

Town of Vail Community Survey 2018 Final Report

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Town of Vail

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AN INTRODUCTION AND OVERVIEW OF RESULTS

This Overview provides a summary of selected survey results as well as an identification of some of the major themes and findings that emerged from the 2018 Community Survey. The 2018 Town of Vail Community Survey used methods virtually identical to those used in 2016, 2014, 2012, and 2010, permitting comparisons of results over time. As in past surveys, this year's program resulted in extensive open-ended comments, as well as statistical measures of many topics that are of interest to the community. The comments are presented verbatim in an interactive appendix, allowing users to sort comments by question, survey source (i.e., Invitation or Open Link Survey – described below), resident type (i.e., year-round or part-time), whether the respondent believes Vail is going in the right direction or on the wrong track, and length of residency in Vail.

In 2018, the surveys were fielded using two techniques. The primary method of distribution was through a postcard inviting full-time and part-time Vail residents to complete a password-protected online "invitation" survey. The Invitation Survey mailing list was created using voter registration, commercial vendor, and Eagle County Assessor lists. In an effort to personalize the postcard invitation and avoid mailing to vacant residences, the list only included addresses associated with a name. Only one postcard was mailed per address, but the postcards provided two unique passwords, allowing up to two household members to complete the survey online. Also, residents that had a password but requested (by telephone) to complete the survey using a paper form were provided a survey.

The secondary method was the promotion of an "open" version of the survey designed to gather input from interested individuals that had not received the password-protected invitation. These subsets of respondents are referred to as the "Invitation" and "Open Link" groups. Together, these two response methods resulted in 1,071 completed surveys (562 from the Invitation Survey and 509 from the Open Link Survey). The total response was up by more than 16 percent this year (from 917 responses in 2018). Efforts to encourage response included ten \$100 Visa gift card drawings spread throughout the surveying period, as well as additional publicity.

Survey invitation postcards arrived in Vail mailboxes starting March 10, 2018. Reminder postcards were sent to residents and seasonal residents about 10 days later. In addition, the Open Link Survey was advertised as available for completion starting on March 25. This was timed to be about three weeks after the initial postcard mailing. Through various ads, the public was invited to complete that version of the survey online but without a password. Both the Invitation and Open Link versions of the survey were closed in early May.

Responses from both versions of the survey were generally similar. Most of this summary focuses on responses from the controlled invitation group respondents for this year in comparison to invitation-only responses from 2016, in order to establish a directly comparable baseline of results. However, in many instances throughout this summary, responses are segmented and analyzed by key variables of interest (e.g., residence type, home ownership status, etc.). In these cases, both methods of data

collection (Invitation and Open Link) are grouped together and then segmented, thus providing the most robust sample size for analysis.

In an effort to shorten the 2018 questionnaire somewhat, while preserving the ability to explore the variety of topics for investigation that were identified by Council and staff, a few of the survey questions were asked only of 50% of survey respondents. This was accomplished by having selected questions posed to ½ of respondents selected at random. The other half received a different unique bank of questions. This approach was only applied to about five questions on each version of the survey, and because of the large number of respondents overall, using an A and B version of the survey form did not appreciably influence the statistical usability of any of the survey results.

The 2018 Community Survey is one of a number of public outreach efforts conducted by the Town. It is important to recognize that the survey is considered a tool for gathering input rather than a vote or a referendum on the many topics that are explored. The survey results have been dissected in various ways to identify dominant themes and messages and these findings are explored in the technical appendix to this summary; some of these findings are included in this key findings summary.

The survey and subsequent findings are organized into three major areas of discussion: 1) a demographic profile of respondents, 2) ratings of Town departments and services are evaluated using questions that allow comparisons to past surveys, and 3) a number of issues and topics of community importance identified to be of interest to decision makers and the community at large, with specific input from Town Council on survey questions and wording. Taken together, responses to the Town of Vail Community Survey provide a means of benchmarking the delivery of services over time.

A Profile of Respondents

Changes in survey results from 2016 reflect shifts in respondent opinions, and are not attributable to demographic differences, given that the 2018 demographic profile of respondents is highly similar to 2016. The survey contained a number of demographic questions that provide a snapshot of the community and are used to probe and analyze input from respondents. Looking at the combined sample (Invitation and Open Link Surveys), the profile is relatively unchanged from 2016 – including the mix of year-round versus part-time residents, share of response by neighborhood of residence in Vail, whether respondents own or rent their residence, household composition, and where the respondent is employed.

Ratings of Facilities and Services by Department

As with past surveys, Town departments were rated across a number of different measures (questions) using a 5-point scale with 1 meaning “not at all satisfied” and 5 meaning “very satisfied.”

In general, results were very positive with high levels of satisfaction across all departments, and average ratings improved from 2016, with a few exceptions in which ratings remained unchanged. The survey fill-out, attached as an Appendix to this report, highlights department ratings in a format that compares 2018 ratings to 2016 results.

The Town of Vail local government received lower average satisfaction ratings than most of the other Town departments, although ratings have improved across-the-board for each attribute. “Being collaborative in the decision-making process” was again the lowest-rated attribute, but the most improved since 2016. A review of the open-ended comments concerning the Town of Vail ratings indicates that there were concerns emanating from some of the difficult issues faced in past months (e.g., rent by owner regulations, parking, personal issues with the Town, etc.) but the comments also provide practical and actionable ideas for greater collaboration. Consensus building is a challenge, but also a major opportunity for the Town, and the improvement in the rating of “being collaborative” suggests that emphasis on this problem is paying off. The Town has continued its efforts to grow the Town of Vail email list and the 2018 survey resulted in additional opt-ins to that list, highlighting that community outreach can grow community engagement.

There was high satisfaction and improvement over time for the “lowest-rated” attributes. For most departments, these lowest-rated attributes were given an average rating of at least 4.0. Furthermore, the lowest-rated attribute was also the most improved since 2016 for Town of Vail local government, police services, and bus service. And while average ratings are analyzed above, it is important to note that the percentage of respondents providing a rating of ‘5’ (“very satisfied”) increased for each attribute as compared to 2016, with the exception of one item: ease of parking in summer (54 percent “very satisfied” in 2018 vs. 60 percent in 2016).

While “average” ratings are one way to evaluate the survey results, the percentages in the 1 to 5 categories are often more informative. Discussions of survey results at the staff level have focused on the 4 and 5 ratings as a target for departments. Continuous improvement is achieved by increasing the satisfaction levels of all categories of stakeholders.

Policies and Priorities

Slightly more respondents think Vail is on the “wrong track” than in 2016. Respondents began the survey by indicating their opinions regarding the general state of Vail. This question, tracked for over a decade, asked, “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?” This year, 61 percent of invitation respondents said the TOV is

going in the “right direction” (down from 63 percent in 2016) and 24 percent indicated Vail is on the “wrong track” (compared to 20 percent in 2016). While the increase in “wrong track” ratings seems small (approximately 2 percent), it is statistically significant. The decrease in those that report Vail is going in the right direction and increase in those indicating the Town is on the wrong track held up regardless of residence type, home ownership status, or whether the respondent owns or operates a business in Vail, and stands in contrast to the increasingly positive ratings received for the Town departments.

Exploring these results further indicated that rent by owner concerns and frustrations, parking, and housing were especially likely to be mentioned by respondents saying “wrong track.” Specifically with regard to parking, respondents commented on parking being too expensive, concern about losing free summer parking, and lack of places to park. Comments on housing touched upon increase of short-term rentals at the expense of long-term rental options, lack of employee housing options, and the cost of housing.

Meanwhile, the roughly three in five respondents who said Vail is going in the right direction commented on their satisfaction with town services, feeling that the town is working hard to address important issues (e.g., housing, transportation, environment), quality of events, efforts to improve the appearance of town buildings and infrastructure, and transportation improvements, among other reasons.

Housing opportunities and environmental sustainability efforts were selected as the highest priorities for Town Council to consider in the coming months. When asked to evaluate 11 priority areas on a five-point scale (where 1 means “not a priority” and 5 means “high priority”), each category received an average rating of at least 3.0 and at least 50 percent of responses earning a rating of 4 or 5. In other words, all of the priority areas evaluated are of general importance or priority to the community. “Housing for middle income and service worker households” is a notable result in these ratings. The average score for this category was a 3.9, relatively in the middle of the ratings of priority. These results were lowered by the relatively large number of respondents rating it a 1 or 2, an expression that housing was not a high priority for them. However, when asked to select their top two priorities from the list, the most frequently chosen actions were housing for middle income and service worker households in vital support roles (selected as first or second rank priority by 40 percent of invitation respondents) and environmental sustainability efforts (35 percent). These two areas are relatively widely identified as community priorities.

In another prioritization exercise, respondents were asked to prioritize six improvements for the Vail community relative to one another by allocating \$100 across the various categories to best reflect their priorities. Again, environmental sustainability efforts (which received an average allocation of \$26) and expanded housing opportunities for a wide range of household incomes and resort community occupations (\$24) rose to the top of the list.

There was strong support for identifying and financially supporting opportunities for regional partnerships to construct new deed-restricted housing outside of town boundaries. Techniques to expand deed-restricted (work force) housing opportunities were examined in detail this year. Respondents are highly supportive of various techniques to address the housing problems present in Vail. Worth noting is that the option to identify and financially support opportunities for regional partnerships to construct new deed-restricted housing outside town boundaries received strong support from all sub-groups, including year-round and part-time residents, those who live in and outside of town boundaries, and owners and renters.

Respondents are highly aware of rent-by-owner (RBO) regulations, with some more impacted than others. Short-term rentals have been a topic of interest and public debate and the survey contained questions to better understand the short-term rental landscape in Vail, as well as probe respondent opinions around this issue. Evaluation of short-term rental policy questions in Vail produced the following observations:

- Overall, respondents are very familiar with short-term rental regulations in Vail. Nearly nine in ten respondents were aware that the town recently adopted new short-term (less than 30 days) rental regulations (87 percent).
- Fifteen percent of respondents have rented out their residence on a short-term basis in the past year (much higher for part-time residents at 27 percent than year-round residents at 3 percent).
- About one in three respondents have been affected by short-term rentals in their immediate area (34 percent).
- Respondents who indicated that Vail is on the wrong track were more likely to be affected by short term rentals than those who think Vail is going in the right direction (37 percent vs. 30 percent). Year-round residents are also more impacted than part-time residents (38 percent vs. 24 percent).
- About three-quarters of respondents think that the loss of long-term rental housing is problematic, including those that think it's a critical problem (19 percent), one of the more serious problems (30 percent), or a moderate problem (28 percent). Meanwhile, 12 percent think it's one of the region's lesser problems and 11 percent don't think it's a problem at all.

Respondents are highly supportive of a number of environmental measures—particularly recycling and waste reduction and wildfire mitigation approaches. A majority of residents show strong support for environmental efforts by the Town. A number of survey questions explored various aspects of environmental policy, as well as Vail's efforts to be a sustainable destination:

- Regarding environmental sustainability program focus areas, respondents place the most importance on recycling and waste reduction (83 percent of invitation respondents). Meanwhile, climate change action and advocacy received considerably less support (58 percent).
- Effective wildfire mitigation approaches were also explored, as was done in 2016. Each approach received more support in 2018 than in 2016. This was particularly the case for

designing standards that facilitate the creation of defensible space (87percent —up from 82 percent in 2016).

