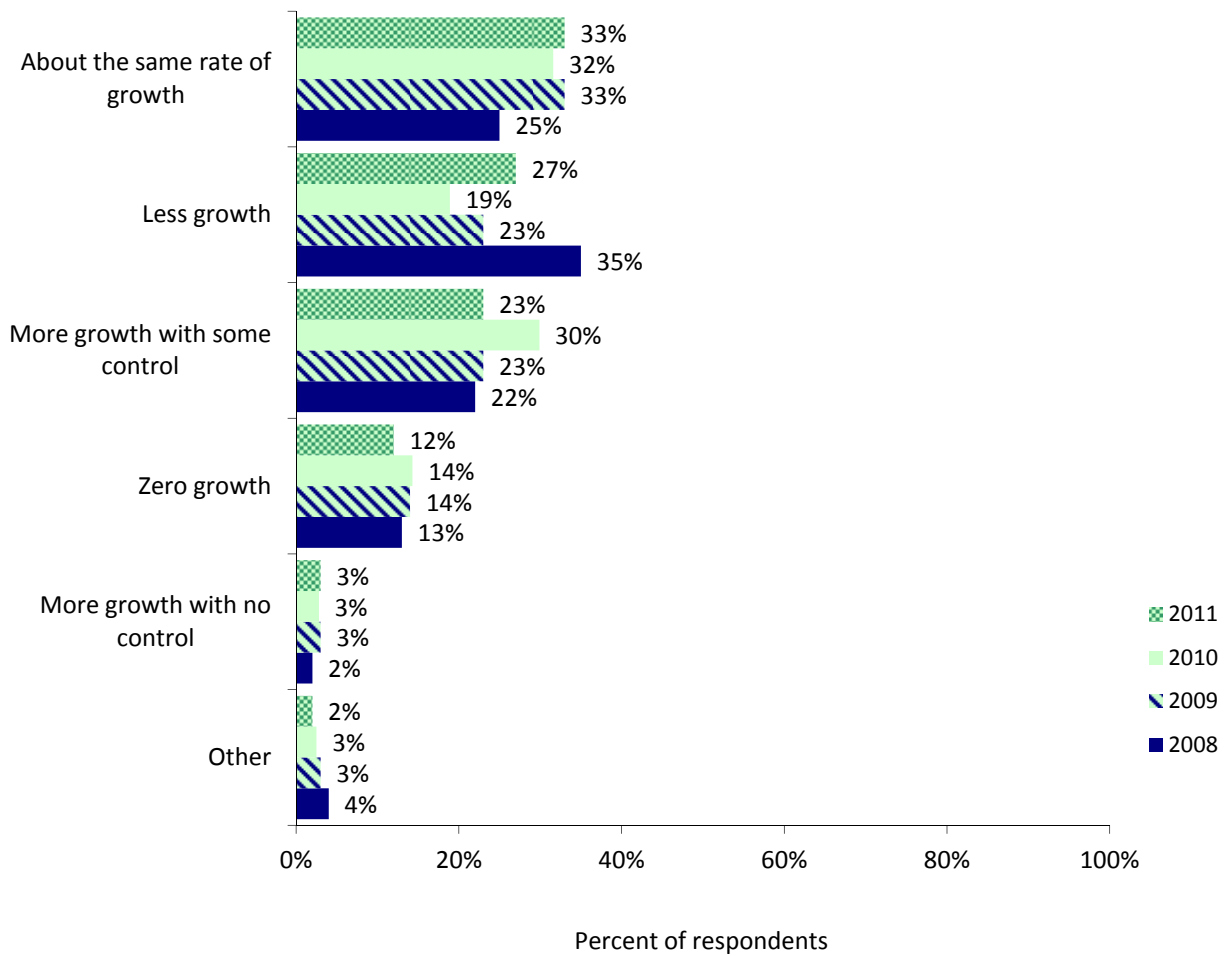
*Percentages shown in the figure above represent responses from 106 of the 277 registered voters who completed a survey in 2011.

GROWTH

Survey participants were asked which growth policy they would endorse. As in 2010, the policy that the received the largest endorsement was keeping the rate of growth “about the same” (33% in 2011 versus 32% in 2010). One-quarter of respondents said they wanted less growth (27%) or more growth but with some control (23%). Twelve percent endorsed a zero growth policy, 3% wanted more growth with no control and 2% wanted some other growth policy not listed on the survey.

Generally, 2011 endorsements for growth were similar to those given in 2010.

Figure 52: Growth in Aspen Compared Over Time



APPENDIX I: RESPONDENT DEMOGRAPHICS

Characteristics of the survey respondents are displayed in the tables in this appendix.

Question 33	
About how long have you lived in Aspen?	Percent of respondents
Fewer than six months	0%
6-11 months	0%
1-2 years	2%
3-5 years	5%
6-10 years	15%
More than 10 years	77%
Total	100%

Question 34	
About how much was your household's total income before taxes for all of 2010?	Percent of respondents
Less than \$25,000	6%
\$25,000 to under \$50,000	21%
\$50,000 to under \$75,000	18%
\$75,000 to under \$100,000	16%
\$100,000 to under \$150,000	18%
\$150,000 to under \$200,000	5%
\$200,000 or more	15%
Total	100%

Question 35	
In which category is your age?	Percent of respondents
18-24 years	0%
25-34 years	14%
35-44 years	15%
45-54 years	25%
55-64 years	24%
65-74 years	17%
75-84 years	4%
85 years or older	1%
Total	100%

Question 36	
What is your gender?	Percent of respondents
Female	48%
Male	52%
Total	100%

Question 37	
Which best describes your housing status?	Percent of respondents
Rent – free market	9%
Rent – employee/affordable housing	12%
Own – free market	48%
Own - employee/affordable housing	27%
Other (please specify)	4%
Total	100%

APPENDIX II: COMPLETE SET OF SURVEY RESPONSES

The following pages contain a complete set of responses to each question.

