



2023 Pitkin County Public Satisfaction Survey Findings Report

Presented to Pitkin County,
Colorado

January 2024



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Executive Summary

2023 Pitkin County Public Satisfaction Survey Executive Summary



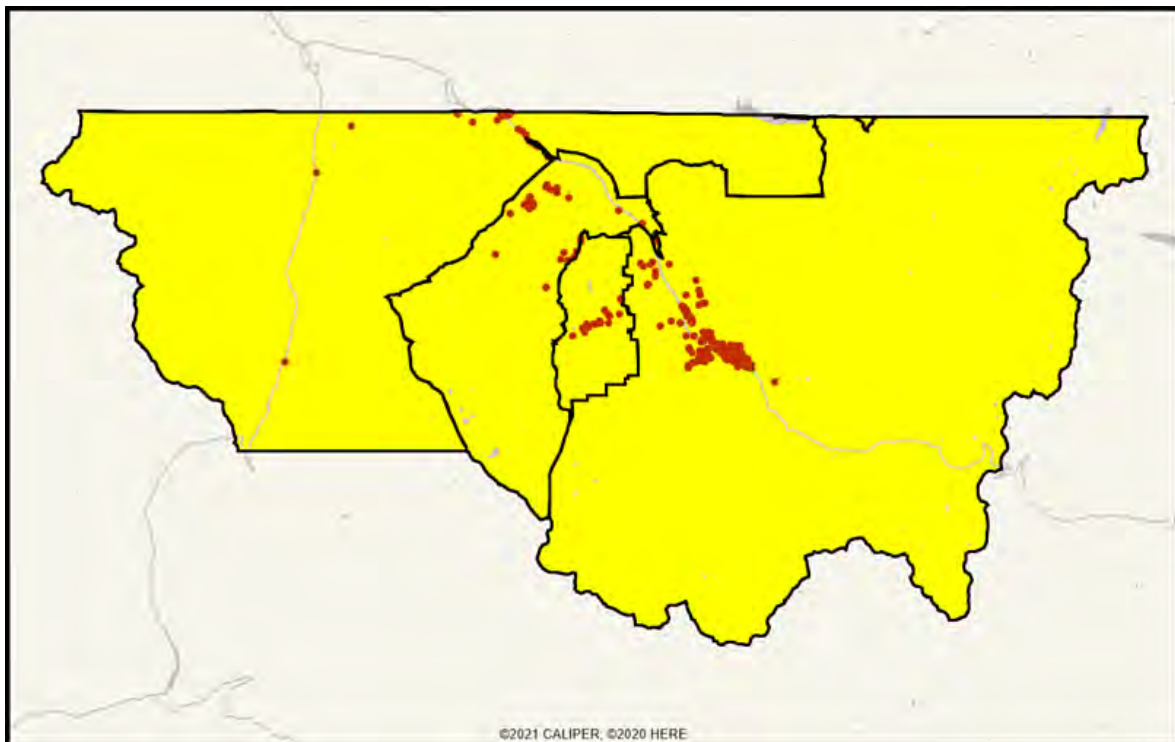
Purpose

During the fall of 2023, ETC Institute administered a survey to residents of Pitkin County. The purpose of the survey was to gather input to gauge how the County is performing and compare the results to other communities around the region and the nation. The results will be used to make important decisions about how the County operates and to prioritize programs now and into the future.

Methodology

A seven-page survey was mailed to a random sample of households in Pitkin County. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. Approximately 10 days after the surveys were mailed, residents who received the survey were sent a follow-up reminder to encourage participation.

The goal was to receive at least 500 completed surveys. This goal was met, with a total of 501 households completing a survey. The results for the random sample of 501 households have a 95% level of confidence with a precision of at least +/- 4.4%. In order to understand how well services are being delivered in different areas of the County, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of respondents to the resident survey based on the location of their home.



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Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used County services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of County services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts and graphs showing the overall results for the survey and comparisons to previous survey results (Section 1)
- benchmarking analysis comparing the County’s results to regional and national results (Section 2)
- Importance-Satisfaction analysis showing investment priorities for the County (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Major Findings

Quality of Life in Pitkin County

- Eighty-six percent (86%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with Pitkin County as a place to live; 86% are satisfied with the County as a place to live full-time, part-time, or seasonally, and 84% are satisfied with overall quality of life in the County. Residents are least satisfied with overall economic sustainability in the County (33% “very satisfied” or “satisfied” among those who had an opinion).
- Based on the sum of their top three choices, the aspects of quality of life in Pitkin County that respondents indicated should receive the most emphasis over the next two years were: 1) overall economic sustainability, 2) overall sense of community, and 3) overall as a place to live.

County Services and Initiatives

- Eighty-four percent (84%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with parks, trails, open spaces, and habitat protection in the County; 75% are satisfied with the public safety division, 68% are satisfied with efforts to protect water quality and quantity, and 51% are satisfied with the condition of roadways. Residents are least satisfied with the current process for obtaining permits and inspections for construction and renovation (19%).

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- Based on the sum of their top three choices, the County services and initiatives that respondents indicated should receive the most emphasis over the next two years were: 1) efforts to address affordable housing, 2) efforts in managing growth, and 3) efforts to ensure community preparedness for a natural disaster/crisis.

Landfill and Recycling

- Seventy-four percent (74%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with recycling drop off and unique recycling programs; 73% are satisfied with the Motherlode Mercantile materials reuse store, and 72% are satisfied with landfill products for sale.
- Based on the sum of their top three choices, the landfill and recycling services that respondents indicated should receive the most emphasis over the next two years were: 1) recycling drop off and unique recycling programs, 2) construction and demolition waste diversion program, and 3) household hazardous waste disposal.

Public Communication and Outreach

- Opportunities to engage with Pitkin County on important issues (49%) and accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors (48%) were the two aspects of public communication and outreach that received the highest levels of satisfaction among those *who had an opinion*.
- Based on the sum of their top two choices, the public communication and outreach services that respondents thought should receive the most emphasis over the next two years were: 1) effectiveness County communications during an emergency and 2) opportunities to engage with Pitkin County on important issues.
- The top ways that residents learn about Pitkin County Government are: newspaper (79%), word of mouth (62%), and the Pitkin County website (50%).

Sense of Personal Safety

- Ninety-five percent (95%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with how safe they feel in Pitkin County, and 89% are satisfied with ambulance/emergency medical services in the County.
- Based on the sum of their top two choices, the personal safety items that respondents indicated should receive the most emphasis over the next two years were: 1) protection of adults and children from abuse or neglect and 2) ambulance/emergency medical services in the County.

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Public Safety

- Ninety-one percent (91%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with the overall quality of the Sheriff’s Office backcountry rescue response and services; 86% are satisfied with the overall quality and professionalism of local Sheriff’s Office protection, and 80% are satisfied with the overall quality of the Pitkin Alert System.
- Based on the sum of their top three choices, the public safety services that respondents indicated should receive the most emphasis over the next two years were: 1) law enforcement response to mental health issues, 2) overall quality and professionalism of local Sheriff’s Office protection, and 3) overall quality of traffic safety provided by the Sheriff’s Office.

Transportation Issues

- Eighty-six percent (86%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with the availability of shared use trails in the County; 79% are satisfied with County road snow removal, and 75% are satisfied with the safety and maintenance of major County roads.
- Based on the sum of their top three choices, the transportation issues that respondents indicated should receive the most emphasis over the next two years were: 1) safety and maintenance of major County roads, 2) effectiveness of County road snow removal, and 3) availability of shared use trails.

Community Support

- Sixty-seven percent (67%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with the availability and quality of critical services and resources provided by local non-profits; 65% are satisfied with Public Health’s effectiveness at promoting health and preventing disease, and 63% are satisfied with Senior Services’ effectiveness at enabling seniors to remain as independent as possible.
- Based on the sum of their top three choices, the community support items that respondents indicated should receive the most emphasis over the next two years were: 1) availability and quality of mental health and substance misuse services, 2) Public Health’s effectiveness at promoting health and preventing disease, and 3) Senior Services’ effectiveness at enabling seniors to remain as independent as possible.

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County Economy

- Twenty-nine percent (29%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with the availability of affordable quality health care and 22% are satisfied with the availability of employment with adequate wages for self-sufficiency.
- Based on the sum of their top three choices, the aspects of the County’s economy that respondents indicated should receive the most emphasis over the next two years were: 1) availability of affordable quality housing for rent, 2) availability of affordable quality housing for purchase, and 3) availability of employment with adequate wages for self-sufficiency.

Clerk and Recorder Services

- Ninety-one percent (91%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with the ease and accessibility of elections services and 86% are satisfied with the accessibility of vehicle titling and registration services.
- Based on the sum of their top two choices, the clerk and recorder services that respondents indicated should receive the most emphasis over the next two years were: 1) functionality of Motor Vehicle, Elections and Recording online services and 2) accessibility of vehicle titling and registration services.

Aspen/Pitkin County Airport Services

- Sixty-eight percent (68%) of respondents, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with customer service at Aspen/Pitkin County Airport; 65% are satisfied overall with the airport, and 56% are satisfied with the quality and usability of the airport terminal.
- Based on the sum of their top two choices, the airport services that respondents indicated should receive the most emphasis over the next two years were: 1) quality and usability of the airport terminal and 2) overall satisfaction of the airport.
- Seventy-one percent (71%) of respondents, *who had an opinion*, indicated they fly into and out of the Aspen airport most often.

Overall Ratings of Pitkin County

- Two-thirds (67%) of respondents, *who had an opinion*, rated the overall quality of customer service from County employees as “excellent” or “good.” Other aspects of the County that respondents, *who had an opinion*, rated as “excellent” or “good” include: overall quality of services provided by the County (67%) and value received for Pitkin County portion of property taxes (57%).

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How Pitkin County Compares to Other Communities in the Region

Satisfaction ratings for Pitkin County were above the average for the Mountain Region in 20 of the 23 areas that were assessed on the survey. The Mountain Region includes the states of Colorado, Arizona, Nevada, New Mexico, Utah, and Wyoming. The County rated significantly higher than the U.S. average (difference of 5% or more) in all 20 of these areas. The table below shows how Pitkin County compares to the Mountain regional average:

Service	Pitkin County	Mountain Region	Difference	Category
As a place to live	86.4%	45.4%	41.0%	Overall Quality of Life
Overall quality & professionalism of local Sheriff's Office protection	86.3%	46.5%	39.8%	Public Safety
Safety & maintenance of major County roads	74.5%	44.7%	29.8%	Transportation Issues
How quickly Sheriff's Office responds to 911 emergencies	75.8%	48.1%	27.7%	Public Safety
Household hazardous waste disposal	61.8%	34.8%	27.0%	Landfill & Recycling
How safe you feel in the County	95.0%	69.3%	25.7%	Sense of Personal Safety
Overall quality of customer service received	67.4%	42.5%	24.9%	Overall Ratings of the County
Opportunities to engage with County	48.6%	24.0%	24.6%	Public Communication & Outreach
Visibility of Sheriff's deputies in neighborhoods	69.2%	45.3%	23.9%	Public Safety
Overall quality of services provided	66.7%	43.6%	23.1%	Overall Ratings of the County
County road snow removal	79.3%	57.3%	22.0%	Transportation Issues
Recycling drop off and unique recycling programs	74.0%	55.2%	18.8%	Landfill & Recycling
Value received for County property taxes	56.8%	38.6%	18.2%	Overall Ratings of the County
Overall quality of traffic safety provided by Sheriff's Office	60.3%	43.7%	16.6%	Public Safety
Public safety division	74.8%	60.1%	14.7%	County Services & Initiatives
Ambulance/emergency medical services in County	89.2%	76.0%	13.2%	Sense of Personal Safety
Effectiveness of Board of County Commissioners	39.3%	26.1%	13.2%	Overall Ratings of the County
Accessibility of info about County operations	48.1%	35.7%	12.4%	Public Communication & Outreach
As a place to raise & educate children	75.0%	65.1%	9.9%	Overall Quality of Life
As a place to work	69.3%	62.3%	7.0%	Overall Quality of Life
Ease of finding information on websites	46.5%	46.9%	-0.4%	Public Communication & Outreach
Efforts to ensure community preparedness for a natural disaster/crisis	43.8%	46.9%	-3.1%	County Services & Initiatives
Efforts in managing growth	27.4%	34.5%	-7.1%	County Services & Initiatives

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How Pitkin County Compares to Other Communities in the U.S.

Satisfaction ratings for Pitkin County were above the national average in 22 of the 23 areas that were assessed on the survey. The County rated significantly higher than the U.S. average (difference of 5% or more) in 18 of these areas. The table below shows how Pitkin County compares to the national average:

Service	Pitkin County	U.S.	Difference	Category
As a place to live	86.4%	48.5%	37.9%	Overall Quality of Life
Overall quality & professionalism of local Sheriff's Office protection	86.3%	53.0%	33.3%	Public Safety
How safe you feel in the County	95.0%	66.0%	29.0%	Sense of Personal Safety
Recycling drop off and unique recycling programs	74.0%	45.4%	28.6%	Landfill & Recycling
Overall quality of customer service received	67.4%	39.4%	28.0%	Overall Ratings of the County
Safety & maintenance of major County roads	74.5%	50.1%	24.4%	Transportation Issues
Value received for County property taxes	56.8%	33.5%	23.3%	Overall Ratings of the County
County road snow removal	79.3%	58.1%	21.2%	Transportation Issues
Household hazardous waste disposal	61.8%	41.2%	20.6%	Landfill & Recycling
How quickly Sheriff's Office responds to 911 emergencies	75.8%	56.1%	19.7%	Public Safety
Ambulance/emergency medical services in County	89.2%	70.5%	18.7%	Sense of Personal Safety
Overall quality of services provided	66.7%	49.0%	17.7%	Overall Ratings of the County
Visibility of Sheriff's deputies in neighborhoods	69.2%	54.1%	15.1%	Public Safety
Opportunities to engage with County	48.6%	33.9%	14.7%	Public Communication & Outreach
As a place to raise & educate children	75.0%	61.4%	13.6%	Overall Quality of Life
As a place to work	69.3%	57.1%	12.2%	Overall Quality of Life
Overall quality of traffic safety provided by Sheriff's Office	60.3%	49.6%	10.7%	Public Safety
Public safety division	74.8%	65.4%	9.4%	County Services & Initiatives
Ease of finding information on websites	46.5%	42.4%	4.1%	Public Communication & Outreach
Accessibility of info about County operations	48.1%	46.4%	1.7%	Public Communication & Outreach
Efforts to ensure community preparedness for a natural disaster/crisis	43.8%	42.5%	1.3%	County Services & Initiatives
Effectiveness of Board of County Commissioners	39.3%	38.2%	1.1%	Overall Ratings of the County
Efforts in managing growth	27.4%	38.9%	-11.5%	County Services & Initiatives

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Investment Priorities

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

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

- Efforts to address affordable housing (I-S Rating = 0.4163)
- Efforts in managing growth (I-S Rating = 0.3536)

The table on the following page shows the Importance-Satisfaction rating for all 12 County services and initiatives that were rated.

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Importance-Satisfaction Ratings

County Services and Initiatives

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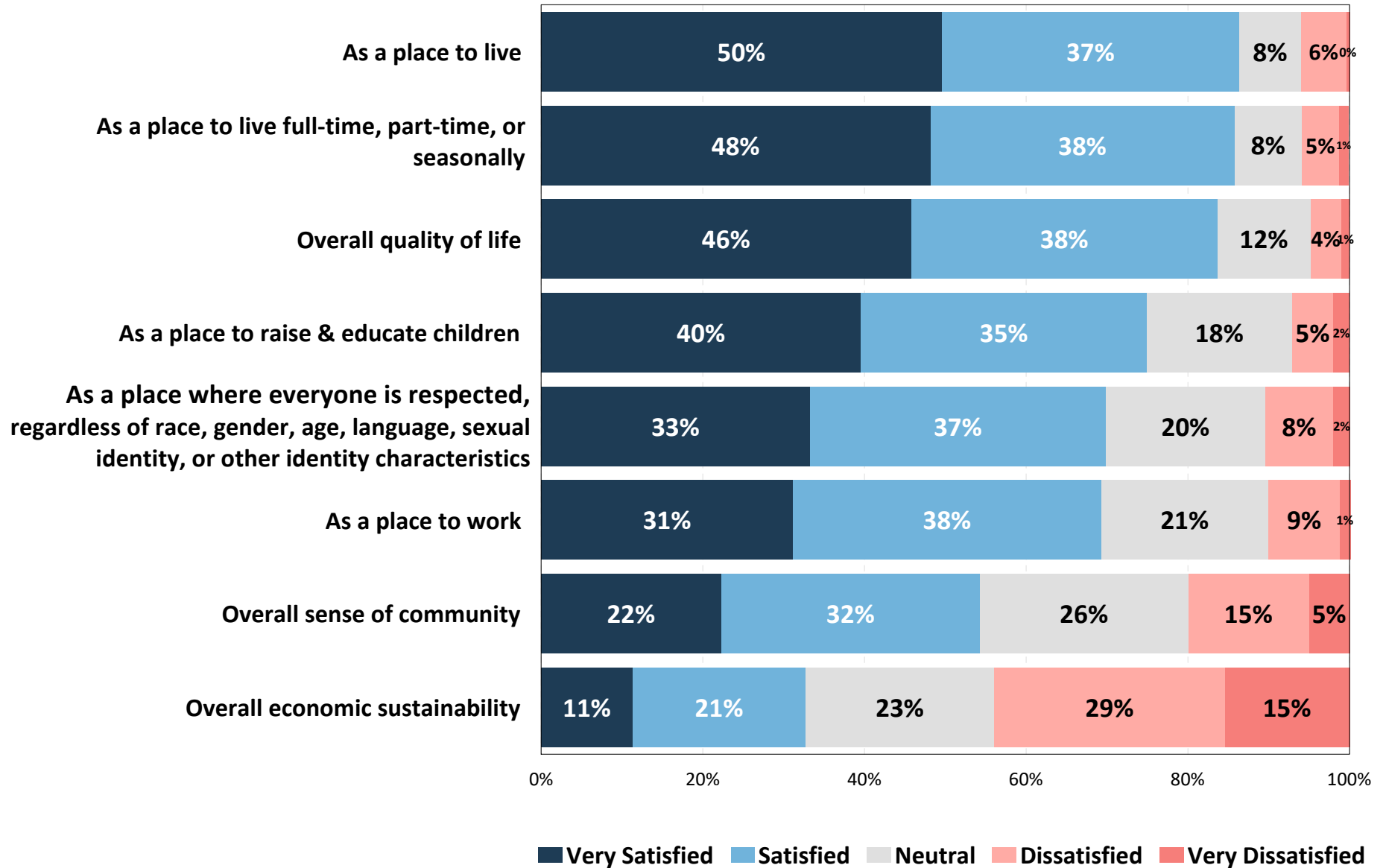
	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Efforts to address affordable housing	53.3%	1	21.9%	10	0.4163	1
Efforts in managing growth	48.7%	2	27.4%	9	0.3536	2
High Priority (I-S = 0.10-0.20)						
Current process for obtaining permits & inspections for construction & renovation	20.6%	4	18.5%	12	0.1679	3
Efforts to ensure community preparedness for a natural disaster/crisis	26.6%	3	43.8%	6	0.1495	4
Limitations on short term rentals	20.4%	5	33.9%	8	0.1348	5
Efforts to address the community's mental health needs	18.0%	8	35.1%	7	0.1168	6
Efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	19.8%	6	44.5%	5	0.1099	7
Medium Priority (I-S < 0.10)						
Condition of roadways	19.6%	7	50.9%	4	0.0962	8
Current process for obtaining land use approvals	9.0%	11	19.2%	11	0.0727	9
Efforts to protect water quality & quantity	12.0%	10	67.5%	3	0.0390	10
Parks, trails, open spaces, & habitat protection	14.6%	9	84.1%	1	0.0232	11
Public safety division	5.8%	12	74.8%	2	0.0146	12



Charts and Graphs

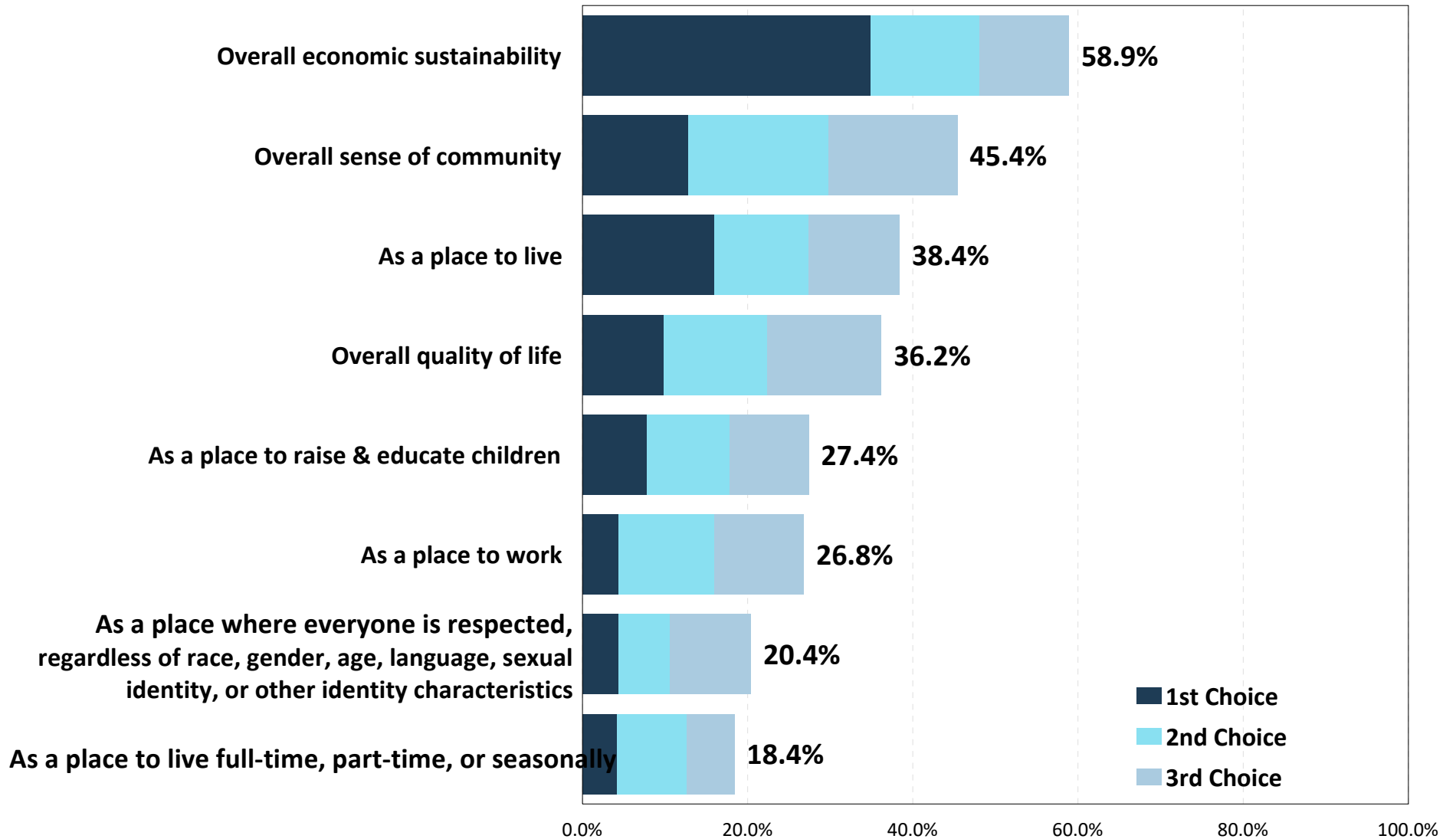
Q1. Satisfaction with Quality of Life

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



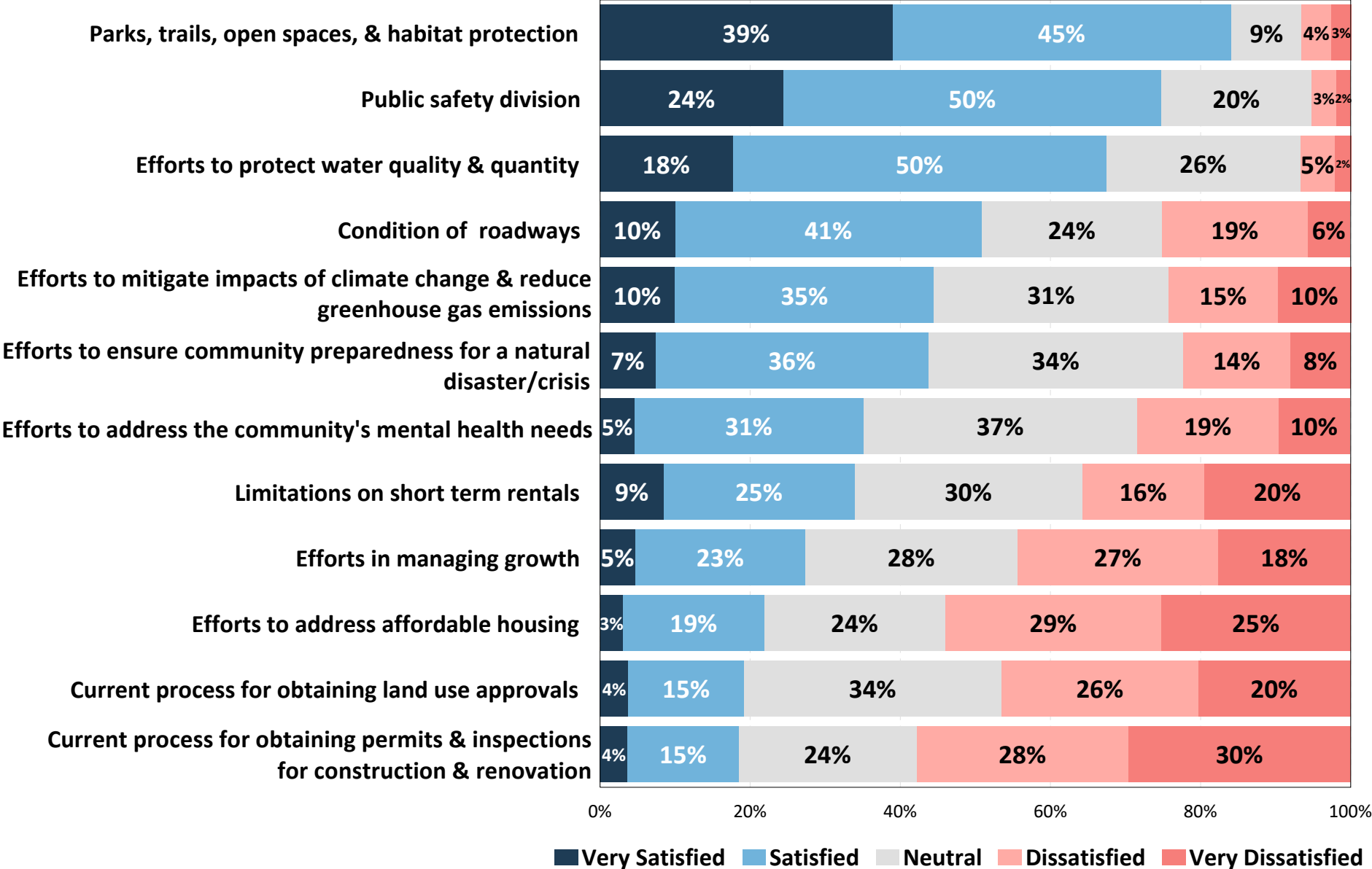
Q2. Aspects of Quality of Life That Should Receive the Most Emphasis Over the Next Two Years

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



Q3. Satisfaction with County Services and Initiatives

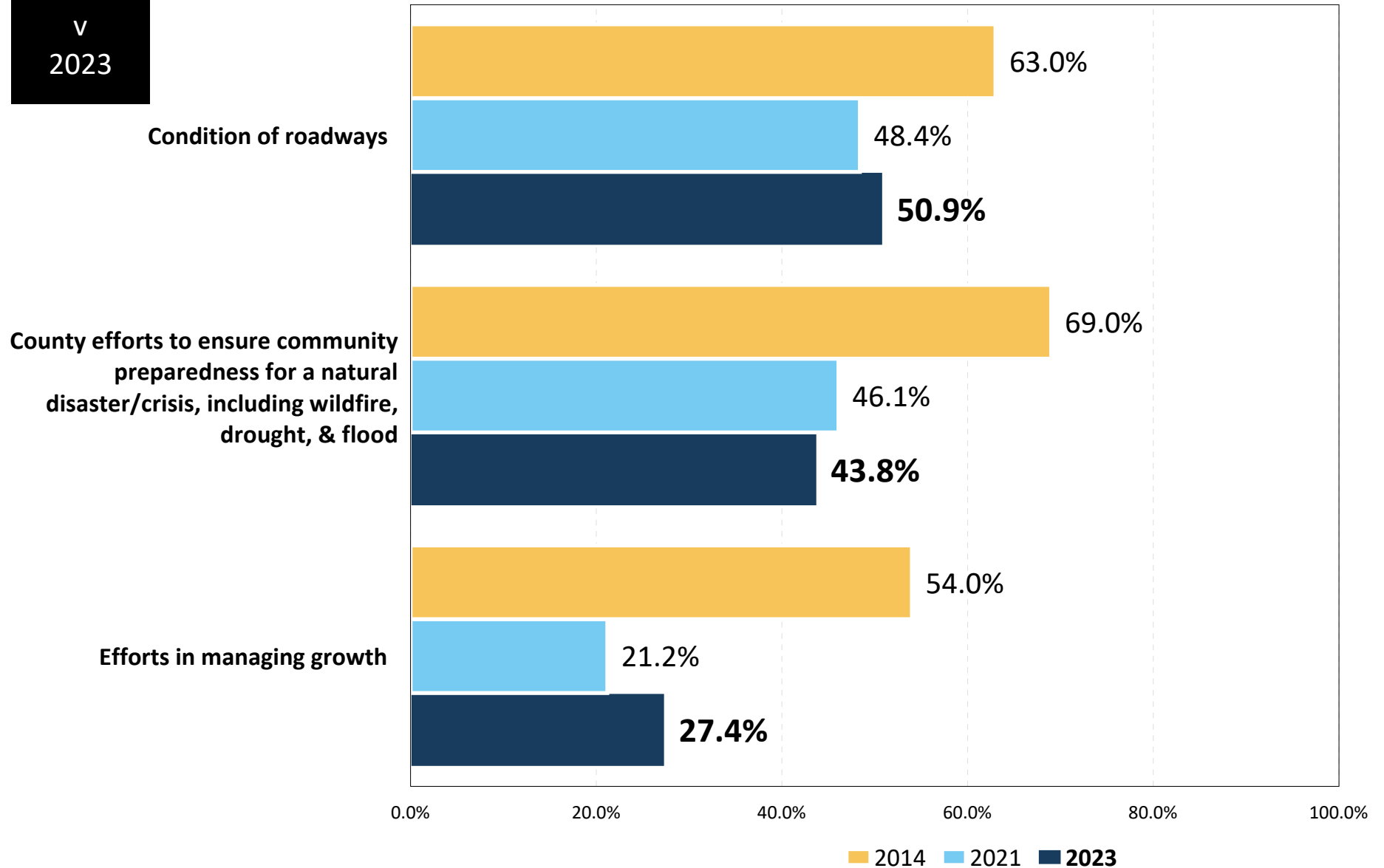
by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:
 2014
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 2021
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 2023

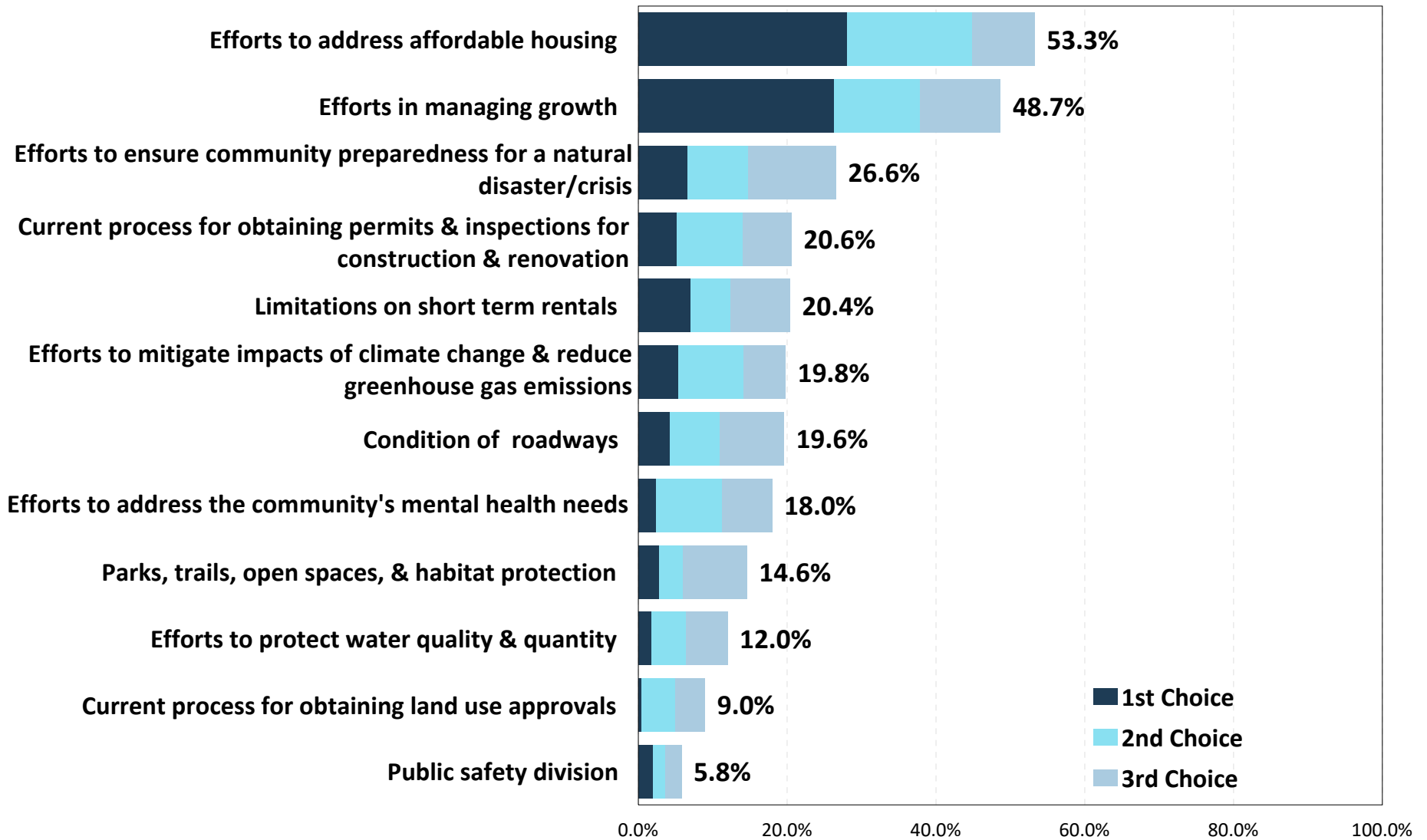
Satisfaction with County Services and Initiatives

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



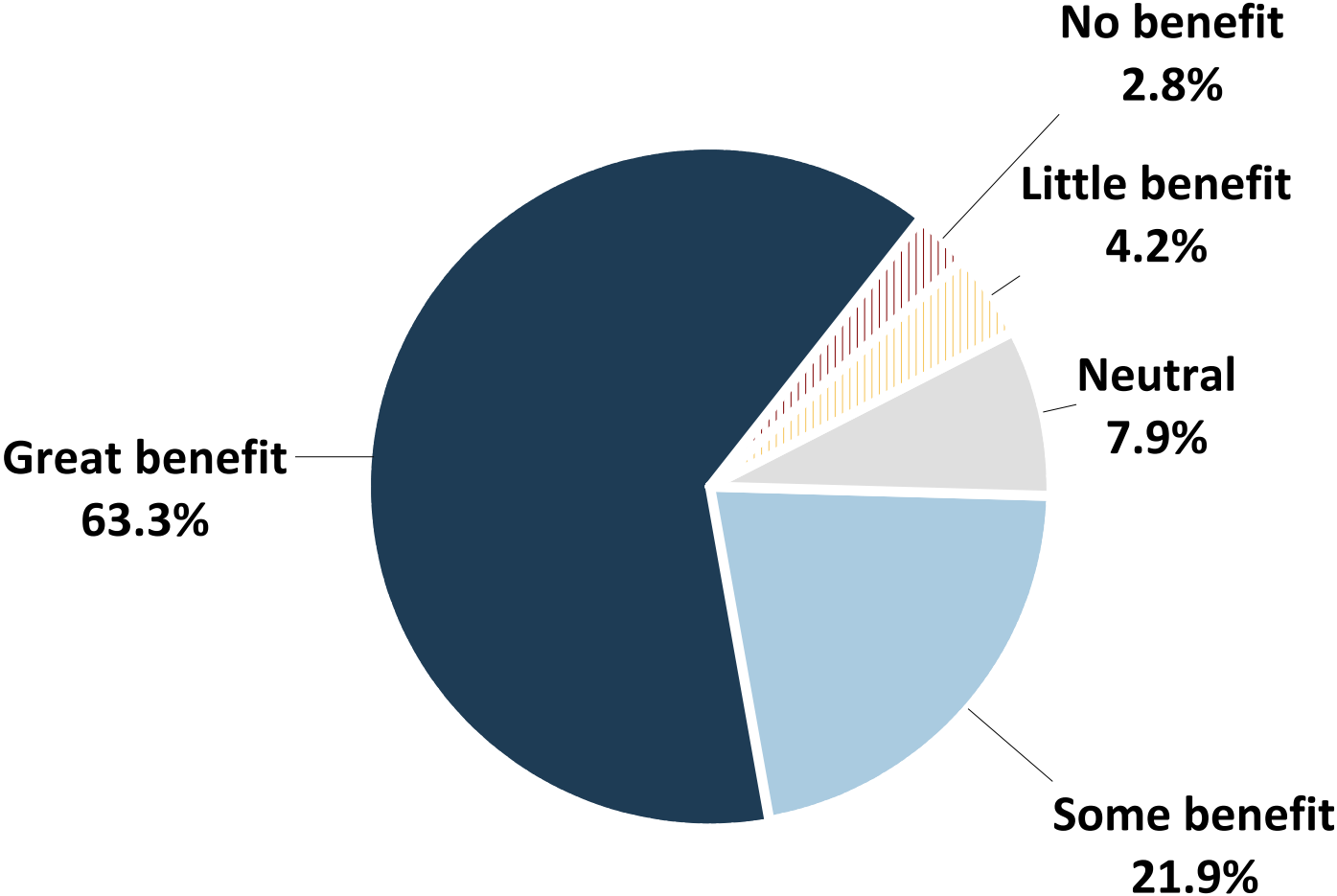
Q4. County Services and Initiatives That Should Receive the Most Emphasis Over the Next Two Years

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



Q5. Level of Benefit Received for the Open Space and Trails Portion of Property Tax Dollars

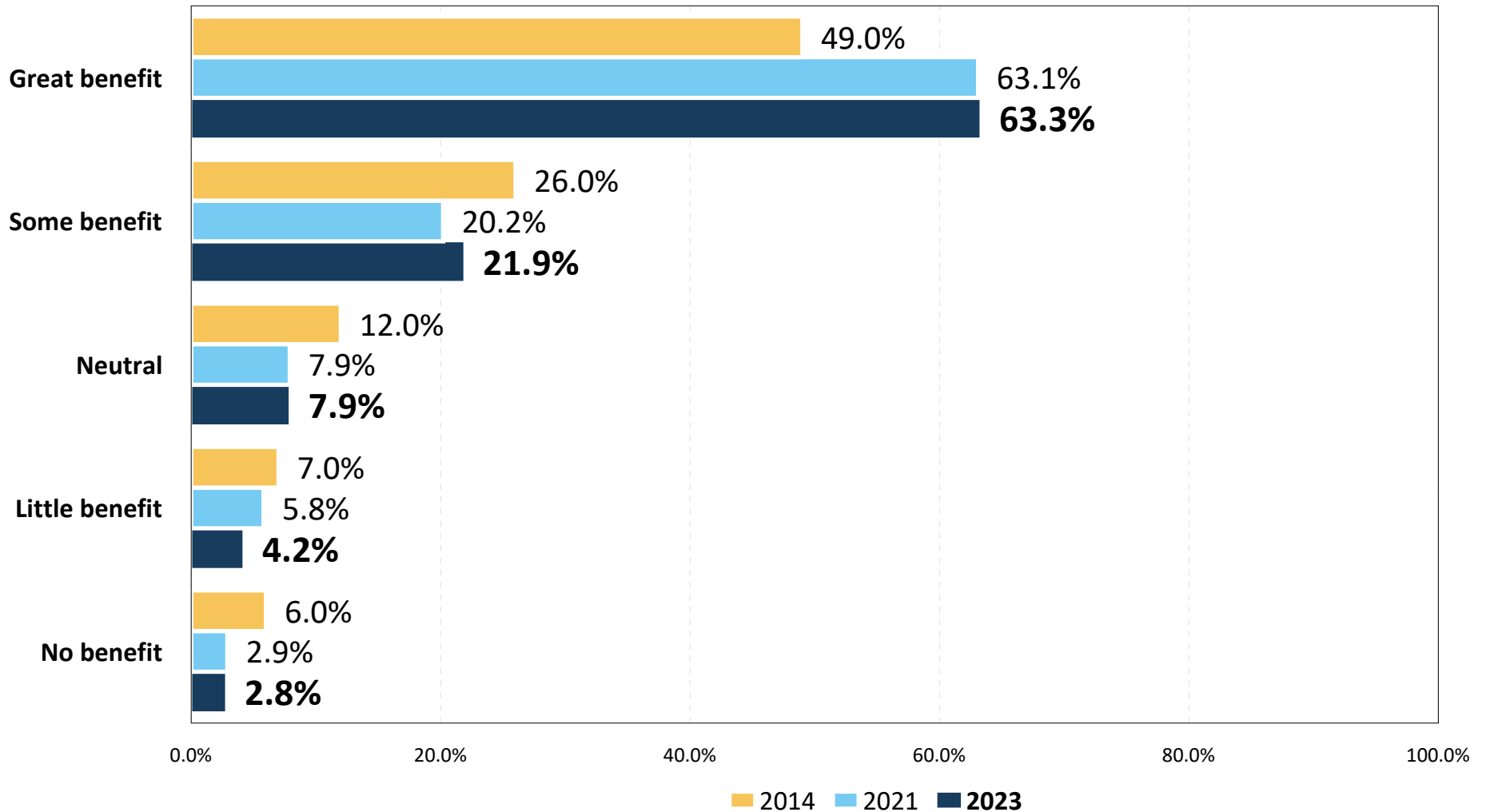
by percentage of respondents (excluding *don't know* responses)



Trends:
 2014
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 2021
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 2023

