



**COMMUNITY SURVEY 2018 DRAFT #2 – FOR STAFF AND COUNCIL REVIEW
2/20/2018**

First, a few questions about you and the general state of Vail...

1. Is your residence (either year-round or seasonal) within the town of Vail?
☐ Yes ☐ No (*GO TO Q. 2*)

If yes, where?

- | | |
|---|--|
| <input type="checkbox"/> East Vail | <input type="checkbox"/> Buffehr Creek, Lionsridge, the Valley |
| <input type="checkbox"/> Booth Falls and Bald Mountain Road areas | <input type="checkbox"/> Vail Commons/Safeway area |
| <input type="checkbox"/> Booth Creek/Aspen Lane | <input type="checkbox"/> West Vail (north of I-70) |
| <input type="checkbox"/> Golf Course | <input type="checkbox"/> Matterhorn, Glen Lyon |
| <input type="checkbox"/> Vail Village | <input type="checkbox"/> Intermountain |
| <input type="checkbox"/> Lionshead | <input type="checkbox"/> Not a resident of the town of Vail |
| <input type="checkbox"/> Potato Patch, Sandstone | <input type="checkbox"/> Other _____ |

2. Which of the following best describes you?

- ☐ Year-round resident (11+ months/year)
☐ Part-time resident
☐ Employed in the town of Vail but don't live there
☐ Get mail in the town but don't live or work there
☐ Non-resident owner of business/commercial property

3. What is the ZIP Code of your primary residence? _____

4. Would you say that things in the town of Vail are going in the right direction, or have they gotten off on the wrong track?

- ☐ Right direction
☐ Wrong track
☐ Don't know

In a few words, why do you feel that way? _____

(Please attach an additional sheet of paper with your comments if needed on any survey question.)

5. Using the 1 to 5 scale below, how satisfied are you with the Town of Vail local government in terms of providing information to citizens about what local government is doing, including offering ample public engagement opportunities, approachability, and being collaborative in the decision-making process?

	NOT AT ALL SATISFIED				VERY SATISFIED	DON'T KNOW
Providing information to citizens	1	2	3	4	5	x
Offering public engagement opportunities	1	2	3	4	5	x
Being collaborative in decision-making process	1	2	3	4	5	x
Approachability of staff and Town Council members	1	2	3	4	5	x

Do you have any specific comments on your ratings?

TOWN SERVICES – The following questions ask you about your use of various services provided by the Town and your satisfaction with these services.

The Public Works Department provides maintenance of public areas including parks, buildings, roads and village areas.

6. Rate your satisfaction with Public Works services in the Town of Vail:

	NOT AT ALL SATISFIED					VERY SATISFIED	DON'T KNOW
Snow removal on roads	1	2	3	4	5		x
Road and street maintenance by the Town of Vail (potholes, sweeping, drainage, etc.)	1	2	3	4	5		x
Overall park maintenance	1	2	3	4	5		x
Appearance and condition of Town-owned buildings	1	2	3	4	5		x
Friendliness and courteous attitude of Public Works employees	1	2	3	4	5		x
Cleanliness of pedestrian villages	1	2	3	4	5		x
Cleanliness of public restrooms	1	2	3	4	5		x

Do you have any suggestions on how Public Works can improve its services?

Public Safety

7. Please rate your satisfaction with the following aspects of Fire Services in the Town of Vail:

	NOT AT ALL SATISFIED					VERY SATISFIED	DON'T KNOW
Response times to emergency incidents	1	2	3	4	5		x
Wildfire mitigation efforts	1	2	3	4	5		x
Courtesy and helpfulness of fire department staff	1	2	3	4	5		x
Timely plan-check and fire system inspections	1	2	3	4	5		x
Fire safety, awareness and education programs	1	2	3	4	5		x

Do you have any suggestions on how the Fire Department can improve its services?