Question 1	
How do you rate the overall quality of life in Aspen?	Percent of respondents
Excellent	62%
Good	33%
Fair	4%
Poor	0%
Total	100%

Question 2	
Please mark all offices within the City of Aspen that you have had contact with in the past 12 months.	Percent of respondents
City Manager	28%
Utility Billing	32%
Housing Authority	43%
Police	46%
Don't know	1%
None	27%

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

Question 3							
Based on your experiences during the past 12 months, to what extent do you agree or disagree with the following statements about the quality of services the City of Aspen offices provided?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The service provided by the City Manager's Office was accurate	10%	20%	5%	3%	9%	54%	100%
The service provided by the City Manager's staff was prompt	10%	20%	4%	3%	9%	55%	100%
The City Manager's staff was responsive	11%	20%	4%	3%	8%	55%	100%
The City Manager's staff was helpful	10%	21%	4%	3%	8%	55%	100%
The City Manager's staff was knowledgeable	10%	20%	6%	2%	8%	55%	100%
The City Manager's staff was informative	11%	20%	4%	2%	7%	56%	100%

Question 3							
Based on your experiences during the past 12 months, to what extent do you agree or disagree with the following statements about the quality of services the City of Aspen offices provided?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The service provided by the Utility Billing staff was accurate	13%	25%	2%	0%	8%	51%	100%
The service provided by the Utility Billing staff was timely	14%	27%	1%	0%	8%	50%	100%
The Utility Billing staff was courteous in dealing with my situation or request	17%	22%	0%	0%	8%	53%	100%
The Utility Billing staff was knowledgeable in dealing with my situation or request	16%	20%	2%	0%	7%	55%	100%
The service provided by the Housing Authority Office staff was accurate	16%	21%	7%	4%	7%	46%	100%
The service provided by the Housing Authority Office staff was timely	17%	21%	8%	3%	4%	48%	100%
The Housing Authority Office staff was helpful	18%	21%	5%	4%	4%	47%	100%
The Housing Authority Office staff was knowledgeable	17%	20%	5%	4%	6%	48%	100%
The services provided by the Police staff were accurate	22%	25%	3%	2%	5%	43%	100%
The services provided by the Police staff were prompt	24%	26%	4%	1%	3%	42%	100%
The Police staff was courteous	32%	24%	3%	1%	3%	38%	100%
The Police staff was helpful	28%	25%	3%	2%	3%	39%	100%
The Police staff was knowledgeable	26%	25%	3%	2%	4%	40%	100%
The Police staff was informative	27%	26%	3%	2%	3%	38%	100%

Question 4						
In general, how satisfied or dissatisfied are you with the overall performance and responsiveness of the following services of the City of Aspen government?	Very satisfied	Somewhat satisfied	Somewhat not satisfied	Not at all satisfied	Don't know	Total
City Clerk Office	36%	21%	2%	1%	41%	100%
City Manager Office	17%	18%	4%	8%	53%	100%
Community Development	17%	23%	10%	10%	40%	100%
Electric	23%	15%	3%	0%	58%	100%
Engineering	12%	12%	4%	7%	64%	100%
Environmental Health	21%	17%	4%	4%	54%	100%
Golf	16%	15%	4%	1%	64%	100%
GIS (Geographic Information System)	16%	11%	0%	0%	73%	100%
Housing	20%	19%	10%	8%	43%	100%
Ice Garden	22%	15%	2%	0%	61%	100%
Kids First	15%	11%	0%	0%	74%	100%
Parks	45%	24%	4%	3%	24%	100%
Police Department	41%	29%	3%	3%	24%	100%
Recreation	41%	29%	7%	1%	23%	100%
Streets	30%	32%	14%	2%	22%	100%
Transportation and Parking	22%	20%	23%	18%	17%	100%
Water	30%	24%	5%	4%	37%	100%
Wheeler Opera House	41%	27%	7%	5%	21%	100%
Finance Window (RETT, sales tax, and other payments to the city)	22%	19%	7%	6%	46%	100%

Question 5						
Please rate the following categories of Aspen government performance:	Excellent	Good	Fair	Poor	Don't know	Total
The job the City does informing residents	22%	44%	23%	8%	4%	100%
The quality of the information the City provides to residents	16%	42%	28%	10%	4%	100%
The job the City does listening to residents	12%	20%	31%	27%	9%	100%
The value of City services for the taxes you pay	19%	33%	26%	16%	6%	100%
The job the City does communicating to residents about major issues	16%	38%	29%	13%	3%	100%
The job the City does matching expenditures to community priorities	12%	20%	35%	22%	11%	100%

Question 6	
Regarding growth in Aspen, please indicate which policy you would endorse (Please mark only one):	Percent of respondents
Zero growth	12%
Less growth	27%
About the same rate of growth	33%
More growth with some control	23%
More growth with no control	3%
Other	2%
Total	100%

Question 7						
To what extent do you agree or disagree with the following statements about feeling safe in Aspen?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
I feel safe in my neighborhood after dark	69%	27%	3%	0%	0%	100%
I feel safe in my neighborhood during the day	82%	17%	0%	0%	0%	100%
I feel safe in the Commercial Core after dark	62%	35%	1%	0%	2%	100%
I feel safe in the Commercial Core during the day	81%	18%	0%	0%	0%	100%
I feel safe in Aspen as a whole	73%	26%	1%	0%	0%	100%
I feel safe crossing Main Street	30%	40%	21%	7%	1%	100%

Question 8	
What suggestions do you have for improving safety in these areas of Aspen?*	Percent of respondents
Better/more traffic control	17%
Better/more lighting	21%
Crosswalk enhancements, enforce crosswalk laws/pedestrian safety	18%
More police patrols, involvement/law enforcement	28%
Nothing needed/doing good job	11%
Other	6%
Total	100%

*A complete set of verbatim responses for this question can be found in Appendix III: Verbatim Responses. The items listed above represent the categorized responses that have been grouped thematically.

Question 9	
How have you received information about the Aspen Recreation Center (ARC) in 2011? (Please check all that apply.)	Percent of respondents
Have not received any	45%
Newspapers	38%
Radio	7%
Television	1%
Internet	18%
Brochures	8%
Flyers	7%
School newspapers	6%
Other (specify)	5%

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

Question 10							
Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the ARC staff and facilities?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The ARC does a good job of communicating program information	8%	29%	15%	5%	14%	30%	100%
The ARC Guest Services staff was helpful	20%	30%	4%	1%	10%	34%	100%
The ARC Guest Services staff was timely in handling requests	17%	25%	6%	1%	11%	40%	100%
The ARC Guest Services staff greeted me with a smile	24%	27%	4%	0%	10%	35%	100%
The ARC Guest Services staff was informative and able to handle all questions	19%	30%	5%	1%	10%	36%	100%
I enjoyed my experience at the ARC	25%	30%	1%	1%	10%	34%	100%
The ARC Aquatics staff was helpful	18%	21%	2%	1%	11%	47%	100%
The ARC Aquatics staff was timely in handling requests	15%	20%	1%	2%	12%	50%	100%
The ARC Aquatics staff greeted me with a smile	16%	22%	2%	1%	12%	48%	100%
The ARC Aquatics staff was informative and able to handle all questions	16%	20%	1%	1%	12%	50%	100%
The ARC Aquatics staff was polite and friendly during my visit	17%	22%	1%	1%	12%	47%	100%
The aquatic area, lockers and lawn were sufficiently clean during my visit	14%	30%	4%	0%	10%	42%	100%
The pools were clear, clean and inviting to swim in	18%	25%	3%	1%	10%	43%	100%
Swimming equipment and pool toys were available for use and in good condition	14%	24%	2%	1%	11%	47%	100%
I enjoyed my experience at the ARC Aquatics area.	21%	25%	1%	1%	9%	44%	100%

