



Mountain Recreation

2025 Mountain Recreation Community Survey

Findings Report

Submitted to Mountain Recreation by:

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ETC
INSTITUTE

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Executive Summary

2025 Mountain Recreation Community Survey Executive Summary

Overview

ETC Institute administered a community survey for Mountain Recreation during the months of March and April of 2025. The survey goals were to understand recreation priorities for the community and to hear from residents about how Mountain Recreation is performing in key service areas.

Methodology

ETC Institute mailed a survey packet to a random selection of residents in the Mountain Recreation service area. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at mountainrecsurvey.org.

After the surveys were mailed, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of the service area from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not included in the final database for this report.

The survey aimed to collect a minimum of 300 completed responses from residents, and this target was surpassed with an impressive 323 completed surveys collected. The overall results for the sample of 323 residents have a precision of at least ± 5.44 at the 95% level of confidence.

This report contains the following:

- Executive Summary with Major Findings
- Charts showing the overall results of the survey and benchmarking (Section 1)
- Priority Investment Ratings (PIR) (Section 2)
- Importance-Satisfaction Analysis (Section 3)
- Open-Ended Comments from the survey (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- A copy of the cover letter and survey instrument (Section 6)

The major findings of the survey are summarized in the following pages.

Overall Satisfaction with Mountain Recreation Services

The highest levels of satisfaction with Mountain Recreation services were how close facilities are located to your home (78%), the availability of information about programs and facilities (74%), and security at facilities (72%). The lowest levels of satisfaction were with the number of facilities offered in the District (50%), the schedule of when programs are offered (50%), and the quality of programs for adults (46%). The services that residents indicated are most important for their household are: 1.) Number of facilities offered in the District, 2.) Maintenance of facilities and 3.) Schedule of when programs are offered.

The top three highest priorities for the Mountain Recreation District according to ETC's Importance-Satisfaction Analysis for services were 1.) Number of facilities offered in the District, 2.) Quality of programs for adults and, 3.) Schedule of when programs are offered. Improvements in these areas will maximize the overall satisfaction among residents of the District.

Level of Agreement with Statements

The highest levels of agreement with statements about the Mountain Recreation district were improves my (my household's) physical health and fitness (73%), provides quality facilities so everyone has the opportunity to live happy and healthy lives (70%), and provides positive social interactions for me (69%). The lowest levels of agreement were with helps to reduce crime in my neighborhood and keep kids out of trouble (49%), positively impacts economic and business development (48%), and helps to attract new residents and businesses (33%).

Facility Usage

Gypsum Recreation Center

- Sixty-five percent (65%) of residents indicated that they or someone in their household have visited the Gypsum Recreation Center in the past year.
 - The top areas of satisfaction of the residents who have visited the Gypsum Recreation Center were:
 - Overall impression of the Center (81%)
 - Customer service received by employees (81%)
 - Cleanliness (74%)

Edwards Field House

- Forty-nine percent (49%) of residents indicated that they or someone in their household have visited the Edwards Field House in the past year.
 - The top areas of satisfaction of the residents who have visited Edwards Field House were:
 - Customer service received by employees (73%)
 - Appropriateness of entry fees (70%)
 - Cleanliness (68%)

Eagle Pool and Ice Rink

- Fifty percent (50%) of residents indicated that they or someone in their household have visited the Eagle Pool and Ice Rink in the past year.
 - The top areas of satisfaction of the residents who have visited the Eagle Pool and Ice Rink were:
 - Customer service received by employees (84%)
 - Cleanliness (72%)
 - Appropriateness of entry fees (71%)

Additional Usage Information

- The facilities that residents use the most other than the ones listed above were the Edwards Freedom Park (54%), Eagle Sports Complex (43%), and Gypsum Creek Pool (30%).
- The most common reasons residents gave for not visiting Mountain Recreation facilities were:
 - Too far from home (18%)
 - Lack of features we want to use (14%)
 - Use other City, State, private facilities (12%)

Program Usage

Sixty-three percent (63%) of residents have participated in programs offered by Mountain Recreation in the past year. Of those programs residents were more satisfied with youth programs (73%) over the adult programs (60%).

- The most common reasons residents gave for not participating in Mountain Recreation programs were:
 - I don't know what is offered (24%)
 - Program times are not convenient (21%)
 - Too busy/not interested (19%)

Special Events

- Thirty-four percent (34%) of residents have attended or participated in special events offered by Mountain Recreation in the past year
- The events with the highest satisfaction among residents that have attended or participated were:
 - Winter Extravaganza at The Eagle Pool and Ice Rink (82%)
 - New Years Eve at the Gypsum Rec Center (79%)
 - Fiesta Americas in Gypsum (74%)

Communication

Residents currently get their news and information about Mountain Recreation facilities and programs from 1.) Emails from the department, 2.) Website, and 3.) Social media. These three were also the top sources residents preferred for receiving information about Mountain Recreation, indicating alignment between residents and the department.

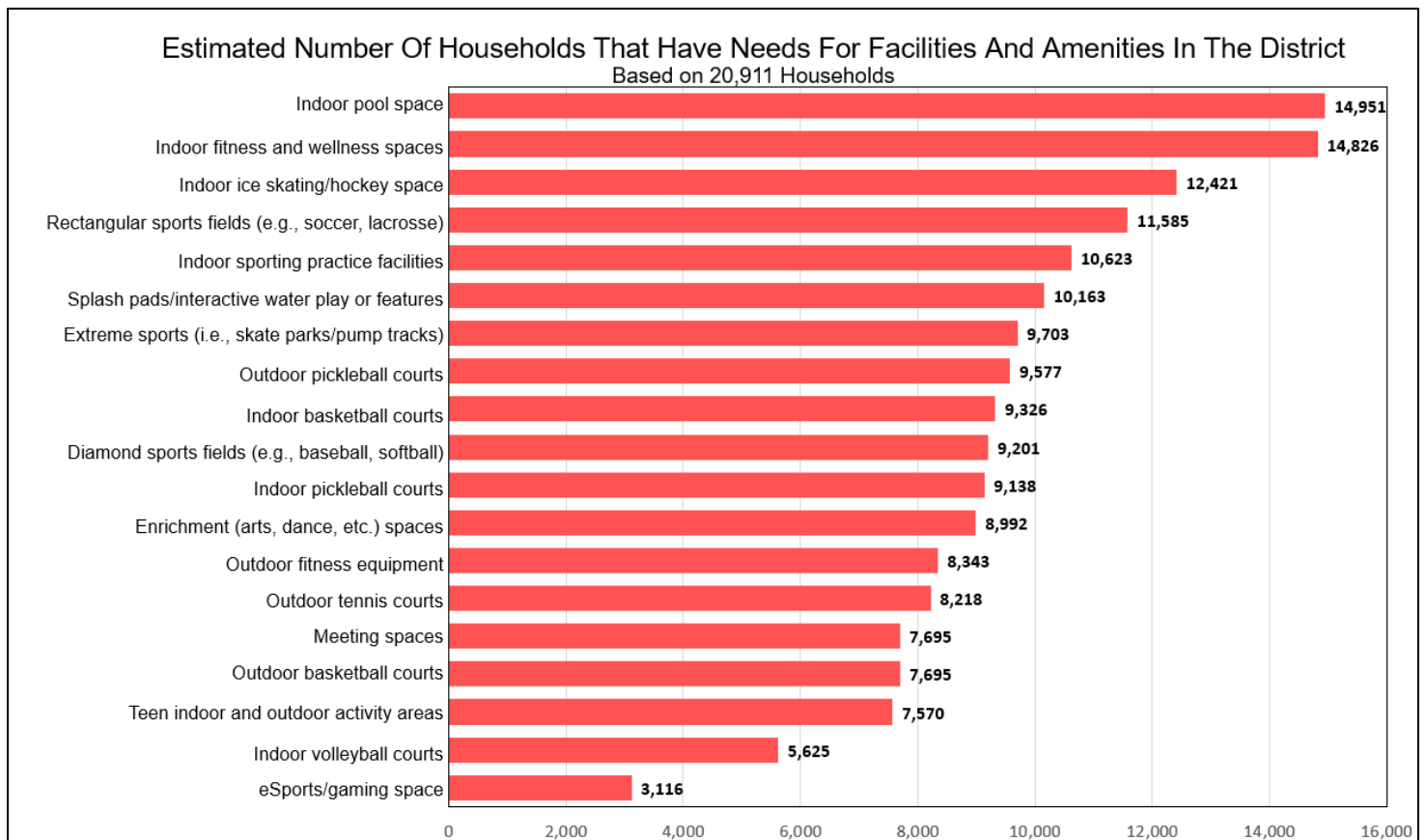
Parks and Recreation Facilities and Amenities Needs and Priorities

Facility and Amenity Needs: Respondents were asked to identify if their household had a need for 19 facilities and amenities and to rate how well their needs for each were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had the greatest “unmet” need for various facilities.

The three facilities with the highest percentage of households that have an unmet need:

1. Indoor pool space – 14,951 households
2. Indoor fitness and wellness spaces – 14,826 households
3. Indoor ice skating/hockey space – 12,421 households

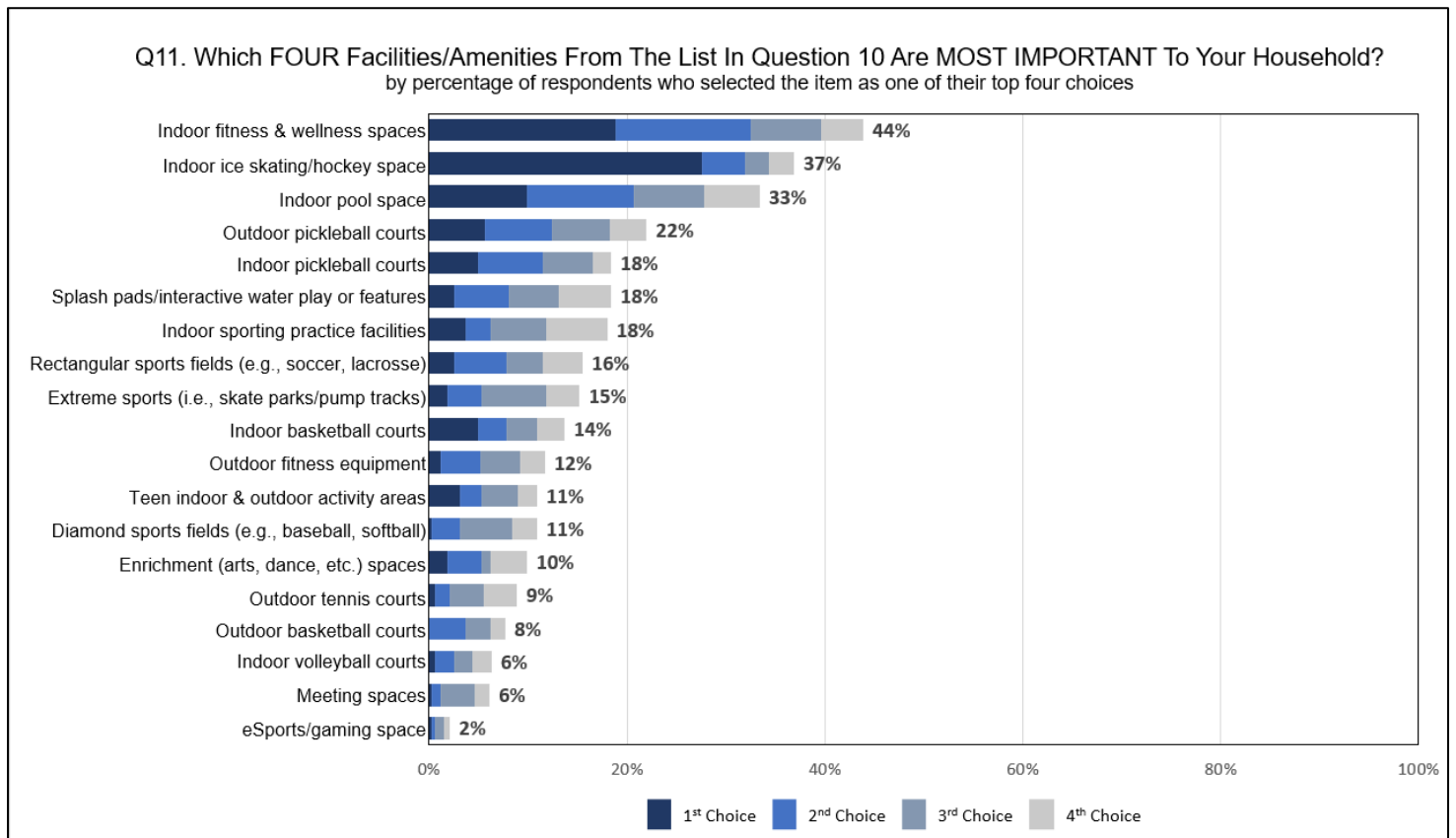
The estimated number of households that have unmet needs for each of the 19 facilities and amenities assessed is shown in the chart below.



Facility and Amenity Importance: In addition to assessing the needs for each facility and amenity, ETC Institute also assessed the importance that residents placed on each item. Based on the sum of respondents' top four choices, these were the four facilities and amenities that ranked most important to residents:

1. Indoor Fitness and wellness spaces (44%)
2. Indoor ice skating/hockey space (37%)
3. Indoor pool space (33%)
4. Outdoor pickleball courts (22%)

The percentage of residents who selected each facility and amenity as one of their top four choices is shown in the chart below.

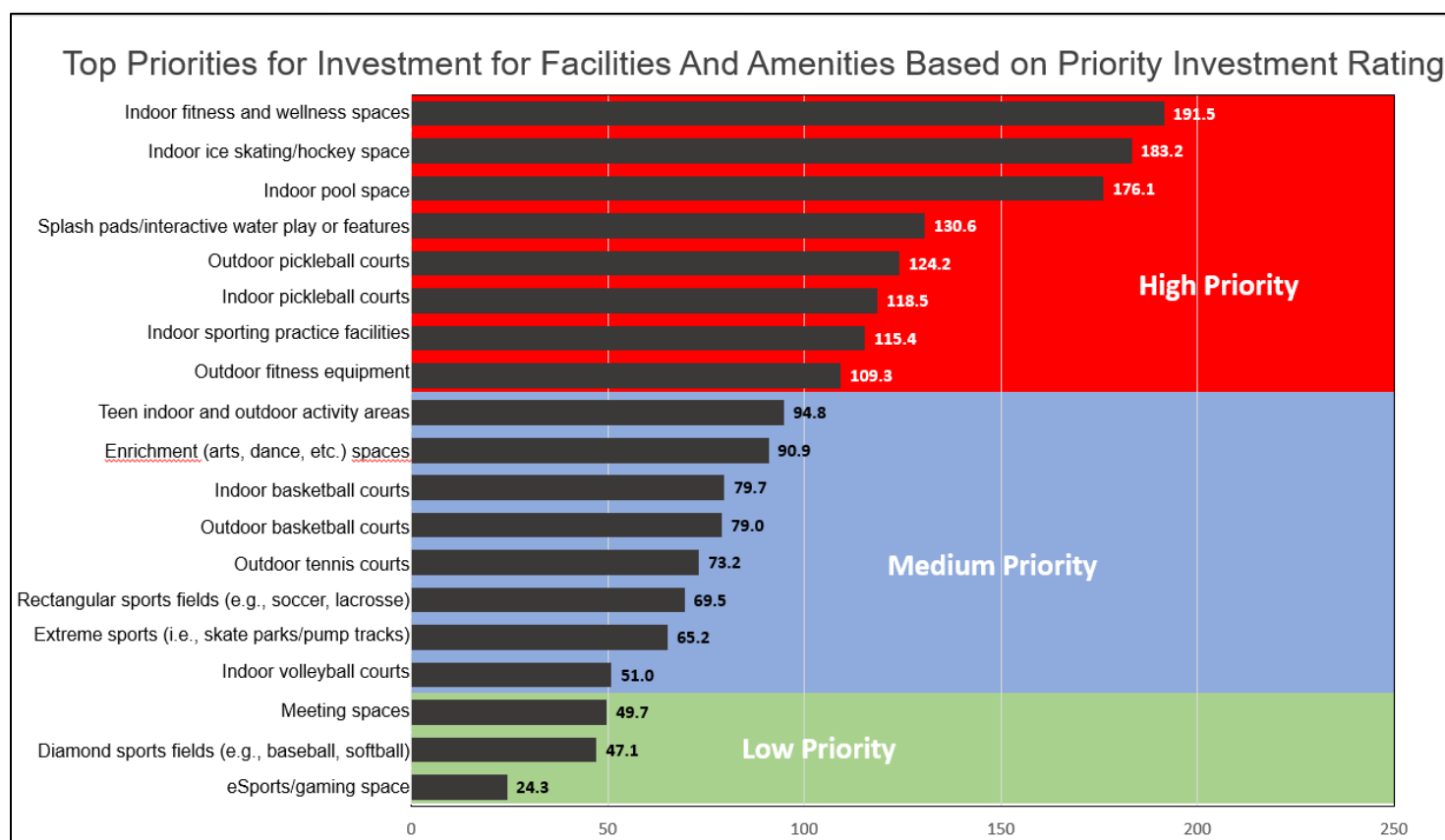


Priorities for Facility and Amenities Investments: The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on recreation and parks investments. The Priority Investment Rating (PIR) equally weighs (1) the importance that residents place on facilities and (2) how many residents have unmet needs for the facility. [Details regarding the methodology for this analysis are provided in Section 2 of this report.]

Based the Priority Investment Rating (PIR), the following facilities and amenities were rated as high priorities for investment:

- Indoor fitness and wellness spaces (PIR= 191.5)
- Indoor ice skating/hockey space (PIR= 183.2)
- Indoor pool space (PIR= 176.1)
- Splash pads/interactive water play or features (PIR= 130.6)
- Outdoor pickleball courts (PIR= 124.2)
- Indoor pickleball courts (PIR= 118.5)
- Indoor sporting practice facilities (PIR= 115.4)
- Outdoor fitness equipment (PIR= 130.6)

The chart below shows the Priority Investment Rating for each of the 19 facilities and amenities assessed in the survey.



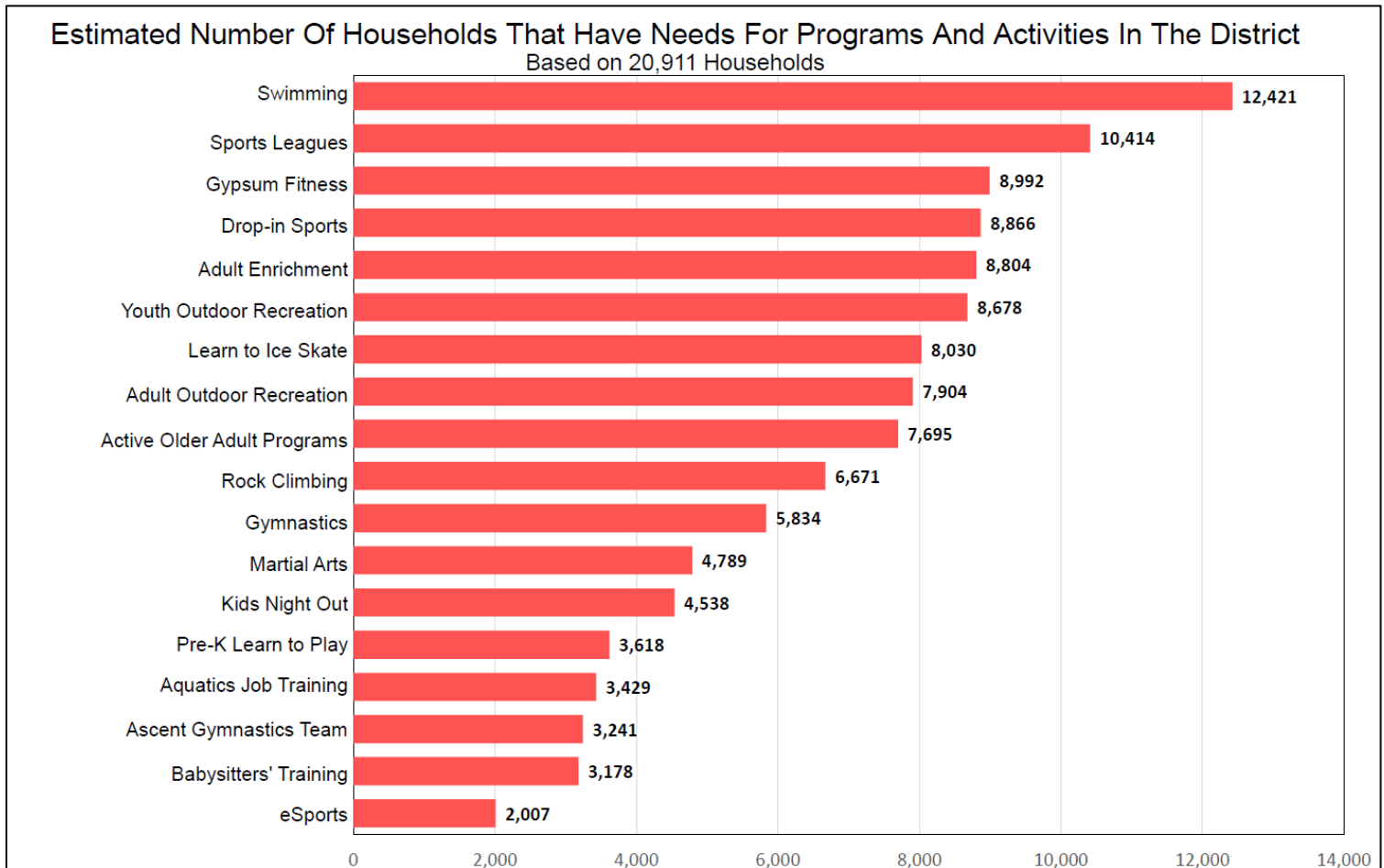
Parks and Recreation Programs and Activities Needs and Priorities

Programs and Activities Needs: Respondents were asked to identify if their household had a need for 18 programs and activities and to rate how well their needs for each were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had the greatest “unmet” need for various programs.

The three programs with the highest percentage of households that have an unmet need:

1. Swimming – 12,421 households
2. Sports Leagues – 10,414 households
3. Gypsum Fitness – 8,992 households

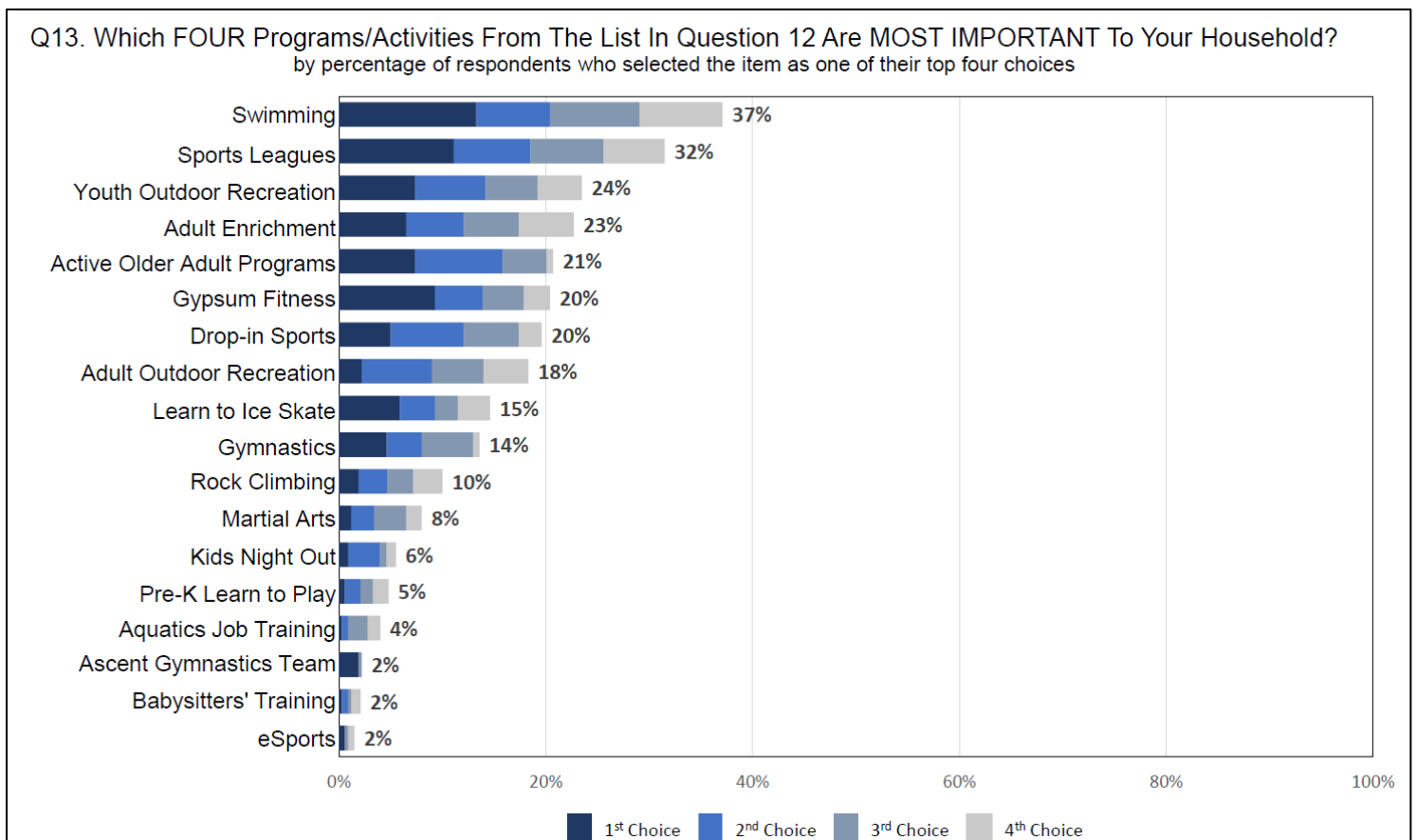
The estimated number of households that have unmet needs for each of the 18 programs and activities assessed is shown in the chart below.



Programs and Activities Importance: In addition to assessing the needs for each program and activity, ETC Institute also assessed the importance that residents placed on each item. Based on the sum of respondents' top four choices, these were the four programs and activities that ranked most important to residents:

1. Swimming (37%)
2. Sports Leagues (32%)
3. Youth Outdoor Recreation (24%)
4. Adult Enrichment (23%)

The percentage of residents who selected each program and activity as one of their top four choices is shown in the chart below.

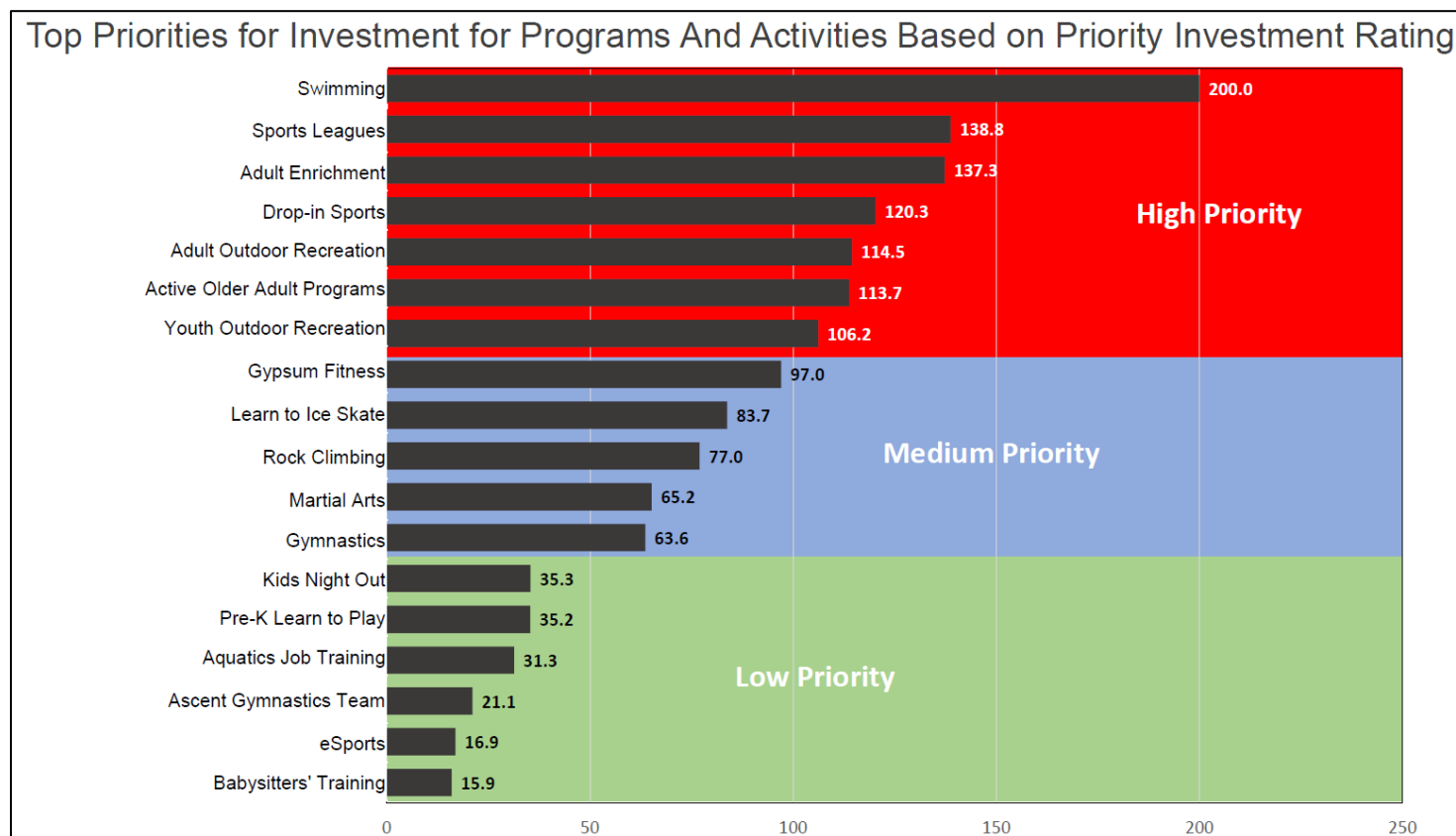


Priorities for Programs and Activities Investments: The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on recreation and parks investments. The Priority Investment Rating (PIR) equally weighs (1) the importance that residents place on facilities and (2) how many residents have unmet needs for the program. [Details regarding the methodology for this analysis are provided in Section 2 of this report.]