8. Please rate your satisfaction with the following aspects of Police Services in the Town of Vail:

	NOT AT ALL SATISFIED					VERY SATISFIED	DON'T KNOW
Overall feeling of safety and security	1	2	3	4	5		x
Appropriate presence of police on foot/vehicle patrol	1	2	3	4	5		x
Friendliness and approachability of Vail police department employees	1	2	3	4	5		x
Overall quality of service	1	2	3	4	5		x
Visibility of police foot/vehicle patrol	1	2	3	4	5		x
Trustworthiness/Confidence in the police department	1	2	3	4	5		x

Do you have any suggestions on how the Police Department can improve its services?

The Community Development Department provides planning, design review, environmental programs, and building inspection services.

9. Do you know that Town now offers an online portal that provides information on reviews in progress, property research, building permits, and on-line planning applications?
☐ Yes ☐ No ☐ Uncertain

9a. And are you aware that this portal provides the ability to notify the Town of a code violation?
☐ Yes ☐ No ☐ Uncertain

10. Have you used the services of the Community Development Department within the past 12 months?
☐ Yes ☐ No (*GO TO Q. 12*)

11. Please rate your satisfaction with the following aspects of the Community Development Department:

	NOT AT ALL SATISFIED				VERY SATISFIED	DON'T KNOW
Availability of information (e.g., public records)	1	2	3	4	5	x
Timeliness of response (to telephone calls, inspections, questions/inquiries, plan review, etc.)	1	2	3	4	5	x
Building permit review and inspections	1	2	3	4	5	x
Courtesy and attitude/helpfulness	1	2	3	4	5	x
Knowledge/ability to answer questions	1	2	3	4	5	x

Do you have any suggestions on how the Community Development Department can improve its services?

Parking and Bus Service

12. Are you aware that the Town offers residents/employees a variety of parking passes and discount parking programs?
☐ Yes ☐ No ☐ Uncertain

13. Do you own a parking pass or value card this season?
☐ No

Why do you not buy a parking pass or value card? _____

- ☐ Yes: ☐ Gold pass
☐ Blue pass
☐ Green pass
☐ Pink pass
☐ Value card

14. Please rate your satisfaction with public parking services in Vail.

	NOT AT ALL SATISFIED				VERY SATISFIED	DON'T KNOW
Booth attendant courtesy	1	2	3	4	5	x
Parking structure cleanliness	1	2	3	4	5	x
Overflow Vail Frontage Road parking (safety)	1	2	3	4	5	x
Overflow Frontage Road parking (convenience/ease of access)	1	2	3	4	5	x
Ease of parking in summer	1	2	3	4	5	x
Ease of parking in winter	1	2	3	4	5	x
Overall parking fees/pricing structure	1	2	3	4	5	x

Other than adjusting parking fees, what could the Town of Vail do to improve your satisfaction with parking in the town?

15. Please rate your satisfaction with bus service.

	NOT AT ALL SATISFIED			VERY SATISFIED			DON'T KNOW
Frequency of in-town shuttle (<u>Lionshead to Golden Peak</u>)	1	2	3	4	5		x
Frequency of outlying service – <u>Vail neighborhoods</u>	1	2	3	4	5		x
Bus driver courtesy	1	2	3	4	5		x
Dependability of bus service	1	2	3	4	5		x
Cleanliness of buses	1	2	3	4	5		x
Level of crowding on buses	1	2	3	4	5		x
Atmosphere/sense of safety on buses	1	2	3	4	5		x

16. Would you use the TOV buses more if frequency of service was increased?

☐ Yes ☐ No ☐ Uncertain

16a. (IF YES) On which routes would you like to see more frequent service?

16b. Do you have other suggestions on how bus services can be improved in Vail?

EVENTS

Vail has developed a wide variety of events and special programs in all seasons that have become part of our community culture. Our events now include concerts, festivals, athletic events, arts and learning-based programs, and other activities.

17. In general, how would you describe the experience that events in Vail create for you and your guests?

VERY NEGATIVE		NEUTRAL		VERY POSITIVE		DON'T KNOW
1	2	3	4	5		x

18. With respect to the number of events in Vail, are there:

☐ Too few events ☐ About the right number ☐ Too many events

18a. Is there a specific type of event or special program you would like to see added to Vail's town-wide calendar?