Question 11							
Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Red Brick Recreation Center?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The service provided by the Red Brick Recreation Center staff was accurate	14%	22%	1%	0%	13%	50%	100%
The service provided by the Red Brick Recreation Center staff was accessible	14%	21%	1%	1%	13%	50%	100%
The Red Brick Recreation Center staff was helpful	16%	19%	2%	0%	13%	49%	100%
The Red Brick Recreation Center staff was knowledgeable	15%	19%	1%	0%	13%	51%	100%
The communication program information and schedules were very good	11%	18%	5%	0%	15%	51%	100%
The quality of the program(s) provided by the Red Brick Recreation Center were very good	13%	20%	1%	0%	15%	51%	100%
The condition of the gym at the Red Brick Recreation Center was very good	10%	18%	3%	0%	16%	52%	100%
The scheduling of events conducted by staff at the Red Brick Recreation Center was very good	10%	21%	1%	1%	15%	52%	100%
The cleanliness of the Red Brick Recreation Center gym and locker rooms was very good	10%	18%	2%	0%	16%	54%	100%
The enthusiasm of the Red Brick Recreation Center staff and coaches was very good	14%	17%	2%	0%	15%	52%	100%

Question 12							
Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the neighborhood and pocket parks as well as about the City's athletic fields (Iselin, Rotary, Wagner, Rio Grande, Moore and Middle School)?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The condition of the parks allowed me to have a safe and enjoyable experience	44%	46%	1%	1%	2%	7%	100%
The parks were free of litter	35%	49%	6%	0%	3%	7%	100%
The condition of the athletic fields allowed me to have a safe and enjoyable experience	32%	37%	0%	0%	7%	23%	100%
The athletic fields were free of litter	32%	38%	2%	0%	7%	21%	100%

Question 13							
Based on your experiences during the last 12 months, to what extent do you agree or disagree with the following statements about the City pedestrian/bike trails and the City Nordic Trail System?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The pedestrian/bike trail surfaces were free of debris/litter	36%	52%	5%	1%	1%	5%	100%
The pedestrian/bike trail surfaces were smooth enough for the intended purpose	37%	52%	3%	1%	2%	5%	100%
The pedestrian/bike trail design allowed for safe usage	33%	56%	3%	1%	1%	5%	100%
The pedestrian/bike trail signage was very good	32%	54%	5%	1%	3%	5%	100%
The Nordic Trail System trail grooming was very good	32%	27%	1%	0%	7%	33%	100%
The Nordic Trail System trail design was very good	29%	29%	1%	0%	8%	33%	100%
The Nordic Trail System trail signage was very good	28%	27%	2%	0%	9%	33%	100%

Question 14						
With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, do you agree or disagree with the following statements concerning City streets?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
City streets are in good repair	23%	70%	7%	0%	0%	100%
The street surfaces are smooth	20%	70%	9%	0%	0%	100%
Potholes are repaired in a timely manner	19%	60%	17%	1%	2%	100%

Question 15						
With the exception of Main Street and Highway 82, which are maintained by the State of Colorado, snow on City streets is removed according to the following priorities: first – emergency routes; second – the Commercial Core; third – residential areas. Given these priorities, do you agree or disagree with the following statements concerning snow removal?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
Last winter's snow removal in the Commercial Core was timely	32%	58%	4%	2%	5%	100%
Last winter's snow removal in the Commercial Core was thorough	29%	59%	6%	2%	4%	100%
Last winter's snow removal in my residential area was timely	26%	48%	16%	5%	5%	100%
Last winter's snow removal in my residential area was thorough	25%	49%	16%	6%	4%	100%

Question 16						
How much of a concern, if at all, is each of the following issues?	Major problem	Moderate problem	Somewhat a problem	Not a problem at all	Don't know	Total
Failure to pick up after a dog on trails	28%	32%	23%	15%	2%	100%
Failure to pick up after a dog in parks	21%	34%	21%	18%	6%	100%
Failure to pick up after a dog in the athletic fields	17%	23%	15%	21%	24%	100%
Failure to pick up after a dog in the Commercial Core	13%	24%	21%	37%	5%	100%
Failure to have a dog on a leash on trails	28%	23%	14%	33%	3%	100%
Failure to have a dog on a leash in parks	24%	18%	17%	36%	5%	100%
Failure to have a dog on a leash in the athletic fields	17%	15%	15%	30%	22%	100%
Failure to have a dog on a leash in the Commercial Core	20%	15%	21%	39%	5%	100%

Question 17	
Please rate the current level of enforcement for dogs (e.g., clean up, leash laws).	Percent of respondents
Too strict	15%
About right	36%
Not strict enough	41%
Don't know	8%
Total	100%

Question 18						
How concerned, if at all, do you feel the average person should be about each of the following factors increasing their risk for cancer?	Very concerned	Somewhat concerned	Somewhat unconcerned	Very unconcerned	Don't know	Total
Exposure to toxins (i.e., vehicle exhaust, pesticides, solvents, etc.)	38%	39%	12%	8%	3%	100%
Lifestyle choices (i.e., poor diet/nutrition, lack of exercise, smoking, etc.)	52%	30%	6%	7%	4%	100%

Question 19						
Aspen has challenges with two air pollutants: PM10 (particulate air pollution) and ground-level ozone. To what extent do you agree with the following statements:	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
PM10 levels can adversely affect health	31%	38%	6%	3%	22%	100%
I am taking steps to reduce PM10 generation	17%	34%	11%	4%	35%	100%
High levels of ground-level ozone can adversely affect health	25%	30%	7%	3%	35%	100%
I am taking steps to reduce high levels of ground-level ozone	14%	24%	11%	3%	48%	100%

Question 20	
Please name one action to reduce PM10 generation:*	Percent of respondents
Reduce traffic/use of other forms of transportation/drive less	51%
Less construction trucks and resultant dust	8%
Less fireplace use	5%
More active street cleaning	8%
Eliminate/reduce gravel or sand use	3%
Reduce idling/emissions	9%
Don't know	7%
Other	9%
Total	100%

*A complete set of verbatim responses for this question can be found in Appendix III: Verbatim Responses. The items listed above represent the categorized responses that have been grouped thematically.

Question 21	
Please name one action to reduce high levels of ground-level ozone:*	Percent of respondents
Less driving/reduce traffic and use other types of transportation	43%
Limit car idling	10%
Limit fireplace use/more trees	7%
Limit aerosol sprays/landscape equipment	8%
Less regulation/changes to Aspen government	4%
Don't know, not familiar or need more information	19%
Other	9%
Total	100%

*A complete set of verbatim responses for this question can be found in Appendix III: Verbatim Responses. The items listed above represent the categorized responses that have been grouped thematically.