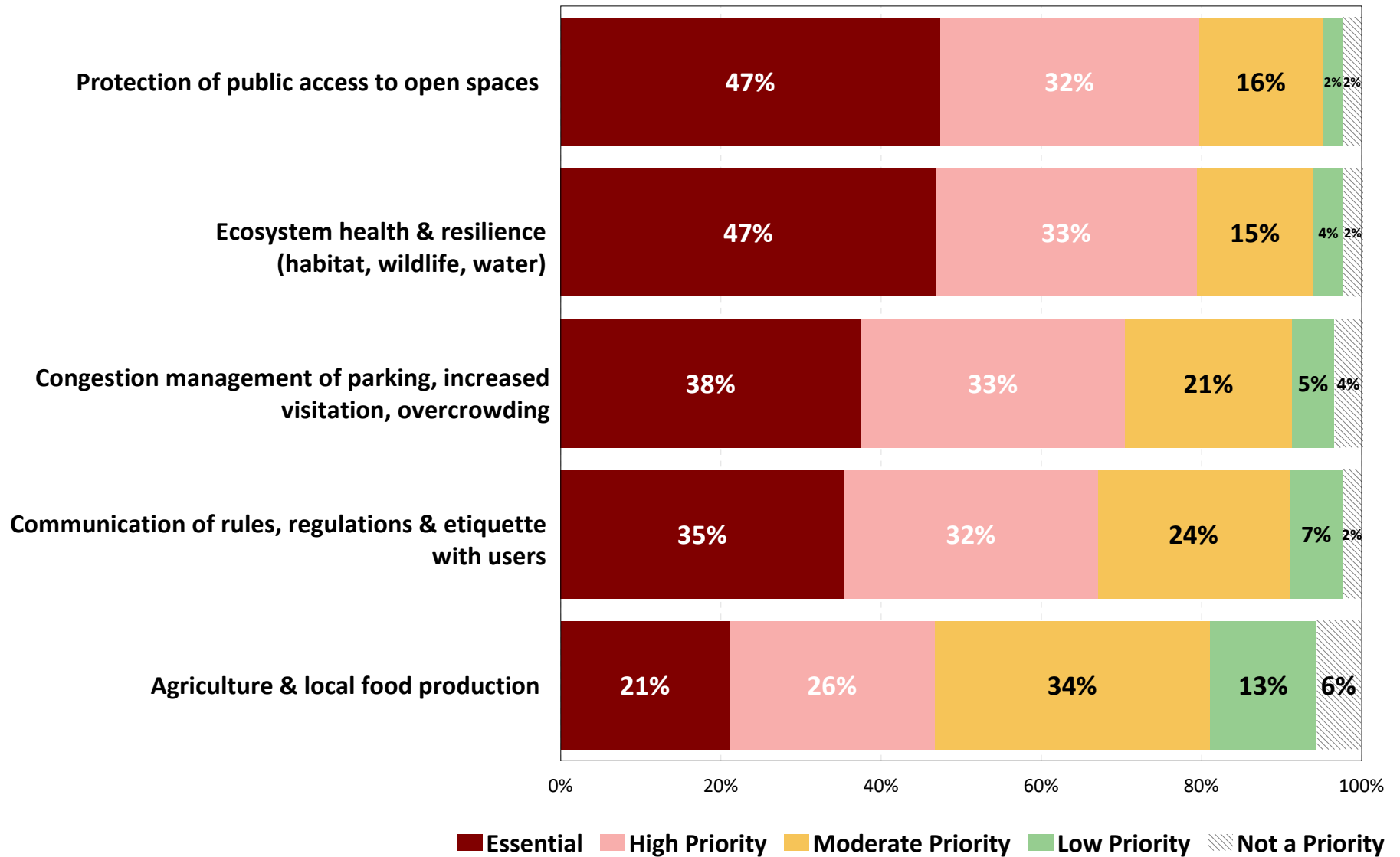
Level of Benefit Received for the Open Space and Trails Portion of Property Tax Dollars

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



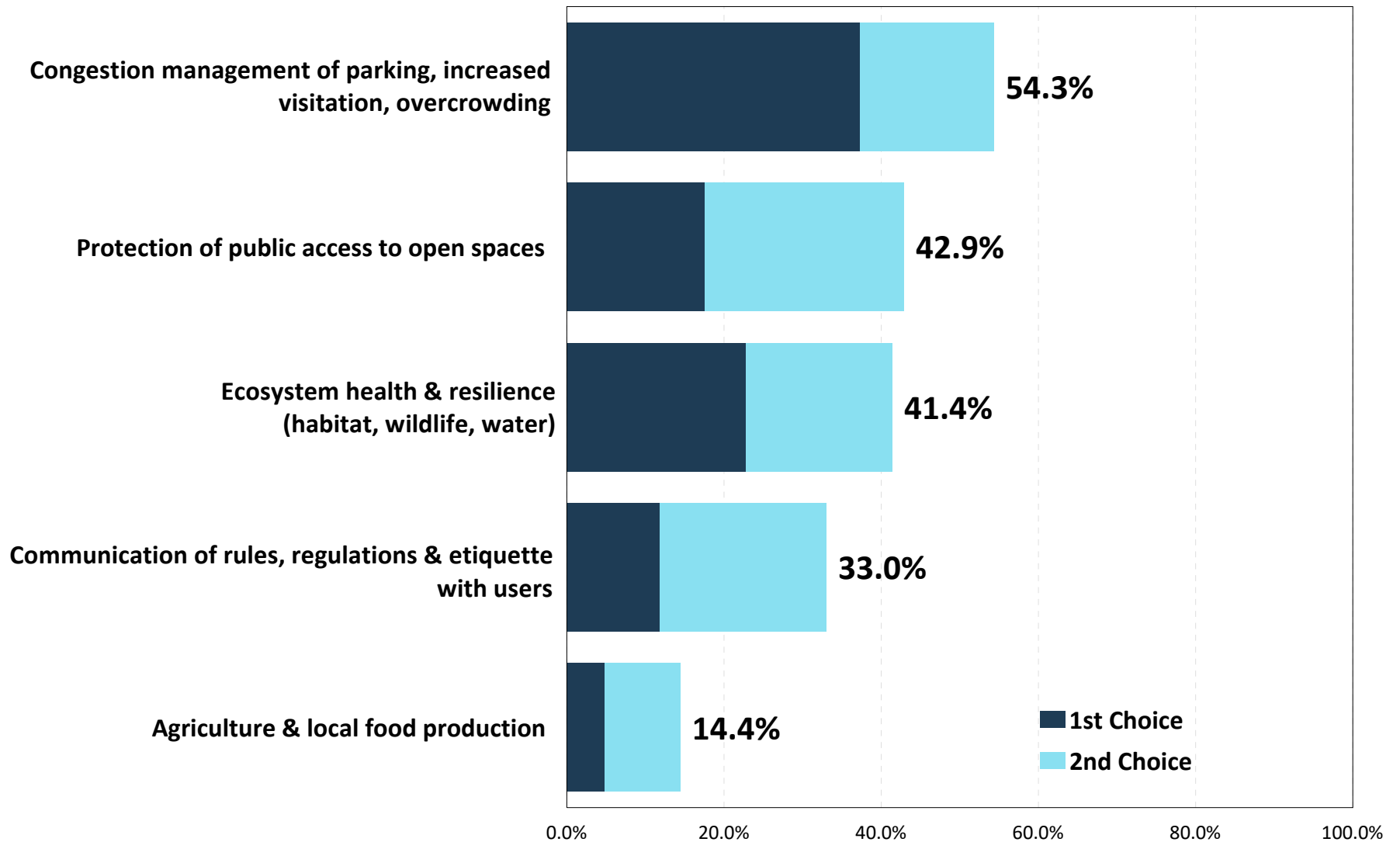
Q6. How Respondents Would Prioritize Open Space and Trails

by percentage of respondents, using a 5-point scale, where 5 means *essential* and 1 means *not a priority* (excluding *I am not sure* responses)



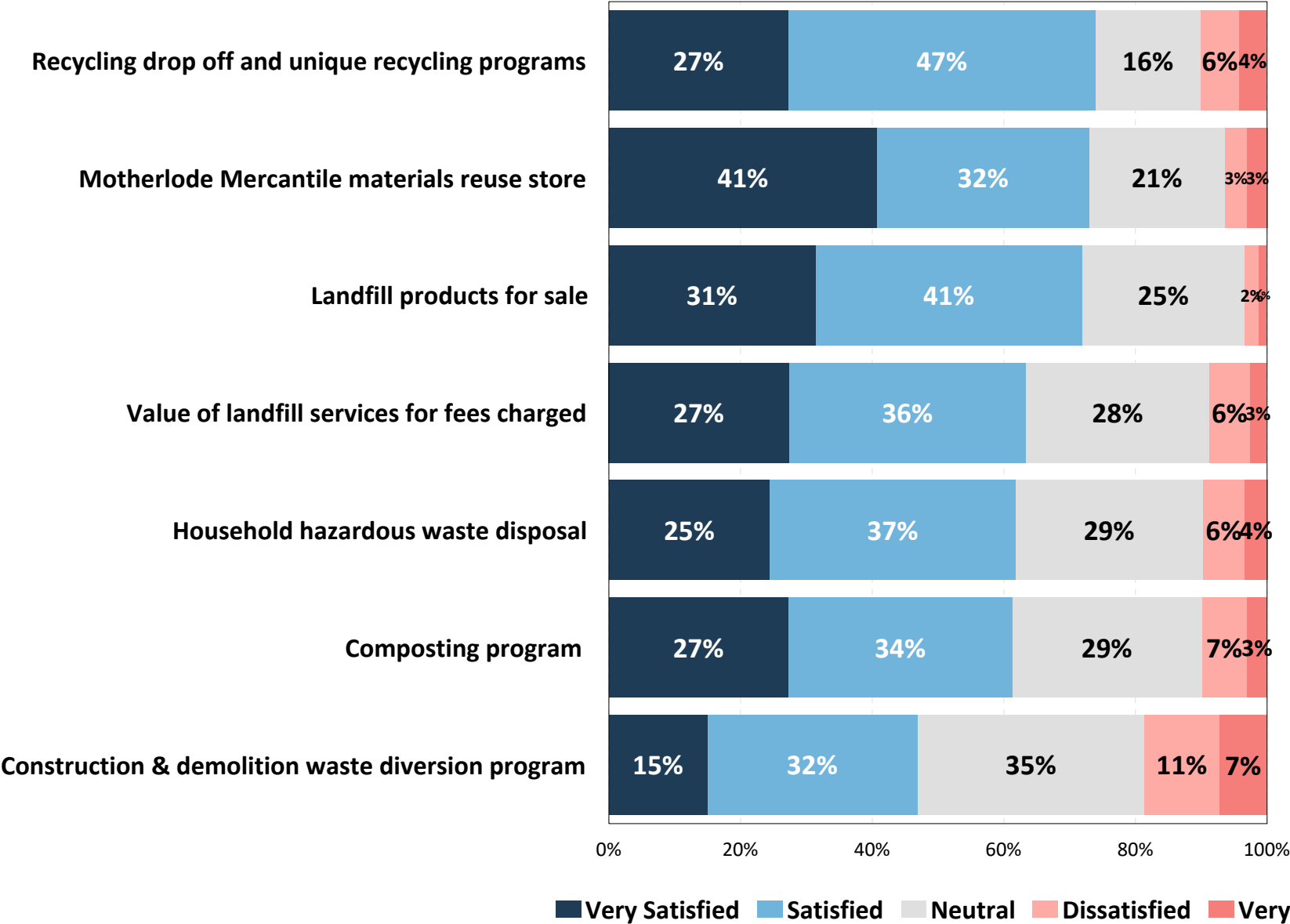
Q7. Priorities for Open Space and Trails That Should Receive the Most Emphasis Over the Next Two Years

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



Q8. 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)

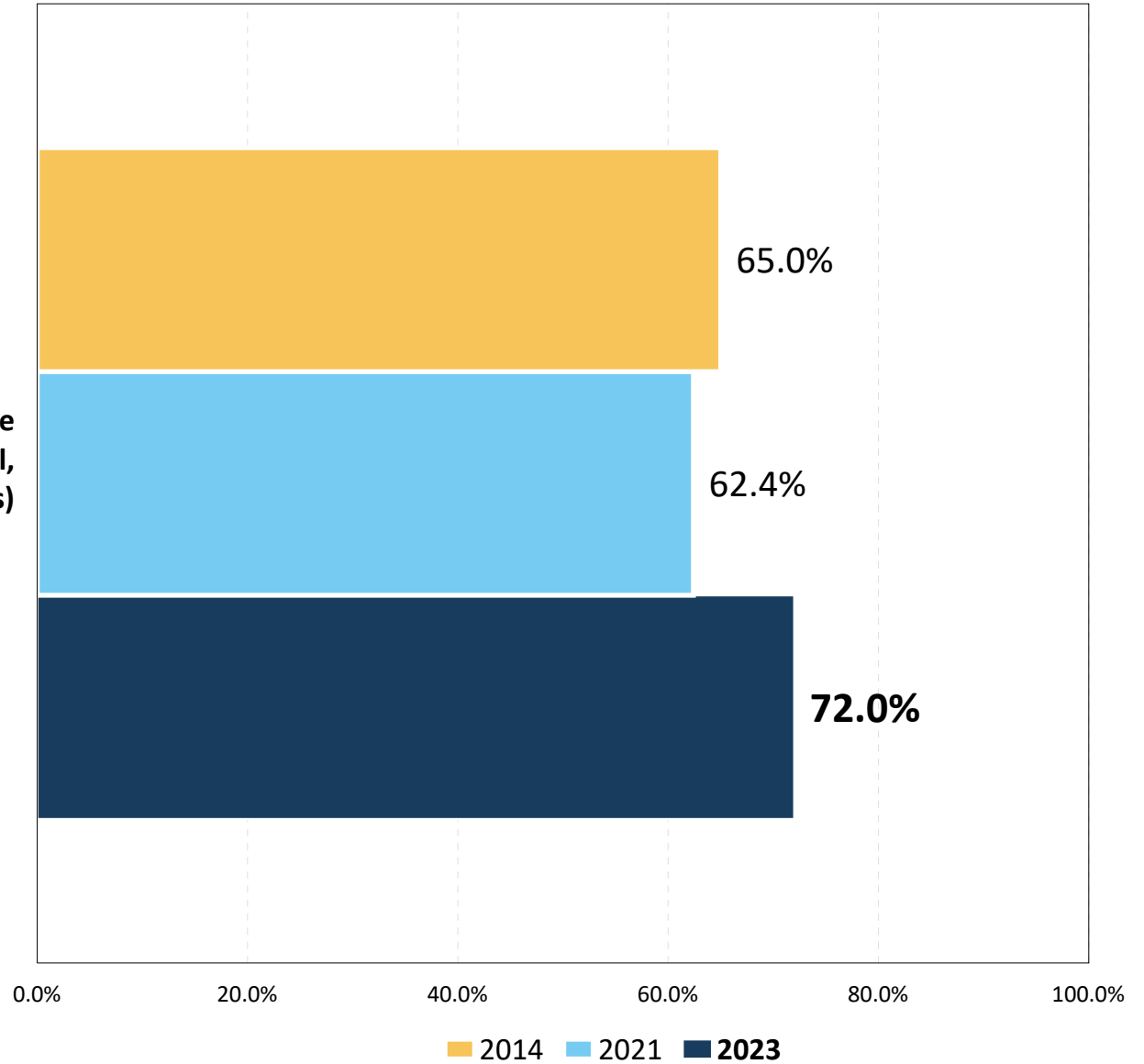


Trends:
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2023

Satisfaction with Landfill and Recycling

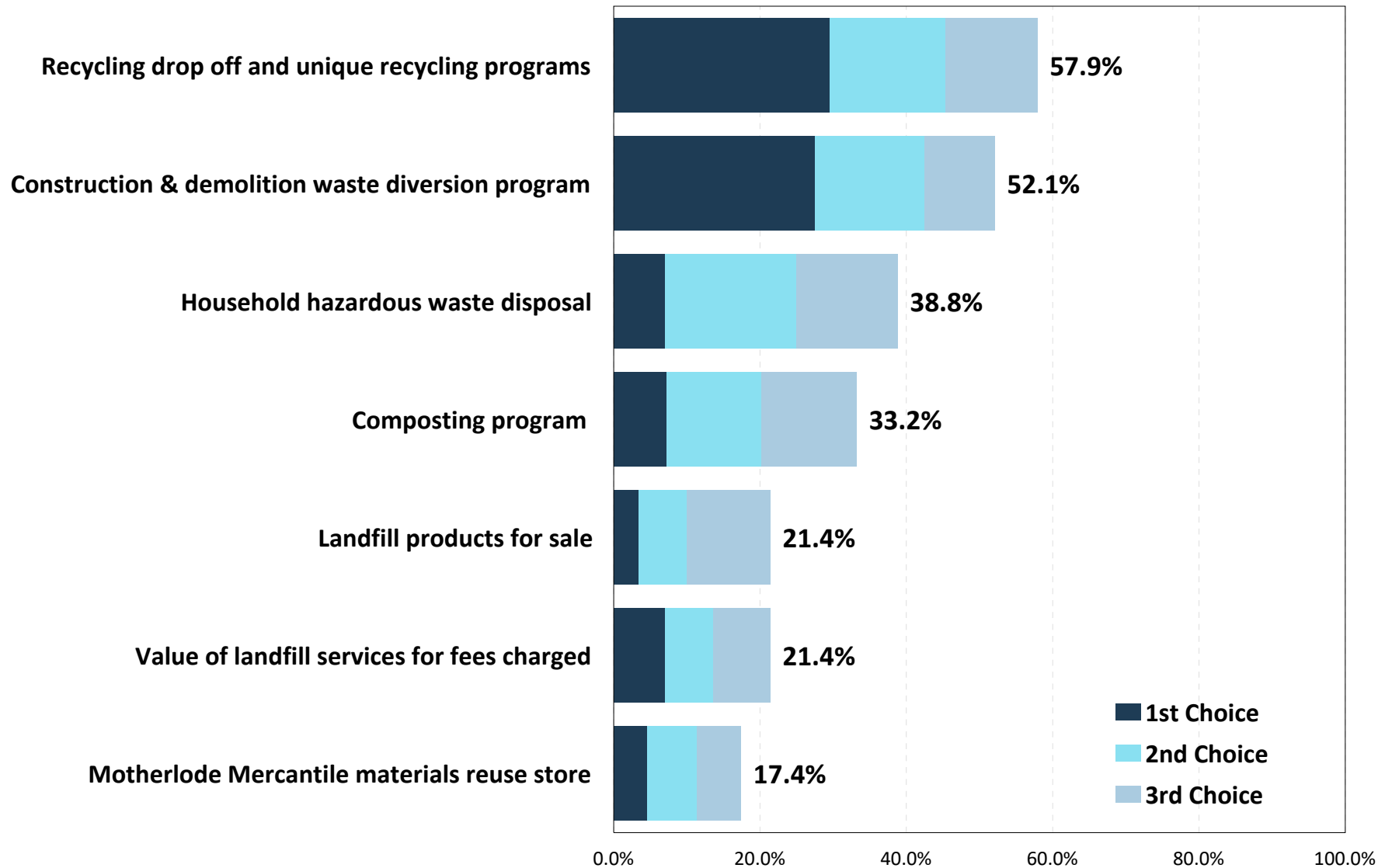
by sum percentage of respondents that were *very satisfied* or *satisfied* with the item (excluding *don't know* responses)

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



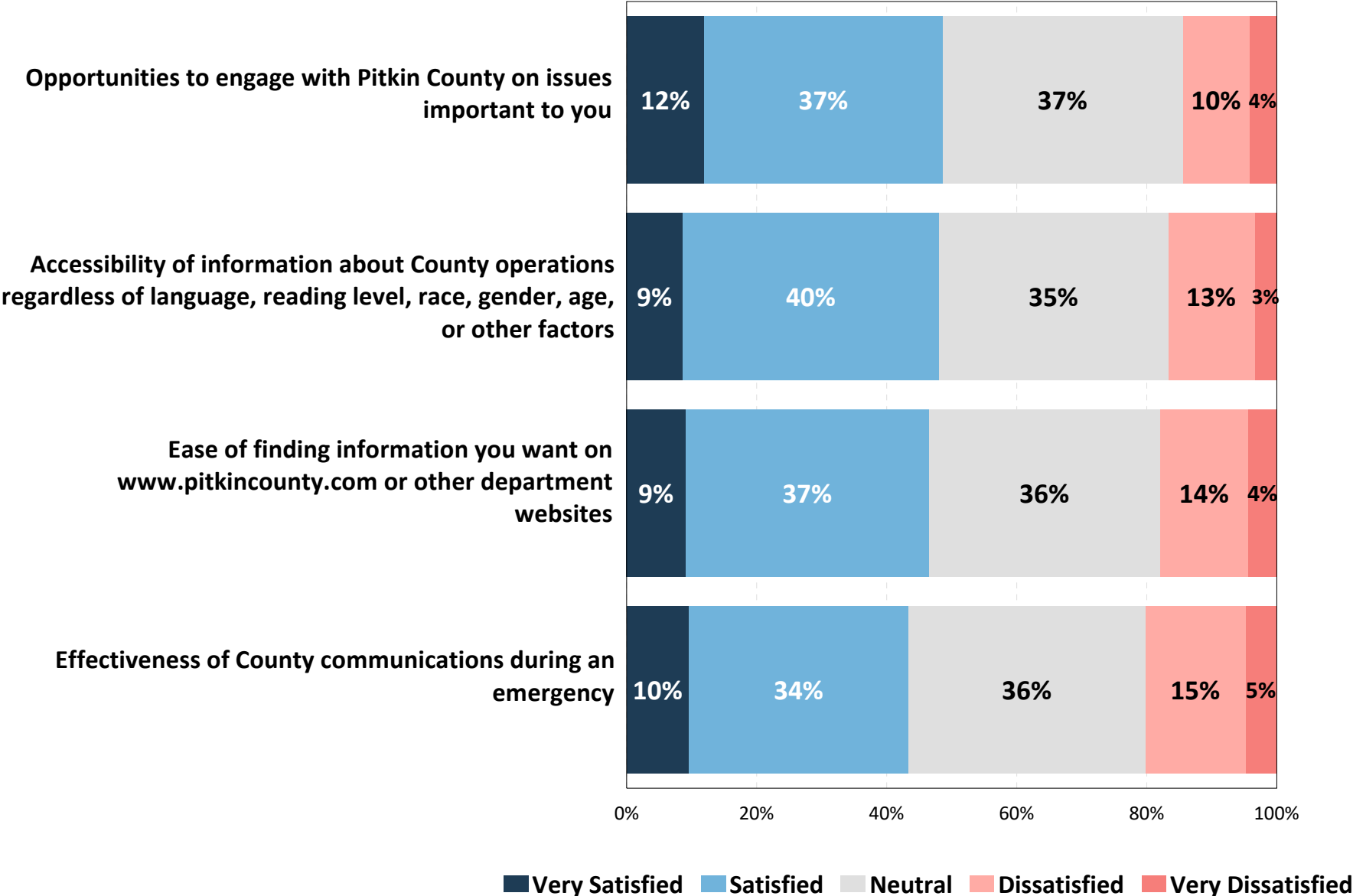
Q9. Landfill and Recycling Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q10. 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)



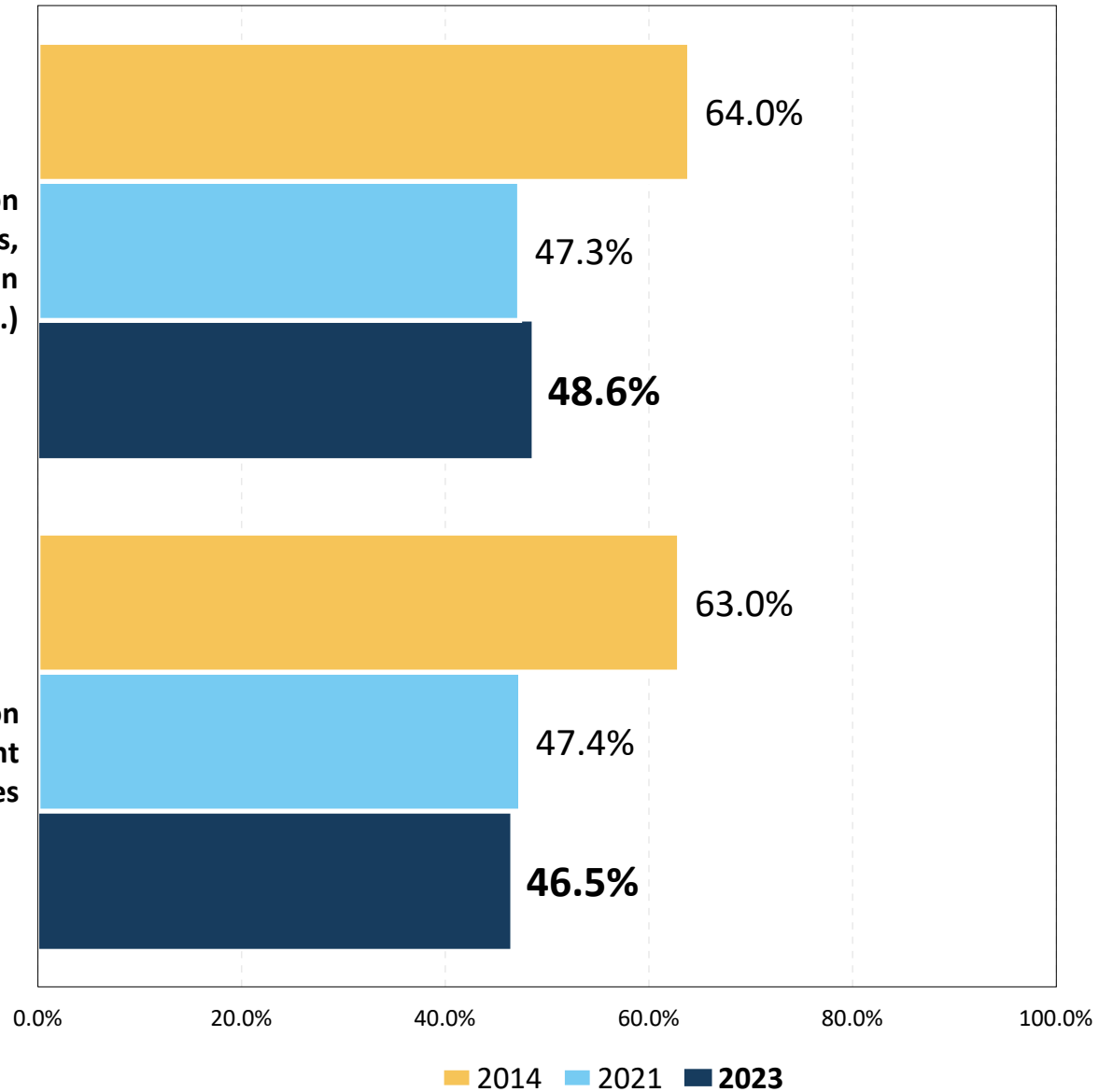
Trends:
 2014
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 2021
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 2023

Satisfaction with Public Communication and Outreach

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

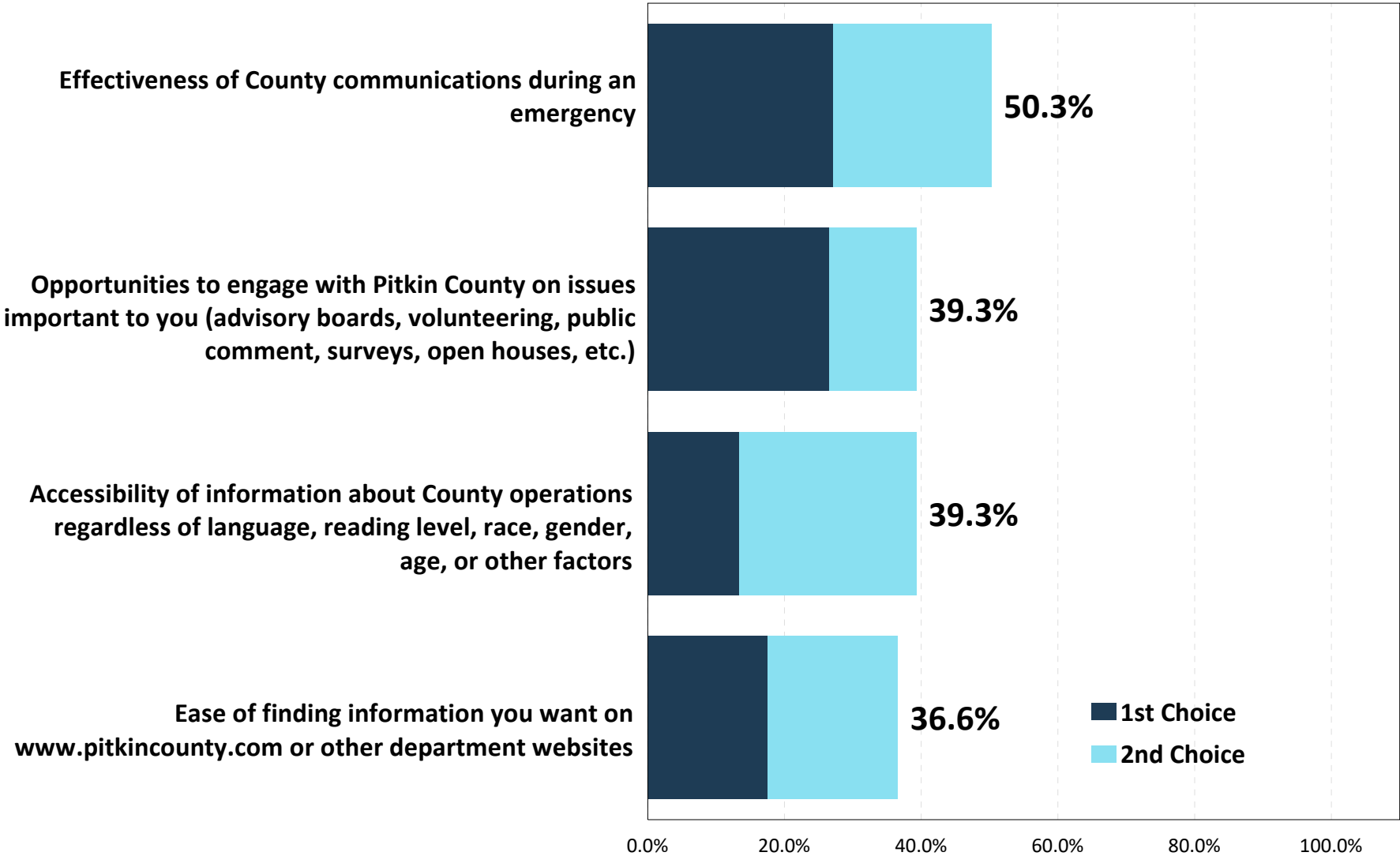
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)

Ease of finding information you want on www.pitkincounty.com or other department websites



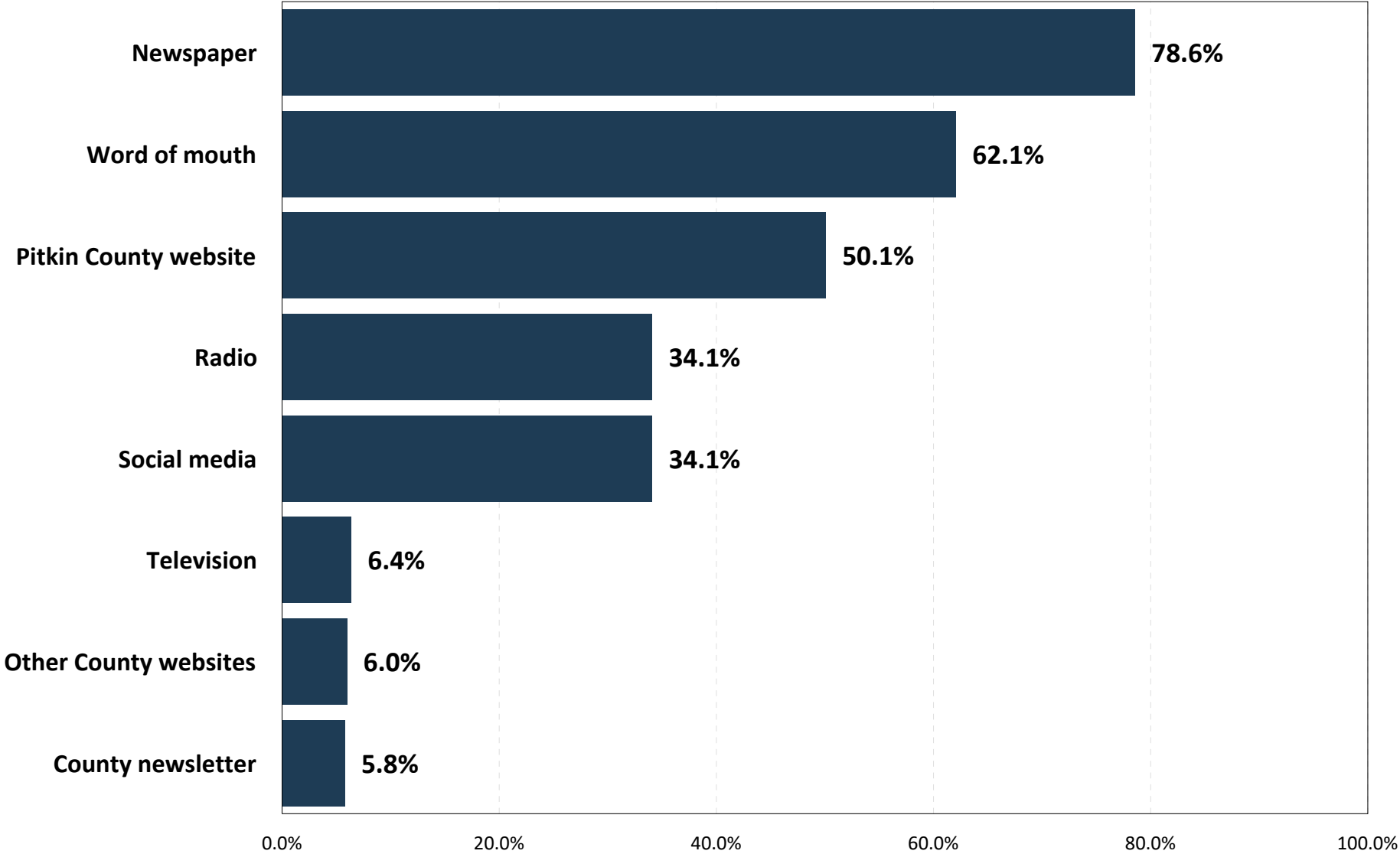
Q11. Public Communication and Outreach Services That Should Receive the Most Emphasis Over the Next Two Years

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



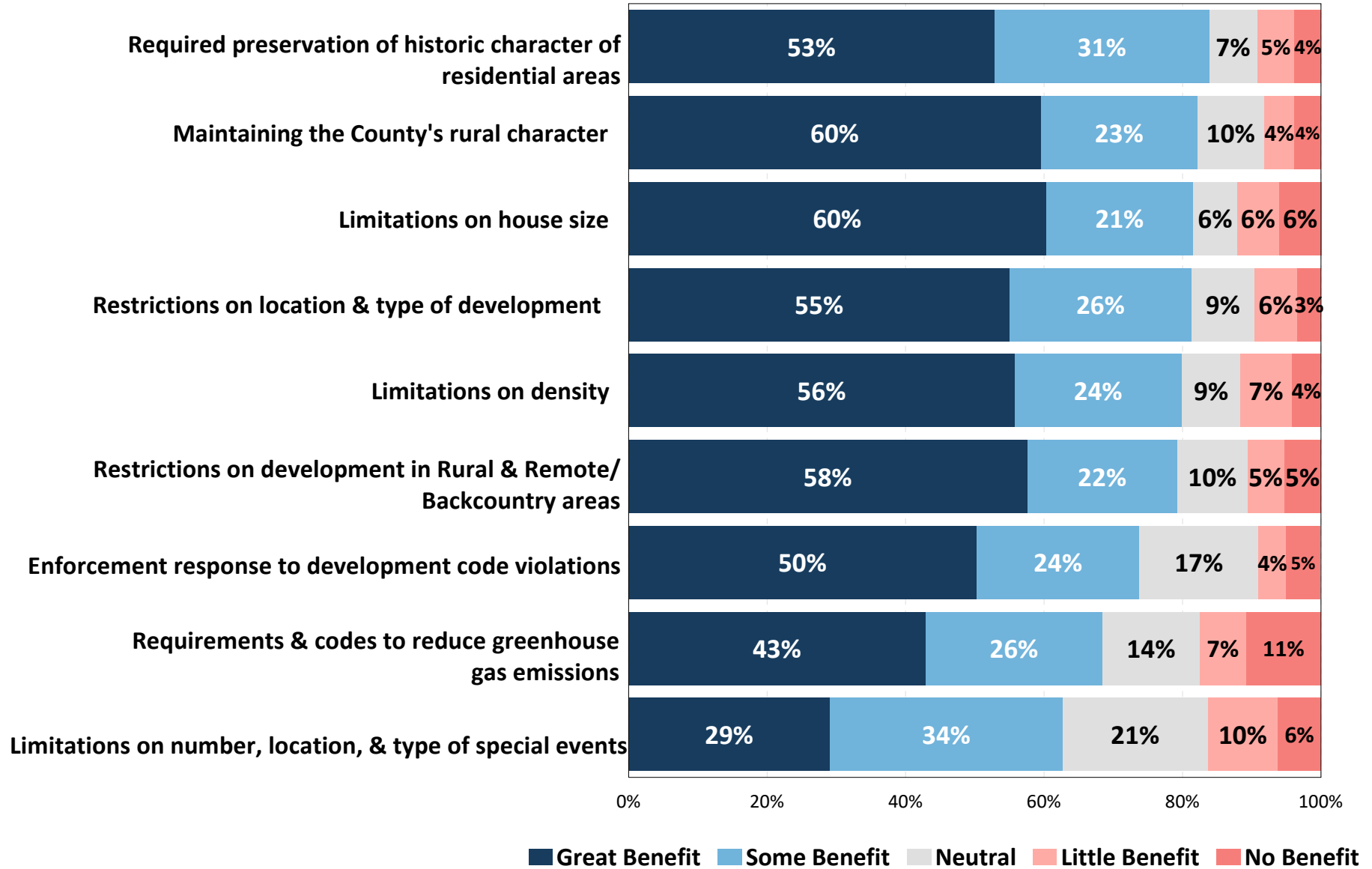
Q12. Ways That Respondents Learn About Pitkin County Government

by percentage of respondents (multiple choices could be selected)



Q13. Benefits of Each of the Following Zoning Practices

by percentage of respondents, using a 5-point scale, where 5 means *great benefit* and 1 means *no benefit* (excluding *don't know* responses)



Trends:
 2014
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 2021
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 2023

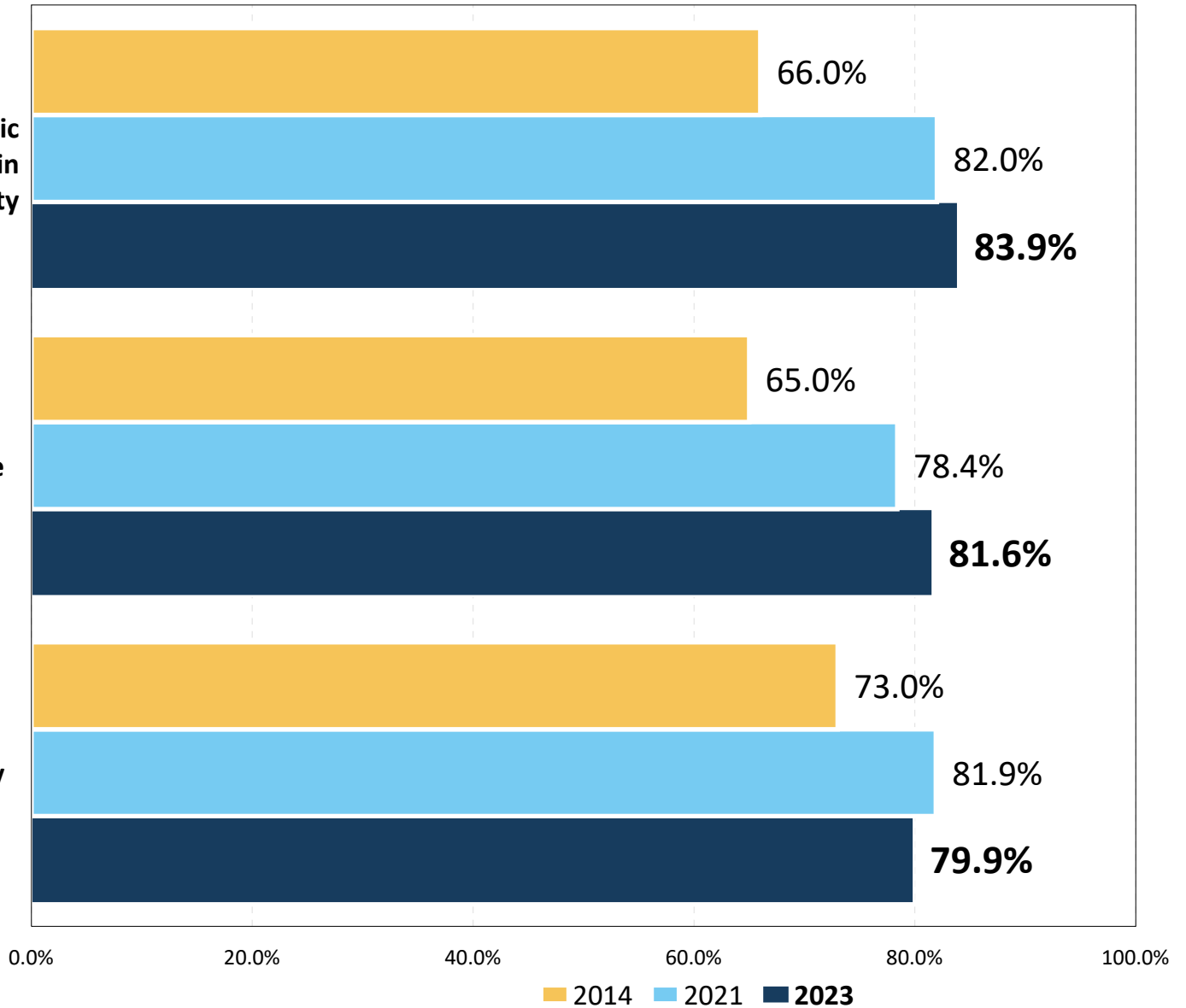
Benefits of Each of the Following Zoning Practices

