

PRESENTATION BY
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RRC Associates

**Vail Community
Survey 2022
Summary of Results**



TOWN OF VAIL

Overview of Presentation

- Introduction to Surveys/Survey Methodology
- Resident type, Registered voters, Location in town, etc.
- Evaluation of Responses on “Right/Wrong Track”
- Satisfaction Ratings of Town Departments
- Exploration of Policy Topics and Identifying Priorities
- Questions/Comments on Findings from Council and Staff

Community Survey Methods

- 2022 Survey program was designed to be directly comparable to past studies (2020, 2018, 2016, 2014, 2012, and 2010) in terms of methods of data collection and presentation of results.
- While many survey questions have remained the same, Council and staff participated in the design of a variety of new survey questions fielded in 2022.
- As in past studies, year-round residents and part-time homeowners were sent a postcard invitation to the web survey with two passwords per card.
- Residents were able to request paper surveys by phone as an alternative.
- Later, an “open link” was advertised for the web survey.
- Response to survey was up 9% this year – incentives, publicity and a growing TOV mailing list have helped to expand survey participation over time

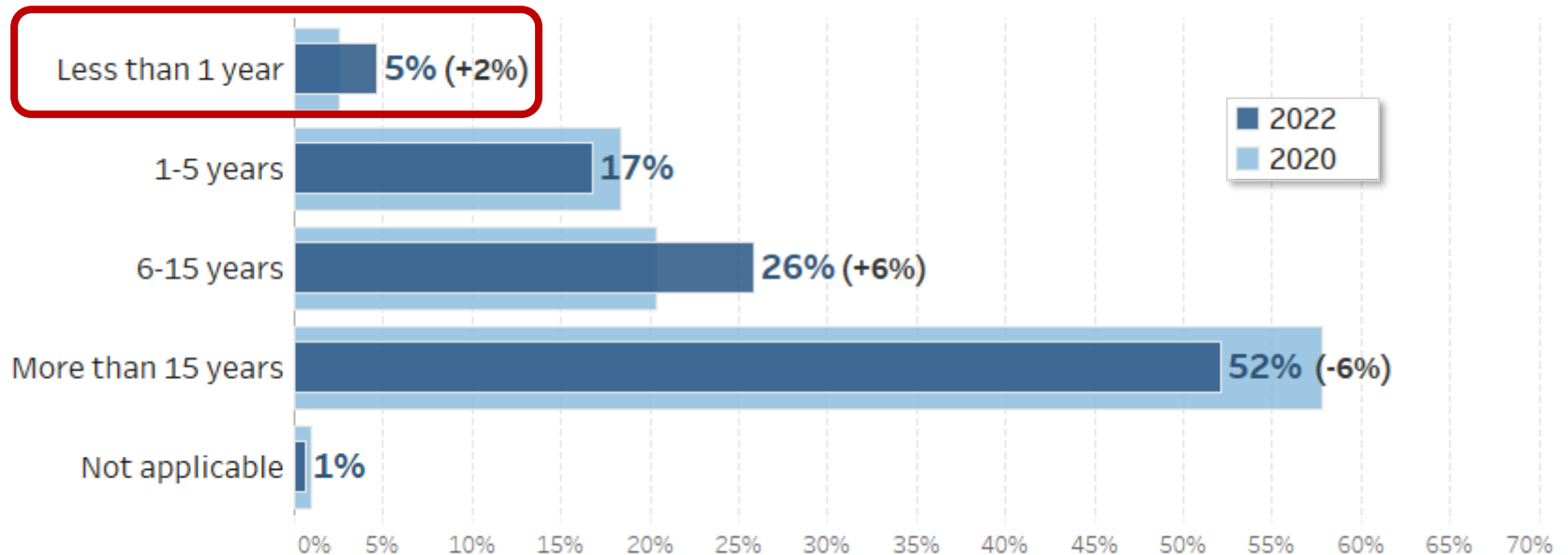
Community Survey Responses

Survey Version	2012	2014	2016	2018	2020	2022
Invite	412	487	541	562	680	672
Open Link	265	292	376	509	668	799
Total Responses	677	779	917	1,071	1,348	1,471

Note - responses in this PowerPoint presentation are based on the Invite Survey unless otherwise noted. The number of responses vary by question.

Years in Town of Vail

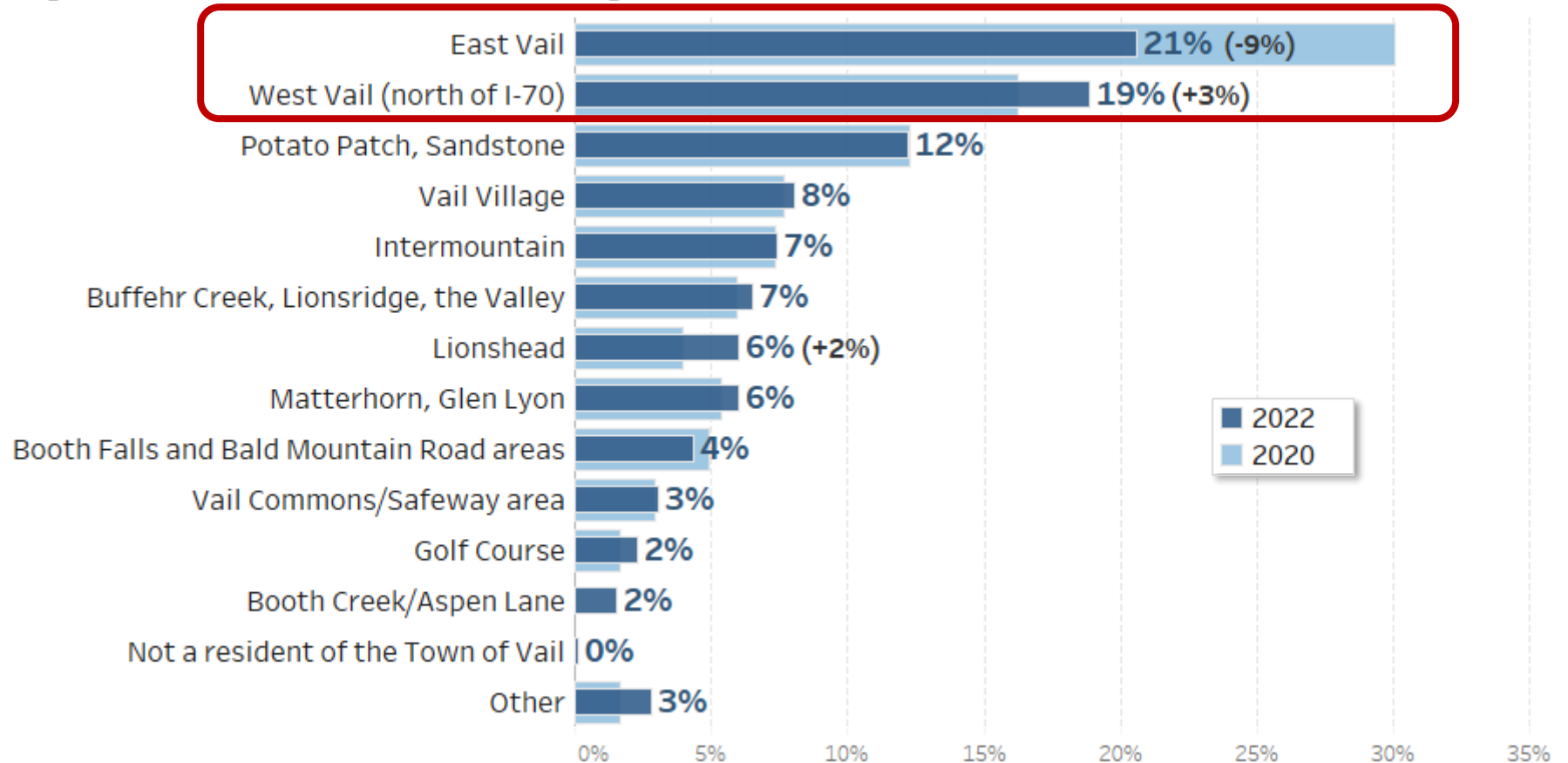
Q 77: How long have you lived within the Town of Vail?