Question 22					
How familiar, if at all, are you with the City's ZGreen program for each of the following:	Very familiar	Somewhat familiar	Somewhat unfamiliar	Very unfamiliar	Total
Citizens	12%	23%	23%	42%	100%
Businesses	13%	20%	23%	43%	100%
Events	16%	24%	19%	41%	100%

Question 23				
Please indicate whether each of the following is a major source, minor source or not a source of information for you when looking for information about the City of Aspen.	Major source	Minor source	Not a source	Total
City meetings and open houses	20%	44%	36%	100%
City webcasts	8%	33%	59%	100%
Email (electronic newsletters, email updates)	26%	35%	39%	100%
Social network sites (Twitter, Facebook)	4%	24%	72%	100%
Radio ads	21%	44%	35%	100%
Radio news broadcasts	26%	44%	30%	100%
Community government television (Grassroots/CGTV, Channel 11)	22%	43%	34%	100%
Other local television broadcasts	12%	35%	53%	100%
Newspaper ads	60%	35%	6%	100%
Local newspaper articles	77%	20%	3%	100%
Mailed materials (brochures, flyers, newsletters, updates)	37%	43%	20%	100%
City website (www.aspenpitkin.com)	28%	37%	35%	100%

Question 24	
Have you used the City's web site (www.aspenpitkin.com) in the past 12 months?	Percent of respondents
Yes	54%
No	46%
Total	100%

Question 25							
If you used the City's Web site in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know	Total
	Current information	19%	56%	17%	3%	1%	4%
Appearance	21%	45%	22%	6%	2%	4%	100%
Online services offered	18%	43%	25%	6%	1%	7%	100%
Ease of navigation	18%	34%	30%	13%	1%	3%	100%
Search function	14%	31%	23%	21%	2%	10%	100%
Ease of finding staff/elected officials' contact information	19%	39%	23%	8%	1%	10%	100%
Ease of requesting more information	14%	24%	22%	13%	3%	24%	100%

Question 26						
How important, if at all, is it to you that each of the following features or services be added to or enhanced on the City of Aspen website?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
	Applying for a license	10%	25%	26%	19%	21%
Paying fees, taxes, and other charges	13%	29%	24%	15%	18%	100%
Applying for permits	12%	26%	25%	17%	21%	100%
Commenting on agenda items or meetings	11%	23%	31%	17%	19%	100%
Bidding on affordable housing	15%	22%	19%	20%	23%	100%
Reserving city facilities online	9%	27%	27%	17%	20%	100%

Question 27	
How have you received information about the Wheeler programs? (Please check all that apply.)	Percent of respondents
Have not received information	21%
Radio	27%
Flyers	19%
Blast Email	14%
Internet	15%
Television	5%
Newspapers	66%
Brochures	13%
Word of mouth	3%
Other	4%
Total	100%

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

Question 28							
Based on your experience in the last 12 months, to what extent do you agree or disagree with the following statements about the Wheeler Opera House?	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable	Total
The Wheeler does a very good job of communicating program information through printed materials, their website (www.wheeleroperahouse.com) and other media	19%	46%	12%	4%	12%	7%	100%
The service at the box office was very good	34%	48%	3%	2%	5%	9%	100%
The usher service was very good	30%	49%	2%	1%	7%	11%	100%
The service at the concessions was very good	25%	43%	9%	2%	7%	14%	100%
The condition of the theater was very good	31%	51%	3%	3%	6%	7%	100%

Question 29						
Thinking about the Aspen community and its needs, how concerned, if at all, are you about each of the following:	Very concerned	Somewhat concerned	Somewhat unconcerned	Very unconcerned	Don't know	Total
Adequacy of workforce housing at a reasonable cost to rent/purchase	36%	29%	17%	15%	3%	100%
The availability of affordable childcare options	24%	29%	17%	16%	14%	100%
CO2 and other greenhouse gas emissions	30%	32%	20%	15%	3%	100%
Exposure to environmental contaminants and pollution	31%	31%	22%	14%	2%	100%
The development of local renewable energy sources (i.e., hydro, wind or solar)	36%	32%	15%	16%	1%	100%
Water quality in the Roaring Fork River	56%	31%	7%	5%	1%	100%
Subsidies for programming at the Wheeler Opera House	13%	33%	28%	23%	4%	100%
Providing or mandating the development of additional affordable lodging for our tourist guests	20%	30%	24%	25%	1%	100%
Pedestrian safety	45%	30%	17%	6%	1%	100%
Construction impacts (i.e., noise, traffic, runoff, etc.)	36%	35%	19%	9%	1%	100%

Question 30						
After thinking about how concerned you are, how important, if at all, is it for the City government take action on each of the following:	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Adequacy of workforce housing at a reasonable cost to rent/purchase	32%	21%	27%	18%	2%	100%
The availability of affordable childcare options	20%	30%	26%	16%	9%	100%
CO2 and other greenhouse gas emissions	24%	27%	27%	18%	4%	100%
Exposure to environmental contaminants and pollution	27%	28%	26%	16%	2%	100%
The development of local renewable energy sources (i.e., hydro, wind or solar)	30%	25%	24%	19%	2%	100%
Water quality in the Roaring Fork River	48%	28%	18%	5%	1%	100%
Subsidies for programming at the Wheeler Opera House	6%	19%	38%	31%	6%	100%
Providing or mandating the development of additional affordable lodging for our tourist guests	14%	19%	29%	34%	3%	100%
Pedestrian safety	41%	30%	22%	7%	1%	100%
Construction impacts (i.e., noise, traffic, runoff, etc.)	31%	30%	26%	13%	1%	100%

Question 31	
Overall, how would you rate your satisfaction or dissatisfaction with services provided by the City of Aspen?	Percent of respondents
Satisfied	45%
Somewhat satisfied	39%
Somewhat not satisfied	12%
Not at all satisfied	4%
Don't know	0%
Total	100%

Question 32	
Please provide any other feedback you may have on any City of Aspen services:*	Percent of respondents
Happy with government services/employees doing a good job	11%
Changes to entrance/road construction	6%
Government is wasteful and inefficient/too much control and regulations	11%
Concerns about housing	9%
Improve to parking, traffic safety/regulations and enforcement for cars, bikes and pedestrians	15%
Dissatisfaction with City departments, staff and officials	22%
Against bag tax and green initiatives	4%
Concerns about parks and recreation	10%
Other	12%
Total	100%

*A complete set of verbatim responses for this question can be found in Appendix III: Verbatim Responses. The items listed above represent the categorized responses that have been grouped thematically.

APPENDIX III: VERBATIM RESPONSES

All write-in responses are presented below verbatim. The responses to open-ended survey questions were coded thematically. Any coded responses are displayed by category.

Question 8: What suggestions do you have for improving safety in these areas of Aspen?