Strong support for continued action to address Gore Creek. Now that the Gore Creek Strategic Plan is in its second year of implementation, respondents had the opportunity to indicate their support for strategic recommendations from the plan. Respondents indicated overwhelming support for each of three regulations probed, with watershed protection ordinance that restricts pesticide use receiving the highest level of support (93 percent of invitation respondents provided a rating of 3 or 4).

There is room for improvement in household emergency preparedness and respondents are receptive to more information on this topic. New to the survey this year, respondents were asked how prepared they/their household would be in the event of a catastrophic emergency event. One in ten respondents are extremely prepared (10 percent), over half are somewhat prepared (55 percent), about a quarter are slightly prepared (27 percent), and the remaining one in ten are not at all prepared (9 percent). Respondents commented on the desire for more public information around what households could do to prepare for future emergencies.

The survey indicates overwhelming support for a Master Plan Initiative. Also new to the survey this year, respondents were asked the priority they placed on undertaking a community visioning plan to better determine Vail’s future, to which responses were very positive. Eighty-three percent of respondents provided a rating of 4 or 5 on a 5-point scale where 1 means “not a priority” and 5 means “high priority.” Just 4 percent of respondents provided a rating of 1 or 2. Part-time residents were particularly supportive (88 percent, vs. 79 percent of year-round residents).

Beyond parking fees, respondents offered suggestions around parking, including enhanced communication and stricter parking enforcement. Respondents were asked “Other than adjusting parking fees, what could the Town of Vail do to improve your satisfaction with parking in the town?” The most frequent comment received was that there need to be more parking spaces. Other comments centered on desire to keep free summer overnight parking (especially for those who are drinking in town), enhanced communication so people know when spaces are full or become available in the parking structures, improving the appearance and cleanliness of parking structures, disallowance of parking on Frontage Roads, ticketing cars that take up two spaces, additional satellite parking lots serviced by shuttle, and safety features to protect pedestrians on busy days (e.g., speed bumps, keeping sidewalks cleared, street lighting). Many respondents also used this space to comment on their dissatisfaction with parking fees.

In additional questions designed to assess respondent preferences around parking and transportation approaches, results show that nearly half of invitation respondents think parking rates should be based on demand (47 percent), up from 40 percent in 2016. This represents a statistically significant shift in opinion concerning this area of policy. These approaches are further confirmed by the results from Survey Question 28.1 where “Defining comprehensive parking management policies to address parking

for residents and visitors at peak times" was the third highest priority identified from the list of 11 categories.

Support for a bike share program, relatively less support for car sharing. Over half of respondents would be in favor of creating a bike share program in the Vail area (54 percent), and of those respondents there is similar interest in using both conventional (59 percent would use) and electric (55 percent) bikes. There is less support for a car share program, with 35 percent in favor, and 30 percent of those respondents indicating they would actually use the program.

Attitude toward events generally positive and unchanged from 2016. Vail has emphasized events as a component of economic development as well as to respond to community desires for entertainment and activities. A strong majority of respondents say events create a positive experience in Vail. On the question, "In general, how would you describe the experience that events create for you and your guests?" about 81 percent of respondents rate the experience positively, as a 4 or 5 on a five-point scale, identical to 2016. Additionally, most respondents indicate that the Town holds "about the right number" of events (79 percent). Thirteen percent indicate there are too many events while eight percent think there are too few. Responses are highly similar to 2016.

DISCUSSION OF SURVEY FINDINGS

The discussion that follows provides more in-depth results from the 2018 Community Survey.

Ratings of Facilities and Services by Department

As with past surveys, Town departments were rated across a number of different measures (questions) using a 5-point scale with 1 meaning “not at all satisfied” and 5 meaning “very satisfied”. In general, results were very positive with high levels of satisfaction across all departments, and average ratings improved from 2016 across-the-board, with a few exceptions in which ratings remained unchanged. The highest-rated, lowest-rated, and most improved attributes are noted for each department below:

- **Town of Vail local government.** Highest-rated: approachability of staff and Town Council members (4.2); lowest-rated but most improved: being collaborative in decision-making process (3.6, vs. 3.2 in 2016).
- **Public Works.** Highest-rated: cleanliness of pedestrian villages (4.7); lowest-rated: road and street maintenance by the Town of Vail (4.4); most improved: friendliness and courteous attitude of Public Works employees (4.6), cleanliness of public restrooms (4.5), and road and street maintenance (4.4) each increased by 0.3 pt since 2016.
- **Fire Services.** Highest-rated: courtesy and helpfulness of fire department staff (4.7); lowest-rated: timely plan-check and fire system inspections (4.3); most improved: fire safety, awareness and education programs (4.4, vs. 4.1 in 2016).
- **Police Services.** Highest-rated: overall feeling of safety and security (4.6); lowest-rated but most improved: visibility of police foot/vehicle patrol and appropriate presence of police on foot/vehicle patrol (each 4.3, vs. 4.0 in 2016).
- **Community Development Department**¹. Highest-rated: knowledge/ability to answer questions (4.1); lowest-rated: building permit review and inspections (4.1); most improved: knowledge/ability to answer questions (4.4), courtesy and attitude/helpfulness (4.1), and building permit review and inspections (3.8) each increased by 0.3 pt since 2016.
- **Parking.** Highest-rated: Booth attendant courtesy (4.4); lowest-rated: overall parking fees/pricing structure (3.0); most improved: overflow Frontage Road parking convenience/ease of access (3.4) and safety (3.3) each increased by 0.5 pt since 2016.
- **Bus Service.** Highest-rated: dependability of bus service (4.7); lowest-rated but most improved: level of crowding on buses (4.0, vs. 3.4 in 2016).
- **Events.** Respondents rated their satisfaction with two attributes of events: the overall quality of events (4.2, vs. 4.1 in 2016) and overall quality of cultural, community, recreational, performing arts, and business conference venue options in Vail (4.2, vs. 4.0 in 2016).
- **Library Services.** Overall satisfaction with the Vail Public Library was 4.7 this year (up from 4.5 in 2016).

¹ Unlike the other departments, which were rated by all respondents, the Community Development Department was rated only by those who used their services in the past year (21 percent—up from 15 percent in 2016).

Worth noting is that for most departments even the “lowest-rated” attributes were given an average rating of at least 4.0, indicating that respondents are highly satisfied with Town services. Furthermore, the lowest-rated attribute was also the most improved since 2016 for Town of Vail local government, police services, and bus service. And while average ratings are analyzed above, it is important to note that the percentage of respondents providing a rating of ‘5’ (“very satisfied”) increased for each attribute as compared to 2016, with the exception of one item: ease of parking in summer (54 percent “very satisfied” in 2018 vs. 60 percent in 2016).

Ratings were also analyzed by residence type, whether the respondent owns or operates a business in the Town of Vail, whether the respondent owns or rents their residence, and whether the respondent believes things in Vail are going in the right direction or off on the wrong track. Even when assessed by these sub-groups, average ratings stayed the same or increased from 2016 average for most all attributes. However, there were a few noteworthy exceptions²:

- Average ratings declined from 2016 for ease of parking in summer most notably among renters (4.2, vs. 4.5), those who are employed in Vail but live elsewhere (4.1, vs. 4.5), and those who get mail in the town but don’t live or work there (3.9, vs. 4.2).
- Non-resident business/commercial property owners were less satisfied with the cleanliness of pedestrian villages (4.4 vs. 4.6), the frequency of the in-town shuttle (4.3 vs. 4.5), dependability of bus service (4.4 vs. 4.6), and the atmosphere/sense of safety on buses (4.5 vs. 4.8) than in 2016.
- Part-time residents were slightly less satisfied with the Community Development Department’s timeliness of response to phone calls, inspections, questions/inquiries, and plan review (4.1 vs. 4.2) and with the overall quality of events in Vail (4.2 vs. 4.3) than in 2016.

For most of the Vail Town departments, open-ended comments were collected along with ratings. The results from these ratings have been presented to the departments and provide additional information on the perceptions of the delivery of services. Both positive and negative comments were received, along with practical suggestions. Taken together, the comments provide one of the important products from the Community Survey program and offer a means of “listening” to residents and workers in ways not fully represented at meetings or through other existing channels.

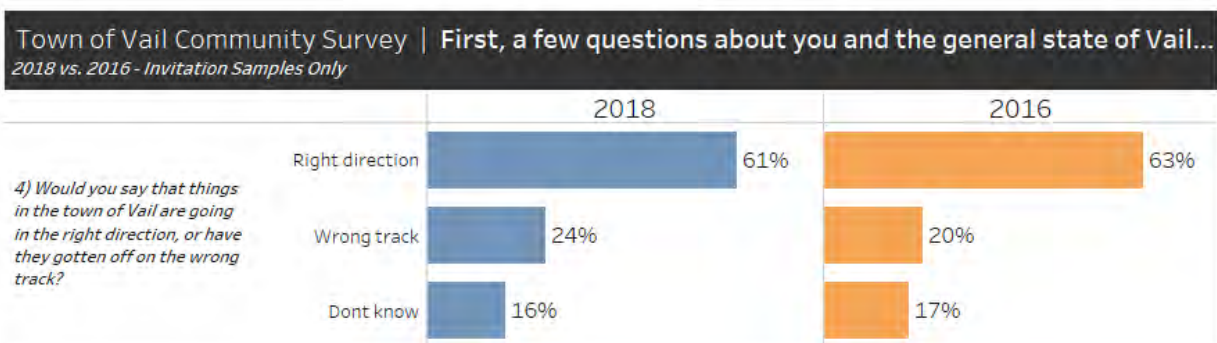
A tabulation of example comments by departments are presented as an Appendix to this report. While these lists of verbatim comments, and the associated “word clouds” are only a small sampling of the total comments obtained, they illustrate the breadth of comments, often containing specific or actionable suggestions. These summaries have been reviewed by town staff and they are available to help further guide initiatives in the coming months.

Events and parking are discussed in greater detail in the Policies and Priorities section of this summary, as they are both recurring themes in terms of community priorities, financial prioritization, and written comments. The data provide information that can be used to explore policy options and ground decisions, should additional considerations around events and parking occur.

² Only sub-groups with sample sizes of at least 25 for each year are analyzed, as there is more volatility in year-over-year results with smaller sample sizes.

Policies and Priorities

Right Direction or Wrong Track. Respondents began the survey by indicating their opinions regarding the general state of Vail. This question that has been tracked for over a decade asked, “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?” This year, 61 percent of invitation respondents said the TOV is going in the “right direction” (down from 63 percent in 2016) and 24 percent indicated Vail is on the “wrong track” (compared to 20 percent in 2016). This decrease in those that report Vail is going in the right direction and increase in those indicating the Town is on the wrong track held up regardless of residence type, home ownership status, or whether the respondent owns or operates a business in Vail, and stands in contrast to the increasingly positive ratings received for the Town departments.