Source: RRC Associates

Location

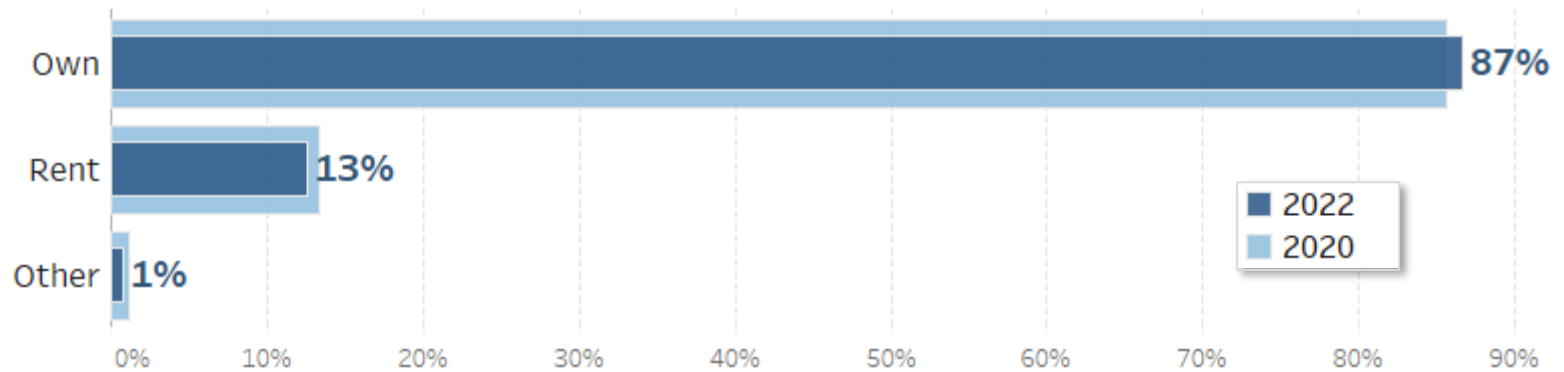
Q 2: [If residence is within Town of Vail] Where?



Source: RRC Associates

Own vs. Rent

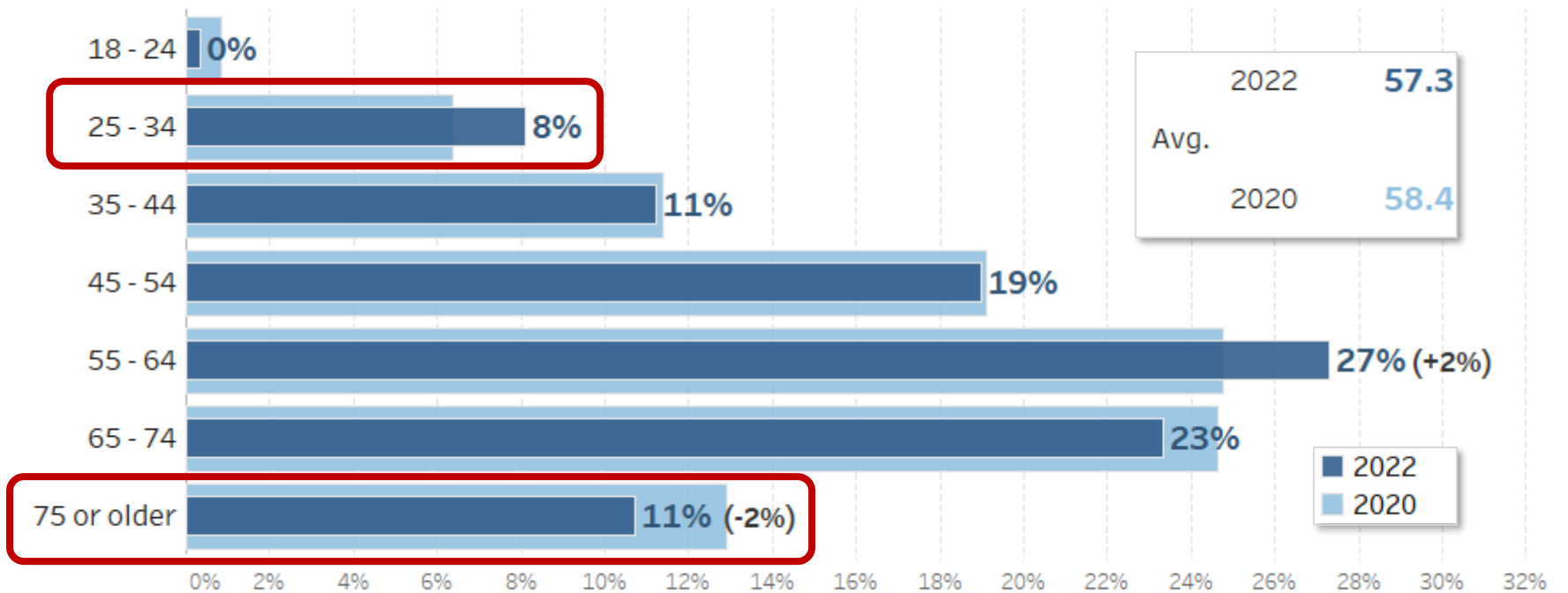
Q 78: Do you own or rent your residence?



Source: RRC Associates

Age

Q 111: Age of respondent

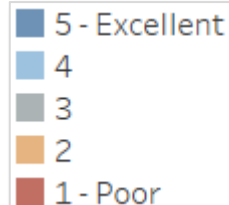
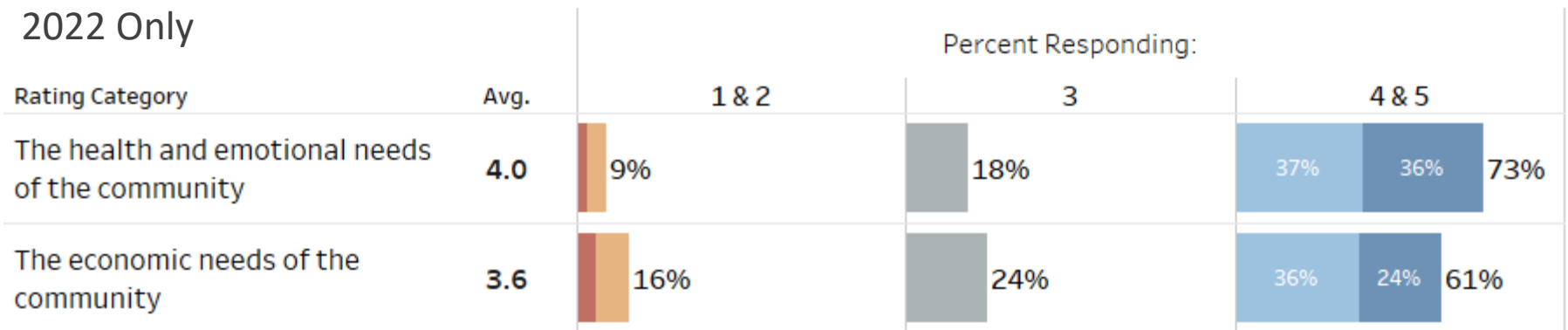


Source: RRC Associates

Handling of COVID Precautions

Q 5: Thinking about the Town of Vail (as distinguished from other agencies addressing the pandemic), how has the Town of Vail handled COVID precautions and information by providing programs and assistance to address the following?

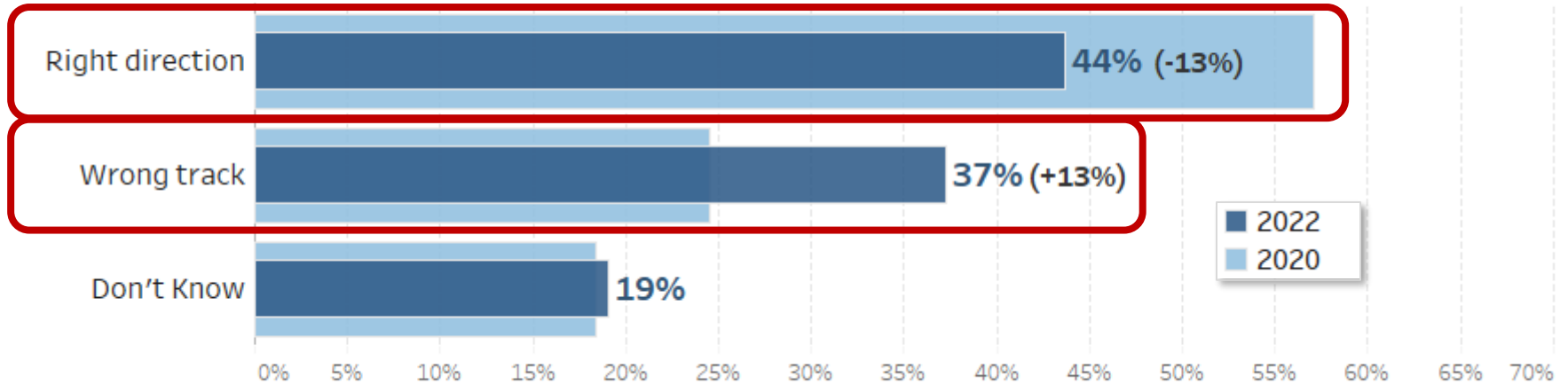
2022 Only



*Categories are sorted in descending order by the average rating
Source: RRC Associates