Better/more traffic control

- Put speed limit @ 20 mph between 1st to Spring St. Synchronize traffic light for com flow & keep road long enough to cross.
- Slow people (cars) down and make Peds / Bikes follow the rules!
- Speed bumps on 8th street at crossings.
- More underpasses or stop lights.
- Locals need to obey laws while riding bikes i.e. same as cars. Pick up after dogs. Dogs need to be on leashes. No riding bikes on sidewalks & in malls or skate boards in these area.
- Explain exceptions - mall - walk only! Police do nothing! Jay walking - instruct those pedestrians to crosswalk or cross directly across not diagonally. lower cost to individual locals!
- Make all of Galena St. One way.
- 4 lane Hwy into Aspen.
- B-game lite is too responsive, our creek lite only lets 3 cars thru. and golf course lite is barely responsive in comparison.
- Add speed bump or light for crossing 82 at Aspen Country Inn.
- Crossing Hwy 82 at the S curve needs to be improved. There are always near accidents - drivers don't stop.
- Less cars.
- A flashing red light (instead of yellow) at 8th street bus stop. Please!
- Flashing lights to warn cars/trucks of pedestrians.
- Bikes should not have same pedestrian. Right & way on X-walks, they are vehicles.
- Driving through the core in summer is like a video game !???
- Add signals to some intersections.
- Hwy 82 - whatever the state night allow. We've talked about a media strip. How about one between 7th & 6th - for a calling effect on drivers?
- Slow down. Traffic on main.

Better/more lighting

- More lighting in darker areas at night.
- Side walks and street lights @ ABC.
- Better lighting & sidewalls near schools.
- Lighting in the street at crossings.
- Bike lights mandatory after dark - cross walk lighting on Main St.
- Better lighting on streets.
- Hard to see people crossing Main Street at night.
- Lighted walks e busy Main St intersection.
- Better lighting at 8th St. Crosswalk.
- A little hard to see people in crosswalks on Main St. PM & AM?
- Walking at night - no sidewalks in my area.
- No bears, more lighting up street (Lone Pine ?) from where art museum - if you having a right after the bridge long dark up hill walk and icy.
- More street lights. Especially in Burlingame.
- More lighting on Main St. Very dark, road signs hard to see.
- More lighting at night at crosswalks - very hard to see pedestrians.

- Lights that shine across crosswalk's at pedestrian level so cars can see an illuminated pedestrian at dawn and evening. At this time, drivers cannot see pedestrians, even at slow speeds.
- More lighting.
- Cross walks on Main Street that illuminate when peds are crossing?
- Perhaps brick crosswalks might alert drivers (along with) more than the lights.
- Very hard to see pedestrians in core at night who are crossing streets - esp. If wearing block. More lights at night ?
- Street markings sidewalks. . . Strong main St Lighting.
- Better lighting at night on Main St.
- Add proper lighting at cross walks - instead of dirk sky lights just light it and we'll see pedestrians.

Crosswalk enhancements, enforce crosswalk laws/pedestrian safety

- Enforce pedestrian right of way - X walks / car must yield!
- The flashing yellow lights at crosswalks should be "red" flashing!
- Build Aspen business Center Bridge across Aspen airport walk way.
- Push buttons=indicating pedestrians - does work for safer crossing.
- Building a tunnel or walk across bridge where there is no stop light esp. Main & Garmisch.
- Very difficult to see pedestrians on Main St when sun glaring (in AM)
- Enforce pedestrian crossing zones better, especially and 8th St.
- Tourists exiting buses & street crossing.
- Main Street particularly needs more large signs pedestrians have the Main Street more blinking caution lights right of way.
- More pedestrian safety features & warnings.
- Not sure how to make an aggressive driver slowdown at a crosswalk.
- Crossing from East Aspen @ Hopkins & Hyman allowing more signage on roadway.
- Closing Main - more visible cross walks.
- An urban design experts and planners make the pedestrian the priority, but here we have 5 lanes of traffic to cross on a useless main street.
- More marked (painted with stripes) crosswalks.
- Bridge cross walks esp. @ Main & Garmisch.

More police patrols, involvement/law enforcement

- Too many drivers on cell phones - ban driving while talking.
- Give tickets when people run red lights.
- The police department should patrol Main Street more often and hand out more speeding tickets for the safety of pedestrians.
- More safety awareness - cars - bikes - pedestrians.
- Target & ticket drivers who don't stop for pedestrians in the cross walks on Main St.
- Bikes and pedestrians ride everywhere making driving different.
- Get the police out of their cars & walking & cycling put planters and raised walkways on main - see Broadway St. in Boulder.
- More enforcement (visible police presence) of one way alleys esp. 1-way Street toward McDonald's & 1-way are behind Rubey Park.
- Enforce "bike laws!" Enforce walking laws! Get pedestrian out of the streets!
- Enforce speed limit on Main St. Aggressively.
- Too many drunks in the core at night.
- Crack down on bike going wrong way down Go long St inform pedestrian they do not have right of way in middle of the street - on a cell phone.
- More police ticketing driver's speeding on Main St.
- More personnel at night. I was assaulted on Mill St. by the Hyatt. I was telling rape way before it got to that point & nobody came to help.
- Instead of more housing trail up Castle Creek, Wheeler subsidies let's improve on what is already have - higher more police to stop speeding, jay walking running stop signs - it's miserable to walk on drive around town in a time by fashion.

- Ticket people on bikes that text and talk while already in the streets!
- Individuals need to assume some responsibility. Bikes are out of control.
- Cracking down on drivers than run red lights (including RFTA?) and fail to yield to pedestrians. West end of Main St esp. needs improvements.
- Better enforcement of present speed & stop light.
- Teach people to know the rules like - crossing streets & riding bikes.
- There can't much the city can do to curb the habits of moronic drivers.
- Crack down on polluters trucks, etc with spew black soot.
- The parks don't feel safe at night / the interrupt lot should have security or police pricing.
- No talking on phone when driving.
- Foot bridges, police posted at intersections times of day.
- Do more patrolling during day instead of lurking around at night.
- I like cops and bikes - is a good public massage. Or foot patrol in winter.
- Driver education.
- More police patrolling streets at night.

Nothing needed/doing good job

- I think Aspen is extremely safe!
- It is safe enough. Do nothing more.
- None - this place is almost danger free.
- Seems OK.
- I don't even lock my doors - this is a very safe town.
- If you don't feel safe in Aspen move somewhere else.
- Pay attention, look before you leap common sense.
- Are you kidding? The only danger of injury is playing too hard.
- Not much you can do about unaware visitors.
- Safety has always been great in Aspen.
- Make an exception to zoning & bring back Aspen yoga co-op.

Other

- Smarter people
- Can't walk thru Downtown side walk chuffer, restaurants, sales, biker's motorcycles in no parking to corner spaces.
- Less events - every week we are deduced.
- More school cancellations on blizzard days.
- Control bears.
- Alley behind us Bank & library should be one-way.
- Less tourists less special events for the 201sh set sponsored by beer companies and energy drinks.
- Support education and activities.

Question 9: How have you received information about the Aspen Recreation Center (ARC) in 2010? (Please check all that apply.) ("Other" response)

- Not interested don't look for it never set foot in the place.
- Don't know?
- Emails of programmer.
- Friends
- Don't use it.
- Entice adult attendance, not just kids!
- From being at the arc.
- Used it w/family.
- Email
- Word of mouth.
- Personal= (I work there Ptime).