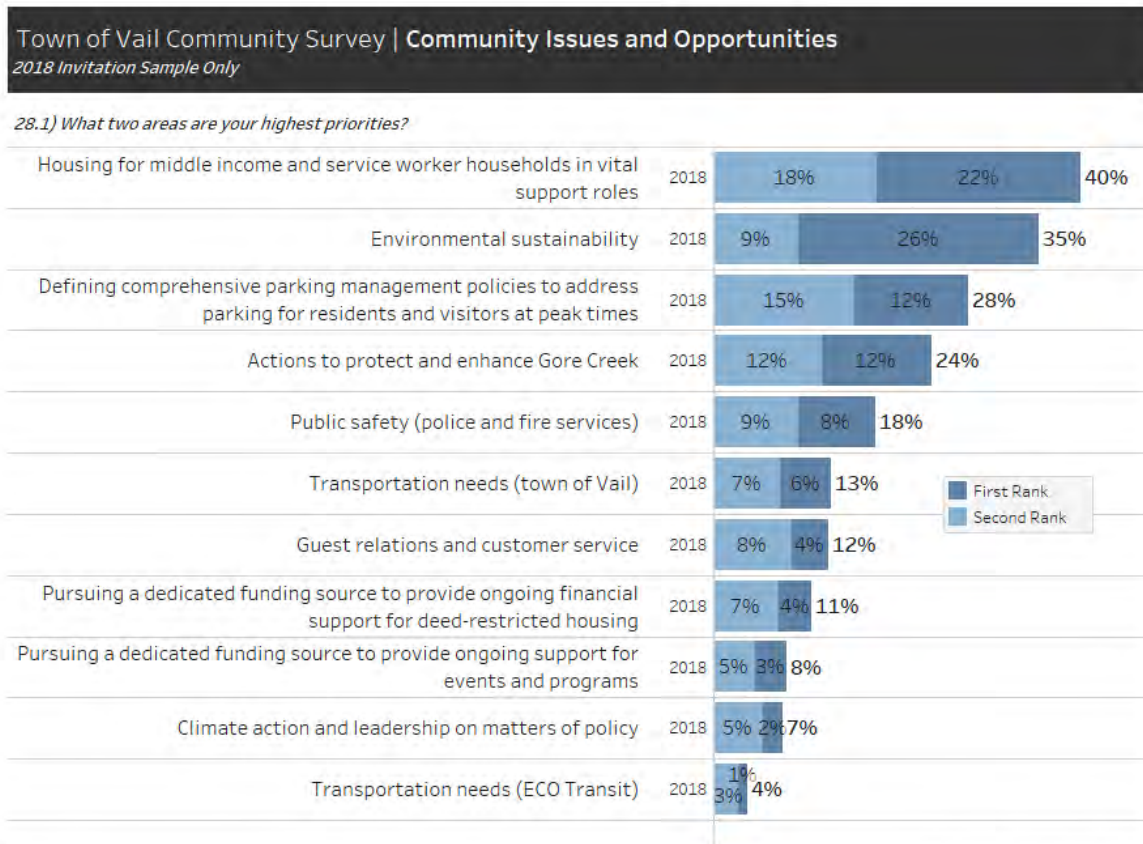
Source: RRC Associates 2018

A follow-up open-ended question asked respondents to elaborate on their responses, and this qualitative input provides insight into respondent opinions.

- Among respondents who indicated that Vail is on the wrong track, the words parking and housing were mentioned with the greatest frequency. Specifically with regard to parking, respondents commented on parking being too expensive, concern about losing free summer parking, and lack of places to park. Comments on housing touched upon increase of short-term rentals at the expense of long-term rental options, lack of employee housing options, and the cost of housing. Other recurring themes included comments on too much development/building/expansion, generally high cost of living, too many rules and regulations (e.g., permits, restrictions, etc.), a perceived focus on catering to visitors over residents, general feeling that the Town supports and attracts the wealthy at the expense of families or working class, overcrowding, and challenging business climate due to high commercial property rent and difficulty in retaining good employees because of high housing prices.
- The roughly three in five respondents who said Vail is going in the right direction remarked on a variety of reasons why. Some of the more recurrent themes included satisfaction with town services, feeling that the town is working hard to address important issues (e.g., housing, transportation, environment), quality of events, efforts to improve the appearance of town buildings and infrastructure, transportation improvements, safety/security, the cleanliness and

beauty of the Town, forward-thinking leadership, good communication between local government and residents, and perceived fiscal responsibility.

Overall Priorities Based on a List of 11 Factors. The survey contained a number of questions related to topics of policy or overall direction. These were explored in detail by examining both the quantitative (statistical) results, as well as the large number of open-ended comments that were received. Respondents were asked to evaluate 11 topics that are of interest to elected officials and staff, using a rating scale of 1 to 5 with 1 being “not a priority,” 3 “neutral,” and 5 a “high priority.” All of the topics or categories that were evaluated received ratings above 3 on the five-point scale and all received at least 50 percent of responses earning a rating of 4 or 5. In other words, all of the priority areas evaluated are of general importance or priority to the community. “Housing for middle income and service worker households” is a notable result in these ratings. The average score for this category was a 3.9, relatively in the middle of the ratings of priority. These results were lowered by the relatively large number of respondents rating it a 1 or 2, an expression that housing was not a high priority for them. However, when asked to select their top two priorities from the list, the most frequently chosen actions were housing for middle income and service worker households in vital support roles (selected as first or second rank priority by 40 percent of invitation respondents) and environmental sustainability efforts (35 percent). These two areas are relatively widely identified as community priorities.



Source: RRC Associates 2018

Financial Prioritization. Respondents were asked to prioritize six improvements for the Vail community relative to one another by allocating \$100 across the various categories to best reflect their priorities. Again, environmental sustainability and housing rose to the top of the list. Invitation respondents allocated the most, on average, to environmental sustainability efforts (\$26) and expanded housing opportunities for a wide range of household incomes and a variety of resort community occupations (\$24). Average allocation toward expanded housing opportunities varied among sub-groups. Renters allocated the most toward this priority (\$43) while part-time residents allocated the least (\$18).

Transportation improvements to address through bus service in Vail (\$14), planning and development of a Civic Center (\$11), creation of an indoor events and programs space to support a variety of cultural and community activities (\$11), and transportation improvements to address Eagle County needs (\$10) received similar levels of financial support among invitation respondents.

Town of Vail Community Survey | Financial Prioritizing

2018 Invitation Sample Only

30) 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.

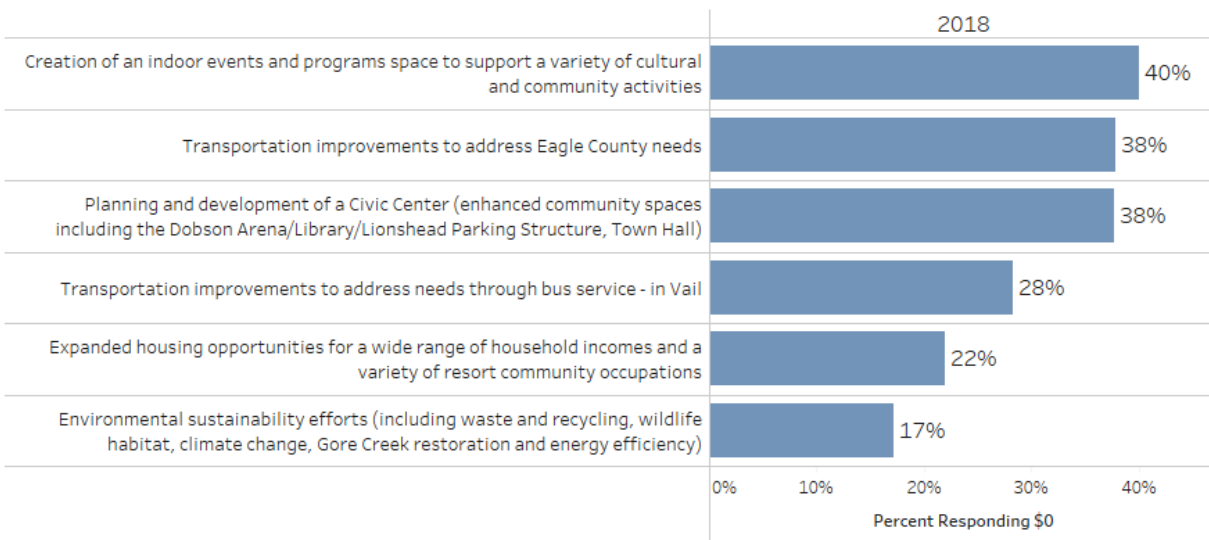
	2018 Average
Environmental sustainability efforts (including waste and recycling, wildlife habitat, climate change, Gore Creek restoration and energy efficiency)	\$26
Expanded housing opportunities for a wide range of household incomes and a variety of resort community occupations	\$24
Transportation improvements to address needs through bus service - in Vail	\$14
Planning and development of a Civic Center (enhanced community spaces including the Dobson Arena/Library/Lionshead Parking Structure, Town Hall)	\$11
Creation of an indoor events and programs space to support a variety of cultural and community activities	\$11
Transportation improvements to address Eagle County needs	\$10
Other suggestions	\$6

Source: RRC Associates 2018

In addition to average allocation amounts, it’s also instructive to evaluate the percentage of respondents who preferred allocating \$0 to each category of improvement. Environmental sustainability efforts had the lowest share of \$0 allocations (17 percent), indicating that most respondents think some level of funding should go toward this priority. In contrast, creation of an indoor events and program space had the highest share of \$0 allocations (40 percent), highlighting that this improvement is important to a smaller segment of the community.

Town of Vail Community Survey | Financial Prioritizing
2018 Invitation Sample Only

30) 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. -Percent Responding \$0



Source: RRC Associates 2018

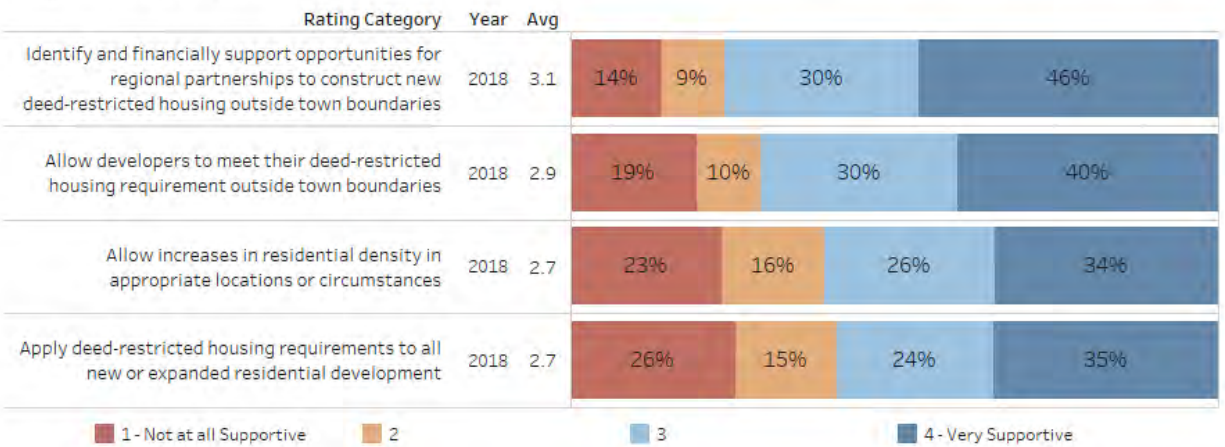
Housing. Affordable and adequate housing for employees in the Town of Vail was one of the top issues that again came up repeatedly throughout the survey results. Respondents identified housing as a top priority within the community issues and also allocated the second most funding toward it in a monetary exercise designed to determine top financial priorities (discussed above). Housing emerged prominently from the open-ended comments as well; many respondents are concerned about the issue and feel it needs to be addressed by the Town above all else.