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

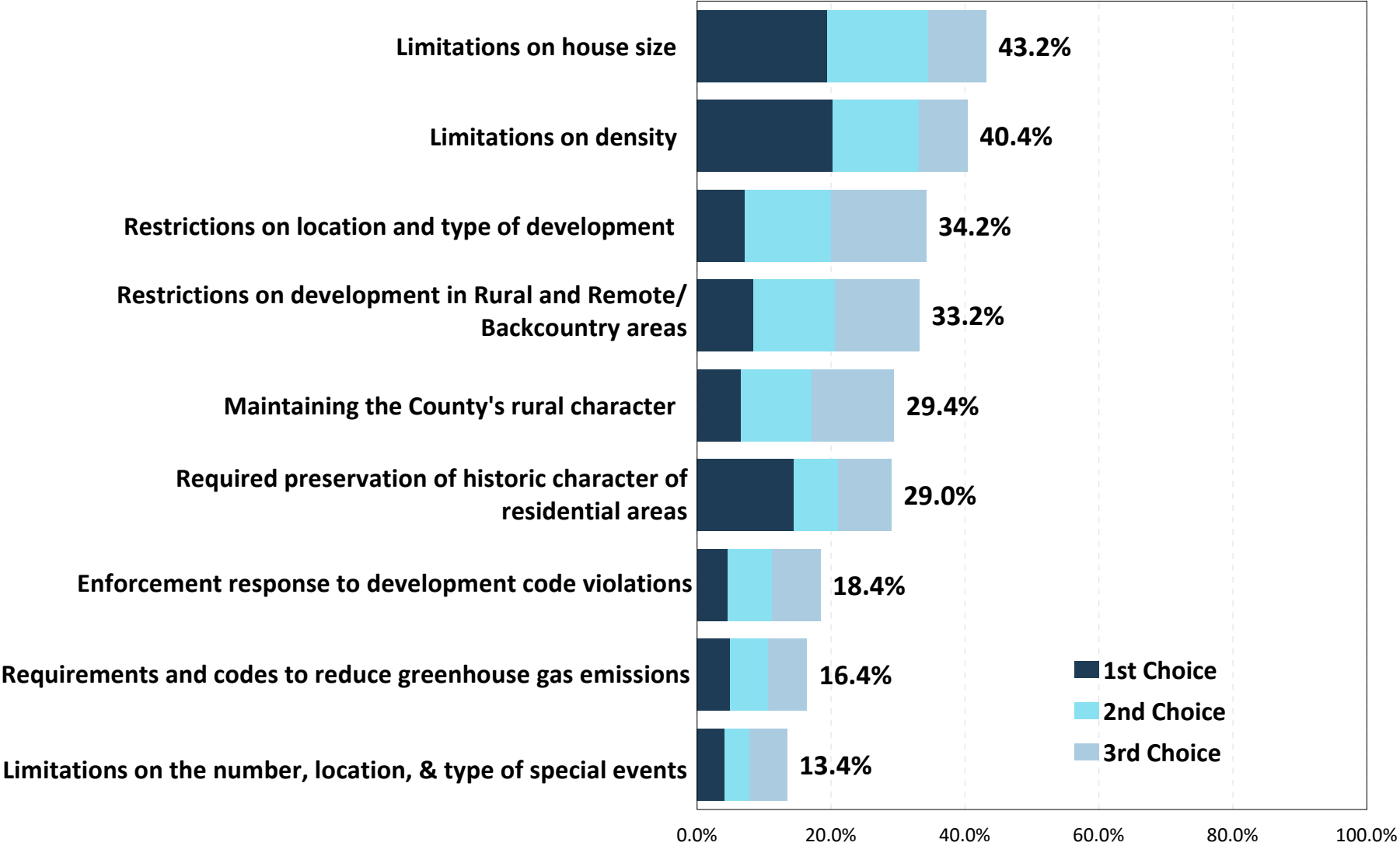
Limitations on house size

Limitations on density



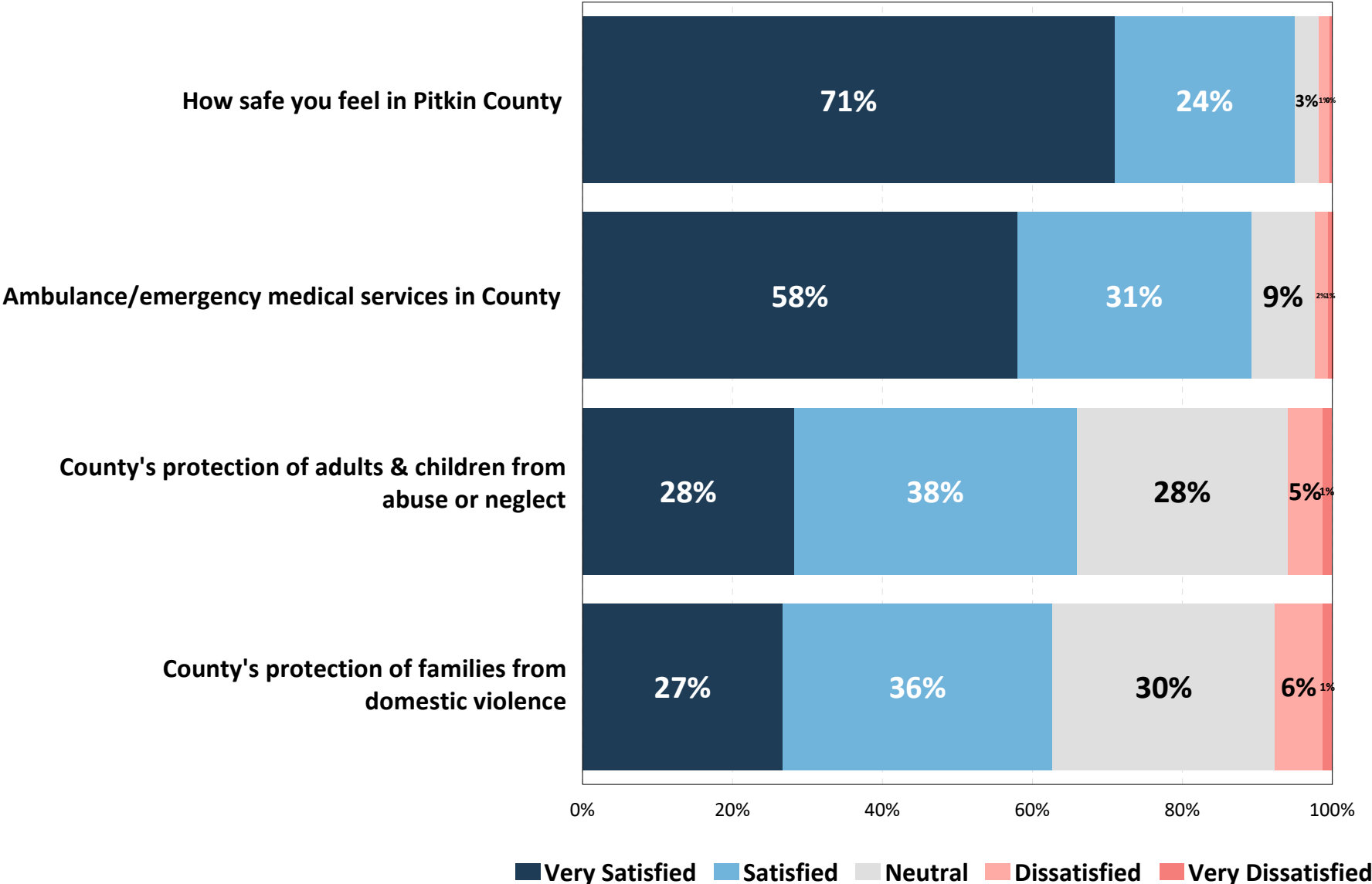
Q14. Zoning Practices That Should Receive the Most Emphasis Over the Next Two Years

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



Q15. Satisfaction with Sense of Personal 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)

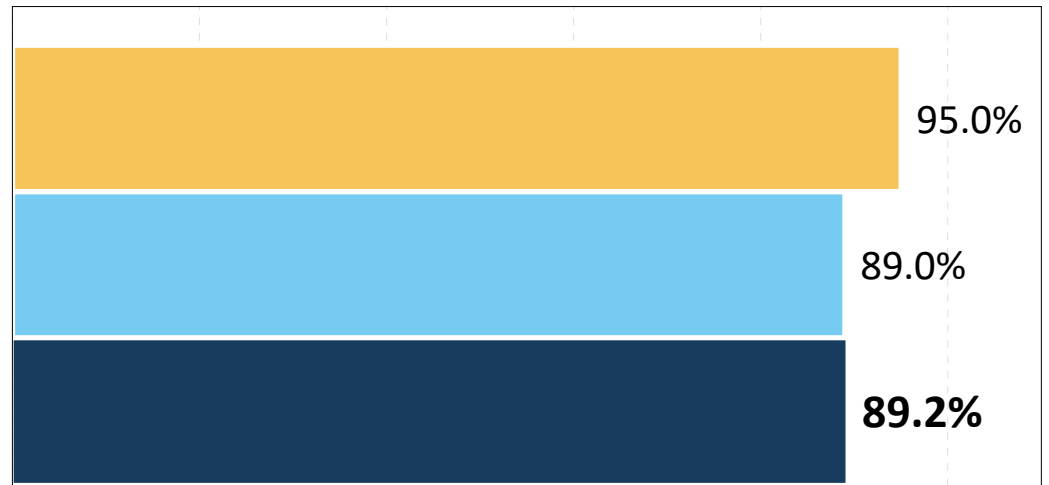


Trends:
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 2021
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 2023

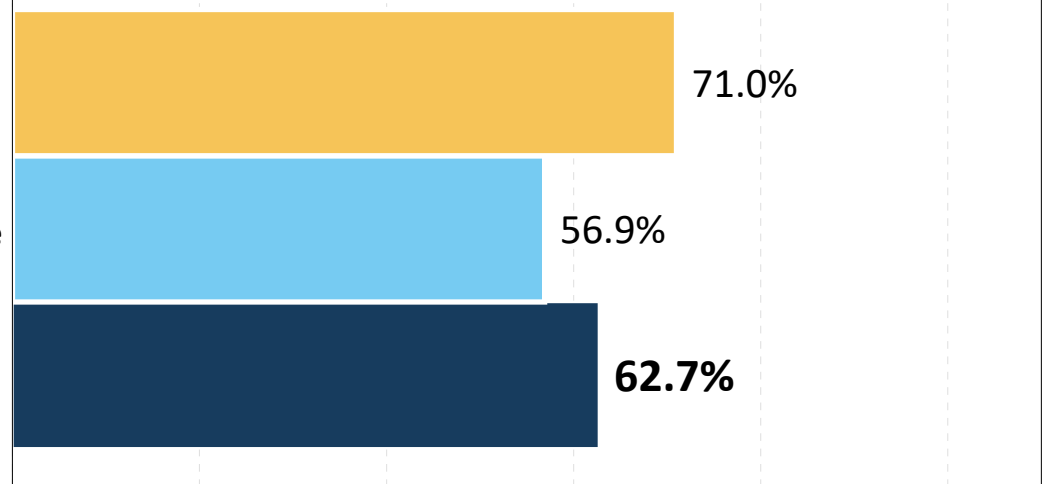
Satisfaction with Sense of Personal Safety

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

Ambulance/emergency medical services in the County



County's protection of families from domestic violence

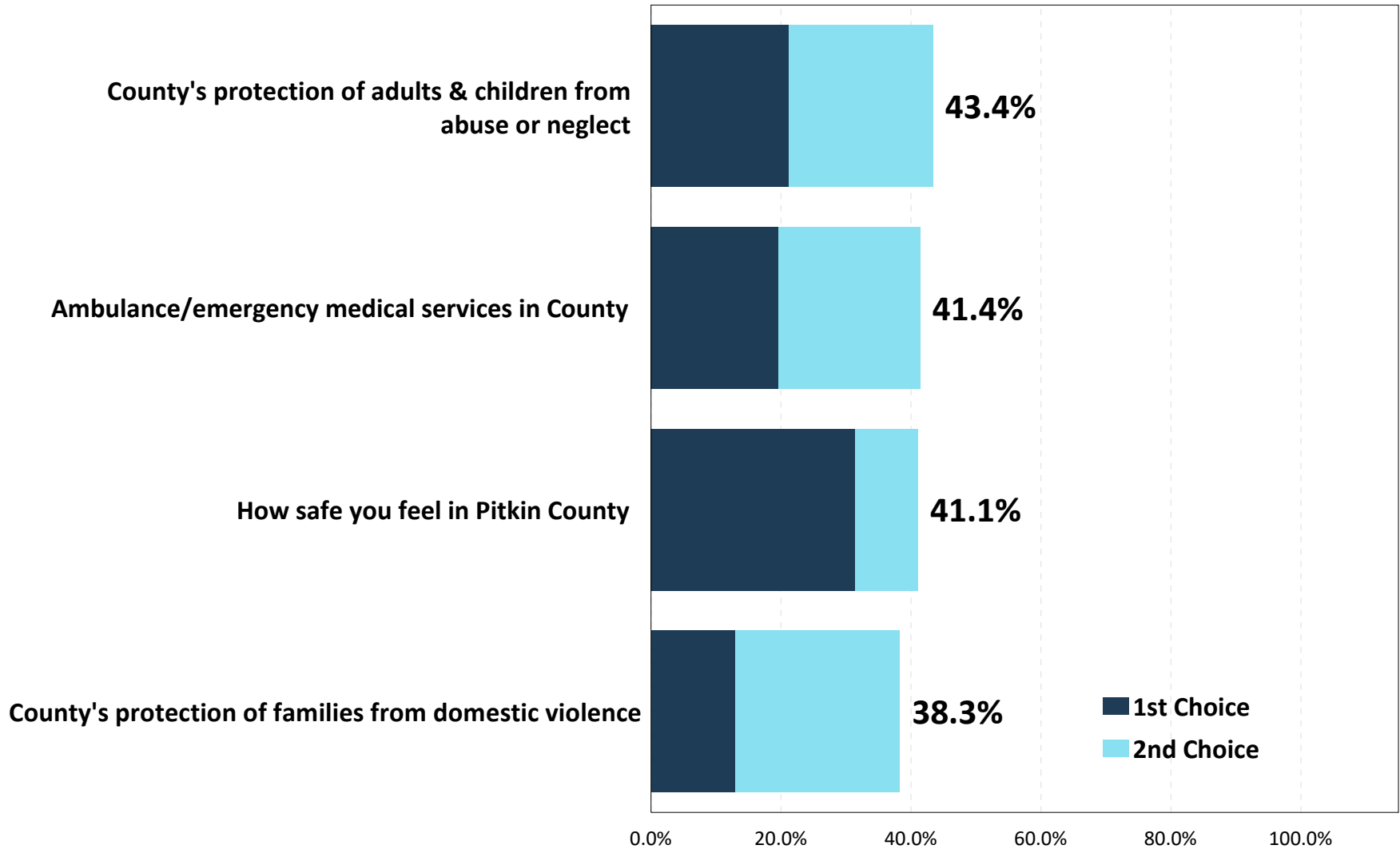


0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

2014 2021 2023

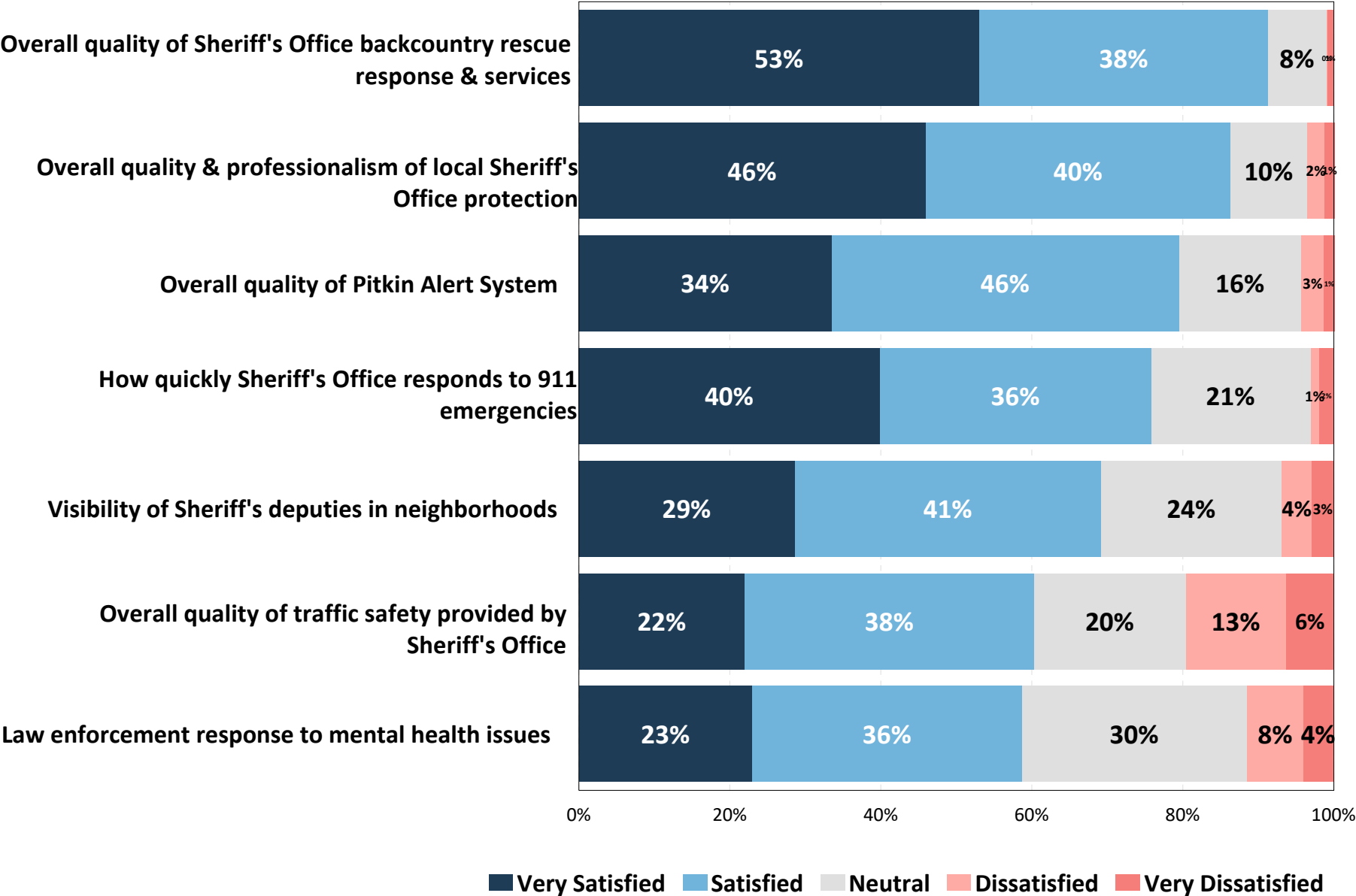
Q16. Personal Safety Items That Should Receive the Most Emphasis Over the Next Two Years

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



Q17. Satisfaction with Public Safety

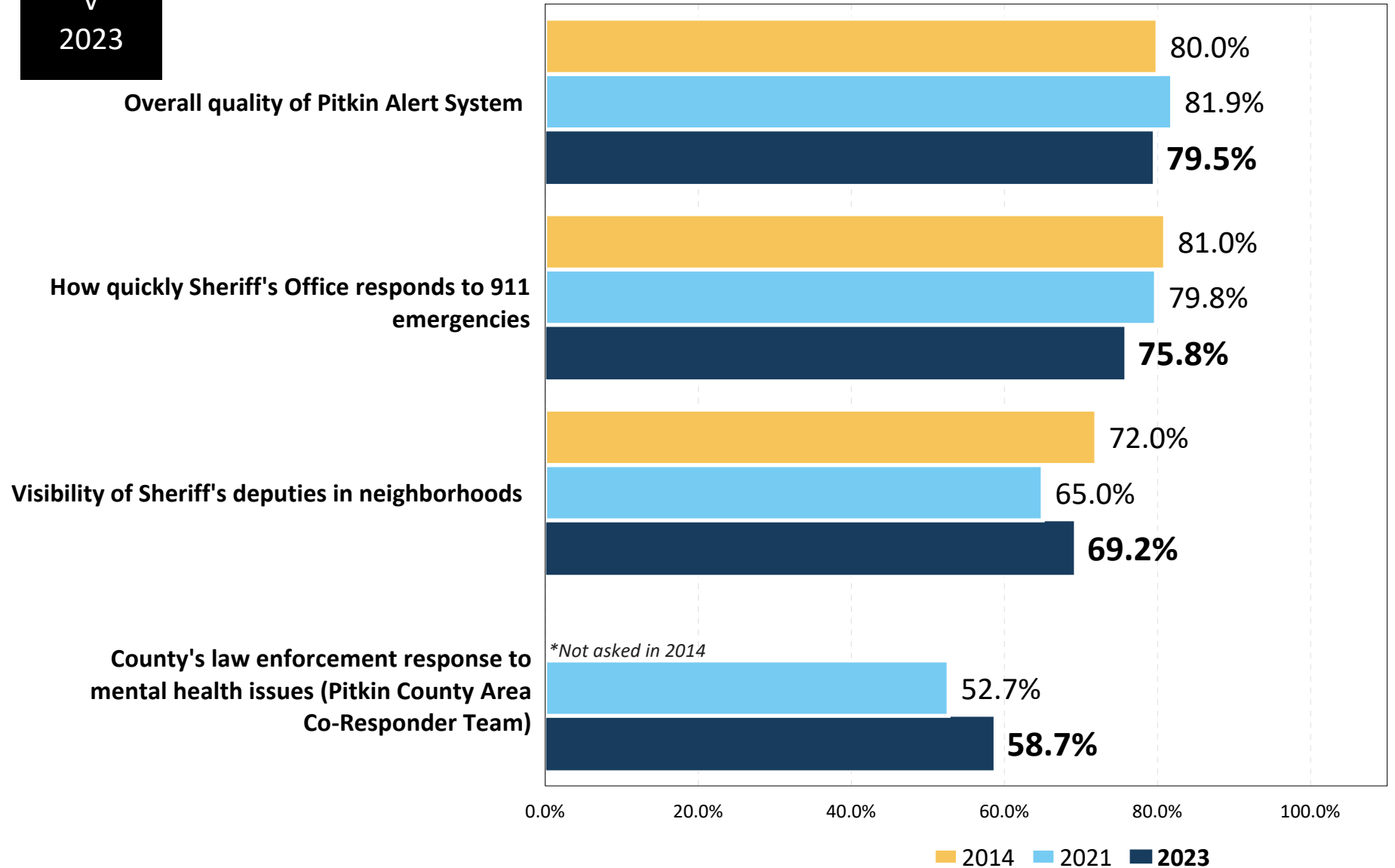
by percentage of respondents, using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Trends:
 2014
 v
 2021
 v
 2023

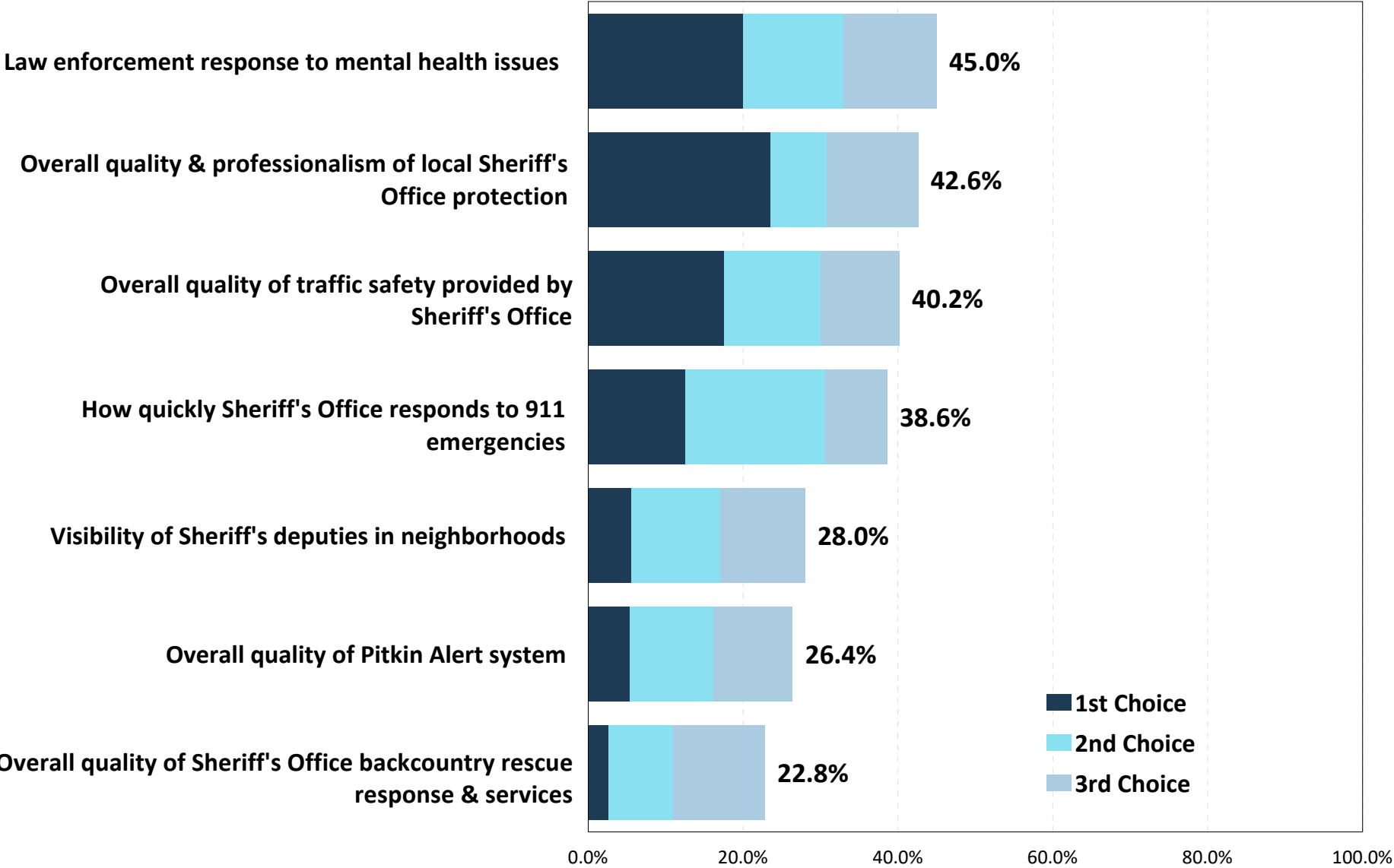
Satisfaction with Public Safety

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



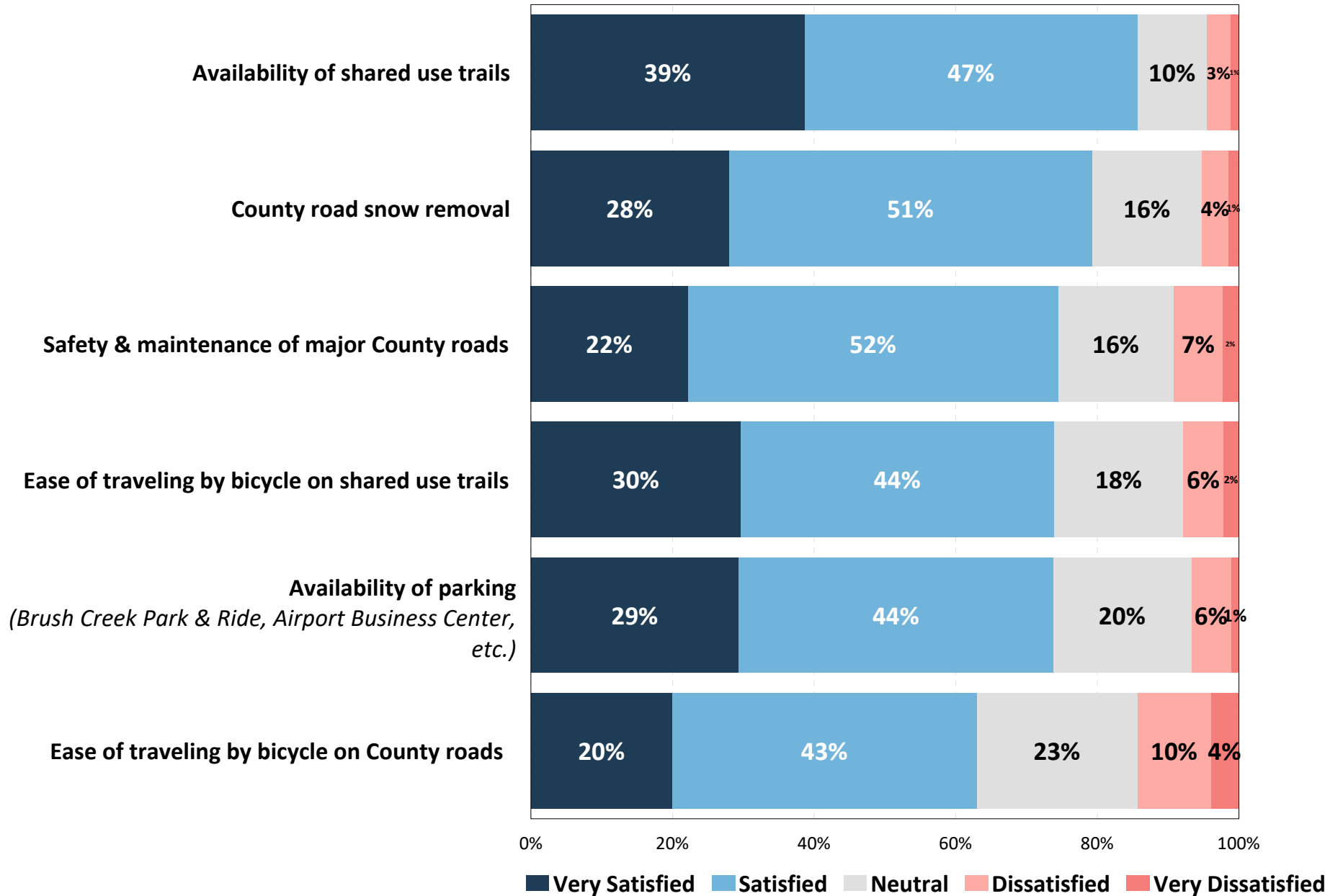
Q18. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



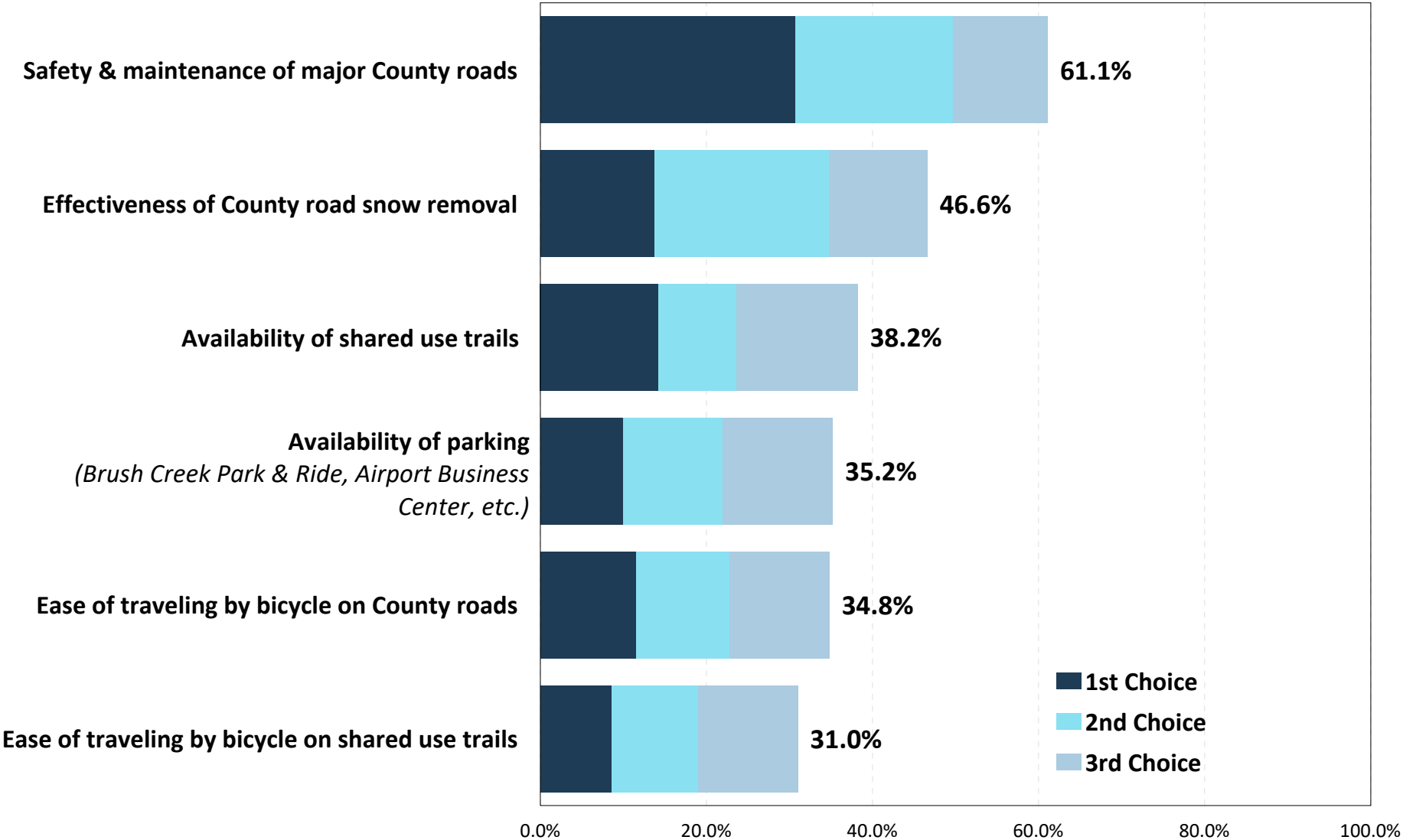
Q19. Satisfaction with Current Transportation Issues

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



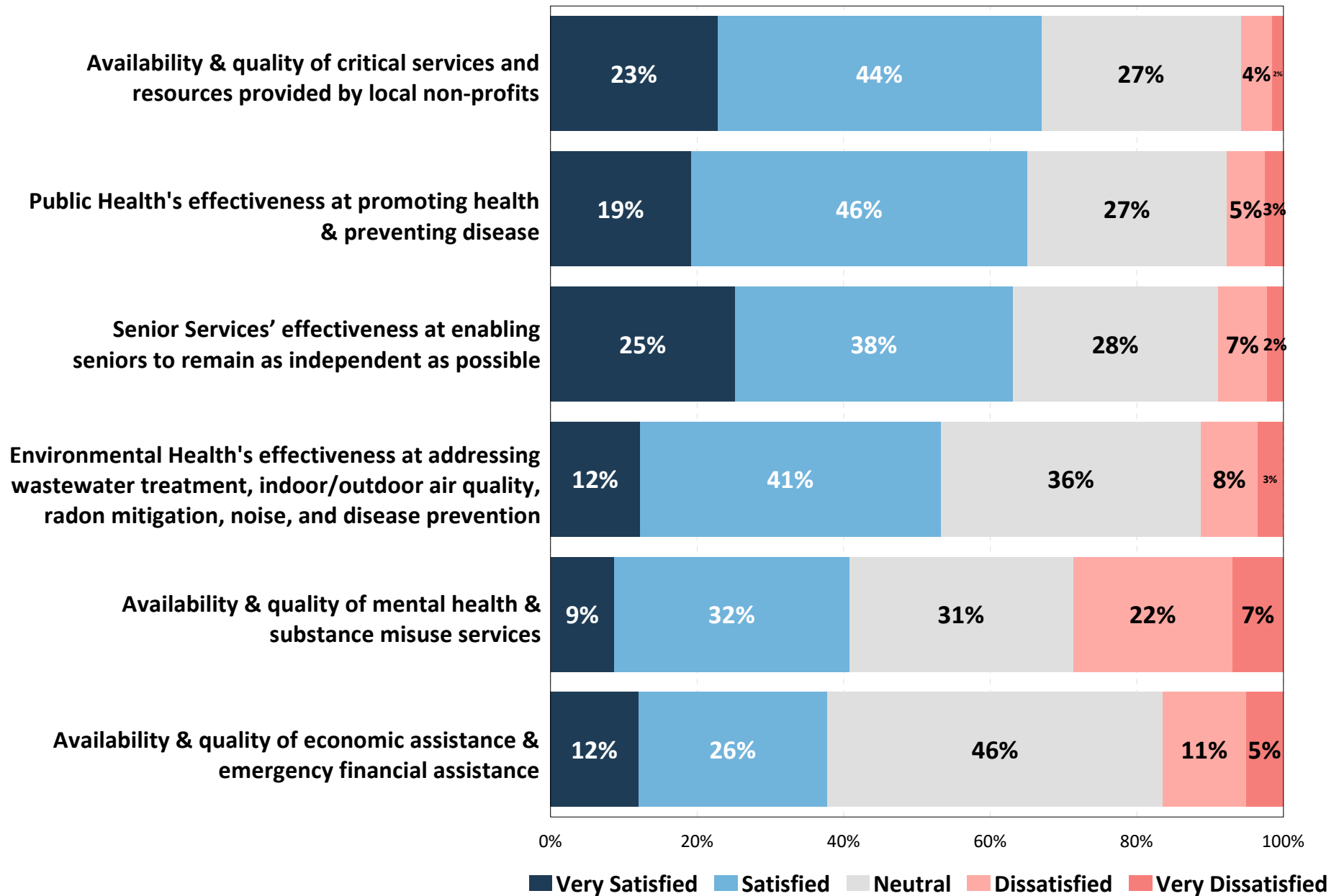
Q20. Current Transportation Issues That Should Receive the Most Emphasis Over the Next Two Years

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



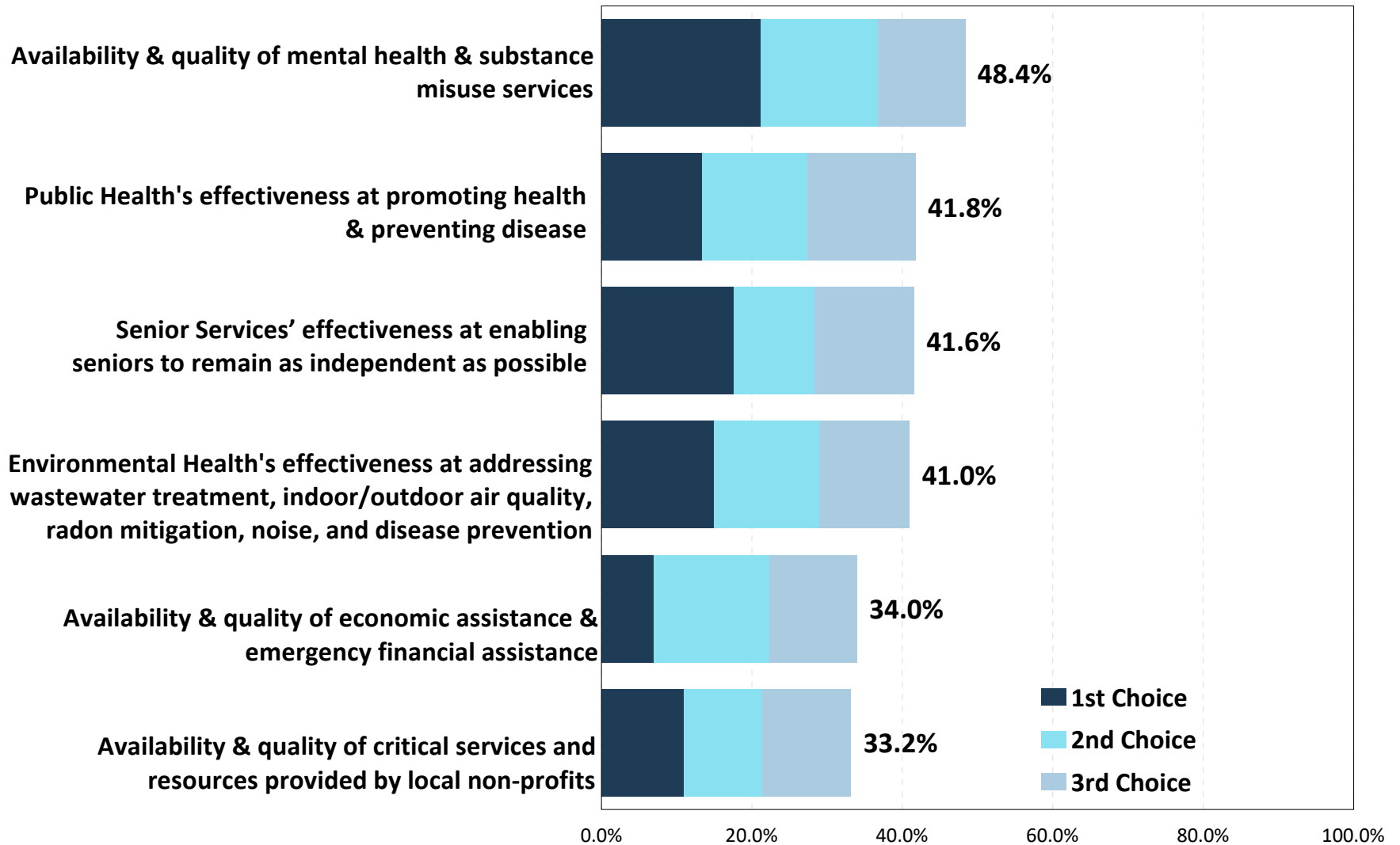
Q21. Satisfaction with Community Support

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



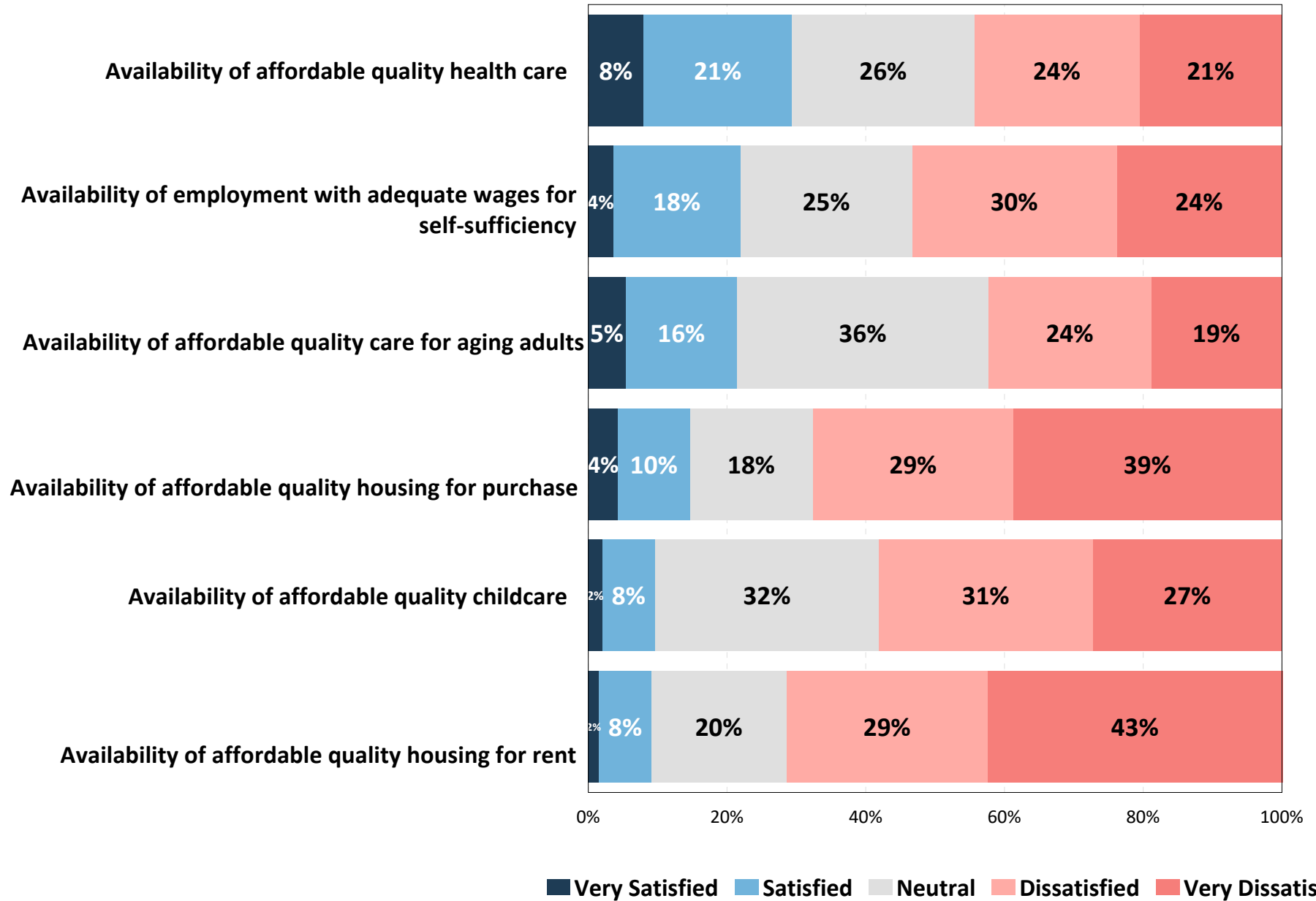
Q22. Community Support Items That Should Receive the Most Emphasis Over the Next Two Years