Based the Priority Investment Rating (PIR), the following programs and activities were rated as high priorities for investment:

- Swimming (PIR= 200)
- Sports Leagues (PIR= 138.8)
- Adult Enrichment (PIR= 137.3)
- Drop-in Sports (PIR= 120.3)
- Adult Outdoor Recreation (PIR= 114.5)
- Active Older Adult Programs (PIR= 113.7)
- Youth Outdoor Recreation (PIR= 106.2)

The chart below shows the Priority Investment Rating for each of the 18 programs and activities assessed in the survey.

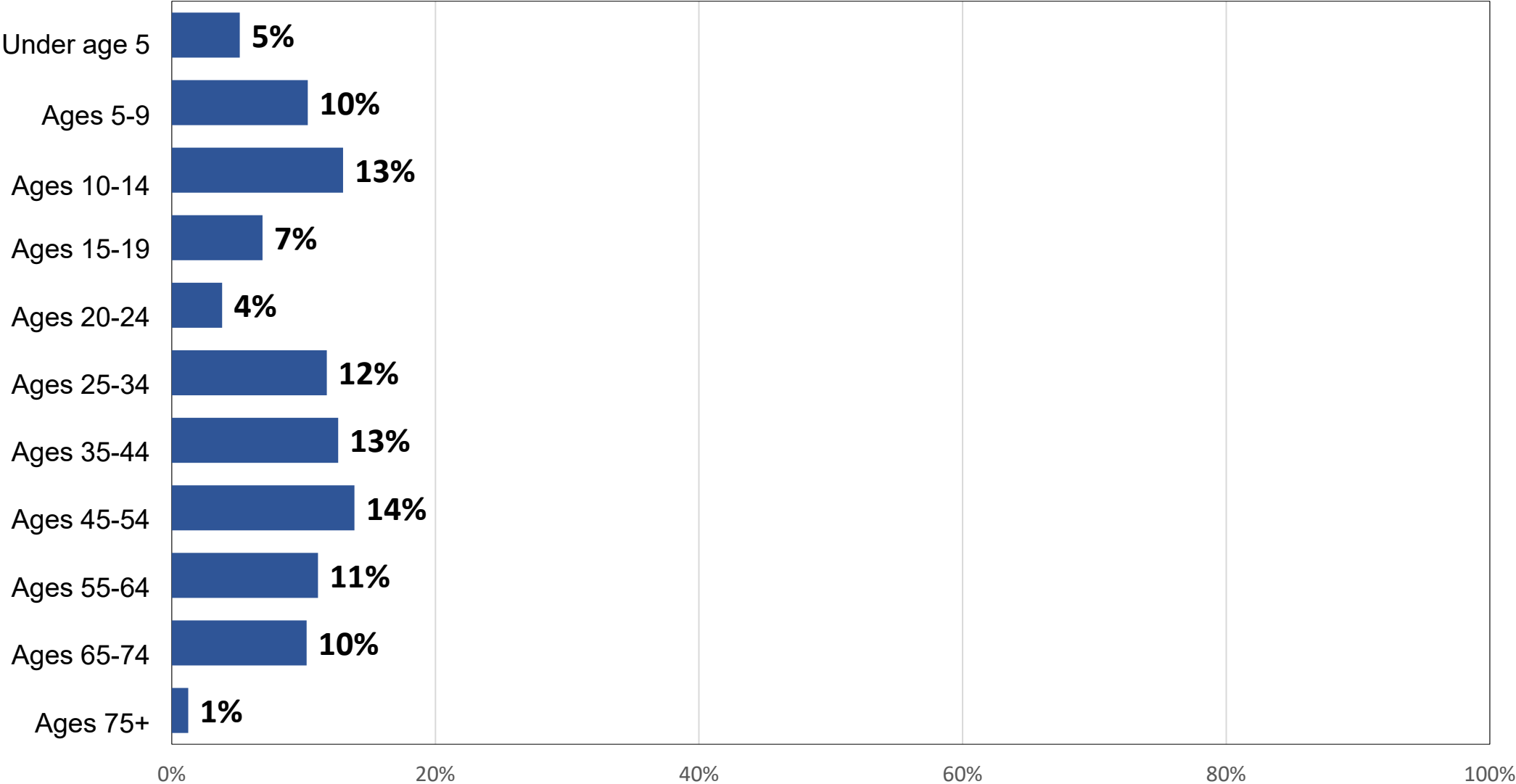




Charts and Graphs

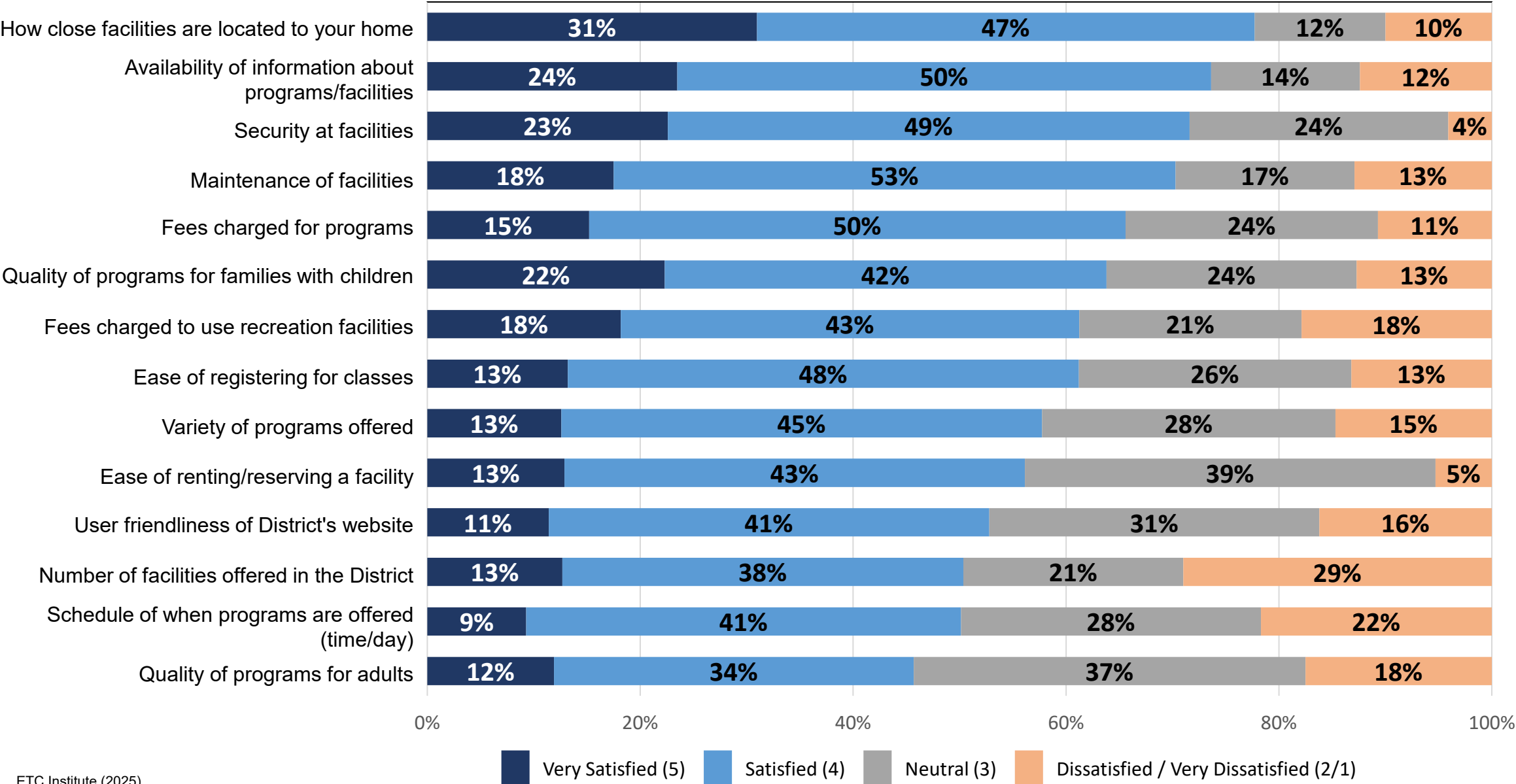
Q1. Counting Yourself, How Many People In Your Household Are...

by percentage of respondents



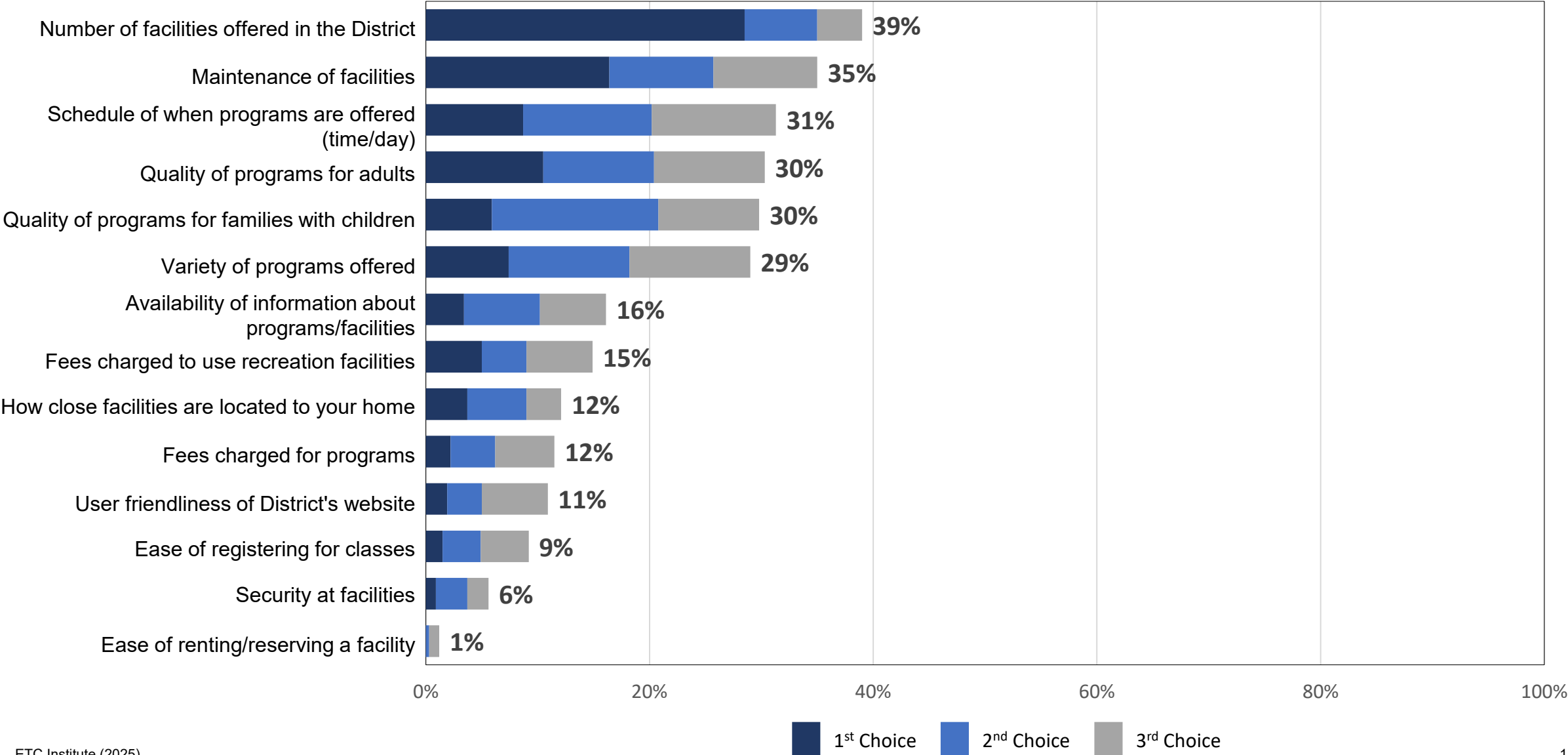
Q2. Overall Satisfaction with Mountain Recreation Services

by percentage of respondents (excluding don't know)



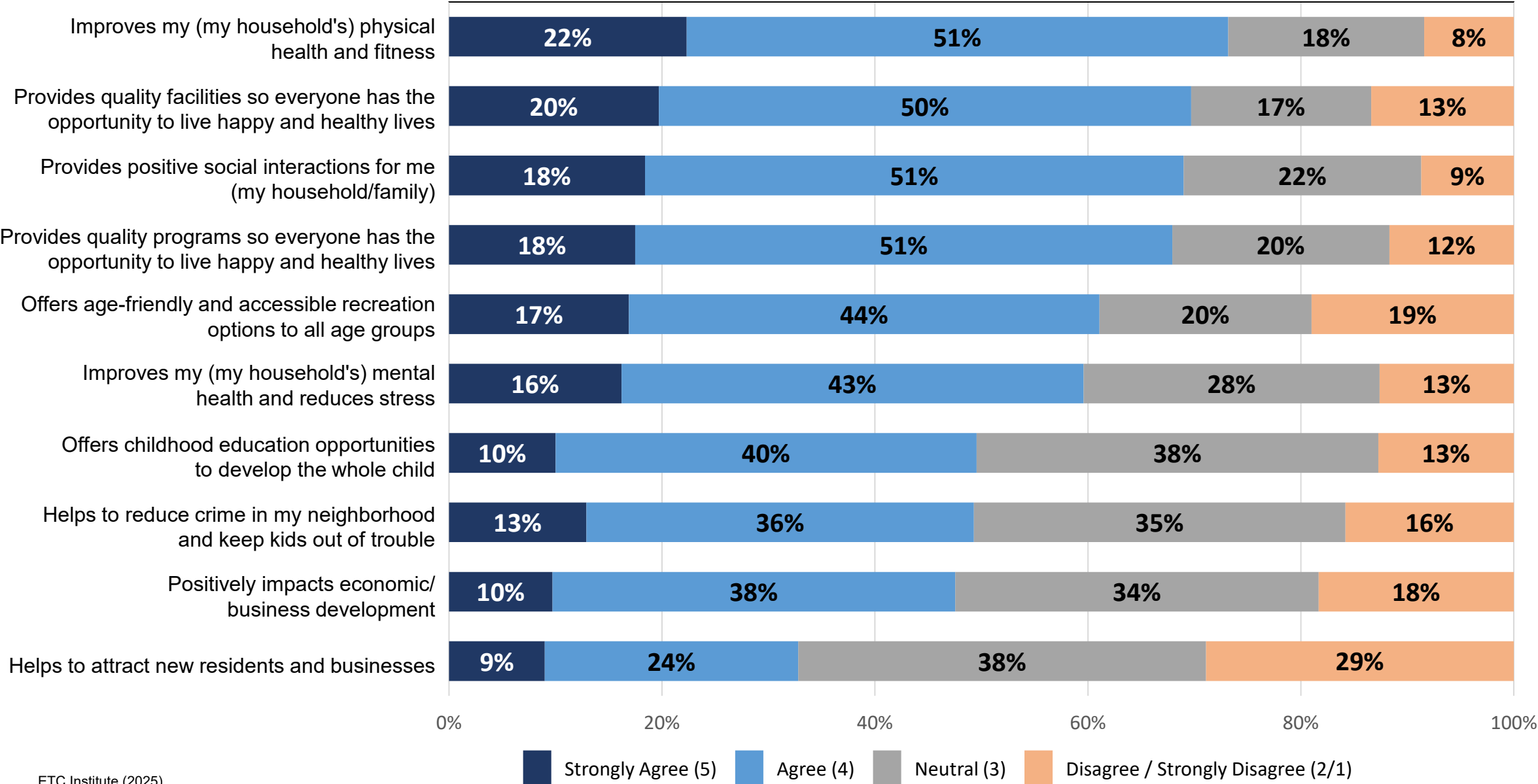
Q3. Which THREE Of The Items Listed In Question 2 Do You Think Should Receive The MOST EMPHASIS From District Leaders Over The Next TWO Years?

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



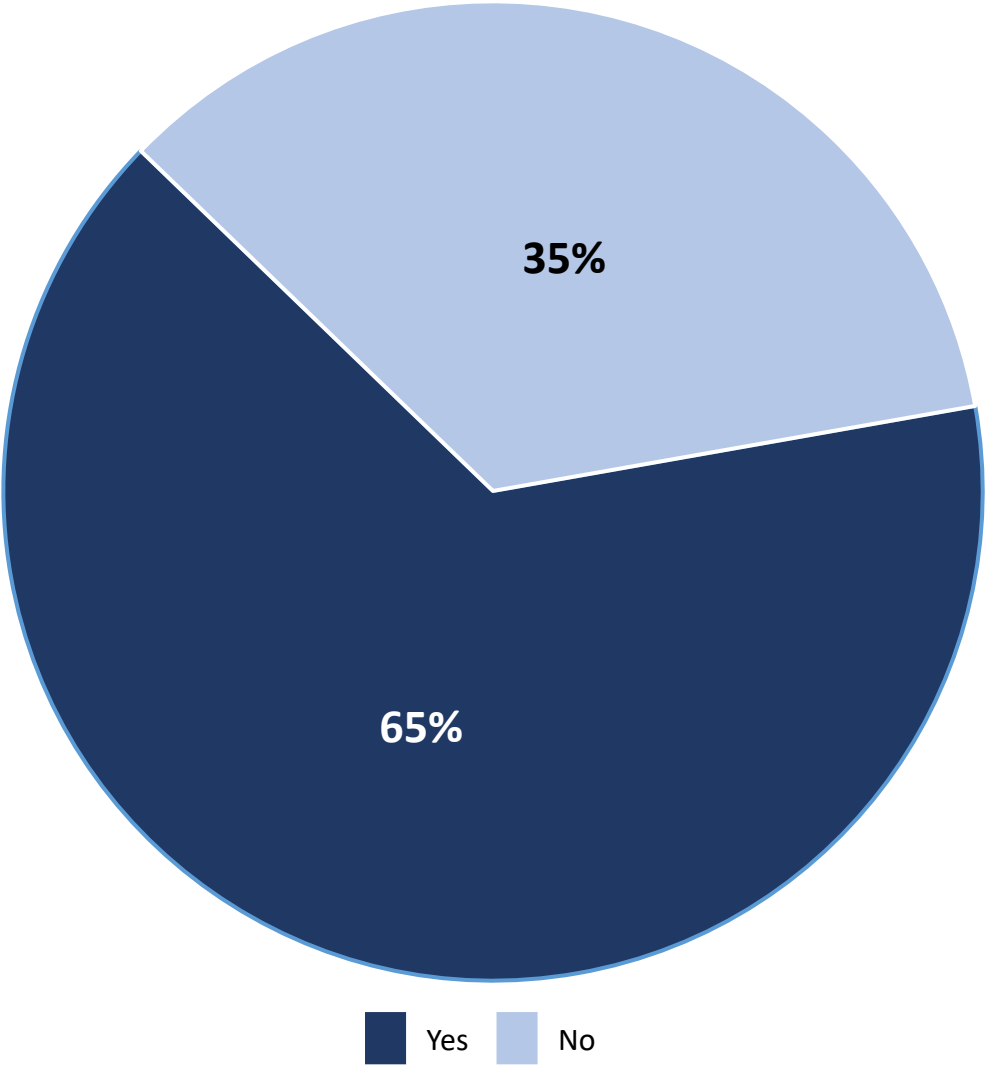
Q4. Please Rate Your Level Of Agreement With The Following Statements

by percentage of respondents (excluding don't know)



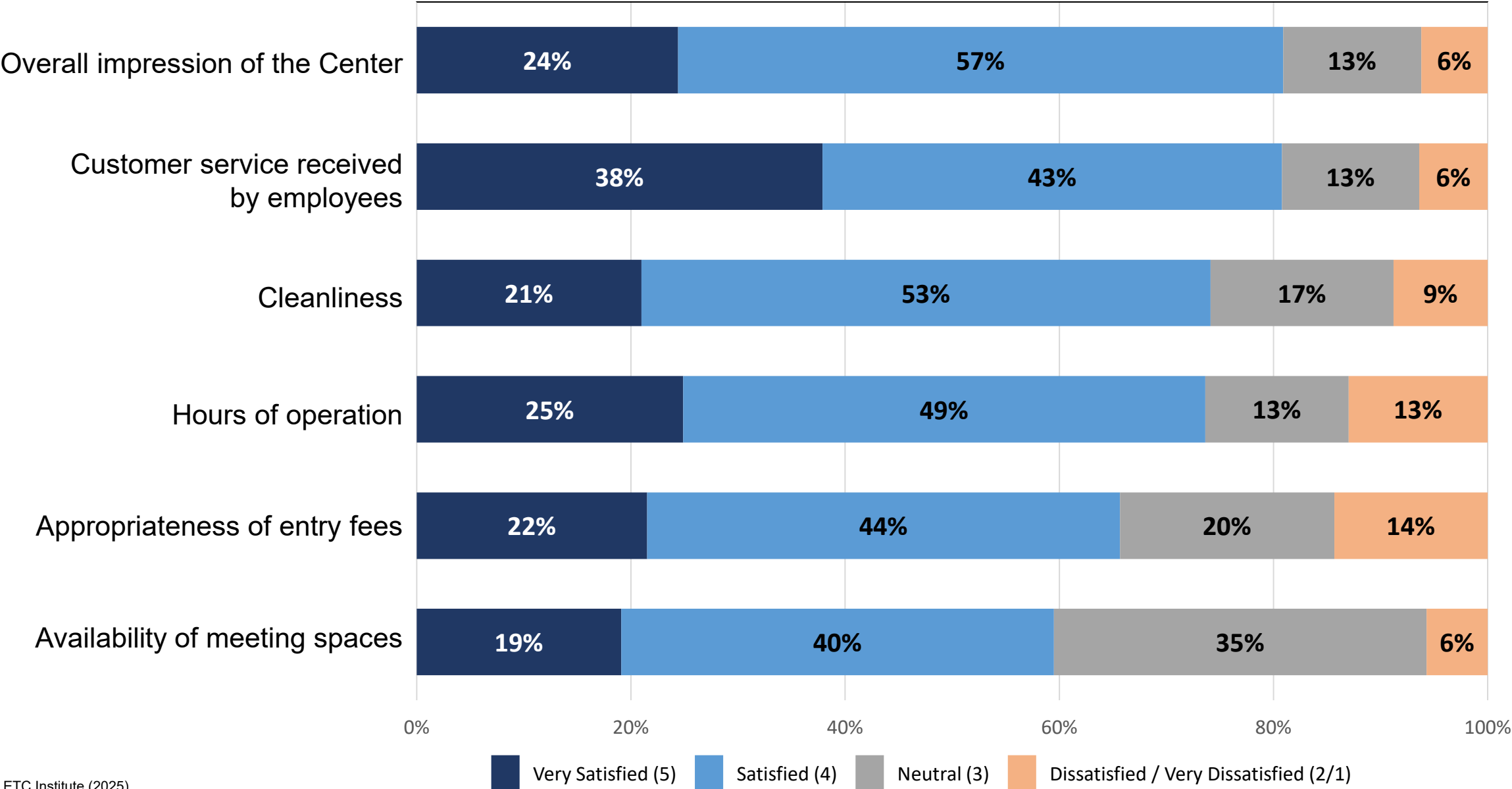
Q5a. Have You Visited The Gypsum Recreation Center In The Past Year?

by percentage of respondents



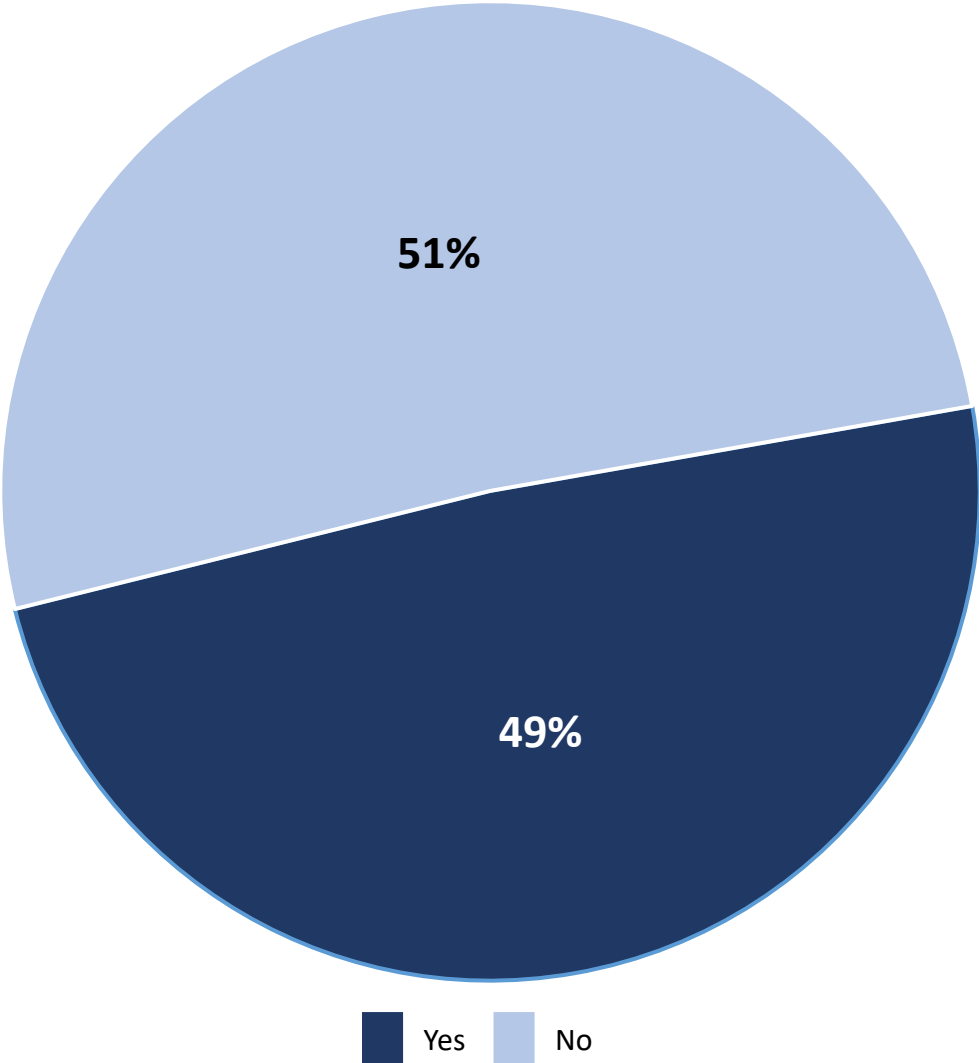
Q5a. If "Yes," How Satisfied Are You With...

by percentage of respondents who have visited (excluding don't know)



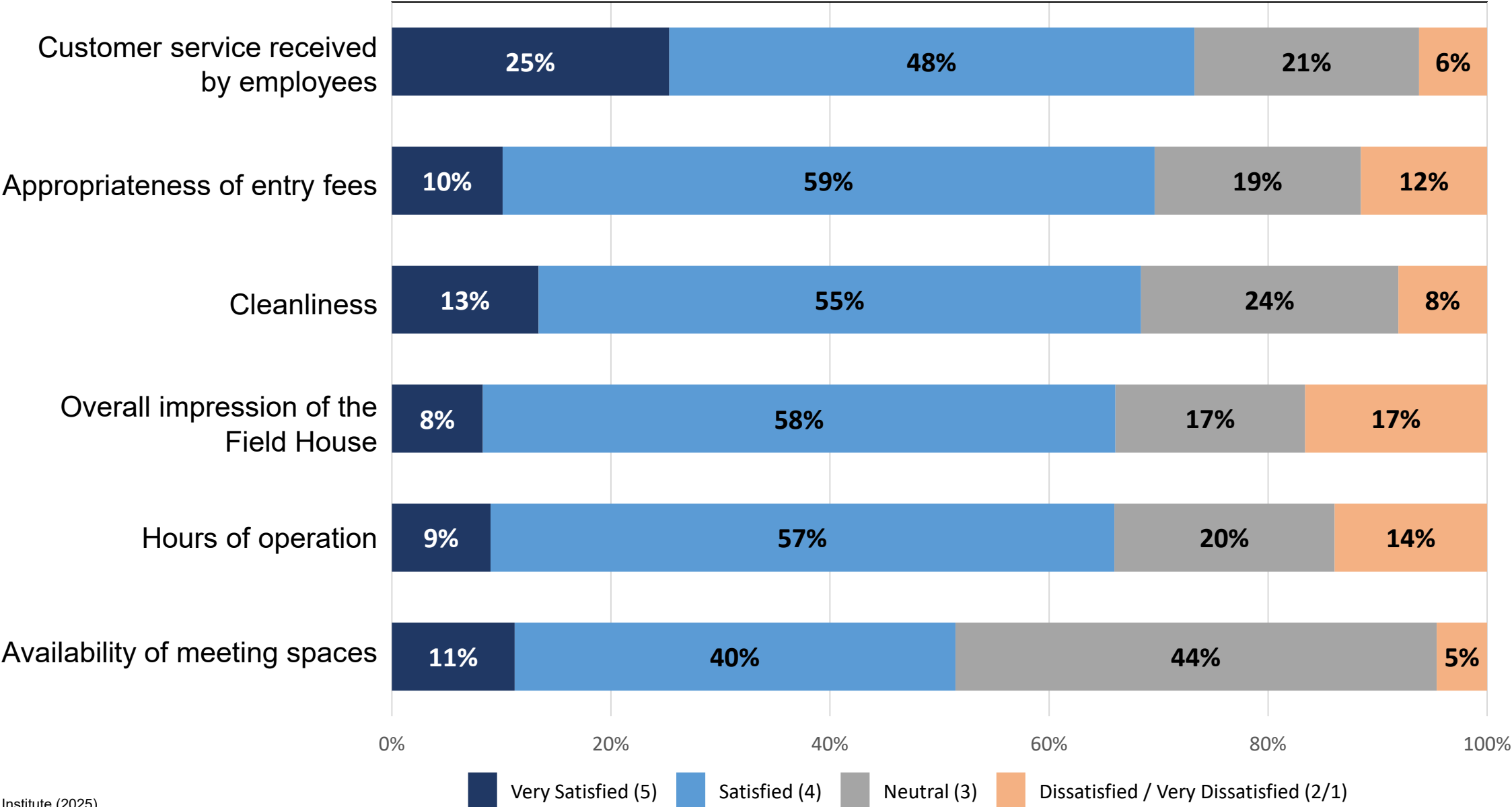
Q5b. Have You Visited Edwards Field House In The Past Year?