Techniques to expand deed-restricted (work force) housing opportunities were examined this year. Respondents are highly supportive of various techniques to address the housing problems present in Vail. Note that in the graph below, and on graphs of several other questions that involve policy questions that could guide code/regulatory change, a four point scale is used to “force” respondents to not be neutral. As shown, on a scale from 1 to 4 where 1 is “not at all supportive” and 4 is “very supportive,” respondents rated four proposed techniques to expand workforce housing. Identifying and financially supporting opportunities for regional partnerships to construct new deed-restricted housing outside town boundaries (76 percent gave ratings of 3 or 4), allowing developers to meet their deed-restricted housing requirement outside town boundaries (70 percent), allowing increases in residential density in appropriate locations or circumstances (61 percent), and applying deed-restricted housing requirements to all new or expanded residential development (59 percent) all received larger shares of supportive respondents than unsupportive respondents.

Worth noting is that the option to identify and financially support opportunities for regional partnerships to construct new deed-restricted housing outside town boundaries received strong support from all sub-groups, including year-round and part-time residents, those who live in and outside of town boundaries, and owners and renters.

Town of Vail Community Survey | Deed-Restricted (Work Force) Housing Opportunities
 2018 Invitation Sample Only

31) 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.



Source: RRC Associates 2018

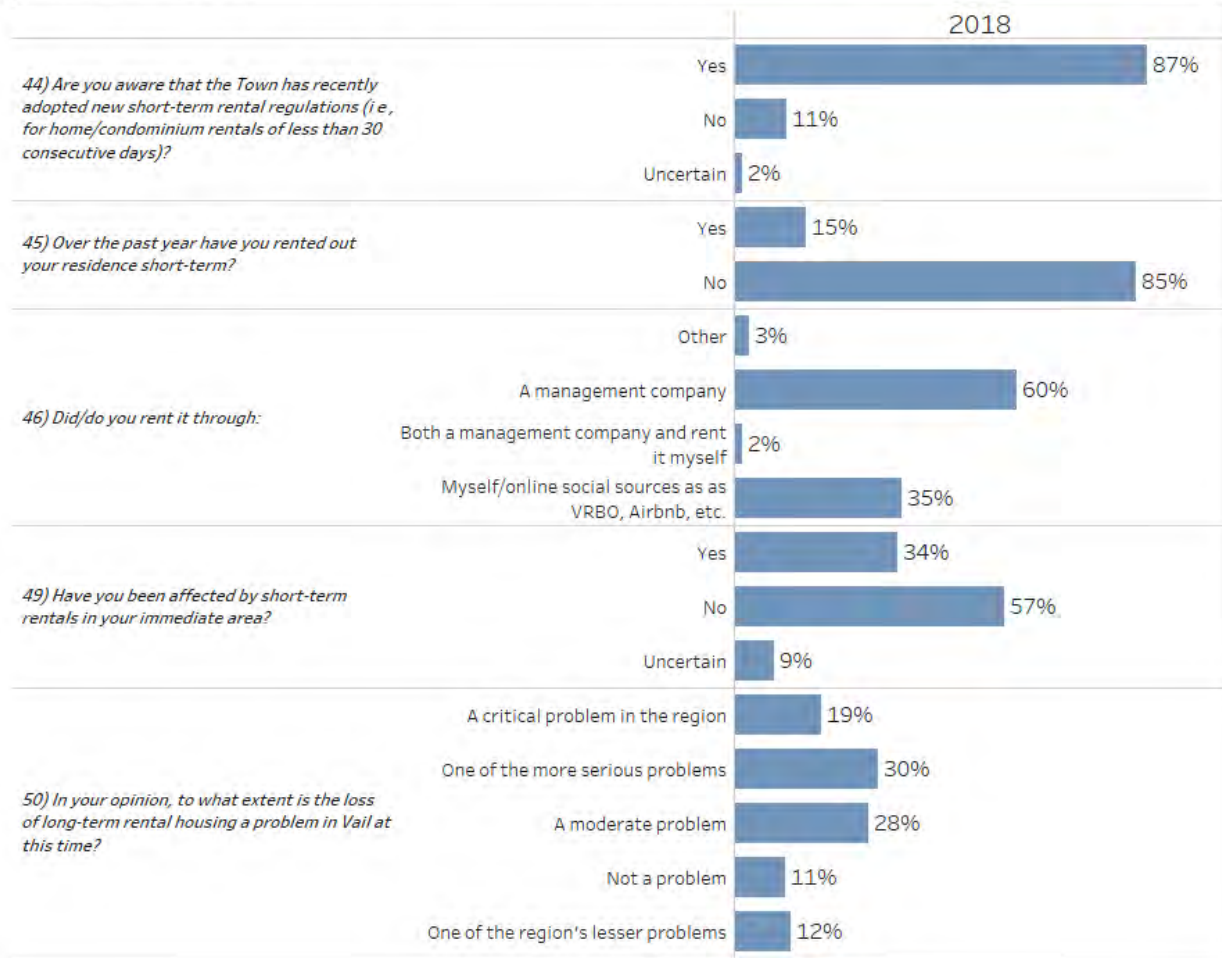
Short-Term Rentals. Short-term rentals has been a topic of interest and the survey contained questions to better understand the short-term rental landscape in Vail, as well as probe respondent opinions around this issue. Evaluation of the short-term rental landscape in Vail produced the following observations:

- Overall, respondents are very familiar with short-term rental regulations in Vail. Nearly nine in ten respondents were aware that the town recently adopted new short-term rental regulations of less than 30 days (87 percent).
- Fifteen percent of respondent have rented out their residence on a short-term basis in the past year (much higher for part-time residents at 27 percent than year-round residents at 3 percent).
- Part-time residents who rented out their homes were much more likely to use a management company (61 percent) than doing it themselves through sites like VRBO or Airbnb (31 percent).

When it comes to the impact of short-term rentals, the survey highlighted the following:

- About one in three respondents have been affected by short-term rentals in their immediate area (34 percent).
- Respondents who indicated that Vail is on the wrong track were more likely to be affected than those who think Vail is going in the right direction (37 percent vs. 30 percent). Year-round residents are also more impacted than part-time residents (38 percent vs. 24 percent).
- About three-quarters of respondents think that the loss of long-term rental housing is problematic, including those that think it's a critical problem (19 percent), one of the more serious problems (30 percent), or a moderate problem (28 percent). Meanwhile, 12 percent think it's one of the region's lesser problems and 11 percent don't think it's a problem at all.
- Renters are more likely to consider the problem critical than homeowners (39 percent vs. 16 percent), business owners more so than non-business owners (26 percent vs. 16 percent), year-round residents more so than part-time residents (27 percent vs. 4 percent), those that live outside of town than within town boundaries (32 percent vs. 17 percent), and those that think Vail is on the wrong track than those that think the town is going in the right direction (26 percent vs. 18 percent).

Town of Vail Community Survey | Ownership and Property Rental Information
 2018 Invitation Sample Only



Source: RRC Associates 2018

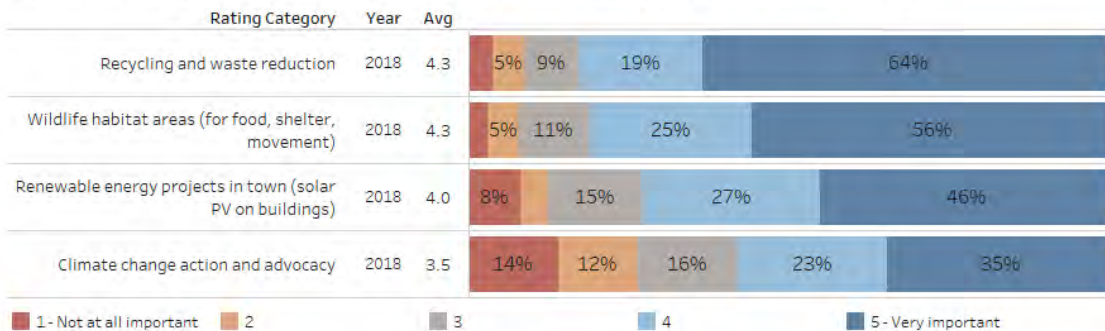
Environmental Policies and Priorities. The survey contained four quantitative questions and two qualitative questions that explored various aspects of environmental policy, as well as Vail’s efforts to be a sustainable destination. These questions were asked across two different survey versions, in order to probe this topic fully and obtain sufficient sample size for analysis, but in consideration of the overall length of the survey. Note that “Environmental Sustainability” was identified as a top priority by about one in three survey respondents (see discussion above), and was also the item that received the highest average amount in the financial allocation exercise, highlighting the importance and broad support for this issue.

Regarding environmental sustainability program focus areas, the general conclusion is that respondents place high importance on recycling and waste reduction (83 percent of invitation respondents provided a rating of 4 or 5 on a 5-point scale where 1 means “not at all important” and 5 means “very important”), as well as wildlife habitat areas (81 percent). Renewable energy projects in town also received a high share of “important” ratings (73 percent). Meanwhile, climate change action and advocacy received considerably less support, but still had more respondents indicating it was important (58 percent) than unimportant (26 percent). Year-round residents were more likely to indicate that climate change action and advocacy are important (67 percent) than part-time residents (48 percent).

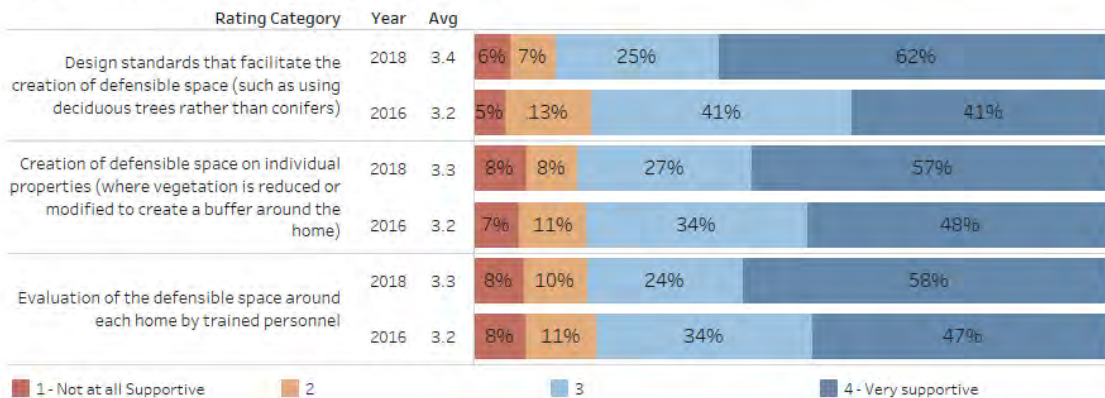
Effective wildfire mitigation approaches were also explored, as was done in 2016. Each approach received more support in 2018 than in 2016. This was particularly the case for designing standards that facilitate the creation of defensible space (87 percent of invitation respondents provided a rating of 4 or 5 on a 5-point scale where 1 means “not at all supportive” and 5 means “very supportive” and gave an average rating of 3.4—up from 82 percent support and 3.2 average rating in 2016). Creation of defensible space on individual properties (84 percent, 3.3) and evaluation of the defensible space around each home by trained personnel (82 percent, 3.3) were also highly supported.

Town of Vail Community Survey | The Environment
 2018 vs. 2016 - Invitation Samples Only

34) Please rank the importance of the following environmental sustainability program focus areas for the Town of Vail.