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



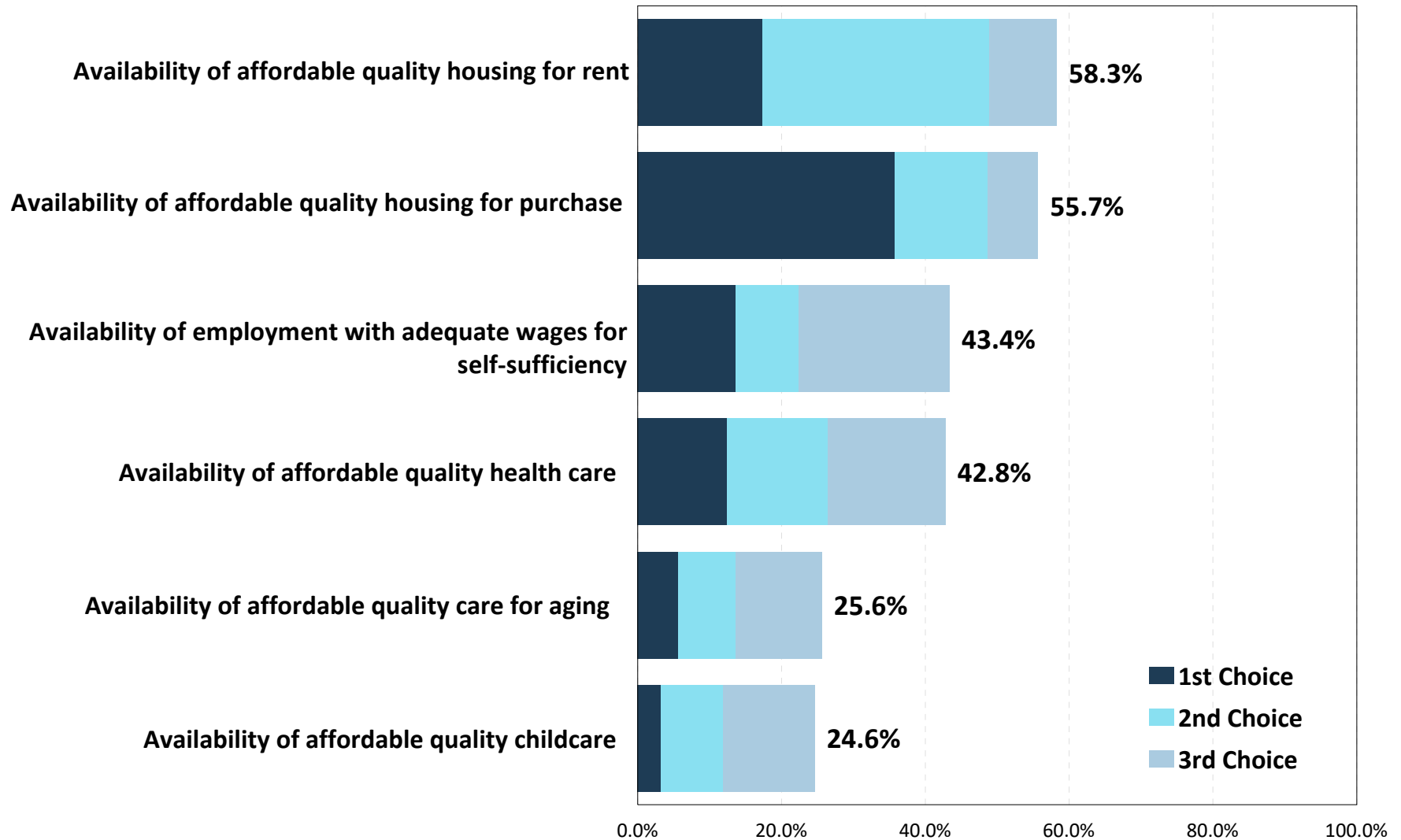
Q23. Satisfaction with the County's Economy

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



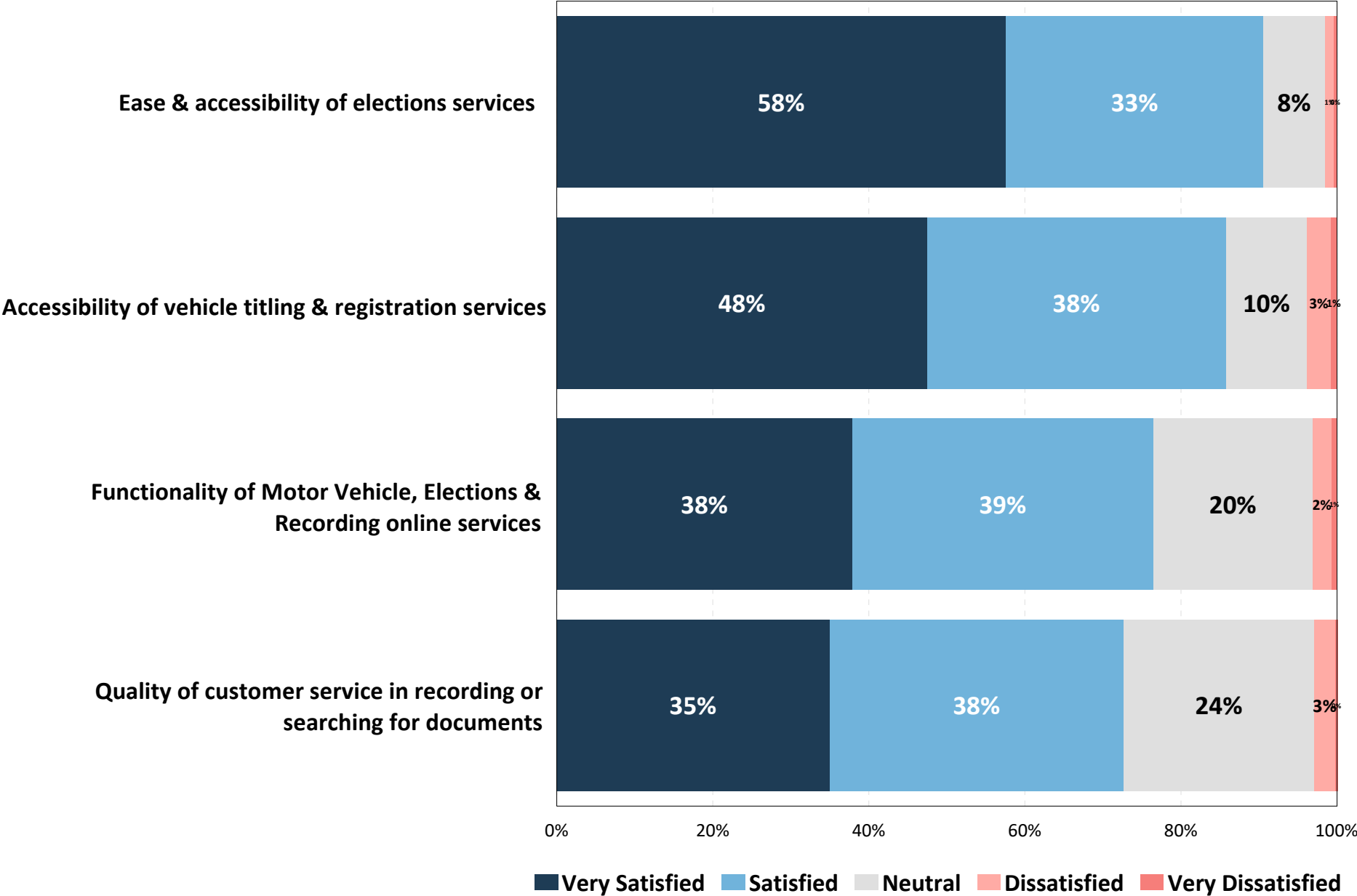
Q24. Aspects of the County’s Economy That Should Receive the Most Emphasis Over the Next Two Years

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



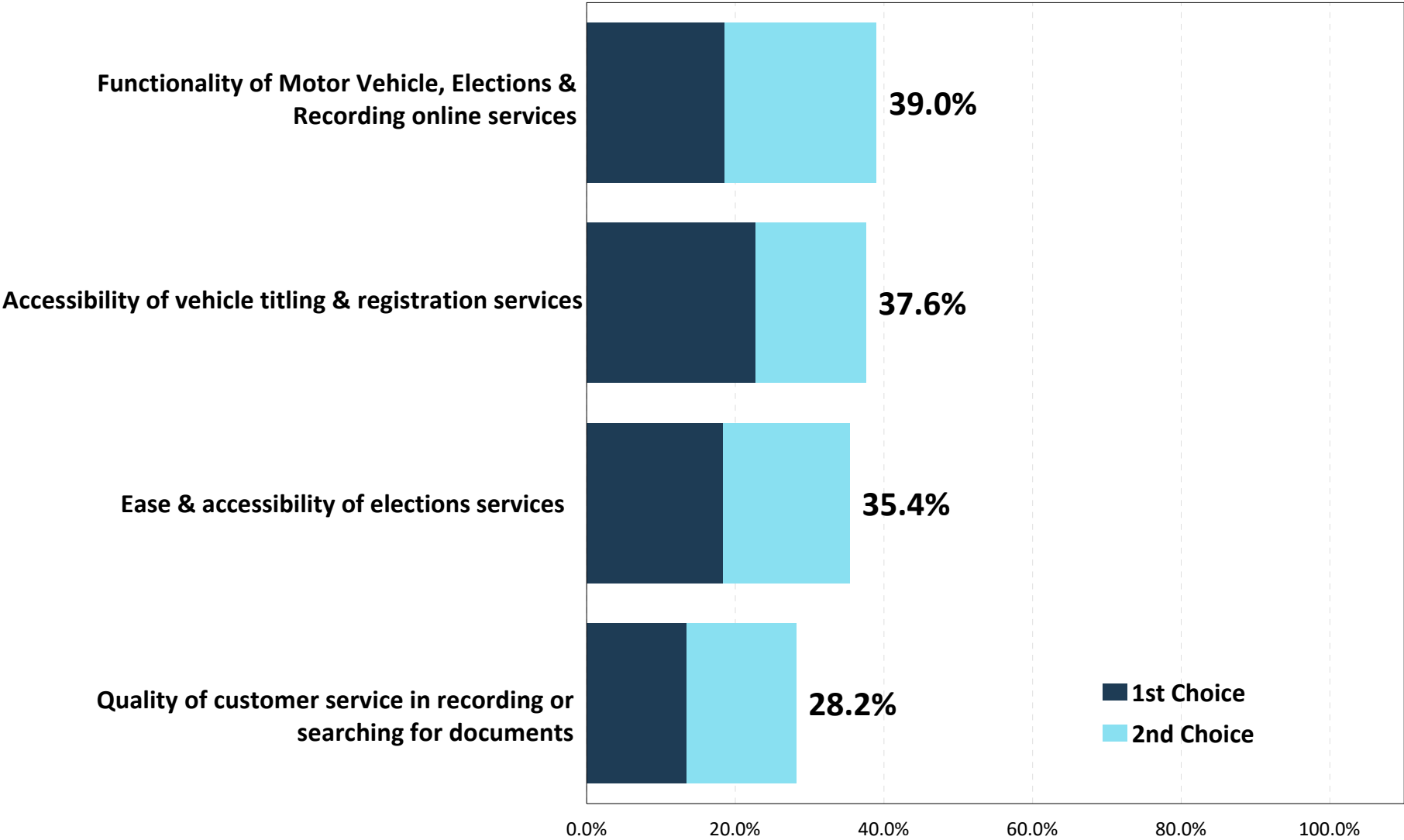
Q25. Satisfaction with Clerk and Recorder Services

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



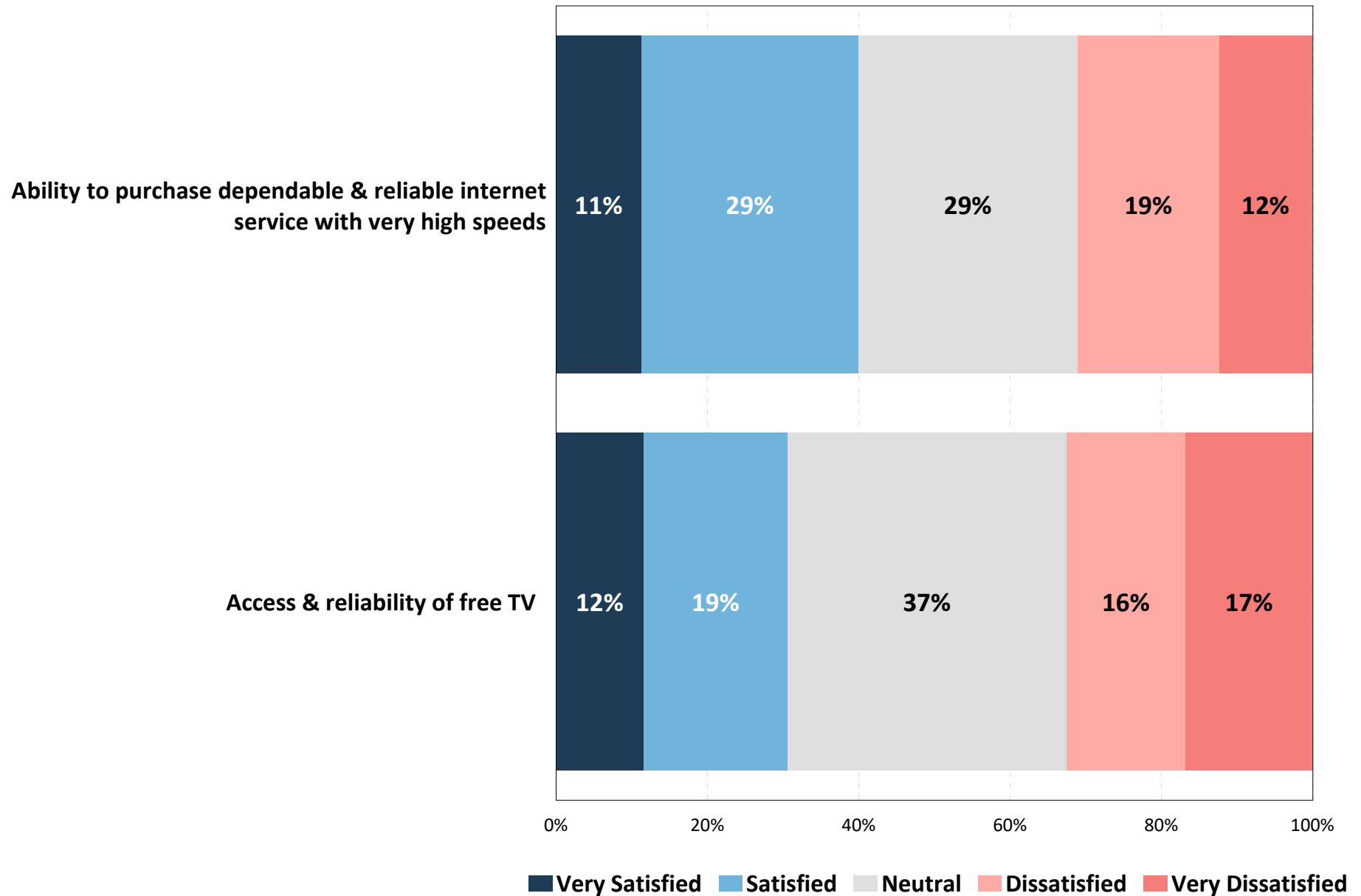
Q26. Clerk and Recorder Services That Should Receive the Most Emphasis Over the Next Two Years

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



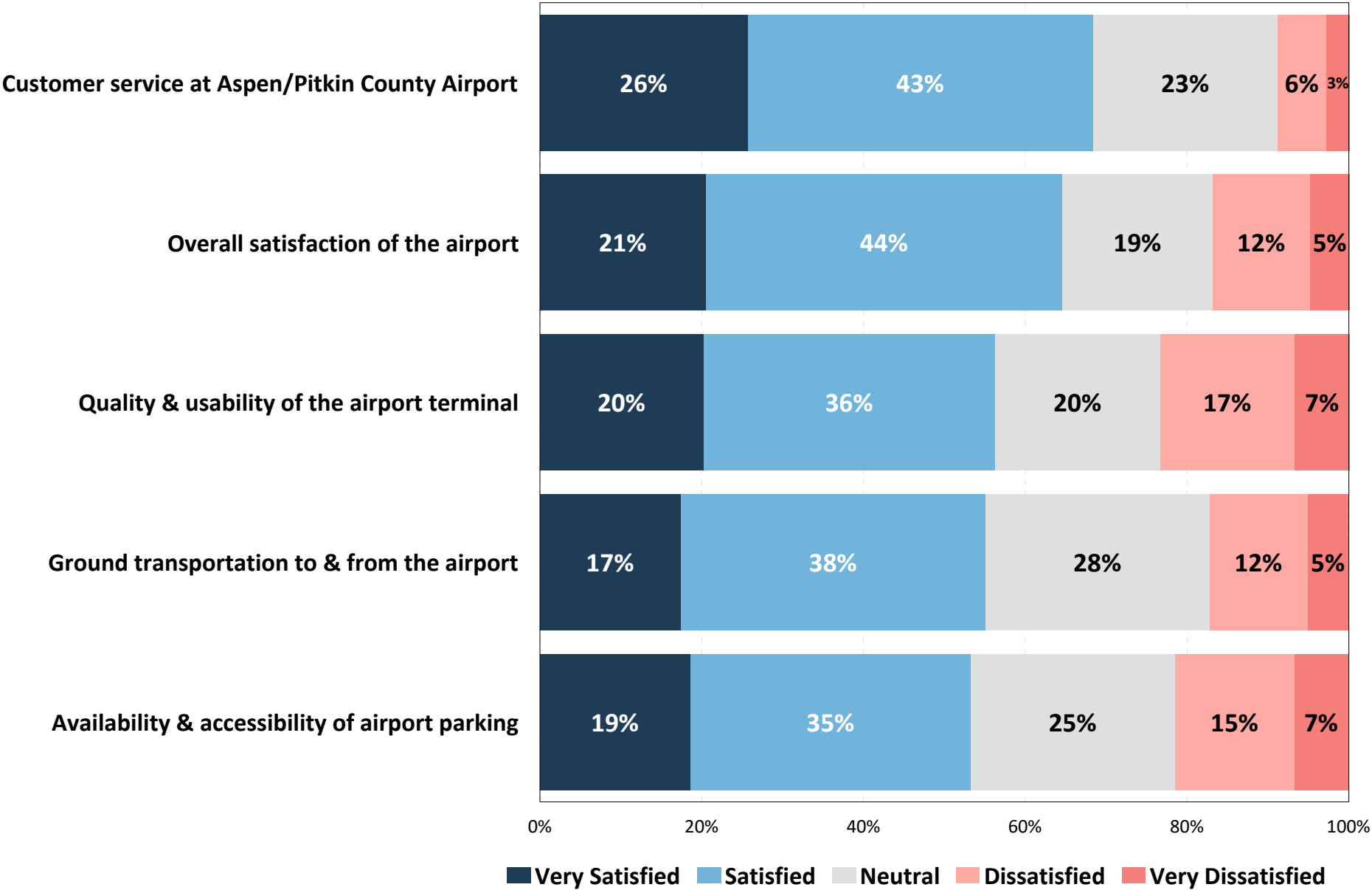
Q27. Satisfaction with Telecommunications Services

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



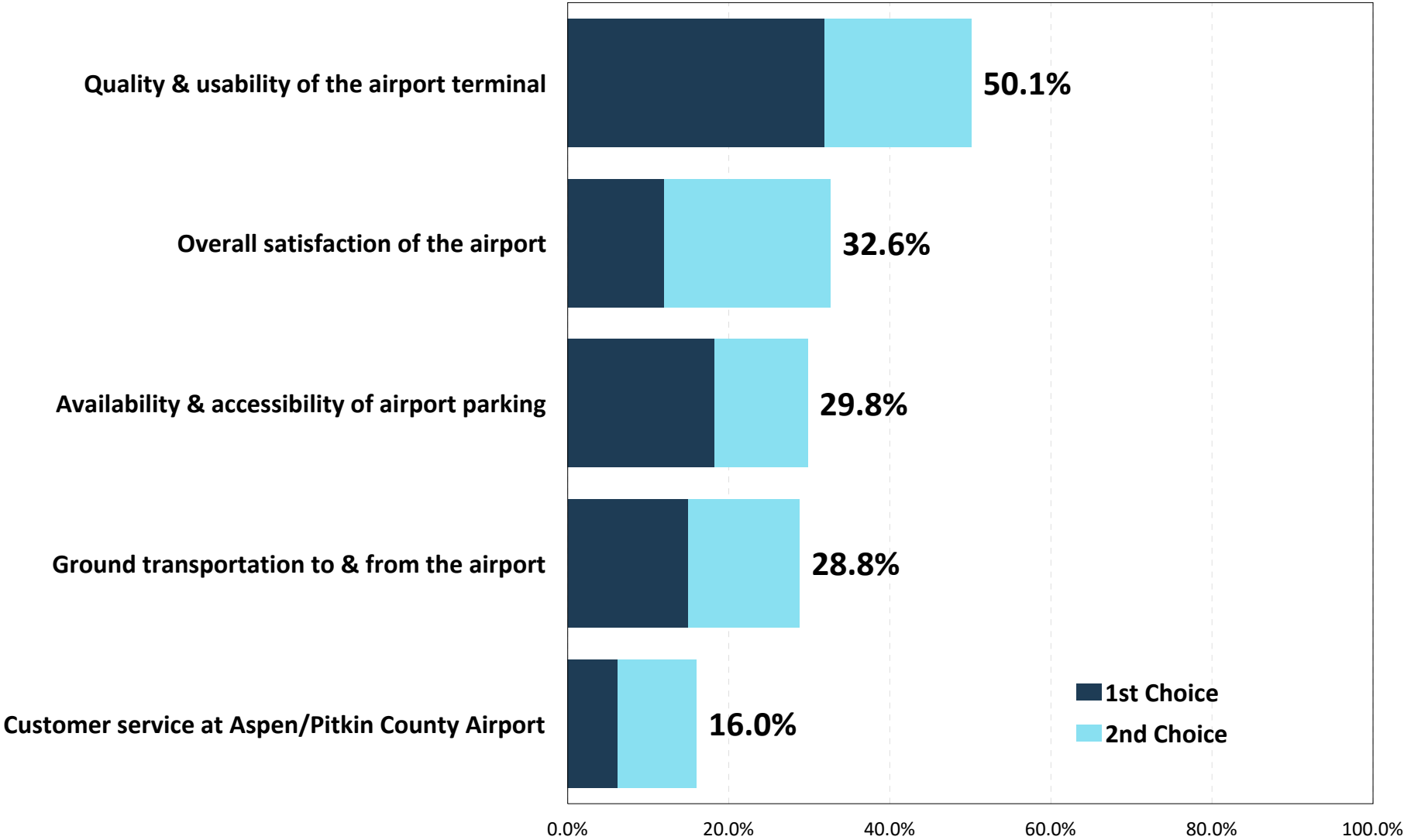
Q28. Satisfaction with Aspen/Pitkin County Airport Services

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



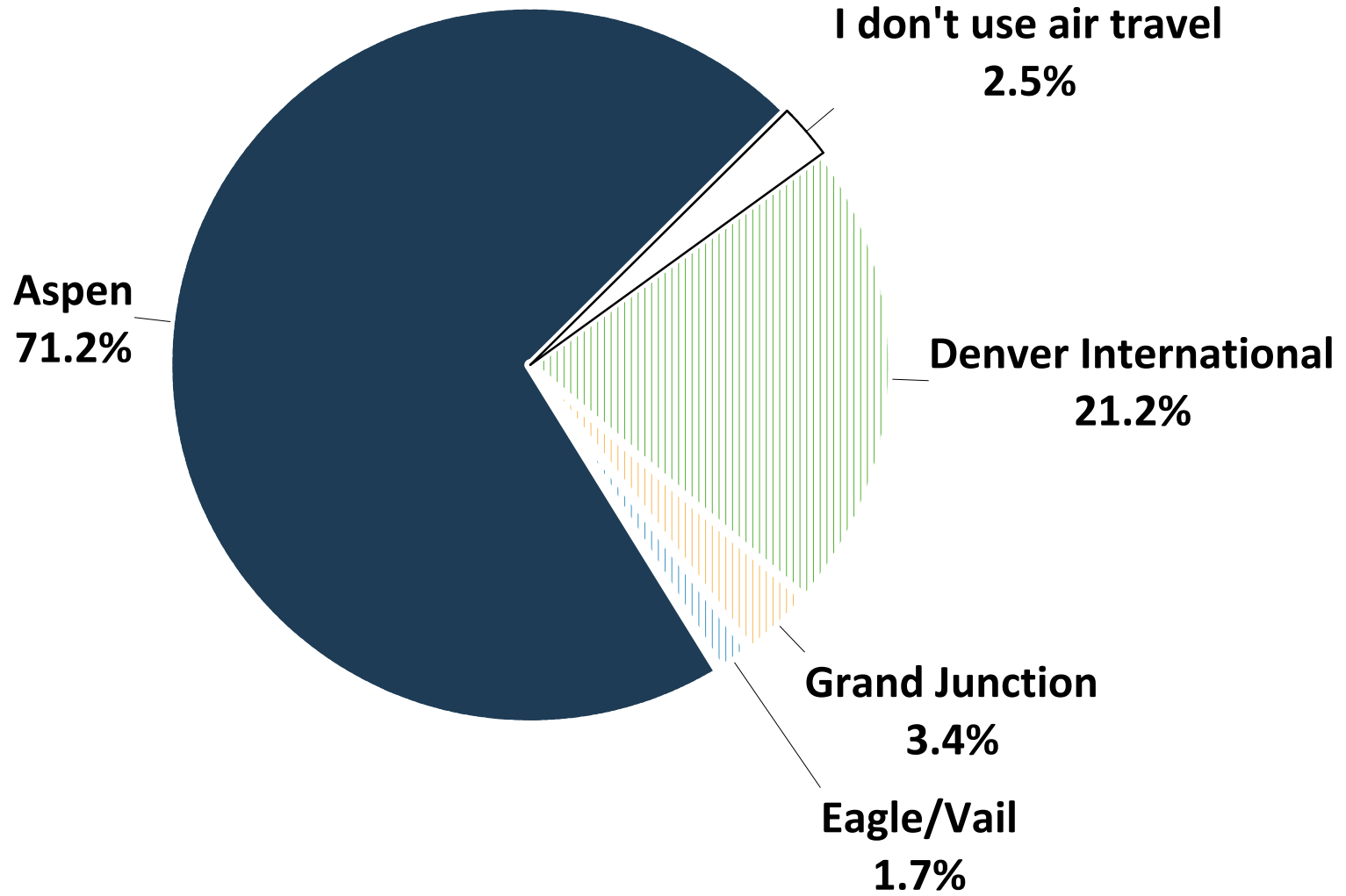
Q29. Aspen/Pitkin County Airport Services That Should Receive the Most Emphasis Over the Next Two Years

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



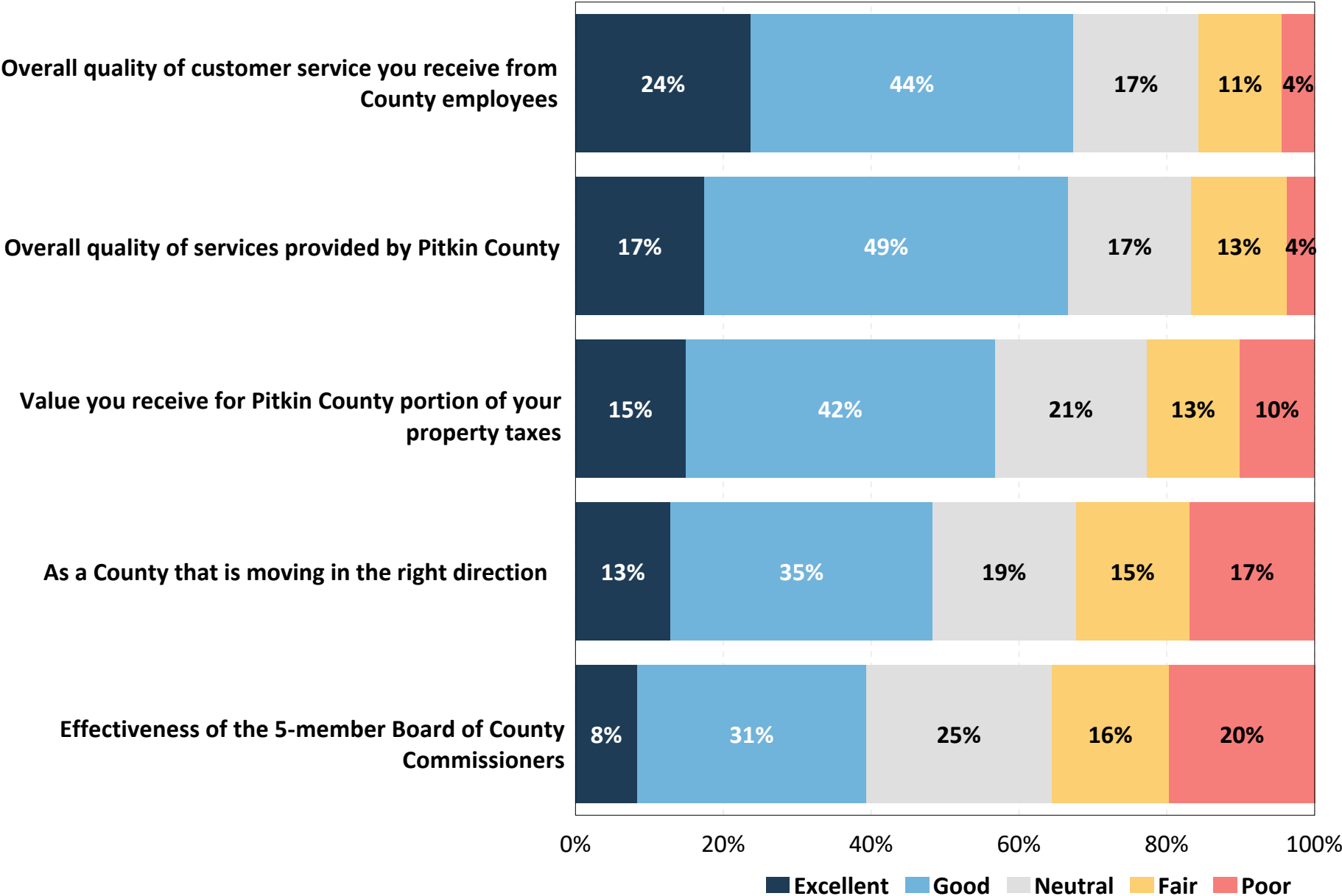
Q30. Which airport do you fly into and out of most often?

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



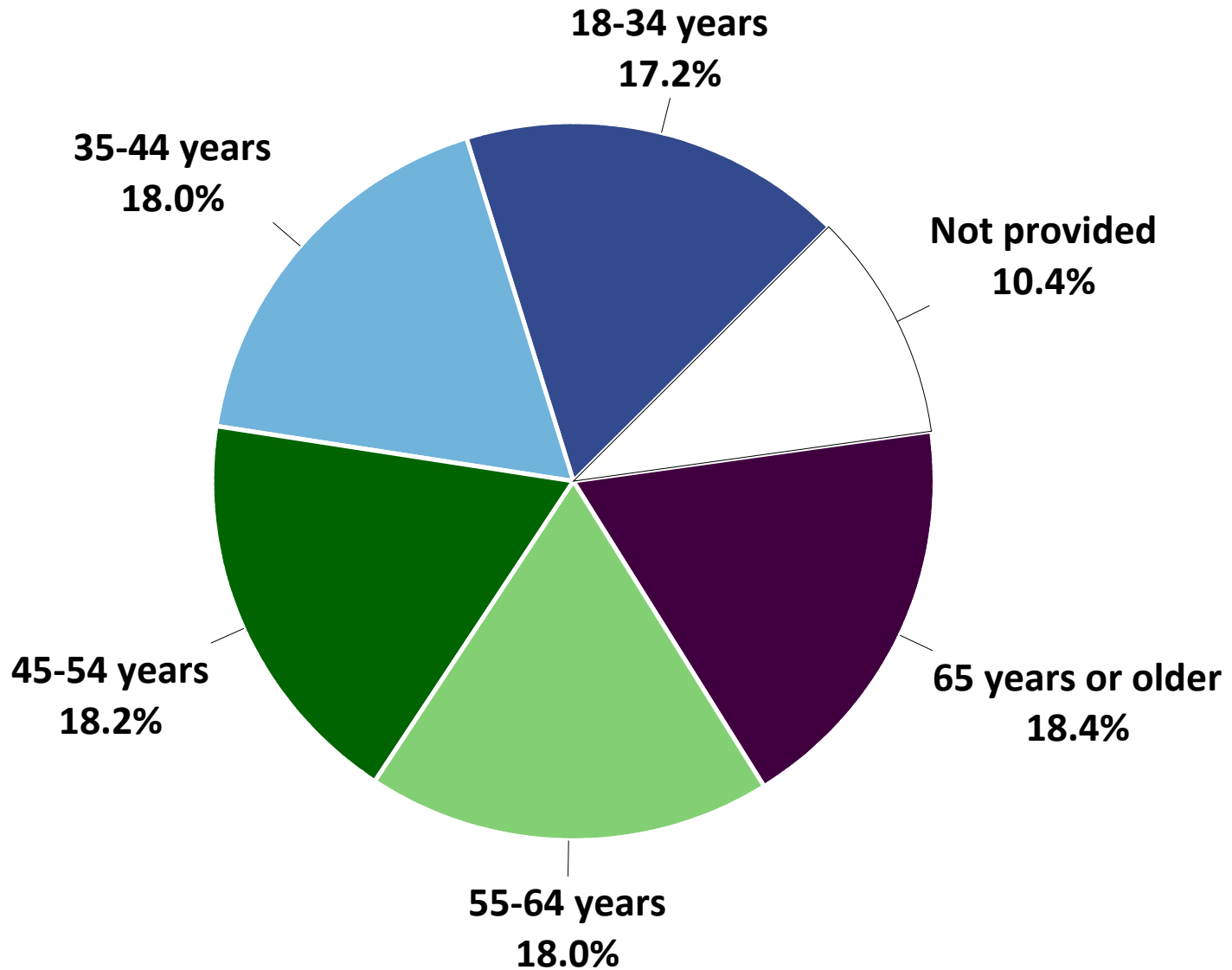
Q31. Overall Ratings of Pitkin County

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



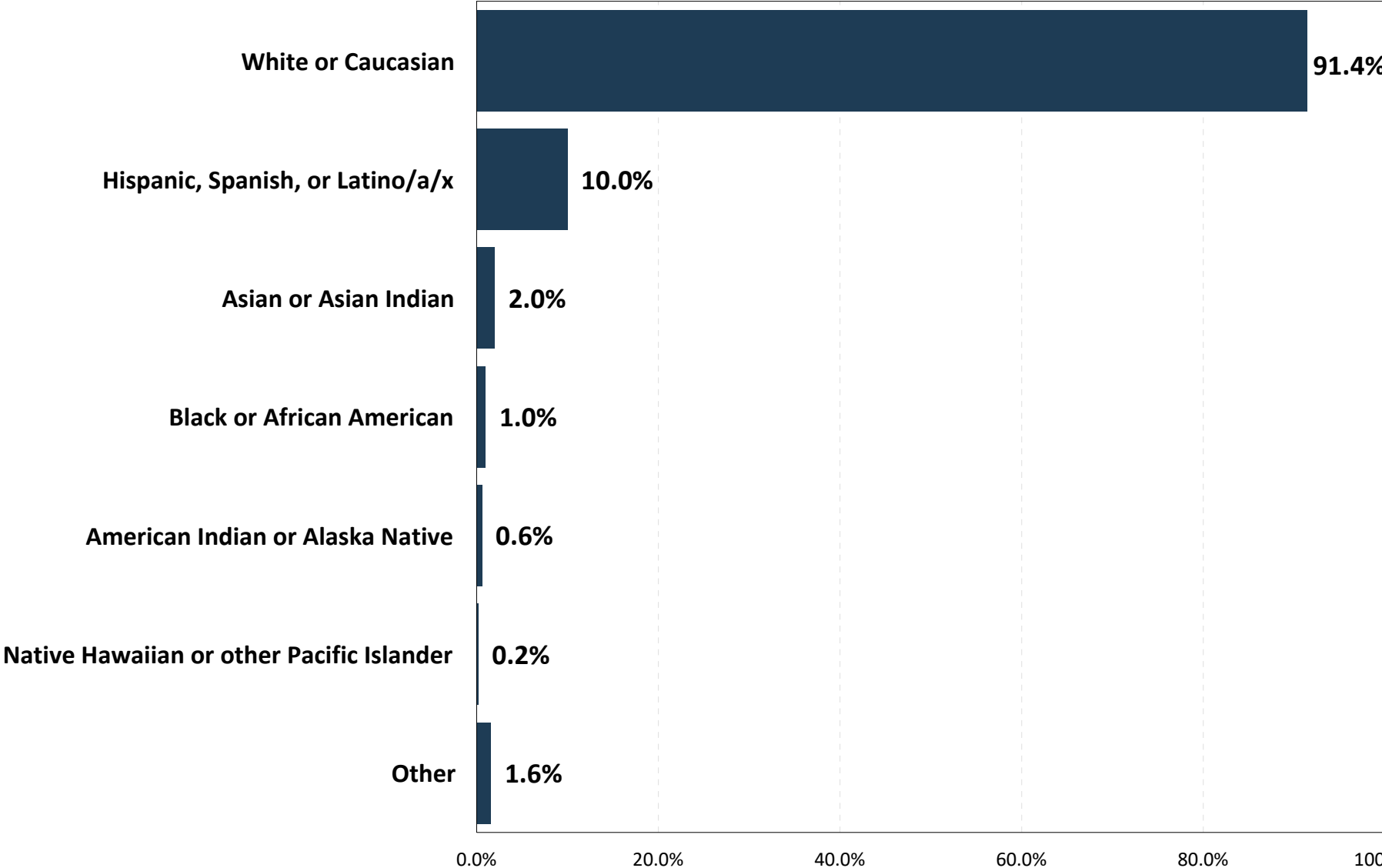
Q33. Demographics: What is your age?

by percentage of respondents



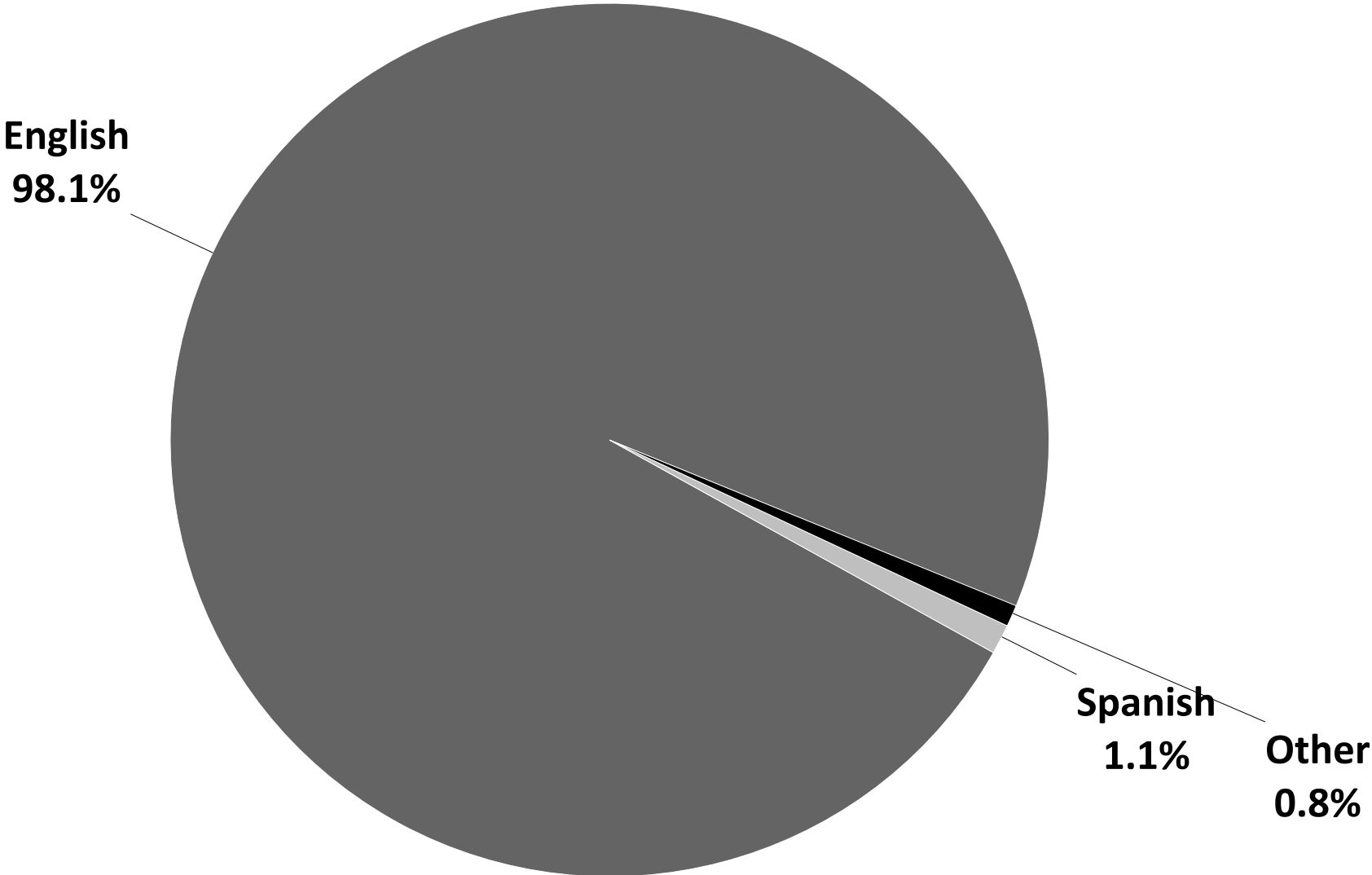
Q34. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected)



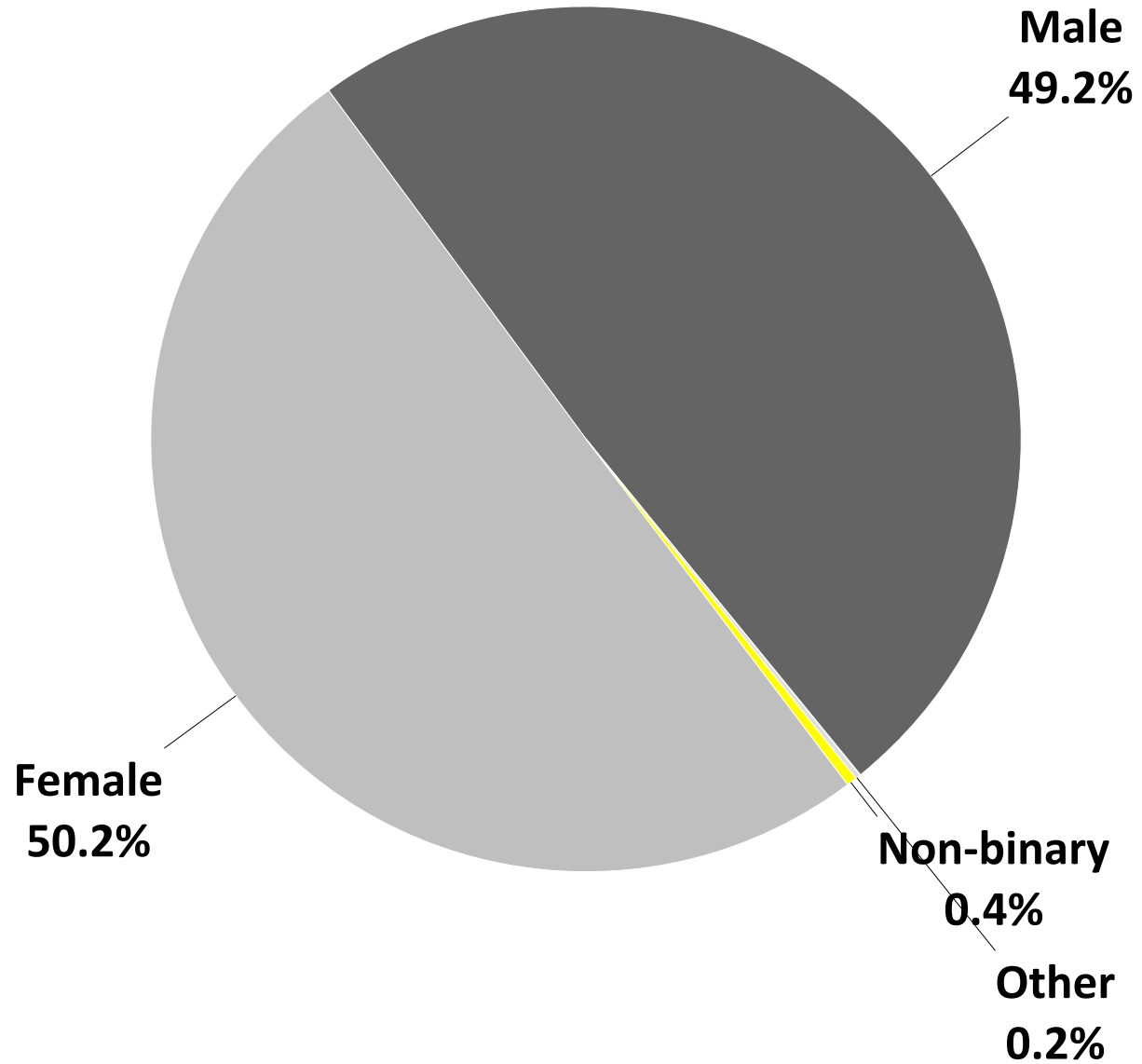
Q35. Demographics: What is the primary language spoken in your home?

