

2021

**Pitkin County  
Community Survey  
Findings Report**

Presented to the  
Pitkin County,  
Colorado

December 2021



**ETC**  
INSTITUTE

# Contents

## Sections

<b>1</b>	<b>Executive Summary</b>	Page i
<b>2</b>	<b>Overall Results</b>	Page 1
<b>3</b>	<b>Benchmark Analysis</b>	Page 49
<b>4</b>	<b>Importance-Satisfaction Analysis</b>	Page 58
<b>5</b>	<b>Tabular Data</b>	Page 78
<b>6</b>	<b>Survey Instrument</b>	Page 142
	Appendix A: GIS Mapping	Page 152-A
	Appendix B: Open-Ended Comments	Page 245-B
	Appendix C: Non-Random Sample Findings	Page 262-C

# 1

# Executive Summary

# Pitkin County Community Survey (2021)

## Executive Summary



### Purpose

ETC Institute administered a community survey to residents of Pitkin County, Colorado. The purpose of the survey was to assess resident satisfaction with County services and to help the County ensure that its priorities continue to match the needs and desires of its residents.

### Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the 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.

Approximately, ten days after the surveys were mailed, ETC Institute sent e-mails/text messages to the households that received the survey to encourage participation. The e-mails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the 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 500 surveys and this goal was achieved by a total of 501 completed surveys. The overall response for the sample of 501 households have a precision of at least +/- 4.3% at the 95% level of confidence.

This report contains:

- Executive summary of the survey methodology and major findings
- Charts showing the overall results for most questions on the survey
- Trend data showing how the results compared to previous surveys
- Benchmark analysis comparing the County's results with regional and national averages
- Importance-satisfaction analysis
- Frequency tables that show the results for each question on the survey
- A copy of the cover letter and survey instrument

Major survey findings are on the following pages.

# Pitkin County Community Survey (2021)

## Executive Summary



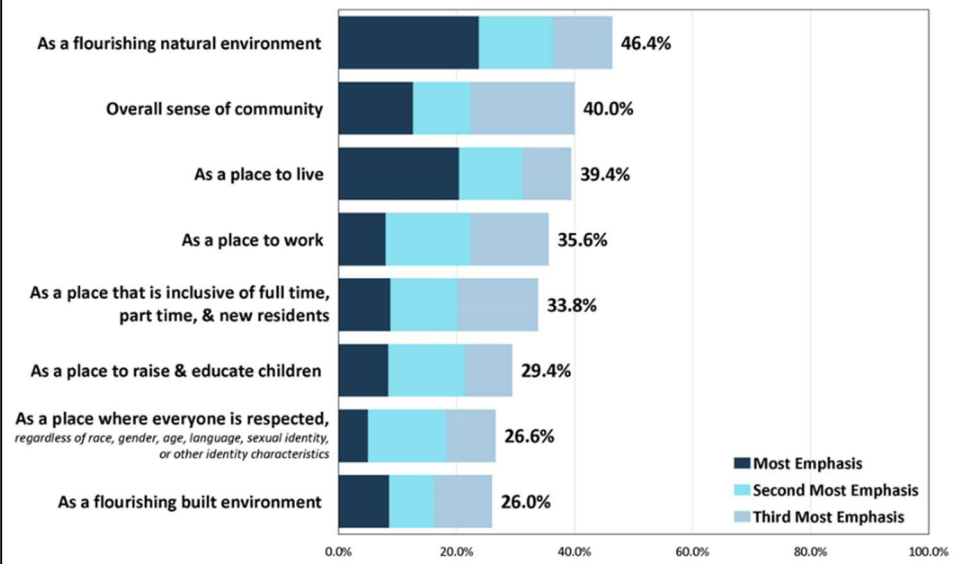
### Major Findings

***The top three items that residents think should receive the most emphasis from County leaders over the next two years, regarding the overall quality of life in the County, are: (1) Pitkin County as a flourishing environment, (2) Pitkin County with an overall sense of community, and (3) Pitkin County as a place to live.***

- Residents were asked to rate how satisfied they are with items regarding the quality of life in Pitkin County. The items with the highest ratings of satisfaction (percent sum of very satisfied and satisfied responses) were:
  - 87.1% of residents are satisfied with Pitkin County as a place to live
  - 80.1% of residents are satisfied with Pitkin County as a flourishing natural environment
  - 75.3% of residents are satisfied with Pitkin County as a place to raise and educate children
- The two items with the lowest ratings of satisfaction were Pitkin County as a flourishing built environment (49.8%) and a place that is inclusive of full time, part time, and new residents (48.3%).
- The chart to the right shows the items that residents think should receive the most emphasis from county leaders over the next two years:
  - improving the County to be a flourishing natural environment; air quality, recreation, noise mitigation, dark skies, and water quality/quantity (46.4%)
  - improving the overall sense of community in the County (40.0%),
  - improving the County as a place to live (39.4%).

#### Q2. Quality of Life in the County Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Pitkin County Community Survey (2021)

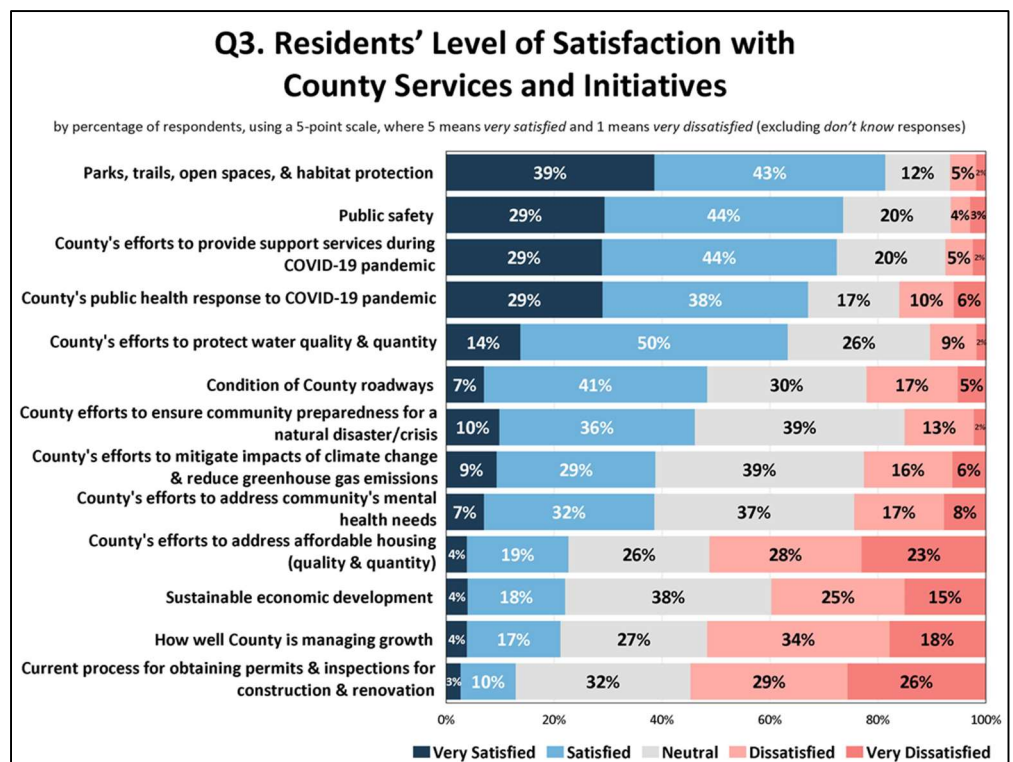
## Executive Summary



***The two County services and initiatives that residents think should receive the most emphasis from County leaders over the next two years are: (1) address affordable housing, including quality and quantity and (2) managing growth in the County.***

- The County services and initiatives that had the highest ratings of satisfaction, based on the sum percentage of very satisfied and satisfied responses, among respondents who had an opinion, were:
  - o parks, trails, open spaces, and habitat protection (81.4%) and
  - o public safety (73.6%).

- Shown in the chart to the right, 22.7% of residents indicated they were very satisfied or satisfied with the County's efforts to address affordable housing (quality and quantity); 26.1% were neither satisfied or dissatisfied, 28.2% were dissatisfied, and 23.1% were very dissatisfied.



- Also shown in the chart to the right, 21.2% of residents indicated they were very satisfied or satisfied with how well the County is managing growth; 27.2% were neither satisfied or dissatisfied, 33.8% were dissatisfied, and 17.7% were very dissatisfied.

***83.3% of residents indicated they receive great or some benefit for the Open Space and Trails portion of the property tax dollars for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails.***

- Residents were asked to indicate how they would prioritize open space and trail priorities and at least eight of ten (80%) of residents would prioritize the following three priorities as essential or high priority.
  - o Congestion management of parking, increased visitation, and overcrowding (82.1%)
  - o Ecosystem health and resilience; habitat, wildlife, and water (81.3%)
  - o Protection of public access to open spaces (80.6%)

# Pitkin County Community Survey (2021)

## Executive Summary

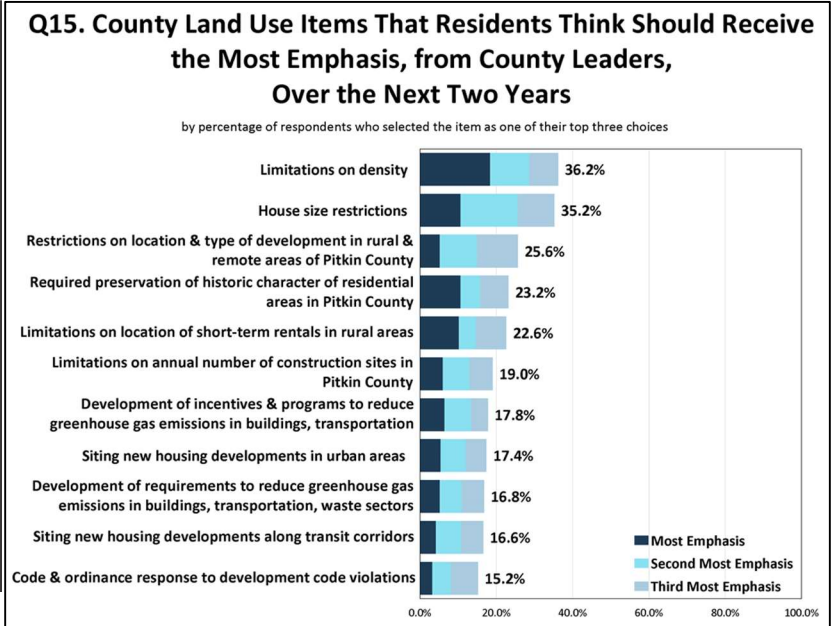


- The top three County open space and trails priorities that residents indicated should receive the most emphasis from County leaders over the next two years are listed below.
  - Congestion management of parking, increased visitation, overcrowding (74.9%)
  - Ecosystem health and resilience; habitat, wildlife, and water (81.3%)
  - Protection of public access to open spaces (80.6%)

***A high percentage of residents (87.6%) use the newspaper to learn about Pitkin County Government and at least over half use word of mouth (63.5%) and the Pitkin County website (59.7%).***

- 68.8% of residents indicated they are very satisfied or satisfied with the effectiveness of County communications during an emergency; 22.6% are neither satisfied or dissatisfied and 8.6% are dissatisfied/very dissatisfied.
- The public communication and outreach items that residents think should receive the most emphasis from County leaders over the next two years are:
  - Ease of finding information on [www.pitkincounty.com](http://www.pitkincounty.com) or other department websites (63.7%) and
  - The effectiveness of County communications during an emergency (56.1%)

***Majority of residents believe that all the zoning practices analyzed are of great or some benefit to the community. The zoning practices that had the highest percentage of residents who think they are great/some benefit are (1) required preservation of historic character of residential areas in Pitkin County, (2) limitations on density (81.9%), and (3) house size restrictions (78.4%).***



- Residents were asked which zoning practices are their top three choices and they think should receive the most emphasis over the next two years. The items that had the highest percentage of residents choose them as one of their top choices are shown in the chart above and listed below.
  - Limitations on density (36.2%)
  - House size restrictions (35.2%)
  - Restrictions on location and type of development in rural and remote areas of Pitkin County (25.6%)

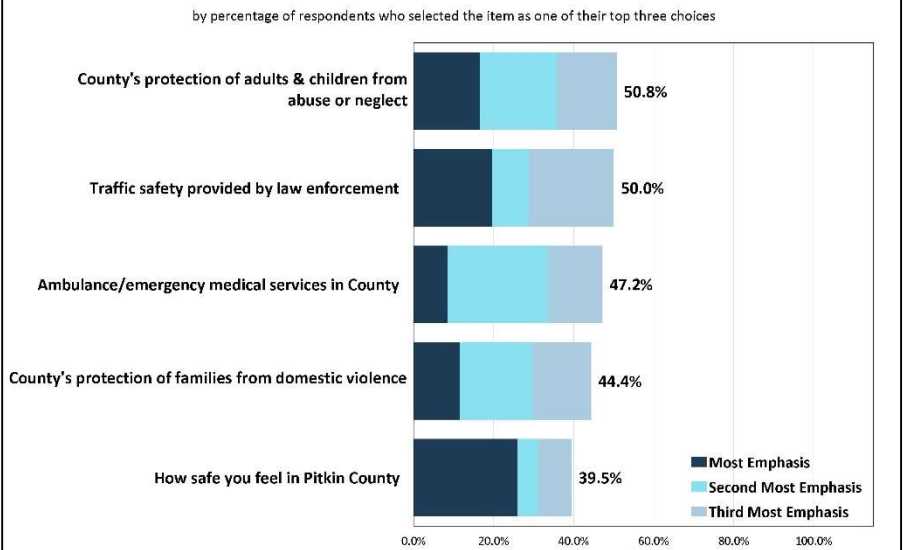
# Pitkin County Community Survey (2021) Executive Summary



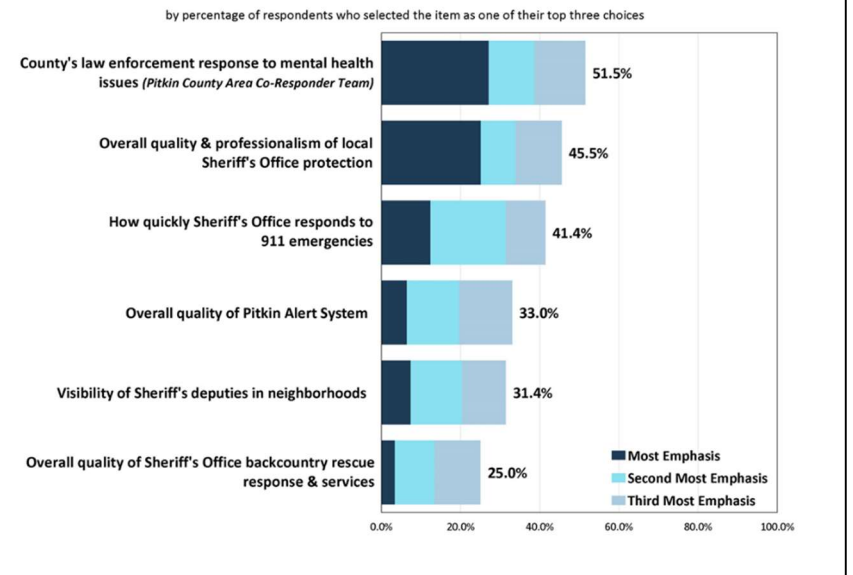
**Most residents (94.8%) are satisfied with how safe they feel in Pitkin County and the overall quality of the Sheriff's Office backcountry rescue response and services (93.1%).**

- The first chart on the right shows the items that residents, based on the sum of their top three choices, indicated should receive the most emphasis from County leaders, over the next two years;
  - the County's protection of adults and children from abuse and neglect (50.8%)
  - traffic safety provided by law enforcement (50.0%)
- 68.6% of residents indicated they were very satisfied/satisfied with the traffic safety provided by law enforcement; 17.7% were neutral and 13.7% were dissatisfied/very dissatisfied.
- 59.4% of residents indicated they were very satisfied/satisfied with the County's protection of adults and children from abuse or neglect; 34.0% were neutral and 6.6% were dissatisfied/very dissatisfied.
- The second chart shows public safety items that residents think should receive the most emphasis over the next two years;
  - the County's law enforcement response to mental health (51.5%)
  - overall quality and professionalism of the local Sheriff's Office protection (45.5%)

### Q17. Personal Safety Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years



### Q19. Public Safety Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years



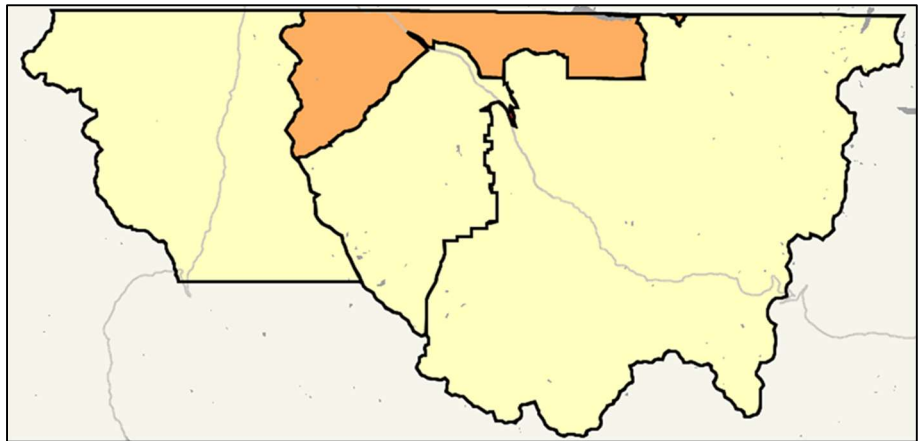
# Pitkin County Community Survey (2021)

## Executive Summary



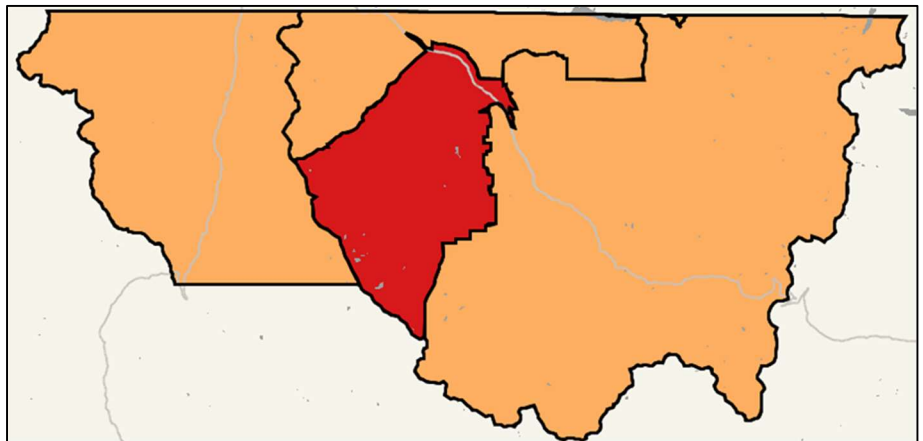
***Based on the sum of residents' top three choices, the number one transportation issue that residents think should receive the most emphasis from County leaders, over the next two years, is the traffic volume and safety on major County roads (61.5%).***

- Over three-quarters of residents indicated they were very satisfied/satisfied with the availability of shared use trails (83.1%), the RFTA/BRT bus system (77.5%), and the County road snow removal (76.1%).
- The current transportation issue that received the lowest percentage of very satisfied and satisfied was traffic volume and safety on major County roads. The GIS map to the right shows the boundaries of Pitkin County. The north-central part of the County is shaded orange, which indicated this part of the County is dissatisfied with traffic volume and safety services and the remainder of the County is neutral (neither satisfied or dissatisfied).



***Since 2018, satisfaction with the availability of affordable quality care for aging adults has increased 4.8% from 18.3% to 23.1% and satisfaction with the availability of affordable quality childcare has increased 4.6% from 10.1% to 14.7%.***

- The GIS map to the right shows the parts of Pitkin County where residents are dissatisfied (orange) and very dissatisfied (red) with the availability of affordable quality housing for rent. 9.4% of residents indicated they were very satisfied/satisfied with the availability of affordable quality housing for rent; 19.6% were neutral and 71.1% dissatisfied/very dissatisfied.



# Pitkin County Community Survey (2021)

## Executive Summary



### Other Findings

- The landfill and recycling items that had the highest ratings of satisfaction from residents were:
  - landfill products for sale (62.4%) and
  - household diversion programs (61.5%).
- 45.2% of residents are very satisfied/satisfied with the construction and waste diversion program; 36.6% indicated they are neutral and 18.2% are dissatisfied/very dissatisfied.
- The top two most important landfill and recycling items that residents think should receive the most emphasis from County leaders, based on the sum of their top three choices, are:
  - household diversion programs, recycling drop off and unique recycling programs, drop and swap, and household hazardous waste disposal (74.9%)
  - construction and demolition waste diversion program (64.1%)
- 72.4% of residents were very satisfied/satisfied with the County's efforts to provide support services during the COVID-19 pandemic including economic and emergency assistance and 67.1% were very satisfied/satisfied with the County's public health response to the COVID-19 pandemic.
- At least two-thirds of residents are very satisfied/satisfied with the availability and quality of Human Services provided by local non-profits (69.1%); 26.1% neutral and 4.7% dissatisfied/very dissatisfied. 68.1% are very satisfied/satisfied with Public Health; 21.9% neutral and 10.1% dissatisfied/very dissatisfied.
- Community support items that residents think should receive the most emphasis, based on the sum of residents' top three choices, are: Public Health (48.0%) and the availability and quality of mental health and substance abuse services (47.2%).
- Residents were asked to rate their level of satisfaction with clerk and recorder services and 93.1% indicated they were satisfied with the ease of the voting process, 89.1% were satisfied with the integrity of the voting process, and 86.4% were satisfied with the vehicle registration process.
- 66.1% of residents indicated they were satisfied with the customer service at Aspen Airport and 65.2% were satisfied overall with Aspen Airport. 74.1% of residents indicated they typically fly into and out of Aspen Airport most often (an increase of 19.5% since 2018) and 17.6% fly out of Denver International (a decrease of 13.3% since 2018).

# Pitkin County Community Survey (2021)

## Executive Summary



### Conclusion

To ensure the County continues to deliver a high quality of services to residents, ETC Institute recommends the County emphasize the following areas.

- **Overall Priorities for County Services and Initiatives:** The first level of analysis reviewed the importance of and satisfaction with the overall priorities of County services and initiatives. This analysis was conducted to help set the overall priorities for the County.
- The table below shows the Importance-Satisfaction Analysis for six of the thirteen County services and initiatives analyzed. Based on the results of this analysis, the three services/initiatives that are recommended as the top opportunity for improvement over the next two years, in order to raise the County's overall satisfaction rating are:
  - The County's efforts to address affordable housing, including quality and quantity (IS=0.3819)
  - How well the County is managing growth (IS=0.3499)
  - Sustainable economic development; diversifying economy, sustainable workforce (IS=0.2555)

### Importance-Satisfaction Ratings County Services and Initiatives Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• County's efforts to address affordable housing, including quality & quantity	49.4%	1	22.7%	10	0.3819	1
• How well County is managing growth	44.4%	2	21.2%	12	0.3499	2
• Sustainable economic development (diversifying economy, sustainable workforce)	32.8%	3	22.1%	11	0.2555	3
<b>High Priority (I-S = 0.10-0.20)</b>						
• Current process for obtaining permits & inspections for construction & renovation	21.0%	5	12.9%	13	0.1829	4
• County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	22.4%	4	38.8%	8	0.1371	5
• County's efforts to address community's mental health needs	18.6%	6	38.6%	9	0.1142	6

# Pitkin County Community Survey (2021)

## Executive Summary



- **Priorities for Specific Areas:** The second level of analysis reviewed the importance of and satisfaction with services within other specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed below:
  - **Quality of Life:** as a place that is inclusive of full time, part time, and new residents; overall sense of community; as a flourishing built environment; and as a place to work.
  - **Landfill and Recycling:** construction and demolition waste diversion program; household diversion programs, recycling drop off and unique recycling programs, drop and swap, and household hazardous waste disposal; and composting program.
  - **Public Communication and Outreach:** ease of finding information on [www.pitkincounty.com](http://www.pitkincounty.com) or other department websites; opportunities to engage with Pitkin County on important community issues; and accessibility of information about county operations regardless of language, reading level, race, gender, age, or other factors.
  - **Personal Safety:** the County's protection of adults and children from abuse or neglect.
  - **Public Safety:** County's law enforcement response to mental health issues.
  - **Transportation Issues:** traffic volume and safety on major County roads.
  - **Community Support:** availability and quality of mental health and substance abuse services.

By emphasizing improvements in the areas listed above, the County will be able to continue to improve levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

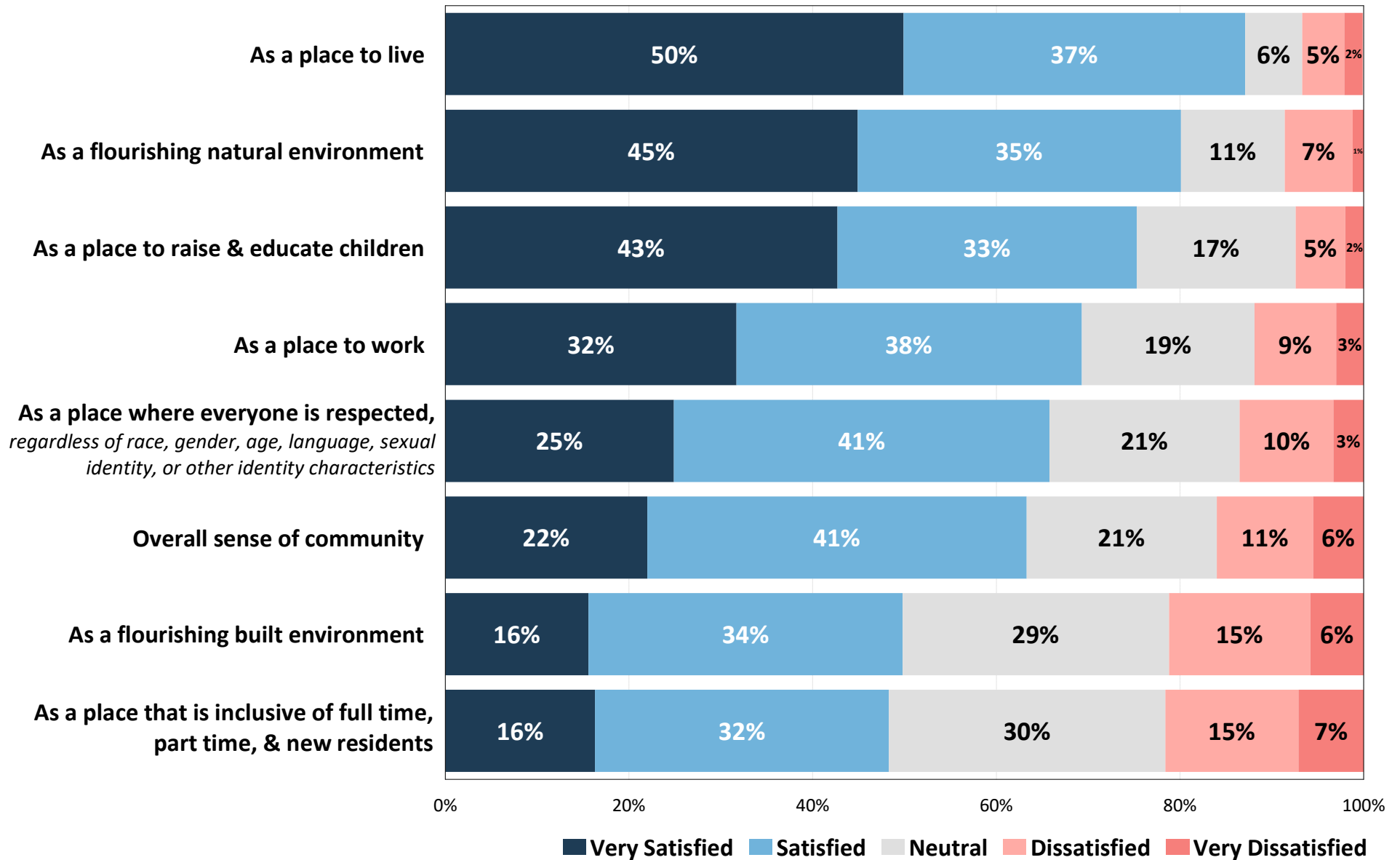
Importance-Satisfaction Analysis tables and matrices for Pitkin County are found in Section 4 of the Findings Report.

# 2

## Overall Results

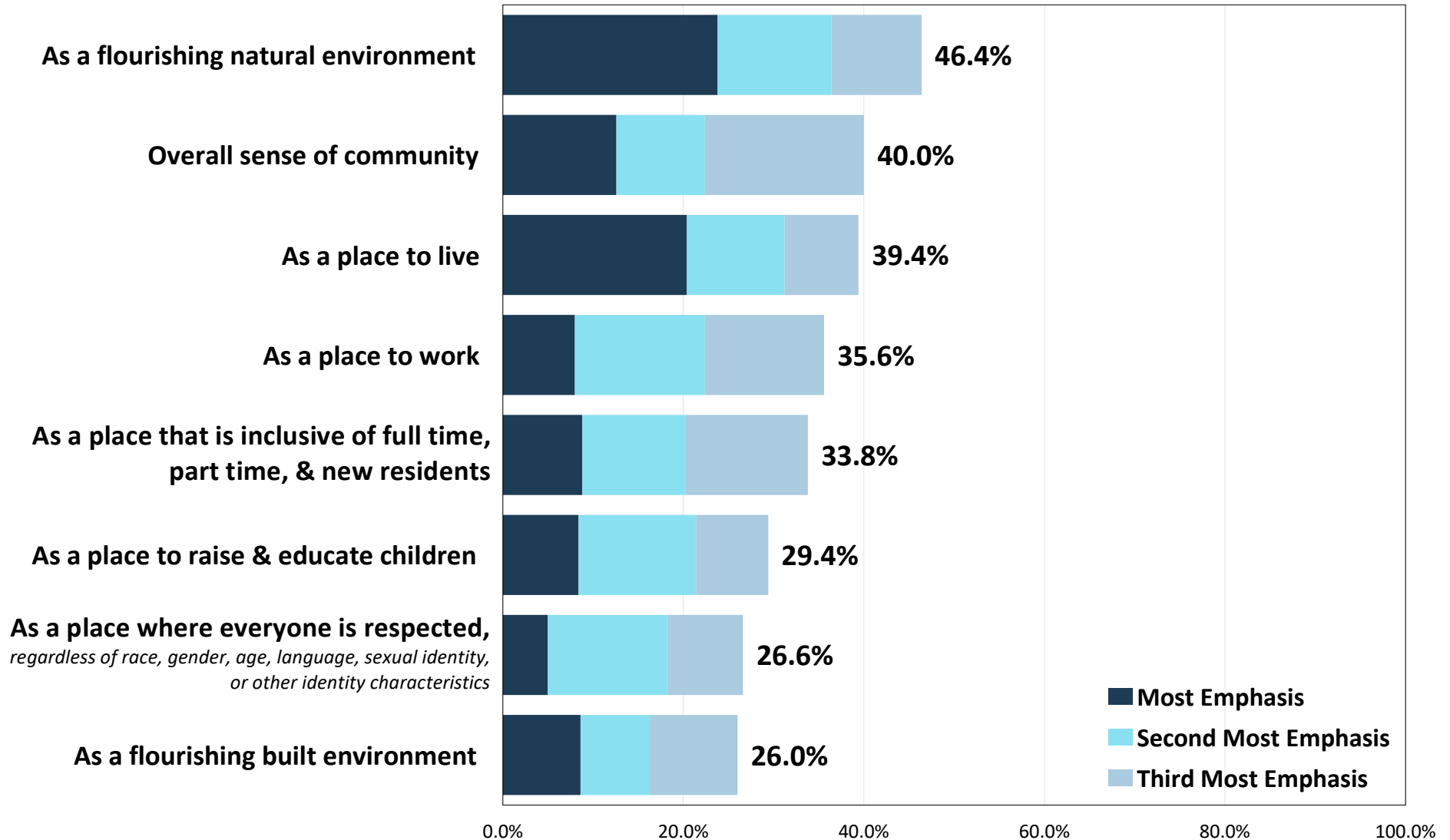
# Q1. Residents' Level of Satisfaction with the Overall Quality of Life in the County

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



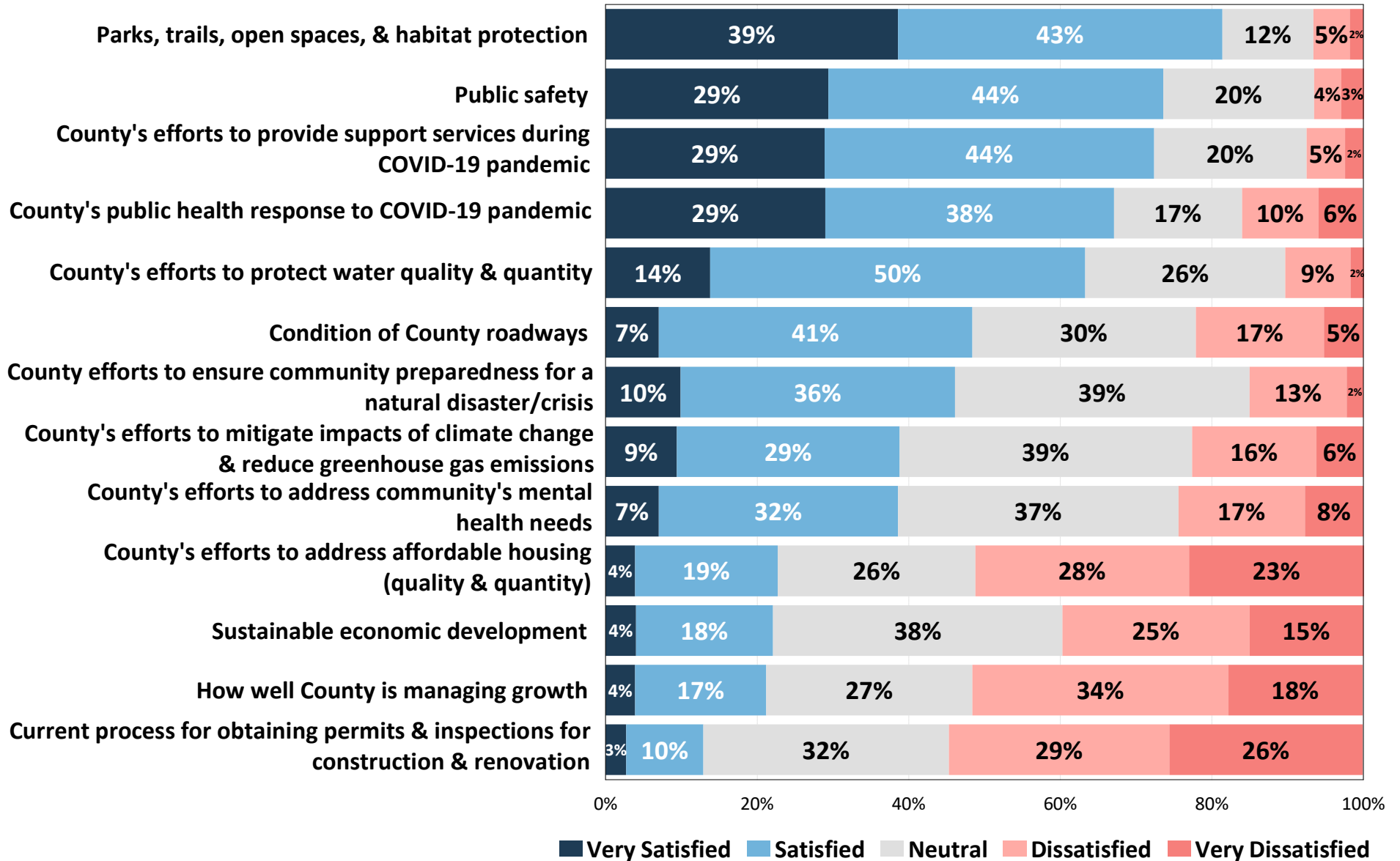
# Q2. Quality of Life in the County Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Q3. Residents' Level of Satisfaction with County Services and Initiatives

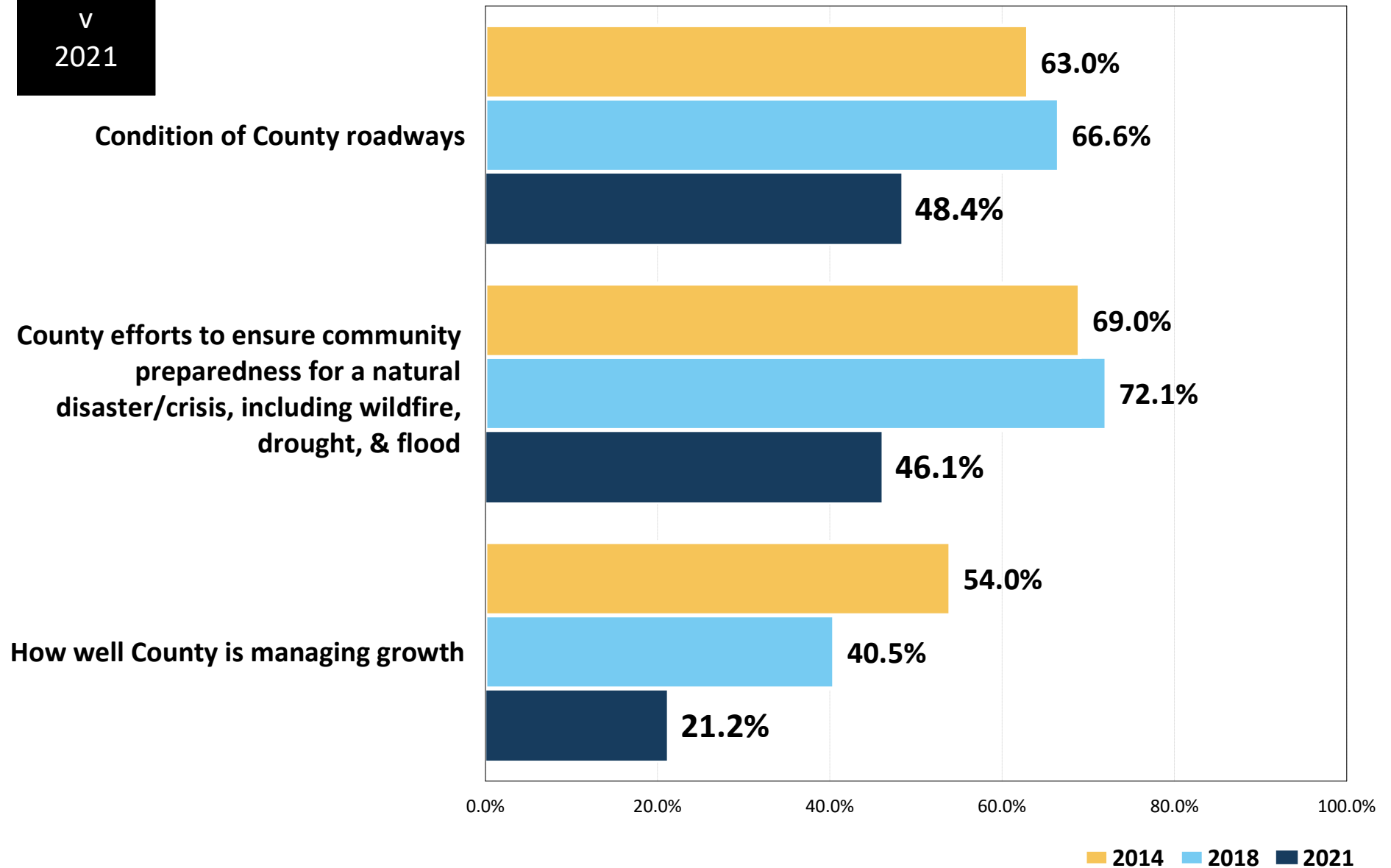
by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:  
 2014  
 v  
 2018  
 v  
 2021

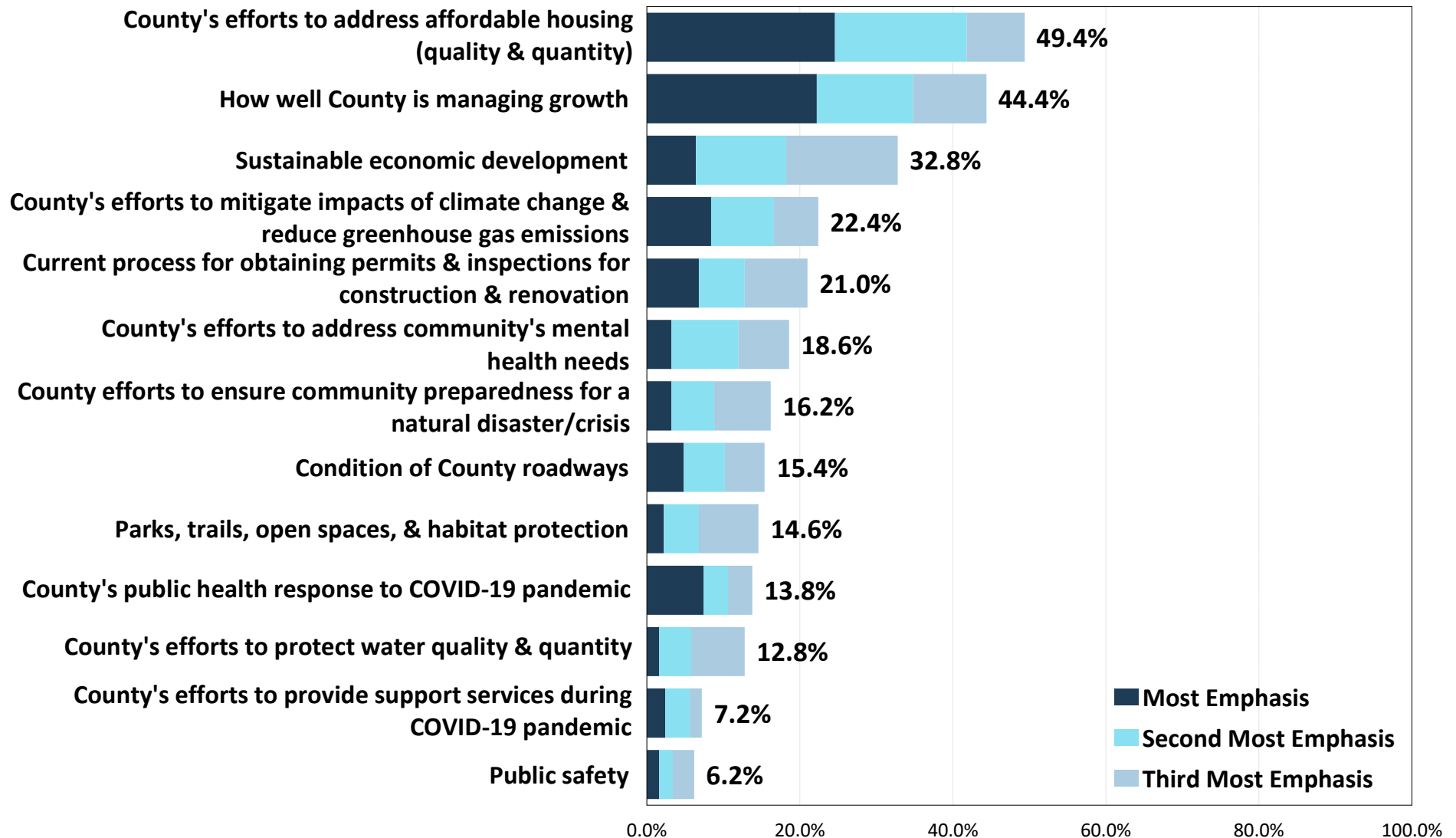
# Q3. Percentage of Residents Very Satisfied and Satisfied with County Services and Initiatives

by sum percentage of respondents that were *very satisfied* or *satisfied* with the item (excluding *don't know* responses)



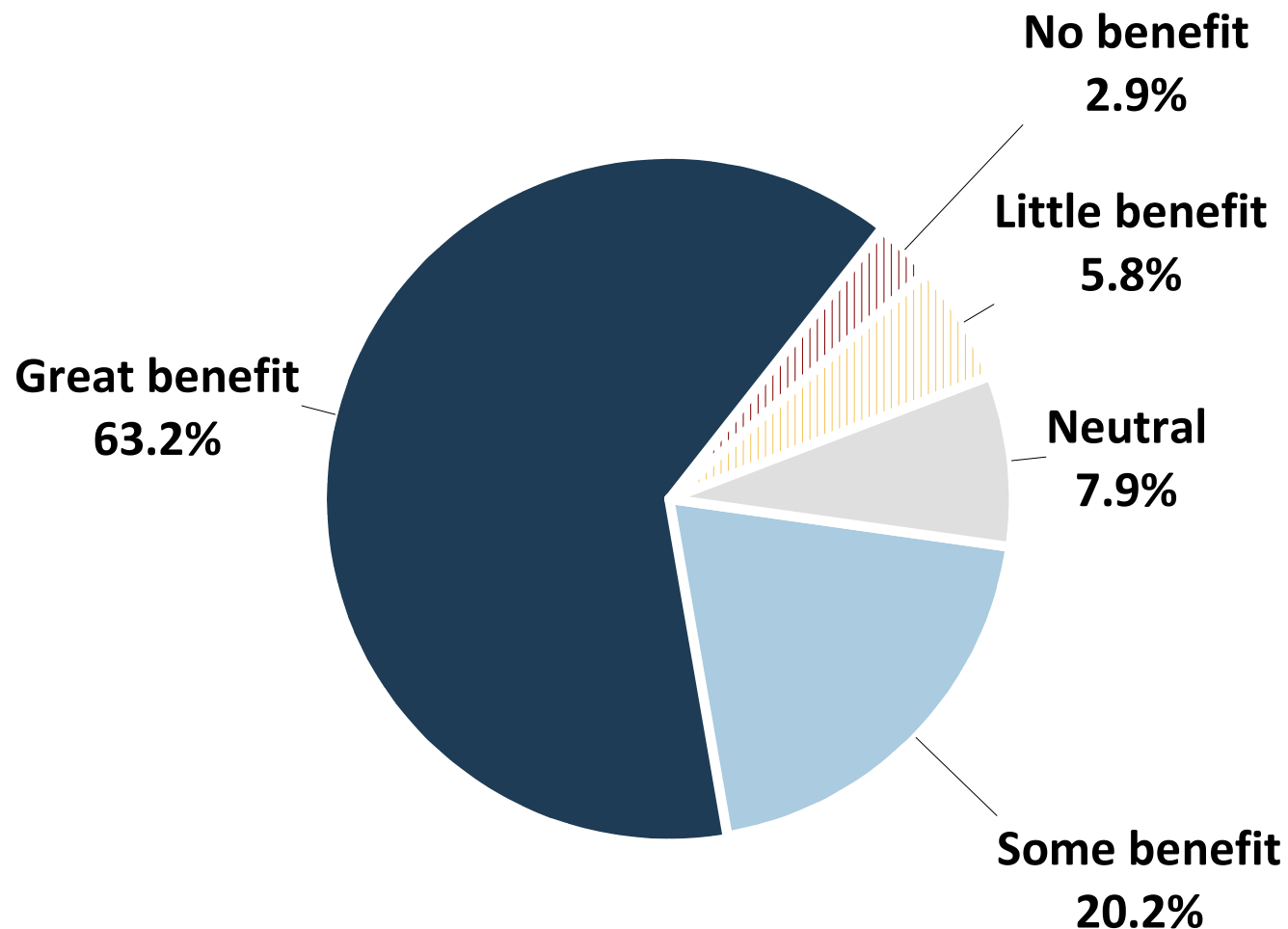
# Q4. County Services and Initiatives That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Q5. Open Space and Trails. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollars (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails?

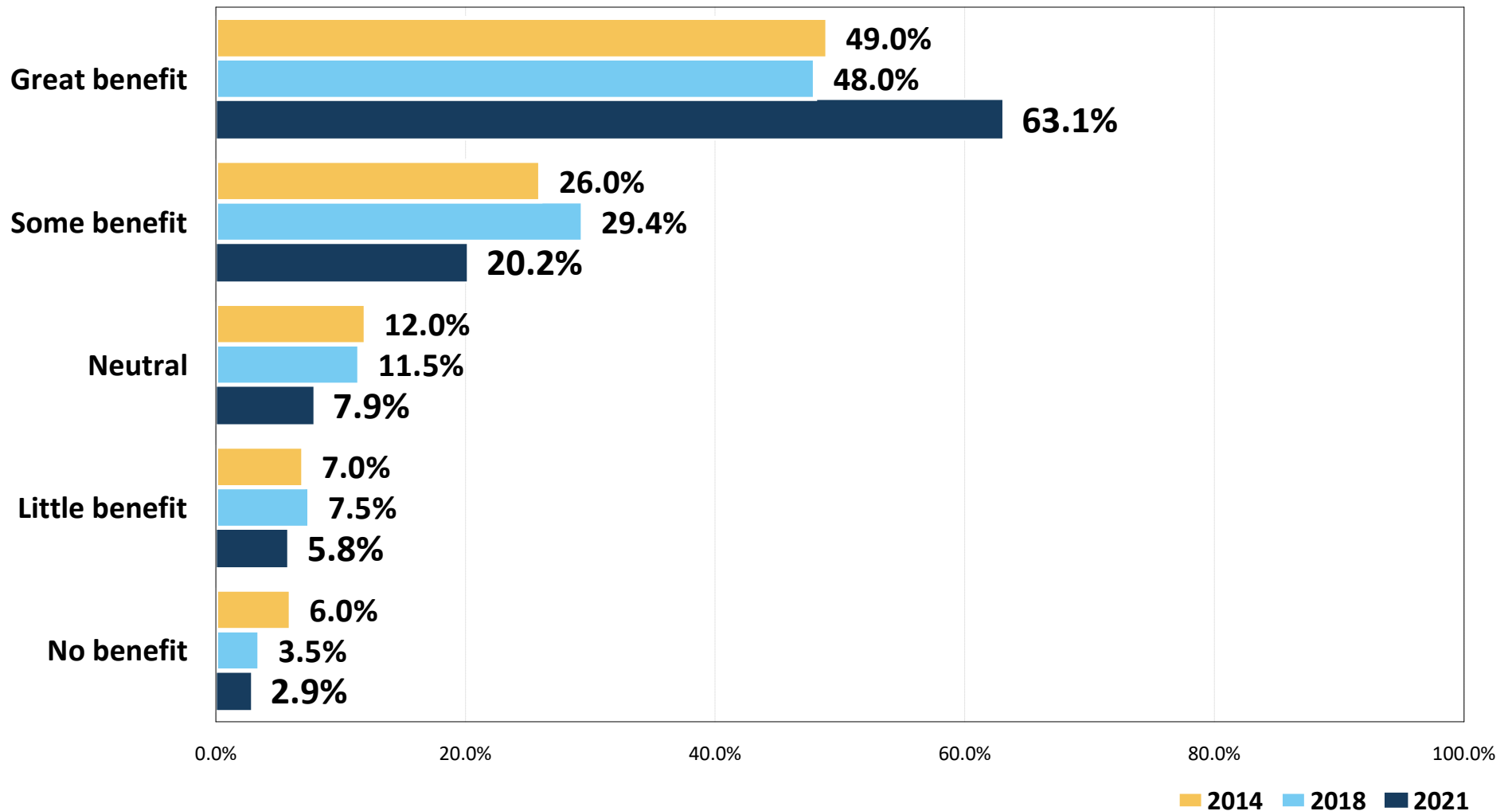
by percentage of respondents (excluding *don't know* responses)



Trends:  
 2014  
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 2018  
 v  
 2021

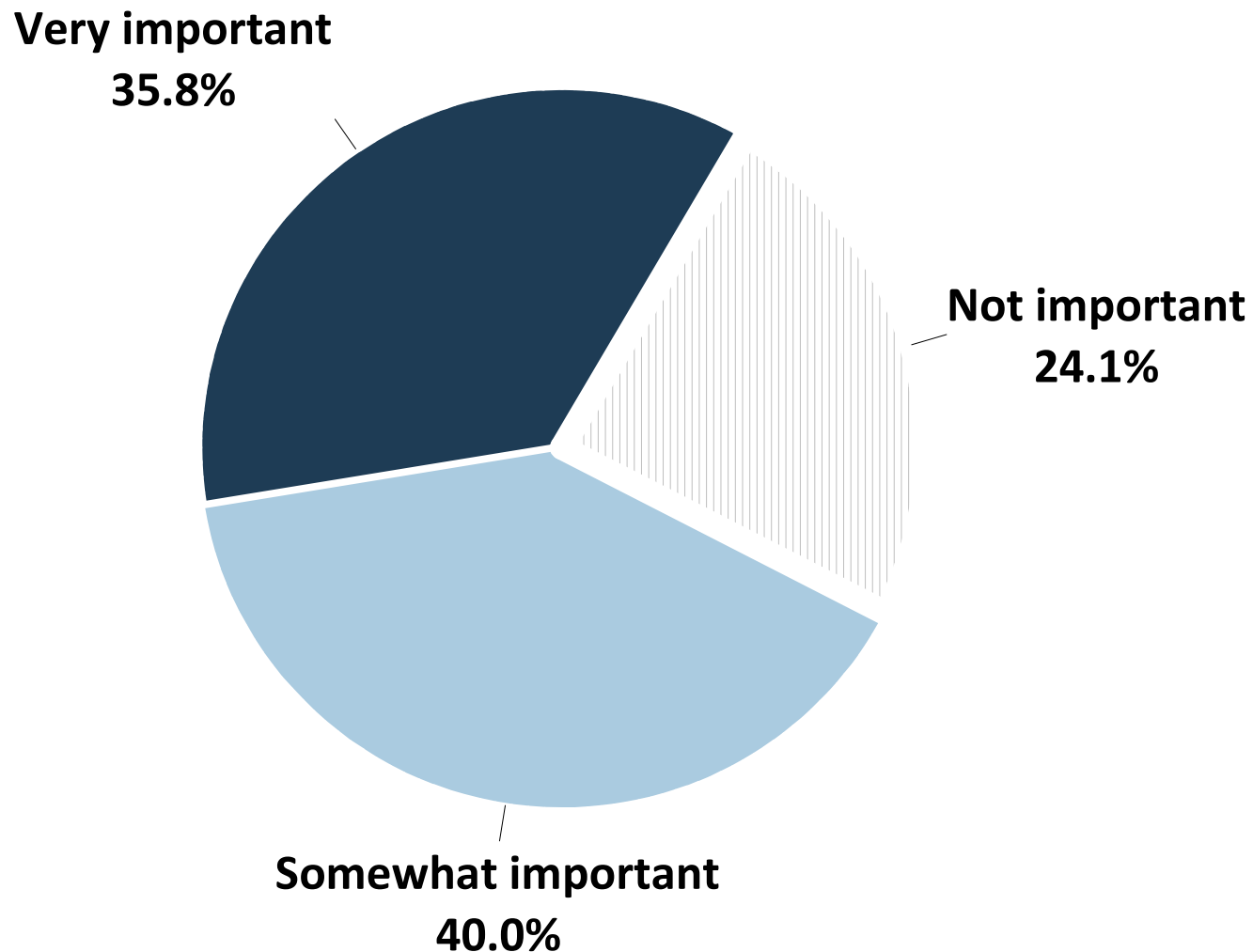
## Q5. Open Space and Trails. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollars (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails?

by percentage of respondents (excluding *don't know* responses)



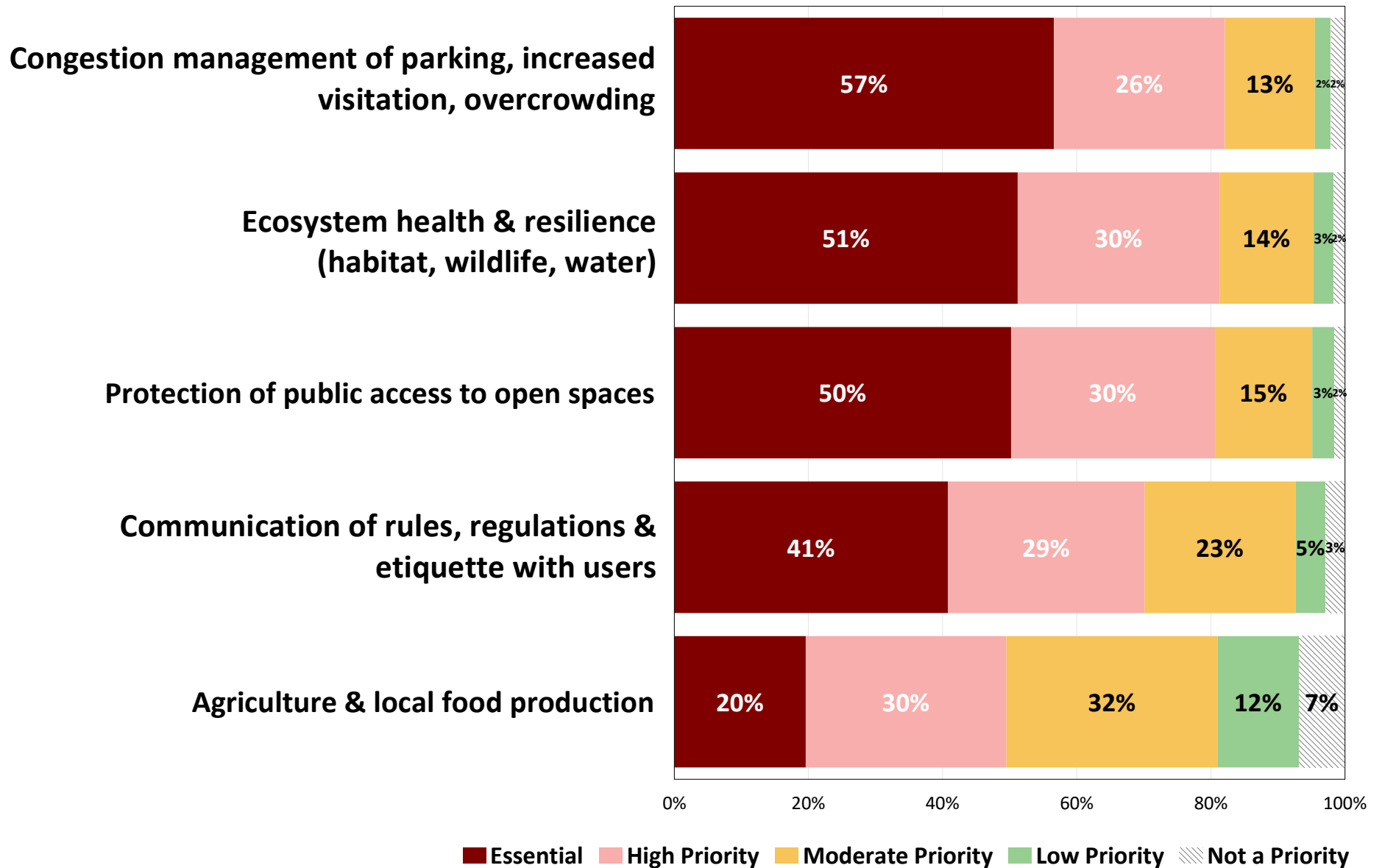
# Q6. How important do you think it is to develop a hard surface trail connection between the Brush Creek Park and Ride and Aspen Airport Business Center?

by percentage of respondents (excluding *don't know* responses)



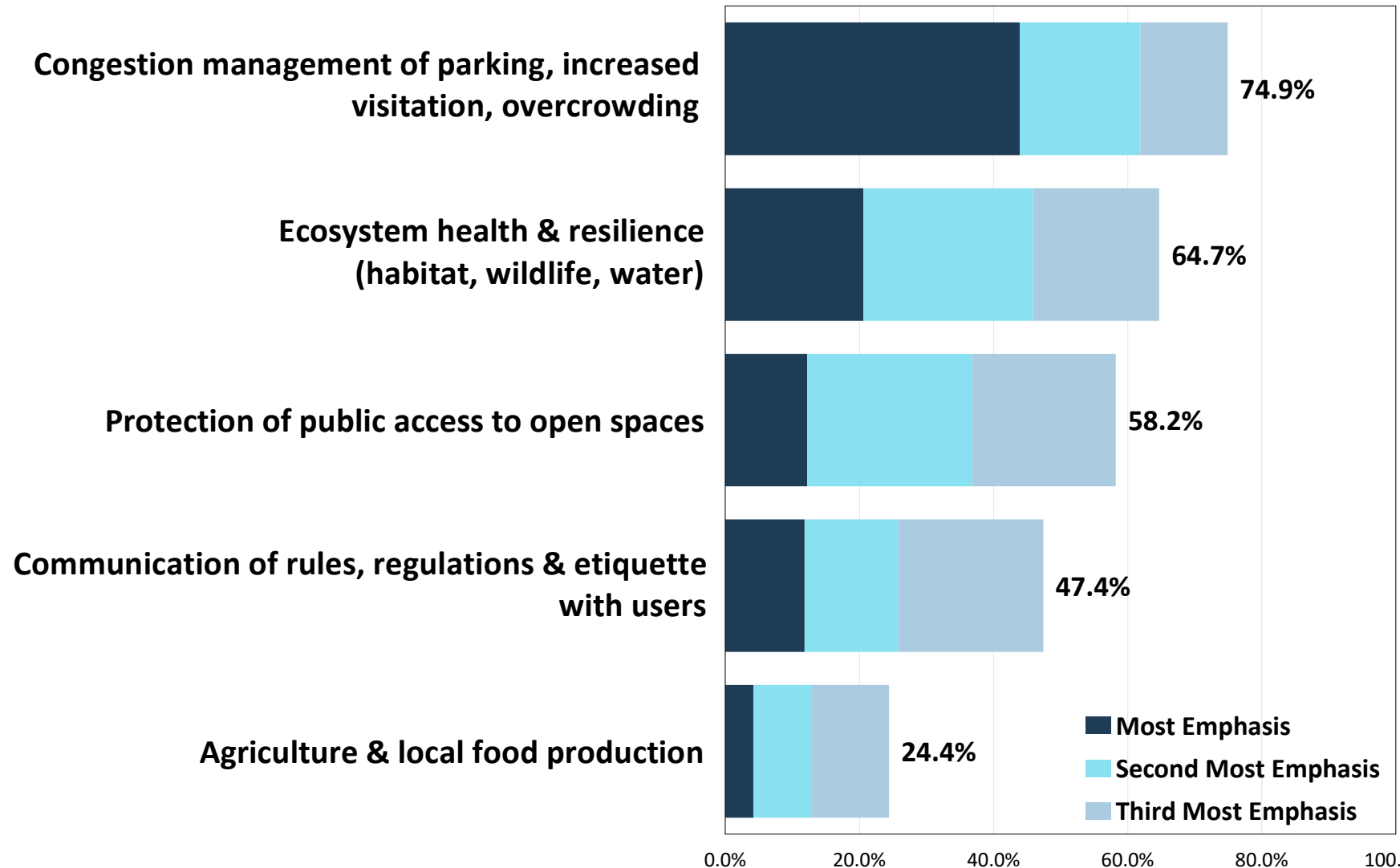
# Q7. Residents' Level of Satisfaction with County Priorities for Open Space and Trails

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



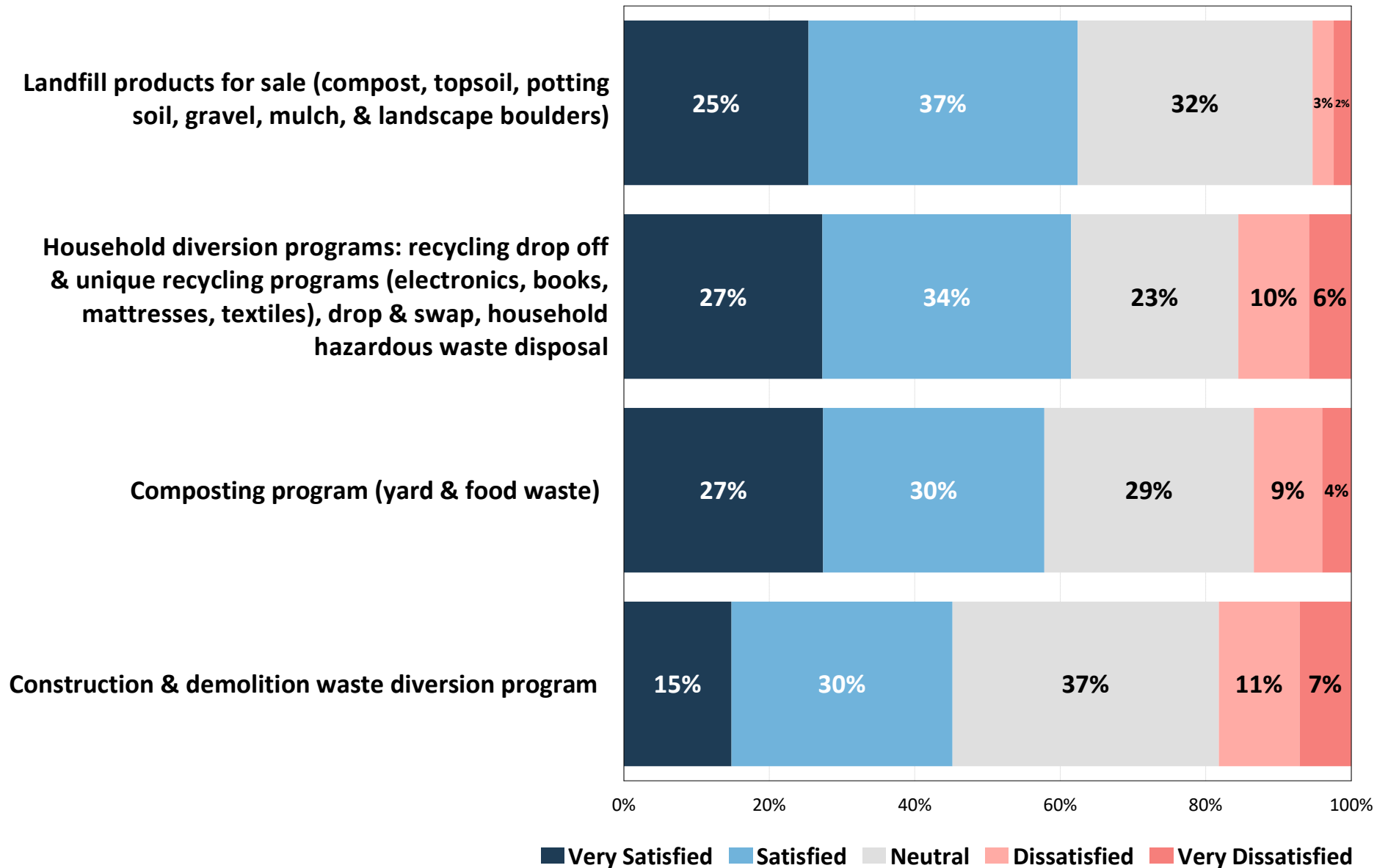
# Q8. County Priorities for Open Space and Trails That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Q9. Residents' Level of Satisfaction with Landfill and Recycling

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)

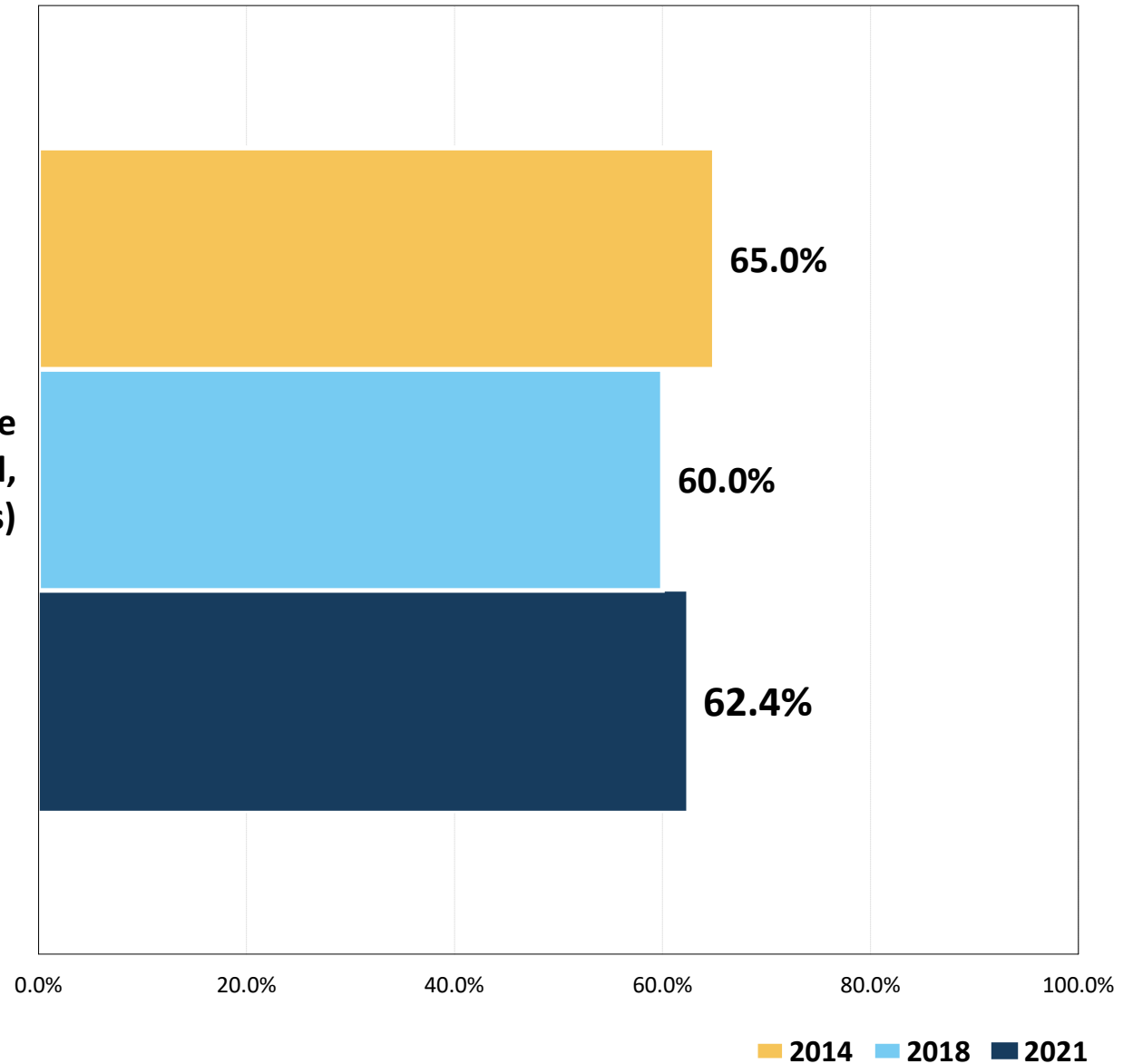


Trends:  
 2014  
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 2018  
 v  
 2021

# Q9. Percentage of Residents Very Satisfied and Satisfied with County Landfill and Recycling Items

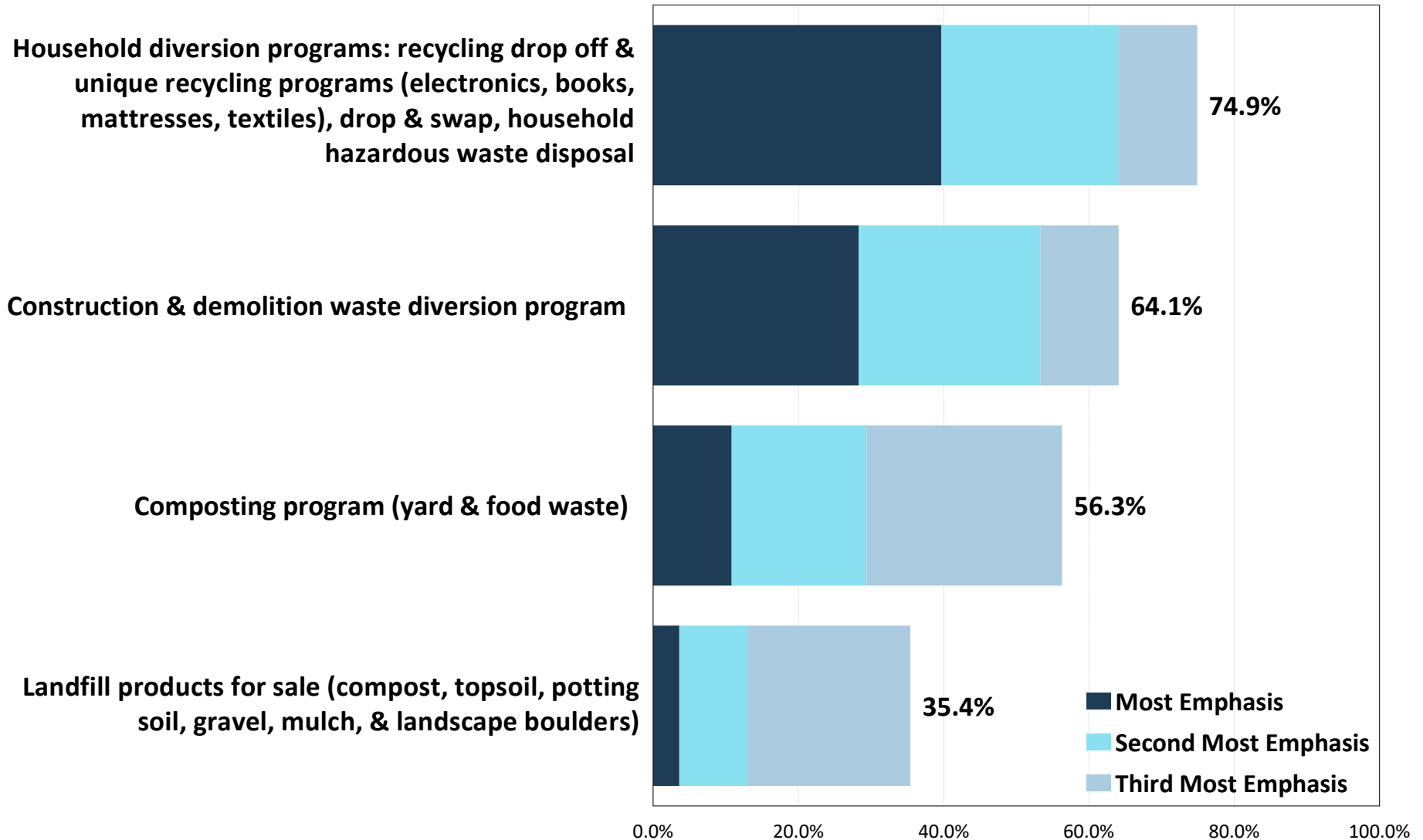
by sum percentage of respondents that were *very satisfied* or *satisfied* with the item (excluding *don't know* responses)

Landfill products for sale  
 (compost, topsoil, potting soil, gravel,  
 mulch, & landscape boulders)



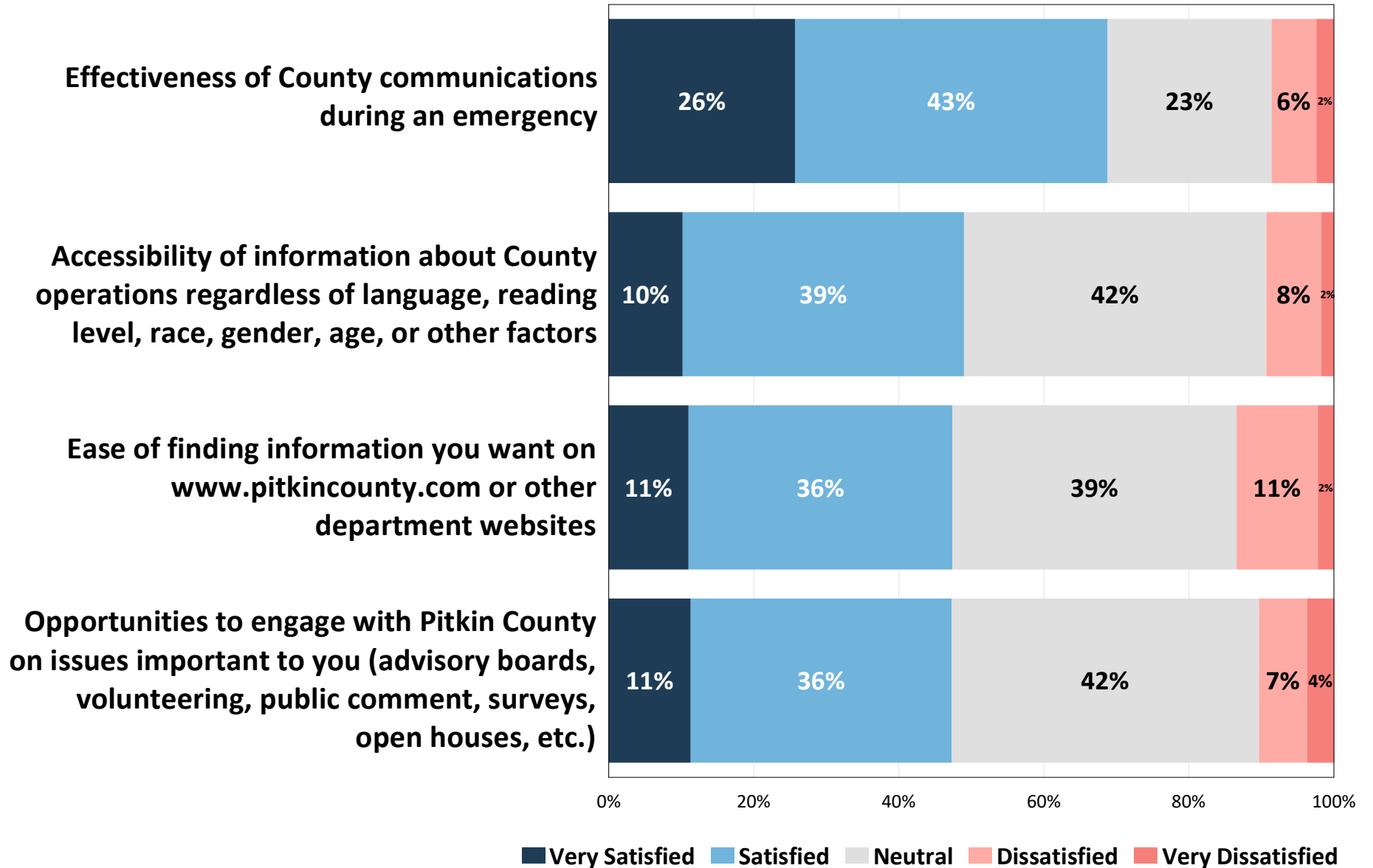
# Q10. Landfill and Recycling Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Q11. Residents' Level of Satisfaction with Public Communication and Outreach

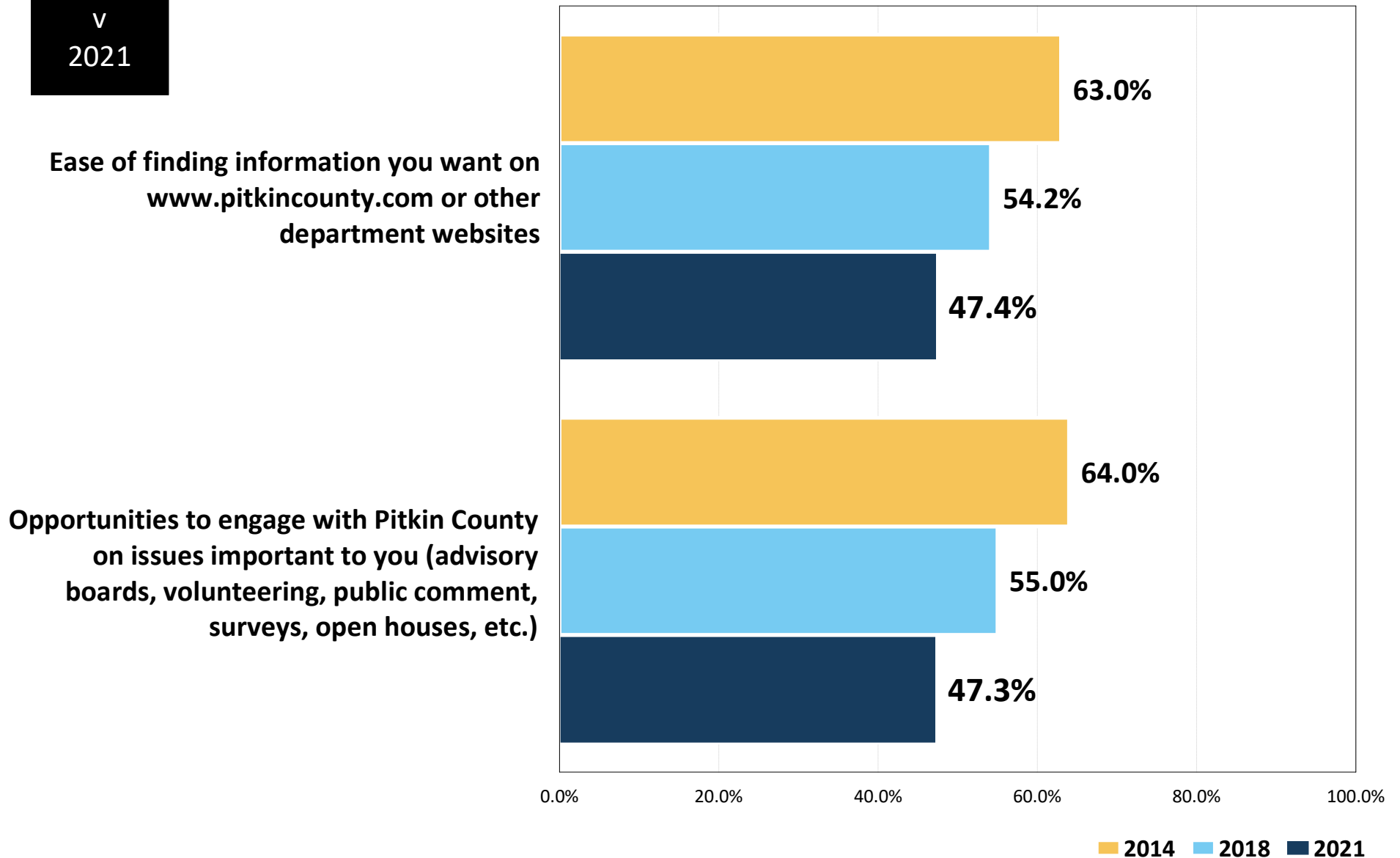
by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:  
 2014  
 v  
 2018  
 v  
 2021

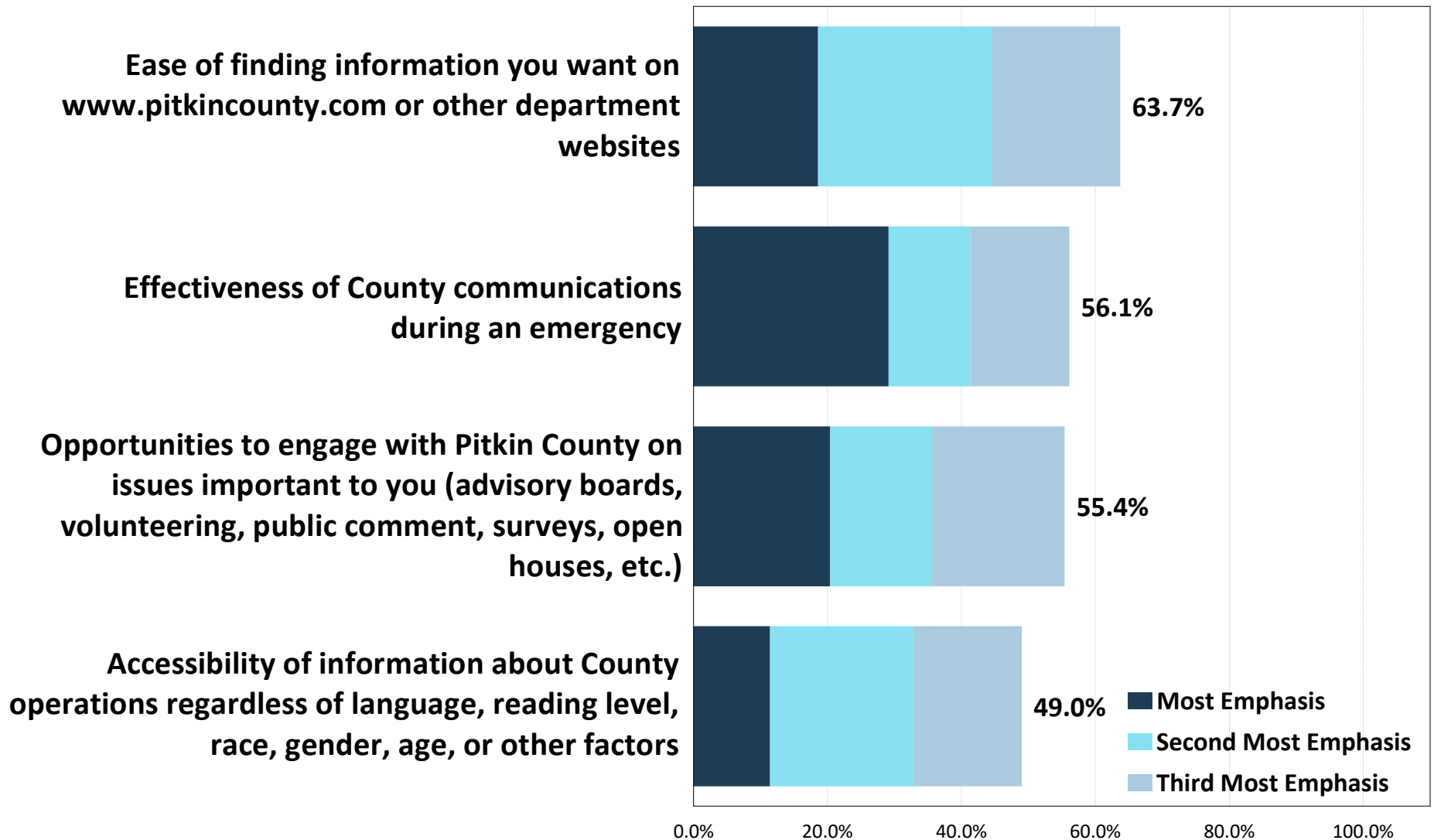
# Q11. Percentage of Residents Very Satisfied and Satisfied with Public Communication and Outreach Items

by sum percentage of respondents that were *very satisfied* or *satisfied* with the item (excluding *don't know* responses)



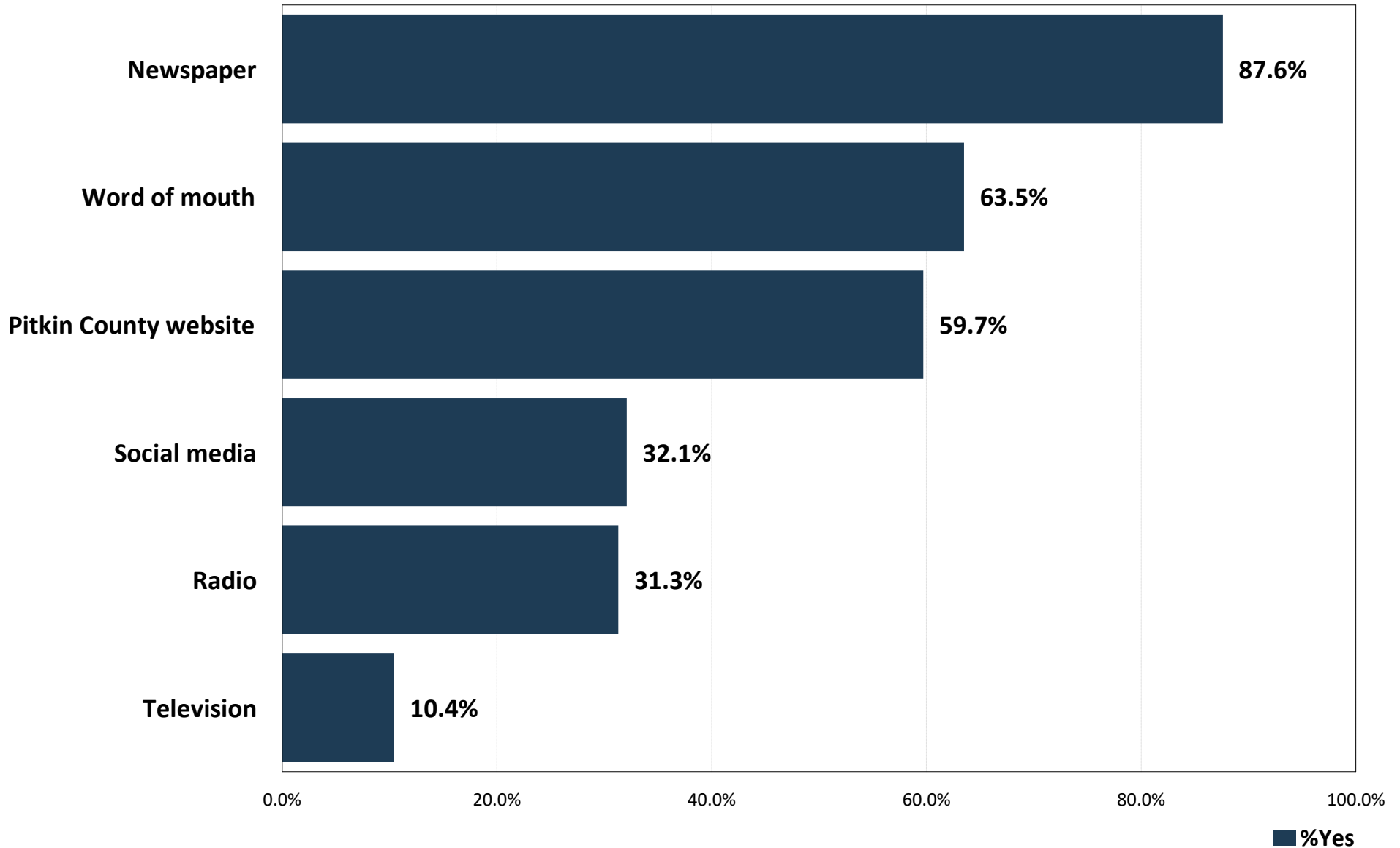
# Q12. Public Communication and Outreach Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



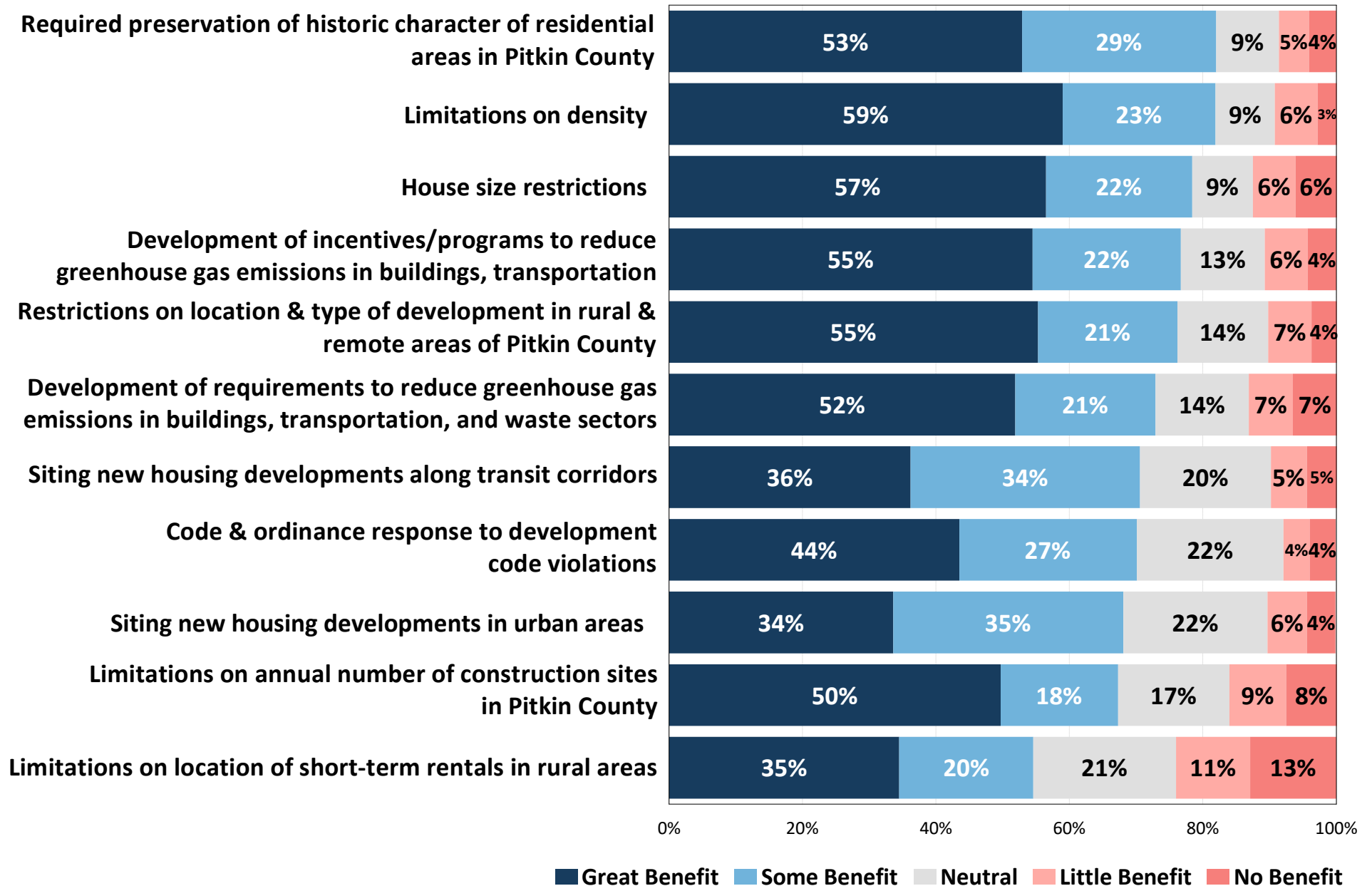
# Q13. Please CHECK ALL the ways you learn about Pitkin County Government.

by percentage of respondents (multiple choices could be selected)



# Q14. Residents' Level of Satisfaction with County Land Use

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:  
 2014  
 v  
 2018  
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 2021

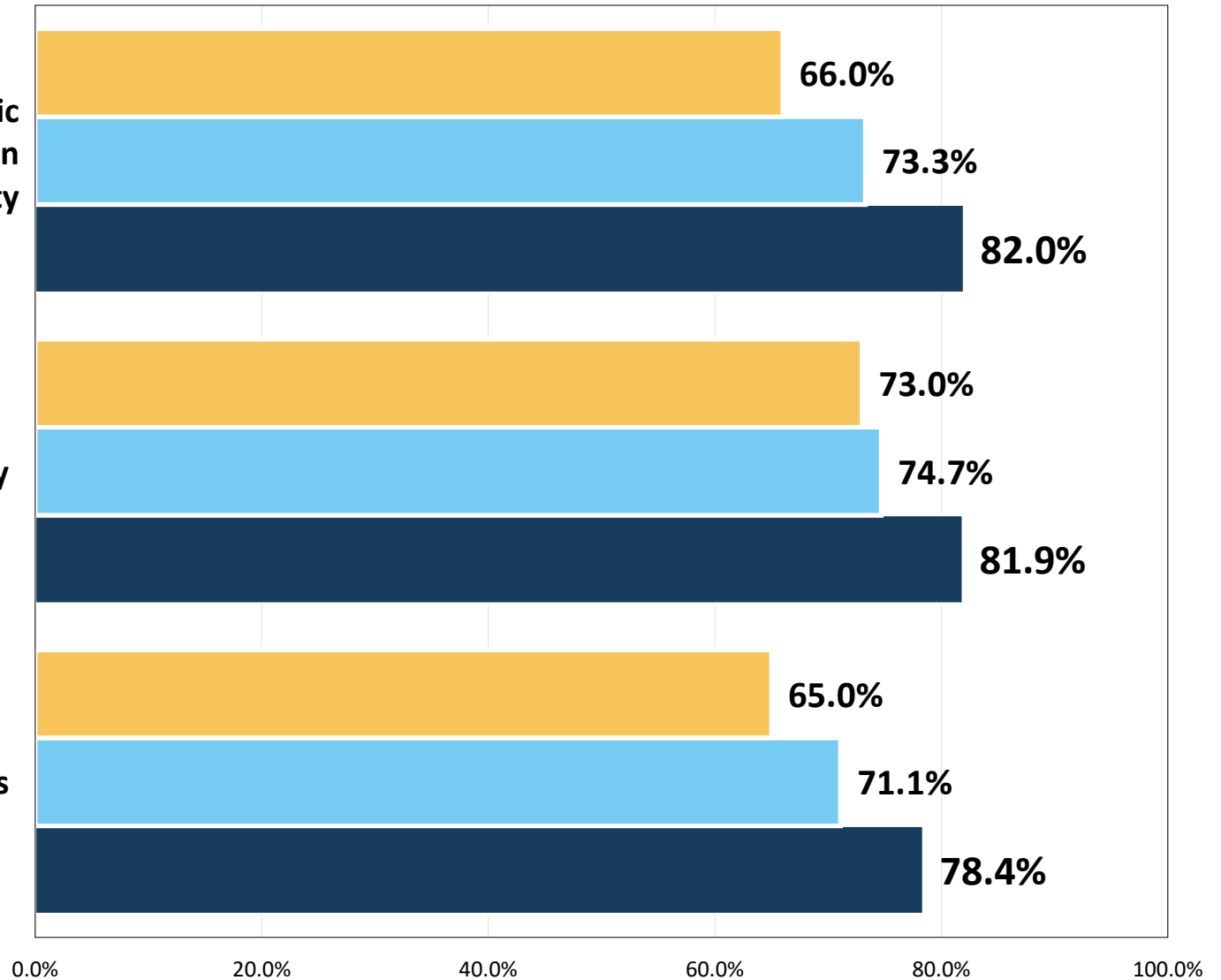
# Q14. Percentage of Residents That See Great or Some Benefit for the Following Zoning Practices

by sum percentage of respondents that believe the item has either *great benefit* or *some benefit* (excluding *don't know* responses)

Required preservation of historic character of residential areas in Pitkin County