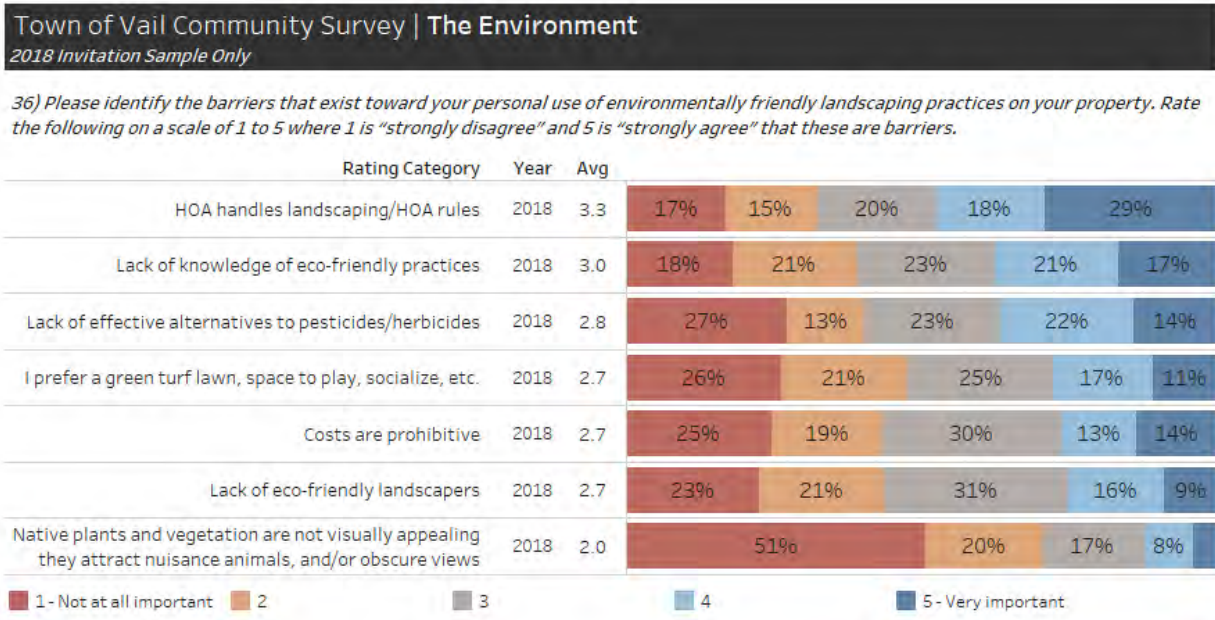


37) Wildfire poses a risk to our homes, environment, economy, recreation and safety. Effective wildfire mitigation requires a multi-faceted approach. Please indicate your opinion using the scale of 1 to 4 below.



Source: RRC Associates 2018

In a consideration of Gore Creek water quality, respondents identified barriers that prevent them from using environmentally-friendly landscaping practices on their property. The top barrier was that the HOA handles landscaping/ HOA rules (47 percent of invitation respondents agreed this was a barrier by providing a rating of 4 or 5 on a 5-point scale where 1 means “strongly disagree” and 5 means “strongly agree”). Other items had greater shares of respondents indicating disagreement than agreement, highlighting that while these are barriers to some respondents, this is not overwhelmingly the case. In descending order of agreement were lack of knowledge of eco-friendly practices (38 percent), lack of effective alternatives to pesticides/herbicides (36 percent), preference for green turf lawn (28 percent), costs are prohibitive (27 percent), lack of eco-friendly landscapers (25 percent), and lack of visual appeal of native plants (13 percent).

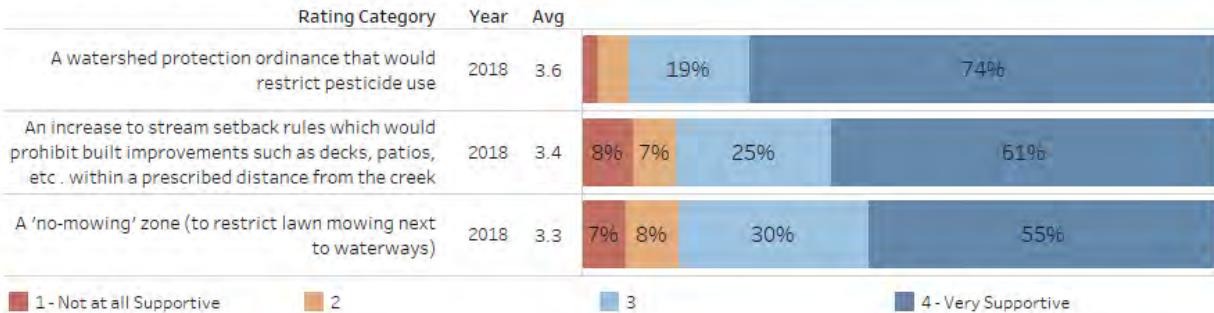


Source: RRC Associates 2018

Now that the Gore Creek Strategic Plan is in its second year of implementation, respondents had the opportunity to indicate their support for strategic recommendations from the plan. Respondents indicated overwhelming support for each of three regulations probed, using a 4-point scale where 1 means “not at all supportive” and 4 means “very supportive.” A watershed protection ordinance that restricts pesticide use received the highest level of support (93 percent of invitation respondents provided a rating of 3 or 4), closely followed by increasing stream setback rules which would prohibit built improvements such as decks or patios within a prescribed distance from the creek (86 percent), and a no-mowing zone next to waterways (85 percent).

Town of Vail Community Survey | The Environment
2018 Invitation Sample Only

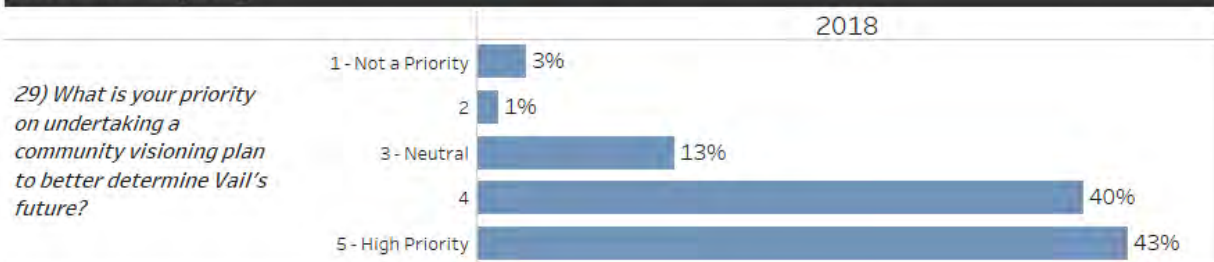
35) Now in its second year of implementation, the Gore Creek Strategic Plan identified improved regulations as strategic actions to improve water quality. Using the scale below, indicate your opinion.



Source: RRC Associates 2018

Master Plan Initiative. New to the survey this year, respondents were asked the priority they placed on undertaking a community visioning plan to better determine Vail’s future, to which responses were overwhelmingly positive. Eighty-three percent of respondents provided a rating of 4 or 5 on a 5-point scale where 1 means “not a priority” and 5 means “high priority.” Just 4 percent of respondents provided a rating of 1 or 2. Part-time residents were particularly supportive (88 percent, vs. 79 percent of year-round residents).

Town of Vail Community Survey | Community Issues and Opportunities
2018 Invitation Sample Only



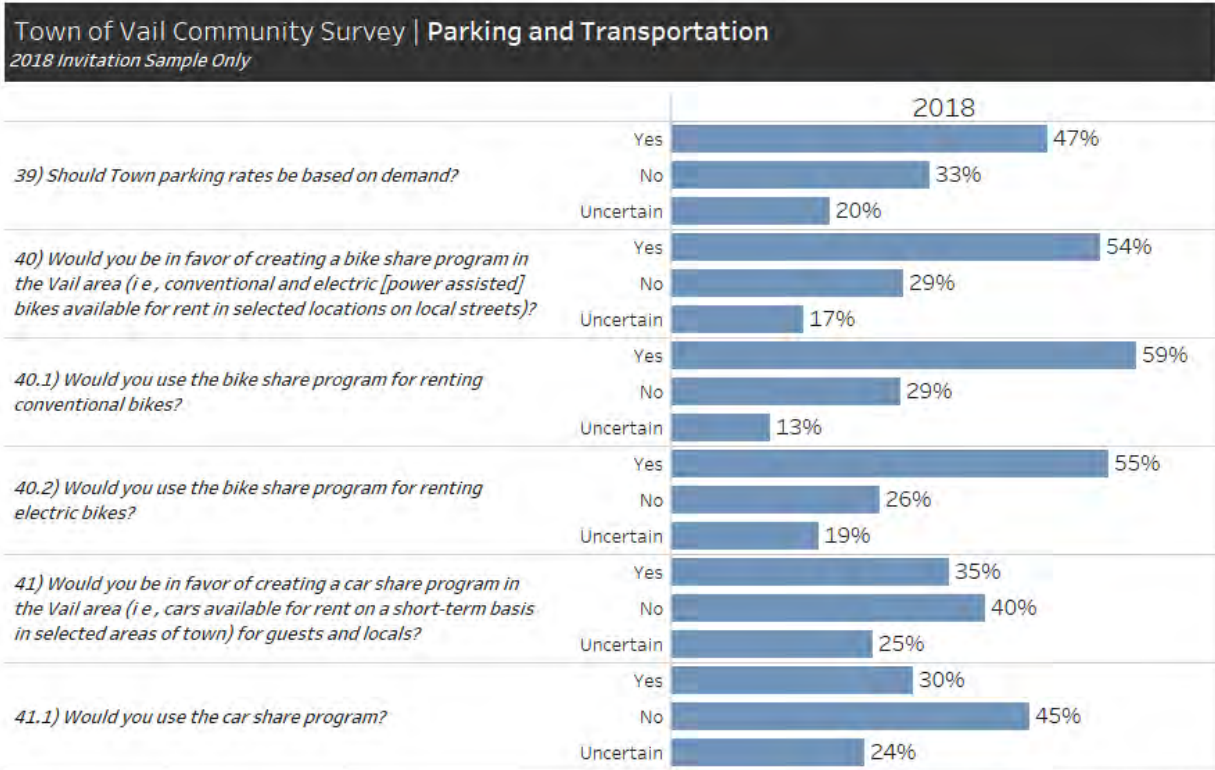
Source: RRC Associates 2018

Respondents were asked to put forth ideas for encouraging community involvement if this effort moves forward. Comments frequently mentioned the importance of engaging all community residents (e.g., year-round and seasonal residents, residents from all socio-economic brackets), and particularly younger ones, as well as being cautious of vocal minorities. Several respondents suggested creating citizen advisory groups and having local government officials reach out to residents personally.

Parking. Respondents were asked “Other than adjusting parking fees, what could the Town of Vail do to improve your satisfaction with parking in the town?” The most frequent comment received was that there needs to be more parking spaces. Other comments centered on desire to keep overnight parking (especially for those who are drinking in town), enhanced communication so people know when spaces are full or become available in the parking structures, improving the appearance and cleanliness of parking structures, disallow parking on Frontage Roads, ticketing cars that take up two spaces, additional satellite parking lots serviced by shuttle, and safety features to protect pedestrians on busy days (e.g., speed bumps, keeping sidewalks cleared, street lighting). Many respondents also used this space to comment on their dissatisfaction with parking fees.