19. How effectively do you feel our mix of events is appealing to the right audiences for Vail?

NOT AT ALL EFFECTIVE	VERY EFFECTIVE			DON'T KNOW
1	2	3	4	5
				x

20. Please rate your satisfaction with the following aspects of town-wide events:

	NOT AT ALL SATISFIED			VERY SATISFIED			DON'T KNOW
The overall quality of events in Vail	1	2	3	4	5		x
Overall quality of cultural, community, recreational, performing arts, business conference venue options in Vail	1	2	3	4	5		x

Is there anything else you want to say regarding your level of satisfaction with events?

21. The Town of Vail invests in various events in Vail. In general, what is your opinion of this economic development strategy?

- ☐ I strongly support the Town's financial investment in events
☐ I am somewhat in favor
☐ I am neutral
☐ I somewhat oppose
☐ I strongly oppose

22. Do you have any further comments on events or programs in Vail? _____

Library Services

Vail Public Library offers access to information resources of many types to serve the needs of Vail's guests, residents, businesses and schools.

23. Please respond to the following questions using "Yes" or "No."

	YES	NO
Do you have a library card in the Town of Vail?	<input type="checkbox"/>	<input type="checkbox"/>
Do you access the library remotely as well as in person?	<input type="checkbox"/>	<input type="checkbox"/>
Have you used the library's website or e-newsletter?	<input type="checkbox"/>	<input type="checkbox"/>

24. How frequently do you use the library? _____ times per month

25. What do you like best about Vail Public Library? _____

What would you like to see us add/offer/change? _____

26. Please rate your overall satisfaction with Vail Public Library:

NOT AT ALL					VERY	
SATISFIED					SATISFIED	DON'T
1	2	3	4	5		KNOW
						x

How can the library improve its services?

COMMUNITY ISSUES AND OPPORTUNITIES

The following questions provide you with an opportunity to express your opinions concerning areas of public policy that require tradeoffs and/or prioritization. They include questions on areas of emphasis that have been identified by Town Council for consideration in the coming months including topics related to the Environment, Work Force Housing and Parking. Note that the Council has a continuing commitment to careful budget management (keeping Vail fiscally healthy), and economic vitality (investing in facilities, services and events to keep Vail competitive).

27. The Vail Town Council and staff value community input to help understand your priorities. For each area listed below, indicate the level of priority you believe is appropriate. (Use a 1 to 5 scale where 1=Not a Priority, 3=Somewhat, 5=High Priority)

	NOT A PRIORITY	NEUTRAL			HIGH PRIORITY	DON'T KNOW
1. Environmental sustainability (waste and energy conservation programs, environmental education, etc.)	1	2	3	4	5	x
2. Actions to protect and enhance Gore Creek	1	2	3	4	5	x
3. Climate action and leadership on matters of policy (economic, social and environmental)	1	2	3	4	5	x
4. Focus on Housing for middle income and service worker households in vital support roles	1	2	3	4	5	x
5. Guest relations and customer service	1	2	3	4	5	x
5-6. <u>Parking opportunities for residents and visitors/quests</u>	1	2	3	4	5	x
6-7. <u>Public safety (police and fire services)</u>	1	2	3	4	5	x
8. <u>Transportation needs (Eagle County/regional) bus service</u>	1	2	3	4	5	x
7-9. <u>Transportation needs (in-Town) bus service</u>	1	2	3	4	5	x
10. <u>Pursuing a dedicated funding source to provide ongoing support for events and programs to serve visitors and the Vail community</u>	1	2	3	4	5	x
11. <u>Pursuing a dedicated funding source to provide ongoing financial support for deed restricted housing-</u>	1	2	3	4	5	x
8. Actions to protect and enhance Gore Creek	1	2	3	4	5	x

What two areas are your highest priorities? (Insert numbers from list: # _____, # _____)

Any comments on your responses? _____

28. The history of Vail is deeply rooted in a vision for its future, and successful master planning initiatives targeted towards achieving the community's vision. Over time, master plan actions get implemented and the vision for the community needs to be revisited to remain relevant. There are several master planning initiatives being considered by the Vail Town Council. For each area listed below, indicate the level of priority you believe is appropriate. (Use a 1 to 5 scale where 1=Not a Priority, 3=Somewhat, 5=High Priority.)