by percentage of respondents



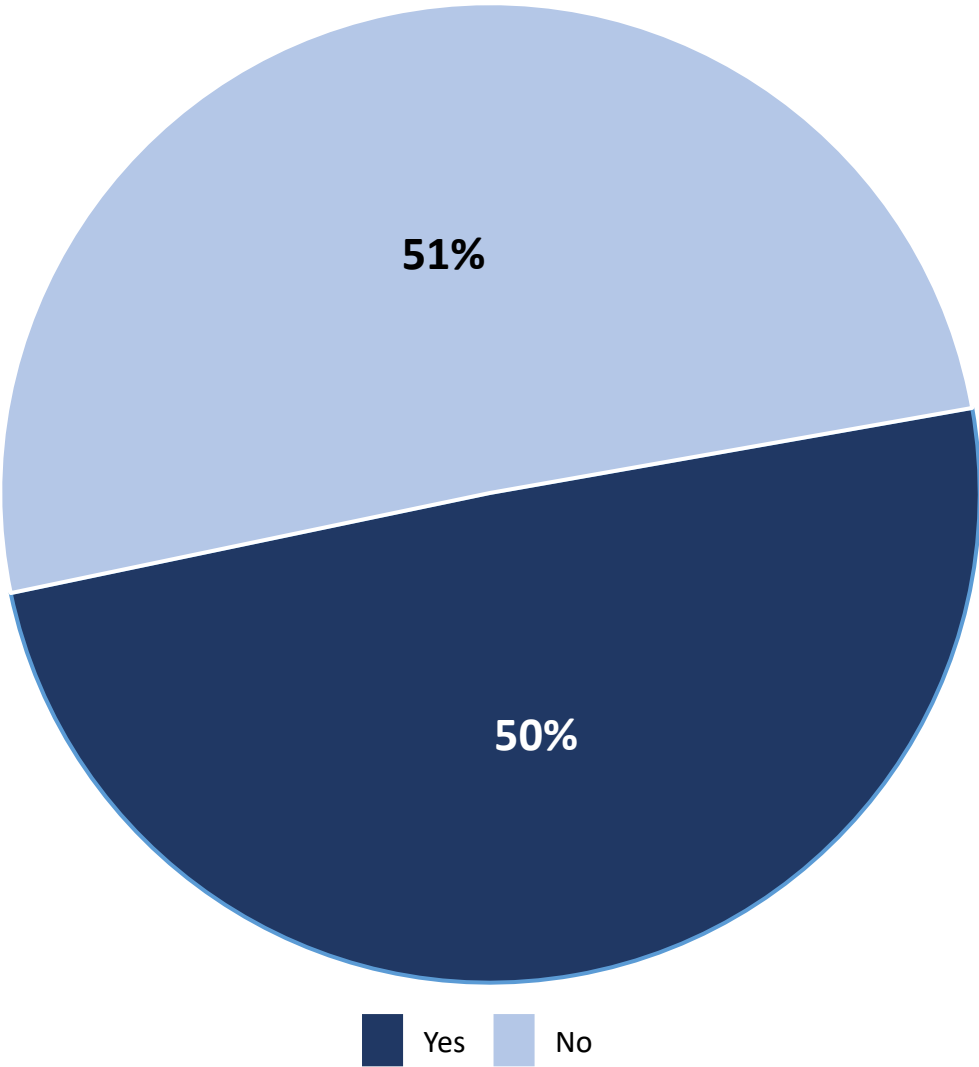
Q5b. If "Yes," How Satisfied Are You With...

by percentage of respondents who have visited (excluding don't know)



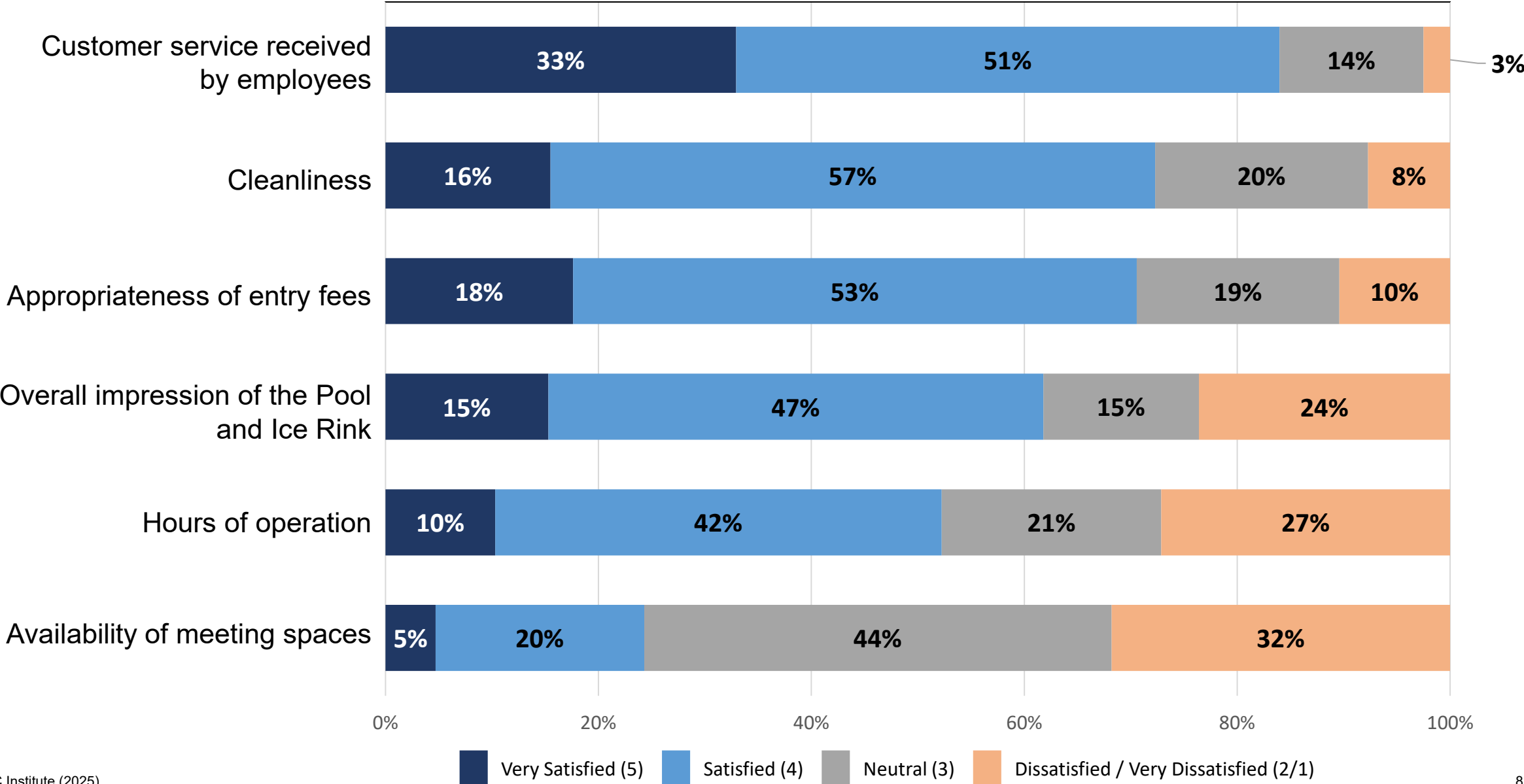
Q5c. Have You Visited The Eagle Pool And Ice Rink In The Past Year?

by percentage of respondents



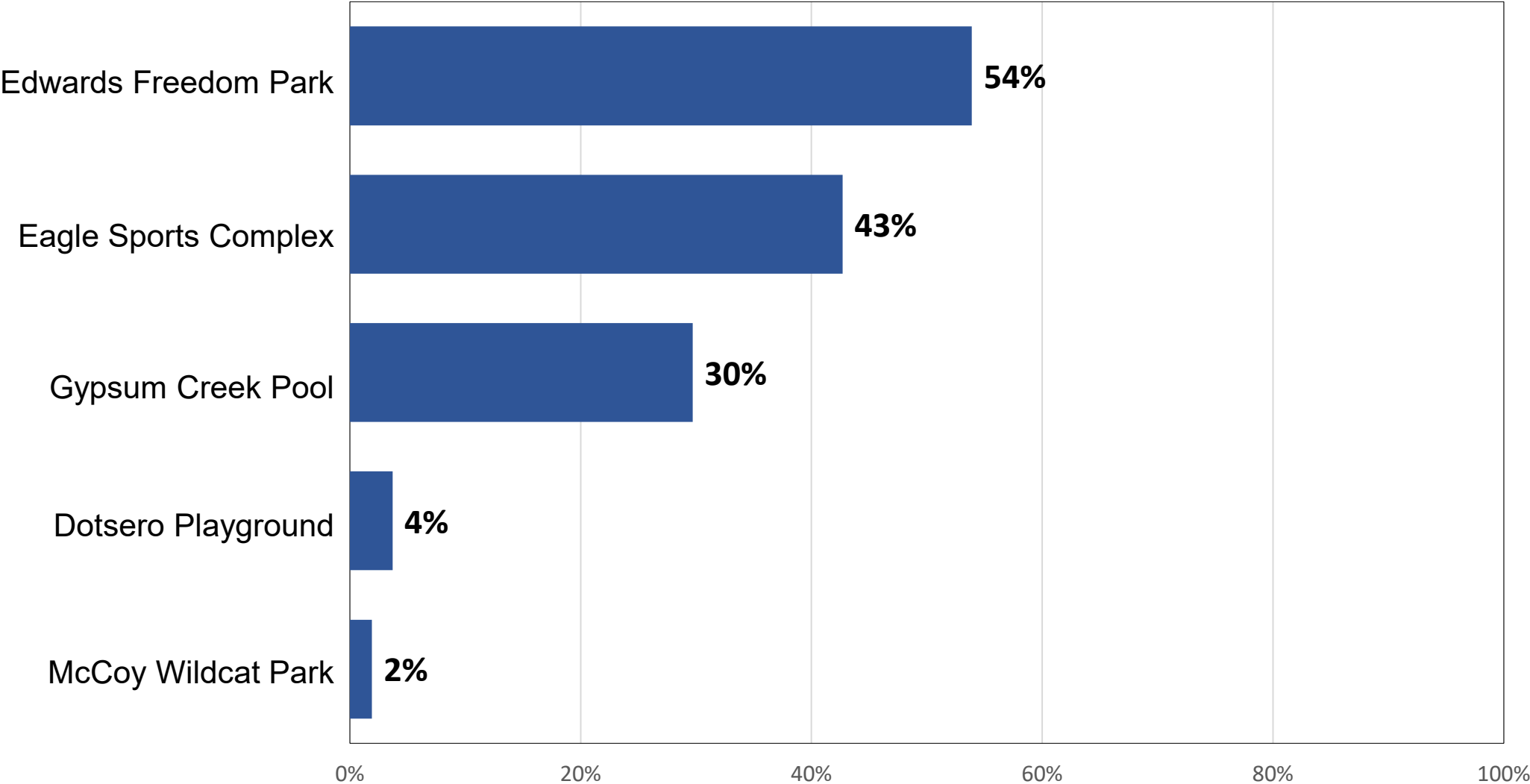
Q5c. If "Yes," How Satisfied Are You With...

by percentage of respondents who have visited (excluding don't know)



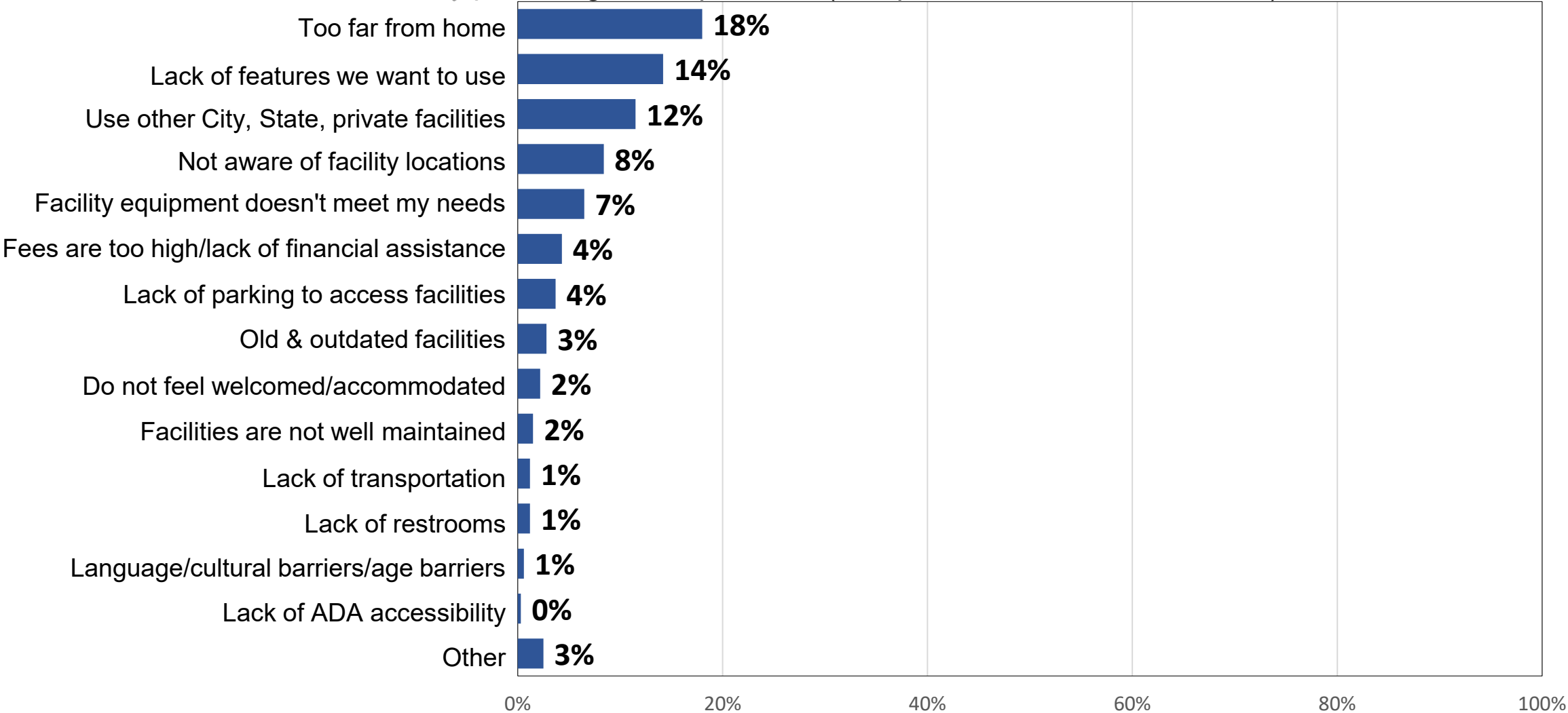
Q5d. Please Check ALL OTHER Facilities Listed Below You Or The Members Of Your Household Have Visited.

by percentage of respondents (multiple selections could be made)



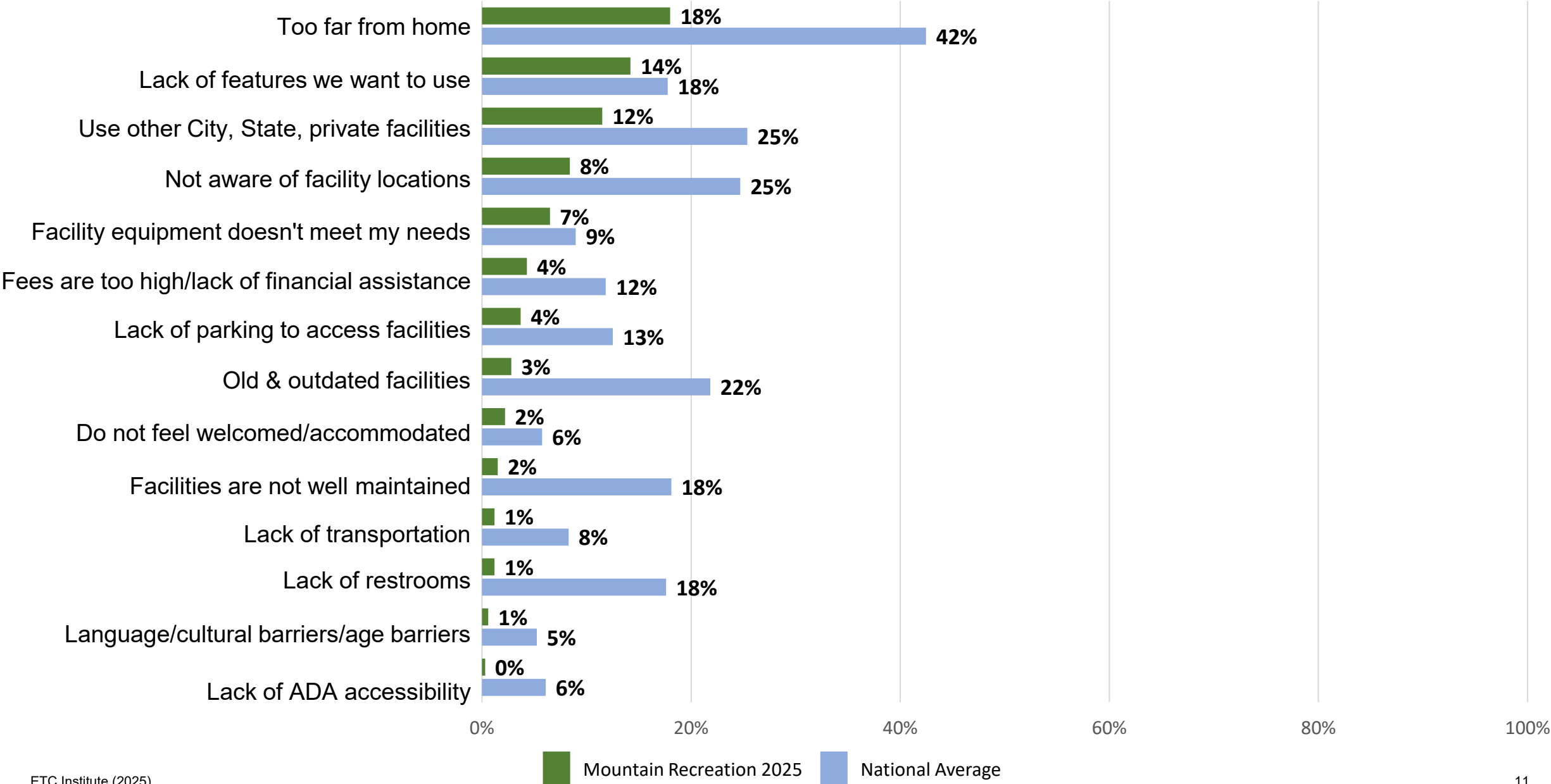
Q5e. If Your Household Has NOT Visited Any Recreation Facilities In The Last Year, Please CHECK ALL Of The Following Reasons Why You Did NOT Visit, Or Why You Do Not Visit MORE OFTEN.

by percentage of respondents (multiple selections could be made)

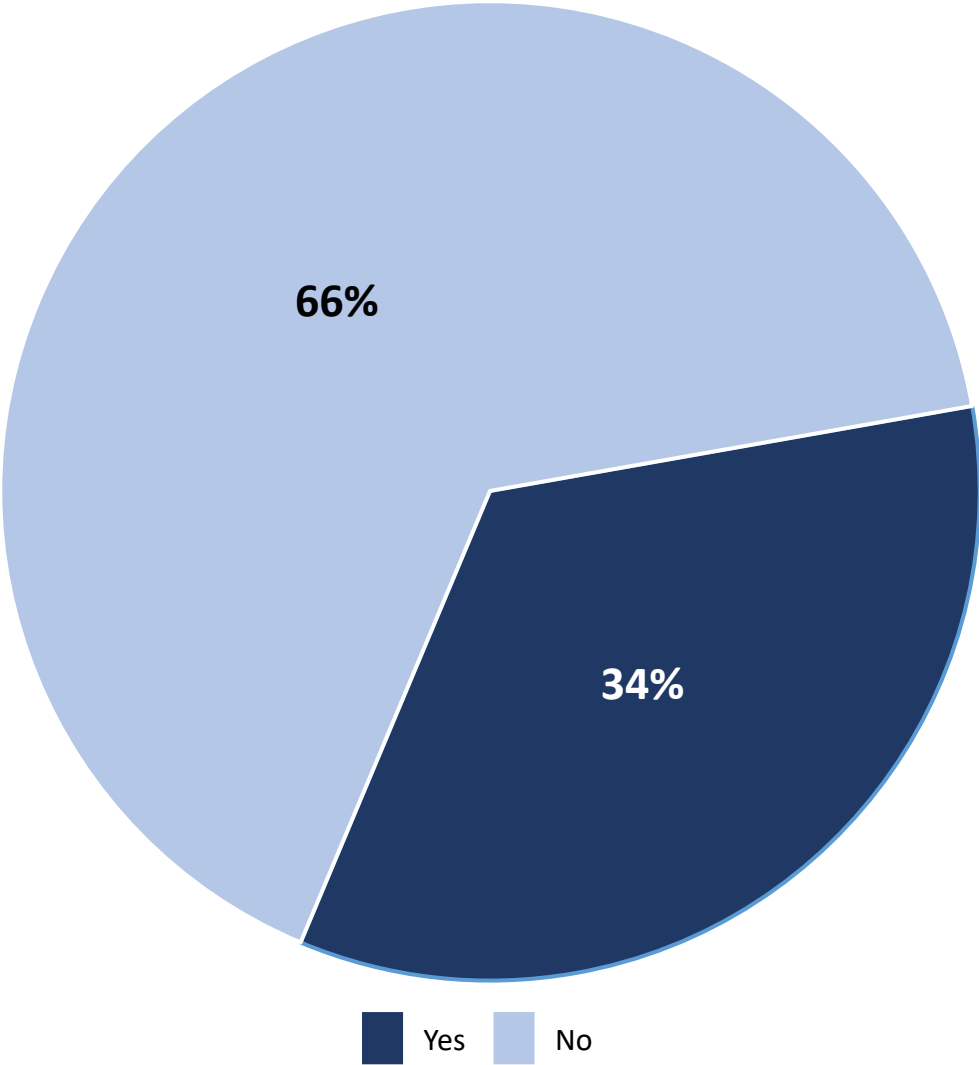


Q5e. Reasons Why You Did NOT Visit, Or Why You Do Not Visit MORE OFTEN.

Benchmarking: Mountain Recreation 2025 vs National Average

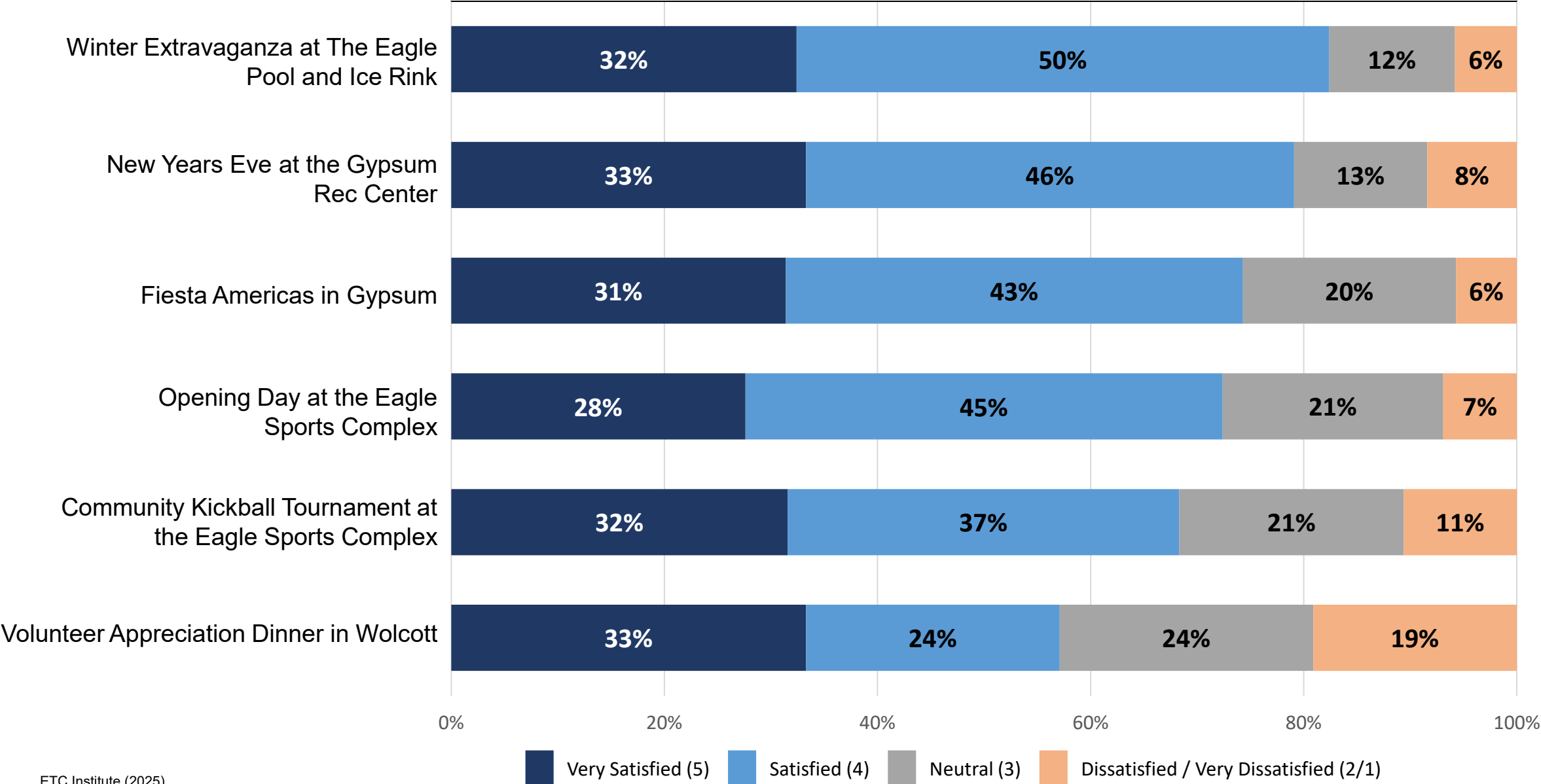


Q6. Have You Or Any Members Of Your Household Participated In Or
Attended Any Special Events Or Community Events Offered By Mountain
Recreation In The Last Year?
by percentage of respondents



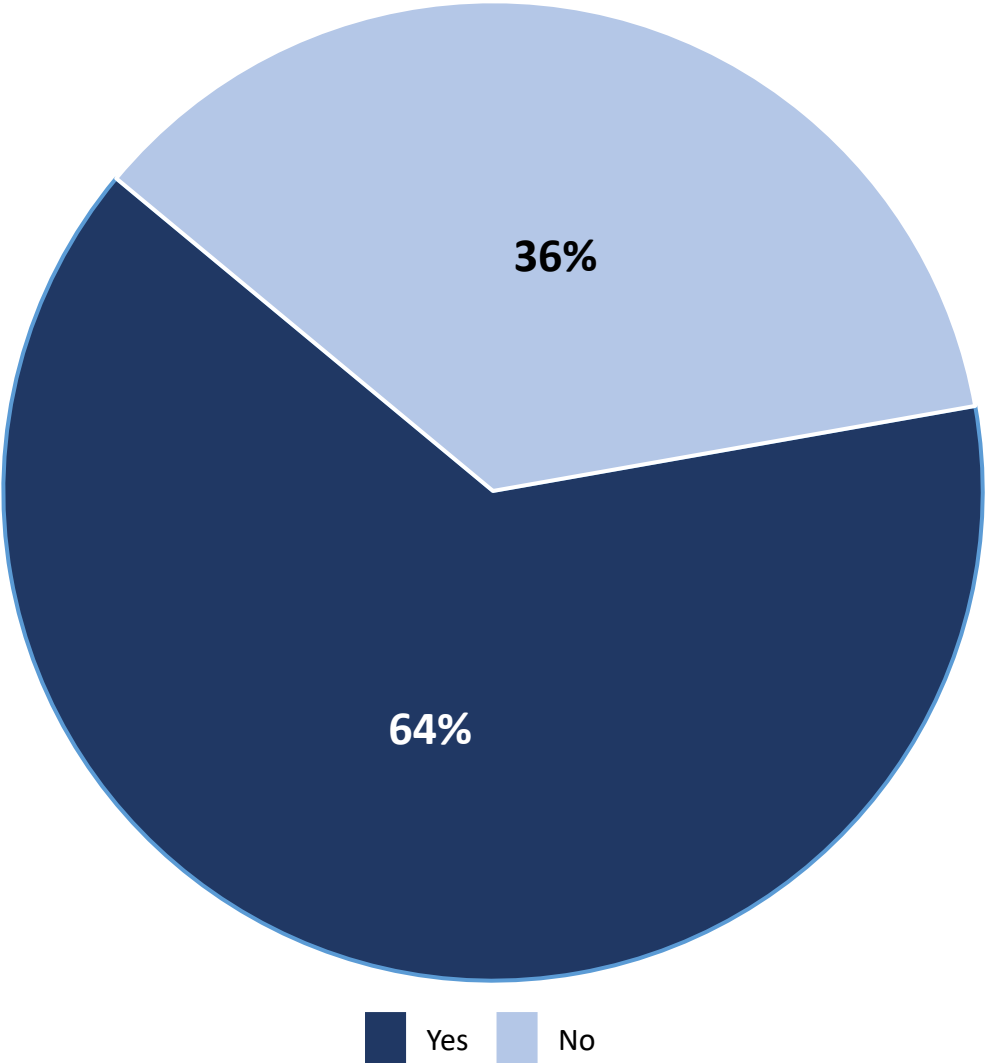
Q6a. How Would You Rate Your Overall Satisfaction With The Special Event Or Community Events You And The Members Of Your Household Have Attended?

by percentage of respondents who have attended (excluding don't know)