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



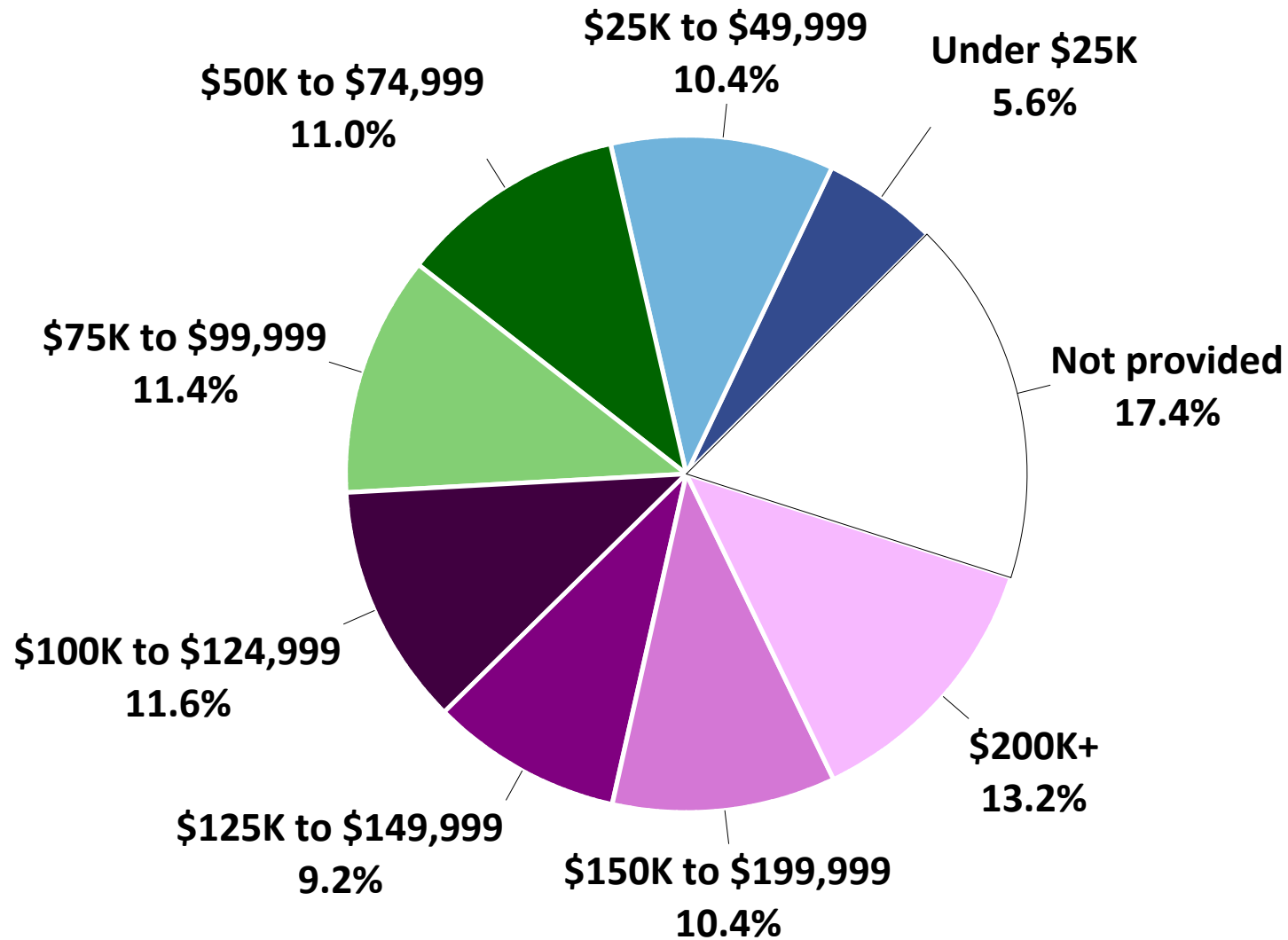
Q36. Demographics: What is your gender?

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



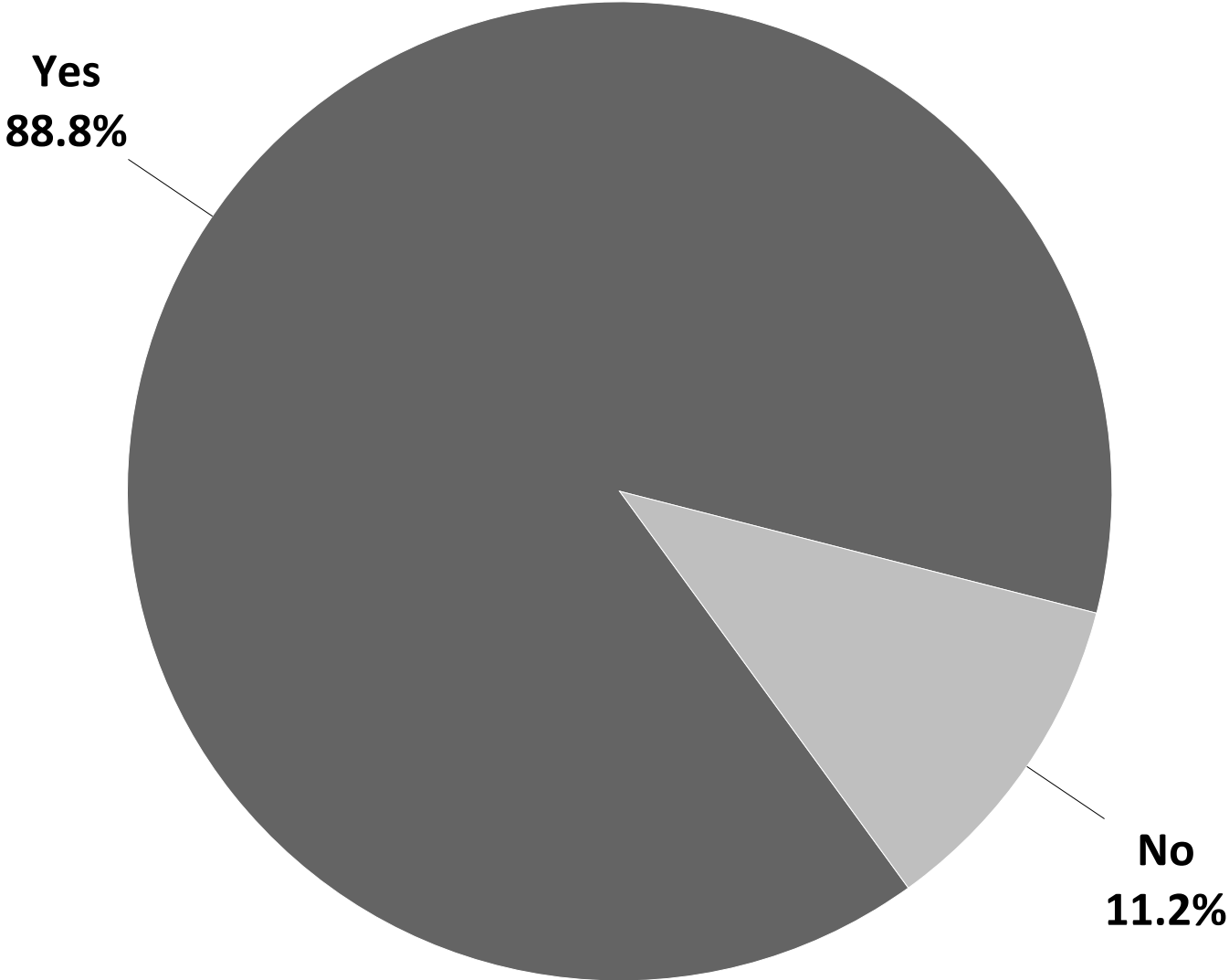
Q37. Demographics: Would you say your total household income is...

by percentage of respondents



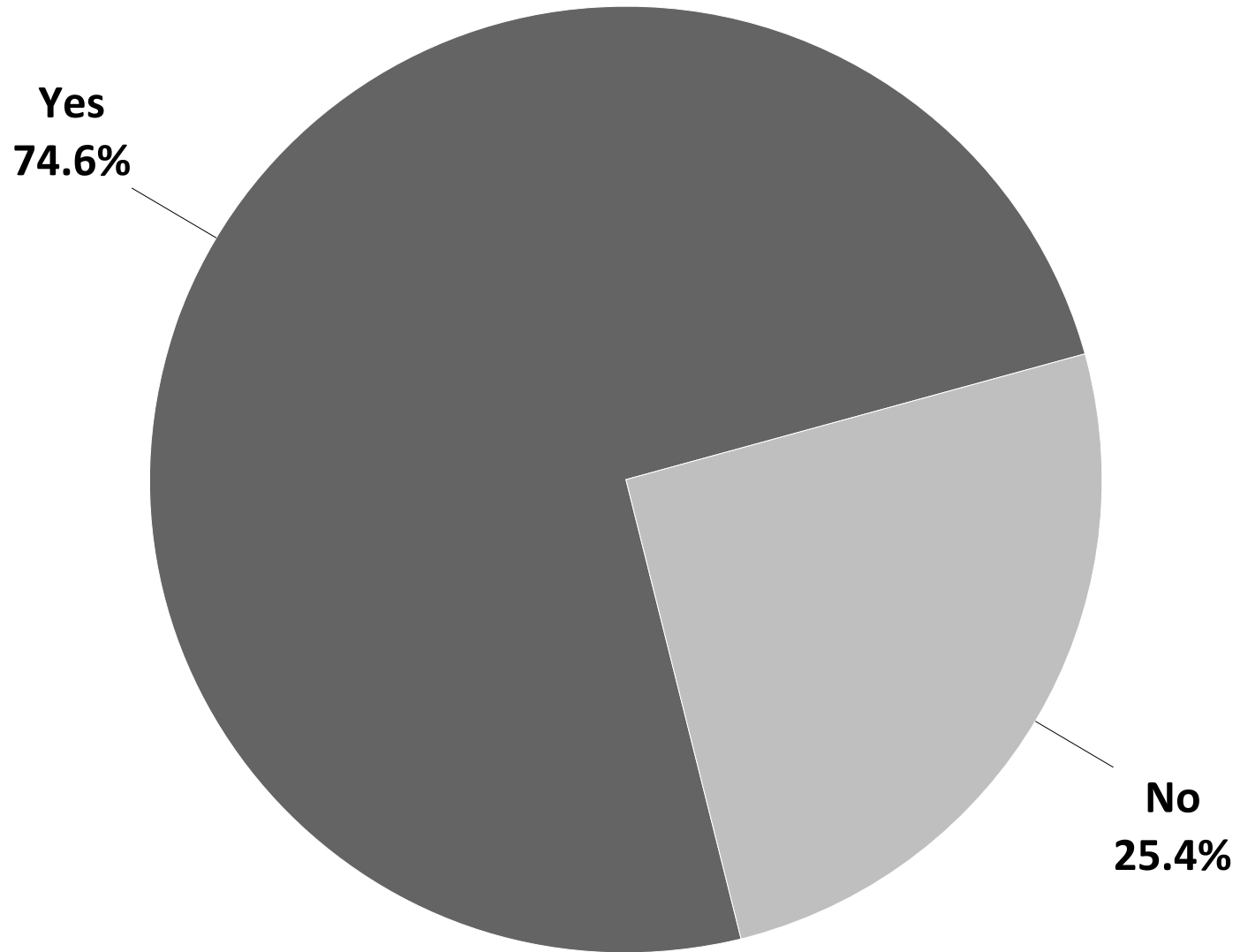
Q38. Demographics: Are you a registered voter in Pitkin County?

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



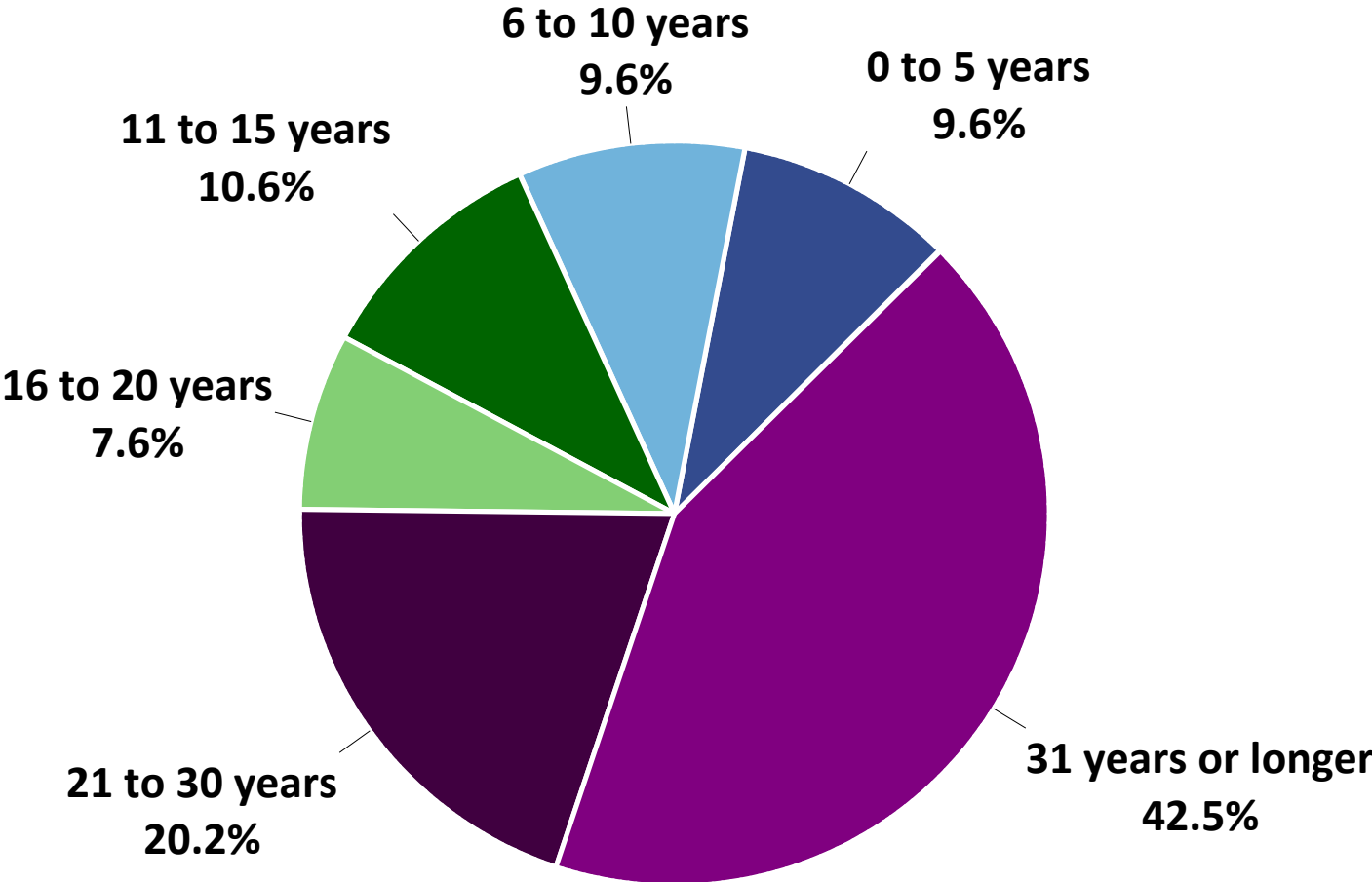
Q39. Demographics: Are you employed?

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



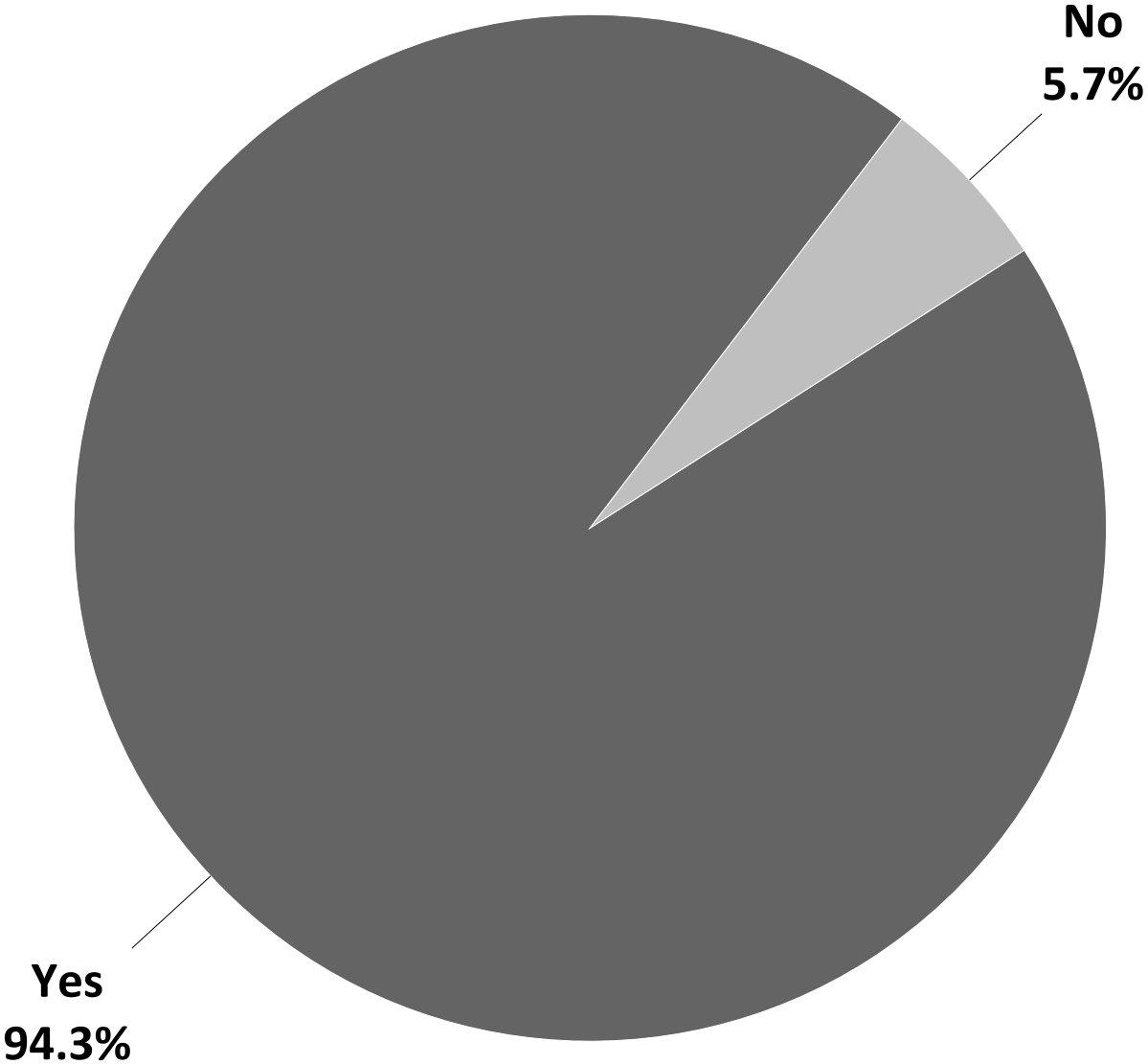
Q40. Demographics: Approximately how many years have you lived in Pitkin County?

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



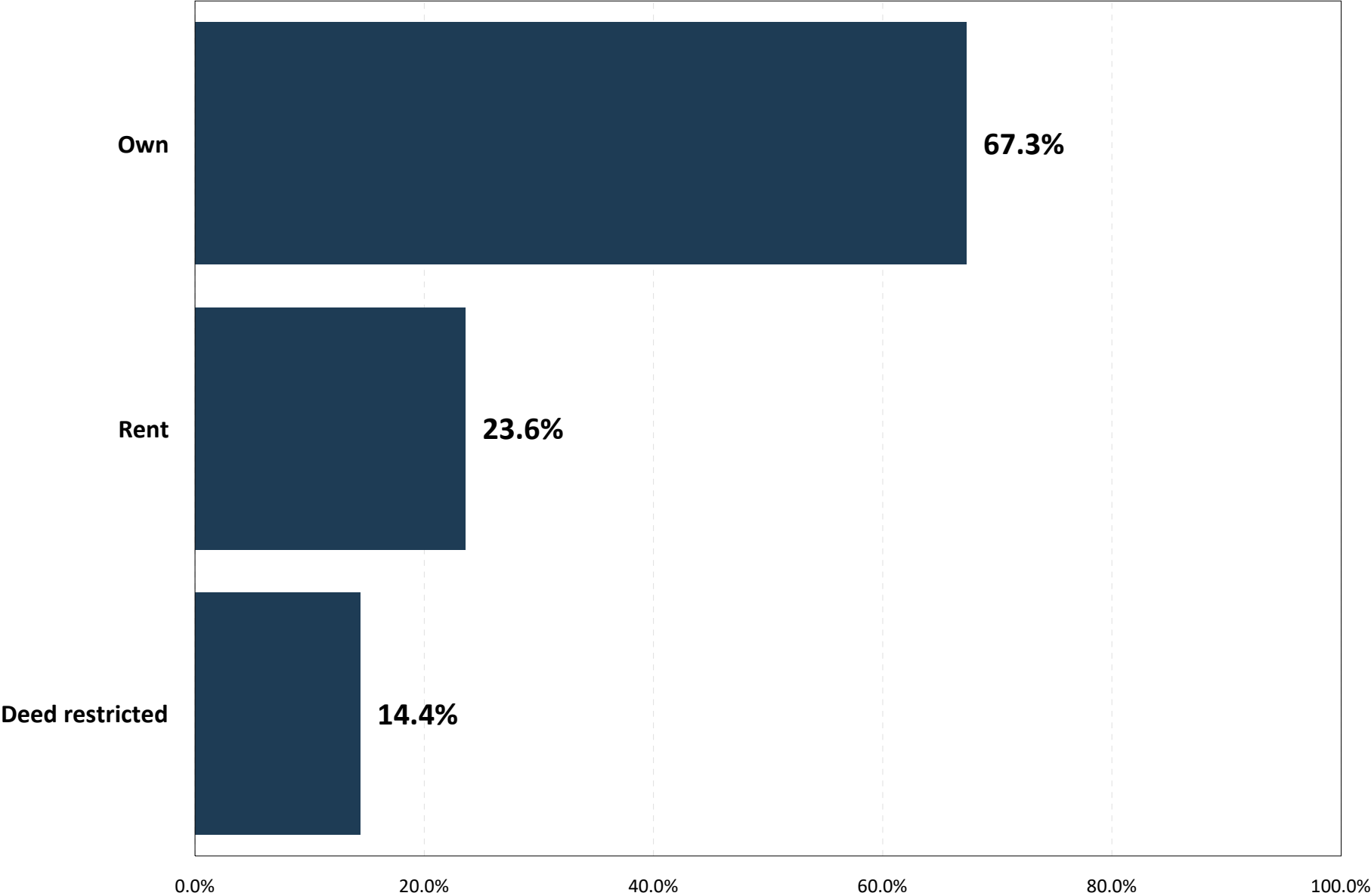
Q41. Demographics: Is this your primary place of residence?

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



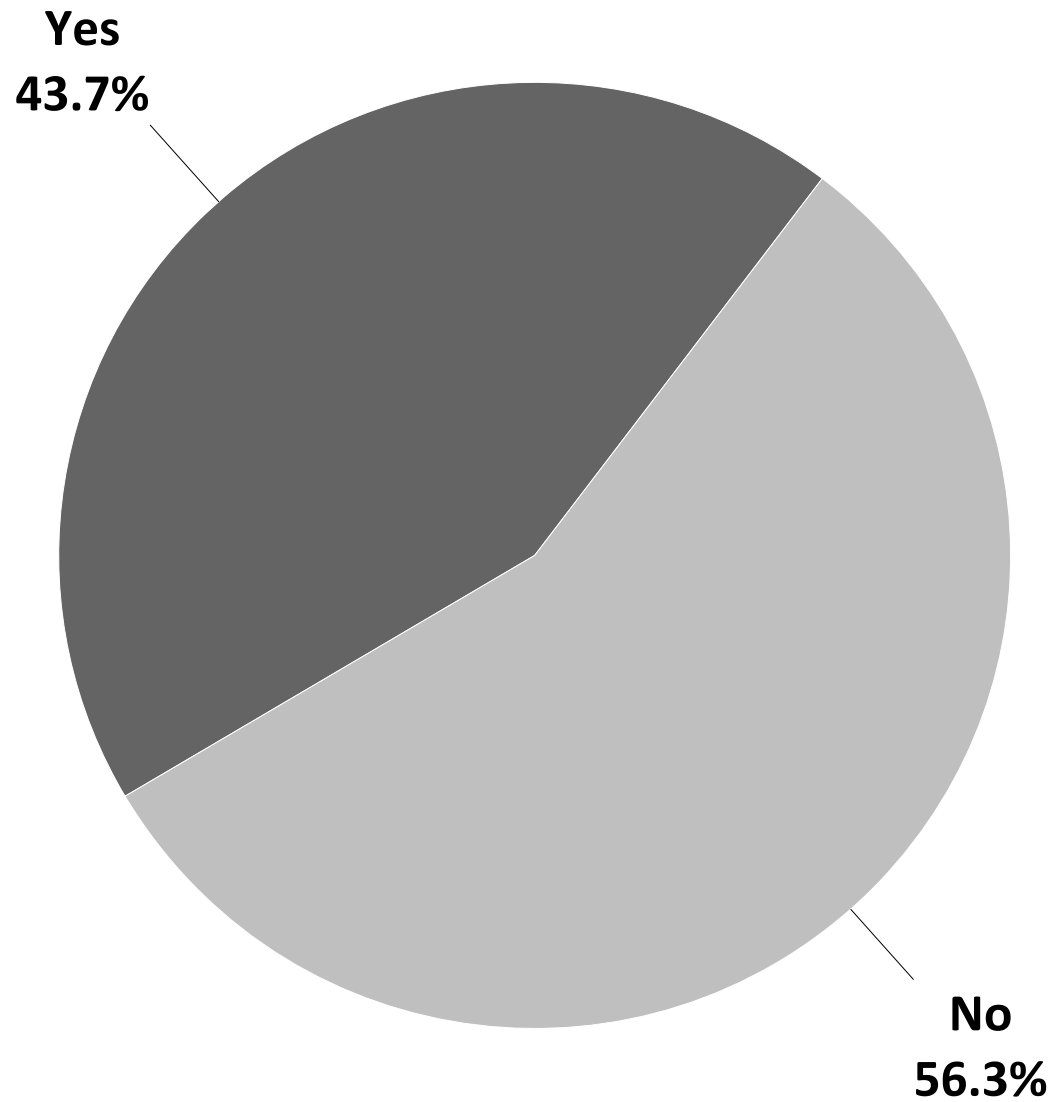
Q42. Demographics: Do you own or rent your current residence?

by percentage of respondents (multiple choices could be selected)



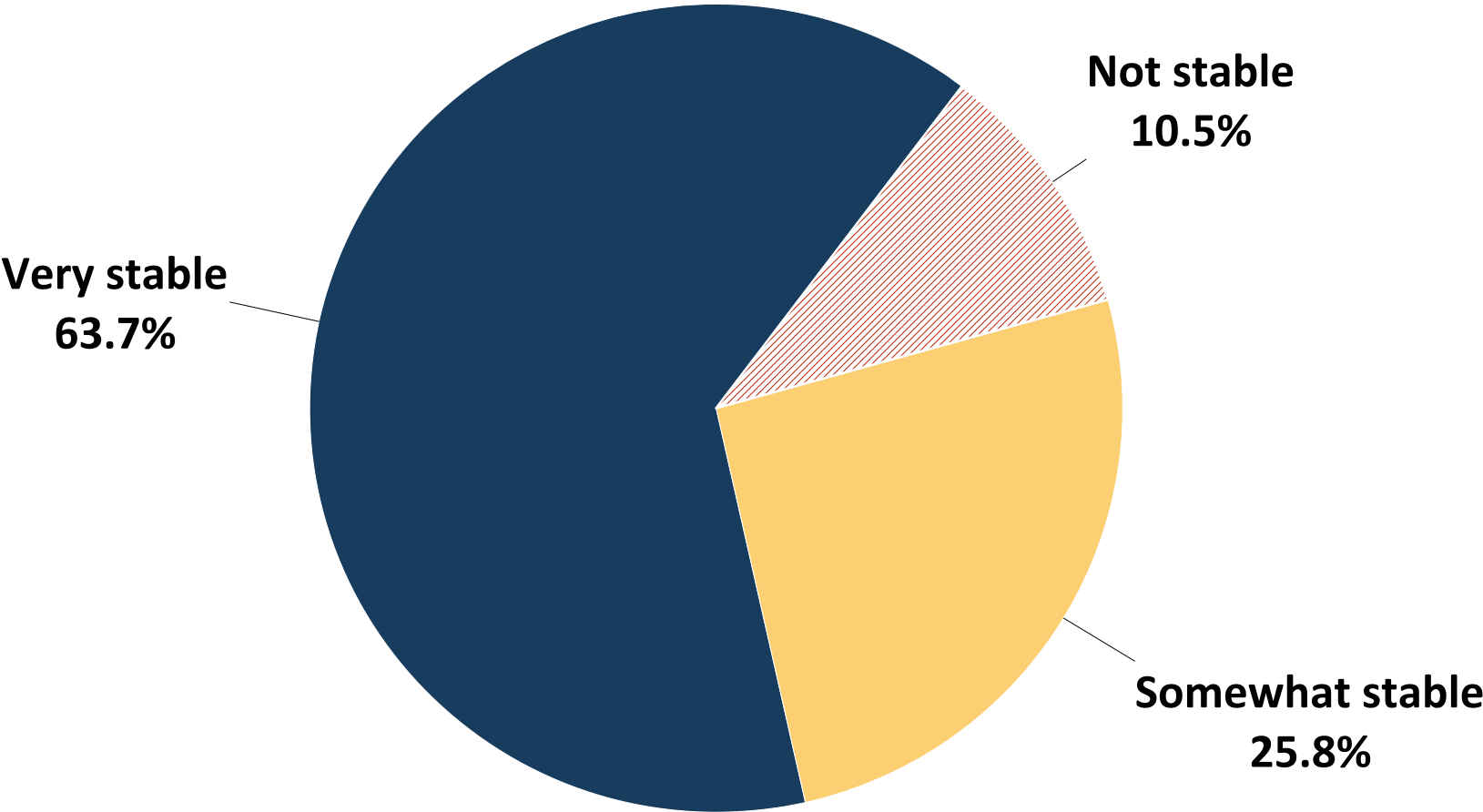
Q43. Demographics: Are you interested in or currently living in APCHA or deed restricted housing?

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



Q44. Demographics: How stable is your current housing situation?

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





2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

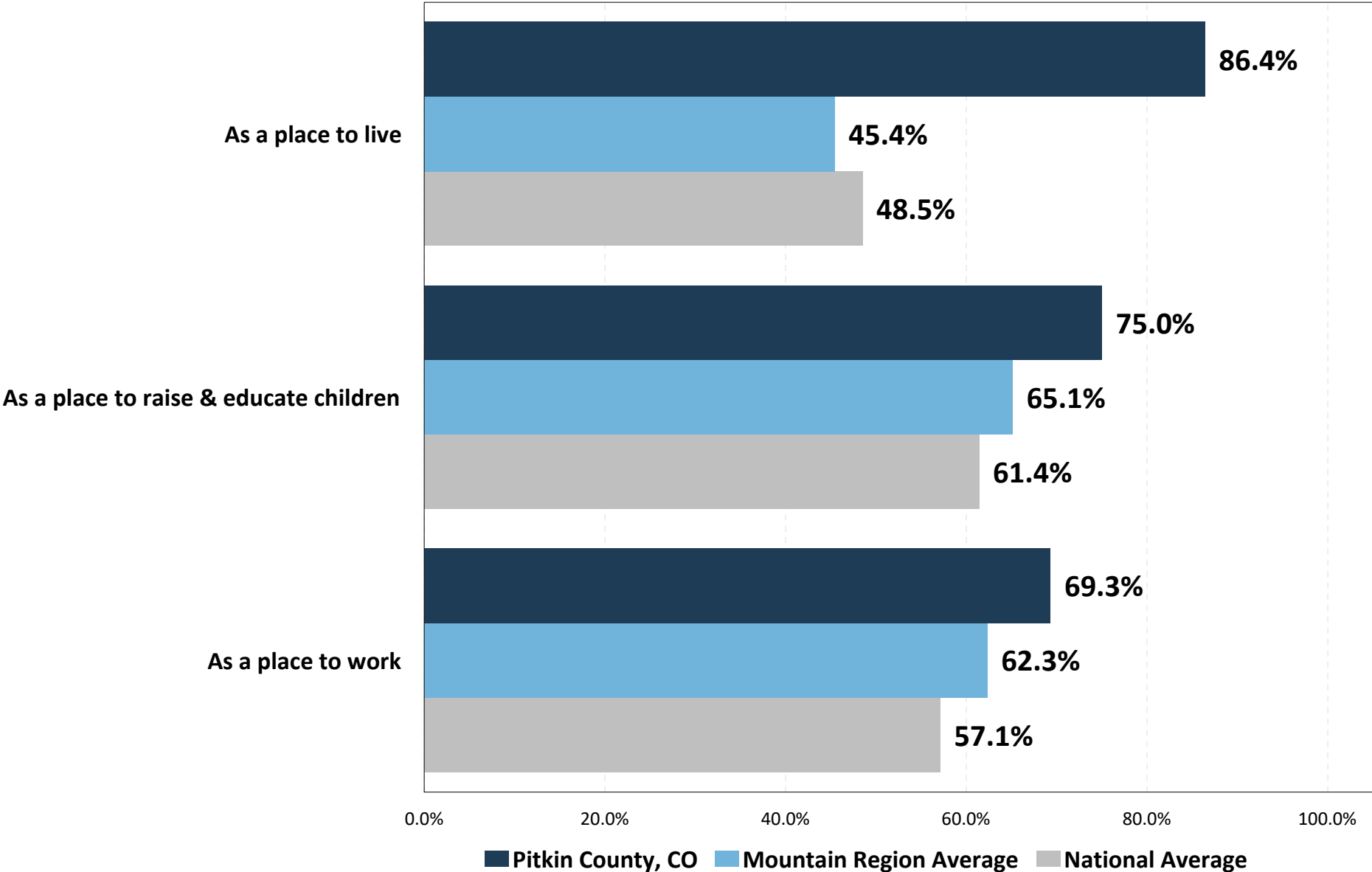
This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Mountain Region of the United States. The Mountain Region includes the states of Colorado, Arizona, Nevada, New Mexico, Utah, and Wyoming.

The charts on the following pages show how the results for Pitkin County compare to the national average and the Mountain regional average. The dark blue bar shows the results for Pitkin County. The light blue bar shows the Mountain regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

Overall Quality of Life

Pitkin County vs. Regional and National Averages

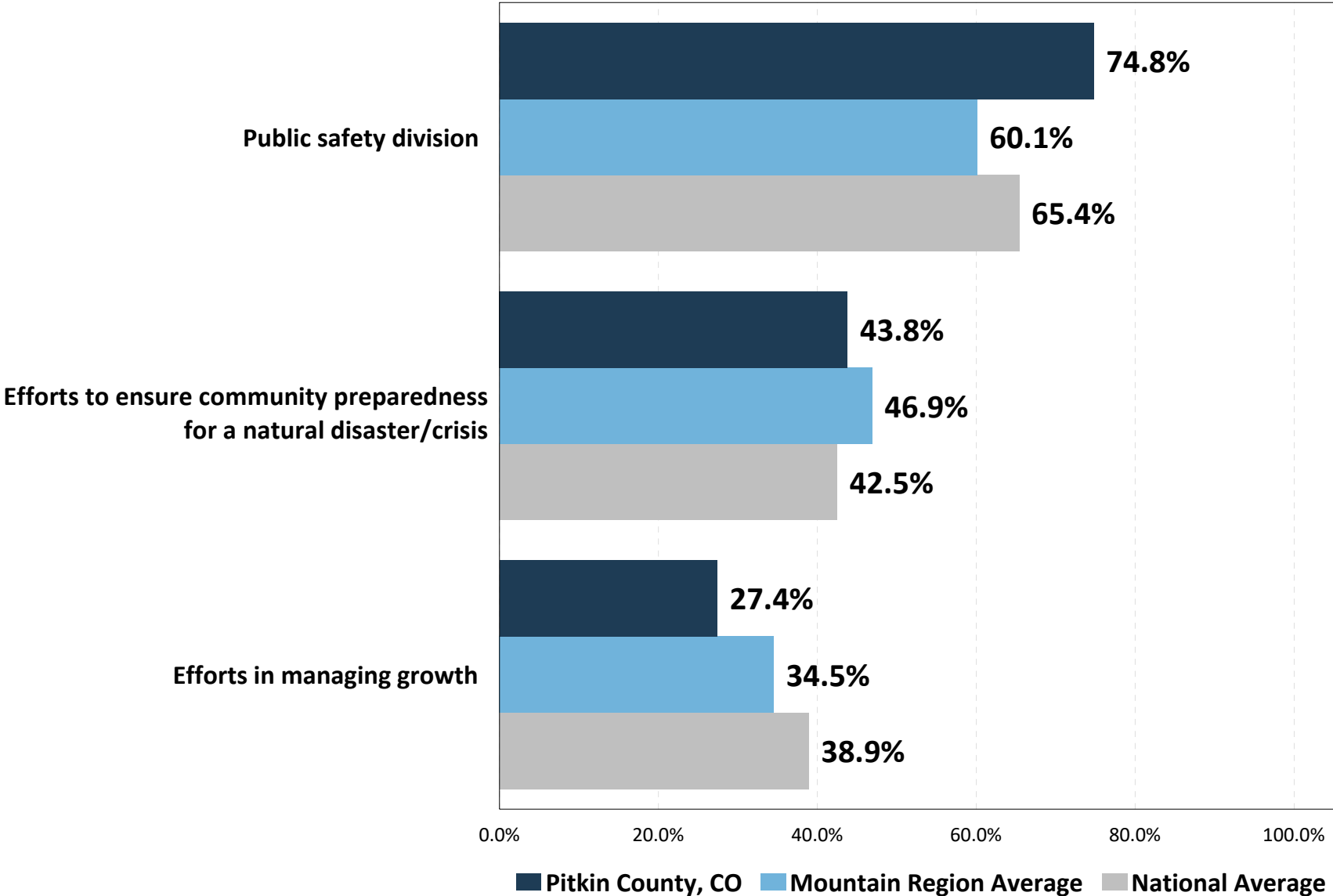
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



County Services and Initiatives

Pitkin County vs. Regional and National Averages

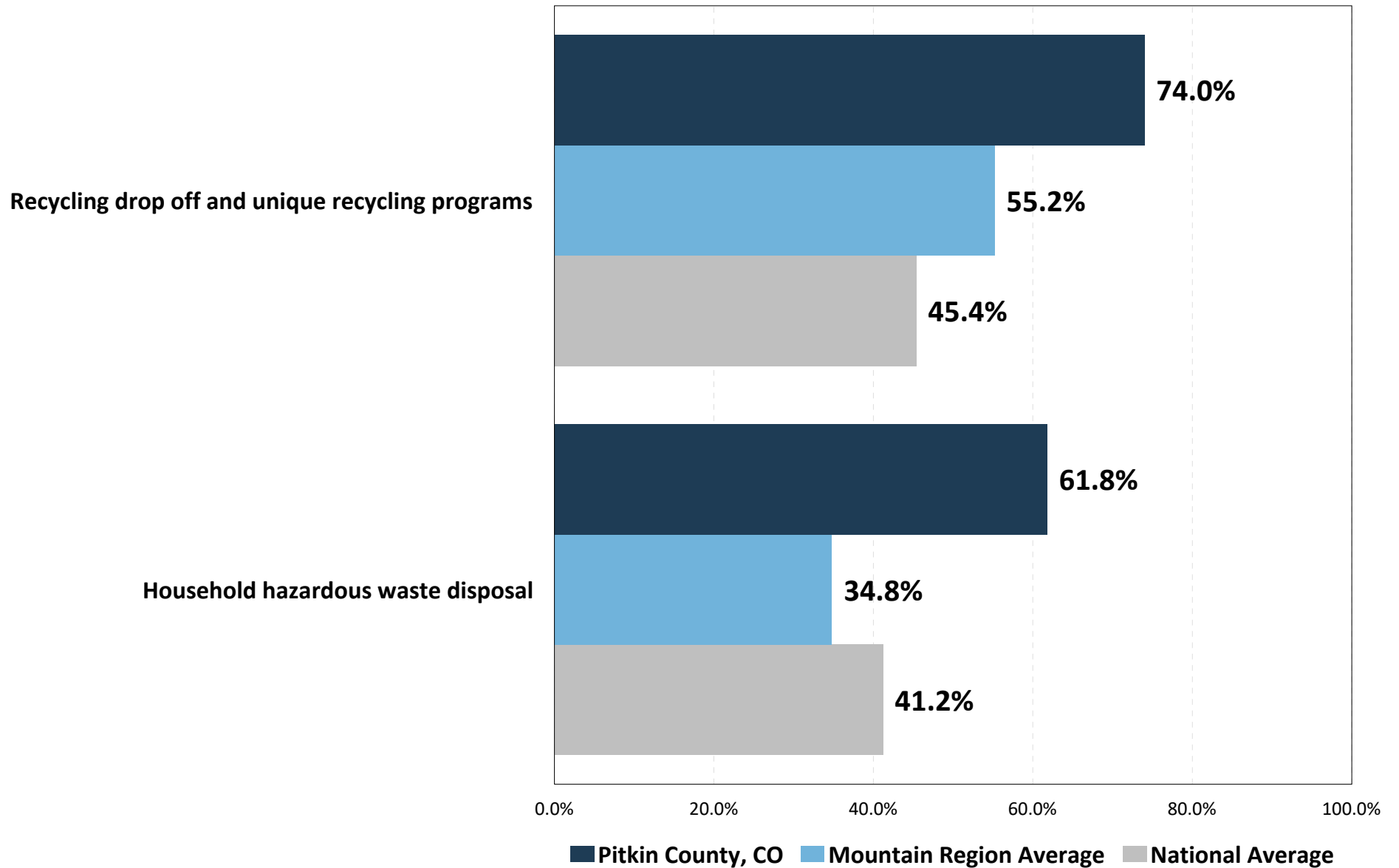
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



Landfill and Recycling

Pitkin County vs. Regional and National Averages

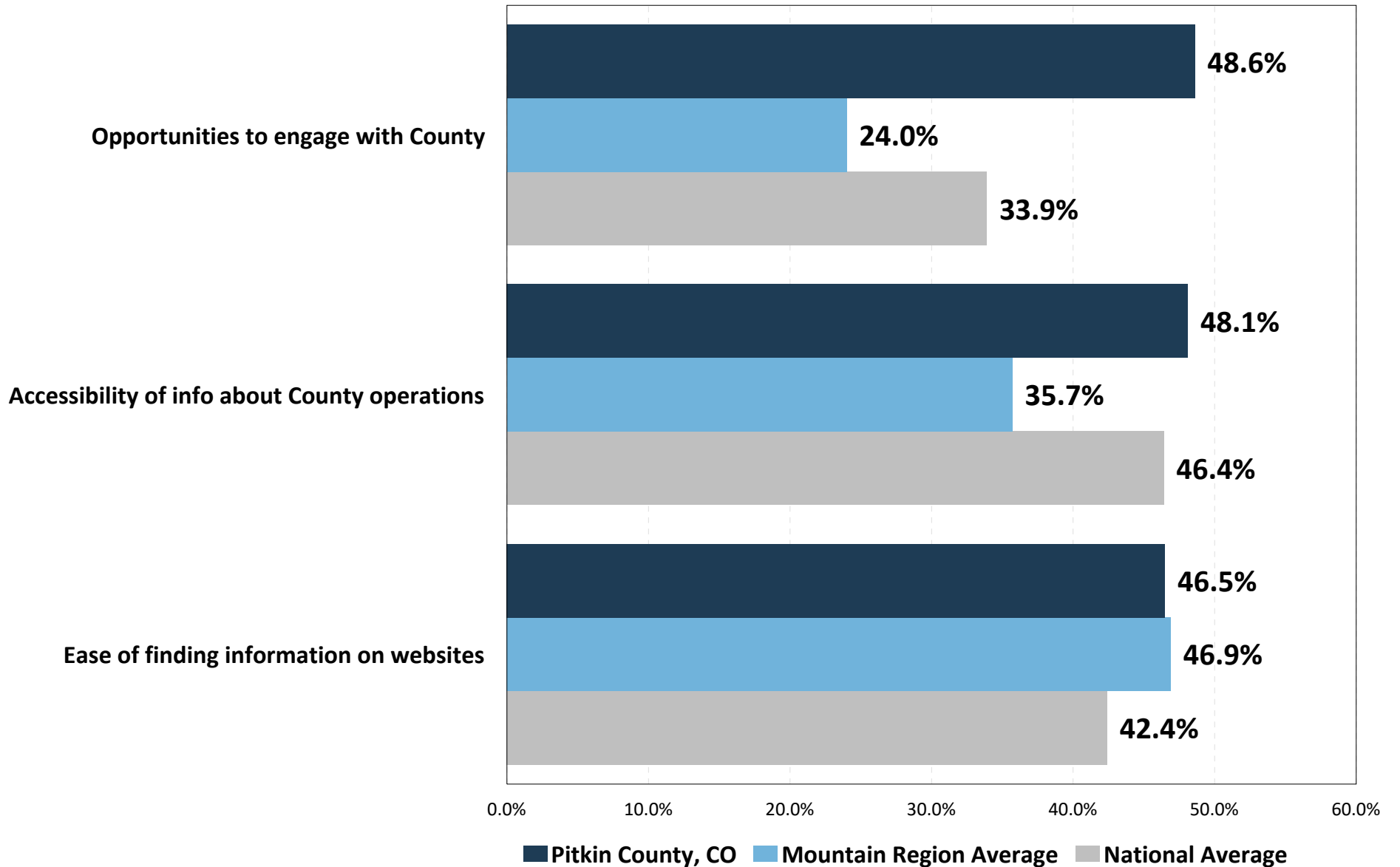
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