- Friends
- Don't want mailers!
- At the arc/red bride.
- Friend that works there.
- Who cares.
- Visits
- They need to do much better job.
- No info.
- Visiting arc
- Love the ARC.
- Live here.

Question 20: Please name one action to reduce PM10 generation:**Reduce traffic/use of other forms of transportation/drive less**

- Auto use reduction.
- Walk!
- Drive less.
- Reduce driving.
- Less driving!
- Don't drive as much.
- Public transportation.
- Cut back on driving.
- 1. Do not drive my car / bike year round, 2. Reduce elec. Heating/wtr. 62 to p temp., 3. Lowered elec. Water heater temp 120, 4. Recycle everything & compose garden.
- Driving less - carpooling.
- More bicycles less cars.
- Reduce auto / truck traffic.
- Drive less.
- Do not drive as much!
- Walk instead of drive.
- Less driving / less idling.
- Don't drive.
- Walk to work, ride bike.
- Drive less.
- Drive less.
- Walk overtake bus.
- Walk don't drive
- Drive "clean energy" vehicles.
- Dynamic carpooling from intercept lot.
- Get them out of gas vehicles.
- Don't drive.
- Reduce driving.
- Ride my bike to work.
- Opt to bike, walk, ride the bus - live in town.
- No car
- Not driving as much - I like all of.
- Take the bus.
- Take bus.
- Drive less.
- Don't drive.
- Less car traffic.
- Drive less.
- Walk to work, etc.
- Take bus to work.
- Drive less.
- Take bus.
- We don't drive, use bikes, walk, work near home what about bus pollution? It horrible.
- I walk in the coke.
- Bike speed traffic into town.
- Ride a bicycle.
- Stop using diesel & gas to power buses & switch to natural gas!! - Now.
- Get more people to walk or bike to do, esp. In the downtown core.
- Drive less.

- Drive less.
- Riding my bike telling my friend to talk the bus and not rent & car.
- Driving less one family car.
- Ride public transit.
- Less driving.
- Continue using green buses.
- Reduce driving.
- Reduce on demand transportation.
- Walk, bike, bus.
- Ride bus instead of driving car.
- Not driving - taking RFTA.
- Don't drive if you don't have to.
- Ride my bike.
- Reduce auto traffic.
- Walk to work.
- Walk instead of drive.
- Drive less - no gravel a streets.
- Not driving in town, no wood-having fried.
- Catch bus instead of driving.
- Bike/walk instead of drive.
- Don't drive!
- No motorized yard care, use bus system whenever possible, limit fires.
- Free parking for car pool 3 or move charge a discount parking fee for 2-car pool.
- Reduce vehicle traffic.
- Ban private jets.
- Busses to the bells.
- Walk don't drive.
- Walk instead.
- Ride bike & walk in summer/bus in winter.
- Walk or car pool/limit sanding street in winter.
- Less traffic.

Less construction trucks and resultant dust

- Diesel truck - construction traffic dump trucks.
- Reduce earth movers.
- More dust control on Main St.
- Reduce construction dust / road dust.
- Diesel particulate reduction.
- Reduce dust!
- Construction vehicles.
- Dust control generated from the cars traveling on Hwy 82.
- Limit construction personnel "private" vehicles - do people really need to drive their own giant pick-up trucks in.
- Non use of aerosols. Keep dust down & growth of green in dust areas of yard.

Less fireplace use

- Limit fireplace use.
- Not wing wood burning stove.
- No wood fires.
- No wood burning fire places.
- Regulation of wood burning.
- Don't use fireplace as often.
- Reduce wood burning fire places.
- Burn less firewood.

More active street cleaning

- Cleaning streets.
- Keep parking clean.
- Street vacuuming.
- Clean sanded streets promptly.
- Dust & wash Main St. More.
- More Street sweeping not washing.
- Timely clean up of gravel in the spring time.
- Street cleaning / drive less.
- Keep bus stops clean of dirt & dust.
- Frequent washing of streets.
- Frequent street sweeping.
- They city has addressed this by street cleaning & grave/reduction.
- Keeping streets clean.

Eliminate/reduce gravel or sand use

- Don't use so much sand.
- Sand streets in winter only where really needed.
- Rock used in winter on street.
- Stop dumping as much dirt on streets in winter.
- Salt is sand.
- No sand on streets.

Reduce idling/emissions

- Less vehicle & Jet exhaust.
- Park your vehicle.
- Not idling my car.
- Enforce no-idling law.
- Turn cars when idling.
- Cars running in winter.
- Emissions from car reduced.
- Stricter regulation on truck emissions.
- Diesel truck emission controls especially dump trucks.
- No idling.
- Negative sanction on high emitting vehicles.
- Do not idle cars. . . In-bru!
- Give us a straight shot so cars don't idle on Main St.

Other

- Current city policy & regulation adequate.
- Informative, communication, research etc.
- Survey, not a quiz.
- I am taking steps.
- Ban leaf blowers.
- Vegetate.
- Ticket studded tires on cars in summer.
- Studded snow tires.
- Find solution for Hwy, #82 bottleneck.
- Fix the entrance to Aspen to reduce jams.
- Get rid of the Mayor.
- Less regulation.
- Planting and maintaining grass areas.

- Stop printing useless surveys.

Question 21: Please name one action to reduce high levels of ground-level ozone:

Less driving/reduce traffic and use other types of transportation

- Walk!
- Drive less.
- Same - and walking more.
- Public transportation.
- Driving less - carpooling.
- Reduce auto / truck traffic.
- High speed train.
- Reduce traffic.
- Reduce car usage.
- Reduce driving.
- Reduce traffic congestion.
- Ride my bike to work.
- Less cars.
- Don't drive.
- No car
- Not sure. Not as many rental cars available.
- Not driving car.
- Drive less.
- Don't drive.
- More discouragement to drive into Aspen - require more bus riders from intercept lot.
- Walk to work, etc.
- Drive less.
- Ride bike.
- I walk in the core.
- Stop using diesel & gas to power buses & switch to natural gas!! - Now.
- Ditto as above; Americans are reliant on their cars. I haven't driven my in 7 months. It's possible.
- Drive less - but parking is a problem when people do drive.
- Limit driving.
- Reduce driving.
- Walk/take RFTA.
- Walk, bike, bus.
- Ride my bike.
- Walk instead of drive.
- Not driving in town.
- Fewer cars.
- Taking public trans.
- No pedestrian used.
- Reduce vehicle use.
- Walk don't drive.
- Walk or bike to errands.
- More Alt. Transportation love the buses.
- Increase traffic lanes on Main St. No 5 curve.
- Fix the entrance to Aspen.
- Find solution for Hwy, #82 bottleneck.