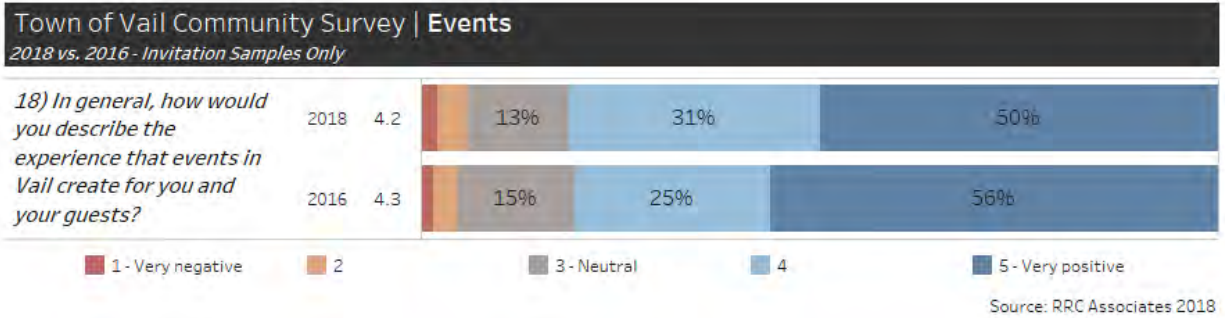
A number of “yes/no” questions were asked to additionally assess respondent preferences around parking and transportation approaches:

- Forty-seven percent of invitation respondents think parking rates should be based on demand, up from 40 percent in 2016.
- Over half of respondents would be in favor of creating a bike share program in the Vail area (54 percent), and of those respondents there is similar interest in using both conventional (59 percent would use) and electric (55 percent) bikes.
- There is less support for a car share program, with 35 percent in favor, and 30 percent of those respondents indicating they would actually use the program.



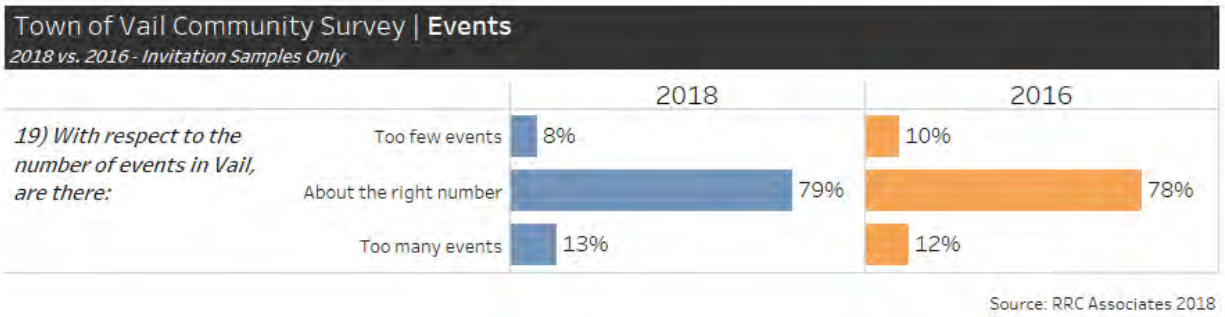
Source: RRC Associates 2018

Events. Vail has emphasized events as a component of economic development as well as to respond to community desires for entertainment and activities. A strong majority of respondents say events create a positive experience in Vail. On the question, “In general, how would you describe the experience that events create for you and your guests?” about 81 percent of respondents rate the experience positively, as a 4 or 5 on a five-point scale, identical to 2016.

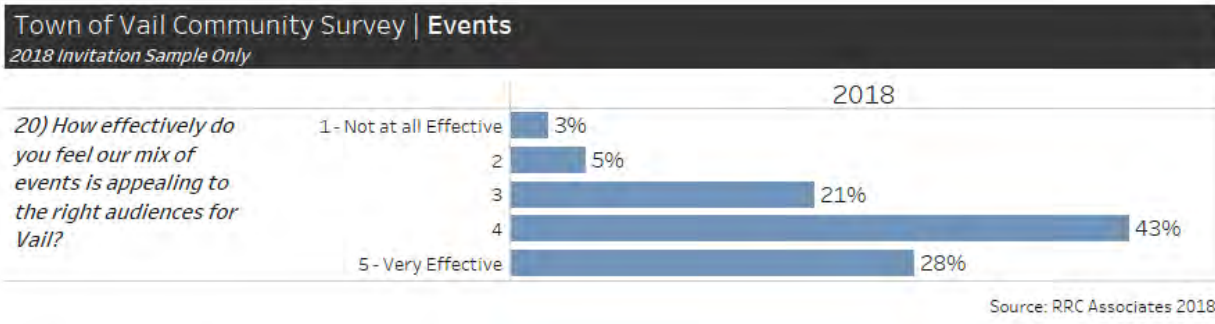


Part-time residents view events slightly more favorably (83 percent) than year-round residents (80 percent). Business owners also view events more favorably than non-business owners (87 percent vs. 80 percent), as do renters as compared to owners (87 percent vs. 80 percent), and those who live outside of Vail versus in-town (85 percent vs. 81 percent). Worth noting is that those who believe Vail is on the wrong track are much less likely to indicate that events create a positive experience than those who say Vail is headed in the right direction (65 percent vs. 85 percent).

Most respondents, when asked, indicate that the Town holds “about the right number” of events (79 percent). Thirteen percent indicate there are too many events while eight percent think there are too few. Responses are highly similar to 2016.



New to the survey this year, respondents were asked, “How effectively do you feel our mix of events is appealing to the right audiences for Vail?” on a 5-point scale with 1 meaning “not at all effective” and 5 meaning “very effective”. About seven in ten respondents rate the mix of events as effective (71 percent provided a rating of 4 or 5), while fewer than one in ten respondents rate the mix as ineffective (8 percent provided a rating of 1 or 2). Respondents who think Vail is on the right track were much more likely to rate the event mix positively (77 percent) than those who think it is on the wrong track (51 percent). Business owners were also more positive than non-business owners (80 percent vs. 67 percent).



Emergency Preparedness. New to the survey this year, respondents were asked how prepared they/their household would be in the event of a catastrophic emergency event. One in ten respondents are extremely prepared (10 percent), over half are somewhat prepared (55 percent), about a quarter are slightly prepared (27 percent), and the remaining one in ten are not at all prepared (9 percent). Respondents commented on the desire for more public information around what households could do to prepare for future emergencies.

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Town of Vail Community Survey | First, a few questions about you and the general state of Vail... - Open Comments

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



Viewing a selection of **10** comments out of **778** total

Addressing growth and parking thoughtfully

Affordable housing and a good work force will be very important as Vail's aging population(which has most of the money) will not be working yet still live within Vail.

All good but 2 worries... climate change and traffic on 70

Economically positive but have lost a bit of sense of community among those who live in Vail

Has lost the local feel, and European environment. And the sewer reeks when it is busy, smell it as soon as you walk out of parking structure.

More and more I feel like the Town of Vail has lost its way regarding the balance between the wealthy residents and visitors, and the disposable workforce that everyone relies on to actually provide the experiences that make people come here.

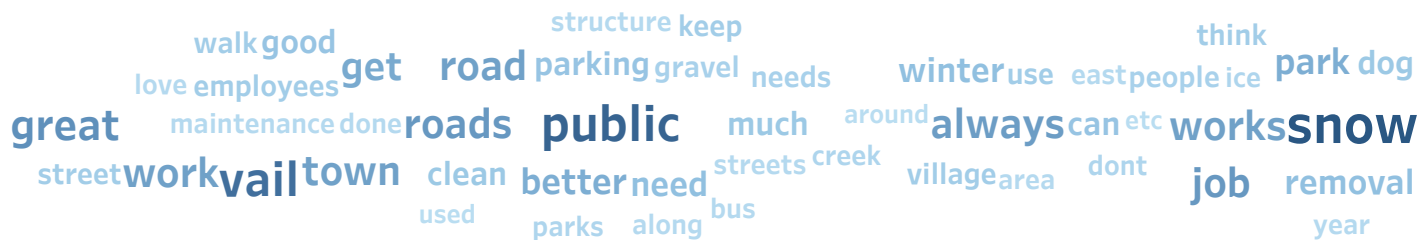
Mostly the right direction, but I am against having housing in every available spot in Vail. I think a few of the decisions made, such as building the huge condo/hotel/employee housing in West Vail (which has yet to happen), is not a good one.

Nothing serious to complain about. The town seems well run.

too many events, day trippers

VR has taken over too many of the fun smaller shops, and now every store is a carbon copy of the one you just left!

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



Viewing a selection of 10 comments out of 246 total

Awesome job, guys. Love all the holiday lights and summer flowers. You serve both the tourists and the locals.

Certain roads do not get plowed that well compared to others in town.

i think we need to post signs reminding visitors to throw their garbage in canisters and not on the streets. Especially the guests from other countries

I would appreciate better striping on the roads in front of City Market/Safeway. Are they turn lanes or passing lanes? Some people treat them one way and others the opposite. It is very confusing.

Investigate more efficient snow removal techniques such as using snow-blowers to widen streets rather than the highly inefficient practice of front end loaders and dump trucks.

Not really their job, but there is so much dog poop in the city parks it's disgusting. Any way to better enforce people to pick up after their own pets?

Overall they do a very good job. Continued cleanliness of public restrooms is important

Public Works has always done a great job. I see them most every day in one way or another... sweeping in pedestrian villages, plowing roads, etc.

Streets, especially Frontage Road along Golf Course are getting a bit lumpy.

too much snow removal from piles. snow needs to melt into aquifer not dump

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



"Fire" excluded

Viewing a selection of 10 comments out of 137 total

Be more of a partner with builders and developers to get things done and permits issued in a friendly, quick and helpful manner.

faster inspections and plan checks

Fire inspection programs appear to not to have taken place. There are many blocked exits and egress path ways through out the town. They need more staff to achieve compliance.

I love the open house that the fire department provides each year. The staff are always great with the children and families. The Facebook page also keeps me up to date on fire prevention.

I'm an ex professional firefighter. I like what I see. Guys are paying attention. When I managed real estate in Town the fire marshal was firm but fair (upgrading to new codes is expensive).

Make the fire station more easily accessible to the public so the public can properly express their gratitude to the fire fighters for their service to the community.

Since there has been no wildfires I would say good. We will find out how good they plans are when there is a fire.

So far I have always felt the Fire Department is very reliable

The FD needs more than one person who can review plans and conduct inspections. This is a bottleneck in the process.

The Town has not done sufficient tree removal to eliminate the effect of a fire in West Vail coming down Gore Creek and burning out the Village.

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



Viewing a selection of **10** comments out of **224** total

Be more open about dangers. A girls was found in a dumpster while we were there and not much info has been released about that. Suspect she did it herself....?

Better communication about procedures around pass closure would be appreciated, handling of the increased traffic during these times is sub-optimal to put it mildly.

I have attended the picnic at Stevens park with the police, as well as, a credit card fraud class- I feel both were equally beneficial to our community and would love to see more of both style events by police. This helps on the approachability of our police force and their joint efforts to help keep our community safe.

I have literally never seen a police person in Vail Village? I do sometimes see a pickup that says police on the side but no one is in it - it always parked.

I hope the police department has visited the local schools and provide them with education with regards to active shooter situations.

More speed control on N Frontage rd near west Vail mall. 25mph rarely observed.

Over the years I have had several interactions with the police department and I have always been impressed. The police have been very professional, approachable and made you feel comfortable about any question or concern you may have. Thank you for your amazing service!

Please up the ante in the area of traffic violations: Excessive speeds, lack of respect for signage, lack of patrols in outlying areas.

Ticketing may be a little over aggressive. I live on a cul de sac street without off street parking and my guest are routinely ticketed even though there are no no parking signs. (Top of Columbine Dr.

Would like to see stronger enforcement for code violations, especially with airbnb code changes. Have online ability to view airbnb licenses and property manager contact info

Town of Vail Community Survey | Community Development Department - Open Comments

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



Viewing a selection of **10** comments out of **52** total

Better explanations regarding the scope of the project when appearing in the newspaper.