Direction of TOV

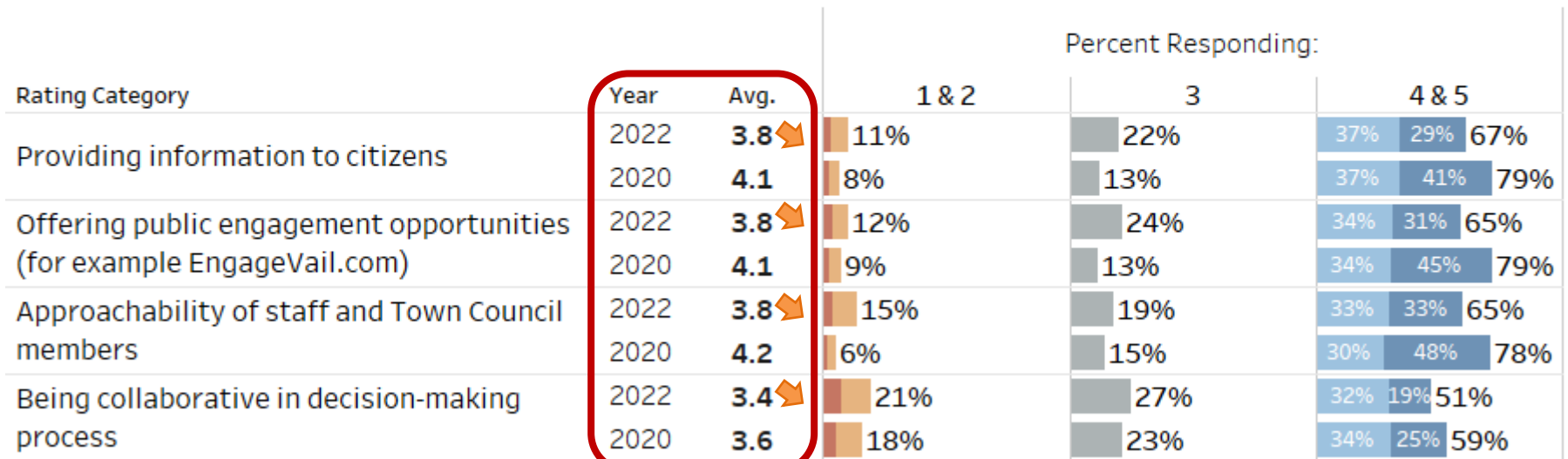
Q 4: Would you say that things in the Town of Vail are going in the right direction or have they gotten off on the wrong track?




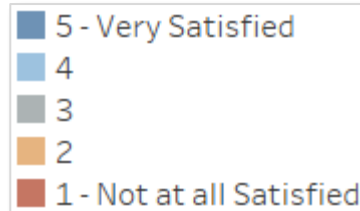
Source: RRC Associates

Satisfaction with Providing Information

Q 6: 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?



 Ratings declined



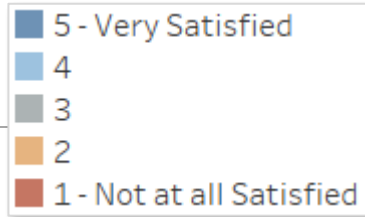
*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

An Example of Satisfaction Graphs - Public Works (Satisfaction Graphs for Other Departments are in the Appendix at end of Deck)

Q 9: Rate your satisfaction with Public Works services in the Town of Vail.

**Consistent pattern
of decline.**

Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Cleanliness of pedestrian villages	2022	4.6	2%	5%	71% 93%
	2020	4.8	0%	2%	80% 98%
Snow removal on roads	2022	4.6	2%	5%	69% 93%
	2020	4.6	2%	6%	72% 91%
Overall park maintenance	2022	4.5	2%	5%	28% 65% 93%
	2020	4.7	0%	3%	76% 97%
Friendliness and courteous attitude of Public Works employees	2022	4.5	3%	6%	27% 64% 91%
	2020	4.6	1%	4%	71% 95%
Cleanliness of public restrooms	2022	4.4	3%	10%	31% 56% 87%
	2020	4.6	2%	5%	28% 66% 93%
Road and street maintenance by the Town of Vail (potholes sweeping drainage etc.)	2022	4.4	4%	8%	34% 55% 89%
	2020	4.4	2%	11%	30% 57% 87%
Appearance and condition of Town-owned buildings	2022	4.3	4%	12%	32% 52% 84%
	2020	4.4	3%	8%	31% 58% 90%

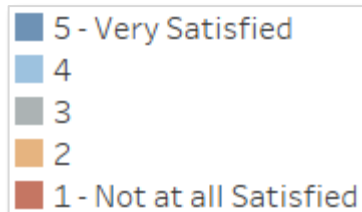
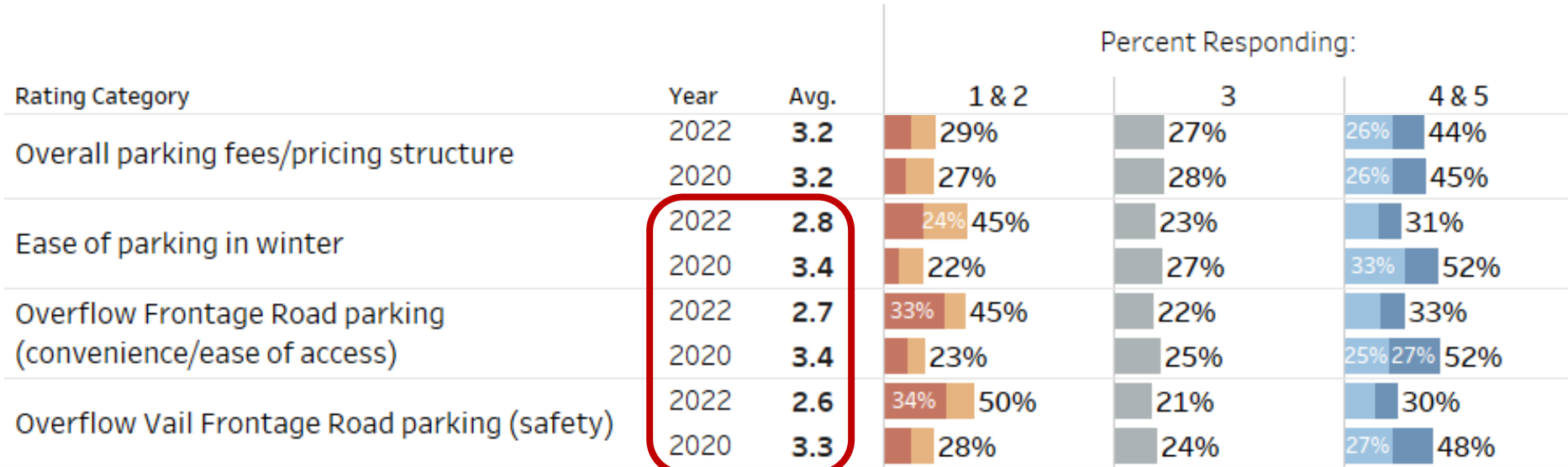


*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates



Satisfaction with Public Parking

Q 20: Please rate your satisfaction with public parking services in Vail.

