

# Pitkin County Community Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2018

**Submitted to Pitkin County, Colorado**

ETC Institute  
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**November 2018**





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# 2018 Pitkin County Community Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered a survey to residents of Pitkin County during the fall of 2018. This was the third time conducting a community survey for Pitkin County; the previous *DirectionFinder*® surveys were previously administered in 2014 and 2016. The purpose of the survey was to assess citizen satisfaction with county services and to help the County ensure that its priorities continue to match the needs and desires of its residents.

The six-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in Pitkin County. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Pitkin County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. The goal was exceeded with a total of 518 residents completing the survey. The overall results for the sample of 518 households have a precision of at least +/-4.24% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Pitkin County with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of county services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2014, 2016, and 2018 community surveys,
- benchmarking data that shows how the results for Pitkin County compare to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the County to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Opinion of the County (Part 1 & Part 2)

**Part 1.** The highest categories of opinion that respondent households had of the County, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were: Pitkin County as a place to live (96%), the overall quality of life (94%), as a place to seasonally reside (87%), and as a place to raise and educate children (87%). Pitkin County ranked above national rankings and the rankings of communities with populations under 20,000 in every category. Pitkin County ranked twenty-six percent (26%) above the average national ranking *as a place to live* (96% Pitkin County versus 70% the United States Average). Pitkin County also ranked twenty-six percent (26%) above the average for communities under 20,000 ranking as the *overall quality of life* (94% Pitkin County versus 68% Communities Under 20,000 Average).

**Part 2.** The highest categories of opinion that respondent households had of the County, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were: the overall quality of services provided by Pitkin County (75%) and the overall quality of customer service received from County employees (71%). Pitkin County also did very well against the national average rankings and the average rankings of communities under 20,000. Pitkin County’s ranking of the *overall quality of services provided by the County* was above the national average by 25% (75% Pitkin County versus the United States Average 50%). Pitkin County’s ranking of the *overall quality of customer service received by County employees* ranked twenty-four percent (24%) above the average for communities under 20,000 (71% Pitkin County versus 47% Communities Under 20,000 Average).

## Overall Satisfaction with County Services and Initiatives

The highest levels of satisfaction with county services and initiatives, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: parks, trails, and open spaces (89%), animal safety (83%), water quality and quantity (83%), and wildlife protection (79%). The three county services and initiative items that respondents indicated should receive the most emphasis over the next two years were: how well the County is managing growth (48%), the County’s efforts to protect environment and natural resources (35%), and economic stability (30%). Satisfaction with the *management of stormwater runoff/flood control*

*in the County* ranks fifteen percent (15%) above the average for communities under 20,000 (70% Pitkin County versus 55% Communities Under 20,000 Average).

## Satisfaction with Specific County Services

- **Landfill and Recycling.** The highest levels of satisfaction with landfill and recycling items, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Use-It-Again Lot at landfill (66%), recycling drop off centers (65%), and yard waste disposal (63%). The satisfaction with electronic recycling trended upward four percent (4%) from 56% in 2016 to 60% in 2018. Landfill and recycling services that respondent households indicated should receive the most emphasis over the next two years were: recycling drop off centers (48%), electronic recycling (37%), and household hazardous waste disposal (30%). Pitkin County’s satisfaction ranking for *recycling drop off centers* was twenty-four percent (24%) above the average for communities under 20,000 (65% Pitkin County versus 41% Communities Under 20,000 Average).
- **Sense of Personal Safety.** The highest levels of satisfaction with the sense of personal safety in the County, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how safe you feel walking in your neighborhood (95%), how safe you feel in commercial/business areas (95%), and how safe you feel in parks, open spaces, and trails (93%). The two personal safety items that respondent households feel should receive the most emphasis over the next two years were: the County’s protection of children from abuse or neglect (49%) and the County’s protection of families from domestic violence (44%).
- **Public Safety.** The highest levels of satisfaction with public safety, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of Mountain Rescue Services (95%), professionalism of Sheriff’s office employees responding to emergencies (91%), and the overall quality of local Sheriff’s office protection (89%). Satisfaction with *how quickly the Sheriff’s office responds to 911 emergencies* in Pitkin County ranked twenty percent (20%) above the average for communities under 20,000 (81% Pitkin County versus 61% Communities Under 20,000 Average). The top three public safety items that respondent households indicated they feel should receive the most emphasis over the next two years were: the County’s response to mental health issues (50%), County efforts to ensure community preparedness for a natural disaster/crisis (39%), and the County’s efforts to prevent crime (28%).
- **Land Use.** The level of benefit received from zoning limitations, based upon the combined percentage of “great benefit” and “some benefit” responses among residents *who had an opinion*, were: maintaining County’s rural character (79%), promotion of development of local renewable energy resources (78%), and restrictions on development in back country areas (77%). The level of benefit received from *required preservation of historic character of residential areas in Pitkin County* has trended upward by seven percent (7%) from 66% in 2014 to 73% in 2018. The level of benefit for *restrictions on location and type of*

*development in rural areas of Pitkin County* has also trended upward five percent (5%) from 68% in 2014 to 73% in 2018. The zoning limitation items that respondent households indicated they feel should receive the most emphasis over the next two years were: promotion of development of local renewable energy resources (36%), limitations on house size (34%), and limitations on density (34%).

- **Public Communication.** The highest levels of satisfaction with public communication and outreach, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: opportunities to participate in local government (55%) and ease of finding information on the County’s website (55%).
  - The two methods that respondent households indicated they use the most to learn about Pitkin County Government were the newspaper (88%) and word of mouth (62%).
- **Transportation.** The highest levels of satisfaction with current transportation issues, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: satisfaction with RFTA/BRT bus system (82%), ease of driving in County in winter (82%), and the availability of mass transit (79%). Satisfaction with the *ease of driving in County in winter* trended upward eight percent (8%) from 74% in 2014 to 82% in 2018. Perceptions of current transportation issues that respondent households indicated they feel should receive the most emphasis over the next two years were: condition of County roadways (36%), availability of parking (31%), and ease of driving in County in winter (31%).
- **A Healthy Community.** The highest levels of satisfaction with aspects of Pitkin County as a healthy community, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: air quality (77%), Health & Human Services provided by local non-profits (73%), and Environmental Health-septic and stormwater regulations, restaurant inspections (68%). Aspects of Pitkin County as a healthy community items that respondent households feel should receive the most emphasis over the next two years were: availability of mental health and substance abuse services (49%) and Senior Services-enabling seniors to remain as independent as possible (38%).
- **Prosperous Economy.** The highest levels of satisfaction with living in Pitkin County, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of employment (53%) and availability of affordable housing for purchase (21%). Satisfaction with the *availability of employment* has trended upward nine percent (9%) from 44% in 2014 to 53% in 2018.
- **Aspen/Pitkin County Airport.** The highest levels of satisfaction with the Aspen/Pitkin County Airport, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: customer service at Aspen Airport (77%), cleanliness of facilities (73%), and the overall satisfaction with Aspen Airport (73%).

- Fifty-five percent (55%) of respondents indicated they use the Aspen Airport to fly into and out of most often. This is not a change from 2016 to 2018, however it is an increase of six percent (6%) from 49% in 2014 to 55% in 2018.
- Thirty-one percent (31%) of respondent households indicated they use the Eagle/Vail Airport to fly into and out of most often. This is a notable increase of twenty-seven percent (27%) from 4% in 2014 to 31% in 2018.
- One percent (1%) of respondent households indicated they use Denver International Airport to fly into and out of most often. This is a notable decrease of thirty percent (30%) from 31% in 2014 to 1% in 2018.

## Trend Analysis

The most notable increases and decreases from 2016 to 2018 are provided on the following pages. **Changes of more than +/- 5% are considered noteworthy.**

### Notable Increases

- Availability of employment (7.4%)
- Air travel options at Aspen Airport (6.3%)
- Economic benefits of large scale, televised events (6.2%)
- Rental cars at the Aspen/Pitkin County Airport (5.3%)
- I don't use air travel at the Aspen/Pitkin County Airport (5.1%)

### Notable Decreases

- Process for conducting inspections for construction or renovation (-9.2%)
- Airport parking at the Aspen/Pitkin County Airport (-8.9%)
- Landfill products for sale – compose, top soil, potting soil, gravel, and landscape (-8.0%)
- Code and ordinance response to code development violations (-7.5%)
- Cleanliness of facilities at the Aspen/Pitkin County Airport (-7.4%)

## Additional Findings and Recommendations

- Nearly three-quarters (71%) of residents who had an opinion thought it was “very important” or “somewhat important” to develop a hard surface trail connection between the communities of Aspen and Down Valley.
- Seventy-four percent (74%) of residents who had an opinion thought it was “very important” or “somewhat important” to develop a hard surface trail connection between the Intercept Lot and the Aspen/Rio Grande trail.
- Seventy-one percent (71%) of residents who had an opinion indicated they receive “great benefit” or “some benefit” for the open space and trails portion of their property tax dollar.
- The highest levels of satisfaction with clerk and recorder services, based upon the

combined percentages of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the ease of the voting process (89%).

- Ninety-six percent (96%) of respondent households indicated they have access to the internet at home. Of the households who have access to the internet at home (96%), the highest levels of importance of various features when selecting a home internet provider, based upon the combined percentages of “very important” and “important” responses among residents *who had an opinion*, were: being able to buy service with very high speeds (84%) and having multiple internet providers to choose from (84%).
- The highest levels of satisfaction with various aspects of special events in Pitkin County, based upon the combined percentages of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: number of large scale, televised events (72%), organization and coordination of large scale events (72%), and economic benefits of large scale, televised events (79%).

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the County identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each County service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with County services over the next two years. If the County wants to improve its overall satisfaction rating, the County should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

**Overall Priorities for County Services and Initiatives.** This analysis reviewed the importance of and satisfaction with County services and Initiatives. This analysis was conducted to help set the overall priorities for the County. Based on the results of this analysis, the major services and initiatives that are recommended as the top priorities for investment over the next two years to raise the County’s overall satisfaction rating are listed below:

- How well County is managing growth (IS=0.2880)
- Process for obtaining permits for construction or renovation (IS=0.2279)
- Economic stability (IS=0.1465)
- Process for conducting inspections for construction or renovation (IS=0.1175)
- Renewable efficient energy (IS=0.1074)

The table below shows the importance-satisfaction rating for all 13 major categories of County services and initiatives that were rated.

2018 Importance-Satisfaction Rating Pitkin County, Colorado County Services and Initiatives						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
How well County is managing growth	48%	1	41%	10	0.2880	1
Process for obtaining permits for construction or renovation	27%	4	16%	13	0.2279	2
<b>High Priority (IS .10-.20)</b>						
Economic sustainability	30%	3	51%	9	0.1465	3
Process for conducting inspections for construction or renovation	14%	8	18%	12	0.1175	4
Renewable efficient energy	26%	5	59%	8	0.1074	5
<b>Medium Priority (IS &lt;.10)</b>						
Code & ordinance response to code development violations	11%	10	21%	11	0.0843	6
County's efforts to protect environment & natural resources	35%	2	77%	6	0.0809	7
Water quality & quantity	23%	6	83%	3	0.0398	8
Parks, trails & open spaces	22%	7	88%	1	0.0257	9
Wildlife protection (through codes, ordinances, & open space purchases)	12%	9	79%	4	0.0248	10
County road snow removal	8%	11	78%	5	0.0173	11
Management of stormwater runoff/flood control in County	3%	13	70%	7	0.0077	12
Animal safety (animal shelter, animal safety officer services)	4%	12	83%	2	0.0065	13

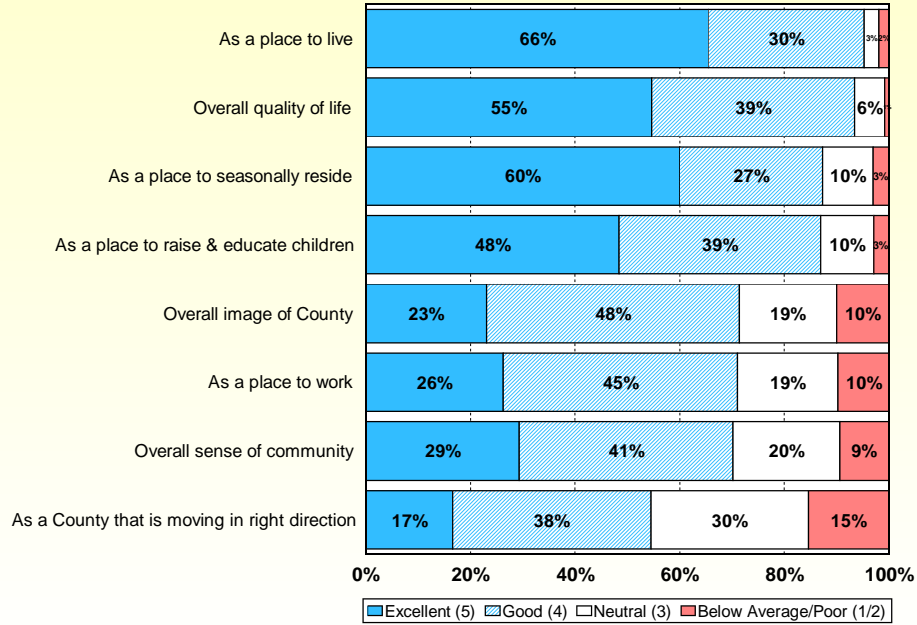
# Section 1

## *Charts and Graphs*

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### Q1. Overall Opinion Of The County: Part 1

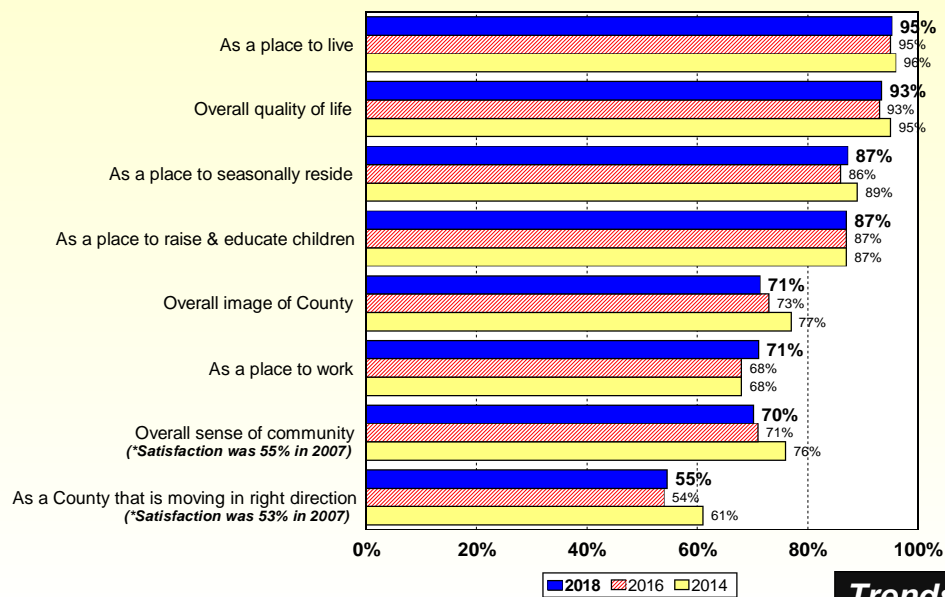
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Overall Opinion Of The County: Part 1 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

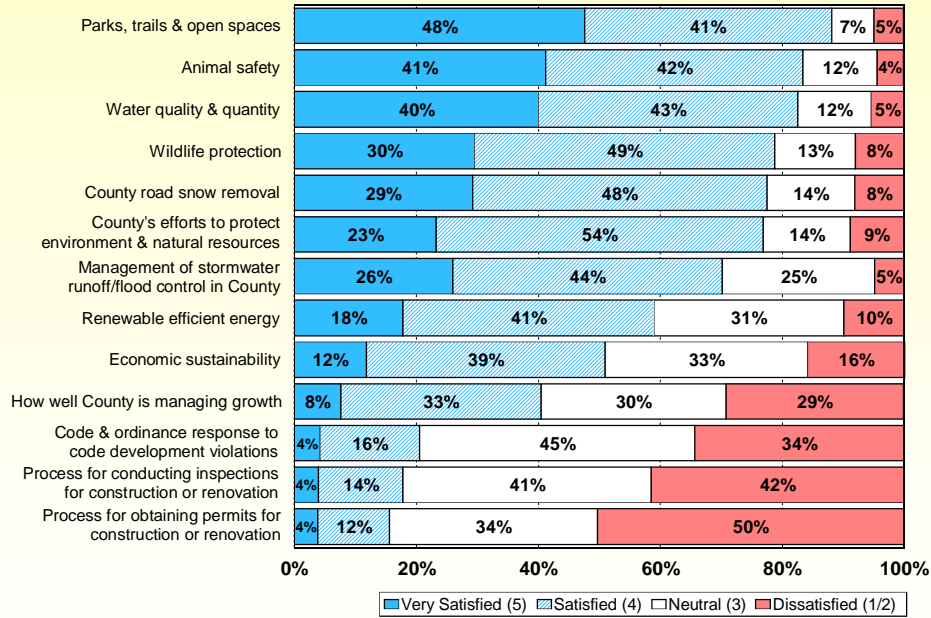


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

## Q2. Satisfaction With County Services And Initiatives

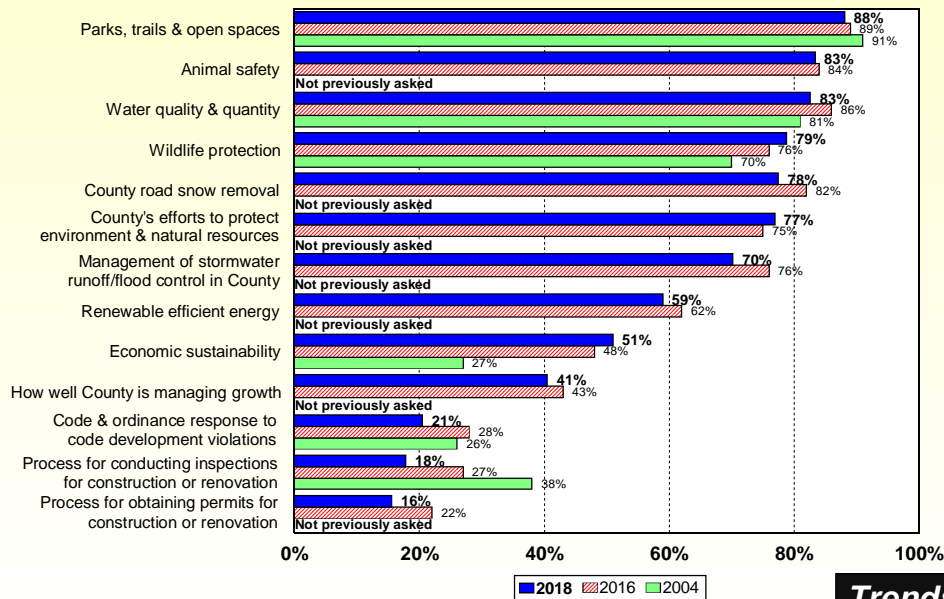
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Satisfaction With County Services And Initiatives 2018 vs. 2016 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

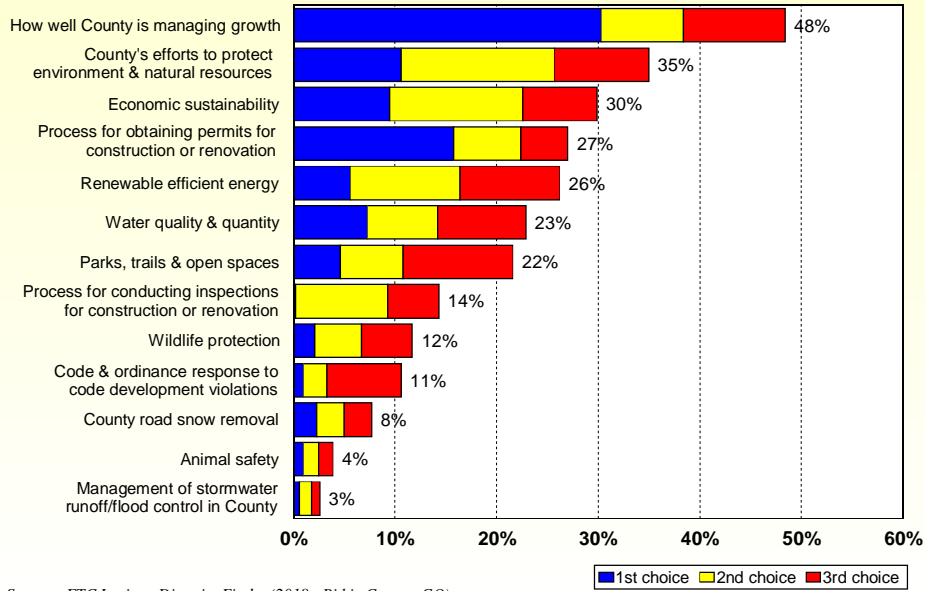


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

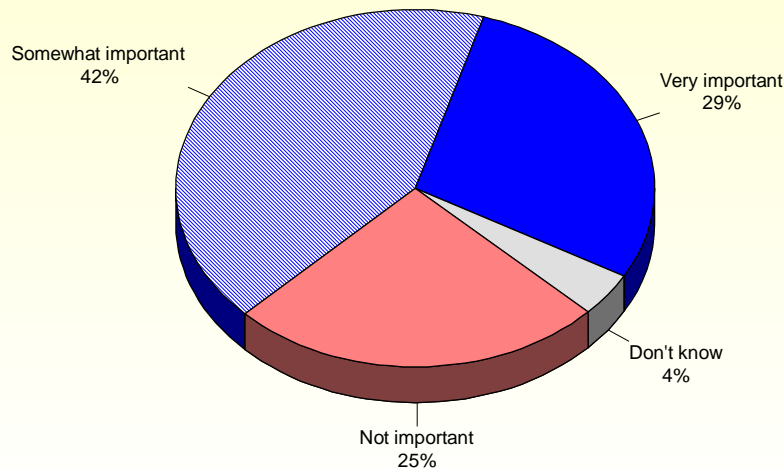
### Q3. County Services And Initiatives That Should Receive The Most Emphasis Over The Next Two Years

by percentage of respondents who selected the item as one of their top three choices



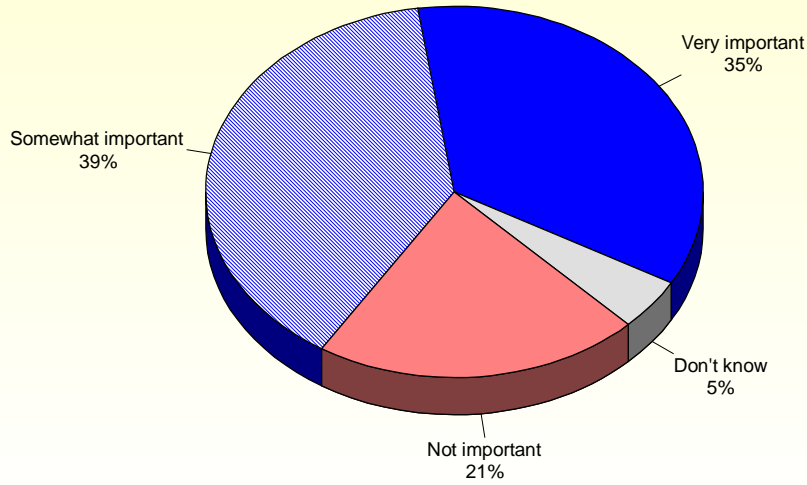
### Q4. How important do you think it is to develop a hard surface trail connection between the communities of Aspen and Down Valley?

by percentage of respondents



### Q5. How important do you think it is to develop a hard surface trail connection between the Intercept Lot and the Aspen/Rio Grande trail?