Do not use private contractor inspectors, they are very inconsistent in their knowledge and requirements they place on the public.

Focus on the community, not just development!

have been working with building dept and planning...can't say enough how much help they have been. THANKS

Having recently submitted a request for approval of a minor exterior renovation from Design Review Board, I found the Town of Vail online portal to be very user UNfriendly. It was complicated to navigate and filled with redundancies. I was able to get my approval through with relative ease, but that's because I went into the office to find out step-by-step what I had to do. The staff in the office was very helpful.

I have found Community Development staff to be very friendly, quick to respond and very knowledgeable. My biggest suggestion to Community Development would be to perform a comprehensive update of the Town's Master Plan. It was last updated I believe in the 1980's. Since that time, the population in the Town has doubled and is projected to double again in the next 10 to 15 years. It is critical that Master Plan accurately address how this increase in population and the needed housing s..

I needed a copy of an application/permit receipt for a grant I applied for, and my request was satisfied in about 10 minutes. Very impressive.

Pretty bureaucratic. For some of the older properties which need maintenance let us perform this without requiring additional permitting.

The TOV really needs to address the zoning inconsistencies in the west vail north area. There are many condos and townhomes that are now zoned duplex and that hampers any one from doing any improvements without a lengthy, expensive and time consuming process. The new deed restricted units look very nice and it would really help to put a new face on west vail north

This department acts as an enforcer not a department that helps and works with you

Why did you not buy a parking pass or value card?



Viewing a selection of 10 comments out of 58 total

Didn't need one - the bus service is adequate for me.

I am on the East Vail bus route; parking pass is not required.

I can take the bus in or use my family's parking spot.

I can take the bus to work, then after 3pm the parking structure is free

I didn't even buy a ski pass. too busy with work and kids traveling for ski races

I don't go into town enough to make it worth it.

I own my vacation home with a partner and all utilities are in his name. I was told I need a utility bill to prove my ownership.

Not needed as we have parking at our home and are walking distance to everything in the village.

Too complicated to come into office. Make pass purchases available on-line. I can travel to Boston or Washington DC and purchase a transit pass prior to my trip via on-line purchase.

Too expensive. Just another benefit of the local's being taken away by charging them.

Town of Vail Community Survey | Parking and Bus Service - Open Comments

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



"Parking" excluded

Viewing a selection of **10** comments out of **448** total

2 hours free is better than 90 min. I use occasionally to take yoga at the VAC and 90 min is barely enough time.

Better information on where open parking spots are located. Technologies are available that offer helpful information on where open spots are in a garage. It significantly reduces the time people spend 'gawking' for a space and increases speed of finding a spot. This leads to more time for those visitors to shop..... worth the investment.

Bring back 2 hour free parking for locals so we can take ski breaks from work and get a few laps in on a powder day. I do like the lower parking rates for less time in the winter though. Keep summer parking free, over night charge is fine.

Build a new parking facility (s) with wider parking spaces. Currently too narrow if all the big SUV's.

Charging for summer is a terrible idea. Better rates/an area of the structure only for residents .

Figure out how the biggest offender of taking up spaces (VVMC) can contribute to the cost of the parking structures since they do not assist with tax dollars as a non-profit entity.

It was completely ridiculous when the TOV employees were allowed to park at ford park for over 3 weeks. There were too many times where the lot was filled. I would suggest allowing pink pass holders to park on frontage road during this time. Also the ford park bus is terrible. It rarely comes for pick up, it should be on a continuous loop like the in town not sit at the vail parking structure for 20 minutes.

Other than having parking out-of-town and bussing people into town, I don't know. It's a big problem.

parking on the frontage is an accident waiting to happen and it is a sloppy site to guests. We have been discussing this topic for too many years

Would be handy to have a widget on your website or other indicator to know when the lot is full during peak times.

On which routes would you like to see more frequent service?



Viewing a selection of 10 comments out of 302 total

Golf course/Golden Peak Perhaps smaller buses in this area.

I think the Green and Red Routes should be more frequently both Summer and Winter

In the summer, offer an 8:30pm East Vail bus that stops at Ford Park during the concert season. If the concert runs after 8pm, you either have to leave the concert early or wait until 9pm. If there were an 8:30pm East Vail bus, I would use it instead of driving in.

In the summers, they come only twice an hour into east and west vail. I'd like to see it more if possible, but understand the costs associated with that may not justify it (in which case, since the # of passengers are fewer, should you use smaller transports?)

In-town, more frequent service in the early morning and extend the route to stop closer to the VR employee parking area.

increase in e vail service last summer was very successful. need to add additional service in the early evenings for concert pickup at ford park

It would be great if the red line ran earlier in the morning, many mornings the I have to ride the green in order to get to town by 6:30.

It would be really nice if the bus came all the way up Buffehr. There is room for the bus to turn around at the round a bout at the end.

Lionsridge Loop During Winter Peak Hours every 30 minutes During Summer there is currently No Service Consider extending SandStone

Not so much the routes but the frequency. Would love to see buses on the half hour at ALL times and not just peak times. It's just too hard to time them otherwise.

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



"Bus" excluded

Viewing a selection of 10 comments out of 266 total

Bus service is not the solution for families in Vail. The continual notion that by providing less parking and more bus service will just push more families out of Vail.

Extend outlying routes (like East Vail) to go all the way to Lionshead (or further west) without having to transfer buses.

honestly, i think they run TOO often in the town of vail. people can wait or walk or plan better. Its a waste, as they're never full.....

I don't know what the procedure is when there is a skirmish on the bus. There have been several incidents and the bus driver did nothing. And local riders step in to control the situation. Not really good for guests to see. My deter them from not riding.

I have the hardest time figuring out the bus schedule. There should be a map of the different bus stop locations on the website, and you should be able to click on the map and get the arrival times throughout the day for that location. I have tried using the Google Maps, but doesn't allow for future planning (i.e., I want to look at lunchtime to figure out what time the bus comes for a movie tonight). I don't know how any guests would be able to figure out how to use the bus for the first time if they don't know..

I loved the outside ski racks but I expect they were removed due to instances of theft

Some drivers are crotchety. One driver blew by my daughter standing at Ford Park. It was like he did not believe a child can eat a ride... Should have stopped to make sure she was OK. I was a short distance away but it was very disheartening to do you watch the bus not even stop, perhaps check on a child by herself. At the end of the day, it always seems like Ford Park versus just seem to disappear.

Suggest that the drivers wait for cars before pulling out onto Frontage Rd. Very aggressive driving cannot be safe.

The West Vail loops are really long and confuse everyone. What about shorter ones that just serviced north and back then south and back?

We applaud continuation of more frequent service schedules for east Vail!

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



"Events" excluded

Viewing a selection of 10 comments out of 279 total

Better music, not rap, not hip hop. Blue Grass, Rock, Folk, Country Festival

Concerts that are focused on a group older than 20 somethings

I like that you are adding more events in spring/fall. I'd like to see more legitimate theater.

Less events, so the beauty of Vail can be enjoyed instead of crowds with noise.

MMA Fights, bigger free concerts at Ford Park- no more concerts at Solaris!

More concerts, more special forums on relevant topics to our community

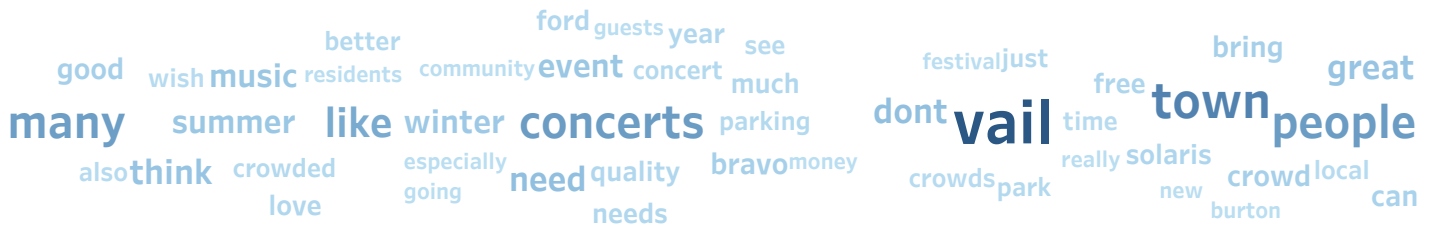
More cultural and intellectual events. More speakers and less music. More events catering to the 50+

More events for locals, not rich people who pay \$200 to sip wine.

More music festivals that go through the weekends to bring people in for more than one night.

the one's that 'disappear.' Torchlight parade, Mardi Gras Parade, Budweiser Vail Village evening mus

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



"Events" excluded

Viewing a selection of 10 comments out of 264 total

Baby boomers spend money not so with the 20 and 30 something.

It'd be cool if you sold tickets and we had bigger names brought to play at the ampatheater

Maybe consider Ford Park again to avoid over crowding for Solaris concerts

Oktoberfest was so much better before Highline sports took it over. It is so void of personality and fun it should be run by some other organizer.

Only bad part this year was that for some reason Spring Back to Vail had cash only beverages. We dont carry cash (most people dont anymore) and we didnt have our bank card.

STOP catering to ButonOpen. Not a positive event for Vail. They are rude and do not spend money. It also impacts the little winter parking employees have. Also lacrosse should NOT be here on July 4th.

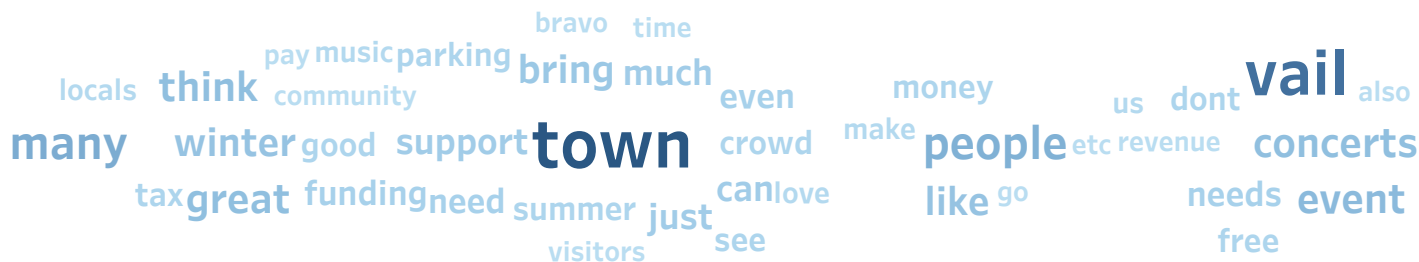
too many events on one weekend. Taste of Vail, Vail film, etc. should be spread out. The talent at the concerts are geared towards 20-somethings who bring the wrong atmosphere to Vail (excessive drinking and other substances.)

town of Vail and second home owners complain about the crowds/age groups and 'type' of people but bring in the performer that attracts these problems. hippy music, electronic, hip hop especially. not to stereotype but compare the incidents to the crowd type? I love Snoop but that was a bad set up. also Sound Tribe & many year's ago, Kid Rock thank you for those awesome artists but i'm sure town was trashed. mixed feelings

vail Farmers market is so restricted, They wont allow outside jewelry vendors. so wrong for us little people

Vail has become such a family area you are losing the guests in their 30s, 40s, 50s that want a fun environment with lots of music and a adult atmosphere.