Limitations on density

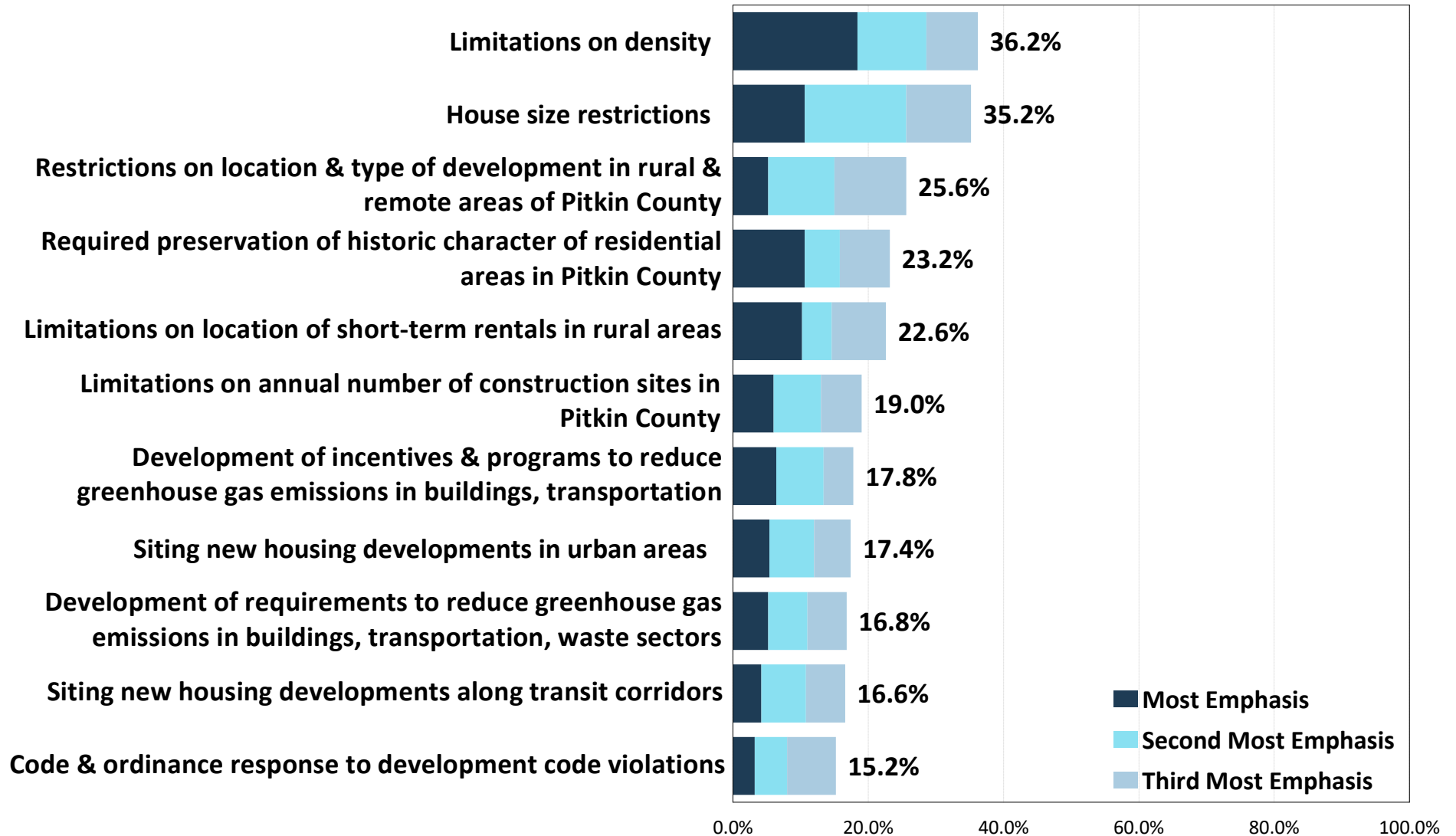
House size restrictions



2014 2018 2021

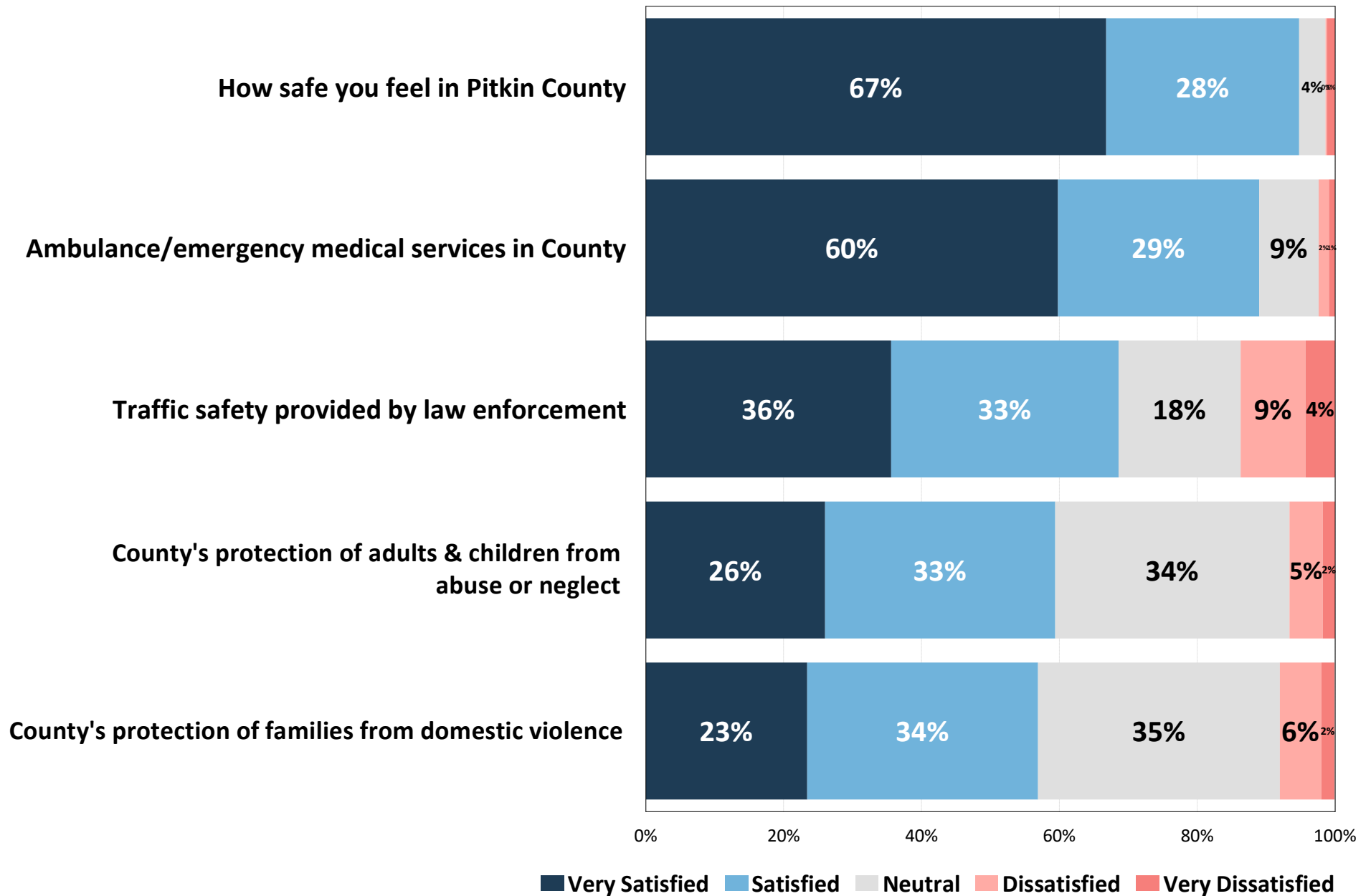
# Q15. County Land Use Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Q16. Residents' Level of Satisfaction with Personal Safety Items

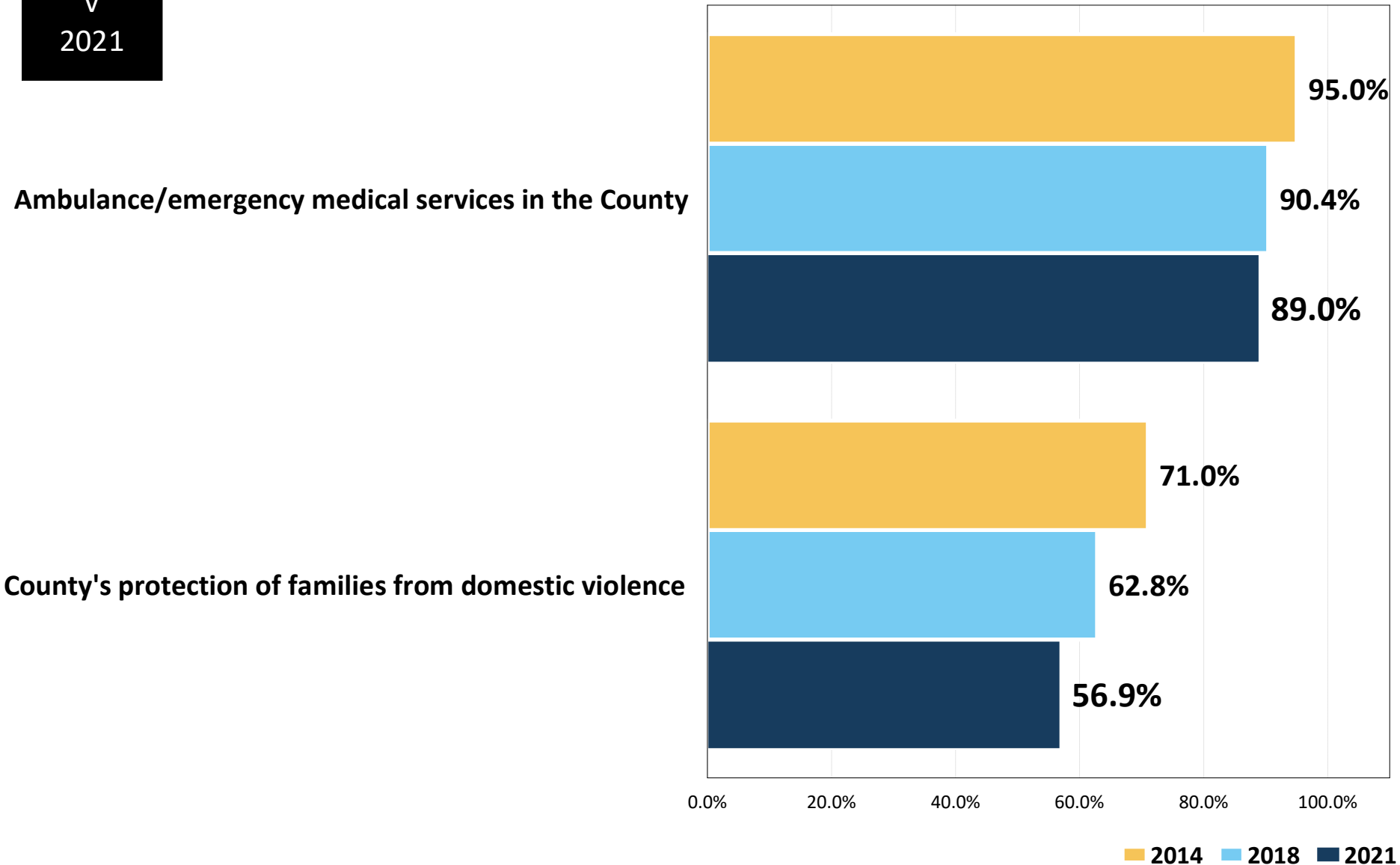
by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:  
 2014  
 v  
 2018  
 v  
 2021

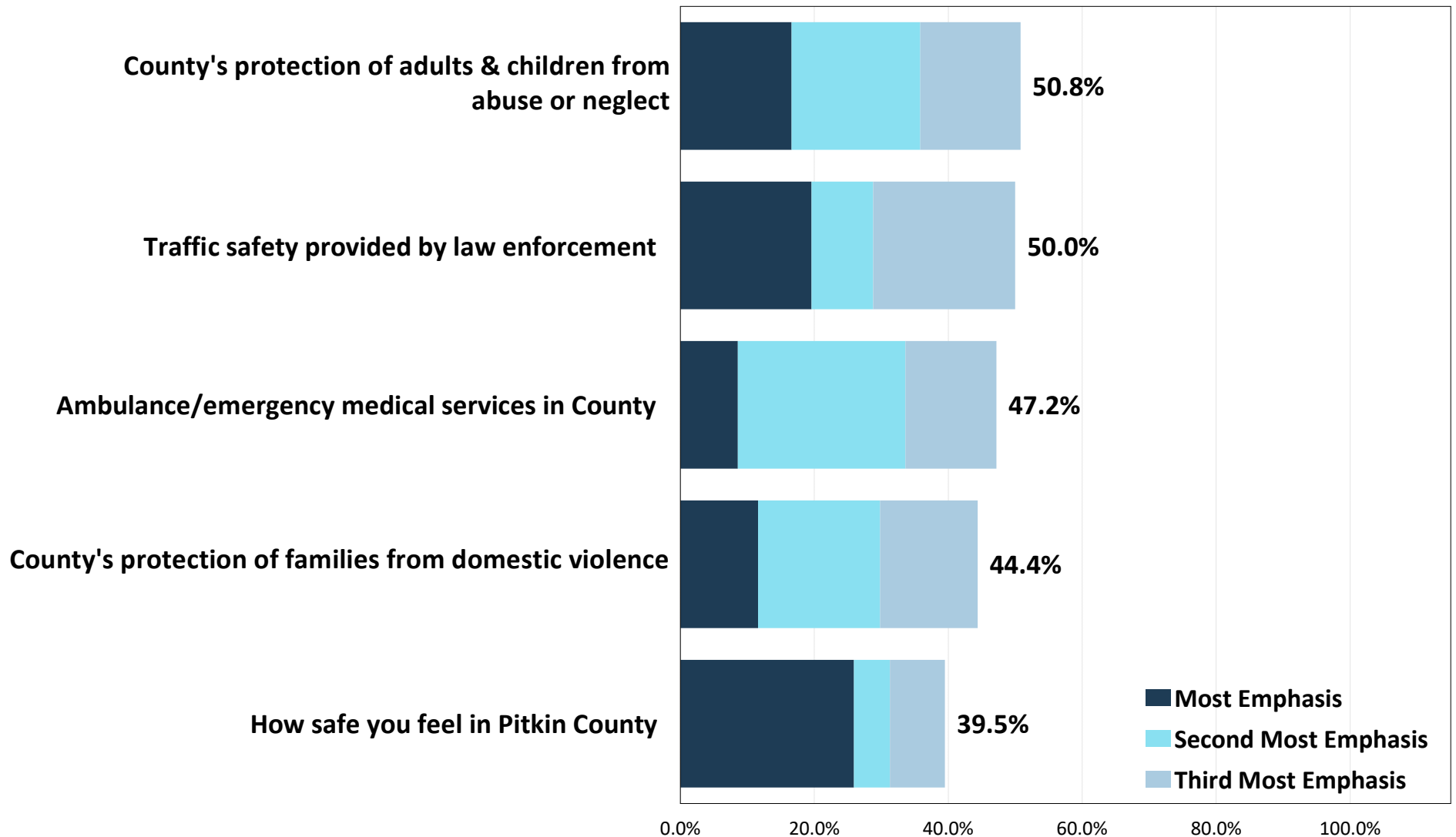
# Q16. Percentage of Residents Very Satisfied and Satisfied with Their Sense of Personal Safety in the County

by sum percentage of respondents that were *very satisfied* or *satisfied* with the item (excluding *don't know* responses)



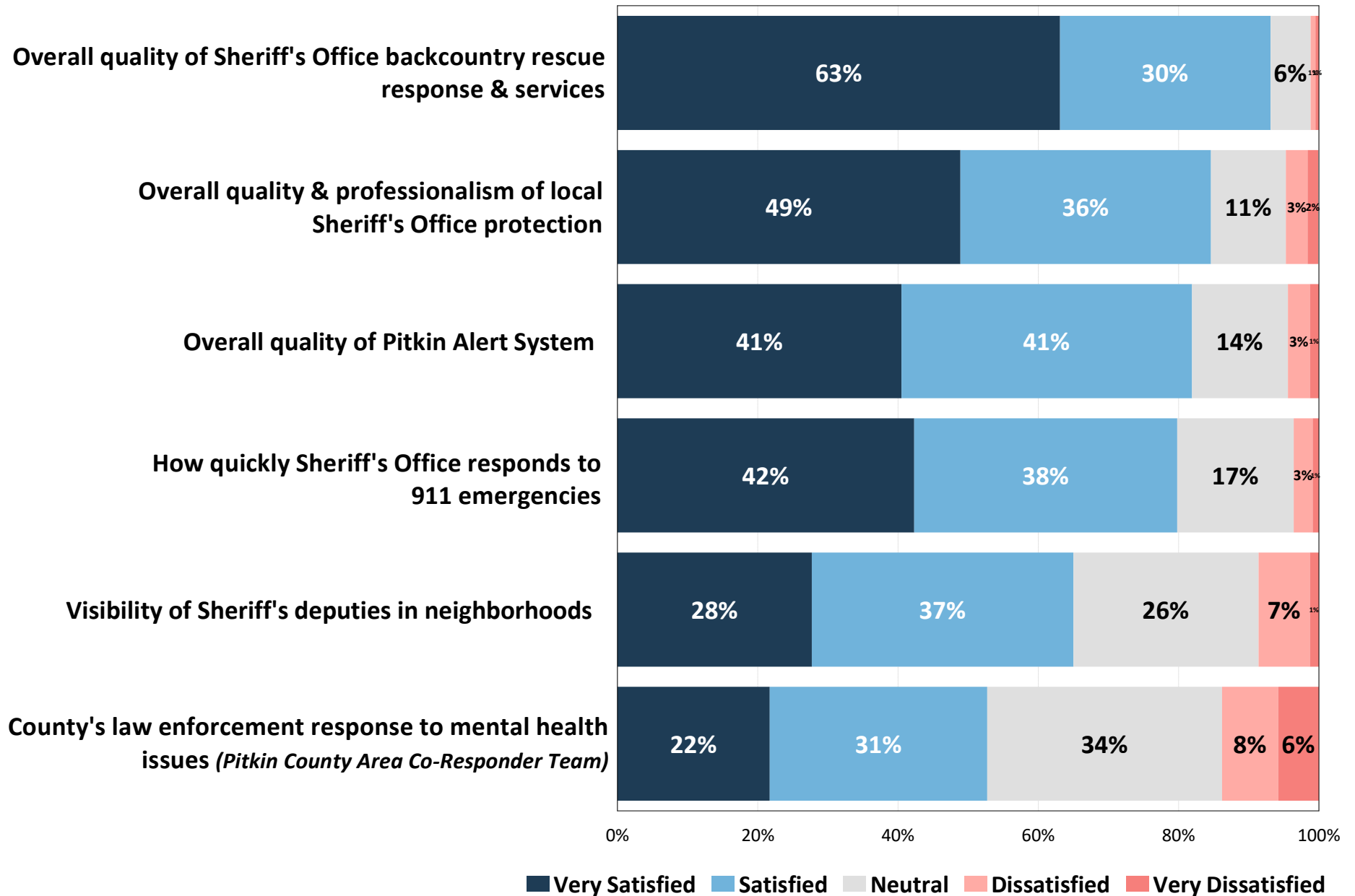
# Q17. Personal Safety Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



# Q18. Residents' Level of Satisfaction with Public Safety

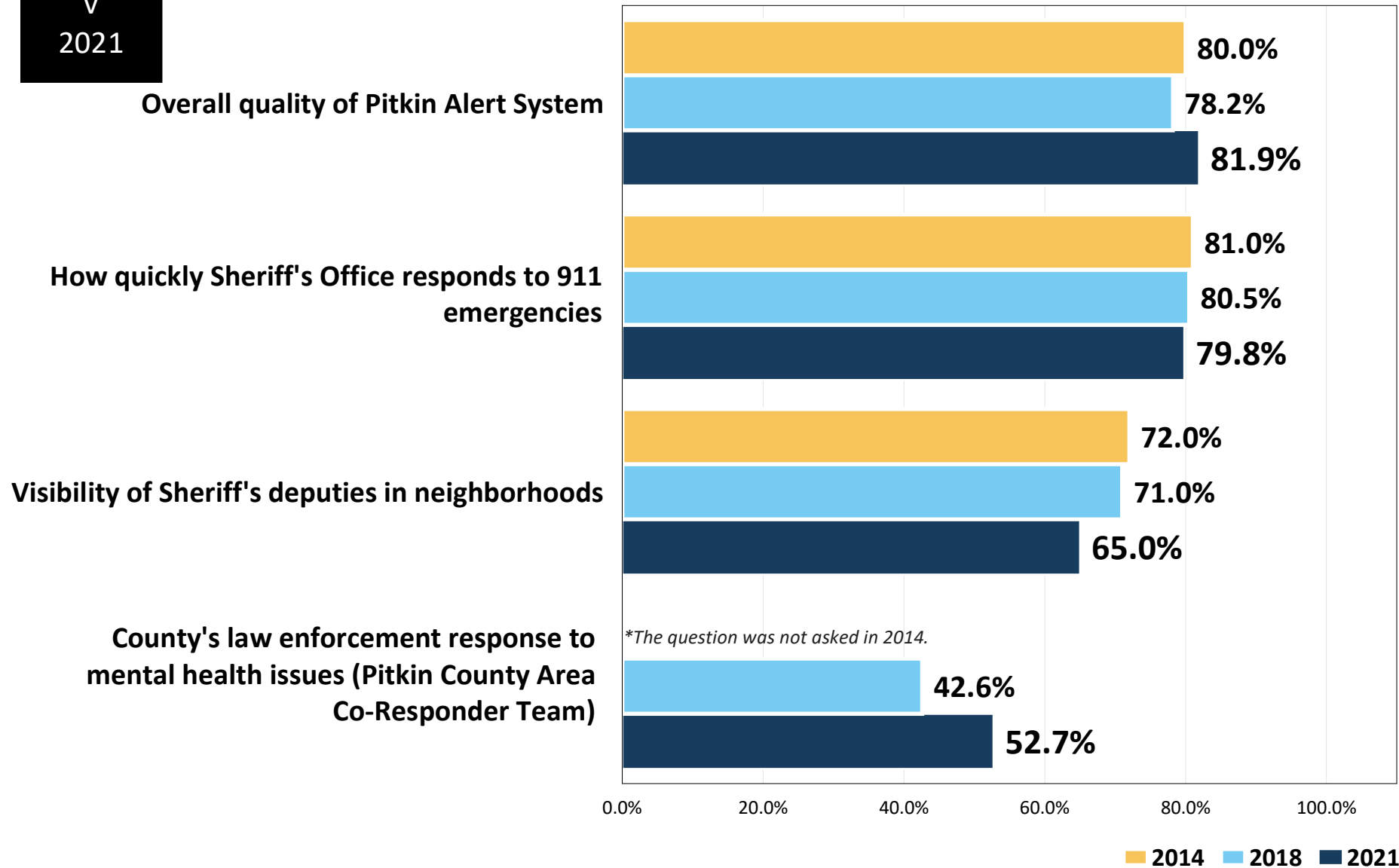
by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:  
 2014  
 v  
 2018  
 v  
 2021

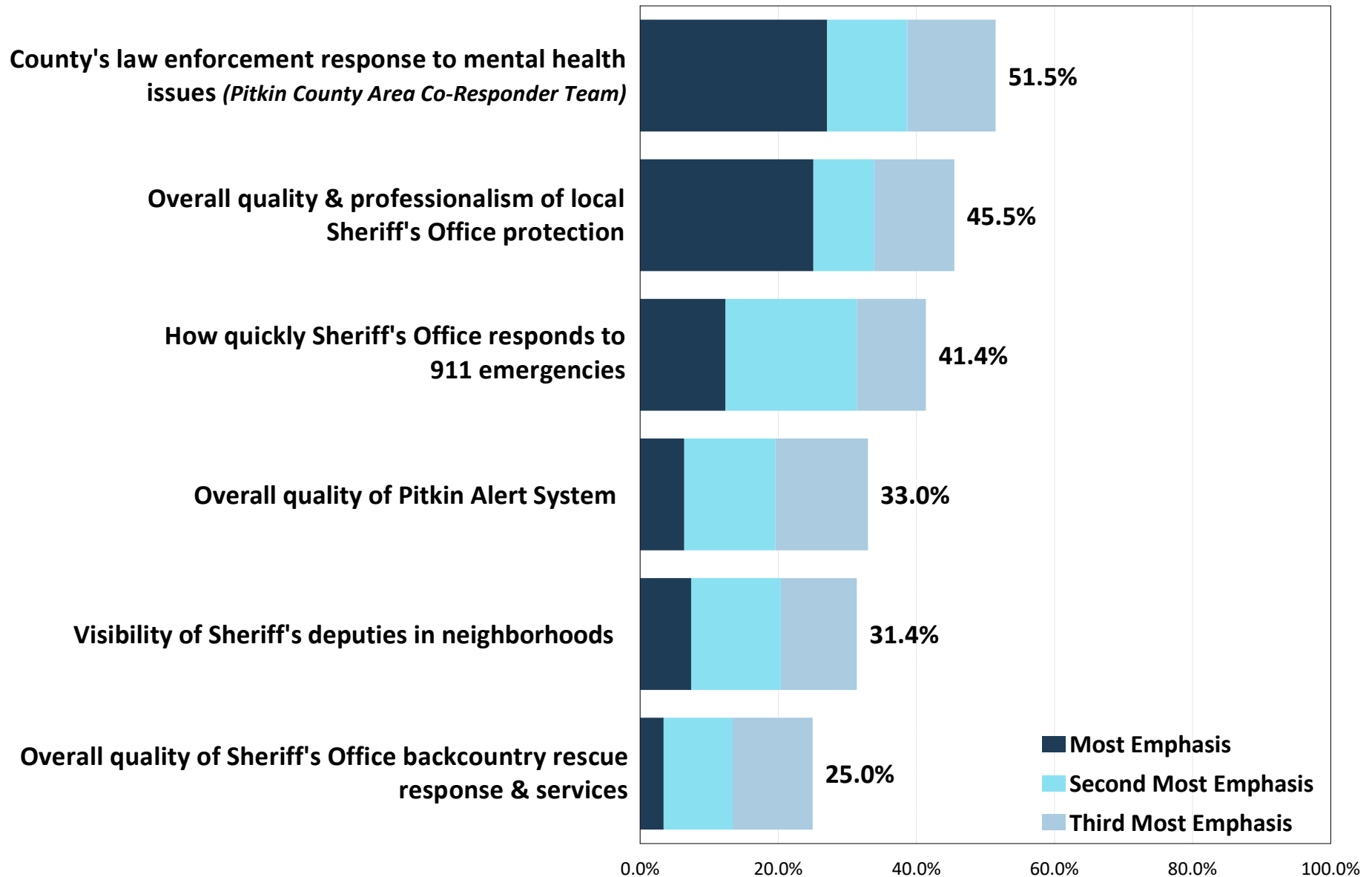
# Q18. Percentage of Residents Very Satisfied and Satisfied with Public Safety Items

by sum percentage of respondents that were *very satisfied* or *satisfied* with the item (excluding *don't know* responses)



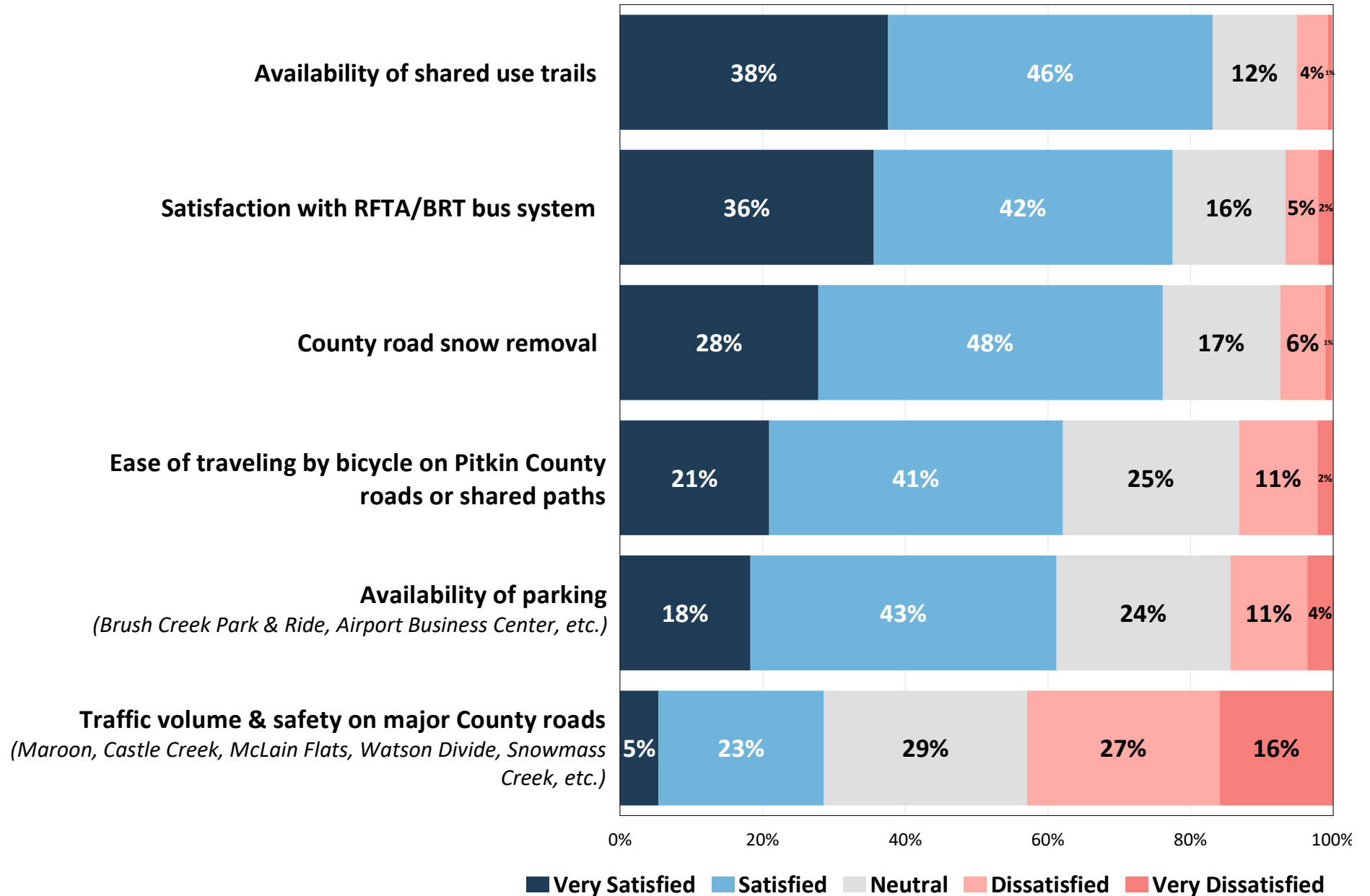
# Q19. Public Safety Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



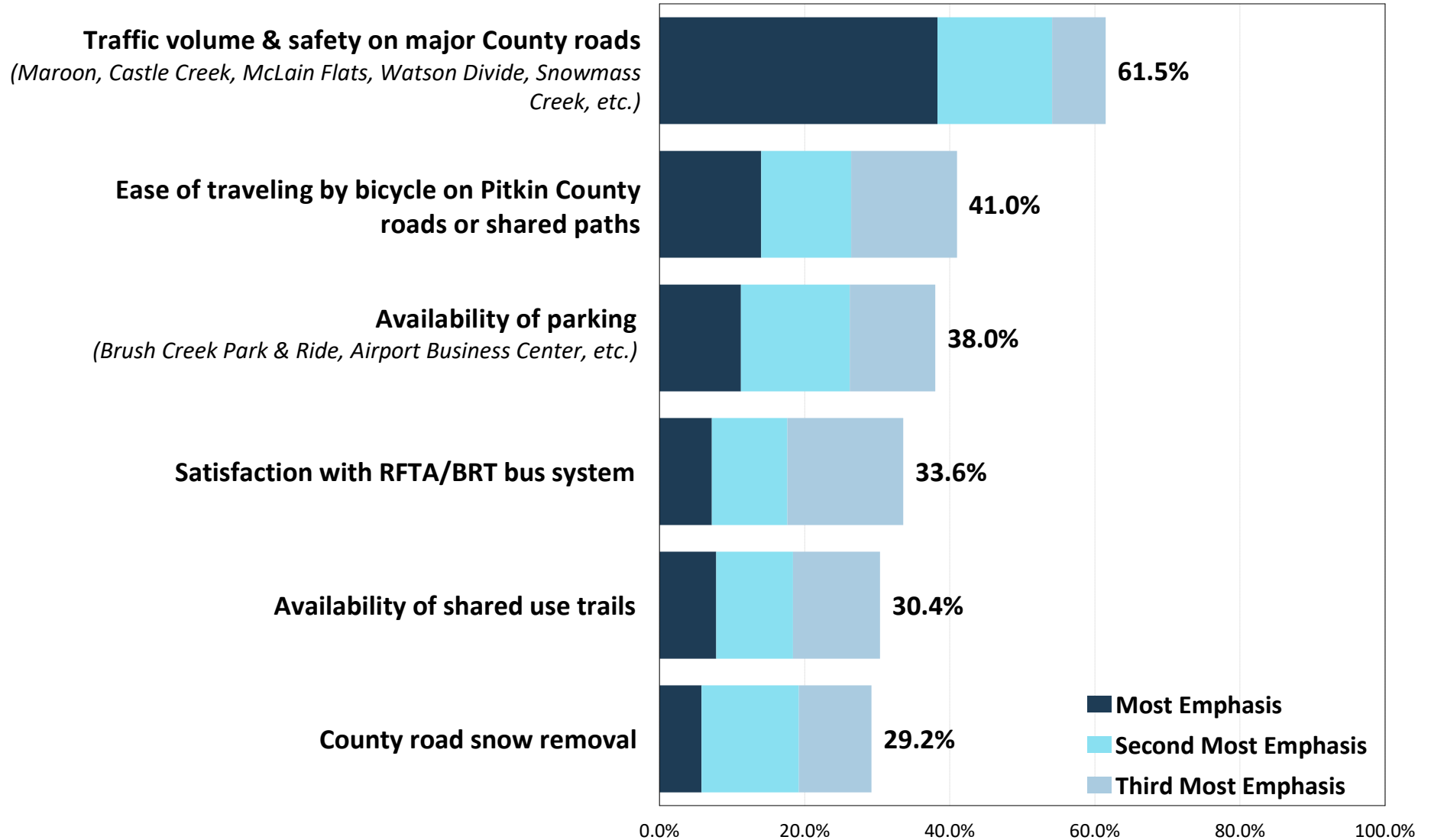
# Q20. Residents' Level of Satisfaction with Current Transportation Issues

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



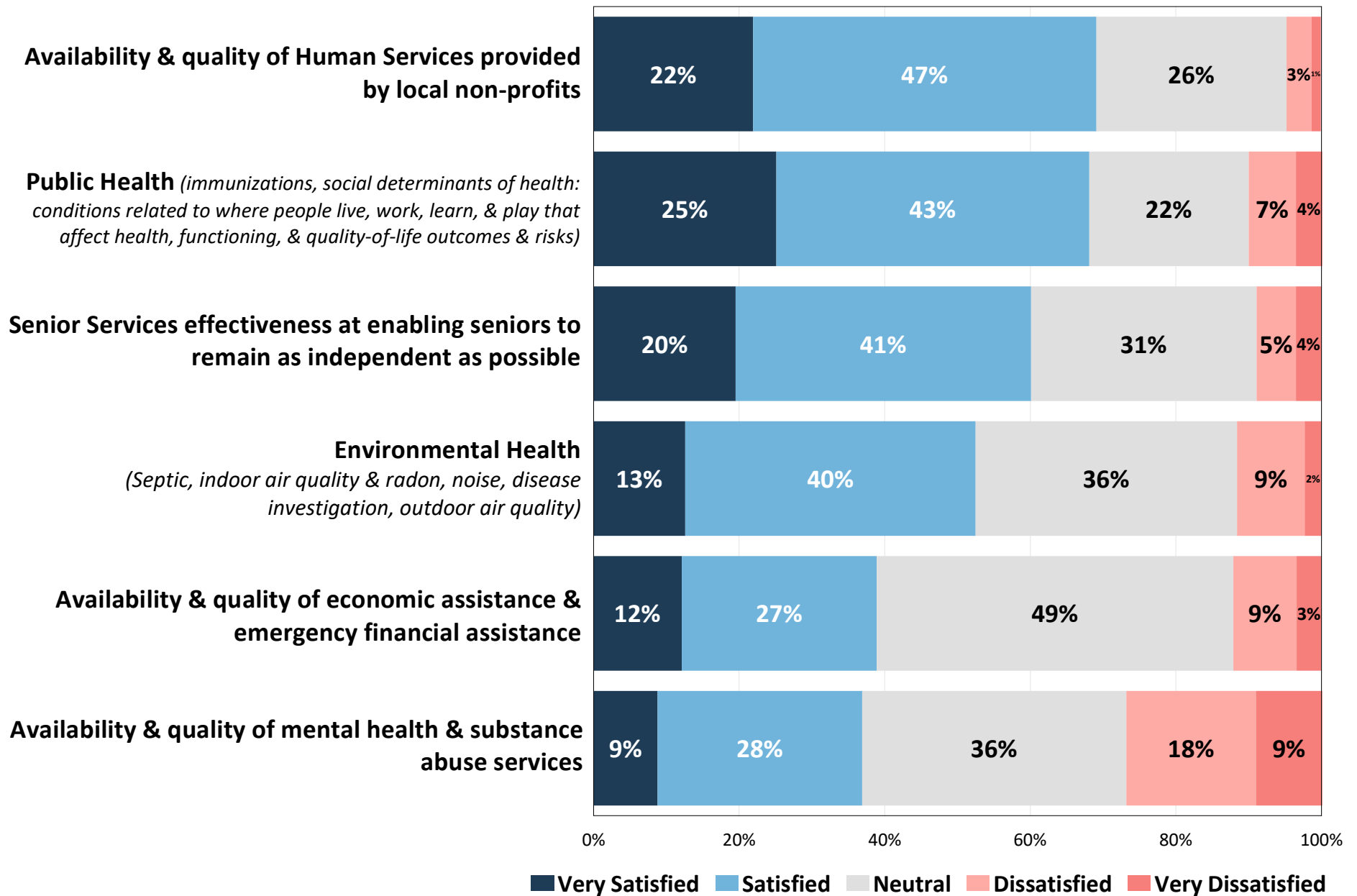
# Q21. Current Transportation Issues That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



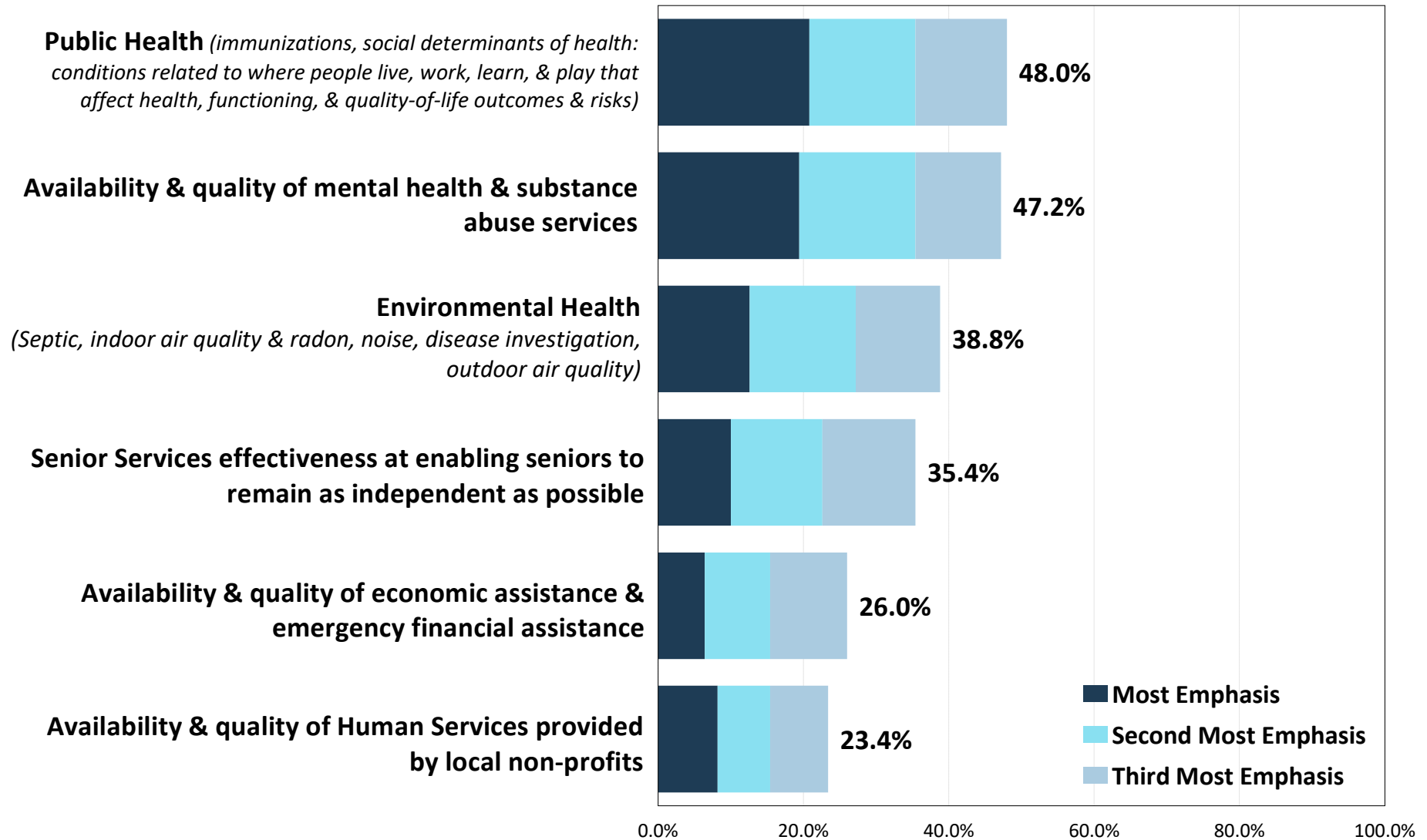
## Q22. Residents' Level of Satisfaction with Community Support

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



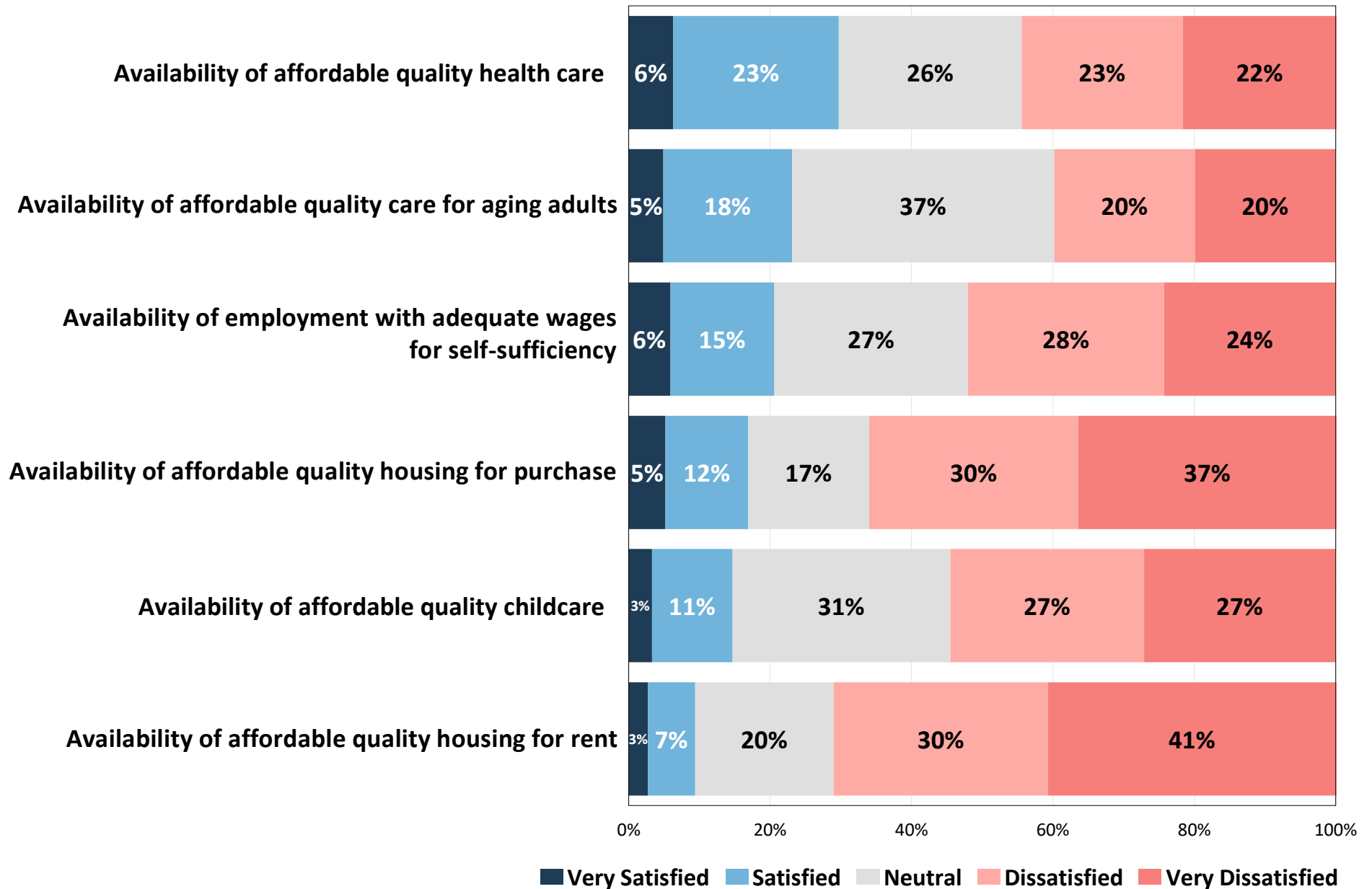
# Q23. Community Support Items That Residents Think Should Receive the Most Emphasis, from County Leaders, Over the Next Two Years

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



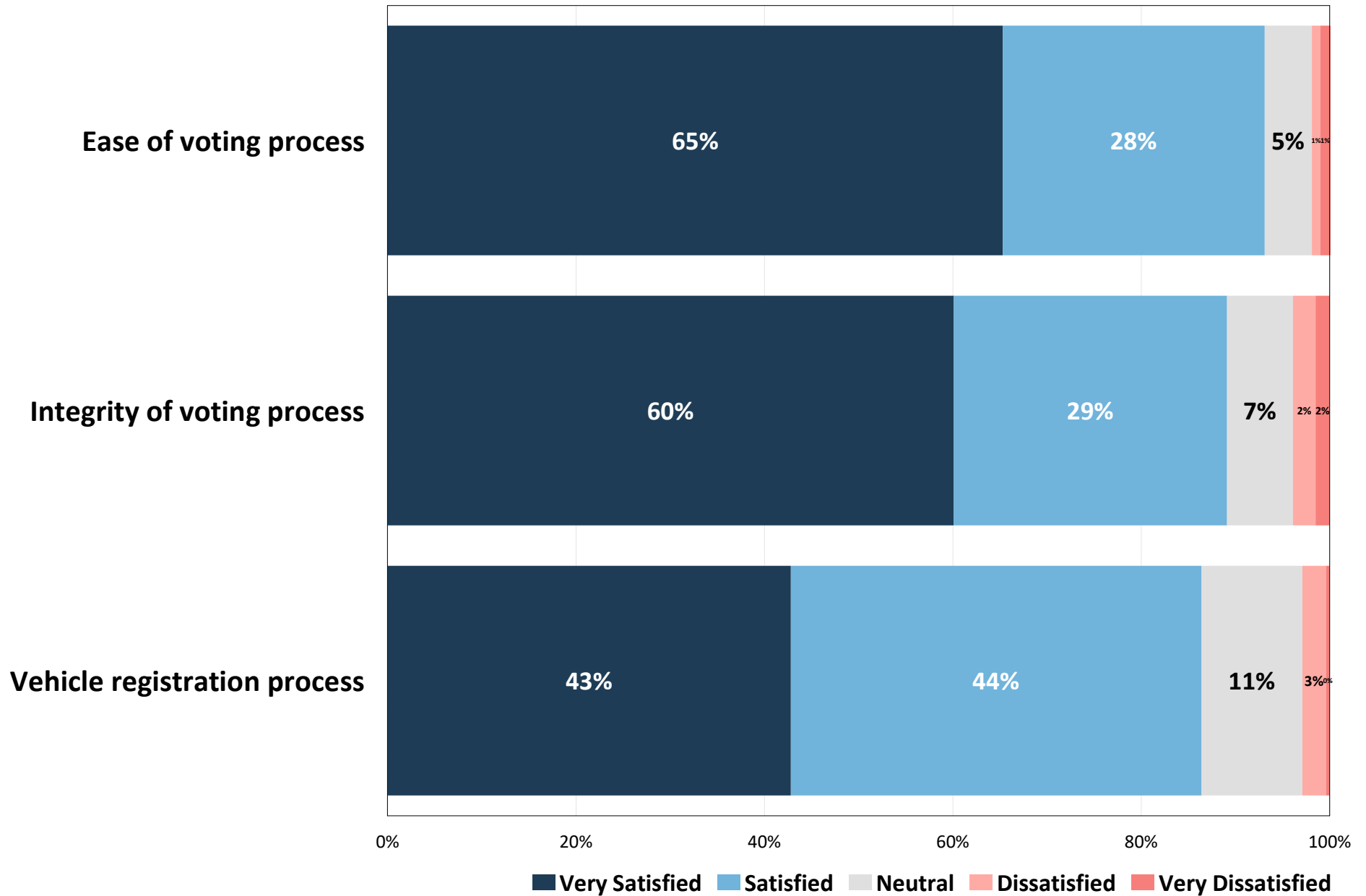
## Q24. Residents' Level of Satisfaction with the County's Economy

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



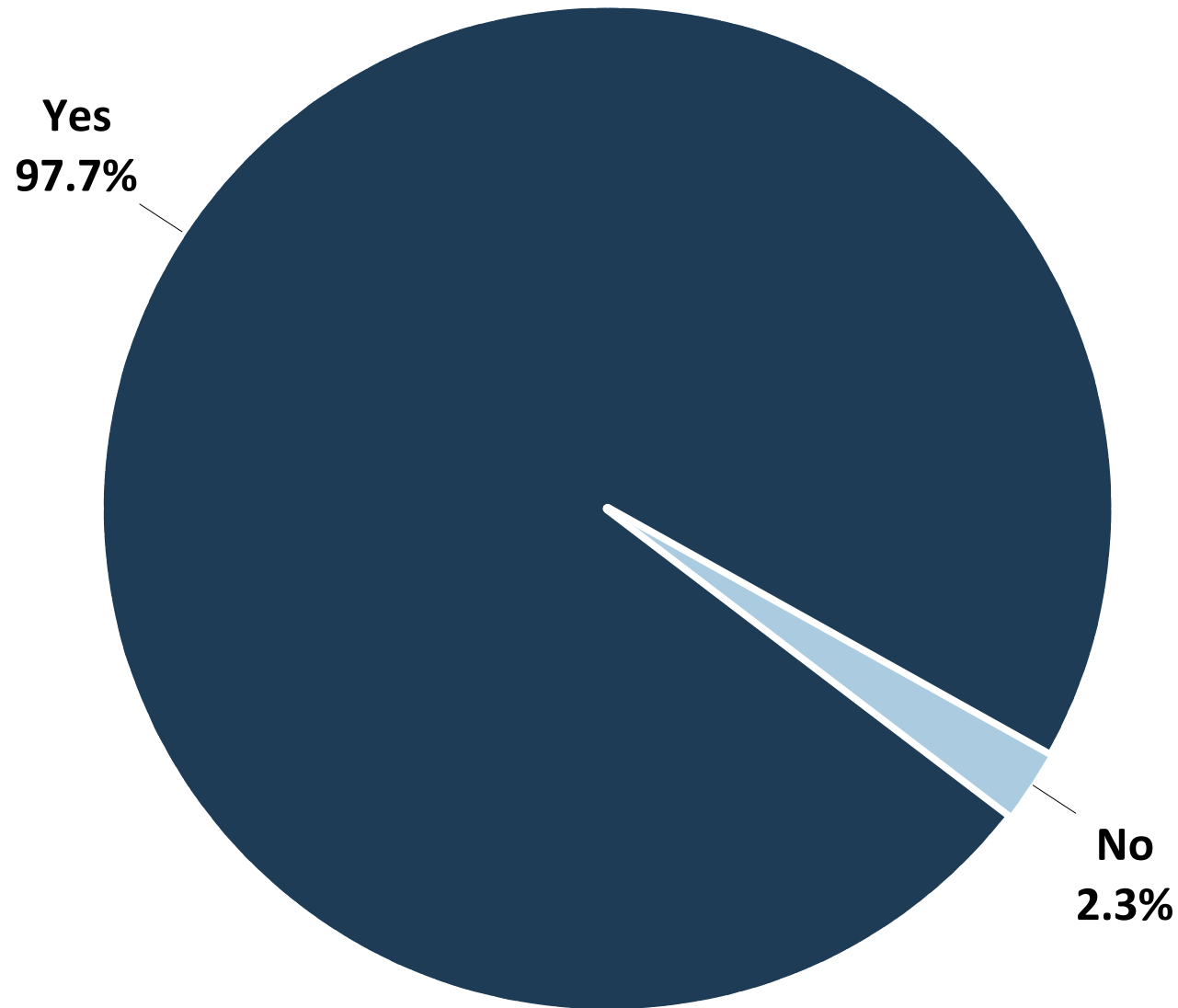
## Q25. Residents' Level of Satisfaction with Clerk and Recorder Services

by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



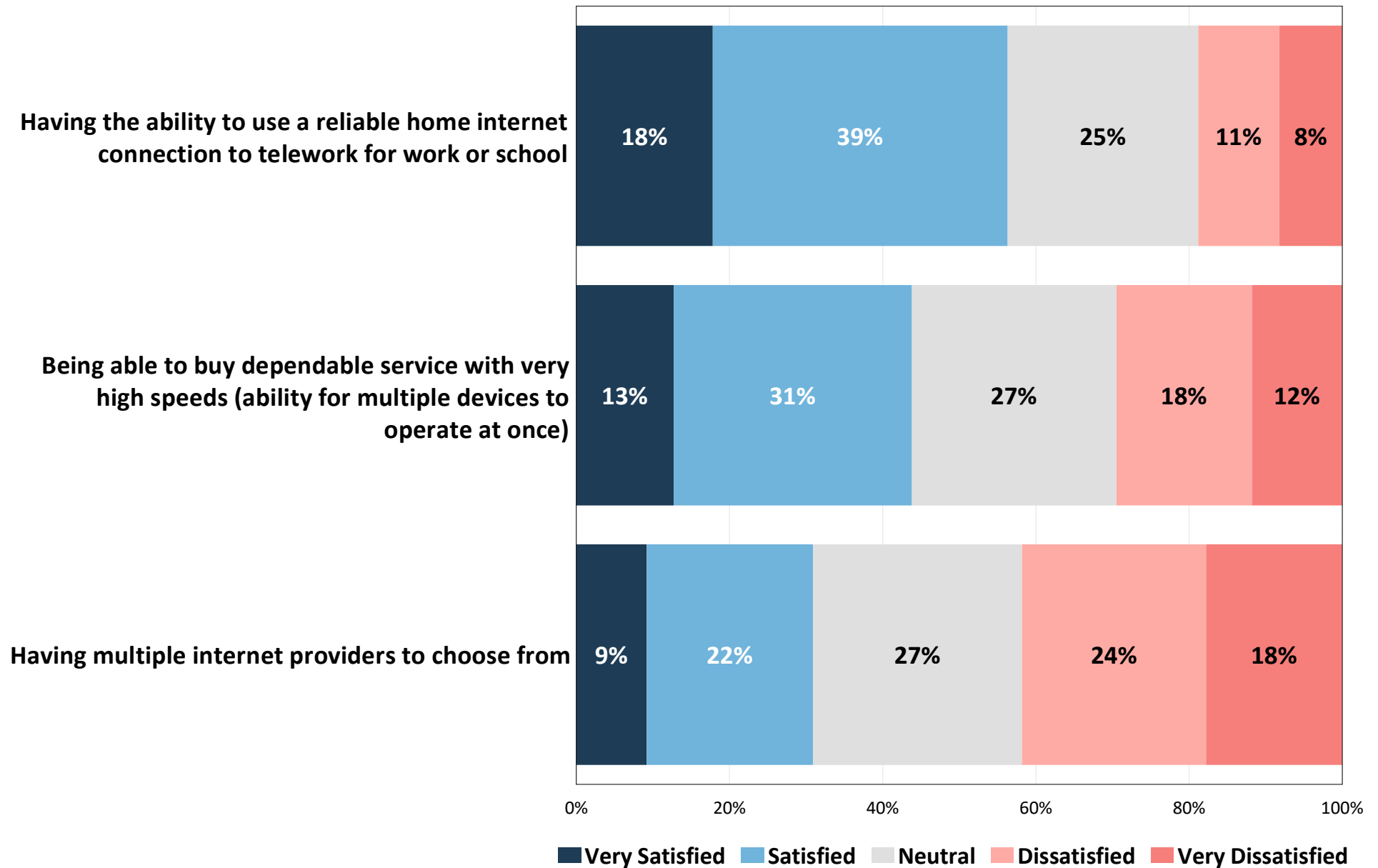
## Q26. Internet Service. Do you have access to the internet at home?

by percentage of respondents (excluding *don't know* responses)



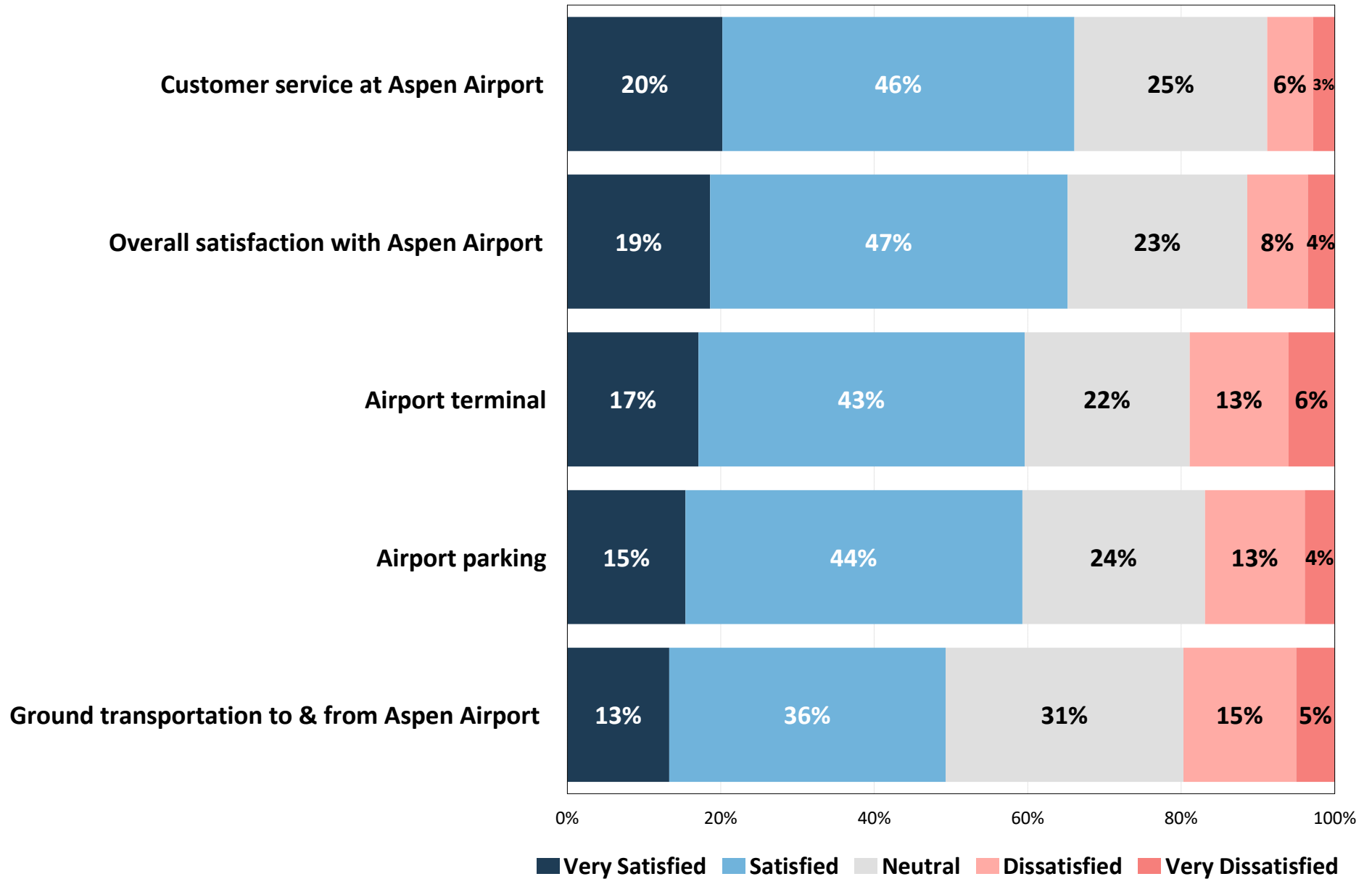
## Q27. Residents' Level of Satisfaction with Internet Provider Features

by percentage of respondents that have access to the internet at their home, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



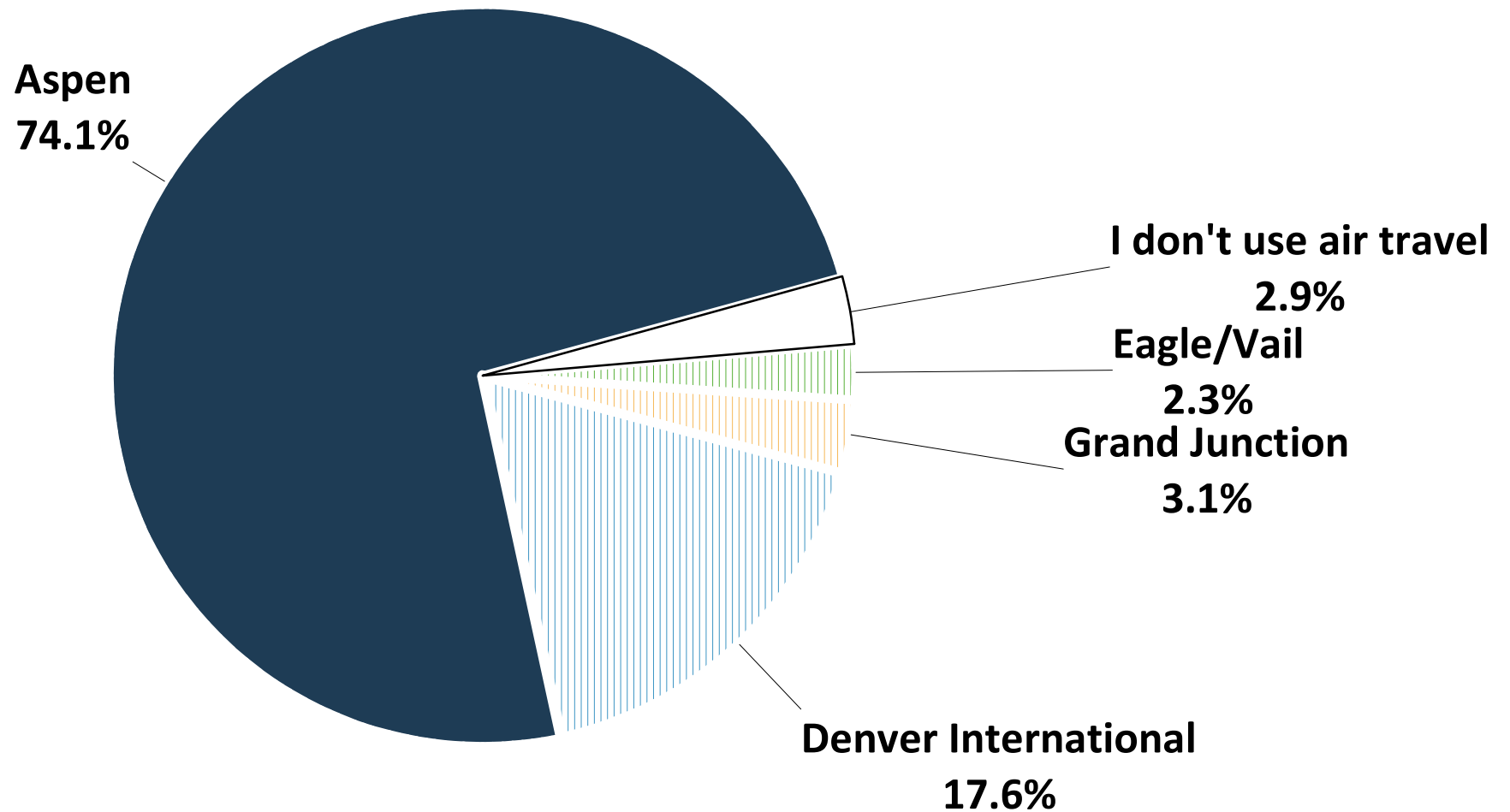
# Q28. Residents' Level of Satisfaction with Aspen Airport Services

by percentage of respondents that have access to the internet at their home, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



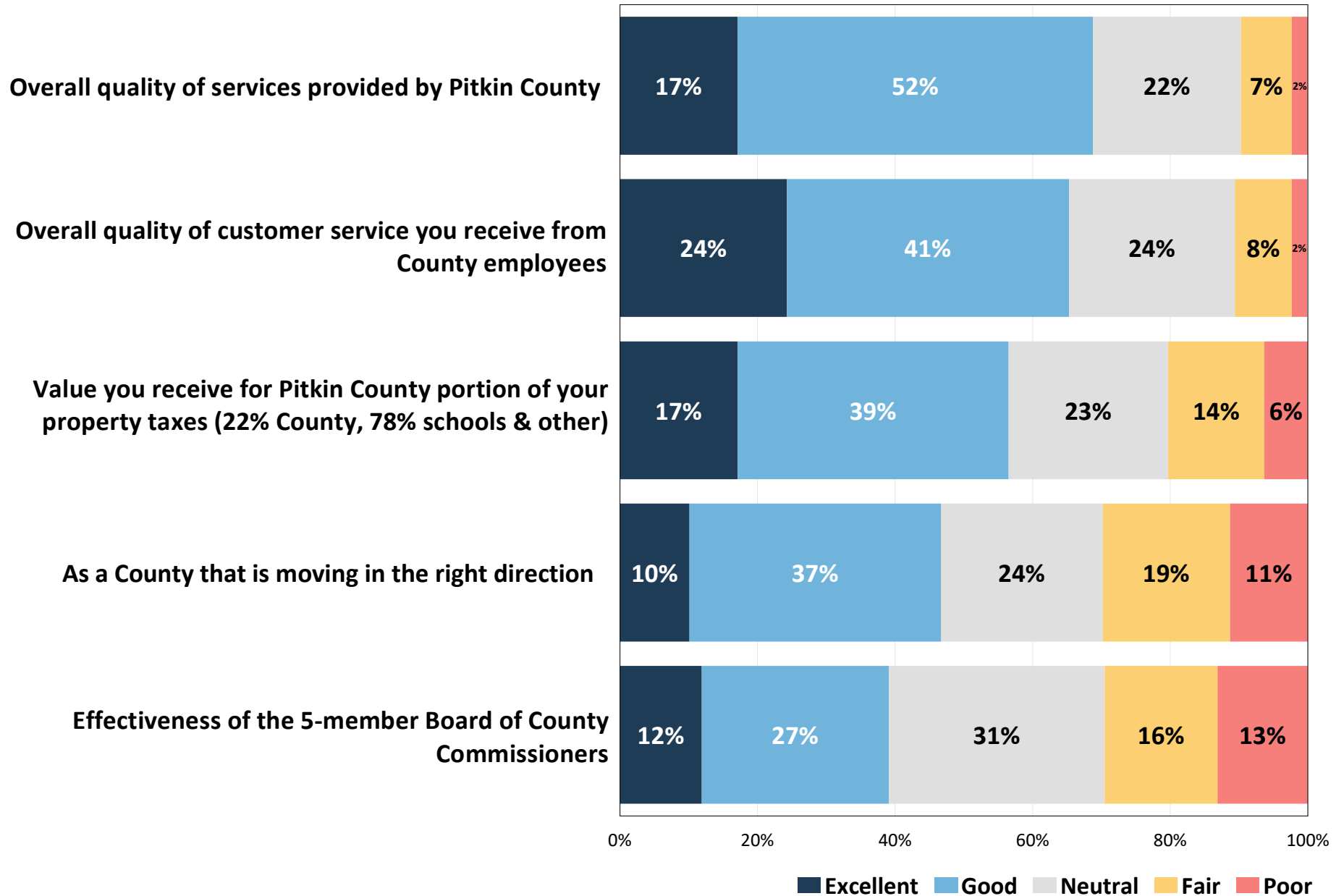
## Q29. Which airport do you fly into and out of most often?

by percentage of respondents (excluding *not provided* responses)



# Q30. Residents' Ratings of Pitkin County Regarding the Following...

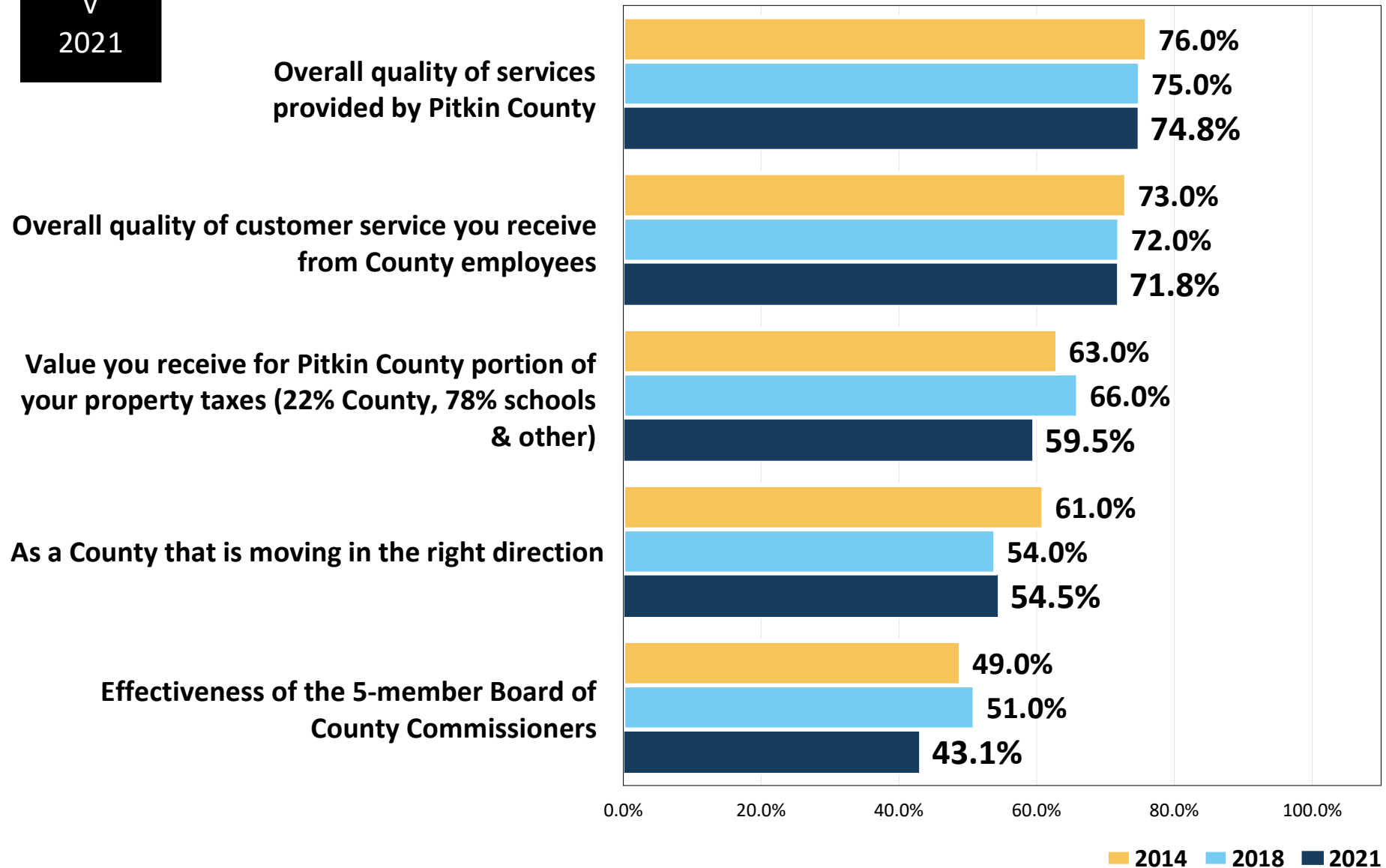
by percentage of respondents, using a 5-point scale, where 5 means *excellent* and 1 means *poor* (excluding *don't know* responses)



Trends:  
 2014  
 v  
 2018  
 v  
 2021

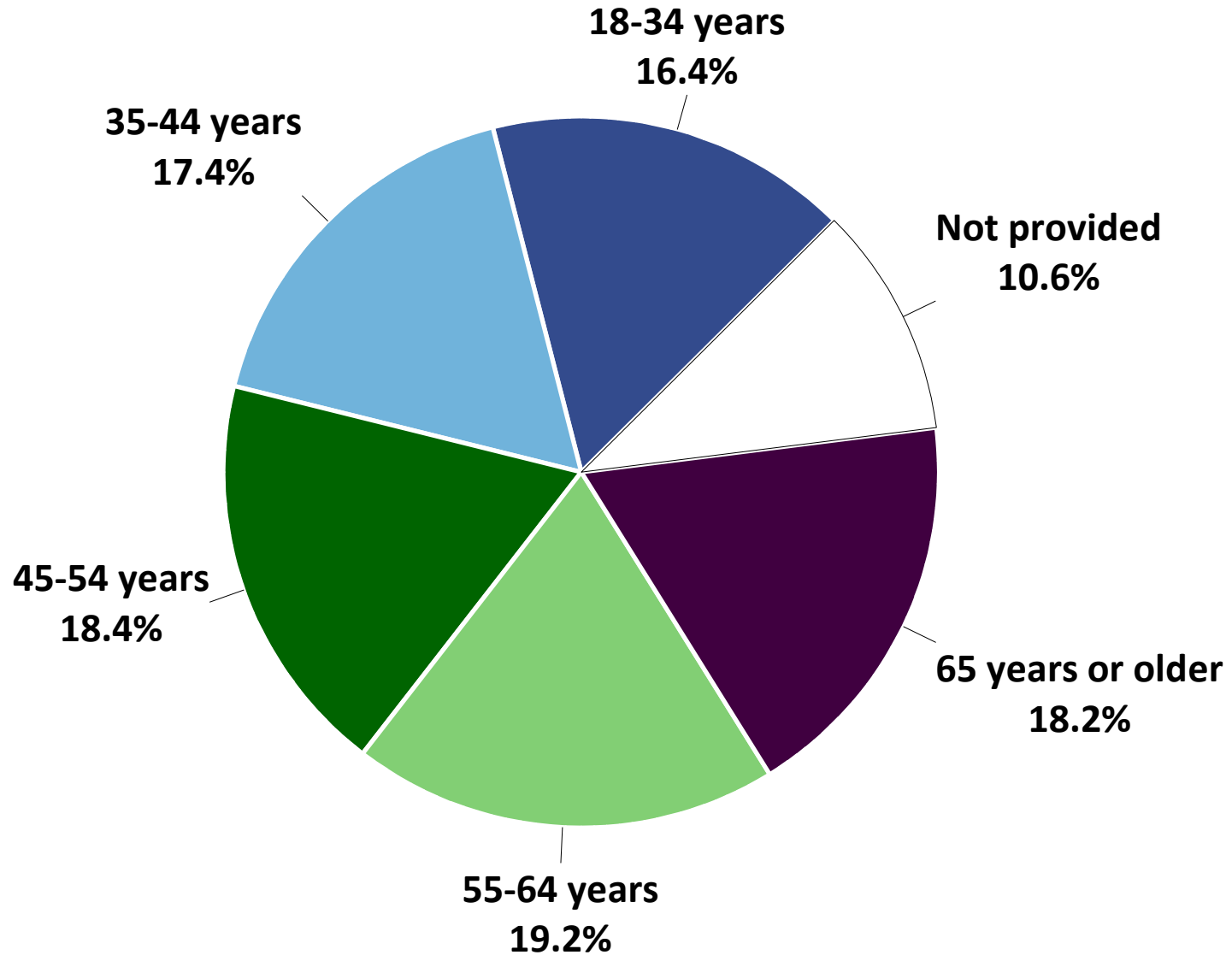
# Q30. Residents' Ratings of Pitkin County Regarding the Following...

by sum percentage of respondents that gave a rating of *excellent* or *good* (excluding *don't know* responses)



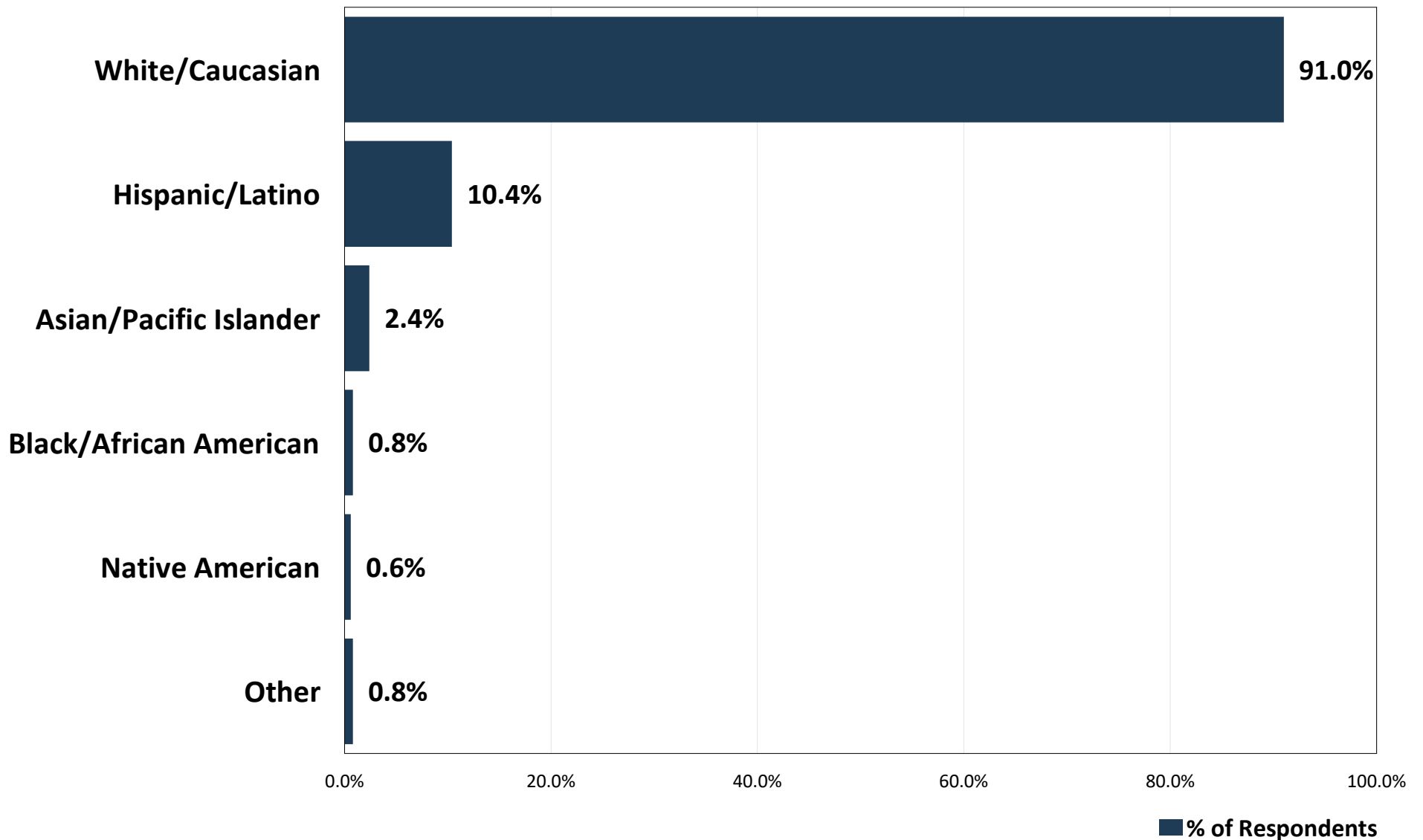
# Demographics: Q32. What is your age?

by percentage of respondents



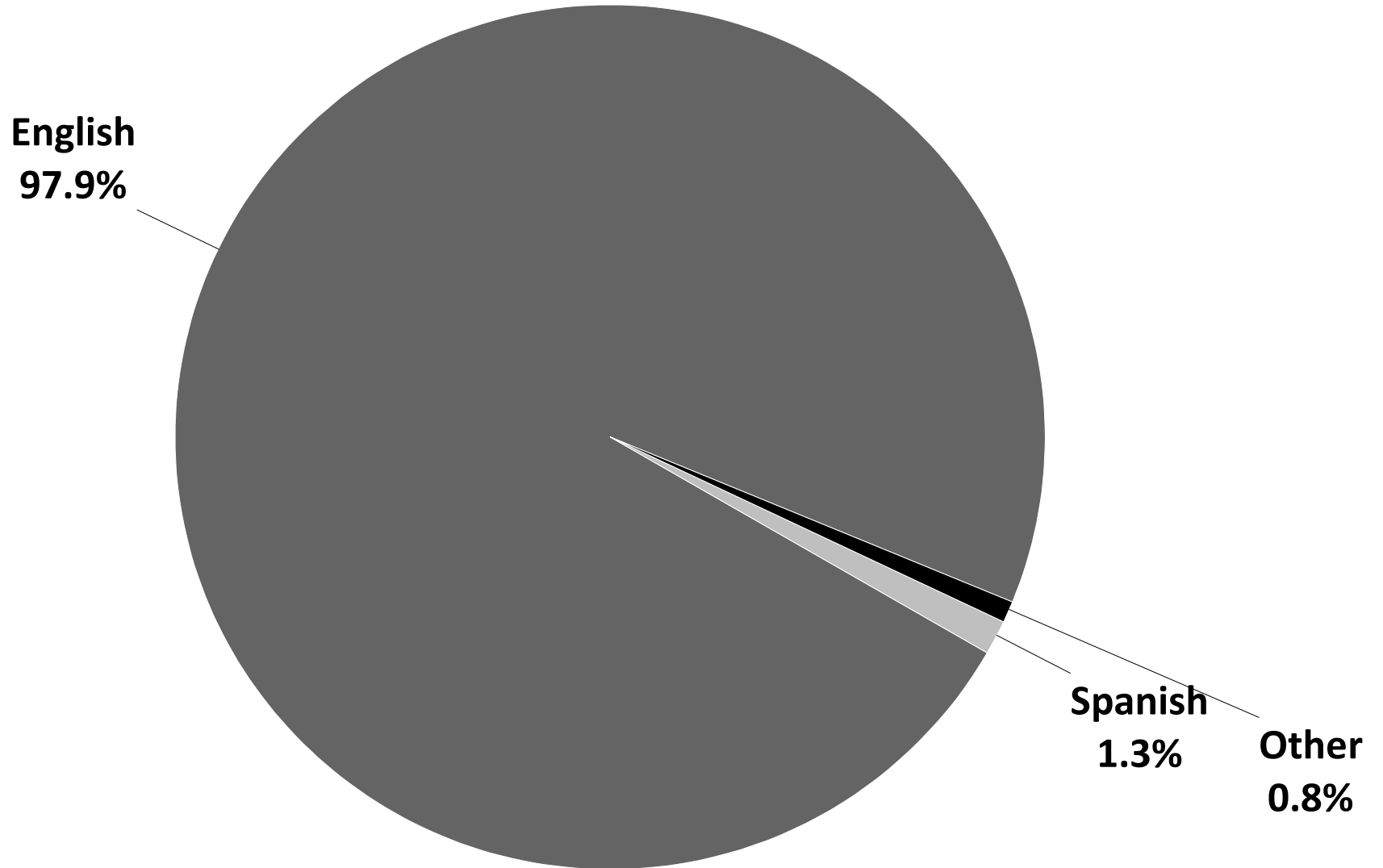
# Demographics: Q33. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected)



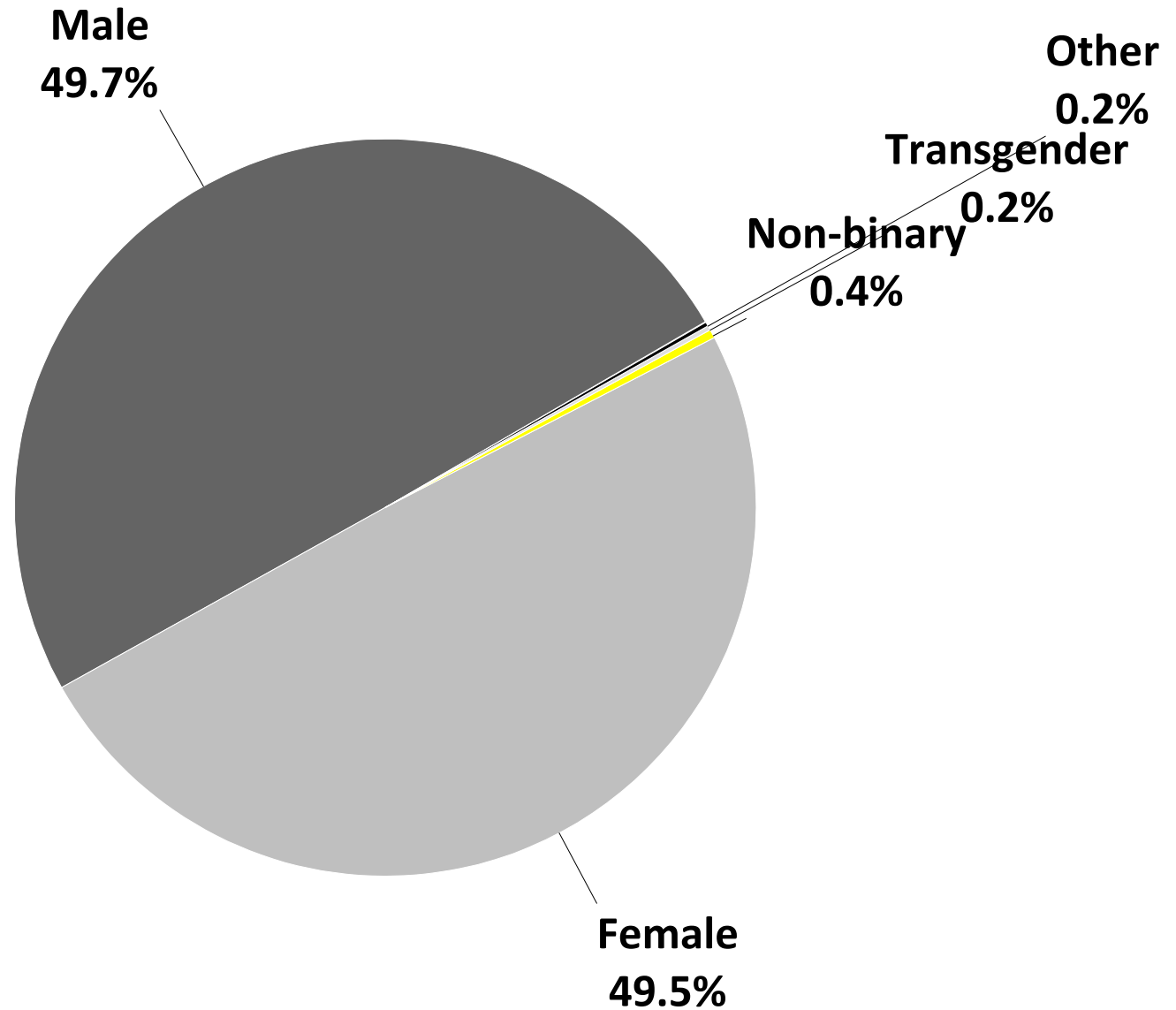
# Demographics: Q34. What is the primary language spoken in your home?

by percentage of respondents (excluding *not provided* responses)



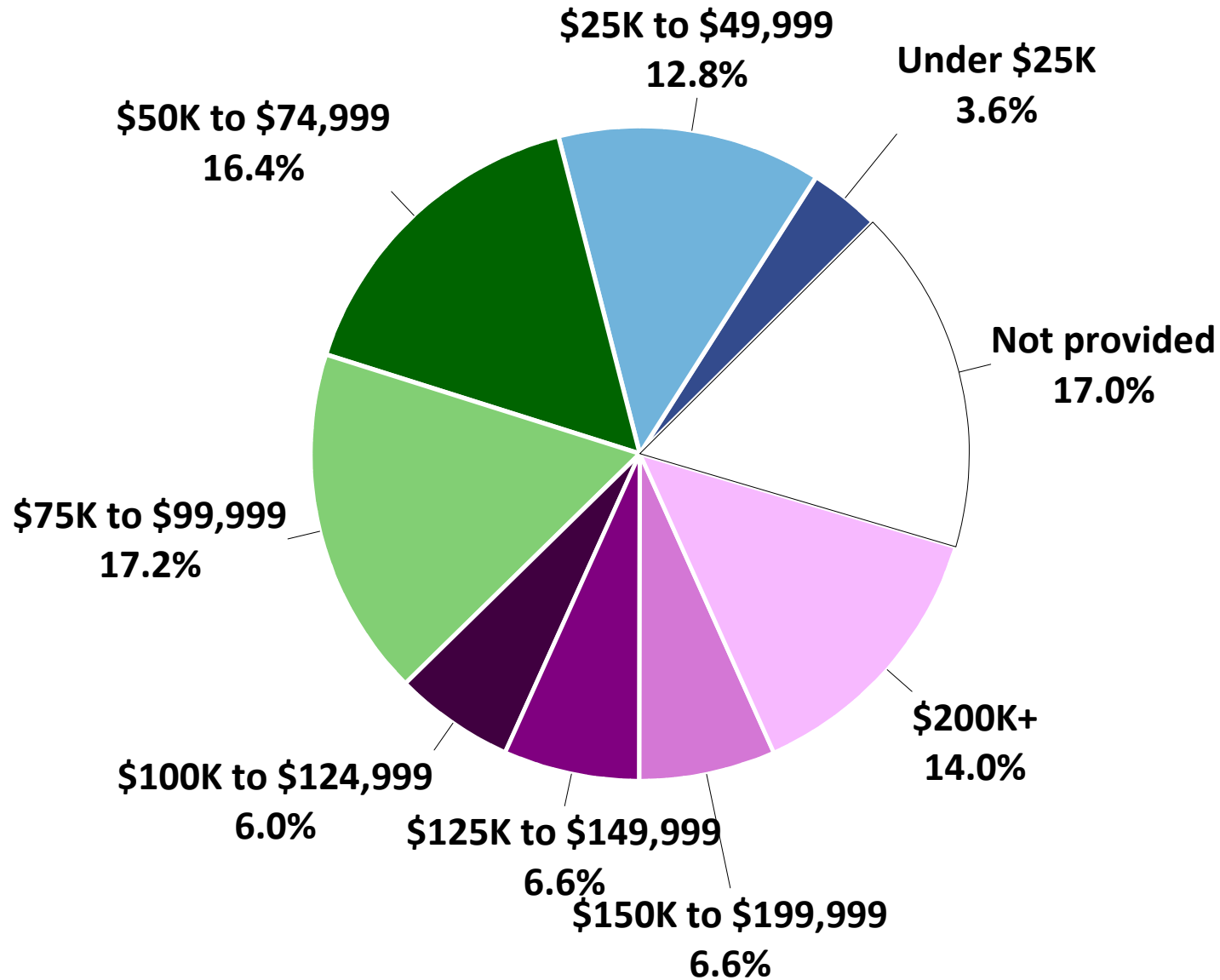
## Demographics: Q35. What is your gender?

by percentage of respondents (excluding *prefer not to respond* responses)



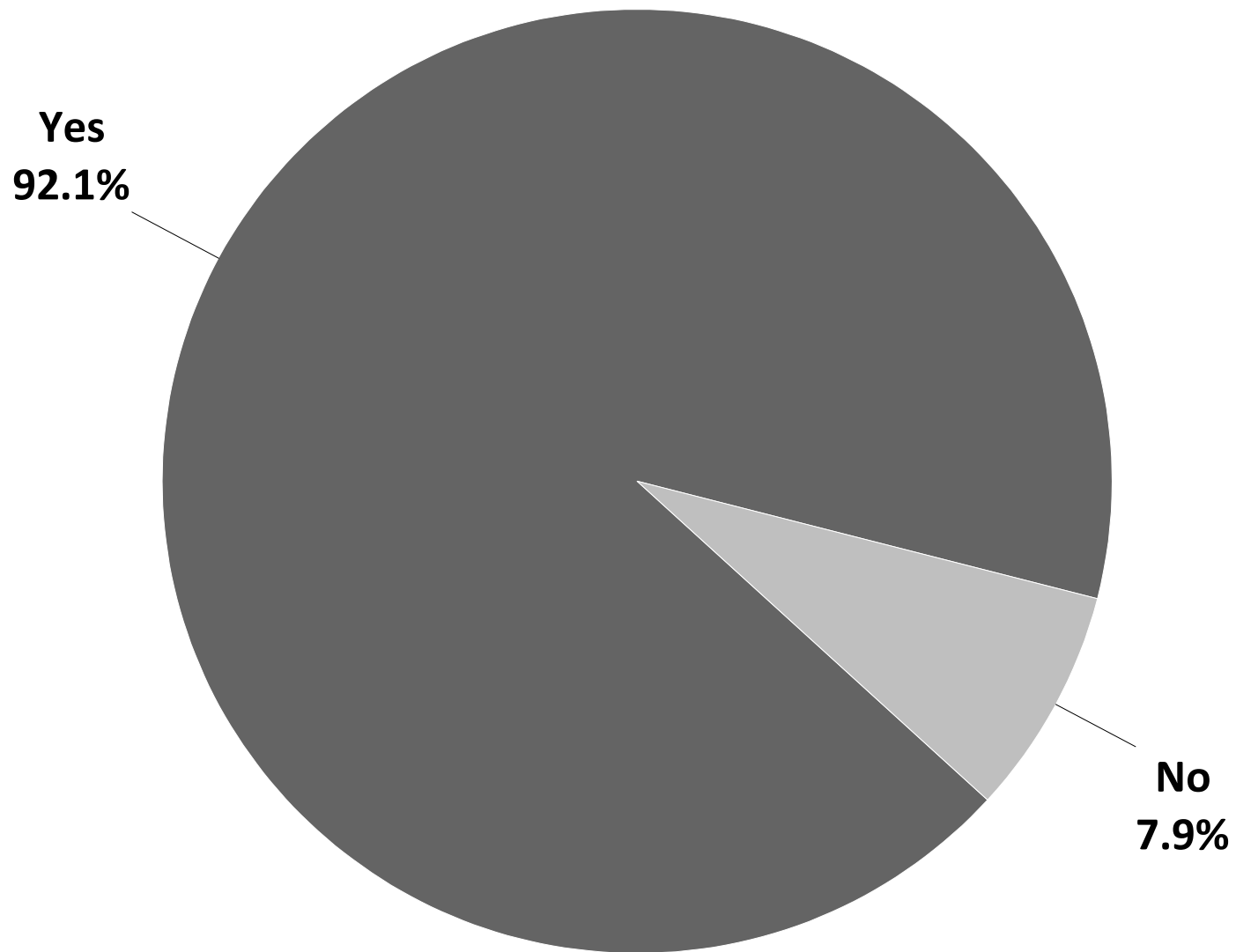
# Demographics: Q36. Would you say your total household income is...

by percentage of respondents



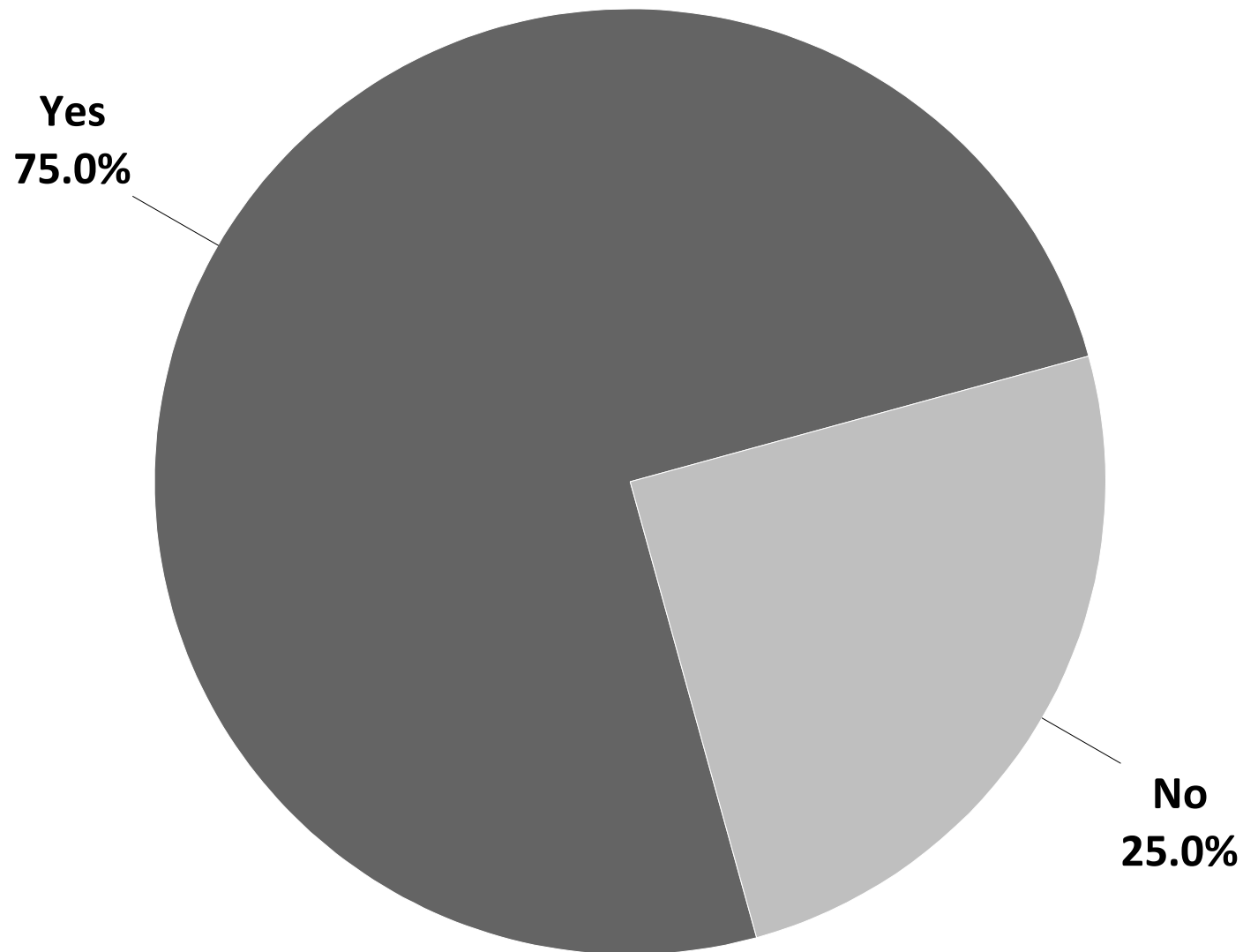
# Demographics: Q37. Are you a registered voter in Pitkin County?

by percentage of respondents (excluding *not provided* responses)



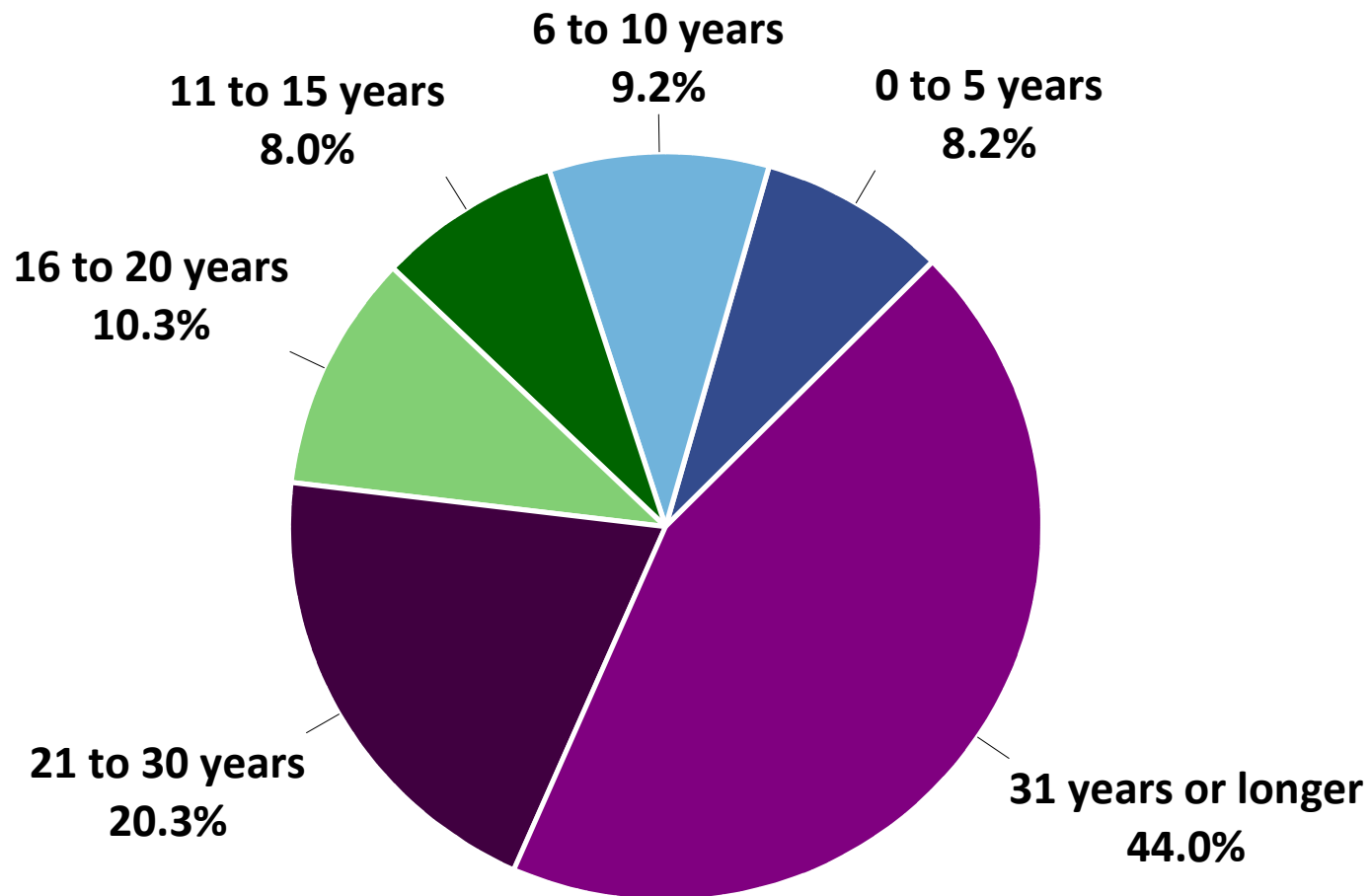
## Demographics: Q38. Are you employed?

by percentage of respondents (excluding *not provided* responses)



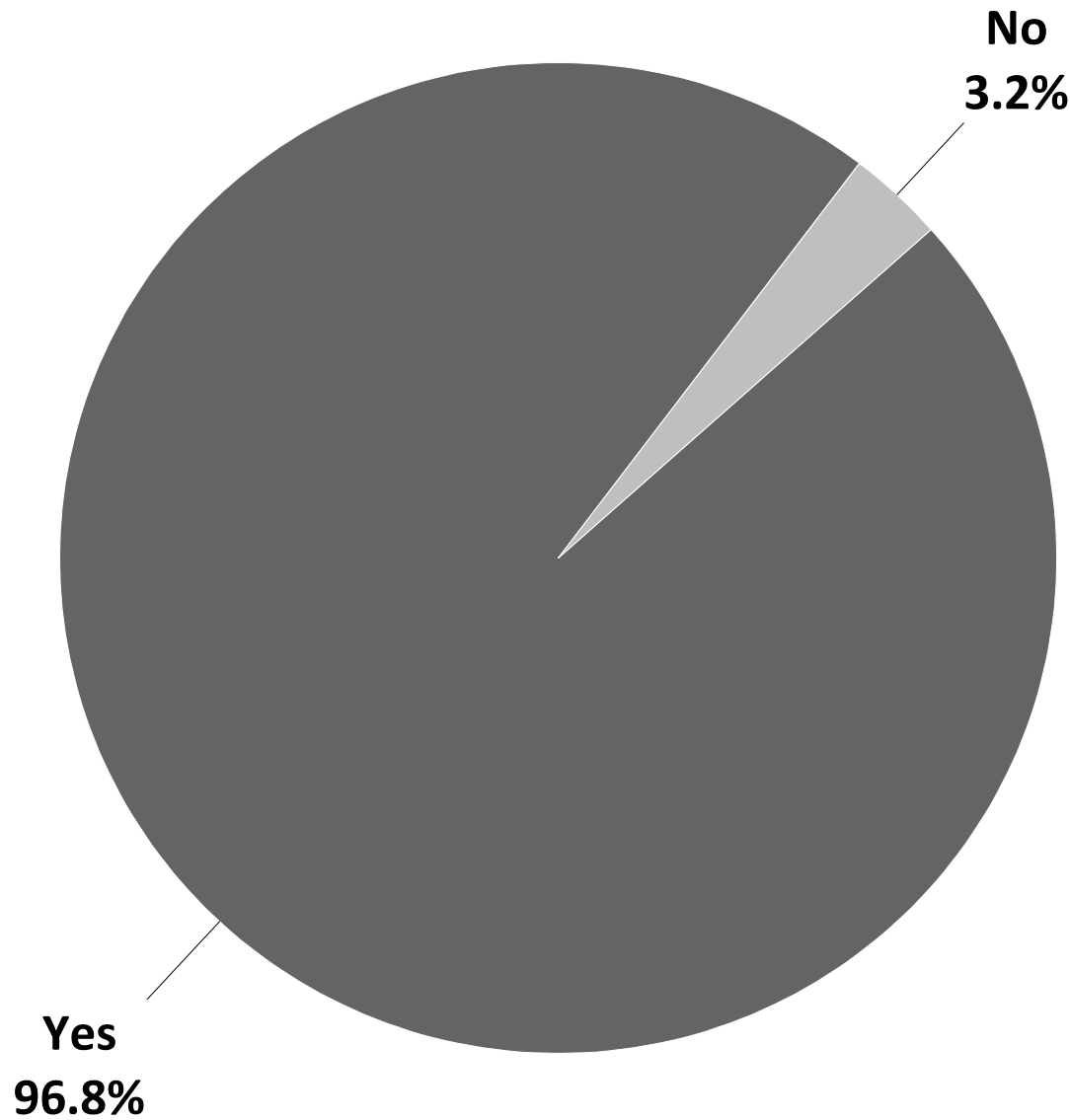
# Demographics: Q39. Approximately how many years have you lived in Pitkin County?

by percentage of respondents (excluding *not provided* responses)



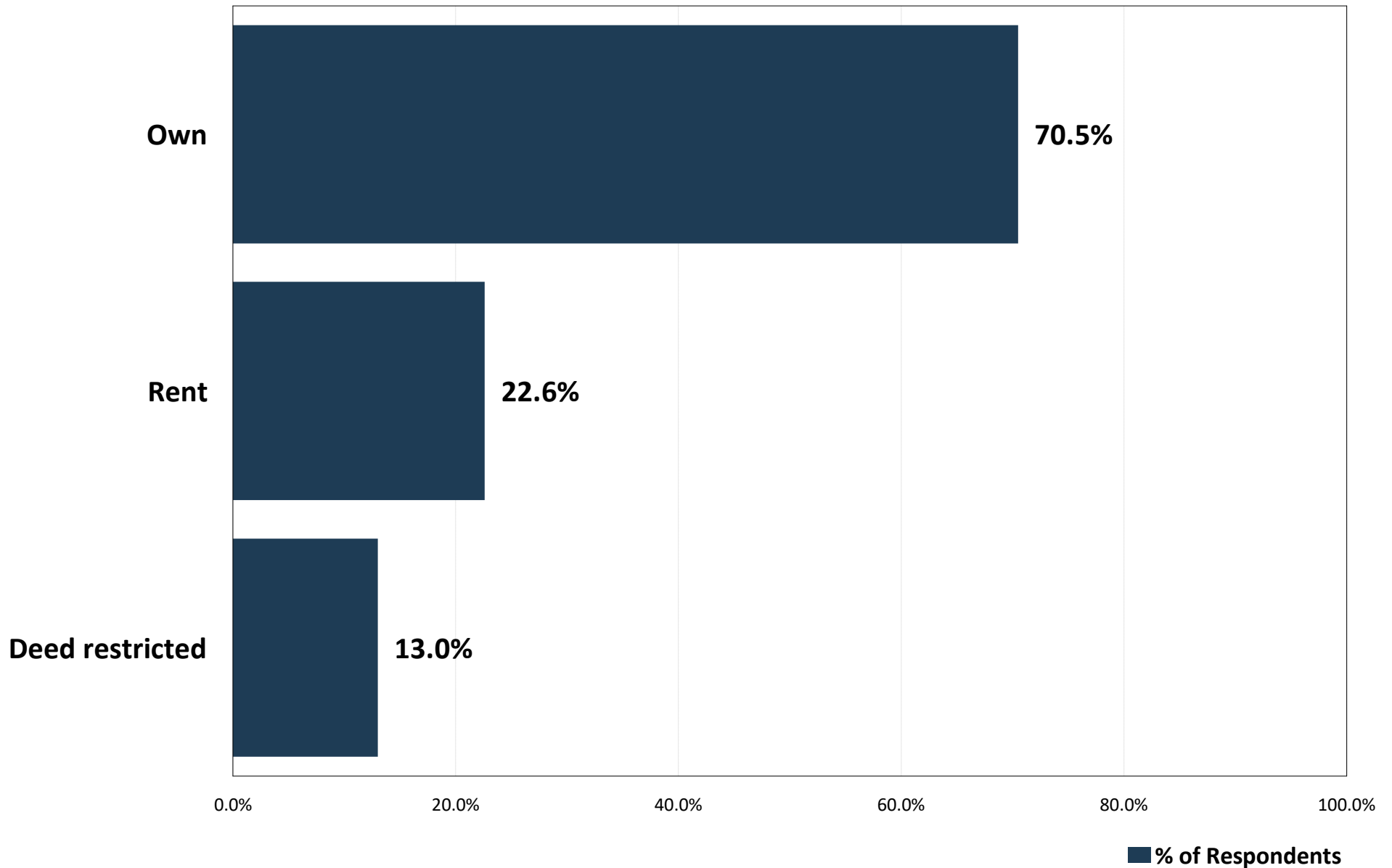
## Demographics: Q40. Is this your primary residence?

by percentage of respondents (excluding *not provided* responses)



# Demographics: Q41. Do you own or rent your current residence?

by percentage of respondents (multiple choices could be selected)



# 3

## Benchmark Analysis

# Benchmark Analysis



## 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 500 communities in 50 states. Most participating communities 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 2020 to a random sample of more than 5,000 residents across the United States, and (2) a regional survey administered during the summer of 2020 to a random sample of over 400 residents in the Mountain Region of the United States.