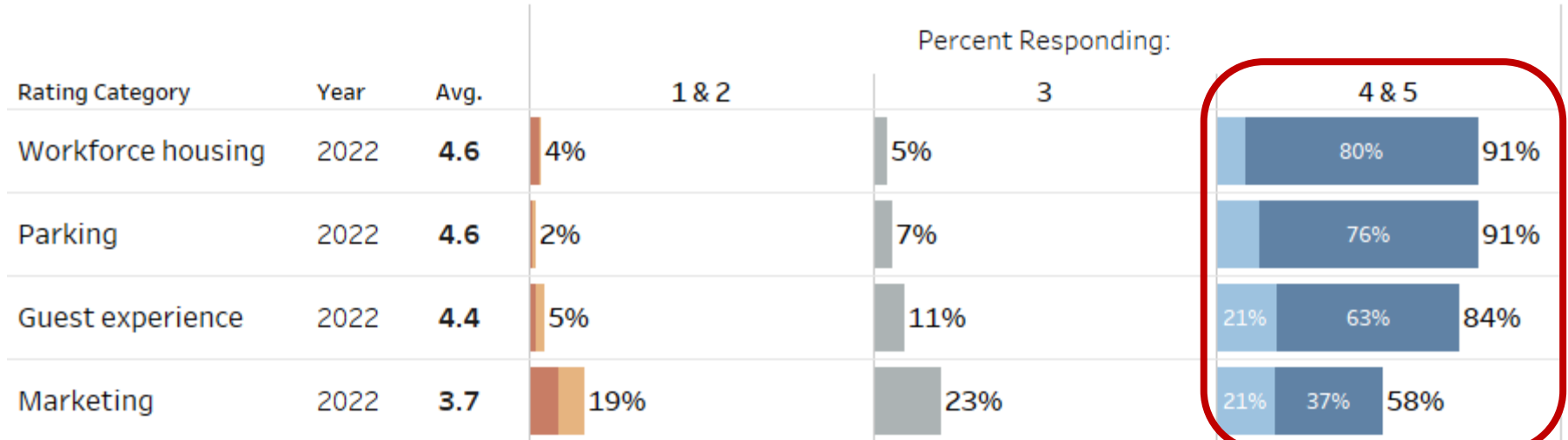


*Categories are sorted in descending order by the 2022 average rating

Source: RRC Associates

Importance of TOV / Vail Resorts Collaboration

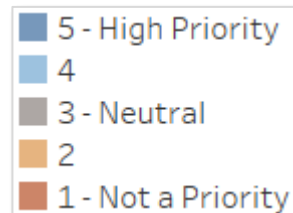
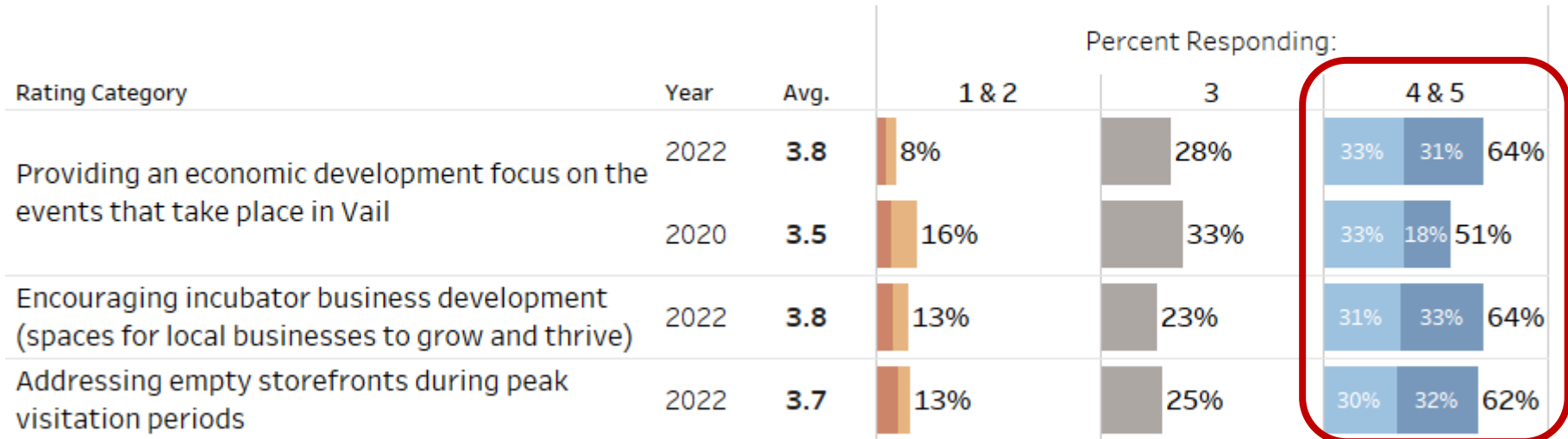
Q 37: How important is it to you to encourage collaboration between the Town of Vail and Vail Resorts in the following areas?



*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

Priorities: Economic Health

Q 39: Economic Health: For each action listed below, indicate the level of priority you believe is appropriate. (Use a 1 to 5 scale where 1=Not a Priority, 3=Neutral, 5=High Priority.)



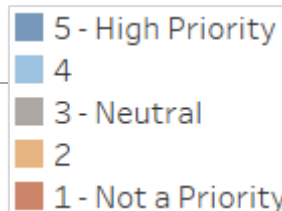
*Categories are sorted in descending order by the 2022 average rating

Source: RRC Associates

Priorities: Environmental Sustainability

Q 39: Environmental Sustainability: For each action listed below, indicate the level of priority you believe is appropriate. (Use a 1 to 5 scale where 1=Not a Priority, 3=Neutral, 5=High Priority.)

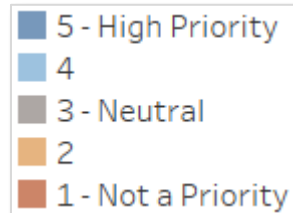
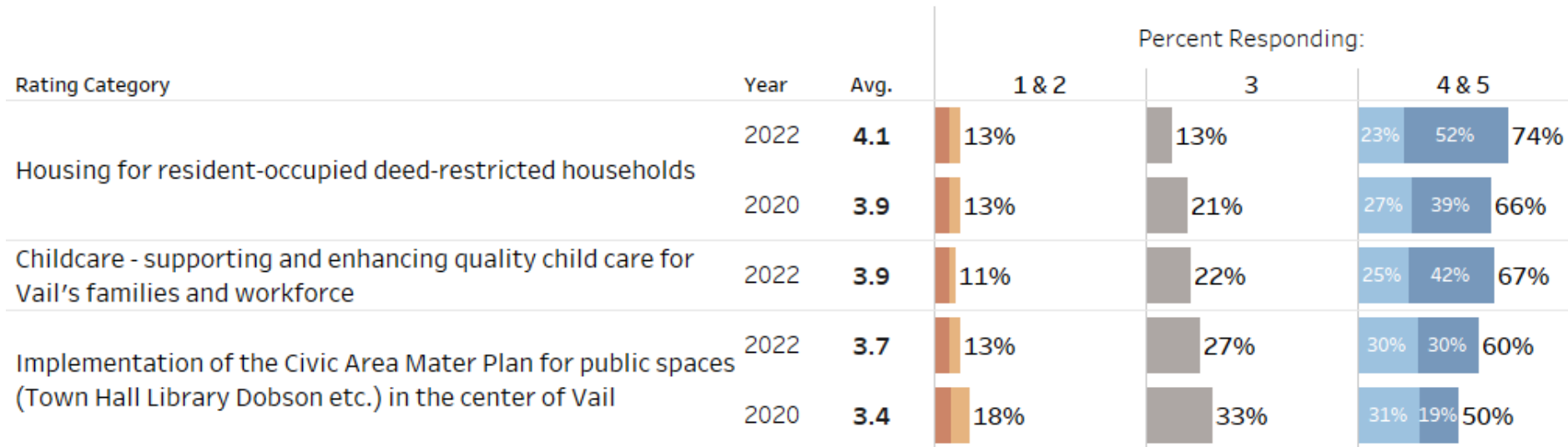
Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Actions to protect and enhance Gore Creek	2022	4.6	2%	8%	72% 90%
	2020	4.6	1%	6%	23% 69% 92%
Actions to protect wildlife habitat	2022	4.5	3%	11%	66% 87%
	2020	4.5	4%	10%	64% 86%
Expand recycling and waste reduction efforts	2022	4.2	7%	14%	24% 55% 79%
	2020	4.2	5%	17%	28% 50% 78%
Actions to address alternative transportation opportunities (bus bike pedestrian community car share program etc.)	2022	4.2	8%	14%	25% 52% 77%
Implement renewable energy projects in town (e.g. solar buildings)	2022	4.0	13%	18%	48% 69%
	2020	3.9	10%	20%	30% 40% 70%



*Categories are sorted in descending order by the 2022 average rating
Source: Paces Associates

Priorities: Town Infrastructure

Q 39: Town Infrastructure: For each action listed below, indicate the level of priority you believe is appropriate. (Use a 1 to 5 scale where 1=Not a Priority, 3=Neutral, 5=High Priority.)

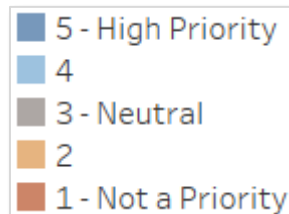
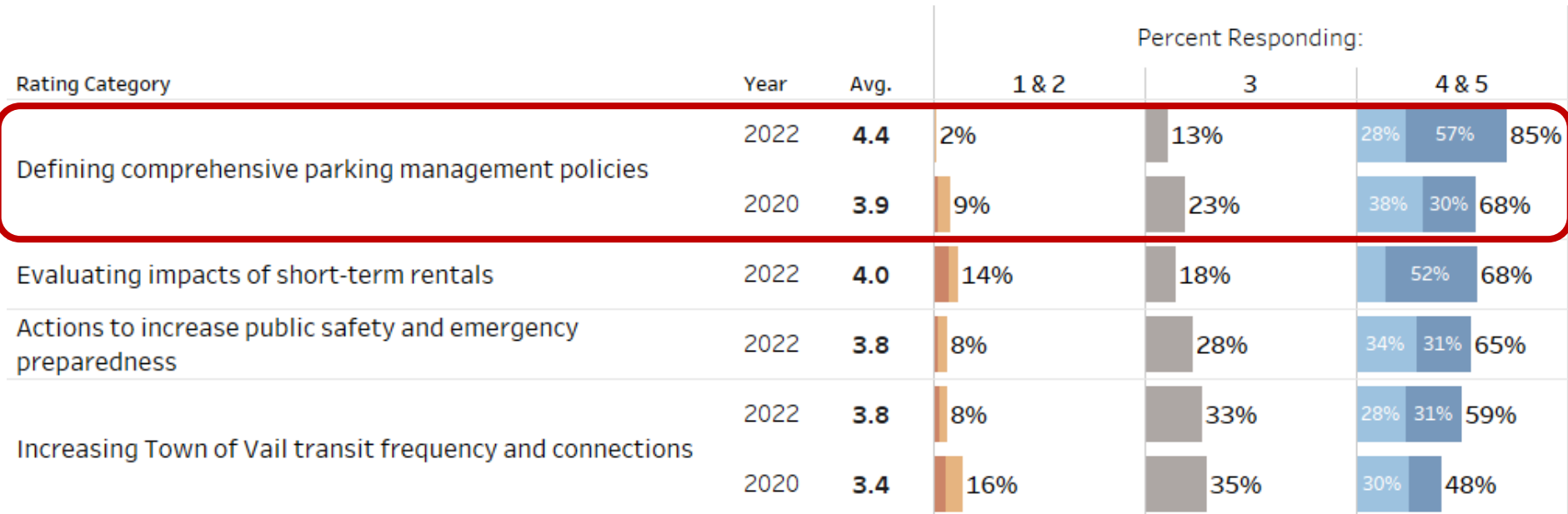