Public Communication and Outreach

Pitkin County vs. Regional and National Averages

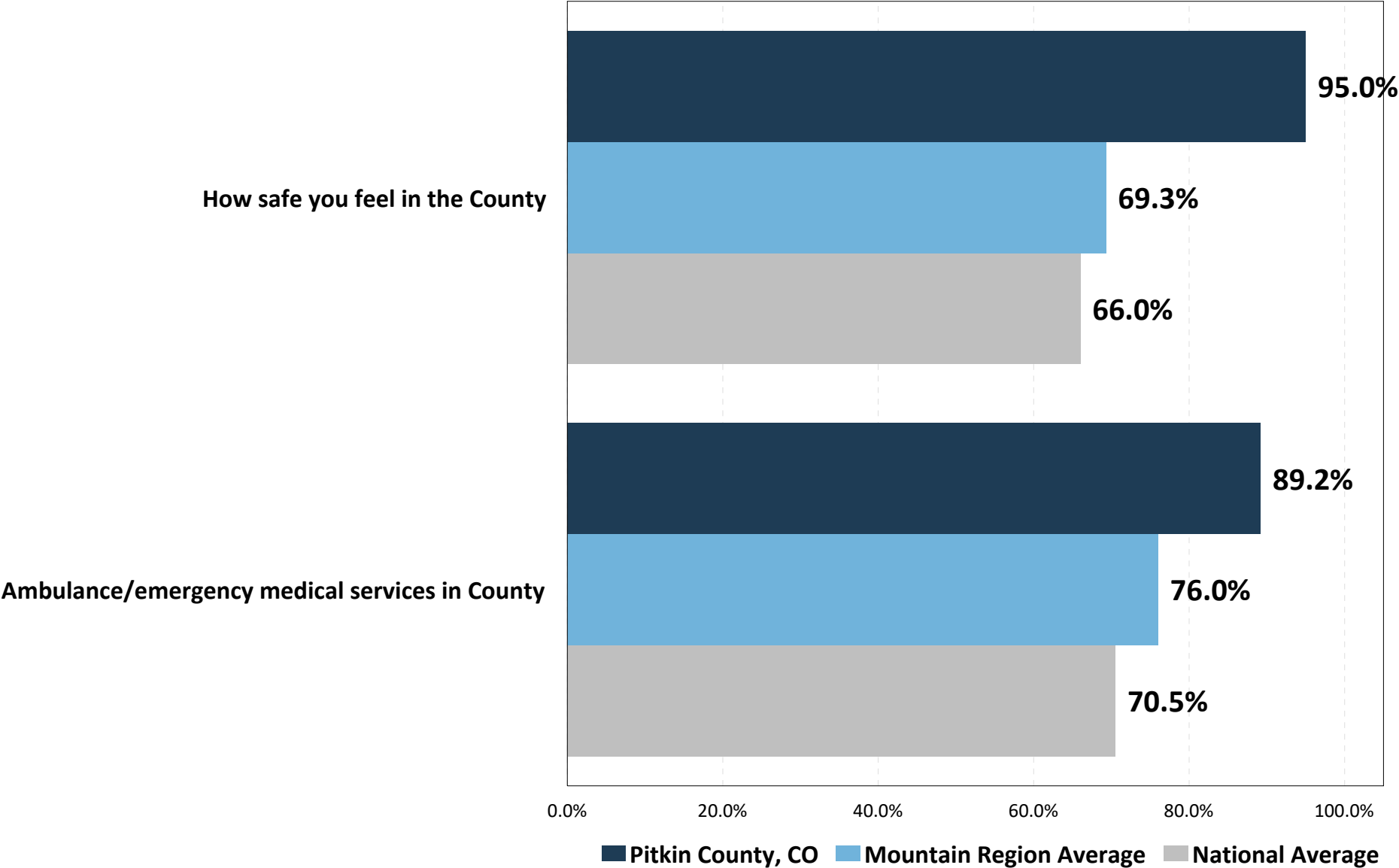
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



Sense of Personal Safety

Pitkin County vs. Regional and National Averages

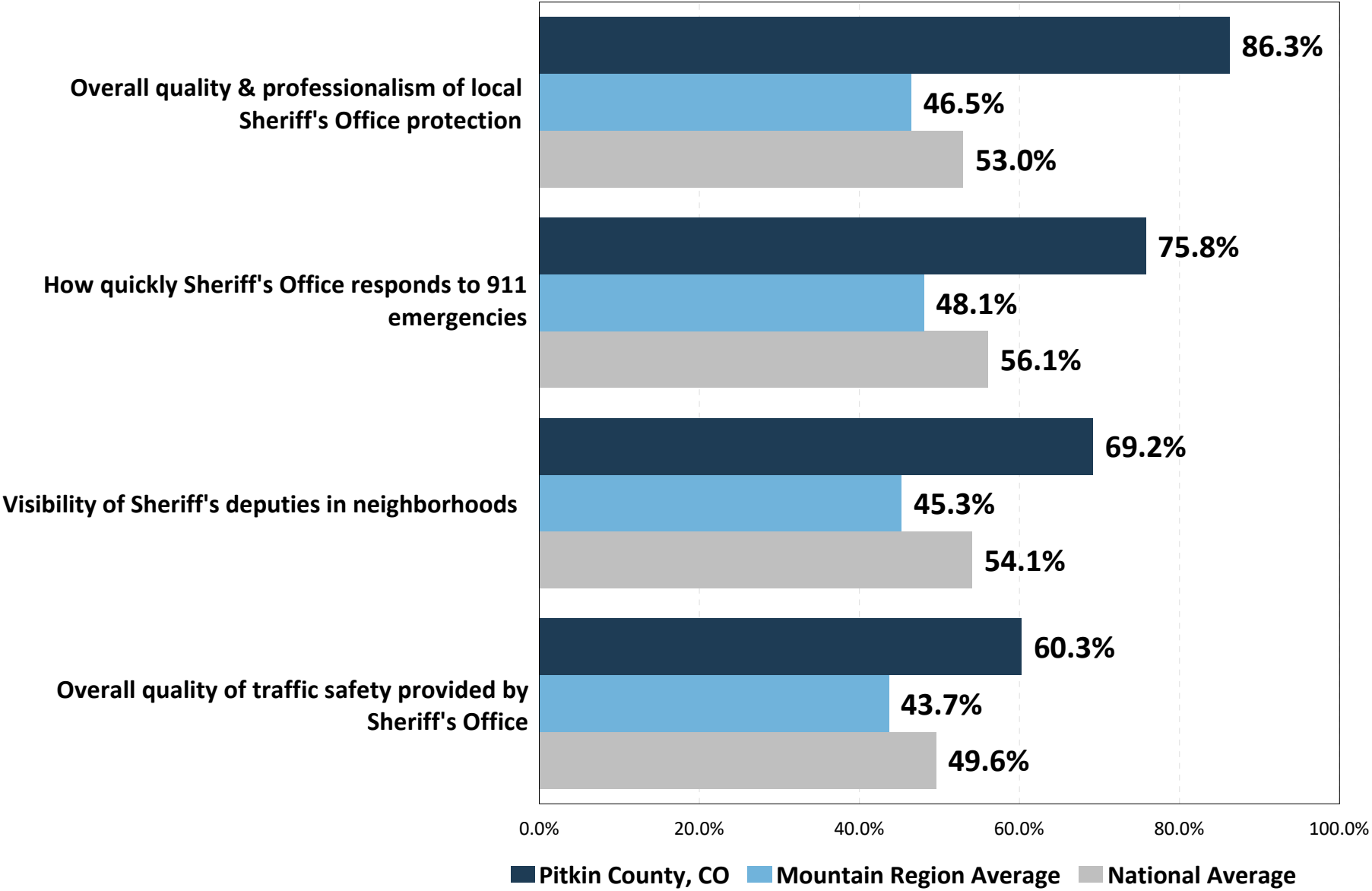
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



Public Safety in the County

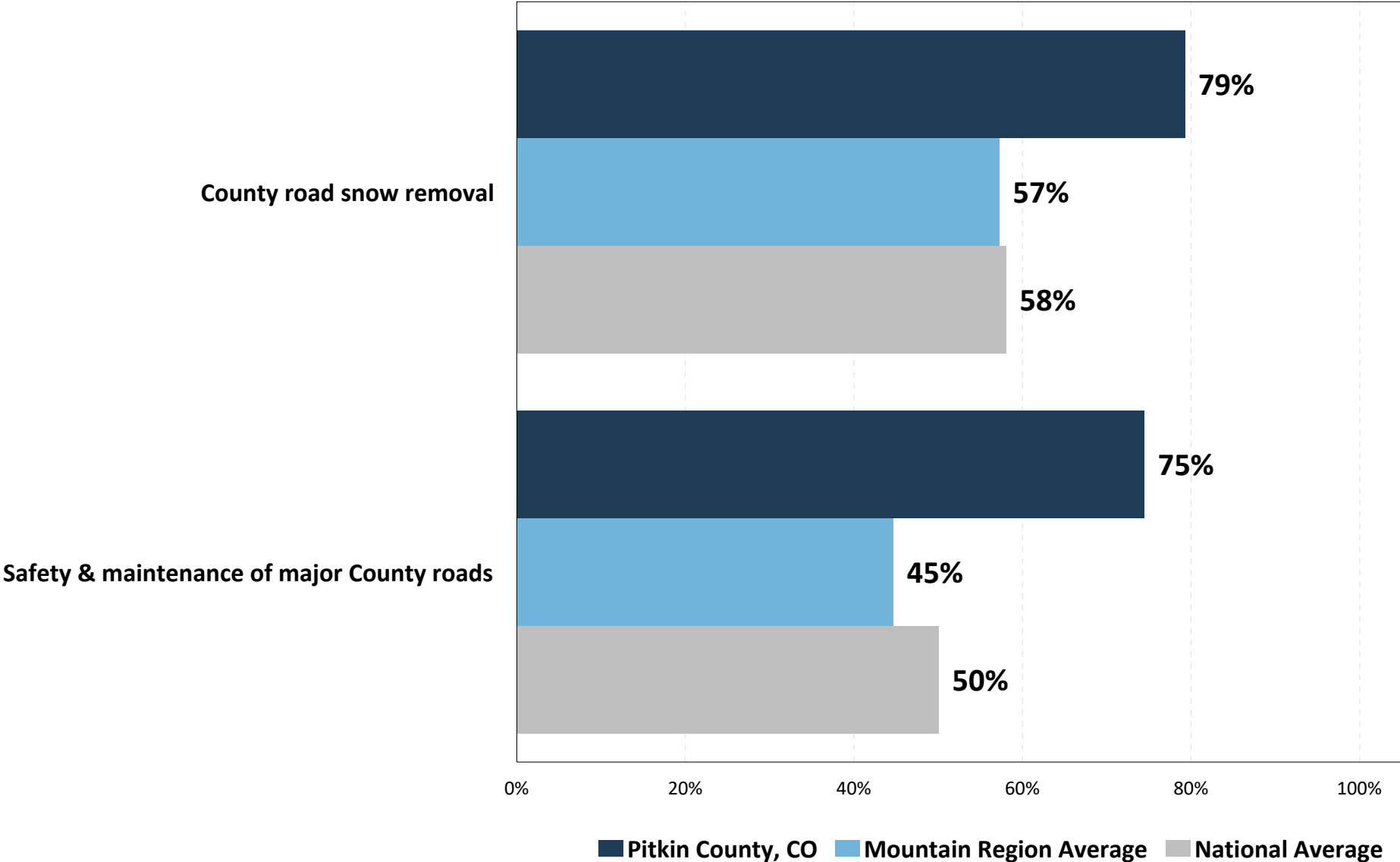
Pitkin County vs. Regional and National Averages

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



Perceptions of Transportation Issues Pitkin County vs. Regional and National Averages

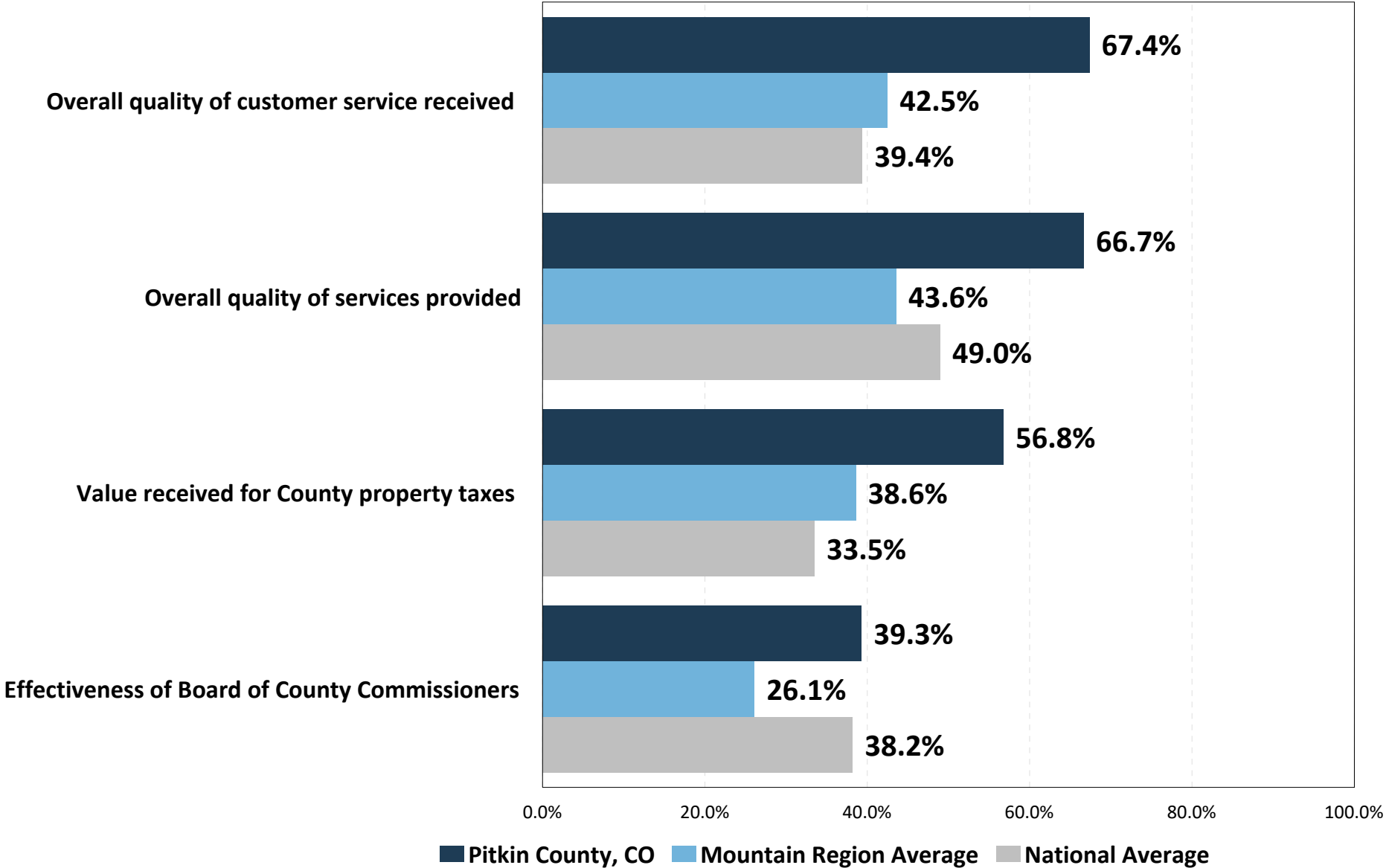
by sum percentage of respondents who were *very satisfied* or *satisfied* (excluding *don't know* responses)



Overall Ratings of the County

Pitkin County vs. Regional and National Averages

by sum percentage of respondents who rated the item as *excellent* or *good* (excluding *don't know* responses)





3

Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (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 the County services and initiatives that should receive the most emphasis over the next two years. More than half (53.3%) of the households surveyed selected *"efforts to address affordable housing"* as one of the most important items for the County to emphasize.

With regard to satisfaction, 21.9% of respondents rated *"efforts to address affordable housing"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 53.3% was multiplied by 78.1% (1-0.219). This calculation yielded an I-S rating of 0.4163, which ranked first out of twelve categories of County services and initiatives analyzed.

Importance-Satisfaction Analysis



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 of importance 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 of the three most important areas.

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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

Importance-Satisfaction Ratings

Quality of Life

2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Overall economic sustainability	58.9%	1	32.7%	8	0.3964	1
Overall sense of community	45.4%	2	54.3%	7	0.2075	2
High Priority (I-S = 0.10-0.20)						
None						
Medium Priority (I-S < 0.10)						
As a place to work	26.8%	6	69.3%	6	0.0823	3
As a place to raise & educate children	27.4%	5	75.0%	4	0.0685	4
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	20.4%	7	69.9%	5	0.0614	5
Overall quality of life	36.2%	4	83.7%	3	0.0590	6
As a place to live	38.4%	3	86.4%	1	0.0522	7
As a place to live full-time, part-time, or seasonally	18.4%	8	85.8%	2	0.0261	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 County Services and Initiatives 2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Efforts to address affordable housing	53.3%	1	21.9%	10	0.4163	1
Efforts in managing growth	48.7%	2	27.4%	9	0.3536	2
High Priority (I-S = 0.10-0.20)						
Current process for obtaining permits & inspections for construction & renovation	20.6%	4	18.5%	12	0.1679	3
Efforts to ensure community preparedness for a natural disaster/crisis	26.6%	3	43.8%	6	0.1495	4
Limitations on short term rentals	20.4%	5	33.9%	8	0.1348	5
Efforts to address the community's mental health needs	18.0%	8	35.1%	7	0.1168	6
Efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	19.8%	6	44.5%	5	0.1099	7
Medium Priority (I-S < 0.10)						
Condition of roadways	19.6%	7	50.9%	4	0.0962	8
Current process for obtaining land use approvals	9.0%	11	19.2%	11	0.0727	9
Efforts to protect water quality & quantity	12.0%	10	67.5%	3	0.0390	10
Parks, trails, open spaces, & habitat protection	14.6%	9	84.1%	1	0.0232	11
Public safety division	5.8%	12	74.8%	2	0.0146	12

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 2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Construction & demolition waste diversion program	52.1%	2	46.9%	7	0.2767	1
High Priority (I-S = 0.10-0.20)						
Recycling drop off and unique recycling programs	57.9%	1	74.0%	1	0.1505	2
Household hazardous waste disposal	38.8%	3	61.8%	5	0.1482	3
Composting program	33.2%	4	61.3%	6	0.1285	4
Medium Priority (I-S < 0.10)						
Value of landfill services for fees charged	21.4%	6	63.4%	4	0.0783	5
Landfill products for sale	21.4%	5	72.0%	3	0.0599	6
Motherlode Mercantile materials reuse store	17.4%	7	73.0%	2	0.0470	7

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 Communication and Outreach

2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Effectiveness of County communications during an emergency	50.3%	1	43.4%	4	0.2847	1
Accessibility of information about County operations regardless of language, reading level, race, gender, age, or other factors	39.3%	3	48.1%	2	0.2040	2
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	39.3%	2	48.6%	1	0.2020	3
High Priority (I-S = 0.10-0.20)						
Ease of finding information you want on www.pitkincounty.com or other department websites	36.6%	4	46.5%	3	0.1958	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 and second 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

2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
County's protection of adults & children from abuse or neglect	43.4%	1	65.9%	3	0.1480	1
County's protection of families from domestic violence	38.3%	4	62.7%	4	0.1429	2
Medium Priority (I-S < 0.10)						
Ambulance/emergency medical services in County	41.4%	2	89.2%	2	0.0447	3
How safe you feel in Pitkin County	41.1%	3	95.0%	1	0.0206	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 and second 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 Safety

2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Law enforcement response to mental health issues	45.0%	1	58.7%	7	0.1859	1
Overall quality of traffic safety provided by Sheriff's Office	40.2%	3	60.3%	6	0.1596	2
Medium Priority (I-S < 0.10)						
How quickly Sheriff's Office responds to 911 emergencies	38.6%	4	75.8%	4	0.0934	3
Visibility of Sheriff's deputies in neighborhoods	28.0%	5	69.2%	5	0.0862	4
Overall quality & professionalism of local Sheriff's Office protection	42.6%	2	86.3%	2	0.0584	5
Overall quality of Pitkin Alert System	26.4%	6	79.5%	3	0.0541	6
Overall quality of Sheriff's Office backcountry rescue response & services	22.8%	7	91.3%	1	0.0198	7

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 Perceptions of Transportation Issues 2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Safety & maintenance of major County roads	61.1%	1	74.5%	3	0.1558	1
Ease of traveling by bicycle on County roads	34.8%	5	63.0%	6	0.1288	2
Medium Priority (I-S < 0.10)						
County road snow removal	46.6%	2	79.3%	2	0.0965	3
Availability of parking (Brush Creek Park & Ride, Airport Business Center, etc.)	35.2%	4	73.8%	5	0.0922	4
Ease of traveling by bicycle on shared use trails	31.0%	6	73.9%	4	0.0809	5
Availability of shared use trails	38.2%	3	85.7%	1	0.0546	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

2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Availability & quality of mental health & substance misuse services	48.4%	1	40.8%	5	0.2865	1
Availability & quality of economic assistance & emergency financial assistance	34.0%	5	37.8%	6	0.2115	2
High Priority (I-S = 0.10-0.20)						
Environmental Health's effectiveness at addressing wastewater treatment...	41.0%	4	53.3%	4	0.1915	3
Senior Services effectiveness at enabling seniors to remain as independent as possible	41.6%	3	63.1%	3	0.1535	4
Public Health's effectiveness at promoting health & preventing disease	41.8%	2	65.1%	2	0.1459	5
Availability & quality of critical services & resources provided by local non-profits	33.2%	6	67.0%	1	0.1096	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 know.' 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

Prosperous Economy/Living in Pitkin County

2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Availability of affordable quality housing for rent	58.3%	1	9.1%	6	0.5299	1
Availability of affordable quality housing for purchase	55.7%	2	14.7%	4	0.4751	2
Availability of employment with adequate wages for self-sufficiency	43.4%	3	22.0%	2	0.3385	3
Availability of affordable quality health care	42.8%	4	29.4%	1	0.3022	4
Availability of affordable quality childcare	24.6%	6	9.7%	5	0.2221	5
Availability of affordable quality care for aging adults	25.6%	5	21.5%	3	0.2010	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 Clerk and Recorder Services 2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (I-S < 0.10)						
Functionality of Motor Vehicle, Elections & Recording online services	39.0%	1	76.5%	3	0.0917	1
Quality of customer service in recording or searching for documents	28.2%	4	72.7%	4	0.0770	2
Accessibility of vehicle titling & registration services	37.6%	2	85.8%	2	0.0534	3
Ease & accessibility of elections services	35.4%	3	90.6%	1	0.0333	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 and second 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 Aspen/Pitkin County Airport 2023 Pitkin County Public Satisfaction Survey

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Quality & usability of the airport terminal	50.1%	1	56.3%	3	0.2189	1
High Priority (I-S = 0.10-0.20)						
Availability & accessibility of airport parking	29.8%	3	53.3%	5	0.1392	2
Ground transportation to & from the airport	28.8%	4	55.1%	4	0.1293	3
Overall satisfaction of the airport	32.6%	2	64.6%	2	0.1154	4
Medium Priority (I-S < 0.10)						
Customer service at Aspen/Pitkin County Airport	16.0%	5	68.4%	1	0.0506	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 and second 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 know.' 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 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 major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

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

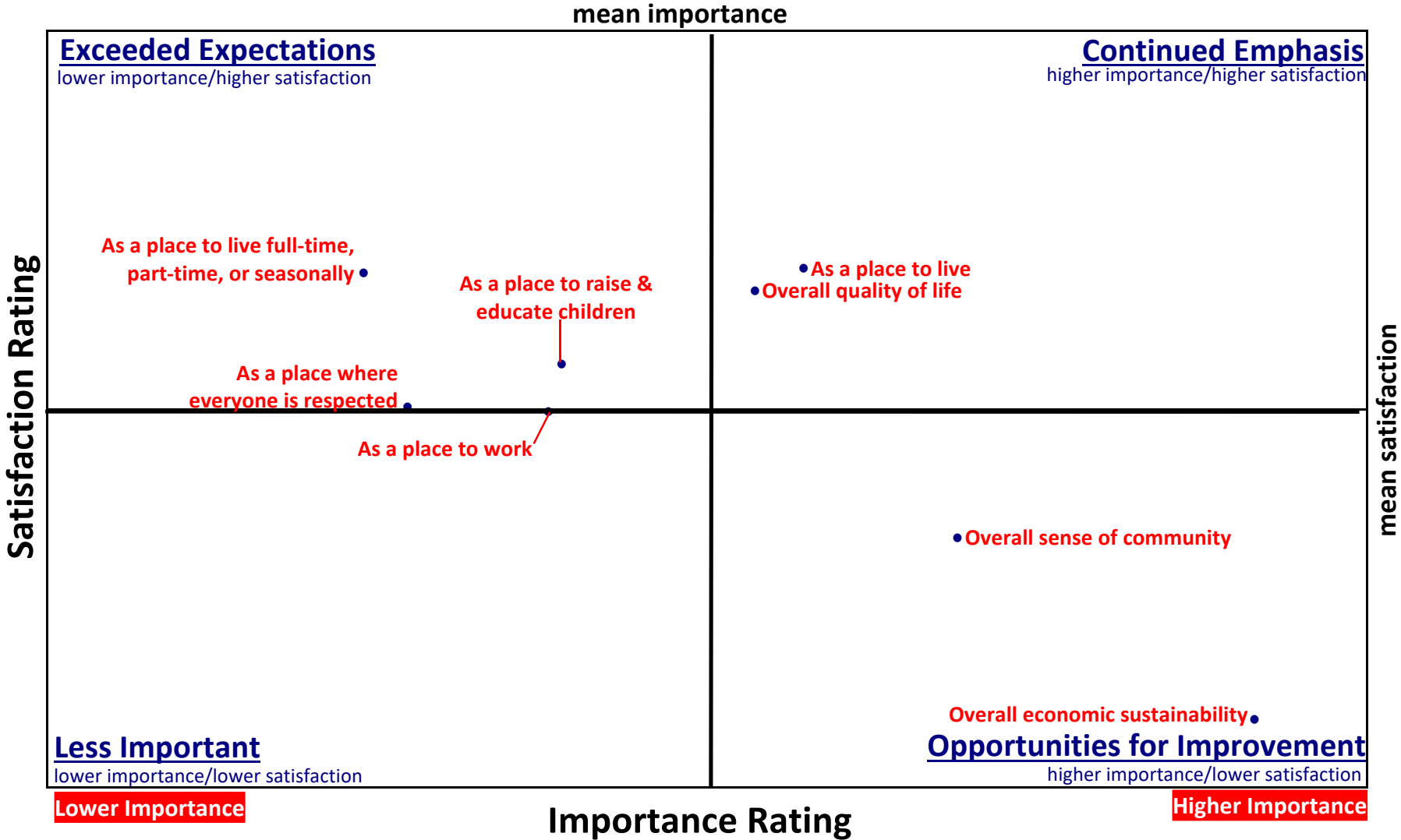
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis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

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

2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Quality of Life-

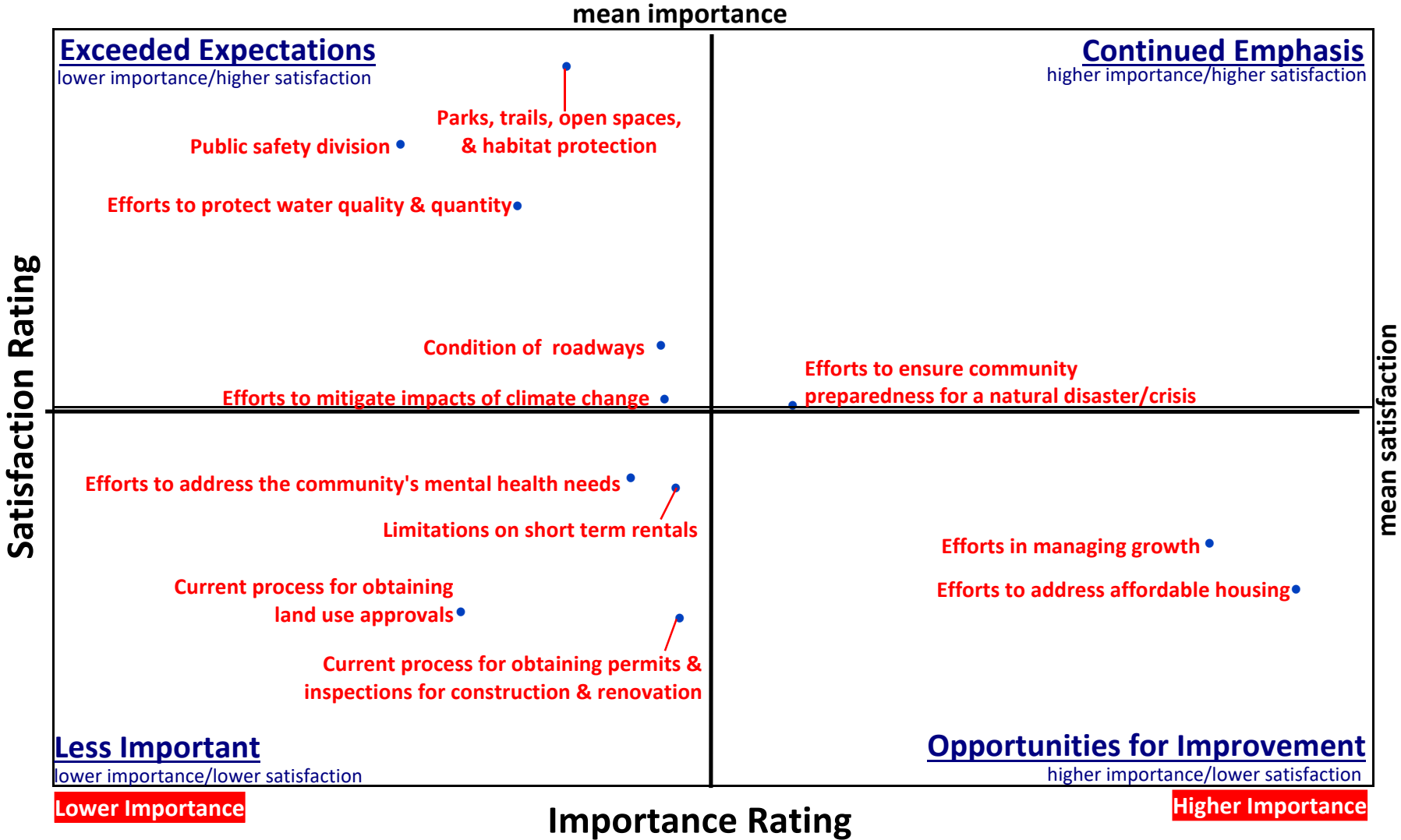
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-County Services and Initiatives-

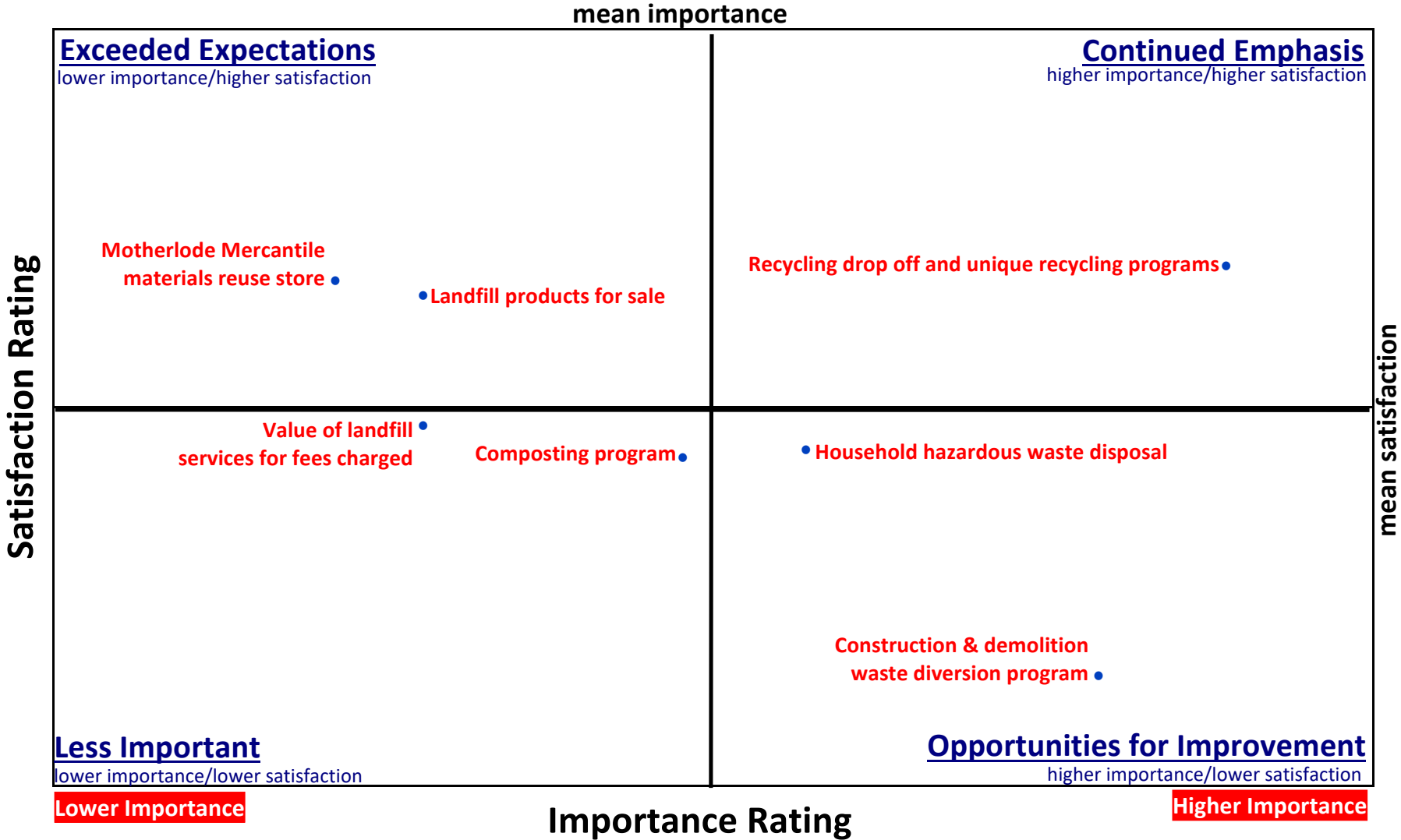
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Landfill and Recycling-

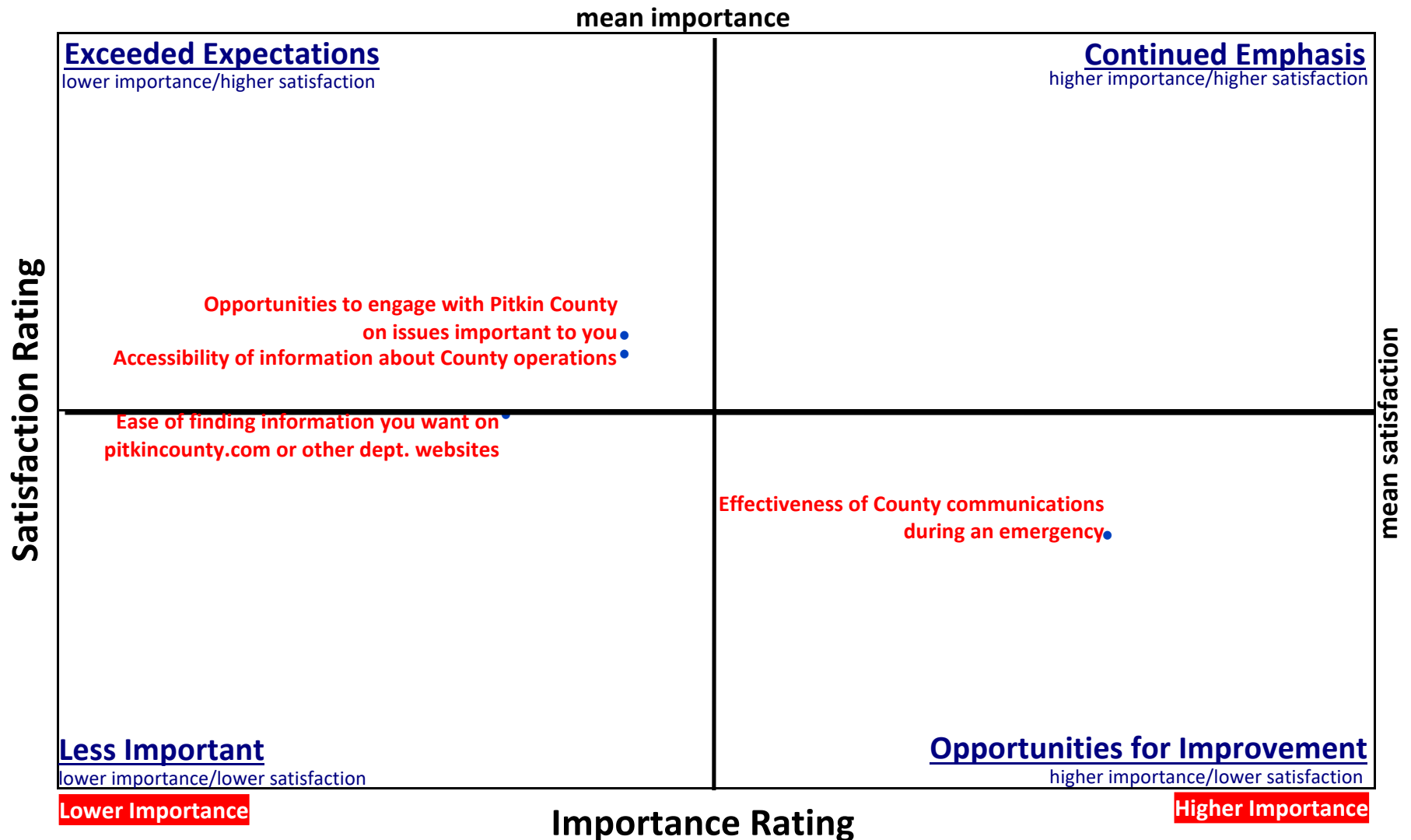
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Public Communication and Outreach-

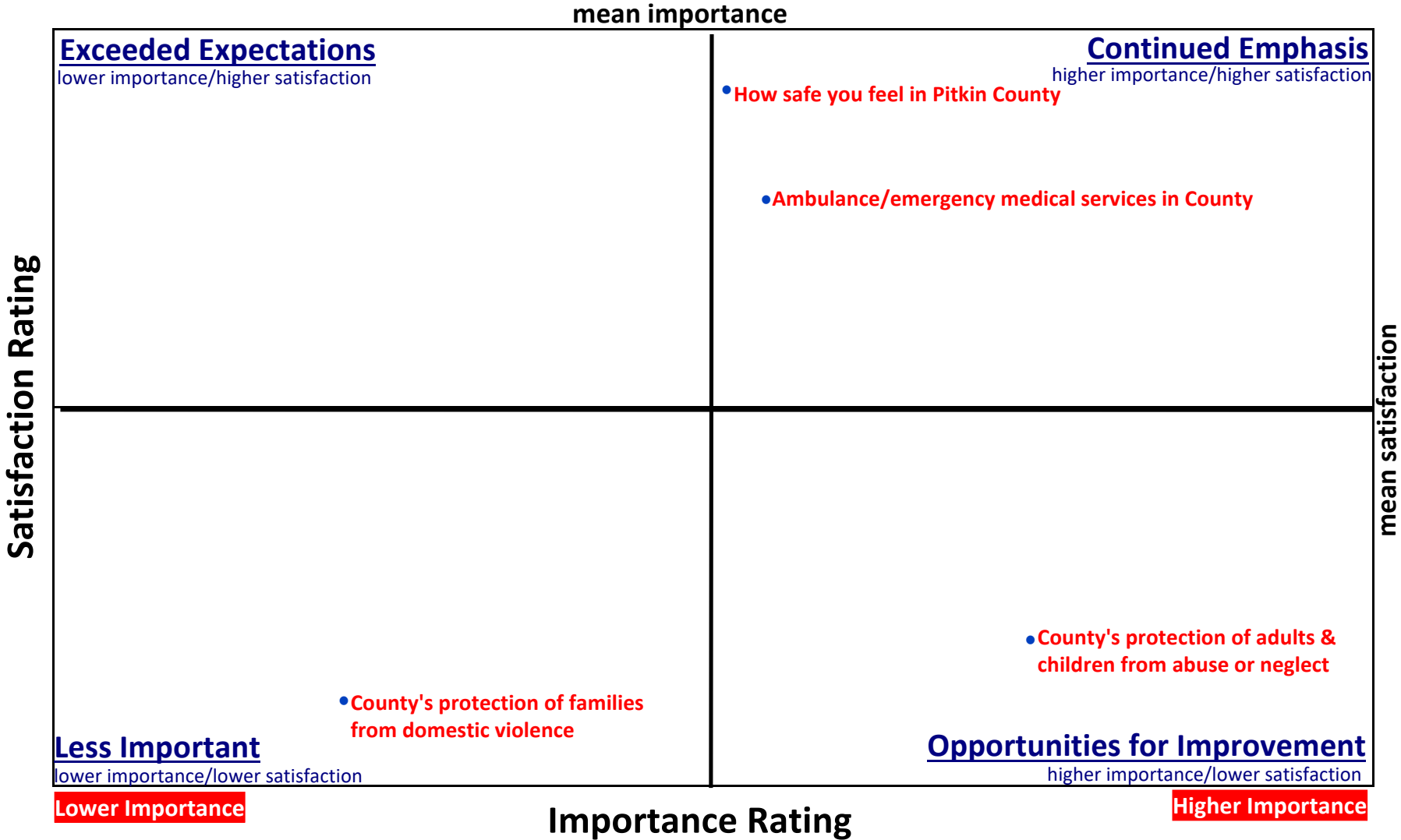
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Sense of Personal Safety-