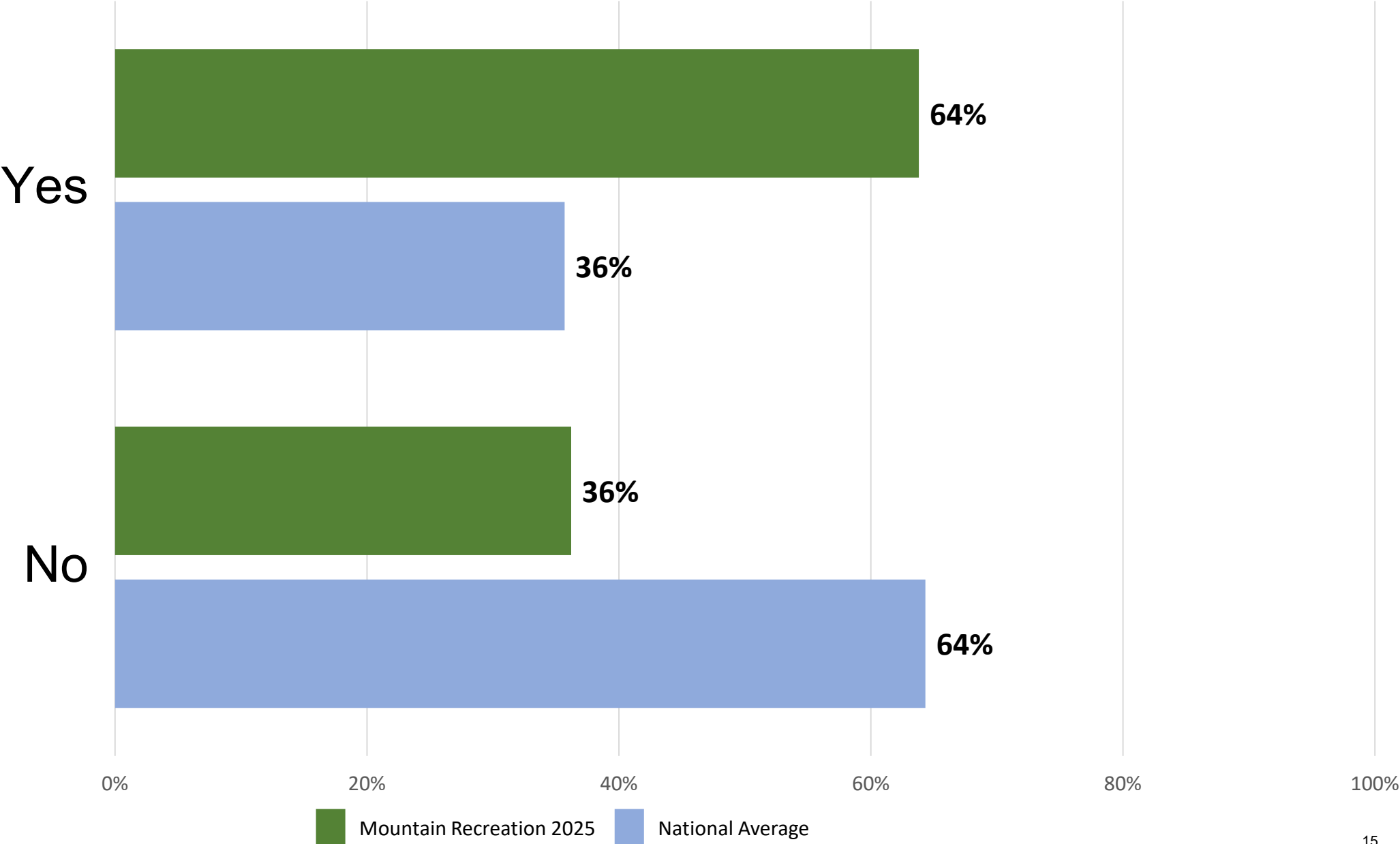
Q7. Have You Or Any Member Of Your Household Participated In Any Programs Offered By Mountain Recreation In The Last Year?

by percentage of respondents



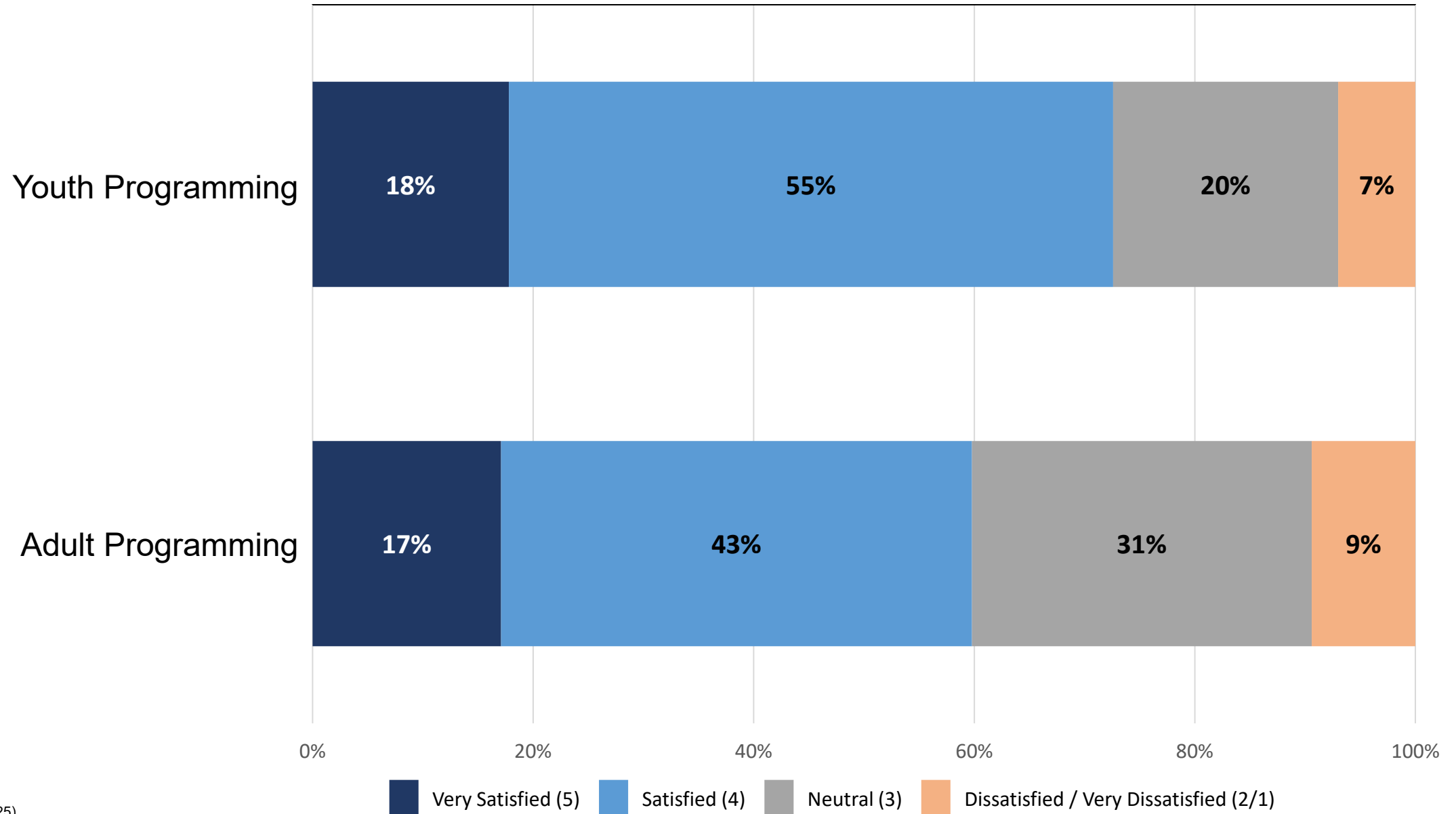
Q7. Have You Or Any Member Of Your Household Participated In Any Programs

Benchmarking: Mountain Recreation 2025 vs National Average



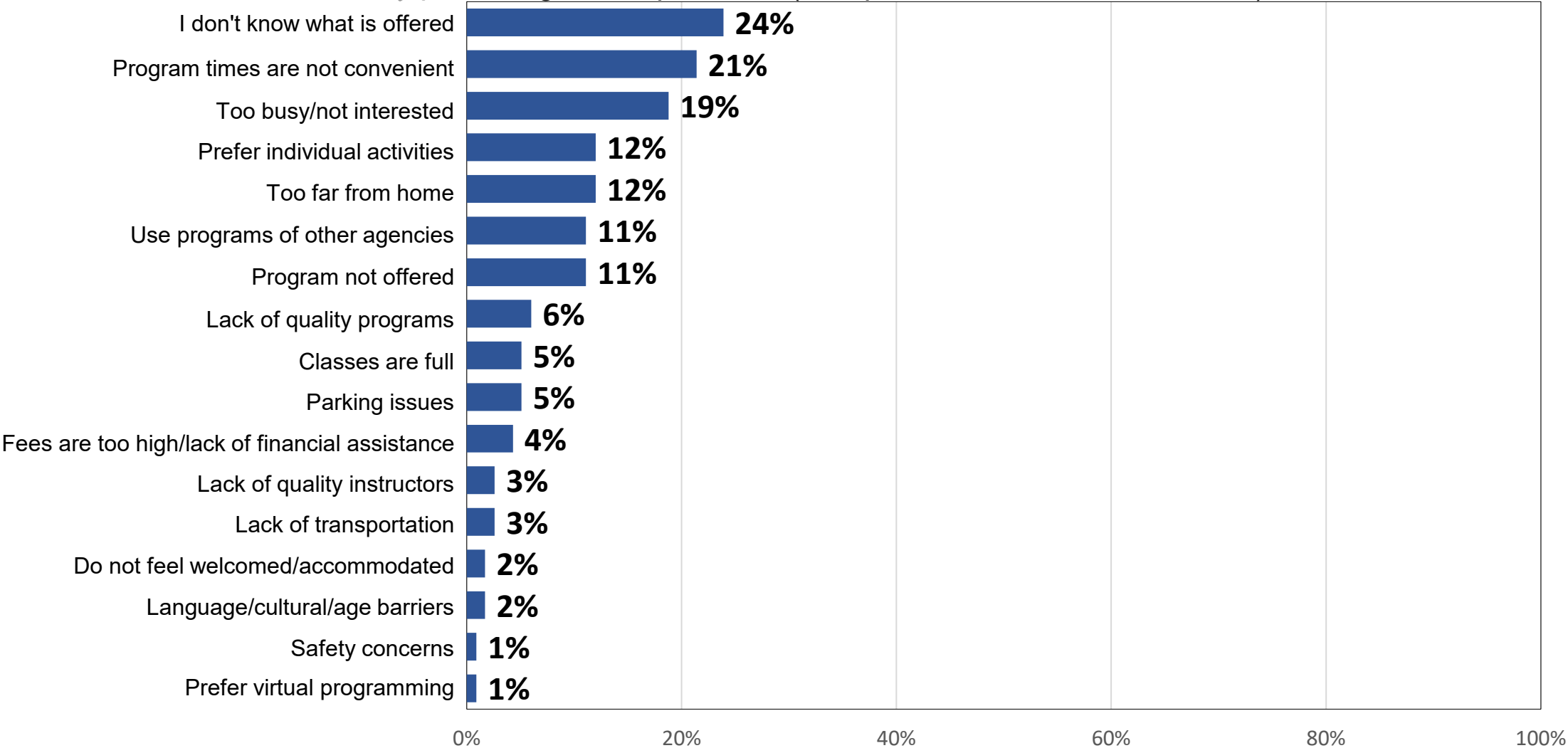
Q7a. Please Rate Your Satisfaction With Each Of The Programming Types You Or The Members Of Your Household Have Participated In During The Past Year.

by percentage of respondents who have participated (excluding don't know)



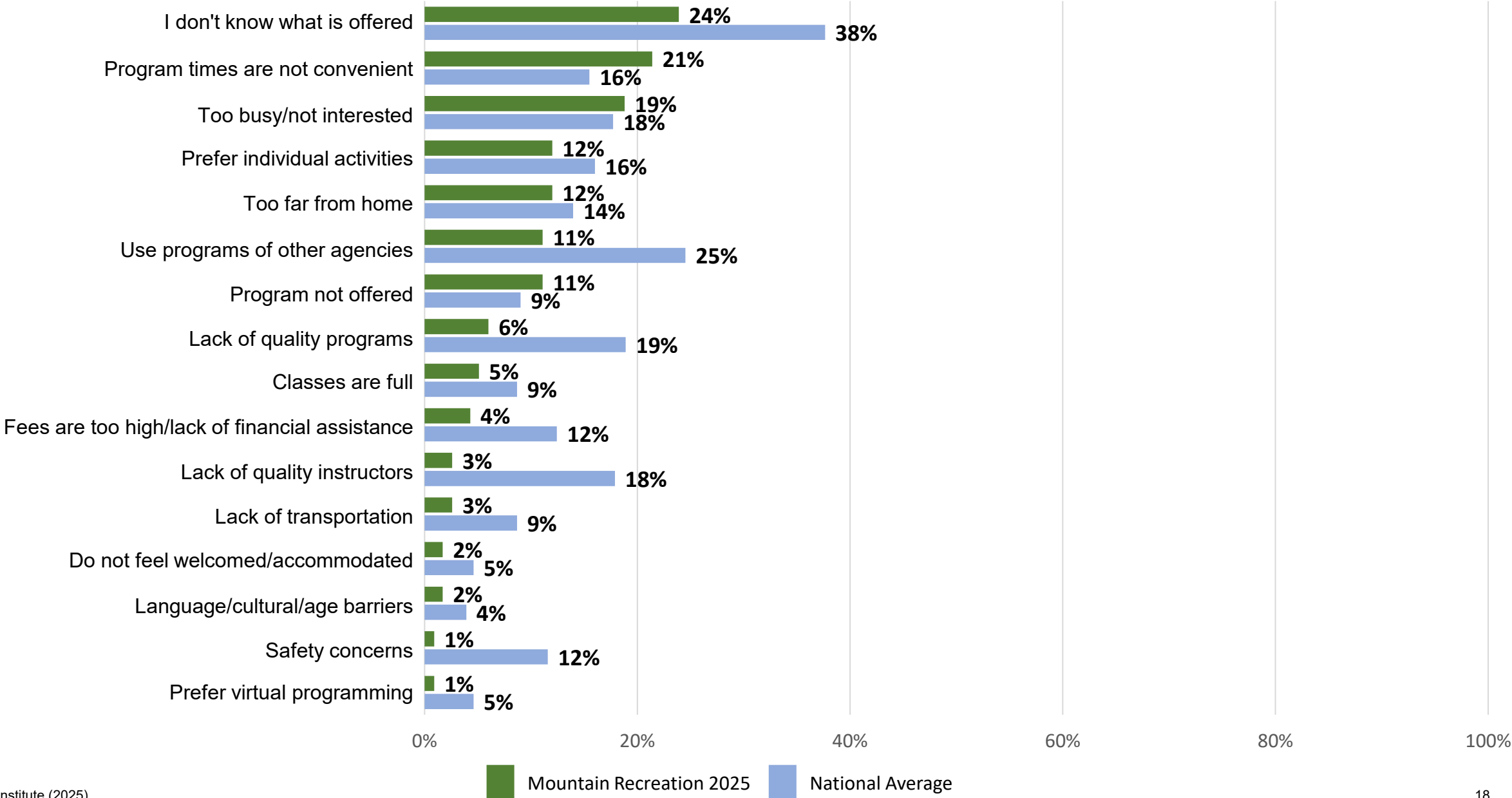
Q7b. If Your Household Has NOT Participated In Any Recreation Programs Or Events During The Past Year, Please CHECK ALL Of The Following Reasons Why You Have NOT Participated.

by percentage of respondents (multiple selections could be made)



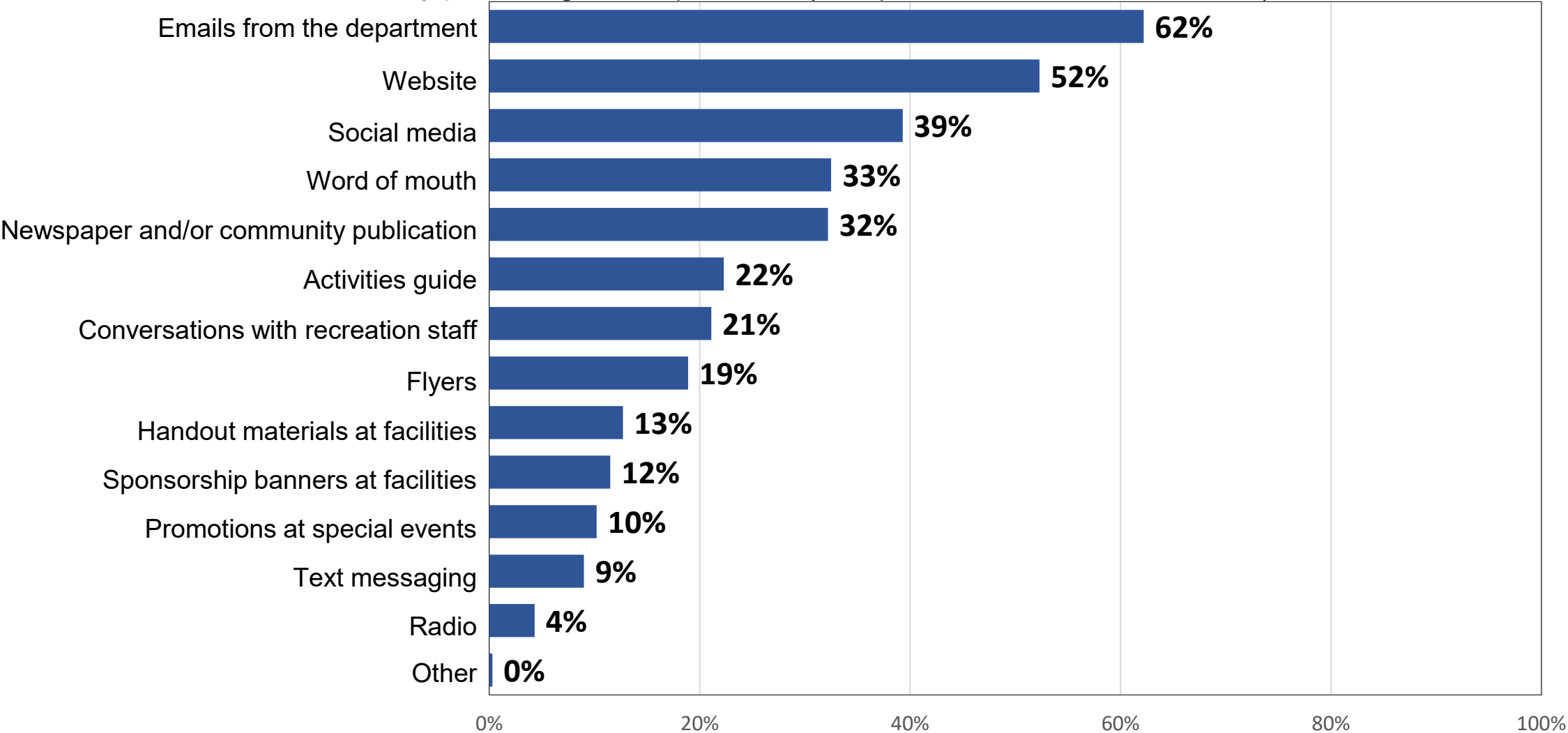
Q7b. Reasons Why You Did NOT Participate.

Benchmarking: Mountain Recreation 2025 vs National Average



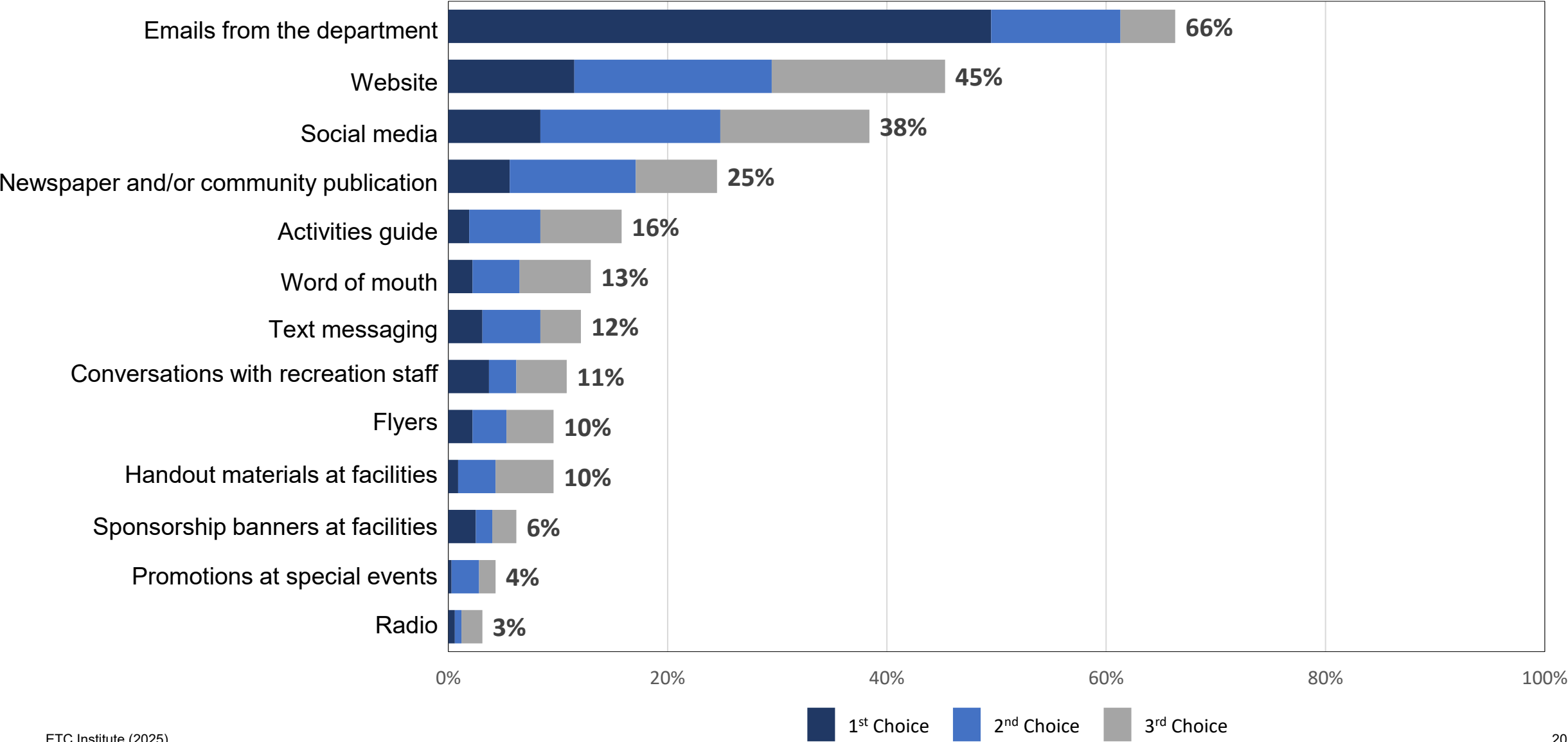
Q8. From The Following List, Please CHECK ALL The Ways You Currently Learn Or Would Like To Learn About Mountain Recreation Facilities, Programs, Activities, And Events.

by percentage of respondents (multiple selections could be made)

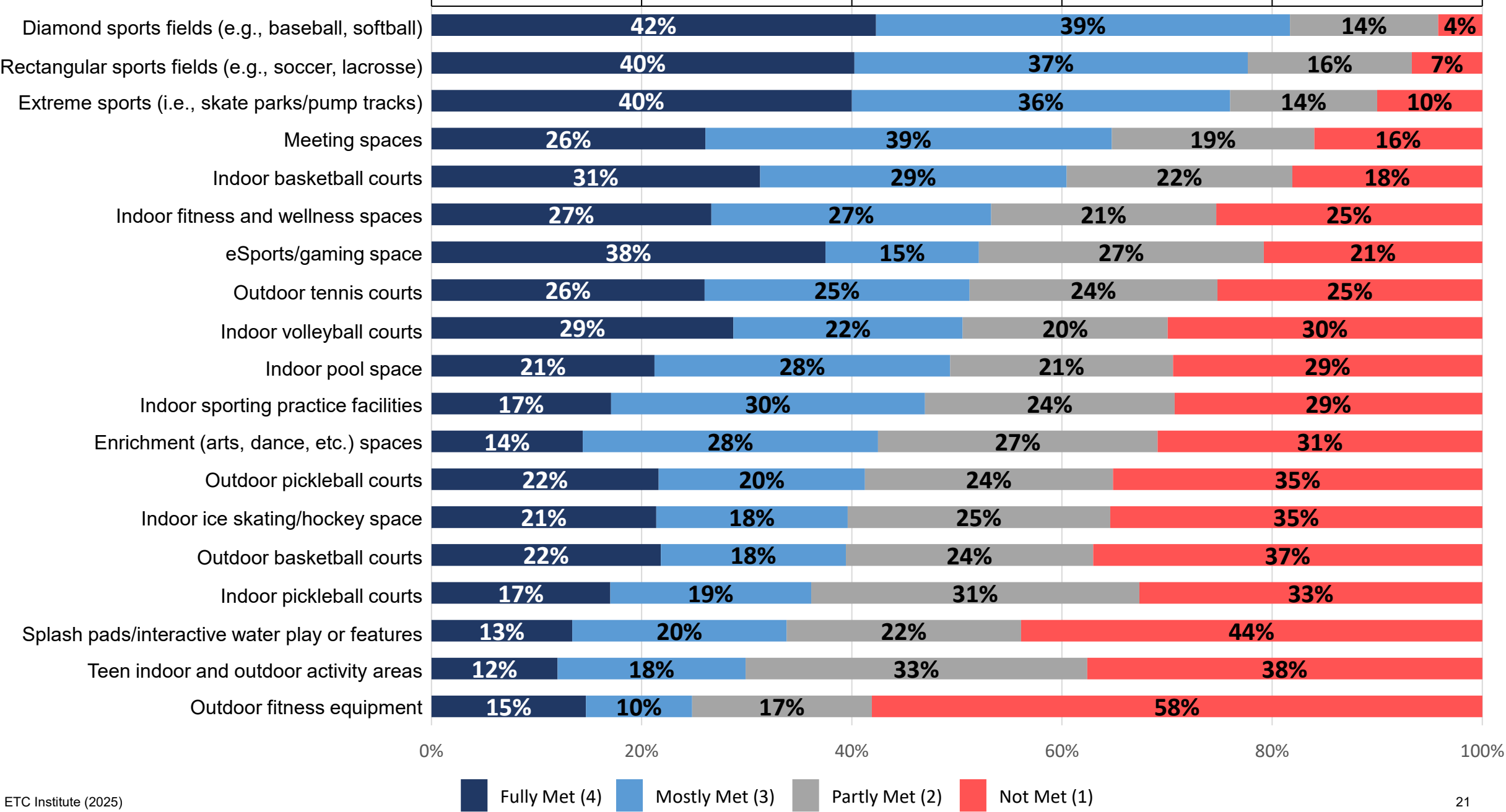


Q9. Which THREE Of The Items Listed In Question 2 Do You Think Should Receive The MOST EMPHASIS From District Leaders Over The Next TWO Years?

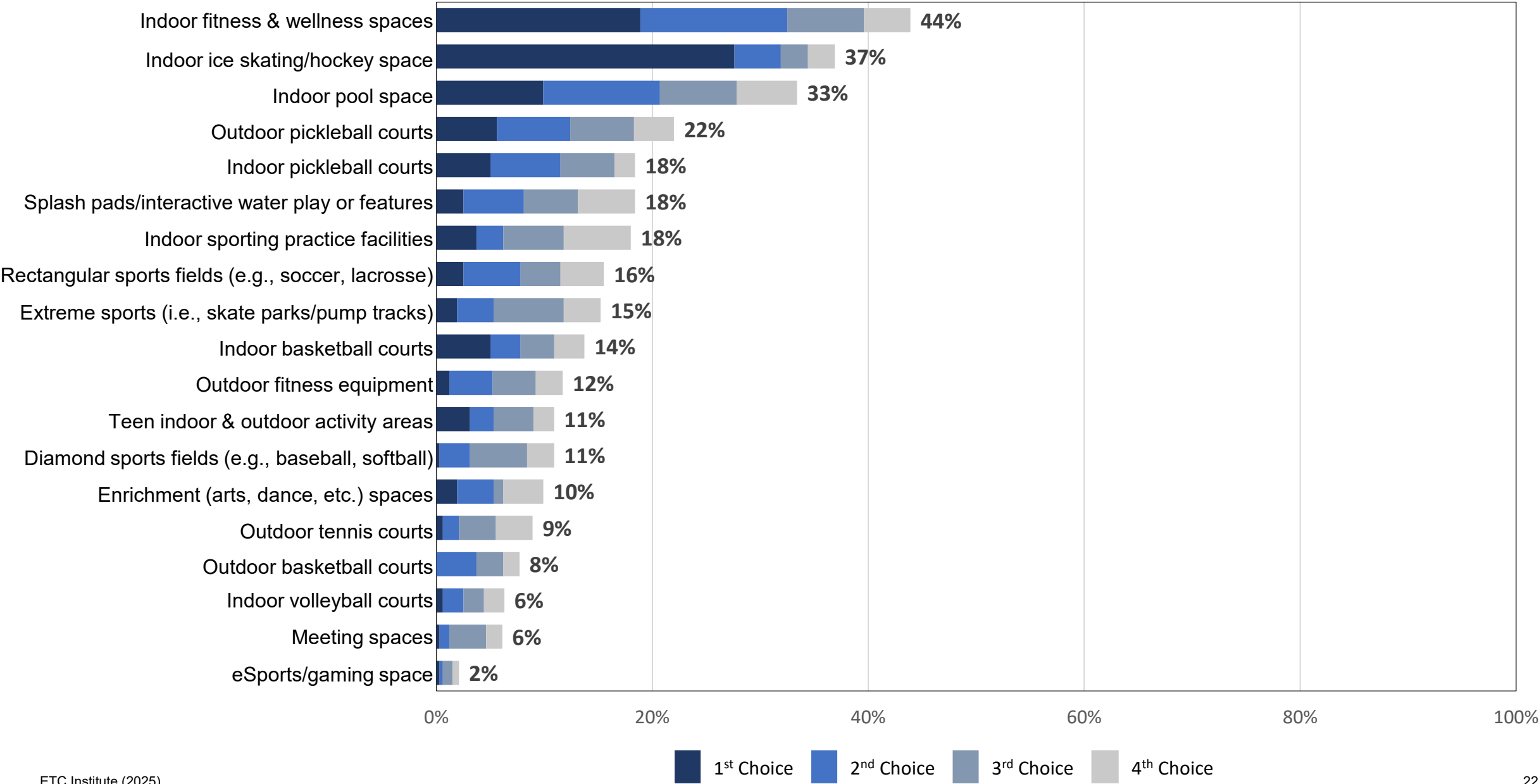
by percentage of respondents who selected the item as one of their top three choices