*Categories are sorted in descending order by the 2022 average rating

Source: RRC Associates

Priorities: Town Services

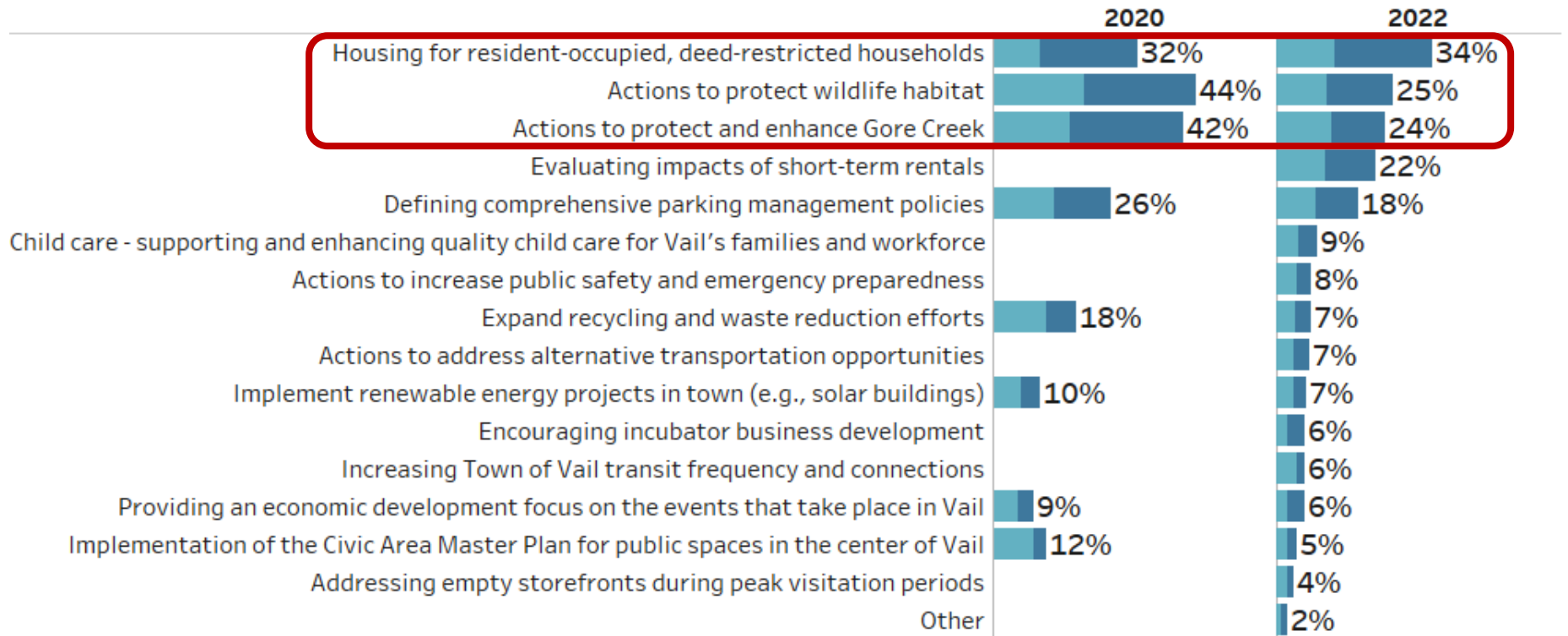
Q 39: Town Services: For each action listed below, indicate the level of priority you believe is appropriate. (Use a 1 to 5 scale where 1=Not a Priority, 3=Neutral, 5=High Priority.)



*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

Top 2 Priorities

Q 40: Which two actions from the previous question are your highest priorities?

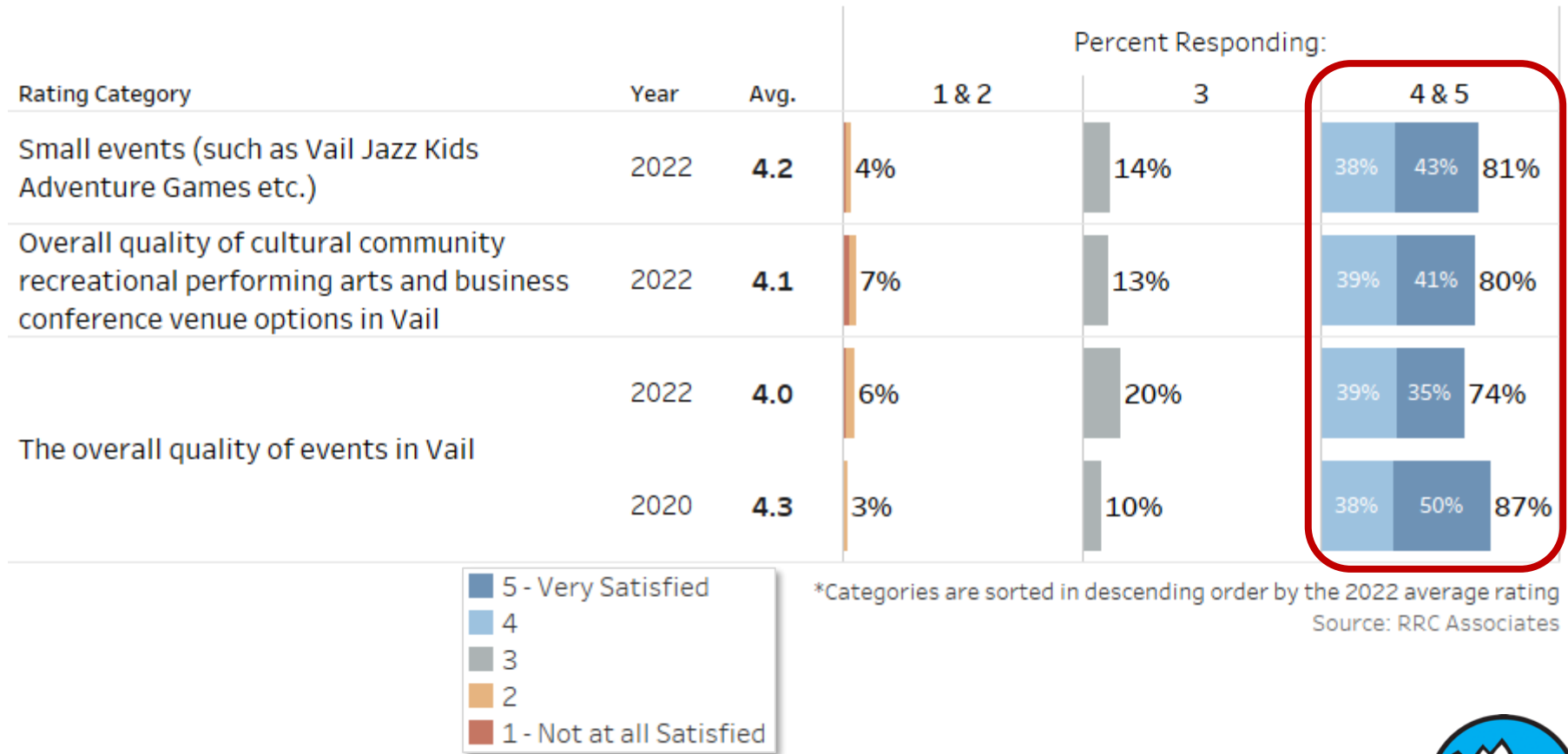


*Wording of some categories have been abbreviated.

Source: RRC Associates

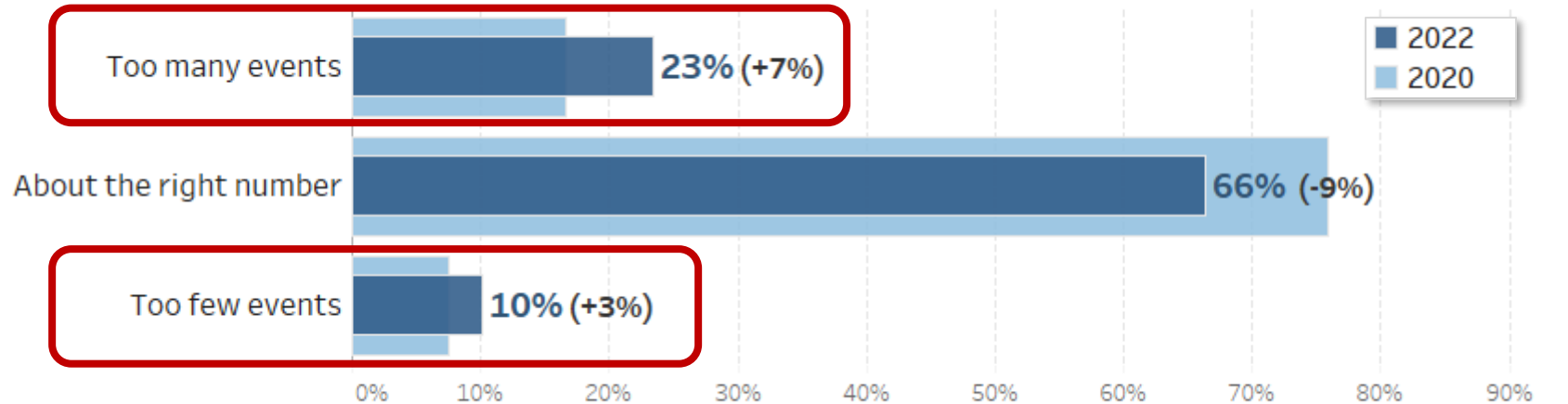
Satisfaction with Town Events

Q 25: Please rate your satisfaction with the following aspects of town-wide events.