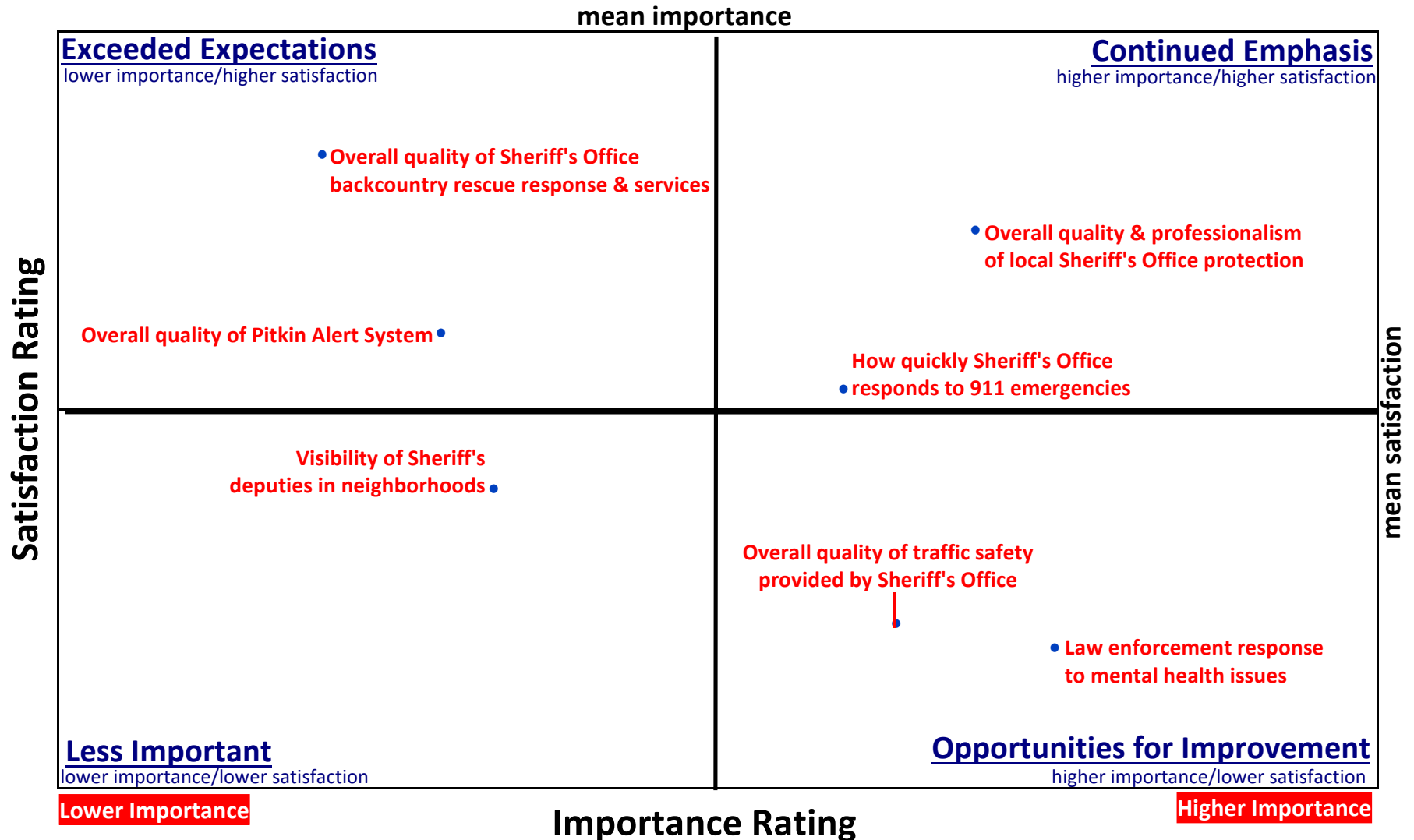
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Public Safety-

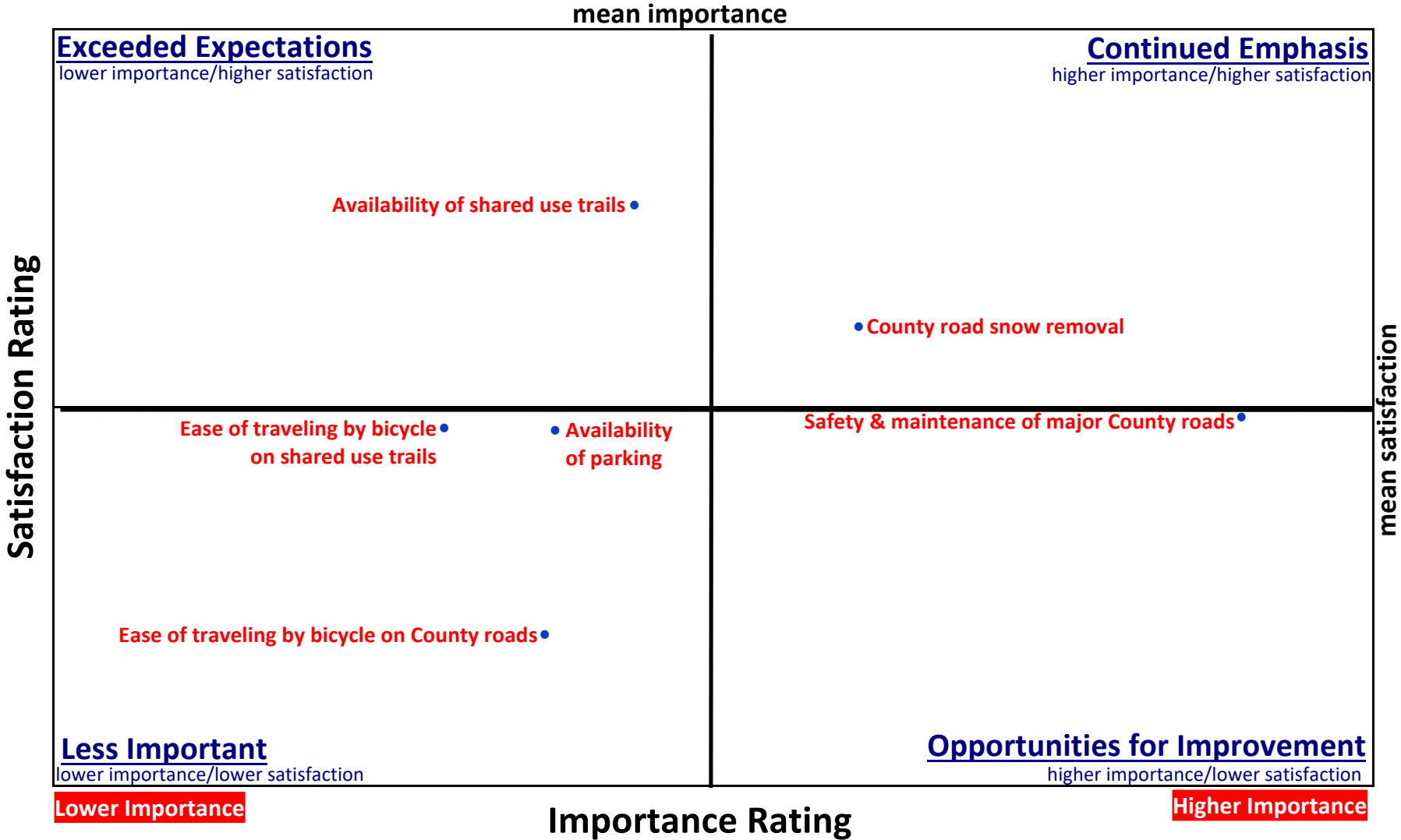
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Perceptions of Transportation Issues-

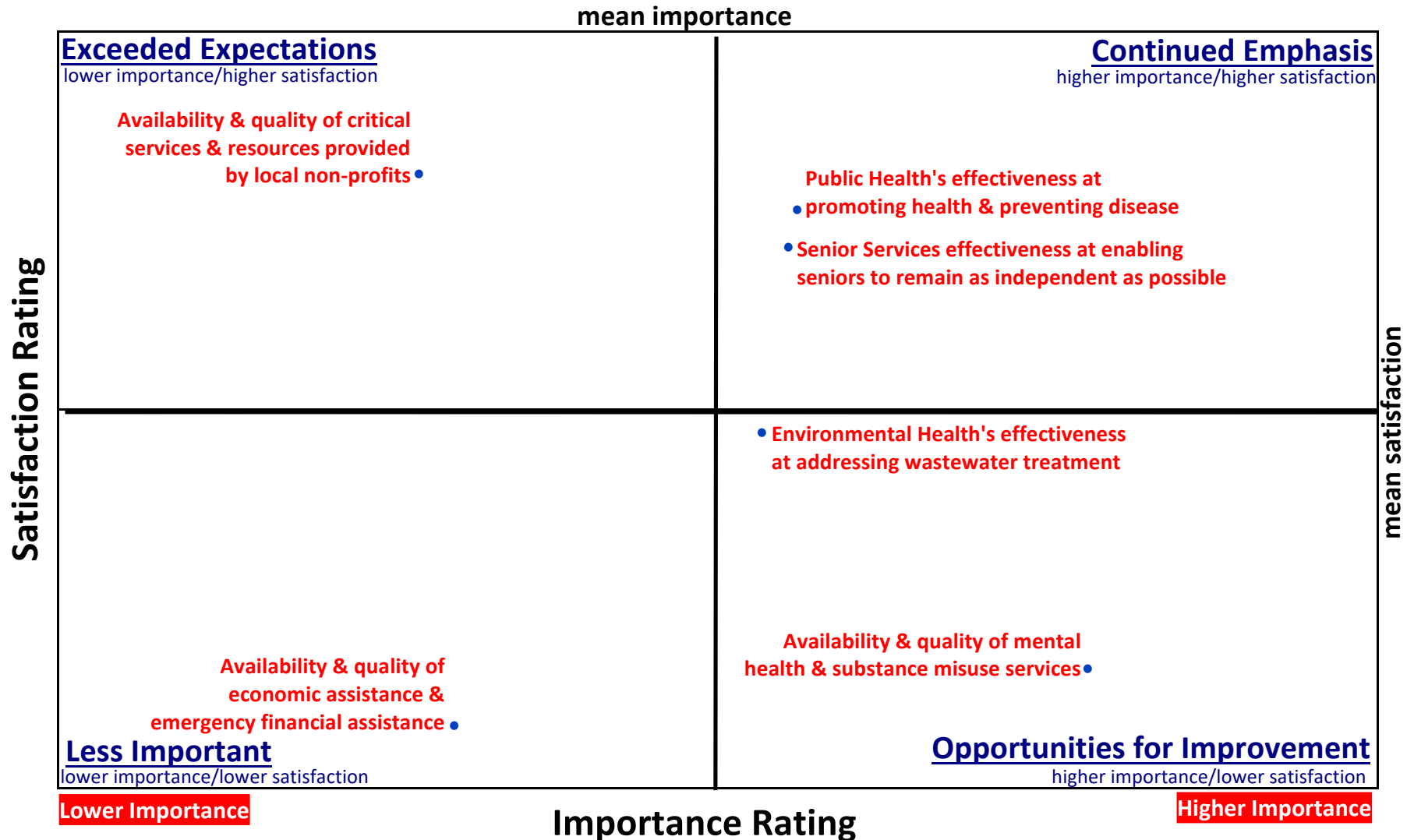
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

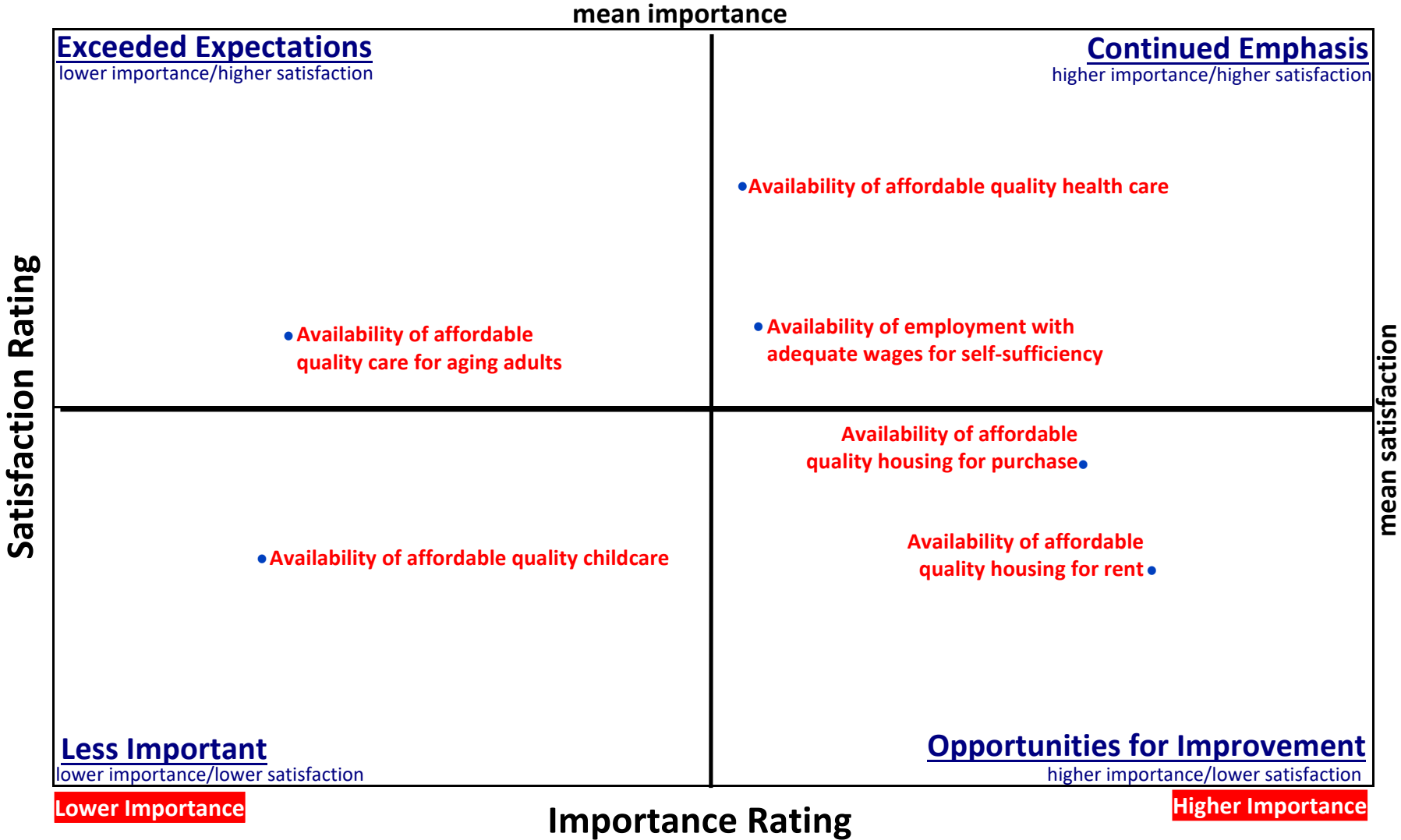
-Community Support-

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



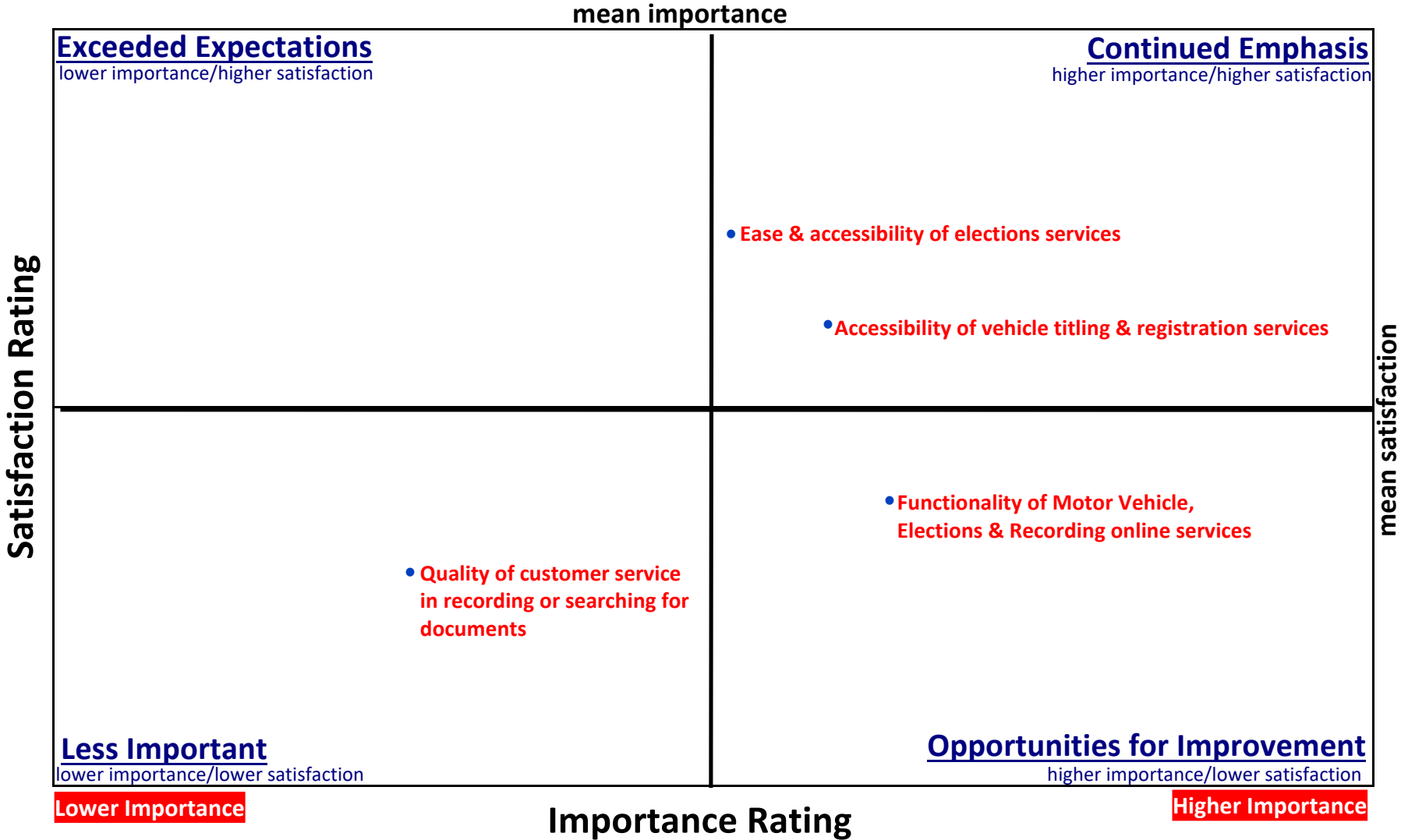
2023 Pitkin County Importance-Satisfaction Assessment Matrix -Prosperous Economy/Living in Pitkin County-

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



2023 Pitkin County Importance-Satisfaction Assessment Matrix -Clerk and Recorder Services-

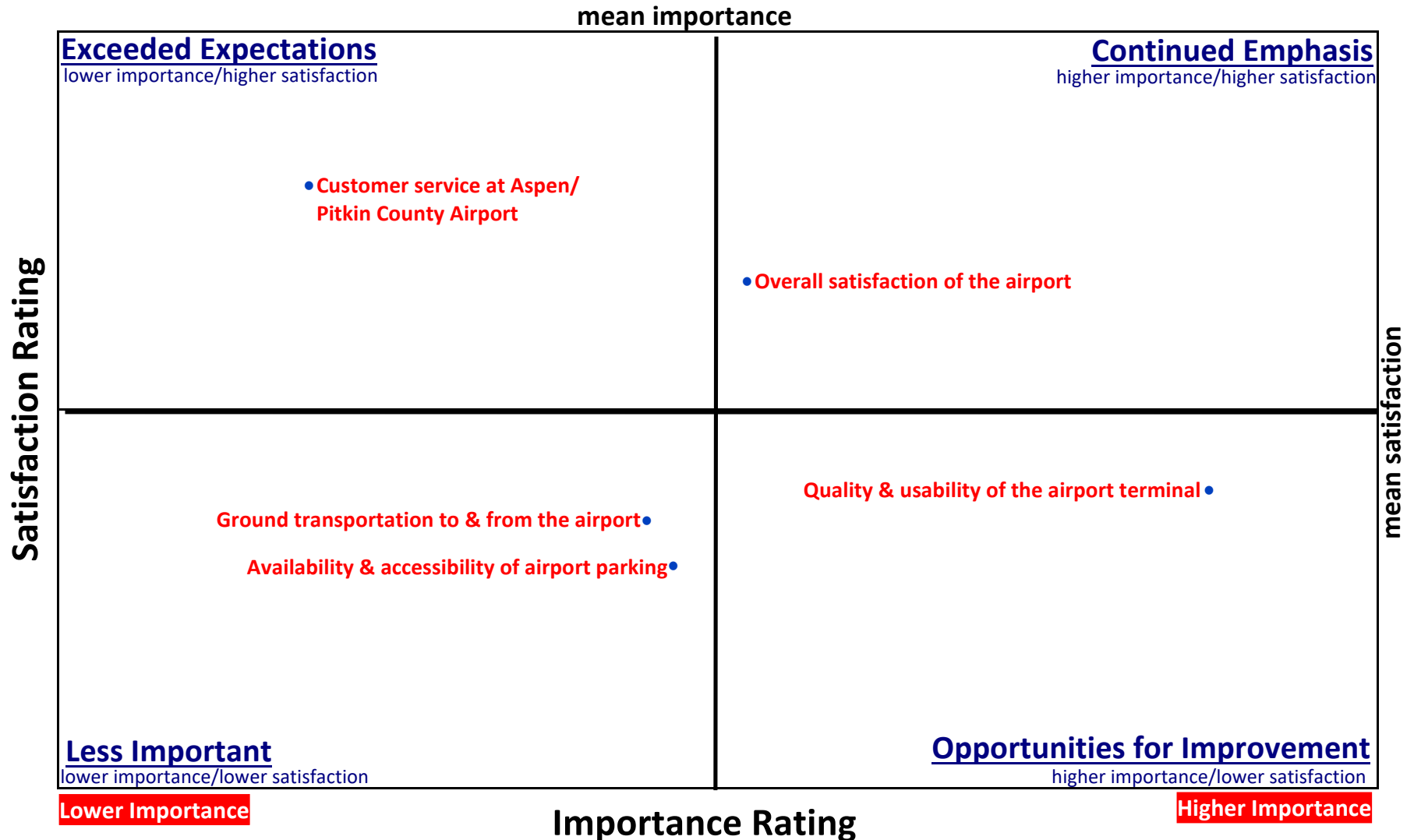
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 Pitkin County Importance-Satisfaction Assessment Matrix

-Aspen/Pitkin County Airport-

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



A large, bold, dark blue number '4' is centered within a white circle. The circle has a dark blue outline. This graphic is positioned on the left side of a dark blue horizontal bar that spans the width of the page.

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%	36.7%	7.6%	5.6%	0.4%	0.2%
Q1-2. As a place to raise & educate children	31.3%	27.9%	14.2%	4.0%	1.6%	21.0%
Q1-3. As a place to work	29.7%	36.3%	19.8%	8.4%	1.2%	4.6%
Q1-4. As a place to live full-time, part-time, or seasonally	46.3%	36.1%	8.0%	4.4%	1.2%	4.0%
Q1-5. Overall quality of life	45.3%	37.5%	11.4%	3.8%	1.0%	1.0%
Q1-6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	32.3%	35.5%	19.2%	8.2%	2.0%	2.8%
Q1-7. Overall sense of community	22.2%	31.7%	25.5%	14.8%	5.0%	0.8%
Q1-8. Overall economic sustainability	11.2%	21.0%	23.0%	27.9%	15.2%	1.8%

WITHOUT "DON'T KNOW"

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	49.6%	36.8%	7.6%	5.6%	0.4%
Q1-2. As a place to raise & educate children	39.6%	35.4%	17.9%	5.1%	2.0%
Q1-3. As a place to work	31.2%	38.1%	20.7%	8.8%	1.3%
Q1-4. As a place to live full-time, part-time, or seasonally	48.2%	37.6%	8.3%	4.6%	1.2%
Q1-5. Overall quality of life	45.8%	37.9%	11.5%	3.8%	1.0%
Q1-6. As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	33.3%	36.6%	19.7%	8.4%	2.1%
Q1-7. Overall sense of community	22.3%	32.0%	25.8%	14.9%	5.0%
Q1-8. Overall economic sustainability	11.4%	21.3%	23.4%	28.5%	15.4%

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?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
As a place to live	80	16.0 %
As a place to raise & educate children	39	7.8 %
As a place to work	22	4.4 %
As a place to live full-time, part-time, or seasonally	21	4.2 %
Overall quality of life	49	9.8 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	22	4.4 %
Overall sense of community	64	12.8 %
Overall economic sustainability	175	34.9 %
None chosen	29	5.8 %
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?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
As a place to live	57	11.4 %
As a place to raise & educate children	50	10.0 %
As a place to work	58	11.6 %
As a place to live full-time, part-time, or seasonally	42	8.4 %
Overall quality of life	63	12.6 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	31	6.2 %
Overall sense of community	85	17.0 %
Overall economic sustainability	66	13.2 %
None chosen	49	9.8 %
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?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
As a place to live	55	11.0 %
As a place to raise & educate children	48	9.6 %
As a place to work	54	10.8 %
As a place to live full-time, part-time, or seasonally	29	5.8 %
Overall quality of life	69	13.8 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	49	9.8 %
Overall sense of community	78	15.6 %
Overall economic sustainability	54	10.8 %
None chosen	65	13.0 %
Total	501	100.0 %

SUM OF TOP 3 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)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
As a place to live	192	38.4 %
As a place to raise & educate children	137	27.4 %
As a place to work	134	26.8 %
As a place to live full-time, part-time, or seasonally	92	18.4 %
Overall quality of life	181	36.2 %
As a place where everyone is respected, regardless of race, gender, age, language, sexual identity, or other identity characteristics	102	20.4 %
Overall sense of community	227	45.4 %
Overall economic sustainability	295	58.9 %
None chosen	29	5.8 %
Total	1389	

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 efforts in managing growth	4.6%	22.2%	27.5%	26.1%	17.2%	2.4%
Q3-2. County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	9.4%	32.3%	29.3%	13.6%	9.2%	6.2%
Q3-3. County's efforts to address affordable housing, including quality & quantity	3.0%	18.4%	23.6%	28.1%	24.6%	2.4%
Q3-4. County's efforts to address the community's mental health needs	4.2%	27.5%	32.9%	17.0%	8.6%	9.8%
Q3-5. County's efforts to protect water quality & quantity	16.2%	45.5%	23.6%	4.2%	2.0%	8.6%
Q3-6. County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	6.6%	32.5%	30.3%	12.8%	7.2%	10.6%
Q3-7. County's public safety division (Sheriff's office, jail, animal safety officer services)	23.4%	48.3%	19.2%	3.2%	1.8%	4.2%
Q3-8. Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	38.1%	44.1%	9.2%	3.8%	2.6%	2.2%
Q3-9. Condition of County's roadways	10.0%	40.7%	24.0%	19.4%	5.6%	0.4%
Q3-10. County's current process for obtaining permits & inspections for construction & renovation	2.8%	11.2%	18.0%	21.4%	22.4%	24.4%
Q3-11. County's current process for obtaining land use approvals	2.6%	10.6%	23.6%	18.0%	14.0%	31.3%

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.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-12. County's limitations on short term rentals	7.4%	22.2%	26.5%	14.2%	17.0%	12.8%

WITHOUT "DON'T KNOW"

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 efforts in managing growth	4.7%	22.7%	28.2%	26.8%	17.6%
Q3-2. County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	10.0%	34.5%	31.3%	14.5%	9.8%
Q3-3. County's efforts to address affordable housing, including quality & quantity	3.1%	18.8%	24.1%	28.8%	25.2%
Q3-4. County's efforts to address the community's mental health needs	4.6%	30.5%	36.5%	18.8%	9.5%
Q3-5. County's efforts to protect water quality & quantity	17.7%	49.8%	25.8%	4.6%	2.2%
Q3-6. County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	7.4%	36.4%	33.9%	14.3%	8.0%
Q3-7. County's public safety division (Sheriff's office, jail, animal safety officer services)	24.4%	50.4%	20.0%	3.3%	1.9%
Q3-8. Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	39.0%	45.1%	9.4%	3.9%	2.7%
Q3-9. Condition of County's roadways	10.0%	40.9%	24.0%	19.4%	5.6%
Q3-10. County's current process for obtaining permits & inspections for construction & renovation	3.7%	14.8%	23.7%	28.2%	29.6%

WITHOUT "DON'T KNOW"

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")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-11. County's current process for obtaining land use approvals	3.8%	15.4%	34.3%	26.2%	20.3%
Q3-12. County's limitations on short term rentals	8.5%	25.4%	30.4%	16.2%	19.5%

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>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
County's efforts in managing growth	132	26.3 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	27	5.4 %
County's efforts to address affordable housing, including quality & quantity	141	28.1 %
County's efforts to address the community's mental health needs	12	2.4 %
County's efforts to protect water quality & quantity	9	1.8 %
County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	33	6.6 %
County's public safety division (Sheriff's office, jail, animal safety officer services)	10	2.0 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	14	2.8 %
Condition of County's roadways	21	4.2 %
County's current process for obtaining permits & inspections for construction & renovation	26	5.2 %
County's current process for obtaining land use approvals	2	0.4 %
County's limitations on short term rentals	35	7.0 %
<u>None chosen</u>	<u>39</u>	<u>7.8 %</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?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
County's efforts in managing growth	58	11.6 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	44	8.8 %
County's efforts to address affordable housing, including quality & quantity	84	16.8 %
County's efforts to address the community's mental health needs	44	8.8 %
County's efforts to protect water quality & quantity	23	4.6 %
County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	41	8.2 %
County's public safety division (Sheriff's office, jail, animal safety officer services)	8	1.6 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	16	3.2 %
Condition of County's roadways	34	6.8 %
County's current process for obtaining permits & inspections for construction & renovation	44	8.8 %
County's current process for obtaining land use approvals	23	4.6 %
County's limitations on short term rentals	27	5.4 %
<u>None chosen</u>	<u>55</u>	<u>11.0 %</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?

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
County's efforts in managing growth	54	10.8 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	28	5.6 %
County's efforts to address affordable housing, including quality & quantity	42	8.4 %
County's efforts to address the community's mental health needs	34	6.8 %
County's efforts to protect water quality & quantity	28	5.6 %
County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	59	11.8 %
County's public safety division (Sheriff's office, jail, animal safety officer services)	11	2.2 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	43	8.6 %
Condition of County's roadways	43	8.6 %
County's current process for obtaining permits & inspections for construction & renovation	33	6.6 %
County's current process for obtaining land use approvals	20	4.0 %
County's limitations on short term rentals	40	8.0 %
<u>None chosen</u>	<u>66</u>	<u>13.2 %</u>
Total	501	100.0 %

SUM OF TOP 3 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>Q4. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
County's efforts in managing growth	244	48.7 %
County's efforts to mitigate impacts of climate change & reduce greenhouse gas emissions	99	19.8 %
County's efforts to address affordable housing, including quality & quantity	267	53.3 %
County's efforts to address the community's mental health needs	90	18.0 %
County's efforts to protect water quality & quantity	60	12.0 %
County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, & flood	133	26.6 %
County's public safety division (Sheriff's office, jail, animal safety officer services)	29	5.8 %
Parks, trails, open spaces, & habitat protection (through codes, ordinances, & open space purchases)	73	14.6 %
Condition of County's roadways	98	19.6 %
County's current process for obtaining permits & inspections for construction & renovation	103	20.6 %
County's current process for obtaining land use approvals	45	9.0 %
County's limitations on short term rentals	102	20.4 %
<u>None chosen</u>	<u>39</u>	<u>7.8 %</u>
Total	1382	

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?

Q5. What level of benefit do you receive for Open Space & Trails portion of your property tax dollars for preserving/conserving open space, wildlife habitat, & agricultural landscapes

	Number	Percent
Great benefit	298	59.5 %
Some benefit	103	20.6 %
Neutral	37	7.4 %
Little benefit	20	4.0 %
No benefit	13	2.6 %
Don't know	30	6.0 %
Total	501	100.0 %

WITHOUT "DON'T KNOW"

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")

Q5. What level of benefit do you receive for Open Space & Trails portion of your property tax dollars for preserving/conserving open space, wildlife habitat, & agricultural landscapes

	Number	Percent
Great benefit	298	63.3 %
Some benefit	103	21.9 %
Neutral	37	7.9 %
Little benefit	20	4.2 %
No benefit	13	2.8 %
Total	471	100.0 %

Q6. 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 trails priorities.

(N=501)

	Essential	High priority	Moderate priority	Low priority	Not a priority	I am not sure
Q6-1. Congestion management of parking, increased visitation, overcrowding	36.7%	32.3%	20.4%	5.2%	3.4%	2.0%
Q6-2. Ecosystem health & resilience (habitat, wildlife, water)	46.1%	31.9%	14.4%	3.6%	2.4%	1.6%
Q6-3. Agriculture & local food production	20.6%	25.0%	33.5%	13.0%	5.4%	2.6%
Q6-4. Protection of public access to open spaces	46.9%	31.9%	15.4%	2.4%	2.4%	1.0%
Q6-5. Communication of rules, regulations, & etiquette with users	34.5%	30.9%	23.4%	6.6%	2.2%	2.4%

WITHOUT "NOT SURE"

Q6. 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 trails priorities. (without "not sure")

(N=501)

	Essential	High priority	Moderate priority	Low priority	Not a priority
Q6-1. Congestion management of parking, increased visitation, overcrowding	37.5%	33.0%	20.8%	5.3%	3.5%
Q6-2. Ecosystem health & resilience (habitat, wildlife, water)	46.9%	32.5%	14.6%	3.7%	2.4%
Q6-3. Agriculture & local food production	21.1%	25.6%	34.4%	13.3%	5.5%
Q6-4. Protection of public access to open spaces	47.4%	32.3%	15.5%	2.4%	2.4%
Q6-5. Communication of rules, regulations, & etiquette with users	35.4%	31.7%	23.9%	6.7%	2.2%

Q7. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q7. Top choice	Number	Percent
Congestion management of parking, increased visitation, overcrowding	187	37.3 %
Ecosystem health & resilience (habitat, wildlife, water)	114	22.8 %
Agriculture & local food production	24	4.8 %
Protection of public access to open spaces	88	17.6 %
Communication of rules, regulations, & etiquette with users	59	11.8 %
None chosen	29	5.8 %
Total	501	100.0 %

Q7. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
Congestion management of parking, increased visitation, overcrowding	85	17.0 %
Ecosystem health & resilience (habitat, wildlife, water)	93	18.6 %
Agriculture & local food production	48	9.6 %
Protection of public access to open spaces	127	25.3 %
Communication of rules, regulations, & etiquette with users	106	21.2 %
None chosen	42	8.4 %
Total	501	100.0 %

SUM OF TOP 2 CHOICES

Q7. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 2)

Q7. Sum of top 2 choices	Number	Percent
Congestion management of parking, increased visitation, overcrowding	272	54.3 %
Ecosystem health & resilience (habitat, wildlife, water)	207	41.4 %
Agriculture & local food production	72	14.4 %
Protection of public access to open spaces	215	42.9 %
Communication of rules, regulations, & etiquette with users	165	33.0 %
None chosen	29	5.8 %
Total	960	

Q8. 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
Q8-1. Recycling drop off & unique recycling programs (electronics, books, mattresses, textiles)	25.0%	42.7%	14.6%	5.4%	3.8%	8.6%
Q8-2. Household hazardous waste disposal	19.6%	29.7%	22.8%	5.0%	2.8%	20.2%
Q8-3. Motherlode Mercantile materials reuse store	26.5%	21.0%	13.4%	2.2%	2.0%	34.9%
Q8-4. Construction & demolition waste diversion program	9.2%	19.6%	21.2%	7.0%	4.4%	38.7%
Q8-5. Composting program (yard & food waste)	22.2%	27.5%	23.4%	5.6%	2.4%	19.0%
Q8-6. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	22.4%	28.9%	17.6%	1.6%	0.8%	28.7%
Q8-7. Value of landfill services for fees charge	21.6%	28.3%	22.0%	4.8%	2.0%	21.4%

WITHOUT "DON'T KNOW"

Q8. 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
Q8-1. Recycling drop off & unique recycling programs (electronics, books, mattresses, textiles)	27.3%	46.7%	15.9%	5.9%	4.1%
Q8-2. Household hazardous waste disposal	24.5%	37.3%	28.5%	6.3%	3.5%
Q8-3. Motherlode Mercantile materials reuse store	40.8%	32.2%	20.6%	3.4%	3.1%
Q8-4. Construction & demolition waste diversion program	15.0%	31.9%	34.5%	11.4%	7.2%
Q8-5. Composting program (yard & food waste)	27.3%	34.0%	28.8%	6.9%	3.0%
Q8-6. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	31.4%	40.6%	24.6%	2.2%	1.1%
Q8-7. Value of landfill services for fees charge	27.4%	36.0%	27.9%	6.1%	2.5%

Q9. Which THREE of the items listed in Question 8 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Recycling drop off & unique recycling programs (electronics, books, mattresses, textiles)	148	29.5 %
Household hazardous waste disposal	35	7.0 %
Motherlode Mercantile materials reuse store	23	4.6 %
Construction & demolition waste diversion program	138	27.5 %
Composting program (yard & food waste)	36	7.2 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	17	3.4 %
Value of landfill services for fees charge	35	7.0 %
None chosen	69	13.8 %
Total	501	100.0 %

Q9. Which THREE of the items listed in Question 8 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Recycling drop off & unique recycling programs (electronics, books, mattresses, textiles)	79	15.8 %
Household hazardous waste disposal	90	18.0 %
Motherlode Mercantile materials reuse store	34	6.8 %
Construction & demolition waste diversion program	75	15.0 %
Composting program (yard & food waste)	65	13.0 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	33	6.6 %
Value of landfill services for fees charge	33	6.6 %
None chosen	92	18.4 %
Total	501	100.0 %

Q9. Which THREE of the items listed in Question 8 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Recycling drop off & unique recycling programs (electronics, books, mattresses, textiles)	63	12.6 %
Household hazardous waste disposal	69	13.8 %
Motherlode Mercantile materials reuse store	30	6.0 %
Construction & demolition waste diversion program	48	9.6 %
Composting program (yard & food waste)	65	13.0 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	57	11.4 %
Value of landfill services for fees charge	39	7.8 %
None chosen	130	25.9 %
Total	501	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the items listed in Question 8 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)

<u>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Recycling drop off & unique recycling programs (electronics, books, mattresses, textiles)	290	57.9 %
Household hazardous waste disposal	194	38.8 %
Motherlode Mercantile materials reuse store	87	17.4 %
Construction & demolition waste diversion program	261	52.1 %
Composting program (yard & food waste)	166	33.2 %
Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, & landscape boulders)	107	21.4 %
Value of landfill services for fees charge	107	21.4 %
None chosen	69	13.8 %
Total	1281	

Q10. Public Communication and Outreach. Community engagement and transparency are core focus areas 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
Q10-1. Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	10.6%	32.1%	32.5%	9.0%	3.6%	12.2%
Q10-2. Accessibility of information about County operations & County news	8.0%	36.7%	32.7%	12.4%	3.2%	7.0%
Q10-3. Ease of finding information you want on pitkincounty.com	8.2%	33.7%	32.1%	12.2%	4.0%	9.8%
Q10-4. Effectiveness of County communications with the public	9.0%	31.5%	33.9%	14.4%	4.4%	6.8%

WITHOUT "DON'T KNOW"

Q10. Public Communication and Outreach. Community engagement and transparency are core focus areas 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
Q10-1. Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	12.0%	36.6%	37.0%	10.2%	4.1%
Q10-2. Accessibility of information about County operations & County news	8.6%	39.5%	35.2%	13.3%	3.4%
Q10-3. Ease of finding information you want on pitkincounty.com	9.1%	37.4%	35.6%	13.5%	4.4%
Q10-4. Effectiveness of County communications with the public	9.6%	33.8%	36.4%	15.4%	4.7%

Q11. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q11. Top choice	Number	Percent
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	133	26.5 %
Accessibility of information about County operations & County news	67	13.4 %
Ease of finding information you want on pitkincounty.com	88	17.6 %
Effectiveness of County communications with the public	136	27.1 %
None chosen	77	15.4 %
Total	501	100.0 %

Q11. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	64	12.8 %
Accessibility of information about County operations & County news	130	25.9 %
Ease of finding information you want on pitkincounty.com	95	19.0 %
Effectiveness of County communications with the public	116	23.2 %
None chosen	96	19.2 %
Total	501	100.0 %

SUM OF TOP 2 CHOICES

Q11. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 2)

Q11. Sum of top 2 choices	Number	Percent
Opportunities to engage with Pitkin County on issues important to you (advisory boards, volunteering, public comment, surveys, open houses, etc.)	197	39.3 %
Accessibility of information about County operations & County news	197	39.3 %
Ease of finding information you want on pitkincounty.com	183	36.6 %
Effectiveness of County communications with the public	252	50.3 %
None chosen	77	15.4 %
Total	906	

Q12. Please CHECK ALL the ways you learn about Pitkin County Government.

Q12. All the ways you learn about Pitkin County

<u>Government</u>	<u>Number</u>	<u>Percent</u>
Newspaper	394	78.6 %
Radio	171	34.1 %
Television	32	6.4 %
Social media	171	34.1 %
Pitkin County website	251	50.1 %
Word of mouth	311	62.1 %
Other County websites	30	6.0 %
County newsletter	29	5.8 %
<u>Other</u>	<u>10</u>	<u>2.0 %</u>
Total	1399	

Q12-9. Other:

<u>Q12-9. Other</u>	<u>Number</u>	<u>Percent</u>
Text alerts	4	40.0 %
eNews	1	10.0 %
Text messages	1	10.0 %
Mail	1	10.0 %
Pitkin County alert texts	1	10.0 %
Pitkin alerts	1	10.0 %
<u>Online searches</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %

Q13. Land Use. Pitkin County (outside of municipal jurisdictions) uses the land use code and zoning to promote or limit certain types of development. Please rate the benefit of each of the following zoning practices on a scale of 1 to 5, where 5 means "Great Benefit" and 1 means "No Benefit" to the community.