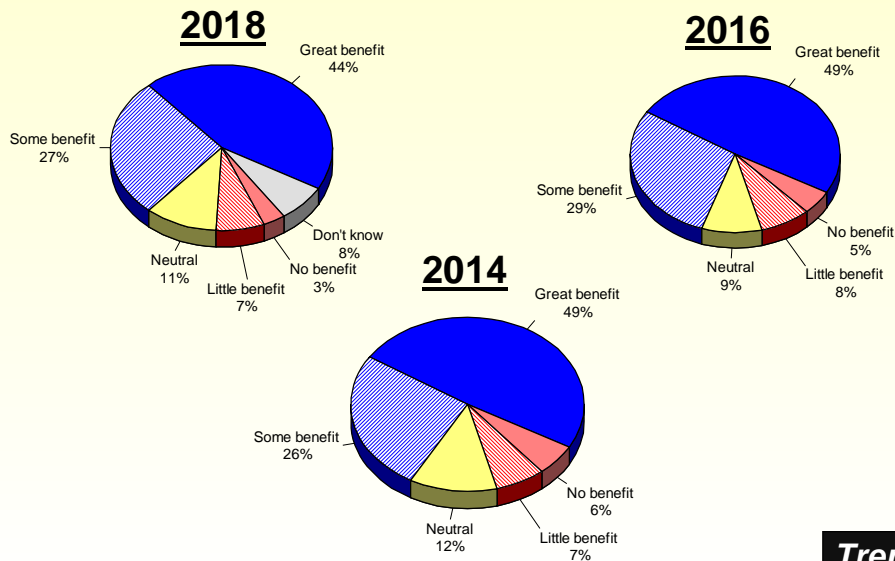
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q6. Level Of Benefit Received For Open Space And Trails Portion Of Property Tax Dollar 2018 vs. 2016 vs. 2014

by percentage of respondents

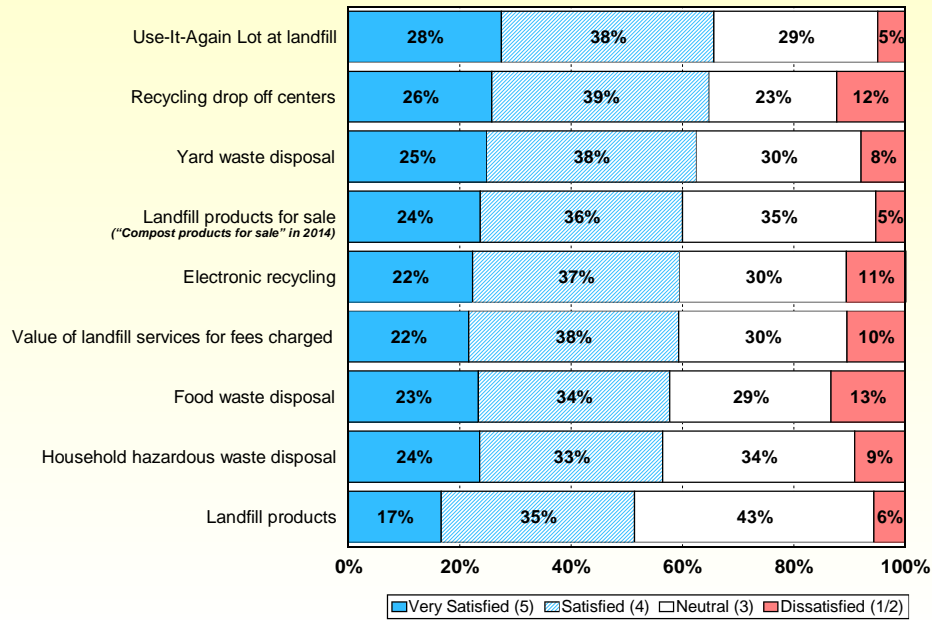


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)



### Q7. Satisfaction With Landfill And Recycling

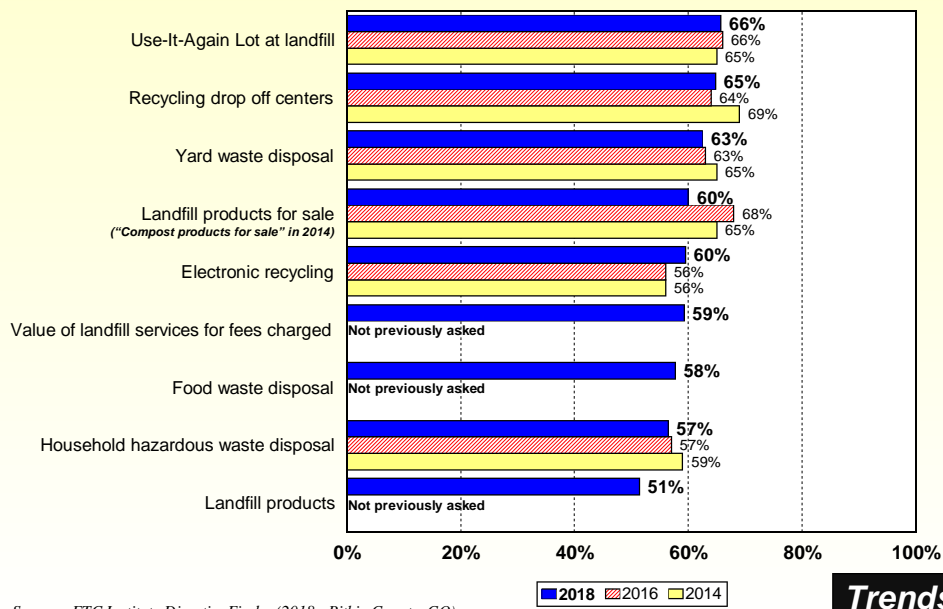
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Satisfaction With Landfill And Recycling 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

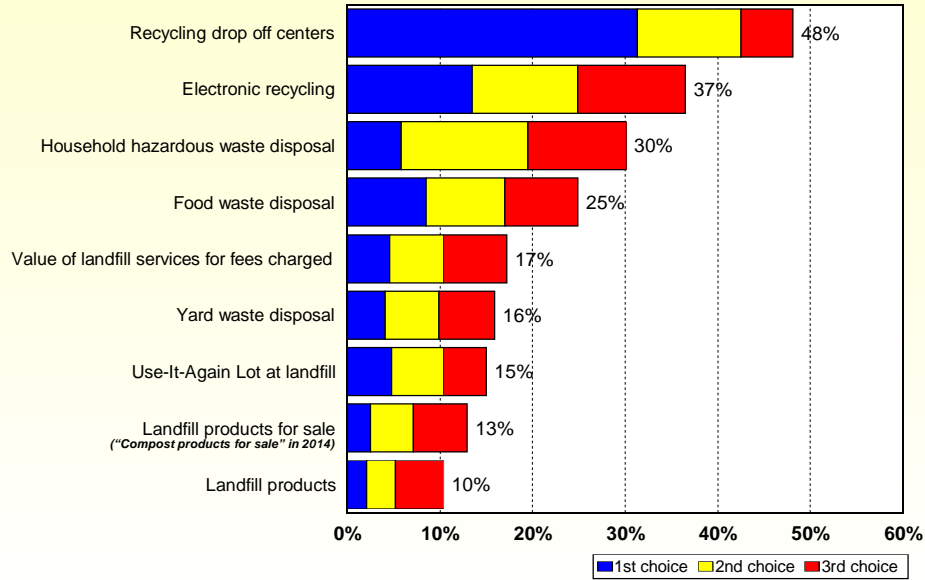


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

### Q8. Landfill And Recycling Services That Should Receive The Most Emphasis Over The Next Two Years

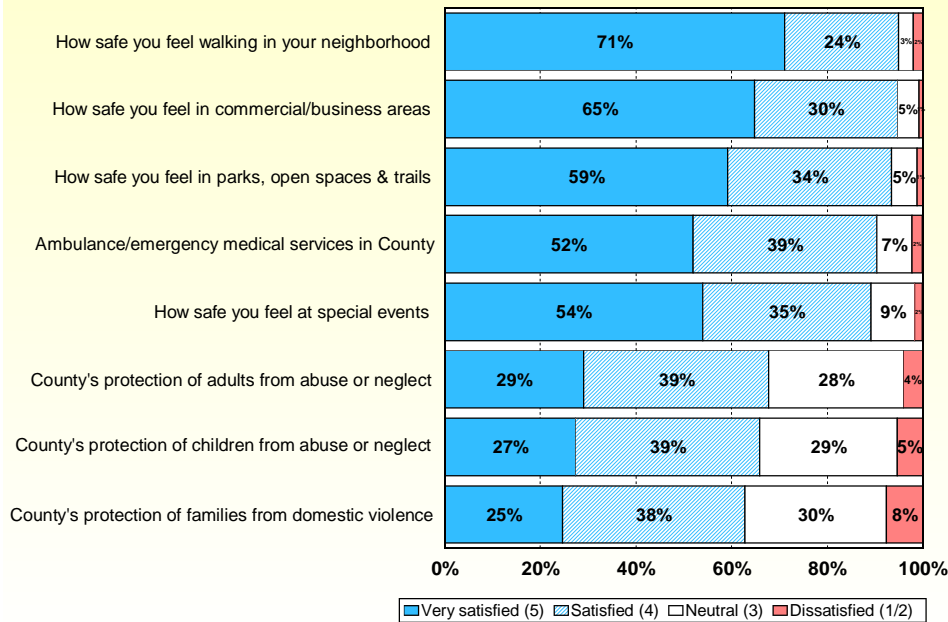
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q9. Satisfaction With Sense Of Personal Safety

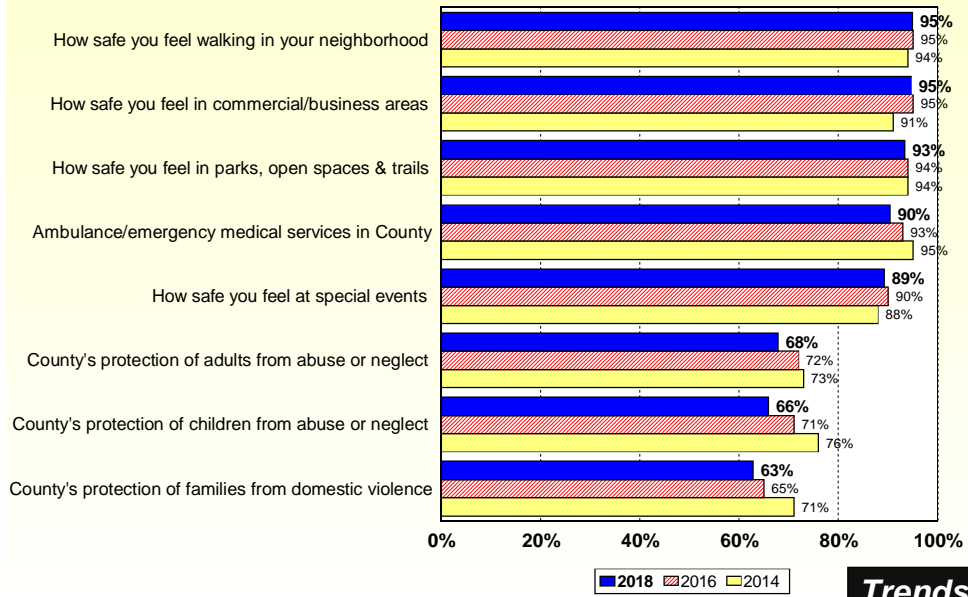
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Satisfaction With Sense Of Personal Safety 2018 vs. 2016 vs. 2014

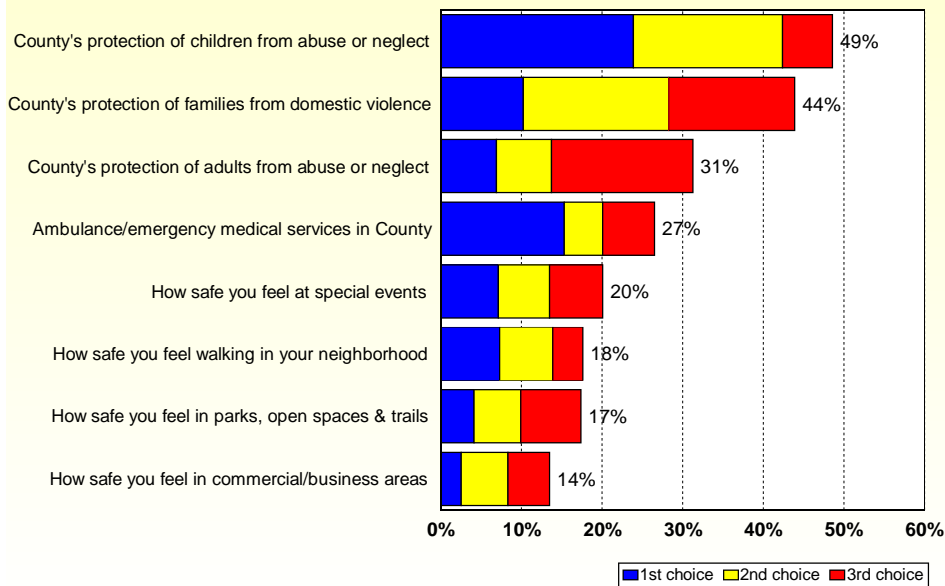
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



**Trends**

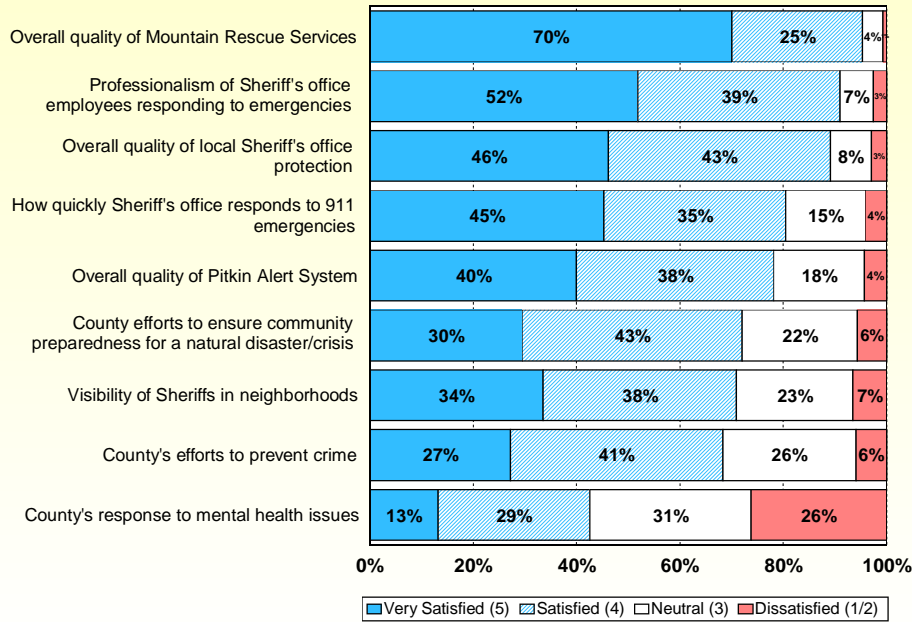
## Q10. Sense Of Personal Safety Items That Should Receive The Most Emphasis Over The Next Two Years

by percentage of respondents who selected the item as one of their top three choices



### Q11. Satisfaction With Public Safety

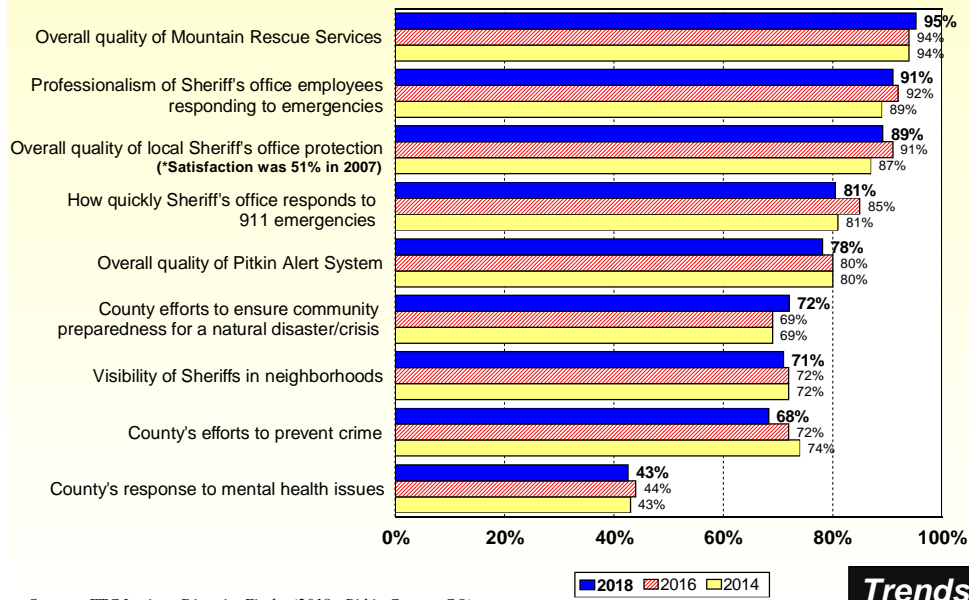
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Satisfaction With Public Safety 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

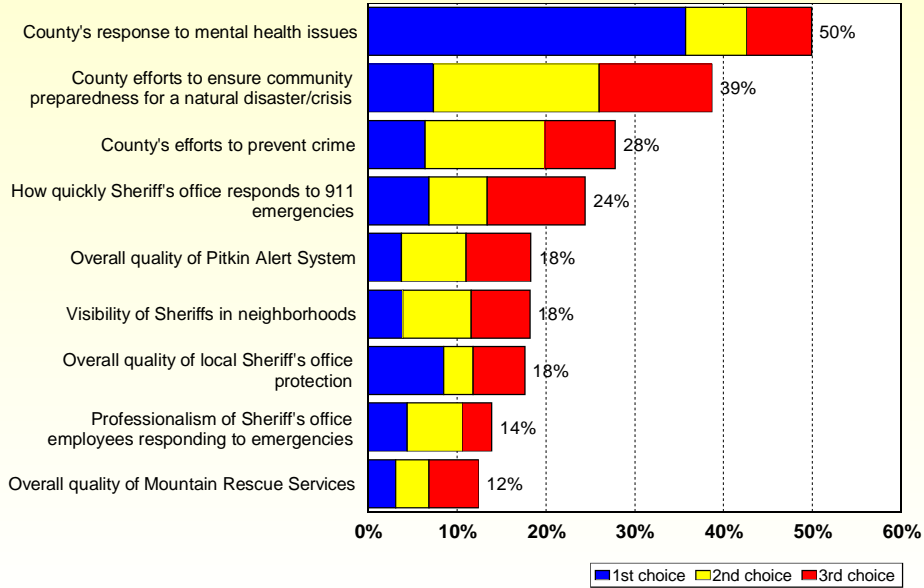


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

### Q12. Public Safety Items That Should Receive the Most Emphasis Over the Next Two Years

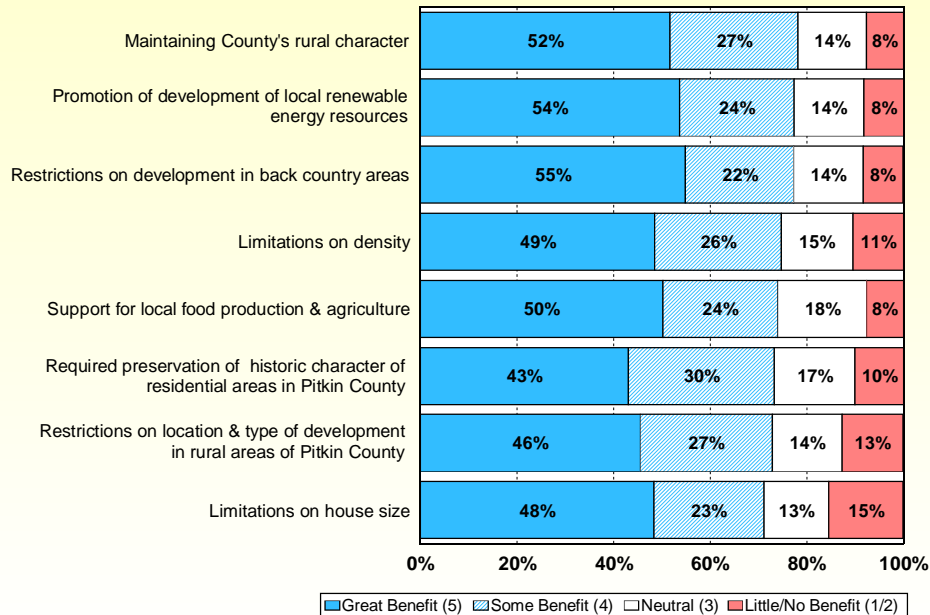
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q13. Level of Benefit Received for Zoning Limitations

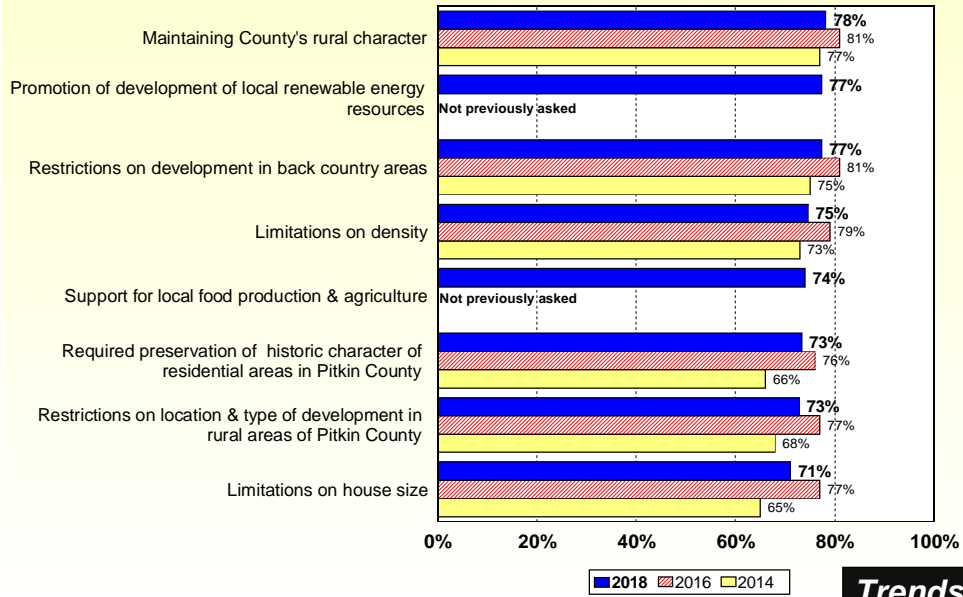
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Level of Benefit Received for Zoning Limitations 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

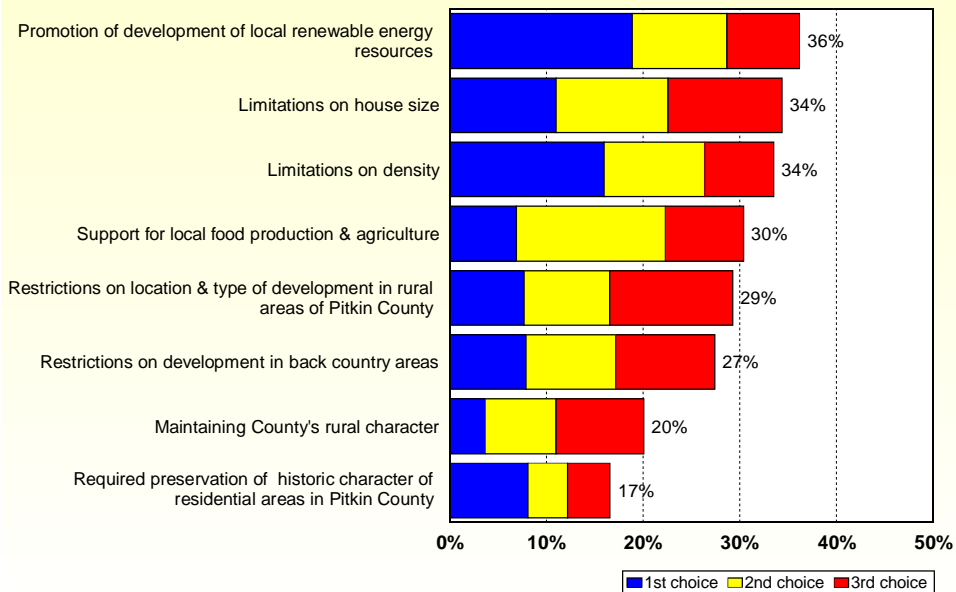


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

## Q14. Zoning Items That Should Receive the Most Emphasis Over the Next Two Years

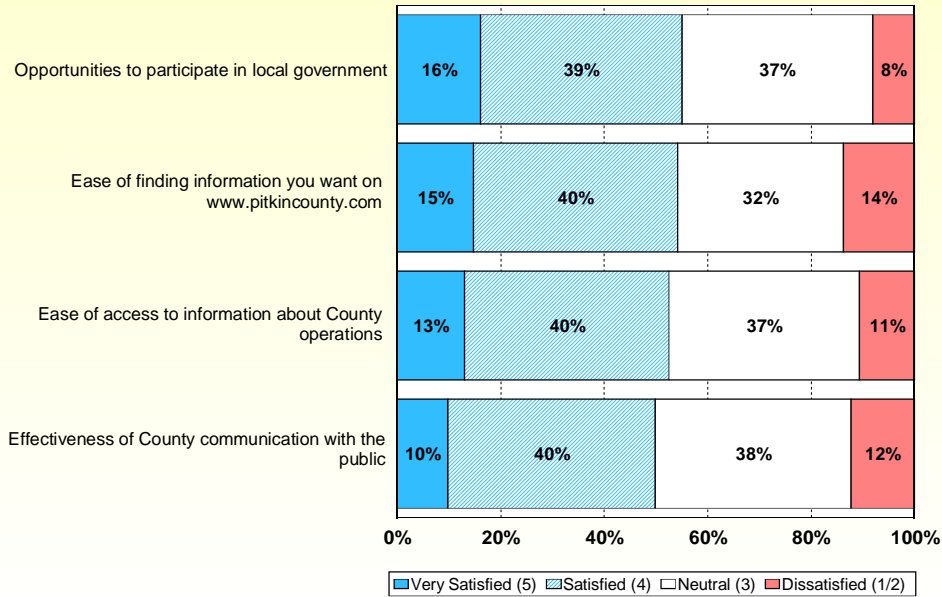
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Q15. Satisfaction With Public Communication And Outreach

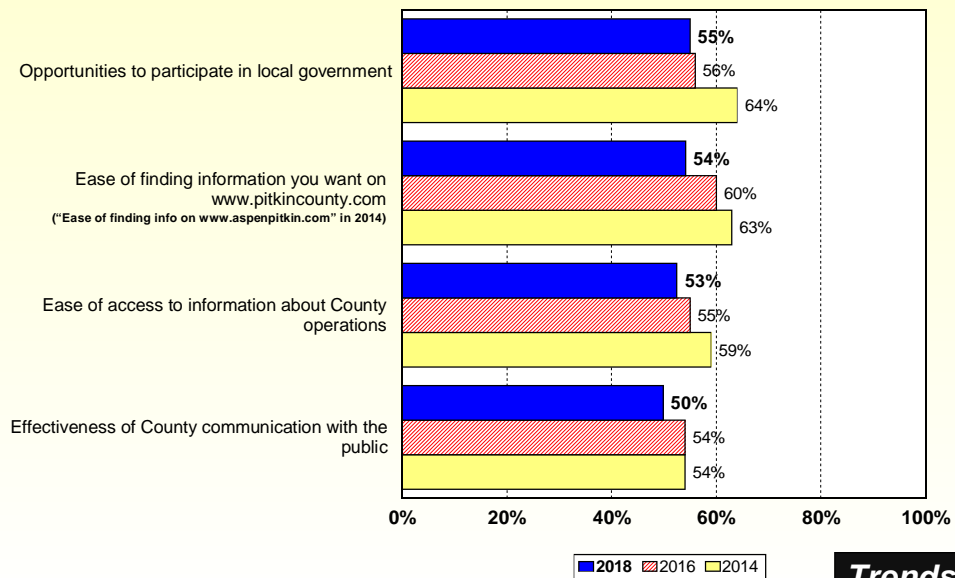
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Satisfaction With Public Communication And Outreach 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

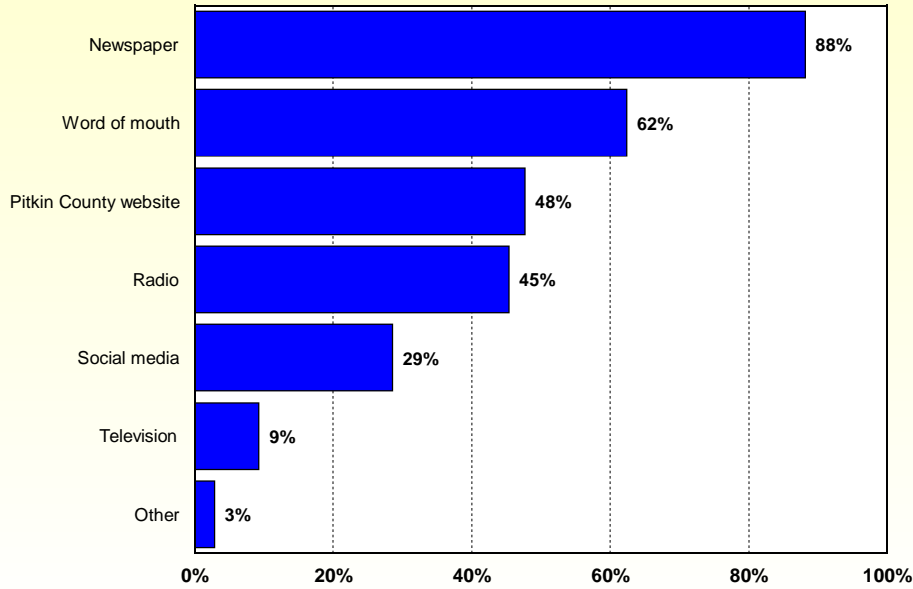


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

### Q16. Methods Respondent Households Use To Learn About Pitkin County Government

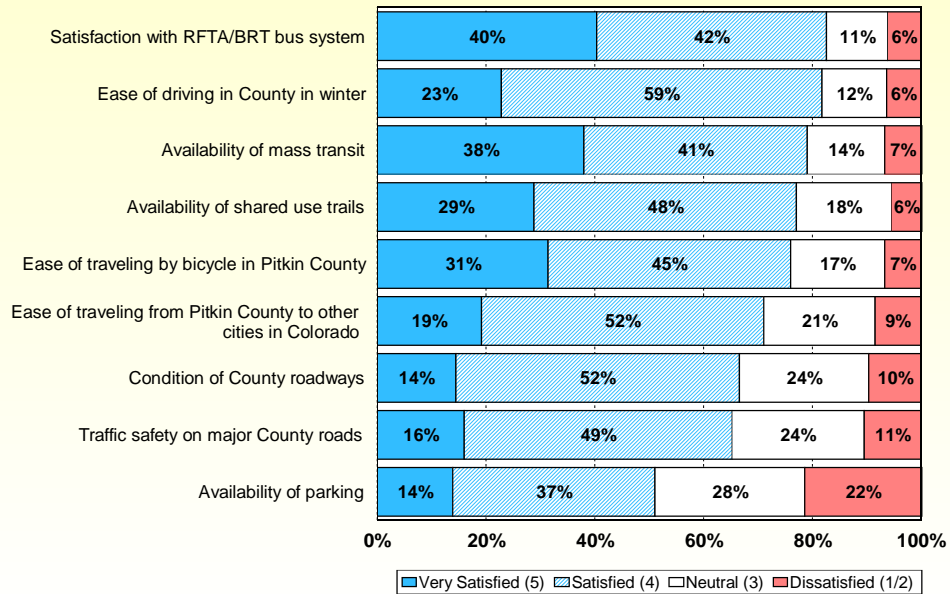
by percentage of respondents (multiple choices could be chosen)