	NOT A PRIORITY	NEUTRAL			HIGH PRIORITY	DON'T KNOW
<u>Undertaking a community visioning plan to better determined Vail's future</u>	1	2	3	4	5	x
<u>Planning for the future of the West Vail area</u>	1	2	3	4	5	x
<u>Planning to ensure that the Town is optimizing the use of developed town-owned lands and facilities for the long-term needs of the community</u>	1	2	3	4	5	x

Are there any other master planning initiatives the Town Council should be considering? _____

Do you have any specific comments on your responses? _____

Comment [CC1]: Alternatively, this question could be asked, "Pursuing a modest sales tax increase, subject to voter approval, to provide ongoing support for events and programs..."

Financial Prioritizing

We are interested in the relative priority that you would place on improvements to serve the Vail community including residents and visitors/guests. Recognizing that the categories of projects listed below would likely involve significant investment that may require expenditures greater than the Town's typical annual budget, please provide your input.

29. With \$5 increments being the smallest amount you might use, if you had \$100 to spend on major efforts, how would you allocate that \$100 across the following categories? Or, if you would not allocate funds to any of these categories, please indicate by checking the box provided below. Leave any items blank if you don't want to allocate funds to a category and please make sure your allocation totals \$100.

\$ ____ Defining overall comprehensive parking management policies to ensure that there is adequate parking for residents and visitors at peak times, potentially using a combination of additional parking spaces and pricing/management strategies

\$ ____ Environmental Sustainability efforts (including waste and recycling, wildlife habitat, climate change, Gore Creek restoration and energy efficiency)

\$ ____ Expanded housing opportunities for a wide range of household incomes and a variety of resort community occupations middle income and service worker households

\$ ____ Creation of a new indoor events and programs space to support a variety of cultural and community activities

\$ ____ Transportation improvements to address needs through bus service - in Vail

\$ ____ Transportation improvements to address needs through bus service - regionally

\$ ____ Planning and development of a Civic Center (enhanced community spaces including the Dobson Arena/Library/Lionshead Parking Structure, Town Hall, etc.)

\$ ____ Other: (please explain) _____

\$ 100

OR

☐ I would not allocate any substantial funding to these types of efforts in the future

Do you have any comments on any of your responses above? _____

Deed-Restricted (Work Force) Housing Opportunities

30. The Vail Town Council acknowledges the important role deed-restricted housing plays in maintaining and sustaining community in Vail. There has been discussion about various techniques to expand deed-restricted opportunities in the area. Please indicate your opinion using the scale of 1 to 4 below.

	NOT AT ALL SUPPORTIVE			VERY SUPPORTIVE	DON'T KNOW
Allowing <u>developers to meet their deed restricted</u> housing requirement outside town boundaries	1	2	3	4	x
<u>Apply deed restricted housing requirements to all new or expanded residential development</u>	1	2	3	4	x
<u>Allowing increases in residential density in appropriate locations or circumstances</u>	1	2	3	4	x
<u>Identify and financially support opportunities for regional partnerships to construct new deed restricted housing outside town boundaries</u>	1	2	3	4	x
Other: (please provide your suggestions):	1	2	3	4	x

Do you have any suggestions on how work force housing opportunities can be improved?

The Environment

Vail has successfully undergone an audit as part of its goal to become a globally-certified sustainable destination. Sustainable destinations seek to leverage the positive benefits of tourism while ensuring the health and viability of the local community.

31. Do you have any comments or suggestions concerning Vail's efforts toward being a sustainable destination?

Comment [CC2]: Or this could be asked something like, What does "being a sustainable destination" mean to you personally?