Number of Events

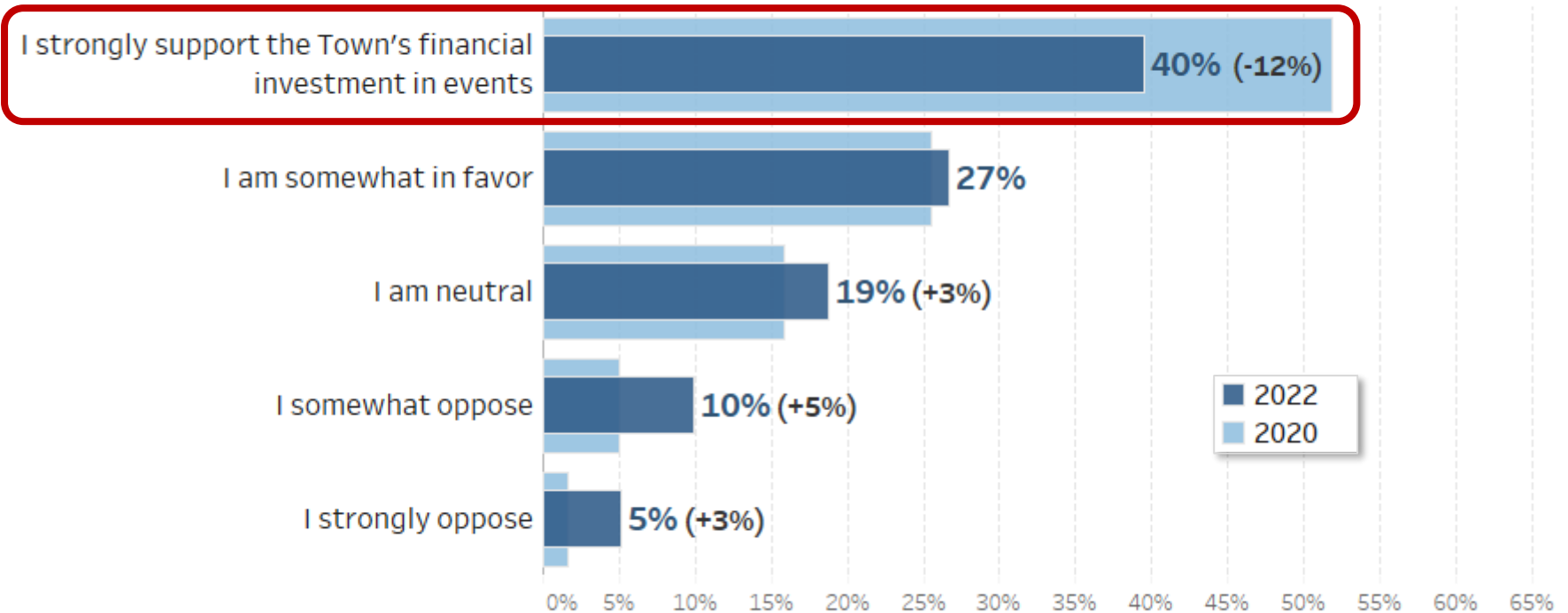
Q 24: With respect to the number of events in Vail are there:



Source: RRC Associates

Opinion of Economic Development Strategy

Q 27: The Town of Vail invests in various events in Vail. In general what is your opinion of this economic development strategy?

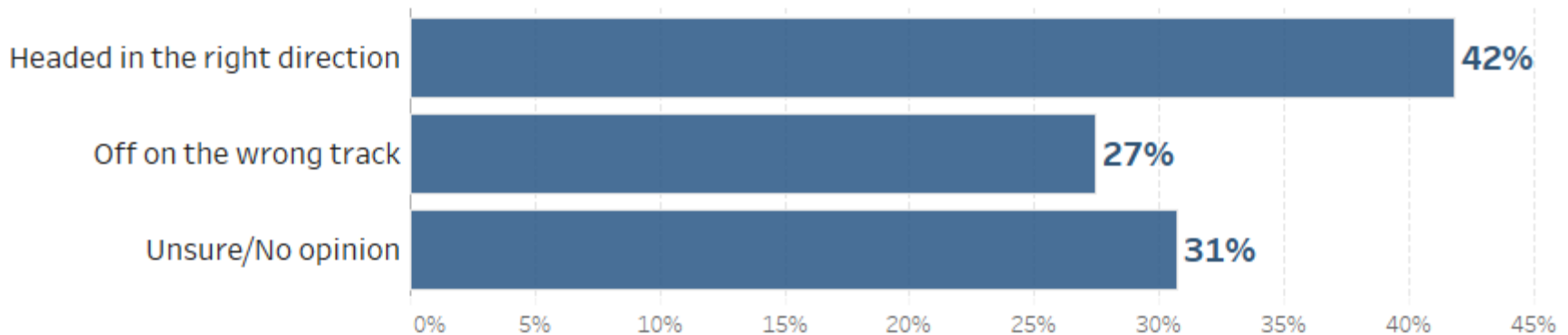


Source: RRC Associates

Direction of TOV and Vail Local Housing Authority

Q 50: Do you think the Town of Vail and the Vail Local Housing Authority's mission and goals to address housing for year-round residents is headed in the right direction or do you feel they are off on the wrong track?

■ 2022

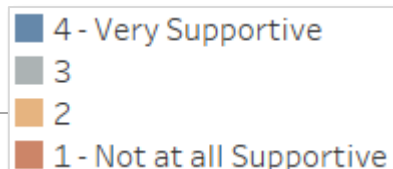


Source: RRC Associates

Housing Ratings

Q 52: Please indicate your level of support for specific changes that might be used to increase opportunities for housing using the scale of 1 to 4 below, where 1 is “not at all supportive” and 4 is “very supportive.” If you don’t know or have no opinion select “don’t know.”

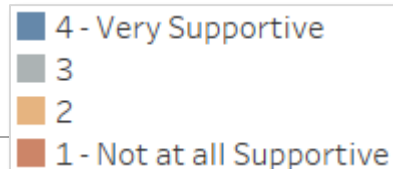
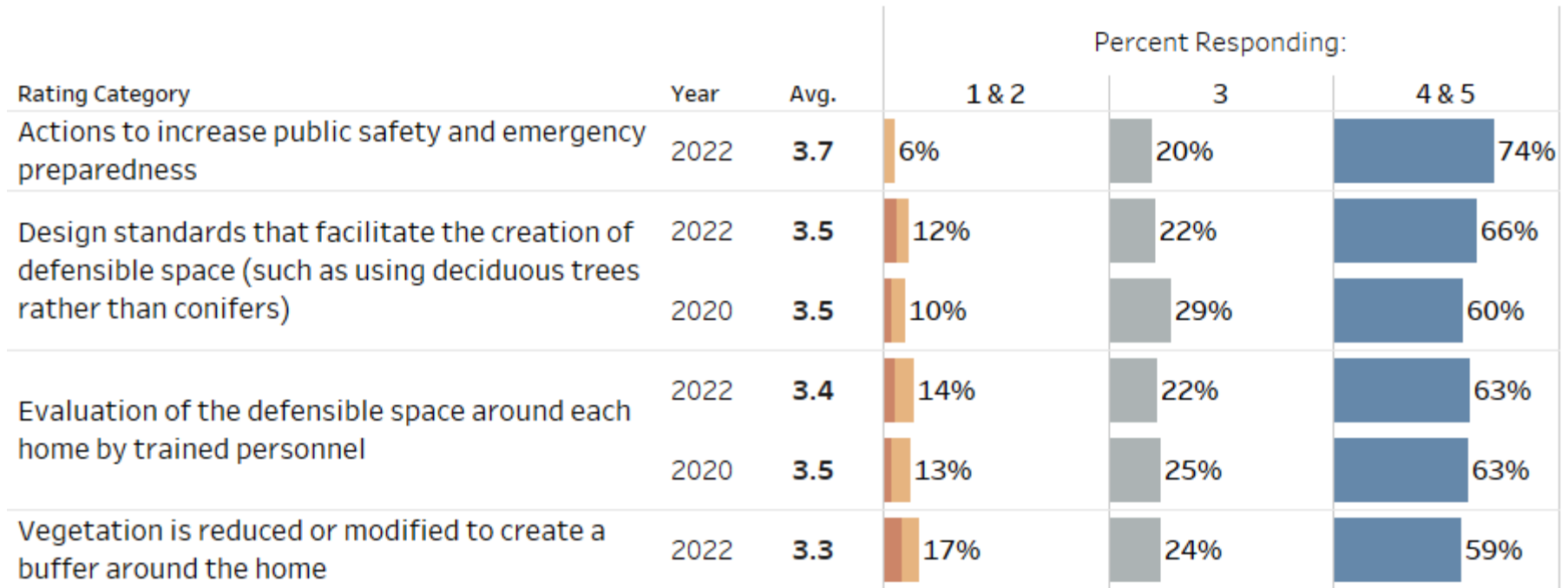
Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Acquiring and setting aside land for future resident-occupied housing opportunities	2022	3.2	24%	21%	55%
Adopt an amnesty program to allow for the legal conversion of currently non-permitted dwelling units (for example illegal lock-off units)	2022	2.9	32%	31%	37%
Allow increases in density to facilitate the development of accessory dwelling units for resident-occupied housing (i.e. a small unit together with a larger residence)	2022	2.8	34%	27%	38%
	2020	2.7	39%	29%	32%
Adopt residential linkage regulations assessing a fee requirement for all residential development in the town	2022	2.6	42%	32%	27%