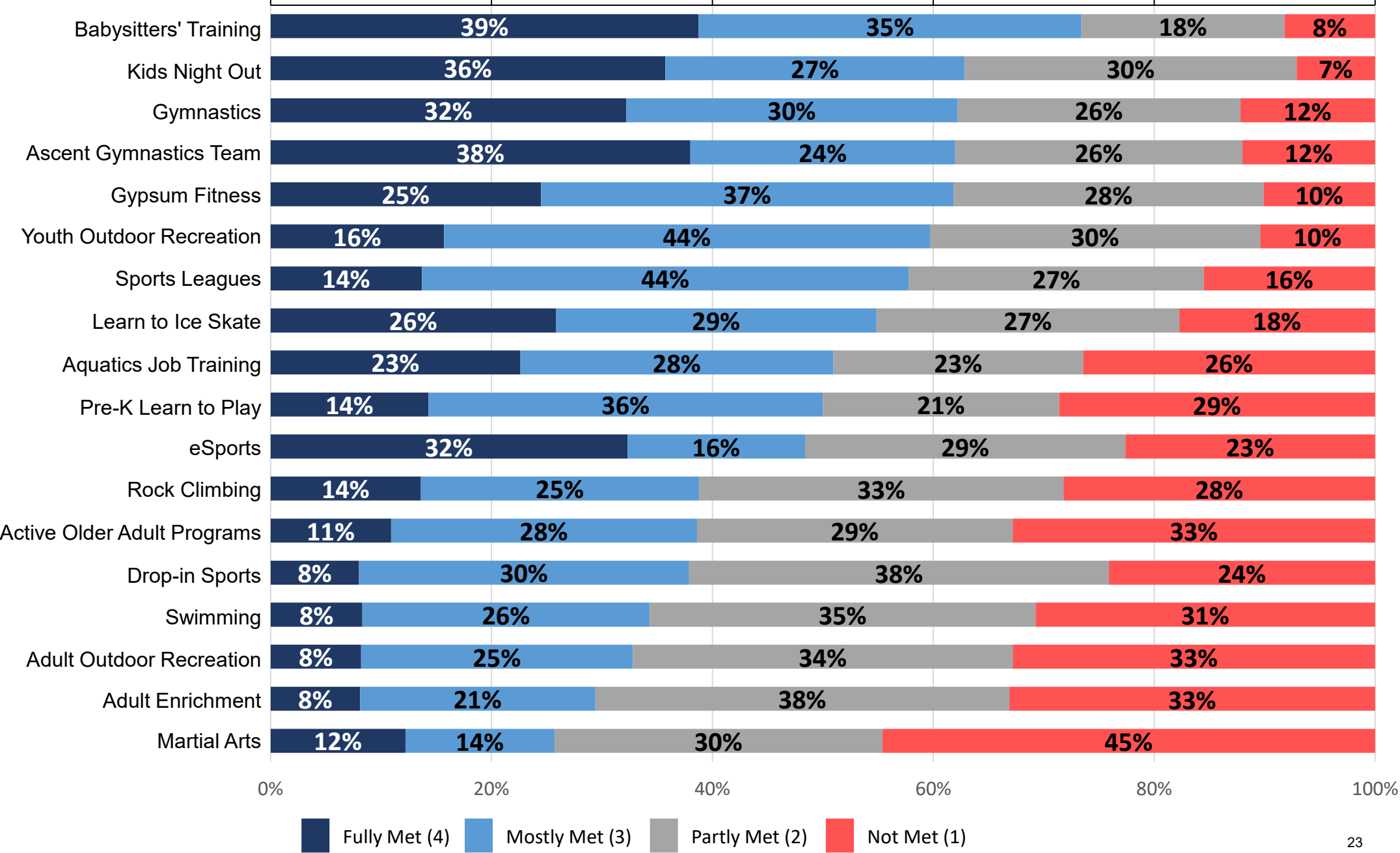
Q10. How Well Your Needs Are Being Met For Each Facility And Amenity



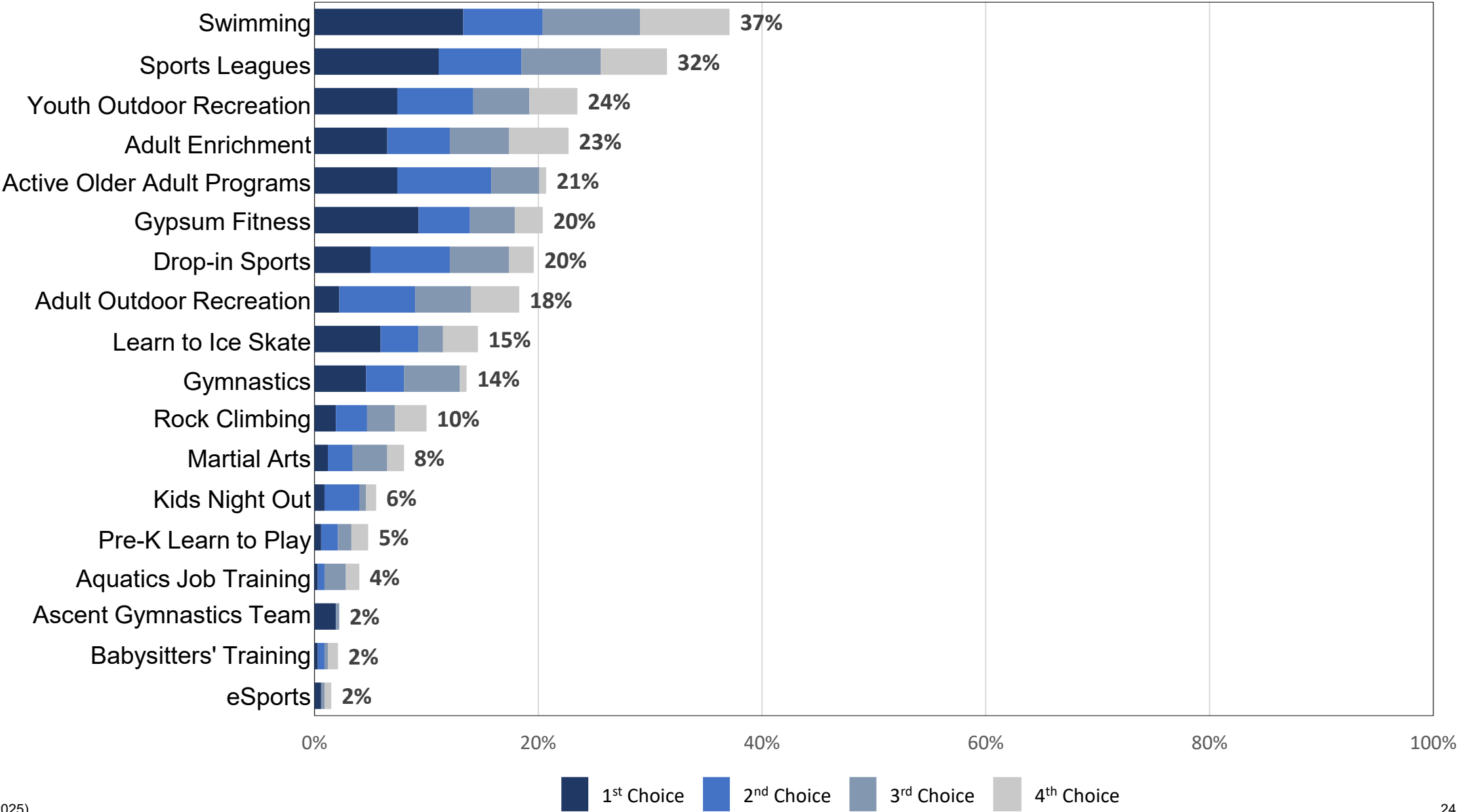
Q11. Which FOUR Facilities/Amenities From The List In Question 10 Are MOST IMPORTANT To Your Household?
by percentage of respondents who selected the item as one of their top four choices



Q12. How Well Your Needs Are Being Met For Each Programs And Activities

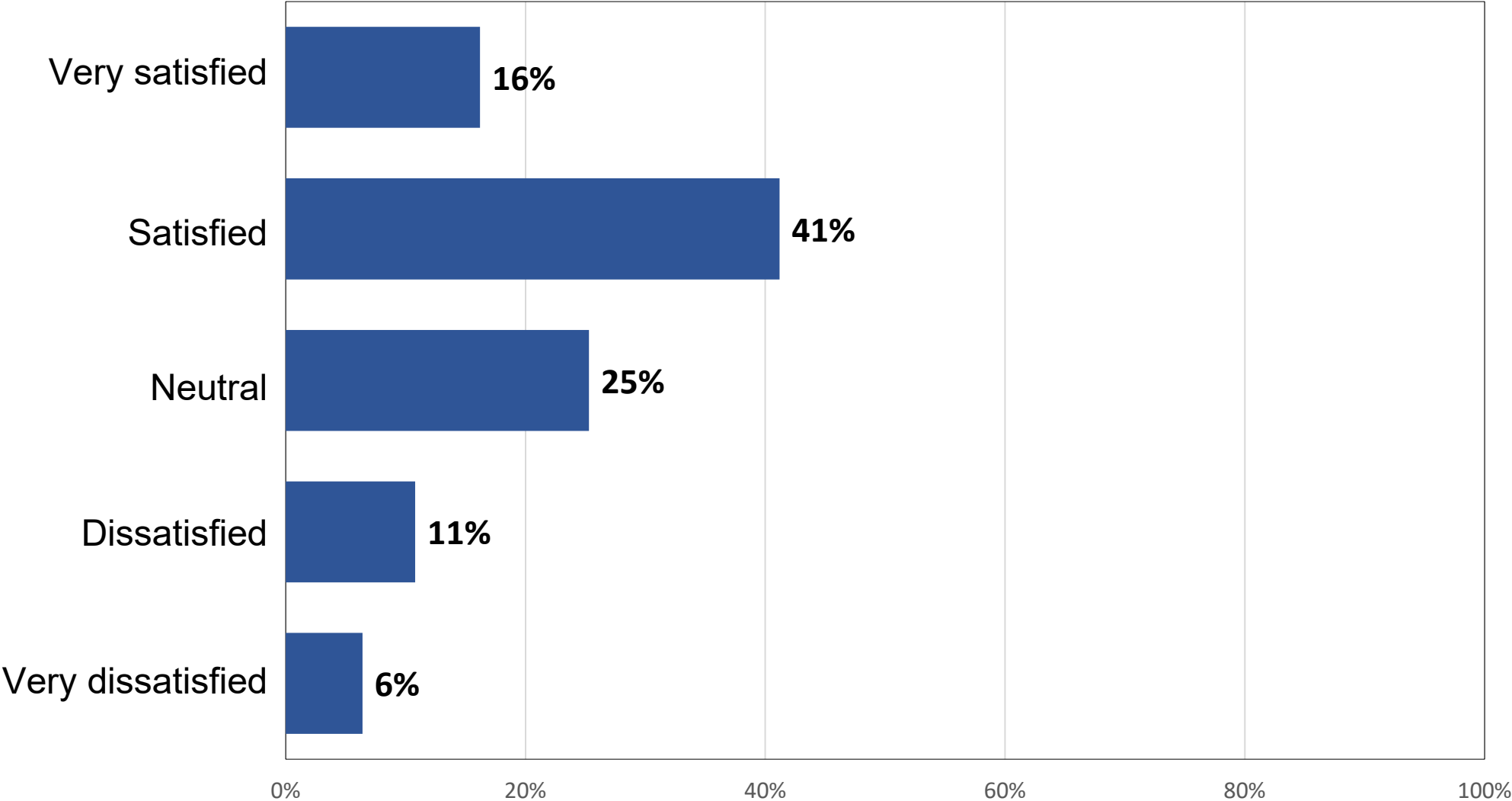


Q13. Which FOUR Programs/Activities From The List In Question 12 Are MOST IMPORTANT To Your Household?
by percentage of respondents who selected the item as one of their top four choices

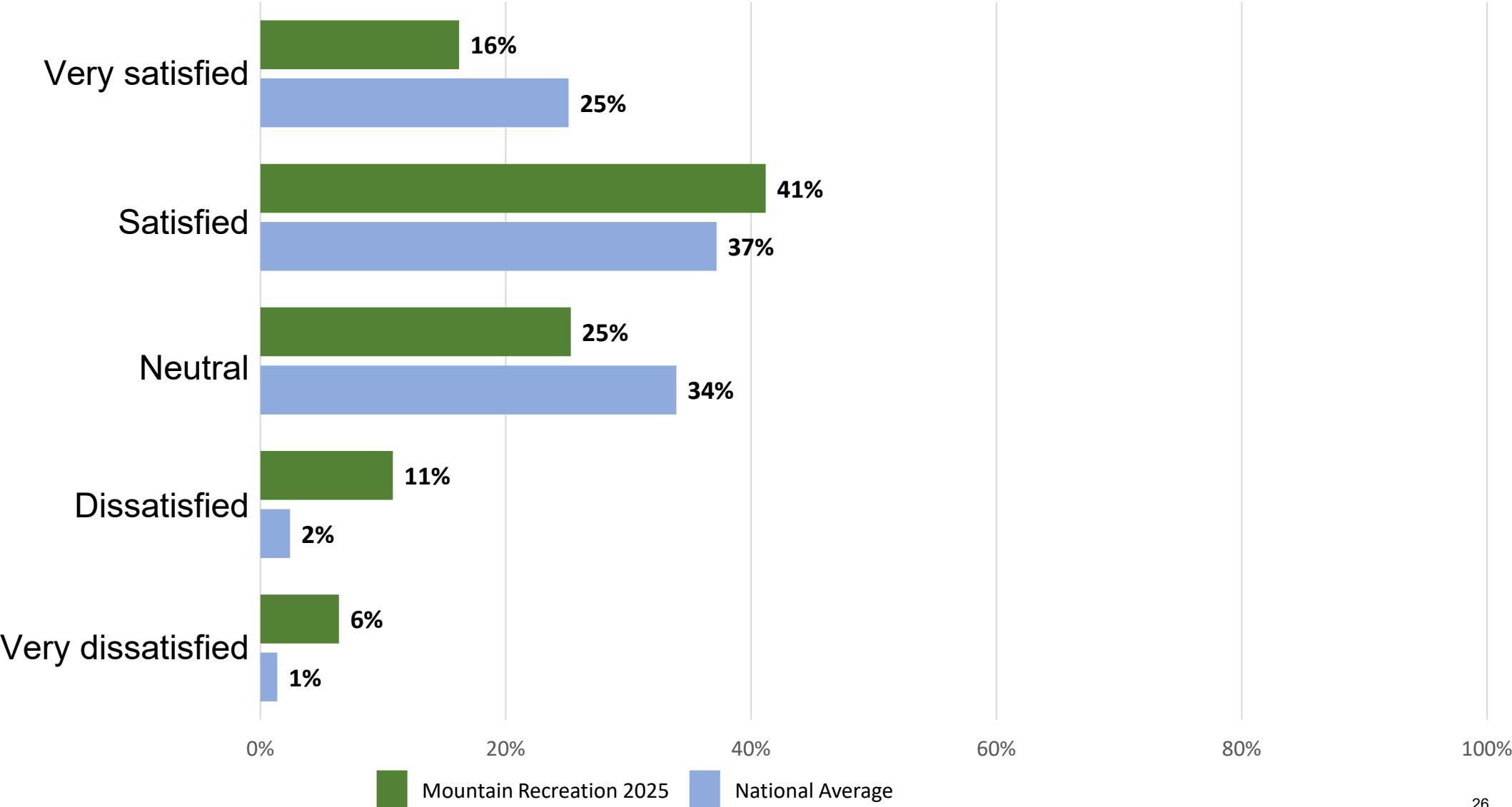


Q14. Please Rate Your Level Of Satisfaction With The Overall Value That Your Household Receives From The Services, Programs, And Facilities Provided By Mountain Recreation.

by percentage of respondents (excluding don't know)



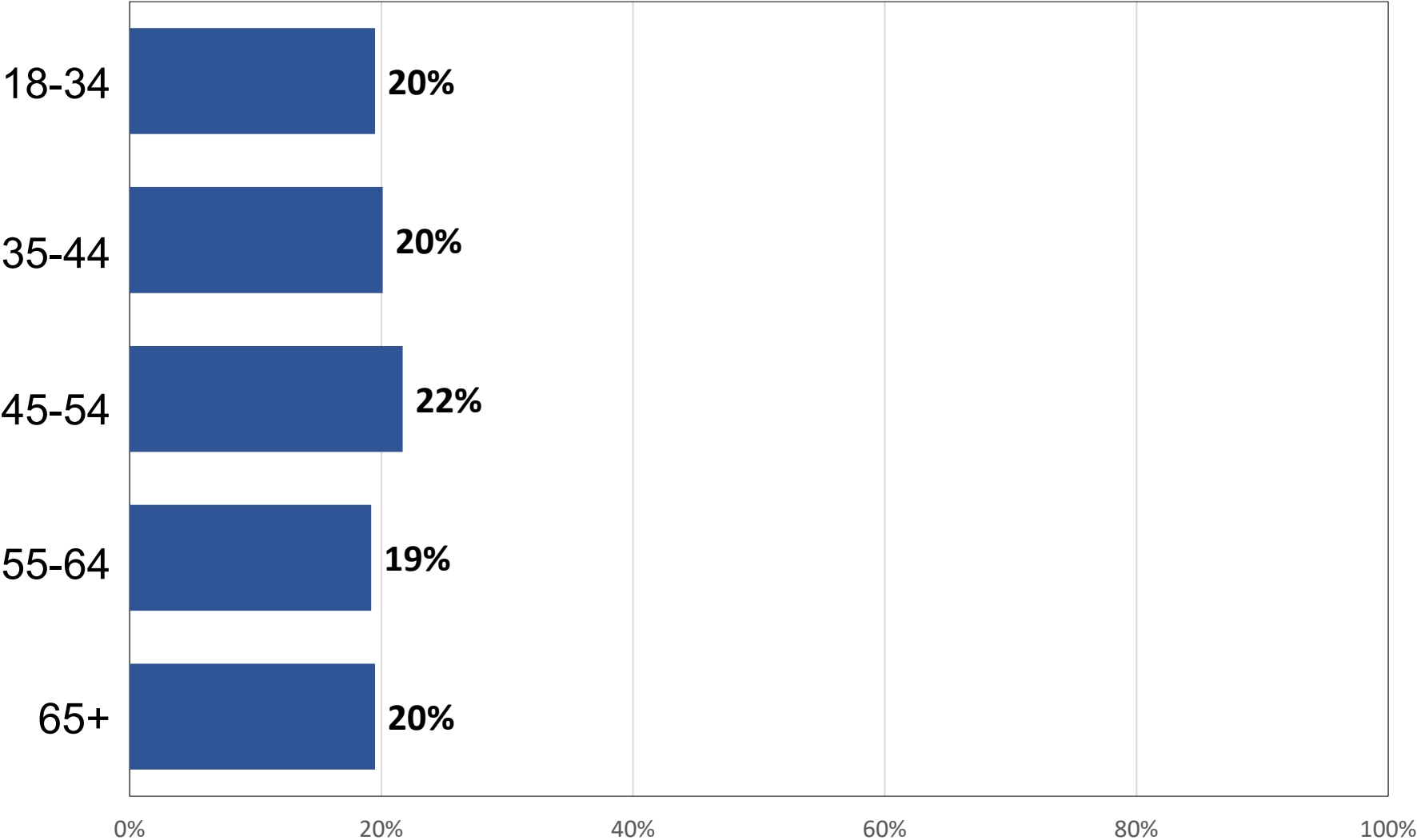
Q14. Please Rate Your Level Of Satisfaction With The Overall Value That Your Household
Receives From The Services, Programs, And Facilities Provided By Mountain Recreation.
Benchmarking: Mountain Recreation 2025 vs National Average



Demographics

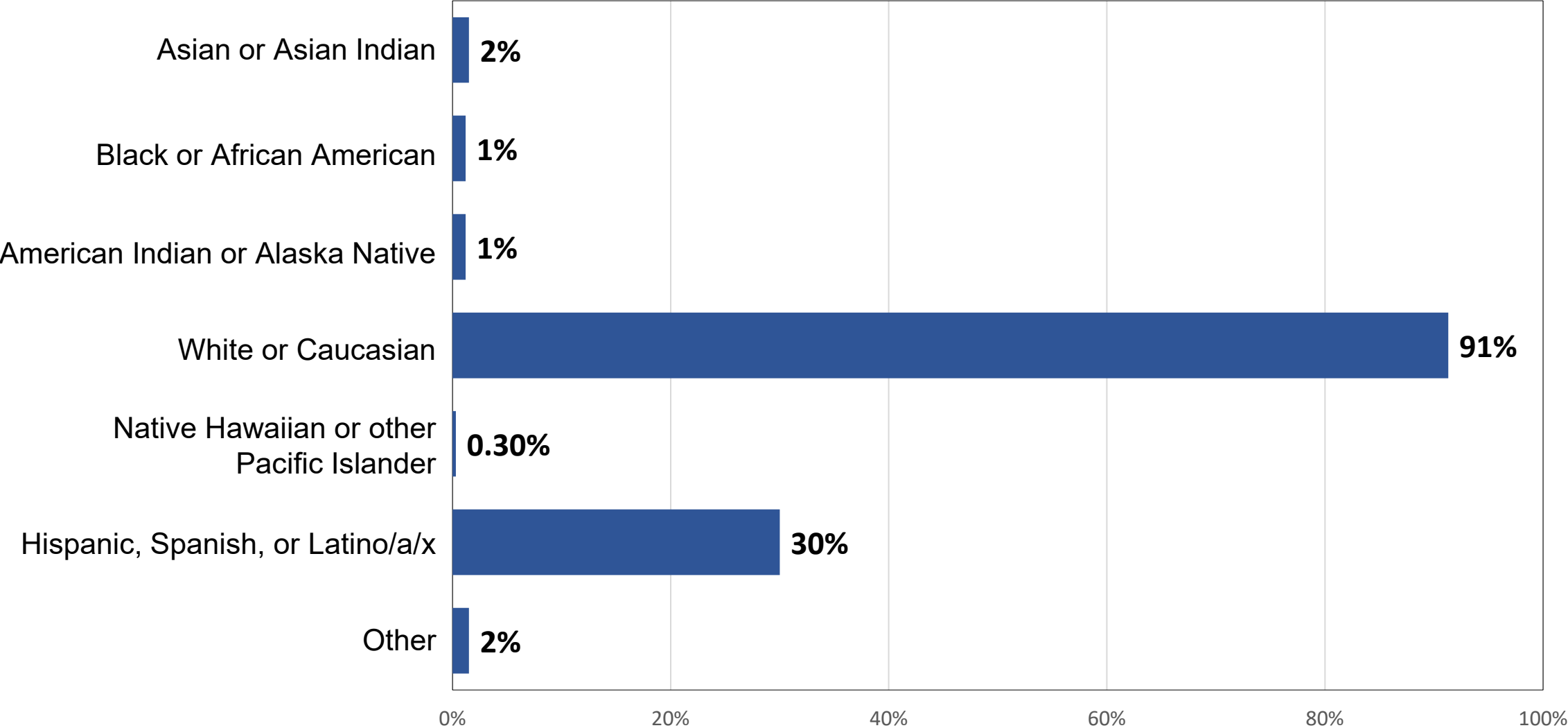
Q15. What Is Your Age?

by percentage of respondents



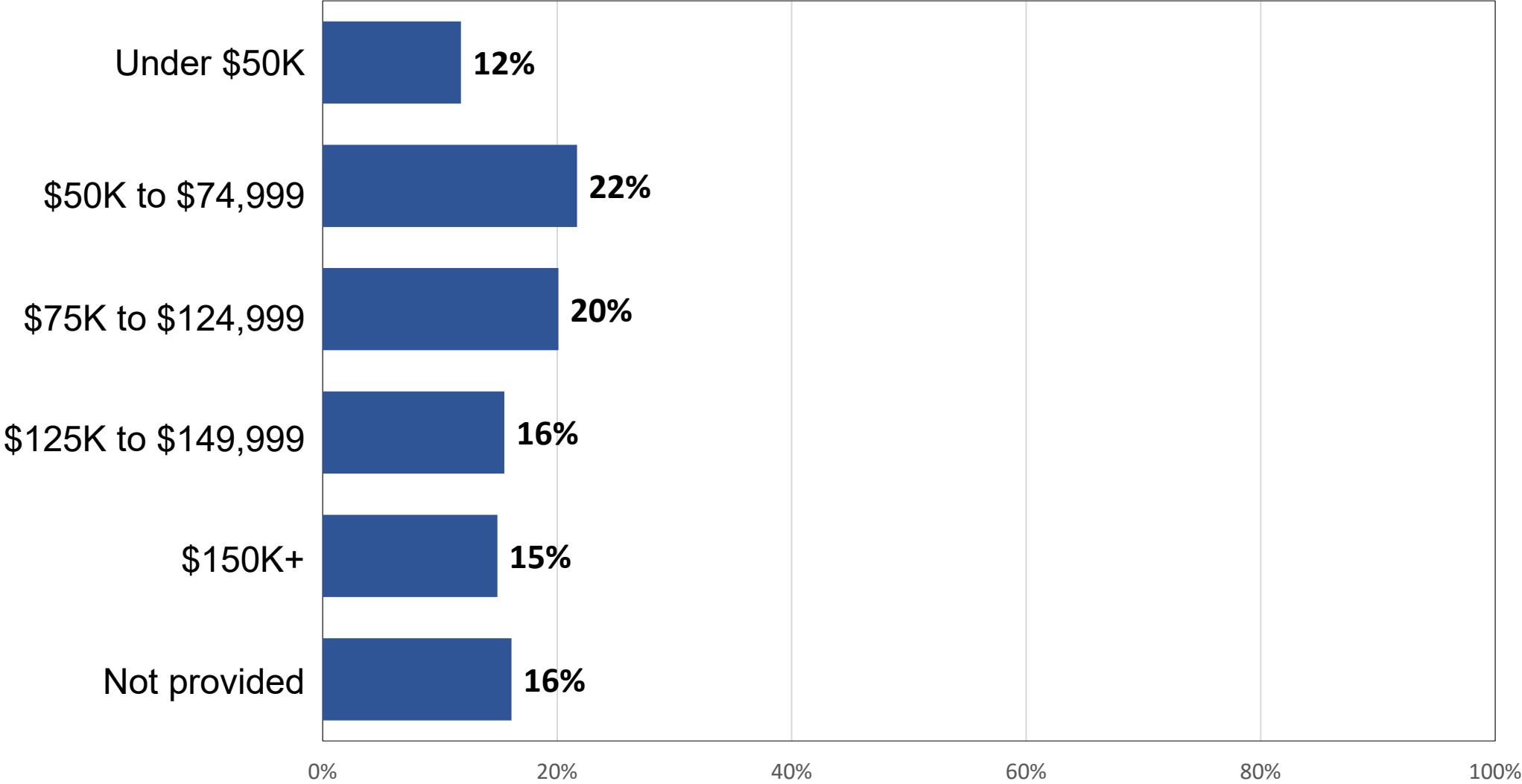
Q16. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



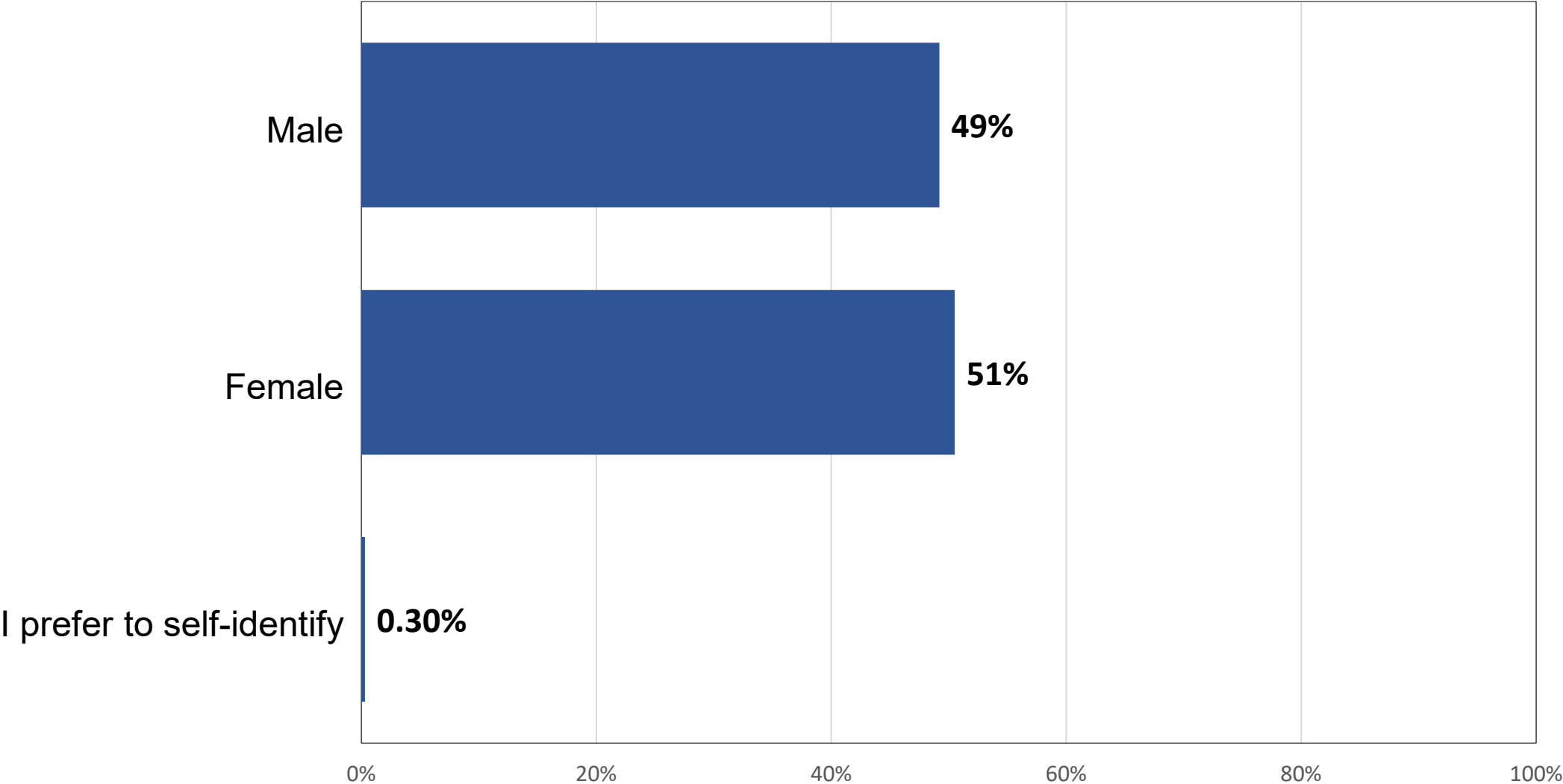
Q17. Which Of The Following Best Describes Your Total Annual Household Income?

by percentage of respondents



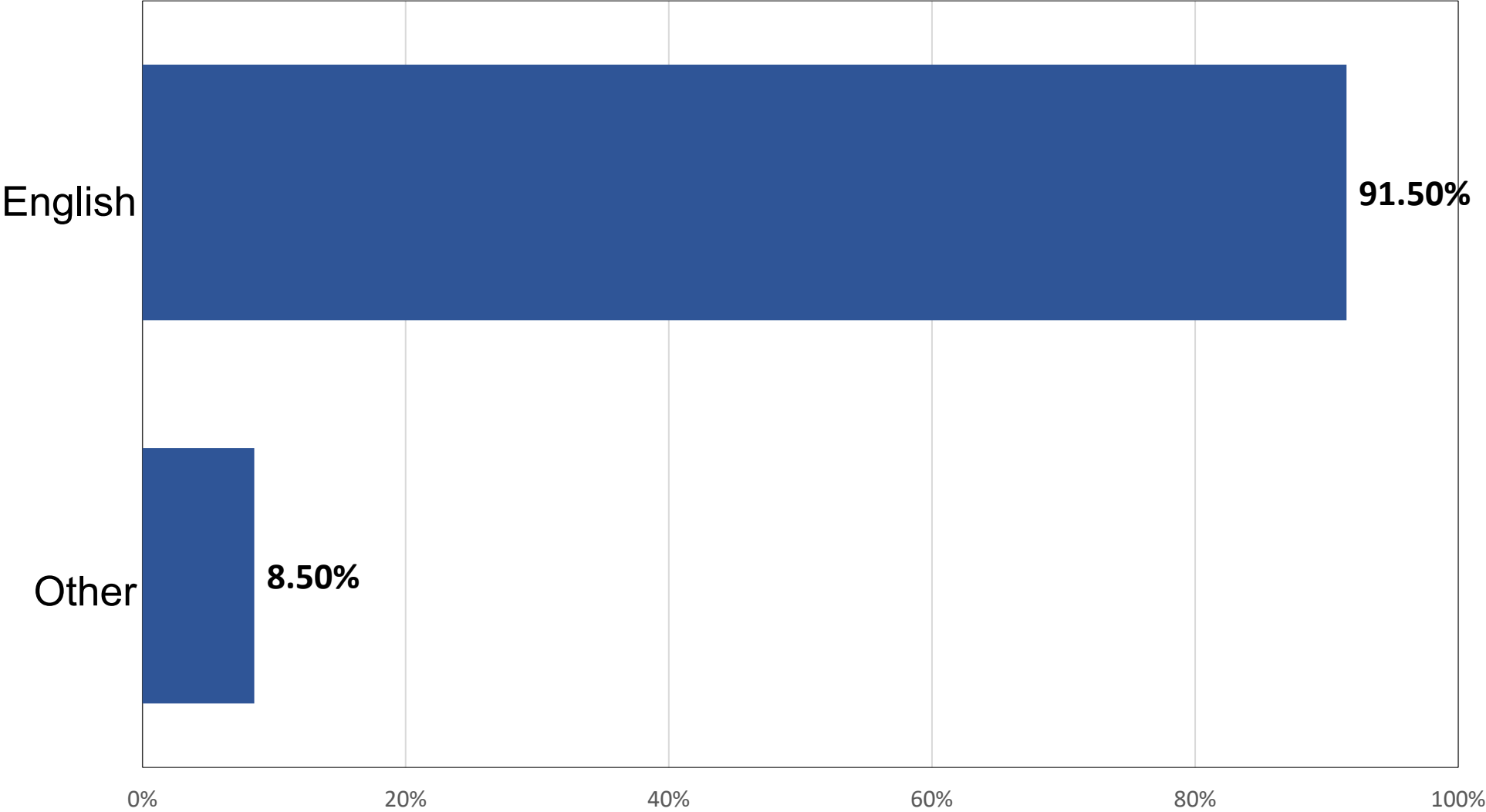
Q18. Your Gender:

by percentage of respondents (excluding not provided)



Q19. What Is The Primary Language Spoken In Your Home?

by percentage of respondents (excluding not provided)





Priority Investment Rating

Importance-Satisfaction Analysis



The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide governments with an objective tool for evaluating the priority that should be placed on parks and recreation investments. The Priority Investment Rating was developed by ETC Institute to identify the facilities and programs residents think should receive the highest priority for investment. The priority investment rating reflects the importance residents place on items (sum of top 4 choices) and the unmet needs (needs that are only being partly or not met) for each facility/program relative to the facility/program that rated the highest overall. Since decisions related to future investments should consider both the level of unmet need and the importance of facilities and programs, the PIR weights each of these components equally.