32. Please rank the importance of the following environmental sustainability program focus areas for the Town of Vail:

	NOT AT ALL IMPORTANT				VERY IMPORTANT	DON'T KNOW
Climate change action and policy advocacy	1	2	3	4	5	x
Recycling and waste reduction	1	2	3	4	5	x
Renewable energy projects in town (e.g., solar PV on buildings)	1	2	3	4	5	x
Stronger enforcement and ticketing of existing regulations	1	2	3	4	5	x
Wildlife habitat areas (for food, shelter, movement, etc.)	1	2	3	4	5	x

Alternative question – If this is added Q32 would be deleted:

Now in its second year of implementation, the Gore Creek Strategic Plan identified improved regulations as of the strategic actions to improve water quality. Using the scale below, indicate your opinion.

	NOT AT ALL SUPPORTIVE				VERY SUPPORTIVE	DON'T KNOW
An increase to stream setback rules	1	2	3	4	5	x
A watershed protection ordinance that would restrict pesticide use	1	2	3	4	5	x
A "no-mowing" zone (to restrict lawn mowing next to waterways)	1	2	3	4	5	x

33. The Town is currently working on improving and protecting Gore Creek water quality. Please identify the barriers that exist toward your personal use of environmentally friendly landscaping practices on your property. Rate the following on a scale of 1 to 5 where 1 is "strongly disagree" and 5 is "strongly agree" that these are barriers.

	STRONGLY DISAGREE				STRONGLY AGREE	DON'T KNOW
Lack of knowledge of eco-friendly practices	1	2	3	4	5	x
HOA handles landscaping/HOA rules	1	2	3	4	5	x
I prefer a green turf lawn, space to play, socialize, etc.	1	2	3	4	5	x
Lack of effective alternatives to pesticides/herbicides	1	2	3	4	5	x
Costs are prohibitive	1	2	3	4	5	x
Lack of eco-friendly landscapers	1	2	3	4	5	x
Native plants and vegetation are not visually appealing; they attract nuisance animals, and/or obscure views	1	2	3	4	5	x
Other	1	2	3	4	5	x

34. Wildfire poses a risk to our homes, environment, economy, recreation and safety. Effective wildfire mitigation requires a multi-faceted approach. Please indicate your opinion using the scale of 1 to 4 below.

	NOT AT ALL SUPPORTIVE				VERY SUPPORTIVE	DON'T KNOW
Creation of defensible space on individual properties (where vegetation is reduced or modified to create a buffer around the home)	1	2	3	4	x	
Evaluation of the defensible space around each home by trained personnel	1	2	3	4	x	
Design standards that facilitate the creation of defensible space (such as using deciduous trees rather than conifers)	1	2	3	4	x	

Household Preparedness for an Emergency

Being prepared for a catastrophic event (for example, wildfire, a flood, or a hazardous materials spill on I-70) would include understanding what you should do in conditions where you might not have the support or intervention of first responders. Preparedness means that you have an evacuation plan/kit and you have registered with EC alert so that you can receive timely notification of an impending threat or evacuation.

35. How prepared would you say you and your household are in the event of a catastrophic emergency event?

- ☐ Extremely prepared
☐ Somewhat prepared
☐ Slightly prepared
☐ Not at all prepared

Do you have any comments or unanswered questions related to Emergency Preparedness in Vail?

Parking and Transportation

36. The Town is working on finding an appropriate balance between adequate vehicle parking and encouraging use of public transit and other alternative transportation means. Should Town parking rates be based on demand (i.e., higher rates at the busiest times and lower rates when there is little demand, similar to hotels and airlines)?

- ☐ Yes ☐ No ☐ Uncertain

37. Would you be in favor of creating a bike share program in the Vail area (i.e. bikes available for rent in selected locations on local streets)?

- ☐ Yes ☐ No ☐ Uncertain

37a. (IF YES) Would you use the bike share program?