## Interpreting the Tables

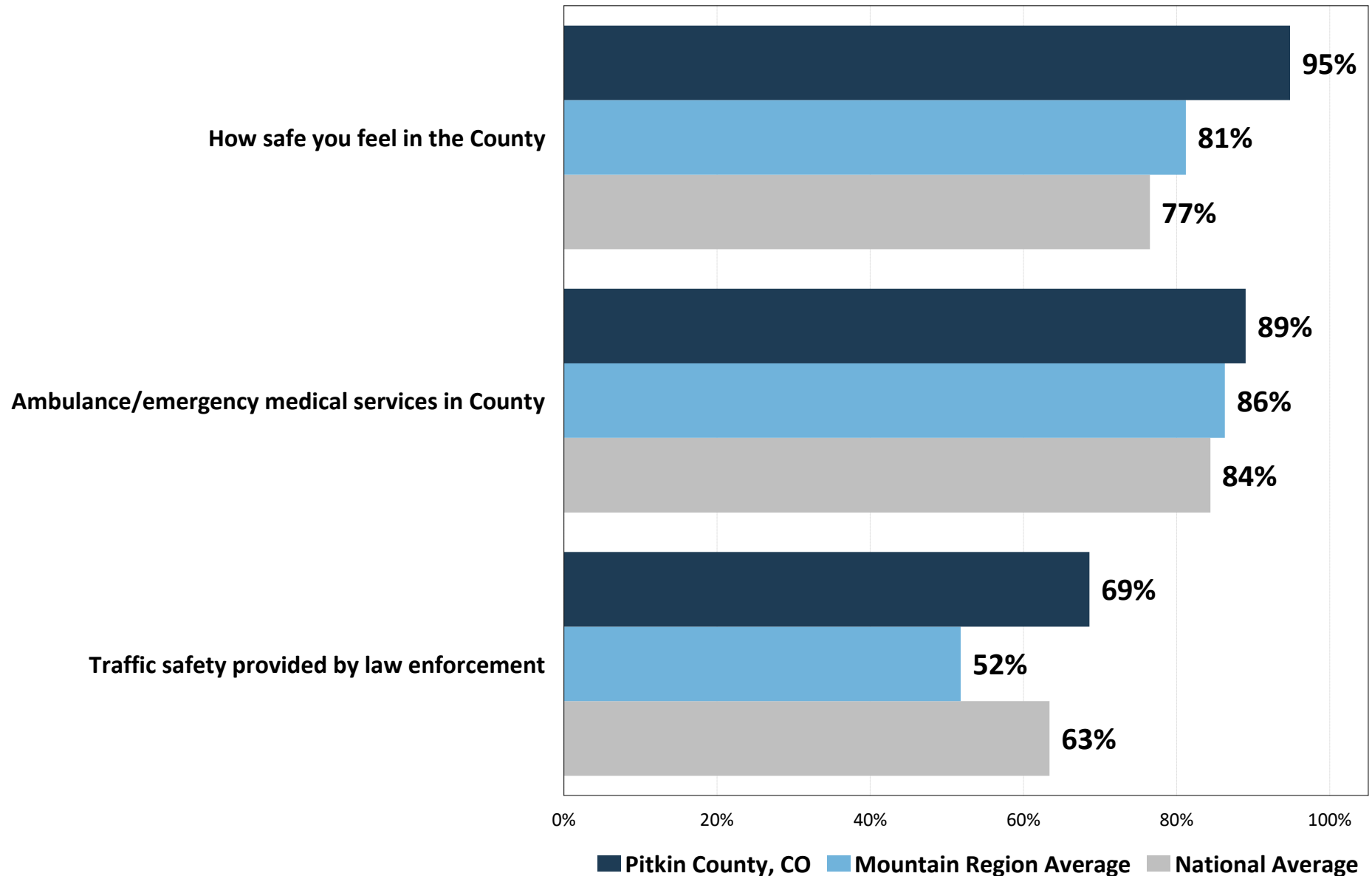
The tables on the following pages show how the overall results for Pitkin County compare to the average responses from communities in the Mountain Region and communities nationally in the United States. Differences between Pitkin County's results and the region and national averages are listed for comparison purposes.

These averages are based on the results of the 2020 survey that was administered by ETC institute. Benchmark results for Pitkin County are on the following pages.

# Sense of Personal Safety in the City/County

## Pitkin County Results (2021) vs. Regional and National Averages

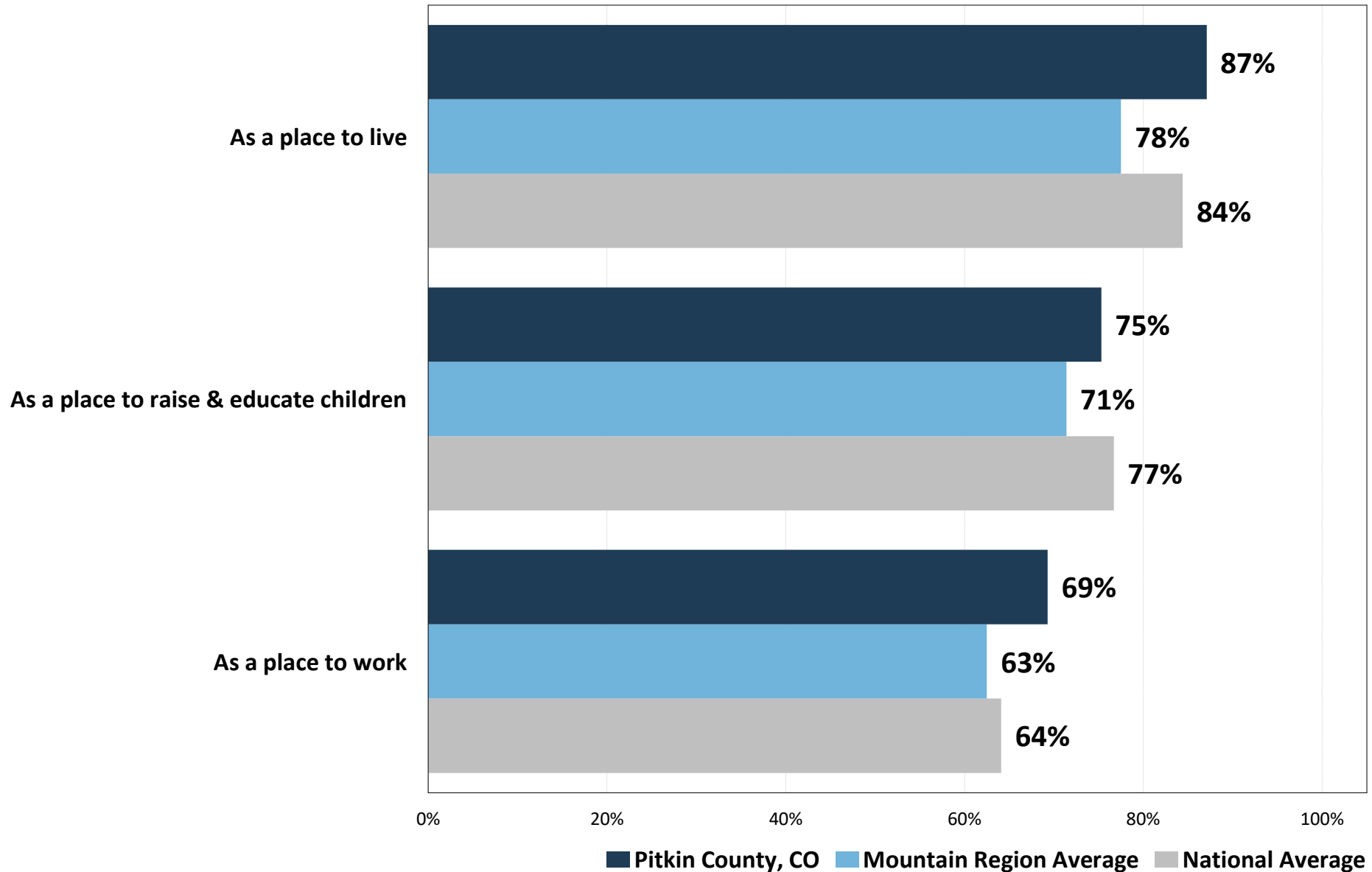
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# Overall Quality of Life in the City/County

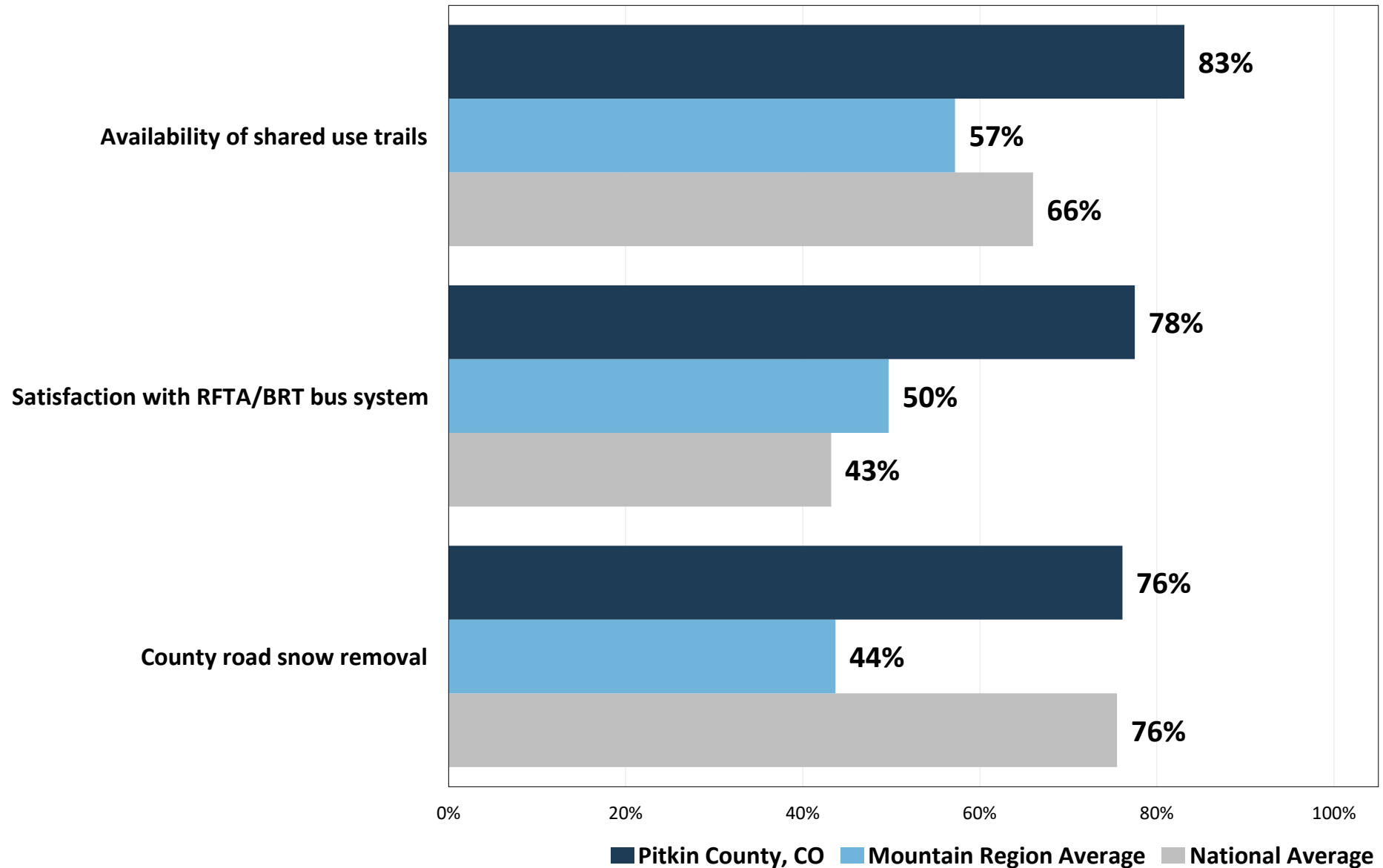
## Pitkin County Results (2021) vs. Regional and National Averages

by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# Perceptions of Transportation Issues in the City/County Pitkin County Results (2021) vs. Regional and National Averages

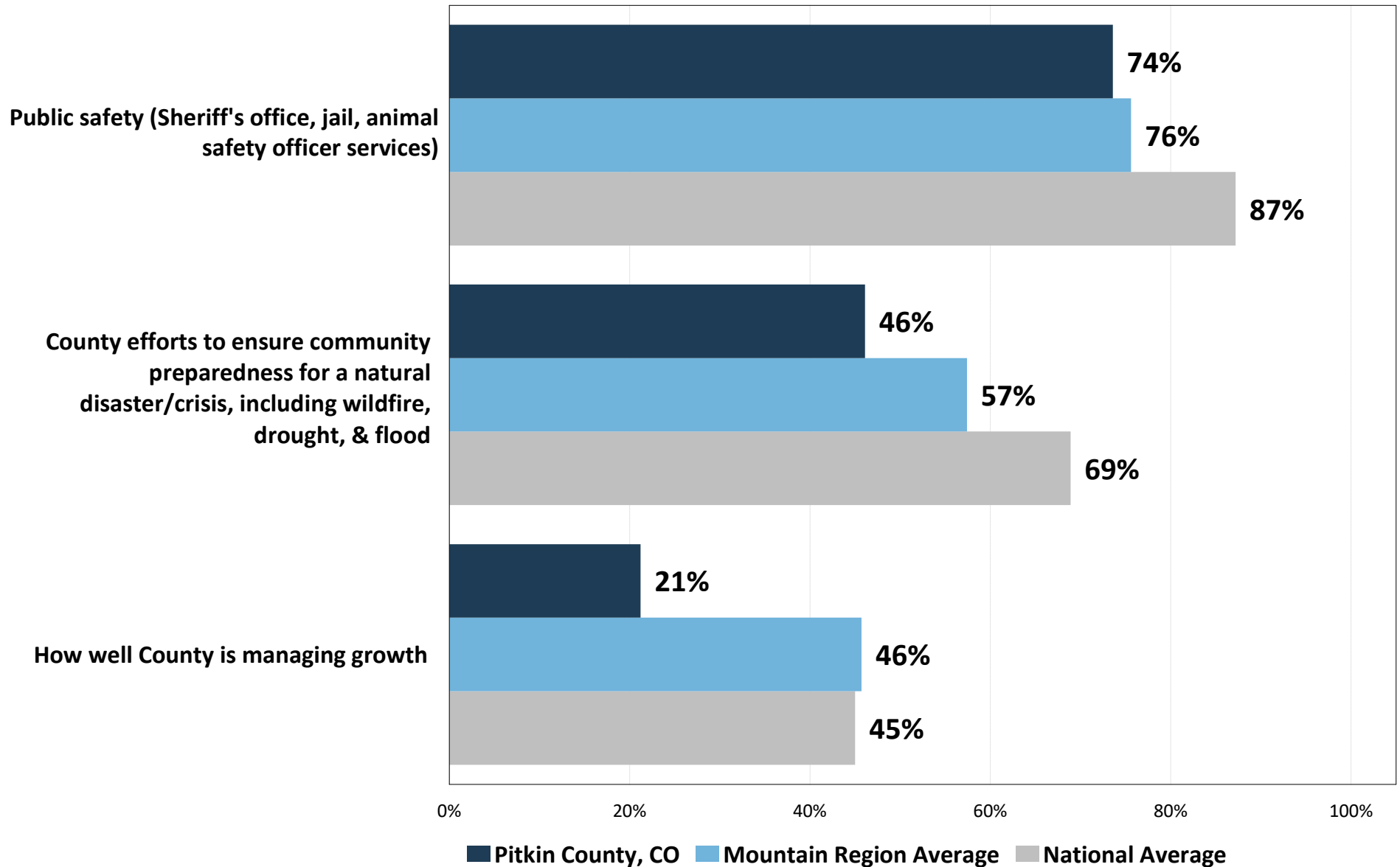
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# City/County Services and Initiatives

## Pitkin County Results (2021) vs. Regional and National Averages

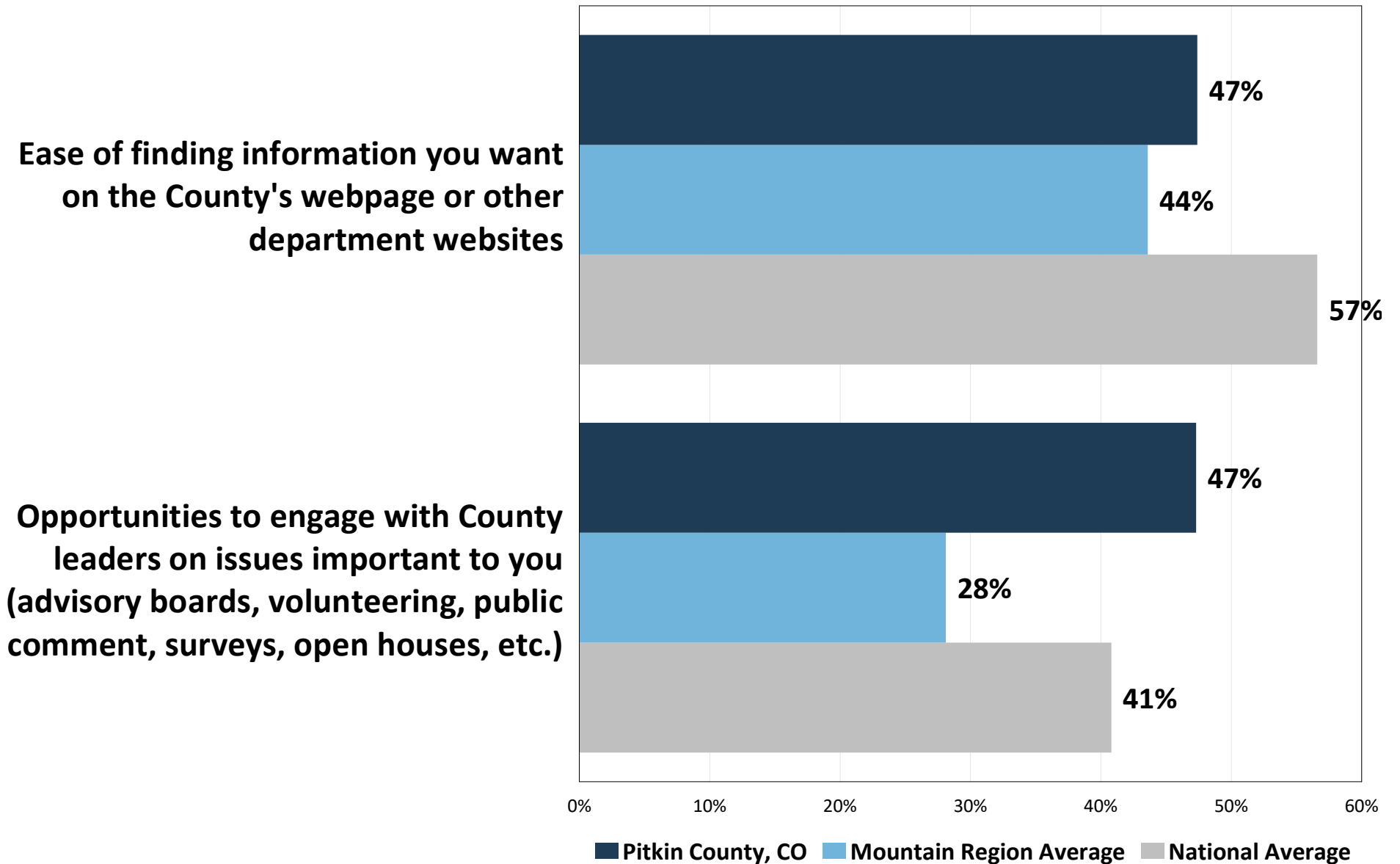
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# Public Communication and Outreach

## Pitkin County Results (2021) vs. Regional and National Averages

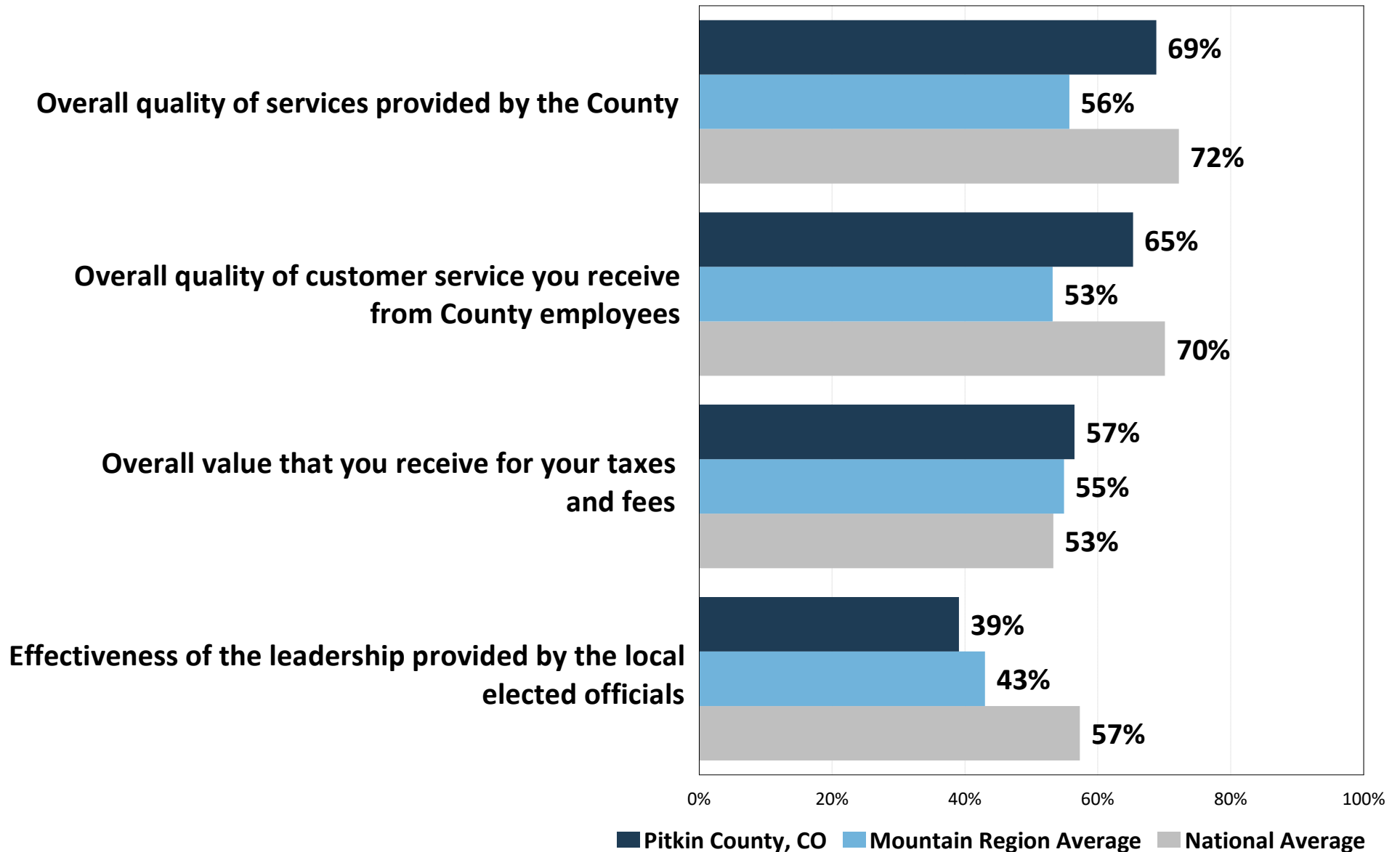
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# Overall Opinion of the City/County

## Pitkin County Results (2021) vs. Regional and National Averages

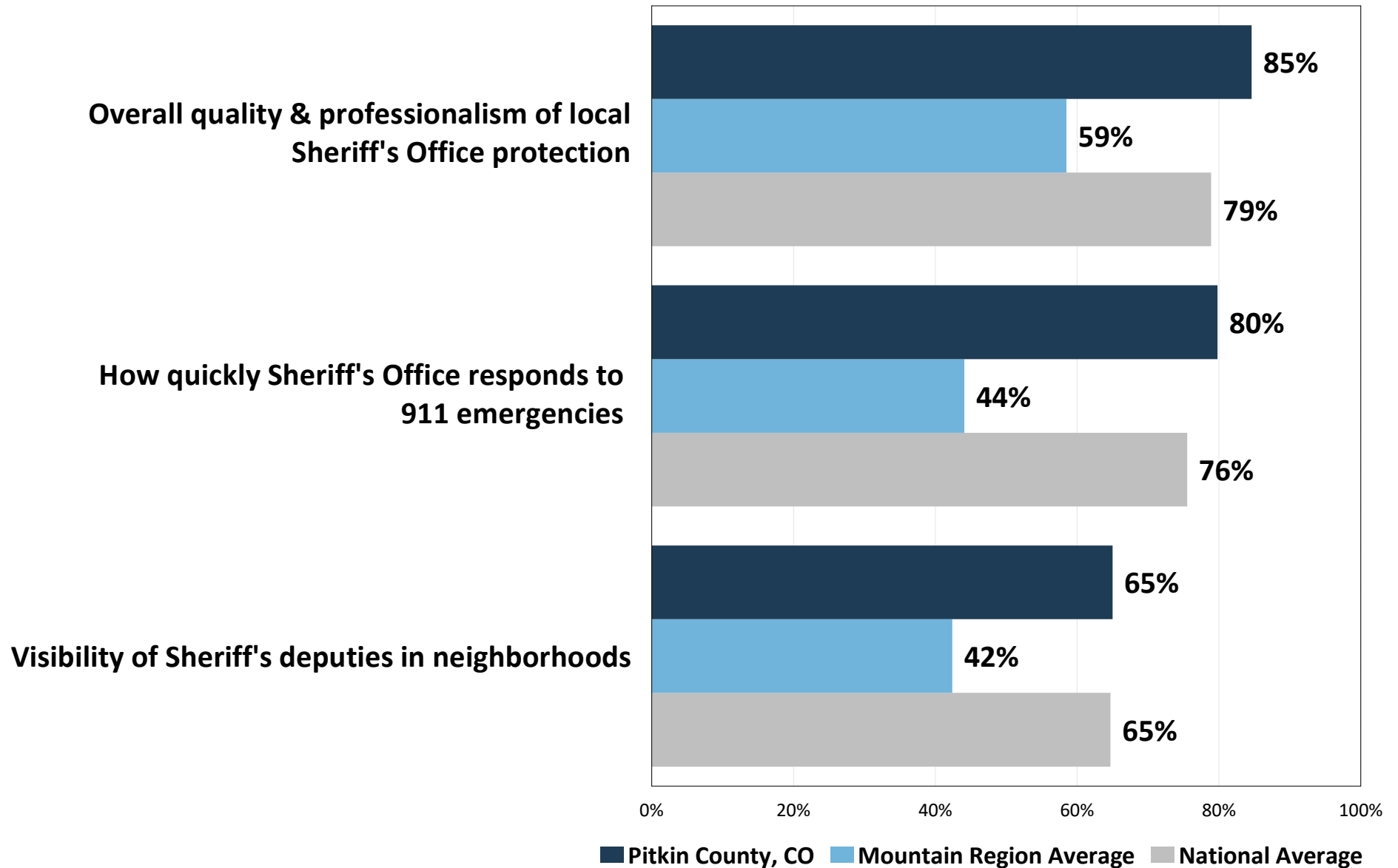
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# Public Safety in the City/County

## Pitkin County Results (2021) vs. Regional and National Averages

by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



# 4

## Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, County officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are;

- (1) to target resources toward services of the highest importance to residents and
- (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) 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.

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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify County services and initiatives provided by the County that they thought should receive the most emphasis, from County leaders, over the next two years. Forty-nine percent (49.4%) of respondents selected the *County's efforts to address affordable housing, including quality and quantity*, as one of the most important services for the County to provide.

Regarding satisfaction, 22.7% of respondents rated the County's overall performance regarding the *County's efforts to address affordable housing, including quality and quantity*, 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 the *County's efforts to address affordable housing, including quality and quantity*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example 49.4% was multiplied by 77.3% (1-0.227). This calculation yielded an I-S rating of 0.3819 which ranked first out of the thirteen services and initiatives, provided by the County, that were analyzed.

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.

# Importance-Satisfaction Analysis



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 two or 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.

## Importance-Satisfaction Ratings

### Overall Quality of Life in the County

### Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (I-S = 0.10-0.20)</b>						
• As a place that is inclusive of full time, part time, & new residents	33.8%	5	48.3%	8	0.1747	1
• Overall sense of community	40.0%	2	63.3%	6	0.1468	2
• As a flourishing built environment	26.0%	8	49.8%	7	0.1305	3
• As a place to work	35.6%	4	69.3%	4	0.1093	4
<b>Medium Priority (I-S &lt; 0.10)</b>						
• As a flourishing natural environment	46.4%	1	80.1%	2	0.0923	5
• As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	26.6%	7	65.8%	5	0.0910	6
• As a place to raise & educate children	29.4%	6	75.3%	3	0.0726	7
• As a place to live	39.4%	3	87.1%	1	0.0508	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings County Services and Initiatives Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• County's efforts to address affordable housing, including quality & quantity	49.4%	1	22.7%	10	0.3819	1
• How well County is managing growth	44.4%	2	21.2%	12	0.3499	2
• Sustainable economic development (diversifying economy, sustainable workforce)	32.8%	3	22.1%	11	0.2555	3
<b>High Priority (I-S = 0.10-0.20)</b>						
• Current process for obtaining permits & inspections for construction & renovation	21.0%	5	12.9%	13	0.1829	4
• County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	22.4%	4	38.8%	8	0.1371	5
• County's efforts to address community's mental health needs	18.6%	6	38.6%	9	0.1142	6
<b>Medium Priority (I-S &lt; 0.10)</b>						
• County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	16.2%	7	46.1%	7	0.0873	7
• Condition of County roadways	15.4%	8	48.4%	6	0.0795	8
• County's efforts to protect water quality & quantity	12.8%	11	63.3%	5	0.0470	9
• County's public health response to COVID-19 pandemic	13.8%	10	67.1%	4	0.0454	10
• Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	14.6%	9	81.4%	1	0.0272	11
• County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	7.2%	12	72.4%	3	0.0199	12
• Public safety (Sheriff's office, jail, animal safety officer services)	6.2%	13	73.6%	2	0.0164	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings Landfill and Recycling Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• Construction & demolition waste diversion program	64.1%	2	45.2%	4	0.3513	1
• Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	74.9%	1	61.5%	2	0.2884	2
• Composting program (yard & food waste)	56.3%	3	57.8%	3	0.2376	3
<b>High Priority (I-S = 0.10-0.20)</b>						
• Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	35.4%	4	62.4%	1	0.1331	4

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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings Public Communication and Outreach Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• Ease of finding information you want on www.pitkincounty.com or other department websites	63.7%	1	47.4%	3	0.3351	1
• Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	55.4%	3	47.3%	4	0.2920	2
• Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	49.0%	4	49.0%	2	0.2499	3
<b>High Priority (I-S = 0.10-0.20)</b>						
• Effectiveness of County communications during an emergency	56.1%	2	68.8%	1	0.1750	4

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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings

### Sense of Personal Safety

### Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• County's protection of adults & children from abuse or neglect	50.8%	4	59.4%	4	0.2062	1
<b>High Priority (I-S = 0.10-0.20)</b>						
• County's protection of families from domestic violence	44.4%	5	56.9%	5	0.1914	2
• Traffic safety provided by law enforcement	50.0%	3	68.6%	3	0.1570	3
<b>Medium Priority (I-S &lt; 0.10)</b>						
• Ambulance/emergency medical services in County	47.2%	2	89.0%	2	0.0519	4
• How safe you feel in Pitkin County	39.5%	1	94.8%	1	0.0205	5

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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings

### Public Safety

### Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	51.5%	1	52.7%	6	0.2436	1
<b>High Priority (I-S = 0.10-0.20)</b>						
• Visibility of Sheriff's deputies in neighborhoods	31.4%	5	65.0%	5	0.1099	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
• How quickly Sheriff's Office responds to 911 emergencies	41.4%	3	79.8%	4	0.0836	3
• Overall quality & professionalism of local Sheriff's Office protection	45.5%	2	84.6%	2	0.0701	4
• Overall quality of Pitkin Alert System	33.0%	4	81.9%	3	0.0597	5
• Overall quality of Sheriff's Office backcountry rescue response & services	25.0%	6	93.1%	1	0.0173	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings Perceptions of Current Transportation Issues Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
<ul style="list-style-type: none"> <li>Traffic volume &amp; safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)</li> </ul>	61.5%	1	28.6%	6	0.4391	1
<b>High Priority (I-S = 0.10-0.20)</b>						
<ul style="list-style-type: none"> <li>Ease of traveling by bicycle on Pitkin County roads or shared paths</li> </ul>	41.0%	2	62.1%	4	0.1554	2
<ul style="list-style-type: none"> <li>Availability of parking (Brush Creek Park &amp; Ride, Airport Business Center, etc.)</li> </ul>	38.0%	3	61.2%	5	0.1474	3
<b>Medium Priority (I-S &lt; 0.10)</b>						
<ul style="list-style-type: none"> <li>Satisfaction with RFTA/BRT bus system</li> </ul>	33.6%	4	77.5%	2	0.0756	4
<ul style="list-style-type: none"> <li>County road snow removal</li> </ul>	29.2%	6	76.1%	3	0.0698	5
<ul style="list-style-type: none"> <li>Availability of shared use trails</li> </ul>	30.4%	5	83.1%	1	0.0514	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings Community Support Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• Availability & quality of mental health & substance abuse services	47.2%	2	36.9%	6	0.2978	1
<b>High Priority (I-S = 0.10-0.20)</b>						
• Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	38.8%	3	52.5%	4	0.1843	2
• Availability & quality of economic assistance & emergency financial assistance	26.0%	5	38.9%	5	0.1589	3
• Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	48.0%	1	68.1%	2	0.1531	4
• Senior Services effectiveness at enabling seniors to remain as independent as possible	35.4%	4	60.1%	3	0.1412	5
<b>Medium Priority (I-S &lt; 0.10)</b>						
• Availability & quality of Human Services provided by local non-profits	23.4%	6	69.1%	1	0.0723	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

# Importance-Satisfaction Analysis



## 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 County 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.

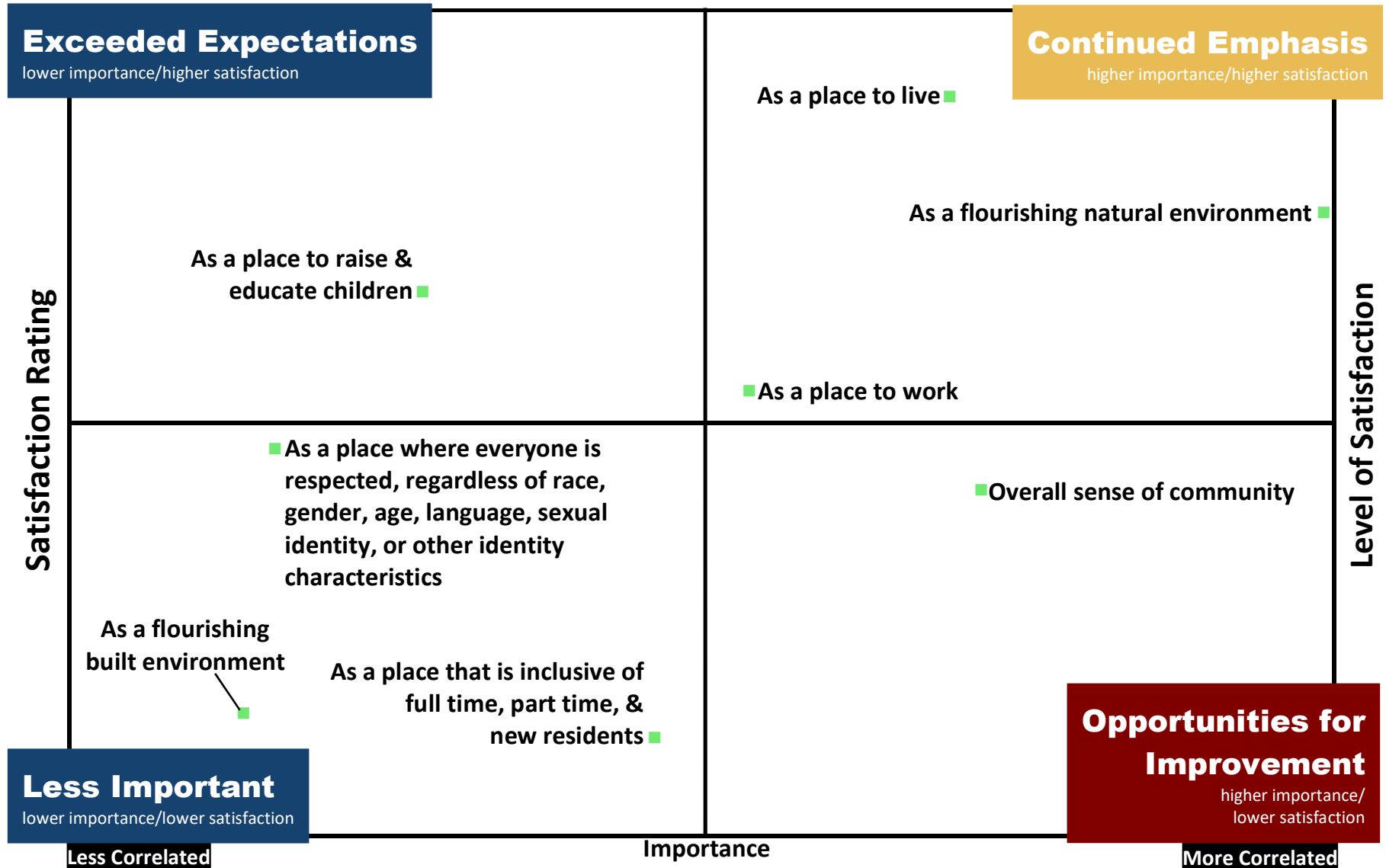
- **Continued Emphasis** (above average importance and above average satisfaction). This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis 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.

# Pitkin County Community Survey (2021)

## Overall Quality of Life

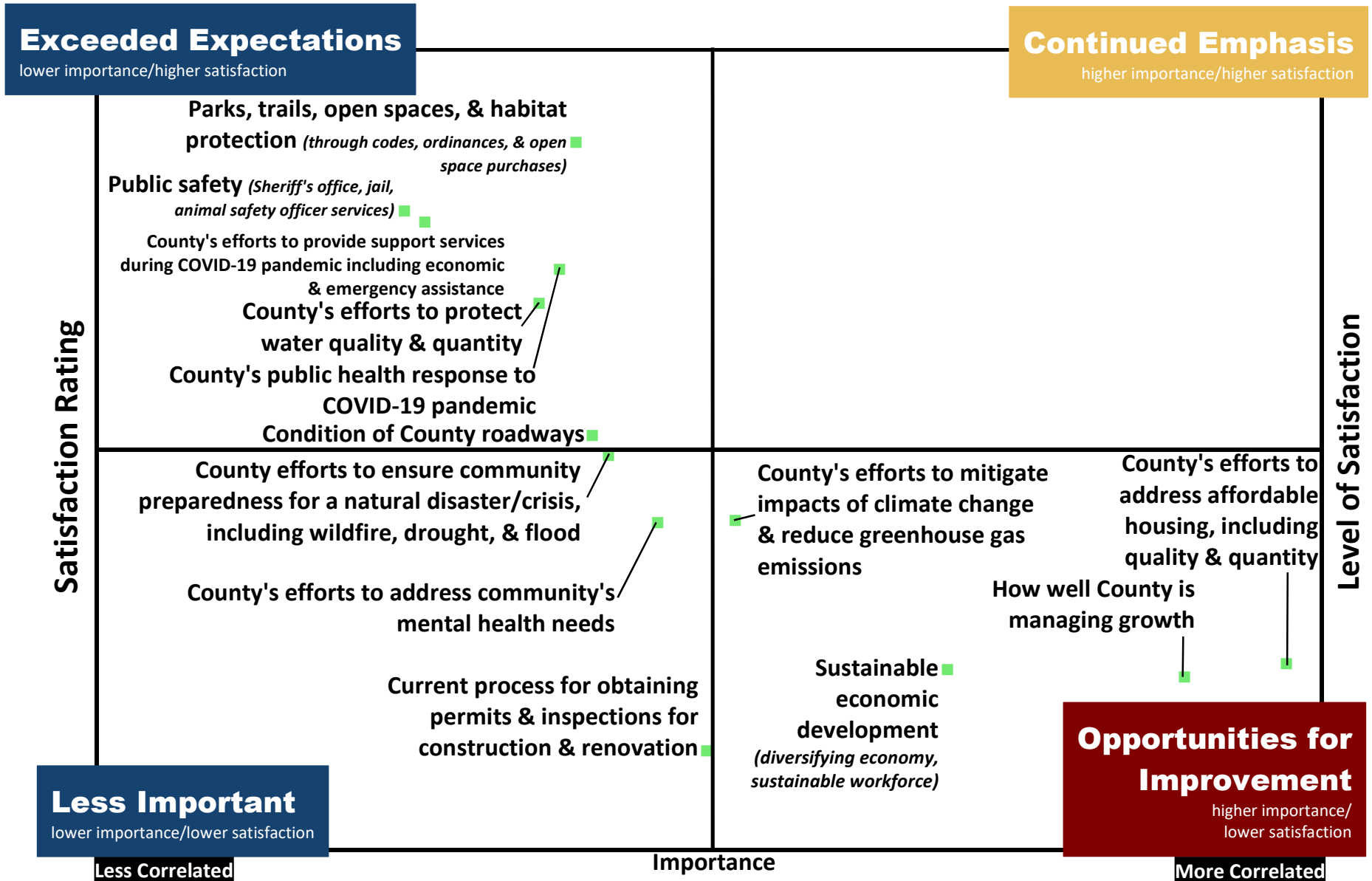
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## County Services and Initiatives

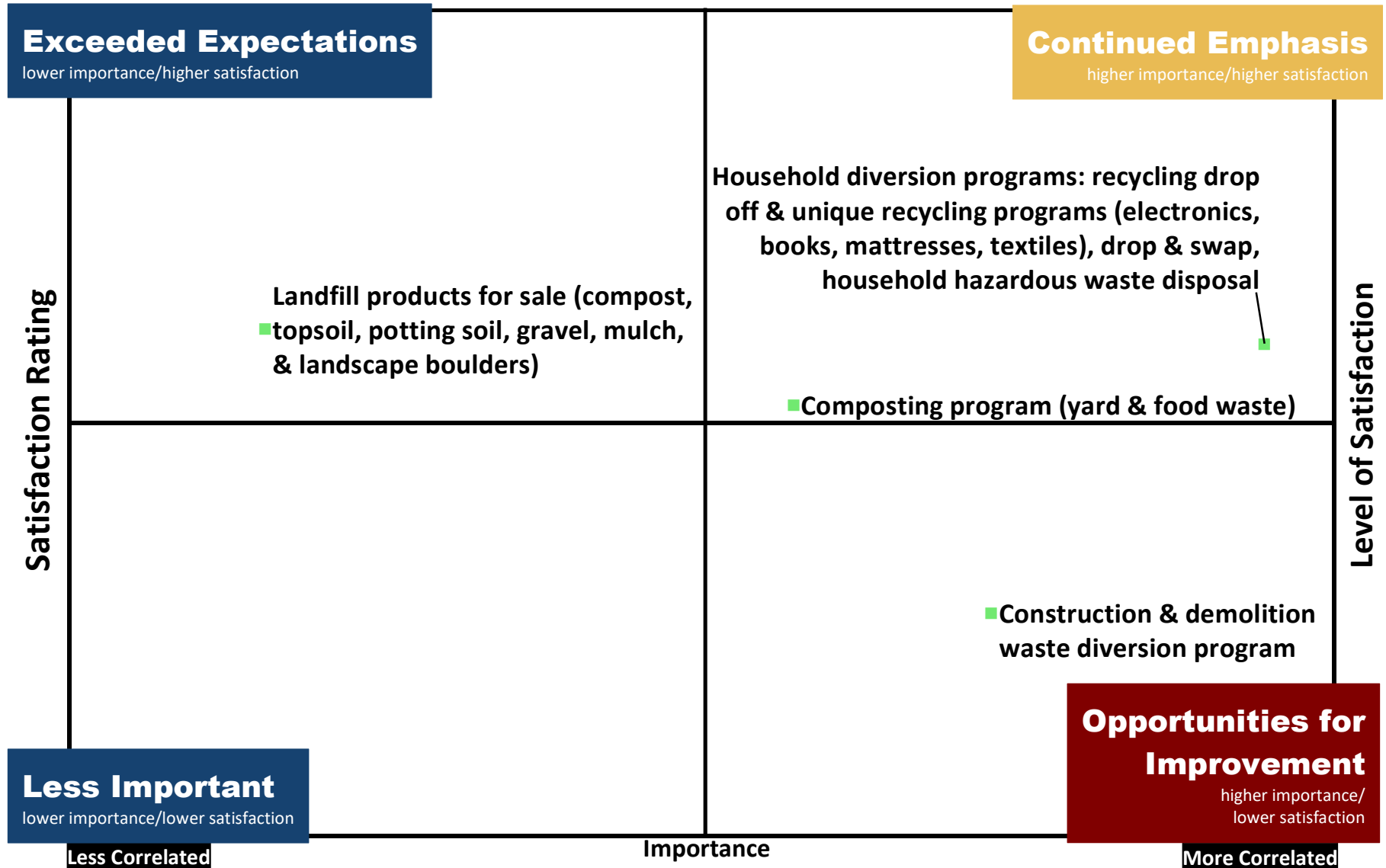
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Landfill and Recycling

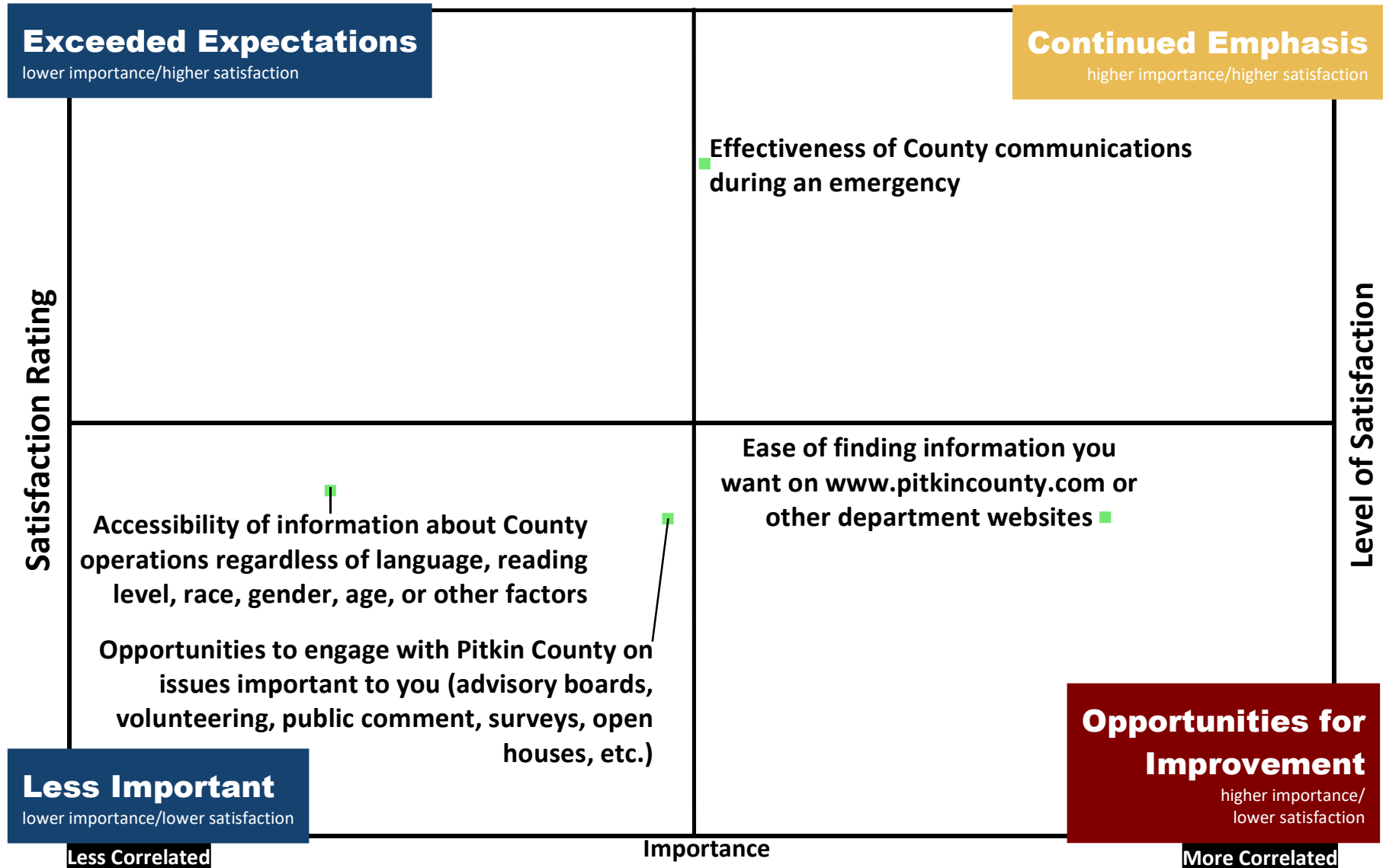
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Public Communication and Outreach

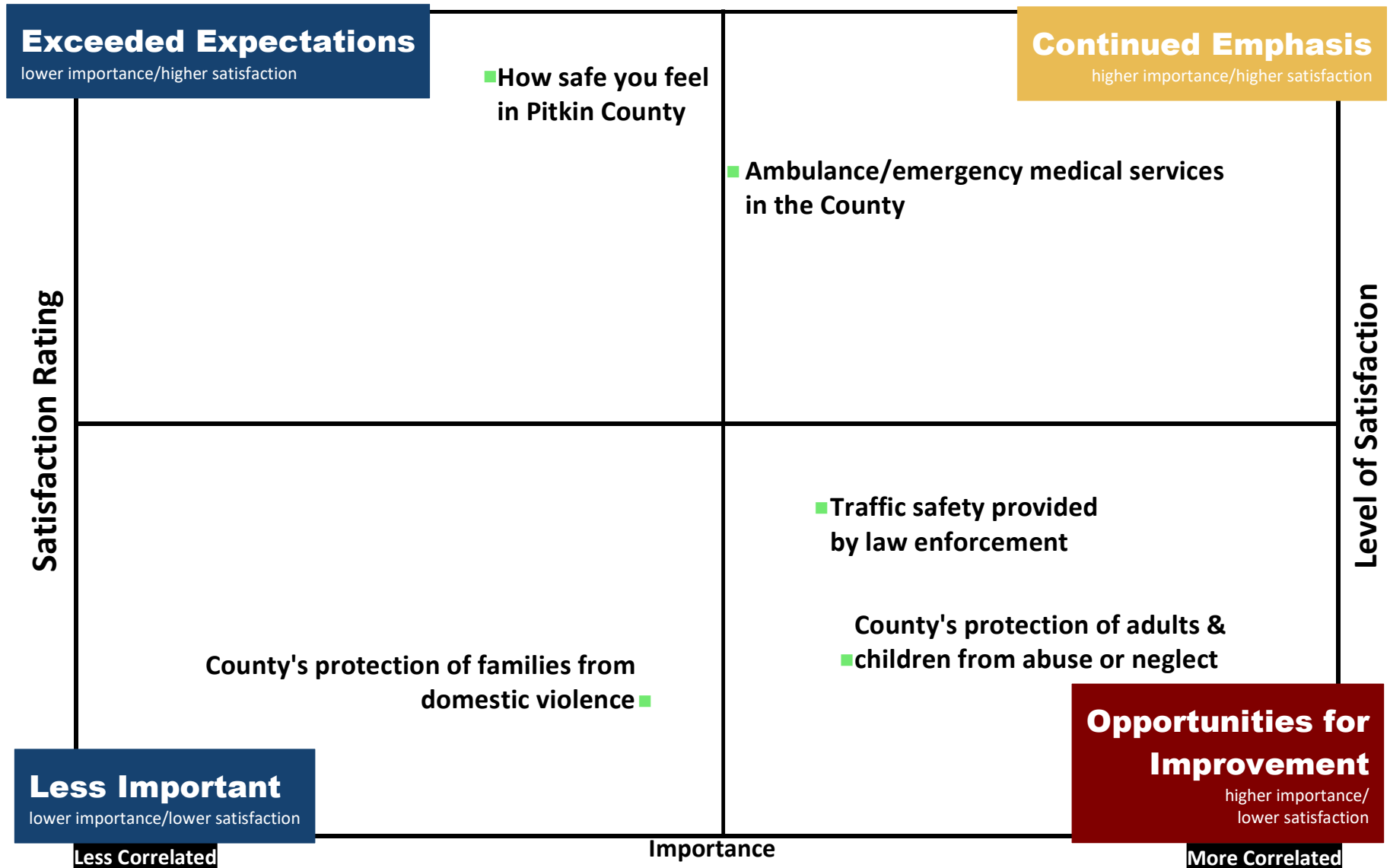
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Sense of Personal Safety

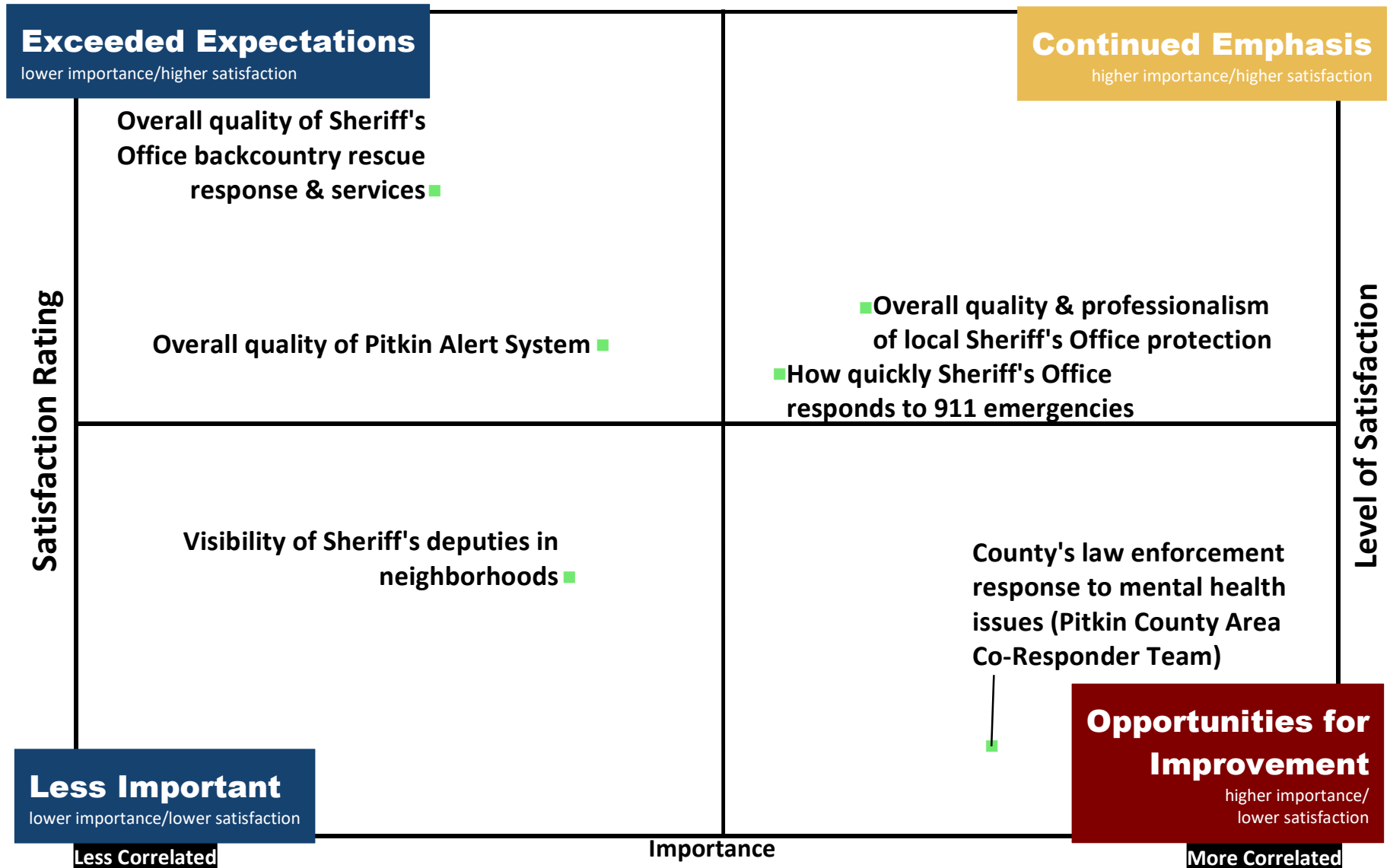
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Public Safety

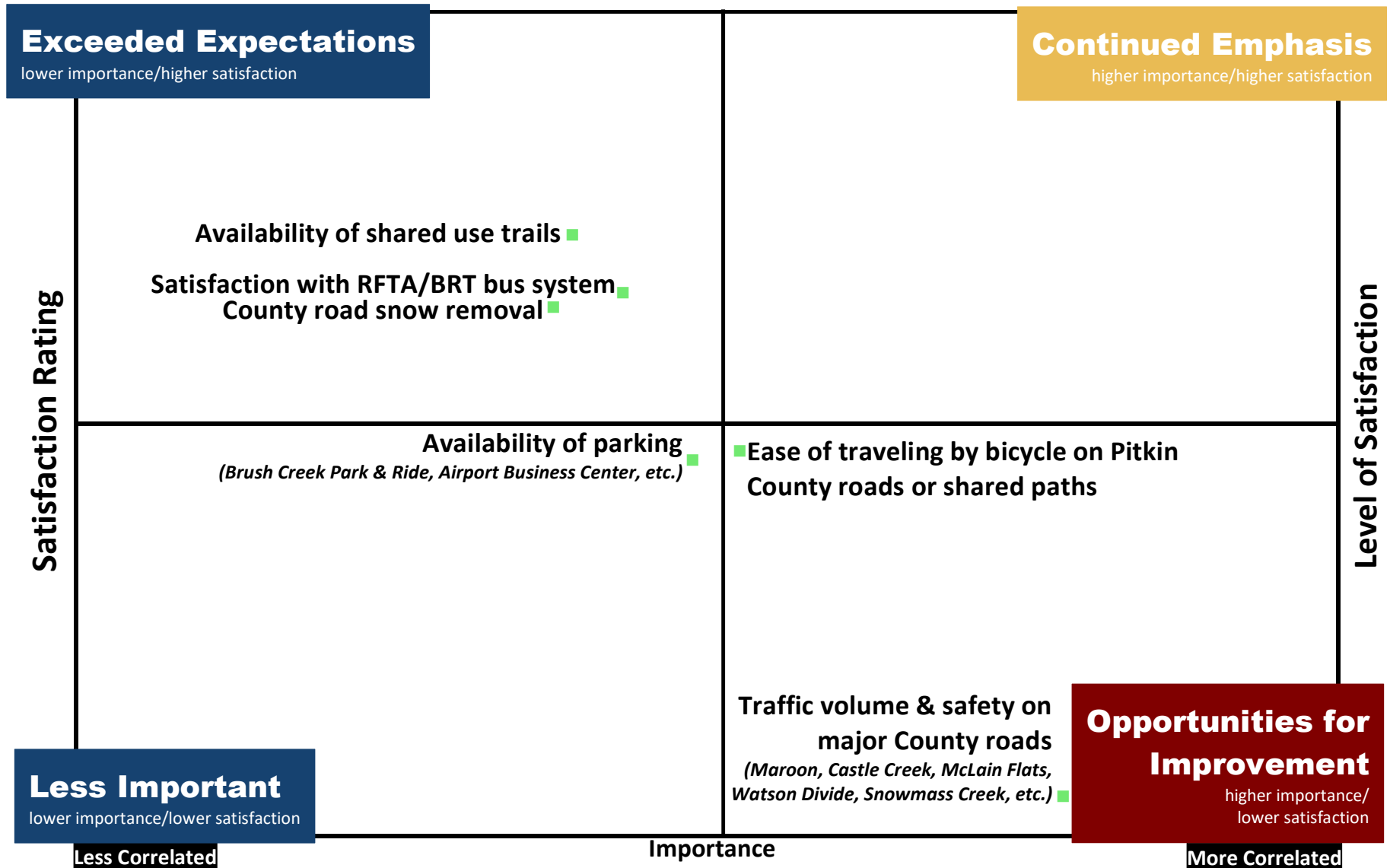
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Perceptions of Current Transportation Issues

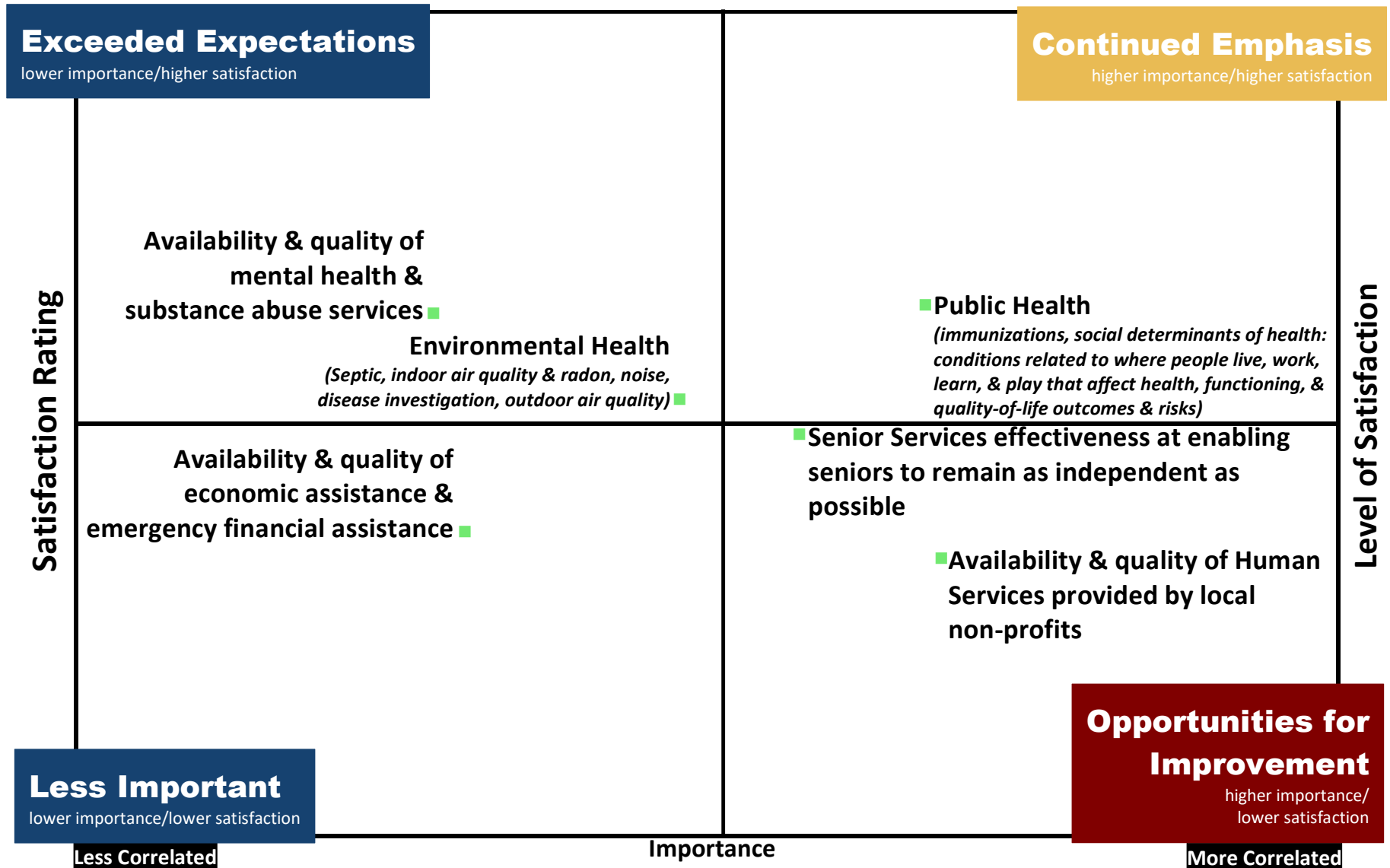
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Community Support

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



# 5

## Tabular Data

**Q1. OVERALL Quality of Life in the County. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how you would rate Pitkin County regarding the following.**

(N=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. As a place to live	49.5%	36.9%	6.2%	4.6%	2.0%	0.8%
Q1-2. As a place to raise & educate children	34.5%	26.3%	14.0%	4.4%	1.6%	19.2%
Q1-3. As a place to work	29.3%	34.7%	17.4%	8.2%	2.8%	7.6%
Q1-4. As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	44.5%	34.9%	11.2%	7.4%	1.2%	0.8%
Q1-5. As a flourishing built environment	14.4%	31.5%	26.7%	14.2%	5.4%	7.8%
Q1-6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	24.4%	39.9%	20.2%	10.0%	3.2%	2.4%
Q1-7. As a place that is inclusive of full time, part time, & new residents	16.0%	31.3%	29.5%	14.2%	7.0%	2.0%
Q1-8. Overall sense of community	21.4%	40.1%	20.2%	10.2%	5.4%	2.8%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q1. OVERALL Quality of Life in the County. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how you would rate Pitkin County regarding the following. (without "don't know")**

(N=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. As a place to live	49.9%	37.2%	6.2%	4.6%	2.0%
Q1-2. As a place to raise & educate children	42.7%	32.6%	17.3%	5.4%	2.0%
Q1-3. As a place to work	31.7%	37.6%	18.8%	8.9%	3.0%
Q1-4. As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	44.9%	35.2%	11.3%	7.4%	1.2%
Q1-5. As a flourishing built environment	15.6%	34.2%	29.0%	15.4%	5.8%
Q1-6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	24.9%	40.9%	20.7%	10.2%	3.3%
Q1-7. As a place that is inclusive of full time, part time, & new residents	16.3%	32.0%	30.1%	14.5%	7.1%
Q1-8. Overall sense of community	22.0%	41.3%	20.7%	10.5%	5.5%

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

First Choice	Number	Percent
As a place to live	102	20.4 %
As a place to raise & educate children	42	8.4 %
As a place to work	40	8.0 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	119	23.8 %
As a flourishing built environment	43	8.6 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	25	5.0 %
As a place that is inclusive of full time, part time, & new residents	44	8.8 %
Overall sense of community	63	12.6 %
None chosen	23	4.6 %
Total	501	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Second Choice	Number	Percent
As a place to live	54	10.8 %
As a place to raise & educate children	65	13.0 %
As a place to work	72	14.4 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	63	12.6 %
As a flourishing built environment	38	7.6 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	66	13.2 %
As a place that is inclusive of full time, part time, & new residents	57	11.4 %
Overall sense of community	49	9.8 %
None chosen	37	7.4 %
Total	501	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
As a place to live	41	8.2 %
As a place to raise & educate children	40	8.0 %
As a place to work	66	13.2 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	50	10.0 %
As a flourishing built environment	49	9.8 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	42	8.4 %
As a place that is inclusive of full time, part time, & new residents	68	13.6 %
Overall sense of community	88	17.6 %
None chosen	57	11.4 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
As a place to live	197	39.3 %
As a place to raise & educate children	147	29.3 %
As a place to work	178	35.5 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	232	46.3 %
As a flourishing built environment	130	25.9 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	133	26.5 %
As a place that is inclusive of full time, part time, & new residents	169	33.7 %
Overall sense of community	200	39.9 %
None chosen	23	4.6 %
Total	1409	

**Q3. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. County's public health response to COVID-19 pandemic	28.7%	37.7%	16.8%	10.0%	5.8%	1.0%
Q3-2. County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	26.9%	40.5%	18.8%	4.8%	2.2%	6.8%
Q3-3. How well County is managing growth	3.8%	16.8%	26.3%	32.7%	17.2%	3.2%
Q3-4. County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	8.8%	27.5%	36.1%	15.4%	5.8%	6.4%
Q3-5. County's efforts to address affordable housing, including quality & quantity	3.8%	18.4%	25.5%	27.5%	22.6%	2.2%
Q3-6. County's efforts to address community's mental health needs	6.2%	27.9%	32.7%	14.8%	6.8%	11.6%
Q3-7. County's efforts to protect water quality & quantity	12.6%	44.9%	24.0%	7.8%	1.6%	9.2%
Q3-8. County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	8.8%	32.1%	34.5%	11.4%	2.0%	11.2%
Q3-9. Public safety (Sheriff's office, jail, animal safety officer services)	27.7%	41.7%	18.8%	3.4%	2.8%	5.6%
Q3-10. Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	38.3%	42.5%	12.0%	4.8%	1.8%	0.6%
Q3-11. Sustainable economic development (diversifying economy, sustainable workforce)	3.8%	17.2%	36.1%	23.4%	14.2%	5.4%
Q3-12. Condition of County roadways	7.0%	41.1%	29.3%	16.8%	5.2%	0.6%
Q3-13. Current process for obtaining permits & inspections for construction & renovation	2.0%	7.4%	23.6%	21.2%	18.6%	27.3%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q3. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. County's public health response to COVID-19 pandemic	29.0%	38.1%	16.9%	10.1%	5.8%
Q3-2. County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	28.9%	43.5%	20.1%	5.1%	2.4%
Q3-3. How well County is managing growth	3.9%	17.3%	27.2%	33.8%	17.7%
Q3-4. County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	9.4%	29.4%	38.6%	16.4%	6.2%
Q3-5. County's efforts to address affordable housing, including quality & quantity	3.9%	18.8%	26.1%	28.2%	23.1%
Q3-6. County's efforts to address community's mental health needs	7.0%	31.6%	37.0%	16.7%	7.7%
Q3-7. County's efforts to protect water quality & quantity	13.8%	49.5%	26.4%	8.6%	1.8%
Q3-8. County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	9.9%	36.2%	38.9%	12.8%	2.2%
Q3-9. Public safety (Sheriff's office, jail, animal safety officer services)	29.4%	44.2%	19.9%	3.6%	3.0%
Q3-10. Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	38.6%	42.8%	12.0%	4.8%	1.8%
Q3-11. Sustainable economic development (diversifying economy, sustainable workforce)	4.0%	18.1%	38.2%	24.7%	15.0%
Q3-12. Condition of County roadways	7.0%	41.4%	29.5%	16.9%	5.2%
Q3-13. Current process for obtaining permits & inspections for construction & renovation	2.7%	10.2%	32.4%	29.1%	25.5%

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

First Choice	Number	Percent
County's public health response to COVID-19 pandemic	37	7.4 %
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	12	2.4 %
How well County is managing growth	111	22.2 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	42	8.4 %
County's efforts to address affordable housing, including quality & quantity	123	24.6 %
County's efforts to address community's mental health needs	16	3.2 %
County's efforts to protect water quality & quantity	8	1.6 %
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	16	3.2 %
Public safety (Sheriff's office, jail, animal safety officer services)	8	1.6 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	11	2.2 %
Sustainable economic development (diversifying economy, sustainable workforce)	32	6.4 %
Condition of County roadways	24	4.8 %
Current process for obtaining permits & inspections for construction & renovation	34	6.8 %
None chosen	27	5.4 %
Total	501	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
County's public health response to COVID-19 pandemic	16	3.2 %
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	16	3.2 %
How well County is managing growth	63	12.6 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	41	8.2 %
County's efforts to address affordable housing, including quality & quantity	86	17.2 %
County's efforts to address community's mental health needs	44	8.8 %
County's efforts to protect water quality & quantity	21	4.2 %
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	28	5.6 %
Public safety (Sheriff's office, jail, animal safety officer services)	9	1.8 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	23	4.6 %
Sustainable economic development (diversifying economy, sustainable workforce)	59	11.8 %
Condition of County roadways	27	5.4 %
Current process for obtaining permits & inspections for construction & renovation	30	6.0 %
<u>None chosen</u>	<u>38</u>	<u>7.6 %</u>
Total	501	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
County's public health response to COVID-19 pandemic	16	3.2 %
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	8	1.6 %
How well County is managing growth	48	9.6 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	29	5.8 %
County's efforts to address affordable housing, including quality & quantity	38	7.6 %
County's efforts to address community's mental health needs	33	6.6 %
County's efforts to protect water quality & quantity	35	7.0 %
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	37	7.4 %
Public safety (Sheriff's office, jail, animal safety officer services)	14	2.8 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	39	7.8 %
Sustainable economic development (diversifying economy, sustainable workforce)	73	14.6 %
Condition of County roadways	26	5.2 %
Current process for obtaining permits & inspections for construction & renovation	41	8.2 %
None chosen	64	12.8 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES****Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
County's public health response to COVID-19 pandemic	69	13.8 %
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	36	7.2 %
How well County is managing growth	222	44.3 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	112	22.4 %
County's efforts to address affordable housing, including quality & quantity	247	49.3 %
County's efforts to address community's mental health needs	93	18.6 %
County's efforts to protect water quality & quantity	64	12.8 %
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	81	16.2 %
Public safety (Sheriff's office, jail, animal safety officer services)	31	6.2 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	73	14.6 %
Sustainable economic development (diversifying economy, sustainable workforce)	164	32.7 %
Condition of County roadways	77	15.4 %
Current process for obtaining permits & inspections for construction & renovation	105	21.0 %
None chosen	27	5.4 %
Total	1401	

**Q5. Open Space and Trails. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollars (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails?**

	Number	Percent
Great benefit	303	60.5 %
Some benefit	97	19.4 %
Neutral	38	7.6 %
Little benefit	28	5.6 %
No benefit	14	2.8 %
Don't know	21	4.2 %
Total	501	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES**

**Q5. Open Space and Trails. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollars (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails? (without "don't know")**

	Number	Percent
Great benefit	303	63.1 %
Some benefit	97	20.2 %
Neutral	38	7.9 %
Little benefit	28	5.8 %
No benefit	14	2.9 %
Total	480	100.0 %

**Q6. How important do you think it is to develop a hard surface trail connection between the Brush Creek Park and Ride and Aspen Airport Business Center?**

	Number	Percent
Very important	162	32.3 %
Somewhat important	181	36.1 %
Not important	109	21.8 %
Don't know	49	9.8 %
Total	501	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES**

**Q6. How important do you think it is to develop a hard surface trail connection between the Brush Creek Park and Ride and Aspen Airport Business Center? (without "don't know")**

	Number	Percent
Very important	162	35.8 %
Somewhat important	181	40.0 %
Not important	109	24.1 %
Total	452	100.0 %

**Q7. County Priorities for Open Space and Trails. Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Not a Priority," please indicate how you would prioritize open space and trail priorities.**

(N=501)

	Essential	High Priority	Moderate Priority	Low Priority	Not a Priority	I Am Not Sure
Q7-1. Congestion management of parking, increased visitation, overcrowding	55.5%	25.0%	13.2%	2.4%	2.0%	2.0%
Q7-2. Ecosystem health & resilience (habitat, wildlife, water)	50.3%	29.5%	13.8%	3.0%	1.6%	1.8%
Q7-3. Agriculture & local food production	18.8%	28.5%	30.1%	11.6%	6.6%	4.4%
Q7-4. Protection of public access to open spaces	49.1%	29.7%	14.2%	3.2%	1.6%	2.2%
Q7-5. Communication of rules, regulations & etiquette with users	39.7%	28.5%	22.0%	4.4%	2.8%	2.6%

**WITHOUT "I AM NOT SURE" RESPONSES**

**Q7. County Priorities for Open Space and Trails. Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Not a Priority," please indicate how you would prioritize open space and trail priorities. (without "I am not sure")**

(N=501)

	Essential	High Priority	Moderate Priority	Low Priority	Not a Priority
Q7-1. Congestion management of parking, increased visitation, overcrowding	56.6%	25.5%	13.4%	2.4%	2.0%
Q7-2. Ecosystem health & resilience (habitat, wildlife, water)	51.2%	30.1%	14.0%	3.0%	1.6%
Q7-3. Agriculture & local food production	19.6%	29.9%	31.5%	12.1%	6.9%
Q7-4. Protection of public access to open spaces	50.2%	30.4%	14.5%	3.3%	1.6%
Q7-5. Communication of rules, regulations & etiquette with users	40.8%	29.3%	22.5%	4.5%	2.9%

**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?**

First Choice	Number	Percent
Congestion management of parking, increased visitation, overcrowding	220	43.9 %
Ecosystem health & resilience (habitat, wildlife, water)	103	20.6 %
Agriculture & local food production	21	4.2 %
Protection of public access to open spaces	61	12.2 %
Communication of rules, regulations & etiquette with users	59	11.8 %
None chosen	37	7.4 %
Total	501	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?**

Second Choice	Number	Percent
Congestion management of parking, increased visitation, overcrowding	90	18.0 %
Ecosystem health & resilience (habitat, wildlife, water)	127	25.3 %
Agriculture & local food production	43	8.6 %
Protection of public access to open spaces	123	24.6 %
Communication of rules, regulations & etiquette with users	70	14.0 %
None chosen	48	9.6 %
Total	501	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?**

Third Choice	Number	Percent
Congestion management of parking, increased visitation, overcrowding	65	13.0 %
Ecosystem health & resilience (habitat, wildlife, water)	94	18.8 %
Agriculture & local food production	58	11.6 %
Protection of public access to open spaces	107	21.4 %
Communication of rules, regulations & etiquette with users	108	21.6 %
None chosen	69	13.8 %
Total	501	100.0 %

**SUM OF THE 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)**

Sum of the top three choices	Number	Percent
Congestion management of parking, increased visitation, overcrowding	375	74.9 %
Ecosystem health & resilience (habitat, wildlife, water)	324	64.7 %
Agriculture & local food production	122	24.4 %
Protection of public access to open spaces	291	58.1 %
Communication of rules, regulations & etiquette with users	237	47.3 %
None chosen	37	7.4 %
Total	1386	

**Q9. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	25.3%	31.7%	21.4%	9.0%	5.4%	7.2%
Q9-2. Construction & demolition waste diversion program	10.4%	21.4%	25.7%	7.8%	5.0%	29.7%
Q9-3. Composting program (yard & food waste)	23.2%	25.7%	24.4%	8.0%	3.4%	15.4%
Q9-4. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	19.2%	27.9%	24.4%	2.2%	1.8%	24.6%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q9. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	27.3%	34.2%	23.0%	9.7%	5.8%
Q9-2. Construction & demolition waste diversion program	14.8%	30.4%	36.6%	11.1%	7.1%
Q9-3. Composting program (yard & food waste)	27.4%	30.4%	28.8%	9.4%	4.0%
Q9-4. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	25.4%	37.0%	32.3%	2.9%	2.4%

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

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	199	39.7 %
Construction & demolition waste diversion program	142	28.3 %
Composting program (yard & food waste)	54	10.8 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	18	3.6 %
None chosen	88	17.6 %
Total	501	100.0 %

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

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	122	24.4 %
Construction & demolition waste diversion program	125	25.0 %
Composting program (yard & food waste)	93	18.6 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	47	9.4 %
None chosen	114	22.8 %
Total	501	100.0 %

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

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	54	10.8 %
Construction & demolition waste diversion program	54	10.8 %
Composting program (yard & food waste)	135	26.9 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	112	22.4 %
None chosen	146	29.1 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

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

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	375	74.9 %
Construction & demolition waste diversion program	321	64.1 %
Composting program (yard & food waste)	282	56.3 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	177	35.3 %
None chosen	88	17.6 %
Total	1243	

**Q11. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	10.2%	32.5%	38.3%	6.0%	3.4%	9.6%
Q11-2. Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	8.6%	32.5%	34.9%	6.4%	1.4%	16.2%
Q11-3. Ease of finding information you want on <a href="http://www.pitkincounty.com">www.pitkincounty.com</a> or other department websites	10.2%	33.7%	36.3%	10.4%	2.0%	7.4%
Q11-4. Effectiveness of County communications during an emergency	23.4%	39.1%	20.6%	5.6%	2.2%	9.2%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q11. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	11.3%	36.0%	42.4%	6.6%	3.8%
Q11-2. Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	10.2%	38.8%	41.7%	7.6%	1.7%
Q11-3. Ease of finding information you want on <a href="http://www.pitkincounty.com">www.pitkincounty.com</a> or other department websites	11.0%	36.4%	39.2%	11.2%	2.2%
Q11-4. Effectiveness of County communications during an emergency	25.7%	43.1%	22.6%	6.2%	2.4%

**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?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	102	20.4 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	57	11.4 %
Ease of finding information you want on www.pitkincounty.com or other department websites	93	18.6 %
Effectiveness of County communications during an emergency	146	29.1 %
<u>None chosen</u>	<u>103</u>	<u>20.6 %</u>
Total	501	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?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	76	15.2 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	107	21.4 %
Ease of finding information you want on www.pitkincounty.com or other department websites	130	25.9 %
Effectiveness of County communications during an emergency	61	12.2 %
<u>None chosen</u>	<u>127</u>	<u>25.3 %</u>
Total	501	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?**

Third Choice	Number	Percent
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	99	19.8 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	81	16.2 %
Ease of finding information you want on www.pitkincounty.com or other department websites	96	19.2 %
Effectiveness of County communications during an emergency	74	14.8 %
None chosen	151	30.1 %
Total	501	100.0 %

**SUM OF THE 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)**

Sum of the top three choices	Number	Percent
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	277	55.3 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	245	48.9 %
Ease of finding information you want on www.pitkincounty.com or other department websites	319	63.7 %
Effectiveness of County communications during an emergency	281	56.1 %
None chosen	103	20.6 %
Total	1225	

**Q13. Please CHECK ALL the ways you learn about Pitkin County Government.**

	Number	Percent
Newspaper	439	87.6 %
Radio	157	31.3 %
Television	52	10.4 %
Social media	161	32.1 %
Pitkin County website	299	59.7 %
Word of mouth	318	63.5 %
Other	21	4.2 %
Total	1447	

**Q13-7. Other**

Q13-7. Other	Number	Percent
Email	5	23.8 %
Text	4	19.0 %
Alerts	2	9.5 %
App	1	4.8 %
Attending public hearings	1	4.8 %
PitCo alerts	1	4.8 %
Website	1	4.8 %
APCHA Board meeting	1	4.8 %
Pitkin Alert	1	4.8 %
FRIENDS	1	4.8 %
SPENDING HOURS ASKING FOR INFORMATION. TOO MUCH RED TAPE	1	4.8 %
ONLINE SEAT	1	4.8 %
LIBRARY	1	4.8 %
Total	21	100.0 %

**Q14. Land Use. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Property values are high in Pitkin County in part due to limitations on development and land preservation. 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=501)

	Great Benefit	Some Benefit	Neutral	Little Benefit	No Benefit	Don't Know
Q14-1. Required preservation of historic character of residential areas in Pitkin County	51.5%	28.3%	9.2%	4.4%	4.0%	2.6%
Q14-2. Limitations on density	57.1%	22.2%	8.6%	6.2%	2.8%	3.2%
Q14-3. House size restrictions	54.7%	21.2%	8.8%	6.2%	6.0%	3.2%
Q14-4. Restrictions on location & type of development in rural & remote areas of Pitkin County	52.9%	20.0%	13.0%	6.2%	3.6%	4.4%
Q14-5. Code & ordinance response to development code violations	37.5%	23.0%	19.0%	3.4%	3.4%	13.8%
Q14-6. Limitations on annual number of construction sites in Pitkin County	45.7%	16.2%	15.4%	7.8%	7.0%	8.0%
Q14-7. Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	50.9%	20.8%	11.8%	6.0%	4.0%	6.6%
Q14-8. Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	48.9%	19.8%	13.2%	6.2%	6.2%	5.8%
Q14-9. Siting new housing developments in urban areas	29.5%	30.3%	19.0%	5.2%	3.8%	12.2%
Q14-10. Siting new housing developments along transit corridors	32.1%	30.5%	17.4%	4.8%	4.0%	11.2%
Q14-11. Limitations on location of short-term rentals in rural areas	31.5%	18.4%	19.6%	10.2%	11.8%	8.6%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q14. Land Use. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Property values are high in Pitkin County in part due to limitations on development and land preservation. 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=501)