The PIR reflects the sum of the Unmet Needs Rating and the Importance Rating as shown in the equation below:

$$\text{PIR} = \text{UNR} + \text{IR}$$

For example, suppose the Unmet Needs Rating for playgrounds is 26.5 (out of 100) and the Importance Rating for playgrounds is 52 (out of 100), the Priority Investment Rating for playgrounds would be 78.5 (out of 200).

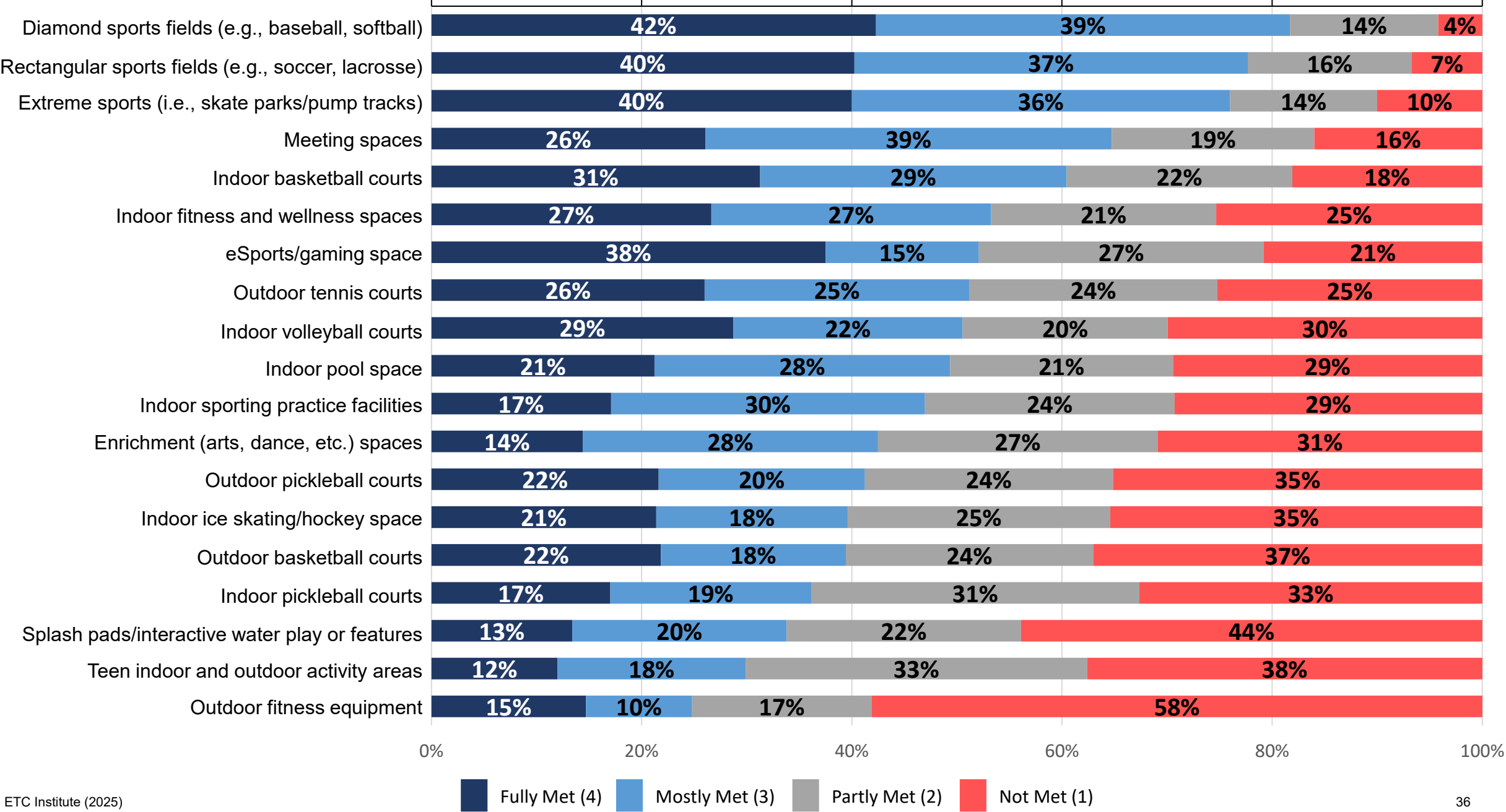
How to Analyze the Charts:

- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact on the greatest number of households.
- **Medium Priority Areas** are those with a PIR of 50-99. A rating in this range generally indicates there is a medium to high level of unmet need or a significant percentage of residents generally think it is important to fund improvements in these areas.
- **Low Priority Areas** are those with a PIR below 50. A rating in this range generally indicates there is a relatively low level of unmet need and residents do not think it is important to fund improvements in these areas. Improvements may be warranted if the needs of very specialized populations are being targeted.

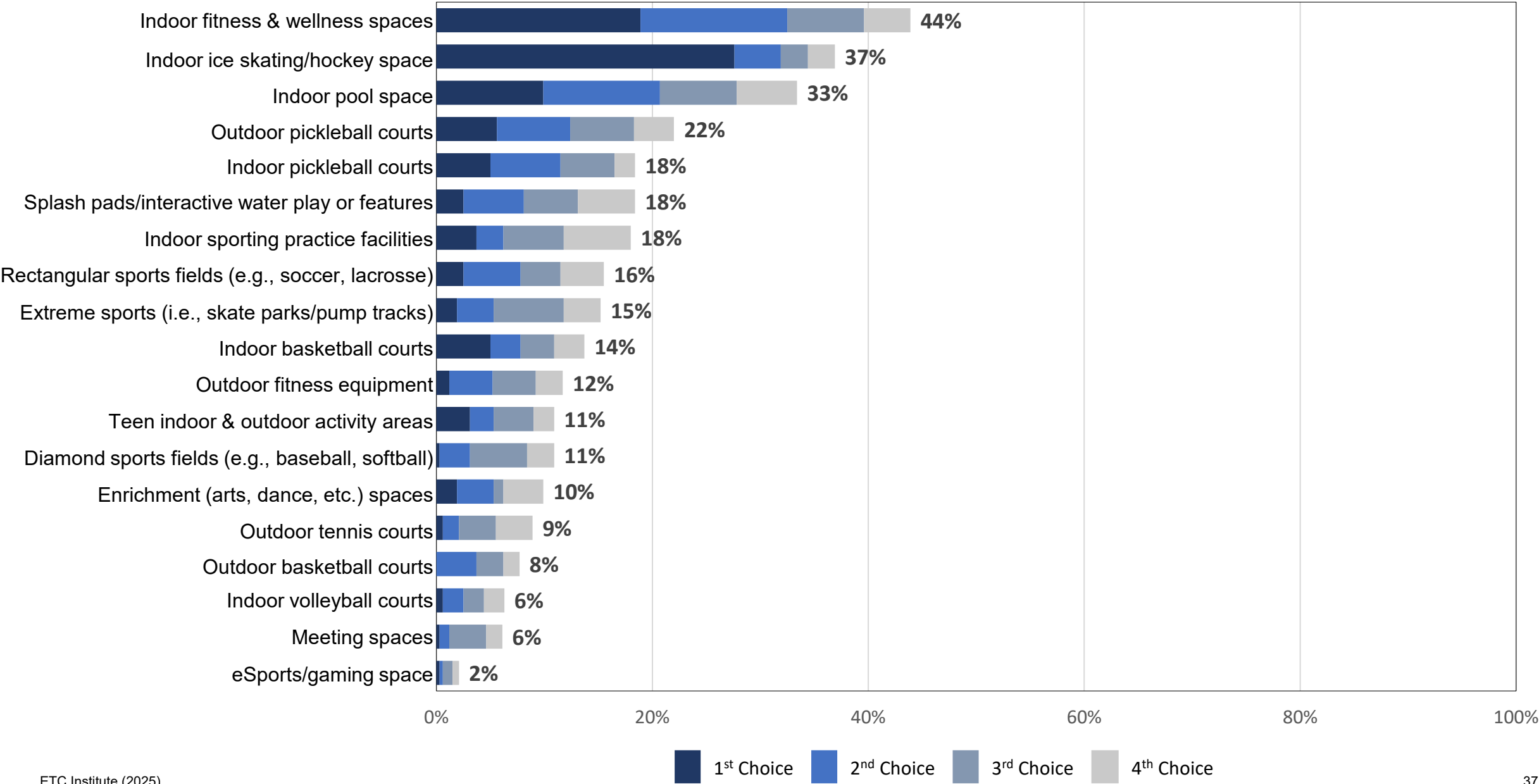
The following pages show the Unmet Needs Rating, Importance Rating, and Priority Investment Rating for both facilities and programs in the Mountain Recreation District.

Facilities and Amenities

Q10. How Well Your Needs Are Being Met For Each Facility And Amenity

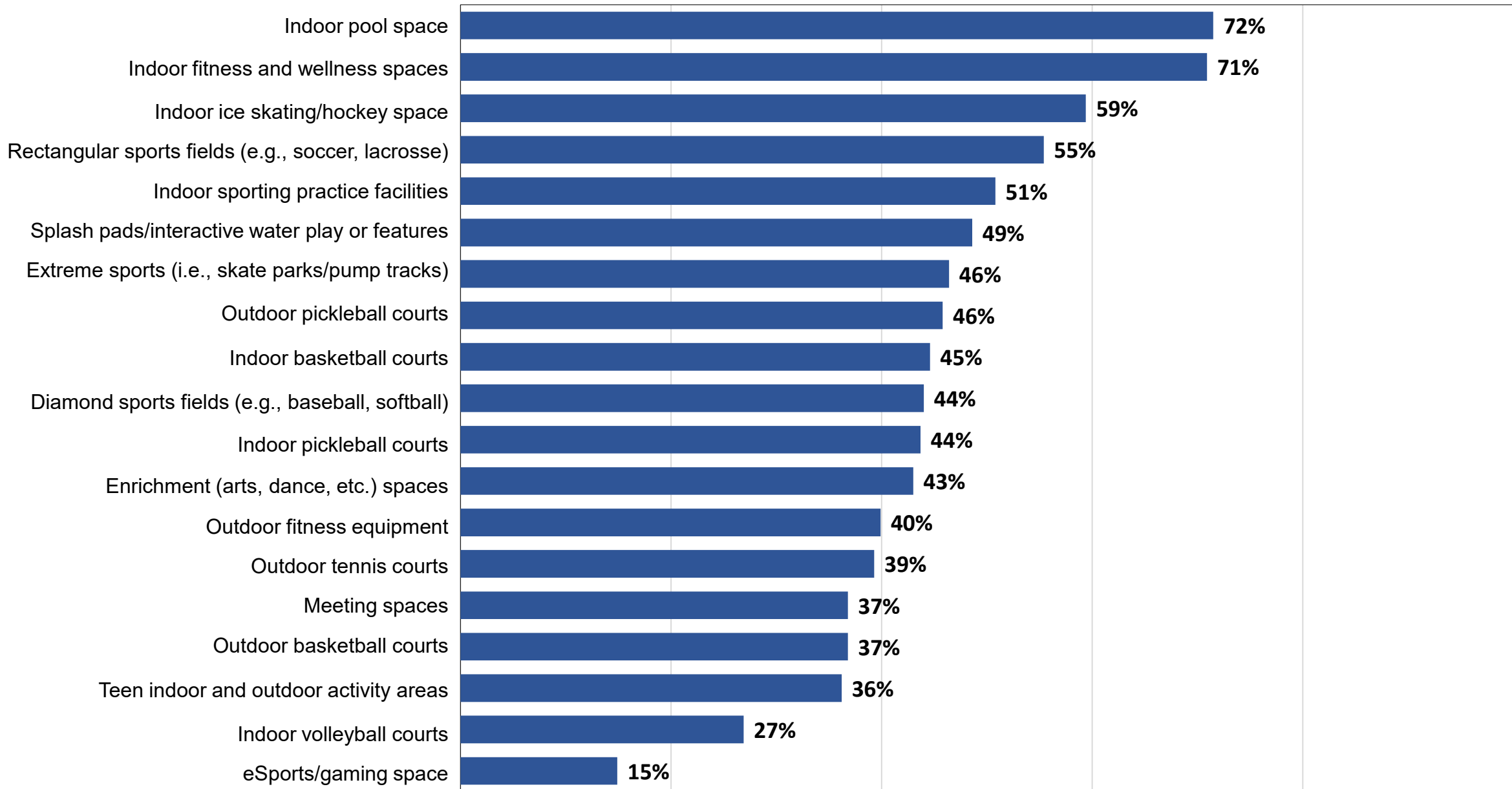


Q11. Which FOUR Facilities/Amenities From The List In Question 10 Are MOST IMPORTANT To Your Household?
by percentage of respondents who selected the item as one of their top four choices



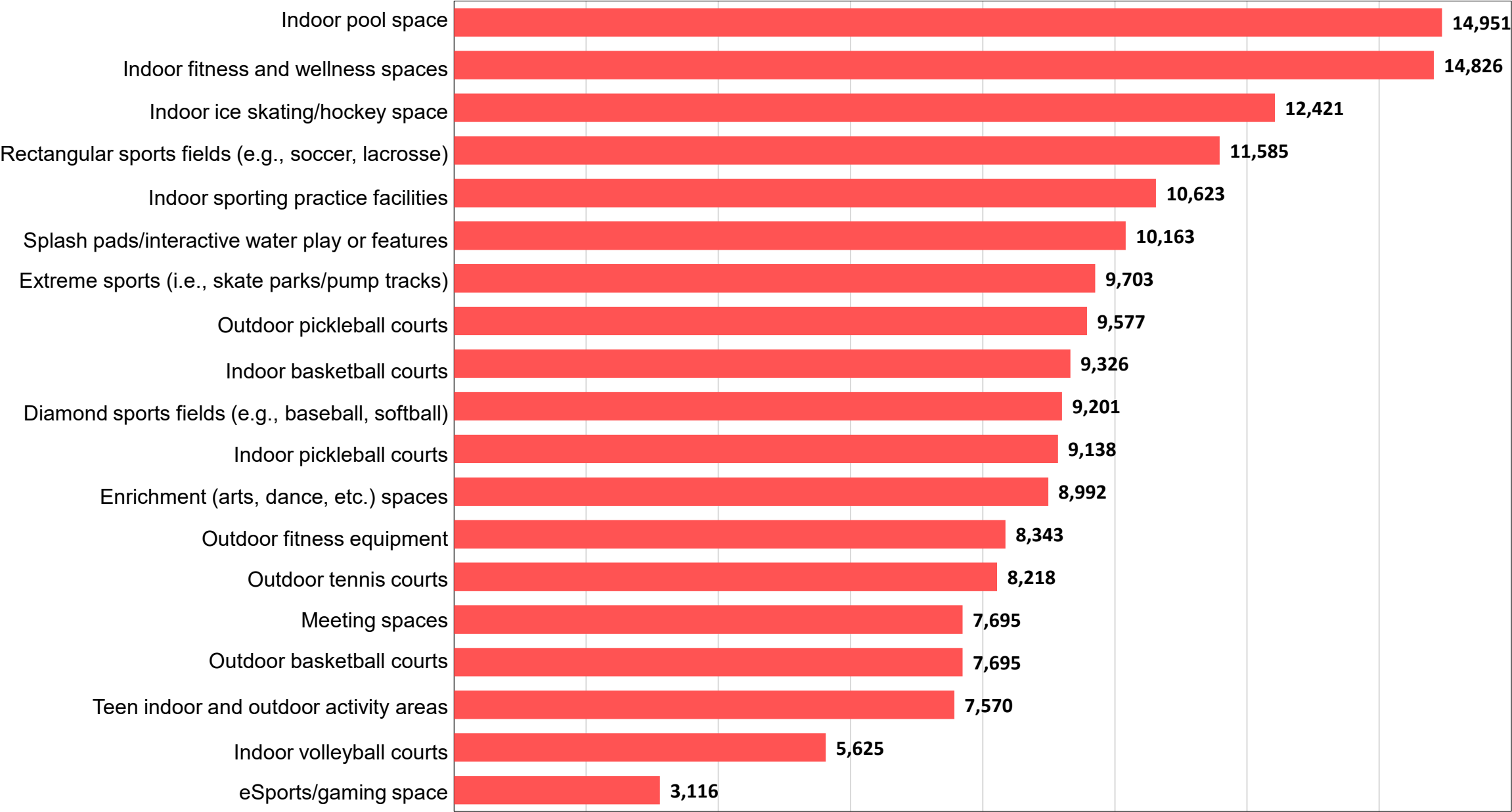
Need For Facilities And Amenities In The Mountain Recreation District

by percentage of respondents who indicated a need



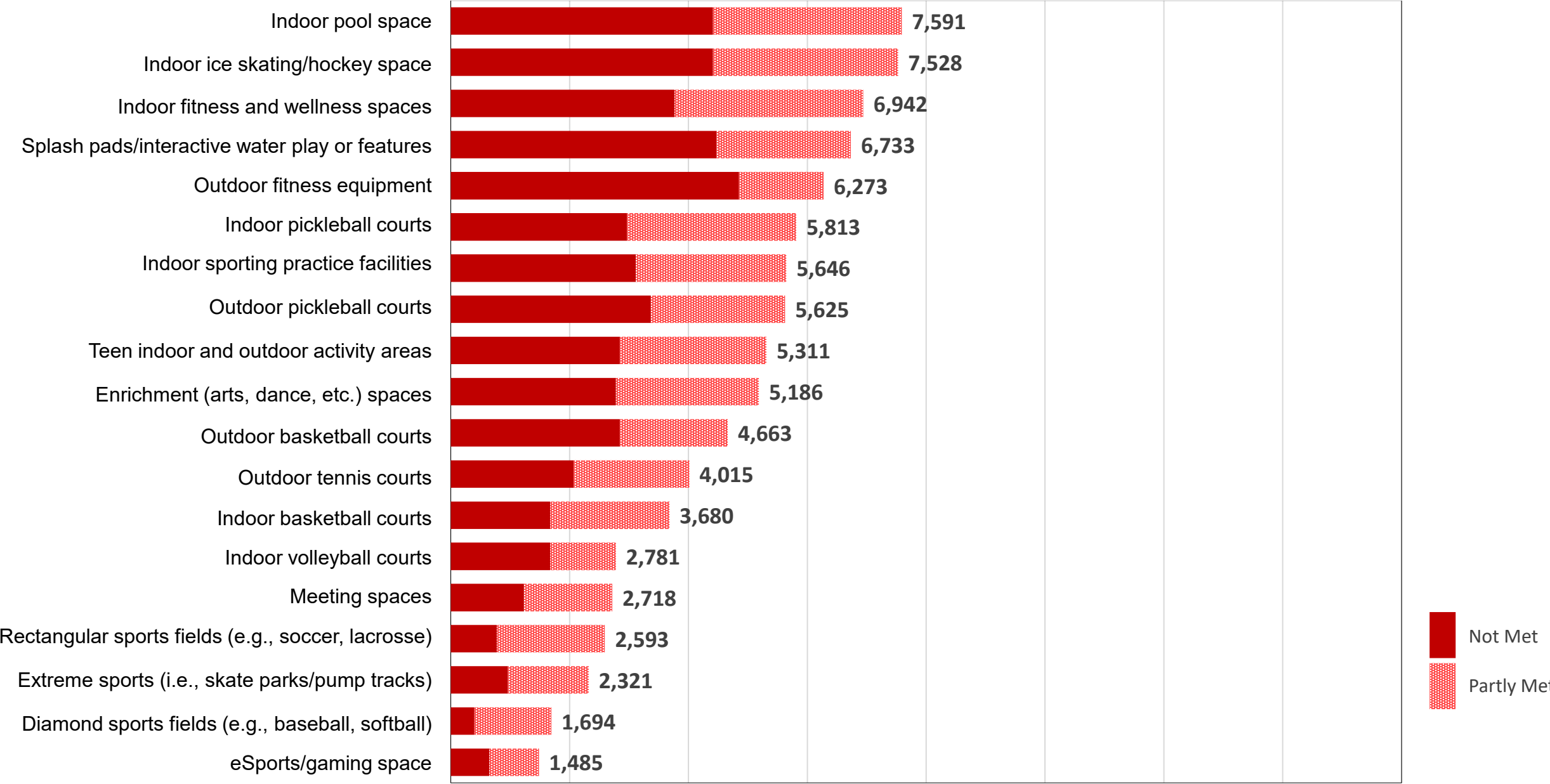
Estimated Number Of Households That Have Needs For Facilities And Amenities In The District

Based on 20,911 Households



Estimated Number Of Households That's Needs For Facilities And Amenities Is Partly Met Or Not Met

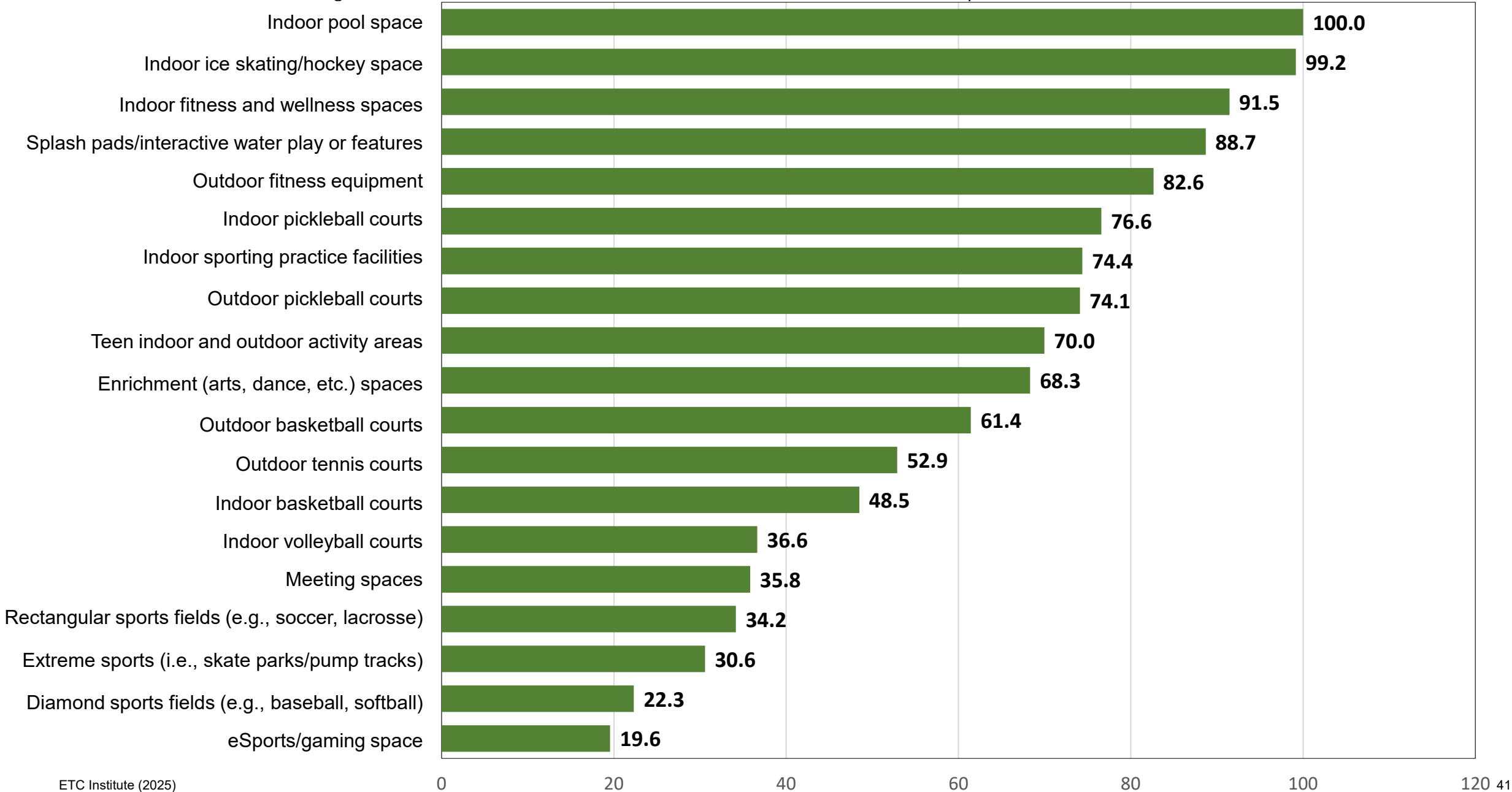
Based on 20,911 Households



Unmet Needs Rating For Facilities And Amenities In The Mountain Recreation District

The rating for the item with the most unmet need=100

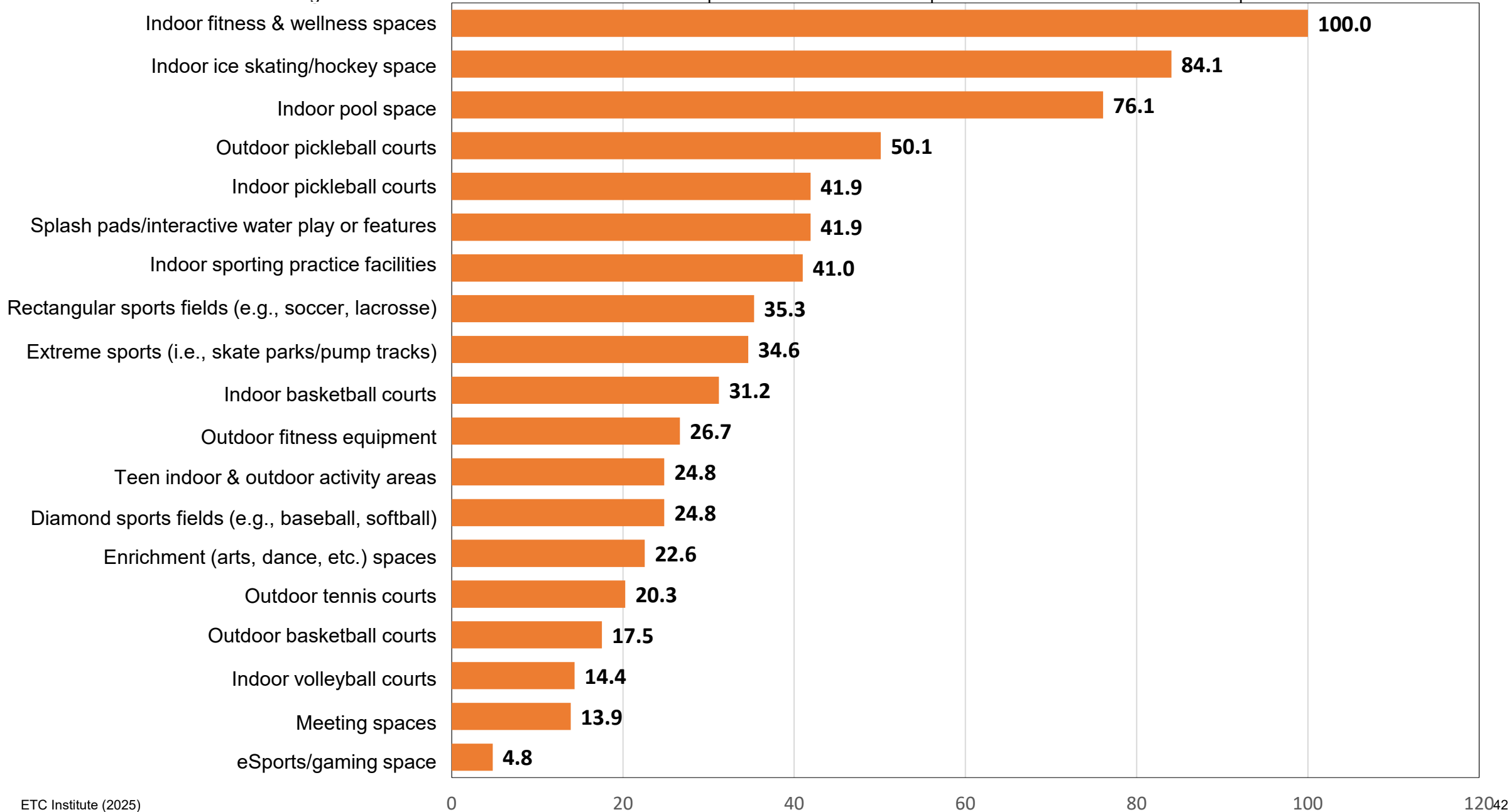
The rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