(N=501)

	Great benefit	Some benefit	Neutral	Little benefit	No benefit	Don't know
Q13-1. Required preservation of historic character of residential areas in Pitkin County	50.7%	29.7%	6.6%	5.2%	3.6%	4.2%
Q13-2. Limitations on density	52.7%	22.8%	8.0%	7.0%	4.0%	5.6%
Q13-3. Limitations on house size	57.5%	20.4%	6.0%	5.8%	5.8%	4.6%
Q13-4. Restrictions on location & type of development in Pitkin County	51.7%	24.6%	8.6%	5.8%	3.2%	6.2%
Q13-5. Restrictions on development in Rural & Remote/ Backcountry areas	54.5%	20.6%	9.6%	5.0%	5.0%	5.4%
Q13-6. Maintaining County's rural character including Historic & Agricultural Preservation & environmental resources/habitat	56.9%	21.6%	9.2%	4.2%	3.6%	4.6%
Q13-7. Enforcement response to development code violations	43.1%	20.2%	14.8%	3.4%	4.2%	14.4%
Q13-8. Requirements & codes to reduce greenhouse gas emissions	39.7%	23.8%	13.0%	6.2%	10.0%	7.4%
Q13-9. Limitations on number, location, & type of special events	27.1%	31.3%	19.6%	9.4%	5.8%	6.8%

WITHOUT "DON'T KNOW"

Q13. Land Use. Pitkin County (outside of municipal jurisdictions) uses the land use code and zoning to promote or limit certain types of development. Please rate the benefit of each of the following zoning practices on a scale of 1 to 5, where 5 means "Great Benefit" and 1 means "No Benefit" to the community. (without "don't know")

(N=501)

	Great benefit	Some benefit	Neutral	Little benefit	No benefit
Q13-1. Required preservation of historic character of residential areas in Pitkin County	52.9%	31.0%	6.9%	5.4%	3.8%
Q13-2. Limitations on density	55.8%	24.1%	8.5%	7.4%	4.2%
Q13-3. Limitations on house size	60.3%	21.3%	6.3%	6.1%	6.1%
Q13-4. Restrictions on location & type of development in Pitkin County	55.1%	26.2%	9.1%	6.2%	3.4%
Q13-5. Restrictions on development in Rural & Remote/Backcountry areas	57.6%	21.7%	10.1%	5.3%	5.3%
Q13-6. Maintaining County's rural character including Historic & Agricultural Preservation & environmental resources/habitat	59.6%	22.6%	9.6%	4.4%	3.8%
Q13-7. Enforcement response to development code violations	50.3%	23.5%	17.2%	4.0%	4.9%
Q13-8. Requirements & codes to reduce greenhouse gas emissions	42.9%	25.6%	14.0%	6.7%	10.8%
Q13-9. Limitations on number, location, & type of special events	29.1%	33.6%	21.0%	10.1%	6.2%

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

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Required preservation of historic character of residential areas in Pitkin County	72	14.4 %
Limitations on density	101	20.2 %
Limitations on house size	97	19.4 %
Restrictions on location & type of development in Pitkin County	36	7.2 %
Restrictions on development in Rural & Remote/Backcountry areas	42	8.4 %
Maintaining County's rural character including Historic & Agricultural Preservation & environmental resources/habitat	33	6.6 %
Enforcement response to development code violations	23	4.6 %
Requirements & codes to reduce greenhouse gas emissions	25	5.0 %
Limitations on number, location, & type of special events	21	4.2 %
None chosen	51	10.2 %
Total	501	100.0 %

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

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Required preservation of historic character of residential areas in Pitkin County	33	6.6 %
Limitations on density	65	13.0 %
Limitations on house size	76	15.2 %
Restrictions on location & type of development in Pitkin County	64	12.8 %
Restrictions on development in Rural & Remote/Backcountry areas	61	12.2 %
Maintaining County's rural character including Historic & Agricultural Preservation & environmental resources/habitat	53	10.6 %
Enforcement response to development code violations	33	6.6 %
Requirements & codes to reduce greenhouse gas emissions	28	5.6 %
Limitations on number, location, & type of special events	18	3.6 %
None chosen	70	14.0 %
Total	501	100.0 %

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

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Required preservation of historic character of residential areas in Pitkin County	40	8.0 %
Limitations on density	36	7.2 %
Limitations on house size	43	8.6 %
Restrictions on location & type of development in Pitkin County	71	14.2 %
Restrictions on development in Rural & Remote/Backcountry areas	63	12.6 %
Maintaining County's rural character including Historic & Agricultural Preservation & environmental resources/habitat	61	12.2 %
Enforcement response to development code violations	36	7.2 %
Requirements & codes to reduce greenhouse gas emissions	29	5.8 %
Limitations on number, location, & type of special events	28	5.6 %
None chosen	94	18.8 %
Total	501	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Required preservation of historic character of residential areas in Pitkin County	145	29.0 %
Limitations on density	202	40.4 %
Limitations on house size	216	43.2 %
Restrictions on location & type of development in Pitkin County	171	34.2 %
Restrictions on development in Rural & Remote/Backcountry areas	166	33.2 %
Maintaining County's rural character including Historic & Agricultural Preservation & environmental resources/habitat	147	29.4 %
Enforcement response to development code violations	92	18.4 %
Requirements & codes to reduce greenhouse gas emissions	82	16.4 %
Limitations on number, location, & type of special events	67	13.4 %
None chosen	51	10.2 %
Total	1339	

Q15. 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
Q15-1. How safe you feel in Pitkin County	70.3%	23.8%	3.2%	1.4%	0.4%	1.0%
Q15-2. Ambulance/emergency medical services in County	53.1%	28.5%	7.8%	1.6%	0.6%	8.4%
Q15-3. County's protection of adults & children from abuse or neglect	18.4%	24.6%	18.4%	3.0%	0.8%	34.9%
Q15-4. County's protection of families from domestic violence	16.2%	21.8%	18.0%	3.8%	0.8%	39.5%

WITHOUT "DON'T KNOW"

Q15. 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
Q15-1. How safe you feel in Pitkin County	71.0%	24.0%	3.2%	1.4%	0.4%
Q15-2. Ambulance/emergency medical services in County	58.0%	31.2%	8.5%	1.7%	0.7%
Q15-3. County's protection of adults & children from abuse or neglect	28.2%	37.7%	28.2%	4.6%	1.2%
Q15-4. County's protection of families from domestic violence	26.7%	36.0%	29.7%	6.3%	1.3%

Q16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q16. Top choice	Number	Percent
How safe you feel in Pitkin County	158	31.5 %
Ambulance/emergency medical services in County	98	19.6 %
County's protection of adults & children from abuse or neglect	106	21.2 %
County's protection of families from domestic violence	65	13.0 %
None chosen	74	14.8 %
Total	501	100.0 %

Q16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
How safe you feel in Pitkin County	48	9.6 %
Ambulance/emergency medical services in County	109	21.8 %
County's protection of adults & children from abuse or neglect	111	22.2 %
County's protection of families from domestic violence	127	25.3 %
None chosen	106	21.2 %
Total	501	100.0 %

SUM OF TOP 2 CHOICES

Q16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 2)

Q16. Sum of top 2 choices	Number	Percent
How safe you feel in Pitkin County	206	41.1 %
Ambulance/emergency medical services in County	207	41.4 %
County's protection of adults & children from abuse or neglect	217	43.4 %
County's protection of families from domestic violence	192	38.3 %
None chosen	74	14.8 %
Total	896	

Q17. 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
Q17-1. Overall quality & professionalism of local Sheriff's Office protection	43.3%	37.9%	9.6%	2.2%	1.2%	5.8%
Q17-2. How quickly Sheriff's Office responds to 911 emergencies	25.7%	23.2%	13.6%	0.8%	1.2%	35.5%
Q17-3. Visibility of Sheriff's deputies in neighborhoods	25.7%	36.5%	21.6%	3.6%	2.6%	10.0%
Q17-4. Overall quality of traffic safety provided by Sheriff's Office in County	20.8%	36.1%	19.0%	12.6%	6.0%	5.6%
Q17-5. Overall quality of Pitkin Alert system	28.9%	39.7%	14.0%	2.6%	1.2%	13.6%
Q17-6. Overall quality of Sheriff's Office backcountry rescue response & services	43.9%	31.5%	6.4%	0.2%	0.6%	17.4%
Q17-7. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	14.0%	21.8%	18.2%	4.6%	2.4%	39.1%

WITHOUT "DON'T KNOW"

Q17. 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
Q17-1. Overall quality & professionalism of local Sheriff's Office protection	46.0%	40.3%	10.2%	2.3%	1.3%
Q17-2. How quickly Sheriff's Office responds to 911 emergencies	39.9%	35.9%	21.1%	1.2%	1.9%
Q17-3. Visibility of Sheriff's deputies in neighborhoods	28.6%	40.6%	23.9%	4.0%	2.9%
Q17-4. Overall quality of traffic safety provided by Sheriff's Office in County	22.0%	38.3%	20.1%	13.3%	6.3%
Q17-5. Overall quality of Pitkin Alert system	33.5%	46.0%	16.2%	3.0%	1.4%
Q17-6. Overall quality of Sheriff's Office backcountry rescue response & services	53.1%	38.2%	7.7%	0.2%	0.7%
Q17-7. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	23.0%	35.7%	29.8%	7.5%	3.9%

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

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	118	23.6 %
How quickly Sheriff's Office responds to 911 emergencies	63	12.6 %
Visibility of Sheriff's deputies in neighborhoods	28	5.6 %
Overall quality of traffic safety provided by Sheriff's Office in County	88	17.6 %
Overall quality of Pitkin Alert system	27	5.4 %
Overall quality of Sheriff's Office backcountry rescue response & services	13	2.6 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	100	20.0 %
None chosen	64	12.8 %
Total	501	100.0 %

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

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	36	7.2 %
How quickly Sheriff's Office responds to 911 emergencies	90	18.0 %
Visibility of Sheriff's deputies in neighborhoods	57	11.4 %
Overall quality of traffic safety provided by Sheriff's Office in County	62	12.4 %
Overall quality of Pitkin Alert system	54	10.8 %
Overall quality of Sheriff's Office backcountry rescue response & services	42	8.4 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	65	13.0 %
None chosen	95	19.0 %
Total	501	100.0 %

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

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	59	11.8 %
How quickly Sheriff's Office responds to 911 emergencies	40	8.0 %
Visibility of Sheriff's deputies in neighborhoods	55	11.0 %
Overall quality of traffic safety provided by Sheriff's Office in County	51	10.2 %
Overall quality of Pitkin Alert system	51	10.2 %
Overall quality of Sheriff's Office backcountry rescue response & services	59	11.8 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	60	12.0 %
None chosen	126	25.1 %
Total	501	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q18. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality & professionalism of local Sheriff's Office protection	213	42.6 %
How quickly Sheriff's Office responds to 911 emergencies	193	38.6 %
Visibility of Sheriff's deputies in neighborhoods	140	28.0 %
Overall quality of traffic safety provided by Sheriff's Office in County	201	40.2 %
Overall quality of Pitkin Alert system	132	26.4 %
Overall quality of Sheriff's Office backcountry rescue response & services	114	22.8 %
County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	225	45.0 %
None chosen	64	12.8 %
Total	1282	

Q19. Perceptions of Current Transportation Issues. Pitkin County maintains 264 miles of County-owned roads and 24 bridges. It also owns and maintains over 80 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
Q19-1. Availability of shared use trails	37.1%	45.1%	9.4%	3.2%	1.2%	4.0%
Q19-2. Availability of parking (Brush Creek Park & Ride & Buttermilk Park & Ride)	27.3%	41.3%	18.2%	5.2%	1.0%	7.0%
Q19-3. Safety & maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	21.8%	51.3%	16.0%	6.8%	2.2%	2.0%
Q19-4. Effectiveness of County road snow removal	27.3%	50.1%	15.2%	3.6%	1.4%	2.4%
Q19-5. Ease of traveling by bicycle on Pitkin County roads	17.8%	38.1%	20.2%	9.2%	3.4%	11.4%
Q19-6. Ease of traveling by bicycle in Pitkin County on shared use trails	26.5%	39.5%	16.4%	5.0%	2.0%	10.6%

WITHOUT "DON'T KNOW"

Q19. Perceptions of Current Transportation Issues. Pitkin County maintains 264 miles of County-owned roads and 24 bridges. It also owns and maintains over 80 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
Q19-1. Availability of shared use trails	38.7%	47.0%	9.8%	3.3%	1.2%
Q19-2. Availability of parking (Brush Creek Park & Ride & Buttermilk Park & Ride)	29.4%	44.4%	19.5%	5.6%	1.1%
Q19-3. Safety & maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	22.2%	52.3%	16.3%	6.9%	2.2%
Q19-4. Effectiveness of County road snow removal	28.0%	51.3%	15.5%	3.7%	1.4%
Q19-5. Ease of traveling by bicycle on Pitkin County roads	20.0%	43.0%	22.7%	10.4%	3.8%
Q19-6. Ease of traveling by bicycle in Pitkin County on shared use trails	29.7%	44.2%	18.3%	5.6%	2.2%

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

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	71	14.2 %
Availability of parking (Brush Creek Park & Ride & Buttermilk Park & Ride)	50	10.0 %
Safety & maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	154	30.7 %
Effectiveness of County road snow removal	69	13.8 %
Ease of traveling by bicycle on Pitkin County roads	58	11.6 %
Ease of traveling by bicycle in Pitkin County on shared use trails	43	8.6 %
None chosen	56	11.2 %
Total	501	100.0 %

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

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	47	9.4 %
Availability of parking (Brush Creek Park & Ride & Buttermilk Park & Ride)	60	12.0 %
Safety & maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	95	19.0 %
Effectiveness of County road snow removal	105	21.0 %
Ease of traveling by bicycle on Pitkin County roads	56	11.2 %
Ease of traveling by bicycle in Pitkin County on shared use trails	52	10.4 %
None chosen	86	17.2 %
Total	501	100.0 %

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

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	73	14.6 %
Availability of parking (Brush Creek Park & Ride & Buttermilk Park & Ride)	66	13.2 %
Safety & maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	57	11.4 %
Effectiveness of County road snow removal	59	11.8 %
Ease of traveling by bicycle on Pitkin County roads	60	12.0 %
Ease of traveling by bicycle in Pitkin County on shared use trails	60	12.0 %
None chosen	126	25.1 %
Total	501	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of shared use trails	191	38.2 %
Availability of parking (Brush Creek Park & Ride & Buttermilk Park & Ride)	176	35.2 %
Safety & maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	306	61.1 %
Effectiveness of County road snow removal	233	46.6 %
Ease of traveling by bicycle on Pitkin County roads	174	34.8 %
Ease of traveling by bicycle in Pitkin County on shared use trails	155	31.0 %
None chosen	56	11.2 %
Total	1291	

Q21. 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 of 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
Q21-1. Availability & quality of critical services & resources provided by local non-profits	18.0%	34.7%	21.4%	3.4%	1.2%	21.4%
Q21-2. Senior Services' effectiveness at enabling seniors to remain as independent as possible	15.8%	23.8%	17.6%	4.2%	1.4%	37.3%
Q21-3. Availability & quality of mental health & substance misuse services	5.6%	20.6%	19.6%	14.0%	4.4%	35.9%
Q21-4. Availability & quality of economic assistance & emergency financial assistance	6.6%	14.2%	25.1%	6.2%	2.8%	45.1%
Q21-5. Environmental Health's effectiveness at addressing , wastewater treatment, indoor/ outdoor air quality, radon mitigation, noise, & disease prevention	9.2%	30.9%	26.7%	5.8%	2.6%	24.8%
Q21-6. Public Health's effectiveness at promoting health & preventing disease (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	16.4%	39.1%	23.2%	4.4%	2.2%	14.8%

WITHOUT "DON'T KNOW"

Q21. 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 of 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
Q21-1. Availability & quality of critical services & resources provided by local non-profits	22.8%	44.2%	27.2%	4.3%	1.5%
Q21-2. Senior Services' effectiveness at enabling seniors to remain as independent as possible	25.2%	37.9%	28.0%	6.7%	2.2%
Q21-3. Availability & quality of mental health & substance misuse services	8.7%	32.1%	30.5%	21.8%	6.9%
Q21-4. Availability & quality of economic assistance & emergency financial assistance	12.0%	25.8%	45.8%	11.3%	5.1%
Q21-5. Environmental Health's effectiveness at addressing , wastewater treatment, indoor/outdoor air quality, radon mitigation, noise, & disease prevention	12.2%	41.1%	35.5%	7.7%	3.4%
Q21-6. Public Health's effectiveness at promoting health & preventing disease (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	19.2%	45.9%	27.2%	5.2%	2.6%

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of critical services & resources provided by local non-profits	55	11.0 %
Senior Services' effectiveness at enabling seniors to remain as independent as possible	88	17.6 %
Availability & quality of mental health & substance misuse services	106	21.2 %
Availability & quality of economic assistance & emergency financial assistance	35	7.0 %
Environmental Health's effectiveness at addressing , wastewater treatment, indoor/outdoor air quality, radon mitigation, noise, & disease prevention	75	15.0 %
Public Health's effectiveness at promoting health & preventing disease (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	67	13.4 %
<u>None chosen</u>	<u>75</u>	<u>15.0 %</u>
Total	501	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of critical services & resources provided by local non-profits	52	10.4 %
Senior Services' effectiveness at enabling seniors to remain as independent as possible	54	10.8 %
Availability & quality of mental health & substance misuse services	78	15.6 %
Availability & quality of economic assistance & emergency financial assistance	77	15.4 %
Environmental Health's effectiveness at addressing , wastewater treatment, indoor/outdoor air quality, radon mitigation, noise, & disease prevention	70	14.0 %
Public Health's effectiveness at promoting health & preventing disease (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	70	14.0 %
<u>None chosen</u>	<u>100</u>	<u>20.0 %</u>
Total	501	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of critical services & resources provided by local non-profits	59	11.8 %
Senior Services' effectiveness at enabling seniors to remain as independent as possible	66	13.2 %
Availability & quality of mental health & substance misuse services	58	11.6 %
Availability & quality of economic assistance & emergency financial assistance	58	11.6 %
Environmental Health's effectiveness at addressing , wastewater treatment, indoor/outdoor air quality, radon mitigation, noise, & disease prevention	60	12.0 %
Public Health's effectiveness at promoting health & preventing disease (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	72	14.4 %
<u>None chosen</u>	<u>128</u>	<u>25.5 %</u>
Total	501	100.0 %

SUM OF TOP 3 CHOICES

Q22. Which THREE of the items listed in Question 21 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)

<u>Q22. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability & quality of critical services & resources provided by local non-profits	166	33.2 %
Senior Services' effectiveness at enabling seniors to remain as independent as possible	208	41.6 %
Availability & quality of mental health & substance misuse services	242	48.4 %
Availability & quality of economic assistance & emergency financial assistance	170	34.0 %
Environmental Health's effectiveness at addressing , wastewater treatment, indoor/outdoor air quality, radon mitigation, noise, & disease prevention	205	41.0 %
Public Health's effectiveness at promoting health & preventing disease (immunizations, social determinants of health: conditions related to where people live, work, learn, & play that affect health, functioning, & quality-of-life outcomes & risks)	209	41.8 %
<u>None chosen</u>	<u>75</u>	<u>15.0 %</u>
Total	1275	

Q23. 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
Q23-1. Availability of affordable quality housing for purchase	4.0%	9.6%	16.4%	26.7%	35.7%	7.6%
Q23-2. Availability of affordable quality housing for rent	1.4%	6.6%	17.2%	25.5%	37.5%	11.8%
Q23-3. Availability of affordable quality health care	7.2%	19.2%	23.6%	21.4%	18.4%	10.4%
Q23-4. Availability of affordable quality childcare	1.2%	4.6%	19.2%	18.4%	16.2%	40.5%
Q23-5. Availability of affordable quality care for aging adults	3.2%	9.6%	21.6%	14.0%	11.2%	40.5%
Q23-6. Availability of employment with adequate wages for self-sufficiency	3.2%	16.2%	21.8%	25.9%	21.0%	12.0%

WITHOUT "DON'T KNOW"

Q23. 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
Q23-1. Availability of affordable quality housing for purchase	4.3%	10.4%	17.7%	28.9%	38.7%
Q23-2. Availability of affordable quality housing for rent	1.6%	7.5%	19.5%	29.0%	42.5%
Q23-3. Availability of affordable quality health care	8.0%	21.4%	26.3%	23.8%	20.5%
Q23-4. Availability of affordable quality childcare	2.0%	7.7%	32.2%	30.9%	27.2%
Q23-5. Availability of affordable quality care for aging adults	5.4%	16.1%	36.2%	23.5%	18.8%
Q23-6. Availability of employment with adequate wages for self-sufficiency	3.6%	18.4%	24.7%	29.5%	23.8%

Q24. Which THREE of the items listed in Question 23 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q24. Top choice	Number	Percent
Availability of affordable quality housing for purchase	179	35.7 %
Availability of affordable quality housing for rent	87	17.4 %
Availability of affordable quality health care	62	12.4 %
Availability of affordable quality childcare	16	3.2 %
Availability of affordable quality care for aging adults	28	5.6 %
Availability of employment with adequate wages for self-sufficiency	68	13.6 %
None chosen	61	12.2 %
Total	501	100.0 %

Q24. Which THREE of the items listed in Question 23 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q24. 2nd choice	Number	Percent
Availability of affordable quality housing for purchase	65	13.0 %
Availability of affordable quality housing for rent	158	31.5 %
Availability of affordable quality health care	70	14.0 %
Availability of affordable quality childcare	43	8.6 %
Availability of affordable quality care for aging adults	40	8.0 %
Availability of employment with adequate wages for self-sufficiency	44	8.8 %
None chosen	81	16.2 %
Total	501	100.0 %

Q24. Which THREE of the items listed in Question 23 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q24. 3rd choice	Number	Percent
Availability of affordable quality housing for purchase	35	7.0 %
Availability of affordable quality housing for rent	47	9.4 %
Availability of affordable quality health care	82	16.4 %
Availability of affordable quality childcare	64	12.8 %
Availability of affordable quality care for aging adults	60	12.0 %
Availability of employment with adequate wages for self-sufficiency	105	21.0 %
None chosen	108	21.6 %
Total	501	100.0 %

SUM OF TOP 3 CHOICES**Q24. Which THREE of the items listed in Question 23 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 3)**

<u>Q24. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of affordable quality housing for purchase	279	55.7 %
Availability of affordable quality housing for rent	292	58.3 %
Availability of affordable quality health care	214	42.8 %
Availability of affordable quality childcare	123	24.6 %
Availability of affordable quality care for aging adults	128	25.6 %
Availability of employment with adequate wages for self-sufficiency	217	43.4 %
None chosen	61	12.2 %
Total	1314	

Q25. Clerk and Recorder Services. The Clerk and Recorder's office administers elections, motor vehicle registration and titling, recording of land use documents, and issuing of marriage licenses. 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. Accessibility of vehicle titling & registration services	44.7%	36.1%	9.8%	2.8%	0.8%	5.8%
Q25-2. Ease & accessibility of elections services	53.9%	30.9%	7.4%	1.0%	0.4%	6.4%
Q25-3. Quality of customer service in recording or searching for documents	25.7%	27.7%	18.0%	2.0%	0.2%	26.3%
Q25-4. Functionality of Motor Vehicle, Elections & Recording online services	31.9%	32.5%	17.2%	2.0%	0.6%	15.8%

WITHOUT "DON'T KNOW"

Q25. Clerk and Recorder Services. The Clerk and Recorder's office administers elections, motor vehicle registration and titling, recording of land use documents, and issuing of marriage licenses. 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. Accessibility of vehicle titling & registration services	47.5%	38.3%	10.4%	3.0%	0.8%
Q25-2. Ease & accessibility of elections services	57.6%	33.0%	7.9%	1.1%	0.4%
Q25-3. Quality of customer service in recording or searching for documents	35.0%	37.7%	24.4%	2.7%	0.3%
Q25-4. Functionality of Motor Vehicle, Elections & Recording online services	37.9%	38.6%	20.4%	2.4%	0.7%

Q26. Which TWO of the items listed in Question 25 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q26. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of vehicle titling & registration services	114	22.8 %
Ease & accessibility of elections services	92	18.4 %
Quality of customer service in recording or searching for documents	67	13.4 %
Functionality of Motor Vehicle, Elections & Recording online services	93	18.6 %
None chosen	135	26.9 %
Total	501	100.0 %

Q26. Which TWO of the items listed in Question 25 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

<u>Q26. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of vehicle titling & registration services	74	14.8 %
Ease & accessibility of elections services	85	17.0 %
Quality of customer service in recording or searching for documents	74	14.8 %
Functionality of Motor Vehicle, Elections & Recording online services	102	20.4 %
None chosen	166	33.1 %
Total	501	100.0 %

SUM OF TOP 2 CHOICES

Q26. Which TWO of the items listed in Question 25 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 2)

<u>Q26. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Accessibility of vehicle titling & registration services	188	37.6 %
Ease & accessibility of elections services	177	35.4 %
Quality of customer service in recording or searching for documents	141	28.2 %
Functionality of Motor Vehicle, Elections & Recording online services	195	39.0 %
None chosen	135	26.9 %
Total	836	

Q27. Telecommunications Services. Telecommunications, also known as Translator, plans, builds and maintains the tower and fiber infrastructure in the County. This system provides over-the-air TV, FM Radio, Public Safety Radio, and Broadband services to residents in the Roaring Fork, Crystal, and Frying Pan Valleys. Please indicate your level of satisfaction with each of the following using 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
Q27-1. Access & reliability of free TV	6.2%	10.2%	19.8%	8.4%	9.0%	46.5%
Q27-2. Ability to purchase dependable & reliable internet service with very high speeds (ability for multiple devices to operate at once, ability to telework for work or school)	9.6%	24.4%	24.6%	16.0%	10.4%	15.2%

WITHOUT "DON'T KNOW"

Q27. Telecommunications Services. Telecommunications, also known as Translator, plans, builds and maintains the tower and fiber infrastructure in the County. This system provides over-the-air TV, FM Radio, Public Safety Radio, and Broadband services to residents in the Roaring Fork, Crystal, and Frying Pan Valleys. Please indicate your level of satisfaction with each of the following using 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
Q27-1. Access & reliability of free TV	11.6%	19.0%	36.9%	15.7%	16.8%
Q27-2. Ability to purchase dependable & reliable internet service with very high speeds (ability for multiple devices to operate at once, ability to telework for work or school)	11.3%	28.7%	28.9%	18.8%	12.2%

Q28. Airport. The County owned and operated Aspen/Pitkin County 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. Availability & accessibility of airport parking	16.8%	31.3%	22.8%	13.4%	6.0%	9.8%
Q28-2. Quality & usability of airport terminal	19.0%	33.9%	19.2%	15.6%	6.4%	6.0%
Q28-3. Customer service at Aspen/Pitkin County Airport	23.2%	38.5%	20.6%	5.4%	2.6%	9.8%
Q28-4. Ground transportation to & from airport	15.6%	33.7%	24.8%	10.8%	4.6%	10.6%
Q28-5. Overall satisfaction of airport	19.4%	41.7%	17.6%	11.4%	4.6%	5.4%

WITHOUT "DON'T KNOW"

Q28. Airport. The County owned and operated Aspen/Pitkin County 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. Availability & accessibility of airport parking	18.6%	34.7%	25.2%	14.8%	6.6%
Q28-2. Quality & usability of airport terminal	20.2%	36.1%	20.4%	16.6%	6.8%
Q28-3. Customer service at Aspen/Pitkin County Airport	25.7%	42.7%	22.8%	6.0%	2.9%
Q28-4. Ground transportation to & from airport	17.4%	37.7%	27.7%	12.1%	5.1%
Q28-5. Overall satisfaction of airport	20.5%	44.1%	18.6%	12.0%	4.9%

Q29. Which TWO of the items listed in Question 28 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q29. Top choice	Number	Percent
Availability & accessibility of airport parking	91	18.2 %
Quality & usability of airport terminal	160	31.9 %
Customer service at Aspen/Pitkin County Airport	31	6.2 %
Ground transportation to & from airport	75	15.0 %
Overall satisfaction of airport	60	12.0 %
None chosen	84	16.8 %
Total	501	100.0 %

Q29. Which TWO of the items listed in Question 28 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years?

Q29. 2nd choice	Number	Percent
Availability & accessibility of airport parking	58	11.6 %
Quality & usability of airport terminal	91	18.2 %
Customer service at Aspen/Pitkin County Airport	49	9.8 %
Ground transportation to & from airport	69	13.8 %
Overall satisfaction of airport	103	20.6 %
None chosen	131	26.1 %
Total	501	100.0 %

SUM OF TOP 2 CHOICES

Q29. Which TWO of the items listed in Question 28 do you think should receive the MOST EMPHASIS from County leaders over the next TWO years? (top 2)

Q29. Sum of top 2 choices	Number	Percent
Availability & accessibility of airport parking	149	29.8 %
Quality & usability of airport terminal	251	50.1 %
Customer service at Aspen/Pitkin County Airport	80	16.0 %
Ground transportation to & from airport	144	28.8 %
Overall satisfaction of airport	163	32.6 %
None chosen	84	16.8 %
Total	871	

Q30. Which airport do you fly into and out of most often?

<u>Q30. Which airport do you fly into & out of most often</u>	<u>Number</u>	<u>Percent</u>
Aspen	339	67.7 %
Eagle/Vail	8	1.6 %
Grand Junction	16	3.2 %
Denver International	101	20.2 %
I don't use air travel	12	2.4 %
Not provided	25	5.0 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Which airport do you fly into and out of most often? (without "not provided")**

<u>Q30. Which airport do you fly into & out of most often</u>	<u>Number</u>	<u>Percent</u>
Aspen	339	71.2 %
Eagle/Vail	8	1.7 %
Grand Junction	16	3.4 %
Denver International	101	21.2 %
I don't use air travel	12	2.5 %
Total	476	100.0 %

Q31. 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
Q31-1. Value you receive for Pitkin County portion of your property taxes (19% of your property tax goes to County)	13.2%	37.1%	18.2%	11.2%	9.0%	11.4%
Q31-2. As a County that is moving in the right direction	12.2%	33.5%	18.4%	14.6%	16.0%	5.4%
Q31-3. Overall quality of services provided by Pitkin County	16.4%	46.3%	15.6%	12.2%	3.6%	6.0%
Q31-4. Overall quality of customer service you receive from County employees	21.4%	39.3%	15.2%	10.2%	4.0%	10.0%
Q31-5. Effectiveness of 5-member Board of County Commissioners	6.8%	25.0%	20.4%	12.8%	16.0%	19.2%

WITHOUT "DON'T KNOW"

Q31. 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
Q31-1. Value you receive for Pitkin County portion of your property taxes (19% of your property tax goes to County)	14.9%	41.9%	20.5%	12.6%	10.1%
Q31-2. As a County that is moving in the right direction	12.9%	35.4%	19.4%	15.4%	16.9%
Q31-3. Overall quality of services provided by Pitkin County	17.4%	49.3%	16.6%	13.0%	3.8%
Q31-4. Overall quality of customer service you receive from County employees	23.7%	43.7%	16.9%	11.3%	4.4%
Q31-5. Effectiveness of 5-member Board of County Commissioners	8.4%	30.9%	25.2%	15.8%	19.8%

Q33. What is your age?

<u>Q33. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	86	17.2 %
35-44	90	18.0 %
45-54	91	18.2 %
55-64	90	18.0 %
65+	92	18.4 %
Not provided	52	10.4 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your age? (without "not provided")**

<u>Q33. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	86	19.2 %
35-44	90	20.0 %
45-54	91	20.3 %
55-64	90	20.0 %
65+	92	20.5 %
Total	449	100.0 %

Q34. Which of the following best describes your race/ethnicity?

<u>Q34. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	10	2.0 %
Black or African American	5	1.0 %
American Indian or Alaska Native	3	0.6 %
White or Caucasian	458	91.4 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	50	10.0 %
Other	8	1.6 %
Total	535	

Q34-7. Self-describe your race/ethnicity:

<u>Q34-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	25.0 %
Many races	1	12.5 %
Middle Eastern	1	12.5 %
Armenian and English	1	12.5 %
More than one	1	12.5 %
Jewish	1	12.5 %
European	1	12.5 %
Total	8	100.0 %

Q35. What is the primary language spoken in your home?

<u>Q35. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	462	92.2 %
Spanish	5	1.0 %
Other	4	0.8 %
Not provided	30	6.0 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is the primary language spoken in your home? (without "not provided")**

<u>Q35. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	462	98.1 %
Spanish	5	1.1 %
Other	4	0.8 %
Total	471	100.0 %

Q35-3. Other:

<u>Q35-3. Other</u>	<u>Number</u>	<u>Percent</u>
French	2	50.0 %
German	1	25.0 %
Indonesian	1	25.0 %
Total	4	100.0 %

Q36. What is your gender?

<u>Q36. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	240	47.9 %
Female	245	48.9 %
Non-binary	2	0.4 %
Other	1	0.2 %
Not provided	13	2.6 %
Total	501	100.0 %

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

<u>Q36. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	240	49.2 %
Female	245	50.2 %
Non-binary	2	0.4 %
Other	1	0.2 %
Total	488	100.0 %

Q36-4. Self-describe your gender:

<u>Q36-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Fluid	1	100.0 %
Total	1	100.0 %

Q37. Would you say your total household income is...

<u>Q37. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	28	5.6 %
\$25K to \$49,999	52	10.4 %
\$50K to \$74,999	55	11.0 %
\$75K to \$99,999	57	11.4 %
\$100K to \$124,999	58	11.6 %
\$125K to \$149,999	46	9.2 %
\$150K to \$199,999	52	10.4 %
\$200K+	66	13.2 %
Not provided	87	17.4 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Would you say your total household income is... (without "not provided")**

<u>Q37. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	28	6.8 %
\$25K to \$49,999	52	12.6 %
\$50K to \$74,999	55	13.3 %
\$75K to \$99,999	57	13.8 %
\$100K to \$124,999	58	14.0 %
\$125K to \$149,999	46	11.1 %
\$150K to \$199,999	52	12.6 %
\$200K+	66	15.9 %
Total	414	100.0 %

Q38. Are you a registered voter in Pitkin County?

<u>Q38. Are you a registered voter in Pitkin County</u>	<u>Number</u>	<u>Percent</u>
Yes	438	87.4 %
No	55	11.0 %
Not provided	8	1.6 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Are you a registered voter in Pitkin County? (without "not provided")**

<u>Q38. Are you a registered voter in Pitkin County</u>	<u>Number</u>	<u>Percent</u>
Yes	438	88.8 %
No	55	11.2 %
Total	493	100.0 %

Q39. Are you employed?

<u>Q39. Are you employed</u>	<u>Number</u>	<u>Percent</u>
Yes	371	74.1 %
No	126	25.1 %
Not provided	4	0.8 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Are you employed? (without "not provided")**

<u>Q39. Are you employed</u>	<u>Number</u>	<u>Percent</u>
Yes	371	74.6 %
No	126	25.4 %
Total	497	100.0 %

Q40. Approximately how many years have you lived in Pitkin County?

Q40. How many years have you lived in Pitkin County	Number	Percent
0-5	45	9.0 %
6-10	45	9.0 %
11-15	50	10.0 %
16-20	36	7.2 %
21-30	95	19.0 %
31+	200	39.9 %
Not provided	30	6.0 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Approximately how many years have you lived in Pitkin County? (without "not provided")**

Q40. How many years have you lived in Pitkin County	Number	Percent
0-5	45	9.6 %
6-10	45	9.6 %
11-15	50	10.6 %
16-20	36	7.6 %
21-30	95	20.2 %
31+	200	42.5 %
Total	471	100.0 %

Q41. Is this your primary place of residence?

Q41. Is this your primary place of residence	Number	Percent
Yes	461	92.0 %
No	28	5.6 %
Not provided	12	2.4 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Is this your primary place of residence? (without "not provided")**

Q41. Is this your primary place of residence	Number	Percent
Yes	461	94.3 %
No	28	5.7 %
Total	489	100.0 %

Q42. Do you own or rent your current residence?

Q42. Do you own or rent your current residence	Number	Percent
Own	337	67.3 %
Rent	118	23.6 %
Deed restricted	72	14.4 %
Total	527	

Q43. Are you interested in or currently living in APCA or deed restricted housing?

Q43. Are you interested in or currently living in APCA or deed restricted housing	Number	Percent
Yes	201	40.1 %
No	259	51.7 %
Not provided	41	8.2 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q43. Are you interested in or currently living in APCA or deed restricted housing? (without "not provided")**

Q43. Are you interested in or currently living in APCA or deed restricted housing	Number	Percent
Yes	201	43.7 %
No	259	56.3 %
Total	460	100.0 %

Q44. How stable do you feel your current housing situation is?

<u>Q44. How stable is your current housing situation</u>	<u>Number</u>	<u>Percent</u>
Very stable	303	60.5 %
Somewhat stable	123	24.6 %
Not stable	50	10.0 %
Not provided	25	5.0 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q44. How stable do you feel your current housing situation is? (without "not provided")**

<u>Q44. How stable is your current housing situation</u>	<u>Number</u>	<u>Percent</u>
Very stable	303	63.7 %
Somewhat stable	123	25.8 %
Not stable	50	10.5 %
Total	476	100.0 %



5

Survey Instrument



COUNTY COMMISSIONERS

Dear fellow Pitkin County resident,

You have been selected at random to participate in the 2023 Pitkin County Public Satisfaction 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” to better understand which county programs are working well and 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 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. 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 pitkincountysurvey.com. If you would prefer to take the survey over the phone please call toll free, 1-800-801-5368.

If you have 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 "Francie Jacober". The signature is written in a cursive style with a long horizontal flourish at the end.

Francie Jacober, Chair
Pitkin County Board of Commissioners

Para completar esta encuesta en español, llame al ETC Institute al 844-811-0411.

2023 Pitkin County Public Satisfaction 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 Marci Suazo, Pitkin County Community Relations (marci.suazo@pitkincounty.com), with questions. At the end of the survey, space is provided for additional comments.

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.							
1.		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 place to live full-time, part-time, or seasonally	5	4	3	2	1	9
5.	Overall quality of life	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.	Overall sense of community	5	4	3	2	1	9
8.	Overall economic sustainability	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: ____

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.							
3.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The County's efforts in managing growth	5	4	3	2	1	9
02.	The County's efforts to mitigate the impacts of climate change and reduce greenhouse gas emissions	5	4	3	2	1	9
03.	The County's efforts to address affordable housing, including quality and quantity	5	4	3	2	1	9
04.	The County's efforts to address the community's mental health needs	5	4	3	2	1	9
05.	The County's efforts to protect water quality and quantity	5	4	3	2	1	9
06.	The County's efforts to ensure community preparedness for a natural disaster/crisis, including wildfire, drought, and flood	5	4	3	2	1	9
07.	The County's public safety division (Sheriff's office, jail, animal safety officer services)	5	4	3	2	1	9
08.	Parks, trails, open spaces, and habitat protection (through codes, ordinances, and open space purchases)	5	4	3	2	1	9
09.	Condition of the County's roadways	5	4	3	2	1	9
10.	The County's current process for obtaining permits and inspections for construction and renovation	5	4	3	2	1	9
11.	The County's current process for obtaining land use approvals	5	4	3	2	1	9
12.	The County's limitations on short term rentals	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?

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

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 trails 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

7. Which TWO of the items listed in Question 6 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 6.]

1st: ____ 2nd: ____

Landfill and Recycling. In addition to burying waste, the Solid Waste Center/Landfill provides diversion/recycling programs.

8. 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. Recycling drop off and unique recycling programs (electronics, books, mattresses, textiles)	5	4	3	2	1	9
2. Household hazardous waste disposal	5	4	3	2	1	9
3. Motherlode Mercantile materials reuse store	5	4	3	2	1	9
4. Construction and demolition waste diversion program	5	4	3	2	1	9
5. Composting program (yard and food waste)	5	4	3	2	1	9
6. Landfill products for sale (compost, topsoil, potting soil, gravel, mulch, and landscape boulders)	5	4	3	2	1	9
7. Value of landfill services for fees charged	5	4	3	2	1	9

9. Which THREE of the items listed in Question 8 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 8.]

1st: ____ 2nd: ____ 3rd: ____

Public Communication and Outreach. Community engagement and transparency are core focus areas 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 and County news	5	4	3	2	1	9
3. Ease of finding the information you want on <i>pitkincounty.com</i>	5	4	3	2	1	9
4. Effectiveness of County communications with the public	5	4	3	2	1	9

11. Which TWO of the items listed in Question 10 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 10.]

1st: ____ 2nd: ____

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

- (1) Newspaper (4) Social media (7) Other county websites
 (2) Radio (5) Pitkin County website (8) County newsletter
 (3) Television (6) Word of mouth (9) Other: _____

13. Land Use. Pitkin County (outside of municipal jurisdictions) uses the land use code and zoning to promote or limit certain types of development. Please rate the benefit of each of the following zoning practices on a scale of 1 to 5, where 5 means "Great Benefit" and 1 means "No Benefit" to the community.

	Great Benefit	Some Benefit	Neutral	Little Benefit	No Benefit	Don't Know
1. Required preservation of the historic character of residential areas in Pitkin County	5	4	3	2	1	9
2. Limitations on density	5	4	3	2	1	9
3. Limitations on house size	5	4	3	2	1	9
4. Restrictions on location and type of development in Pitkin County	5	4	3	2	1	9
5. Restrictions on development in Rural and Remote/Backcountry areas	5	4	3	2	1	9
6. Maintaining the County's rural character including Historic and Agricultural Preservation and environmental resources/habitat	5	4	3	2	1	9
7. Enforcement response to development code violations	5	4	3	2	1	9
8. Requirements and codes to reduce greenhouse gas emissions	5	4	3	2	1	9
9. Limitations on the number, location, and type of special events	5	4	3	2	1	9

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

1st: _____ 2nd: _____ 3rd: _____

15. 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. The County's protection of adults and children from abuse or neglect	5	4	3	2	1	9
4. The County's protection of families from domestic violence	5	4	3	2	1	9

16. Which TWO of the items listed in Question 15 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 15.]

1st: _____ 2nd: _____

17. 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 traffic safety provided by the Sheriff's Office in the County	5	4	3	2	1	9
5. Overall quality of Pitkin Alert system	5	4	3	2	1	9
6. Overall quality of Sheriff's Office backcountry rescue response and services	5	4	3	2	1	9
7. County's law enforcement response to mental health issues (Pitkin County Area Co-Responder Team)	5	4	3	2	1	9

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

1st: ____ 2nd: ____ 3rd: ____

Perceptions of Current Transportation Issues, Pitkin County maintains 264 miles of county-owned roads and 24 bridges. It also owns and maintains over 80 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."							
19.		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 and Buttermilk Park and Ride)	5	4	3	2	1	9
3.	Safety and maintenance of major County roads (Brush Creek Rd., Owl Creek Rd., McLain Flats, Castle Creek Rd., etc.)	5	4	3	2	1	9
4.	Effectiveness of County road snow removal	5	4	3	2	1	9
5.	Ease of traveling by bicycle on Pitkin County roads	5	4	3	2	1	9
6.	Ease of traveling by bicycle in Pitkin County on shared use trails	5	4	3	2	1	9

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

1st: ____ 2nd: ____ 3rd: ____

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 of 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.							
21.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability and quality of critical services and resources 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 misuse 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's effectiveness at addressing , wastewater treatment, indoor/outdoor air quality, radon mitigation, noise, and disease prevention	5	4	3	2	1	9
6.	Public Health's effectiveness at promoting health and preventing disease (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

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

1st: ____ 2nd: ____ 3rd: ____

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

24. Which THREE of the items listed in Question 23 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 23.]

1st: ____ 2nd: ____ 3rd: ____

Clerk and Recorder Services. The Clerk and Recorder's office administers elections, motor vehicle registration and titling, recording of land use documents, and issuing of marriage licenses. 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. Accessibility of vehicle titling and registration services	5	4	3	2	1	9
2. Ease and accessibility of elections services	5	4	3	2	1	9
3. Quality of customer service in recording or searching for documents	5	4	3	2	1	9
4. Functionality of Motor Vehicle, Elections and Recording online services	5	4	3	2	1	9

26. Which TWO of the items listed in Question 25 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 25.]

1st: ____ 2nd: ____

Telecommunications Services. Telecommunications, also known as Translator, plans, builds and maintains the tower and fiber infrastructure in the county. This system provides over-the-air TV, FM Radio, Public Safety Radio, and Broadband services to residents in the Roaring Fork, Crystal, and Frying Pan Valleys. Please indicate your level of satisfaction with each of the following 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. Access and reliability of free TV	5	4	3	2	1	9
2. Ability to purchase dependable and reliable internet service with very high speeds (ability for multiple devices to operate at once, ability to telework for work or school)	5	4	3	2	1	9

Airport. The County-owned and -operated Aspen/Pitkin County 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. Availability and accessibility of airport parking	5	4	3	2	1	9
2. Quality and usability of the airport terminal	5	4	3	2	1	9
3. Customer service at the Aspen/Pitkin County Airport	5	4	3	2	1	9
4. Ground transportation to and from airport	5	4	3	2	1	9
5. Overall satisfaction of the airport	5	4	3	2	1	9

29. Which TWO of the items listed in Question 28 on the previous page 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 28.]

1st: ____ 2nd: ____

30. 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

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 (19% of your property tax goes to the County)	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

32. Do you have comments or suggestions regarding County-provided services, or other priorities that have not been included in the survey?

33. What is your age? _____ years

34. Which of the following best describes your race/ethnicity? [Check all that apply.]

____ (01) Asian or Asian Indian ____ (05) Native Hawaiian or other Pacific Islander
 ____ (02) Black or African American ____ (06) Hispanic, Spanish, or Latino/a/x
 ____ (03) American Indian or Alaska Native ____ (99) Other: _____
 ____ (04) White or Caucasian

35. What is the primary language spoken in your home?

____ (1) English ____ (2) Spanish ____ (3) Other: _____

36. What is your gender?

____ (1) Male ____ (3) Non-binary ____ (5) Prefer not to respond
 ____ (2) Female ____ (4) Other: _____

37. 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

38. Are you a registered voter in Pitkin County? ____ (1) Yes ____ (2) No

39. Are you employed? ____ (1) Yes ____ (2) No

40. Approximately how many years have you lived in Pitkin County? _____ years

41. Is this your primary place of residence? ____ (1) Yes ____ (2) No

- 42. Do you own or rent your current residence? [Check all that apply.]**
____(1) Own ____ (2) Rent ____ (3) Deed Restricted
- 43. Are you interested in or currently living in APCHA or deed restricted housing?**
____(1) Yes ____ (2) No
- 44. How stable do you feel your current housing situation is?**
____(1) Very Stable ____ (2) Somewhat Stable ____ (3) Not Stable
- 45. Would you be willing to participate in future surveys sponsored by Pitkin County?**
____(1) Yes [Answer Q45a.] ____ (2) No

45a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

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 County are having problems. If your address is not correct, please provide the correct information. Thank you.