	Great Benefit	Some Benefit	Neutral	Little Benefit	No Benefit
Q14-1. Required preservation of historic character of residential areas in Pitkin County	52.9%	29.1%	9.4%	4.5%	4.1%
Q14-2. Limitations on density	59.0%	22.9%	8.9%	6.4%	2.9%
Q14-3. House size restrictions	56.5%	21.9%	9.1%	6.4%	6.2%
Q14-4. Restrictions on location & type of development in rural & remote areas of Pitkin County	55.3%	20.9%	13.6%	6.5%	3.8%
Q14-5. Code & ordinance response to development code violations	43.5%	26.6%	22.0%	3.9%	3.9%
Q14-6. Limitations on annual number of construction sites in Pitkin County	49.7%	17.6%	16.7%	8.5%	7.6%
Q14-7. Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	54.5%	22.2%	12.6%	6.4%	4.3%
Q14-8. Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	51.9%	21.0%	14.0%	6.6%	6.6%
Q14-9. Siting new housing developments in urban areas	33.6%	34.5%	21.6%	5.9%	4.3%
Q14-10. Siting new housing developments along transit corridors	36.2%	34.4%	19.6%	5.4%	4.5%
Q14-11. Limitations on location of short-term rentals in rural areas	34.5%	20.1%	21.4%	11.1%	12.9%

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Required preservation of historic character of residential areas in Pitkin County	53	10.6 %
Limitations on density	92	18.4 %
House size restrictions	53	10.6 %
Restrictions on location & type of development in rural & remote areas of Pitkin County	26	5.2 %
Code & ordinance response to development code violations	16	3.2 %
Limitations on annual number of construction sites in Pitkin County	30	6.0 %
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	32	6.4 %
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	26	5.2 %
Siting new housing developments in urban areas	27	5.4 %
Siting new housing developments along transit corridors	21	4.2 %
Limitations on location of short-term rentals in rural areas	51	10.2 %
<u>None chosen</u>	<u>74</u>	<u>14.8 %</u>
Total	501	100.0 %

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Required preservation of historic character of residential areas in Pitkin County	26	5.2 %
Limitations on density	51	10.2 %
House size restrictions	75	15.0 %
Restrictions on location & type of development in rural & remote areas of Pitkin County	49	9.8 %
Code & ordinance response to development code violations	24	4.8 %
Limitations on annual number of construction sites in Pitkin County	35	7.0 %
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	35	7.0 %
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	29	5.8 %
Siting new housing developments in urban areas	33	6.6 %
Siting new housing developments along transit corridors	33	6.6 %
Limitations on location of short-term rentals in rural areas	22	4.4 %
<u>None chosen</u>	<u>89</u>	<u>17.8 %</u>
Total	501	100.0 %

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
Required preservation of historic character of residential areas in Pitkin County	37	7.4 %
Limitations on density	38	7.6 %
House size restrictions	48	9.6 %
Restrictions on location & type of development in rural & remote areas of Pitkin County	53	10.6 %
Code & ordinance response to development code violations	36	7.2 %
Limitations on annual number of construction sites in Pitkin County	30	6.0 %
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	22	4.4 %
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	29	5.8 %
Siting new housing developments in urban areas	27	5.4 %
Siting new housing developments along transit corridors	29	5.8 %
Limitations on location of short-term rentals in rural areas	40	8.0 %
None chosen	112	22.4 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
Required preservation of historic character of residential areas in Pitkin County	116	23.2 %
Limitations on density	181	36.1 %
House size restrictions	176	35.1 %
Restrictions on location & type of development in rural & remote areas of Pitkin County	128	25.5 %
Code & ordinance response to development code violations	76	15.2 %
Limitations on annual number of construction sites in Pitkin County	95	19.0 %
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	89	17.8 %
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	84	16.8 %
Siting new housing developments in urban areas	87	17.4 %
Siting new housing developments along transit corridors	83	16.6 %
Limitations on location of short-term rentals in rural areas	113	22.6 %
None chosen	74	14.8 %
Total	1302	

**Q16. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16-1. How safe you feel in Pitkin County	66.7%	27.9%	3.8%	0.2%	1.2%	0.2%
Q16-2. Ambulance/emergency medical services in County	55.5%	27.1%	8.0%	1.4%	0.8%	7.2%
Q16-3. Traffic safety provided by law enforcement	34.9%	32.3%	17.4%	9.2%	4.2%	2.0%
Q16-4. County's protection of adults & children from abuse or neglect	17.4%	22.4%	22.8%	3.2%	1.2%	33.1%
Q16-5. County's protection of families from domestic violence	14.8%	21.2%	22.2%	3.8%	1.2%	36.9%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q16. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16-1. How safe you feel in Pitkin County	66.8%	28.0%	3.8%	0.2%	1.2%
Q16-2. Ambulance/emergency medical services in County	59.8%	29.2%	8.6%	1.5%	0.9%
Q16-3. Traffic safety provided by law enforcement	35.6%	33.0%	17.7%	9.4%	4.3%
Q16-4. County's protection of adults & children from abuse or neglect	26.0%	33.4%	34.0%	4.8%	1.8%
Q16-5. County's protection of families from domestic violence	23.4%	33.5%	35.1%	6.0%	1.9%

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

First Choice	Number	Percent
How safe you feel in Pitkin County	130	25.9 %
Ambulance/emergency medical services in County	43	8.6 %
Traffic safety provided by law enforcement	98	19.6 %
County's protection of adults & children from abuse or neglect	83	16.6 %
County's protection of families from domestic violence	58	11.6 %
None chosen	89	17.8 %
Total	501	100.0 %

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Second Choice	Number	Percent
How safe you feel in Pitkin County	27	5.4 %
Ambulance/emergency medical services in County	125	25.0 %
Traffic safety provided by law enforcement	46	9.2 %
County's protection of adults & children from abuse or neglect	96	19.2 %
County's protection of families from domestic violence	91	18.2 %
None chosen	116	23.2 %
Total	501	100.0 %

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
How safe you feel in Pitkin County	41	8.2 %
Ambulance/emergency medical services in County	68	13.6 %
Traffic safety provided by law enforcement	106	21.2 %
County's protection of adults & children from abuse or neglect	75	15.0 %
County's protection of families from domestic violence	73	14.6 %
None chosen	138	27.5 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
How safe you feel in Pitkin County	198	39.5 %
Ambulance/emergency medical services in County	236	47.1 %
Traffic safety provided by law enforcement	250	49.9 %
County's protection of adults & children from abuse or neglect	254	50.7 %
County's protection of families from domestic violence	222	44.3 %
None chosen	89	17.8 %
Total	1249	

**Q18. Public Safety. The philosophy of the Pitkin County Sheriff's Office is to thoughtfully and professionally serve the community's values of peace, safety, fairness, and acceptance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18-1. Overall quality & professionalism of local Sheriff's Office protection	44.5%	32.5%	9.8%	2.8%	1.4%	9.0%
Q18-2. How quickly Sheriff's Office responds to 911 emergencies	27.9%	24.8%	11.0%	1.8%	0.6%	33.9%
Q18-3. Visibility of Sheriff's deputies in neighborhoods	25.7%	34.7%	24.6%	6.8%	1.2%	7.0%
Q18-4. Overall quality of Pitkin Alert System	36.7%	37.5%	12.4%	2.8%	1.2%	9.4%
Q18-5. Overall quality of Sheriff's Office backcountry rescue response & services	53.3%	25.3%	4.8%	0.6%	0.4%	15.6%
Q18-6. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	13.6%	19.4%	21.0%	5.0%	3.6%	37.5%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q18. Public Safety. The philosophy of the Pitkin County Sheriff's Office is to thoughtfully and professionally serve the community's values of peace, safety, fairness, and acceptance. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18-1. Overall quality & professionalism of local Sheriff's Office protection	48.9%	35.7%	10.7%	3.1%	1.5%
Q18-2. How quickly Sheriff's Office responds to 911 emergencies	42.3%	37.5%	16.6%	2.7%	0.9%
Q18-3. Visibility of Sheriff's deputies in neighborhoods	27.7%	37.3%	26.4%	7.3%	1.3%
Q18-4. Overall quality of Pitkin Alert System	40.5%	41.4%	13.7%	3.1%	1.3%
Q18-5. Overall quality of Sheriff's Office backcountry rescue response & services	63.1%	30.0%	5.7%	0.7%	0.5%
Q18-6. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	21.7%	31.0%	33.5%	8.0%	5.8%

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

First Choice	Number	Percent
Overall quality & professionalism of local Sheriff's Office protection	126	25.1 %
How quickly Sheriff's Office responds to 911 emergencies	62	12.4 %
Visibility of Sheriff's deputies in neighborhoods	37	7.4 %
Overall quality of Pitkin Alert System	32	6.4 %
Overall quality of Sheriff's Office backcountry rescue response & services	17	3.4 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	136	27.1 %
None chosen	91	18.2 %
Total	501	100.0 %

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Second Choice	Number	Percent
Overall quality & professionalism of local Sheriff's Office protection	44	8.8 %
How quickly Sheriff's Office responds to 911 emergencies	95	19.0 %
Visibility of Sheriff's deputies in neighborhoods	65	13.0 %
Overall quality of Pitkin Alert System	66	13.2 %
Overall quality of Sheriff's Office backcountry rescue response & services	50	10.0 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	58	11.6 %
None chosen	123	24.6 %
Total	501	100.0 %

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
Overall quality & professionalism of local Sheriff's Office protection	58	11.6 %
How quickly Sheriff's Office responds to 911 emergencies	50	10.0 %
Visibility of Sheriff's deputies in neighborhoods	55	11.0 %
Overall quality of Pitkin Alert System	67	13.4 %
Overall quality of Sheriff's Office backcountry rescue response & services	58	11.6 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	64	12.8 %
None chosen	149	29.7 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
Overall quality & professionalism of local Sheriff's Office protection	228	45.5 %
How quickly Sheriff's Office responds to 911 emergencies	207	41.3 %
Visibility of Sheriff's deputies in neighborhoods	157	31.3 %
Overall quality of Pitkin Alert System	165	32.9 %
Overall quality of Sheriff's Office backcountry rescue response & services	125	25.0 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	258	51.5 %
None chosen	91	18.2 %
Total	1231	

**Q20. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20-1. Availability of shared use trails	35.5%	42.9%	11.2%	4.2%	0.6%	5.6%
Q20-2. Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	17.0%	39.7%	22.6%	10.0%	3.4%	7.4%
Q20-3. Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	5.2%	22.2%	27.1%	25.7%	15.2%	4.6%
Q20-4. County road snow removal	26.5%	46.1%	15.8%	6.0%	1.0%	4.6%
Q20-5. Satisfaction with RFTA/BRT bus system	32.7%	38.5%	14.6%	4.2%	2.0%	8.0%
Q20-6. Ease of traveling by bicycle on Pitkin County roads or shared paths	19.0%	37.3%	22.4%	10.0%	2.0%	9.4%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q20. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20-1. Availability of shared use trails	37.6%	45.5%	11.8%	4.4%	0.6%
Q20-2. Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	18.3%	42.9%	24.4%	10.8%	3.7%
Q20-3. Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	5.4%	23.2%	28.5%	27.0%	15.9%
Q20-4. County road snow removal	27.8%	48.3%	16.5%	6.3%	1.0%
Q20-5. Satisfaction with RFTA/BRT bus system	35.6%	41.9%	15.8%	4.6%	2.2%
Q20-6. Ease of traveling by bicycle on Pitkin County roads or shared paths	20.9%	41.2%	24.7%	11.0%	2.2%

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

First Choice	Number	Percent
Availability of shared use trails	39	7.8 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	56	11.2 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	192	38.3 %
County road snow removal	29	5.8 %
Satisfaction with RFTA/BRT bus system	36	7.2 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	70	14.0 %
None chosen	79	15.8 %
Total	501	100.0 %

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Second Choice	Number	Percent
Availability of shared use trails	53	10.6 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	75	15.0 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	79	15.8 %
County road snow removal	67	13.4 %
Satisfaction with RFTA/BRT bus system	52	10.4 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	62	12.4 %
None chosen	113	22.6 %
Total	501	100.0 %

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
Availability of shared use trails	60	12.0 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	59	11.8 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	37	7.4 %
County road snow removal	50	10.0 %
Satisfaction with RFTA/BRT bus system	80	16.0 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	73	14.6 %
None chosen	142	28.3 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
Availability of shared use trails	152	30.3 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	190	37.9 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	308	61.5 %
County road snow removal	146	29.1 %
Satisfaction with RFTA/BRT bus system	168	33.5 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	205	40.9 %
<u>None chosen</u>	<u>79</u>	<u>15.8 %</u>
Total	1248	

**Q22. Community Support. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22-1. Availability & quality of Human Services provided by local non-profits	16.6%	35.7%	19.8%	2.6%	1.0%	24.4%
Q22-2. Senior Services effectiveness at enabling seniors to remain as independent as possible	12.2%	25.3%	19.4%	3.4%	2.2%	37.5%
Q22-3. Availability & quality of mental health & substance abuse services	6.0%	19.2%	24.8%	12.2%	6.2%	31.7%
Q22-4. Availability & quality of economic assistance & emergency financial assistance	7.2%	16.0%	29.1%	5.2%	2.0%	40.5%
Q22-5. Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	10.0%	31.5%	28.3%	7.4%	1.8%	21.0%
Q22-6. Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	22.4%	38.3%	19.6%	5.8%	3.2%	10.8%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q22. Community Support. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22-1. Availability & quality of Human Services provided by local non-profits	21.9%	47.2%	26.1%	3.4%	1.3%
Q22-2. Senior Services effectiveness at enabling seniors to remain as independent as possible	19.5%	40.6%	31.0%	5.4%	3.5%
Q22-3. Availability & quality of mental health & substance abuse services	8.8%	28.1%	36.3%	17.8%	9.1%
Q22-4. Availability & quality of economic assistance & emergency financial assistance	12.1%	26.8%	49.0%	8.7%	3.4%
Q22-5. Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	12.6%	39.9%	35.9%	9.3%	2.3%
Q22-6. Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	25.1%	43.0%	21.9%	6.5%	3.6%

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of Human Services provided by local non-profits	41	8.2 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	50	10.0 %
Availability & quality of mental health & substance abuse services	97	19.4 %
Availability & quality of economic assistance & emergency financial assistance	32	6.4 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	63	12.6 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	104	20.8 %
None chosen	114	22.8 %
Total	501	100.0 %

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of Human Services provided by local non-profits	36	7.2 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	63	12.6 %
Availability & quality of mental health & substance abuse services	80	16.0 %
Availability & quality of economic assistance & emergency financial assistance	45	9.0 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	73	14.6 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	73	14.6 %
None chosen	131	26.1 %
Total	501	100.0 %

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
Availability & quality of Human Services provided by local non-profits	40	8.0 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	64	12.8 %
Availability & quality of mental health & substance abuse services	59	11.8 %
Availability & quality of economic assistance & emergency financial assistance	53	10.6 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	58	11.6 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	63	12.6 %
None chosen	164	32.7 %
Total	501	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
Availability & quality of Human Services provided by local non-profits	117	23.4 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	177	35.3 %
Availability & quality of mental health & substance abuse services	236	47.1 %
Availability & quality of economic assistance & emergency financial assistance	130	25.9 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	194	38.7 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	240	47.9 %
None chosen	114	22.8 %
Total	1208	

**Q24. Prosperous Economy. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24-1. Availability of affordable quality housing for purchase	4.8%	10.8%	15.8%	27.3%	33.7%	7.6%
Q24-2. Availability of affordable quality housing for rent	2.4%	6.0%	17.6%	27.1%	36.5%	10.4%
Q24-3. Availability of affordable quality health care	5.6%	21.0%	23.2%	20.4%	19.4%	10.6%
Q24-4. Availability of affordable quality childcare	2.0%	6.8%	18.4%	16.4%	16.2%	40.3%
Q24-5. Availability of affordable quality care for aging adults	3.0%	11.2%	22.8%	12.2%	12.2%	38.7%
Q24-6. Availability of employment with adequate wages for self-sufficiency	5.2%	13.0%	24.2%	24.4%	21.4%	12.0%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q24. Prosperous Economy. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24-1. Availability of affordable quality housing for purchase	5.2%	11.7%	17.1%	29.6%	36.5%
Q24-2. Availability of affordable quality housing for rent	2.7%	6.7%	19.6%	30.3%	40.8%
Q24-3. Availability of affordable quality health care	6.3%	23.4%	25.9%	22.8%	21.7%
Q24-4. Availability of affordable quality childcare	3.3%	11.4%	30.8%	27.4%	27.1%
Q24-5. Availability of affordable quality care for aging adults	4.9%	18.2%	37.1%	19.9%	19.9%
Q24-6. Availability of employment with adequate wages for self-sufficiency	5.9%	14.7%	27.4%	27.7%	24.3%

**Q25. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25-1. Vehicle registration process	40.7%	41.5%	10.2%	2.4%	0.4%	4.8%
Q25-2. Integrity of voting process	55.1%	26.5%	6.4%	2.2%	1.4%	8.4%
Q25-3. Ease of voting process	60.5%	25.7%	4.6%	0.8%	1.0%	7.4%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q25. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25-1. Vehicle registration process	42.8%	43.6%	10.7%	2.5%	0.4%
Q25-2. Integrity of voting process	60.1%	29.0%	7.0%	2.4%	1.5%
Q25-3. Ease of voting process	65.3%	27.8%	5.0%	0.9%	1.1%

**Q26. Internet Service. Do you have access to the internet at home?**

	Number	Percent
Yes	462	92.2 %
No	11	2.2 %
Don't know	28	5.6 %
Total	501	100.0 %

**EXCLUDING "DON'T KNOW" RESPONSES****Q26. Internet Service. Do you have access to the internet at home? (without "don't know")**

	Number	Percent
Yes	462	97.7 %
No	11	2.3 %
Total	473	100.0 %

**Q27. Please indicate your level of satisfaction with each of the following features of a home internet provider. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=462)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q27-1. Having multiple internet providers to choose from	8.7%	20.3%	25.5%	22.5%	16.7%	6.3%
Q27-2. Being able to buy dependable service with very high speeds (ability for multiple devices to operate at once)	11.9%	29.2%	25.1%	16.7%	11.0%	6.1%
Q27-3. Having the ability to use a reliable home internet connection to telework for work or school	16.5%	35.5%	22.9%	9.7%	7.6%	7.8%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q27. Please indicate your level of satisfaction with each of the following features of a home internet provider. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=462)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q27-1. Having multiple internet providers to choose from	9.2%	21.7%	27.3%	24.0%	17.8%
Q27-2. Being able to buy dependable service with very high speeds (ability for multiple devices to operate at once)	12.7%	31.1%	26.7%	17.7%	11.8%
Q27-3. Having the ability to use a reliable home internet connection to telework for work or school	17.8%	38.5%	24.9%	10.6%	8.2%

**Q28. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q28-1. Airport parking	14.2%	40.5%	22.0%	12.0%	3.6%	7.8%
Q28-2. Airport terminal	16.4%	40.7%	20.6%	12.4%	5.8%	4.2%
Q28-3. Customer service at Aspen Airport	18.8%	42.7%	23.4%	5.6%	2.6%	7.0%
Q28-4. Ground transportation to & from Aspen Airport	11.6%	31.3%	26.9%	12.8%	4.4%	13.0%
Q28-5. Overall satisfaction with Aspen Airport	18.0%	44.9%	22.6%	7.6%	3.4%	3.6%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q28. 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=501)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q28-1. Airport parking	15.4%	43.9%	23.8%	13.0%	3.9%
Q28-2. Airport terminal	17.1%	42.5%	21.5%	12.9%	6.0%
Q28-3. Customer service at Aspen Airport	20.2%	45.9%	25.1%	6.0%	2.8%
Q28-4. Ground transportation to & from Aspen Airport	13.3%	36.0%	31.0%	14.7%	5.0%
Q28-5. Overall satisfaction with Aspen Airport	18.6%	46.6%	23.4%	7.9%	3.5%

**Q29. Which airport do you fly into and out of most often?**

	Number	Percent
Aspen	357	71.3 %
Eagle/Vail	11	2.2 %
Grand Junction	15	3.0 %
Denver International	85	17.0 %
I don't use air travel	14	2.8 %
Not provided	19	3.8 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q29. Which airport do you fly into and out of most often? (without "not provided")**

	Number	Percent
Aspen	357	74.1 %
Eagle/Vail	11	2.3 %
Grand Junction	15	3.1 %
Denver International	85	17.6 %
I don't use air travel	14	2.9 %
Total	482	100.0 %

**Q30. Overall Opinion of the County. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Pitkin County regarding the following.**

(N=501)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q30-1. Value you receive for Pitkin County portion of your property taxes (22% County, 78% schools & other)	15.6%	35.9%	21.2%	12.8%	5.8%	8.8%
Q30-2. As a County that is moving in the right direction	9.6%	34.7%	22.4%	17.6%	10.8%	5.0%
Q30-3. Overall quality of services provided by Pitkin County	16.2%	48.9%	20.4%	7.0%	2.2%	5.4%
Q30-4. Overall quality of customer service you receive from County employees	22.2%	37.3%	22.0%	7.6%	2.0%	9.0%
Q30-5. Effectiveness of the 5-member Board of County Commissioners	10.2%	23.2%	26.7%	14.0%	11.2%	14.8%

**EXCLUDING "DON'T KNOW" RESPONSES**

**Q30. Overall Opinion of the County. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Pitkin County regarding the following. (without "don't know")**

(N=501)

	Excellent	Good	Neutral	Fair	Poor
Q30-1. Value you receive for Pitkin County portion of your property taxes (22% County, 78% schools & other)	17.1%	39.4%	23.2%	14.0%	6.3%
Q30-2. As a County that is moving in the right direction	10.1%	36.6%	23.5%	18.5%	11.3%
Q30-3. Overall quality of services provided by Pitkin County	17.1%	51.7%	21.5%	7.4%	2.3%
Q30-4. Overall quality of customer service you receive from County employees	24.3%	41.0%	24.1%	8.3%	2.2%
Q30-5. Effectiveness of the 5-member Board of County Commissioners	11.9%	27.2%	31.4%	16.4%	13.1%

**Q32. What is your age?**

	Number	Percent
18-34 years	82	16.4 %
35-44 years	87	17.4 %
45-54 years	92	18.4 %
55-64 years	96	19.2 %
65 years or older	91	18.2 %
Not provided	53	10.6 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q32. What is your age? (without "not provided")**

	Number	Percent
18-34 years	82	18.3 %
35-44 years	87	19.4 %
45-54 years	92	20.5 %
55-64 years	96	21.4 %
65 years or older	91	20.3 %
Total	448	100.0 %

**Q33. Which of the following best describes your race/ethnicity?**

	Number	Percent
Asian/Pacific Islander	12	2.4 %
Black/African American	4	0.8 %
Native American	3	0.6 %
White/Caucasian	456	91.0 %
Hispanic/Latino	52	10.4 %
Other	4	0.8 %
Total	531	

**Q33-6. Self-describe your race/ethnicity:**

	Number	Percent
Mixed	2	50.0 %
Middle Eastern	1	25.0 %
Multiple races	1	25.0 %
Total	4	100.0 %

**Q34. What is the primary language spoken in your home?**

	Number	Percent
English	470	93.8 %
Spanish	6	1.2 %
Other	4	0.8 %
Not provided	21	4.2 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q34. What is the primary language spoken in your home? (without "not provided")**

	Number	Percent
English	470	97.9 %
Spanish	6	1.3 %
Other	4	0.8 %
Total	480	100.0 %

**Q34-3. Other:**

	Number	Percent
German	2	66.7 %
Italian	1	33.3 %
Total	3	100.0 %

**Q35. What is your gender?**

	Number	Percent
Male	244	48.7 %
Female	243	48.5 %
Non-binary	2	0.4 %
Transgender	1	0.2 %
Other	1	0.2 %
Prefer not to respond	10	2.0 %
Total	501	100.0 %

**EXCLUDING "PREFER NOT TO RESPOND" RESPONSES****Q35. What is your gender? (without "prefer not to respond")**

	Number	Percent
Male	244	49.7 %
Female	243	49.5 %
Non-binary	2	0.4 %
Transgender	1	0.2 %
Other	1	0.2 %
Total	491	100.0 %

**Q35-5. Self-describe your gender:**

	Number	Percent
Cannot be described	1	100.0 %
Total	1	100.0 %

**Q36. Would you say your total household income is...**

	Number	Percent
Under \$25K	18	3.6 %
\$25K to \$49,999	64	12.8 %
\$50K to \$74,999	82	16.4 %
\$75K to \$99,999	86	17.2 %
\$100K to \$124,999	30	6.0 %
\$125K to \$149,999	33	6.6 %
\$150K to \$199,999	33	6.6 %
\$200K+	70	14.0 %
Not provided	85	17.0 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q36. Would you say your total household income is... (without "not provided")**

	Number	Percent
Under \$25K	18	4.3 %
\$25K to \$49,999	64	15.4 %
\$50K to \$74,999	82	19.7 %
\$75K to \$99,999	86	20.7 %
\$100K to \$124,999	30	7.2 %
\$125K to \$149,999	33	7.9 %
\$150K to \$199,999	33	7.9 %
\$200K+	70	16.8 %
Total	416	100.0 %

**Q37. Are you a registered voter in Pitkin County?**

	Number	Percent
Yes	455	90.8 %
No	39	7.8 %
Not provided	7	1.4 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q37. Are you a registered voter in Pitkin County? (without "not provided")**

	Number	Percent
Yes	455	92.1 %
No	39	7.9 %
Total	494	100.0 %

**Q38. Are you employed?**

	Number	Percent
Yes	366	73.1 %
No	122	24.4 %
Not provided	13	2.6 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q38. Are you employed? (without "not provided")**

	Number	Percent
Yes	366	75.0 %
No	122	25.0 %
Total	488	100.0 %

**Q39. Approximately how many years have you lived in Pitkin County?**

	Number	Percent
0-5 years	39	7.8 %
6-10 years	44	8.8 %
11-15 years	38	7.6 %
16-20 years	49	9.8 %
21-30 years	97	19.4 %
31 years or longer	210	41.9 %
Not provided	24	4.8 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q39. Approximately how many years have you lived in Pitkin County? (without "not provided")**

	Number	Percent
0-5 years	39	8.2 %
6-10 years	44	9.2 %
11-15 years	38	8.0 %
16-20 years	49	10.3 %
21-30 years	97	20.3 %
31 years or longer	210	44.0 %
Total	477	100.0 %

**Q40. Is this your primary place of residence?**

	Number	Percent
Yes	477	95.2 %
No	16	3.2 %
Not provided	8	1.6 %
Total	501	100.0 %

**EXCLUDING "NOT PROVIDED" RESPONSES****Q40. Is this your primary place of residence? (without "not provided")**

	Number	Percent
Yes	477	96.8 %
No	16	3.2 %
Total	493	100.0 %

**Q41. Do you own or rent your current residence?**

	Number	Percent
Own	353	70.5 %
Rent	113	22.6 %
Deed restricted	65	13.0 %
Total	531	

# 6

## Survey Instrument



Dear Fellow Pitkin County Resident,

You have been selected at random to participate in the 2021 Pitkin County Community Survey. Your honest answers to the following questions are very important to me, my fellow commissioners on the Board of County Commissioners, and all of our departments at Pitkin County! Your answers will help us take an important measurement of “how we’re doing” and to understand which county programs are working well or which ones need more attention to meet our community’s expectations. We will use your feedback from this survey to make important decisions about how we operate and prioritize programs now and into the future.

Of the taxes collected each year in Pitkin County, the county receives approximately 19% of the property taxes and 22% of the sales taxes. Your participation in this survey will help ensure that these funds are providing the best value possible to achieve a safe, healthy, vibrant and sustainable community. We greatly appreciate your efforts to complete this survey and you will need approximately 20-30 minutes to answer all questions.

A postage-paid return envelope has been provided for your convenience, or you may complete the survey online at [www.pitkincountysurvey.com](http://www.pitkincountysurvey.com). If you would prefer to take the survey over the phone please call toll free 1-800-801-5368.

If you have any questions please call Pitkin County Community Relations at 970-920-5200.

Thank you for your help on this collaborative effort to help make Pitkin County an even better place to live, work, play, visit, and raise a family.

Very truly yours,

A handwritten signature in blue ink that reads "Kelly McNicholas Kury". The signature is written in a cursive style and is positioned above the printed name.

Kelly McNicholas Kury  
Chair  
Pitkin County Board of Commissioners

## 2021 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 Pitkin County Communications ([PIO@PitkinCounty.com](mailto:PIO@PitkinCounty.com)) with questions.

1. **Overall Quality of Life in the County.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how you would rate Pitkin County regarding the following.

How would you rate Pitkin County...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	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 flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality and quantity)	5	4	3	2	1	9
5. As a flourishing built environment	5	4	3	2	1	9
6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	5	4	3	2	1	9
7. As a place that is inclusive of full time, part time, and new residents	5	4	3	2	1	9
8. Overall sense of community	5	4	3	2	1	9

2. **Which THREE of the items listed in Question 1 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 1.]

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

3. **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. County's public health response to the COVID-19 pandemic	5	4	3	2	1	9
02. County's efforts to provide support services during the COVID-19 pandemic including economic and emergency assistance	5	4	3	2	1	9
03. How well the County is managing growth	5	4	3	2	1	9
04. County's efforts to mitigate the impacts of climate change and reduce greenhouse gas emissions	5	4	3	2	1	9
05. County's efforts to address affordable housing, including quality and quantity	5	4	3	2	1	9
06. County's efforts to address the community's mental health needs	5	4	3	2	1	9
07. County's efforts to protect water quality and quantity	5	4	3	2	1	9
08. County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, and flood	5	4	3	2	1	9
09. Public safety (Sheriff's office, jail, animal safety officer services)	5	4	3	2	1	9
10. Parks, trails, open spaces, and habitat protection (through codes, ordinances, and open space purchases)	5	4	3	2	1	9
11. Sustainable economic development (diversifying the economy, sustainable workforce)	5	4	3	2	1	9
12. Condition of County roadways	5	4	3	2	1	9
13. Current process for obtaining permits and inspections for construction and renovation	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 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 3.]

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

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

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

\_\_\_\_(1) Great benefit      \_\_\_\_ (3) Neutral      \_\_\_\_ (5) No benefit  
 \_\_\_\_ (2) Some benefit      \_\_\_\_ (4) Little benefit      \_\_\_\_ (9) Don't know

6. How important do you think it is to develop a hard surface trail connection between the Brush Creek Park and Ride and Aspen Airport Business Center?

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

7. **County Priorities for Open Space and Trails.** Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Not a Priority," please indicate how you would prioritize open space and trail priorities.

	Essential	High Priority	Moderate Priority	Low Priority	Not a Priority	I Am Not Sure
1. Congestion Management of parking, increased visitation, overcrowding	5	4	3	2	1	9
2. Ecosystem Health and Resilience (Habitat, Wildlife, Water)	5	4	3	2	1	9
3. Agriculture and Local Food Production	5	4	3	2	1	9
4. Protection of Public Access to Open Spaces	5	4	3	2	1	9
5. Communication of Rules, Regulations and Etiquette with Users	5	4	3	2	1	9

8. 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? [Write in your answers below using the numbers from the list in Question 7.]

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

9. **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."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Household diversion programs: recycling drop off and unique recycling programs (electronics, books, mattresses, textiles), drop and swap, household hazardous waste disposal	5	4	3	2	1	9
2. Construction and demolition waste diversion program	5	4	3	2	1	9
3. Composting Program (yard and food waste)	5	4	3	2	1	9
4. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, and landscape boulders)	5	4	3	2	1	9

10. Which THREE of the items listed in Question 9 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 9.]

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

**11. 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.	Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	5	4	3	2	1	9
2.	Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	5	4	3	2	1	9
3.	Ease of finding the information you want on www.pitkincounty.com or other department websites	5	4	3	2	1	9
4.	Effectiveness of County communications during an emergency	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. Please CHECK ALL the ways you learn about Pitkin County Government.**

- (1) Newspaper       (4) Social media       (7) Other: \_\_\_\_\_  
 (2) Radio             (5) Pitkin County website  
 (3) Television        (6) Word of Mouth

**14. Land Use.** Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Property values are high in Pitkin County in part due to limitations on development and land preservation. 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
01.	Required preservation of the historic character of residential areas in Pitkin County	5	4	3	2	1	9
02.	Limitations on density	5	4	3	2	1	9
03.	House size restrictions	5	4	3	2	1	9
04.	Restrictions on location and type of development in rural and remote areas of Pitkin County	5	4	3	2	1	9
05.	Code and ordinance response to development code violations	5	4	3	2	1	9
06.	Limitations on the annual number of construction sites in Pitkin County	5	4	3	2	1	9
07.	Development of further incentives and voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	5	4	3	2	1	9
08.	Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	5	4	3	2	1	9
09.	Siting new housing developments in urban areas	5	4	3	2	1	9
10.	Siting new housing developments along transit corridors	5	4	3	2	1	9
11.	Limitations on the location of short-term rentals in rural areas	5	4	3	2	1	9

**15. Which THREE of the items listed in Question 14 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 14.]**

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

16. **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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How safe you feel in Pitkin County	5	4	3	2	1	9
2. Ambulance/emergency medical services in the County	5	4	3	2	1	9
3. Traffic safety provided by law enforcement	5	4	3	2	1	9
4. The County's protection of adults and children from abuse or neglect	5	4	3	2	1	9
5. The County's protection of families from domestic violence	5	4	3	2	1	9

17. Which THREE of the items listed in Question 16 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 16.]

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

18. **Public Safety.** The philosophy of the Pitkin County Sheriff's Office is to thoughtfully and professionally serve the community's values of peace, safety, fairness, and acceptance. 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. Overall quality and professionalism of local Sheriff's Office protection	5	4	3	2	1	9
2. How quickly Sheriff's Office responds to 911 emergencies	5	4	3	2	1	9
3. The visibility of Sheriff's deputies in neighborhoods	5	4	3	2	1	9
4. Overall quality of Pitkin Alert System	5	4	3	2	1	9
5. Overall quality of Sheriff's Office backcountry rescue response and services	5	4	3	2	1	9
6. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	5	4	3	2	1	9

19. Which THREE of the items listed in Question 18 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 18.]

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

20. **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. Availability of shared use trails	5	4	3	2	1	9
2. Availability of parking (Brush Creek Park and Ride, Airport Business Center, etc.)	5	4	3	2	1	9
3. Traffic volume and safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	5	4	3	2	1	9
4. County road snow removal	5	4	3	2	1	9
5. Satisfaction with the RFTA/BRT bus system	5	4	3	2	1	9
6. Ease of traveling by bicycle on Pitkin County roads or shared paths	5	4	3	2	1	9

21. Which THREE of the items listed in Question 20 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 20.]

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

- 22. Community Support. 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.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability and quality of Human Services provided by local non-profits	5	4	3	2	1	9
2.	Senior Services effectiveness at enabling seniors to remain as independent as possible	5	4	3	2	1	9
3.	Availability and quality of mental health and substance abuse services	5	4	3	2	1	9
4.	Availability and quality of economic assistance and emergency financial assistance	5	4	3	2	1	9
5.	Environmental Health (Septic, indoor air quality and radon, noise, disease investigation, outdoor air quality)	5	4	3	2	1	9
6.	Public health (immunizations, social determinants of health: conditions related to where people live, work, learn, and play that affect health, functioning, and quality-of-life outcomes and risks)	5	4	3	2	1	9

- 23. Which THREE of the items listed in Question 22 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 22.]**

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

- 24. Prosperous Economy. 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 quality housing for purchase	5	4	3	2	1	9
2.	Availability of affordable quality housing for rent	5	4	3	2	1	9
3.	Availability of affordable quality health care	5	4	3	2	1	9
4.	Availability of affordable quality childcare	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 with adequate wages for self-sufficiency	5	4	3	2	1	9

- 25. 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

- 26. Internet Service. Do you have access to the internet at home?**

\_\_\_\_(1) Yes [Answer Q27.]      \_\_\_\_ (2) No [Skip to Q28.]      \_\_\_\_ (9) Don't know [Skip to Q28.]

27. Please indicate your level of satisfaction with each of the following features of a home internet provider. Using 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.	Having multiple Internet providers to choose from	5	4	3	2	1	9
2.	Being able to buy dependable service with very high speeds (ability for multiple devices to operate at once)	5	4	3	2	1	9
3.	Having the ability to use a reliable home Internet connection to telework for work or school	5	4	3	2	1	9

28. **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.	Ground transportation to and from Aspen Airport	5	4	3	2	1	9
5.	Overall satisfaction with the Aspen Airport	5	4	3	2	1	9

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

- (1) Aspen                       (3) Grand Junction                       (5) I don't use air travel  
 (2) Eagle/Vail                       (4) Denver International

30. **Overall Opinion of the County.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Pitkin County regarding the following.

		Excellent	Good	Neutral	Fair	Poor	Don't Know
1.	Value you receive for the Pitkin County portion of your property taxes (22% County, 78% schools and other)	5	4	3	2	1	9
2.	As a County that is moving in the right direction	5	4	3	2	1	9
3.	Overall quality of services provided by Pitkin County	5	4	3	2	1	9
4.	Overall quality of customer service you receive from County employees	5	4	3	2	1	9
5.	Effectiveness of the 5-member Board of County Commissioners	5	4	3	2	1	9

31. Do you have any comments or suggestions regarding any County-provided services? Or other priorities that have not been included in this survey?

---



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- 32. What is your age?** \_\_\_\_\_ years
- 33. Which of the following best describes your race/ethnicity? [Check all that apply.]**  
 \_\_\_\_ (1) Asian/Pacific Islander      \_\_\_\_ (3) Native American      \_\_\_\_ (5) Hispanic/Latino  
 \_\_\_\_ (2) Black/African American      \_\_\_\_ (4) White/Caucasian      \_\_\_\_ (99) Other: \_\_\_\_\_
- 34. What is the primary language spoken in your home?**  
 \_\_\_\_ (1) English      \_\_\_\_ (2) Spanish      \_\_\_\_ (3) Other: \_\_\_\_\_
- 35. What is your gender?**  
 \_\_\_\_ (1) Male      \_\_\_\_ (3) Non-binary      \_\_\_\_ (5) Other: \_\_\_\_\_  
 \_\_\_\_ (2) Female      \_\_\_\_ (4) Transgender      \_\_\_\_ (6) Prefer not to respond
- 36. Would you say your total household income is...**  
 \_\_\_\_ (1) Under \$25,000      \_\_\_\_ (4) \$75,000 to \$99,999      \_\_\_\_ (7) \$150,000 to \$199,999  
 \_\_\_\_ (2) \$25,000 to \$49,999      \_\_\_\_ (5) \$100,000 to \$124,999      \_\_\_\_ (8) \$200,000 or more  
 \_\_\_\_ (3) \$50,000 to \$74,999      \_\_\_\_ (6) \$125,000 to \$149,999
- 37. Are you a registered voter in Pitkin County?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No
- 38. Are you employed?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No
- 39. Approximately how many years have you lived in Pitkin County?** \_\_\_\_\_ years
- 40. Is this your primary place of residence?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No
- 41. Do you own or rent your current residence? [Check all that apply.]**  
 \_\_\_\_ (1) Own      \_\_\_\_ (2) Rent      \_\_\_\_ (3) Deed Restricted

**This concludes the survey. Thank you for your time!**  
 Please return your completed survey in the enclosed postage-paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems. If your address is not correct, please provide the correct information. Thank you.

2021

**Pitkin County  
Community Survey**  
GIS Mapping

Presented to the  
Pitkin County,  
Colorado

December 2021



**ETC**  
INSTITUTE



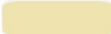


# GIS Mapping



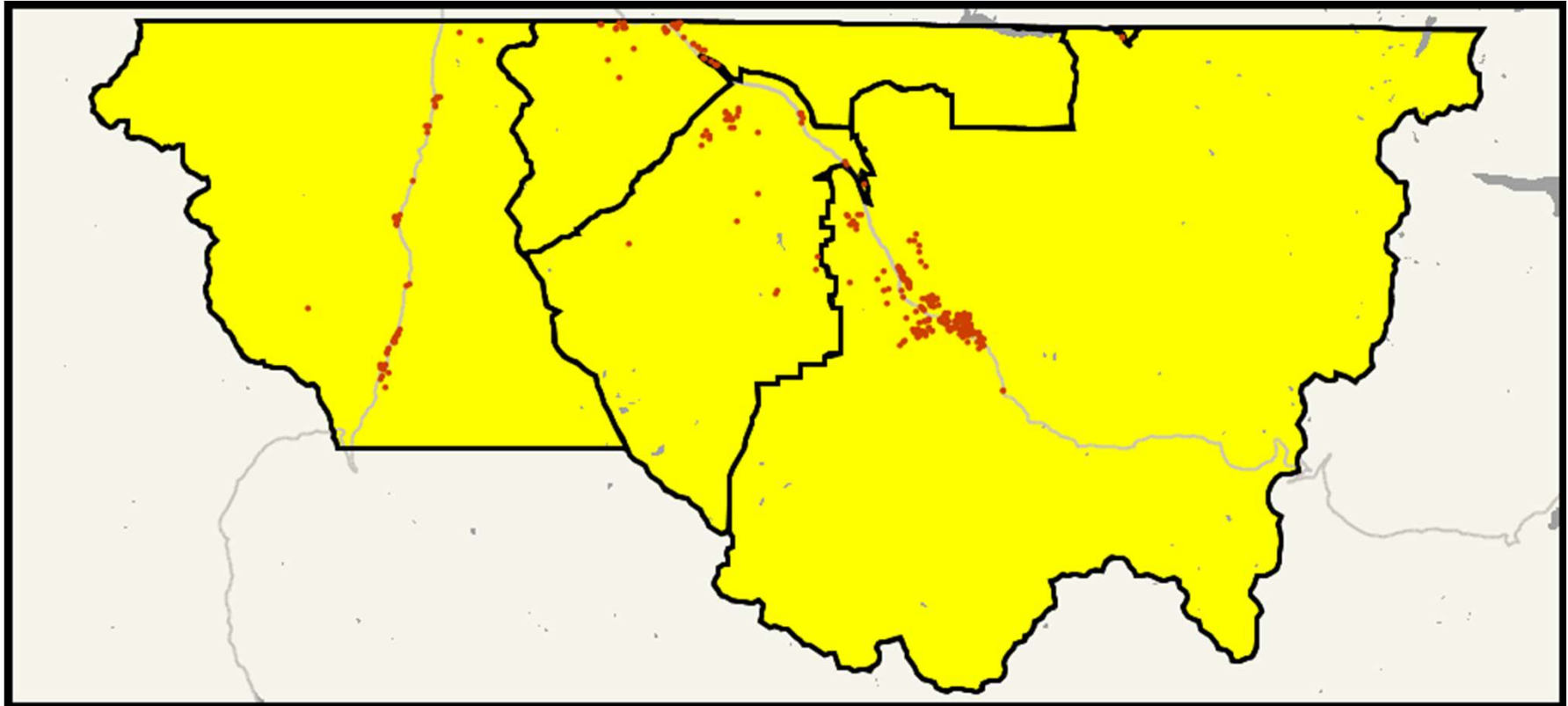
## Interpreting the GIS (Geographic Information System) Maps Provided

The maps on the following pages show the mean ratings for satisfaction and rating questions on the Pitkin County Community Survey. Boundaries are shown by Zip Codes.

When reading the maps, please use the following color scheme as a guide:

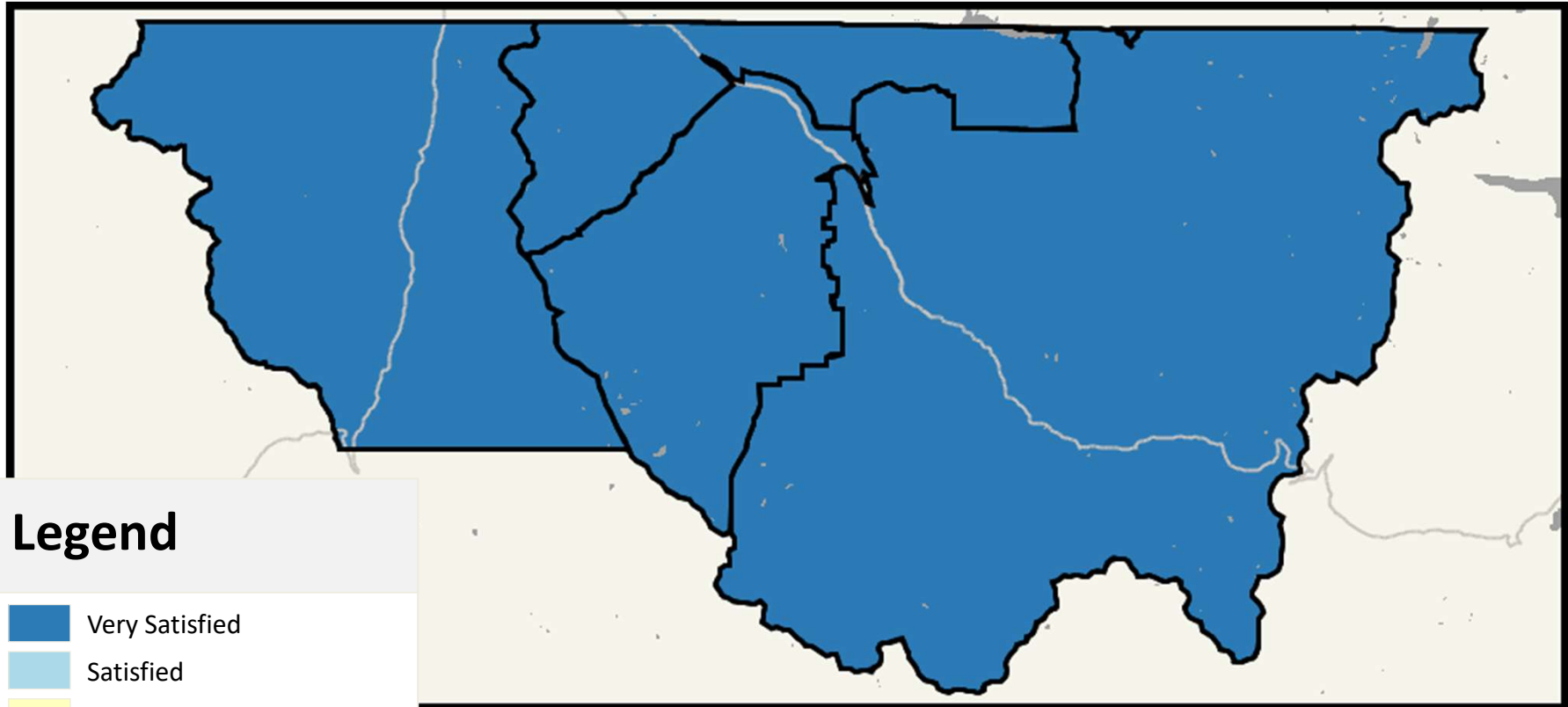
-  Darker blue shades indicate POSITIVE ratings. Shades of blue generally indicate high satisfaction with a service, ratings of “very satisfied” or “excellent.”
-  Lighter blue shades indicate POSITIVE ratings. Shades of light blue generally indicate satisfaction with a service, ratings of “satisfied” or “good.”
-  Off-white shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality-of-service delivery is adequate.
-  Orange shades indicate NEGATIVE ratings. Shades of orange generally indicate slight dissatisfaction with a service, ratings of “dissatisfied” or “below average.”
-  Red shades indicate NEGATIVE ratings. Shades of red generally indicate dissatisfaction with a service, ratings of “very dissatisfied” or “poor.”

# 2021 Pitkin County Community Survey



**Location of Respondents  
Boundaries Show Zip Codes**

# Q1-1. Respondents' Level of Satisfaction With Pitkin County **As a Place to Live**



## Legend

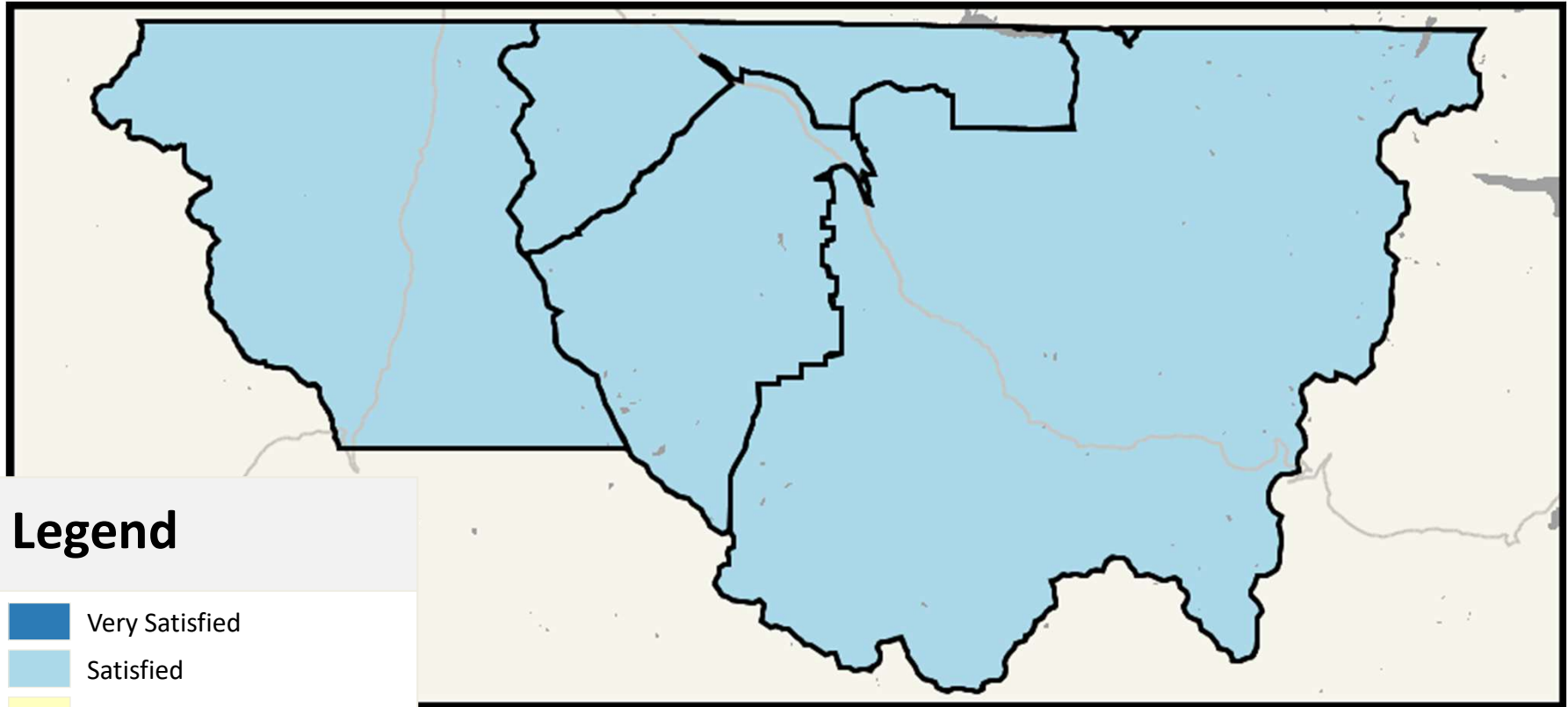
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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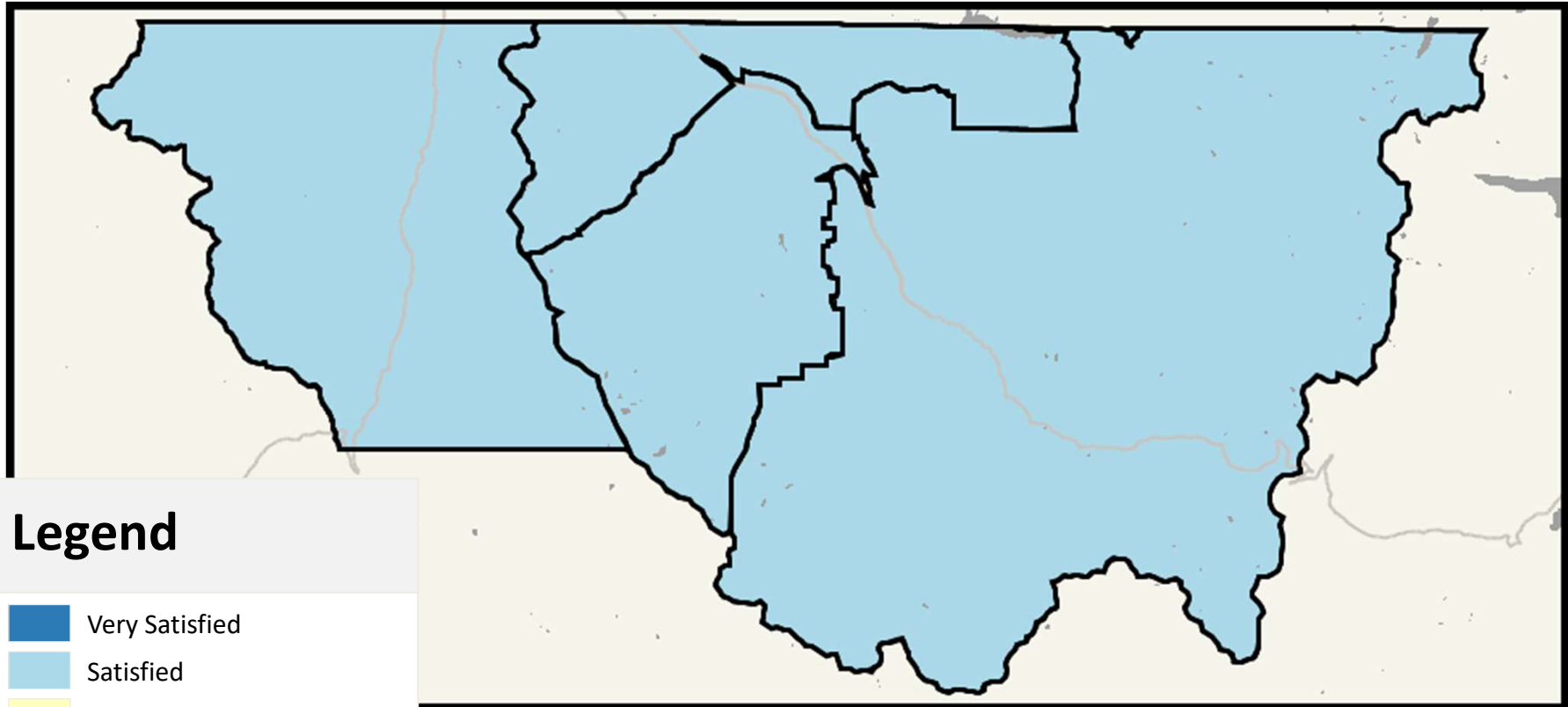
# Q1-2. Respondents' Level of Satisfaction With Pitkin County **As a Place to Raise and Educate Children**



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q1-3. Respondents' Level of Satisfaction With Pitkin County **As a Place to Work**



## Legend

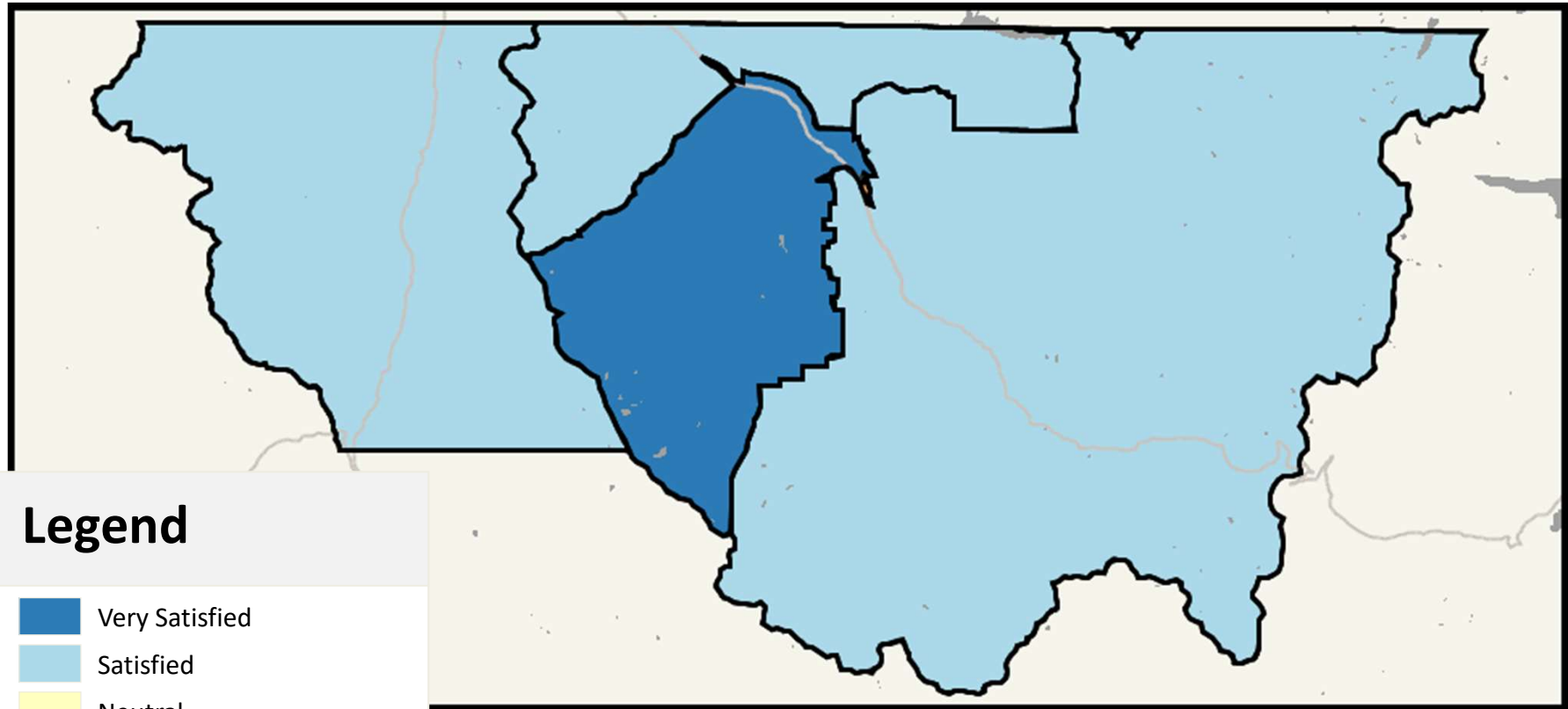
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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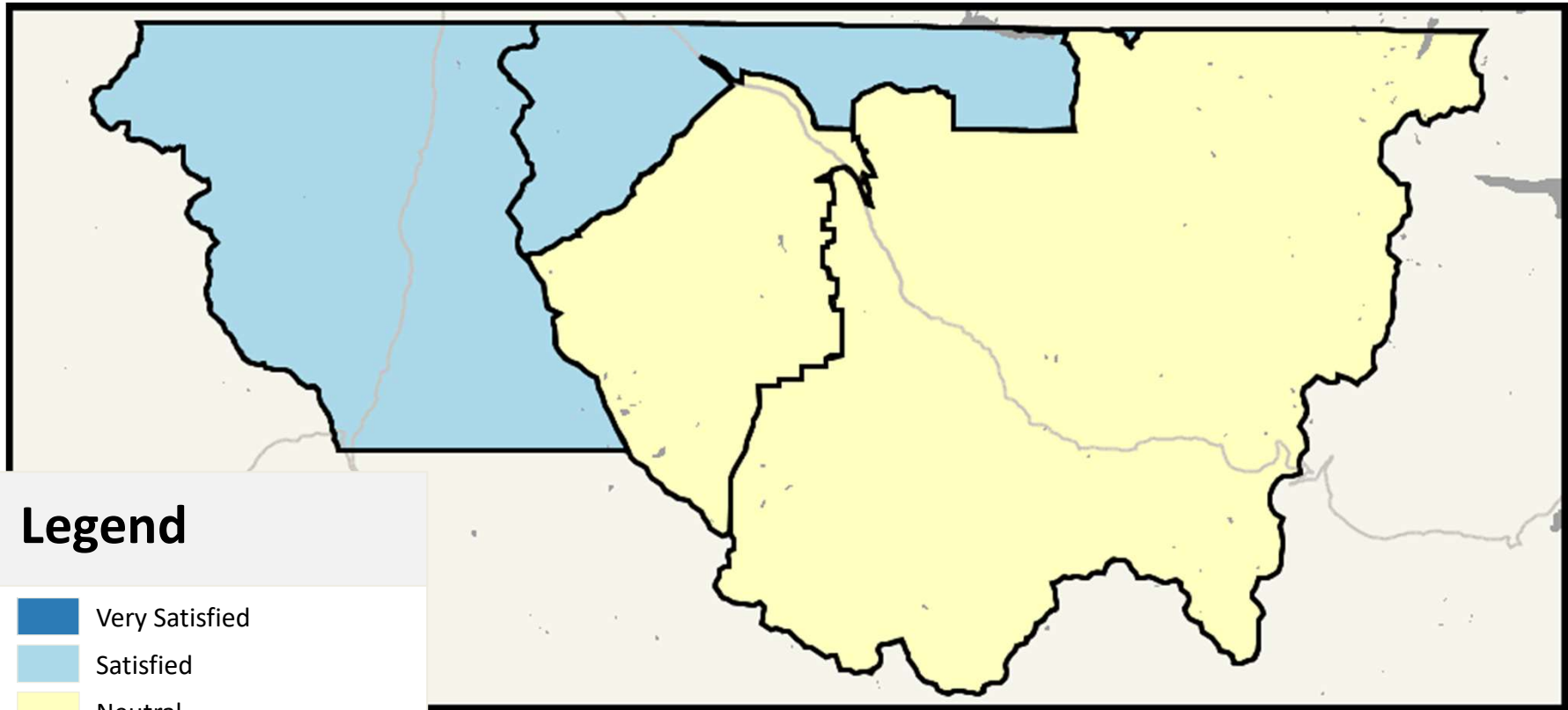
# Q1-4. Respondents' Level of Satisfaction With Pitkin County As a Flourishing Natural Environment *(Air Quality, Recreation, Noise Mitigation, Dark Skies & Water Quality and Quantity)*



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

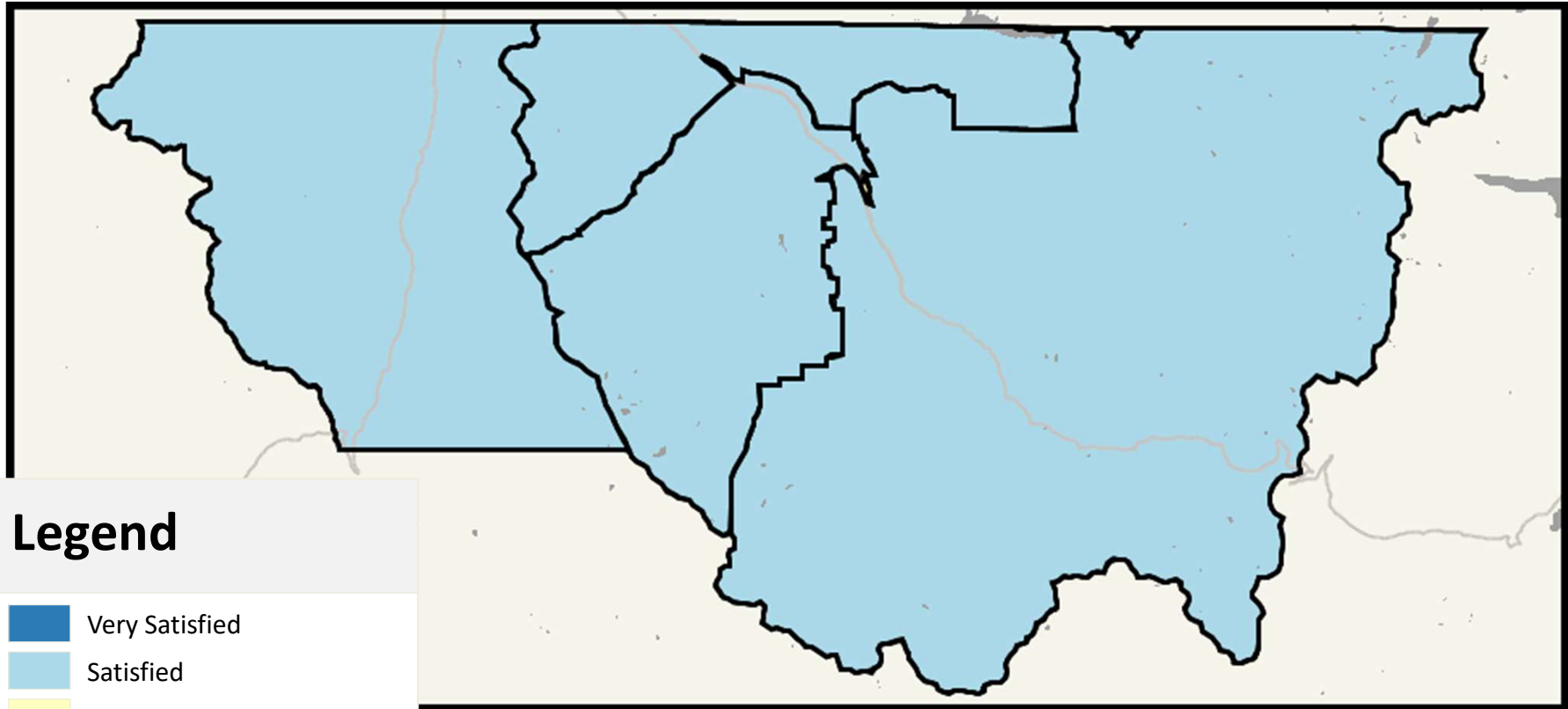
# Q1-5. Level of Satisfaction With Pitkin County As a Flourishing Built Environment



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q1-6. Respondents' Level of Satisfaction With Pitkin County **As a Place Where Everyone is Respected, Regardless of Race, Gender, Age, Language, Sexual Identity, or Other Identity Characteristics**



## Legend

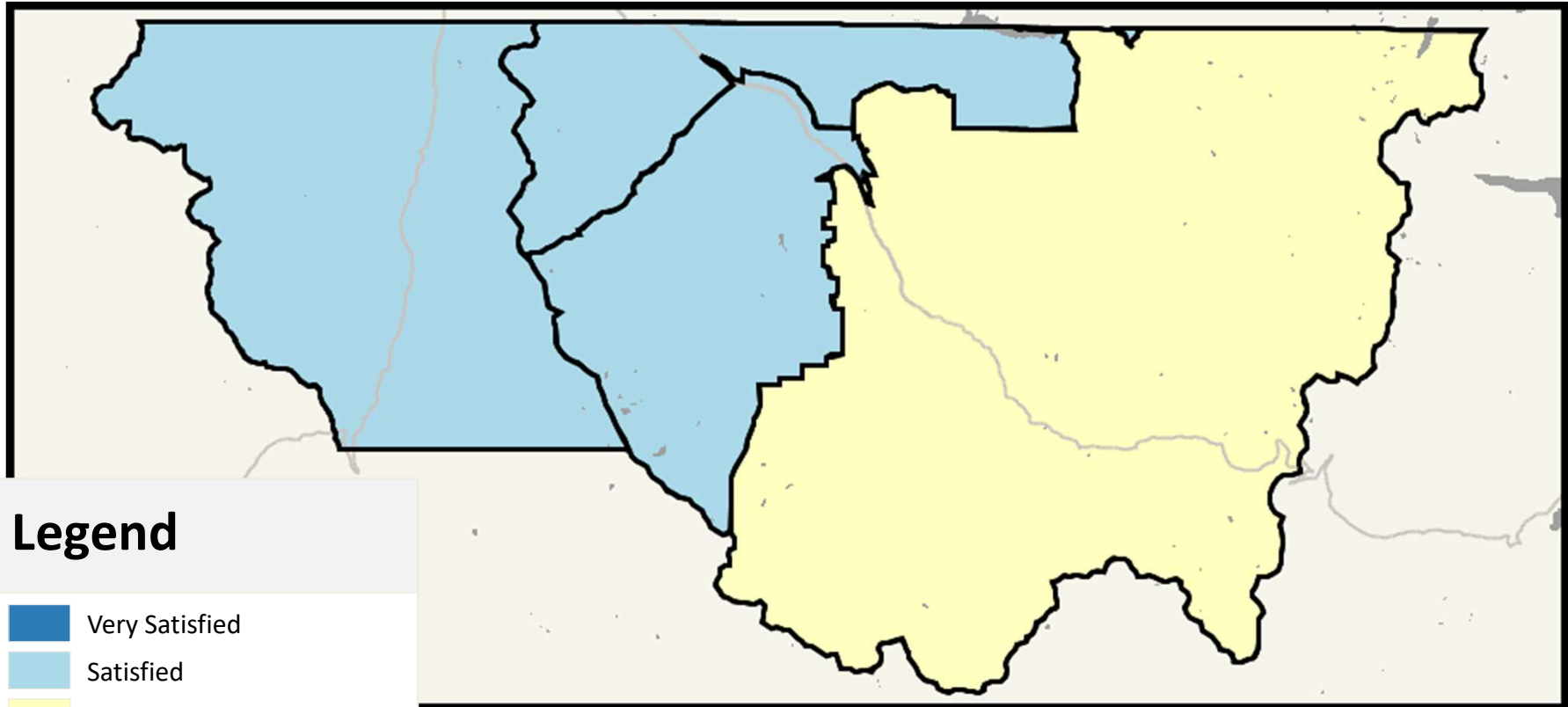
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q1-7. Respondents' Level of Satisfaction With Pitkin County As a Place That is Inclusive of Full Time, Part Time, and New Residents



## Legend

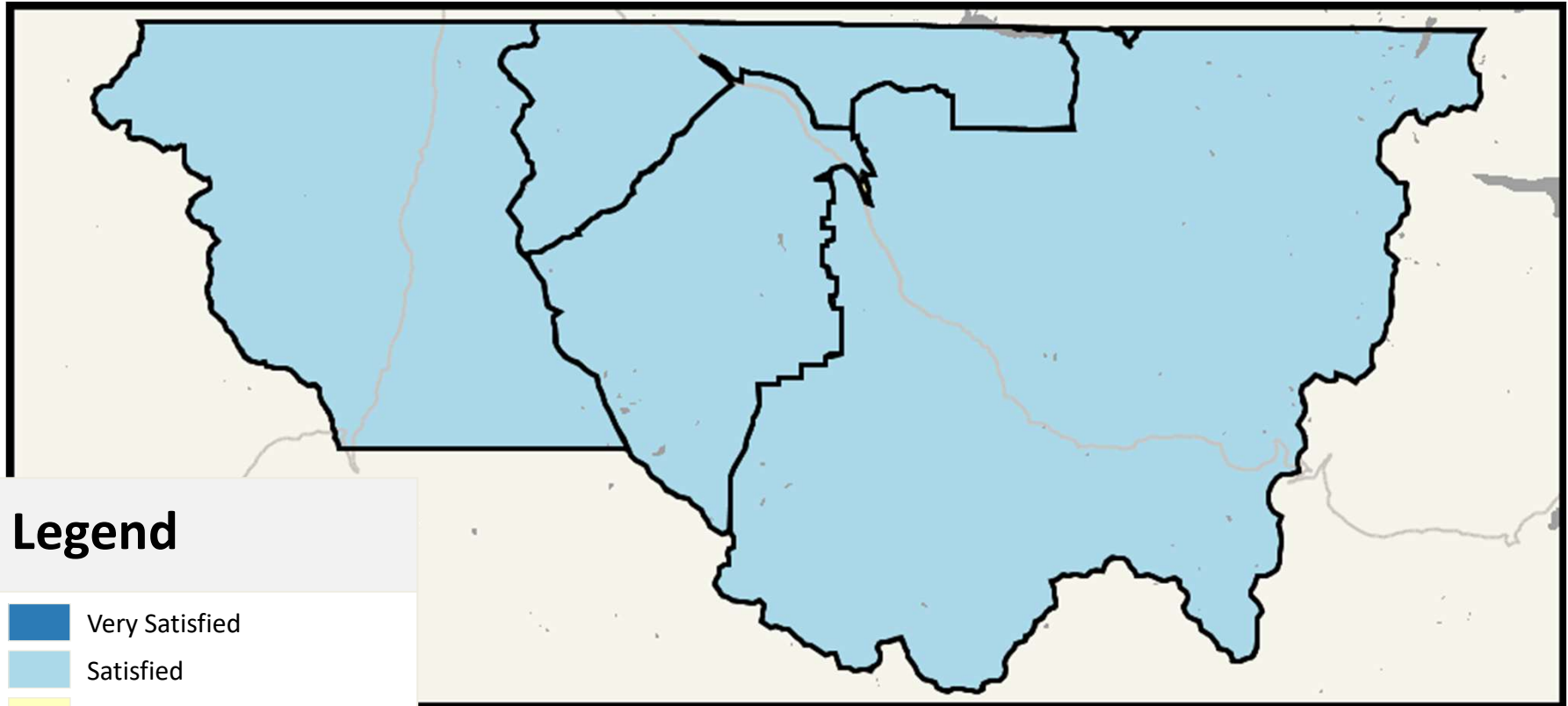
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q1-8. Respondents' Level of Satisfaction With Pitkin County's **Overall Sense of Community**



## Legend

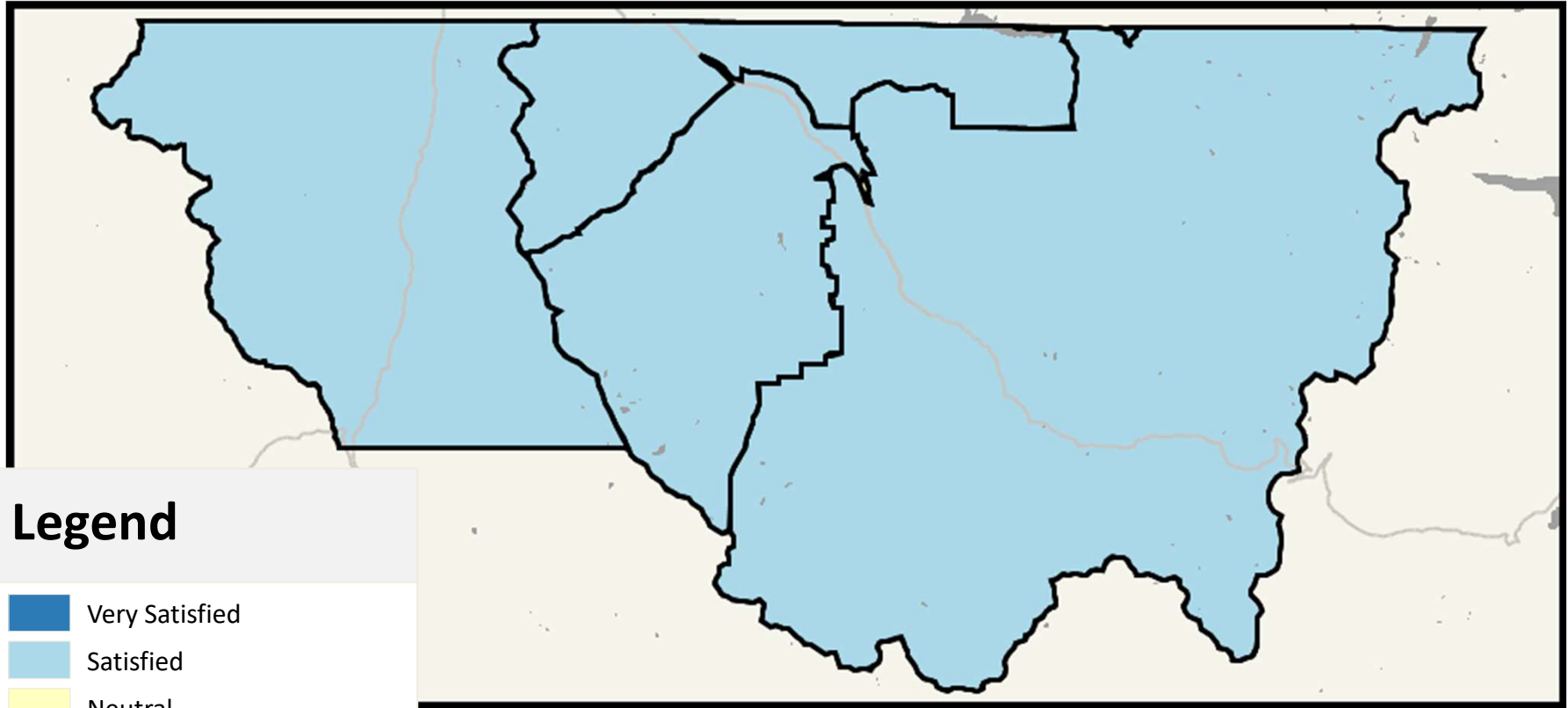
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q3-1. Respondents' Level of Satisfaction With the County's Public Health Response to the COVID-19 Pandemic



## Legend

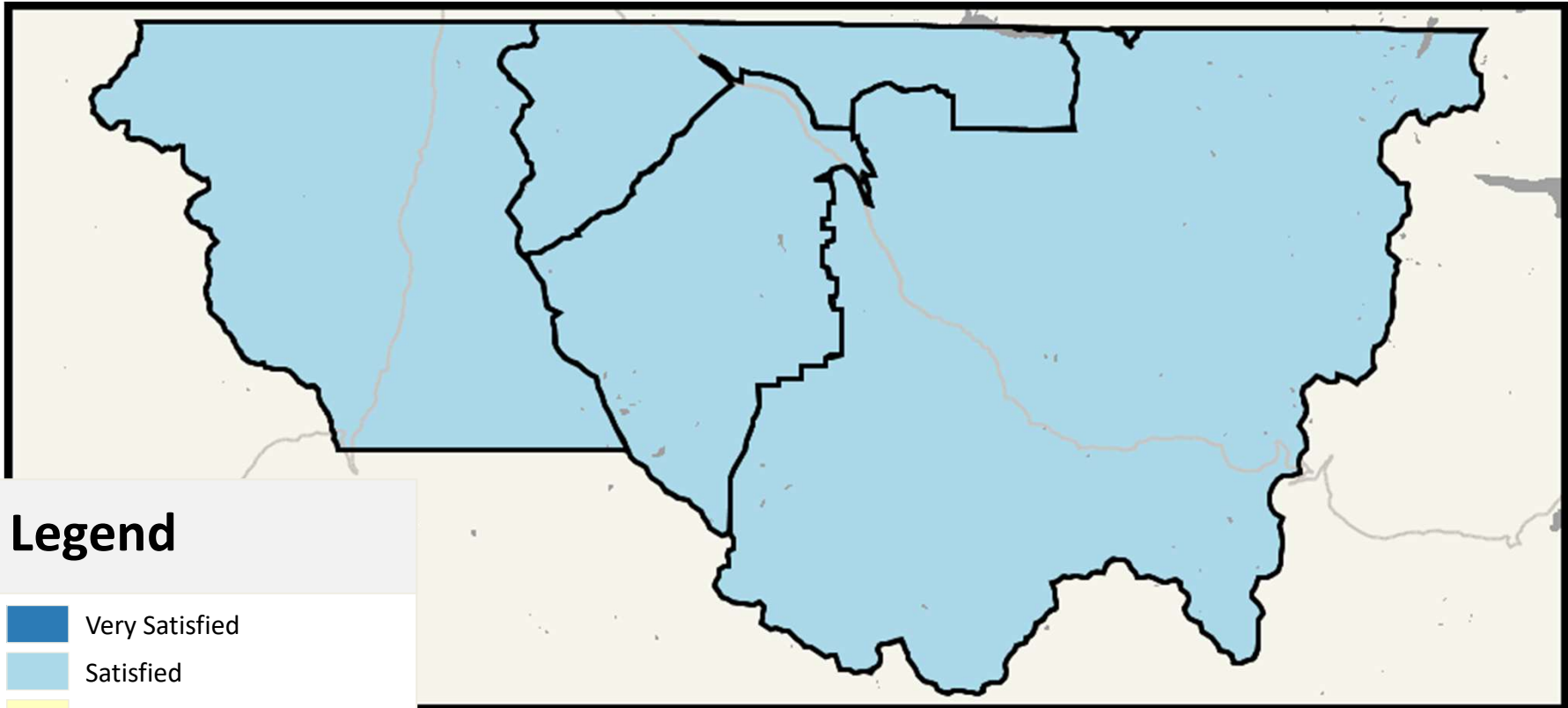
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q3-2. Respondents' Level of Satisfaction With the County's Efforts to Provide Support Services During the COVID-19 Pandemic Including Economic and Emergency Assistance

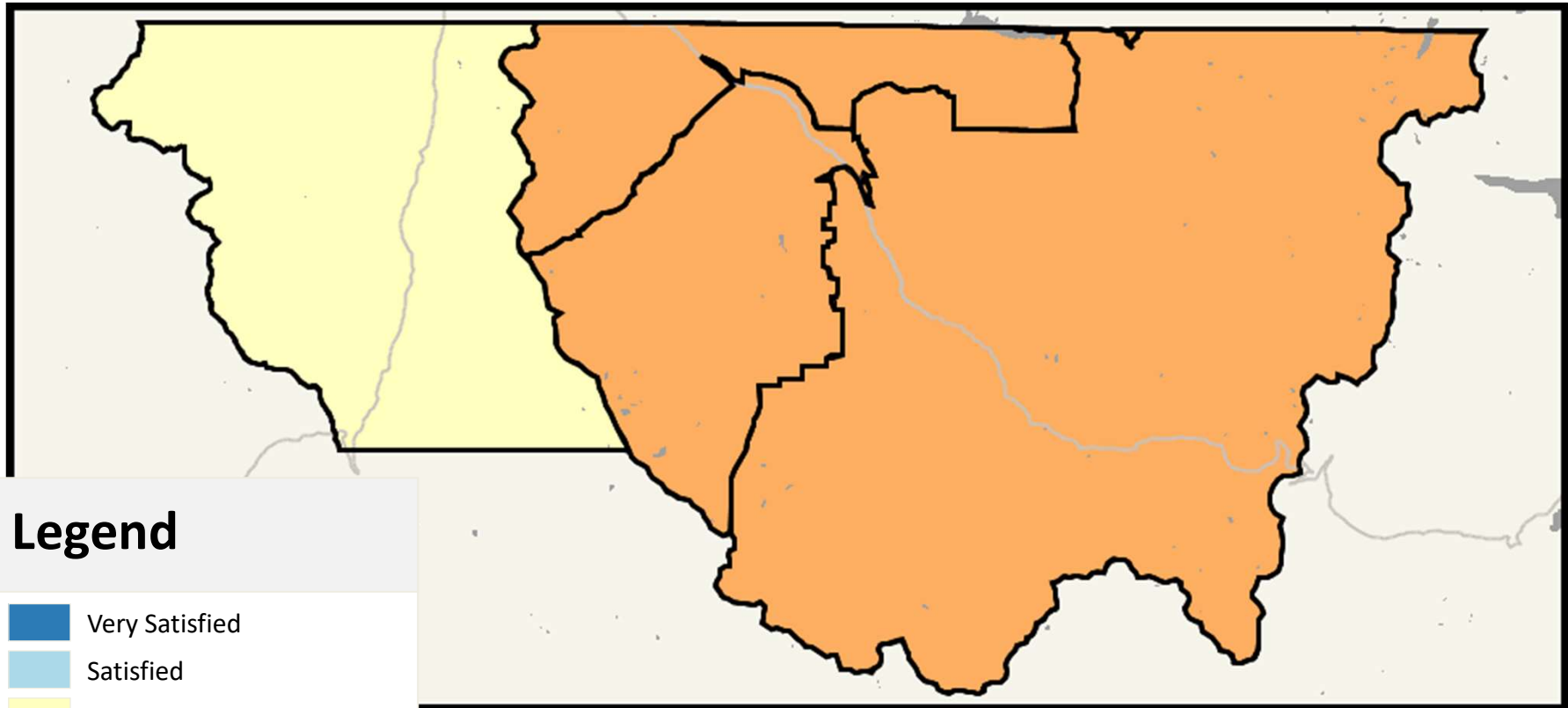


**Legend**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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# Q3-3. Respondents' Level of Satisfaction With How Well the County is Managing Growth

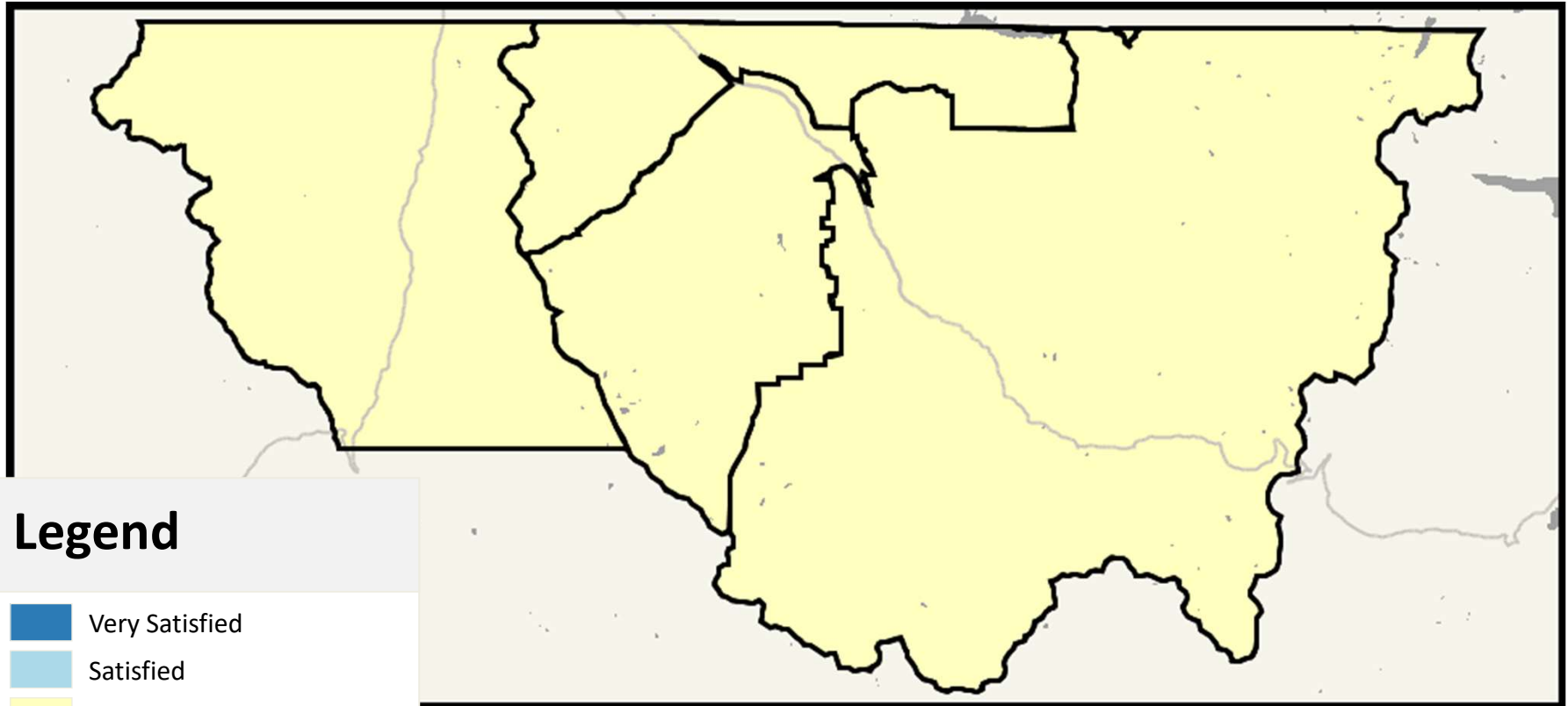


## Legend





- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



# Q3-4. Respondents' Level of Satisfaction With the **County's Efforts to Mitigate the Impacts of Climate Change and Reduce Greenhouse Gas Emissions**



## Legend

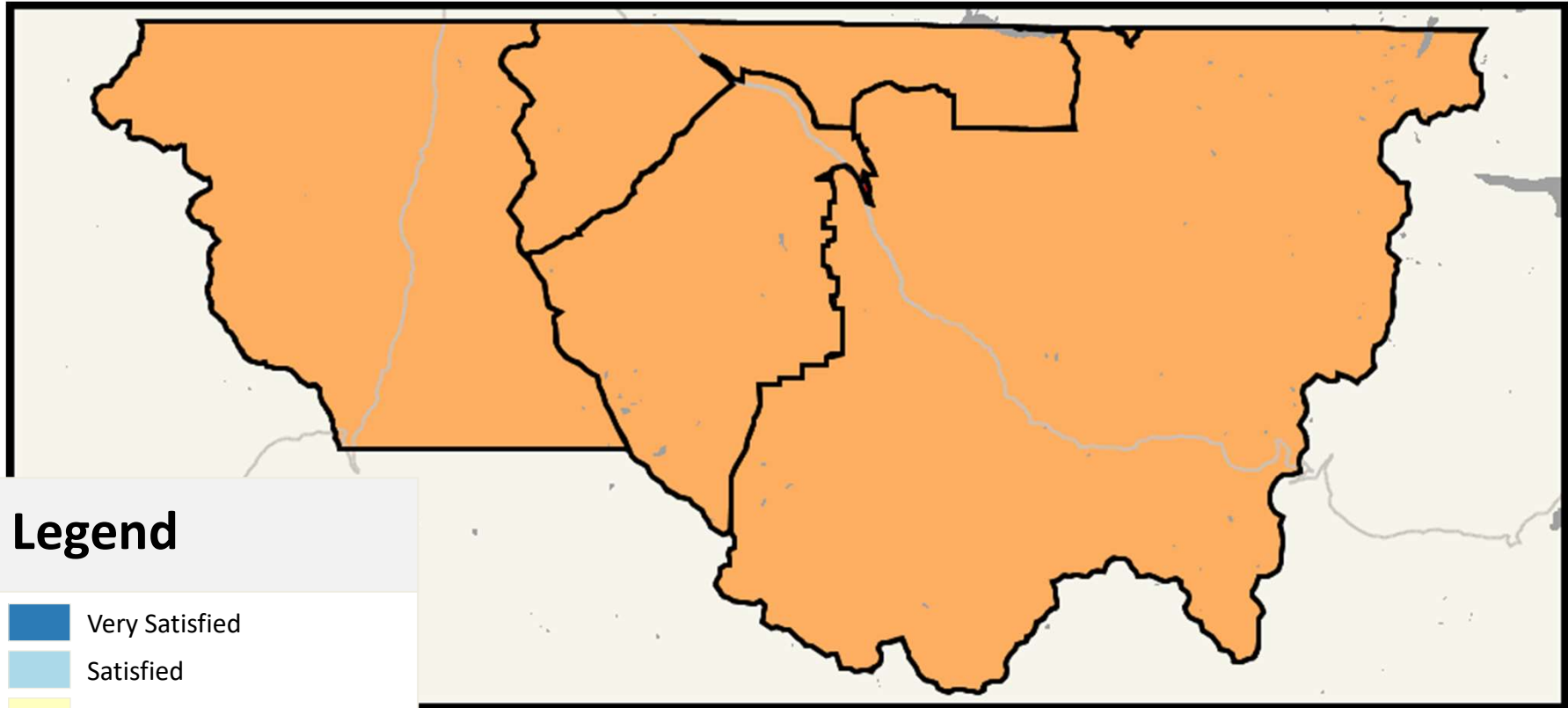
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q3-5. Respondents' Level of Satisfaction With the County's Efforts to Address Affordable Housing, Including Quality and Quantity



## Legend

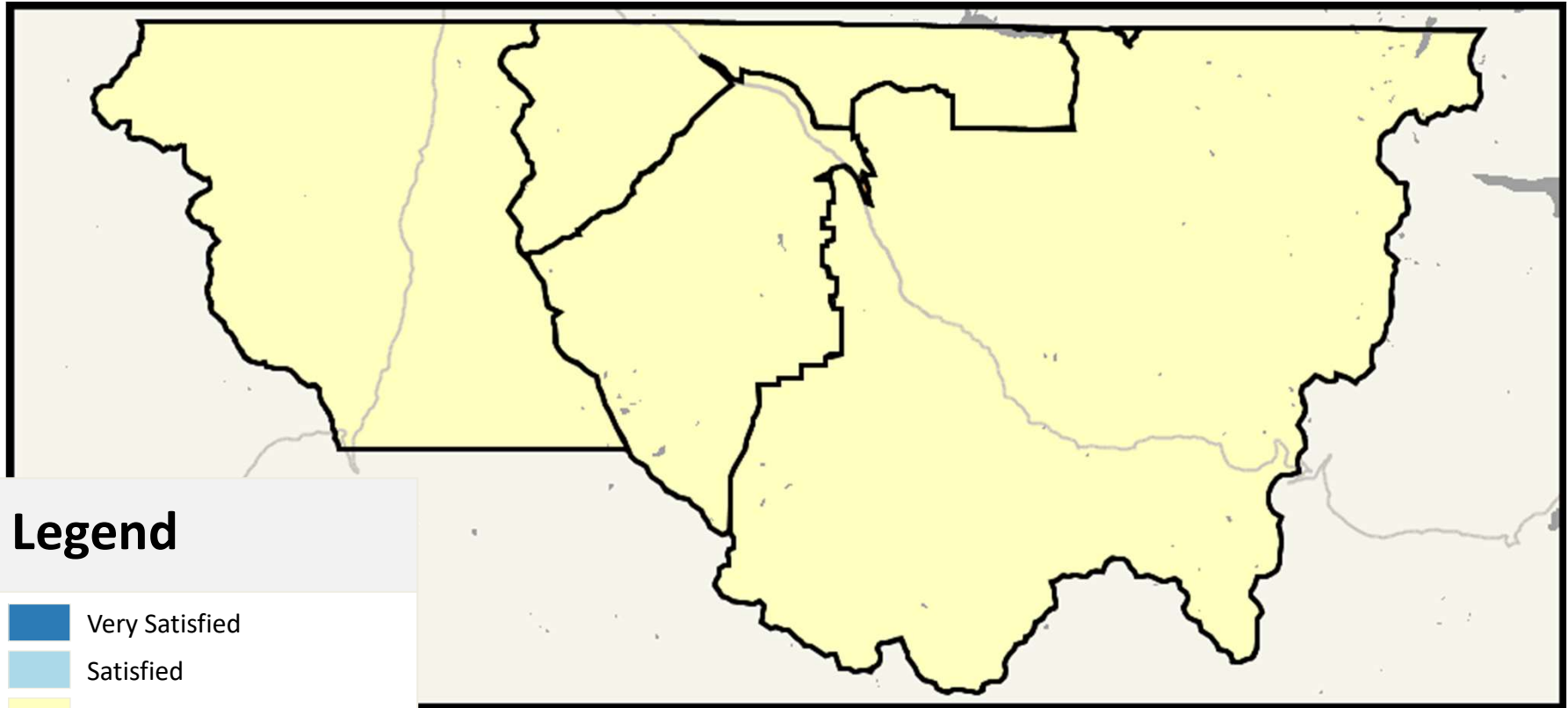
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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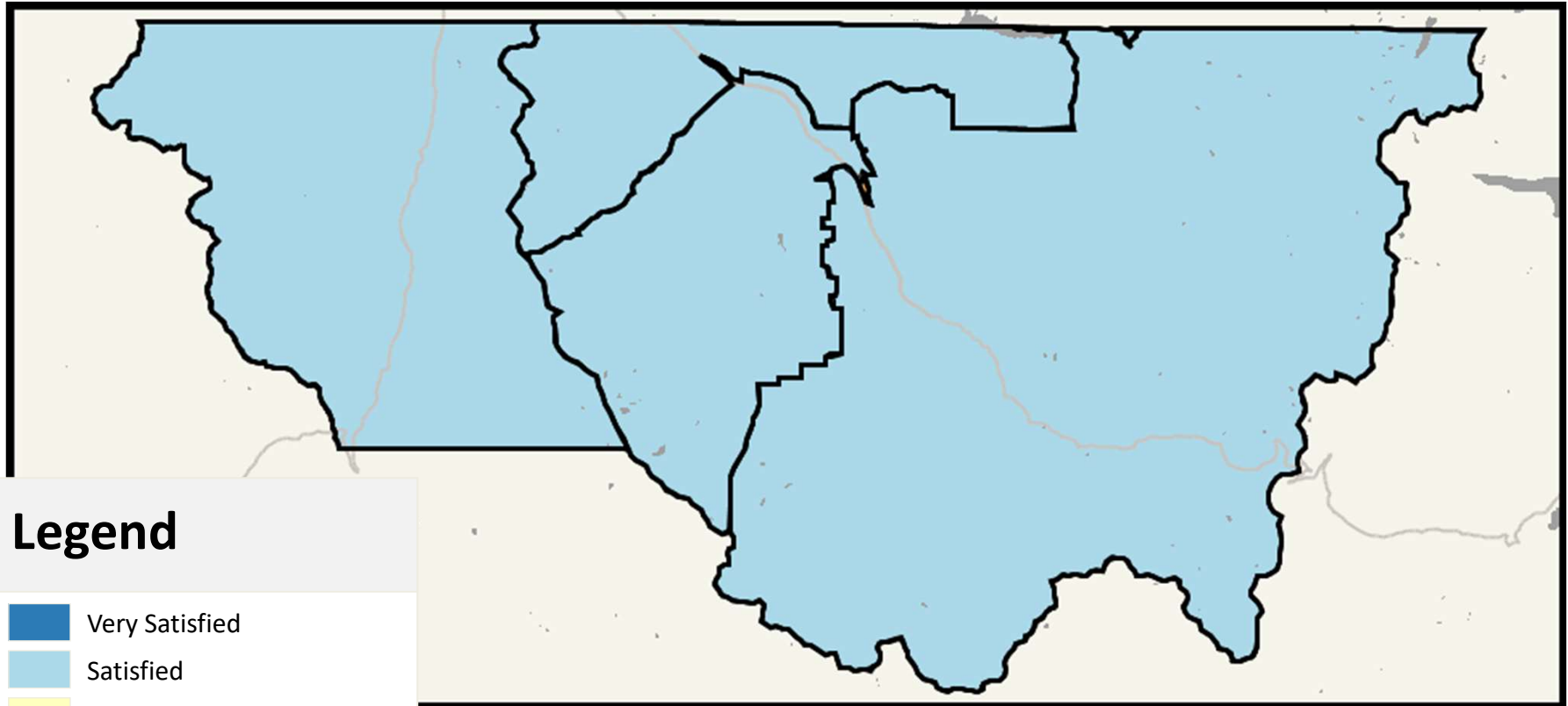
# Q3-6. Respondents' Level of Satisfaction With the **County's Efforts to Address the Community's Mental Health Needs**



## Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

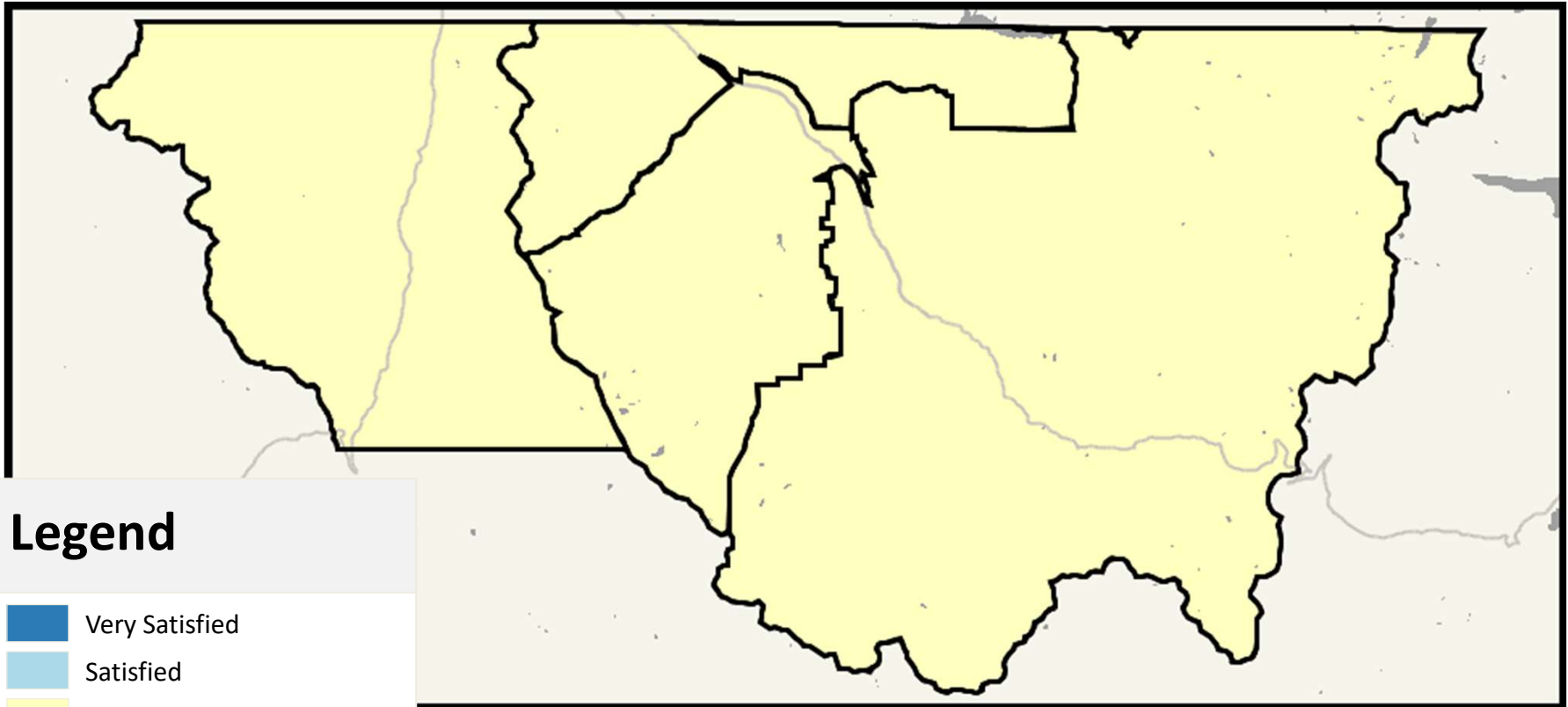
# Q3-7. Respondents' Level of Satisfaction With the County's Efforts to Protect Water Quality and Quantity



## Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q3-8. Respondents' Level of Satisfaction With the County's Efforts to Ensure Community Preparedness for a Natural Disaster/Crisis, Including Wildfire, Drought, and Flood



## Legend

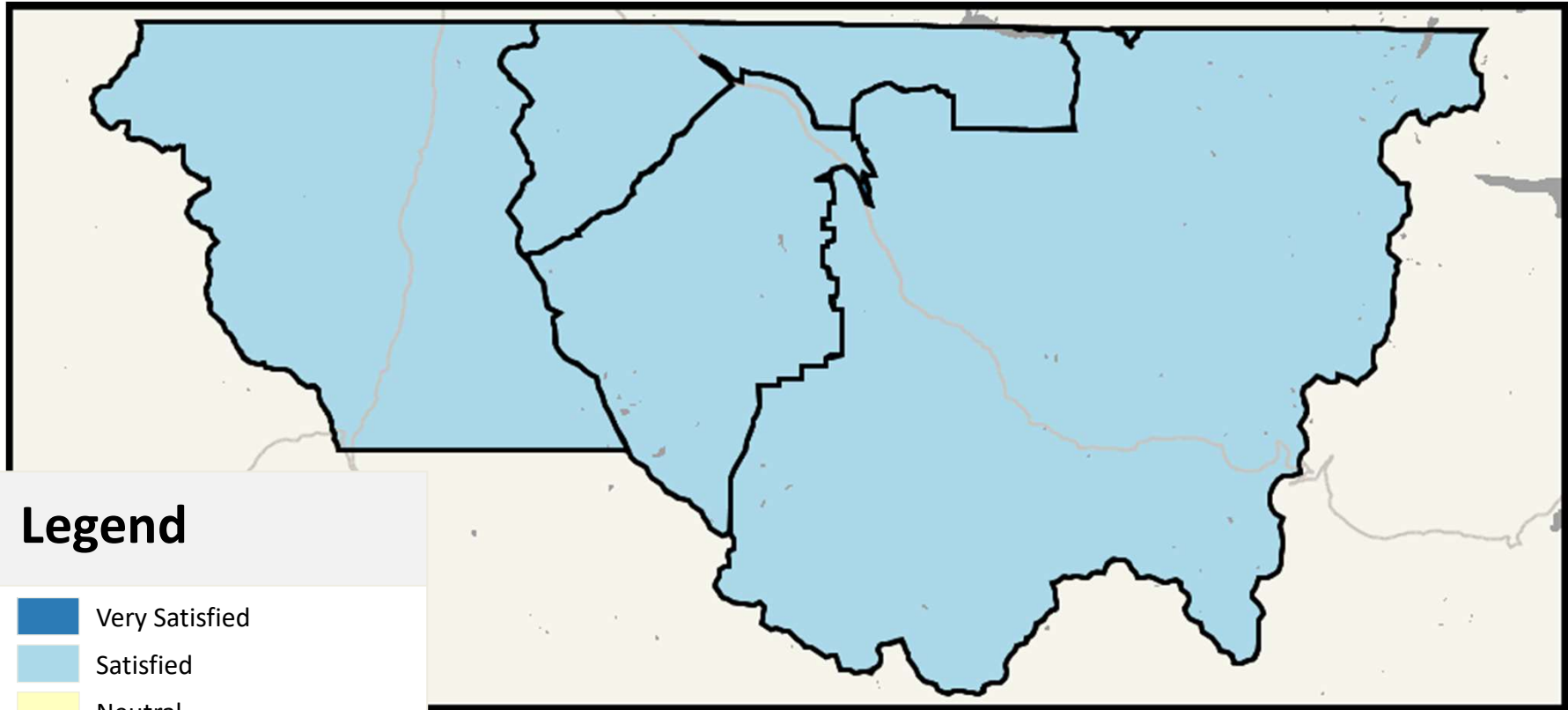
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q3-9. Respondents' Level of Satisfaction With **Public Safety** *(Sheriff's Office, Jail, Animal Safety Officer Services)*



## Legend

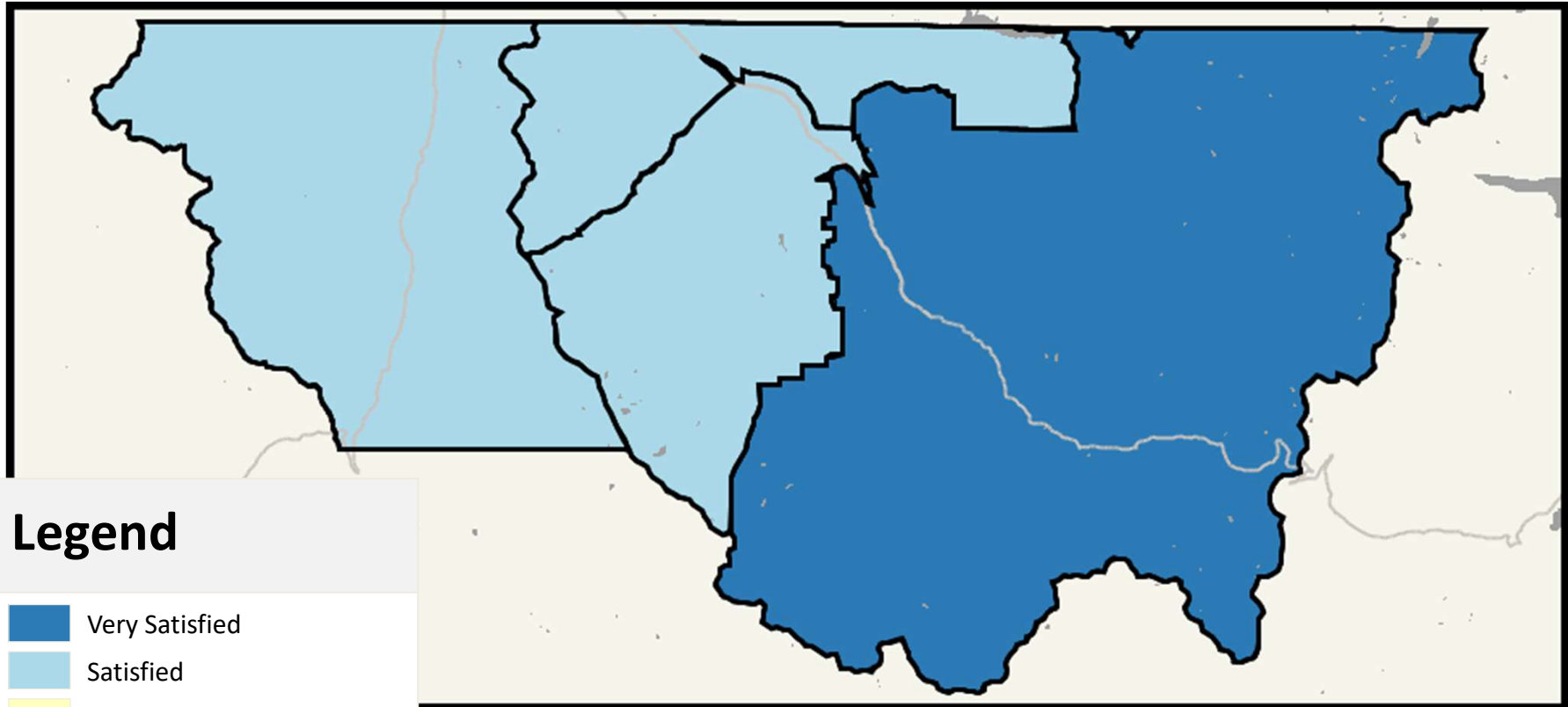
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q3-10. Respondents' Level of Satisfaction With County Parks, Trails, Open Spaces, and Habitat Protection *(Through Codes, Ordinances, and Open Space Purchases)*



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

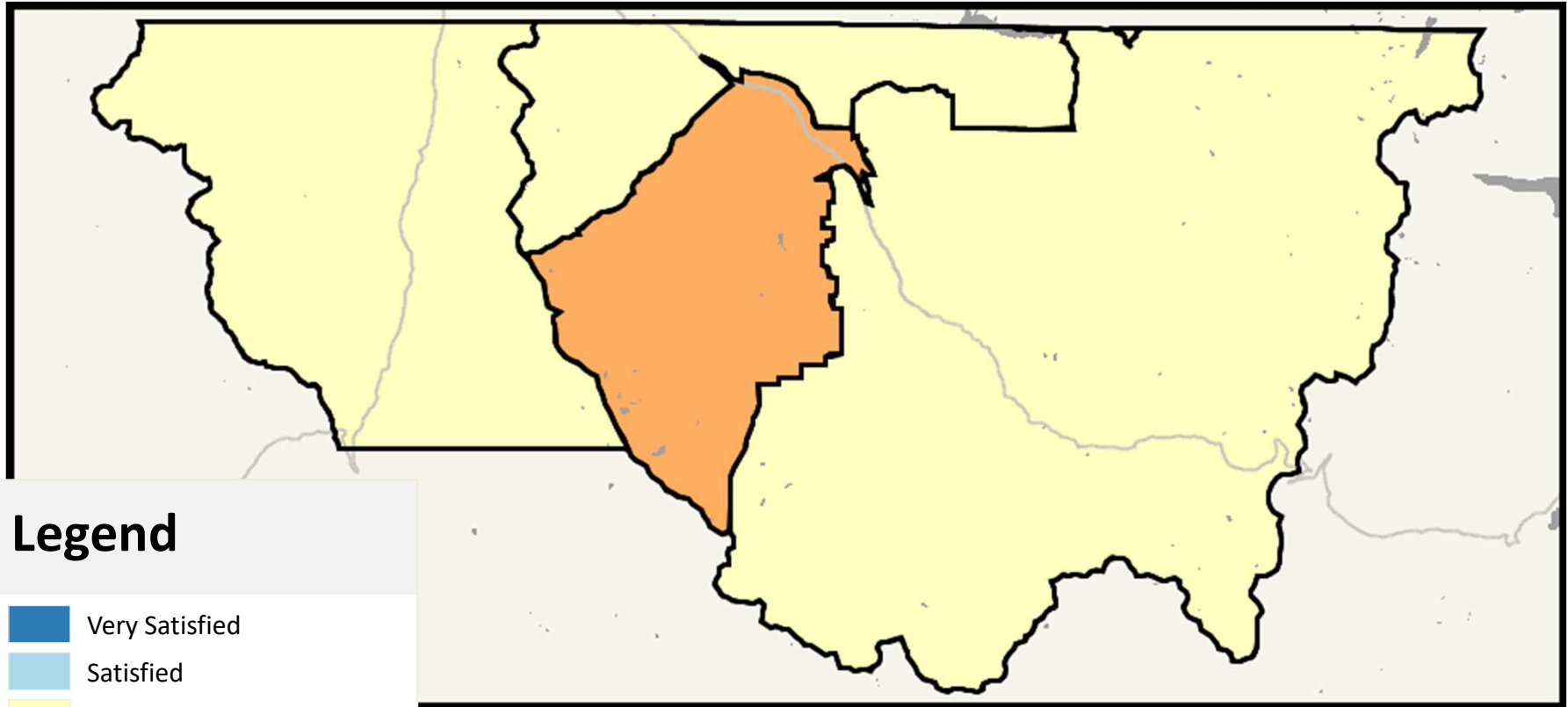


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# Q3-11. Respondents' Level of Satisfaction With Sustainable Economic Development

*(Diversifying the Economy, Sustainable Workforce)*



## Legend

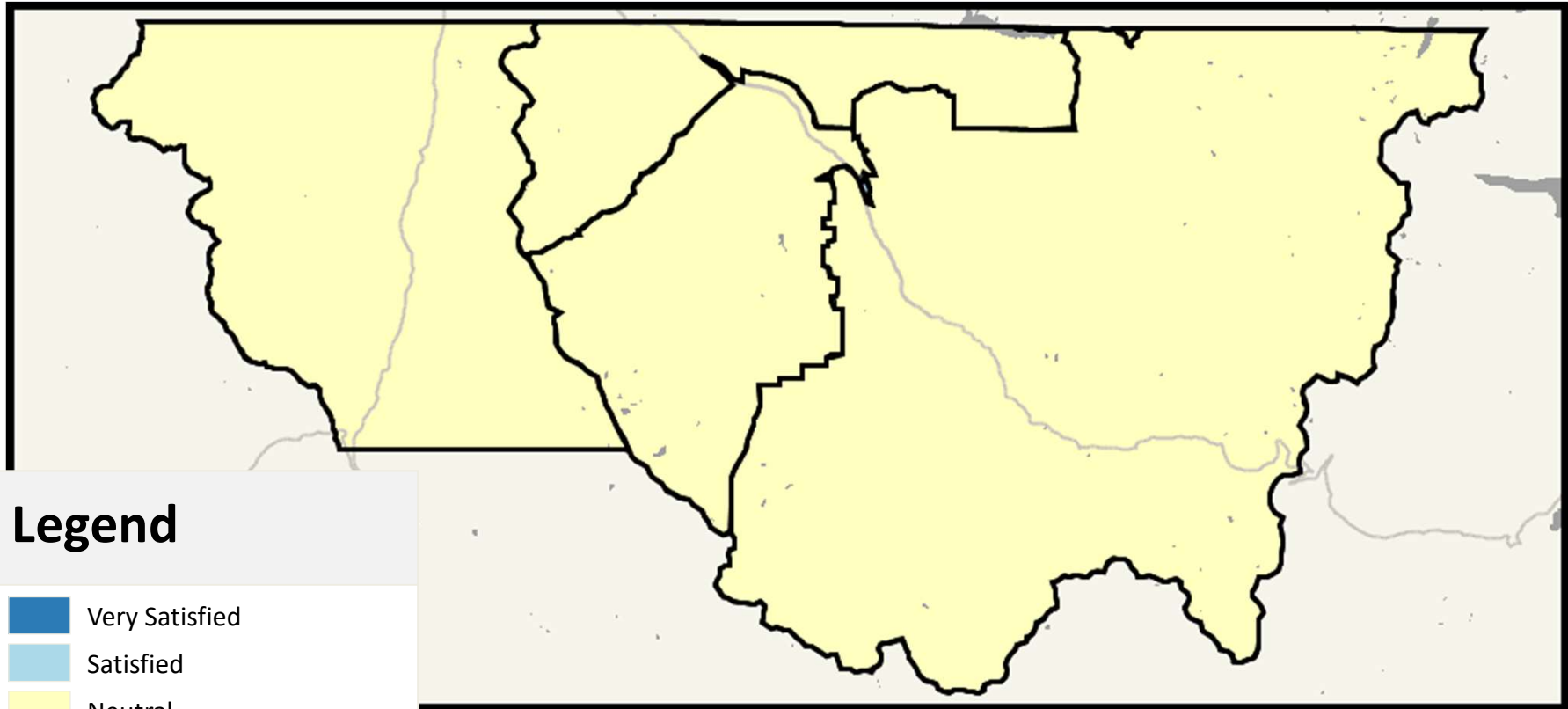
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response




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# Q3-12. Respondents' Level of Satisfaction With the Condition of County Roadways



## Legend

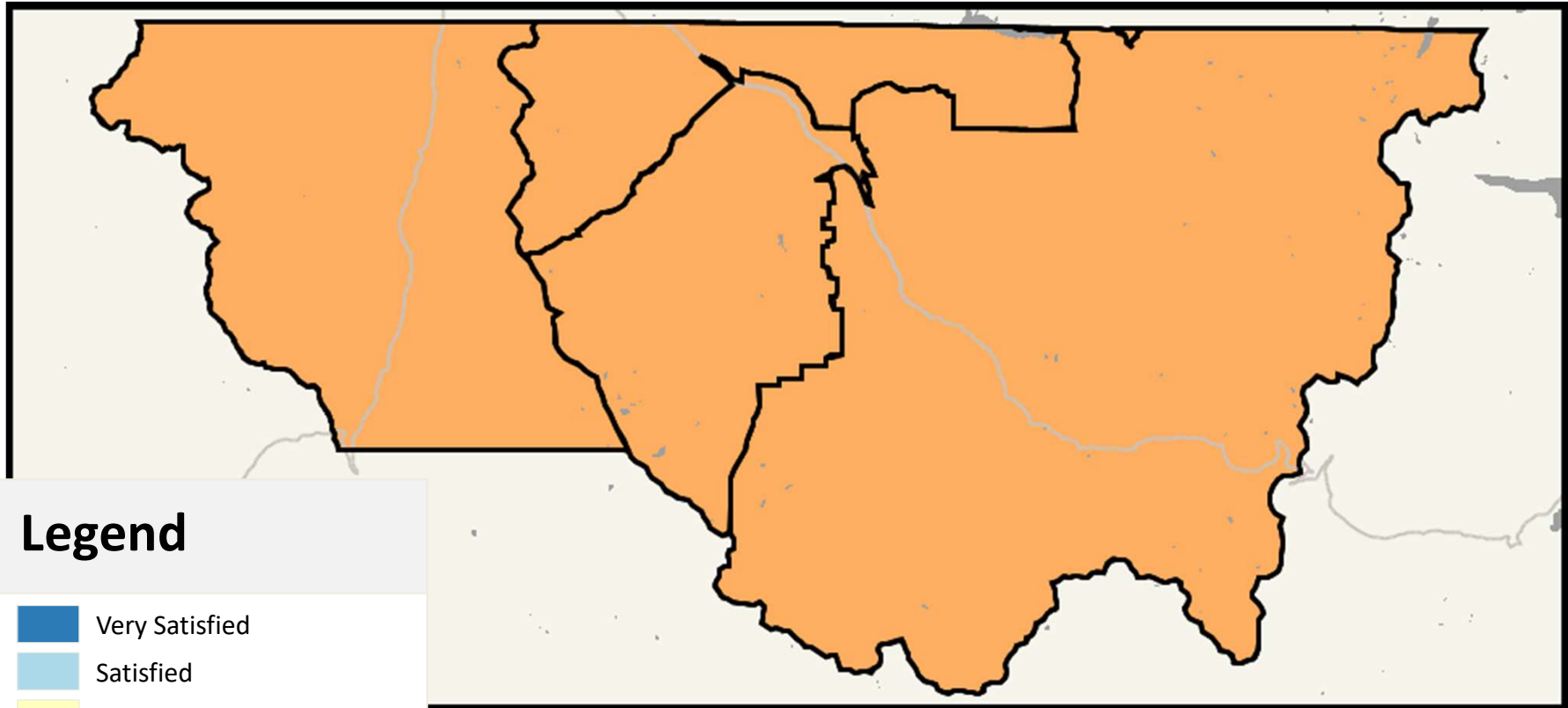
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response







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# Q3-13. Respondents' Level of Satisfaction With the Current Process for Obtaining Permits and inspections for Construction and Renovation



## Legend

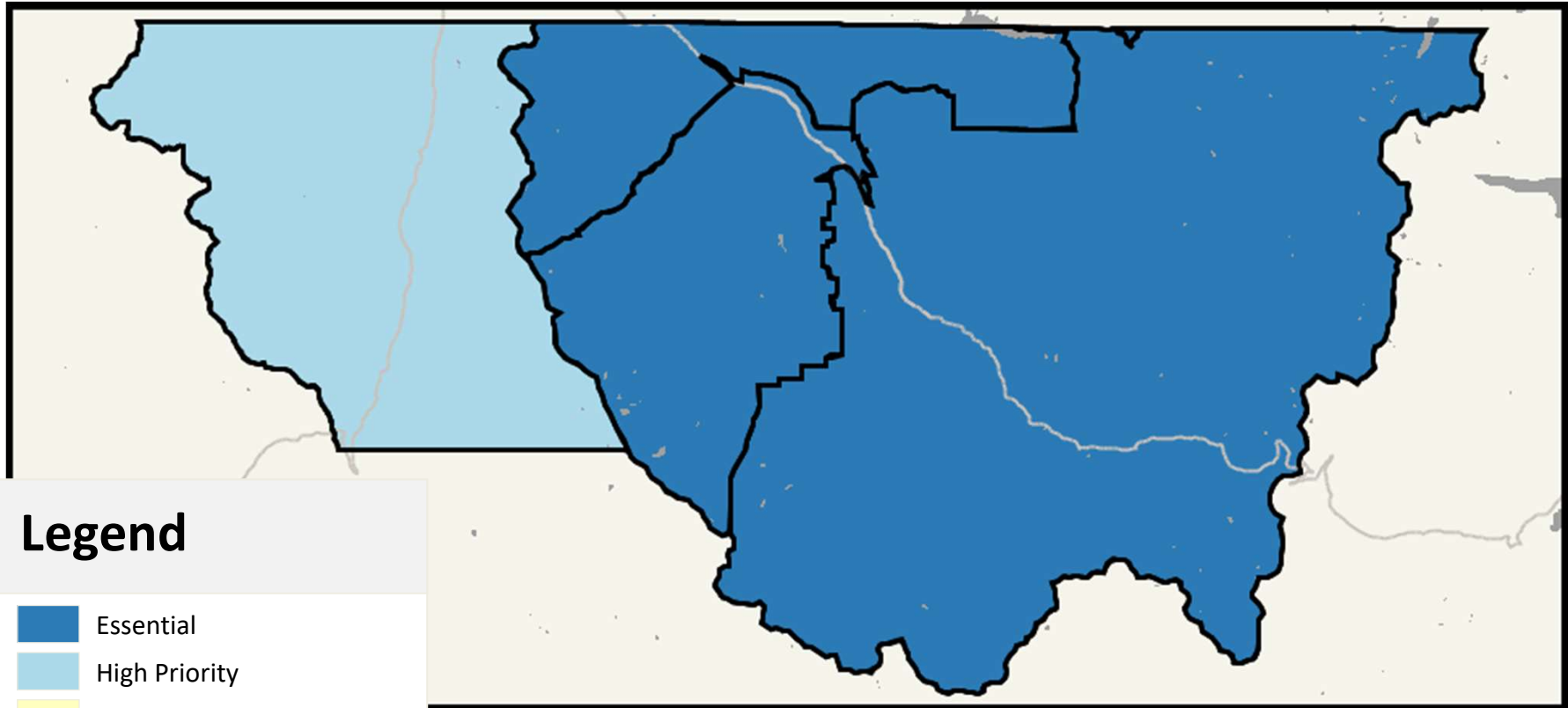
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q7-1. Respondents' How Residents Would Prioritize Congestion Management of Parking, Increased Visitation, Overcrowding



## Legend

- Essential
- High Priority
- Moderate Priority
- Low Priority
- Not a Priority
- I Am Not Sure

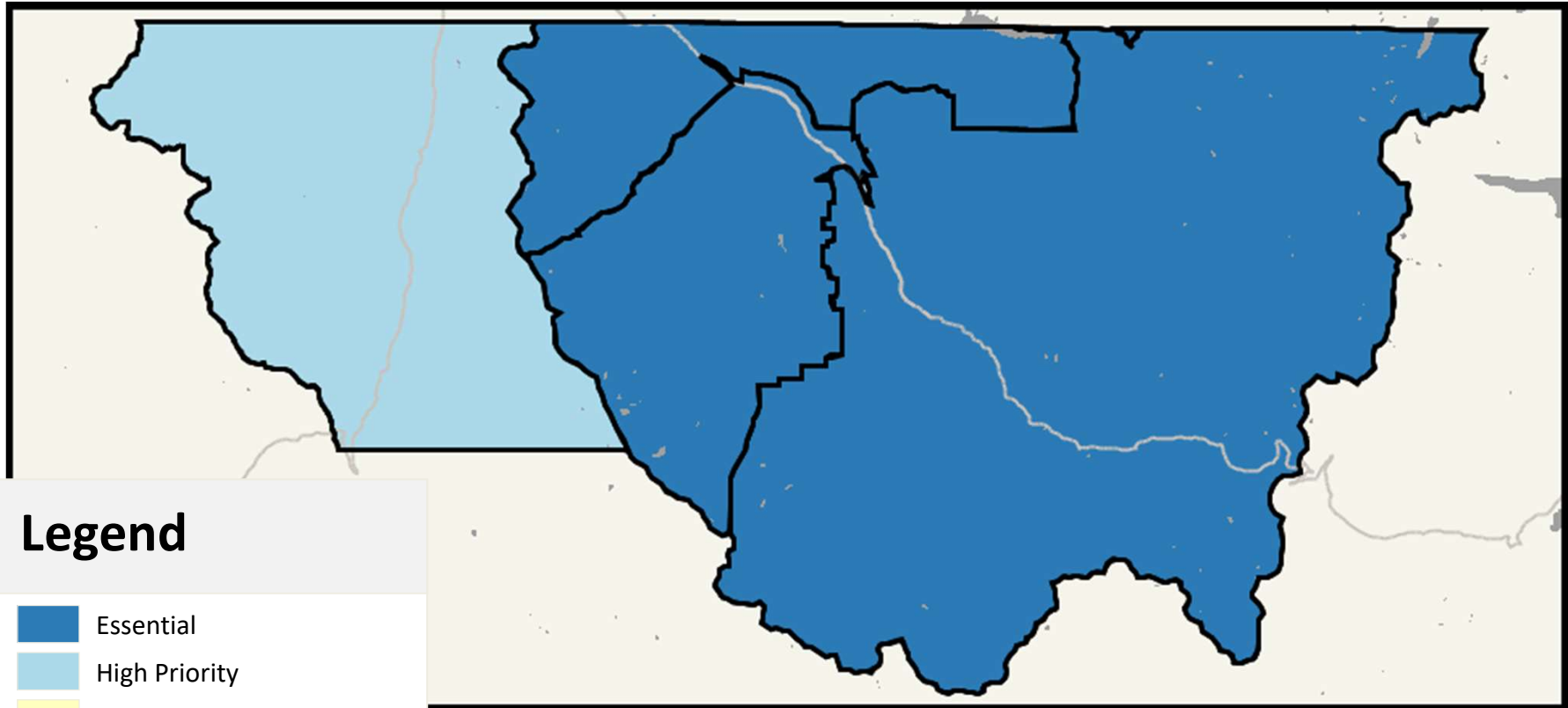


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# Q7-2. Respondents' How Residents Would Prioritize Ecosystem Health and Resilience

*(Habitat, Wildlife, Water)*



## Legend

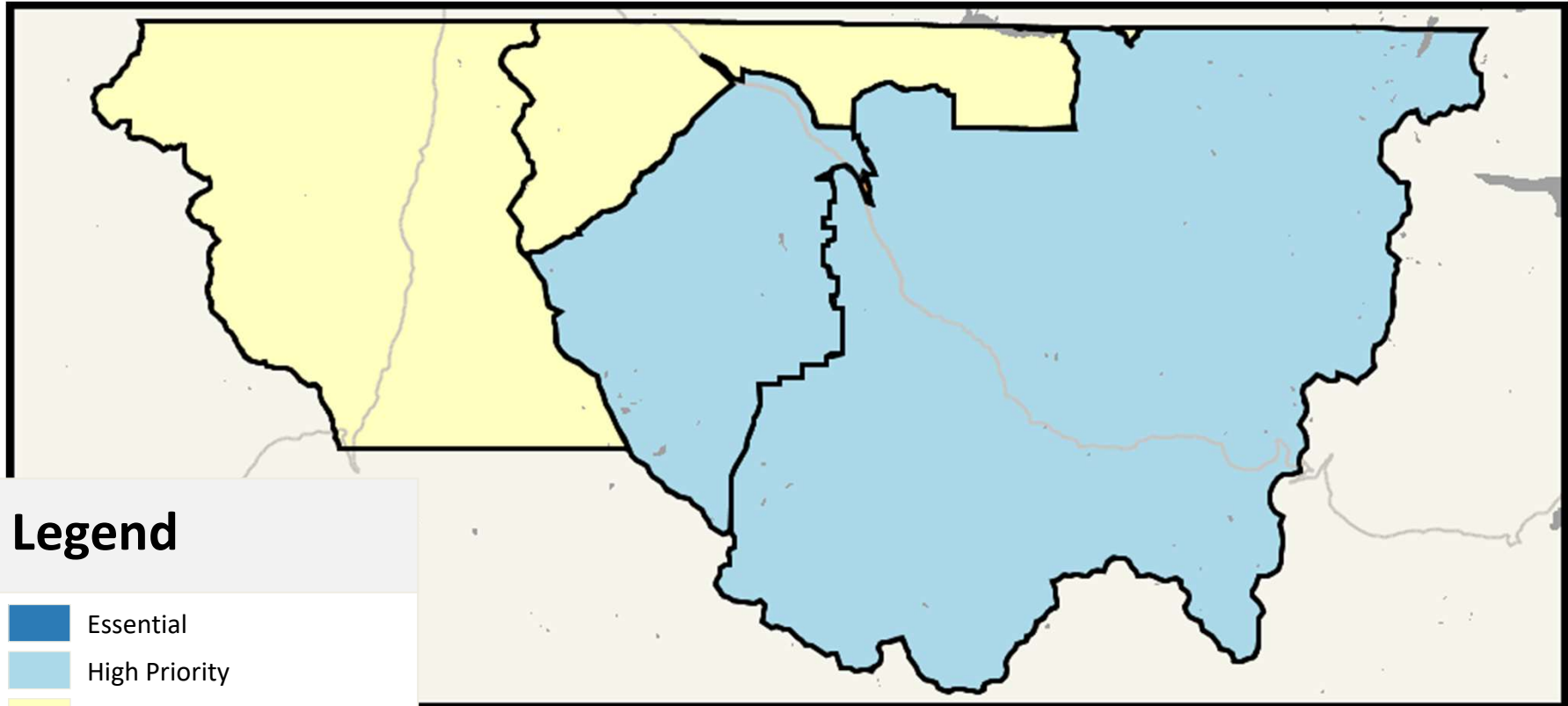
- Essential
- High Priority
- Moderate Priority
- Low Priority
- Not a Priority
- I Am Not Sure



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# Q7-3. How Respondents Would Prioritize Agriculture and Local Food Production

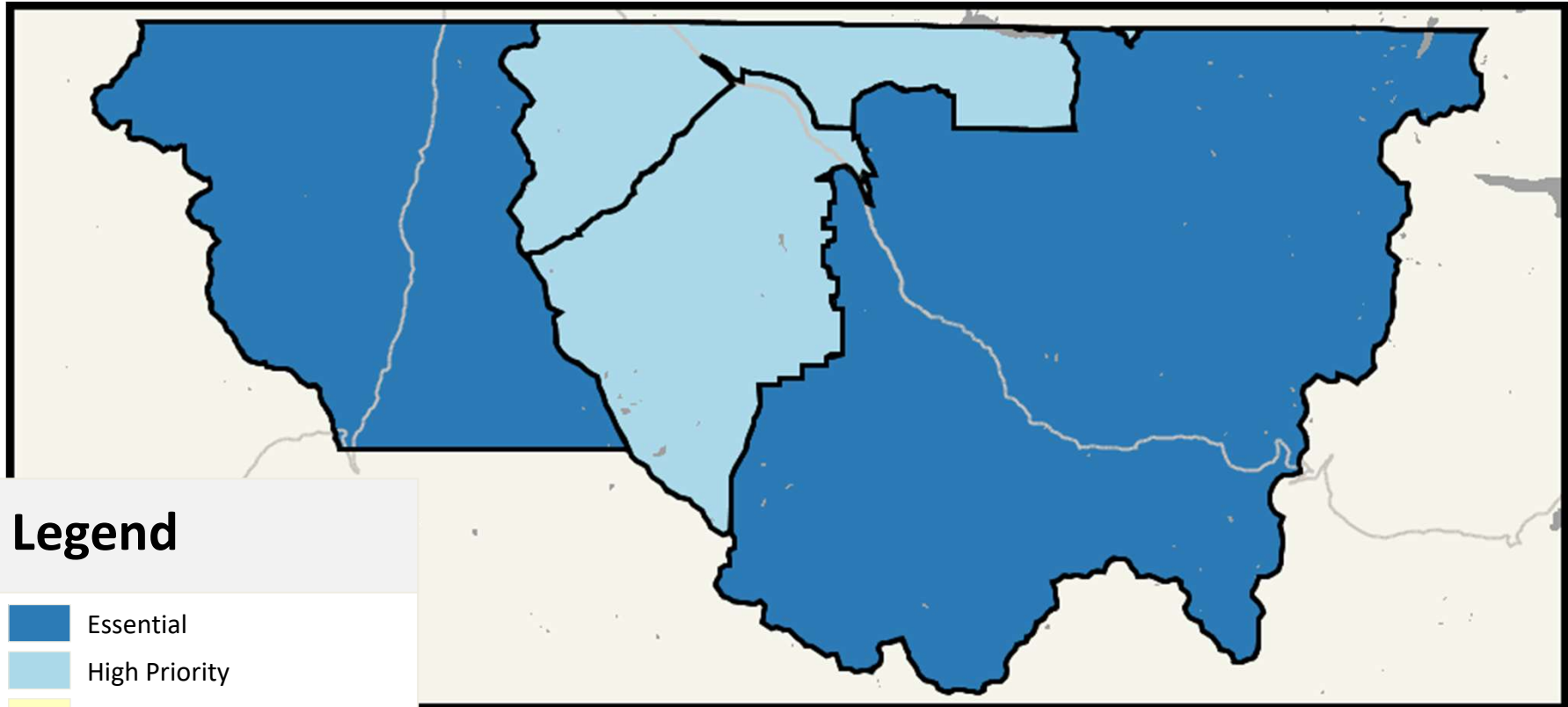


## Legend

- Essential
- High Priority
- Moderate Priority
- Low Priority
- Not a Priority
- I Am Not Sure



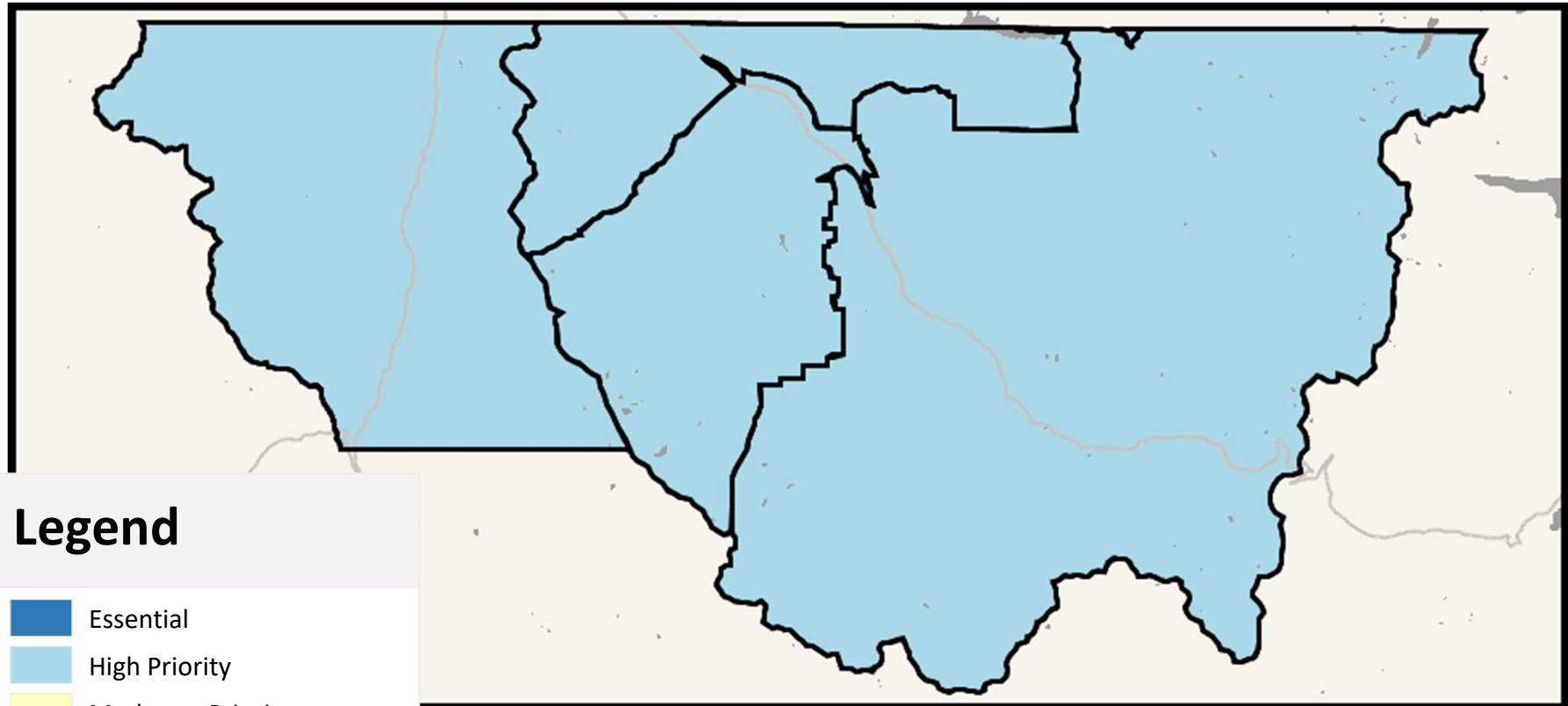
# Q7-4. How Respondents Would Prioritize the Protection of Public Access to Open Spaces



## Legend

-  Essential
-  High Priority
-  Moderate Priority
-  Low Priority
-  Not a Priority
-  I Am Not Sure

# Q7-5. How Respondents Would Prioritize the **Communication of Rules, Regulations and Etiquette with Users**



## Legend

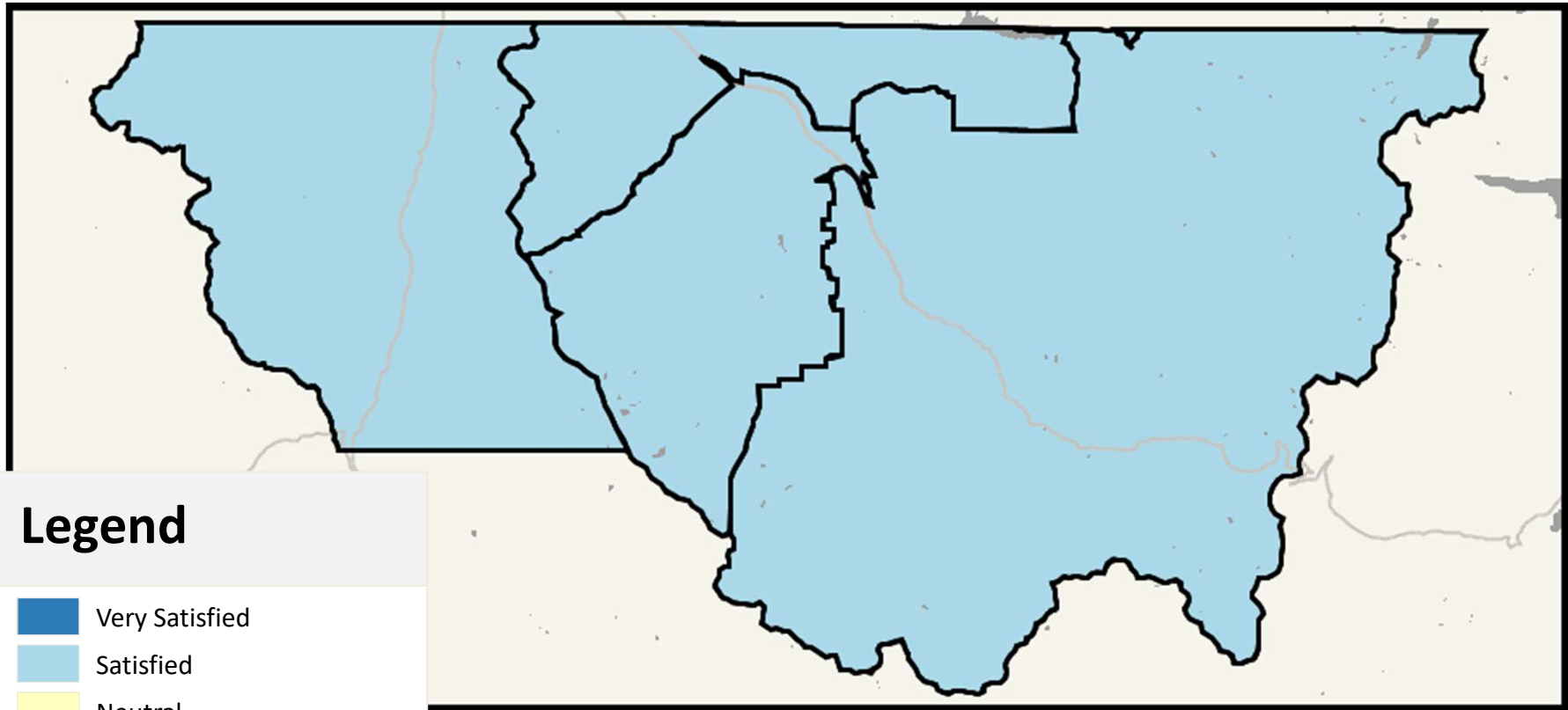
-  Essential
-  High Priority
-  Moderate Priority
-  Low Priority
-  Not a Priority
-  I Am Not Sure







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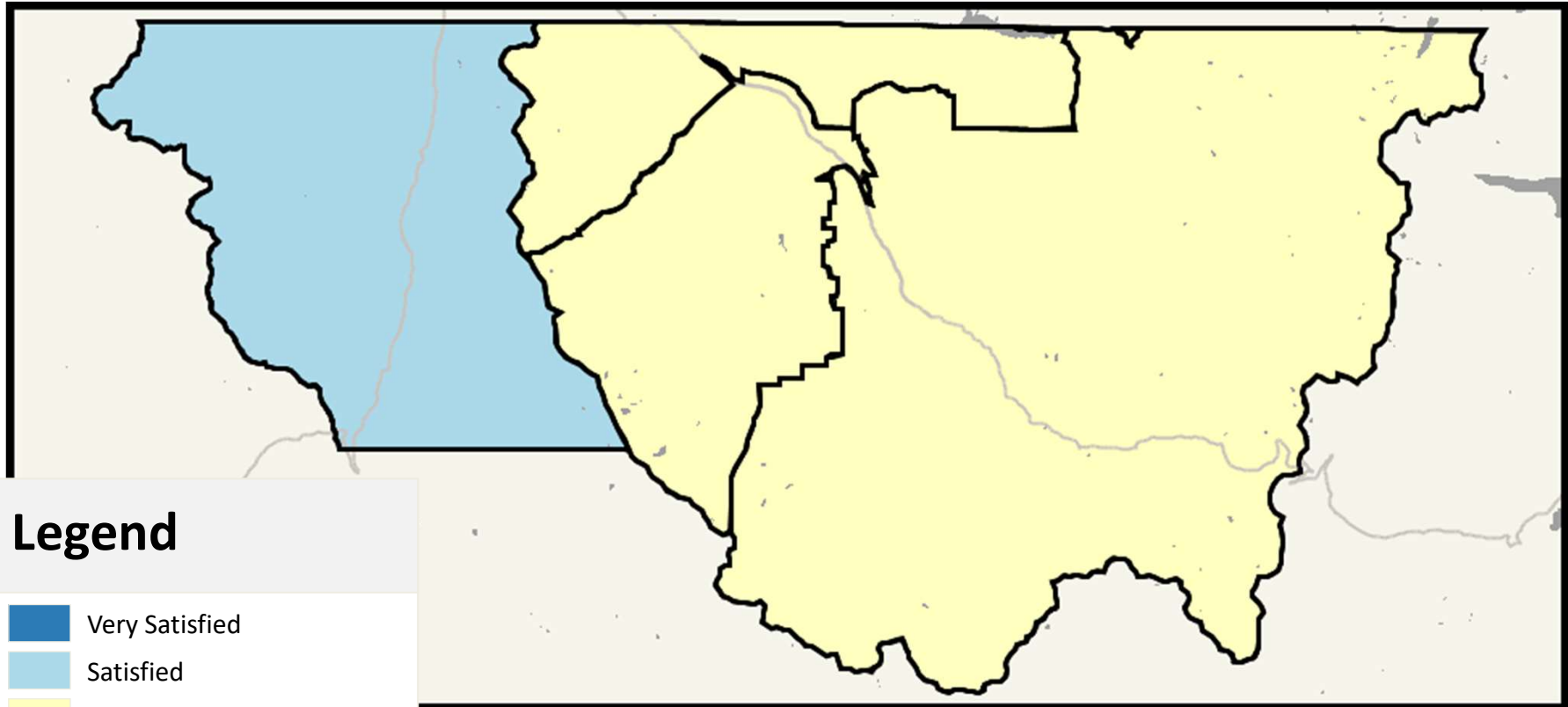
# Q9-1. Respondents' Level of Satisfaction With Household Diversion Programs: *recycling drop off and unique recycling programs (electronics, books, mattresses, textiles), drop and swap, household hazardous waste disposal*



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q9-2. Respondents' Level of Satisfaction With Construction and Demolition Waste Diversion Program



## Legend

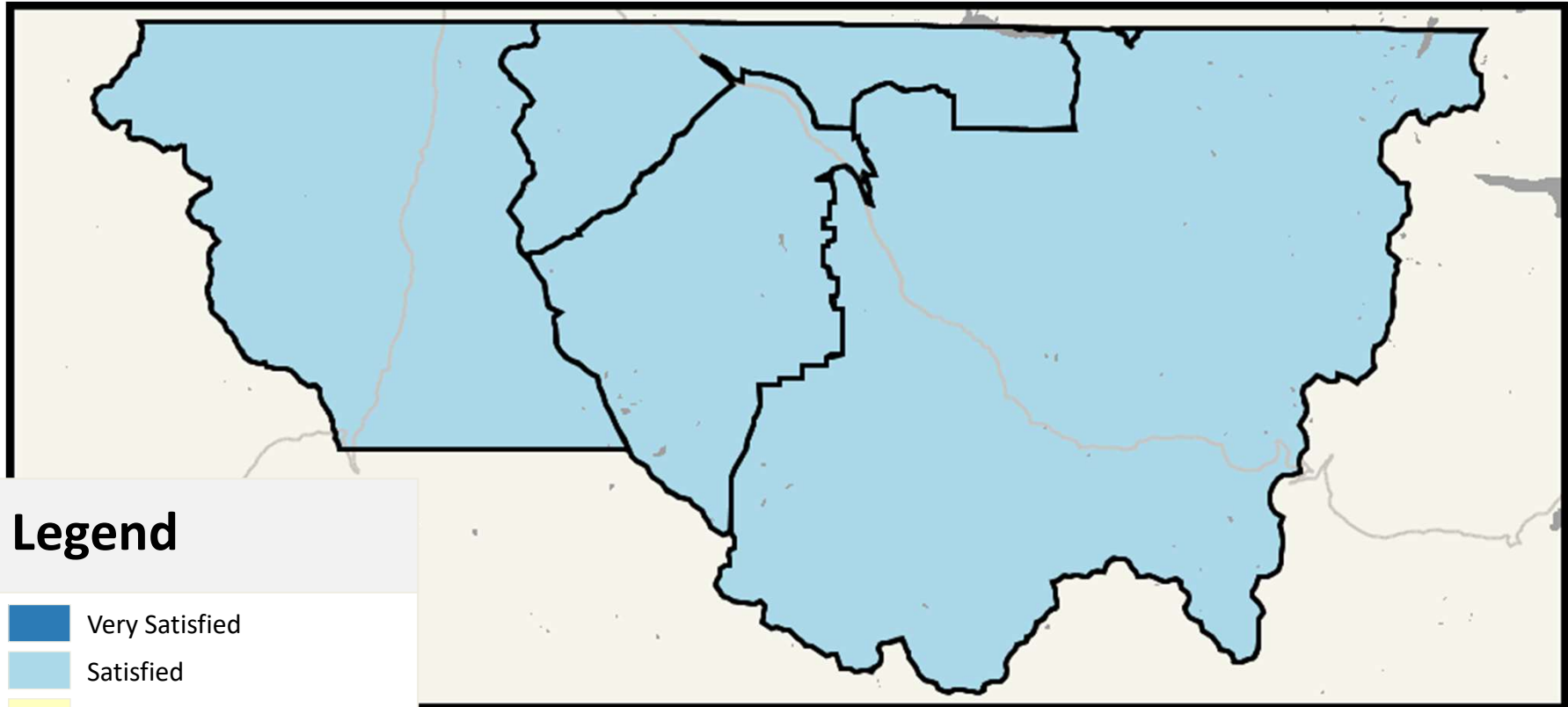
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q9-3. Respondents' Level of Satisfaction With the Composting Program (yard and food waste)



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

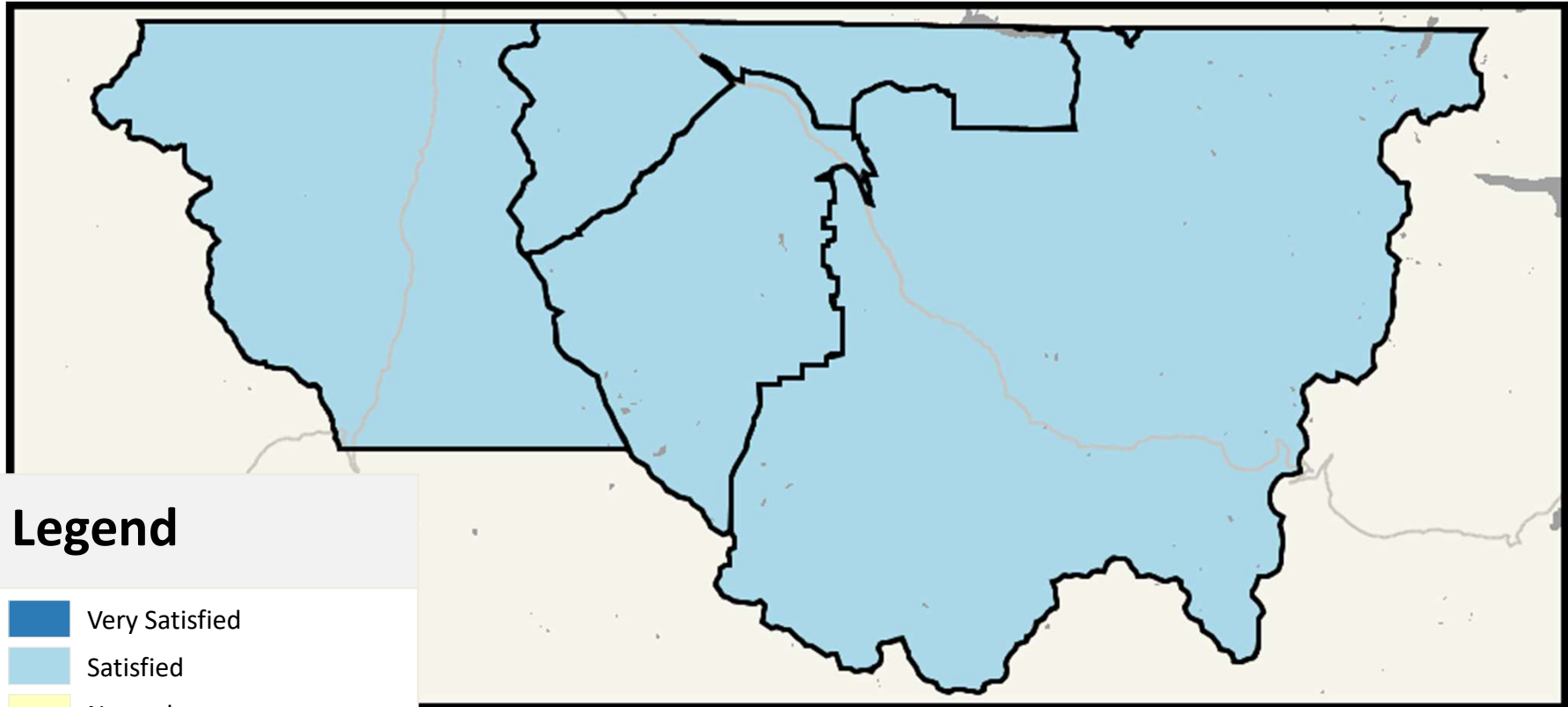


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# Q9-4. Respondents' Level of Satisfaction With Landfill Products for Sale

*(compost, topsoil, potting soil, gravel, mulch, and landscape boulders)*



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

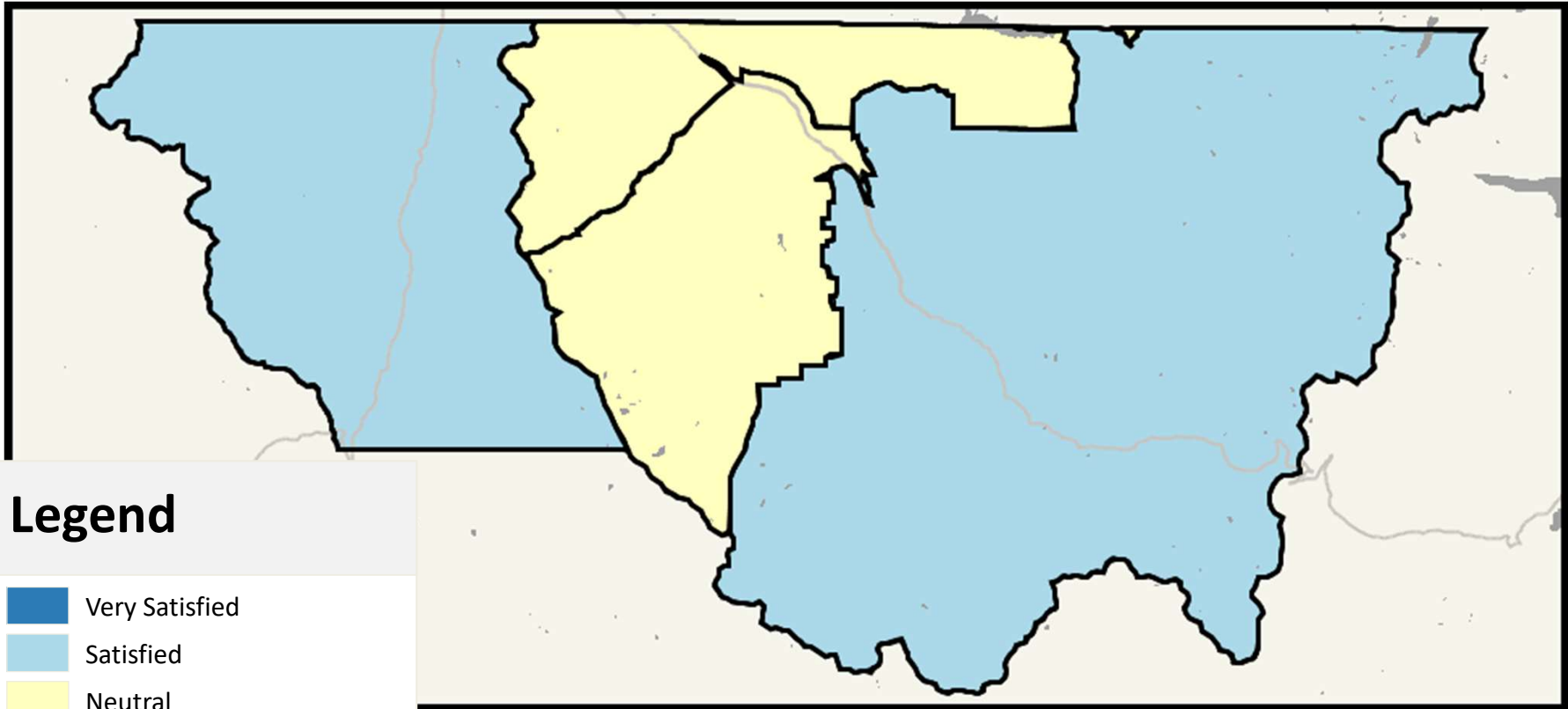


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# Q11-1. Respondents' Level of Satisfaction With Opportunities to Engage With Pitkin County on Issues Important to Them

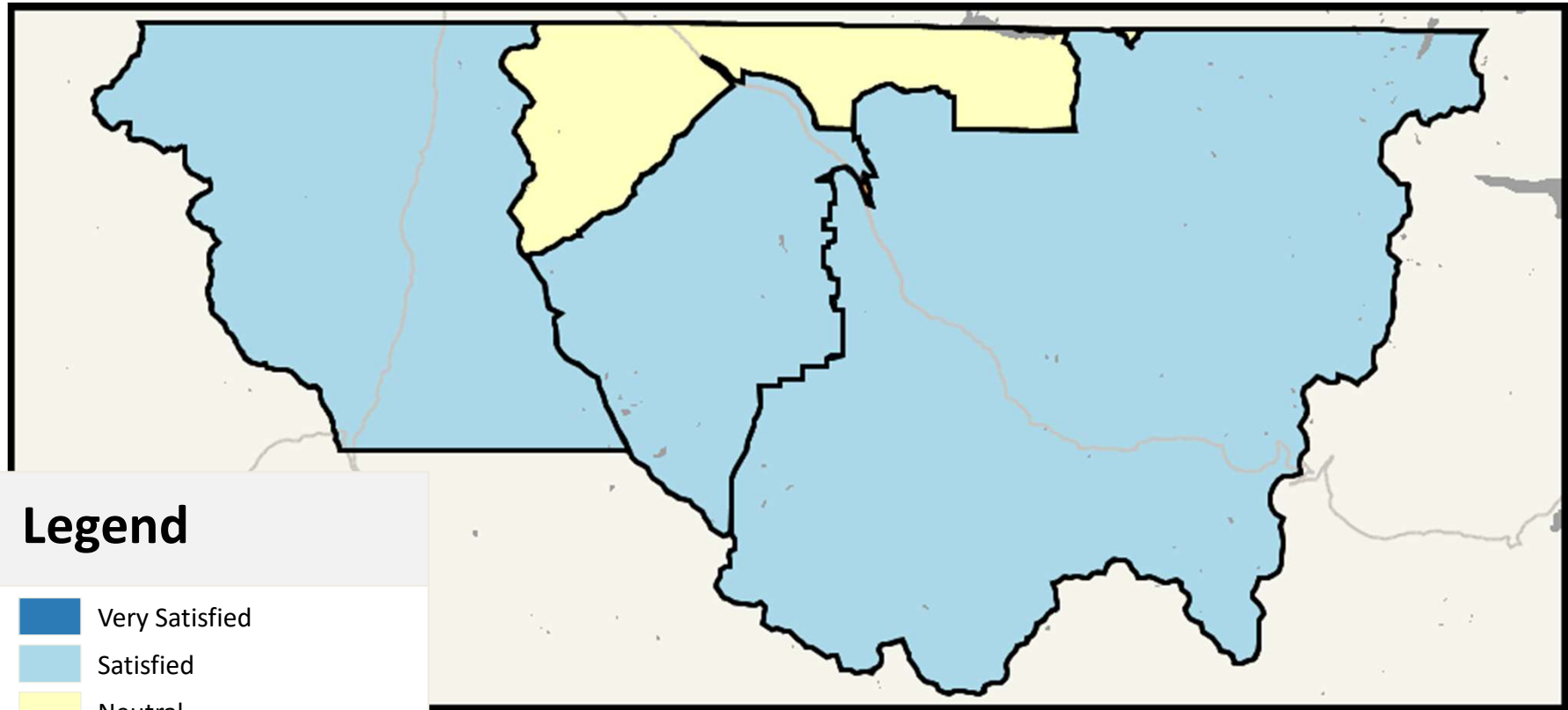
*(advisory boards, volunteering, public comment, surveys, open houses, etc.)*



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

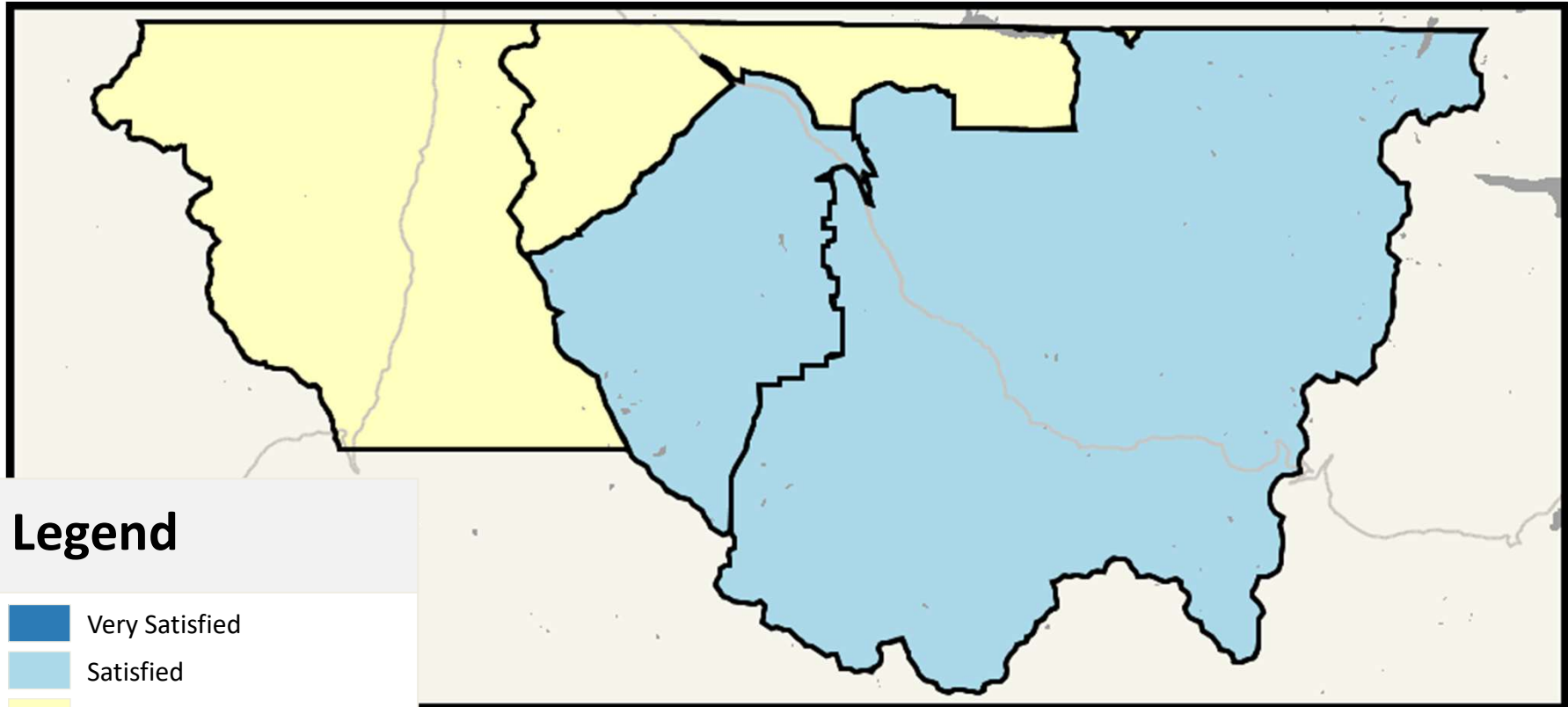
# Q11-2. Respondents' Level of Satisfaction With the Accessibility of Information About County Operations Regardless of Language, Reading Level, Race, Gender, Age, or Other Factors



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q11-3. Respondents' Level of Satisfaction With the **Ease of Finding the Information Wanted on [www.pitkincounty.com](http://www.pitkincounty.com) or Other Department Websites**



## Legend

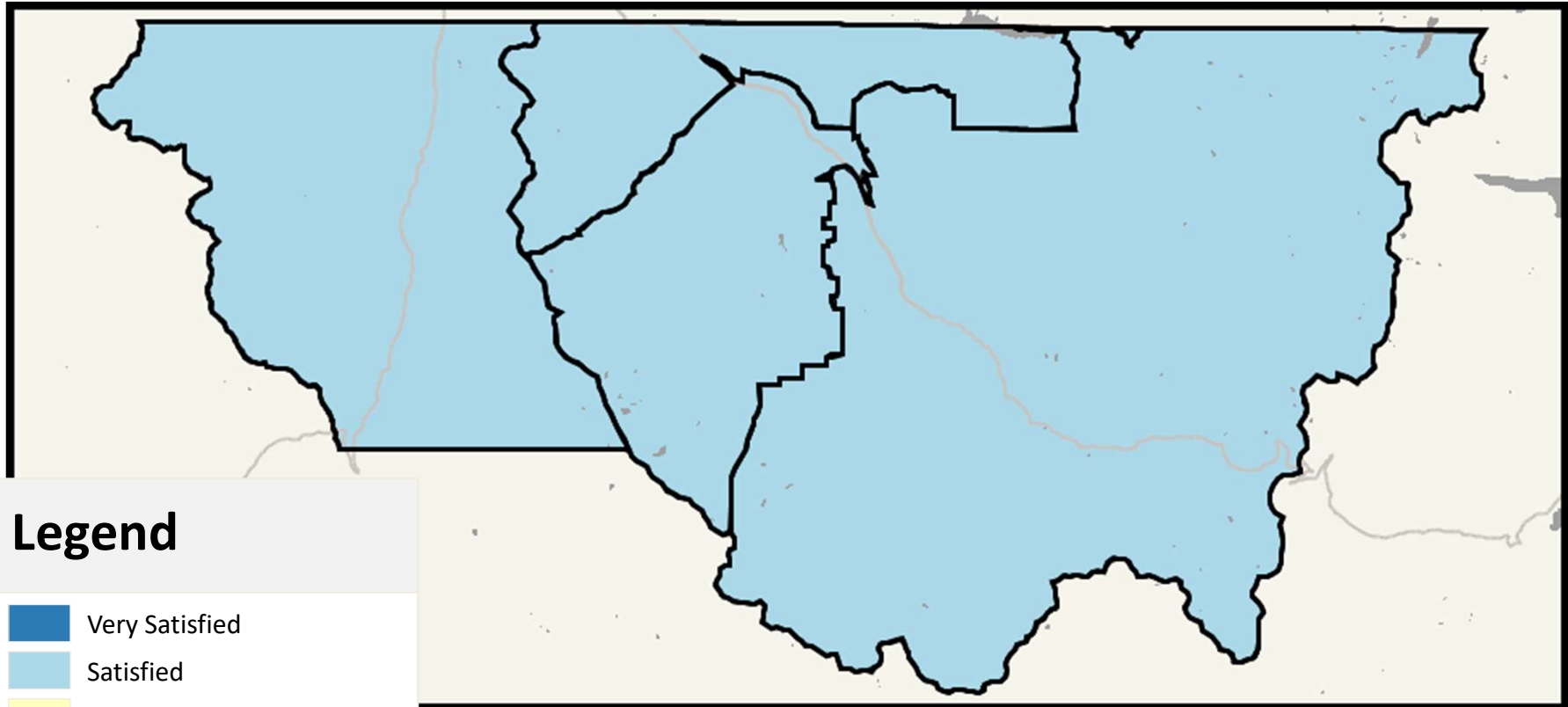
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q11-4. Respondents' Level of Satisfaction With the Effectiveness of County Communications During an Emergency



## Legend

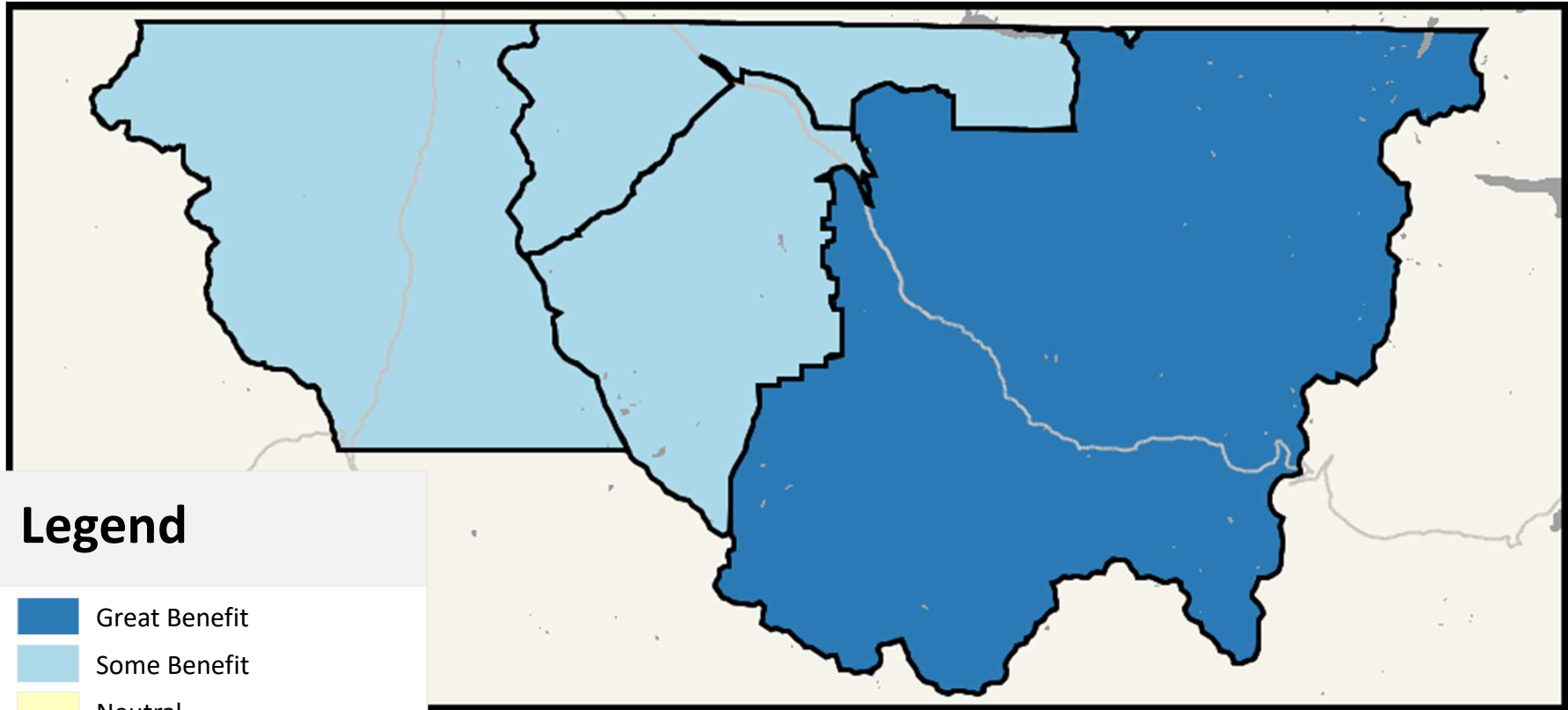
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q14-1. Benefit Of Required Preservation Of The Historic Character Of Residential Areas In Pitkin County



## Legend

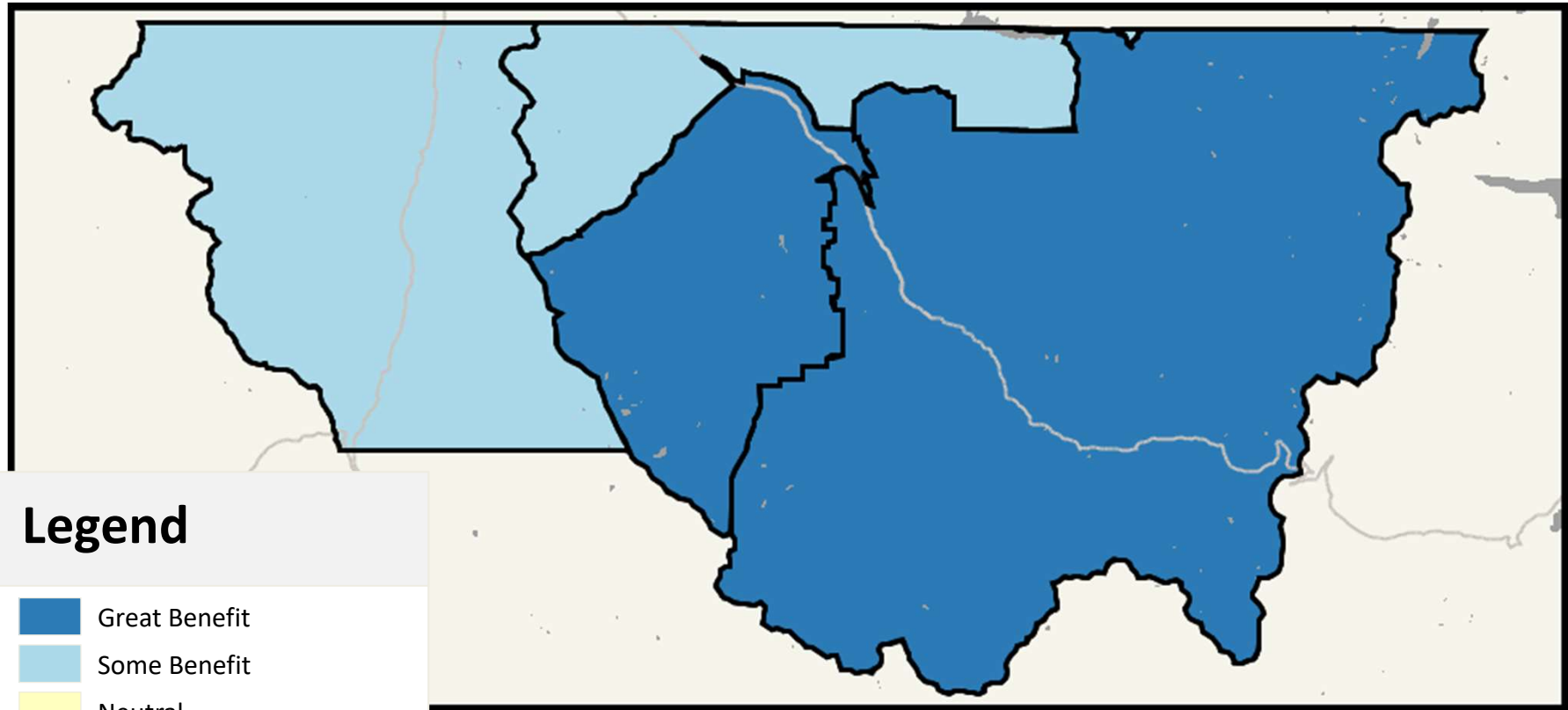
- Great Benefit
- Some Benefit
- Neutral
- Little Benefit
- No Benefit
- No Response









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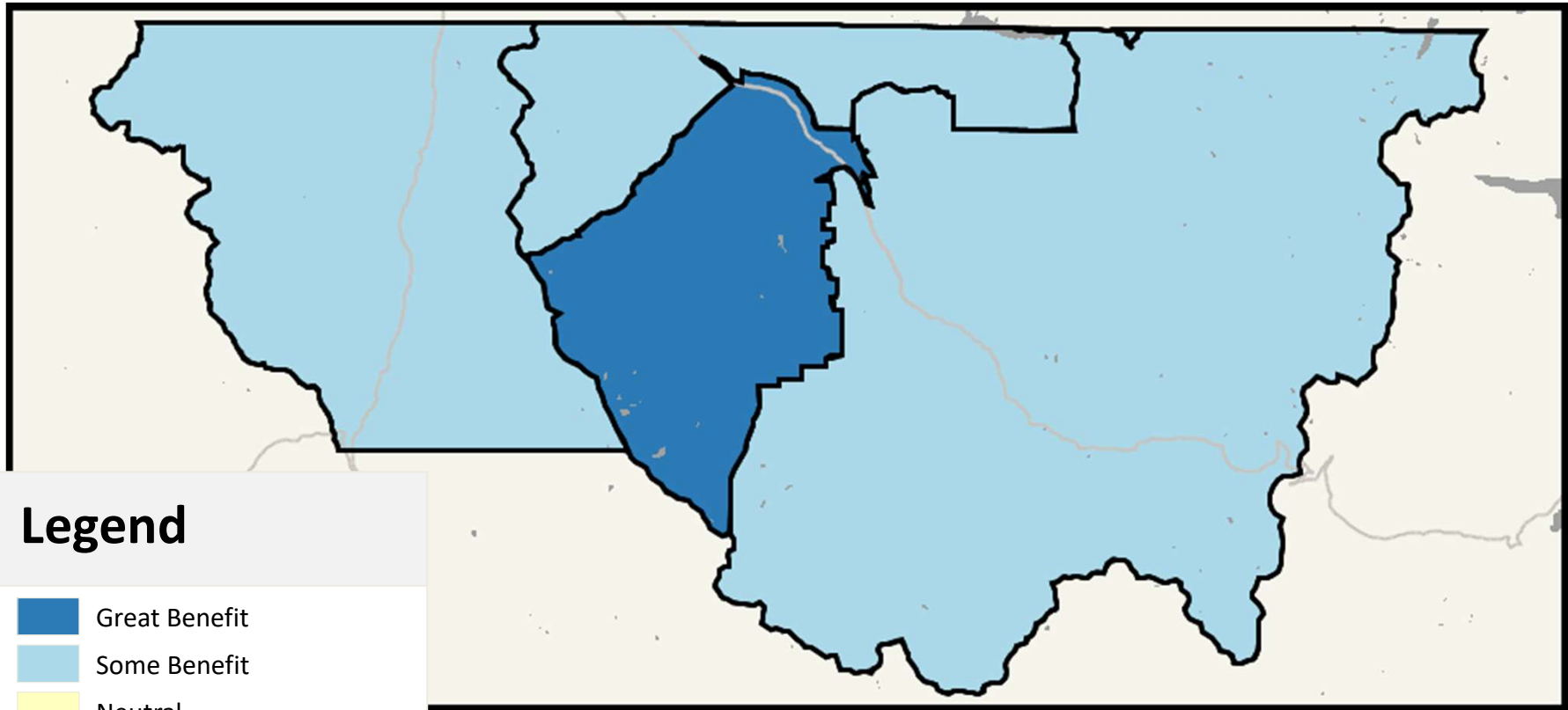
# Q14-2. Benefit Of The **Limitations On Density**









## Legend

-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response

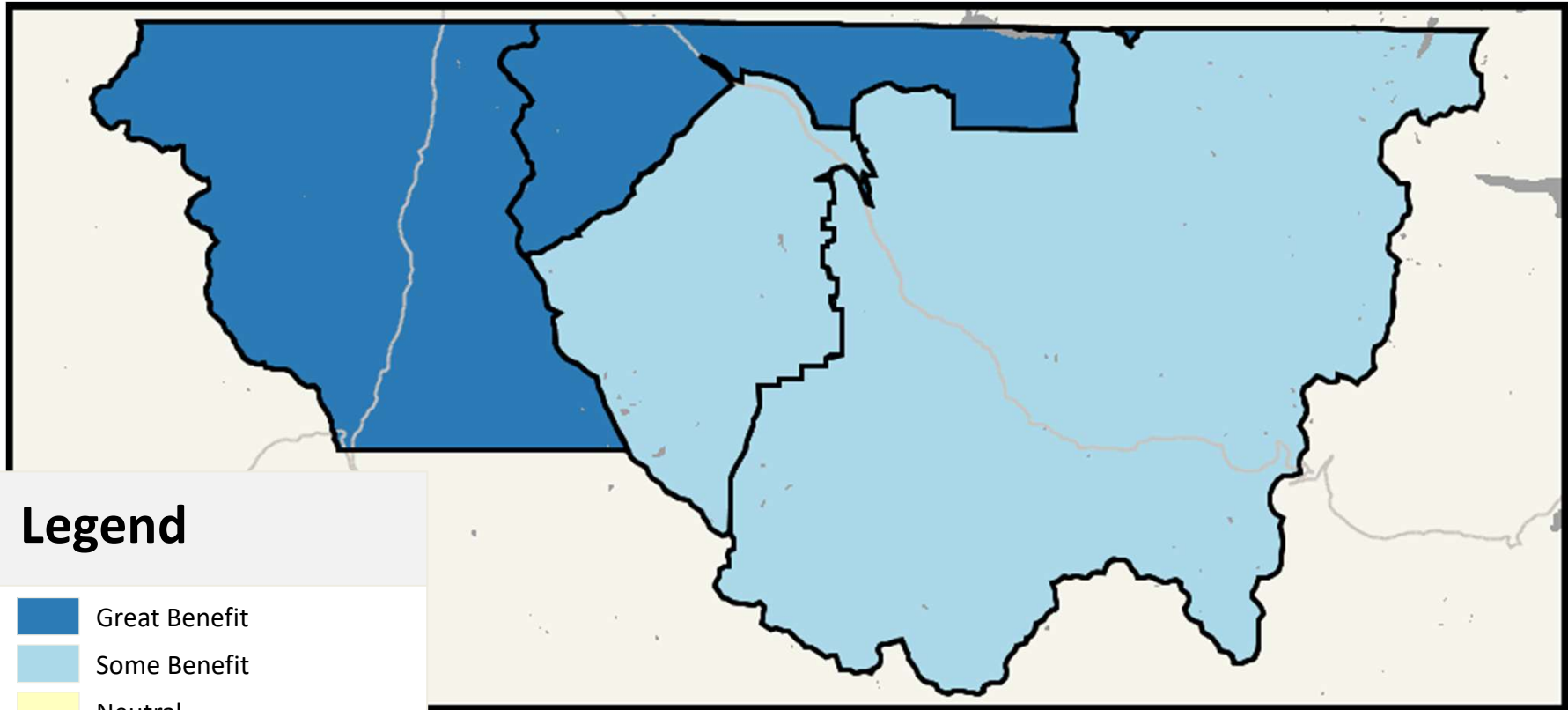
# Q14-3. Benefit Of House Size Restrictions



## Legend

-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response

# Q14-4. Benefit Of Having **Restrictions On Location And Type Of Development In Rural And Remote Areas Of Pitkin County**



## Legend

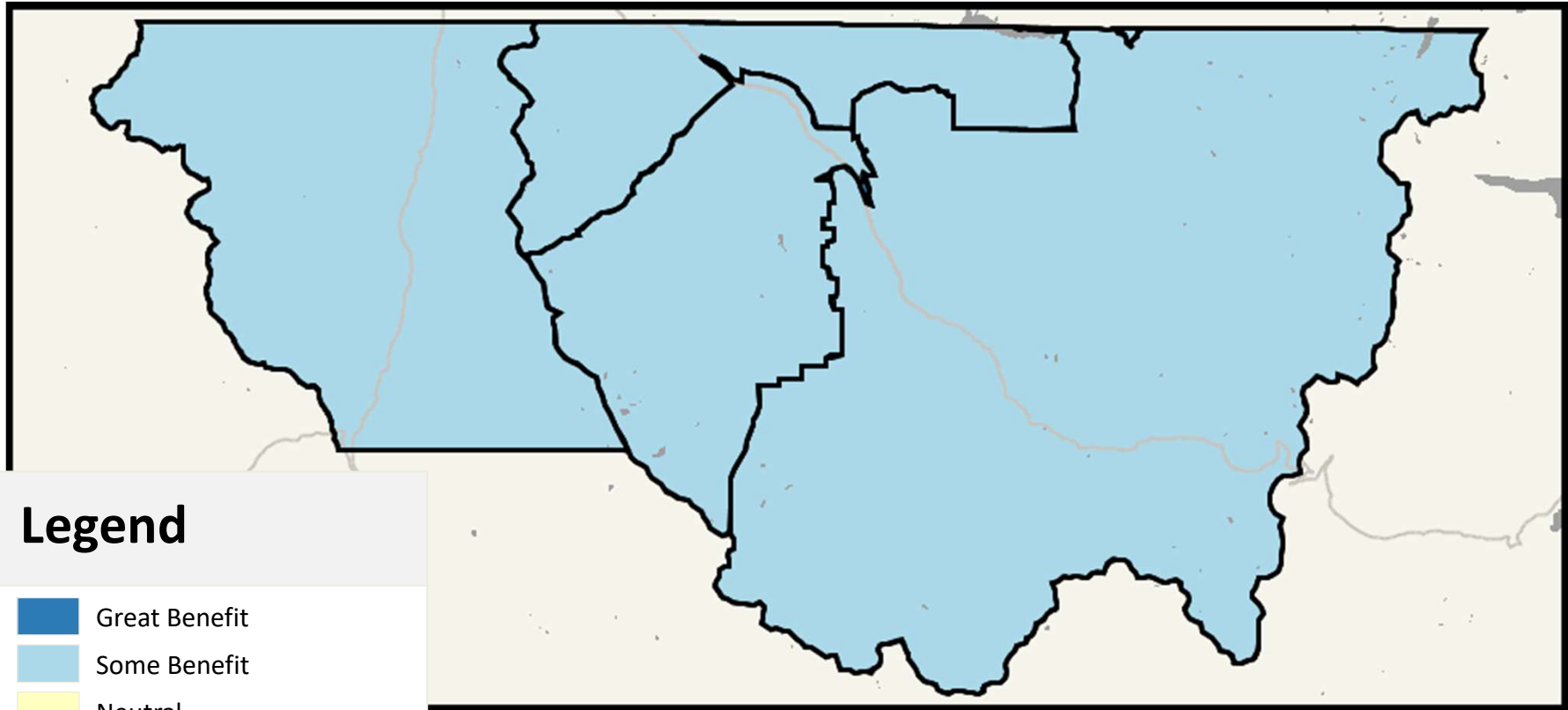
- Great Benefit
- Some Benefit
- Neutral
- Little Benefit
- No Benefit
- No Response









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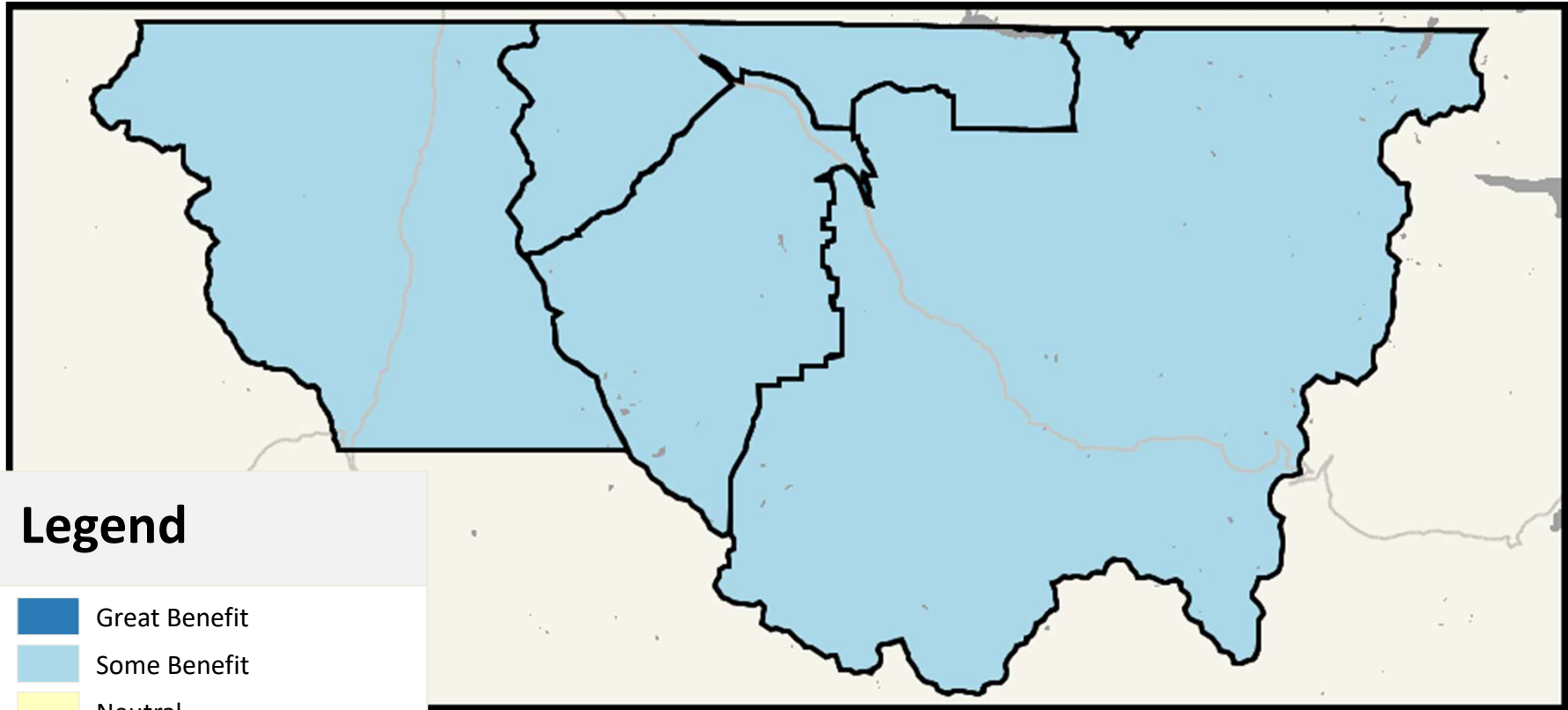
# Q14-5. Benefit Of Code And Ordinance Response To Development Code Violations





## Legend

-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response

# Q14-6. Benefit Of The Limitations On The Annual Number Of Construction Sites In Pitkin County



## Legend

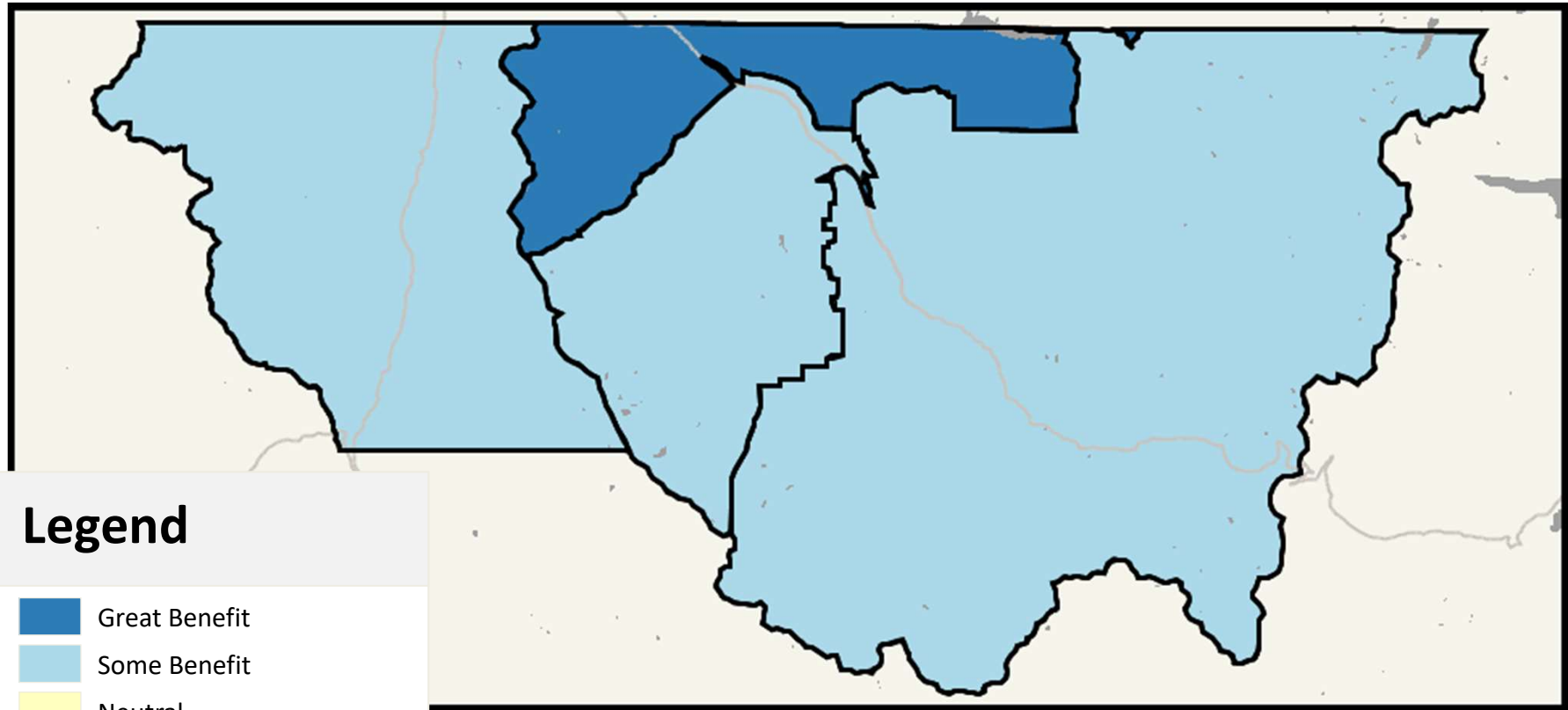
-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response




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# Q14-7. Benefit Of The **Development Of Further Incentives And Voluntary Programs To Reduce Greenhouse Gas Emissions In Buildings, Transportation, And/Or Waste Sectors**



## Legend

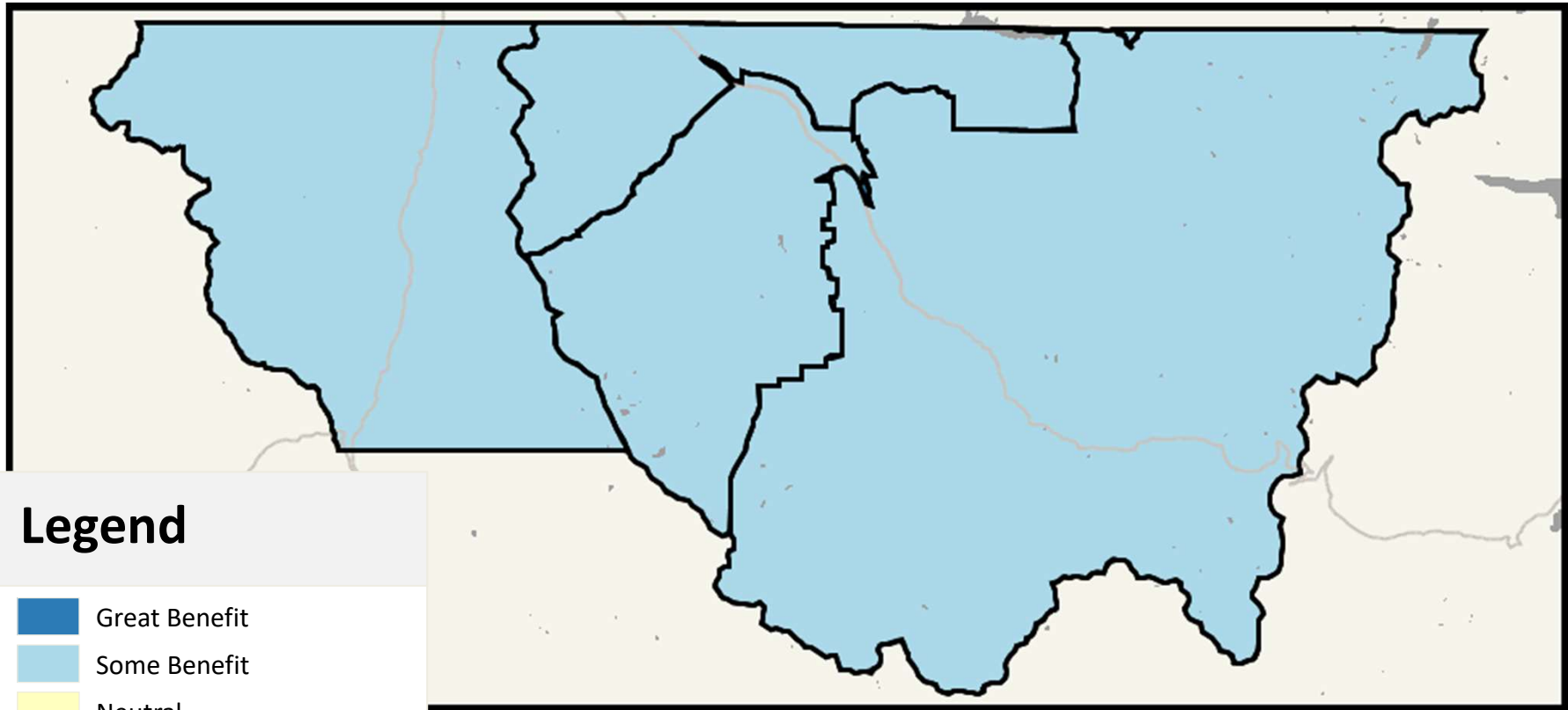
-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response