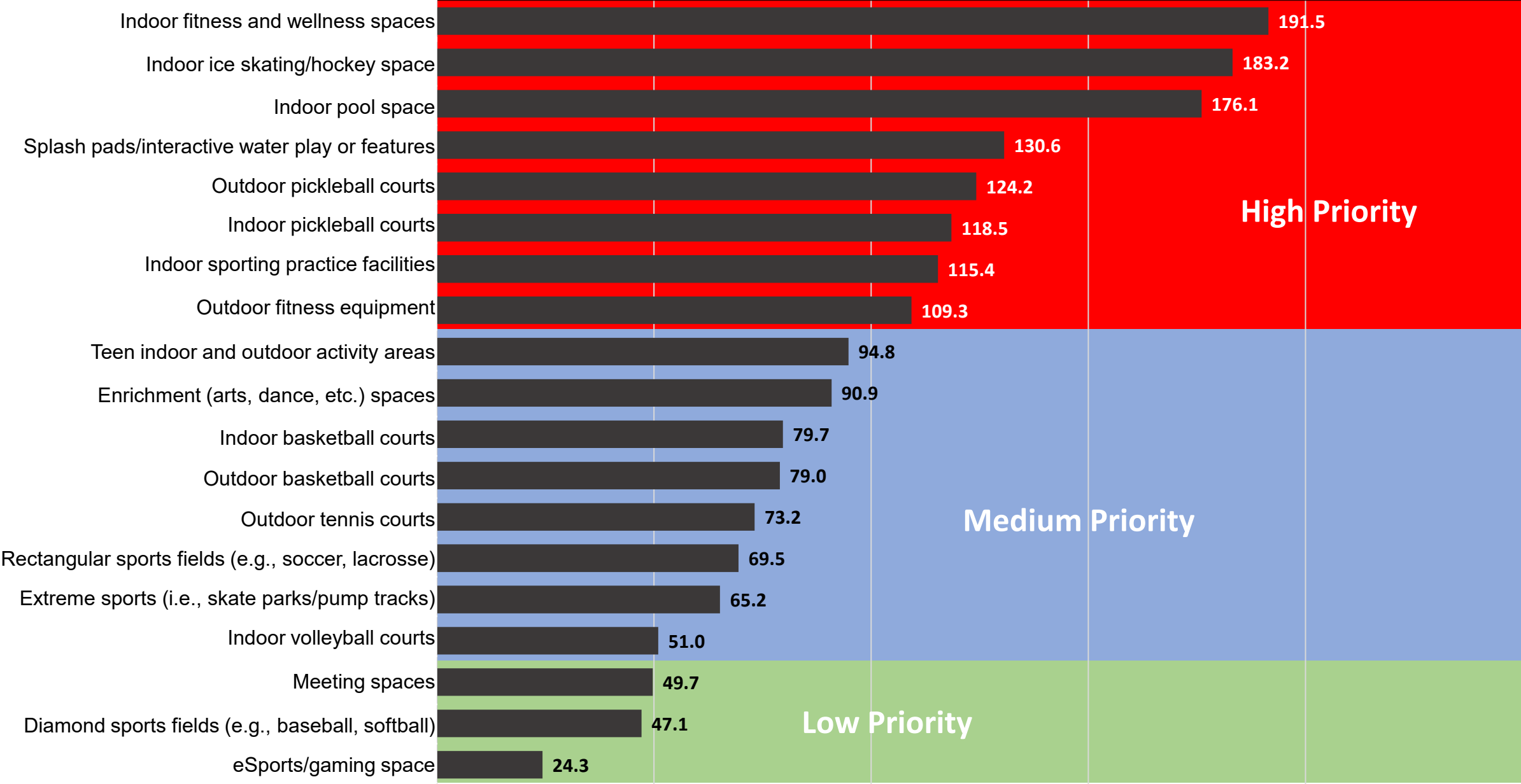
Importance Rating for Facilities and Amenities In The Mountain Recreation District

The rating for the item rated as the most important=100

The rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important

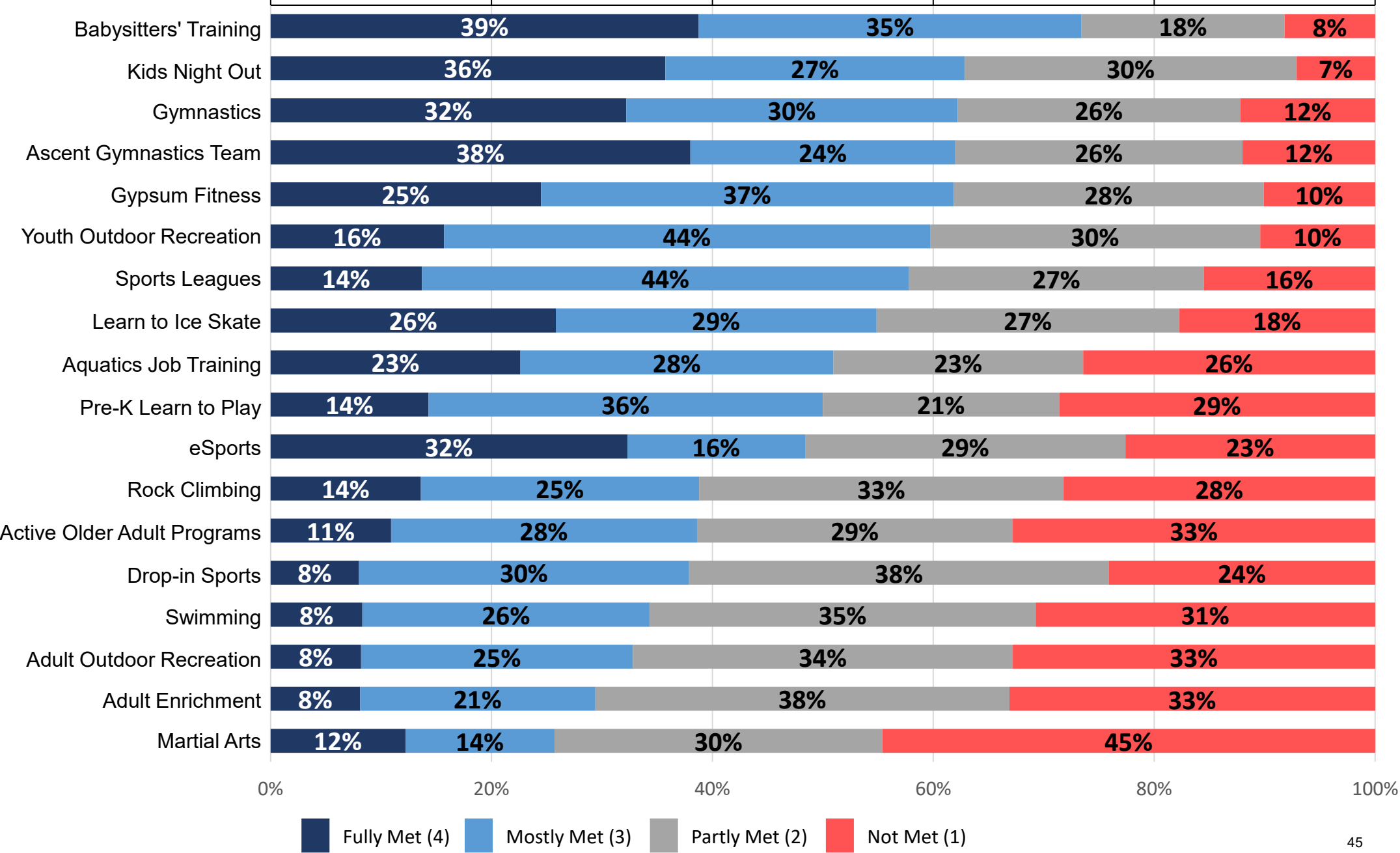


Top Priorities for Investment for Facilities And Amenities Based on Priority Investment Rating

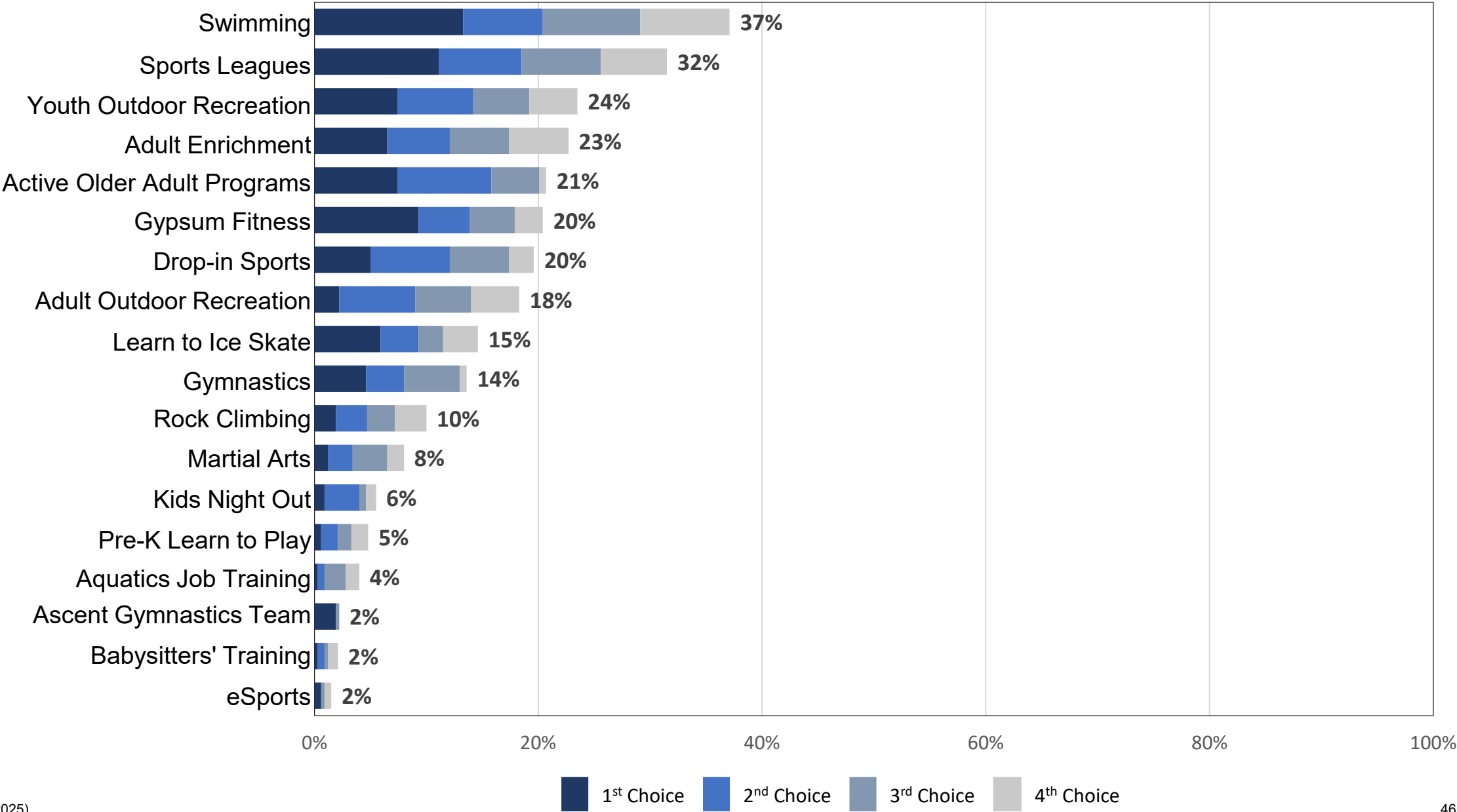


Programs and Activities

Q12. How Well Your Needs Are Being Met For Each Programs And Activities

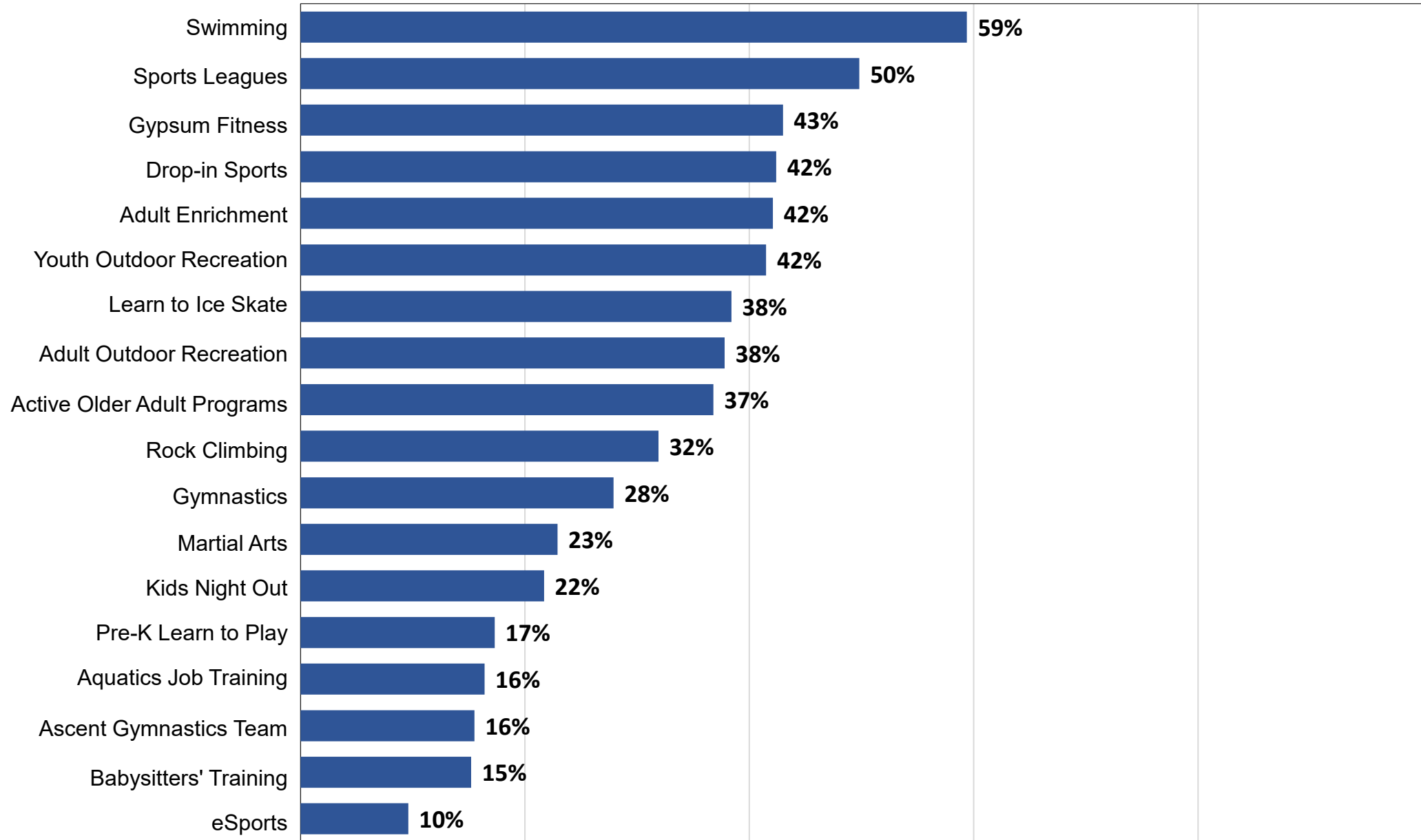


Q13. Which FOUR Programs/Activities From The List In Question 12 Are MOST IMPORTANT To Your Household?
by percentage of respondents who selected the item as one of their top four choices



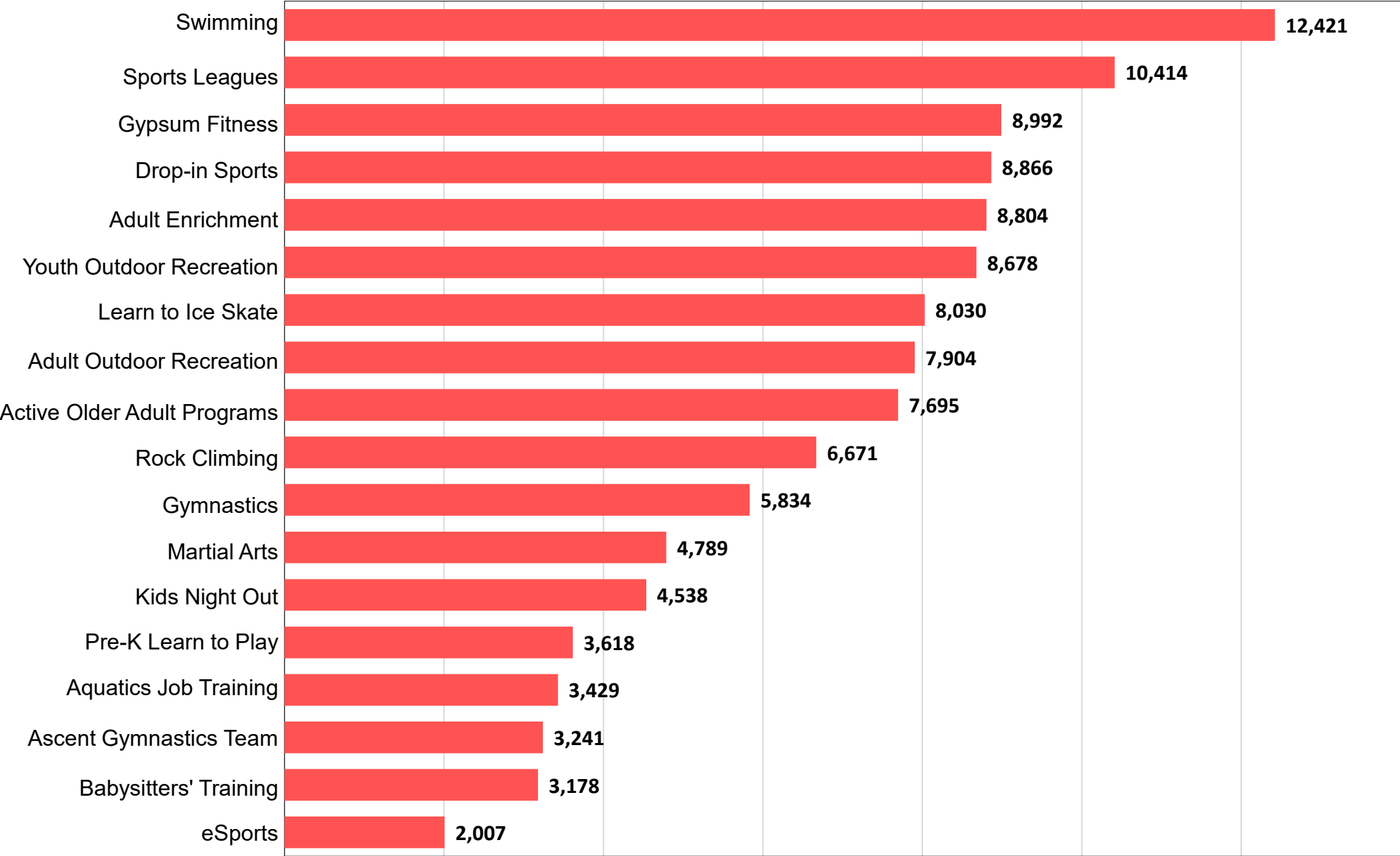
Need For Programs And Activities In The Mountain Recreation District

by percentage of respondents who indicated a need



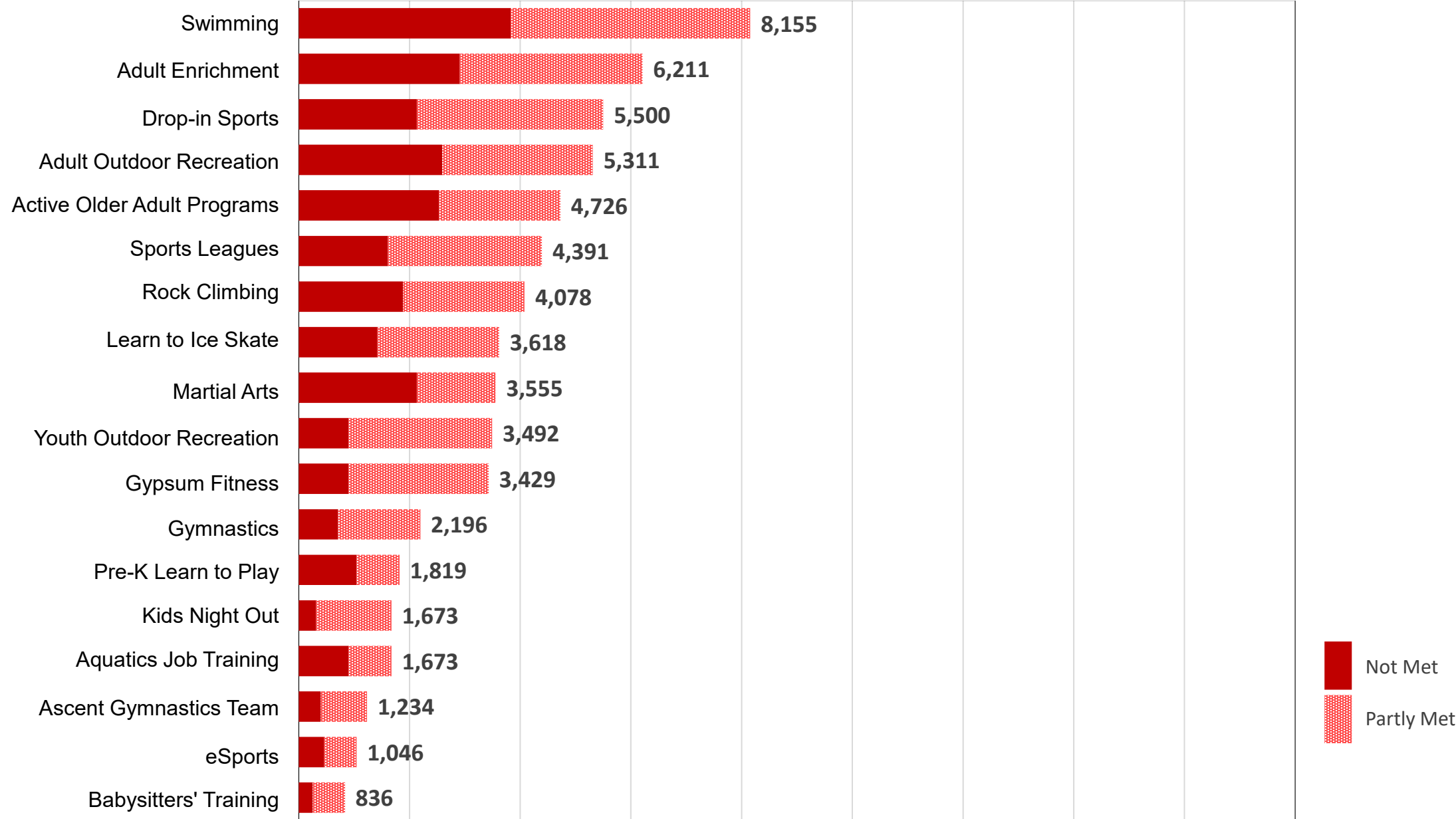
Estimated Number Of Households That Have Needs For Programs And Activities In The District

Based on 20,911 Households



Estimated Number Of Households That's Needs For Programs And Activities Is Partly Met Or Not Met

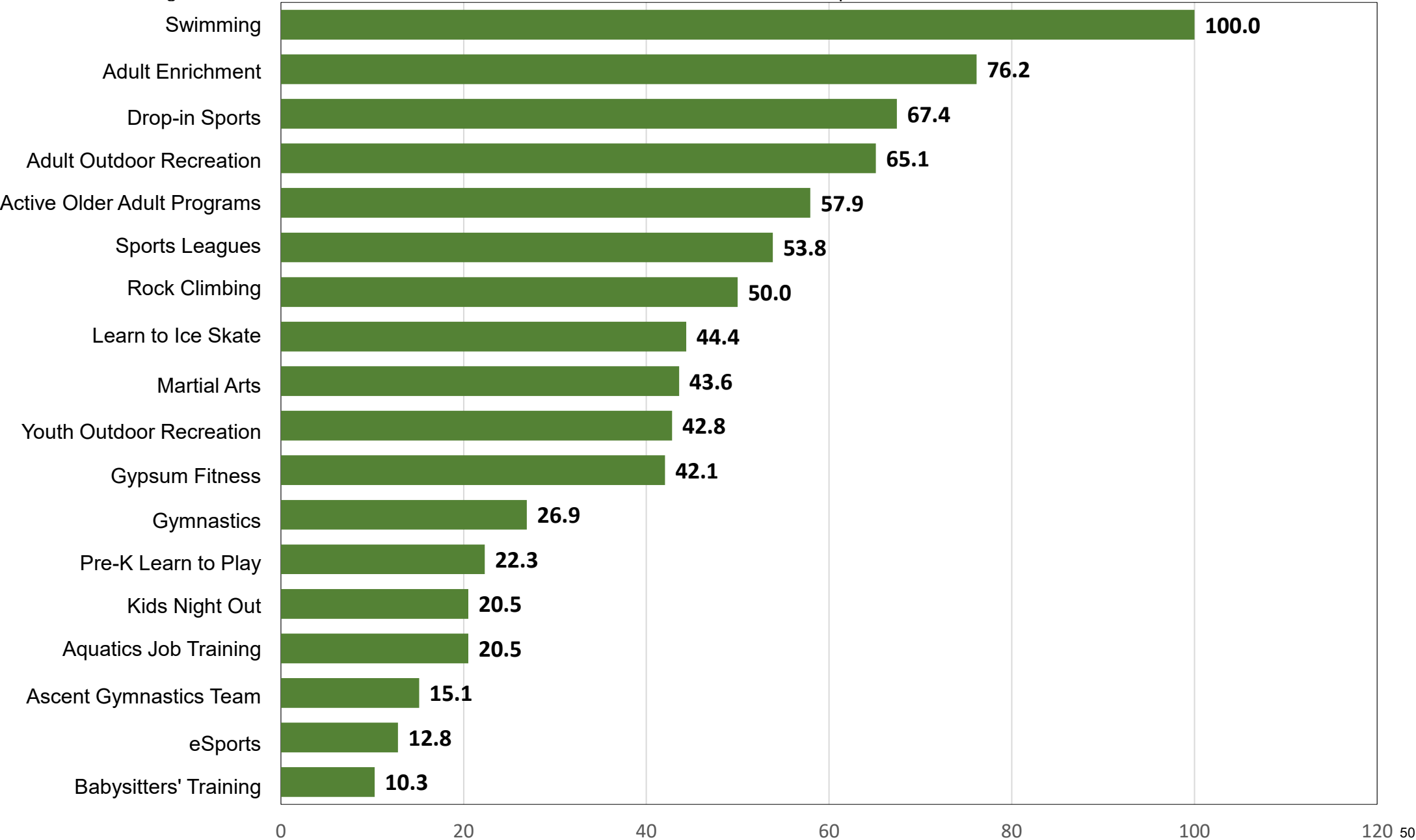
Based on 20,911 Households



Unmet Needs Rating For Programs And Activities In The Mountain Recreation District

The rating for the item with the most unmet need=100

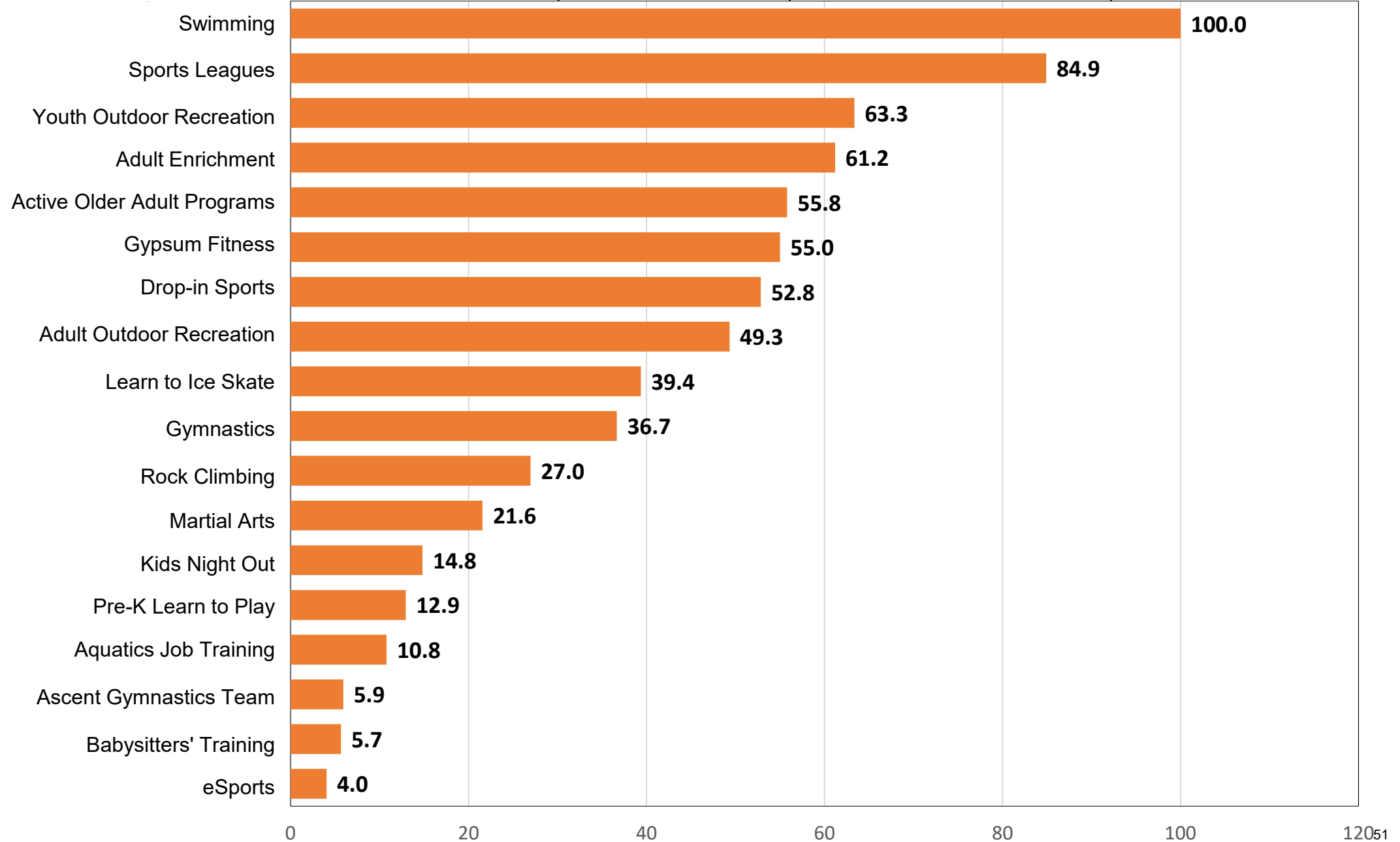
The rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