Limit car idling

- No truck/bus idling.
- No idle law.
- Enforce idle 5 min law.
- He reduce total engine use time.
- Reduce car idling in traffic.
- Do not idle cars. . . In-bru!
- No idling cars.
- Reduce car idling.
- No idling trucks or super exhaust from buses and dump trucks.
- Gasoline vapors.

Limit fireplace use/more trees

- No fireplaces with wood.
- No fire places / less spray cars.
- No fires? (Not sure).
- More trees?
- Fire places.
- No fires.
- Plant a tree.

Limit aerosol sprays/landscape equipment

- Reduce earth disturber & fans.
- Electrical lawn mowers not gas powered.
- Diesel particulate reduction.
- No spray cans
- Ban leaf blowers.
- Grow indoor plants do not use toxic sprays on fertilizers. Stop oil & gas drilling where dust covers our snow in spring.
- Not using aerosol bottles.

Less regulation/changes to Aspen government

- Get rid of mayor.
- Get rid of the Mayor.
- Less regulation.
- Stay out of it.

Other

- Restaurant exhaust.
- Ok
- Vacuum cleaner
- Nothing
- Mediation
- Sending emission standards for recreational vehicles.
- Ditto, although reducing energy consumption helps too.
- Plastic barrier & basement.
- Recycle
- Same as above, refuel in evening or morning when I do use car.

Question 27: How have you received information about the Wheeler programs? (Please check all that apply.) ("Other" response)

- Don't know
- The wheeler.

- Magazine
- Going there.
- Walk in Wheeler.
- Box office

Question 32: Please provide any other feedback you may have on any City of Aspen services.

Happy with government services/employees doing a good job

- The town does an awesome job!!
- The flowers planted around trees on the mall are a wonderful summer feature.
- Our family loves the canto go car share program! Great job! Thank you!
- Community development staff are great as is [REDACTED] (sat market).
- [REDACTED] is the best. Get rid of term limits.
- Doing a great job, [REDACTED] are twisted and sad.
- I am very impressed by the trash-removal services the maintenance of the downtown core (flowers, mall cleanliness, etc). Good job!
- Thank you.
- You guys do a great job!!
- Our family really enjoys the car share program and have reduced vehicle ownership to zero vehicles we no longer own a car!!!

Changes to entrance/road construction

- Safety issue: the bike path going toward independence pass could be paved so that more bicyclists would stay off Hwy 82 going toward Indep. Pass.
- Allow 4 lane Hwy into Aspen.
- We need straight shot into town - now!
- I wish someone had the ... Guts to do something about the entrance to Aspen anything!
- City needs to find solution to Hwy. 82 bottleneck.
- I'm calling Aspen "construction junction" right now. The amount of noise & building/destruction is absolutely ridiculous. Stop already.
- Should be 4 lane into Aspen for everybody ! It is way over due!
- Fix the entrance to Aspen!

Government is wasteful and inefficient/too much control and regulations

- The city is inefficient and wastes too much money by failing to adequately manage the projects.
- Too high a budget & too many employees.
- City wastes far too much time & money on employee housing & denying building permits that have already been issued.
- The city paved all the streets in my neighborhood (Knoll wood) in August. It struck me as completely unnecessary and a waste of money.
- Reduce staff. Replace the city manager. Stop paying exorbitant prices for land. Get real about how much affordable housing is needed - and who can pay for it.
- No additional government or services reduce budget to 2008 levels establish rainy day fund.
- City wastes a lot of \$ on unnecessary consulting - # 1 green thing to do - house workforce in or near town!
- Fund should not be spent on marketing to drive profits to the big business like Dodge, Ski CO and resort only style and national brands.
- The city needs to cut waste in spending of tax dollars - I.E. Cleaning the streets all the time, especially after it rains.
- Services satisfactory - cost benefit analysis to be completely non-existent.
- Need less city government.
- City government should stay out of regulation of private enterprise.

- Too much government dictating my life - not a parking friendly community/parking should be free; no fees for plastic/paper & too much employee housing - run the city's I can make good choices w/ out government regulations.
- Basic services, not bigger government.

Concerns about housing

- Enough employee housing! They can't manage financially their assessments. Then city bails residents. Extra costs for city & tax payers.
- You have too much employee subsidized housing.
- We need more affordable housing throughout town.
- The city needs to crack down on violations in employee housing.
- Expand housing programs - low end rental and "high" end affordable.
- Housing needs to become open to new ideas, progress, individual needs.
- Employee housing rentals should all have electronic programmable thermostats.
- Unhappy with short-term rental initiative & the geothermal program.
- Red brick rec center lack of weekend hours is distressing. Employee housing system is one big catch 22 - it needs help!
- Money spent on employee housing has to end - or be economically sound green projects need to be thought out & make financial economics. Why on earth would city ask about lifestyle choices IE - diet & nutrition?? Not government role.

Improve to parking, traffic safety/regulations and enforcement for cars, bikes and pedestrians

- Parking payment wasn't easy & pretty much a rip-off in favor of the city w/ unfair gains.
- Stricter enforcement - no bicycles on malls & sidewalks; no neon signs; too many signs in some areas - sign pollution.
- Additional pedestrian / bicycle safety needs investigation. Additional signage and bike paths needed.
- Please warns the traffic lights @ Cemetery Lane & Truscott.
- Cheaper parking & tickets \$ no trail Natzis (re : dogs an leashes) / city out of housing business / city developments only historical looking - limit heights / no modern 1) better historical review, 2) better architectural review, 3) better architectural cohesiveness, 4) better control of traffic lights at peak hours and turning cross traffic. Bef. & after round about. Too many studies surveys, too much \$ wasted over the years.
- Please make 1 hr free parking available all around town - then charge thereafter.
- It's very challenging to drive in the core during the summer. Better enforcement of traffic laws for bikes, skate boards, etc. Would be appreciated.
- Some overhead or better yet under ground pedestrian crossing esp. On Main St. I've had many close calls !
- Would like to re-instate 'bike bus' through valley.
- Quit for parking off season!
- Be more vigilant with idlers in non idling zones.
- Enforcing speed limit on Meadows Rd.
- More police presence on the malls. Speeding bikes & pedestrians don't mix.
- Very inconvenienced by elimination of prepaid in car parking meters.
- If few more car pool parking spaces.
- Bring back the hanging parking meters (from the mirror) phone system is terrible!
- Parking tickets out of control.

Dissatisfaction with City departments, staff and officials

- Don't always hire people for new job openness try within. Hire the most qualified people for the job. (community development...).
- Too many unimportant staff.
- The officials continue to make poor choices with tax dollar Burlingame? Glad that Mayor socialist is term limited.
- Too many employees providing non-essential services.
- Too many employees, too many regulations.