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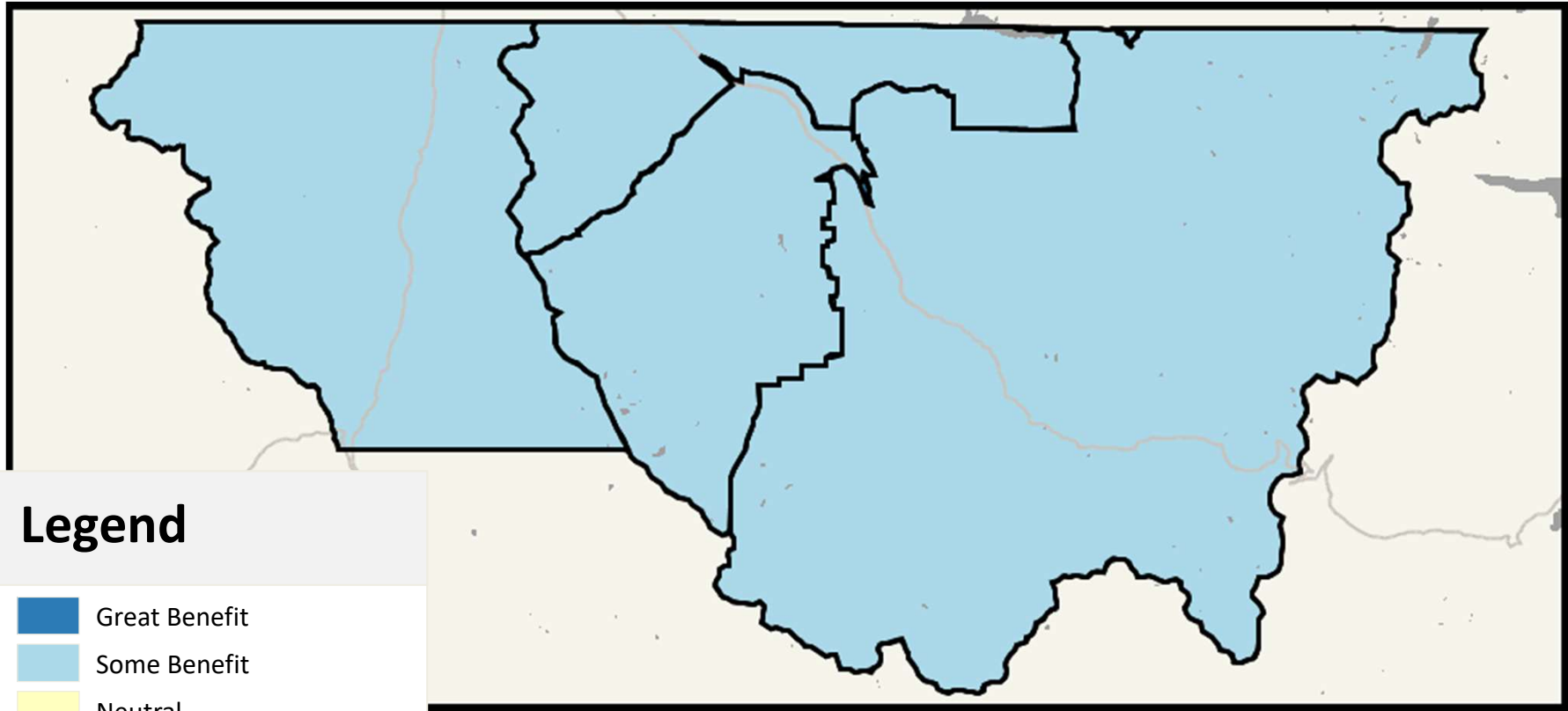
# Q14-8. Benefit Of The **Development Of New Requirements To Reduce Greenhouse Gas Emissions In Buildings, Transportation, And/Or Waste Sectors**









## Legend

-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response

# Q14-9. Benefit Of **Siting New Housing Developments** In Urban Areas



## Legend

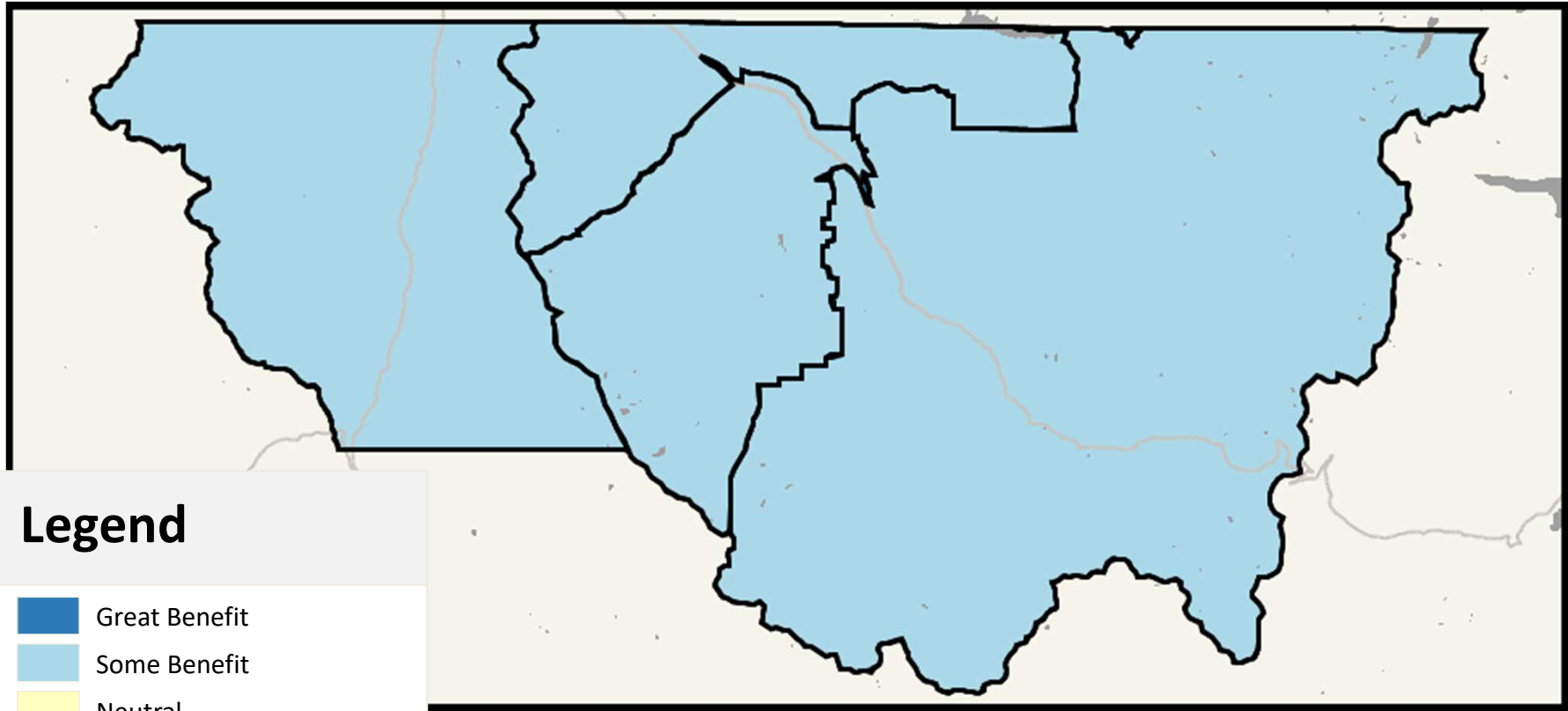
-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response



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# Q14-10. Benefit Of **Siting New Housing Developments Along Transit Corridors**



## Legend

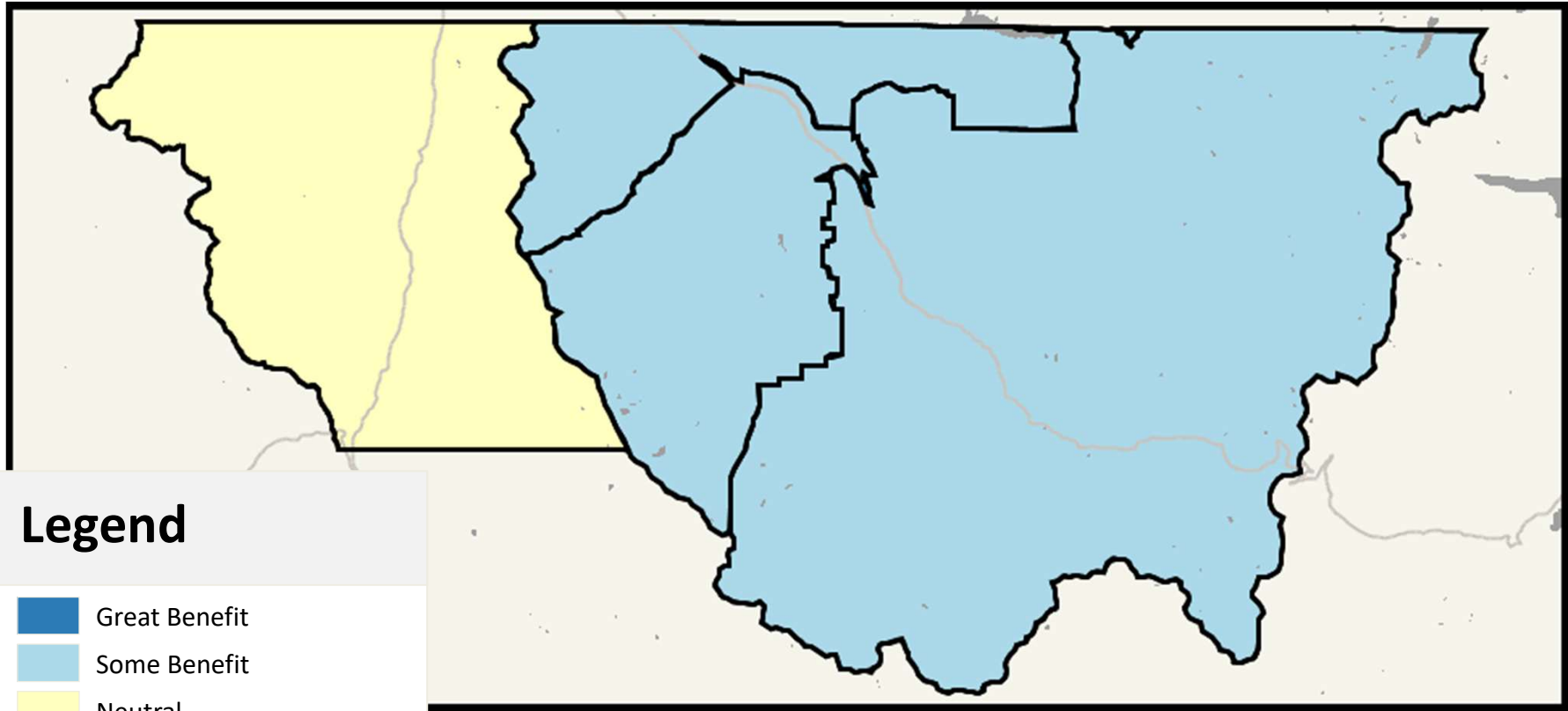
-  Great Benefit
-  Some Benefit
-  Neutral
-  Little Benefit
-  No Benefit
-  No Response



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# Q14-11. Benefit Of The Limitations On The Location Of Short-term Rentals In Rural Areas



## Legend

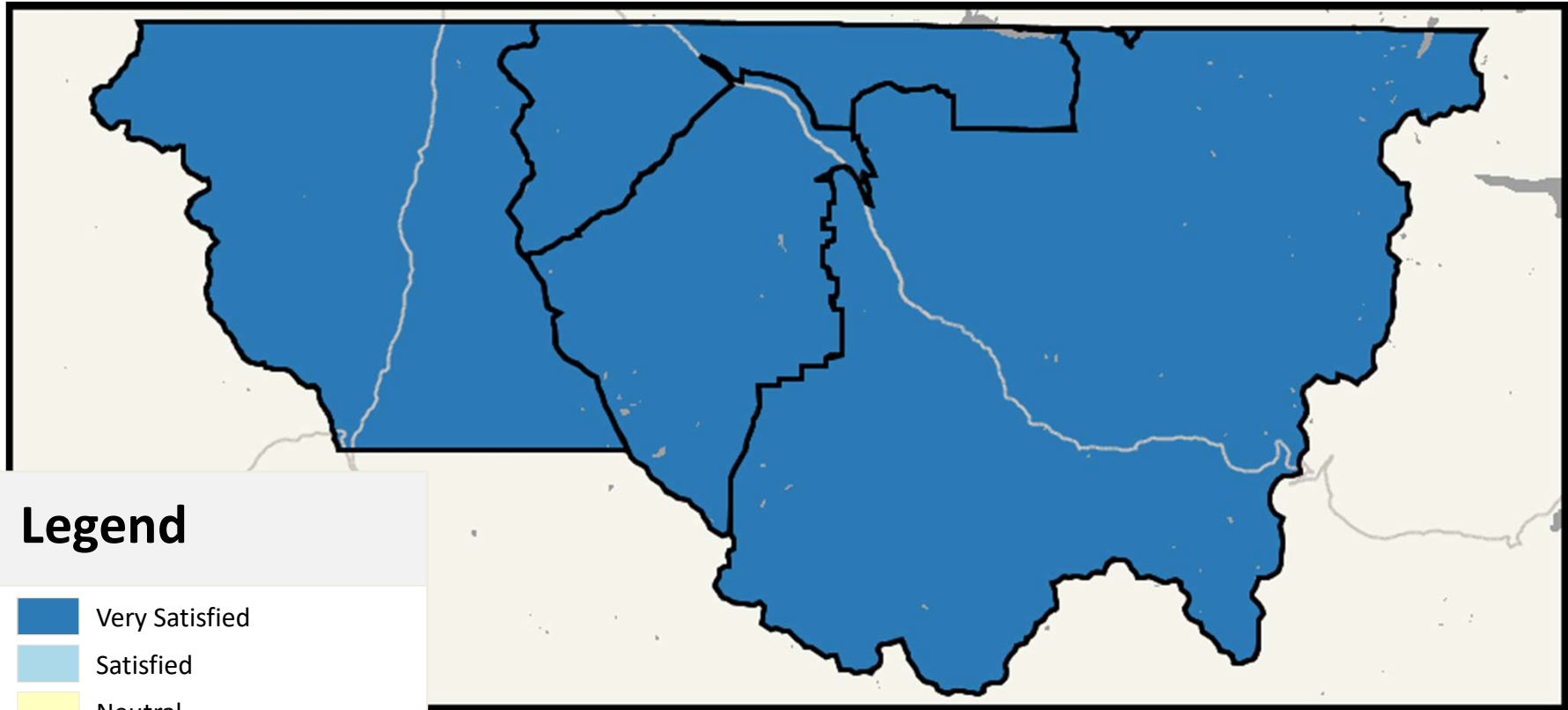
- Great Benefit
- Some Benefit
- Neutral
- Little Benefit
- No Benefit
- No Response



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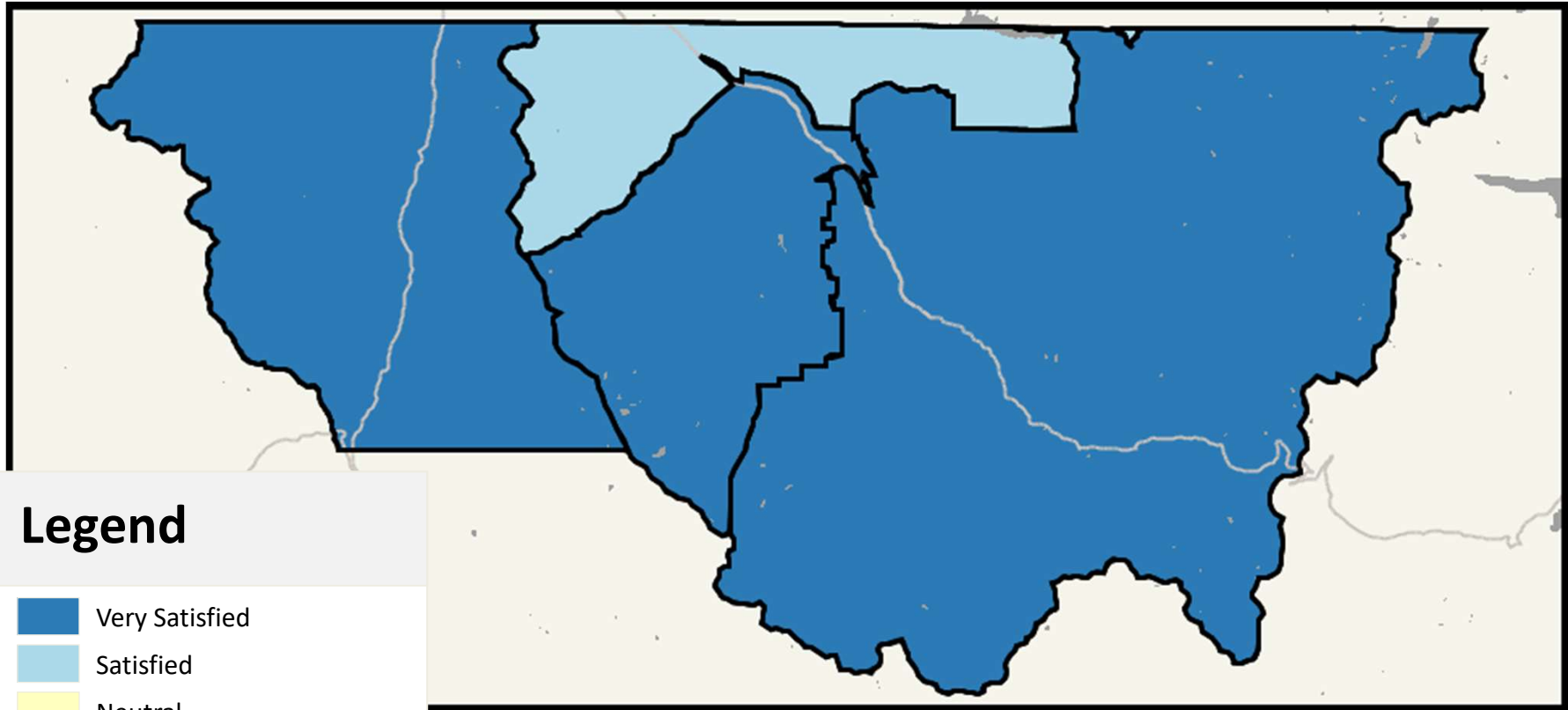
# Q16-1. Respondents' Level Of Satisfaction With How Safe They Feel In Pitkin County




## Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q16-2. Respondents' Level Of Satisfaction With Ambulance/Emergency Medical Services In The County



## Legend

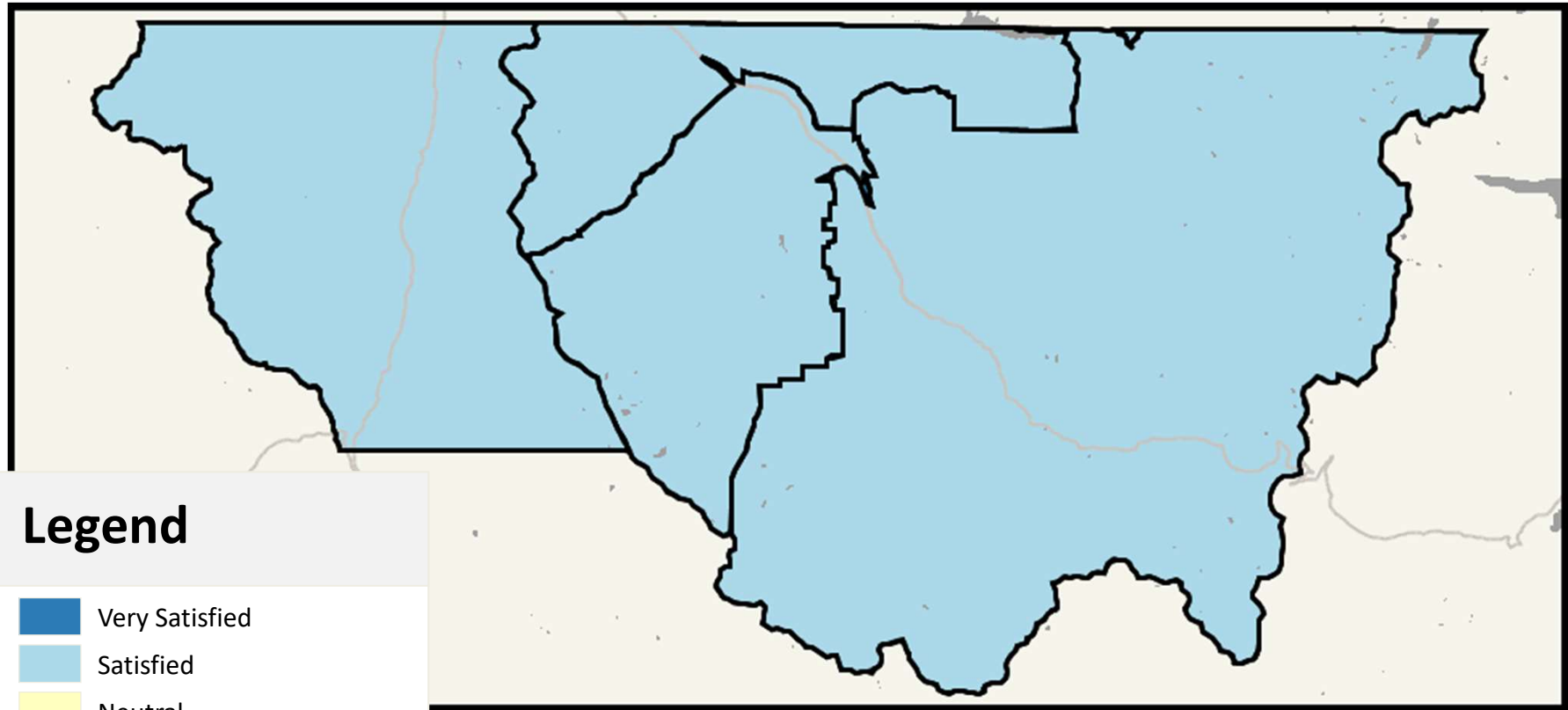
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



ETC INSTITUTE



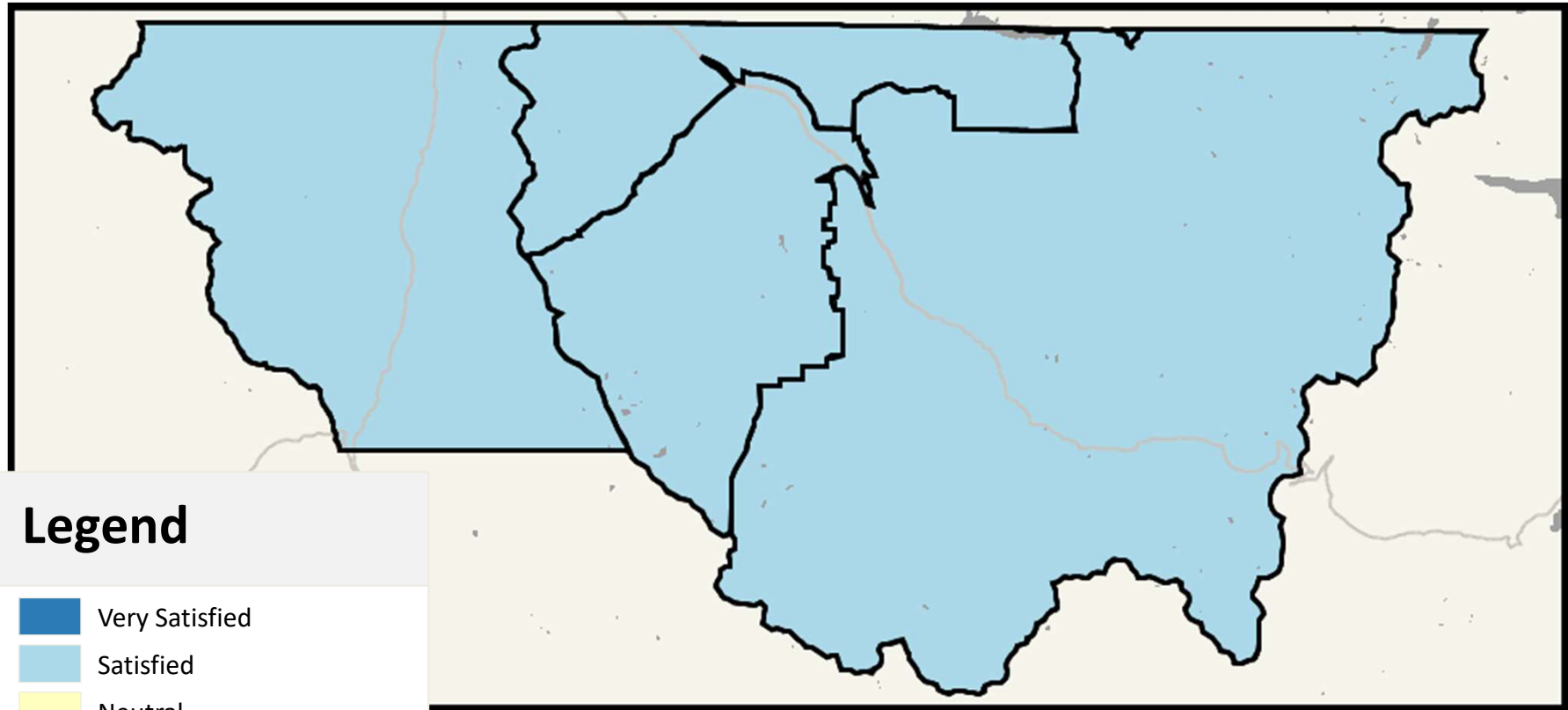
# Q16-3. Respondents' Level Of Satisfaction With Traffic Safety Provided By Law Enforcement



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q16-4. Respondents' Level Of Satisfaction With **The County's Protection Of Adults And Children From Abuse Or Neglect**



## Legend

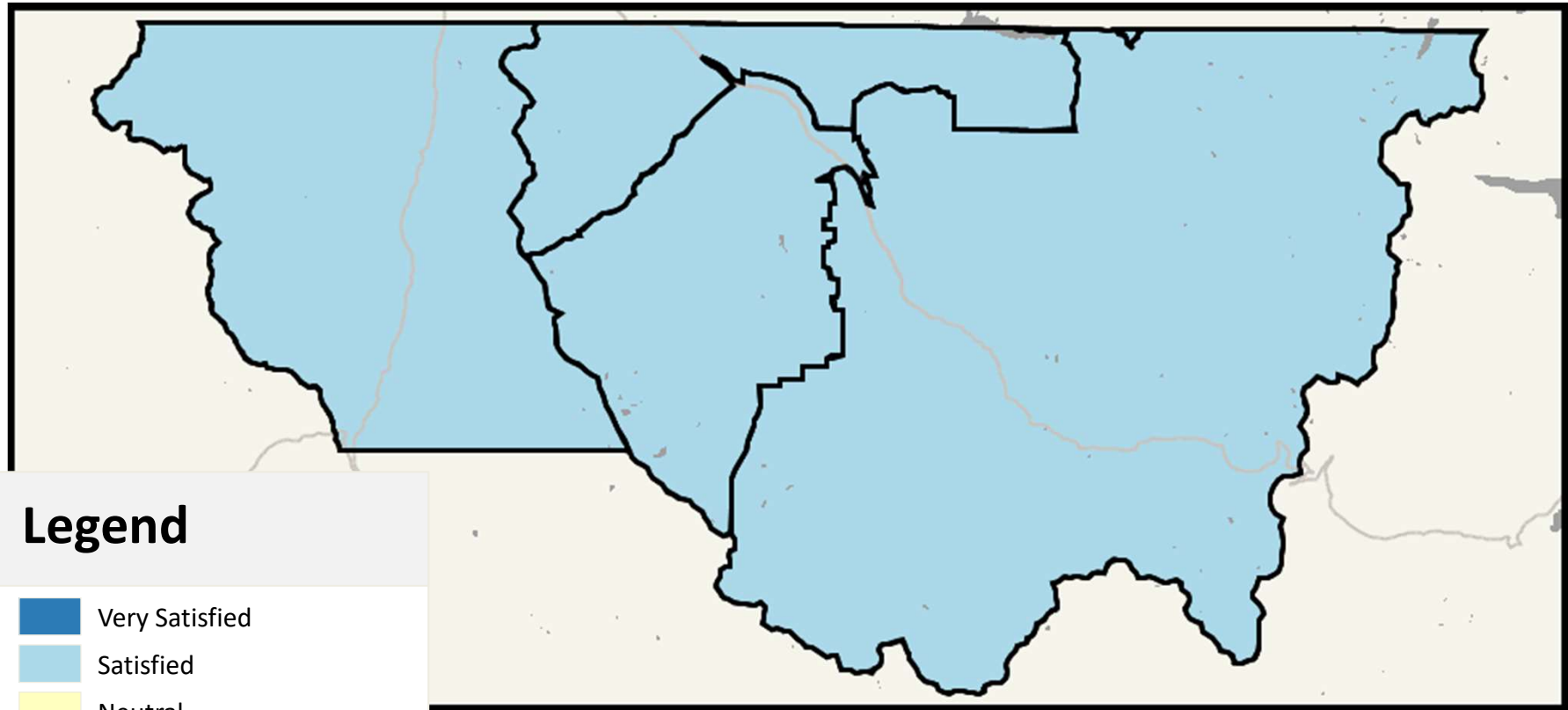
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q16-5. Respondents' Level Of Satisfaction With **The County's Protection Of Families From Domestic Violence**



## Legend

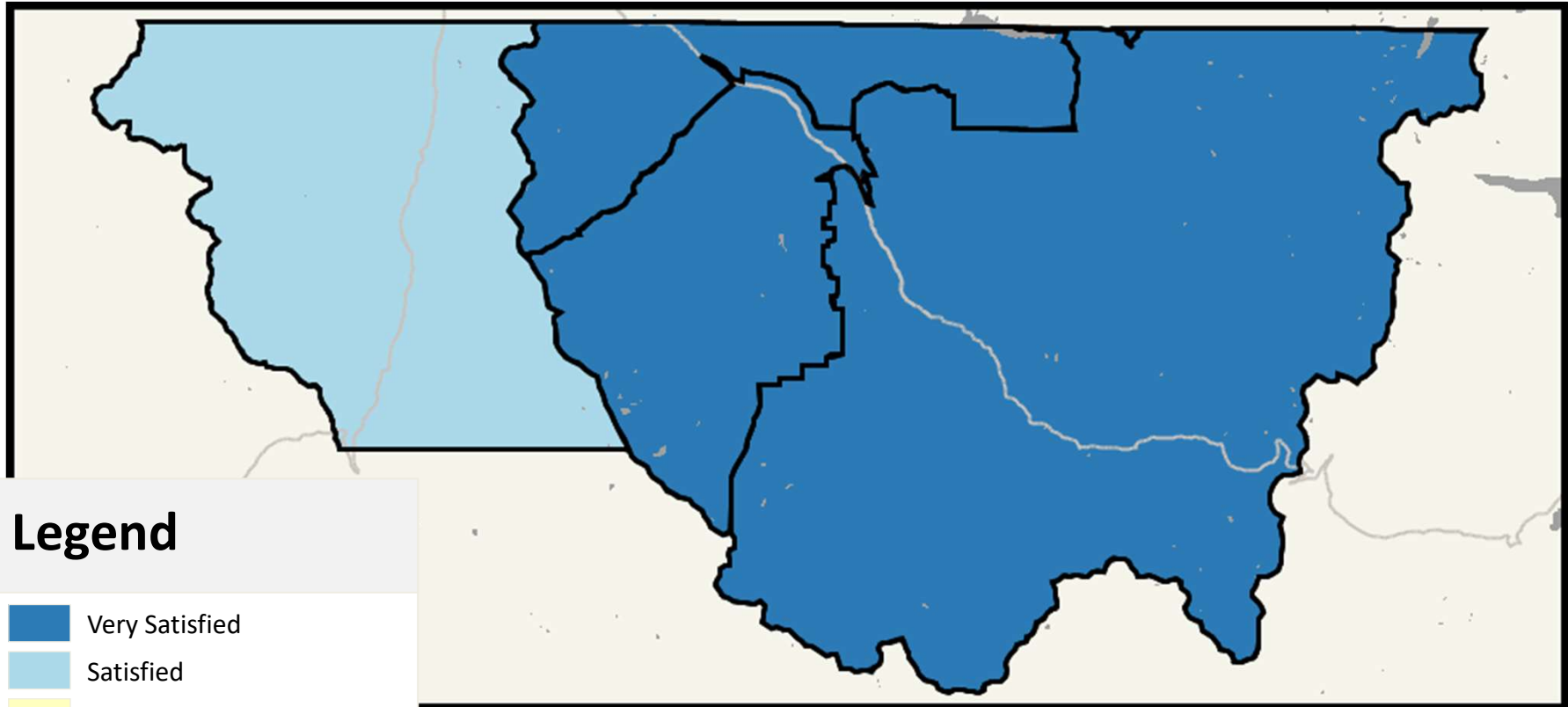
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q18-1. Respondents' Level Of Satisfaction With The **Overall Quality And Professionalism Of Local Sheriff's Office Protection**



## Legend

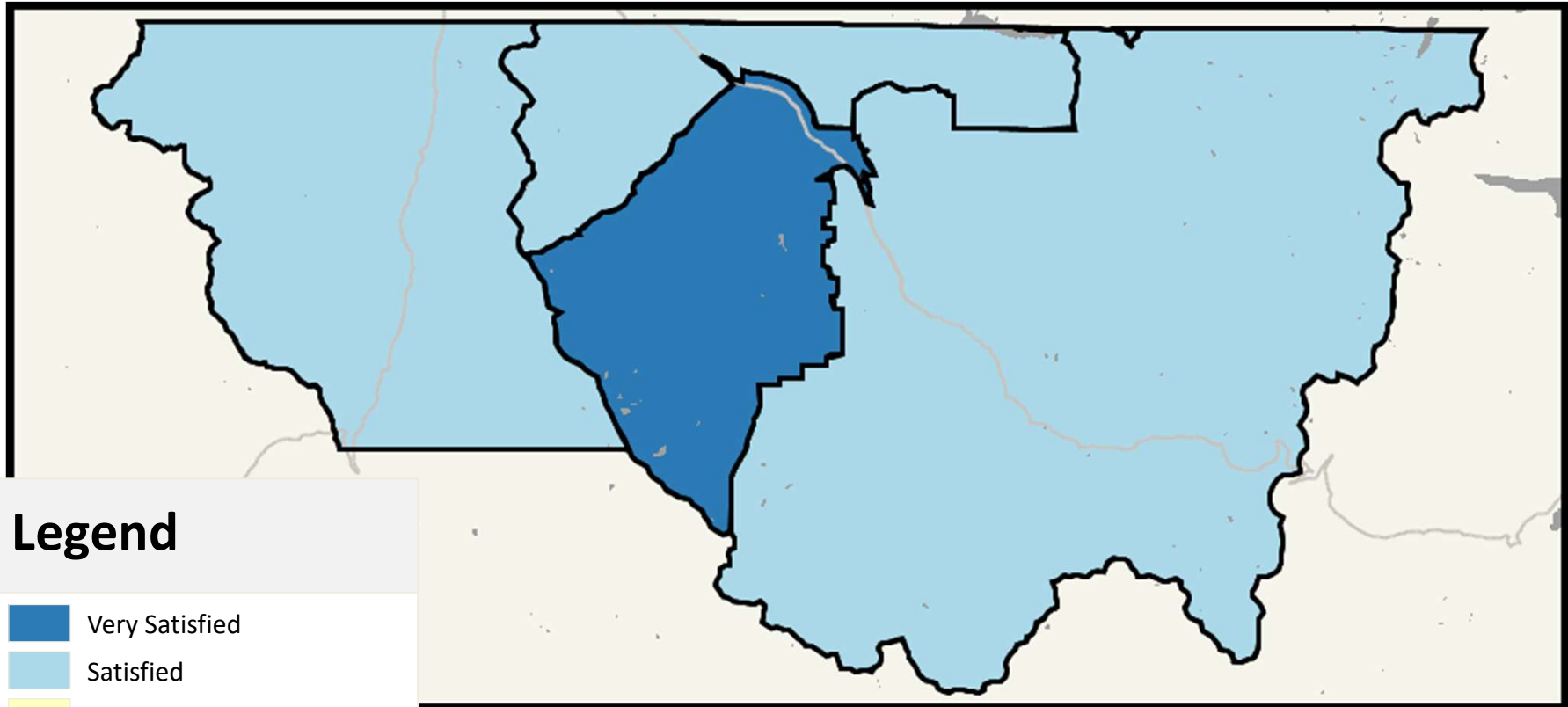
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q18-2. Respondents' Level Of Satisfaction With **How Quickly The Sheriff's Office Responds To 911 Emergencies**

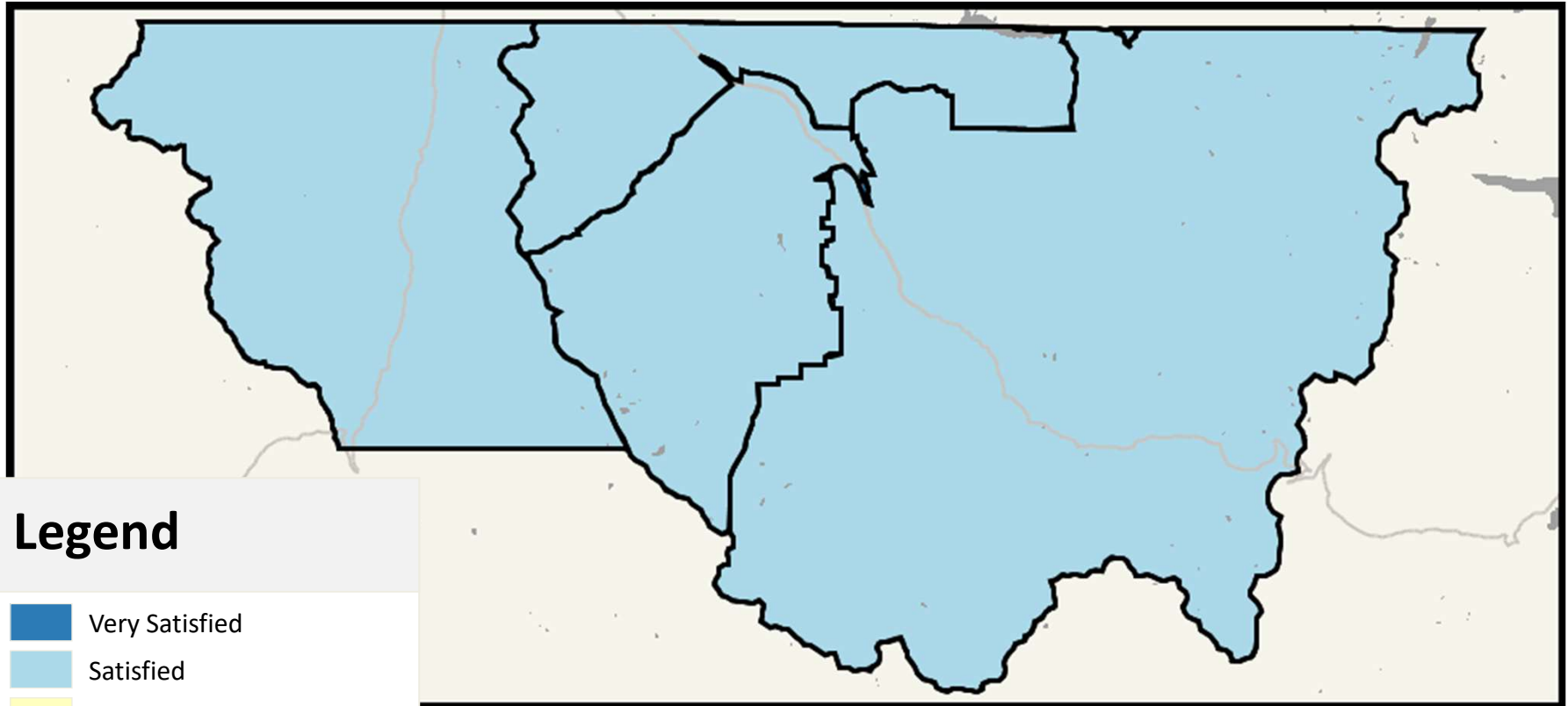


## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



# Q18-3. Respondents' Level Of Satisfaction With **The Visibility Of Sheriff's Deputies In Neighborhoods**



## Legend

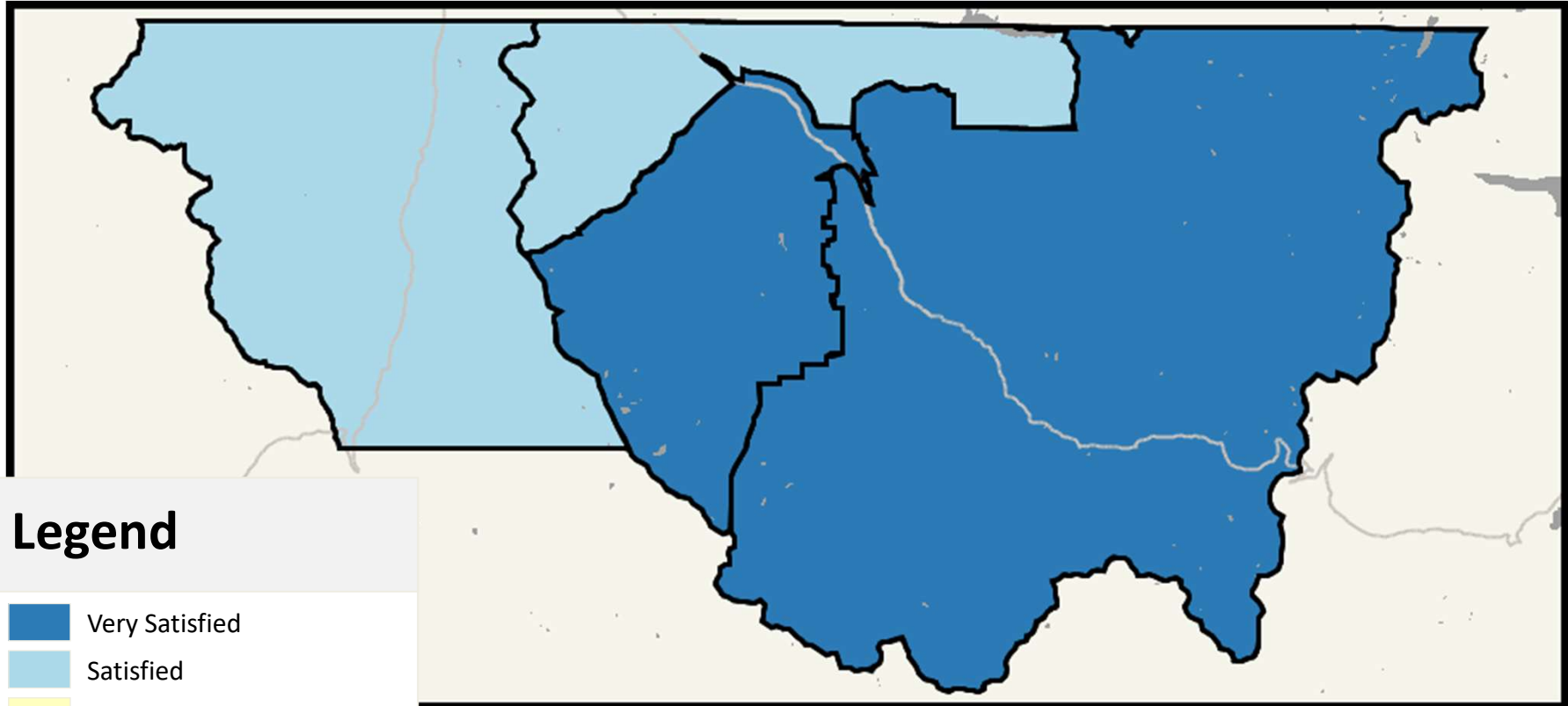
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q18-4. Respondents' Level Of Satisfaction With The Overall Quality Of The Pitkin Alert System



## Legend

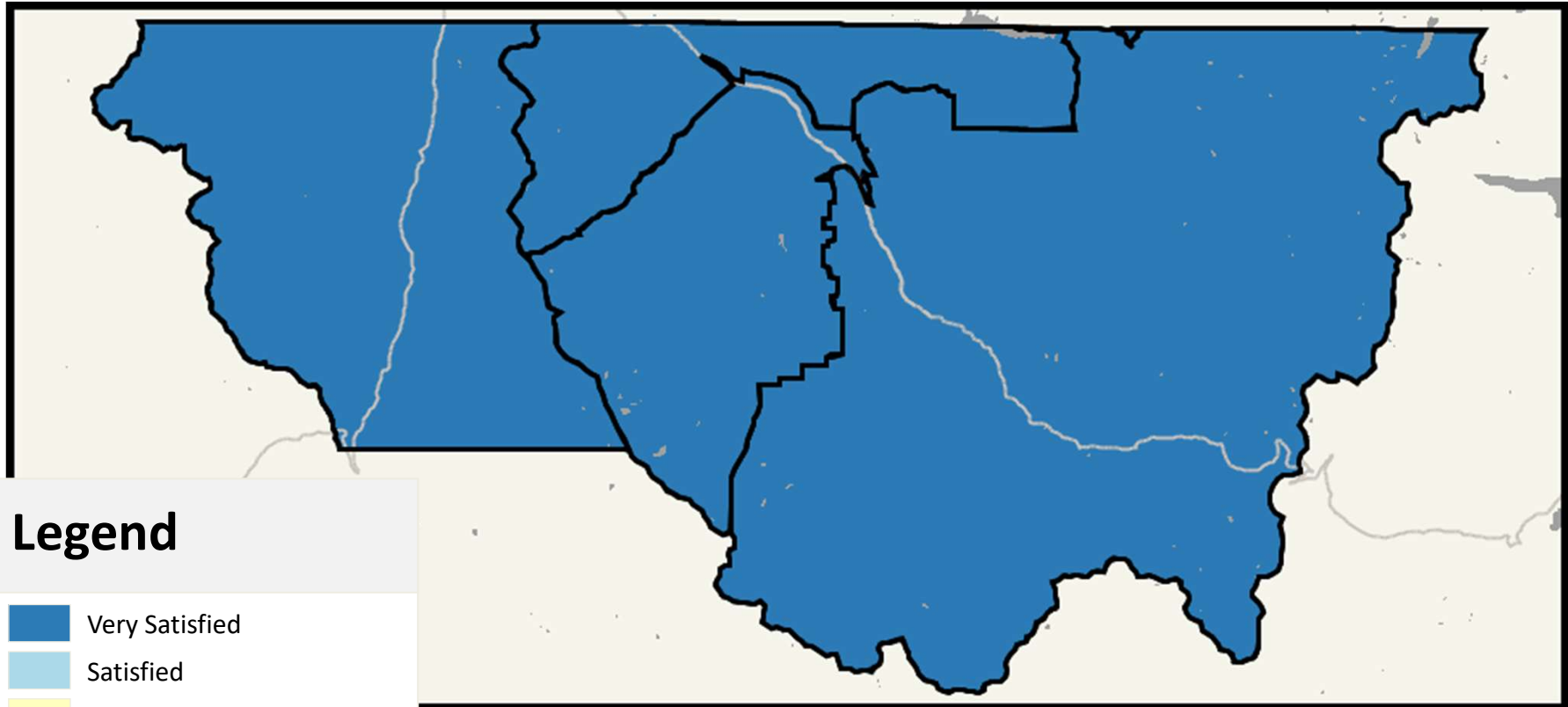
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q18-5. Respondents' Level Of Satisfaction With The Overall Quality Of The Sheriff's Office Backcountry Rescue Response And Services



## Legend

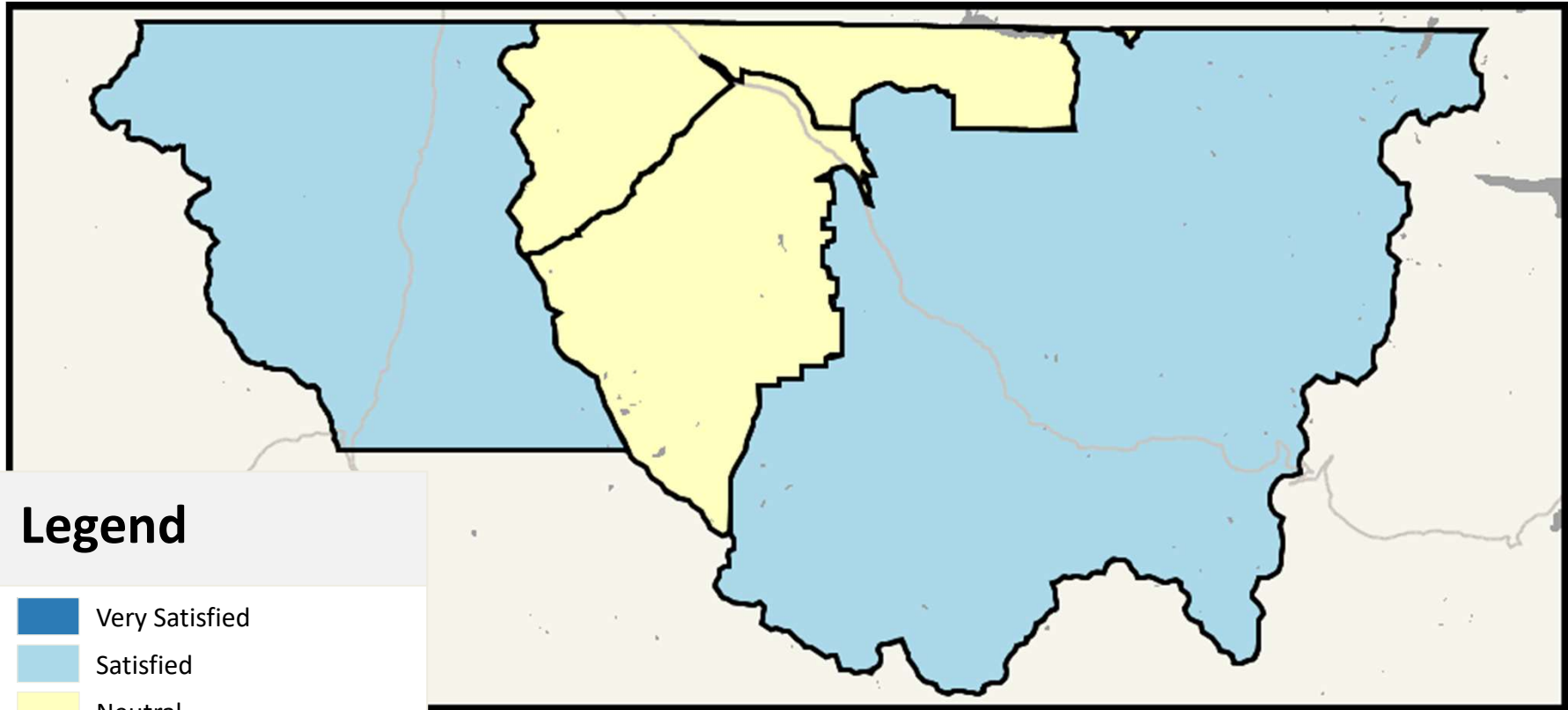
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response








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# Q18-6. Respondents' Level Of Satisfaction With The County's Law Enforcement Response To Mental Health Issues (Pitkin County Area Co-responder Team)



## Legend

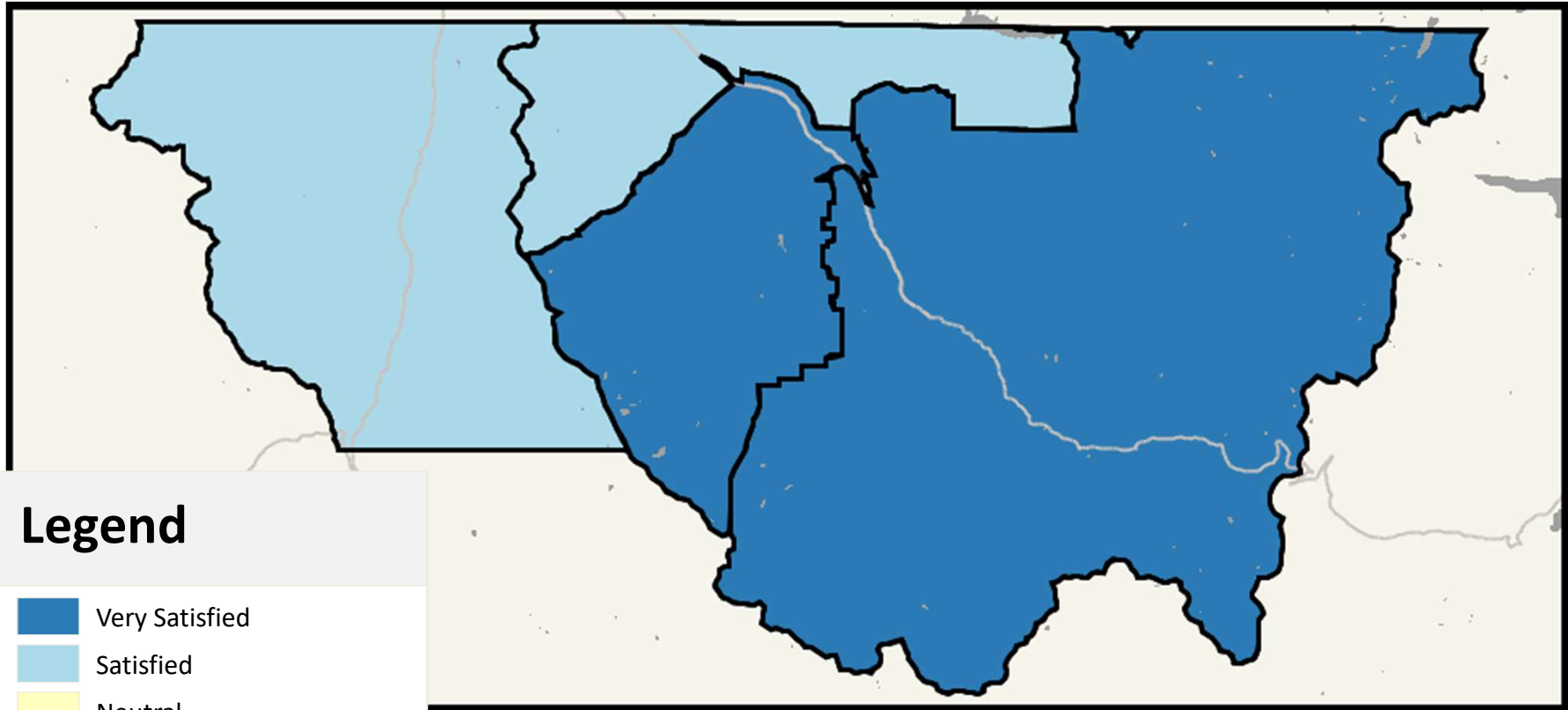
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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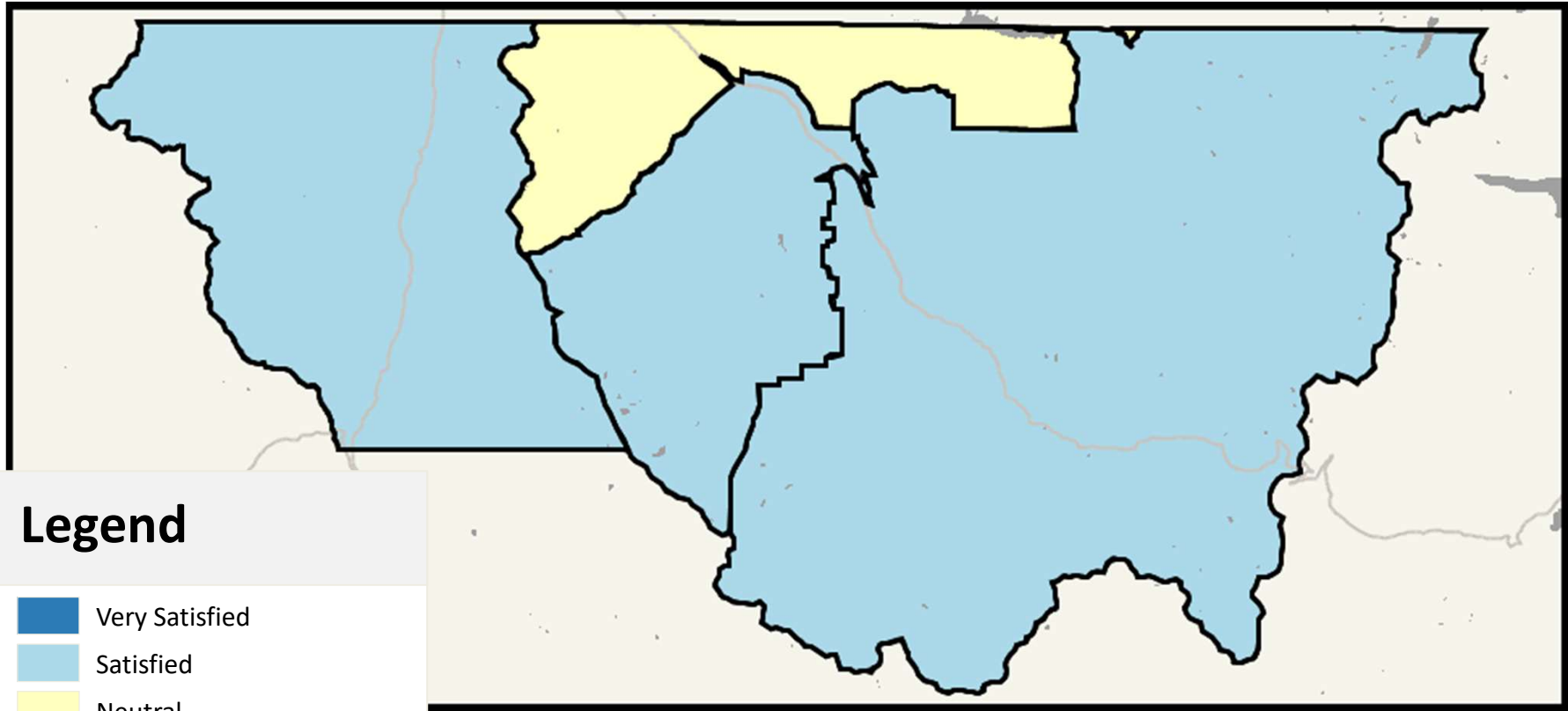
# Q20-1. Respondents' Level Of Satisfaction With The Availability Of Shared Use Trails







## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q20-2. Respondents' Level Of Satisfaction With The Availability Of Parking (Brush Creek Park And Ride, Airport Business Center, Etc.)



## Legend

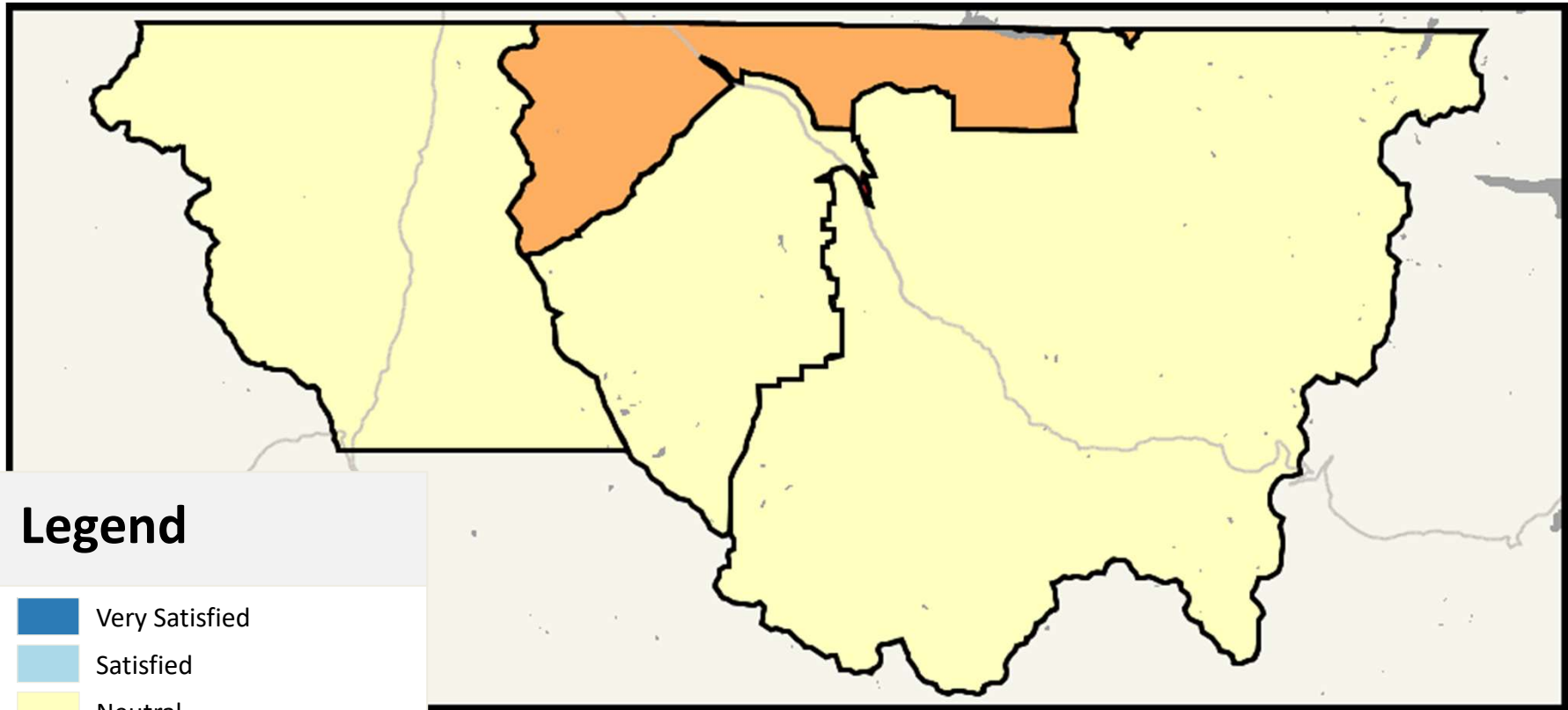
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response







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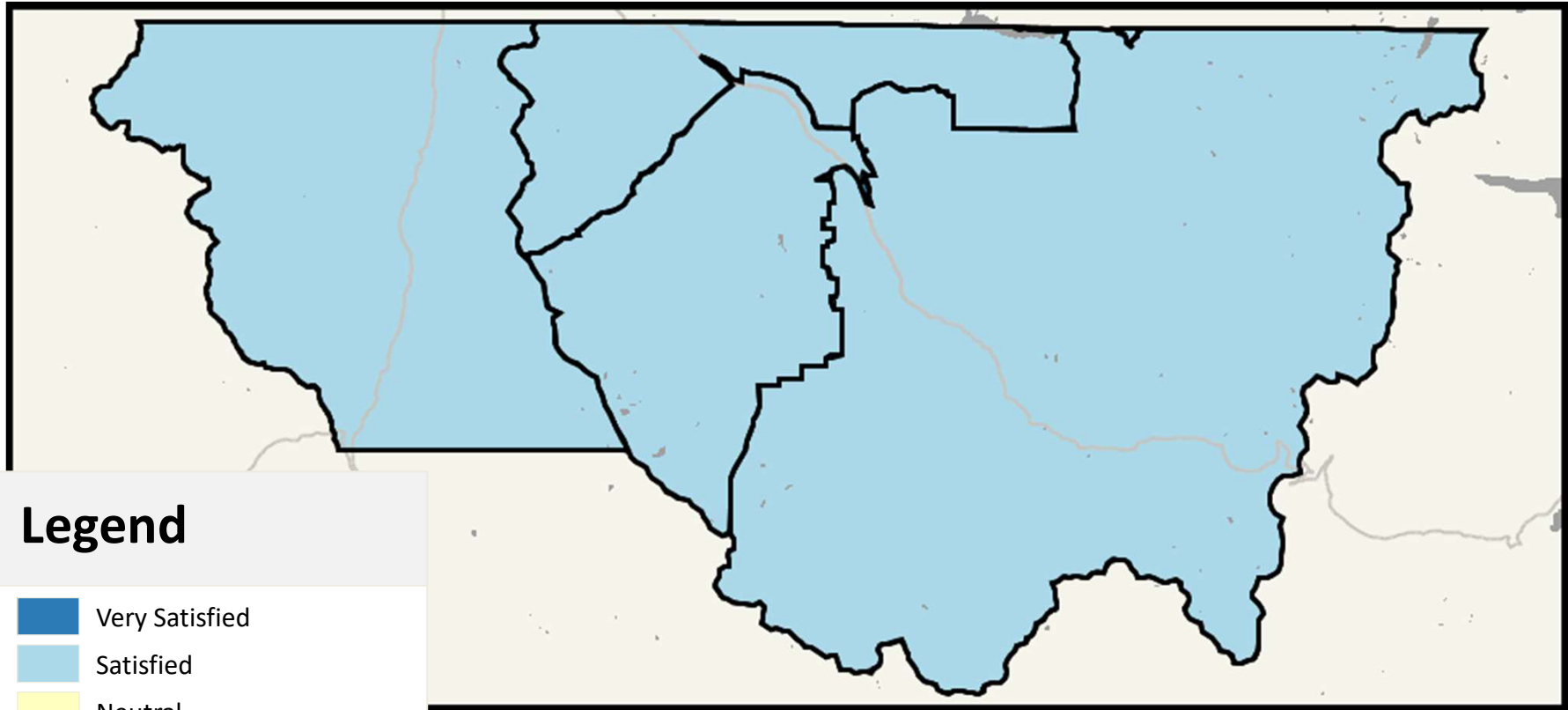
# Q20-3. Respondents' Level Of Satisfaction With The **Traffic Volume And Safety On Major County Roads (Maroon, Castle Creek, Mclain Flats, Watson Divide, Snowmass Creek, Etc.)**



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

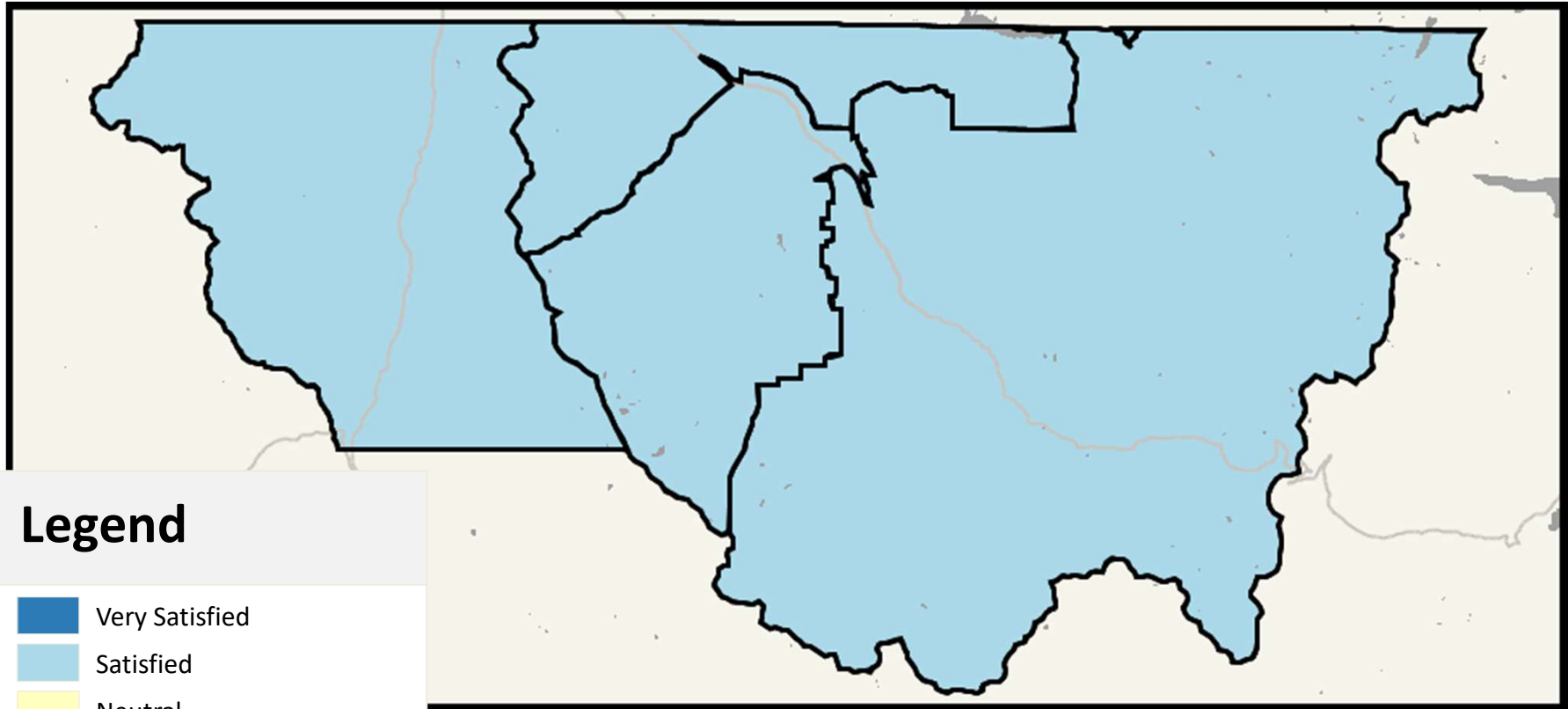
# Q20-4. Respondents' Level Of Satisfaction With County Road Snow Removal




## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q20-5. Respondents' Level Of Satisfaction With The RFTA/BRT Bus System



## Legend

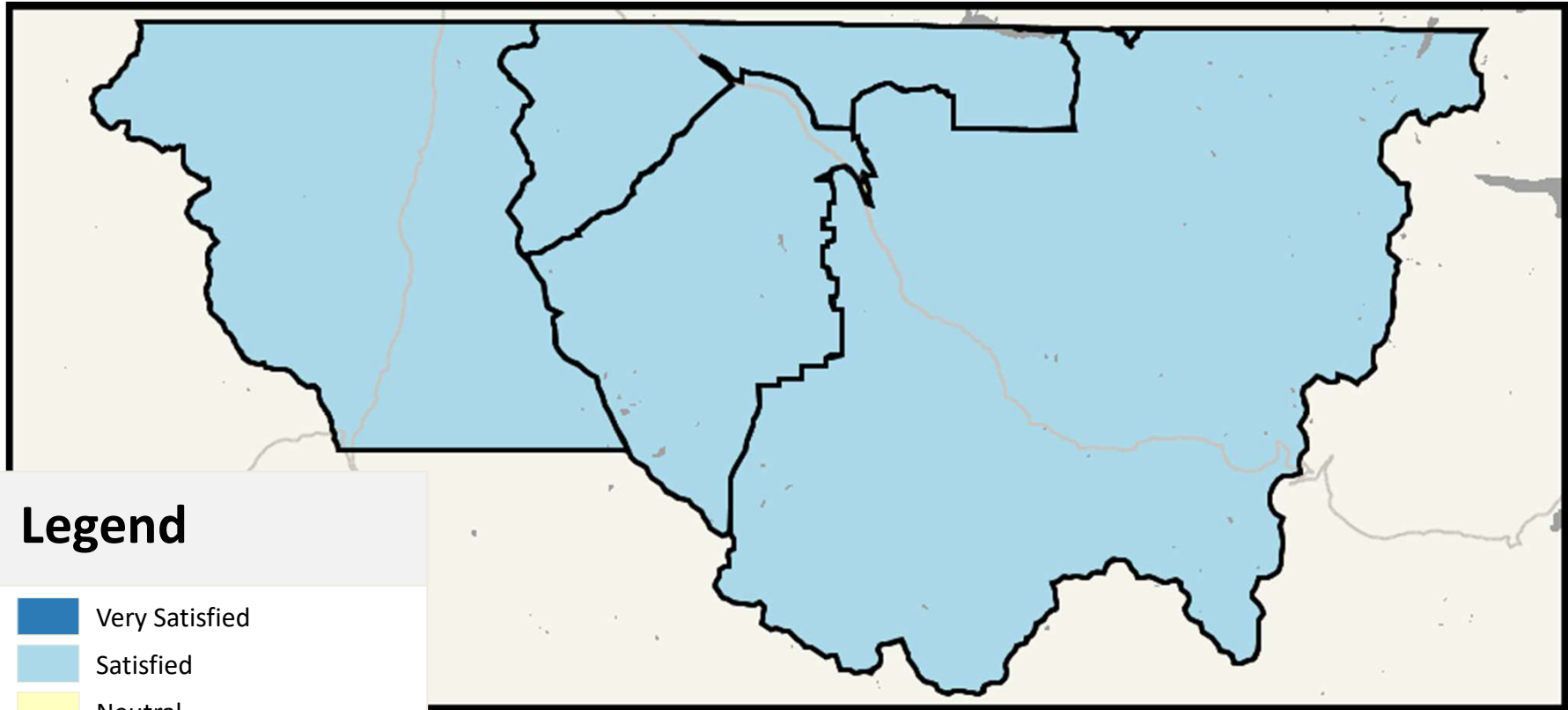
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response






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# Q20-6. Respondents' Level Of Satisfaction With The Ease Of Traveling By Bicycle On Pitkin County Roads Or Shared Paths



## Legend

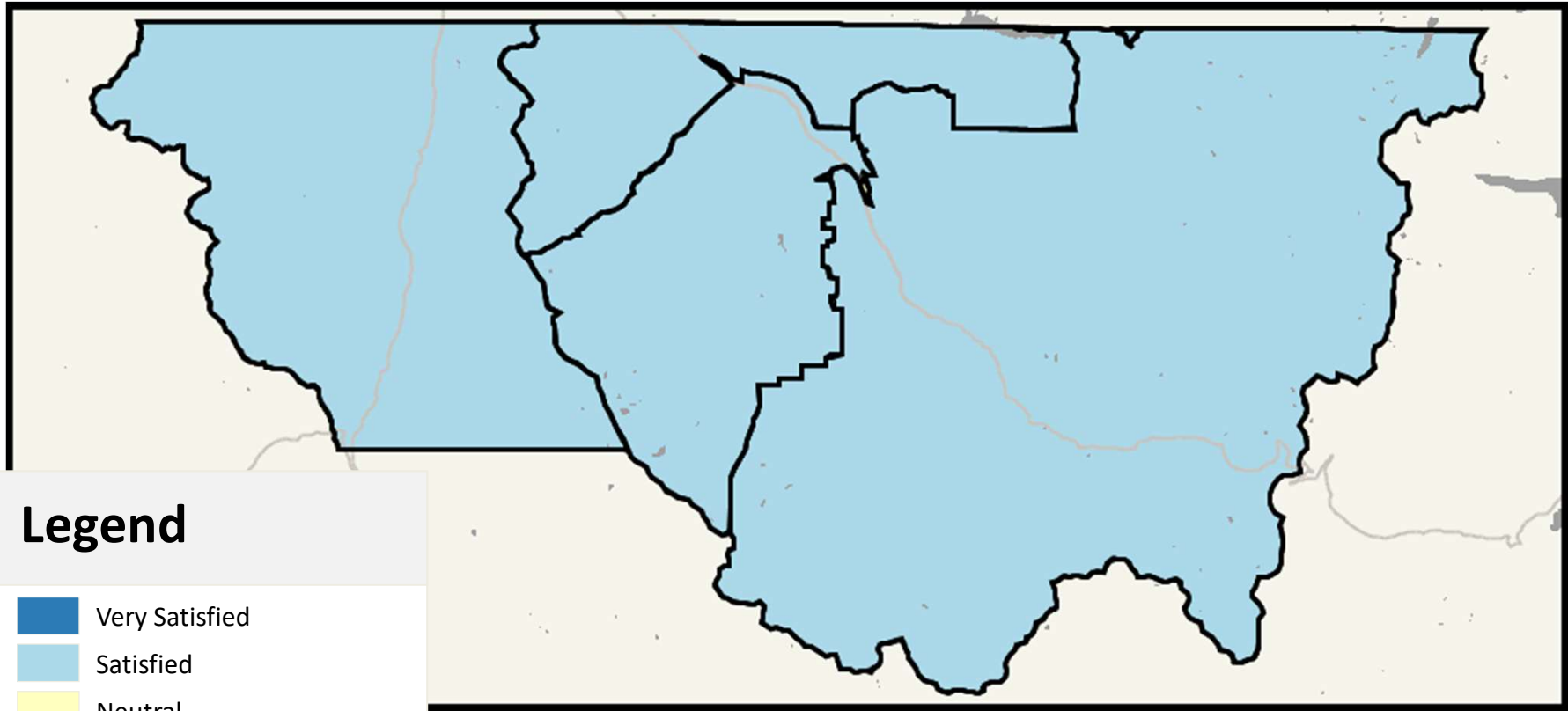
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q22-1. Respondents' Level Of Satisfaction With The Availability And Quality Of Human Services Provided By Local Non-profits



## Legend

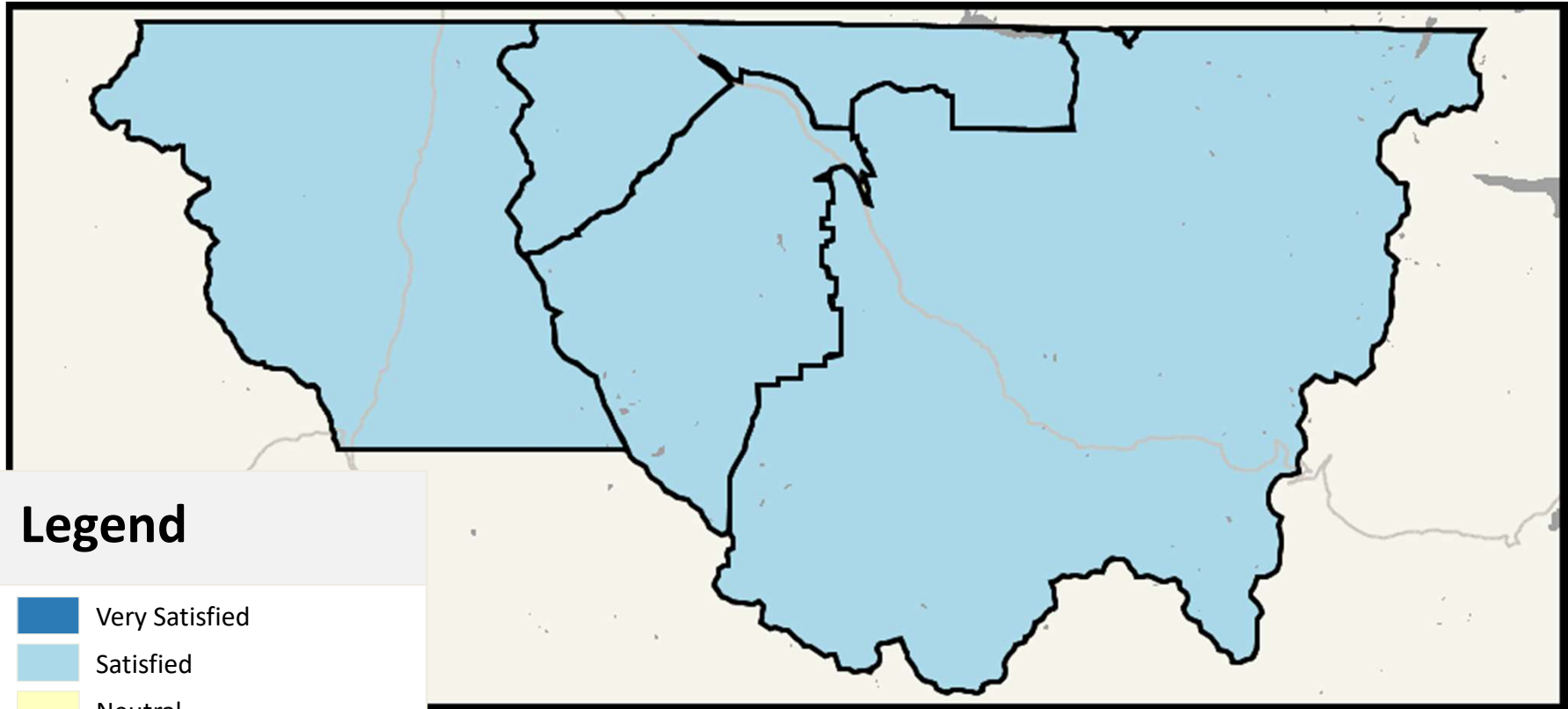
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response




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# Q22-2. Respondents' Level Of Satisfaction With The Senior Services Effectiveness At Enabling Seniors To Remain As Independent As Possible



## Legend

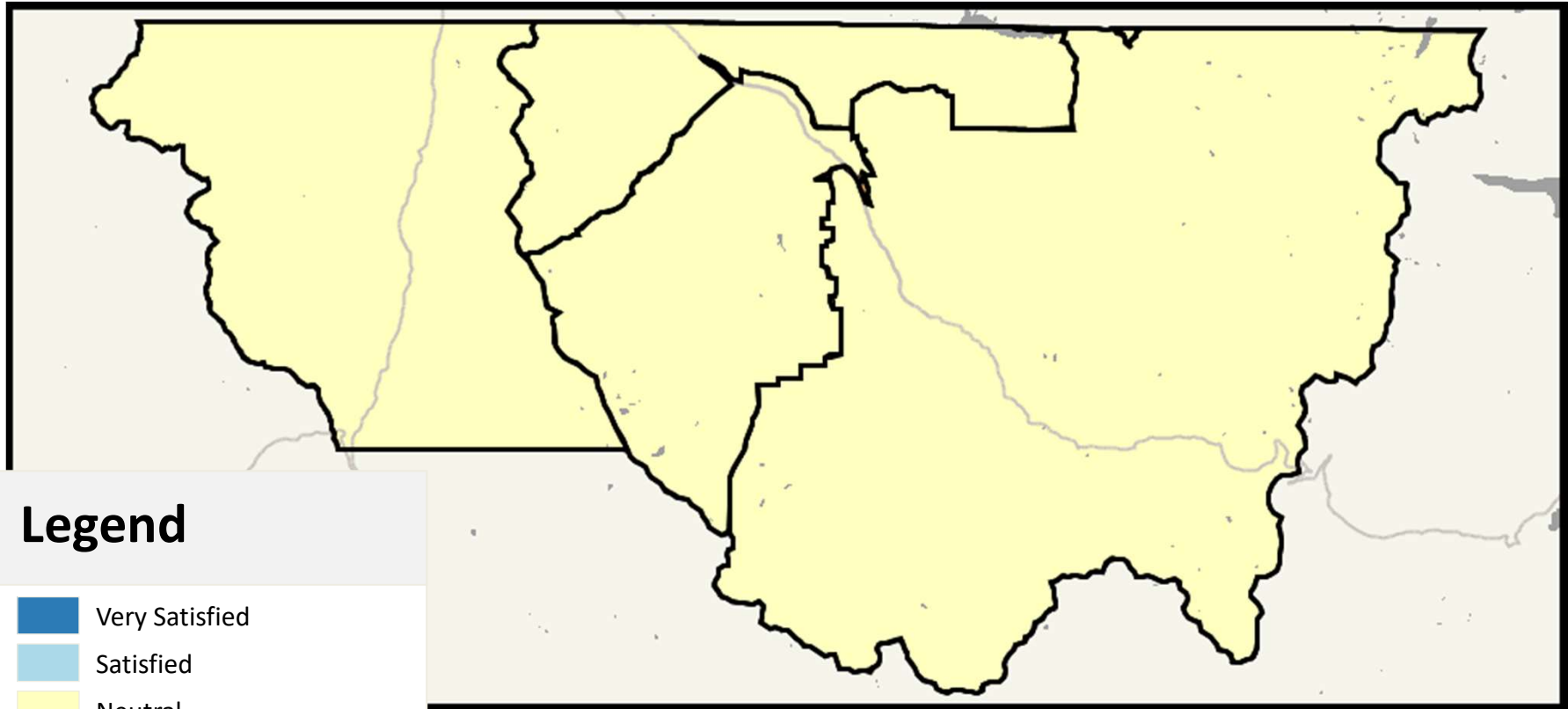
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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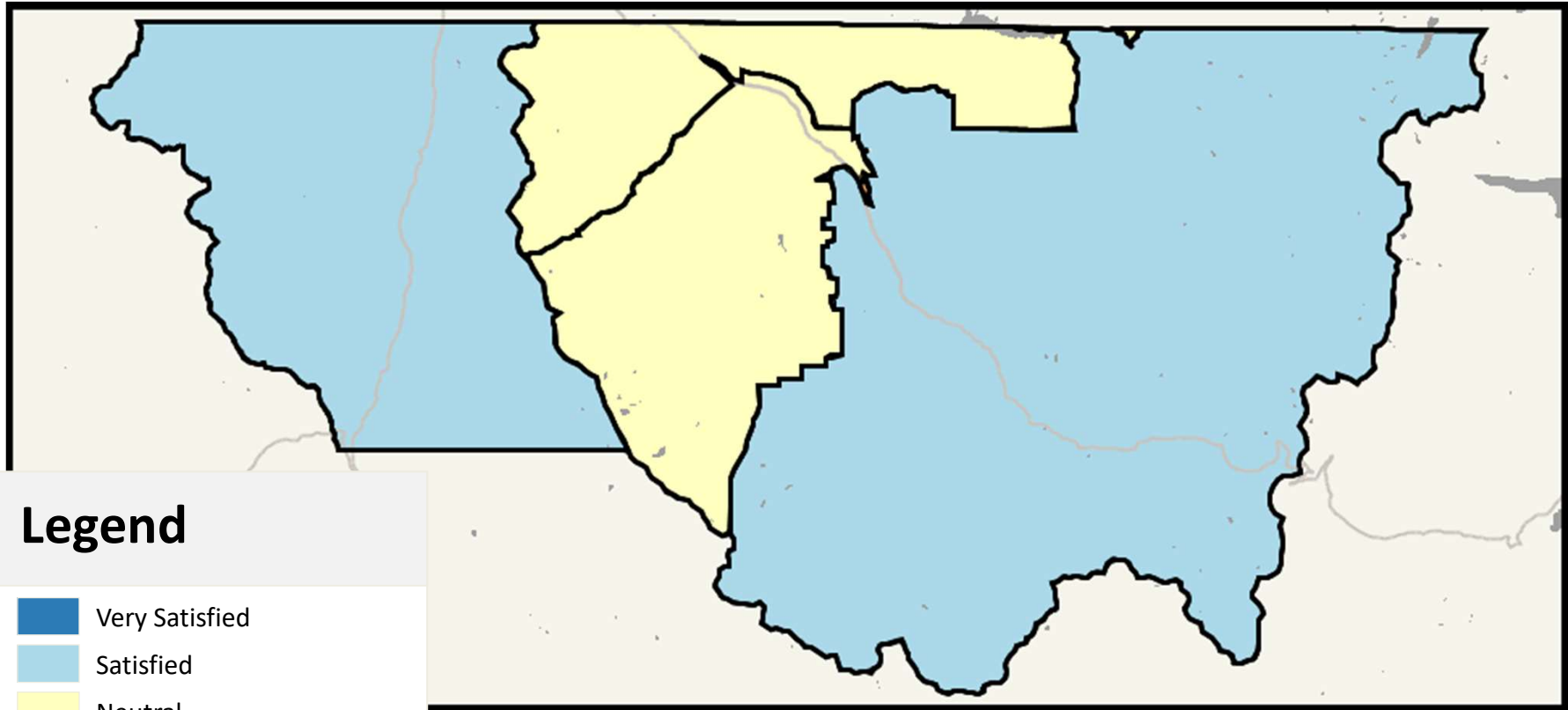
# Q22-3. Respondents' Level Of Satisfaction With The Availability And Quality Of Mental Health And Substance



## Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

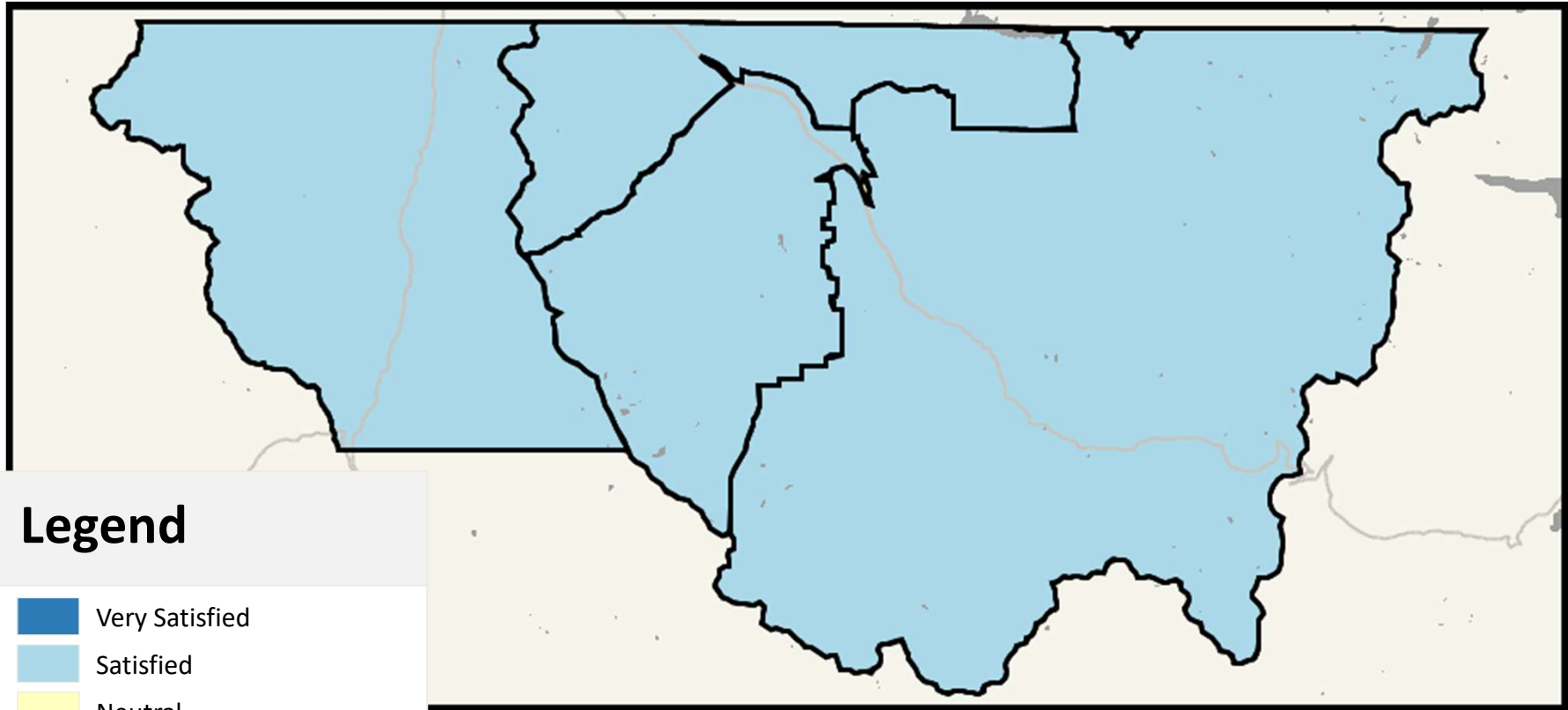
# Q22-4. Respondents' Level Of Satisfaction With The Availability And Quality Of Economic Assistance And Emergency Financial Assistance



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q22-5. Respondents' Level Of Satisfaction With Environmental Health (Septic, Indoor Air Quality And Radon, Noise, Disease Investigation, Outdoor Air Quality)



## Legend

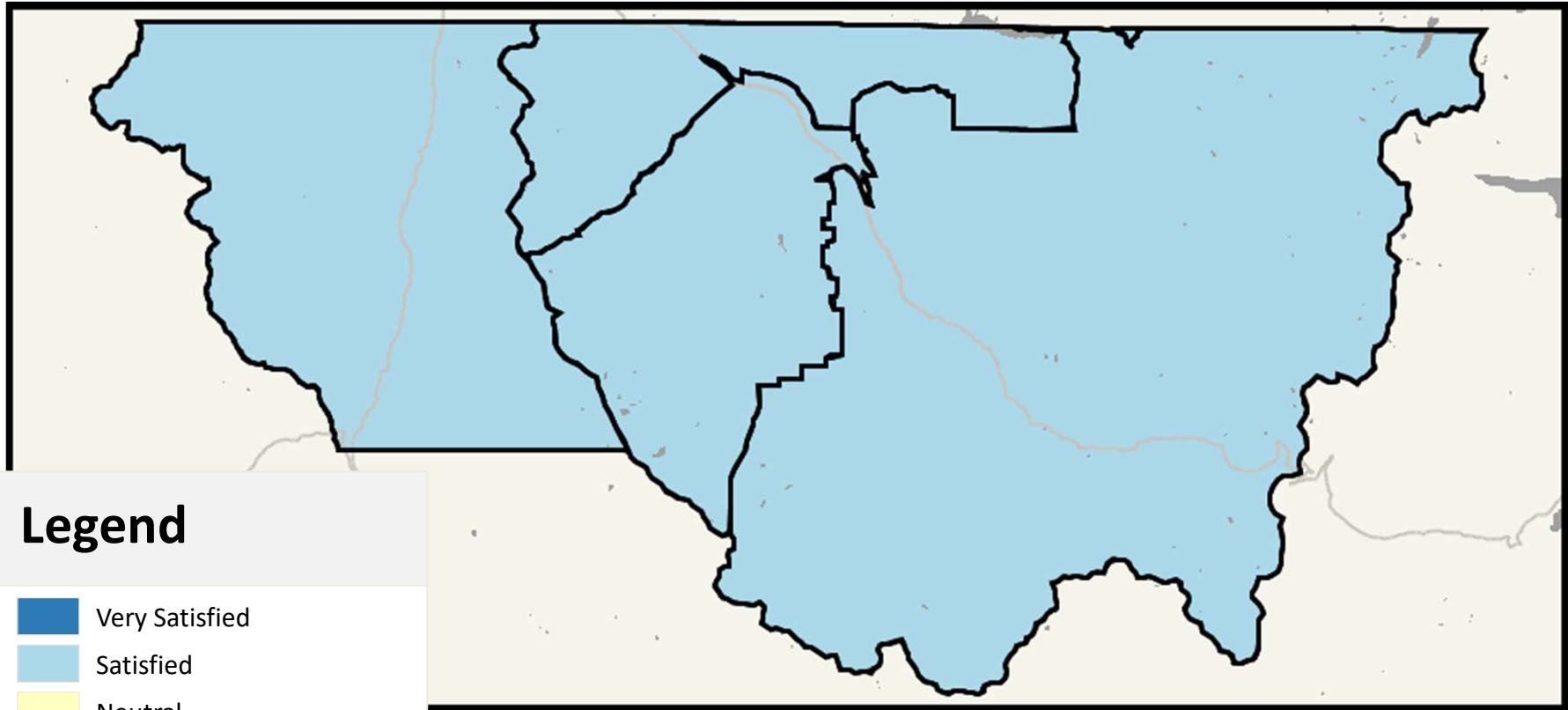
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response









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# Q22-6. Respondents' Level Of Satisfaction With **Public Health** (Immunizations, Social Determinants Of Health: Conditions Related To Where People Live, Work, Learn, And Play That Affect Health, Functioning, And Quality Of Life Outcomes And Risks)