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q17. Satisfaction With Perceptions Of Current Transportation Issues

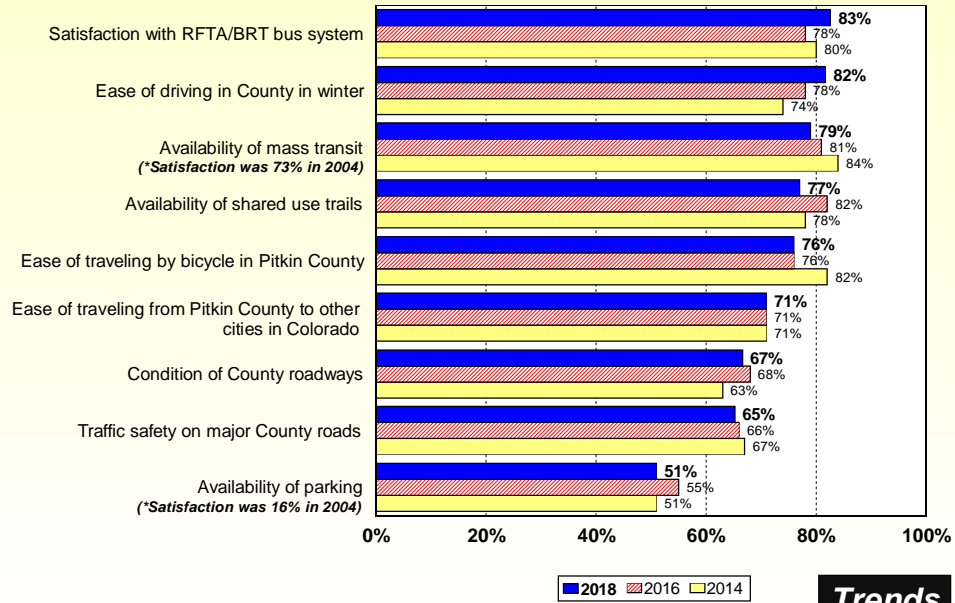
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Satisfaction With Perceptions Of Current Transportation Issues 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

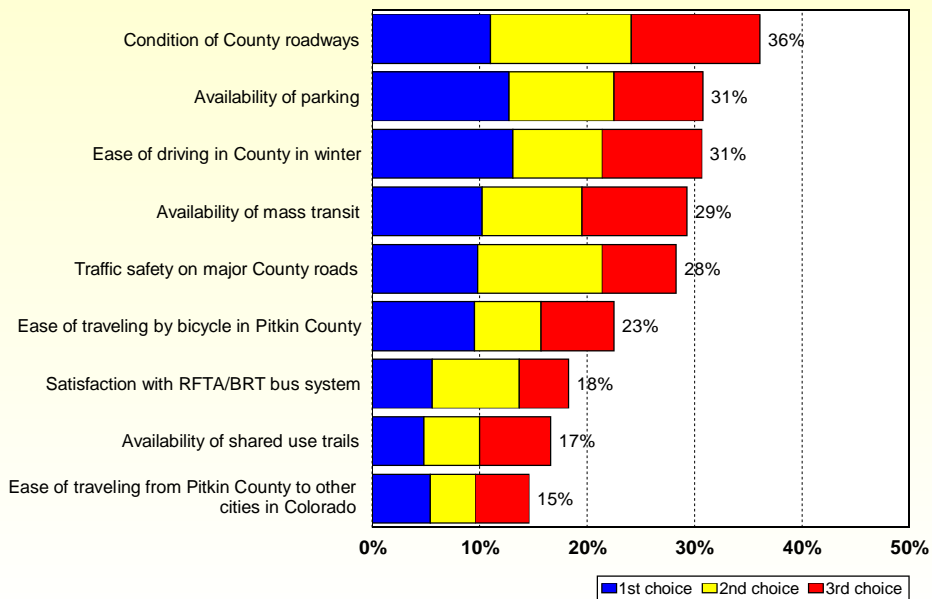


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)



### Q18. Perceptions Of Current Transportation Issues That Should Receive The Most Emphasis Over the Next Two Years

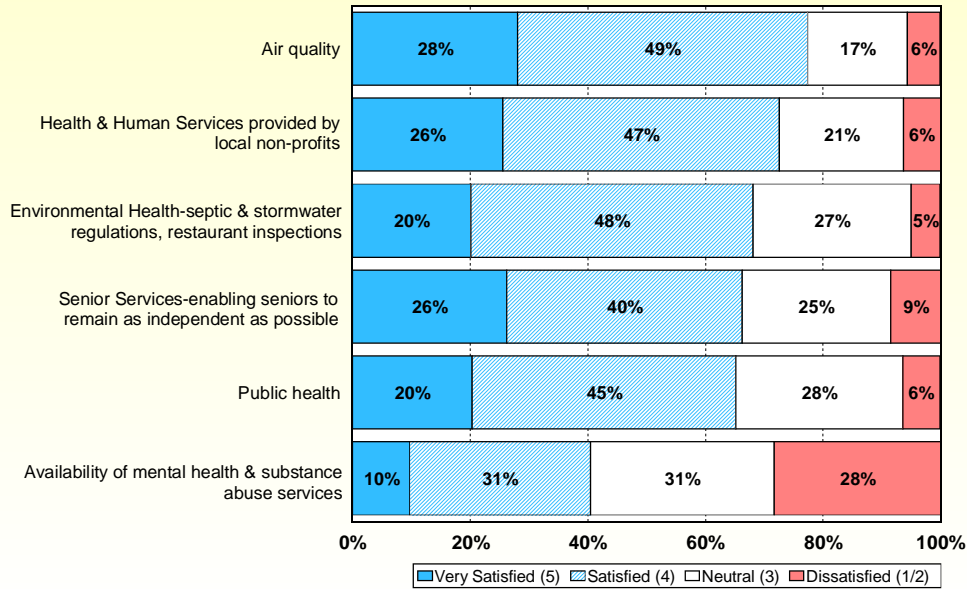
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q19. Satisfaction With Pitkin County As A Healthy Community

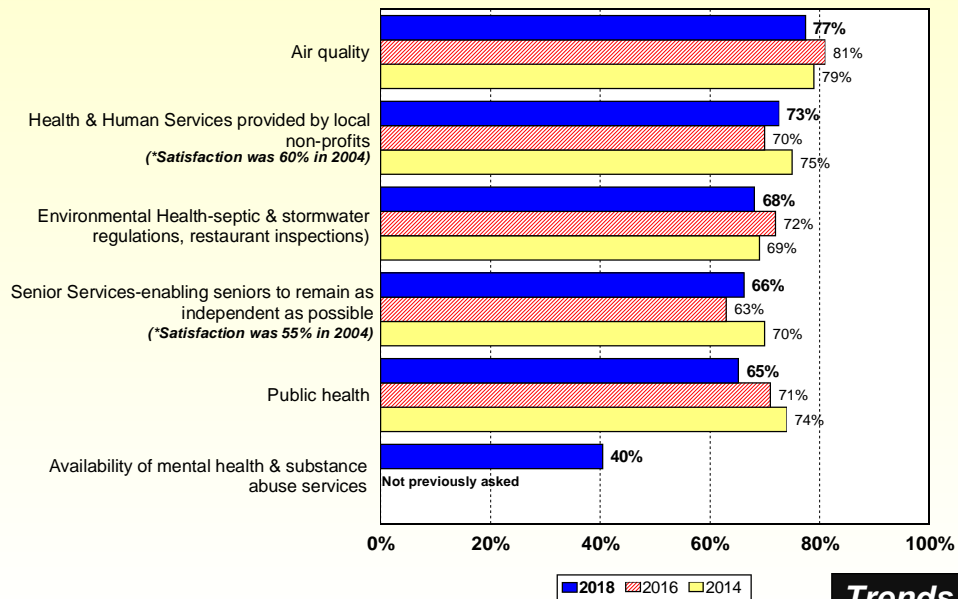
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Satisfaction With Pitkin County As A Healthy Community 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

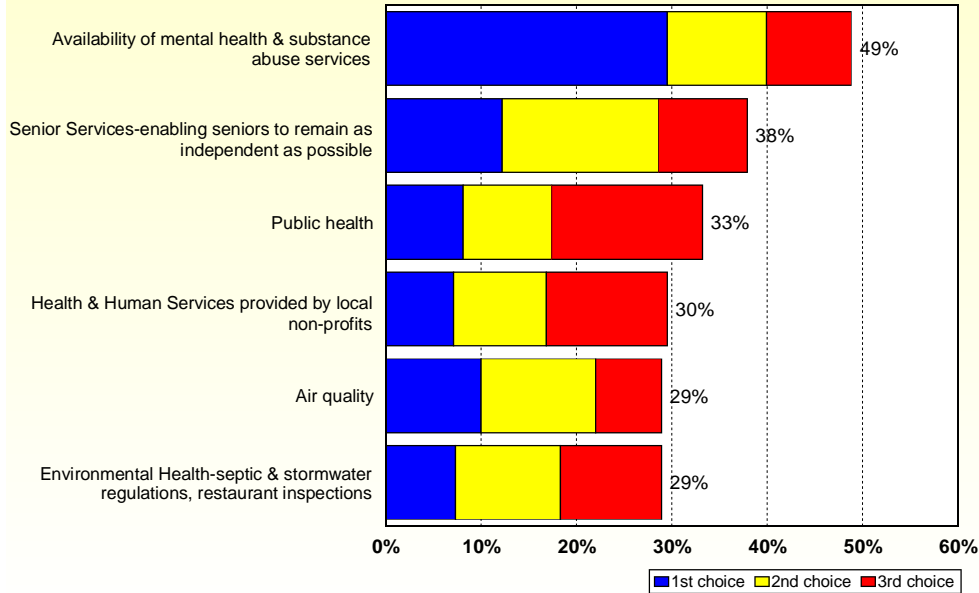


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

### Q20. Healthy Community Items That Should Receive The Most Emphasis Over the Next Two Years

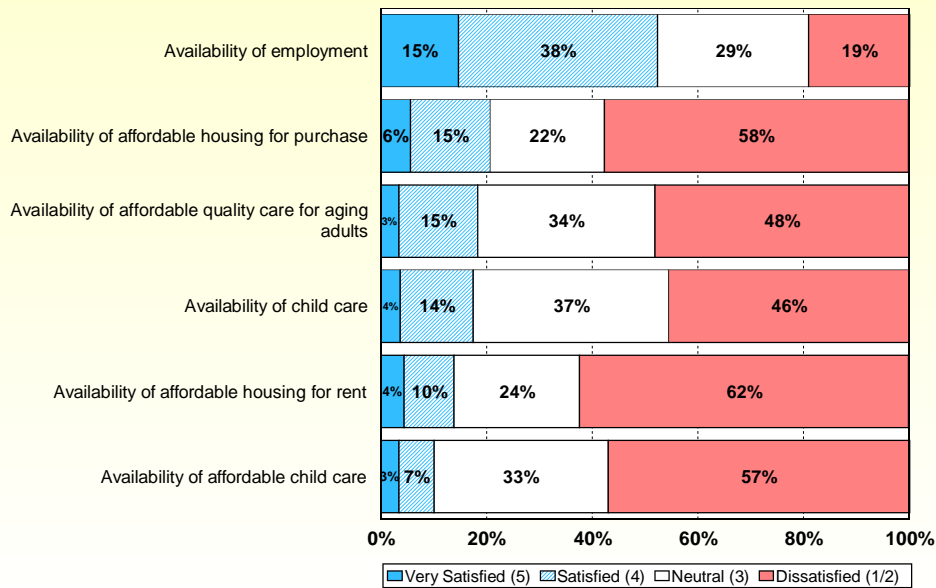
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q21. Satisfaction With Aspects Of Living In Pitkin County

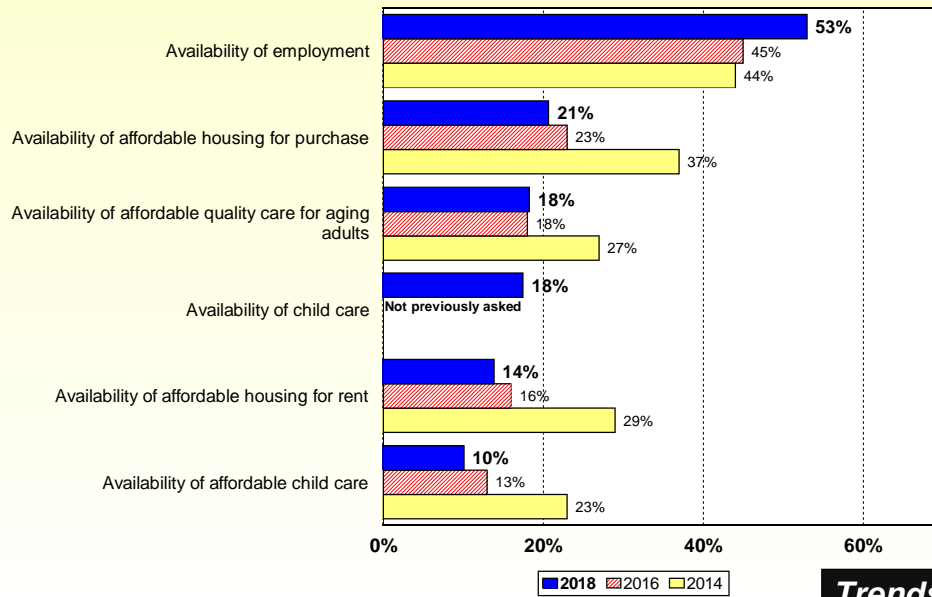
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Satisfaction With Aspects Of Living In Pitkin County 2018 vs. 2016 vs. 2014

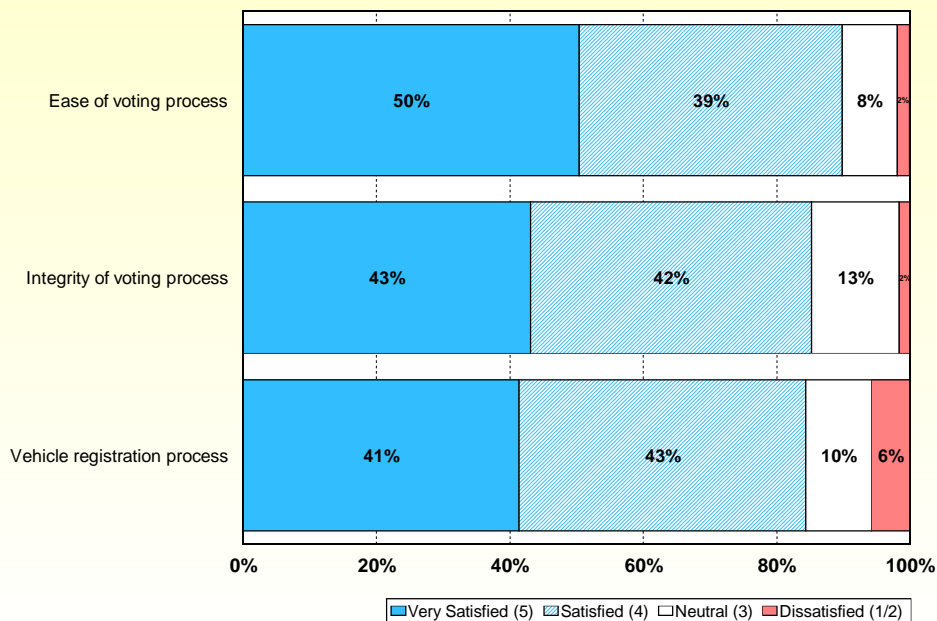
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

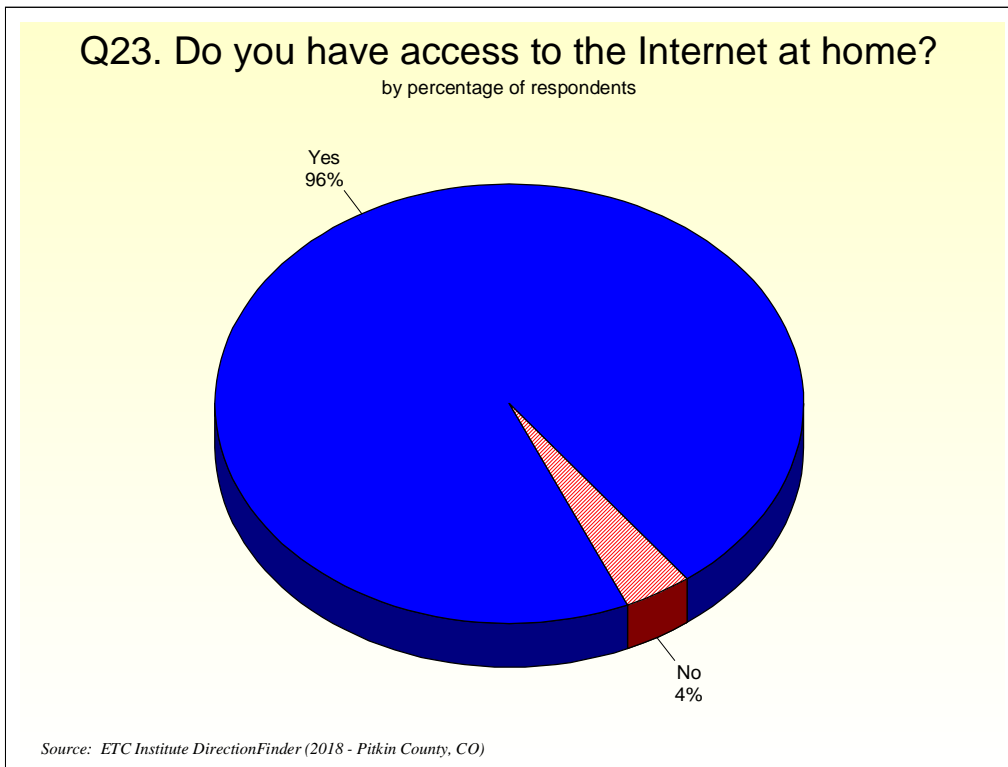
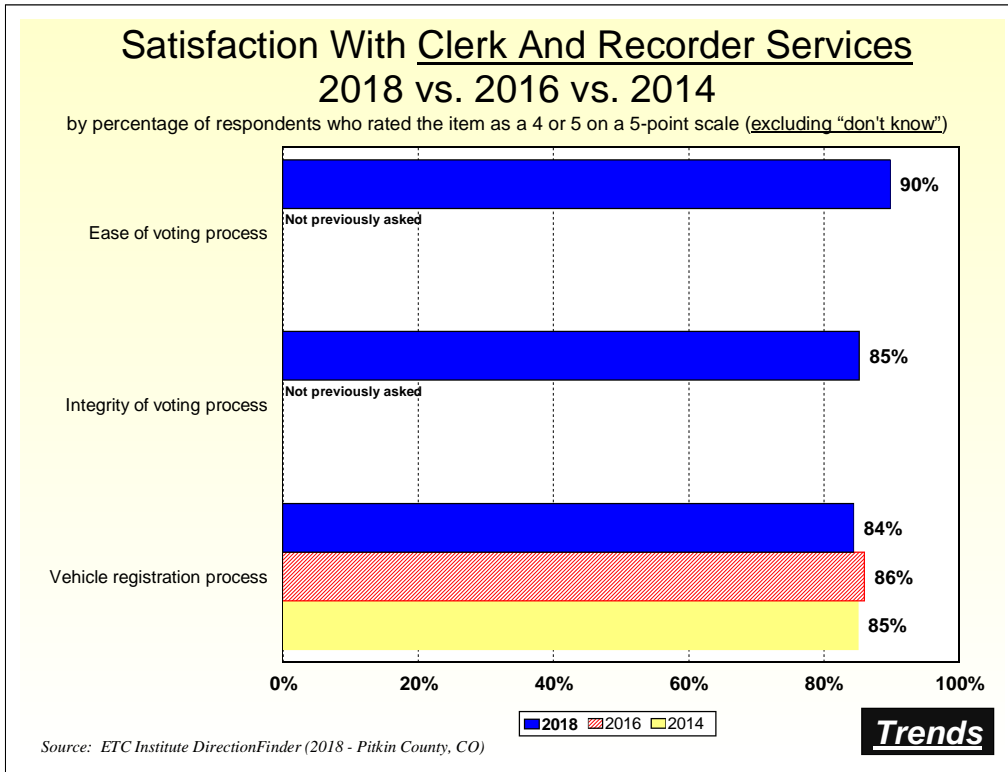


**Trends**

## Q22. Satisfaction With Clerk And Recorder Services

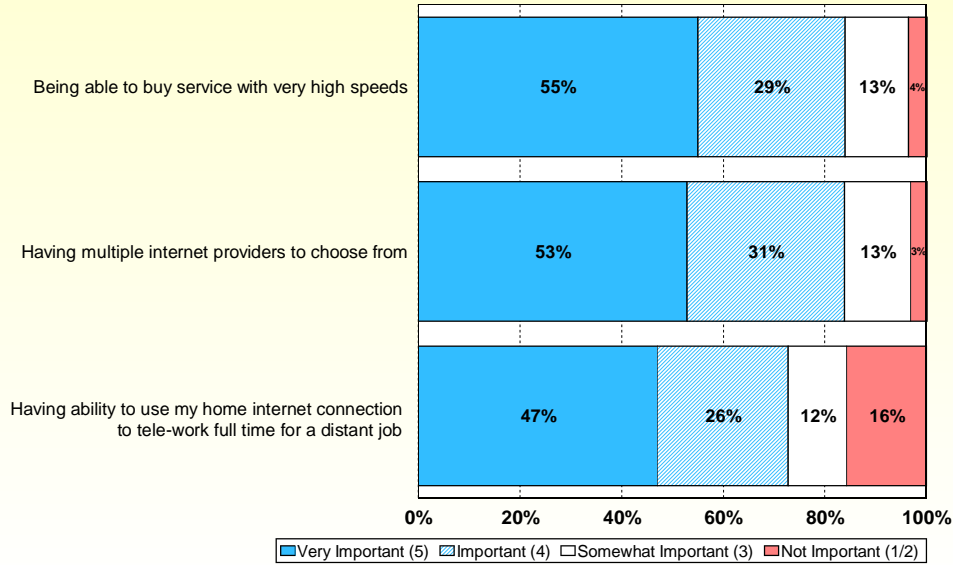
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





### Q24. Importance Of Various Features When Selecting A Home Internet Provider

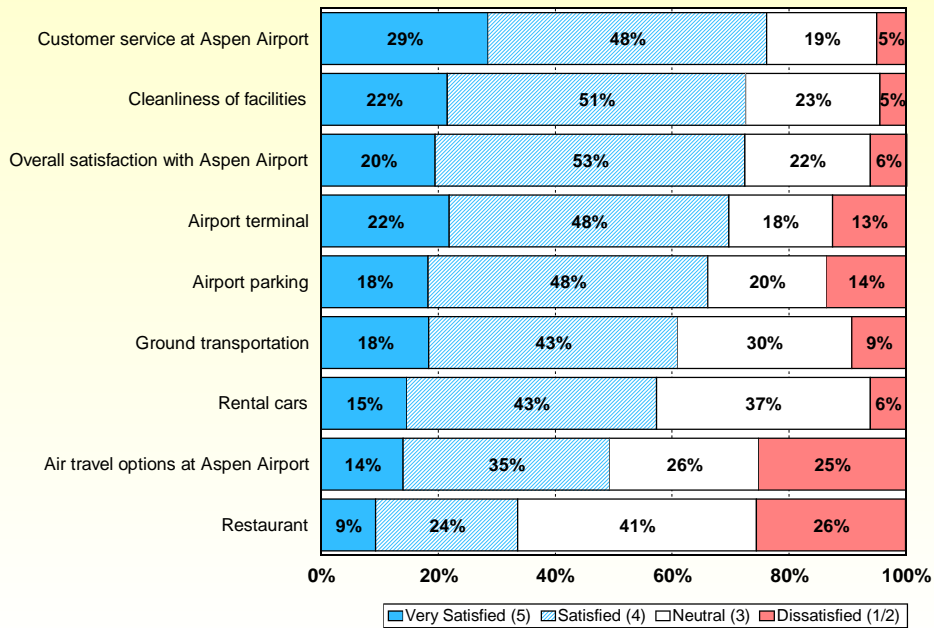
by percentage of respondents who answered "yes" to Question 23 and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q25. Satisfaction With Aspen/Pitkin County Airport

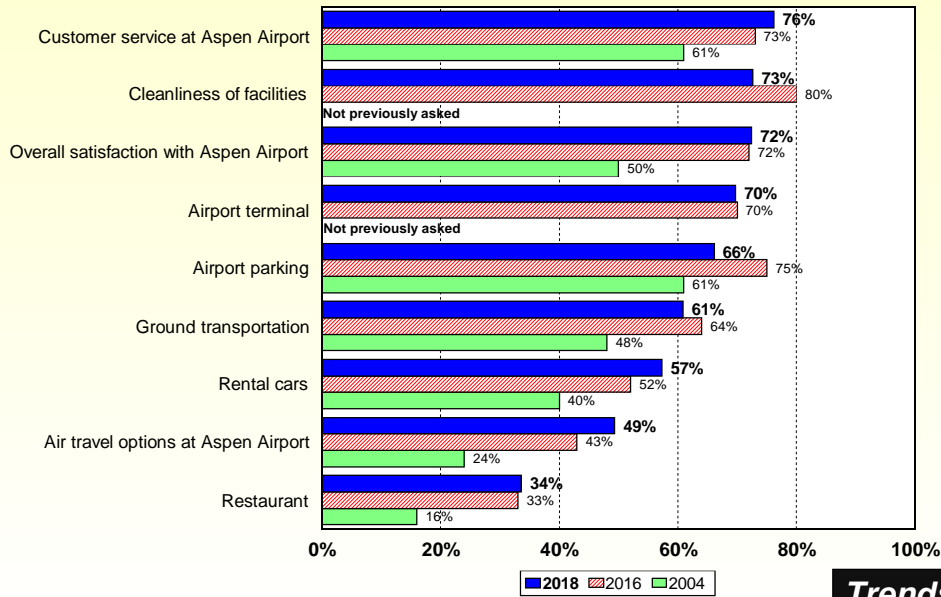
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Satisfaction With Aspen/Pitkin County Airport 2018 vs. 2016 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