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



"Events" excluded

Viewing a selection of **10** comments out of **170** total

By investing as a form of economic development, what is the yardstick for success - real estate purchases, real estate, visits? And how do you weigh the oppty costs?

Don't be overly greedy about trying to shore up the shoulder and off-seasons. Be satisfied with the prime times; relax the other times. This is a resort, after all....

I do not like the echo in the sound system. I have only lived here for seven years and I can't predict the weather well enough to wear the right clothing to sit comfortably in the out door activities.

I don't understand the rational behind many of Vail's summer events. The events are strange choices, there are multiple events going on at once, some of them are poorly advertised, I can't keep track of where they are taking place for when a visitor asks me for directions, the locals fill up the parking structures before any out-of-town visitors have a chance to park- it's just a bad combination.

I hope that the TOV investments in events allow some influence over the content and staging of the events. If not, the town should re-think. If we need an economic development strategy at all it should be focused on destination visitors - not day-trippers.

It depends on the event, the Bravo concerts, ballet bike races, Burton championship all bring people who rent lodging, shop and use restaurants so they do add to our local economy.

Just want to hammer home quality over quantity on events and guests being brought into town.

Overcrowding with tourists is not favourable but I like events that attract locals

Some events are drawing the wrong type of crowd that doesn't fit with this town.

TOV personnel should concentrate on creating relationships here in Vail with locals, visitors and other before they decide to spend thousands on trips overseas.

What do you like best about Vail Public Library?



Viewing a selection of 10 comments out of 463 total

Everything! I love the yoga class and i take advantage of the great books.

First and forester I love that we have a library. The children’s programs, opportunity for local artist to be hung and the conference area.

Great access to materials (on line and in person). Helpful staff.

I love the feel of the space. I enjoy reading the papers/periodical provided.

It can be a great sanctuary from the crowds in the villages.

Staff, variety of collections, variety of programs - library has become a small community support center with tech programming, general interest programming, computer resources, local artist exhibits, etc

The cozy environment and helpful, friendly librarians. The inter library loan program is amazing! I can get books more easily and quickly than friends in big cities. The VPL is one of my favorite amenities in Vail.

The library is perfect. Don’t change a thing other than continue to enforce peace and quiet.

The nice couches by the fireplace to get work done. The nice travel book collection.

Wider variety than Eagle County. I love the building; love the friendly staff - they’re much nicer than 10 years ago

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



"Library" excluded

Viewing a selection of **10** comments out of **162** total

Consider some repurposing of the facility. With the internet, fewer people use physical books as a resource. Libraries are not without value, but it might be worth considering some broader use of very nice building in such marvelous location

Easier parking! Parking in Lionshead is a pain, especially when running errands.

educational programs - short term offerings such as speakers who might be authors, inventors, techies, etc. to share their expertise/advice/life experiences, etc.

Every other library has a system in place to allow you to check out a book but didn't bring your library card. Vail refuses to help customers out, even long term card holders.

I think the library is great, in general. There could always be a new kind of class added, or something, but I'm pretty happy with the library.

Magazines can be given away to patrons for free after they expire. Put a basket in the bookcase with the honor books.

make the 3d printer available more than for 2 hours a day, 2 days a week..

More events for baby boomers, i.e. Financial planning, history of US, math brush up class, learn at lunch groups.

Taking the time to alphabetize the DVDs. The only library ive ever been to where they're not alphabetized... I also wish we could check out four dvds

the movies the late fee \$1.00 per day is a lot.

What does being a sustainable destination mean to you personally?



Viewing a selection of 10 comments out of 248 total

A destination that preserves its natural & human resources while providing recreational, cultural, & regenerative activities to visitors & residents in a manner profitable to operators and competitive with other such destinations.

Environmentally beautiful setting where people want to come to enjoy a SAFE, playful setting, whether skiing, enjoying the restaurants/shops, listening music/productions or just embracing nature. SAFE means skiing on slopes not packed with hoards of people, and without being run into by aggressive skiers/riders.

It means not allowing overbuilding (which it's too late for this already. Look at the Village. It went from small town to city-resort. Very sad.)

Maintaining Vail as it was originally envisioned by being environmentally conscious and not allowing too much development or commercialism. The draw to Vail starts with its nature, beauty, not it's shops.

minimizing community impact on environment to preserve environmental and wilderness resources for generations to come

Nothing. I think it's one of those 'feel good' catch phrases. With the interstate running through our valley, anything we do is negated. Look at howfast silver tarnishes - that let's you know how much sulpher the interstte puts in our air.

striving to increase use of renewable resources minimize solid waste stream maintain a viable work force

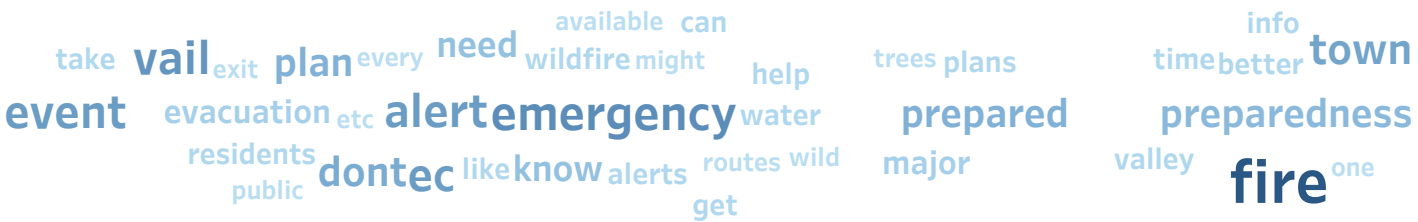
The destination must have plans to manage growth (prevent overuse/overcrowding) and manage/respect the natural resources it has and the environment.

You respect the environment you are in first of all. Secondly, we sustain our community with the least amount of inputs from outside sources.

You'd provide recycling opportunities and have organizations like the City, Vail Resorts, Eateries, the Hospital etc recycle and limit emissions in ways such as incentivizing employees to take public transportation etc?

Town of Vail Community Survey | Household Preparedness for an Emergency - Open Comments

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



Viewing a selection of **10** comments out of **113** total

Help neighborhoods formulate plans for wildfire evacuation, go-bags, critical document storage practices

I should probably attend the seminars that are offered to be more prepared. I bought a fire safe & fire extinguishers?!

Is it true if everyone is on the water we won't have any water in the pipes WE for the water disposal W

Need a window for Gore Creek Plan, strict poison spraying rules-residential,golf course,etc

pay attention to wild fire mitigation efforts. review runoff and flood possibilities

Perhaps there could be a reminder every week in the paper about how and what we all need to do to truly be prepared.

Perhaps we might have a yearly drill on where to go for each neighborhood, depending on the emergency's location.

The Fire Department would have EVERY tree in town cut down and EVERY structure a concrete box if they had their way. Be cautious.

what is EC alert? How does one sign up for this.

Would help to have sheet of best practices in event of emergency, such as what to have gathered up in advance, what to grab if limited time to evacuate, what to do to Home before leaving (turn off gas? turn off water? take cars? knock on neighbors doors?) which route to take

Town of Vail Community Survey | Ownership and Property Rental Information - Open Comments

Have you been affected by short-term rentals in your immediate area? In what ways?



Viewing a selection of 10 comments out of 236 total

1. I'm already retired. 2. not convinced that our neighbors who use VBRO or similar services are paying their fair share of taxes or take proper safety precautions.

adjacent property with VRBO guests who are not considerate. noise ast 3am

All of the standard problems with short term rentals: trash, parking, noise, etc.

All positive but there are effects of traffic and people in the area.

Increased rent/ less parking availability / less long term neighbors which causes a lower sense of community

Live at Booth Creek Townhomes and now there are more short term rentals. It's a great concern as renters never care for the environment/parking/etc as owners.

loud stoned front range tunnel trash raising hell at all hours

Noise, trash in public areas, overcrowded parking, dogs off leash. Short term renters often are not respectful of people around them and the general environment. Some feel entitled: 'I'm paying a premium for this place so I'll do whatever I want while here, regardless of how it affects the neighbors or community.'

Renters do not follow rules regarding off-leash dogs, leave trash outside of dumpster garage, do not take care of exterior areas, do not properly park in lot.

There is no control implemented on speeding on Lionsridge Loop. This is a severe problem that has increased with the Lionsridge employee housing.

Town of Vail Community Survey | Ownership and Property Rental Information - Open Comments

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



Viewing a selection of **10** comments out of **215** total

Figure out a way to make long term rental owners receive a benefit for assisting with workforce housing. Allow them to have waived fees for their upgrades. Too many slum lords and run down places. Others want to help and they should be able to receive a benefit for doing so.

Glad you implemented the rules. Glad there has to be local representative.

Have not seen data on the issue of short term rentals. Be very thoughtful with this issue. Short term rentals are highly valued by destination visitors but they can remove units from permanent/long term housing stock. Need to have approach that balances both needs.

I appreciate the effort of the town to collect some of the tax revenue from housing rental

I don't think that short term rentals take away long term rentals. We use our condo as a second home. We used to rent it short term. We would not have considered a long term rental option since we wanted to use it ourselves. Workers in Vail looking for long term housing could not afford to pay the rent on our unit. I think many short term rentals fall into this category. We are retired now and use it only for personal use.

Not everyone has the live in Vail if they work there. I personally don't want the seasonal workforce in the building next to me while I'm on family vacation or in my luxury condo.

Same regulations should apply to all rentals, short or long term

Short term is hindering those that want a 1 year lease or longer, this effects not only person but businesses trying to keep people employed when they constantly have to be looking for long term housing.

Vail needs to build more 1-2 bedroom housing. Not necessarily affordable housing, but smaller units.

We are lucky enough to own two rental units on Matterhorn while being able to rent a two bedroom unit on Chamonix. I feel that we have a great landlord and are paying a fair price, \$1800 a month, however we are the exception as I know many people who are paying \$2000+ per month for a rental like ours on Chamonix. We will continue to rent out our units we own on Matterhorn Circle while we build our home in Minturn. We are currently short term renting our units for the first time this year.

Town of Vail Community Survey | Final Comments - Open Comments

Do you have any additional comments or suggestions?



Viewing a selection of 10 comments out of 167 total

Bet I am the oldest person to fill out this survey.

Do not discount these opinions based on my age. I have adult children that spend much time at our East Vail home. They share these opinions.

I appreciate this survey. I love that this is a culturally rich and environmentally friendly town and hope that school and crowd safety are getting attention too.

I think our Town Council and Town of Vail employees do a wonderful job. Vail Resorts needs to step up BIG TIME and provide more employee housing. They don't care if an apartment has 6 roommates with one shared bathroom.

I think that the lack of experience of many of the council members on town boards leads to some bad decision making. I suggest that the town attorney, or someone, educate them on what the boards do, why they do it, and why it is important that everyone follow the rules. It is troubling to see that 'friends' of the council members seem to get preferential treatment.

Stop large projects and think of us as a town not a resort. We do way too much for VR, they get whatever they want.

Town Council members should not have Agenda's Would like to see more town staff have the opportunity to live in Vail

Vail is an exceptional place, I want to make sure it continues to be exceptional!

Why wasn't water conservation (not just water quality) mentioned in the sustainability section? Also, resorts like Vail aren't really sustainable, are they, when one considers the energy consumption required by visitors to get here; it's a regional/national system, not an isolated local challenge.

you should warn people that the survey takes 30 to 45 minutes to complete. My dinner is cold. Also, the instructions on page 1 were incomplete, and used the word 'password' instead of 'passcode'. Attention to detail !