- ☐ Yes ☐ No ☐ Uncertain

38. Would you be in favor of creating a car share program in the Vail area (i.e. cars available for rent on a short-term basis in selected areas of town) for guests and locals

- ☐ Yes ☐ No ☐ Uncertain

38a. (IF Yes) Would you use the car share program?

- ☐ Yes ☐ No ☐ Uncertain

Do you have any suggestions on other ways to encourage alternative transportation use opportunities?

Ownership and Property Rental Information

39. Do you own or rent your residence?

- ☐ Own
☐ Rent
☐ Other (specify) _____

40. How long have you lived within the town of Vail (or owned property if a non-resident)?

- ☐ Less than 1 year
☐ 1-5 years
☐ 6-15 years
☐ More than 15 years
☐ Not applicable

41. Are you aware that the Town has recently adopted new short-term rental regulations (i.e. for home/condominium rentals of less than 30 consecutive days)?

- ☐ Yes ☐ No ☐ Uncertain

42. (If own home) Over the past year have you rented out your residence short-term?

- ☐ Yes
☐ No

43. (If own home and rent out residence short-term)

Do you rent it through:

- ☐ A management company
☐ Myself/online social sources as as VRBO, Airbnb, Flipkey, etc.
☐ Both a management company and rent it myself
☐ Other

44. (If own home) How do you expect to be using your home five years from now? (check all that apply)

- ☐ As a primary residence for my household, the owner
☐ I intend to sell my home within the next five years but stay in the area
☐ I intend to sell my home in the next five years and relocate outside the area
☐ A vacation home for owner or guests of owner
☐ I intend to use home as my retirement residence
☐ Vacation rental to visitor/tourists
☐ Rented long term to local resident
☐ Other
☐ Don't know/uncertain

45. Using the scale below, has your neighborhood character or quality of life been affected by short-term rentals in your immediate area?

Negatively affected Neither negative or positive Positively affected
1 2 3 4 5

46. In your opinion, to what extent is the loss of long-term rental housing a problem in Vail at this time?

- ☒ Not a problem
☐ One of the region's lesser problems
☒ A moderate problem
☐ One of the more serious problems
☐ A critical problem in the region

Do you have any further comments on your experience with the rental housing situation in Vail?

Please provide the following demographic information. Remember that all responses remain strictly confidential and are reported only in group format.

47. Which of the following best describes your employment status?

- ☐ Work 8 months or more a year in the local area (Vail Valley)
☐ Work 7 or fewer months a year in the local area (Vail Valley)
☐ Currently employed outside of the local area (work on Front Range, out of state, etc.)
☐ Retired
☐ Unemployed and/or looking for work
☐ Homemaker
☐ Other: _____

48. (If work in the Vail Valley) How many jobs do you currently hold (winter 2018)? ____ jobs

What is the location of your place of work in the Vail Valley? (Check all that apply)

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> In the town of Vail | <input type="checkbox"/> Minturn |
| <input type="checkbox"/> Eagle Vail | <input type="checkbox"/> Eagle |
| <input type="checkbox"/> Avon | <input type="checkbox"/> Gypsum |
| <input type="checkbox"/> Beaver Creek | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Edwards | |

49. (IF RESIDENT) Do you own or operate a business within the town of Vail? ☐ Yes ☐ No

50. Are you a registered voter in Vail? ☐ Yes ☐ No

51. Which of these categories best describes your household status?

- ☐ Single, no children
☐ Couple, no children

- ☐ Household with children living at home
☐ Empty-nester, children no longer at home

- ☐ Male ☐ Female

53. In what year were you born? _____

52. Are you:

Do you have any additional comments or suggestions?

THANK YOU FOR YOUR PARTICIPATION IN OUR CONTINUING EVALUATION PROGRAM.
After submitting your survey, you will have the opportunity to enter the prize drawing. Your survey responses are confidential.

Please check any of the following that interest you:

- ☐ Enter me for a chance to win a drawing for one of **ten** \$100 VISA Gift Cards. The first 100 completed surveys will comprise the first pool of entrants, so complete your survey and enter soon!
- ☐ Add me to the Town's email list for periodic updates and communications

Email address: _____