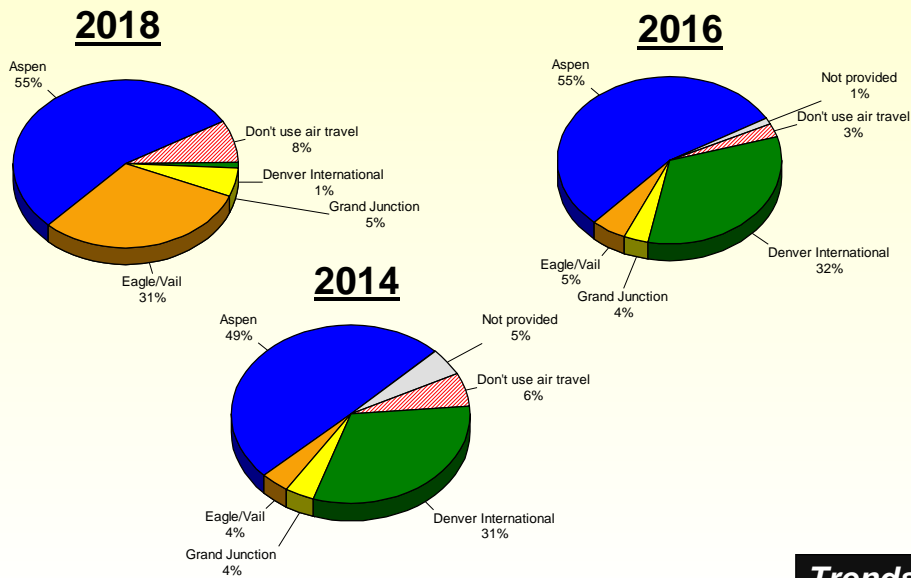


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

## Q26. Which airport do you fly into and out of most often? 2018 vs. 2016 vs. 2014

by percentage of respondents

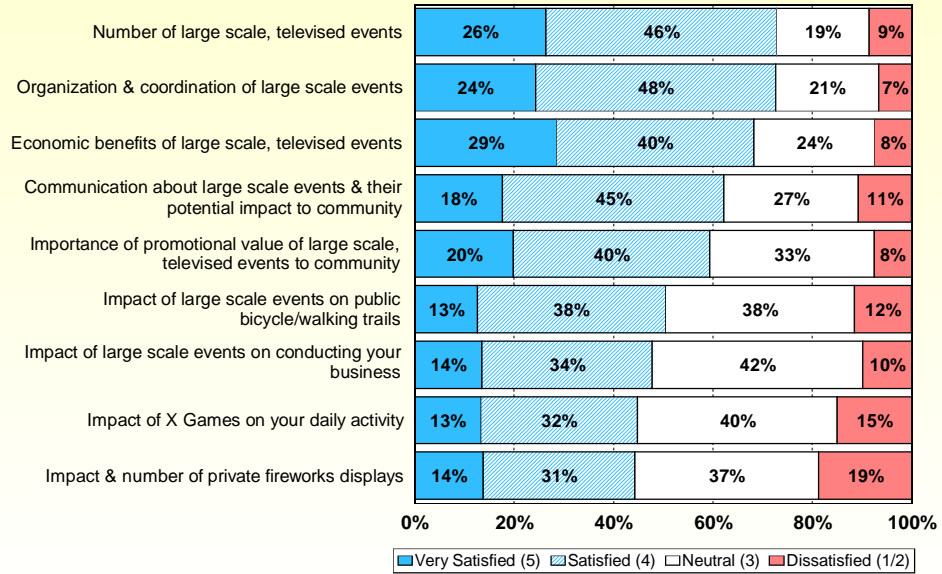


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

**Trends**

## Q27. Satisfaction With Various Aspects of Special Events In Pitkin County

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

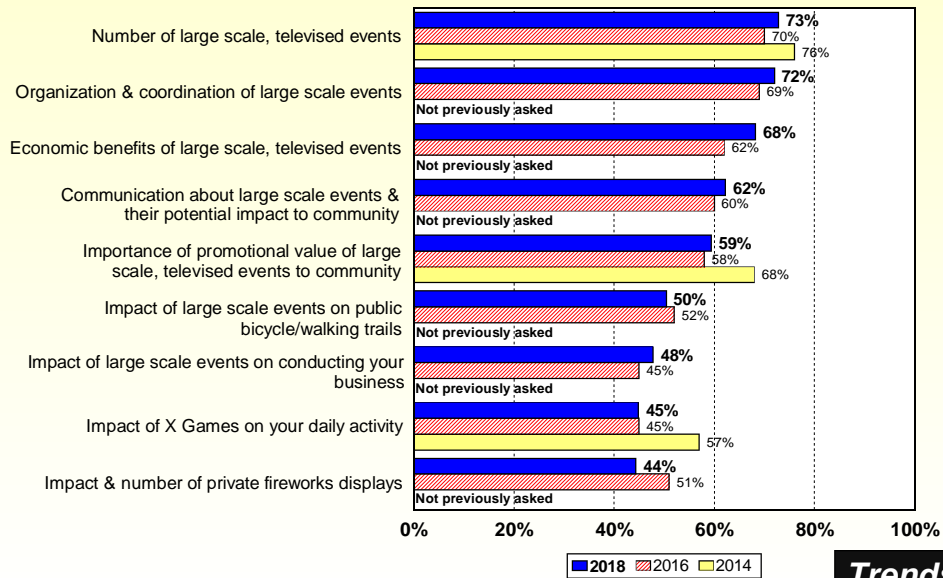


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

## Satisfaction With Various Aspects Of Special Events In Pitkin County

2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

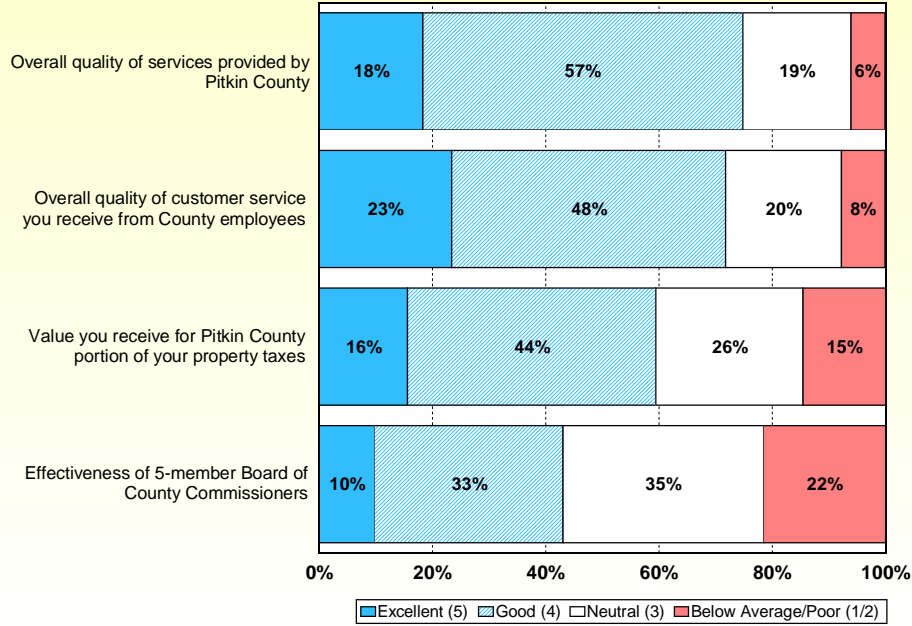


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)



### Q28. Overall Opinion Of The County: Part 2

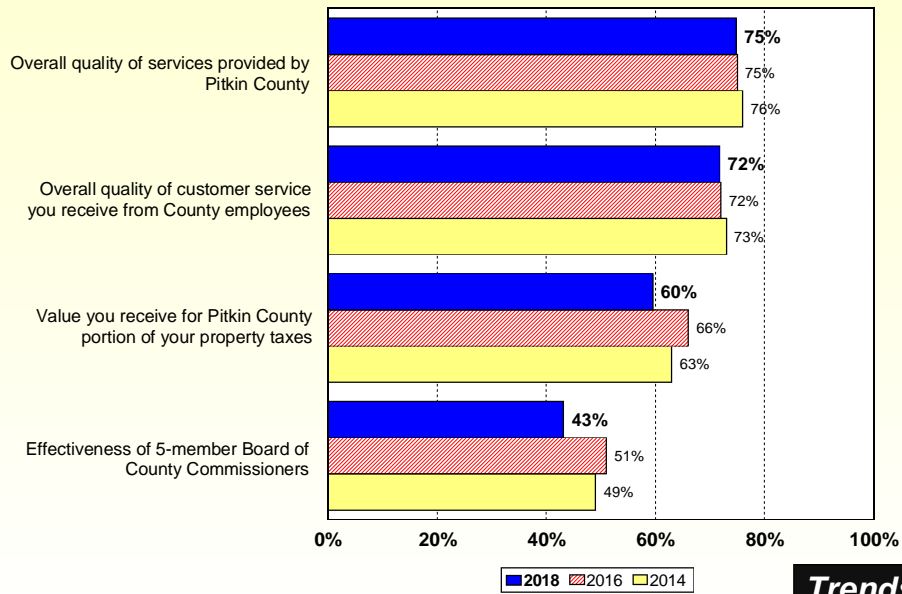
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Overall Opinion Of The County: Part 2 2018 vs. 2016 vs. 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



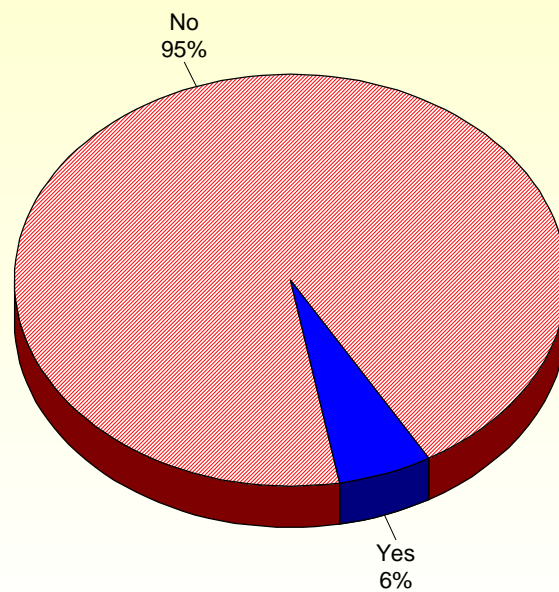
Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)



# DEMOGRAPHICS

Q30. Are you a second homeowner in Pitkin County?

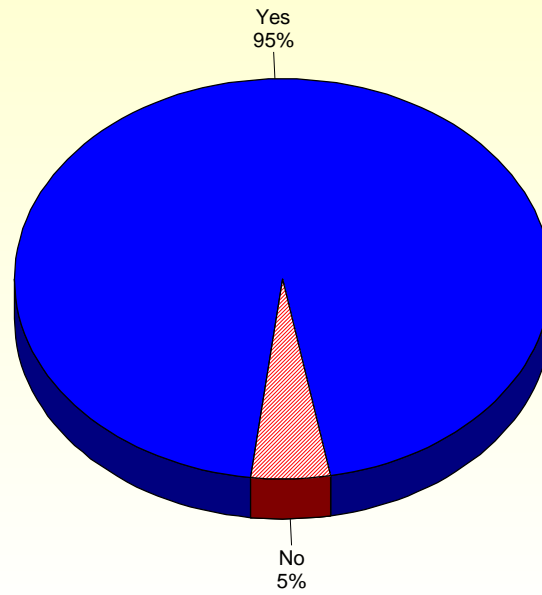
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q31. Are you a full-time resident?

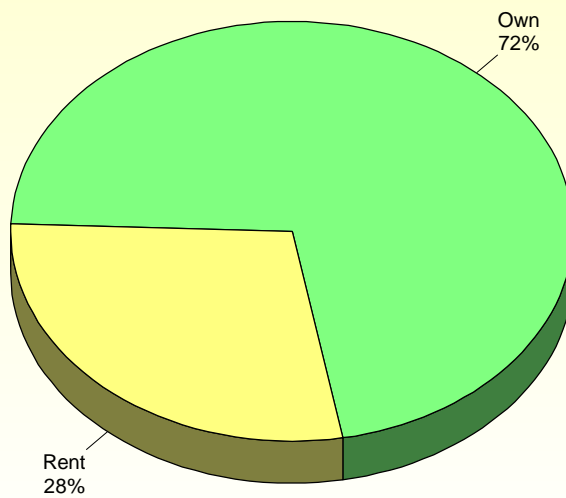
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q32. Do you own or rent your current residence?

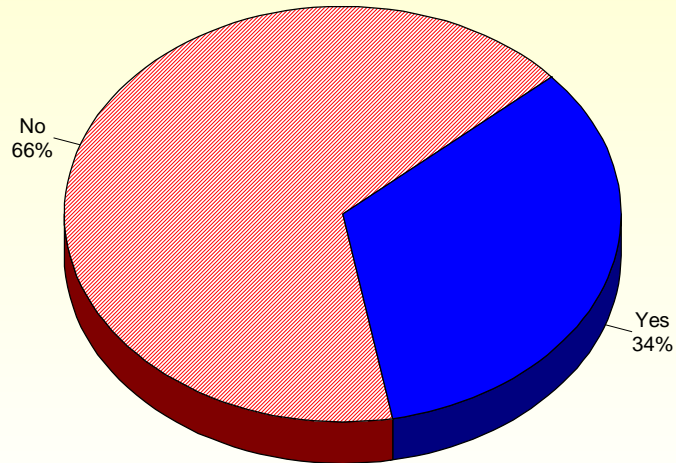
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q33. Are you a business owner in Pitkin County?

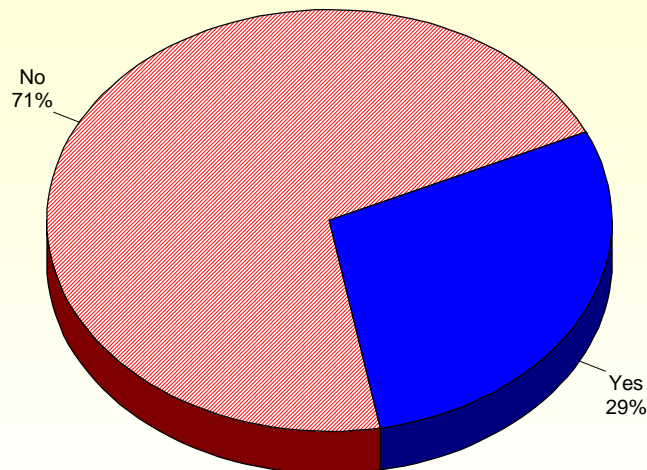
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q34. Do you live in deed restricted housing?

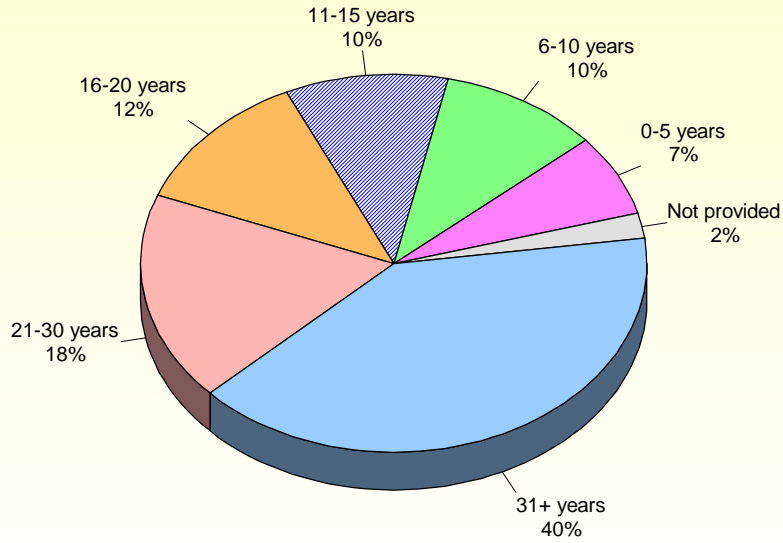
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q35. Approximately how many years have you lived in Pitkin County?

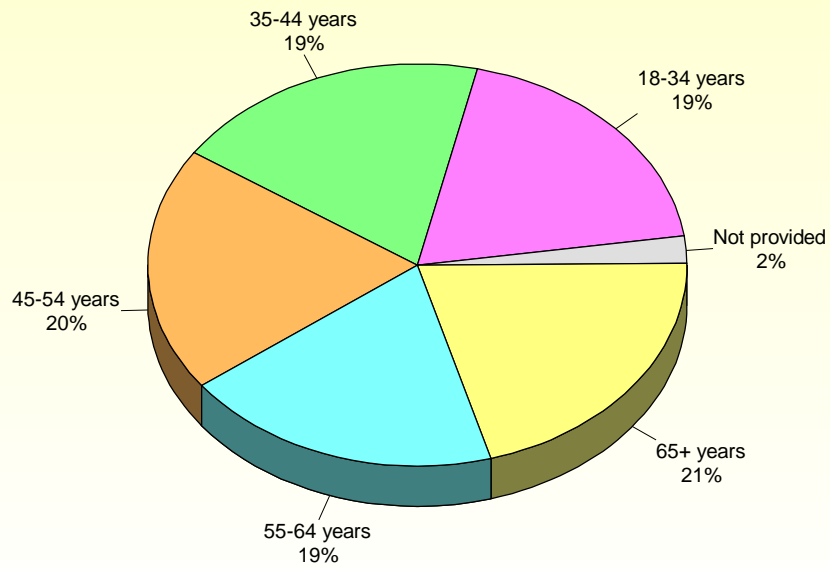
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q36. What is your age?

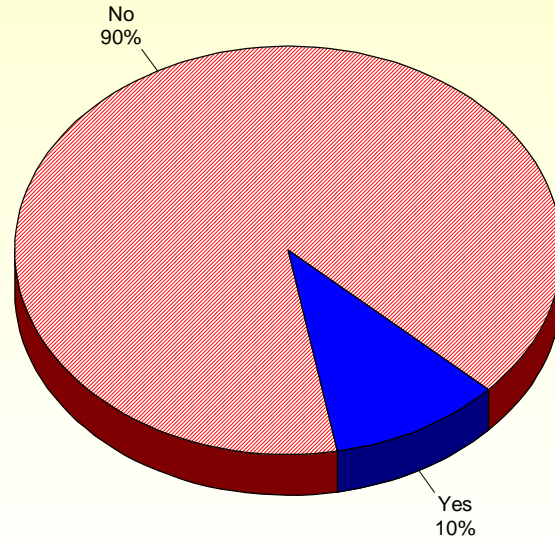
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q37. Are you or other members of your household of Hispanic or Latino ancestry?

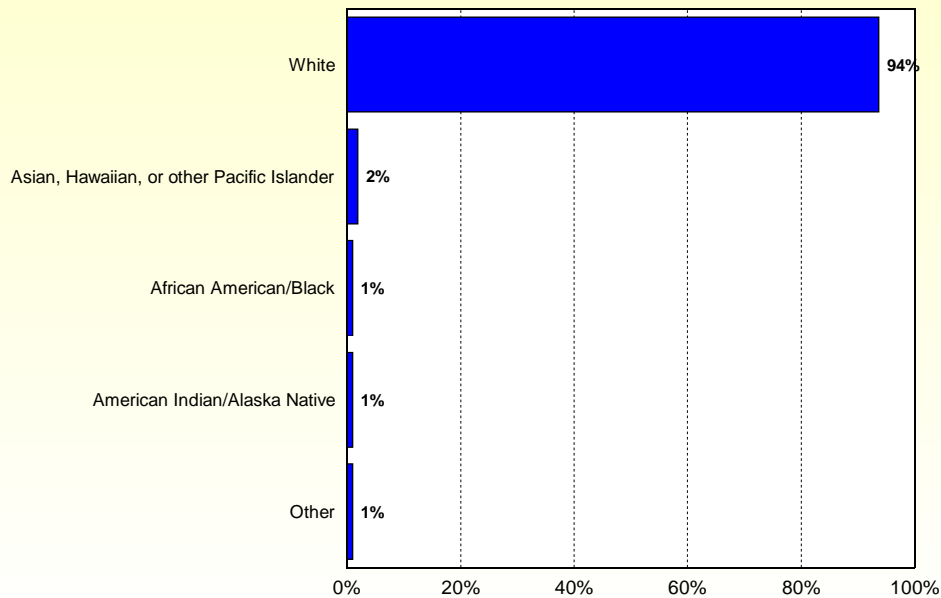
by percentage of respondents



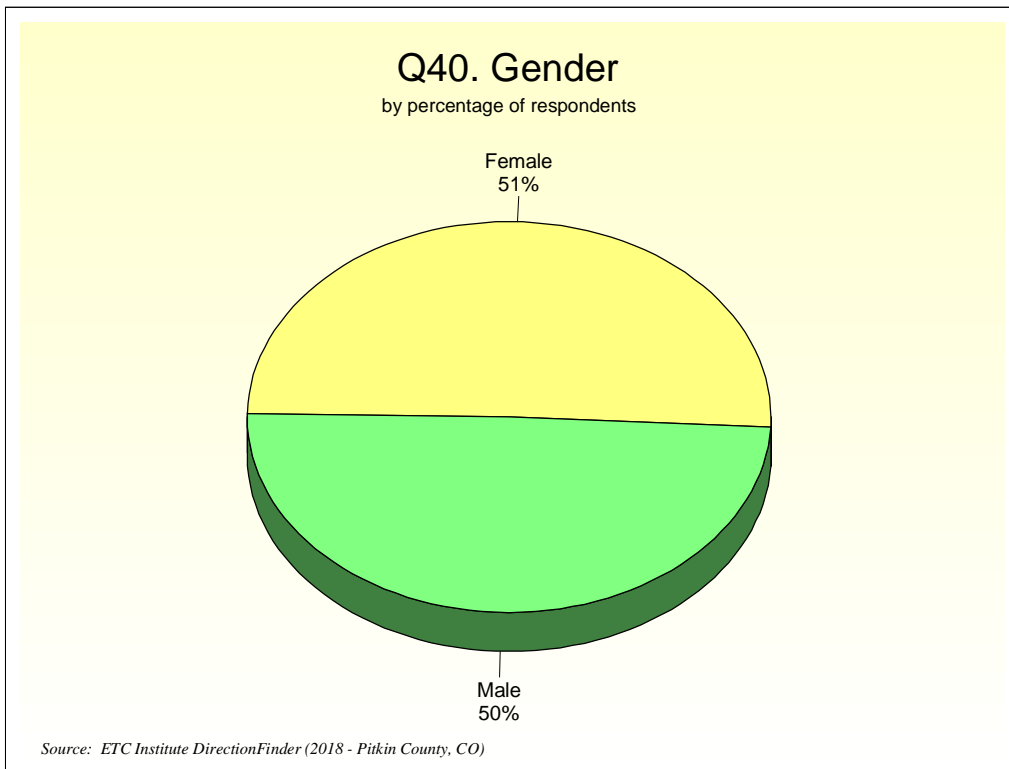
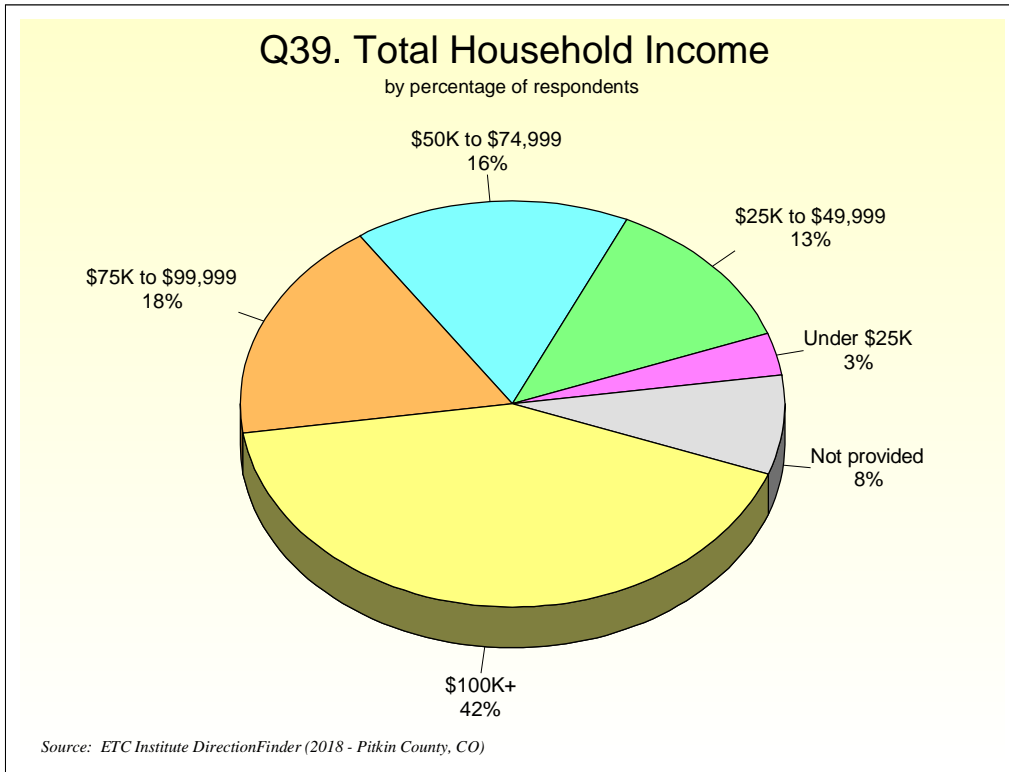
Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q38. Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)

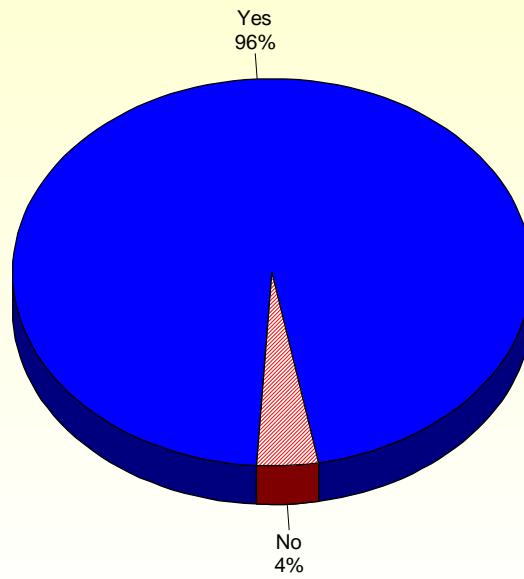


Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)



### Q41. Are you a registered voter?

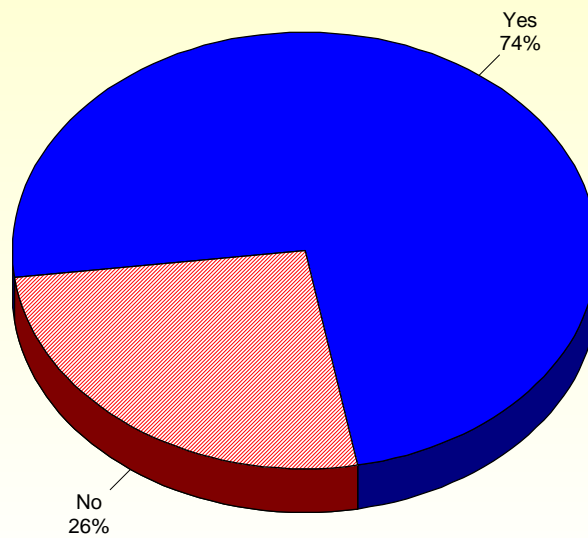
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q42. Are you employed?

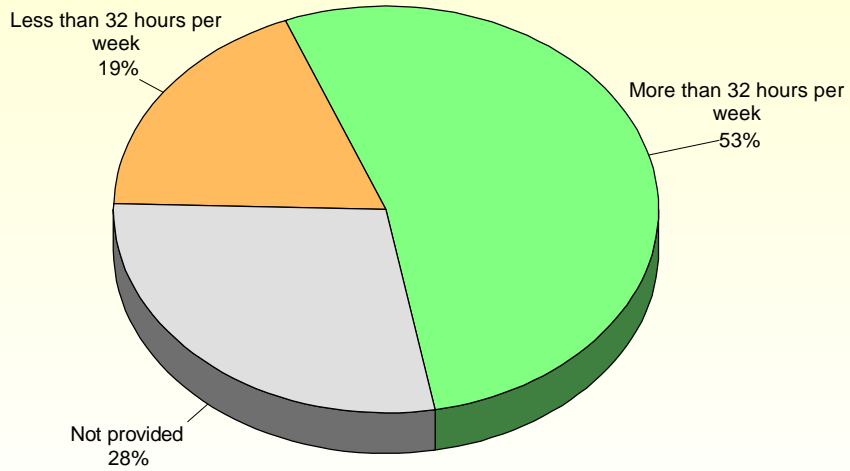
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

### Q43. Do you typically work less than 32 hours per week or more than 32 hours per week?

by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Pitkin County, CO)

# Section 2

# Benchmarking Analysis

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# Benchmarking Summary Report Pitkin County, Colorado

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## Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of more than 4,000 residents across the United States, (2) from individual community surveys that were administered in communities with a population of 20,000 or less.