- No problem with Staff & Depts. Council,
- Slow permitting @ eng. Dept.
- Unresponsive to complaints of poor quality domestic water.
- Wish the people who work for us would listen (the city engineer and wish the city manager would call back) they 4 times left message and never a return call, very bad.
- The city is doing a poor job controlling growth.
- Change focus of community development back to sensible planning instead of advocating major out of sick markets.
- The focus is biased to the vote numbers - providing housing, cheap child care and funding services. Not making jobs!
- City manager operates in secrecy - more transparency.
- We had a health and safety issue & our house and neighbor's house, which was ignored by the head of building dept, city manager, fire Marshall, city attorney and we were very disappointed with their service lack of action and them not doing their job.
- The free lawyer help was a big bomb, not helpful, negative, no show, lack of communication with court house!
- Trust issues - under along smarts informed but need to build trust.
- Chamber too demanding. Fireworks on 9/6/11 - why?? No respect for wildlife & environment.
- It takes at least three calls to get attention.
- The problem is that the mayor has a narrow set of objectives, poor business decision making, a history of mistake and no clue re finances.
- Recall the mayor!
- Enhance cooperation between city and other essential aspen organizations - EG aspen institute, music fest, ski co, and local non-profits.
- Have the sheriff dept take over police dept.
- Our mayor is a major problem. What a joke for a fine city to be represented by this clown.
- ██████████ rework community development, fire everyone in engineering dept and start over.
- As new residents, we would benefit by a liaison office to explain have services are delivered & who to talk to in order to get them.

Against bag tax and green initiatives

- No bag tax - I already use my own.
- Relax trying to be Green. Some efforts are absurd, EG bag tax. Smooth traffic flow into town and truly reduce total engine use (time).
- Z Green is a waste of money.
- Bag issue is a waste of time - tax issues are excessive.

Concerns about parks and recreation

- Recreational sports fees too high. Regulating plastic bags is asinine. Z green project a waste of taxpayer funds.
- Arc phone in get run around. Arc kids at desk. Sometimes don't know needed info wheeler = ticket windows, ladies seem mad. Rec Prog. People give a lot of misinformation - basically the staff that greets public, Arc, wheeler, Rec. not the best.
- If we subsidize the Arc then we need to the wheeler.
- Dept. of recreation needs more evening classes for working people. Also there should be a way for locals to get discounted parking. It's too hard to run errands and find a place/pay for parking.
- The parks I.E. Rio Grande and Wagner when designated for success practice should stay open and not cancel our practices. We pay taxes to use them and they were closed repeatedly last spring and fall. Tourists should see our re driving the parks like in any town and not just for rugby and whitest. Many parents complained of this last year.
- "leashes don't pickup poop". Please implement logical rules about dog waste, IE - all dog owners must carry, at all times, a bag, and heavy fines for owners allowing dogs to roam without supervision. Attending owners should be allowed to have dog's off-leash on trails - they are the owners that pickup! Please put these surveys online - save natural resources and money! Thanks.
- Arc/red brick are the best! The wheeler stinks!
- Need more dog friendly trails which require "no leash".

- Too many "events" in summer.

Other

- See through out this survey.
- Cleaner alleys.
- Why is the assets department not included in the survey?
- No understanding or passion on historic preservation - maintaining codes - no respect for permanent residents.
- These surveys need to have a check box for natural feeling between some what important & not at all. Neutral is different than I don't know.
- A city of Aspen orientation pamphlet for new arrivals to work or visit.
- Too bad we have to farm out this work I.E. This survey goes to New Jersey. Parking company is out of Canada.
- Worried SKI CO is going to monopolize all of Aspen!
- I would like Aspen to stop spraying herbicides at parks and on side of roads, and stop fluoride in drinking water.
- We live at high altitude; in the mountains - we need people in responsible positions who understand this is where we are - love it or leave it. No granola heads!
- Noise happening outside of allowed hrs... Dismantling of tents @ art museum.
- Make an exception to zoning and bring back Aspen yoga co-op.

Question 37: Which best describes your housing status? ("Other, please specify" response)

- R.O.
- Aspen village
- Caretakers for free market house.
- But historic.
- R. O.
- RO
- Caretaker
- As per village.
- Employer provided & own home in Denver area.
- O won - RO.
- Rent from friend.

APPENDIX IV: SURVEY METHODOLOGY

INSTRUMENT DEVELOPMENT

General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the city and their assessment of City service delivery. The Aspen Citizen Survey was first administered in 2006 by telephone. In 2007, the telephone survey was converted to a mail survey format, and the mail format has been used for the subsequent surveys.

The 2011 Citizen Survey for Aspen was mostly similar to the 2009 survey, with a few additional questions and a few questions removed. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created for 2011, which was judged suitable for providing comparison data to previous years as well as addressing questions of more recent interest.

SAMPLE SELECTION

The sampling frame that was used for the City of Aspen sample was registered voters. 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 8,400 names. As in previous years, the survey was mailed to both active and inactive¹ registered voter households that have mailing addresses in Aspen in an effort to include the largest potential survey respondent pool of full time Aspen residents (approximately 4,900 voter households). NRC randomly selected 1,200 registered voter households from this list to participate in the survey – 100 inactive voter households and 1,100 active voter households.

SURVEY ADMINISTRATION AND RESPONSE RATE

Individuals received three mailings from late August through early September 2011. 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 1,200 households to which surveys were mailed in the first wave of the survey, 112 were undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed, approximately 9% of mailings. Of the remaining 1,088 delivered surveys, 277 individuals completed the survey, providing a response rate of 25%, which was slightly lower than the 2010 response rate.

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,

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

a result would be found that is within plus or minus six 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 households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence level for the survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample, 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, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

COMPARING SURVEY RESULTS AND WEIGHTING THE DATA

The demographic characteristics of the sample were compared to the registered voters list for the City of Aspen and were statistically adjusted to reflect the larger population when necessary. Sample results were weighted using the registered voter norms to reflect the appropriate percent of residents by age and gender in the Aspen registered voter population. The results of the weighting scheme are presented in the table below.

2011 Aspen Citizen Survey Weighting Table					
	Population Norm¹	Registered Voter List Norm²	Unweighted	Weighted	
Female	48%	48%	48%	48%	
Male	52%	52%	52%	52%	
Age 18-34	28%	15%	6%	15%	
Age 35-54	41%	41%	39%	40%	
Age 55 and over	31%	45%	55%	45%	
Female 18-34	14%	7%	4%	7%	
Female 35-54	19%	20%	20%	20%	
Female 55 and over	15%	21%	25%	21%	
Male 18-34	15%	7%	3%	7%	
Male 35-54	22%	21%	19%	21%	

2011 Aspen Citizen Survey Weighting Table				
	Population Norm ¹	Registered Voter List Norm ²	Unweighted	Weighted
Male 55 and over	16%	24%	30%	24%

¹ Source: 2010 Census

² Source: Pitkin County Registered Voter List, purchased February 18, 2011.

DATA ANALYSIS

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix II: Complete Set of Survey Responses*.

APPENDIX V: SURVEY MATERIALS

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