*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

Wildfire

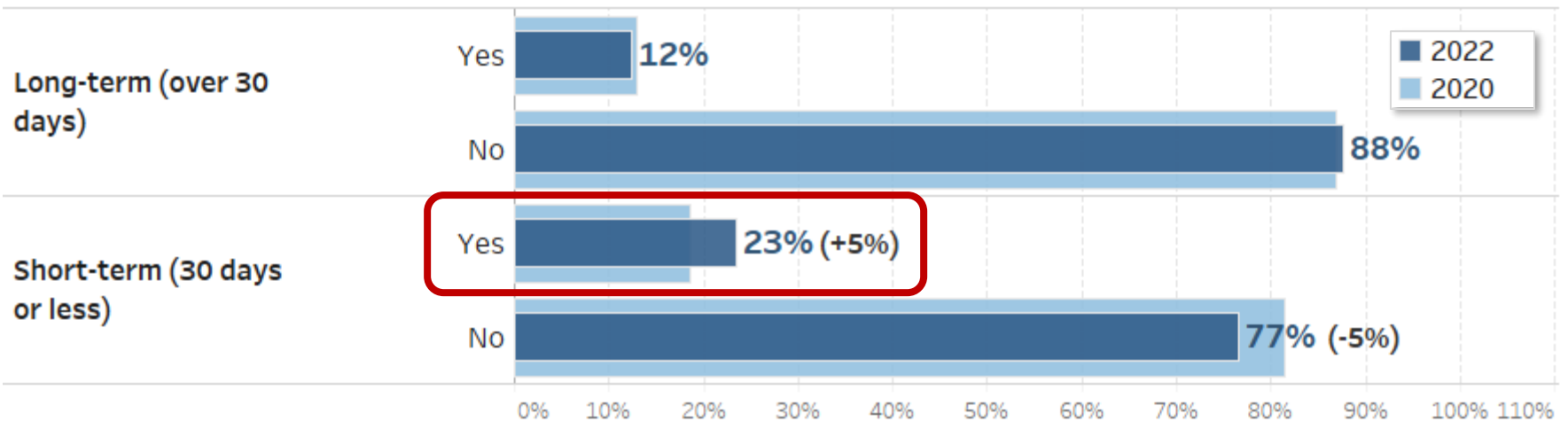
Q 60: Wildfire poses a risk to our homes, environment, economy, recreation and safety. Effective wildfire mitigation requires a multi-faceted approach. Please indicate your opinion using the scale of 1 to 4 below.



*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

“Do you rent your home to others?”

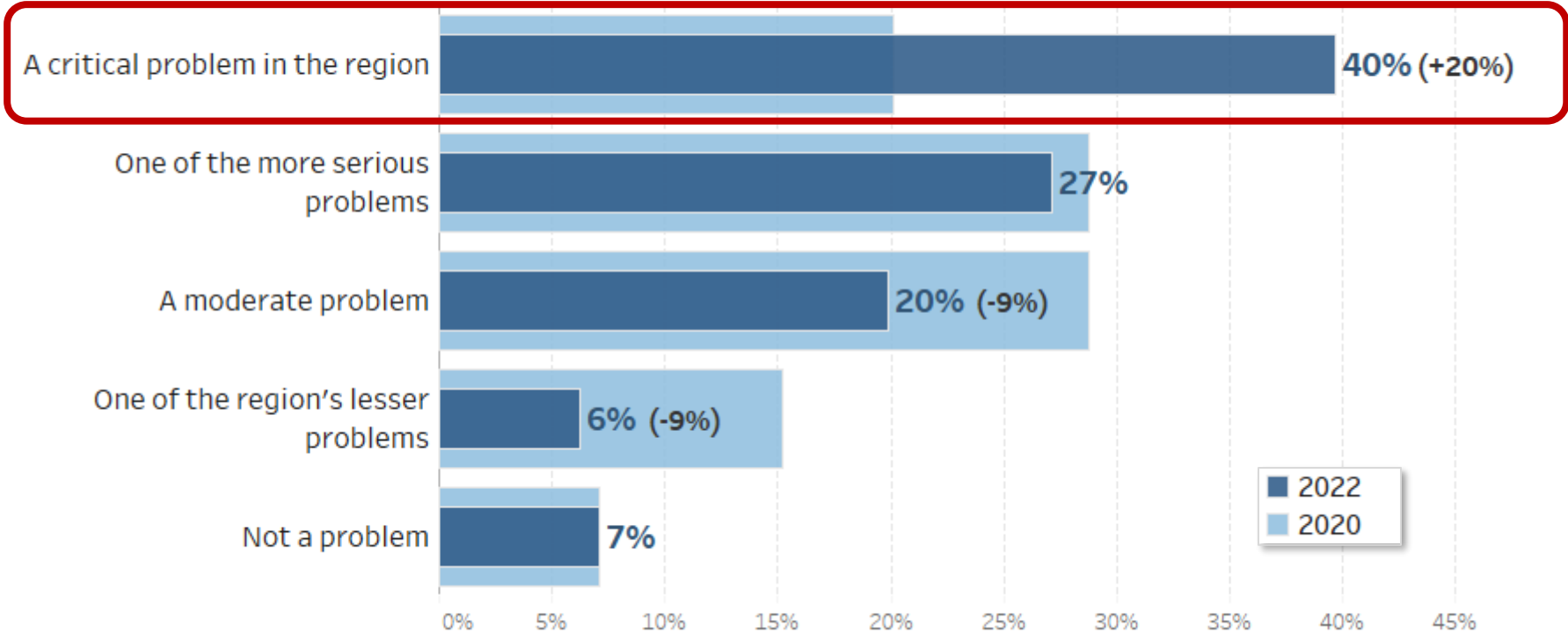
Q 86: Do you rent your home to others?



Source: RRC Associates

Extent of Housing Problem

Q 99: In your opinion to what extent is the loss of long-term rental housing a problem in Vail at this time?



Source: RRC Associates

Questions & Comments



TOWN OF VAIL

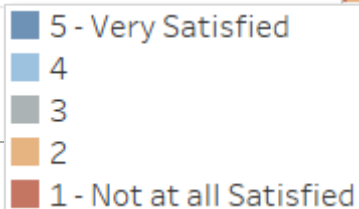
Satisfaction Questions



Satisfaction with Bus Service

Q 23: Please rate your satisfaction with Town of Vail bus service.

Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Dependability of bus service	2022	4.5	3%	7%	29% 62% 91%
	2020	4.6	2%	4%	23% 72% 95%
Cleanliness of buses	2022	4.5	2%	7%	33% 58% 91%
	2020	4.6	1%	6%	28% 65% 93%
Atmosphere/sense of safety on buses	2022	4.4	4%	10%	31% 55% 86%
	2020	4.6	1%	4%	27% 68% 95%
Frequency of in-town shuttle (Lionshead to Golden Peak)	2022	4.3	5%	11%	28% 56% 84%
	2020	4.6	2%	6%	24% 68% 92%
Bus driver courtesy	2022	4.3	4%	14%	27% 54% 81%
	2020	4.6	2%	7%	24% 67% 91%
Frequency of outlying service - Vail neighborhoods	2022	4.2	8%	11%	28% 53% 81%
	2020	4.4	5%	10%	27% 58% 85%
Level of crowding on buses	2022	3.8	11%	22%	37% 30% 67%
	2020	4.0	9%	20%	34% 37% 71%



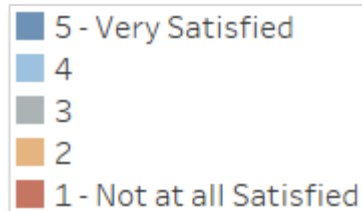
*Categories are sorted in descending order by the 2022 average rating

Source: RRC Associates

Satisfaction with Fire Services

Q 11: Please rate your satisfaction with the following aspects of Fire Services in the Town of Vail.

Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Response times to emergency incidents	2022	4.6	3%	5%	70% 92%
	2020	4.7	0%	3%	77% 97%
Courtesy and helpfulness of fire department staff	2022	4.6	3%	6%	71% 91%
	2020	4.7	1%	5%	79% 95%
Timely plan-check and fire system inspections	2022	4.3	4%	12%	29% 55% 84%
	2020	4.5	3%	7%	27% 63% 90%
Fire safety awareness and education programs	2022	4.3	5%	12%	33% 51% 84%
	2020	4.6	2%	4%	28% 66% 94%
Wildfire mitigation efforts	2022	4.1	6%	16%	32% 45% 78%
	2020	4.5	3%	7%	27% 63% 90%

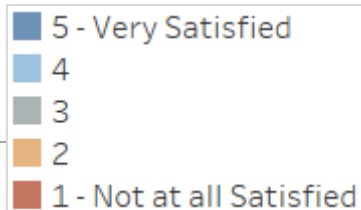


*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

Satisfaction with Police Services

Q 13: Please rate your satisfaction with the following aspects of Police Services in the Town of Vail.

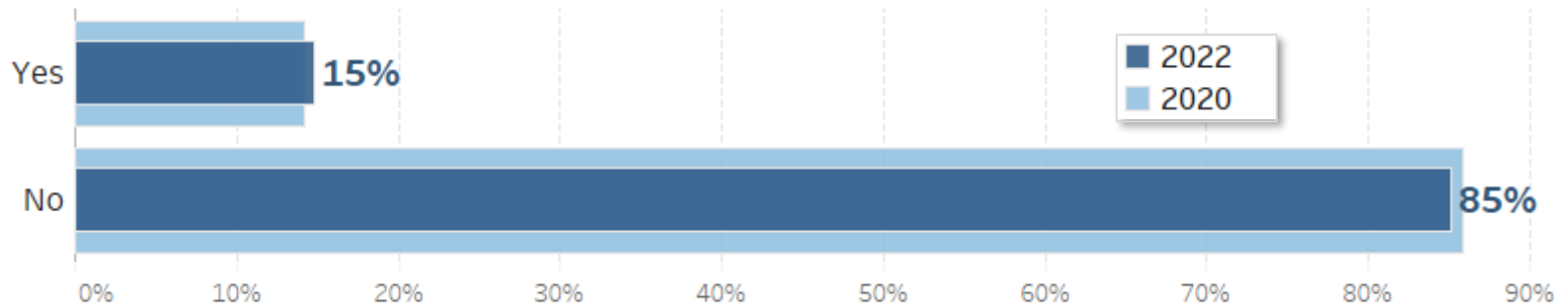
Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Overall feeling of safety and security	2022	4.4	4%	9%	25% 62% 88%
	2020	4.6	2%	5%	74% 94%
Friendliness and approachability of Vail Police Department employees	2022	4.4	7%	6%	27% 60% 87%
	2020	4.5	4%	7%	67% 88%
Confidence in the Police Department	2022	4.3	6%	9%	30% 55% 85%
	2020	4.4	5%	8%	24% 63% 87%
Overall quality of service	2022	4.3	7%	8%	31% 54% 85%
	2020	4.5	4%	7%	65% 89%
Appropriate presence of police on foot/vehicle patrol	2022	4.1	8%	16%	30% 46% 76%
	2020	4.4	5%	10%	27% 58% 85%
Visibility of police foot/vehicle patrol	2022	4.1	9%	15%	31% 45% 76%
	2020	4.3	5%	10%	28% 56% 84%



*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

Use of Community Development Department Services

Q 15: Have you used the services of the Community Development Department within the past 12 months?

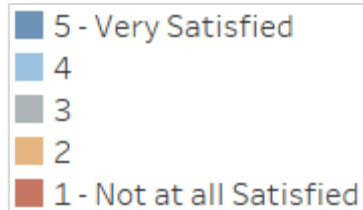


Source: RRC Associates

Satisfaction with Community Development Department

Q 16: Please rate your satisfaction with the following aspects of the Community Development Department.

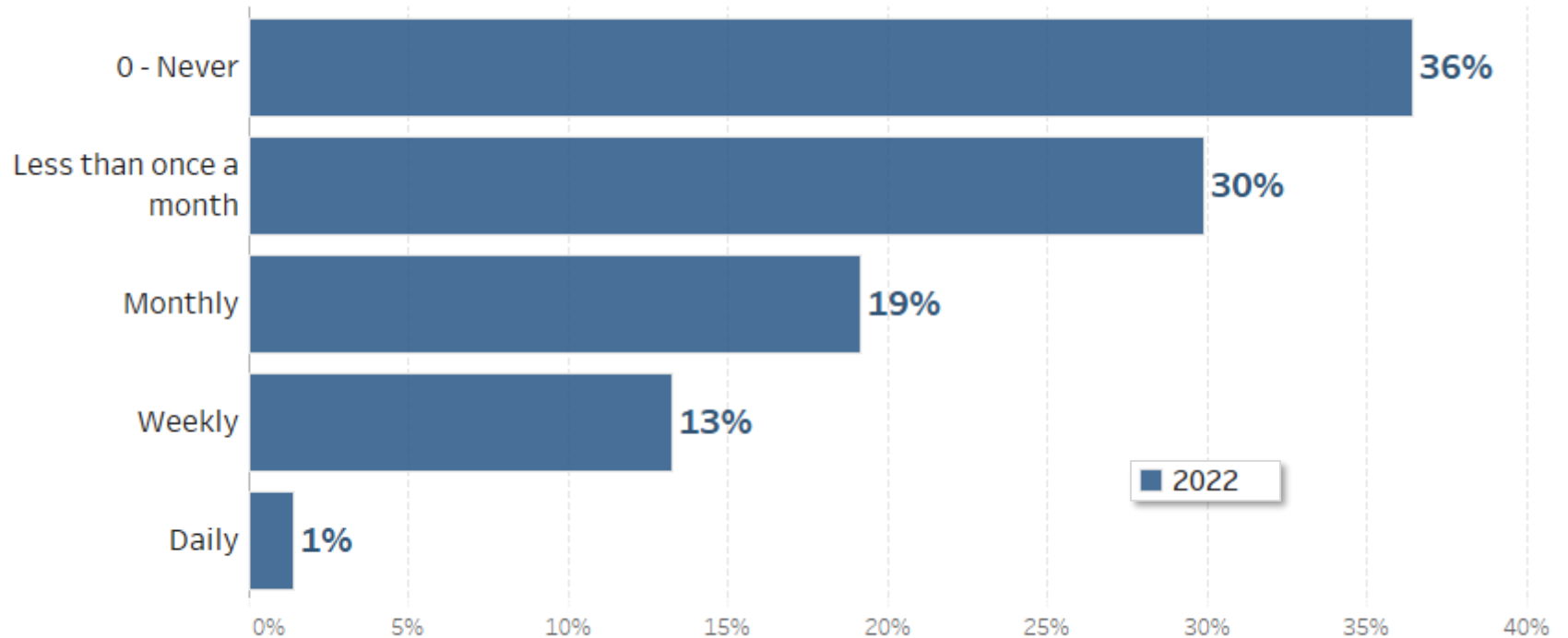
Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Knowledge/ability to answer questions	2022	4.0	11%	18%	51% 70%
	2020	4.3	6%	14%	24% 57% 81%
Courtesy and attitude/helpfulness	2022	3.9	13%	19%	46% 68%
	2020	4.4	6%	14%	64% 80%
Availability of information (e.g. public records)	2022	3.8	14%	22%	23% 41% 64%
	2020	4.2	4%	16%	32% 48% 80%
Timeliness of response (to telephone calls inspections questions/inquiries plan review etc.)	2022	3.8	18%	17%	23% 41% 64%
	2020	4.2	9%	10%	27% 54% 81%
Building permit review and inspections	2022	3.6	19%	31%	38% 50%
	2020	4.0	7%	23%	30% 40% 70%



*Categories are sorted in descending order by the 2022 average rating
Source: RRC Associates

Frequency of Library Use

Q 32: On average how frequently do you use the library's services?



Source: RRC Associates

Satisfaction with Library Services

Q 35: Please rate your overall satisfaction with Vail Public Library.

Rating Category	Year	Avg.	Percent Responding:		
			1 & 2	3	4 & 5
Customer service	2022	4.6	4%	4%	72% 93%
Facilities	2022	4.6	3%	5%	71% 92%
Collection (books DVDs music newspapers etc.)	2022	4.5	4%	2%	33% 61% 94%
Internet access	2022	4.5	5%	10%	71% 86%
Online services (website catalog research databases etc.)	2022	4.4	5%	8%	63% 88%
Programs (classes Story Times etc.)	2022	4.3	6%	11%	63% 83%

*Categories are sorted in descending order by the 2022 average rating

Source: RRC Associates

A scenic view of a mountain town at dusk. The town is nestled in a valley, with its lights glowing against the darkening sky. In the background, majestic mountains are silhouetted against a twilight sky with soft, colorful clouds. The foreground shows the town's architecture, including a prominent tower on the left, and the surrounding forested hills.

Thank You



TOWN OF VAIL