## Interpreting the Charts

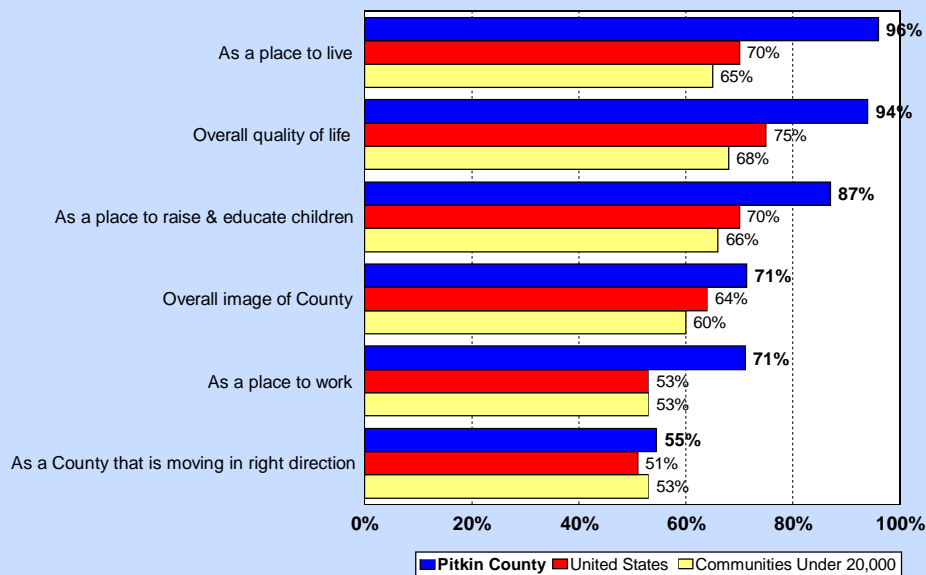
**National Benchmarks.** The charts on the following pages show how the overall ratings for Pitkin County compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for Pitkin County, the red bar for the United States, and the yellow bar for Communities Under 20,000.

# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Pitkin County, Colorado is not authorized without written consent from ETC Institute.**

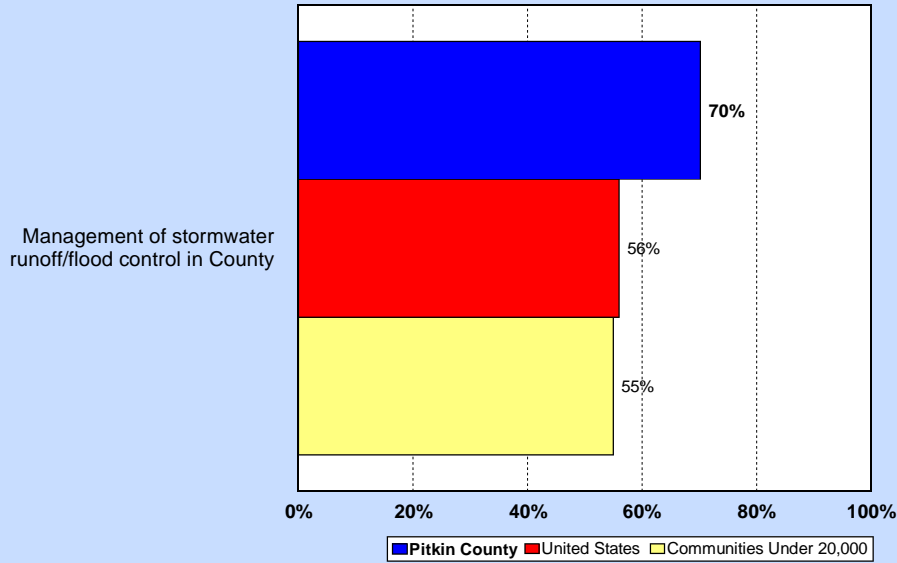
## Overall Opinion Of The County: Part 1 Pitkin County vs. the U.S. vs. Communities Under 20,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



### Satisfaction With County Services And Initiatives Pitkin County vs. the U.S. vs. Communities Under 20,000

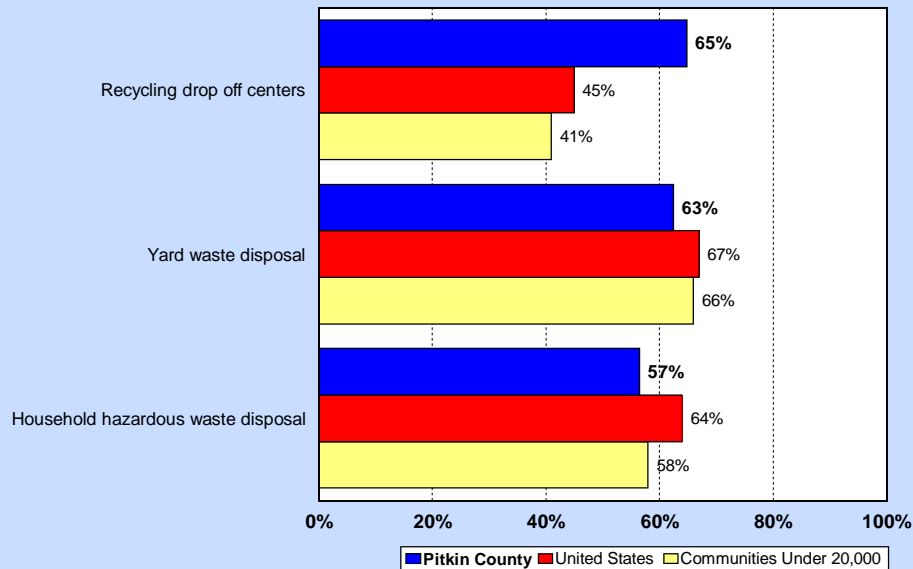
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Satisfaction With Landfill And Recycling Pitkin County vs. the U.S. vs. Communities Under 20,000

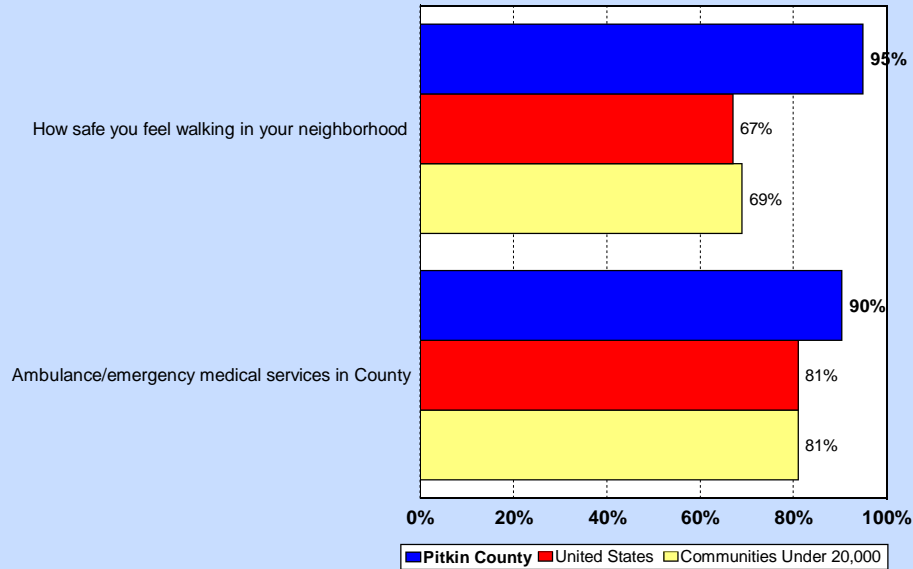
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Satisfaction With Sense Of Personal Safety Pitkin County vs. the U.S. vs. Communities Under 20,000

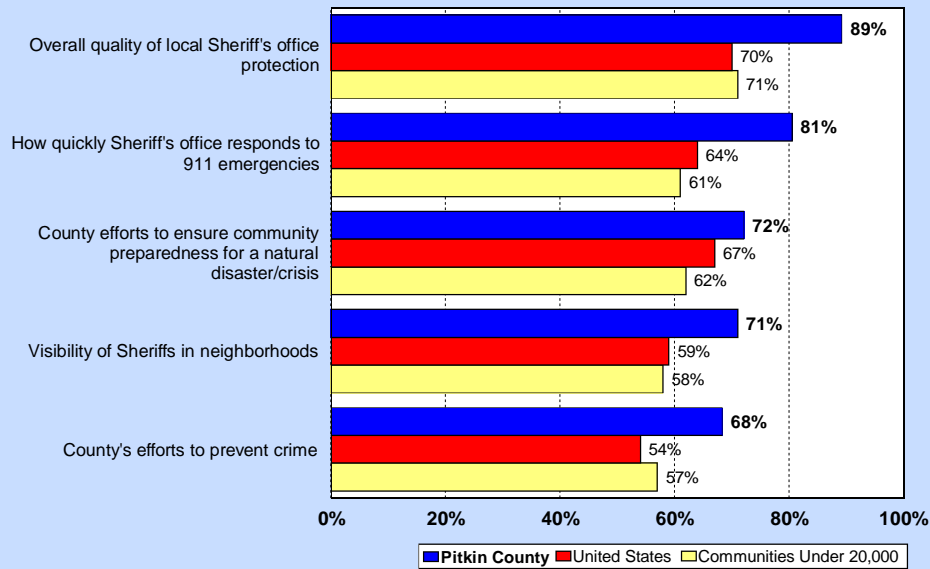
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Satisfaction With Public Safety Pitkin County vs. the U.S. vs. Communities Under 20,000

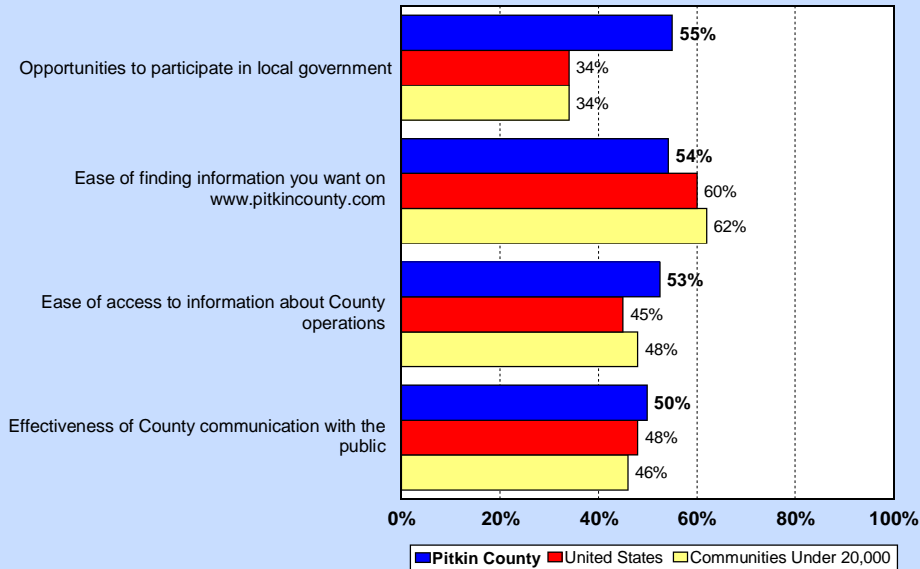
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

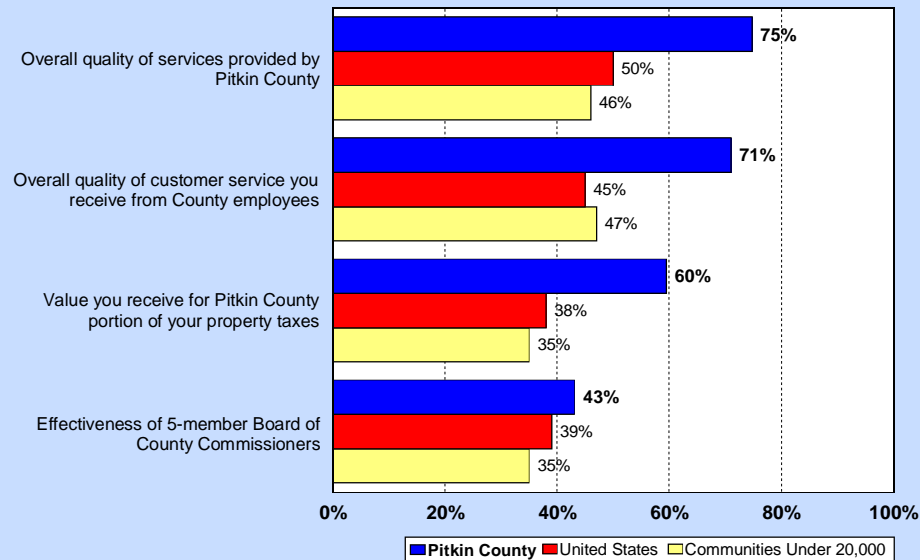
### Satisfaction With Public Communication And Outreach Pitkin County vs. the U.S. vs. Communities Under 20,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



### Overall Opinion Of The County: Part 2 Pitkin County vs. the U.S. vs. Communities Under 20,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## **Section 3**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## Pitkin County, Colorado

### Overview

Today, County officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the County to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the County services and initiatives they thought should receive the most emphasis over the next two years. Forty-eight percent (48%) of respondents selected *how well County is managing growth* as one of the most important services and initiatives for the County to provide.

With regard to satisfaction, 41% of respondents surveyed rated the County's overall performance in *how well County is managing growth* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *how well County is managing growth* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 48% was multiplied by 59% (1-0.41). This calculation yielded an I-S rating of 0.4245 which ranked first out of 13 County services and initiatives.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the County to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for Pitkin County are provided on the following pages.

## 2018 Importance-Satisfaction Rating

### Pitkin County, Colorado

#### County Services and Initiatives

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
How well County is managing growth	48%	1	41%	10	0.2880	1
Process for obtaining permits for construction or renovation	27%	4	16%	13	0.2279	2
<b>High Priority (IS .10-.20)</b>						
Economic sustainability	30%	3	51%	9	0.1465	3
Process for conducting inspections for construction or renovation	14%	8	18%	12	0.1175	4
Renewable efficient energy	26%	5	59%	8	0.1074	5
<b>Medium Priority (IS &lt;.10)</b>						
Code & ordinance response to code development violations	11%	10	21%	11	0.0843	6
County's efforts to protect environment & natural resources	35%	2	77%	6	0.0809	7
Water quality & quantity	23%	6	83%	3	0.0398	8
Parks, trails & open spaces	22%	7	88%	1	0.0257	9
Wildlife protection (through codes, ordinances, & open space purchases)	12%	9	79%	4	0.0248	10
County road snow removal	8%	11	78%	5	0.0173	11
Management of stormwater runoff/flood control in County	3%	13	70%	7	0.0077	12
Animal safety (animal shelter, animal safety officer services)	4%	12	83%	2	0.0065	13

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating

### Pitkin County, Colorado

#### Landfill and Recycling

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Recycling drop off centers	48%	1	65%	2	0.1693	1
Electronic recycling	37%	2	60%	5	0.1478	2
Household hazardous waste disposal	30%	3	57%	8	0.1309	3
Food waste disposal	25%	4	58%	7	0.1053	4
<b>Medium Priority (IS &lt;.10)</b>						
Value of landfill services for fees charged	17%	5	59%	6	0.0700	5
Yard waste disposal	16%	6	63%	3	0.0596	6
Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	13%	8	60%	4	0.0516	7
Use-It-Again Lot at landfill	15%	7	66%	1	0.0515	8
Landfill products	10%	9	51%	9	0.0505	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating Pitkin County, Colorado Sense of Personal Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
County's protection of children from abuse or neglect	49%	1	66%	7	0.1657	1
County's protection of families from domestic violence	44%	2	63%	8	0.1633	2
County's protection of adults from abuse or neglect	31%	3	68%	6	0.1008	3
<b>Medium Priority (IS &lt;.10)</b>						
Ambulance/emergency medical services in County	27%	4	90%	4	0.0254	4
How safe you feel at special events	20%	5	89%	5	0.0217	5
How safe you feel in parks, open spaces & trails	17%	7	93%	3	0.0115	6
How safe you feel walking in your neighborhood	18%	6	95%	1	0.0090	7
How safe you feel in commercial/business areas	14%	8	95%	2	0.0072	8

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating

### Pitkin County, Colorado

#### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
County's response to mental health issues	50%	1	43%	9	0.2864	1
<b>High Priority (IS .10-.20)</b>						
County efforts to ensure community preparedness for a natural disaster/crisis	39%	2	72%	6	0.1080	2
<b>Medium Priority (IS &lt;.10)</b>						
County's efforts to prevent crime	28%	3	68%	8	0.0881	3
Visibility of Sheriffs in neighborhoods	18%	6	71%	7	0.0528	4
How quickly Sheriff's office responds to 911 emergencies	24%	4	81%	4	0.0476	5
Overall quality of Pitkin Alert System	18%	5	78%	5	0.0399	6
Overall quality of local Sheriff's office protection	18%	7	89%	3	0.0190	7
Professionalism of Sheriff's office employees responding to emergencies	14%	8	91%	2	0.0125	8
Overall quality of Mountain Rescue Services	12%	9	95%	1	0.0058	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating Pitkin County, Colorado Perceptions of Current Transportation Issues

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Availability of parking (Intercept lot, AABC, etc.)	31%	2	51%	9	0.1509	1
Condition of County roadways	36%	1	67%	7	0.1206	2
<b>Medium Priority (IS &lt;.10)</b>						
Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	28%	5	65%	8	0.0985	3
Availability of mass transit	29%	4	79%	3	0.0615	4
Ease of driving in County in winter	31%	3	82%	2	0.0562	5
Ease of traveling by bicycle in Pitkin County	23%	6	76%	5	0.0540	6
Ease of traveling from Pitkin County to other cities in Colorado	15%	9	71%	6	0.0423	7
Availability of shared use trails	17%	8	77%	4	0.0382	8
Satisfaction with RFTA/BRT bus system	18%	7	83%	1	0.0318	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating Pitkin County, Colorado Aspects of a Healthy Community

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Availability of mental health & substance abuse services	49%	1	40%	6	0.2908	1
<b>High Priority (IS .10-.20)</b>						
Senior Services-enabling seniors to remain as independent as possible	38%	2	66%	4	0.1281	2
Public health	33%	3	65%	5	0.1155	3
<b>Medium Priority (IS &lt;.10)</b>						
Environmental Health-septic & stormwater regulations, restaurant inspections)	29%	6	68%	3	0.0922	4
Health & Human Services provided by local non-profits	30%	4	73%	2	0.0808	5
Air quality	29%	5	77%	1	0.0653	6

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

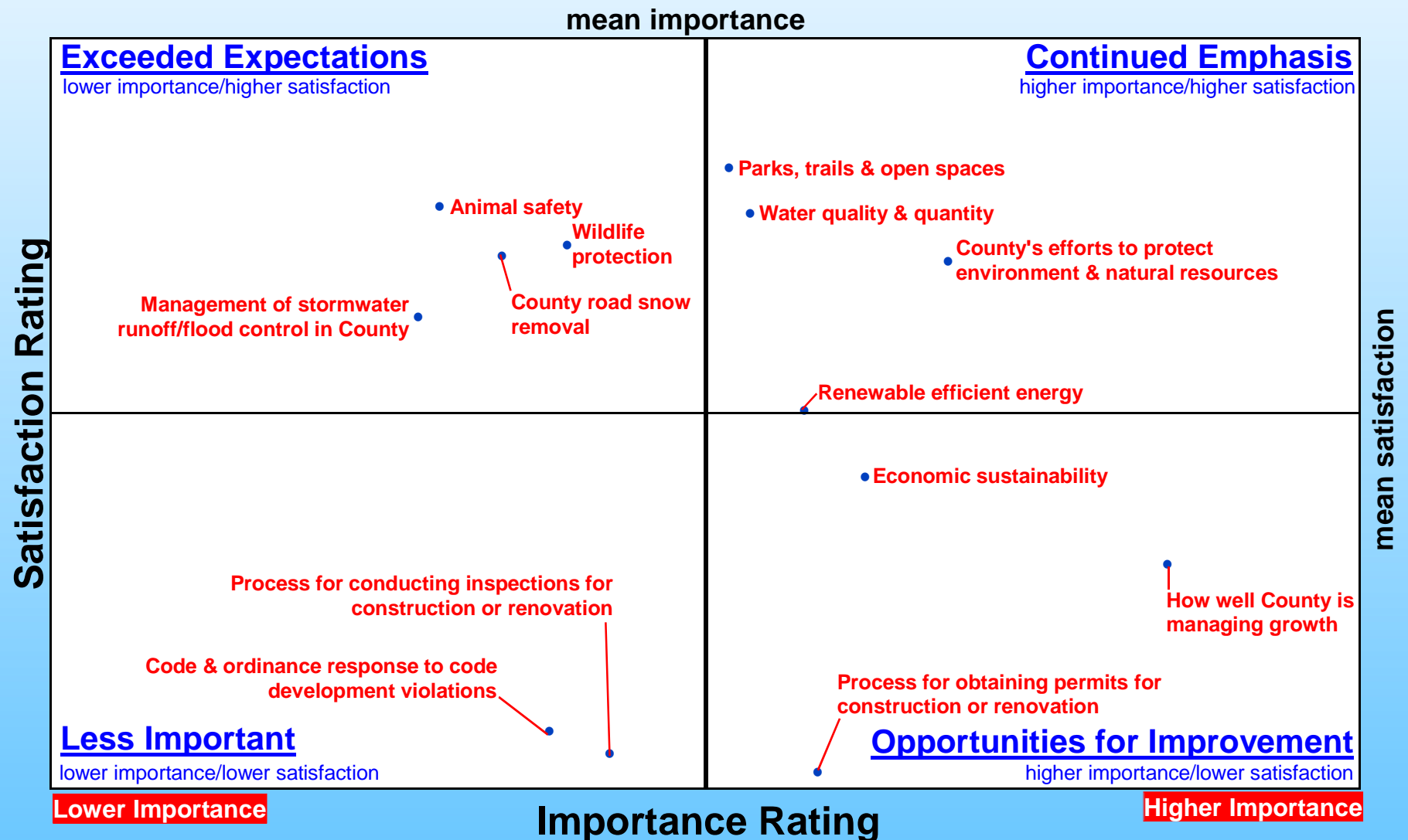
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the County is performing significantly better than customers expect the County to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with County services. The County should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the County is not performing as well as residents expect the County to perform. This area has a significant impact on customer satisfaction, and the County should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the County is not performing well relative to the County's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with County services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Pitkin County are provided on the following pages.

# 2018 Pitkin County DirectionFinder Importance-Satisfaction Assessment Matrix

## -County Services and Initiatives-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

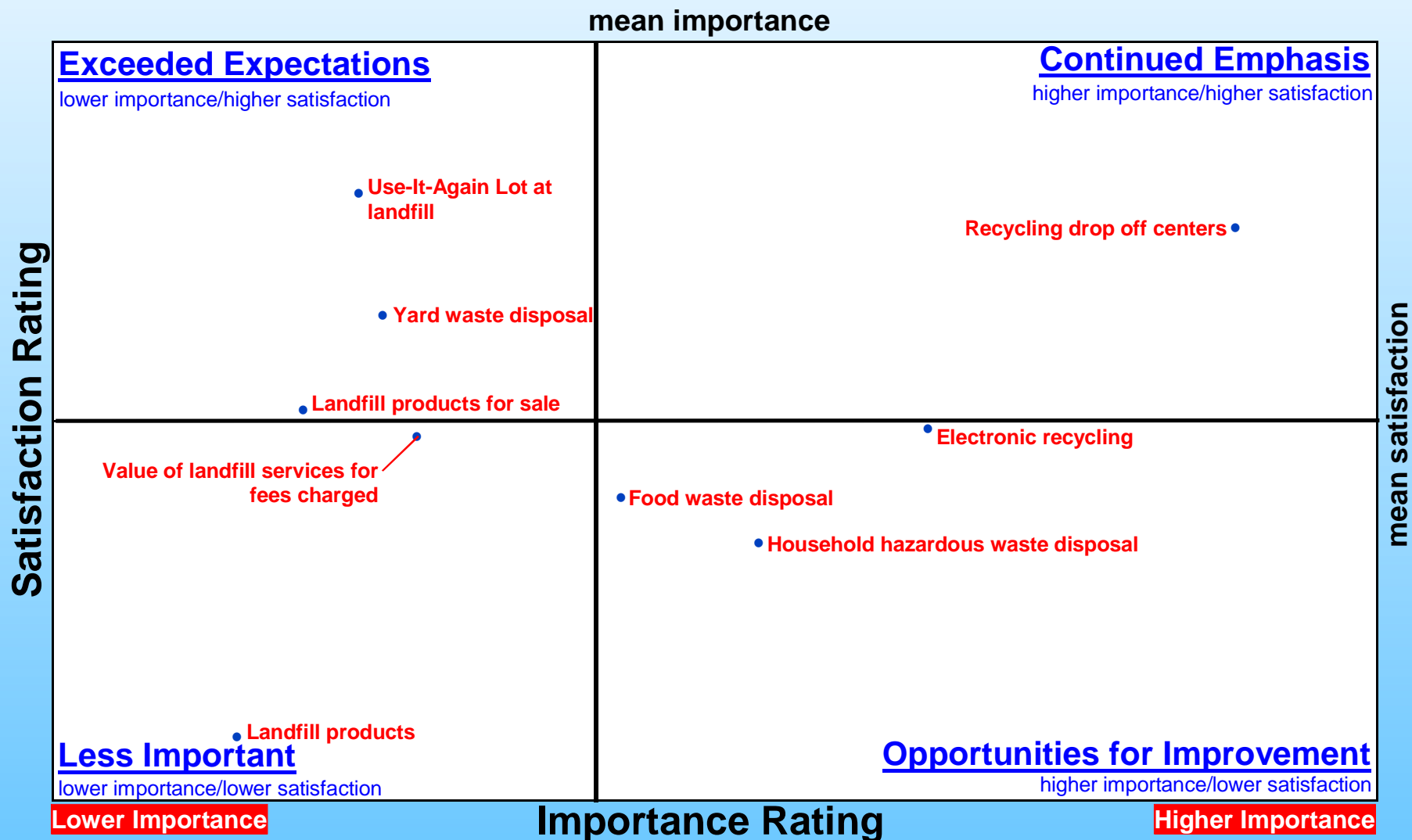


Source: ETC Institute (2018)