## Legend

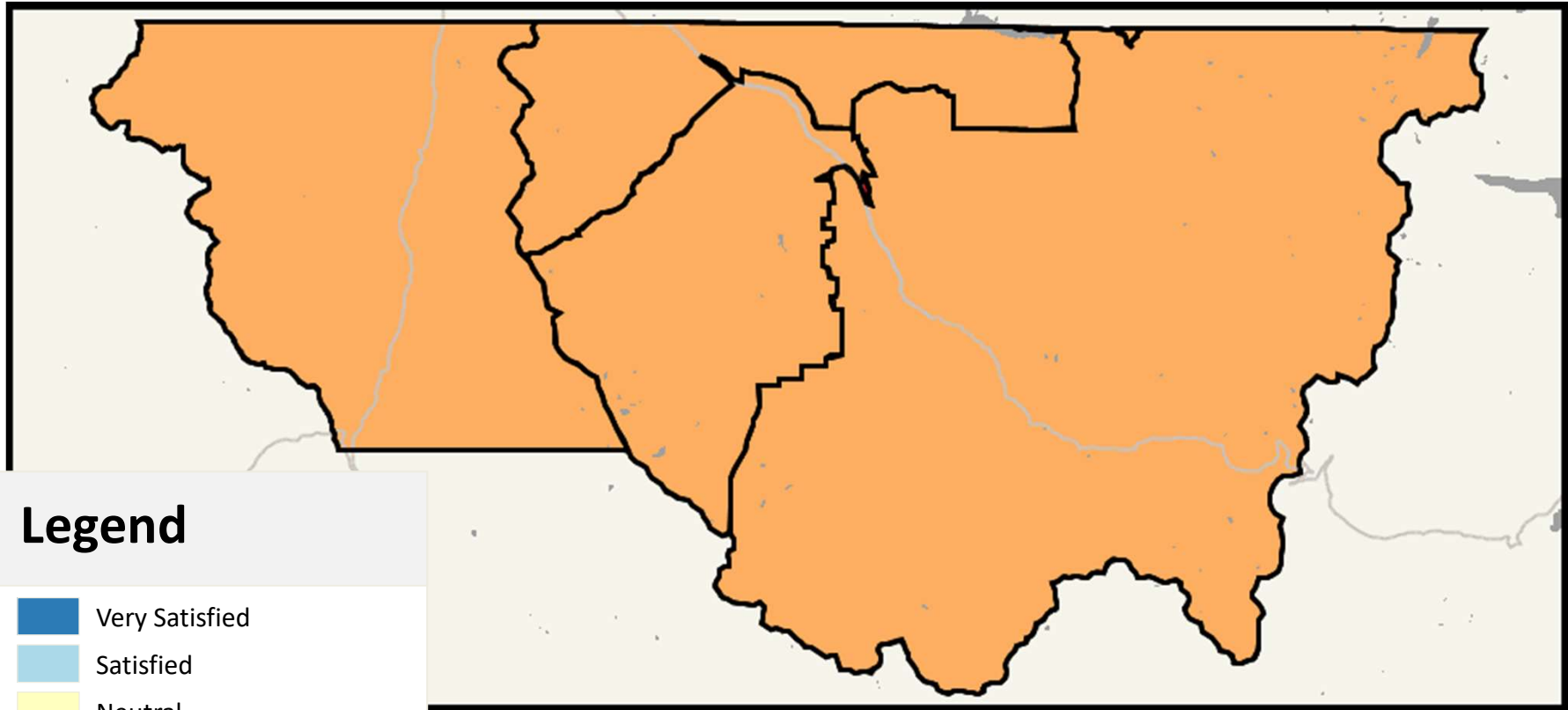
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q24-1. Respondents' Level Of Satisfaction With The Availability Of Affordable Quality Housing For Purchase

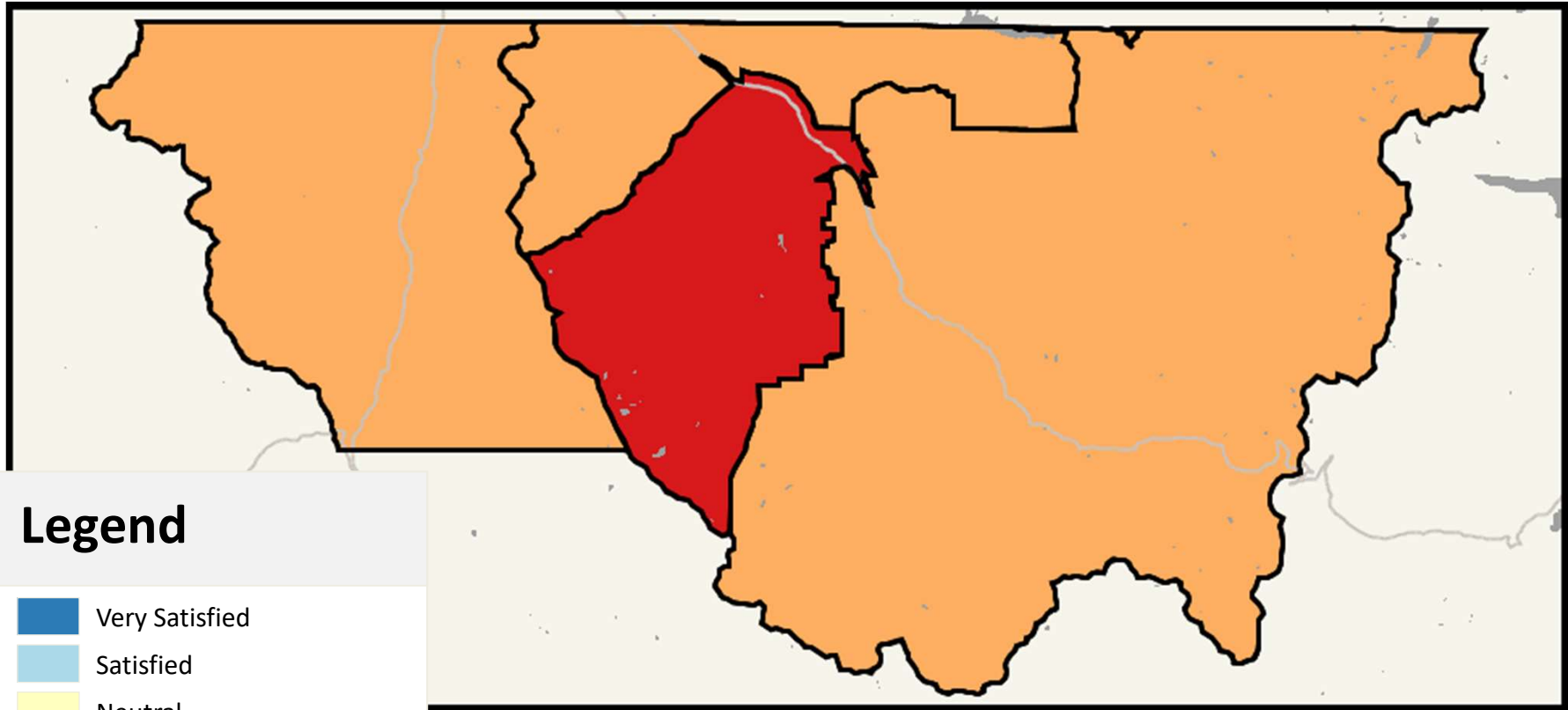


## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



# Q24-2. Respondents' Level Of Satisfaction With The Availability Of Affordable Quality Housing For Rent



## Legend

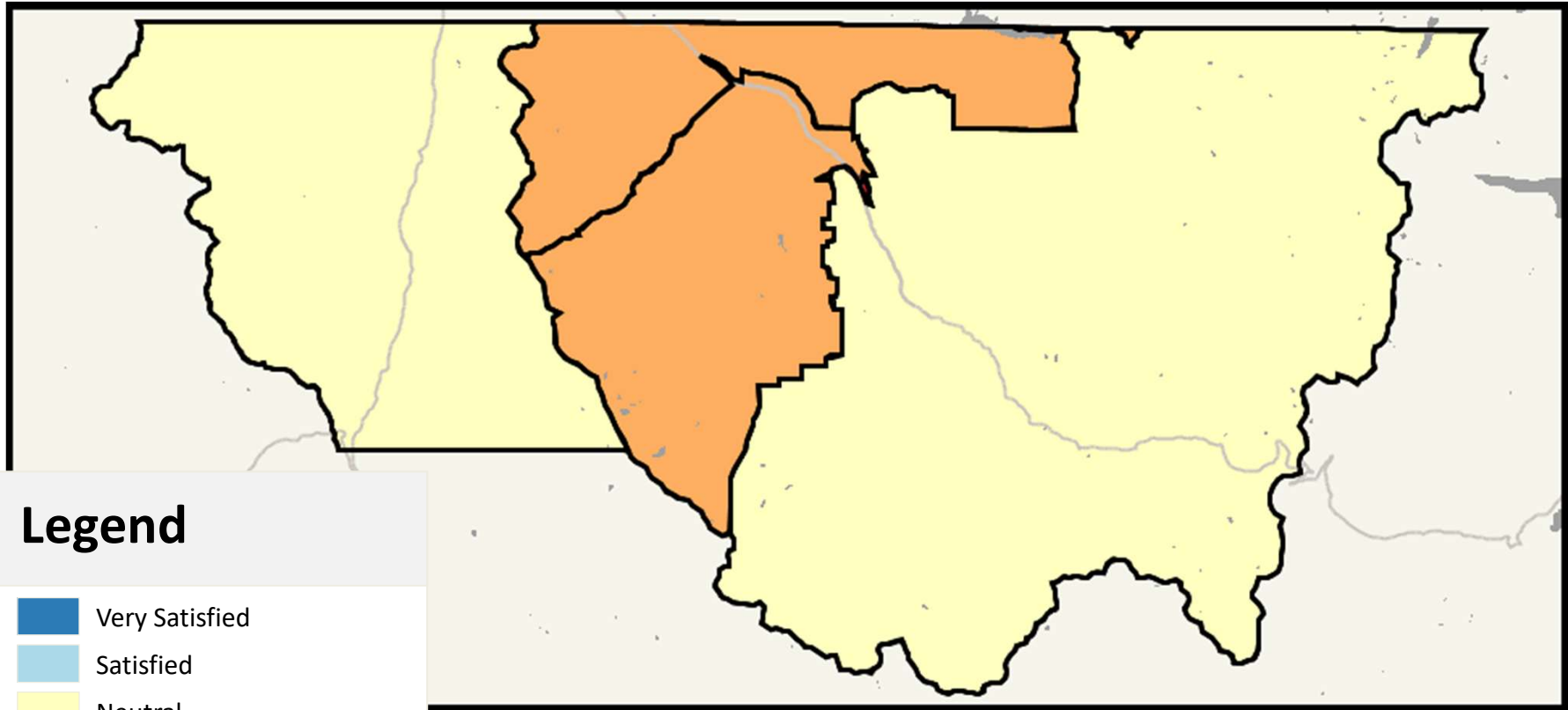
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q24-3. Respondents' Level Of Satisfaction With The Availability Of Affordable Quality Health Care



## Legend

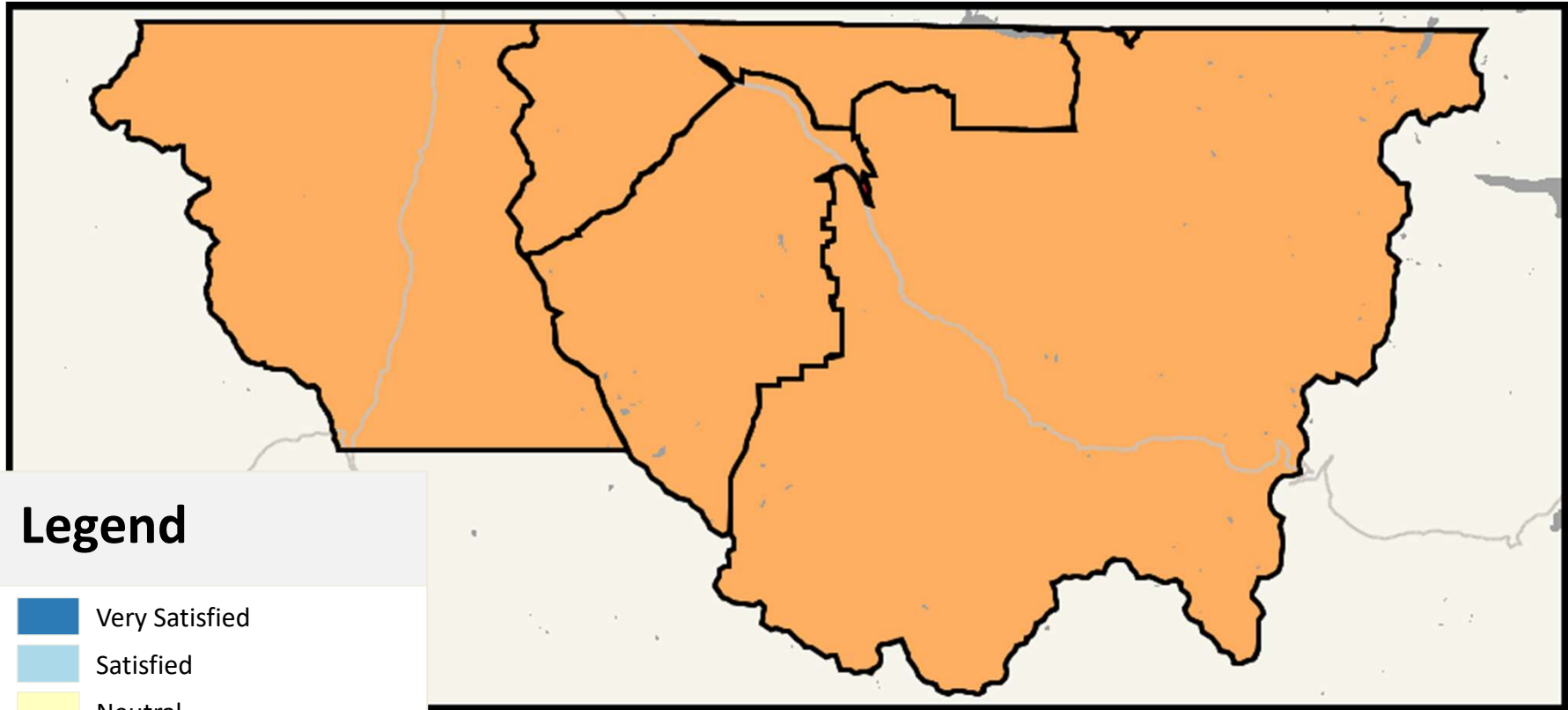
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q24-4. Respondents' Level Of Satisfaction With The Availability Of Affordable Quality Childcare



## Legend

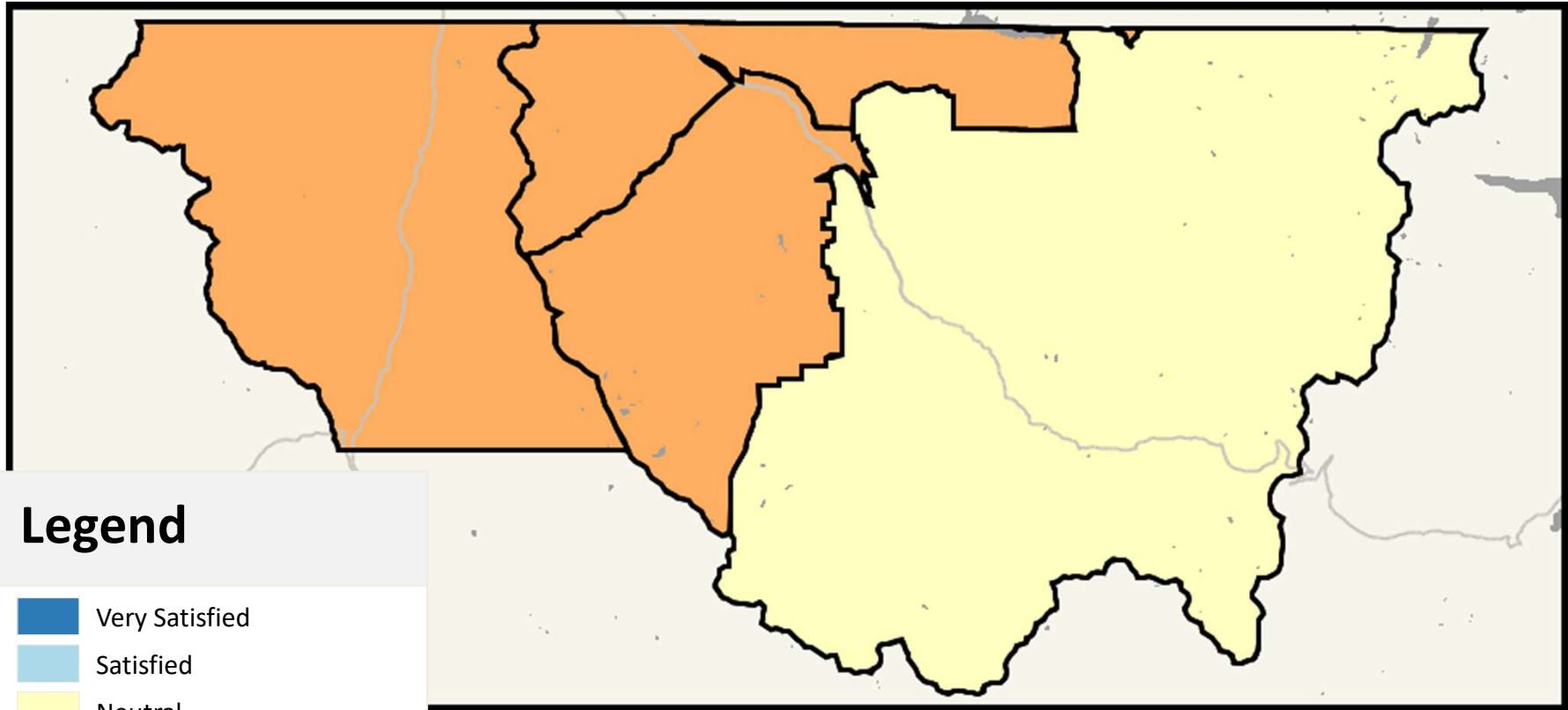
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response







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# Q24-5. Respondents' Level Of Satisfaction With The Availability Of Affordable Quality Care For Aging Adults



## Legend

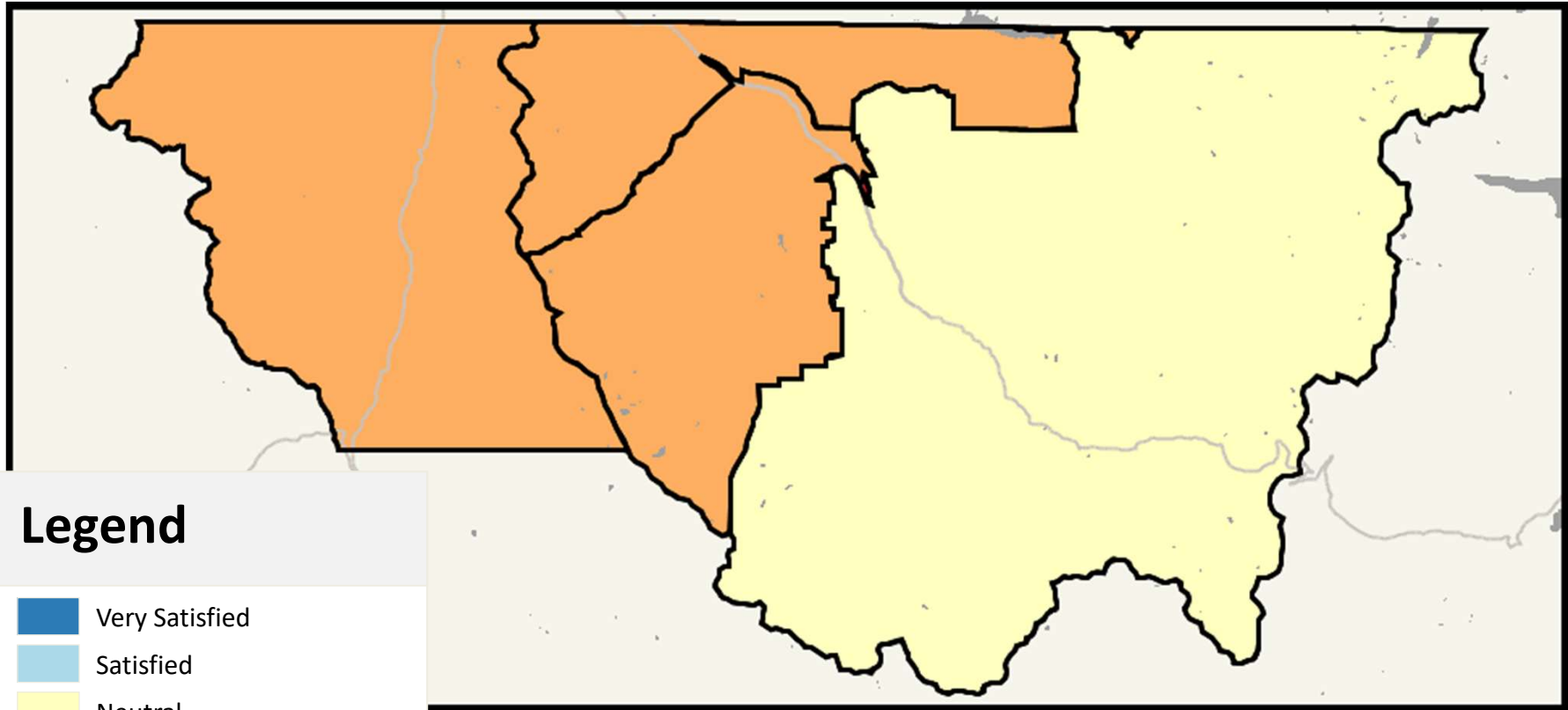
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q24-6. Respondents' Level Of Satisfaction With The Availability Of Employment With Adequate Wages For Self-sufficiency



## Legend

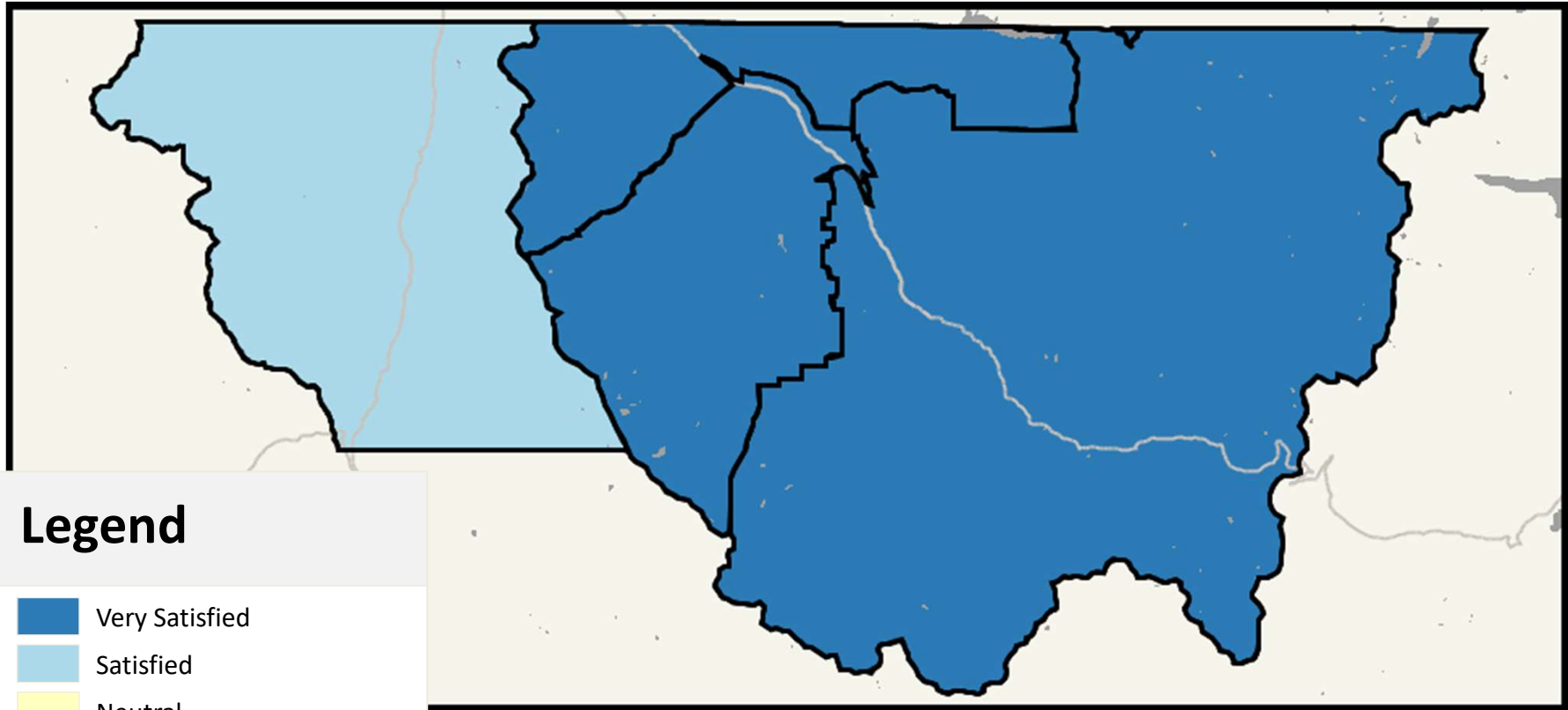
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response







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# Q25-1. Respondents' Level Of Satisfaction With The Vehicle Registration Process



## Legend

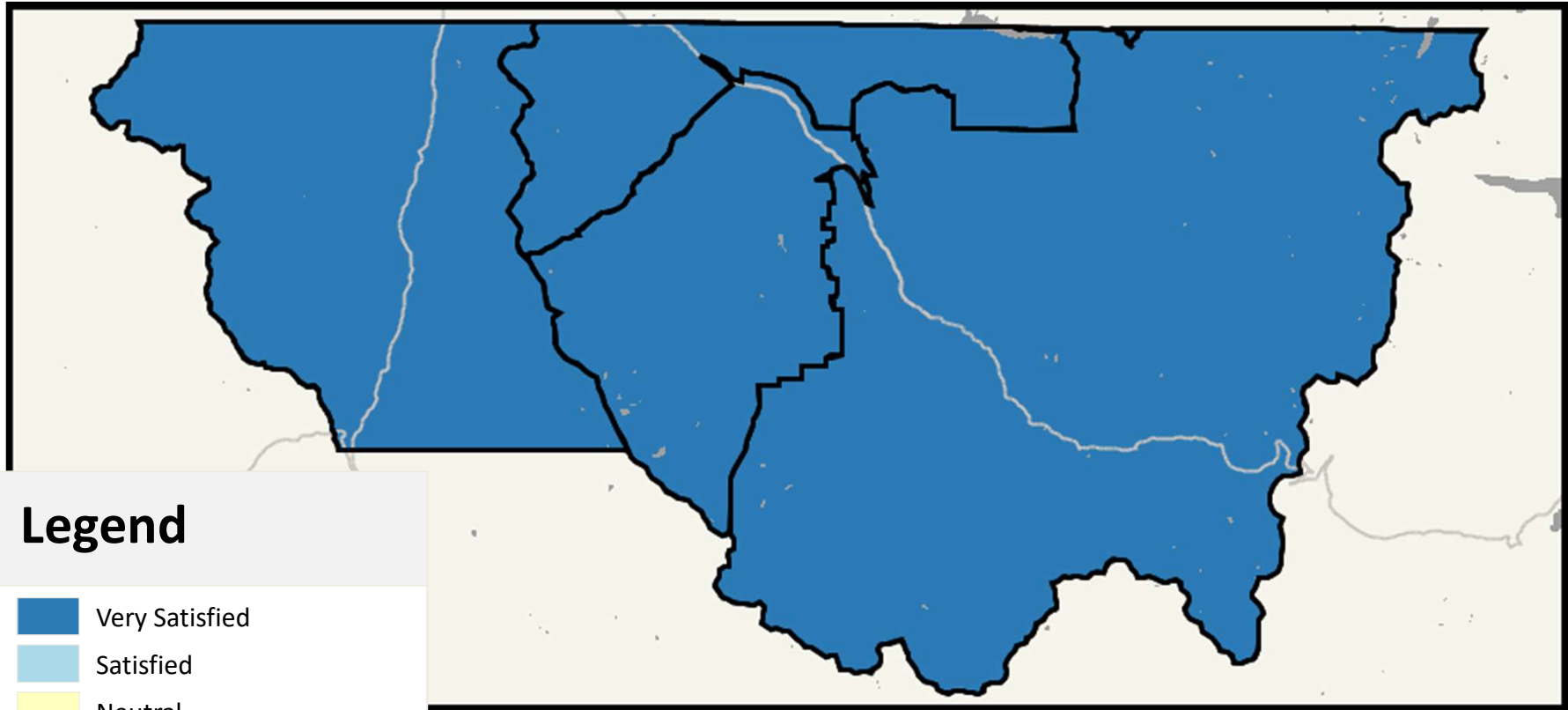
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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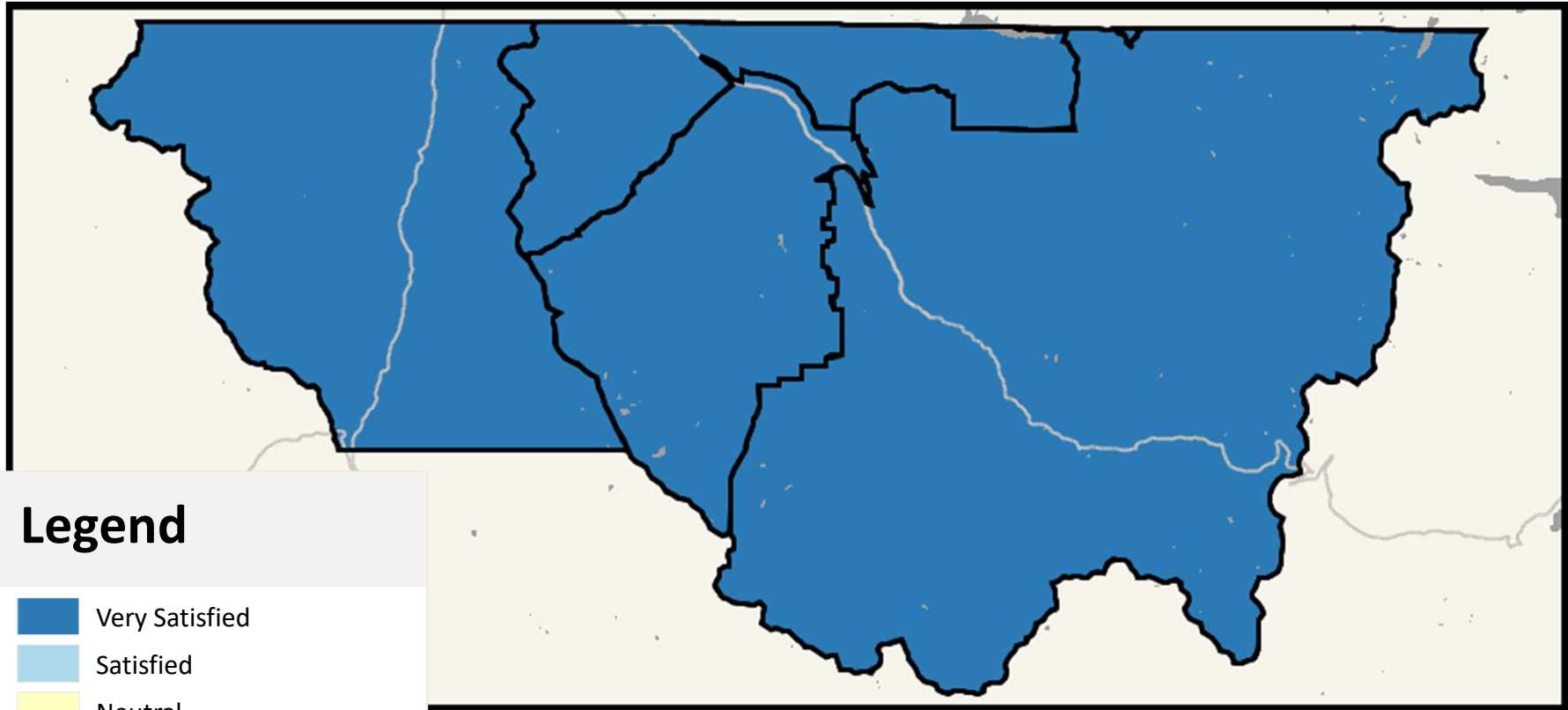
# Q25-2. Respondents' Level Of Satisfaction With The Integrity Of The Voting Process



## Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q25-3. Respondents' Level Of Satisfaction With The Ease Of The Voting Process



## Legend

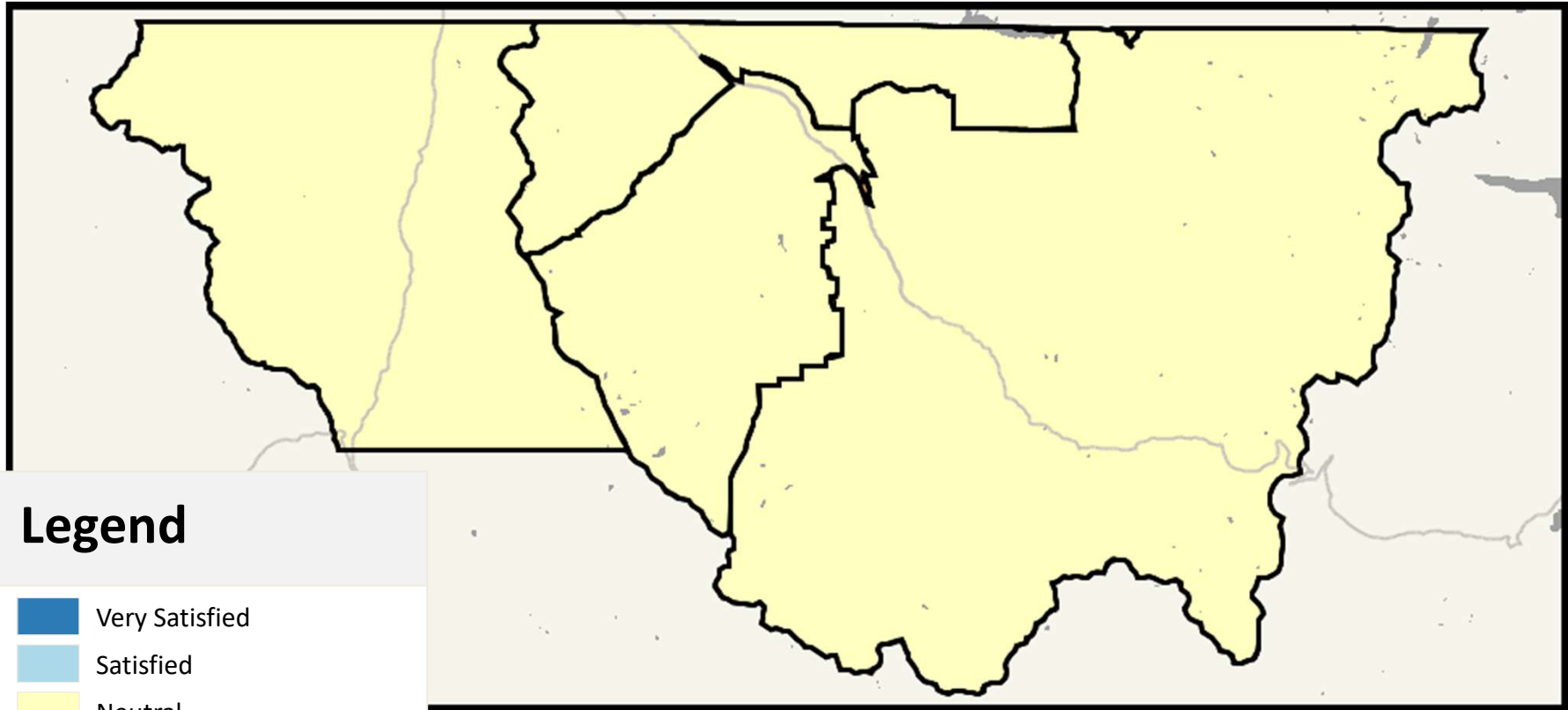
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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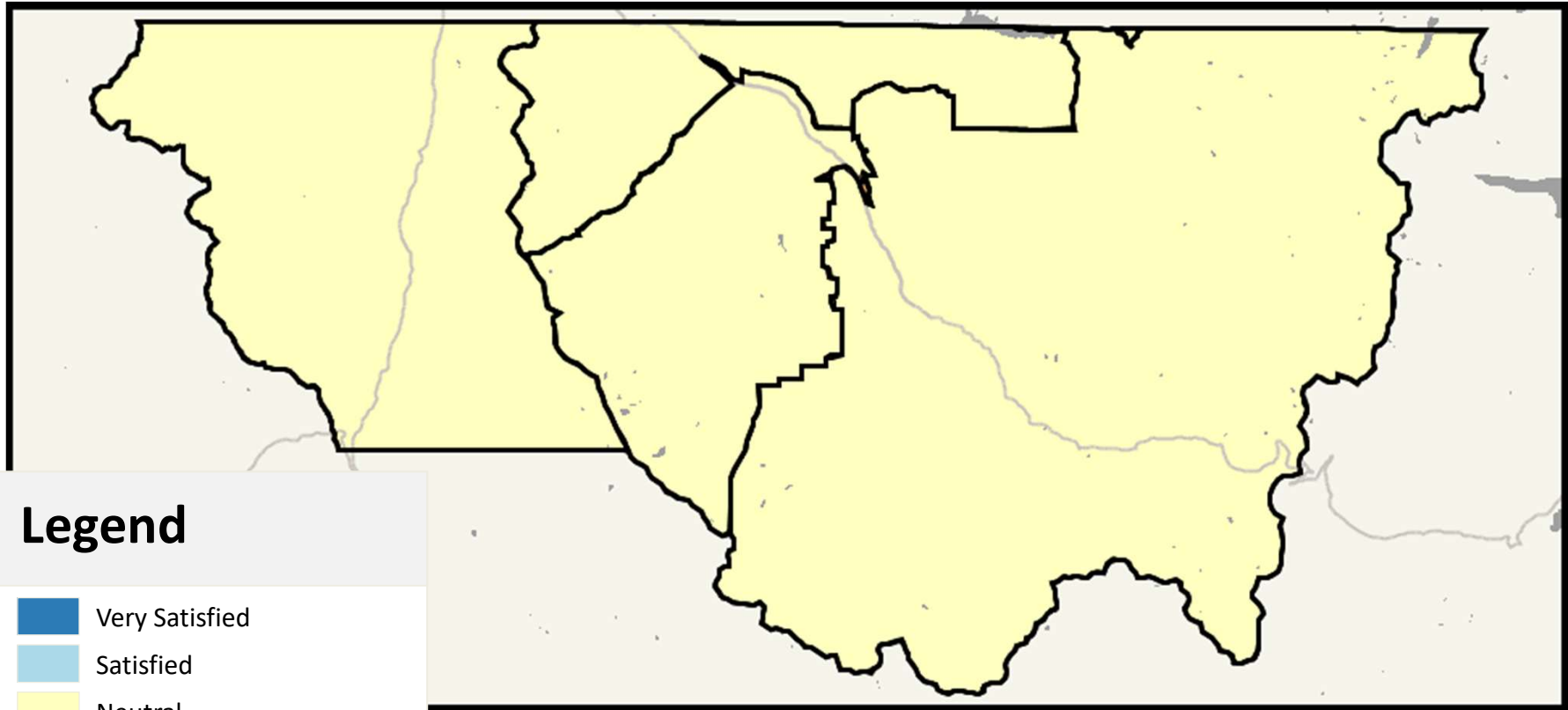
# Q27-1. Respondents' Level Of Satisfaction With Having Multiple Internet Providers To Choose From



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

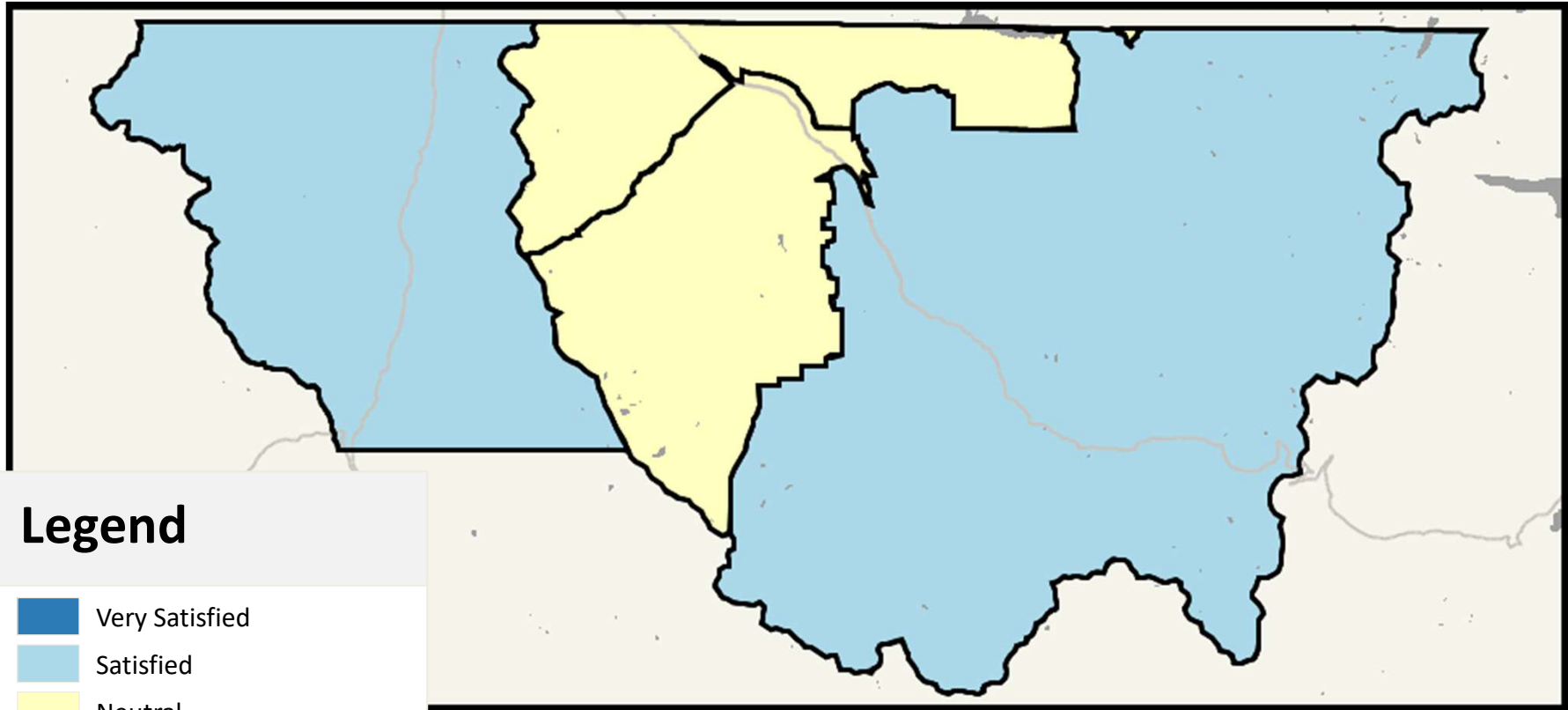
# Q27-2. Respondents' Level Of Satisfaction With **Being Able To Buy Dependable Service With Very High Speeds (Ability For Multiple Devices To Operate At Once)**







## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

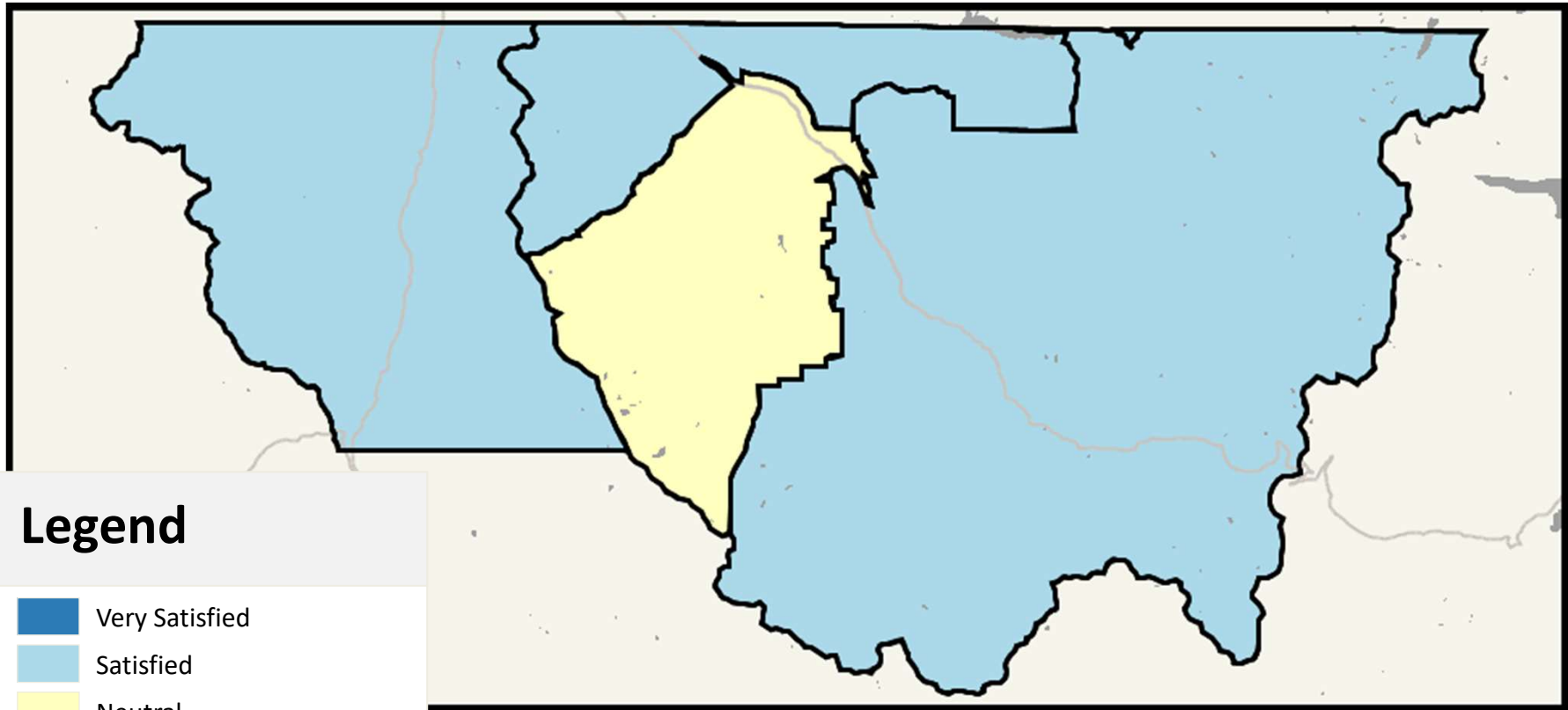
# Q27-3. Respondents' Level Of Satisfaction With Having The Ability To Use A Reliable Home Internet Connection To Telework For Work Or School



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

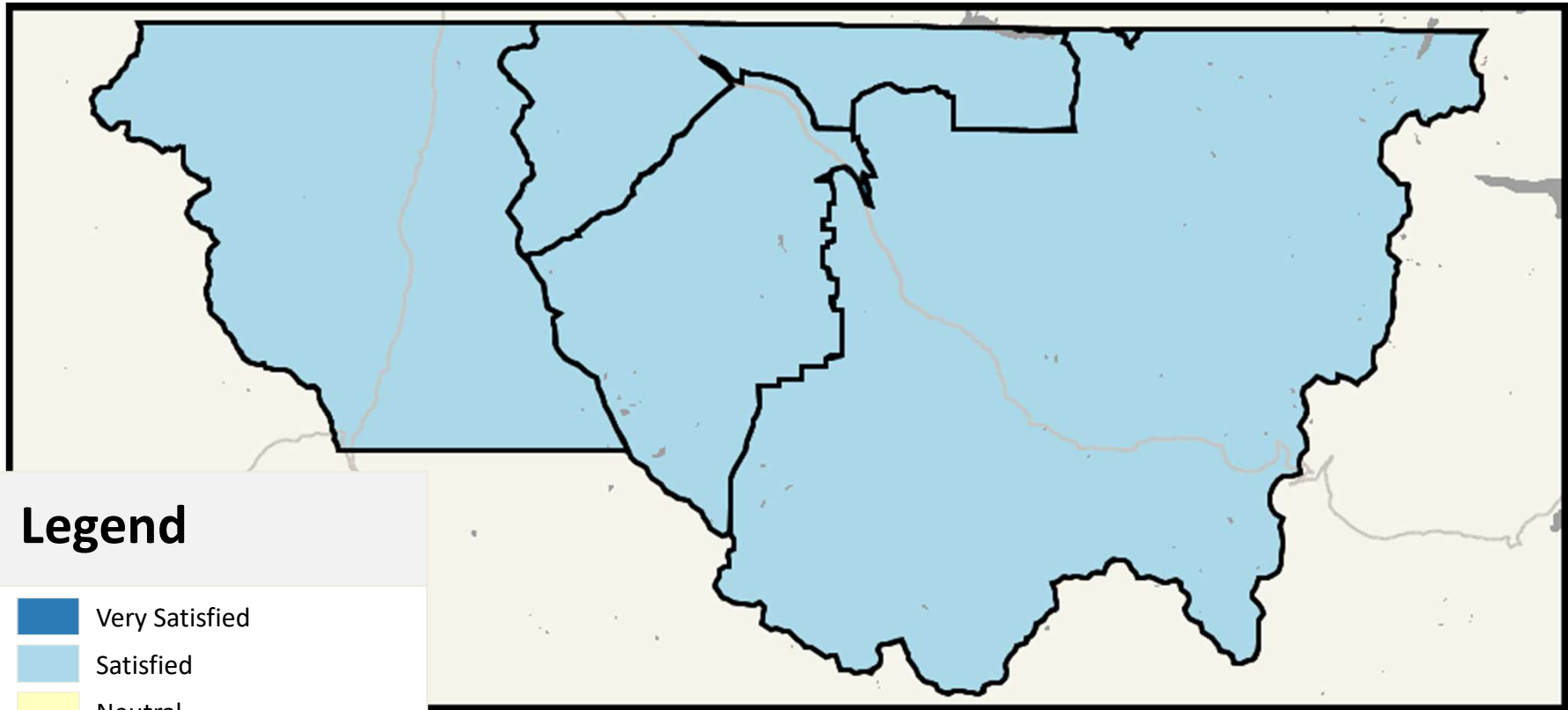
# Q28-1. Respondents' Level Of Satisfaction With Airport Parking



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q28-2. Respondents' Level Of Satisfaction With The Airport Terminal



## Legend

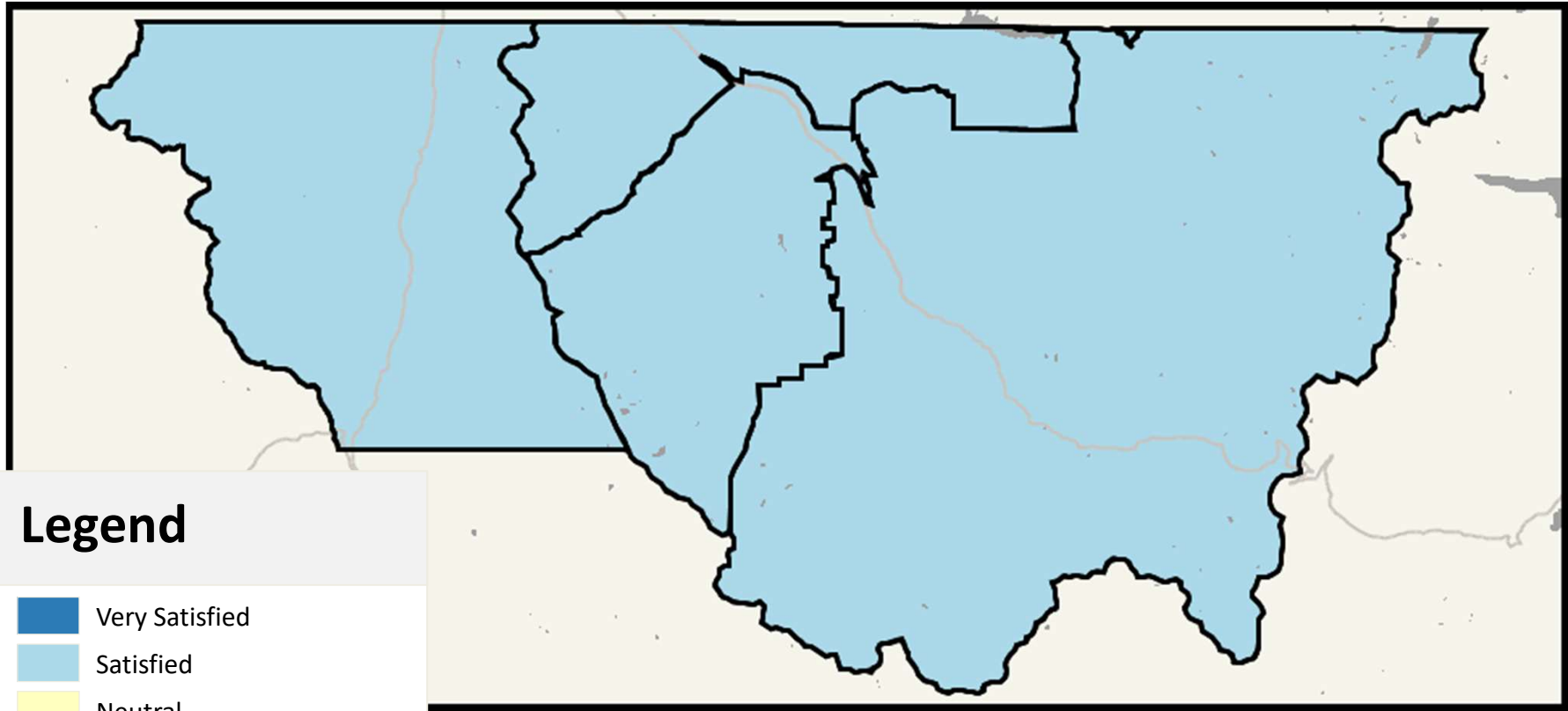
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



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# Q28-3. Respondents' Level Of Satisfaction With The Customer Service At The Aspen Airport



## Legend

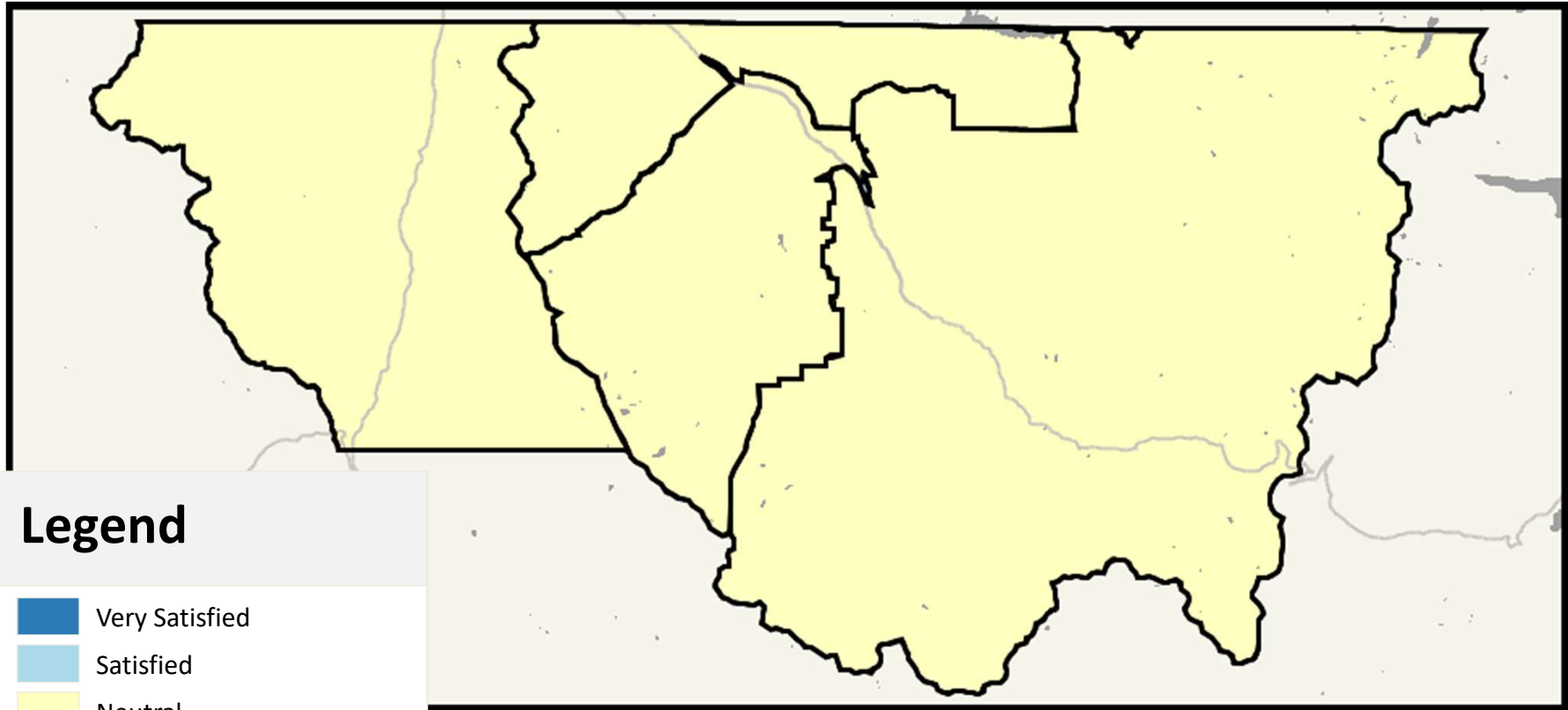
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response







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# Q28-4. Respondents' Level Of Satisfaction With Ground Transportation To And From The Aspen Airport



## Legend

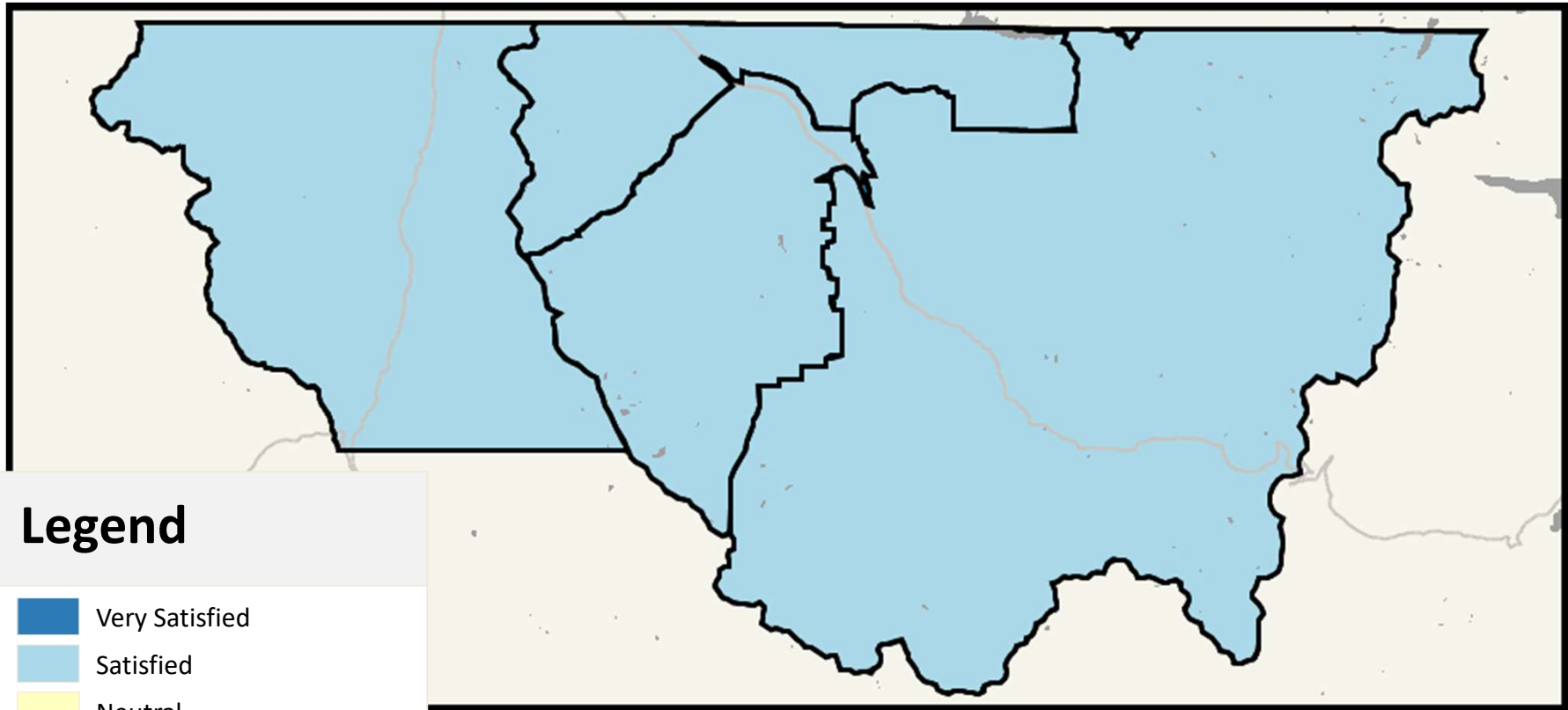
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response



ETC INSTITUTE



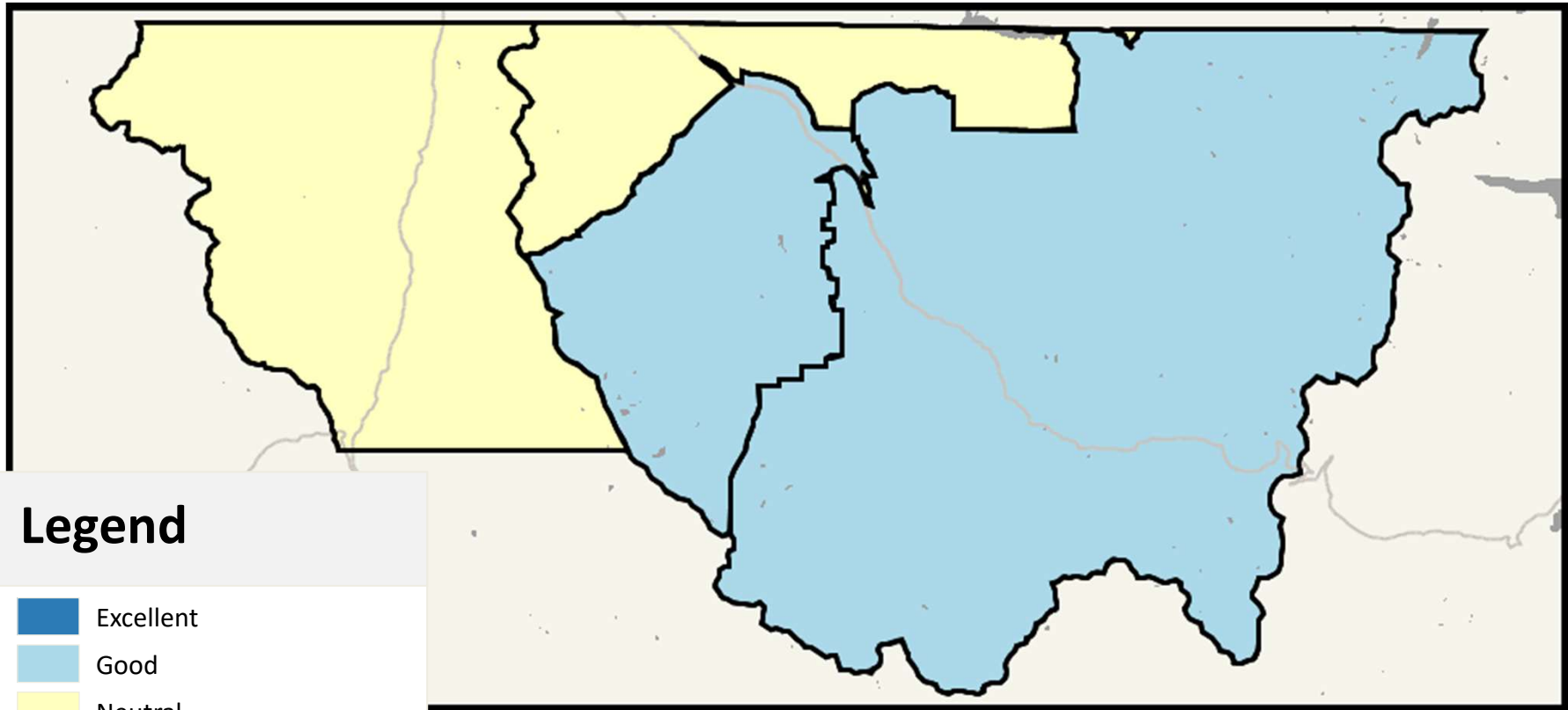
# Q28-5. Respondents' Level Of Overall Satisfaction With The Aspen Airport



## Legend

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

# Q30-1. Respondents' Rating Of The **Value Received** For The Pitkin County Portion Of Paid Property Taxes (22% County, 78% Schools And Other)



## Legend

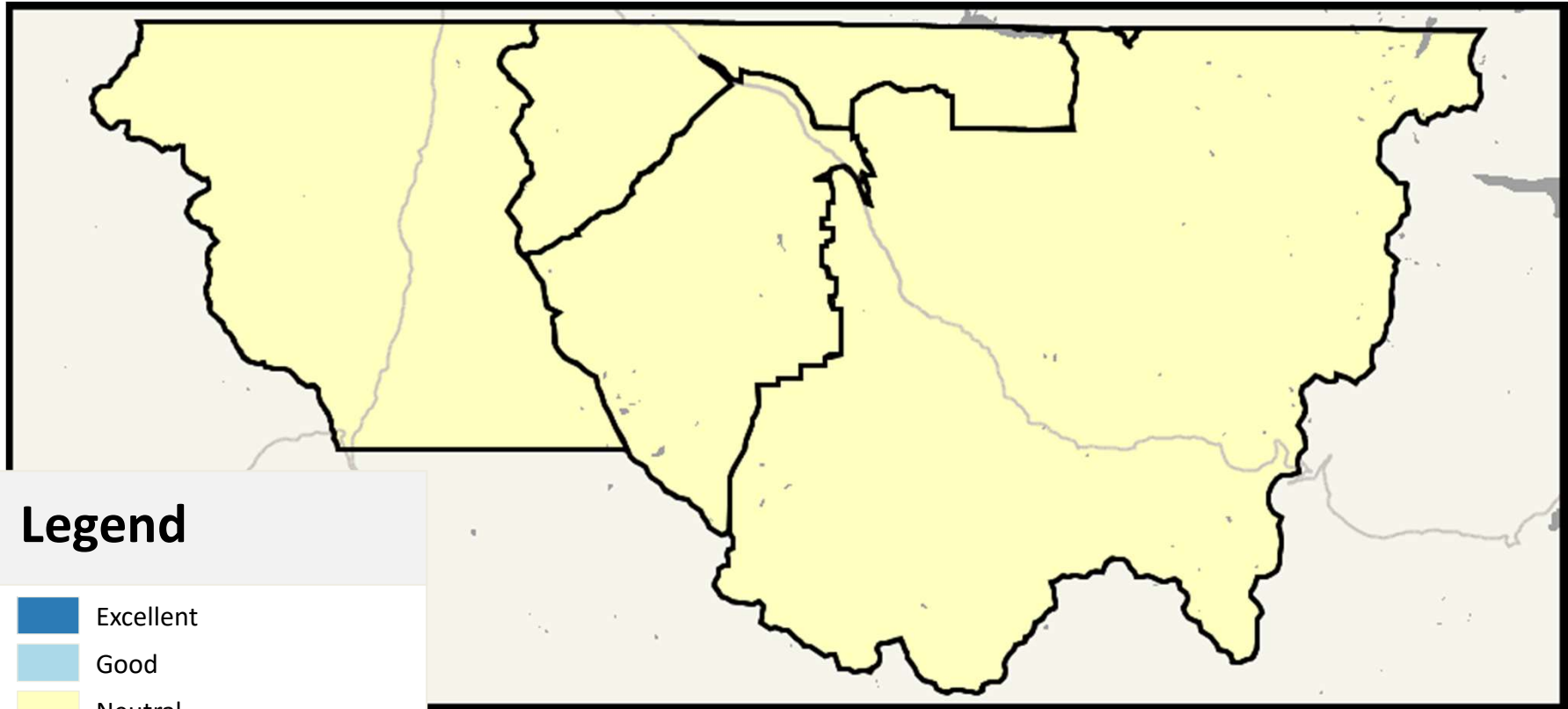
-  Excellent
-  Good
-  Neutral
-  Fair
-  Poor
-  No Response



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# Q30-2. Respondents' Rating Of The County **As A Place That Is Moving In The Right Direction**



## Legend

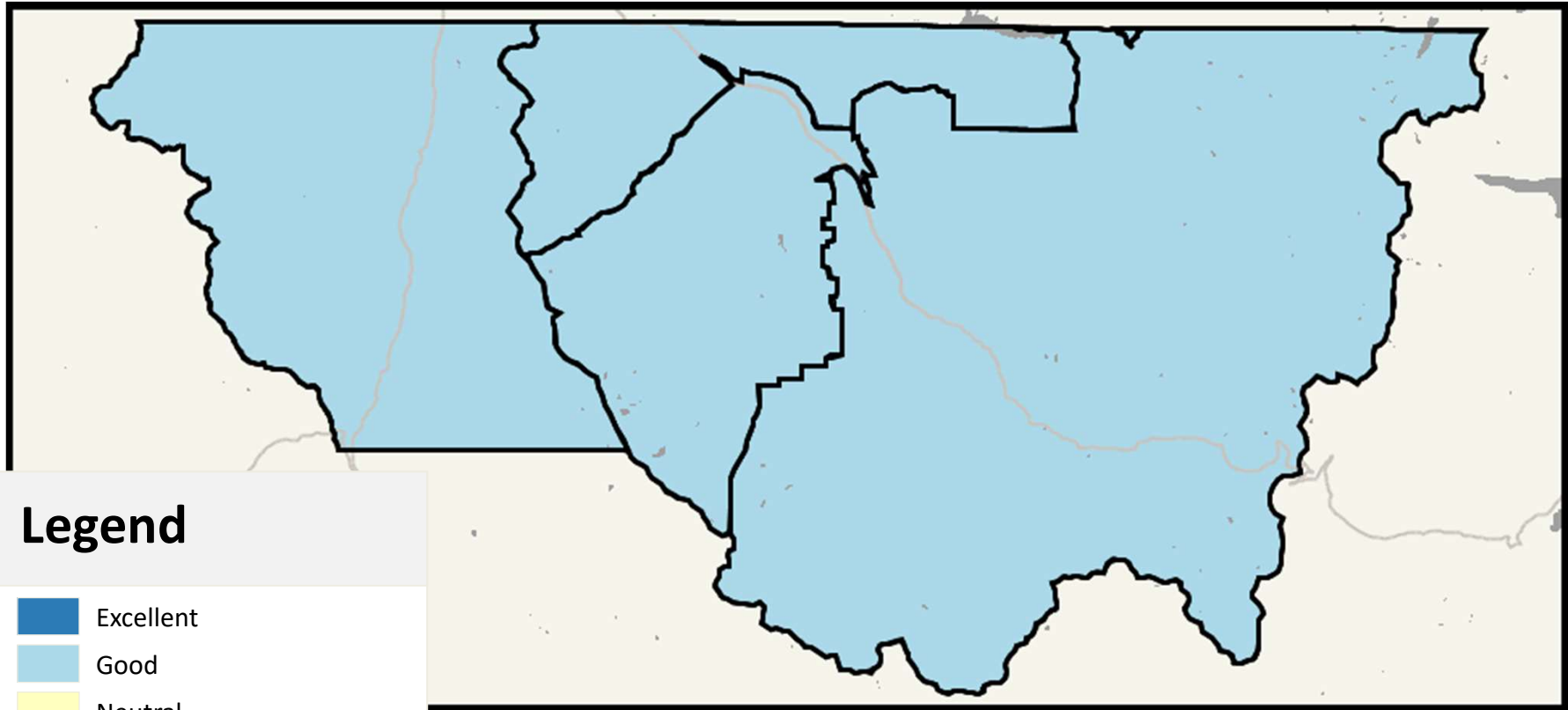
- Excellent
- Good
- Neutral
- Fair
- Poor
- No Response



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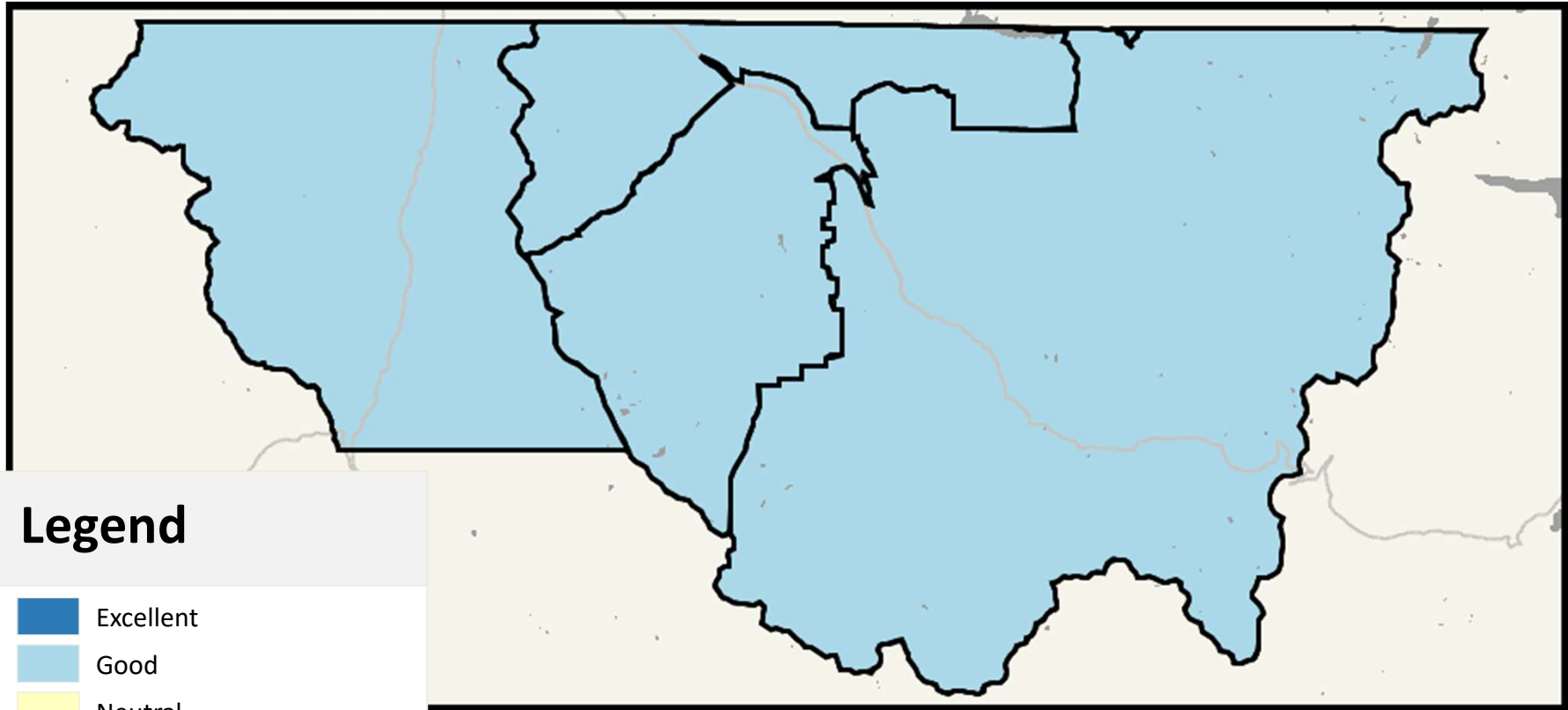
# Q30-3. Respondents' Rating Of The Overall Quality Of Services Provided By Pitkin County



## Legend

-  Excellent
-  Good
-  Neutral
-  Fair
-  Poor
-  No Response

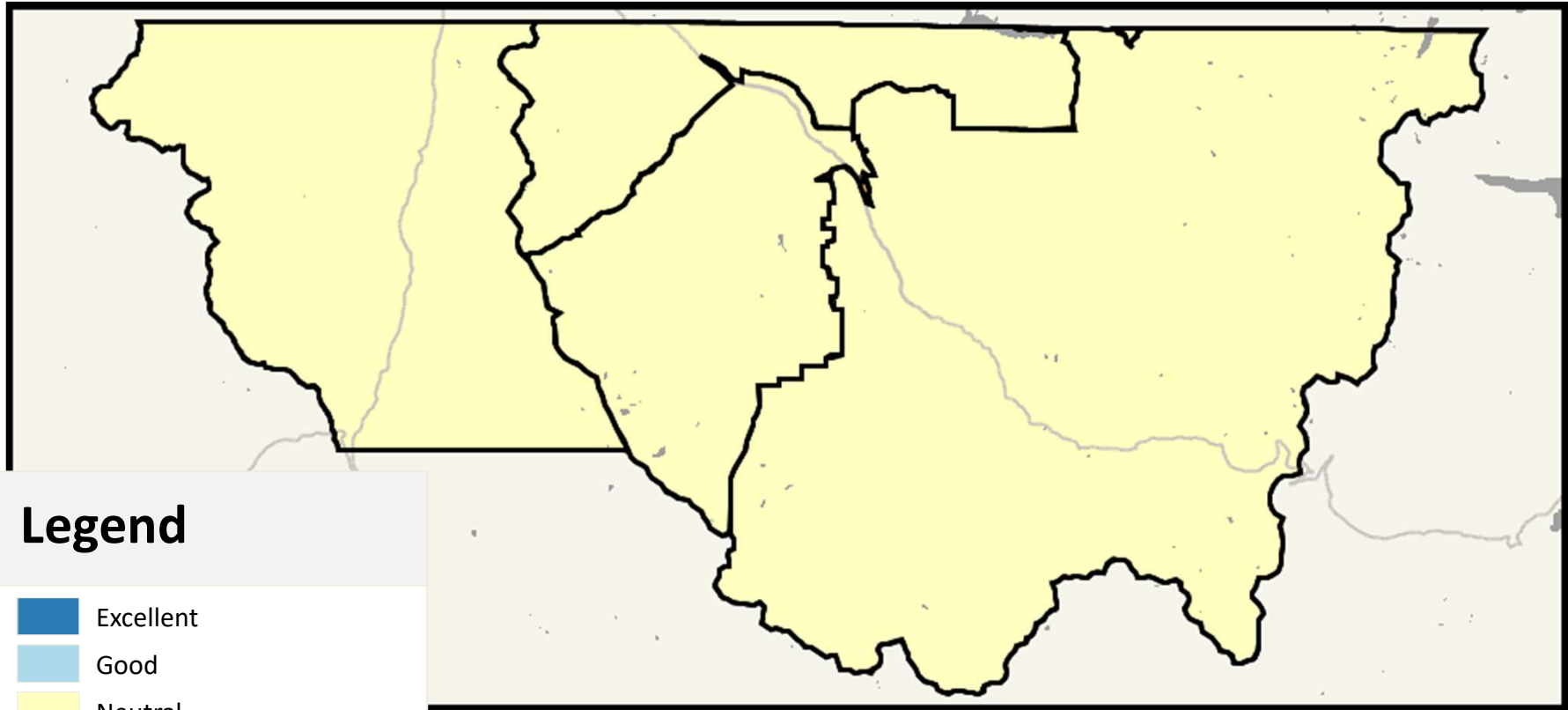
# Q30-4. Respondents' Rating Of The Overall Quality Of Customer Service Received From County Employees



## Legend

- Excellent
- Good
- Neutral
- Fair
- Poor
- No Response

# Q30-5. Respondents' Ratings Of The Effectiveness Of The 5-member Board Of County Commissioners



## Legend

- Excellent
- Good
- Neutral
- Fair
- Poor
- No Response

2021

# Pitkin County Community Survey

Non-Random Sample Findings

Presented to the  
Pitkin County,  
Colorado

December 2021



**ETC**  
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Q31. Do you have any comments or suggestions regarding any County-provided services? Or other priorities that have not been included in this survey?



**Q31. Open-Ended Comments:**

- (1) Approve Pandoras - it is a voluntary down zoning and a super addition to skiing quality of life for locals. Get better, not worse.
- (2) Senior Center needs a new home.
- (3) Find housing opportunities for seniors/retirees in APCA Family units (3+bed) to exchange for smaller more efficient senior housing units (2-bed) as far downplay as Willits. Pay retirees to move out of large APCA family homes into small units.
- (4) Partner with City and Aspen School District on affordable housing at all levels.
- (5) Improve visual character of Maroon Creek Road from Moore Open Space to Highlands.
- (6) Make Maroon Ck Road 25mph top to bottom. E-Bikes have completely changed the nature of MC Rd (for the better).
- (7) Make new ASE terminal oversized to accommodate many tangential uses including emergency use (Eighth gate built for future).
- (8) Can we get a dorm like facility somewhere that could serve local nonprofits for lodging, camps, schools, competitions, and clinics?
- (9) Ban commercial permits on Stillwater/North Star Preserve.
  
- (1) I am displeased with the handling of COVID allowing tourist events, then shutting us down with another mask mandate once tourists leave! Disgusted. Leadership is putting money first.
- (2) The schools are in desperate need of leadership and are in serious decline.
- (3) The airport is in shambles/decline and needs a renovation. The building needs a complete renovation to handle the numbers.
- (4) We need to control the ever-increasing number of private jets polluting our environment.
  
- (1) Provide rail to mitigate traffic, road hazards and congestion.
- (2) Educated about long term pollution control. No buildings on the river.
  
- (1) Climate Change - The hyper, local focus on climate change is a waste of time and money. I hear over and over that we (Aspen/Pitkin County) are "leaders" in climate action. This is a nice thought, but, given the very small population, there is no program/regulation/activity that can have a measurable effect on the climate. All the talk is nothing more than noise. Laudable (I guess) in theory - but to absolutely no measurable effect. Between Pitkin County and the City of Aspen, there are more than a dozen employees, and in excess \$1,250,000 of attendant cost being poured into a window-dressing effort. So please stop with the ineffective effort and use those funds to get the Mid Continent mine gas release handled NOW. What an opportunity - take advantage if you really want to do something that counts. The effect of this one effort (admittedly a substantial task) will bring more useful benefit to the climate than many years of what you are now doing.
- (2) Open Space and Trails - spending \$2,000,000 of taxpayer funds in a distant county for a small parcel of land is a breach of public trust. Dale Will states that "senior water rights are being protected". HOOEY - Water rights are settled to a specific piece of property, and if not beneficially used on the dedicated land, they are subject to abandonment. Therefore, all that can happen is what has happened for 100 yrs. on the Coffman Ranch - irrigate! The water has already passed through PITCO. Saving it for who? With WHO'S MONEY! You have spent public funds for the benefit of AVL, a private non-profit, with no ownership or control other than a Conservation Easement - which PITCO must now pay someone to monitor. WHERE IS THE BENEFIT FOR PITCO TAXPAYERS? Not even deeded substantial public access was received - but only a general promise "someday". Please think about this carefully- and hopefully you will reign-in Open Spaces and Trails; requiring the department to employ the money generated by PITCO property owners for

our benefit! There are many, many better uses than salaries and pet projects. Buy land in Pitkin County, build trails in Pitkin County, take premium care of all the land and trails already in the OS&T inventory. The BOCC has lost focus in this area abdicating your responsibility to staff and volunteer appointed citizens to the tune of MILLIONS of taxpayer dollars. At (+)3mils, OS&T receives more public funding than the Hospital, even more than the General Fund! WOW. Please tighten this up. I am not advocating spending less, just spend it at home! Thanks for all you do to keep PITCO great. The foregoing is a "suggested list" to make it even better.

- Address Hwy 82. Overcrowding in Aspen. Increase number of lanes.
- Affordable housing for the worker bees is a problem that the lack thereof will eventually result in the decline of our quality of life and the services we provide.
- Affordable housing is always an issue. Keep working on it.
- Affordable housing is going to City/County employees first. This is very jaded.
- Affordable seems to no longer exist. Parking at airport to pick up and drop off. Airplanes idling too long, and noise is too much. Too much priority to private planes. The jail needs a makeover, close to courts.
- Air quality is compromised by road construction traffic and air (jet) traffic.
- All the way up the Frying Pan (?) road there is no cell reception. This makes me feel very unsafe. On the other hand, cell phone reception all over the valley is unreliable, and very low coverage.
- An additional parking garage in Aspen is needed. All downtown parking is being taken away.
- APCA rentals for families with multiple children, three bedrooms. Homes for sale under one million dollars, that people do not have to gamble for homes. Small, with a lawn and a parking space. Like normal people live in all over the world. You only want kids on a gap year to come and work a year or two and then leave. What about community? Raising kids here who can come "home" and settle down after college. Why is this place only for the rich, I mean extremely rich? There is no community here.
- As a long term second homeowner (1973), I would like to feel more inclusivity, as a local. We have spent more time here than many locals but continue to feel marginalized. Thank you.
- As a lower-middle class resident, I feel trapped by many of the rules put in place that attempt to make this a better place to live. Most government regulations impact me and my neighbors as we try to live and work here and do not affect the wealthy who can do whatever they want when they like. I do appreciate you taking time to listen.
- As the county grows, resident needs should have priority over guest needs. Guests are not educated about wildlife.
- Aspen has become an overcrowded, unaffordable nightmare. I have called Aspen home for 30 years, yet I no longer recognize it. The environmental beauty remains, but the gigantic, modern houses, so-called maintaining the integrity of the Victorian house style, the charm of Aspen, it disappears more and more every day; one obscene monstrosity of a house at a time. We are full. The small town has become a jampacked big city in a tiny area. It breaks my heart.

- Aspen has gotten too crowded and elite, having in core getting less desirable. Traffic is nuts, dangerous crossing streets. Rude out of towners, prices in restaurants and shops are out of control.
- Aspen is congested and driving in the town is perilous to driver and pedestrian. Driving into Aspen is now taking 30-45 min longer due to congestion.
- Aspen police officers are much more approachable and community oriented than Pitkin County Sheriff. Why is that?
- Awesome that you are soliciting feedback from residents. Thank you!
- B.O.C.C you work for and elected by the residents not the Ski Company. Protect the town, county, and environment, reduce the footprint, no to Pandora, "Walk the Walk"! Reign in large developments now.
- Bicycles are becoming a nuisance, ruling the road, ignoring stop signs, going the wrong way on one-way roads, bicycling in crosswalks.
- Biggest problem- getting people out of cars and using RFTA and hopefully another more efficient way of moving people to/from G>S> That is more environmentally friendly.
- Bike paths are good for recreation, but not so good for commuters, straighten unnecessary curves. Clear vegetation, especially now with e-bikes.
- Bikes need regulation. Should not be on trails. Airport noise needs to be addressed. Glide path too shallow. Ugly solar farm does not offset increased propane use for outdoor restaurant seating.
- Biking to town is wonderful until you cross Cemetery Lane where cars do not usually yield to bikes and the crosswalks on either side of the 8th St. bus stop at the S curve can be treacherous. The traffic congestion blocks the view of the crosswalk for cars turning left onto 7th and 8th str. I have been hit by cars on my bike and I have almost hit bikes in my car because of the lack of visibility crossing traffic that is going down valley. Drivers do not always stop at the stop signs in the west end and come close to hitting pedestrians. In some cases, I prefer to drive in traffic than risk my life biking in town when it is busy. This issue has gotten worse over the last 2 to 3 years.
- Board members are horrible. Over think everything especially Pandora's and COVID. I still cannot get over the smuggler dog leash thing during COVID. Please think bigger and use your time to pull big leavers and not small petty waste of time things.
- Bring back Rio Grande Box recycling. Would fill in density projects. No high-speed internet.
- Buses should have more space for bikes. Intersection of Juniper Hill and Hwy 82 needs a light. Health alert for COVID and other health issues should be on phone like the county alerts.
- Can you make the mansions that are being built be zero net energy? I am disgusted by these monstrous houses. Please build work face housing. Please help fund childcare and mental health. Climate change should be in forefront of decisions.
- Centennial affordable housing units need financial assistance for basic upkeep. Flaws in construction make it impossible to stay safe. Maintenance dues are astronomical and there are not enough funds to

paint, and it needs a new roof. Many women and hardworking people reside here, it is very frustrating to witness the amount of money held back for a better use.

- Charging people that climb Ski Co uphill is wrong. They are hurting themselves.
- Concerned about the growth at the Pitkin County airport and its carbon footprint. Without question, private jet traffic should have stronger limits.
- Concerned with the growth of the airport, airplane traffic and the carbon footprint.
- Congestion!
- Connect the Intercept Lot to town, but on the ABC/Hospital/Buttermilk/school side of the river, not the Rio Grande Trail.
- Construction, waste, growth.
- Control growth more effectively.
- County Commissioners seem to listen to a limited number of people, not the taxpayers. Police need to enforce road rules for bikers. I have been told in Aspen, no police officer, no stop at signs or red lights.
- County manager failed in judge of character when hiring old airport manager. I worked in snow removal and am a 50-year resident of Aspen. Old airport manager was not qualified.
- County must pay attention to the current climate where they have claimed dedication in the past. The BOCC willingness to adopt all development projects, namely Pandora, demonstrated ignorance and lack of concern for the future of Aspen.
- County spends too much money. Environment is very important, and the County needs to reflect that. Good job on county services. We need fewer private jets, and we should not be accommodating them. Noise from Jets, planes, highway, construction, from alley not good.
- COVID testing for all incoming passengers at Aspen airport. Public health is a priority. Continue mask mandate indoors and gatherings. We are UNSAFE.
- COVID-poor enforcement.
- (1) Approve zoning change for Pandoras. (2) Say NO to big developers on Centennial, make them lease certain number of lumber yard units to reserve for displaces residents while they units offline. Cooperate.
- Deal with short term rentals.... they destroy the community feeling and ruin neighborhoods....in addition they drive up the cost of housing.
- Dear Commissioners, please focus on delivering basic services well, and approve the Pandora project. Thank you!
- Did not like the way city hall appraisals were handled. The people were ignored, and it is a missed opportunity to build a great building in an important location. It feels like a city wall.

- Do not provide affordable housing for sale. Only for rent. County is the landlord.
- Do not build a new jail. More work release services not more cells. We did not vote to make our jail an extension of Garfield County. Build affordable housing. Limit vacation rental/growth. Detox/Mental Health/Work release, not "crack downs."
- Due to the limited density of available land to develop, the County should focus efforts related to "affordable housing" on rental only units and not ownership. The platform of the "housing crisis" in Pitkin County every election can be solved by not allowing residents to stay in their homes if they are not abiding by the rules of having to work in the County. Both the County and the respective City's/Town's need to lock arms and make a tough call to push adherence to the rules of the workforce housing programs in place. People should not be "grandfathered" into being able to retire in workforce housing units.
- Employee and affordable housing for local employees, teachers. Mental health and substance addiction. Not a single available support, psychiatrist in the county? Needs to change. Otherwise, keep up the great work.
- Employee housing needs a lot of work.
- Employee housing rules and regulations should be more strictly enforced. Using empty bedrooms for rentals should be forbidden or run through APCHA.
- Enforce light pollution ordinance. Stop turning every piece of open space into bike trails. save some for wildlife.
- Enforcement of rural and remote ordinances. City of Aspen has lost our soul. Sense of community is disappearing. We need more quality childcare and more affordable health options. We do not need Pandora's development. Your "deed restricted" question is very offensive to me as a deed restricted homeowner.
- Engineering is too quick to remove trees when they might be causing traffic hazard.
- Entrance to Aspen. Pollution from congested traffic undermines efforts to minimize climate change.
- Expand the airport increase the e-services. Expand roadway in and out of Aspen, straighten the S curve.
- Fix the traffic problem by eliminating the roundabout and having two lanes in and out of town through Marolt OS.
- Frequent helpful response from the Community Development Department led by Cindy Howser.
- Get more affordable housing options for employees. The ration of lottery applicants to homes available is appalling. APCHA does a GREAT JOB! We just do not have enough supply.
- Get rid of the squatters in Brush Creek Park and Ride.

- Getting so many Pitkin Alerts, particularly in the summer during wildfire season, makes me ignore many messages. I do not think the sheriff's office helping someone on a trail with a twisted ankle should rise to the level of an alert. Too many can create a dangerous situation.
- Greg Poschman is terrific!
- Growth and available affordable housing are our biggest issues. As a born local, I am sad to see a true community lost to second homeowners, the extremely wealthy and a town overrun with tourists. It is too much. Thank you for the opportunity to provide feedback.
- Housing is a major issue, along with traffic.
- Housing rents need to be more affordable.
- Housing, too many people are moving here, affecting quality of life. No person who works service jobs can afford this valley. So no to redevelopment. Only place I know a 20-year-old building is remodeled once or twice. Look at SKICO. Good job on trails and open space.
- Highway 82.
- I am all for mask mandates, but why wait until after JAS and F&W Festivals? That sends a bad message to locals. We need more affordable housing options. Also need more sustainability mandates.
- I am concerned about the recent growth in our population because this strains our infrastructure like schools, hospital, and other services. concerned that Aspen/Snowmass is pricing itself out of the market. I work at the hospital, and we cannot find people to work here due to the increased cost of living. I have a child in daycare in Aspen. It costs \$1,400 a month we own a small condominium.
- I am middle aged, single, no children. I am not wealthy and work two or more jobs to live here. I was able to buy on the free market years ago about at times had people living on my pullout couch to be able to afford a small one bedroom. Pitkin County is run by people who live in affordable housing in town. The rest of the county is not represented. It is turning into a town that only caters to the ultra-wealthy. There is no affordable place to eat or drink. Parking is scarce. Good is mediocre and service is terrible while cost is outrageous. It is sad to see how Aspen has changed for the worse. County regulations are out of control. I go to other towns for food, drink, shopping, and socializing. My time here is coming to an end, I will go to live in a real town with a local feel.
- I am very tired of seeing the government boards spending all our tax money. More is not always better.
- I believe that the "pandora" project is essential for the long term financial and recreational wellbeing of Aspen.
- I have had good communication with Public Works. I would love for the county to fix the mess they created in relocating the Eli Course that causes Gerga Way to drain down my driveway and this year flooded into our front door. The county caused this problem, and it is not being addressed. I appreciate Brian Petit working on the enhancement of the Hwy 82 and Gerbaz intersection since CDOT removed the streetlight that we all depended on.
- I hope that the BOCC approves the Pandora!

- I live in Basalt in Pitkin County and do not commute now. The county needs to focus on the influx of people to this area. Noise pollution, air pollution, overcrowding on the roads and schools and the like have raised the stress levels for a lot of citizens in the valley. I do not know what the answer is, but I feel like it is time to look at the infrastructure that is in place and evaluate the size of our population as it relates to infrastructure.
- I moved to Aspen because I wanted to live in the town where I worked. APCHA has made that possible for me and my wife and for that we are forever thankful. I know the system is not perfect, we are part of the workforce approaching retirement with nowhere to move. I hope the county can work toward a solution to this situation.
- I suggest you buy out the retirees who occupy employee housing that are no longer employees (\$250,000) to motivate them to move out instead of building brand new housing.
- I think biking and bikers should have some sort of rules. Are they pedestrians or vehicles or just get to do what they want because they are elite? Not impressed with behaviors from this group that do not have the same rules as regular people. Also put the dogs on leashes. Taking nips at my kid and leaving waste everywhere. Leash law.
- I think it would be great to have more PCSO presence in the back country. I think it would be very helpful to have those resources available with the issues we have had lately (overwhelming traffic in remote areas, road closures due to mud slides and wildfires).
- I think striving to further a sense of place, community, and stewardship will help buffer the increasing amount of change that is occurring. We cannot lose the rural reason we all live here.
- I think we could benefit from a year-round homeless shelter. Also, an affordable inpatient substance abuse treatment center. A way for people with long term care Medicaid benefits to get in home keeping/homecare services, in addition to through the CDASS program which is not manageable for some people because of the requirement that the consumer or trusted unpaid authorized representative manage the care. We also need more reliable transportation for people who cannot use the bus. Medicaid taxi program not sufficient as vendors decline trips within Aspen.
- I would like to see better rural access to cellular and internet services. Plus, the reduction of dead zones along Highway 82.
- I would like to see the roundabout upon entering town. Have a landscaping update. Has looked awful for years in the summer. Should be a beautiful area when entering Aspen where all else is beautiful.
- I would not want to live anywhere else. Please limit the development of luxury homesteads and provide affordable housing for working residents.
- I have just gotten done building a house. Compared to other places I have done this, including Snowmass Village (twice) Pitkin County, and the Aspen Water department and the building department are the worst that can be imagined. I will never suffer being told how expensive it is to live here for employees when I see what an absolute joke Pitkin County and Aspen building department is. The water department is the most unprofessional group I have ever dealt with (and tap fees are five times higher than anywhere in the US). Of course, it is expensive — they are too busy taking coffee

breaks and walking their dogs. The \$50 million office building they erected says it all. In most places, that sort of boondoggle would be an embarrassment.

- Idea for easy traffic: Coronado bridge has a three-lane divider so two lane for peak, it shifts at mid-day.
- Impossible to walk on trails used by e-bikes.
- Income inequality leads to social inequality. Town caters to ultra-rich, part time residents, and ultra-rich tourists, little for local blue-collar residents. Music fest was too expensive, food and wine and restaurants are too expensive. Why was the mask mandate imposed after Labor Day and Food/Wine Festiva?
- Increase teachers' pay.
- It has become difficult and unpleasant to live here. Especially Aspen though that is not exactly the county. Too many people, too much traffic, too expensive, and an overall feeling that quality of life here is not as good as it was. Everyone is talking about it. Negatives outweigh positives in conversations here. Have lived here 25 years now and questioning it. Sad.
- It has been mentioned, but I must emphasize that the price and availability of affordable housing is appalling. Pitkin County should be embarrassed by the absolute absence of any affordable housing now. It is disgraceful that the essential employees who keep this town functioning for the benefit of tourists and second homeowners cannot afford to live in Aspen and indeed can hardly afford to live in the valley at all. This is a situation that needs drastic and immediate remedy without the involvement of corrupt and greedy developers.
- It is very challenging to live here especially for teachers who need childcare and health insurance, maternity leave. This is a huge problem, in other work areas as well. Affordable housing always is needed. The county does a lot to help by buying up mobile home parks and outdated housing. HUD very important.
- It seems, and it may not be a valid observation, that so many new multi-room hotels have been allowed in recent years, when there is not enough ground space to serve the new huge number of guests, crowding (over-crowding) city streets, sidewalks and highways. Is there enough square footage in town to hold all the people we have created beds for? It does not really feel like it.
- It is no surprise that housing is one of the hardest aspects of living in aspen. When businesses offer jobs at \$15 an hour and studio apartments at selling for \$3000 a month, how are people expected to survive in this town? I am not sure what the solution is but i hope the leaders of aspen can think of some ways to solve the housing shortage. If they want people to be able to teach the children growing up here, serve the high-profile customers at restaurants and keep the mountain open, i really think changes need to be made. Another aspect I would like to touch on is the disdain for dogs in certain areas of this town. For example, Snowmass not only lists the human population in town, but also the dog, however how many apartments or homes are dog friendly. I personally find it extremely difficult to find any. It would be amazing to see a voice and sight dog tag program offered like the one in boulder for outdoor spaces and housing. Overall, aspen is a very special city and i truly feel lucky to live here. I hope to see a shift to more focus more toward the locals of this town instead of the tourists.
- Keep the traffic down along with speeds. It is a great place to live. We need more housing for workers.