# 2018 Pitkin County DirectionFinder Importance-Satisfaction Assessment Matrix

## -Landfill and Recycling-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

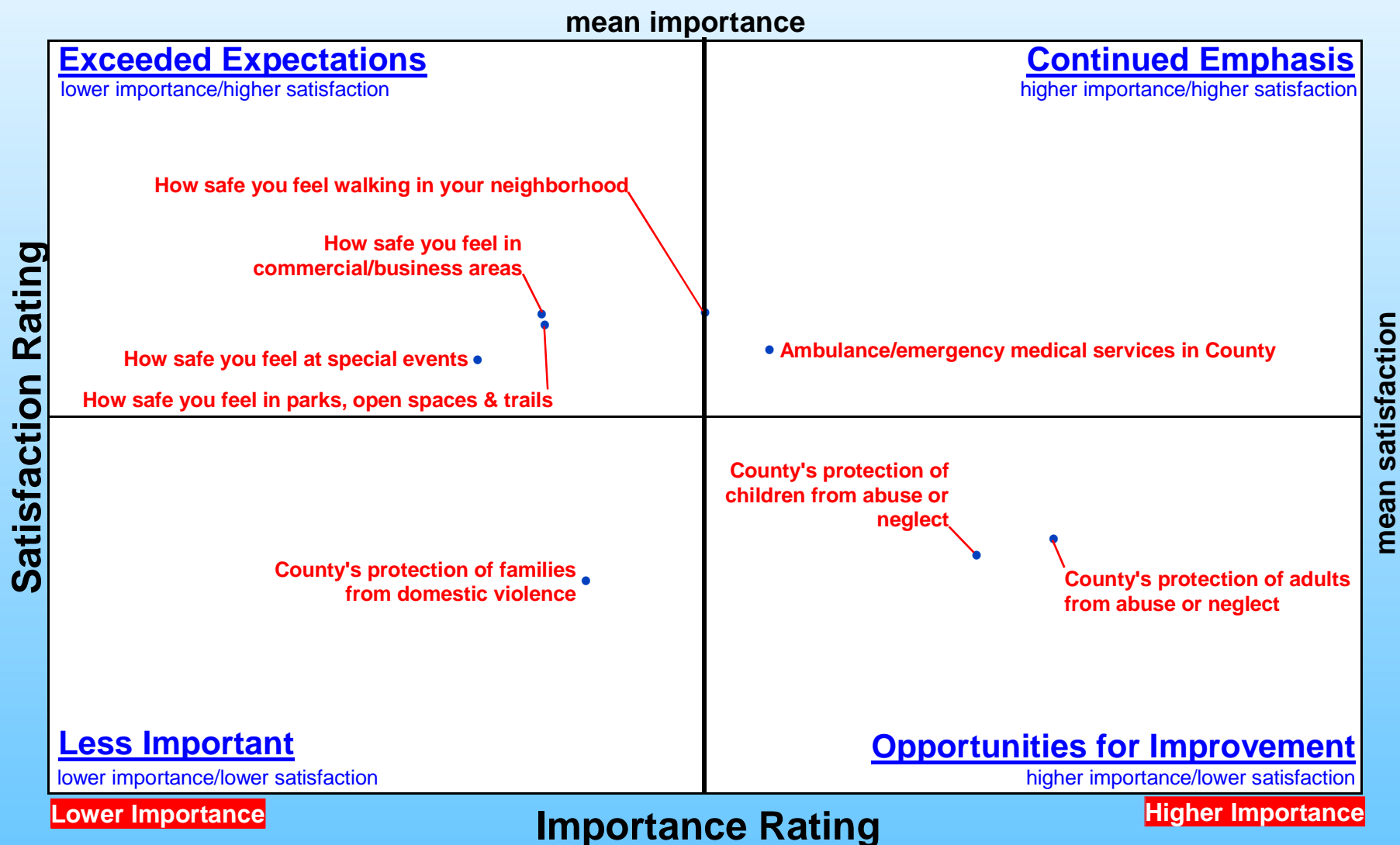


Source: ETC Institute (2018)

# 2018 Pitkin County DirectionFinder Importance-Satisfaction Assessment Matrix

## -Sense of Personal Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

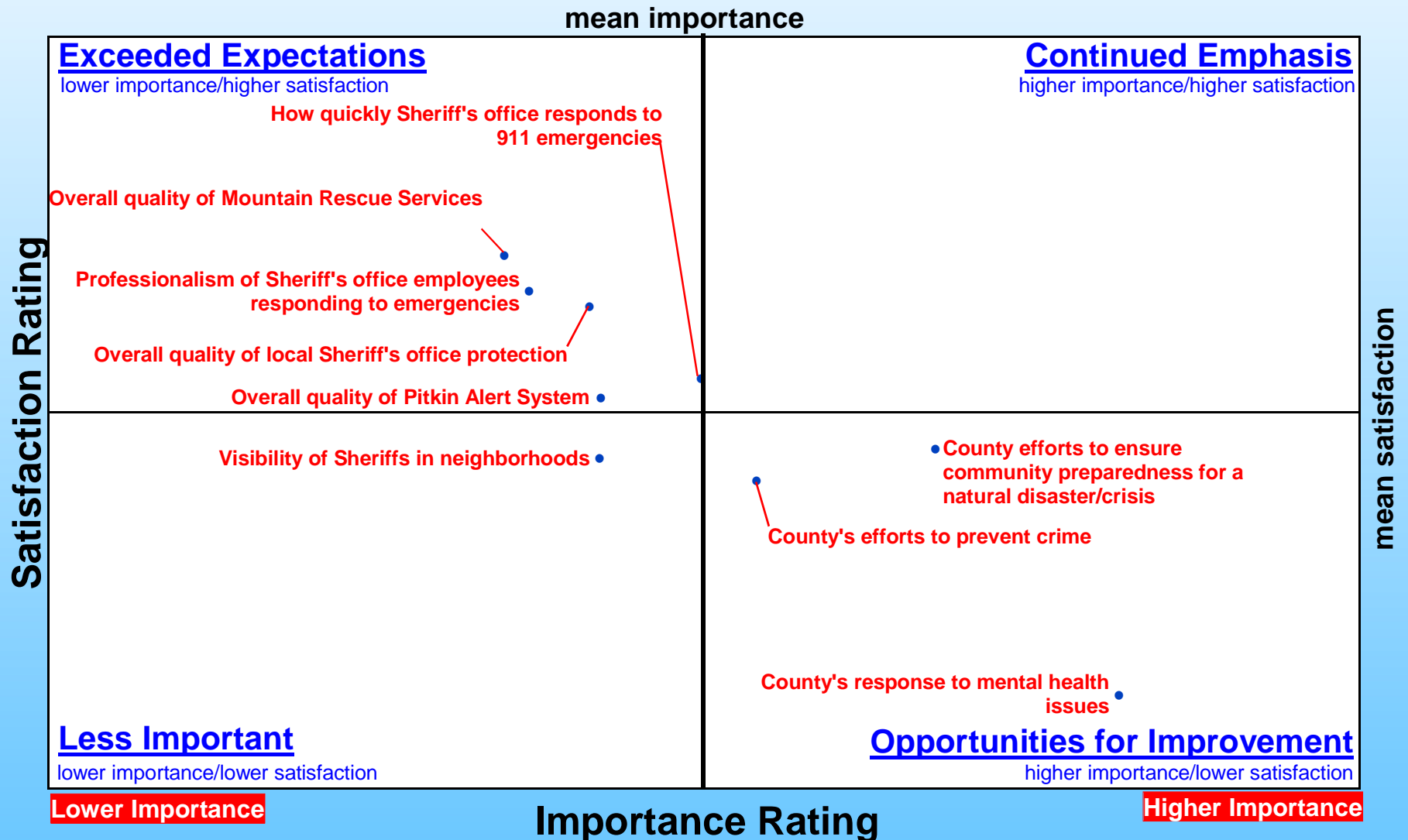


Source: ETC Institute (2018)

# 2018 Pitkin County DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

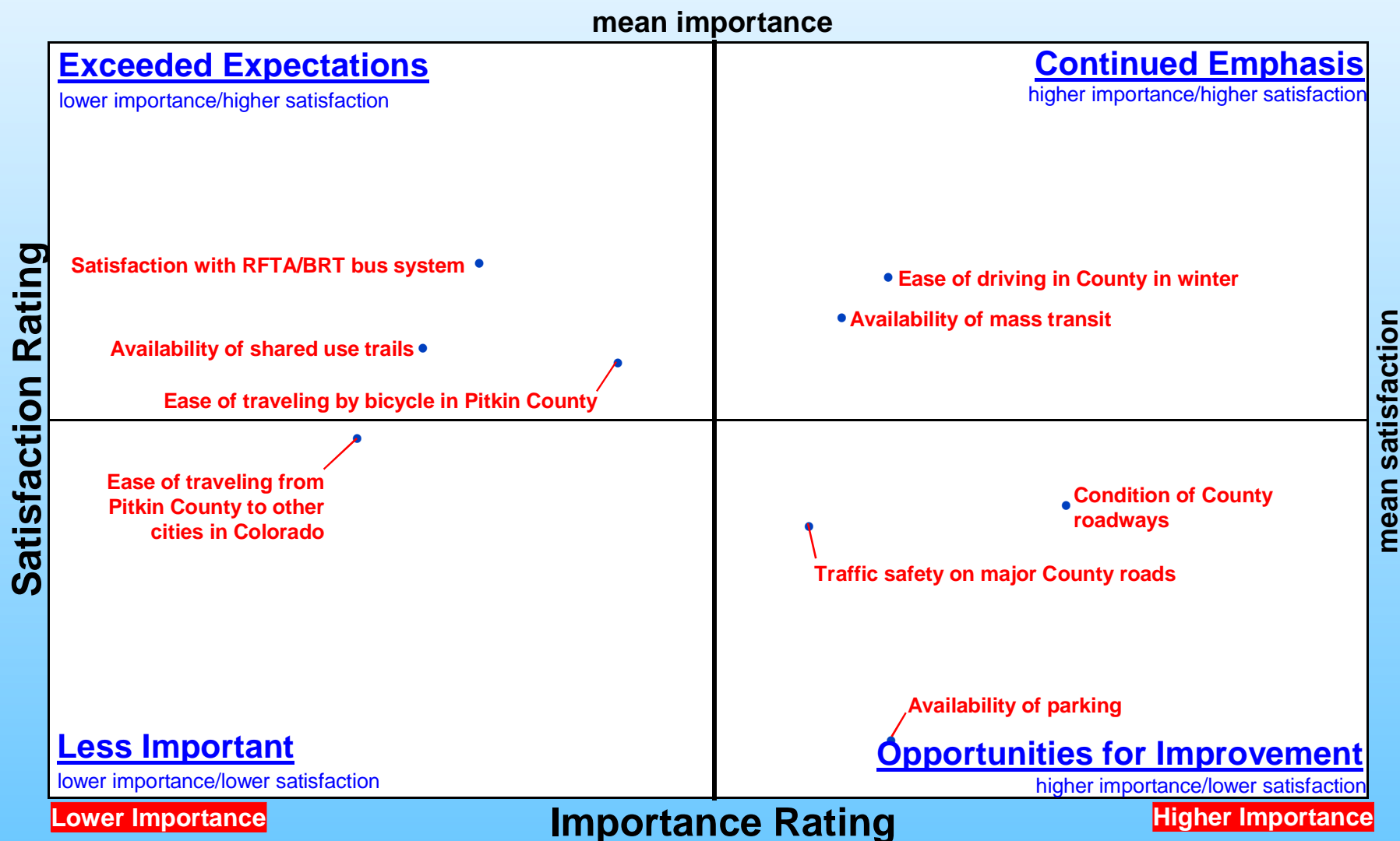


Source: ETC Institute (2018)

# 2018 Pitkin County DirectionFinder Importance-Satisfaction Assessment Matrix

## -Perceptions of Current Transportation Issues-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

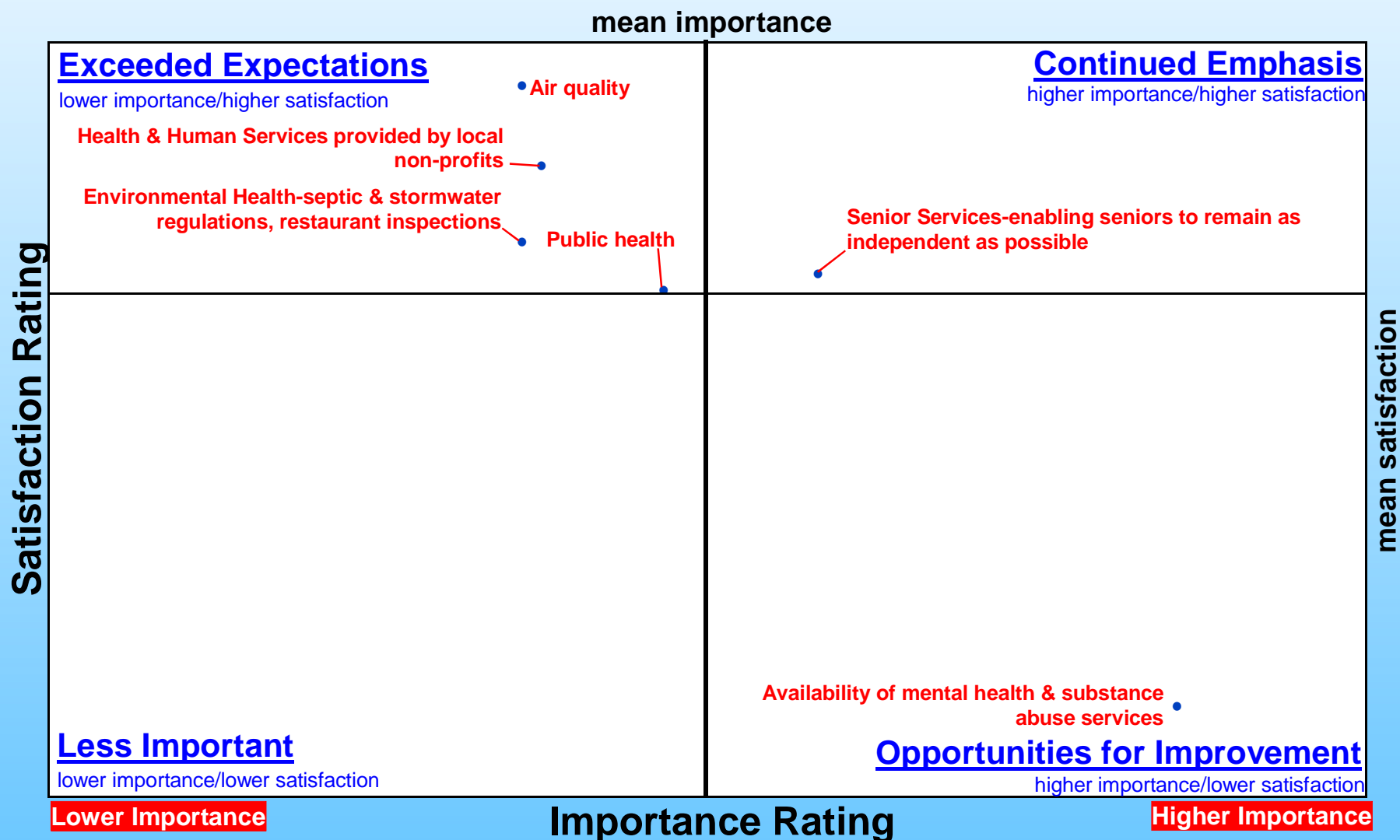


Source: ETC Institute (2018)

# 2018 Pitkin County DirectionFinder Importance-Satisfaction Assessment Matrix

## -Aspects of a Healthy Community-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

# Section 4

## *Tabular Data*

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**Q1. OVERALL OPINION OF THE COUNTY (PART 1). Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor", please rate Pitkin County with regard to the following:**

(N=518)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	64.1%	29.2%	2.7%	0.8%	1.2%	2.1%
Q1-2. As a place to raise & educate children	41.7%	33.2%	8.7%	2.1%	0.4%	13.9%
Q1-3. As a place to work	24.3%	41.5%	17.8%	6.6%	2.5%	7.3%
Q1-4. As a place to seasonally reside	38.2%	17.4%	6.2%	1.2%	0.8%	36.3%
Q1-5. Overall quality of life	54.2%	38.4%	5.8%	0.6%	0.2%	0.8%
Q1-6. Overall sense of community	29.0%	40.2%	20.1%	6.2%	3.1%	1.5%
Q1-7. As a County that is moving in right direction	16.0%	36.7%	29.2%	8.7%	6.2%	3.3%
Q1-8. Overall image of County	22.8%	47.7%	18.3%	5.8%	4.1%	1.4%

**WITHOUT "DON'T KNOW"****Q1. OVERALL OPINION OF THE COUNTY (PART 1). Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor", please rate Pitkin County with regard to the following: (without "don't know")**

(N=518)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	65.5%	29.8%	2.8%	0.8%	1.2%
Q1-2. As a place to raise & educate children	48.4%	38.6%	10.1%	2.5%	0.4%
Q1-3. As a place to work	26.3%	44.8%	19.2%	7.1%	2.7%
Q1-4. As a place to seasonally reside	60.0%	27.3%	9.7%	1.8%	1.2%
Q1-5. Overall quality of life	54.7%	38.7%	5.8%	0.6%	0.2%
Q1-6. Overall sense of community	29.4%	40.8%	20.4%	6.3%	3.1%
Q1-7. As a County that is moving in right direction	16.6%	37.9%	30.1%	9.0%	6.4%
Q1-8. Overall image of County	23.1%	48.3%	18.6%	5.9%	4.1%

**Q2. COUNTY SERVICES AND INITIATIVES. Pitkin County strives to conserve natural resources and the environment, maintain and enhance county assets, provide ease of mobility, and encourage/regulate a well-planned/livable environment. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. How well County is managing growth	7.3%	31.7%	29.2%	21.2%	6.8%	3.9%
Q2-2. County's efforts to protect environment & natural resources	23.0%	52.9%	14.1%	6.2%	2.5%	1.4%
Q2-3. Wildlife protection (through codes, ordinances, & open space purchases)	28.6%	47.7%	12.7%	6.0%	1.7%	3.3%
Q2-4. Animal safety (animal shelter, animal safety officer services)	38.4%	39.4%	11.4%	2.9%	1.2%	6.8%
Q2-5. Parks, trails & open spaces	47.1%	40.2%	6.9%	2.7%	2.1%	1.0%
Q2-6. Water quality & quantity	38.4%	40.9%	11.6%	3.7%	1.5%	3.9%
Q2-7. Management of stormwater runoff/flood control in County	20.8%	35.5%	20.1%	2.7%	1.2%	19.7%
Q2-8. Renewable efficient energy	15.6%	36.3%	27.4%	6.6%	2.1%	12.0%
Q2-9. Economic sustainability	11.0%	36.7%	31.1%	11.2%	3.7%	6.4%
Q2-10. County road snow removal	27.8%	45.9%	13.7%	5.2%	2.5%	4.8%
Q2-11. Process for obtaining permits for construction or renovation	2.7%	8.3%	23.9%	17.6%	17.8%	29.7%
Q2-12. Process for conducting inspections for construction or renovation	2.5%	9.1%	26.4%	15.3%	11.8%	34.9%

**Q2. COUNTY SERVICES AND INITIATIVES. Pitkin County strives to conserve natural resources and the environment, maintain and enhance county assets, provide ease of mobility, and encourage/regulate a well-planned/livable environment. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-13. Code & ordinance response to code development violations	2.5%	9.8%	27.2%	10.6%	10.0%	39.8%

**WITHOUT "DON'T KNOW"**

**Q2. COUNTY SERVICES AND INITIATIVES. Pitkin County strives to conserve natural resources and the environment, maintain and enhance county assets, provide ease of mobility, and encourage/regulate a well-planned/livable environment. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. How well County is managing growth	7.6%	32.9%	30.3%	22.1%	7.0%
Q2-2. County's efforts to protect environment & natural resources	23.3%	53.6%	14.3%	6.3%	2.5%
Q2-3. Wildlife protection (through codes, ordinances, & open space purchases)	29.5%	49.3%	13.2%	6.2%	1.8%
Q2-4. Animal safety (animal shelter, animal safety officer services)	41.2%	42.2%	12.2%	3.1%	1.2%
Q2-5. Parks, trails & open spaces	47.6%	40.5%	7.0%	2.7%	2.1%
Q2-6. Water quality & quantity	40.0%	42.6%	12.0%	3.8%	1.6%
Q2-7. Management of stormwater runoff/ flood control in County	26.0%	44.2%	25.0%	3.4%	1.4%
Q2-8. Renewable efficient energy	17.8%	41.2%	31.1%	7.5%	2.4%
Q2-9. Economic sustainability	11.8%	39.2%	33.2%	12.0%	3.9%
Q2-10. County road snow removal	29.2%	48.3%	14.4%	5.5%	2.6%
Q2-11. Process for obtaining permits for construction or renovation	3.8%	11.8%	34.1%	25.0%	25.3%
Q2-12. Process for conducting inspections for construction or renovation	3.9%	13.9%	40.7%	23.4%	18.1%
Q2-13. Code & ordinance response to code development violations	4.2%	16.3%	45.2%	17.6%	16.7%

**Q3. Which THREE of the items from the list in Question 2 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
How well County is managing growth	157	30.3 %
County's efforts to protect environment & natural resources	55	10.6 %
Wildlife protection (through codes, ordinances, & open space purchases)	11	2.1 %
Animal safety (animal shelter, animal safety officer services)	5	1.0 %
Parks, trails & open spaces	24	4.6 %
Water quality & quantity	38	7.3 %
Management of stormwater runoff/flood control in County	3	0.6 %
Renewable efficient energy	29	5.6 %
Economic sustainability	49	9.5 %
County road snow removal	12	2.3 %
Process for obtaining permits for construction or renovation	82	15.8 %
Process for conducting inspections for construction or renovation	1	0.2 %
Code & ordinance response to code development violations	5	1.0 %
<u>None chosen</u>	<u>47</u>	<u>9.1 %</u>
Total	518	100.0 %

**Q3. Which THREE of the items from the list in Question 2 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How well County is managing growth	42	8.1 %
County's efforts to protect environment & natural resources	78	15.1 %
Wildlife protection (through codes, ordinances, & open space purchases)	24	4.6 %
Animal safety (animal shelter, animal safety officer services)	8	1.5 %
Parks, trails & open spaces	32	6.2 %
Water quality & quantity	36	6.9 %
Management of stormwater runoff/flood control in County	6	1.2 %
Renewable efficient energy	56	10.8 %
Economic sustainability	68	13.1 %
County road snow removal	14	2.7 %
Process for obtaining permits for construction or renovation	34	6.6 %
Process for conducting inspections for construction or renovation	47	9.1 %
Code & ordinance response to code development violations	12	2.3 %
<u>None chosen</u>	<u>61</u>	<u>11.8 %</u>
Total	518	100.0 %

**Q3. Which THREE of the items from the list in Question 2 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How well County is managing growth	52	10.0 %
County's efforts to protect environment & natural resources	48	9.3 %
Wildlife protection (through codes, ordinances, & open space purchases)	26	5.0 %
Animal safety (animal shelter, animal safety officer services)	7	1.4 %
Parks, trails & open spaces	56	10.8 %
Water quality & quantity	45	8.7 %
Management of stormwater runoff/flood control in County	4	0.8 %
Renewable efficient energy	51	9.8 %
Economic sustainability	38	7.3 %
County road snow removal	14	2.7 %
Process for obtaining permits for construction or renovation	24	4.6 %
Process for conducting inspections for construction or renovation	26	5.0 %
Code & ordinance response to code development violations	38	7.3 %
<u>None chosen</u>	<u>89</u>	<u>17.2 %</u>
Total	518	100.0 %

**SUM OF TOP THREE CHOICES****Q3. Which THREE of the items from the list in Question 2 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
How well County is managing growth	251	48.5 %
County's efforts to protect environment & natural resources	181	34.9 %
Wildlife protection (through codes, ordinances, & open space purchases)	61	11.8 %
Animal safety (animal shelter, animal safety officer services)	20	3.9 %
Parks, trails & open spaces	112	21.6 %
Water quality & quantity	119	23.0 %
Management of stormwater runoff/flood control in County	13	2.5 %
Renewable efficient energy	136	26.3 %
Economic sustainability	155	29.9 %
County road snow removal	40	7.7 %
Process for obtaining permits for construction or renovation	140	27.0 %
Process for conducting inspections for construction or renovation	74	14.3 %
Code & ordinance response to code development violations	55	10.6 %
<u>None chosen</u>	<u>47</u>	<u>9.1 %</u>
Total	1404	

**Q4. How important do you think it is to develop a hard surface trail connection between the communities of Aspen and Down Valley?**

Q4. How important is it to develop a hard surface trail connection between communities of Aspen & Down Valley

	Number	Percent
Very important	148	28.6 %
Somewhat important	217	41.9 %
Not important	132	25.5 %
Don't know	21	4.1 %
Total	518	100.0 %

**WITHOUT "DON'T KNOW"**

**Q4. How important do you think it is to develop a hard surface trail connection between the communities of Aspen and Down Valley? (without "don't know")**

Q4. How important is it to develop a hard surface trail connection between communities of Aspen & Down Valley

	Number	Percent
Very important	148	29.8 %
Somewhat important	217	43.7 %
Not important	132	26.6 %
Total	497	100.0 %

**Q5. How important do you think it is to develop a hard surface trail connection between the Intercept Lot and the Aspen/Rio Grande trail?**

Q5. How important is it to develop a hard surface trail connection between Intercept Lot & Aspen/Rio Grande Trail

	Number	Percent
Very important	183	35.3 %
Somewhat important	201	38.8 %
Not important	110	21.2 %
Don't know	24	4.6 %
Total	518	100.0 %

**WITHOUT "DON'T KNOW"**

**Q5. How important do you think it is to develop a hard surface trail connection between the Intercept Lot and the Aspen/Rio Grande trail? (without "don't know")**

Q5. How important is it to develop a hard surface trail connection between Intercept Lot & Aspen/Rio Grande Trail

	Number	Percent
Very important	183	37.0 %
Somewhat important	201	40.7 %
Not important	110	22.3 %
Total	494	100.0 %

**Q6. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollar (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails?**

Q6. What level of benefit do you receive for Open Space & Trails portion of your property tax	Number	Percent
Great benefit	230	44.4 %
Some benefit	141	27.2 %
Neutral	55	10.6 %
Little benefit	36	6.9 %
No benefit	17	3.3 %
Don't know	39	7.5 %
Total	518	100.0 %

**WITHOUT "DON'T KNOW"**

**Q6. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollar (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails? (without "don't know")**

Q6. What level of benefit do you receive for Open Space & Trails portion of your property tax	Number	Percent
Great benefit	230	48.0 %
Some benefit	141	29.4 %
Neutral	55	11.5 %
Little benefit	36	7.5 %
No benefit	17	3.5 %
Total	479	100.0 %

**Q7. LANDFILL AND RECYCLING. In addition to burying waste, the Solid Waste Center/Landfill provides diversion/recycling programs. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Electronic recycling	16.8%	28.0%	22.6%	6.4%	1.5%	24.7%
Q7-2. Recycling drop off centers	22.4%	33.8%	19.9%	8.9%	1.7%	13.3%
Q7-3. Use-It-Again Lot at landfill	17.4%	24.1%	18.5%	2.3%	0.8%	36.9%
Q7-4. Household hazardous waste disposal	15.6%	21.8%	22.8%	5.0%	1.0%	33.8%
Q7-5. Yard waste disposal	17.0%	25.9%	20.3%	4.2%	1.2%	31.5%
Q7-6. Food waste disposal	16.2%	23.7%	20.1%	6.8%	2.5%	30.7%
Q7-7. Landfill products	9.7%	20.1%	24.9%	1.9%	1.4%	42.1%
Q7-8. Value of landfill services for fees charged	15.8%	27.6%	22.2%	5.8%	1.7%	26.8%
Q7-9. Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	13.7%	21.0%	20.1%	2.3%	0.8%	42.1%

**WITHOUT "DON'T KNOW"**

**Q7. LANDFILL AND RECYCLING. In addition to burying waste, the Solid Waste Center/Landfill provides diversion/recycling programs. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Electronic recycling	22.3%	37.2%	30.0%	8.5%	2.1%
Q7-2. Recycling drop off centers	25.8%	39.0%	22.9%	10.2%	2.0%
Q7-3. Use-It-Again Lot at landfill	27.5%	38.2%	29.4%	3.7%	1.2%
Q7-4. Household hazardous waste disposal	23.6%	32.9%	34.4%	7.6%	1.5%
Q7-5. Yard waste disposal	24.8%	37.7%	29.6%	6.2%	1.7%
Q7-6. Food waste disposal	23.4%	34.3%	29.0%	9.7%	3.6%
Q7-7. Landfill products	16.7%	34.7%	43.0%	3.3%	2.3%
Q7-8. Value of landfill services for fees charged	21.6%	37.7%	30.3%	7.9%	2.4%
Q7-9. Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	23.7%	36.3%	34.7%	4.0%	1.3%

**Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Electronic recycling	70	13.5 %
Recycling drop off centers	162	31.3 %
Use-It-Again Lot at landfill	25	4.8 %
Household hazardous waste disposal	30	5.8 %
Yard waste disposal	21	4.1 %
Food waste disposal	44	8.5 %
Landfill products	11	2.1 %
Value of landfill services for fees charged	24	4.6 %
Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	13	2.5 %
<u>None chosen</u>	<u>118</u>	<u>22.8 %</u>
Total	518	100.0 %

**Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Electronic recycling	59	11.4 %
Recycling drop off centers	58	11.2 %
Use-It-Again Lot at landfill	29	5.6 %
Household hazardous waste disposal	71	13.7 %
Yard waste disposal	30	5.8 %
Food waste disposal	44	8.5 %
Landfill products	16	3.1 %
Value of landfill services for fees charged	30	5.8 %
Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	24	4.6 %
<u>None chosen</u>	<u>157</u>	<u>30.3 %</u>
Total	518	100.0 %

**Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q8. 3rd choice	Number	Percent
Electronic recycling	60	11.6 %
Recycling drop off centers	29	5.6 %
Use-It-Again Lot at landfill	24	4.6 %
Household hazardous waste disposal	55	10.6 %
Yard waste disposal	31	6.0 %
Food waste disposal	41	7.9 %
Landfill products	27	5.2 %
Value of landfill services for fees charged	35	6.8 %
Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	30	5.8 %
None chosen	186	35.9 %
Total	518	100.0 %

**SUM OF TOP THREE CHOICES**

**Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Q8. Top choice	Number	Percent
Electronic recycling	189	36.5 %
Recycling drop off centers	249	48.1 %
Use-It-Again Lot at landfill	78	15.1 %
Household hazardous waste disposal	156	30.1 %
Yard waste disposal	82	15.8 %
Food waste disposal	129	24.9 %
Landfill products	54	10.4 %
Value of landfill services for fees charged	89	17.2 %
Landfill products for sale (compost, top soil, potting soil, gravel, & landscape boulders)	67	12.9 %
None chosen	118	22.8 %
Total	1211	

**Q9. SENSE OF PERSONAL SAFETY. A sense of personal safety is among the County's most important strategic goals. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Ambulance/emergency medical services in County	45.0%	33.4%	6.4%	1.2%	0.8%	13.3%
Q9-2. How safe you feel walking in your neighborhood	70.3%	23.6%	3.1%	1.2%	0.8%	1.2%
Q9-3. How safe you feel in commercial/business areas	64.1%	29.5%	4.4%	0.4%	0.4%	1.2%
Q9-4. How safe you feel at special events	51.5%	33.6%	8.7%	1.4%	0.2%	4.6%
Q9-5. How safe you feel in parks, open spaces & trails	57.5%	33.2%	5.2%	1.0%	0.2%	2.9%
Q9-6. County's protection of adults from abuse or neglect	17.6%	23.4%	17.0%	1.2%	1.4%	39.6%
Q9-7. County's protection of children from abuse or neglect	16.6%	23.4%	17.4%	2.3%	1.0%	39.4%
Q9-8. County's protection of families from domestic violence	14.9%	23.0%	17.8%	3.1%	1.5%	39.8%

**WITHOUT "DON'T KNOW"**

**Q9. SENSE OF PERSONAL SAFETY. A sense of personal safety is among the County's most important strategic goals. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Ambulance/emergency medical services in County	51.9%	38.5%	7.3%	1.3%	0.9%
Q9-2. How safe you feel walking in your neighborhood	71.1%	23.8%	3.1%	1.2%	0.8%
Q9-3. How safe you feel in commercial/business areas	64.8%	29.9%	4.5%	0.4%	0.4%
Q9-4. How safe you feel at special events	54.0%	35.2%	9.1%	1.4%	0.2%
Q9-5. How safe you feel in parks, open spaces & trails	59.2%	34.2%	5.4%	1.0%	0.2%
Q9-6. County's protection of adults from abuse or neglect	29.1%	38.7%	28.1%	1.9%	2.2%
Q9-7. County's protection of children from abuse or neglect	27.4%	38.5%	28.7%	3.8%	1.6%
Q9-8. County's protection of families from domestic violence	24.7%	38.1%	29.5%	5.1%	2.6%

**Q10. Which THREE of the items in Question 9 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q10. Top choice	Number	Percent
Ambulance/emergency medical services in County	79	15.3 %
How safe you feel walking in your neighborhood	38	7.3 %
How safe you feel in commercial/business areas	13	2.5 %
How safe you feel at special events	37	7.1 %
How safe you feel in parks, open spaces & trails	21	4.1 %
County's protection of adults from abuse or neglect	36	6.9 %
County's protection of children from abuse or neglect	124	23.9 %
County's protection of families from domestic violence	53	10.2 %
None chosen	117	22.6 %
Total	518	100.0 %

**Q10. Which THREE of the items in Question 9 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q10. 2nd choice	Number	Percent
Ambulance/emergency medical services in County	25	4.8 %
How safe you feel walking in your neighborhood	34	6.6 %
How safe you feel in commercial/business areas	30	5.8 %
How safe you feel at special events	33	6.4 %
How safe you feel in parks, open spaces & trails	30	5.8 %
County's protection of adults from abuse or neglect	35	6.8 %
County's protection of children from abuse or neglect	96	18.5 %
County's protection of families from domestic violence	94	18.1 %
None chosen	141	27.2 %
Total	518	100.0 %

**Q10. Which THREE of the items in Question 9 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q10. 3rd choice	Number	Percent
Ambulance/emergency medical services in County	33	6.4 %
How safe you feel walking in your neighborhood	19	3.7 %
How safe you feel in commercial/business areas	27	5.2 %
How safe you feel at special events	34	6.6 %
How safe you feel in parks, open spaces & trails	39	7.5 %
County's protection of adults from abuse or neglect	91	17.6 %
County's protection of children from abuse or neglect	32	6.2 %
County's protection of families from domestic violence	81	15.6 %
None chosen	162	31.3 %
Total	518	100.0 %

**SUM OF TOP THREE CHOICES**

**Q10. Which THREE of the items in Question 9 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Q10. Top choice	Number	Percent
Ambulance/emergency medical services in County	137	26.4 %
How safe you feel walking in your neighborhood	91	17.6 %
How safe you feel in commercial/business areas	70	13.5 %
How safe you feel at special events	104	20.1 %
How safe you feel in parks, open spaces & trails	90	17.4 %
County's protection of adults from abuse or neglect	162	31.3 %
County's protection of children from abuse or neglect	252	48.6 %
County's protection of families from domestic violence	228	44.0 %
None chosen	117	22.6 %
Total	1251	

**Q11. PUBLIC SAFETY. The philosophy of the Pitkin County Sheriff's Office is to assist the community in the mutual pursuit of a peaceful, safe, and healthy environment. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall quality of local Sheriff's office protection	42.9%	40.0%	7.3%	1.4%	1.4%	7.1%
Q11-2. Professionalism of Sheriff's office employees responding to emergencies	43.2%	32.6%	5.4%	1.2%	1.0%	16.6%
Q11-3. How quickly Sheriff's office responds to 911 emergencies	29.5%	23.0%	10.0%	1.4%	1.4%	34.7%
Q11-4. Visibility of Sheriffs in neighborhoods	31.1%	34.7%	20.8%	4.8%	1.2%	7.3%
Q11-5. Overall quality of Pitkin Alert System	33.6%	32.0%	14.7%	1.9%	1.7%	16.0%
Q11-6. Overall quality of Mountain Rescue Services	60.6%	21.8%	3.5%	0.0%	0.6%	13.5%
Q11-7. County efforts to ensure community preparedness for a natural disaster/crisis	23.0%	33.2%	17.4%	3.5%	1.0%	22.0%
Q11-8. County's efforts to prevent crime	22.0%	33.2%	20.8%	2.9%	1.9%	19.1%
Q11-9. County's response to mental health issues	9.7%	21.4%	22.8%	12.7%	6.4%	27.0%

**WITHOUT "DON'T KNOW"**

**Q11. PUBLIC SAFETY. The philosophy of the Pitkin County Sheriff's Office is to assist the community in the mutual pursuit of a peaceful, safe, and healthy environment. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall quality of local Sheriff's office protection	46.2%	43.0%	7.9%	1.5%	1.5%
Q11-2. Professionalism of Sheriff's office employees responding to emergencies	51.9%	39.1%	6.5%	1.4%	1.2%
Q11-3. How quickly Sheriff's office responds to 911 emergencies	45.3%	35.2%	15.4%	2.1%	2.1%
Q11-4. Visibility of Sheriffs in neighborhoods	33.5%	37.5%	22.5%	5.2%	1.3%
Q11-5. Overall quality of Pitkin Alert System	40.0%	38.2%	17.5%	2.3%	2.1%
Q11-6. Overall quality of Mountain Rescue Services	70.1%	25.2%	4.0%	0.0%	0.7%
Q11-7. County efforts to ensure community preparedness for a natural disaster/crisis	29.5%	42.6%	22.3%	4.5%	1.2%
Q11-8. County's efforts to prevent crime	27.2%	41.1%	25.8%	3.6%	2.4%
Q11-9. County's response to mental health issues	13.2%	29.4%	31.2%	17.5%	8.7%

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q12. Top choice	Number	Percent
Overall quality of local Sheriff's office protection	44	8.5 %
Professionalism of Sheriff's office employees responding to emergencies	23	4.4 %
How quickly Sheriff's office responds to 911 emergencies	35	6.8 %
Visibility of Sheriffs in neighborhoods	20	3.9 %
Overall quality of Pitkin Alert System	19	3.7 %
Overall quality of Mountain Rescue Services	16	3.1 %
County efforts to ensure community preparedness for a natural disaster/crisis	38	7.3 %
County's efforts to prevent crime	33	6.4 %
County's response to mental health issues	185	35.7 %
None chosen	105	20.3 %
Total	518	100.0 %

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q12. 2nd choice	Number	Percent
Overall quality of local Sheriff's office protection	17	3.3 %
Professionalism of Sheriff's office employees responding to emergencies	32	6.2 %
How quickly Sheriff's office responds to 911 emergencies	34	6.6 %
Visibility of Sheriffs in neighborhoods	40	7.7 %
Overall quality of Pitkin Alert System	38	7.3 %
Overall quality of Mountain Rescue Services	19	3.7 %
County efforts to ensure community preparedness for a natural disaster/crisis	97	18.7 %
County's efforts to prevent crime	70	13.5 %
County's response to mental health issues	36	6.9 %
None chosen	135	26.1 %
Total	518	100.0 %

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q12. 3rd choice	Number	Percent
Overall quality of local Sheriff's office protection	30	5.8 %
Professionalism of Sheriff's office employees responding to emergencies	17	3.3 %
How quickly Sheriff's office responds to 911 emergencies	57	11.0 %
Visibility of Sheriffs in neighborhoods	34	6.6 %
Overall quality of Pitkin Alert System	38	7.3 %
Overall quality of Mountain Rescue Services	29	5.6 %
County efforts to ensure community preparedness for a natural disaster/crisis	66	12.7 %
County's efforts to prevent crime	41	7.9 %
County's response to mental health issues	38	7.3 %
None chosen	168	32.4 %
Total	518	100.0 %

**SUM OF TOP THREE CHOICES**

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Q12. Top choice	Number	Percent
Overall quality of local Sheriff's office protection	91	17.6 %
Professionalism of Sheriff's office employees responding to emergencies	72	13.9 %
How quickly Sheriff's office responds to 911 emergencies	126	24.3 %
Visibility of Sheriffs in neighborhoods	94	18.1 %
Overall quality of Pitkin Alert System	95	18.3 %
Overall quality of Mountain Rescue Services	64	12.4 %
County efforts to ensure community preparedness for a natural disaster/crisis	201	38.8 %
County's efforts to prevent crime	144	27.8 %
County's response to mental health issues	259	50.0 %
None chosen	105	20.3 %
Total	1251	

**Q13. LAND USE. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Please rate the benefit of each of the following zoning practices on a scale of 1 to 5, where 5 means "great benefit" and 1 means "no benefit" to the community.**

(N=518)

	Great benefit	Some benefit	Neutral	Little benefit	No benefit	Don't know
Q13-1. Required preservation of historic character of residential areas in Pitkin County	41.3%	29.0%	16.0%	7.1%	2.5%	4.1%
Q13-2. Limitations on density	46.1%	24.9%	14.1%	6.8%	3.3%	4.8%
Q13-3. Limitations on house size	46.5%	22.0%	12.9%	6.9%	7.9%	3.7%
Q13-4. Restrictions on location & type of development in rural areas of Pitkin County	43.2%	26.1%	13.7%	7.7%	4.2%	5.0%
Q13-5. Restrictions on development in back country areas	51.5%	21.0%	13.5%	3.9%	3.9%	6.2%
Q13-6. Maintaining County's rural character (Historic & Agricultural Preservation)	49.4%	25.3%	13.5%	5.0%	2.3%	4.4%
Q13-7. Support for local food production & agriculture	46.3%	22.0%	17.0%	3.5%	3.5%	7.7%
Q13-8. Promotion of development of local renewable energy resources	49.0%	21.6%	13.1%	3.3%	4.2%	8.7%

**WITHOUT "DON'T KNOW"**

**Q13. LAND USE. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Please rate the benefit of each of the following zoning practices on a scale of 1 to 5, where 5 means "great benefit" and 1 means "no benefit" to the community. (without "don't know")**

(N=518)

	Great benefit	Some benefit	Neutral	Little benefit	No benefit
Q13-1. Required preservation of historic character of residential areas in Pitkin County	43.1%	30.2%	16.7%	7.4%	2.6%
Q13-2. Limitations on density	48.5%	26.2%	14.8%	7.1%	3.4%
Q13-3. Limitations on house size	48.3%	22.8%	13.4%	7.2%	8.2%
Q13-4. Restrictions on location & type of development in rural areas of Pitkin County	45.5%	27.4%	14.4%	8.1%	4.5%
Q13-5. Restrictions on development in back country areas	54.9%	22.4%	14.4%	4.1%	4.1%
Q13-6. Maintaining County's rural character (Historic & Agricultural Preservation)	51.7%	26.5%	14.1%	5.3%	2.4%
Q13-7. Support for local food production & agriculture	50.2%	23.8%	18.4%	3.8%	3.8%
Q13-8. Promotion of development of local renewable energy resources	53.7%	23.7%	14.4%	3.6%	4.7%

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q14. Top choice	Number	Percent
Required preservation of historic character of residential areas in Pitkin County	42	8.1 %
Limitations on density	83	16.0 %
Limitations on house size	57	11.0 %
Restrictions on location & type of development in rural areas of Pitkin County	40	7.7 %
Restrictions on development in back country areas	41	7.9 %
Maintaining County's rural character (Historic & Agricultural Preservation)	19	3.7 %
Support for local food production & agriculture	36	6.9 %
Promotion of development of local renewable energy resources	98	18.9 %
None chosen	102	19.7 %
Total	518	100.0 %

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q14. 2nd choice	Number	Percent
Required preservation of historic character of residential areas in Pitkin County	21	4.1 %
Limitations on density	54	10.4 %
Limitations on house size	60	11.6 %
Restrictions on location & type of development in rural areas of Pitkin County	46	8.9 %
Restrictions on development in back country areas	48	9.3 %
Maintaining County's rural character (Historic & Agricultural Preservation)	38	7.3 %
Support for local food production & agriculture	80	15.4 %
Promotion of development of local renewable energy resources	51	9.8 %
None chosen	120	23.2 %
Total	518	100.0 %

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q14. 3rd choice	Number	Percent
Required preservation of historic character of residential areas in Pitkin County	23	4.4 %
Limitations on density	37	7.1 %
Limitations on house size	61	11.8 %
Restrictions on location & type of development in rural areas of Pitkin County	66	12.7 %
Restrictions on development in back country areas	53	10.2 %
Maintaining County's rural character (Historic & Agricultural Preservation)	47	9.1 %
Support for local food production & agriculture	42	8.1 %
Promotion of development of local renewable energy resources	39	7.5 %
None chosen	150	29.0 %
Total	518	100.0 %

**SUM OF TOP THREE CHOICES**

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Q14. Top choice	Number	Percent
Required preservation of historic character of residential areas in Pitkin County	86	16.6 %
Limitations on density	174	33.6 %
Limitations on house size	178	34.4 %
Restrictions on location & type of development in rural areas of Pitkin County	152	29.3 %
Restrictions on development in back country areas	142	27.4 %
Maintaining County's rural character (Historic & Agricultural Preservation)	104	20.1 %
Support for local food production & agriculture	158	30.5 %
Promotion of development of local renewable energy resources	188	36.3 %
None chosen	102	19.7 %
Total	1284	

**Q15. PUBLIC COMMUNICATION AND OUTREACH. Community engagement and transparency are a core focus of the Community Relations Department. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Ease of access to information about County operations	11.0%	33.4%	31.1%	6.8%	2.3%	15.4%
Q15-2. Opportunities to participate in local government (advisory boards, volunteering)	13.7%	33.2%	31.5%	5.2%	1.7%	14.7%
Q15-3. Ease of finding information you want on www.pitkincounty.com	12.4%	33.2%	26.8%	8.9%	2.7%	16.0%
Q15-4. Effectiveness of County communication with the public	8.9%	36.5%	34.4%	7.5%	3.7%	9.1%

**WITHOUT "DON'T KNOW"**

**Q15. PUBLIC COMMUNICATION AND OUTREACH. Community engagement and transparency are a core focus of the Community Relations Department. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Ease of access to information about County operations	13.0%	39.5%	36.8%	8.0%	2.7%
Q15-2. Opportunities to participate in local government (advisory boards, volunteering)	16.1%	38.9%	36.9%	6.1%	2.0%
Q15-3. Ease of finding information you want on www.pitkincounty.com	14.7%	39.5%	32.0%	10.6%	3.2%
Q15-4. Effectiveness of County communication with the public	9.8%	40.1%	37.8%	8.3%	4.0%

**Q16. Please CHECK ALL the ways you learn about Pitkin County Government.**

Q16. What are all the ways you learn about Pitkin County Government	Number	Percent
Newspaper	457	88.2 %
Radio	235	45.4 %
Television	48	9.3 %
Social media	148	28.6 %
Pitkin County website	247	47.7 %
Word of mouth	323	62.4 %
Other	15	2.9 %
Total	1473	

**Q16-7. Other**

Q16-7. Other	Number	Percent
PITKIN ALERT	4	26.7 %
SENIOR NEWSLETTER	1	6.7 %
EMAIL	1	6.7 %
PARTICIPATE IN CITIZEN BOARDS	1	6.7 %
COUNTY EMPLOYEES	1	6.7 %
MAIL	1	6.7 %
ALERTS AND EMAIL	1	6.7 %
WORK MEETINGS	1	6.7 %
POSTED SIGNAGE	1	6.7 %
Failed communication resulting in conflict	1	6.7 %
Texts	1	6.7 %
Self interest	1	6.7 %
Total	15	100.0 %

**Q17. PERCEPTIONS OF CURRENT TRANSPORTATION ISSUES. Pitkin County maintains 264 miles of County-owned roads and 24 bridges. It also owns and maintains over 70 miles of shared use trails. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Ease of driving in County in winter	22.2%	57.3%	11.6%	3.9%	2.3%	2.7%
Q17-2. Ease of traveling from Pitkin County to other cities in Colorado	18.7%	50.8%	20.1%	6.2%	2.1%	2.1%
Q17-3. Availability of shared use trails	26.1%	43.6%	15.8%	3.7%	1.4%	9.5%
Q17-4. Availability of parking (Intercept lot, AABC, etc.)	12.5%	33.8%	25.1%	12.0%	7.5%	9.1%
Q17-5. Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	15.3%	46.9%	23.2%	7.5%	2.5%	4.6%
Q17-6. Condition of County roadways	14.1%	51.0%	23.2%	8.7%	0.8%	2.3%
Q17-7. Availability of mass transit	36.5%	39.4%	13.7%	4.4%	2.1%	3.9%
Q17-8. Satisfaction with RFTA/BRT bus system	38.0%	40.0%	10.6%	3.3%	2.5%	5.6%
Q17-9. Ease of traveling by bicycle in Pitkin County	28.0%	39.8%	15.4%	5.0%	1.0%	10.8%

**WITHOUT "DON'T KNOW"****Q17. PERCEPTIONS OF CURRENT TRANSPORTATION ISSUES. Pitkin County maintains 264 miles of County-owned roads and 24 bridges. It also owns and maintains over 70 miles of shared use trails.****For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Ease of driving in County in winter	22.8%	58.9%	11.9%	4.0%	2.4%
Q17-2. Ease of traveling from Pitkin County to other cities in Colorado	19.1%	51.9%	20.5%	6.3%	2.2%
Q17-3. Availability of shared use trails	28.8%	48.2%	17.5%	4.1%	1.5%
Q17-4. Availability of parking (Intercept lot, AABC, etc.)	13.8%	37.2%	27.6%	13.2%	8.3%
Q17-5. Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	16.0%	49.2%	24.3%	7.9%	2.6%
Q17-6. Condition of County roadways	14.4%	52.2%	23.7%	8.9%	0.8%
Q17-7. Availability of mass transit	38.0%	41.0%	14.3%	4.6%	2.2%
Q17-8. Satisfaction with RFTA/BRT bus system	40.3%	42.3%	11.2%	3.5%	2.7%
Q17-9. Ease of traveling by bicycle in Pitkin County	31.4%	44.6%	17.3%	5.6%	1.1%

**Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q18. Top choice	Number	Percent
Ease of driving in County in winter	68	13.1 %
Ease of traveling from Pitkin County to other cities in Colorado	28	5.4 %
Availability of shared use trails	25	4.8 %
Availability of parking (Intercept lot, AABC, etc.)	66	12.7 %
Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	51	9.8 %
Condition of County roadways	57	11.0 %
Availability of mass transit	53	10.2 %
Satisfaction with RFTA/BRT bus system	29	5.6 %
Ease of traveling by bicycle in Pitkin County	49	9.5 %
None chosen	92	17.8 %
Total	518	100.0 %

**Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q18. 2nd choice	Number	Percent
Ease of driving in County in winter	43	8.3 %
Ease of traveling from Pitkin County to other cities in Colorado	22	4.2 %
Availability of shared use trails	27	5.2 %
Availability of parking (Intercept lot, AABC, etc.)	51	9.8 %
Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	60	11.6 %
Condition of County roadways	68	13.1 %
Availability of mass transit	48	9.3 %
Satisfaction with RFTA/BRT bus system	42	8.1 %
Ease of traveling by bicycle in Pitkin County	32	6.2 %
None chosen	125	24.1 %
Total	518	100.0 %

**Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q18. 3rd choice	Number	Percent
Ease of driving in County in winter	48	9.3 %
Ease of traveling from Pitkin County to other cities in Colorado	26	5.0 %
Availability of shared use trails	34	6.6 %
Availability of parking (Intercept lot, AABC, etc.)	43	8.3 %
Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	36	6.9 %
Condition of County roadways	62	12.0 %
Availability of mass transit	51	9.8 %
Satisfaction with RFTA/BRT bus system	24	4.6 %
Ease of traveling by bicycle in Pitkin County	35	6.8 %
None chosen	159	30.7 %
Total	518	100.0 %

**SUM OF TOP THREE CHOICES**

**Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Q18. Top choice	Number	Percent
Ease of driving in County in winter	159	30.7 %
Ease of traveling from Pitkin County to other cities in Colorado	76	14.7 %
Availability of shared use trails	86	16.6 %
Availability of parking (Intercept lot, AABC, etc.)	160	30.9 %
Traffic safety on major County roads (Maroon & Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.)	147	28.4 %
Condition of County roadways	187	36.1 %
Availability of mass transit	152	29.3 %
Satisfaction with RFTA/BRT bus system	95	18.3 %
Ease of traveling by bicycle in Pitkin County	116	22.4 %
None chosen	92	17.8 %
Total	1270	

**Q19. A HEALTHY COMMUNITY. Pitkin County strives to be a healthy, safe, vibrant and sustainable community, enhancing the quality of life for everyone who lives, works, and visits here, while conserving the natural environment as the basis for our community success. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Health & Human Services provided by local non-profits	20.1%	37.1%	16.6%	4.4%	0.6%	21.2%
Q19-2. Senior Services-enabling seniors to remain as independent as possible	17.2%	26.3%	16.6%	4.1%	1.5%	34.4%
Q19-3. Availability of mental health & substance abuse services	6.9%	22.0%	22.4%	14.7%	5.6%	28.4%
Q19-4. Air quality	26.8%	47.3%	16.2%	4.1%	1.4%	4.2%
Q19-5. Environmental Health-septic & stormwater regulations, restaurant inspections)	16.6%	39.6%	22.2%	3.1%	1.0%	17.6%
Q19-6. Public health	17.4%	38.4%	24.3%	3.9%	1.5%	14.5%

**WITHOUT "DON'T KNOW"**

**Q19. A HEALTHY COMMUNITY. Pitkin County strives to be a healthy, safe, vibrant and sustainable community, enhancing the quality of life for everyone who lives, works, and visits here, while conserving the natural environment as the basis for our community success. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Health & Human Services provided by local non-profits	25.5%	47.1%	21.1%	5.6%	0.7%
Q19-2. Senior Services-enabling seniors to remain as independent as possible	26.2%	40.0%	25.3%	6.2%	2.4%
Q19-3. Availability of mental health & substance abuse services	9.7%	30.7%	31.3%	20.5%	7.8%
Q19-4. Air quality	28.0%	49.4%	16.9%	4.2%	1.4%
Q19-5. Environmental Health-septic & stormwater regulations, restaurant inspections)	20.1%	48.0%	26.9%	3.7%	1.2%
Q19-6. Public health	20.3%	44.9%	28.4%	4.5%	1.8%

**Q20. Which THREE of the items from the list in Question 19 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q20. Top choice	Number	Percent
Health & Human Services provided by local non-profits	37	7.1 %
Senior Services-enabling seniors to remain as independent as possible	63	12.2 %
Availability of mental health & substance abuse services	153	29.5 %
Air quality	52	10.0 %
Environmental Health-septic & stormwater regulations, restaurant inspections	38	7.3 %
Public health	42	8.1 %
None chosen	133	25.7 %
Total	518	100.0 %

**Q20. Which THREE of the items from the list in Question 19 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q20. 2nd choice	Number	Percent
Health & Human Services provided by local non-profits	50	9.7 %
Senior Services-enabling seniors to remain as independent as possible	85	16.4 %
Availability of mental health & substance abuse services	54	10.4 %
Air quality	62	12.0 %
Environmental Health-septic & stormwater regulations, restaurant inspections	57	11.0 %
Public health	48	9.3 %
None chosen	162	31.3 %
Total	518	100.0 %

**Q20. Which THREE of the items from the list in Question 19 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Q20. 3rd choice	Number	Percent
Health & Human Services provided by local non-profits	66	12.7 %
Senior Services-enabling seniors to remain as independent as possible	48	9.3 %
Availability of mental health & substance abuse services	46	8.9 %
Air quality	36	6.9 %
Environmental Health-septic & stormwater regulations, restaurant inspections	55	10.6 %
Public health	82	15.8 %
None chosen	185	35.7 %
Total	518	100.0 %

**SUM OF TOP THREE CHOICES**

**Q20. Which THREE of the items from the list in Question 19 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Q20. Top choice	Number	Percent
Health & Human Services provided by local non-profits	153	29.5 %
Senior Services-enabling seniors to remain as independent as possible	196	37.8 %
Availability of mental health & substance abuse services	253	48.8 %
Air quality	150	29.0 %
Environmental Health-septic & stormwater regulations, restaurant inspections	150	29.0 %
Public health	172	33.2 %
None chosen	133	25.7 %
Total	1207	