- Lack of enforcement in traffic laws, running red lights, speeding. Remodels should have a life span of five years at least. So that if a house sells three years after a remodel, the buyer must wait two years. This would help with landfill and volume of construction sites that limit parking.
- Less private airplanes to airport. Smaller square foot homes built, limit the size.
- Love living in Aspen, Hunter Creek!
- Our government could look at a bigger picture of history in our world and make better decisions on how to deal with some of our local issues. Get educated please.
- Mental health has long been ignored or under prioritized. The county has done a terrible job of balancing downtown ASPEN as a place for both locals and visitors. It is at the tipping point of losing its core community because of it.
- More affordable housing opportunities for families with 4+ members. Affordable housing opportunities with adequate square footage for larger families. Affordable housing opportunities like North 40 and Coffee Place in Snowmass. Affordable single family home opportunities that are with in category three and four budget ranges.
- More mixed-use trails please. Land that is preserved with public funds should be accessible to some degree by the public.
- Most priorities housing, livable wages, and creating green efficient.
- Need to cut cost, make it easier to do business, and create more parking.
- Need to have commissioners take a deep dive into building and community development. Land use and code too onerous. Too much time for a landowner leaving and way too much time for a permit. Fees are too much. Either this is top down (i.e., commissioners have directed community development to slow down) or rules are so complicated even staff do not know what to look for.
- New way more affordable housing for workers. Need to reduce traffic. Need airport improved.
- Not enough attention on providing affordable housing, temporary, and emergency housing for Homeless. Too much bureaucracy in getting issues approve and completed.
- Not enough housing for workers. Too much traffic. Too many summer events. Too much development. Constant construction all the time.
- Not sure what is provided. A lot of money is spent on schools and roads. Really need a better entrance to Aspen experience.
- Open space receives and spends over 50% of tax dollars. This is too much. Public engagement and the ability for the public to participate in BOCC and other meetings has badly deteriorated during COVID. Staff has been inaccessible. See my letter attached.
- Our county is getting increasingly crowded, with massive traffic jams every day. The root of the problem is too much construction in the valley, especially in Aspen. We need to slow the pace to preserve quality of life.

- Parking and travel into and out of downtown Aspen is a problem.
- Pitkin County in partnership with the City of Aspen needs to address the Entrance to Aspen issue! Traffic in and out of town seriously effects the quality of life for Pitkin County residents. It also is an environmental issue with hours of idling vehicles. There are safety issues with vehicles racing through the West End. Alternative H seems like the best option!
- Pitkin County is a great place to work and to play. It is hugely difficult to live here unless you are wealthy - or know someone who is. Employee housing quality varies widely depending on location. Burlingame is a positive solution. We need more like solutions.
- Pitkin County must remedy the Highway 82 traffic congestion into Aspen to save our air quality.
- Pitkin County Public Health needs smarter individuals without pre-determined agendas and that are open to making their own decisions instead of just going with whatever the others are doing. We need County Commissioners that will be bold and decisive, hold the "experts" accountable and question the "recommendations" coming down the line. The COVID crisis has been handled incredibly ineptly. The misinformation and propaganda are RIFE! There has been an absolute refusal by most county commissioners to review or consider any information other than taking the "easy route" and following the corrupt government agencies' directives, such as the CDC and WHO.
- Pitkin County Building dept is a bureaucratic nightmare.
- Please consider a state-of-the-art animal park. Aspen is a wealthy community with many, many dogs. There is no fenced park that separates large and small dogs and provided fun challenges for both.
- Please consider implementing a vacancy tax (empty home tax) in Pitkin County. This could be a way to encourage long term rentals and open the housing market. Thank you.
- Please focus on the safety of county roads: fix potholes, plow snow ASAP for early to work traffic and PLEASE paint all road lines on Brush Creek Road before winter, so people know which side of the road to stay on. Thank you.
- Please get control on the extreme development overtaking our town, i.e., house size, building size, the destruction of local restaurants and bars. What happened to Little Annie's? Cooper St. space? Main Street Bakery? The town is a shell of what it used to be as a local town. The council over the years have been swayed by taxes from huge overbuilt energy sucking homes and buildings that do not fit in Aspen. The Art Museum is one example. It is too late for much to be done as the damage has been done, but just maybe you can preserve something of what Aspen used to mean to middle class people for the future. My kids will never be able to live in free market housing in this valley due to insatiable greed and development. Thank your Aspen city council.
- Please institute vaccine mandate for county now.
- Please stop letting these builders buy their way out of employee housing units with credits. Soon there will not be anyone to live and work in town and then who will take care of all these tourists?
- Prioritize community values based independent of environmental projects.
- Priority #1: we are losing our worker base. Scary and sad.

- Recycling, extremely poor in aspen. Bus service is mostly a joke. Why don't Aspen officials make tough decisions and provide leadership? Aspen should be a leader in state, fighting climate change. We certainly are not. Terrible job in COVID PCR test, three days just does not work.
- Reduce development. Mask and vaccine mandate.
- Reduce property taxes for seniors on fixed incomes, seniors without children in school.
- Remove the HOV from the left lane. People drive slow in the fast lane making passing dangerous. There needs to be an outside governing body for RAFTA.
- Schooling is on a downward spiral.
- Seniors living in the Crystal Valley need more supportive services to keep them at home.
- Set standards and constraints and then let real estate developers violate them! Must stop this. Ski-Co too powerful.
- Soft trail from AABC to Intercept lot one exists, rework it.
- Some institutionalized PC employees need refreshers in customer service. HR could use an honest assessment of employee duties and qualifications.
- Start dealing with the traffic at the AABC into Aspen. Start adding to the housing inventory significantly rather than second home mansions. Get into the housing issue seriously and start building children's facilities for our workers. Not a good place to raise a family. No affordable housing. No childcare and no living wages.
- Step up on mental health.
- Stop advertising our town. There are too many tourists. New people moving here are changing our town. It is ruined. Stop the mega homes.
- Stop building. Except for affordable housing. No more hotels. No to Pandora.
- Stop catering to the lowest denominator with COVID. Let us get on with life. Stop with any mandates. Focus on the more important day to day and long term and stop being distracted by COVID.
- Stop letting the ultra-rich build stupid mansions. There are three sites on Red Mountain that have generated thousands of dump truck trips, creating building sites on incredibly steep terrain.
- Straight shot on Highway 82 into Aspen, allow traffic to fan out into residential streets, north and south, of Main Street. Delta Effect. Let it benefit most people not just in my area folks.
- Suicides and domestic violence are very high yet low on services and priority. Response has an answering machine. Police have blamed victims- need more training. Absolutely no mental health outreach.

- Talk, talk, talk. Then tweak something and congratulate everyone on a job well done. The County has lost touch. It is just too big now and they are addicted to growth and process, all at a cost. Good luck.
- The airplane noise in the woody creek valley is enough to make us want to move after 48 years. Planes during high season can be a private or commercial jet overhead as often as every 5 minutes, two hundred planes daily. It is difficult to enjoy dinner/drinks outside at any time of the day. This must be addressed somehow. It is not possible to find another property in the valley for under 900,000.00.
- The airport terminal is WAY too small for how many people come through now.
- The cost of housing is absurd. Salaries are 40 years behind the times. Who can afford to pay these rents and mortgages on \$15-\$25 an hour? Way too much construction going on and homes are too large.
- The county (include Eagle and Garfield) and the valley towns must get together and resolve the horrendous traffic problem. Through fees, alternatives, etc. we can make progress. Ignoring it is not an option.
- The county has become enormously bureaucratic over the last 10 years with many departments becoming more regulatory and self-serving. The Assistant County Attorney (Ron) is very difficult to work with, seems to have a Napoleon complex or penchant for self-aggrandizing, hope he can grow into the position eventually.
- The county is severely lacking in work opportunities, reasonable lodging options, and enough medical resources. The traffic is getting bad and the number of people moving here is ruining the community and the housing options. I have lived here 25 years and the only thing going for this place is the outdoor recreation and decent airport.
- The county needs to focus on is quick, affordable food. Options are disappearing. Find a space for food trucks in a small lot where the community can get decent, affordable food quickly would make a world of difference. See what the City of Moab has done.
- The county's reaction to COVID seems to be financially based, very disappointing. The private jets over-running the airport should be dealt with, again this makes your guys look like all you care about is the money. The Sheriff's office should be spending more time on the secondary roads controlling traffic, esp. speeders. Obviously, it is tough to live here, costs are high, wages are low. Lastly, this is not a coupon town, please have some integrity when dealing with the SKICO. Bravo to the planning dept, ref: Pandora's.
- If the mask order were truly about public health, it would have been in effect during the food and wine super spreader event.
- The noise level is too much, people are rude, no etiquette, bikers everywhere, no helmets. Do not use common sense,
- The process to obtain an "easy" permit has been sucked into the bigger permit picture. There should be an easy way to get one.
- The quality of life in Pitkin County has deteriorated dramatically since we first moved here in 1987. COVID newcomers, visitors, and their lack of respect for health and wellbeing of the community is

awful. Traffic is a horror, exacerbated by rude, reckless drivers. Pitkin is no longer paradise. Part of the issue is climate change and the loss of quality air due to western fires. Unfortunately, these changes are permanent.

- The staff at APCA are deplorable and not responsive. Most of all there is gross incompetence from this top level downward. too much nepotism and cronyism.
- The town has changed for the worst. No more mom-and-pop stores. Too expensive to eat at the new restaurants.
- There should be a way to make aircraft pilots more aware of the voluntary, no-fly zones above Wilderness Areas. More should be done to police the noise from open pipe motorcycles. There must be a comprehensive program to mitigate noise from heat pumps if they are allowed to have more than one. My neighbor has nine and we cannot even go on that side of the house due to the noise.
- There is nowhere to live and jobs to fill, but no one can afford to live here anymore. Housing is too high, and the jobs do not pay enough. It only works for wealth trust funders.
- This is a challenging county due to our low population, high expectations, lots of visitors and construction. COVID has not helped the situation with not being able to have face to face interaction with officials (example the building department). Although I appreciate the addition/changes to computer programs and automating systems, it is important to have everyone trained and understanding the systems. Just adding a new program does not solve much.
- This town has completely sold out to the almighty dollar. There is no soul as we keep getting mega homes and no housing for the workers. It is a sad town that will only go downhill from here. We are finally seeing wages increase but no housing and people think this is everywhere. This may be true, but Aspen will let big money do whatever they want and think this is sustainable. I have been here 20 years and see my days coming due to lack of affordability. This town should be ashamed of what it has become!
- Time and time again, we go through extensive input process only to have the county staff and elected officials ignore what people say they want. i.e., Multiple votes to Highway 82 ignored. Two-year review with public about airport expansion. Follow the recommendations of the public. You waste time by ignoring what we vote on and what we take time to participate in. You cause us to be disenfranchised. (1) Approve Pandora Ski area expansion. (2) Expand airport as public input recommended during the arduous two-year process. (3) Four lane Highway 82 as voters requested many times over past 20 years. (4) Move recycling center and redevelop river area, waste of valuable property as is.
- Time to replace the entire city council. All of them are clowns and sorry representatives of our beautiful community.
- Too many jets flying in and out making too much noise over Woody Creek. Why can't we have incoming and outgoing flight paths if it can be done safely?
- Too much construction, noise, and traffic. No good local restaurants for locals to go. The quality of life here is being ruined by too much growth.

- Too much noise in the County and City from events and construction. We are losing the peacefulness.
- Town cannot sustain so many as in last 2 years. too crowded, too stressful. Control jaywalkers. Allow parking. Garage is too small.
- Track money dedicated to affordable housing, see that it does more than merely depress values of the most vulnerable.
- Traffic into and out of Aspen is a big problem. Attempting to obtain a building permit to do work in Aspen/Pitkin County places a great burden on businesses that provide construction services. Isn't there a better way?
- Traffic on Cemetery Lane is horrible. Next summer will be unbearable with the work scheduled for the round a bout. Find some way to control the noise and the air quality.
- Traffic solutions, cleaner air. Dedicated e-bike lanes. Do not punish bike riders for the stupidity of e-bikes.
- traffic: one. pave divided roads 2. bus lanes should include HOV traffic. 3. straight Shot into Aspen from the roundabout. 4. discontinue striping Hwy 82 down to single lane. 5. Hwy 82 has adequate paving for 2 lanes in each direction. Refuse any federal funds to reduce traffic lanes.
- Very concerned about ebikes on trails, riding too fast without biking etiquette. Preserve open spaces.
- Way too much construction.
- We have a major housing issue that is getting far worse. I cannot find employees for my business because no one can afford to live here, even if I give them a housing allowance.
- We have more than enough development. We need to preserve what we have put the brakes on new development including unnecessary expansion at the airport.
- We live here approx. 50% of the year (in previous years it was 100%). We are not here permanently any longer because the state of Colorado is not as protective of its residents from creditors in other states. If that changed, we would be here all the time again because this is the best living locale in the world. Lower the cost of ski tickets and it would be 100% perfect.
- We need a reduction in government and meddling in private lives. The county commissioners need to have stronger backbones. The response to the Covid 'pandemic' has been based on misinformation with zero attention paid to the science. The sheeplike desire to just follow along with other ineffective and incorrect government departments has been pathetic. We should be leading and making policy based on science, not media propaganda.
- We need a straight shot into Aspen and down valley. Or let traffic fan out into residential areas without blocked access or bike limitations. Let the traffic fan out as in a river into a delta. Stop big money from saying not in my neighborhood. Let people drive parallel to Main Street on the north and south side. Trying to limit car use just does not work for workers with hundreds of pounds of tools or product. If you want clean air, please notice all the pollution from cars stuck in traffic.

- We need affordable housing. While i agree with preserving land because of open space and/or historic, why cannot we build some affordable housing close to aspen instead of leaving it open. We also need to build a large greenhouse and grow our own vegetables to feed our county, so we do not have to depend on truckers to bring it to us.
- We need childcare for the hospital employees and more housing to keep quality employees there. Limits on rent and housing in lieu of fees in exchange for not building employee housing units.
- We need more festivals.
- We need to do better at keeping a vibrant community in Aspen. We continue to sell out higher and higher and I find myself wondering, when will this ever end? Will there ever be a cap on how much real estate can be sold or rented for? When will that push the local community out of the limits and leave people who are too wealthy to work the regular jobs and have us spending our entire lives commuting? Does the quality of life for local workers even appear on the radar?
- We need to move on from COVID. Stop mandating things like mask. We need to live with this now. Everyone is tired and I am sick of being told what to do. I am a responsible adult. Stop talking about COVID. Pave the Rio Grande Trail from Stein Park, behind Burlingame to the open space.
- When reaching for help in any department to have a real person answer or more human go to person to answer call.
- Worst need is traffic on Highway 82. Cannot use an E-Bike in winter. The bus stop is too far for me to walk in ice and snow.
- Would like to know why covid restrictions always go into place after tourists leave so only locals must suffer, i.e., mask mandates after two-week Christmas even though cases are the same. Mandate after Labor Day, food, and wine. How about you gear your mandates for locals and not tourists. They can stay home if they want.
- Yellow stripe on roads used by school buses.
- Yes, for Pandora Ski.
- You did not ask about the APCHA functioning. I am sick of hearing how we do not have affordable housing when there is so much abuse of that system. Cannot believe it has taken until now to even have a computerized inventory system. Need to see action on those who abuse the system.
- Your response to Covid was ridiculous and based on media judgement and fear.

2021

# Pitkin County Community Survey

Non-Random Sample Findings

Presented to the  
Pitkin County,  
Colorado

December 2021



**ETC**  
INSTITUTE

# Contents

## Sections

- 1** Tabular Data **Page 265-C**
- 2** Importance Satisfaction Analysis **Page 331-C**

# Pitkin County Community Survey (2021)

## Non-Random Sample Findings Purpose and Methodology



### **Purpose & Methodology**

ETC Institute administered a statistically valid community survey to residents of Pitkin County, Colorado. The purpose of the survey was to assess resident satisfaction with County services and to help the County ensure that its priorities continue to match the needs and desires of its residents.

In addition to administering the statistically valid survey to a random sample of County residents, ETC Institute also opened the survey to the general public (non-random survey). The non-random survey was available on Pitkin County's website for all residents to fill out. The County promoted the non-random survey through social media and encouraged residents to complete the survey. The County received an excellent response to the non-random survey, as 300 residents completed the survey.

Although the results of the non-random survey provide anecdotal information, the results from the non-random survey are not statistically valid, and therefore do not represent the views of residents of the entire County. Since the respondents for the non-random survey were not selected at random, and the demographics of these respondents are different from the demographics of the actual population of the County, the results of the non-random survey are not considered statistically valid.

This report contains the following information for the non-random survey:

- Frequency tables that show the results for each question on the survey
- Importance-satisfaction analysis

**1**

**Tabular Data**

**Q1. OVERALL Quality of Life in the County. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how you would rate Pitkin County regarding the following.**

(N=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. As a place to live	31.7%	39.3%	10.0%	11.7%	6.3%	1.0%
Q1-2. As a place to raise & educate children	19.7%	23.7%	18.0%	6.3%	5.3%	27.0%
Q1-3. As a place to work	16.7%	39.0%	18.7%	11.3%	5.7%	8.7%
Q1-4. As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	37.0%	42.0%	7.7%	8.0%	4.0%	1.3%
Q1-5. As a flourishing built environment	10.0%	25.0%	23.7%	26.0%	8.0%	7.3%
Q1-6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	16.7%	32.7%	19.3%	14.3%	14.0%	3.0%
Q1-7. As a place that is inclusive of full time, part time, & new residents	4.3%	25.7%	30.3%	23.0%	14.0%	2.7%
Q1-8. Overall sense of community	12.7%	34.3%	21.3%	17.7%	11.7%	2.3%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q1. OVERALL Quality of Life in the County. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how you would rate Pitkin County regarding the following. (without "don't know")**

(N=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. As a place to live	32.0%	39.7%	10.1%	11.8%	6.4%
Q1-2. As a place to raise & educate children	26.9%	32.4%	24.7%	8.7%	7.3%
Q1-3. As a place to work	18.2%	42.7%	20.4%	12.4%	6.2%
Q1-4. As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	37.5%	42.6%	7.8%	8.1%	4.1%
Q1-5. As a flourishing built environment	10.8%	27.0%	25.5%	28.1%	8.6%
Q1-6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	17.2%	33.7%	19.9%	14.8%	14.4%
Q1-7. As a place that is inclusive of full time, part time, & new residents	4.5%	26.4%	31.2%	23.6%	14.4%
Q1-8. Overall sense of community	13.0%	35.2%	21.8%	18.1%	11.9%

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

First Choice	Number	Percent
As a place to live	89	29.7 %
As a place to raise & educate children	24	8.0 %
As a place to work	22	7.3 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	64	21.3 %
As a flourishing built environment	13	4.3 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	24	8.0 %
As a place that is inclusive of full time, part time, & new residents	27	9.0 %
Overall sense of community	32	10.7 %
None chosen	5	1.7 %
Total	300	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Second Choice	Number	Percent
As a place to live	60	20.0 %
As a place to raise & educate children	35	11.7 %
As a place to work	59	19.7 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	37	12.3 %
As a flourishing built environment	19	6.3 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	24	8.0 %
As a place that is inclusive of full time, part time, & new residents	21	7.0 %
Overall sense of community	37	12.3 %
None chosen	8	2.7 %
Total	300	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

Third Choice	Number	Percent
As a place to live	32	10.7 %
As a place to raise & educate children	25	8.3 %
As a place to work	34	11.3 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	41	13.7 %
As a flourishing built environment	21	7.0 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	40	13.3 %
As a place that is inclusive of full time, part time, & new residents	24	8.0 %
Overall sense of community	66	22.0 %
None chosen	17	5.7 %
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES****Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

Sum of the top three choices	Number	Percent
As a place to live	181	60.3 %
As a place to raise & educate children	84	28.0 %
As a place to work	115	38.3 %
As a flourishing natural environment (air quality, recreation, noise mitigation, dark skies & water quality & quantity)	142	47.3 %
As a flourishing built environment	53	17.7 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	88	29.3 %
As a place that is inclusive of full time, part time, & new residents	72	24.0 %
Overall sense of community	135	45.0 %
None chosen	5	1.7 %
Total	875	

**Q3. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. County's public health response to COVID-19 pandemic	20.7%	36.3%	13.3%	10.7%	18.7%	0.3%
Q3-2. County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	22.0%	34.7%	20.0%	8.0%	7.7%	7.7%
Q3-3. How well County is managing growth	2.7%	9.0%	22.3%	28.3%	35.7%	2.0%
Q3-4. County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	6.3%	27.7%	31.0%	15.7%	13.3%	6.0%
Q3-5. County's efforts to address affordable housing, including quality & quantity	3.0%	10.3%	19.0%	25.0%	40.7%	2.0%
Q3-6. County's efforts to address community's mental health needs	4.7%	29.3%	27.0%	16.0%	10.3%	12.7%
Q3-7. County's efforts to protect water quality & quantity	7.7%	45.3%	23.7%	11.0%	4.7%	7.7%
Q3-8. County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	10.0%	28.7%	31.7%	15.3%	5.7%	8.7%
Q3-9. Public safety (Sheriff's office, jail, animal safety officer services)	23.3%	42.7%	20.7%	6.0%	3.7%	3.7%
Q3-10. Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	33.0%	43.0%	13.7%	7.0%	3.0%	0.3%
Q3-11. Sustainable economic development (diversifying economy, sustainable workforce)	3.0%	13.7%	22.7%	35.0%	21.3%	4.3%
Q3-12. Condition of County roadways	9.7%	41.3%	25.7%	14.0%	8.0%	1.3%
Q3-13. Current process for obtaining permits & inspections for construction & renovation	2.0%	8.7%	19.7%	13.3%	24.0%	32.3%

**Q3. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. County's public health response to COVID-19 pandemic	20.7%	36.5%	13.4%	10.7%	18.7%
Q3-2. County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	23.8%	37.5%	21.7%	8.7%	8.3%
Q3-3. How well County is managing growth	2.7%	9.2%	22.8%	28.9%	36.4%
Q3-4. County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	6.7%	29.4%	33.0%	16.7%	14.2%
Q3-5. County's efforts to address affordable housing, including quality & quantity	3.1%	10.5%	19.4%	25.5%	41.5%
Q3-6. County's efforts to address community's mental health needs	5.3%	33.6%	30.9%	18.3%	11.8%
Q3-7. County's efforts to protect water quality & quantity	8.3%	49.1%	25.6%	11.9%	5.1%
Q3-8. County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	10.9%	31.4%	34.7%	16.8%	6.2%
Q3-9. Public safety (Sheriff's office, jail, animal safety officer services)	24.2%	44.3%	21.5%	6.2%	3.8%
Q3-10. Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	33.1%	43.1%	13.7%	7.0%	3.0%
Q3-11. Sustainable economic development (diversifying economy, sustainable workforce)	3.1%	14.3%	23.7%	36.6%	22.3%
Q3-12. Condition of County roadways	9.8%	41.9%	26.0%	14.2%	8.1%
Q3-13. Current process for obtaining permits & inspections for construction & renovation	3.0%	12.8%	29.1%	19.7%	35.5%

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>	
County's public health response to COVID-19 pandemic	44	14.7 %	
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	5	1.7 %	
How well County is managing growth	78	26.0 %	
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	12	4.0 %	
County's efforts to address affordable housing, including quality & quantity	93	31.0 %	
County's efforts to address community's mental health needs	3	1.0 %	
County's efforts to protect water quality & quantity	6	2.0 %	
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	3	1.0 %	
Public safety (Sheriff's office, jail, animal safety officer services)	7	2.3 %	
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	6	2.0 %	
Sustainable economic development (diversifying economy, sustainable workforce)	6	2.0 %	
Condition of County roadways	11	3.7 %	
Current process for obtaining permits & inspections for construction & renovation	19	6.3 %	
None chosen	7	2.3 %	
<b>Total</b>	<b>300</b>	<b>100.0 %</b>	

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>	
County's public health response to COVID-19 pandemic	11	3.7 %	
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	14	4.7 %	
How well County is managing growth	66	22.0 %	
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	34	11.3 %	
County's efforts to address affordable housing, including quality & quantity	48	16.0 %	
County's efforts to address community's mental health needs	19	6.3 %	
County's efforts to protect water quality & quantity	8	2.7 %	
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	12	4.0 %	
Public safety (Sheriff's office, jail, animal safety officer services)	2	0.7 %	
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	17	5.7 %	
Sustainable economic development (diversifying economy, sustainable workforce)	33	11.0 %	
Condition of County roadways	13	4.3 %	
Current process for obtaining permits & inspections for construction & renovation	11	3.7 %	
None chosen	12	4.0 %	
<b>Total</b>	<b>300</b>	<b>100.0 %</b>	

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
County's public health response to COVID-19 pandemic	10	3.3 %
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	6	2.0 %
How well County is managing growth	29	9.7 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	26	8.7 %
County's efforts to address affordable housing, including quality & quantity	31	10.3 %
County's efforts to address community's mental health needs	31	10.3 %
County's efforts to protect water quality & quantity	24	8.0 %
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	17	5.7 %
Public safety (Sheriff's office, jail, animal safety officer services)	7	2.3 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	26	8.7 %
Sustainable economic development (diversifying economy, sustainable workforce)	37	12.3 %
Condition of County roadways	23	7.7 %
Current process for obtaining permits & inspections for construction & renovation	14	4.7 %
<u>None chosen</u>	<u>19</u>	<u>6.3 %</u>
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES****Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
County's public health response to COVID-19 pandemic	65	21.7 %
County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	25	8.3 %
How well County is managing growth	173	57.7 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	72	24.0 %
County's efforts to address affordable housing, including quality & quantity	172	57.3 %
County's efforts to address community's mental health needs	53	17.7 %
County's efforts to protect water quality & quantity	38	12.7 %
County efforts to ensure community preparedness for a natural disaster/ crisis, including wildfire, drought, & flood	32	10.7 %
Public safety (Sheriff's office, jail, animal safety officer services)	16	5.3 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	49	16.3 %
Sustainable economic development (diversifying economy, sustainable workforce)	76	25.3 %
Condition of County roadways	47	15.7 %
Current process for obtaining permits & inspections for construction & renovation	44	14.7 %
None chosen	7	2.3 %
<b>Total</b>	<b>869</b>	

**Q5. Open Space and Trails. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollars (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails?**

	Number	Percent
Great benefit	177	59.0 %
Some benefit	67	22.3 %
Neutral	14	4.7 %
Little benefit	15	5.0 %
No benefit	8	2.7 %
Don't know	19	6.3 %
Total	300	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES**

**Q5. Open Space and Trails. What level of benefit do you receive for the Open Space and Trails portion of your property tax dollars (10.2%) for preserving/conserving open space, wildlife habitat, and agricultural landscapes, in addition to providing recreational trails? (without "don't know")**

	Number	Percent
Great benefit	177	63.0 %
Some benefit	67	23.8 %
Neutral	14	5.0 %
Little benefit	15	5.3 %
No benefit	8	2.8 %
Total	281	100.0 %

**Q6. How important do you think it is to develop a hard surface trail connection between the Brush Creek Park and Ride and Aspen Airport Business Center?**

	Number	Percent
Very important	90	30.0 %
Somewhat important	110	36.7 %
Not important	70	23.3 %
Don't know	30	10.0 %
Total	300	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES**

**Q6. How important do you think it is to develop a hard surface trail connection between the Brush Creek Park and Ride and Aspen Airport Business Center? (without "don't know")**

	Number	Percent
Very important	90	33.3 %
Somewhat important	110	40.7 %
Not important	70	25.9 %
Total	270	100.0 %

**Q7. County Priorities for Open Space and Trails. Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Not a Priority," please indicate how you would prioritize open space and trail priorities.**

(N=300)

	Essential	High priority	Moderate priority	Low priority	Not a priority	I am not sure
Q7-1. Congestion management of parking, increased visitation, overcrowding	36.0%	34.3%	21.3%	2.3%	3.3%	2.7%
Q7-2. Ecosystem health & resilience (habitat, wildlife, water)	45.3%	32.7%	17.0%	1.3%	2.0%	1.7%
Q7-3. Agriculture & local food production	19.7%	35.0%	24.7%	11.7%	6.7%	2.3%
Q7-4. Protection of public access to open spaces	45.0%	32.3%	13.7%	4.0%	2.0%	3.0%
Q7-5. Communication of rules, regulations & etiquette with users	33.7%	31.7%	24.3%	6.3%	1.7%	2.3%

**WITHOUT "I AM NOT SURE" RESPONSES**

**Q7. County Priorities for Open Space and Trails. Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Not a Priority," please indicate how you would prioritize open space and trail priorities. (without "I am not sure")**

(N=300)

	Essential	High priority	Moderate priority	Low priority	Not a priority
Q7-1. Congestion management of parking, increased visitation, overcrowding	37.0%	35.3%	21.9%	2.4%	3.4%
Q7-2. Ecosystem health & resilience (habitat, wildlife, water)	46.1%	33.2%	17.3%	1.4%	2.0%
Q7-3. Agriculture & local food production	20.1%	35.8%	25.3%	11.9%	6.8%
Q7-4. Protection of public access to open spaces	46.4%	33.3%	14.1%	4.1%	2.1%
Q7-5. Communication of rules, regulations & etiquette with users	34.5%	32.4%	24.9%	6.5%	1.7%

**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>First Choice</u>	<u>Number</u>	<u>Percent</u>
Congestion management of parking, increased visitation, overcrowding	130	43.3 %
Ecosystem health & resilience (habitat, wildlife, water)	74	24.7 %
Agriculture & local food production	19	6.3 %
Protection of public access to open spaces	37	12.3 %
Communication of rules, regulations & etiquette with users	29	9.7 %
<u>None chosen</u>	<u>11</u>	<u>3.7 %</u>
Total	300	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>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Congestion management of parking, increased visitation, overcrowding	52	17.3 %
Ecosystem health & resilience (habitat, wildlife, water)	76	25.3 %
Agriculture & local food production	36	12.0 %
Protection of public access to open spaces	68	22.7 %
Communication of rules, regulations & etiquette with users	51	17.0 %
<u>None chosen</u>	<u>17</u>	<u>5.7 %</u>
Total	300	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>Third Choice</u>	<u>Number</u>	<u>Percent</u>
Congestion management of parking, increased visitation, overcrowding	42	14.0 %
Ecosystem health & resilience (habitat, wildlife, water)	47	15.7 %
Agriculture & local food production	42	14.0 %
Protection of public access to open spaces	74	24.7 %
Communication of rules, regulations & etiquette with users	72	24.0 %
<u>None chosen</u>	<u>23</u>	<u>7.7 %</u>
Total	300	100.0 %

**SUM OF THE 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)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Congestion management of parking, increased visitation, overcrowding	224	74.7 %
Ecosystem health & resilience (habitat, wildlife, water)	197	65.7 %
Agriculture & local food production	97	32.3 %
Protection of public access to open spaces	179	59.7 %
Communication of rules, regulations & etiquette with users	152	50.7 %
None chosen	11	3.7 %
Total	860	

**Q9. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	19.0%	34.7%	21.3%	11.0%	5.0%	9.0%
Q9-2. Construction & demolition waste diversion program	6.0%	16.7%	25.3%	10.7%	10.0%	31.3%
Q9-3. Composting program (yard & food waste)	17.7%	28.7%	23.0%	9.3%	3.0%	18.3%
Q9-4. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	18.0%	27.3%	22.3%	2.7%	2.7%	27.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q9. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	20.9%	38.1%	23.4%	12.1%	5.5%
Q9-2. Construction & demolition waste diversion program	8.7%	24.3%	36.9%	15.5%	14.6%
Q9-3. Composting program (yard & food waste)	21.6%	35.1%	28.2%	11.4%	3.7%
Q9-4. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	24.7%	37.4%	30.6%	3.7%	3.7%

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

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	111	37.0 %
Construction & demolition waste diversion program	101	33.7 %
Composting program (yard & food waste)	33	11.0 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	16	5.3 %
<u>None chosen</u>	<u>39</u>	<u>13.0 %</u>
Total	300	100.0 %

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

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	81	27.0 %
Construction & demolition waste diversion program	88	29.3 %
Composting program (yard & food waste)	47	15.7 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	34	11.3 %
<u>None chosen</u>	<u>50</u>	<u>16.7 %</u>
Total	300	100.0 %

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

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	45	15.0 %
Construction & demolition waste diversion program	35	11.7 %
Composting program (yard & food waste)	88	29.3 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	74	24.7 %
<u>None chosen</u>	<u>58</u>	<u>19.3 %</u>
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES**

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

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Household diversion programs: recycling drop off & unique recycling programs (electronics, books, mattresses, textiles), drop & swap, household hazardous waste disposal	237	79.0 %
Construction & demolition waste diversion program	224	74.7 %
Composting program (yard & food waste)	168	56.0 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	124	41.3 %
None chosen	39	13.0 %
Total	792	

**Q11. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	9.0%	29.3%	32.0%	12.7%	8.7%	8.3%
Q11-2. Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	6.3%	29.0%	33.3%	12.3%	5.3%	13.7%
Q11-3. Ease of finding information you want on www.pitkincounty.com or other department websites	4.7%	38.3%	31.0%	16.0%	5.3%	4.7%
Q11-4. Effectiveness of County communications during an emergency	12.0%	44.0%	23.3%	7.7%	6.7%	6.3%

**Q11. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	9.8%	32.0%	34.9%	13.8%	9.5%
Q11-2. Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	7.3%	33.6%	38.6%	14.3%	6.2%
Q11-3. Ease of finding information you want on www.pitkincounty.com or other department websites	4.9%	40.2%	32.5%	16.8%	5.6%
Q11-4. Effectiveness of County communications during an emergency	12.8%	47.0%	24.9%	8.2%	7.1%

**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?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	82	27.3 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	36	12.0 %
Ease of finding information you want on www.pitkincounty.com or other department websites	62	20.7 %
Effectiveness of County communications during an emergency	76	25.3 %
None chosen	44	14.7 %
Total	300	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?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	47	15.7 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	64	21.3 %
Ease of finding information you want on www.pitkincounty.com or other department websites	74	24.7 %
Effectiveness of County communications during an emergency	59	19.7 %
None chosen	56	18.7 %
Total	300	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?**

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	63	21.0 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	60	20.0 %
Ease of finding information you want on www.pitkincounty.com or other department websites	66	22.0 %
Effectiveness of County communications during an emergency	52	17.3 %
None chosen	59	19.7 %
Total	300	100.0 %

**SUM OF THE 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)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	192	64.0 %
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	160	53.3 %
Ease of finding information you want on www.pitkincounty.com or other department websites	202	67.3 %
Effectiveness of County communications during an emergency	187	62.3 %
None chosen	44	14.7 %
Total	785	

**Q13. Please CHECK ALL the ways you learn about Pitkin County Government.**

	Number	Percent
Newspaper	273	91.0 %
Radio	109	36.3 %
Television	23	7.7 %
Social media	123	41.0 %
Pitkin County website	212	70.7 %
Word of mouth	192	64.0 %
Other	21	7.0 %
Total	953	

**Q13-7. Other**

	Number	Percent
Pitkin alerts	3	14.3 %
Text alerts	3	14.3 %
Email	2	9.5 %
I'm an employee of Pitkin County	1	4.8 %
Virtual meetings	1	4.8 %
Work-COA employee	1	4.8 %
Email newsletter	1	4.8 %
Email & text alerts	1	4.8 %
Caucus meetings	1	4.8 %
Caucus, friends/neighbors	1	4.8 %
Pitkin County Alert System	1	4.8 %
Online search	1	4.8 %
Castle Creek Caucus	1	4.8 %
Meetings, feedback, posters, etc.	1	4.8 %
Board of County Commissioners meetings	1	4.8 %
Work	1	4.8 %
Total	21	100.0 %

**Q14. Land Use. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Property values are high in Pitkin County in part due to limitations on development and land preservation. 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=300)

	Great benefit	Some benefit	Neutral	Little benefit	No benefit	Don't know
Q14-1. Required preservation of historic character of residential areas in Pitkin County	48.7%	29.7%	8.3%	8.0%	3.7%	1.7%
Q14-2. Limitations on density	49.3%	27.0%	5.0%	8.7%	8.0%	2.0%
Q14-3. House size restrictions	60.7%	17.0%	6.7%	6.0%	7.7%	2.0%
Q14-4. Restrictions on location & type of development in rural & remote areas of Pitkin County	51.7%	21.7%	8.7%	8.7%	5.7%	3.7%
Q14-5. Code & ordinance response to development code violations	43.3%	22.7%	11.3%	7.0%	5.3%	10.3%
Q14-6. Limitations on annual number of construction sites in Pitkin County	45.3%	20.3%	8.7%	10.7%	9.3%	5.7%
Q14-7. Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	49.3%	26.0%	8.0%	5.7%	7.3%	3.7%
Q14-8. Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	51.0%	23.3%	8.3%	5.7%	8.0%	3.7%
Q14-9. Siting new housing developments in urban areas	38.7%	24.3%	14.3%	6.7%	6.7%	9.3%
Q14-10. Siting new housing developments along transit corridors	45.0%	30.0%	10.7%	4.0%	4.3%	6.0%
Q14-11. Limitations on location of short-term rentals in rural areas	44.7%	21.0%	9.0%	8.3%	9.7%	7.3%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q14. Land Use. Pitkin County (outside of municipal jurisdictions) uses zoning to promote or limit certain types of development. Property values are high in Pitkin County in part due to limitations on development and land preservation. 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=300)

	Great benefit	Some benefit	Neutral	Little benefit	No benefit
Q14-1. Required preservation of historic character of residential areas in Pitkin County	49.5%	30.2%	8.5%	8.1%	3.7%
Q14-2. Limitations on density	50.3%	27.6%	5.1%	8.8%	8.2%
Q14-3. House size restrictions	61.9%	17.3%	6.8%	6.1%	7.8%
Q14-4. Restrictions on location & type of development in rural & remote areas of Pitkin County	53.6%	22.5%	9.0%	9.0%	5.9%
Q14-5. Code & ordinance response to development code violations	48.3%	25.3%	12.6%	7.8%	5.9%
Q14-6. Limitations on annual number of construction sites in Pitkin County	48.1%	21.6%	9.2%	11.3%	9.9%
Q14-7. Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	51.2%	27.0%	8.3%	5.9%	7.6%
Q14-8. Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	52.9%	24.2%	8.7%	5.9%	8.3%
Q14-9. Siting new housing developments in urban areas	42.6%	26.8%	15.8%	7.4%	7.4%
Q14-10. Siting new housing developments along transit corridors	47.9%	31.9%	11.3%	4.3%	4.6%
Q14-11. Limitations on location of short-term rentals in rural areas	48.2%	22.7%	9.7%	9.0%	10.4%

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>	
Required preservation of historic character of residential areas in Pitkin County	30	10.0 %	
Limitations on density	40	13.3 %	
House size restrictions	42	14.0 %	
Restrictions on location & type of development in rural & remote areas of Pitkin County	23	7.7 %	
Code & ordinance response to development code violations	12	4.0 %	
Limitations on annual number of construction sites in Pitkin County	20	6.7 %	
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	15	5.0 %	
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	12	4.0 %	
Siting new housing developments in urban areas	16	5.3 %	
Siting new housing developments along transit corridors	15	5.0 %	
Limitations on location of short-term rentals in rural areas	50	16.7 %	
<u>None chosen</u>	<u>25</u>	<u>8.3 %</u>	
<b>Total</b>	<b>300</b>	<b>100.0 %</b>	

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>	
Required preservation of historic character of residential areas in Pitkin County	17	5.7 %	
Limitations on density	32	10.7 %	
House size restrictions	44	14.7 %	
Restrictions on location & type of development in rural & remote areas of Pitkin County	32	10.7 %	
Code & ordinance response to development code violations	18	6.0 %	
Limitations on annual number of construction sites in Pitkin County	21	7.0 %	
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	17	5.7 %	
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	24	8.0 %	
Siting new housing developments in urban areas	17	5.7 %	
Siting new housing developments along transit corridors	30	10.0 %	
Limitations on location of short-term rentals in rural areas	15	5.0 %	
<u>None chosen</u>	<u>33</u>	<u>11.0 %</u>	
<b>Total</b>	<b>300</b>	<b>100.0 %</b>	

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>	
Required preservation of historic character of residential areas in Pitkin County	18	6.0 %	
Limitations on density	20	6.7 %	
House size restrictions	22	7.3 %	
Restrictions on location & type of development in rural & remote areas of Pitkin County	20	6.7 %	
Code & ordinance response to development code violations	34	11.3 %	
Limitations on annual number of construction sites in Pitkin County	21	7.0 %	7.0 %
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	27	9.0 %	
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	21	7.0 %	
Siting new housing developments in urban areas	20	6.7 %	
Siting new housing developments along transit corridors	25	8.3 %	
Limitations on location of short-term rentals in rural areas	28	9.3 %	
<u>None chosen</u>	<u>44</u>	<u>14.7 %</u>	
<b>Total</b>	<b>300</b>	<b>100.0 %</b>	

**SUM OF THE TOP THREE CHOICES**

**Q15. Which THREE of the items listed in Question 14 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>	
Required preservation of historic character of residential areas in Pitkin County	65	21.7 %	
Limitations on density	92	30.7 %	
House size restrictions	108	36.0 %	
Restrictions on location & type of development in rural & remote areas of Pitkin County	75	25.0 %	
Code & ordinance response to development code violations	64	21.3 %	
Limitations on annual number of construction sites in Pitkin County	62	20.7 %	
Development of further incentives & voluntary programs to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	59	19.7 %	
Development of new requirements to reduce greenhouse gas emissions in buildings, transportation, and/or waste sectors	57	19.0 %	
Siting new housing developments in urban areas	53	17.7 %	
Siting new housing developments along transit corridors	70	23.3 %	
Limitations on location of short-term rentals in rural areas	93	31.0 %	
<u>None chosen</u>	<u>25</u>	<u>8.3 %</u>	
<b>Total</b>	<b>823</b>		

**Q16. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. How safe you feel in Pitkin County	60.0%	30.3%	7.3%	1.3%	0.3%	0.7%
Q16-2. Ambulance/emergency medical services in County	44.7%	30.7%	8.0%	4.0%	0.7%	12.0%
Q16-3. Traffic safety provided by law enforcement	28.0%	35.7%	17.7%	9.0%	8.0%	1.7%
Q16-4. County's protection of adults & children from abuse or neglect	13.7%	21.7%	20.7%	4.0%	2.0%	38.0%
Q16-5. County's protection of families from domestic violence	12.3%	20.0%	19.3%	5.3%	2.0%	41.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q16. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. How safe you feel in Pitkin County	60.4%	30.5%	7.4%	1.3%	0.3%
Q16-2. Ambulance/emergency medical services in County	50.8%	34.8%	9.1%	4.5%	0.8%
Q16-3. Traffic safety provided by law enforcement	28.5%	36.3%	18.0%	9.2%	8.1%
Q16-4. County's protection of adults & children from abuse or neglect	22.0%	34.9%	33.3%	6.5%	3.2%
Q16-5. County's protection of families from domestic violence	20.9%	33.9%	32.8%	9.0%	3.4%

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
How safe you feel in Pitkin County	77	25.7 %
Ambulance/emergency medical services in County	54	18.0 %
Traffic safety provided by law enforcement	57	19.0 %
County's protection of adults & children from abuse or neglect	31	10.3 %
County's protection of families from domestic violence	35	11.7 %
None chosen	46	15.3 %
Total	300	100.0 %

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
How safe you feel in Pitkin County	26	8.7 %
Ambulance/emergency medical services in County	64	21.3 %
Traffic safety provided by law enforcement	43	14.3 %
County's protection of adults & children from abuse or neglect	67	22.3 %
County's protection of families from domestic violence	40	13.3 %
None chosen	60	20.0 %
Total	300	100.0 %

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
How safe you feel in Pitkin County	40	13.3 %
Ambulance/emergency medical services in County	41	13.7 %
Traffic safety provided by law enforcement	41	13.7 %
County's protection of adults & children from abuse or neglect	51	17.0 %
County's protection of families from domestic violence	60	20.0 %
None chosen	67	22.3 %
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
How safe you feel in Pitkin County	143	47.7 %
Ambulance/emergency medical services in County	159	53.0 %
Traffic safety provided by law enforcement	141	47.0 %
County's protection of adults & children from abuse or neglect	149	49.7 %
County's protection of families from domestic violence	135	45.0 %
<u>None chosen</u>	<u>46</u>	<u>15.3 %</u>
Total	773	

**Q18. Public Safety. The philosophy of the Pitkin County Sheriff's Office is to thoughtfully and professionally serve the community's values of peace, safety, fairness, and acceptance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Overall quality & professionalism of local Sheriff's Office protection	37.3%	35.0%	12.7%	2.0%	3.0%	10.0%
Q18-2. How quickly Sheriff's Office responds to 911 emergencies	20.0%	21.0%	14.3%	2.3%	0.3%	42.0%
Q18-3. Visibility of Sheriff's deputies in neighborhoods	20.3%	34.7%	23.0%	7.7%	2.7%	11.7%
Q18-4. Overall quality of Pitkin Alert System	26.7%	40.3%	16.7%	4.3%	1.3%	10.7%
Q18-5. Overall quality of Sheriff's Office backcountry rescue response & services	44.3%	28.3%	8.3%	0.0%	0.3%	18.7%
Q18-6. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	11.0%	20.0%	22.3%	5.0%	1.0%	40.7%

**Q18. Public Safety. The philosophy of the Pitkin County Sheriff's Office is to thoughtfully and professionally serve the community's values of peace, safety, fairness, and acceptance. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Overall quality & professionalism of local Sheriff's Office protection	41.5%	38.9%	14.1%	2.2%	3.3%
Q18-2. How quickly Sheriff's Office responds to 911 emergencies	34.5%	36.2%	24.7%	4.0%	0.6%
Q18-3. Visibility of Sheriff's deputies in neighborhoods	23.0%	39.2%	26.0%	8.7%	3.0%
Q18-4. Overall quality of Pitkin Alert System	29.9%	45.1%	18.7%	4.9%	1.5%
Q18-5. Overall quality of Sheriff's Office backcountry rescue response & services	54.5%	34.8%	10.2%	0.0%	0.4%
Q18-6. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	18.5%	33.7%	37.6%	8.4%	1.7%

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	68	22.7 %
How quickly Sheriff's Office responds to 911 emergencies	40	13.3 %
Visibility of Sheriff's deputies in neighborhoods	29	9.7 %
Overall quality of Pitkin Alert System	22	7.3 %
Overall quality of Sheriff's Office backcountry rescue response & services	9	3.0 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	77	25.7 %
None chosen	55	18.3 %
Total	300	100.0 %

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	43	14.3 %
How quickly Sheriff's Office responds to 911 emergencies	46	15.3 %
Visibility of Sheriff's deputies in neighborhoods	36	12.0 %
Overall quality of Pitkin Alert System	41	13.7 %
Overall quality of Sheriff's Office backcountry rescue response & services	29	9.7 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	40	13.3 %
None chosen	65	21.7 %
Total	300	100.0 %

**Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	39	13.0 %
How quickly Sheriff's Office responds to 911 emergencies	41	13.7 %
Visibility of Sheriff's deputies in neighborhoods	28	9.3 %
Overall quality of Pitkin Alert System	38	12.7 %
Overall quality of Sheriff's Office backcountry rescue response & services	53	17.7 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	28	9.3 %
None chosen	73	24.3 %
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES****Q19. Which THREE of the items listed in Question 18 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	150	50.0 %
How quickly Sheriff's Office responds to 911 emergencies	127	42.3 %
Visibility of Sheriff's deputies in neighborhoods	93	31.0 %
Overall quality of Pitkin Alert System	101	33.7 %
Overall quality of Sheriff's Office backcountry rescue response & services	91	30.3 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	145	48.3 %
None chosen	55	18.3 %
Total	762	

**Q20. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of shared use trails	34.0%	46.0%	12.3%	4.3%	0.7%	2.7%
Q20-2. Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	21.3%	36.3%	19.3%	8.7%	5.7%	8.7%
Q20-3. Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	6.3%	26.0%	21.7%	26.7%	15.3%	4.0%
Q20-4. County road snow removal	20.3%	48.7%	16.7%	6.3%	1.7%	6.3%
Q20-5. Satisfaction with RFTA/BRT bus system	32.3%	36.3%	16.0%	6.0%	2.3%	7.0%
Q20-6. Ease of traveling by bicycle on Pitkin County roads or shared paths	19.7%	37.3%	17.7%	9.3%	3.7%	12.3%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q20. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of shared use trails	34.9%	47.3%	12.7%	4.5%	0.7%
Q20-2. Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	23.4%	39.8%	21.2%	9.5%	6.2%
Q20-3. Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	6.6%	27.1%	22.6%	27.8%	16.0%
Q20-4. County road snow removal	21.7%	52.0%	17.8%	6.8%	1.8%
Q20-5. Satisfaction with RFTA/BRT bus system	34.8%	39.1%	17.2%	6.5%	2.5%
Q20-6. Ease of traveling by bicycle on Pitkin County roads or shared paths	22.4%	42.6%	20.2%	10.6%	4.2%

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	29	9.7 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	27	9.0 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	106	35.3 %
County road snow removal	25	8.3 %
Satisfaction with RFTA/BRT bus system	39	13.0 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	37	12.3 %
<u>None chosen</u>	<u>37</u>	<u>12.3 %</u>
Total	300	100.0 %

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	25	8.3 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	44	14.7 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	56	18.7 %
County road snow removal	39	13.0 %
Satisfaction with RFTA/BRT bus system	42	14.0 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	45	15.0 %
<u>None chosen</u>	<u>49</u>	<u>16.3 %</u>
Total	300	100.0 %

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	41	13.7 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	31	10.3 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	38	12.7 %
County road snow removal	32	10.7 %
Satisfaction with RFTA/BRT bus system	44	14.7 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	44	14.7 %
None chosen	70	23.3 %
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q21. Which THREE of the items listed in Question 20 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	95	31.7 %
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	102	34.0 %
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	200	66.7 %
County road snow removal	96	32.0 %
Satisfaction with RFTA/BRT bus system	125	41.7 %
Ease of traveling by bicycle on Pitkin County roads or shared paths	126	42.0 %
None chosen	37	12.3 %
Total	781	

**Q22. Community Support. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Availability & quality of Human Services provided by local non-profits	16.3%	33.3%	19.3%	4.7%	2.3%	24.0%
Q22-2. Senior Services effectiveness at enabling seniors to remain as independent as possible	11.7%	21.3%	19.3%	2.7%	1.0%	44.0%
Q22-3. Availability & quality of mental health & substance abuse services	6.7%	20.0%	22.0%	12.7%	7.0%	31.7%
Q22-4. Availability & quality of economic assistance & emergency financial assistance	6.3%	21.7%	21.3%	7.7%	3.3%	39.7%
Q22-5. Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	8.0%	34.3%	21.0%	9.7%	3.7%	23.3%
Q22-6. Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	19.0%	37.7%	19.7%	7.0%	7.0%	9.7%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q22. Community Support. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Availability & quality of Human Services provided by local non-profits	21.5%	43.9%	25.4%	6.1%	3.1%
Q22-2. Senior Services effectiveness at enabling seniors to remain as independent as possible	20.8%	38.1%	34.5%	4.8%	1.8%
Q22-3. Availability & quality of mental health & substance abuse services	9.8%	29.3%	32.2%	18.5%	10.2%
Q22-4. Availability & quality of economic assistance & emergency financial assistance	10.5%	35.9%	35.4%	12.7%	5.5%
Q22-5. Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	10.4%	44.8%	27.4%	12.6%	4.8%
Q22-6. Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	21.0%	41.7%	21.8%	7.7%	7.7%

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>First Choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of Human Services provided by local non-profits	33	11.0 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	30	10.0 %
Availability & quality of mental health & substance abuse services	63	21.0 %
Availability & quality of economic assistance & emergency financial assistance	22	7.3 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	29	9.7 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	73	24.3 %
None chosen	50	16.7 %
Total	300	100.0 %

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Second Choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of Human Services provided by local non-profits	29	9.7 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	35	11.7 %
Availability & quality of mental health & substance abuse services	54	18.0 %
Availability & quality of economic assistance & emergency financial assistance	29	9.7 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	39	13.0 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	47	15.7 %
None chosen	67	22.3 %
Total	300	100.0 %

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?**

<u>Third Choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of Human Services provided by local non-profits	34	11.3 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	37	12.3 %
Availability & quality of mental health & substance abuse services	38	12.7 %
Availability & quality of economic assistance & emergency financial assistance	31	10.3 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	41	13.7 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	42	14.0 %
None chosen	77	25.7 %
Total	300	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of Human Services provided by local non-profits	96	32.0 %
Senior Services effectiveness at enabling seniors to remain as independent as possible	102	34.0 %
Availability & quality of mental health & substance abuse services	155	51.7 %
Availability & quality of economic assistance & emergency financial assistance	82	27.3 %
Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	109	36.3 %
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	162	54.0 %
None chosen	50	16.7 %
Total	756	

**Q24. Prosperous Economy. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Availability of affordable quality housing for purchase	3.4%	5.1%	12.3%	25.6%	49.8%	3.8%
Q24-2. Availability of affordable quality housing for rent	2.1%	4.1%	9.7%	29.7%	50.7%	3.8%
Q24-3. Availability of affordable quality health care	5.9%	18.3%	17.2%	23.1%	28.3%	7.2%
Q24-4. Availability of affordable quality childcare	1.4%	2.5%	12.0%	19.9%	27.9%	36.2%
Q24-5. Availability of affordable quality care for aging adults	2.2%	9.0%	16.9%	15.1%	12.9%	43.9%
Q24-6. Availability of employment with adequate wages for self-sufficiency	2.4%	9.8%	17.4%	34.1%	29.3%	7.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q24. Prosperous Economy. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Availability of affordable quality housing for purchase	3.5%	5.3%	12.8%	26.6%	51.8%
Q24-2. Availability of affordable quality housing for rent	2.2%	4.3%	10.0%	30.8%	52.7%
Q24-3. Availability of affordable quality health care	6.3%	19.7%	18.6%	24.9%	30.5%
Q24-4. Availability of affordable quality childcare	2.3%	4.0%	18.8%	31.3%	43.8%
Q24-5. Availability of affordable quality care for aging adults	3.8%	16.0%	30.1%	26.9%	23.1%
Q24-6. Availability of employment with adequate wages for self-sufficiency	2.6%	10.5%	18.7%	36.7%	31.5%

**Q25. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Vehicle registration process	36.7%	35.7%	11.0%	3.7%	3.7%	9.3%
Q25-2. Integrity of voting process	56.0%	23.3%	8.0%	2.0%	3.0%	7.7%
Q25-3. Ease of voting process	64.0%	22.3%	6.3%	0.7%	1.3%	5.3%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q25. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Vehicle registration process	40.4%	39.3%	12.1%	4.0%	4.0%
Q25-2. Integrity of voting process	60.6%	25.3%	8.7%	2.2%	3.2%
Q25-3. Ease of voting process	67.6%	23.6%	6.7%	0.7%	1.4%

**Q26. Internet Service. Do you have access to the internet at home?**

	Number	Percent
Yes	286	95.3 %
No	8	2.7 %
Don't know	6	2.0 %
Total	300	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES**

**Q26. Internet Service. Do you have access to the internet at home? (without "don't know")**

	Number	Percent
Yes	286	97.3 %
No	8	2.7 %
Total	294	100.0 %

**Q27. Please indicate your level of satisfaction with each of the following features of a home internet provider. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=286)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Having multiple internet providers to choose from	5.6%	17.8%	24.1%	23.8%	22.4%	6.3%
Q27-2. Being able to buy dependable service with very high speeds (ability for multiple devices to operate at once)	8.0%	27.3%	25.5%	21.3%	11.9%	5.9%
Q27-3. Having the ability to use a reliable home internet connection to telework for work or school	9.8%	35.7%	24.1%	13.3%	10.1%	7.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q27. Please indicate your level of satisfaction with each of the following features of a home internet provider. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=286)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Having multiple internet providers to choose from	6.0%	19.0%	25.7%	25.4%	23.9%
Q27-2. Being able to buy dependable service with very high speeds (ability for multiple devices to operate at once)	8.6%	29.0%	27.1%	22.7%	12.6%
Q27-3. Having the ability to use a reliable home internet connection to telework for work or school	10.5%	38.3%	25.9%	14.3%	10.9%

**Q28. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Airport parking	9.7%	40.7%	22.7%	12.0%	4.0%	11.0%
Q28-2. Airport terminal	12.7%	39.7%	21.0%	13.3%	8.3%	5.0%
Q28-3. Customer service at Aspen Airport	16.3%	40.3%	26.0%	5.0%	3.3%	9.0%
Q28-4. Ground transportation to & from Aspen Airport	11.3%	37.3%	22.0%	11.0%	6.0%	12.3%
Q28-5. Overall satisfaction with Aspen Airport	16.7%	49.0%	17.7%	11.0%	2.7%	3.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q28. 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=300)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Airport parking	10.9%	45.7%	25.5%	13.5%	4.5%
Q28-2. Airport terminal	13.3%	41.8%	22.1%	14.0%	8.8%
Q28-3. Customer service at Aspen Airport	17.9%	44.3%	28.6%	5.5%	3.7%
Q28-4. Ground transportation to & from Aspen Airport	12.9%	42.6%	25.1%	12.5%	6.8%
Q28-5. Overall satisfaction with Aspen Airport	17.2%	50.5%	18.2%	11.3%	2.7%

**Q29. Which airport do you fly into and out of most often?**

	Number	Percent
Aspen	193	64.3 %
Eagle/Vail	5	1.7 %
Grand Junction	11	3.7 %
Denver International	79	26.3 %
I don't use air travel	8	2.7 %
Not provided	4	1.3 %
Total	300	100.0 %

**Q29. Which airport do you fly into and out of most often? (without "not provided")**

	Number	Percent
Aspen	193	65.2 %
Eagle/Vail	5	1.7 %
Grand Junction	11	3.7 %
Denver International	79	26.7 %
I don't use air travel	8	2.7 %
Total	296	100.0 %

**Q30. Overall Opinion of the County. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Pitkin County regarding the following.**

(N=300)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q30-1. Value you receive for Pitkin County portion of your property taxes (22% County, 78% schools & other)	14.7%	31.0%	16.3%	11.3%	13.3%	13.3%
Q30-2. As a County that is moving in the right direction	7.7%	29.0%	18.7%	16.3%	23.3%	5.0%
Q30-3. Overall quality of services provided by Pitkin County	13.0%	45.3%	17.7%	14.7%	5.7%	3.7%
Q30-4. Overall quality of customer service you receive from County employees	20.0%	37.7%	18.0%	9.0%	7.0%	8.3%
Q30-5. Effectiveness of the 5-member Board of County Commissioners	6.7%	28.7%	18.0%	11.0%	22.7%	13.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q30. Overall Opinion of the County. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Pitkin County regarding the following. (without "don't know")**

(N=300)

	Excellent	Good	Neutral	Fair	Poor
Q30-1. Value you receive for Pitkin County portion of your property taxes (22% County, 78% schools & other)	16.9%	35.8%	18.8%	13.1%	15.4%
Q30-2. As a County that is moving in the right direction	8.1%	30.5%	19.6%	17.2%	24.6%
Q30-3. Overall quality of services provided by Pitkin County	13.5%	47.1%	18.3%	15.2%	5.9%
Q30-4. Overall quality of customer service you receive from County employees	21.8%	41.1%	19.6%	9.8%	7.6%
Q30-5. Effectiveness of the 5-member Board of County Commissioners	7.7%	33.0%	20.7%	12.6%	26.1%

**Q32. What is your age?**

	Number	Percent
18-34	40	13.3 %
35-44	48	16.0 %
45-54	44	14.7 %
55-64	51	17.0 %
65+	80	26.7 %
Not provided	37	12.3 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q32. What is your age? (without "not provided")**

	Number	Percent
18-34	40	15.2 %
35-44	48	18.3 %
45-54	44	16.7 %
55-64	51	19.4 %
65+	80	30.4 %
Total	263	100.0 %

**Q33. Which of the following best describes your race/ethnicity?**

	Number	Percent
Asian/Pacific Islander	5	1.7 %
Black/African American	3	1.0 %
Native American	2	0.7 %
White/Caucasian	259	86.3 %
Hispanic/Latino	5	1.7 %
Other	17	5.7 %
Total	291	

**Q34. What is the primary language spoken in your home?**

	Number	Percent
English	288	96.0 %
Spanish	1	0.3 %
Other	3	1.0 %
Not provided	8	2.7 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q34. What is the primary language spoken in your home? (without "not provided")**

	Number	Percent
English	288	98.6 %
Spanish	1	0.3 %
Other	3	1.0 %
Total	292	100.0 %

**Q35. What is your gender?**

	Number	Percent
Male	102	34.0 %
Female	164	54.7 %
Non-binary	1	0.3 %
Transgender	1	0.3 %
Prefer not to respond	32	10.7 %
Total	300	100.0 %

**WITHOUT "PREFER NOT TO RESPOND" RESPONSES**

**Q35. What is your gender? (without "prefer not to respond")**

	Number	Percent
Male	102	38.1 %
Female	164	61.2 %
Non-binary	1	0.4 %
Transgender	1	0.4 %
Total	268	100.0 %

**Q36. Would you say your total household income is...**

	Number	Percent
Under \$25K	12	4.0 %
\$25K to \$49,999	24	8.0 %
\$50K to \$74,999	47	15.7 %
\$75K to \$99,999	33	11.0 %
\$100K to \$124,999	42	14.0 %
\$125K to \$149,999	27	9.0 %
\$150K to \$199,999	25	8.3 %
\$200K+	34	11.3 %
Not provided	56	18.7 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q36. Would you say your total household income is... (without "not provided")**

	Number	Percent
Under \$25K	12	4.9 %
\$25K to \$49,999	24	9.8 %
\$50K to \$74,999	47	19.3 %
\$75K to \$99,999	33	13.5 %
\$100K to \$124,999	42	17.2 %
\$125K to \$149,999	27	11.1 %
\$150K to \$199,999	25	10.2 %
\$200K+	34	13.9 %
Total	244	100.0 %

**Q37. Are you a registered voter in Pitkin County?**

	Number	Percent
Yes	247	82.3 %
No	39	13.0 %
Not provided	14	4.7 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q37. Are you a registered voter in Pitkin County? (without "not provided")**

	Number	Percent
Yes	247	86.4 %
No	39	13.6 %
Total	286	100.0 %

**Q38. Are you employed?**

	Number	Percent
Yes	229	76.3 %
No	52	17.3 %
Not provided	19	6.3 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q38. Are you employed? (without "not provided")**

	Number	Percent
Yes	229	81.5 %
No	52	18.5 %
Total	281	100.0 %

**Q39. Approximately how many years have you lived in Pitkin County?**

	Number	Percent
0-5	57	19.0 %
6-10	38	12.7 %
11-15	31	10.3 %
16-20	32	10.7 %
21-30	36	12.0 %
31+	99	33.0 %
Not provided	7	2.3 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q39. Approximately how many years have you lived in Pitkin County? (without "not provided")**

	Number	Percent
0-5	57	19.5 %
6-10	38	13.0 %
11-15	31	10.6 %
16-20	32	10.9 %
21-30	36	12.3 %
31+	99	33.8 %
Total	293	100.0 %

**Q40. Is this your primary place of residence?**

	Number	Percent
Yes	272	90.7 %
No	18	6.0 %
Not provided	10	3.3 %
Total	300	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q40. Is this your primary place of residence? (without "not provided")**

	Number	Percent
Yes	272	93.8 %
No	18	6.2 %
Total	290	100.0 %

**Q41. Do you own or rent your current residence?**

	Number	Percent
Own	207	69.0 %
Rent	73	24.3 %
Deed restricted	38	12.7 %
Total	318	

# 2

# Importance-Satisfaction Analysis

## Overview

Today, County officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are;

- (1) to target resources toward services of the highest importance to residents and
- (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) 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.

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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

### Example of the Calculation

Respondents were asked to identify County services and initiatives provided by the County that they thought should receive the most emphasis, from County leaders, over the next two years. Forty-nine percent (49.4%) of respondents selected the *County's efforts to address affordable housing, including quality and quantity*, as one of the most important services for the County to provide.

Regarding satisfaction, 22.7% of respondents rated the County's overall performance regarding the *County's efforts to address affordable housing, including quality and quantity*, 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 the *County's efforts to address affordable housing, including quality and quantity*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example 49.4% was multiplied by 77.3% (1-0.227). This calculation yielded an I-S rating of 0.3819 which ranked first out of the thirteen services and initiatives, provided by the County, that were analyzed.

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 two or 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.

## Importance-Satisfaction Ratings - Non-Random Sample Overall Quality of Life in the County Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• Overall sense of community	45.0%	3	48.2%	6	0.2331	1
<b>High Priority (I-S = 0.10-0.20)</b>						
• As a place to live	60.3%	1	71.7%	2	0.1706	2
• As a place that is inclusive of full time, part time, & new residents	24.0%	7	30.9%	8	0.1658	3
• As a place to work	38.3%	4	60.9%	3	0.1498	4
• As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	29.3%	5	50.9%	5	0.1439	5
• As a place to raise & educate children	28.0%	6	59.3%	4	0.1140	6
• As a flourishing built environment	17.7%	8	37.8%	7	0.1101	7
<b>Medium Priority (I-S &lt; 0.10)</b>						
• As a flourishing natural environment	47.3%	2	80.1%	1	0.0941	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample County Services and Initiatives Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• How well County is managing growth	57.7%	1	11.9%	13	0.5083	1
• County's efforts to address affordable housing, including quality & quantity	57.3%	2	13.6%	12	0.4951	2
• Sustainable economic development (diversifying economy, sustainable workforce)	25.3%	3	17.4%	10	0.2090	3
<b>High Priority (I-S = 0.10-0.20)</b>						
• County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	24.0%	4	36.1%	9	0.1534	4
• Current process for obtaining permits & inspections for construction & renovation	14.7%	9	15.8%	11	0.1238	5
• County's efforts to address community's mental health needs	17.7%	6	38.9%	8	0.1081	6
<b>Medium Priority (I-S &lt; 0.10)</b>						
• County's public health response to COVID-19 pandemic	21.7%	5	57.2%	5	0.0929	7
• Condition of County roadways	15.7%	8	51.7%	6	0.0758	8
• County efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	10.7%	11	42.3%	7	0.0617	9
• County's efforts to protect water quality & quantity	12.7%	10	57.4%	4	0.0541	10
• Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	16.3%	7	76.2%	1	0.0388	11
• County's efforts to provide support services during COVID-19 pandemic including economic & emergency assistance	8.3%	12	61.3%	3	0.0321	12
• Public safety (Sheriff's office, jail, animal safety officer services)	5.3%	13	68.5%	2	0.0167	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample Landfill and Recycling Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• Construction & demolition waste diversion program	74.7%	<b>2</b>	33.0%	<b>4</b>	0.5005	<b>1</b>
• Household diversion programs: recycling drop off & unique recycling	79.0%	<b>1</b>	59.0%	<b>2</b>	0.3239	<b>2</b>
• Composting program (yard & food waste)	56.0%	<b>3</b>	56.7%	<b>3</b>	0.2425	<b>3</b>
<b>High Priority (I-S = 0.10-0.20)</b>						
• Landfill products for sale	41.3%	<b>4</b>	62.1%	<b>1</b>	0.1565	<b>4</b>

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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample Public Communication and Outreach Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
<ul style="list-style-type: none"> <li>• Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)</li> </ul>	64.0%	2	41.8%	3	0.3725	1
<ul style="list-style-type: none"> <li>• Ease of finding information you want on <a href="http://www.pitkincounty.com">www.pitkincounty.com</a> or other department websites</li> </ul>	67.3%	1	45.1%	2	0.3695	2
<ul style="list-style-type: none"> <li>• Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors</li> </ul>	53.3%	4	40.9%	4	0.3150	3
<ul style="list-style-type: none"> <li>• Effectiveness of County communications during an emergency</li> </ul>	62.3%	3	59.8%	1	0.2504	4

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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample

### Sense of Personal Safety

### Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• County's protection of adults & children from abuse or neglect	49.7%	2	56.9%	4	0.2142	1
• County's protection of families from domestic violence	45.0%	5	54.8%	5	0.2034	2
<b>High Priority (I-S = 0.10-0.20)</b>						
• Traffic safety provided by law enforcement	47.0%	4	64.8%	3	0.1654	3
<b>Medium Priority (I-S &lt; 0.10)</b>						
• Ambulance/emergency medical services in County	53.0%	1	85.6%	2	0.0763	4
• How safe you feel in Pitkin County	47.7%	3	90.9%	1	0.0434	5

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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample Public Safety Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
<ul style="list-style-type: none"> <li>County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)</li> </ul>	48.3%	2	52.2%	6	0.2309	1
<b>High Priority (I-S = 0.10-0.20)</b>						
<ul style="list-style-type: none"> <li>How quickly Sheriff's Office responds to 911 emergencies</li> </ul>	42.3%	3	70.7%	4	0.1239	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
<ul style="list-style-type: none"> <li>Visibility of Sheriff's deputies in neighborhoods</li> </ul>	31.0%	5	62.2%	5	0.1172	3
<ul style="list-style-type: none"> <li>Overall quality &amp; professionalism of local Sheriff's Office protection</li> </ul>	50.0%	1	80.4%	2	0.0980	4
<ul style="list-style-type: none"> <li>Overall quality of Pitkin Alert System</li> </ul>	33.7%	4	75.0%	3	0.0843	5
<ul style="list-style-type: none"> <li>Overall quality of Sheriff's Office backcountry rescue response &amp; services</li> </ul>	30.3%	6	89.3%	1	0.0324	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample Perceptions of Current Transportation Issues Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Traffic volume & safety on major County roads (Maroon, Castle Creek, McLain Flats, Watson Divide, Snowmass Creek, etc.)	66.7%	1	33.7%	6	0.4422	1
<b>High Priority (I-S = 0.10-0.20)</b>						
<ul style="list-style-type: none"> <li>• Ease of traveling by bicycle on Pitkin County roads or shared paths</li> </ul>	42.0%	2	65.0%	4	0.1470	2
<ul style="list-style-type: none"> <li>• Availability of parking (Brush Creek Park &amp; Ride, Airport Business Center, etc.)</li> </ul>	34.0%	4	63.2%	5	0.1251	3
<ul style="list-style-type: none"> <li>• Satisfaction with RFTA/BRT bus system</li> </ul>	41.7%	3	73.9%	2	0.1088	4
<b>Medium Priority (I-S &lt; 0.10)</b>						
<ul style="list-style-type: none"> <li>• County road snow removal</li> </ul>	32.0%	5	73.7%	3	0.0842	5
<ul style="list-style-type: none"> <li>• Availability of shared use trails</li> </ul>	31.7%	6	82.2%	1	0.0564	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Ratings - Non-Random Sample Community Support Pitkin County, Colorado (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
• Availability & quality of mental health & substance abuse services	51.7%	2	39.1%	6	0.3149	1
Public Health (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	54.0%	1	62.7%	2	0.2014	2
<b>High Priority (I-S = 0.10-0.20)</b>						
• Environmental Health (Septic, indoor air quality & radon, noise, disease investigation, outdoor air quality)	36.3%	3	55.2%	4	0.1626	3
• Availability & quality of economic assistance & emergency financial assistance	27.3%	6	46.4%	5	0.1463	4
• Senior Services effectiveness at enabling seniors to remain as independent as possible	34.0%	4	58.9%	3	0.1397	5
• Availability & quality of Human Services provided by local non-profits	32.0%	5	65.4%	1	0.1107	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

# Importance-Satisfaction Analysis



## 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 County 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.

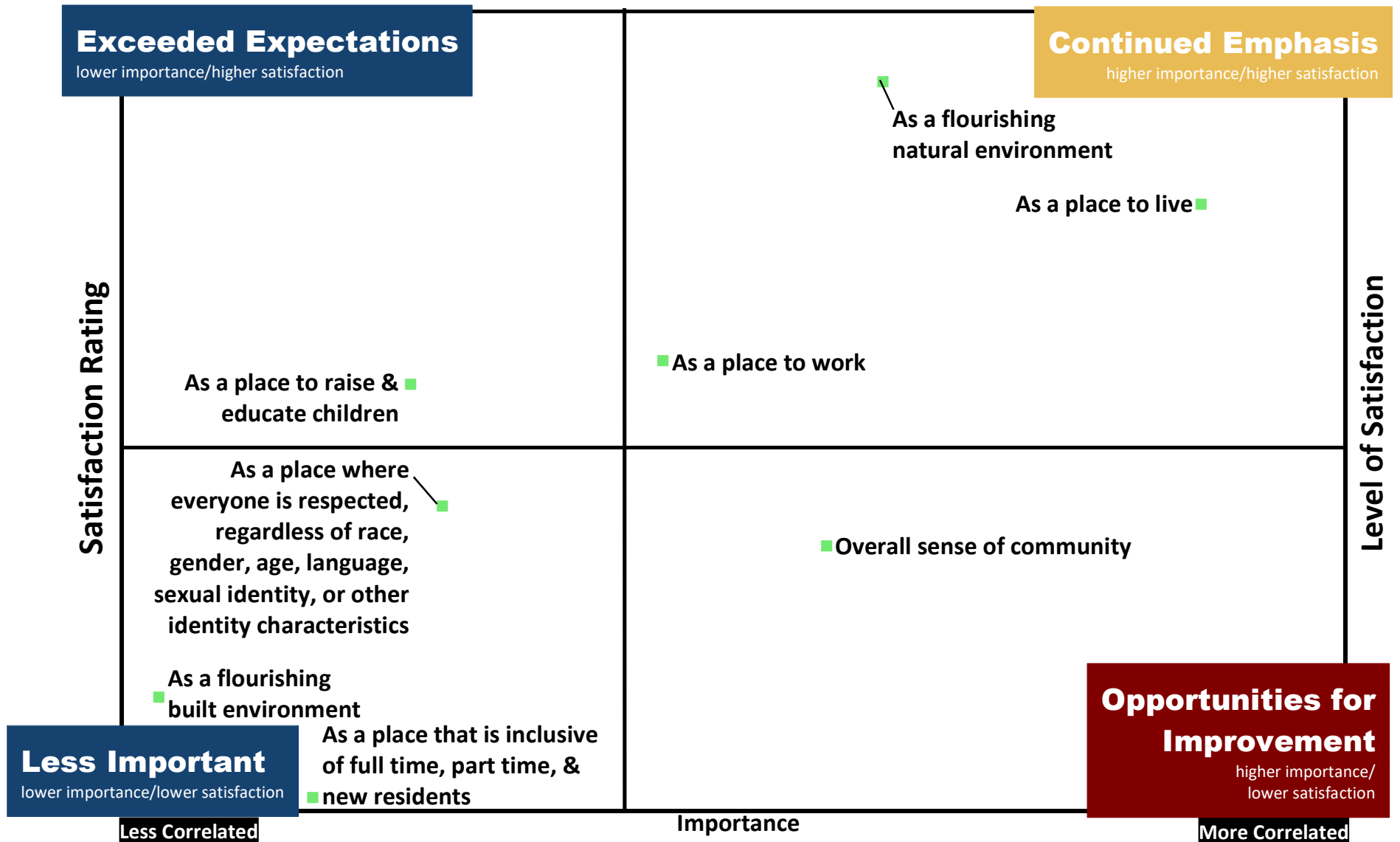
- **Continued Emphasis** (above average importance and above average satisfaction). This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis 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.

# Pitkin County Community Survey (2021)

## Overall Quality of Life

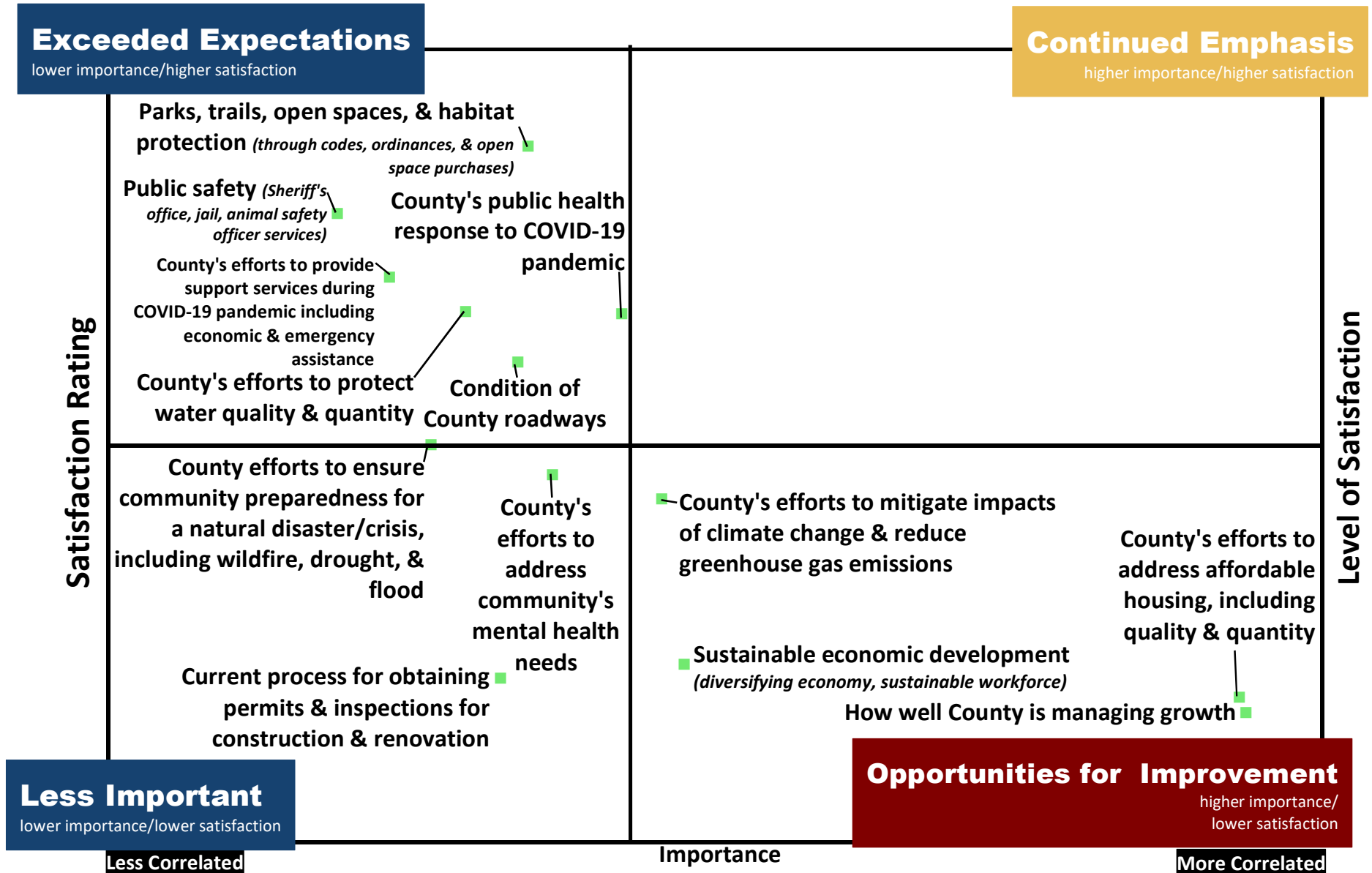
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## County Services and Initiatives

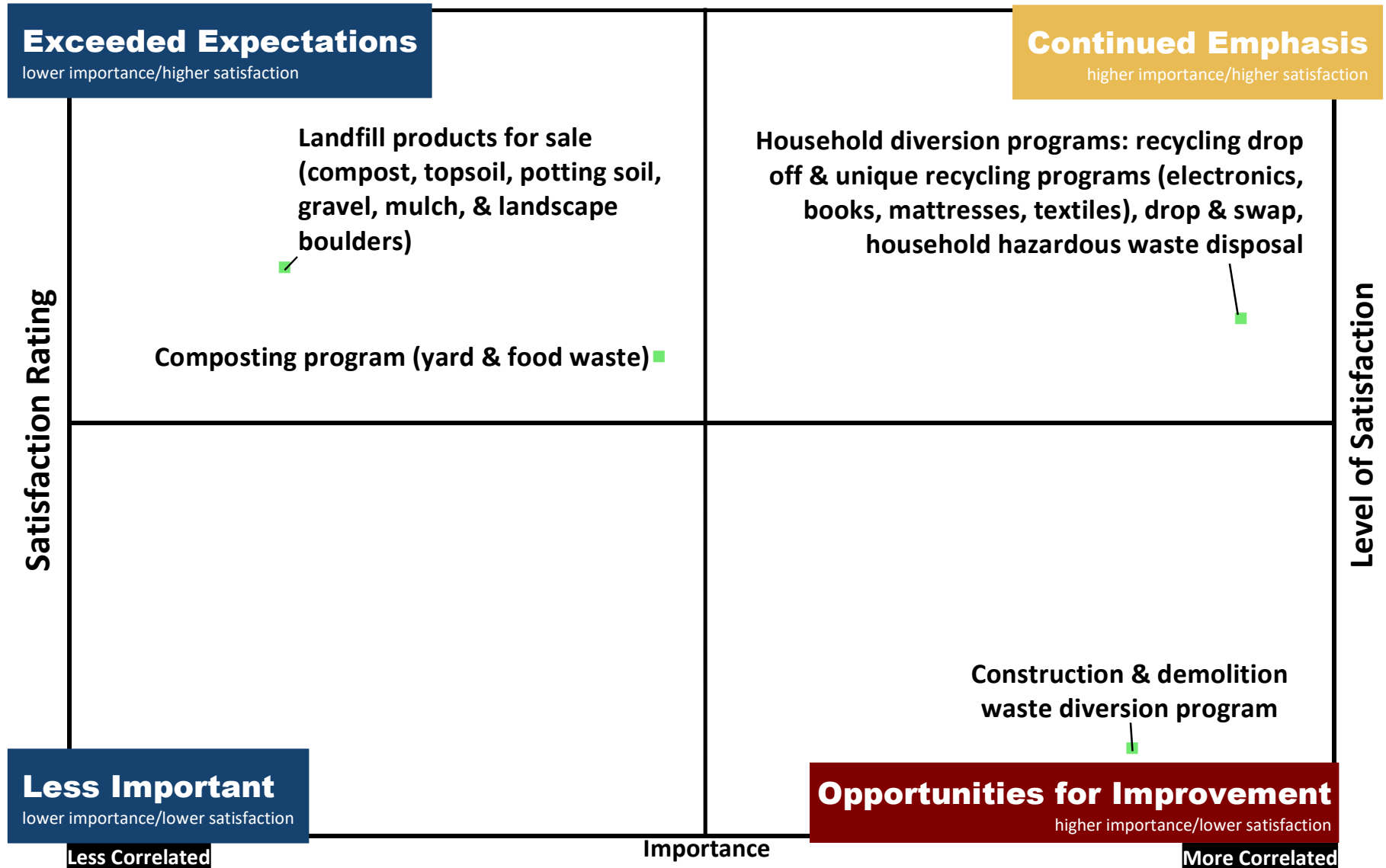
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Landfill and Recycling

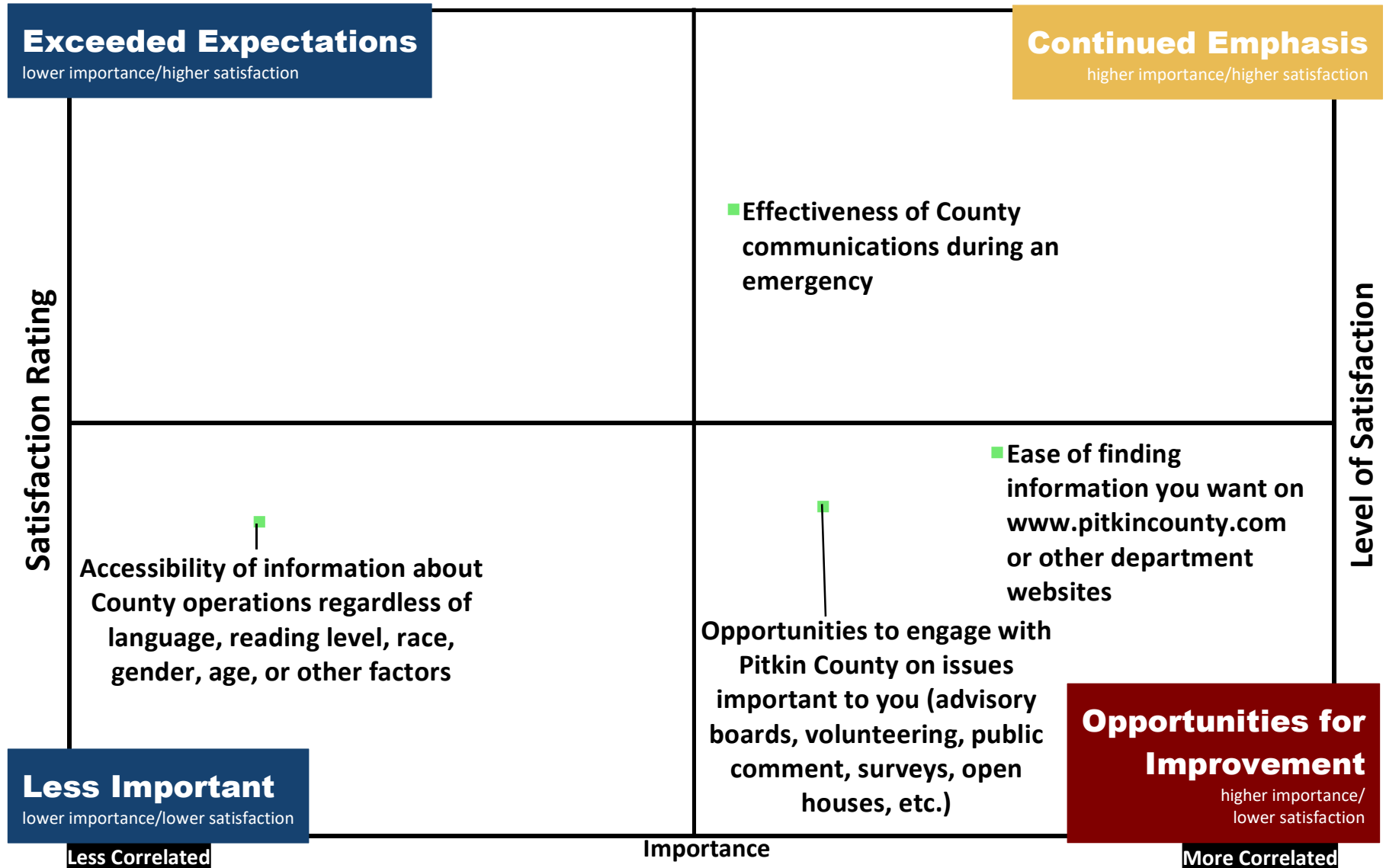
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Public Communication and Outreach

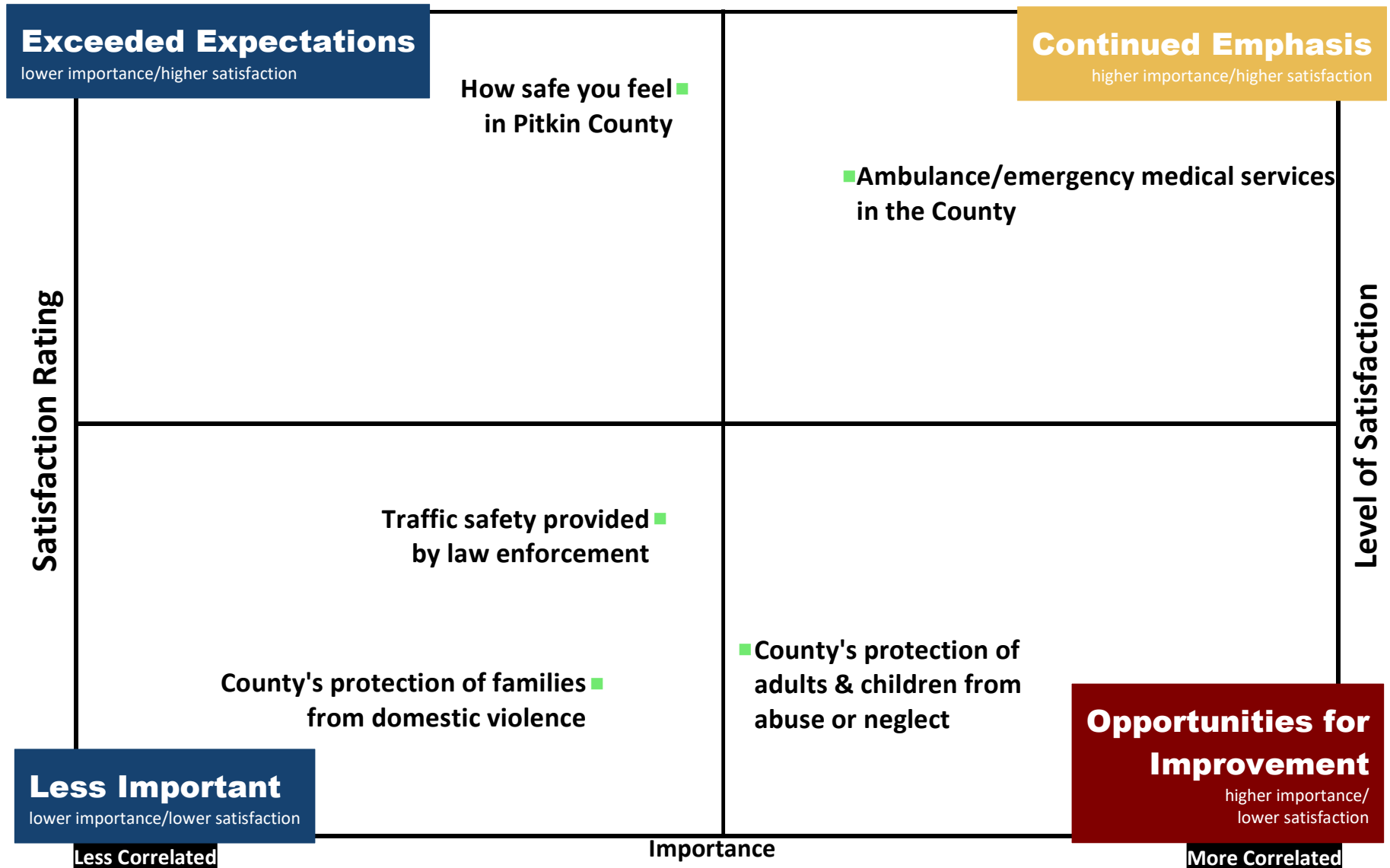
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Sense of Personal Safety

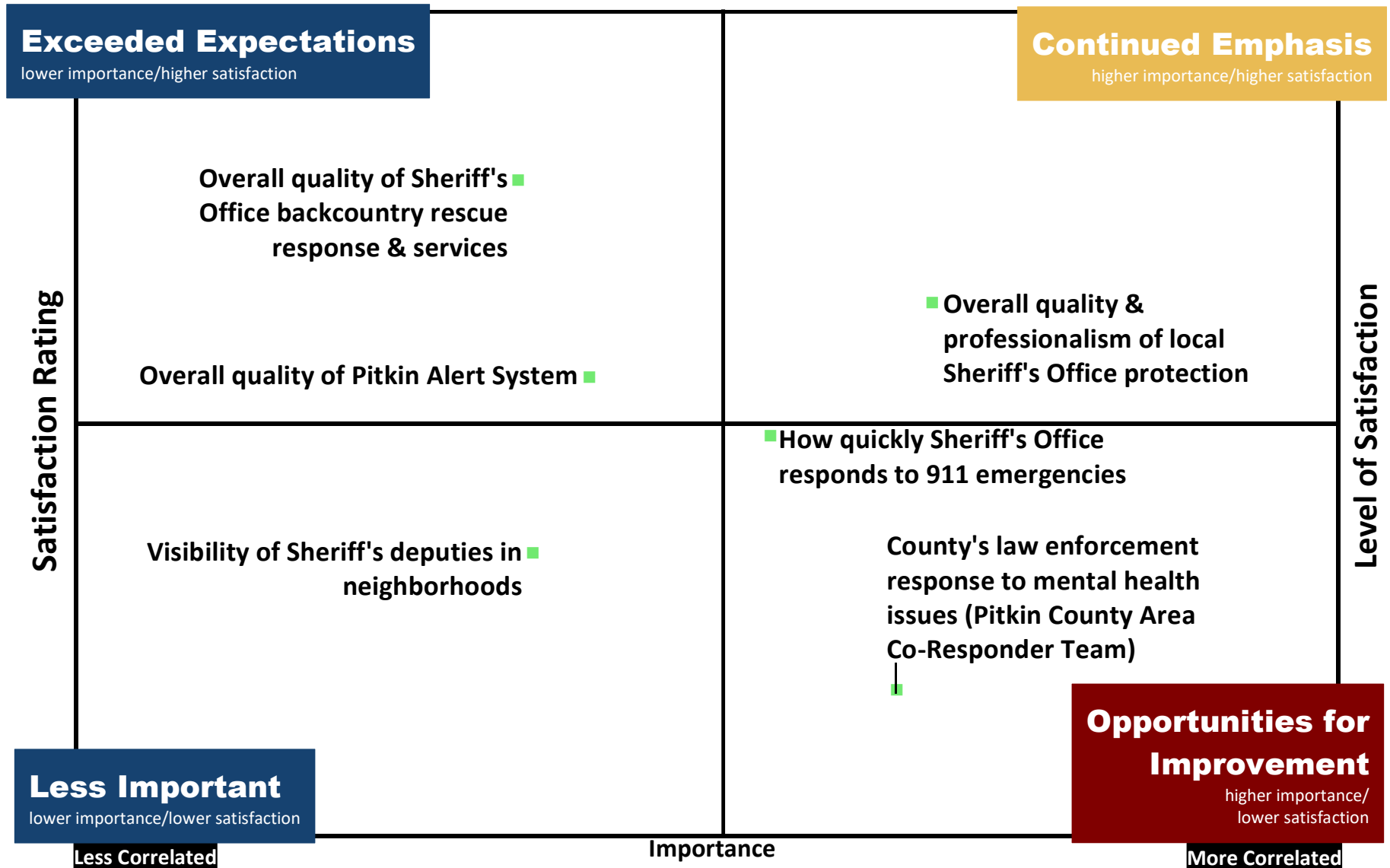
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Public Safety

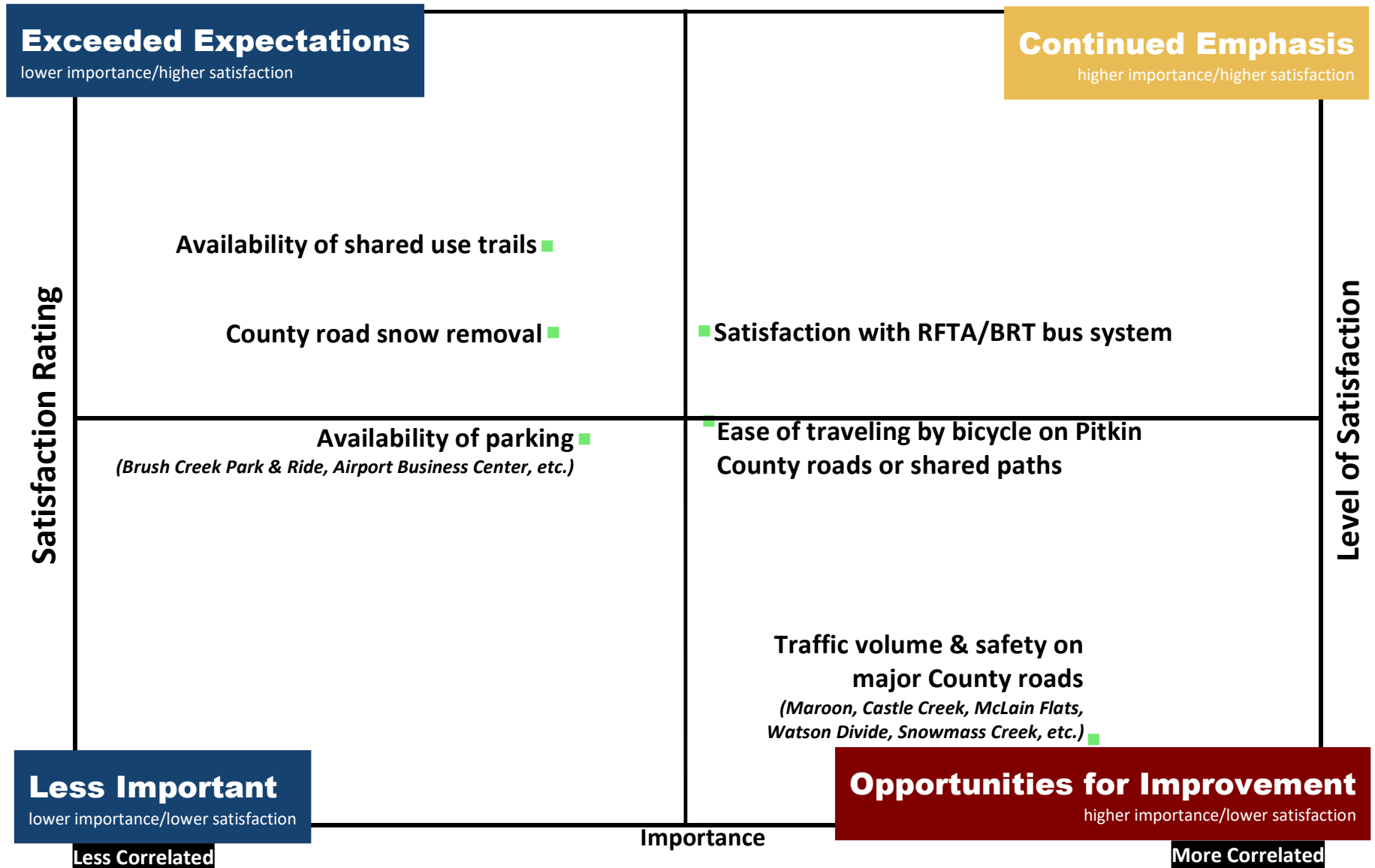
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Pitkin County Community Survey (2021)

## Perceptions of Current Transportation Issues

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



# Pitkin County Community Survey (2021)

## Community Support

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