**Q21. LIVING IN PITKIN COUNTY. Affordable and quality health care and housing are among the County's goals in sustaining a prosperous economy. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Availability of affordable housing for purchase	5.0%	13.5%	19.3%	28.4%	23.2%	10.6%
Q21-2. Availability of affordable housing for rent	3.7%	7.9%	19.7%	28.0%	23.7%	17.0%
Q21-3. Availability of child care	2.1%	7.9%	21.2%	15.1%	11.0%	42.7%
Q21-4. Availability of affordable child care	1.9%	3.9%	18.9%	18.9%	13.9%	42.5%
Q21-5. Availability of affordable quality care for aging adults	1.9%	8.5%	19.1%	17.8%	9.7%	43.1%
Q21-6. Availability of employment	13.1%	33.6%	25.5%	12.4%	4.6%	10.8%

**WITHOUT "DON'T KNOW"**

**Q21. LIVING IN PITKIN COUNTY. Affordable and quality health care and housing are among the County's goals in sustaining a prosperous economy. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Availability of affordable housing for purchase	5.6%	15.1%	21.6%	31.7%	25.9%
Q21-2. Availability of affordable housing for rent	4.4%	9.5%	23.7%	33.7%	28.6%
Q21-3. Availability of child care	3.7%	13.8%	37.0%	26.3%	19.2%
Q21-4. Availability of affordable child care	3.4%	6.7%	32.9%	32.9%	24.2%
Q21-5. Availability of affordable quality care for aging adults	3.4%	14.9%	33.6%	31.2%	16.9%
Q21-6. Availability of employment	14.7%	37.7%	28.6%	13.9%	5.2%

**Q22. CLERK AND RECORDER SERVICES. The Clerk and Recorder manage elections, motor vehicle registration and licensing, among other services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Vehicle registration process	39.8%	41.3%	9.5%	3.9%	1.7%	3.9%
Q22-2. Integrity of voting process	40.3%	39.4%	12.4%	0.8%	0.8%	6.4%
Q22-3. Ease of voting process	47.9%	37.5%	7.9%	1.4%	0.4%	5.0%

**WITHOUT "DON'T KNOW"**

**Q22. CLERK AND RECORDER SERVICES. The Clerk and Recorder manage elections, motor vehicle registration and licensing, among other services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Vehicle registration process	41.4%	43.0%	9.8%	4.0%	1.8%
Q22-2. Integrity of voting process	43.1%	42.1%	13.2%	0.8%	0.8%
Q22-3. Ease of voting process	50.4%	39.4%	8.3%	1.4%	0.4%

**Q23. Do you have access to the internet at home?**

<u>Q23. Do you have access to internet at home</u>	<u>Number</u>	<u>Percent</u>
Yes	482	93.1 %
No	19	3.7 %
Don't know	17	3.3 %
Total	518	100.0 %

**WITHOUT "DON'T KNOW"****Q23. Do you have access to the internet at home? (without "don't know")**

<u>Q23. Do you have access to internet at home</u>	<u>Number</u>	<u>Percent</u>
Yes	482	96.2 %
No	19	3.8 %
Total	501	100.0 %

**Q24. INTERNET SERVICE. Please indicate how important each of the following features are to you when selecting a home internet provider.**

(N=482)

	Very important	Important	Somewhat important	Not important	Not at all important	Don't know
Q24-1. Having multiple internet providers to choose from	51.7%	30.3%	12.7%	2.1%	1.0%	2.3%
Q24-2. Being able to buy service with very high speeds (10-100 time DSL or cable speeds)	53.9%	28.4%	12.2%	2.9%	0.6%	1.9%
Q24-3. Having ability to use my home internet connection to tele-work full time for a distant job	40.9%	22.4%	10.0%	8.7%	5.0%	13.1%

**WITHOUT "DON'T KNOW"**

**Q24. INTERNET SERVICE. Please indicate how important each of the following features are to you when selecting a home internet provider. (without "don't know")**

(N=482)

	Very important	Important	Somewhat important	Not important	Not at all important
Q24-1. Having multiple internet providers to choose from	52.9%	31.0%	13.0%	2.1%	1.1%
Q24-2. Being able to buy service with very high speeds (10-100 time DSL or cable speeds)	55.0%	29.0%	12.5%	3.0%	0.6%
Q24-3. Having ability to use my home internet connection to tele-work full time for a distant job	47.0%	25.8%	11.5%	10.0%	5.7%

**Q25. QUALITIES OF THE ASPEN/PITKIN COUNTY AIRPORT. The County owned and operated airport strives to provide safe, efficient and environmentally responsible services. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Airport parking	17.2%	45.0%	19.1%	10.0%	2.7%	6.0%
Q25-2. Airport terminal	21.2%	46.3%	17.2%	7.9%	4.2%	3.1%
Q25-3. Customer service at Aspen Airport	26.6%	44.6%	17.6%	3.5%	1.2%	6.6%
Q25-4. Air travel options at Aspen Airport	13.5%	34.2%	24.7%	18.7%	5.6%	3.3%
Q25-5. Rental cars	9.3%	27.0%	23.2%	3.1%	0.8%	36.7%
Q25-6. Ground transportation	15.6%	36.1%	25.3%	6.2%	1.7%	15.1%
Q25-7. Restaurant	7.5%	19.7%	33.0%	15.4%	5.2%	19.1%
Q25-8. Cleanliness of facilities	20.5%	48.6%	21.8%	3.9%	0.4%	4.8%
Q25-9. Overall satisfaction with Aspen Airport	18.9%	51.4%	20.8%	4.6%	1.4%	2.9%

**WITHOUT "DON'T KNOW"**

**Q25. QUALITIES OF THE ASPEN/PITKIN COUNTY AIRPORT. The County owned and operated airport strives to provide safe, efficient and environmentally responsible services. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Airport parking	18.3%	47.8%	20.3%	10.7%	2.9%
Q25-2. Airport terminal	21.9%	47.8%	17.7%	8.2%	4.4%
Q25-3. Customer service at Aspen Airport	28.5%	47.7%	18.8%	3.7%	1.2%
Q25-4. Air travel options at Aspen Airport	14.0%	35.3%	25.5%	19.4%	5.8%
Q25-5. Rental cars	14.6%	42.7%	36.6%	4.9%	1.2%
Q25-6. Ground transportation	18.4%	42.5%	29.8%	7.3%	2.0%
Q25-7. Restaurant	9.3%	24.3%	40.8%	19.1%	6.4%
Q25-8. Cleanliness of facilities	21.5%	51.1%	22.9%	4.1%	0.4%
Q25-9. Overall satisfaction with Aspen Airport	19.5%	52.9%	21.5%	4.8%	1.4%

**Q26. Which airport do you fly into and out of most often?**

Q26. Which airport do you fly into & out of most often

	Number	Percent
Aspen	283	54.6 %
Eagle/Vail	5	1.0 %
Grand Junction	28	5.4 %
Denver International	160	30.9 %
I don't use air travel	42	8.1 %
Total	518	100.0 %

**Q27. SPECIAL EVENTS. All major events in Pitkin County must be permitted and approved by the Community Development Department. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following.**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Number of large scale, televised events (X Games, World Cup, etc.)	25.5%	44.8%	18.0%	5.4%	2.9%	3.5%
Q27-2. Impact of X Games on your daily activity	12.7%	30.3%	38.6%	8.9%	5.6%	3.9%
Q27-3. Impact of large scale events on public bicycle/ walking trails (i.e. Ride the Rockies, triathlons, etc.)	12.0%	35.9%	36.1%	8.1%	2.9%	5.0%
Q27-4. Impact of large scale events on conducting your business	11.4%	29.0%	35.7%	5.8%	2.5%	15.6%
Q27-5. Impact & number of private fireworks displays	12.5%	27.8%	33.6%	11.4%	5.8%	8.9%
Q27-6. Importance of promotional value of large scale, televised events to community	18.5%	37.1%	30.9%	3.5%	3.7%	6.4%
Q27-7. Communication about large scale events & their potential impact to community	16.8%	42.5%	25.7%	7.3%	2.9%	4.8%
Q27-8. Organization & coordination of large scale events (X Games, World Cup, etc.)	23.2%	45.9%	19.7%	3.9%	2.5%	4.8%
Q27-9. Economic benefits of large scale, televised events	26.3%	36.7%	22.4%	3.9%	3.1%	7.7%

**WITHOUT "DON'T KNOW"**

**Q27. SPECIAL EVENTS. All major events in Pitkin County must be permitted and approved by the Community Development Department. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=518)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Number of large scale, televised events (X Games, World Cup, etc.)	26.4%	46.4%	18.6%	5.6%	3.0%
Q27-2. Impact of X Games on your daily activity	13.3%	31.5%	40.2%	9.2%	5.8%
Q27-3. Impact of large scale events on public bicycle/walking trails (i.e. Ride the Rockies, triathlons, etc.)	12.6%	37.8%	38.0%	8.5%	3.0%
Q27-4. Impact of large scale events on conducting your business	13.5%	34.3%	42.3%	6.9%	3.0%
Q27-5. Impact & number of private fireworks displays	13.8%	30.5%	36.9%	12.5%	6.4%
Q27-6. Importance of promotional value of large scale, televised events to community	19.8%	39.6%	33.0%	3.7%	3.9%
Q27-7. Communication about large scale events & their potential impact to community	17.6%	44.6%	27.0%	7.7%	3.0%
Q27-8. Organization & coordination of large scale events (X Games, World Cup, etc.)	24.3%	48.3%	20.7%	4.1%	2.6%
Q27-9. Economic benefits of large scale, televised events	28.5%	39.7%	24.3%	4.2%	3.3%

**Q28. OVERALL OPINION OF THE COUNTY (PART 2). Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor", please rate Pitkin County with regard to the following.**

(N=518)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q28-1. Value you receive for Pitkin County portion of your property taxes (19% County, 81% schools & other)	13.9%	39.2%	23.2%	8.3%	4.6%	10.8%
Q28-2. Overall quality of services provided by Pitkin County	17.6%	54.2%	18.3%	3.5%	2.3%	4.1%
Q28-3. Overall quality of customer service you receive from County employees	21.0%	43.4%	18.3%	4.2%	2.7%	10.2%
Q28-4. Effectiveness of 5-member Board of County Commissioners	8.3%	28.4%	30.1%	11.6%	6.8%	14.9%

**WITHOUT "DON'T KNOW"**

**Q28. OVERALL OPINION OF THE COUNTY (PART 2). Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor", please rate Pitkin County with regard to the following. (without "don't know")**

(N=518)

	Excellent	Good	Neutral	Below average	Poor
Q28-1. Value you receive for Pitkin County portion of your property taxes (19% County, 81% schools & other)	15.6%	43.9%	26.0%	9.3%	5.2%
Q28-2. Overall quality of services provided by Pitkin County	18.3%	56.5%	19.1%	3.6%	2.4%
Q28-3. Overall quality of customer service you receive from County employees	23.4%	48.4%	20.4%	4.7%	3.0%
Q28-4. Effectiveness of 5-member Board of County Commissioners	9.8%	33.3%	35.4%	13.6%	7.9%

**Q30. Are you a second homeowner in Pitkin County?**

Q30. Are you a second homeowner in Pitkin County		
County	Number	Percent
Yes	28	5.4 %
No	483	93.2 %
Not provided	7	1.4 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Are you a second homeowner in Pitkin County? (without "not provided")**

Q30. Are you a second homeowner in Pitkin County		
County	Number	Percent
Yes	28	5.5 %
No	483	94.5 %
Total	511	100.0 %

**Q31. Are you a full-time resident?**

<u>Q31. Are you a full-time resident</u>	<u>Number</u>	<u>Percent</u>
Yes	493	95.2 %
No	24	4.6 %
Not provided	1	0.2 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Are you a full-time resident? (without "not provided")**

<u>Q31. Are you a full-time resident</u>	<u>Number</u>	<u>Percent</u>
Yes	493	95.4 %
No	24	4.6 %
Total	517	100.0 %

**Q32. Do you own or rent your current residence?**

<u>Q32. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	369	71.2 %
Rent	146	28.2 %
Not provided	3	0.6 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Do you own or rent your current residence? (without "not provided")**

<u>Q32. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	369	71.7 %
Rent	146	28.3 %
Total	515	100.0 %

**Q33. Are you a business owner in Pitkin County?**

<u>Q33. Are you a business owner in Pitkin County</u>	<u>Number</u>	<u>Percent</u>
Yes	174	33.6 %
No	342	66.0 %
Not provided	2	0.4 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Are you a business owner in Pitkin County? (without "not provided")**

<u>Q33. Are you a business owner in Pitkin County</u>	<u>Number</u>	<u>Percent</u>
Yes	174	33.7 %
No	342	66.3 %
Total	516	100.0 %

**Q34. Do you live in deed restricted housing?**

<u>Q34. Do you live in deed restricted housing?</u>	<u>Number</u>	<u>Percent</u>
Yes	148	28.6 %
No	363	70.1 %
Not provided	7	1.4 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. Do you live in deed restricted housing? (without "not provided")**

<u>Q34. Do you live in deed restricted housing?</u>	<u>Number</u>	<u>Percent</u>
Yes	148	29.0 %
No	363	71.0 %
Total	511	100.0 %

**Q35. Approximately how many years have you lived in Pitkin County?**

Q35. How many years have you lived in Pitkin

County	Number	Percent
0-5	37	7.1 %
6-10	54	10.4 %
11-15	53	10.2 %
16-20	64	12.4 %
21-30	92	17.8 %
31+	207	40.0 %
Not provided	11	2.1 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. Approximately how many years have you lived in Pitkin County? (without "not provided")**

Q35. How many years have you lived in Pitkin

County	Number	Percent
0-5	37	7.3 %
6-10	54	10.7 %
11-15	53	10.5 %
16-20	64	12.6 %
21-30	92	18.1 %
31+	207	40.8 %
Total	507	100.0 %

**Q36. What is your age?**

<u>Q36. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	100	19.3 %
35-44	99	19.1 %
45-54	101	19.5 %
55-64	99	19.1 %
65+	108	20.8 %
Not provided	11	2.1 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. What is your age? (without "not provided")**

<u>Q36. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	100	19.7 %
35-44	99	19.5 %
45-54	101	19.9 %
55-64	99	19.5 %
65+	108	21.3 %
Total	507	100.0 %

**Q37. Are you or other members of your household of Hispanic or Latino ancestry?**

<u>Q37. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	53	10.2 %
No	463	89.4 %
Not provided	2	0.4 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

<u>Q37. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	53	10.3 %
No	463	89.7 %
Total	516	100.0 %

**Q38. Which of the following best describes your race?**

<u>Q38. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	5	1.0 %
American Indian/Alaska Native	5	1.0 %
Asian, Hawaiian, or other Pacific Islander	10	1.9 %
White	485	93.6 %
Other	5	1.0 %
Total	510	

**Q38-5. Other**

<u>Q38-5. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	3	60.0 %
Mixed	1	20.0 %
White/Latino/Euro	1	20.0 %
Total	5	100.0 %

**Q39. Would you say your total household income is:**

<u>Q39. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	17	3.3 %
\$25K to \$49,999	66	12.7 %
\$50K to \$74,999	84	16.2 %
\$75K to \$99,999	92	17.8 %
\$100K+	219	42.3 %
Not provided	40	7.7 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q39. Would you say your total household income is: (without "not provided")**

<u>Q39. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	17	3.6 %
\$25K to \$49,999	66	13.8 %
\$50K to \$74,999	84	17.6 %
\$75K to \$99,999	92	19.2 %
\$100K+	219	45.8 %
Total	478	100.0 %

**Q40. Your gender:**

<u>Q40. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	255	49.2 %
Female	260	50.2 %
Not provided	3	0.6 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q40. Your gender: (without "not provided")**

<u>Q40. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	255	49.5 %
Female	260	50.5 %
Total	515	100.0 %

**Q41. Are you a registered voter?**

<u>Q41. Are you a registered voter</u>	<u>Number</u>	<u>Percent</u>
Yes	495	95.6 %
No	19	3.7 %
Not provided	4	0.8 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q41. Are you a registered voter? (without "not provided")**

<u>Q41. Are you a registered voter</u>	<u>Number</u>	<u>Percent</u>
Yes	495	96.3 %
No	19	3.7 %
Total	514	100.0 %

**Q42. Are you employed?**

<u>Q42. Are you employed</u>	<u>Number</u>	<u>Percent</u>
Yes	383	73.9 %
No	134	25.9 %
Not provided	1	0.2 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q42. Are you employed? (without "not provided")**

<u>Q42. Are you employed</u>	<u>Number</u>	<u>Percent</u>
Yes	383	74.1 %
No	134	25.9 %
Total	517	100.0 %

**Q43. Do you typically work less than 32 hours per week or more than 32 hours per week?**

Q43. Do you typically work less than 32 hours per week or more than 32 hours per week	Number	Percent
More than 32 hours per week	275	53.1 %
Less than 32 hours per week	97	18.7 %
Not provided	146	28.2 %
Total	518	100.0 %

**WITHOUT "NOT PROVIDED"****Q43. Do you typically work less than 32 hours per week or more than 32 hours per week? (without "not provided")**

Q43. Do you typically work less than 32 hours per week or more than 32 hours per week	Number	Percent
More than 32 hours per week	275	73.9 %
Less than 32 hours per week	97	26.1 %
Total	372	100.0 %

# **Section 5**

## ***Survey Instrument***

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# 2018 Pitkin County Community Survey

Pitkin County is committed to improving the quality of County services. Your feedback will help accomplish that. Please take a few minutes to complete this survey. Please contact Pat Bingham at (970) 920-5204 with questions.

1. OVERALL OPINION OF THE COUNTY (PART 1). Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate Pitkin County with regard to the following:							
	Excellent	Good	Neutral	Below Average	Poor	Don't Know	
1. As a place to live	5	4	3	2	1	9	
2. As a place to raise and educate children	5	4	3	2	1	9	
3. As a place to work	5	4	3	2	1	9	
4. As a place to seasonally reside	5	4	3	2	1	9	
5. Overall quality of life	5	4	3	2	1	9	
6. Overall sense of community	5	4	3	2	1	9	
7. As a County that is moving in the right direction	5	4	3	2	1	9	
8. Overall image of the County	5	4	3	2	1	9	

2. COUNTY SERVICES AND INITIATIVES. Pitkin County strives to conserve natural resources and the environment, maintain and enhance county assets, provide ease of mobility, and encourage/regulate a well-planned/livable environment. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.							
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01. How well the County is managing growth	5	4	3	2	1	9	
02. County's efforts to protect the environment and natural resources	5	4	3	2	1	9	
03. Wildlife protection (through codes, ordinances, and open space purchases)	5	4	3	2	1	9	
04. Animal safety (animal shelter, animal safety officer services)	5	4	3	2	1	9	
05. Parks, trails and open spaces	5	4	3	2	1	9	
06. Water quality and quantity	5	4	3	2	1	9	
07. Management of stormwater runoff/flood control in the County	5	4	3	2	1	9	
08. Renewable efficient energy	5	4	3	2	1	9	
09. Economic sustainability	5	4	3	2	1	9	
10. County road snow removal	5	4	3	2	1	9	
11. Process for obtaining permits for construction or renovation	5	4	3	2	1	9	
12. Process for conducting inspections for construction or renovation	5	4	3	2	1	9	
13. Code and ordinance response to code development violations	5	4	3	2	1	9	

3. Which THREE of the items from the list in Question 2 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 2.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

## OPEN SPACE AND TRAILS

*Pitkin County Open Space and Trails preserves and conserves open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails.*

4. How important do you think it is to develop a hard surface trail connection between the communities of Aspen and Down Valley?

\_\_\_\_(3) Very Important      \_\_\_\_ (2) Somewhat Important      \_\_\_\_ (1) Not Important      \_\_\_\_ (9) Don't know

5. How important do you think it is to develop a hard surface trail connection between the Intercept Lot and the Aspen/Rio Grande trail?

\_\_\_\_(3) Very Important      \_\_\_\_ (2) Somewhat Important      \_\_\_\_ (1) Not Important      \_\_\_\_ (9) Don't know



11. PUBLIC SAFETY. The philosophy of the Pitkin County Sheriff's Office is to assist the community in the mutual pursuit of a peaceful, safe, and healthy environment. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local Sheriff's Office protection	5	4	3	2	1	9
02.	Professionalism of Sheriff's Office employees responding to emergencies	5	4	3	2	1	9
03.	How quickly Sheriff's Office responds to 911 emergencies	5	4	3	2	1	9
04.	The visibility of Sheriffs in neighborhoods	5	4	3	2	1	9
05.	Overall quality of Pitkin Alert System	5	4	3	2	1	9
06.	Overall quality of Mountain Rescue Services	5	4	3	2	1	9
07.	County efforts to ensure community preparedness for a natural disaster/crisis	5	4	3	2	1	9
08.	The County's efforts to prevent crime	5	4	3	2	1	9
09.	County's response to mental health issues	5	4	3	2	1	9

12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

13. LAND USE. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Please rate the benefit of each of the following zoning practices on a scale of 1 to 5, where 5 means "Great Benefit" and 1 means "No Benefit" to the community.		Great Benefit	Some Benefit	Neutral	Little Benefit	No Benefit	Don't Know
1.	Required preservation of the historic character of residential areas in Pitkin County	5	4	3	2	1	9
2.	Limitations on density	5	4	3	2	1	9
3.	Limitations on house size	5	4	3	2	1	9
4.	Restrictions on location and type of development in rural areas of Pitkin County	5	4	3	2	1	9
5.	Restrictions on development in back country areas	5	4	3	2	1	9
6.	Maintaining the County's rural character (Historic & Agricultural Preservation)	5	4	3	2	1	9
7.	Support for local food production and agriculture	5	4	3	2	1	9
8.	Promotion of the development of local renewable energy resources	5	4	3	2	1	9

14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

15. PUBLIC COMMUNICATION AND OUTREACH. Community engagement and transparency are a core focus of the Community Relations Department. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of access to information about County operations	5	4	3	2	1	9
2.	Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
3.	Ease of finding the information you want on <a href="http://www.pitkincounty.com">www.pitkincounty.com</a>	5	4	3	2	1	9
4.	Effectiveness of County communication with the public	5	4	3	2	1	9

16. Please CHECK ALL the ways you learn about Pitkin County Government.

- |                      |                               |
|----------------------|-------------------------------|
| ____(1) Newspaper    | ____(5) Pitkin County Website |
| ____(2) Radio        | ____(6) Word of Mouth         |
| ____(3) Television   | ____(7) Other: _____          |
| ____(4) Social Media |                               |

17. PERCEPTIONS OF CURRENT TRANSPORTATION ISSUES. Pitkin County maintains 264 miles of county-owned roads and 24 bridges. It also owns and maintains over 70 miles of shared use trails. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of driving in the County in the winter	5	4	3	2	1	9
2.	Ease of traveling from Pitkin County to other cities in Colorado	5	4	3	2	1	9
3.	Availability of shared use trails	5	4	3	2	1	9
4.	Availability of parking ( <i>Intercept lot, AABC, etc.</i> )	5	4	3	2	1	9
5.	Traffic safety on major County roads ( <i>Maroon and Castle Creek roads, McLain Flats, Watson Divide, Snowmass Creek Road, etc.</i> )	5	4	3	2	1	9
6.	Condition of County roadways	5	4	3	2	1	9
7.	Availability of mass transit	5	4	3	2	1	9
8.	Satisfaction with the RFTA/BRT bus system	5	4	3	2	1	9
9.	Ease of traveling by bicycle in Pitkin County	5	4	3	2	1	9

18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 17.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**COMMUNITY SUPPORT**

19. A HEALTHY COMMUNITY. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. Pitkin County strives to be a healthy, safe, vibrant and sustainable community, enhancing the quality of life for everyone who lives, works, and visits here, while conserving the natural environment as the basis for our community success.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Health and Human Services provided by local non-profits	5	4	3	2	1	9
2.	Senior Services - enabling seniors to remain as independent as possible	5	4	3	2	1	9
3.	Availability of mental health and substance abuse services	5	4	3	2	1	9
4.	Air quality	5	4	3	2	1	9
5.	Environmental Health: ( <i>Septic and stormwater regulations, restaurant inspections</i> )	5	4	3	2	1	9
6.	Public health	5	4	3	2	1	9

20. Which THREE of the items from the list in Question 19 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 19.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**PROSPEROUS ECONOMY**

21. LIVING IN PITKIN COUNTY. Affordable and quality health care and housing are among the County's goals in sustaining a prosperous economy. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of affordable housing for purchase	5	4	3	2	1	9
2.	Availability of affordable housing for rent	5	4	3	2	1	9
3.	Availability of child care	5	4	3	2	1	9
4.	Availability of affordable child care	5	4	3	2	1	9
5.	Availability of affordable quality care for aging adults	5	4	3	2	1	9
6.	Availability of employment	5	4	3	2	1	9

**22. CLERK AND RECORDER SERVICES.** The Clerk and Recorder manage elections, motor vehicle registration and licensing, among other services.

Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The vehicle registration process	5	4	3	2	1	9
2.	Integrity of voting process	5	4	3	2	1	9
3.	Ease of voting process	5	4	3	2	1	9

**23. Do you have access to the Internet at home?**

\_\_\_\_(1) Yes [Answer Question 24.]      \_\_\_\_ (2) No [Skip to Question 25]      \_\_\_\_ (9) Don't know [Skip to Question 25]

**24. INTERNET SERVICE.** Please indicate how important each of the following features are to you when selecting a home internet provider.

		Very Important	Important	Somewhat Important	Not Important	Not at All Important	Don't Know
1.	Having multiple Internet providers to choose from	5	4	3	2	1	9
2.	Being able to buy service with very high speeds (10-100 time DSL or cable speeds)	5	4	3	2	1	9
3.	Having the ability to use my home Internet connection to tele-work full time for a distant job	5	4	3	2	1	9

**AIRPORT****25. QUALITIES OF THE ASPEN/PITKIN COUNTY AIRPORT.** The County owned and operated airport strives to provide safe, efficient and environmentally responsible services.

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Airport parking	5	4	3	2	1	9
2.	Airport terminal	5	4	3	2	1	9
3.	Customer service at the Aspen Airport	5	4	3	2	1	9
4.	Air travel options at the Aspen Airport	5	4	3	2	1	9
5.	Rental cars	5	4	3	2	1	9
6.	Ground transportation	5	4	3	2	1	9
7.	Restaurant	5	4	3	2	1	9
8.	Cleanliness of facilities	5	4	3	2	1	9
9.	Overall satisfaction with the Aspen Airport	5	4	3	2	1	9

**26. Which airport do you fly into and out of most often?**

\_\_\_\_(1) Aspen      \_\_\_\_ (3) Grand Junction      \_\_\_\_ (9) I don't use air travel  
\_\_\_\_ (2) Eagle/Vail      \_\_\_\_ (4) Denver International

**27. SPECIAL EVENTS.** All major events in Pitkin County must be permitted and approved by the Community Development Department.

Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The number of large scale, televised events ( <i>X Games, World Cup, etc.</i> )	5	4	3	2	1	9
2.	Impact of the X Games on your daily activity	5	4	3	2	1	9
3.	Impact of large scale events on public bicycle/walking trails ( <i>i.e. Ride the Rockies, triathlons, etc.</i> )	5	4	3	2	1	9
4.	Impact of large scale events on conducting your business	5	4	3	2	1	9
5.	Impact and number of private fireworks displays	5	4	3	2	1	9
6.	Importance of promotional value of large scale, televised events to the community	5	4	3	2	1	9
7.	Communication about large scale events and their potential impact to the community	5	4	3	2	1	9
8.	Organization and coordination of large scale events ( <i>X Games, World Cup, etc.</i> )	5	4	3	2	1	9
9.	Economic benefits of large scale, televised events	5	4	3	2	1	9