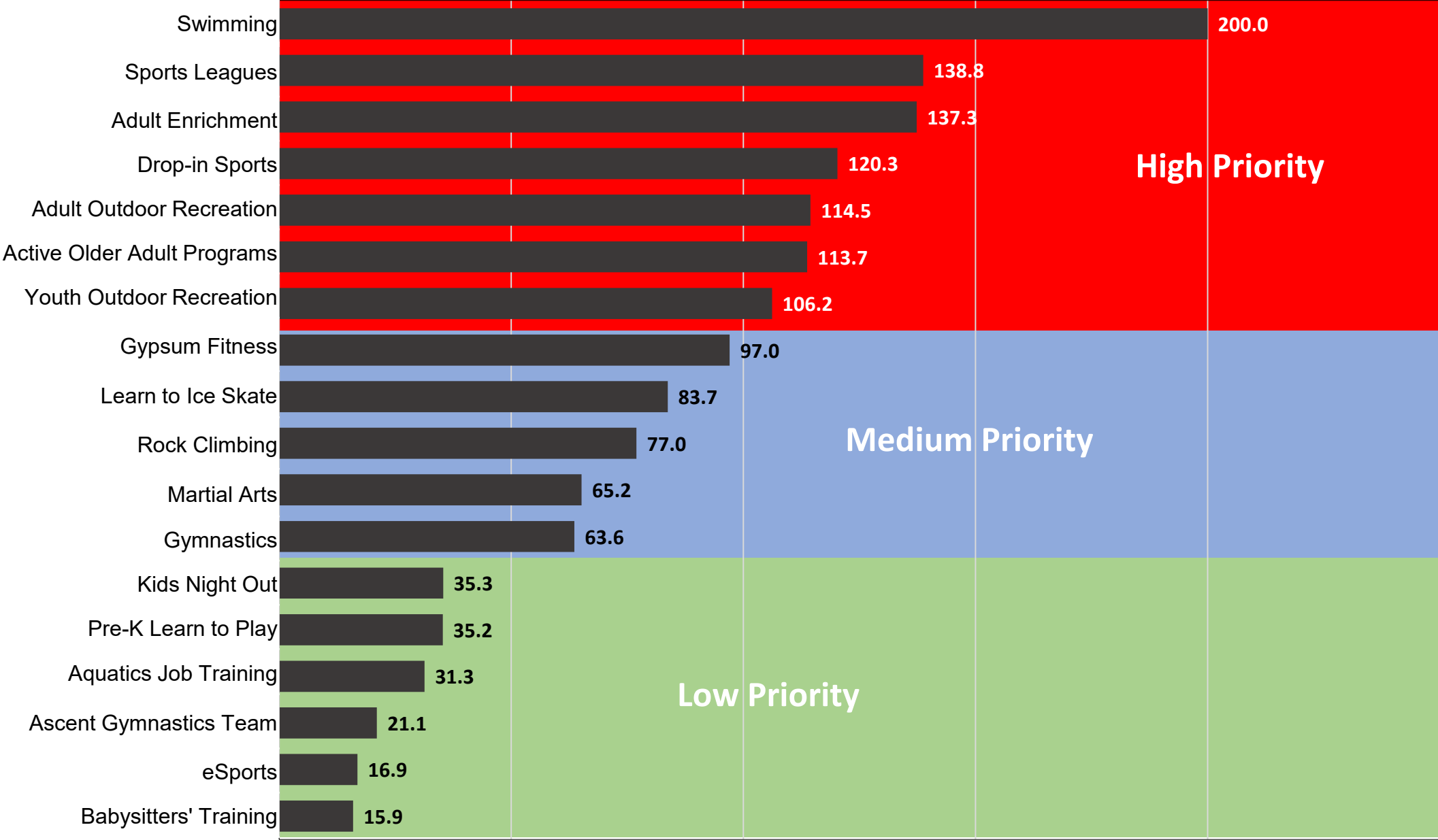
Importance Rating for Programs And Activities In The Mountain Recreation District

The rating for the item rated as the most important=100

The rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Top Priorities for Investment for Programs And Activities Based on Priority Investment Rating





Importance-Satisfaction Rating

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the district to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the District's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

[IS=Importance x (1-Satisfaction)]

Example of the Calculation: Respondents were asked to identify the Mountain Recreation services they think are most important for the District to provide. Thirty-nine percent (39%) of respondents selected the number of facilities offered in the District as the most important service for the district to provide.

Regarding satisfaction, fifty percent (50.4%) of respondents surveyed rated selected the number of facilities offered in the District as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for the number of facilities offered in the District was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 39% was multiplied by 49.6% (1-0.504). This calculation yielded an I-S rating of 0.1934 which ranked first out of fourteen services.

Example: Number of facilities offered in the District

$$\mathbf{[39\% \times (1-50.4\%)] = 0.1934}$$

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the District to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

The results for the Mountain Recreation District are provided on the following pages.

2025 Importance-Satisfaction Rating Mountain Recreation Mountain Recreation Services



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of facilities offered in the District	39%	1	50%	12	0.1934	1
Quality of programs for adults	30%	4	46%	14	0.1645	2
Schedule of when programs are offered (time/day)	31%	3	50%	13	0.1559	3
Variety of programs offered	29%	6	58%	9	0.1224	4
Quality of programs for families with children	30%	5	64%	6	0.1079	5
Maintenance of facilities	35%	2	70%	4	0.1040	6
Medium Priority (IS <.10)						
Fees charged to use recreation facilities	15%	8	61%	7	0.0577	7
User friendliness of District's website	11%	11	53%	11	0.0514	8
Availability of information about programs/facilities	16%	7	74%	2	0.0423	9
Fees charged for programs	12%	10	66%	5	0.0396	10
Ease of registering for classes	9%	12	61%	8	0.0357	11
How close facilities are located to your home	12%	9	78%	1	0.0269	12
Security at facilities	6%	13	72%	3	0.0159	13
Ease of renting/reserving a facility	1%	14	56%	10	0.0053	14

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

Satisfaction %:

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



Open-Ended Comments

Q5e. If your household has NOT visited any recreation facilities in the last year, please CHECK ALL of the following reasons why you did NOT visit, or why you do not visit MORE OFTEN.

Verbatim Comments:

- BUILDING ONLY IN EAGLE
- Gypsum rec center serves our needs and is close to home.
- lots to do in Eagle County. . . just haven't gotten around to it.
- no time to visit other facilities.
- Pool has been closed due to poor maintenance despite significant tax funding
- PREFER OUT DOOR RECREATION
- Programs not targeted to our age group.
- The calendar and schedule are just not well made. Always an event happening and takes away from the reason why one would go to the gym.

Q5f. Do you have any other suggestions for how Mountain Recreation could serve your household's recreation facility needs better?

Summary and Primary Themes:

The comments highlight the need for expanded and more equitable access to recreation facilities and programming in underserved areas of the District. Many respondents highlighted a more urgent concern about ice sheet access and capacity with the closure of Dobson Ice Arena. Respondents mentioned issues that include overcrowding, limited hours, and program scheduling that does not align with busy family schedules. Other respondents stressed the need for better maintenance and a more balanced focus across age groups with a primary focus on teens as a way to ensure inclusive recreation access across the district.

The following themes were developed based on a review of the comments provided:

- **Ice Rink Access and Expansion**
 - Demands for more ice sheets
 - Year-round use of Eagle's rinks and new rinks in Edwards or mid-valley
- **Geographic Inequity in Services**
 - Eagle and Edwards lack fitness centers, full-service recreation options, or convenient access compared to Gypsum
 - Frustrations about the long distances traveled or additional fees to use other provider facilities
 - A desire to consistently invest in all parts of the District
- **Scheduling and Accessibility**
 - Frustrations with full program segments, limited facility hours, and activities that are scheduled during work hours
 - Request for more adult programming on the weekend or during the evening
 - Full-day youth camp offering along with additional teen and middle-school programming
- **Facility Maintenance**
 - Respondents mentioned the cleanliness issues in locker and steam rooms
 - Requests for better upkeep of green areas, parking lots, and restrooms
 - Concerns about a lack of responsiveness from staff and the need for more communication about facility changes

Verbatim Comments:

- A couple of later in the afternoon toddler activities would be great! We would use the gypsum rec center pool way more often if it was warmer and had more hours. We stopped going to the gypsum pool entirely because it was too cold for my toddler
- A new ice rink facility! So kids are not practicing at 8:30pm. They will only have one sheet of ice next year for all of the ice skating and hockey programs!
- Add paper towels to the GRC locker rooms
- "Additional and year round ice
- Gym in eagle"
- "All classes/activities stop at age 12
- More ice time
- All fishing classes cancelled "

- An additional sheet of ice is needed during the Dobson closure.
- Another sheet of ice! Offer more open stick and pucks. They are a sellout every time. Link the half days of the summer camp programming. For example, half day ninja camp and half day skateboard camp (love the variety in one day), however connect, so there is camp coverage for lunch and on to the next camp, so parents do not need to come pick up mid day, hang for an hour, then go back to work for two hours before camp pickup.
- Better layout for the open gym. The weights could be organized better for flow and use.
- Better schedule and better hours. The place use to be open until 9:30pm when they first opened and now will find any excuse to close early. Sat schedule 9-7, no good, Sunday 10-4 even worse. The gym schedule should be based around the weekend or not. Pickleball hours too long. Closing early in the summer, no good. Results in crowded gym and not getting to do what you need to do. Go back to the regular hours whether it's summer or not. Whether it's the weekend or not. Make more facilities or expand the facility instead of expanding the parking. More parking means more people yet no more space for them resulting in, again, a crowded gym that no one wants to be a part of.
- Classes for working adults during times we can participate in the classes. Classes I'm interested in are scheduled during work hours. I just stopped my membership for this reason.
- Community needs another ice rink. Eagle needs fitness equipment and multi-purpose rooms for meetings and workouts.
- Create more events and community outreach. Creating tournaments for certain sports that include members of the community
- Down valley has the Gypsum Creek Pool, Eagle Pool and Gypsum Rec Center, as well as the Eagle bike track and ice rink. Up Valley has the Fieldhouse. Which we only use for sports practices that rent the space (not mtn rec activities). The Fieldhouse is lacking similar facilities and services to down valley. I continue to get the excuse that Up Valley has the Avon Rec Center. However that is a separate membership (which prioritizes Avon residents) and the pool facilities are only indoors. Up Valley families don't have great choices for comparable facilities or activities. Edwards families have to drive to far to utilize the services offered by the rec district, making a membership pointless. Additionally camp registrations should be prioritized to Eagle County students before the general public.
- Eagle has many residents that need to have a facility with all of the options that are provided at the Gypsum Rec Center
- Eagle needs weights and cardio
- EVERYONE I have spoken to avoids the Gypsum pool because of how cold it is. I understand the lap pool needs to be kept at a certain temp, then the air should be warmer. But really the lap pool needs to be separated and keep the rest warmer.
- expand indoor pickleball opportunities and courts. Better lighting on the ones we have.
- Expand the swim lessons program.
- Expansion of available year-round hockey!
- First of all thank you to all the people that help our community gym going! I visit the Gypsum Rec Center almost daily. My partner and I come exclusively to use the steam room. We are VERY VERY VERY VERY dissatisfied with the cleanliness of the steam room. It is consistently stinky, slimy, and covered in some sort of black substance. Without the use of essential oils it is borderline unbearable to use the steam because it is so dirty. PLEASE make cleaning the steam room at least weekly a priority please!!! This would be so very appreciated, as cleanliness in this area of the gym is key for community health. Thank you!

- Fitness center in the field house, and actually fix the turf on the eagle sports complex fields, the patches don't match the turf that is existing, raise the fences on the 2 softball fields I've seen countless people go over the fence because it is waist high
- Fitness classes at gypsum rec are mostly for seniors and not intense enough for younger population. Leveled pickleball should be offered at all times . It's dangerous to have open play , old people will (and have already) get hurt but playing with high level competitive players . Space is limited but 1 court should be designated for players that want to play high level
- Get another sheet of ice for when Dobson is down. Very important!!
- Gypsum center is getting crowded. Need another facility, possibly adults only Chair yoga
- Gypsum Rec Center is basically unusable after 5pm. There aren't enough bench presses, squat racks, or Olympic platforms. The free weight section badly needs to be expanded, it is far too small to serve the membership adequately.
- HAVE EDWARDS FIELD HOUSE OPEN ON WEEKEND DAYS.
- Have more rounded activities. So many are focused on kids vs adults so we do not use it.
- I just moved closer to a facility and sounds like it would relieve stress and increase wellbeing to my family, I would love to try it !
- I LIVE IN EDWARDS, GYPSUM IS TOO FAR AWAY. NO FACILITY STUFF HERE THAT INTERESTS ME. FREEDOM PARK IS GREAT.
- I think it would be great if the new hockey facility was in Edwards. Maybe in the field house, or maybe a new structure. The mid valley seems to be the logical location for a use that draws families valley-wide.
- I understand that there is construction at the Eagle Pool and Ice Rink, but gravel should've been placed at the parking lot. There was significant foot traffic and often deep mud due to zero mitigation.
- I wish the gypsum rec center had weightlifting classes at different times of the day not just 5:30 in the morning.
- I would like to see more ice rink options.
- I would like to see Mountain Rec embrace and work with the thriving hockey community (youth to adult men's league) in way that is more reflective of its importance to the people who live within the Mountain Rec area and more specifically the Edwards area. The pending closure of Dobson Ice Arena in Vail has exposed a vulnerability to the hockey community as a whole and believe the current trajectory for a short term and long term solution is not the best solution available when looked at from a broader community perspective. I believe Mountain Recreation should add a sheet of ice inside the existing facility or look to build a temporary structure one of the adjacent fields. This is clearly the most cost effective and quickest solution. I believe adding a sheet of ice in Edwards makes much more sense that the current plan to piggyback on the Eagle County project and then turn around and pay Mountain Rec to operate the hockey facility. I believe adding ice in Edwards better utilizes a under used facility and better meets the needs of its user base.
- I would love for MR to do more year round pickleball leagues. I love the winter leagues but would love to keep going. I know there are tons of drop ins but I love the leagues. It's so fun during the week. Mondays and Wednesdays are perfect. Shoot out to Chris Parker who keeps all of us Middle Age and old people coordinated!
- I would love to see more adult tennis programing and lessons in Eagle.
- INTERESTED IN ADULT ACTIVITIES
- It feels really unreasonable that locals don't get a better rate, especially on a family membership. It's also pretty crazy that my Gypsum membership doesn't cover the other facilities. I would vote for more taxes and funds to go to Mountain Rec if I felt like locals were more valued by the facilities and organization.

- It would be nice to have a gym and workout classes in Eagle.
- Keep the EPIR ice rink open in the summer. The pool and rink can both be open. Why just one?
- LOWER THE AMOUNT OF TAXES WE PAY
- Maybe VRD has took away the ice rink but MTN REC could have saved the day and provided a solution for the hundreds and hundreds of families that build their lives around hockey. In a town with 40x soccer fields it's sad that we couldn't come together to provide ice.
- MEMBERSHIP COSTS NEED TO BE ADJUSTED UP. OPEN ON WEEKENDS PLEASE.
- Men's league hockey, summer hockey with Dobson closing for renovations
- Modest decrease in pool, etc., memberships (this reflects the needs of my kids and grandkids-possibly me once new pool is ready.
- More adult hockey programs at Eagle. Men's league please!!!
- More adult programs and classes such as pickleball. Classes to learn new sports, such as pickleball.
- More advertising
- More available hours of operation
- more children activities like Tumbling Tots
- MORE CLASSES AFTER 5 PM. EASIER REGISTRATION/SIGN UP PROCESS
- More classes for seniors that aren't so early in the day. Having separate spaces for children and teens.
- More classes for teens and adults offered at Freedom Park. Better vetting of who signs up so that residents are able to fill open spaces before non-residents
- More free skate hours at pool and ice rink. More hours of operation in gypsum rec. better climbing at gypsum rec. Member pass to work at Edwards and gypsum field house.
- More ice facilities - especially with Dobson renovation. More ice time - longer season, longer hours!
- More ice for adult and child hockey. would love to have gym facility/workout options in eagle
- More options for organized sports after school middle school aged kids. Lots of kids just loitering, cussing, no parental supervision. Open gym for this age group is not keeping them more safe or secure, only providing a space for them to not be at home. Cost of programs, entrance fees and membership is very expensive, especially this year! Possible reduction for multiple children, like 10% off second child would be a nice addition. Consistent afterschool options would be nice too. I had two occasions last year I ordered team shirts and did not receive them. Safety in the facilities can be increased. Truck drivers, transient people, homeless with shelter, using facilities along with older children lacking parental supervision are cause for increase concern when small children are playing/practicing have made me leery of leaving my children unattended. Eagle facility getting much attention with new pool, not as concerning with sports provided. Edwards also has a different option for sports served and is more accommodating to more people. Gypsum and Avon with most concern due to showers appealing to the transient population. Overall the mountain rec team is amazing! We are very fortunate to have such dedicated staff interested in serving our youth and community. Many of the events throughout the year offered for free is great however, I wonder if reducing some of those events to decrease pricing may be an option for those families that pay for services. Possible discount for homeowners/property tax payers to Eagle County? Thank you for the opportunity to participate in the feedback!
- More options for tumble tots times! Super frustrations that it's always full and no signs of more availability. For YEARS there was no cap, then the cap got progressively lower... if membership covered the Edwards location that would help too! All sports fill rapidly. When it's WIDELY known we have to stalk the website and set timers for activities it would be great to have more options. (Swim lessons, gymnastics, tumble tots, misc. sports- esp. for the young ones)

- More options in Eagle. I really don't want to have to go to Gypsum and Edwards so often. It's frustrating I voted for the increases mills, I know it didn't pass but the facility from the plan is what I want to see in Eagle.
- More regular cleaning of the track and fury fitness room's floors (vacuum/mop) in Gypsum. That's all. =)
- Need another sheet of ice so kids have more access and better hockey programs and more available ice times
- NEED OUT HERE IN MCCOY BURNS AREA
- OFFER BETTER INFORMATION ON OFFERINGS , NEWSPAPER, NEXT DOOR, MORE AFFORDABLE PICKLEBALL
- Offer more for the community in eagle
- Our family is very involved with hockey. It is extremely concerning to our family that there is minimal communication about how a 2nd sheet of ice will be supported by our community during the Dobson remodel. Hockey is what makes my boys both happy and healthy and keeps them engaged mentally. We would like to be kept in the know about how a 2nd sheet of ice is planned and followed through with, and also we are here to help and support. Thank you.
- Outdoor pickleball courts in addition to new indoor courts.
- Outside pickle ball courts at the field house, old volleyball courts
- Ping Pong
- Please introduce weekend classes such as yoga and low impact exercise for older adults that work during the week. The annual pass is expensive but doable if we are offered classes that we can attend. Thank you.
- Please offer an ice and events center in a neutral area accessible by all families, youth and adults.
- Please provide more programming for teens who still desperately need chances for growth and engagement. Please provide a more comprehensive recreation center in Eagle. The population in Eagle has grown exponentially and there is an appetite for a full scale recreation center with multi-use spaces and more spaces for fitness and wellness.
- Possible better communication about services not targeted at children.
- Programs in the winter and summer in Eagle other then rec kids days.
- Provide more opportunities and activities for adults, high school and middle schoolers. We do not need another ice rink, more indoor turf fields for soccer, lacrosse or baseball are a better solution that would serve a greater population.
- Returning emails, I have never had an email returned by any staff members specifically for swim lessons and follow up on hockey questions. This can be very frustrating when trying to get kids signed up for swim lessons.
- STOP BUILDING ONLY IN EAGLE
- Summer camp costs are too high for the length of the programs
- SUPPORT A 2ND RINK FOR VALLEY RESIDENTS
- Support additional adult hockey programs. Coed only runs in the fall and no men's league. Support additional ice in the county to allow youth skating to have appropriate ice time. More pool activities in the summer in eagle for youth.
- The ball fields in Eagle are always covered in elk droppings early in the season. There is not enough opportunity for kids to skate and play hockey in the valley.
- The cost is a little high for seniors at the Gypsum Rec Center. The facilities are very nice!
- The ice rink in Eagle needs to be open year round. Since Dobson is going to be closed we need a rink to keep hockey alive in the valley and the Eagle rink is a nice place. Also offering more advanced men's hockey programs would be beneficial for those who play at a higher level. Having separate stick and puck

times throughout the day would help. Have an adult stick and puck and kids stick and puck. There have been multiple times where kids have almost been hurt due to being mixed with adults on the ice. Only having one stick and puck session in a day causes the rink to be crowded and uncomfortable. Having at least three or four sessions throughout the day would be appropriate.

- The outdoor pool in Gypsum should open earlier in the year, and stay open later in the year. Additionally, it's only open for a few hours per day. It's a great community amenity but is closed too much.
- the pool upgrade in Eagle is important and looking forward to access to lap swimming
- The rec center in Gypsum pool needs more hours, they are pretty limited. We need more ice and year around.
- The stress of how quickly kids activities fill up once registration opens. Difficult to get into certain kids classes if not available to register the minute it opens.
- The town of Eagle needs access to exercise classes and equipment. The town of Eagle is still without a skatepark.
- There are limited spaces for kids to practice sports like basketball and hockey. The basketball courts get taken over by pickleball, so there are very few windows of time that we can make. With cold winters and limited gym/ice space, it's challenging.
- There needs to be an indoor 6 lane pool built in Gypsum not a splashpad. I understand lifeguards are a pain and hard to hire, but the lack of a competitive pool for masters swimmer, fitness swimmers and lack of proper space to house a youth/high school swim team is not ok. With the rivers and access to water around us swimming needs to be a bigger part of our community. Plus it is providing a lifelong sport to adults and youth. The gypsum pool is not a lap pool in reality there is one usable lane.
- There needs to be an indoor rec option in Eagle. Having just a pool and ice sheet benefits too small a population of the town. They are not worth the cost considering how few they serve and how seasonable they are.
- There seems to be a hyper-focus on hockey programs and the need for more ice. While I support hockey it is very expensive to maintain those facilities and serves a very small fraction of Eagle County constituents. There seems to be a huge demand for more gym space including basketball, pickleball and volleyball courts but the focus remains on adding more ice. Hopefully Mountain Recreation will continue to look at adding facilities that serve a wider range of constituents and that don't have the enormous maintenance and energy costs of indoor ice rinks.
- They gypsum pool hours are constantly changing and have become very limited. Everyone is very excited about the Eagle pool opening and the number one priority in the short term is to make sure it opens on time and remains fully staffed as not to impact hours of operation.
- We are a family of hockey players and would love additional ice opportunities. Either an additional sheet of ice and the Eagle ice rink available year round.
- We live in Eagle and I hope that you have plans to expand the Pool & Ice Rink to have meeting spaces, a women's locker room, a gym/workout space, etc. I also really hope that there is a discount for Town of Eagle residents when the pool opens, since our taxes have twice helped the build--once for Town of Eagle taxes and once in the Mountain Rec mill levy, whereas all the other residents only had their Mountain Rec mill levy go toward the new pool.
- We love Mountain Rec! Edwards employees are amazing.
- We need a 2nd ice sheet ASAP! Preferably up-valley! And it would be great if the Eagle rink could have ice this summer. A reasonably priced outdoor pool up-valley would be great too.

- We need a sheet of ice in the summer and also another sheet of ice for hockey and figure skaters in general. The lack of available ice makes it difficult for our kids to compete with kids in areas that have more available ice and ice time.
- We need an ice rink in Edwards. Edwards is the hub of eagle county and it's a shame we don't have an ice rink. The Edwards facility has very limited hours and the fact that there is a limit on tumble tots and the trampoline area is unfortunate. They should offer a lot more tumble tots times and offer drop in trampoline time. I don't understand why MTN rec is trying to develop esports and other programs when they can't staff tumble tots and the trampoline area. If MTN rec could look round other areas such as Aspen and Denver and create a facility similar we would be a lot better off. We REALLY need an ice rink in Edwards.
- We need an ice rink in Edwards. Please focus on using the facility and expanding hours of operation and use of the trampoline and tumble tots area before adding more programs. It's unfortunate that these areas are not in use more and tumble tots is only 50 min twice a day.
- We need an ice rink in Edwards. And a pool would be great too. Something similar to the Aspen climbing gym/ ice rink / pool. Instead of building those buildings in front of t of the rec center. You had a golden opportunity to service the HS and all the Elementary-MS schools in the Edwards area and you failed.
- We need another indoor or at least a covered ice arena to help better serve the growing number of youth and adult ice users here in the valley.
- WE NEED MORE ICE RINKS
- We need more ice sheets for hockey. Especially available in the summer months for training during off season. Do t over complicate this. Just something easy.
- We need to support year round soccer for kids. More indoor sport courts and turf.
- WE SEEM TO ALWAYS GET WAIT LISTED FOR ACTIVITIES. INCREASE SPACES AVAILABLE?
- We visit the ice rink regularly. The operation at the ice rink was a poor experience this year. We were forced to park in the mud which was super messy. All you needed was some gravel to help alleviate the situation. The first half of the season we did not have any lights leading to or in the parking area. The ice was poorly maintained and also suspect which bordered on the side of unsafe at times. You could not even see the lines by the end of the season. The locker rooms were dirty and full of debris, this caused a need for more skate sharpening. I don't usually complain, but the challenges we felt could have easily been alleviated. Please give the facility director's the resources they need to be successful.
- WE WOULD BE INTERESTED IN USING EDWARDS FIELD HOUSE AS A GYM, BUT THERE ARE NO ACCOMODATIONS FOR THAT.
- We would love a better indoor pool in Gypsum with better hours for kids swim. New locker rooms. The staff at all the rec centers are amazing and always so helpful.
- We would love more times in the afternoon or weekend ends for tumble tots and mini flippers. Please and thank you.
- We would love to see more ice in the valley!
- Well maintained ice rink would be great. Eagle ice rink had some issues this year and one sheet is not enough for everyone who wants to use it, especially if there are maintenance issues
- When my grandson visited us on winter break he couldn't play basketball because the whole court was pickle ball.
- With Dobson undergoing renovation, we need to figure out a solution to get a second sheet of ice AND extend the use of Eagle's ice. This is essential to maintaining quality programs for hockey and ice skating. This needs to be a massive priority for Mountain Rec, alongside our county reps as well as Vail Rec. Our kids need the support from all parties in order to make this a reality.

- With pickleball becoming so popular, it's time for Mountain Rec in Gypsum to hire a director/manager for both indoor and outdoor facilities. The Santoro's are not around enough and there are conflicts that need to be addressed, especially inside.
- With the Dobson remodel happening a 2nd sheet of ice is needed. Hopefully the one at the fairgrounds can happen so the pool and ice rink will isn't overwhelmed.
- With the growth of the community, especially around ice use I would love to see better maintenance of the rink. We lost time this year due to compressor issues. There seems to be a limitation to keeping the rink open in the summer that is also due to infrastructure / mechanical limitations. A majority of ice users in the Valley fall into the Mtn Rec district and would like to see an improvement in the rink / prioritization of its care. Another ice surface to address the growing need would be ideal.
- Would love to see the Eagle fairgrounds add an ice rink to it
- Yeah, I have many thoughts on this subject; it making start to consider running for the Board of Directors. First, the Towns and Metro Districts should own the facilities; Mountain Recreation should operate the facilities and do the programming using guidance from the owner's governing body. I cannot begin to explain my impression of the mismanagement that has occurred with the Eagle Pool and the existing management of the Eagle Ice Rink. There are other facility options in Eagle for childcare that would allow them to make field trips to the pool without closing down the ice rink. The fact the ice rink has to be closed for over a month to reset from an Ice Rink to Day Care is very confusing in itself; when asked why, the employees cannot provide me with a logical explanation. This survey ask if Mountain Recreation attracts visitors and commerce; it is very minimal in the Towns of Eagle & Gypsum. It would bring in more revenue if they provided destination Hockey Camps in the summer months. The Town of Eagle needs a fitness center similar to the one owned by the Town of Gypsum and managed by Mountain Recreation. Let's not forget the mission of recreation districts - to provide programs for the entire community of all ages and abilities. Expand the Baseball season, more hockey programs, tackle football, pickleball, etc. Antidotally speaking, the bedroom communities with families have moved from mid-Valley (Edwards & Avon) to Eagle and Gypsum.
- Yes your lazy river is too cold. Kids always want to go to Avon. I have seen many Gypsum residence in Avon pool because Gypsum pool is to cold. I hate to drive the 30 miles to Avon because kids do not like the Gypsum pool
- You desperately need activities for the 12-17 age range. I have been saying this for many years now. This is an age group that has been excluded from Mountain Recreation and is a critical age where we as a community need to keep this age range of kids active and provide programs to give them a safe and healthy alternative to other shenanigans.

Q6b. As Mountain Recreation explores its current and potentially some new special event offerings, please provide any suggestions you may make that Mountain Recreation could explore offering in the future.

Summary and Primary Themes:

The dominant theme among responses is a desire for more inclusive, geographically balanced, and community-driven special events that reflect the diverse needs and interests of Mountain Recreation's service area. Many respondents voiced concerns about the overconcentration of events in one area of the District, calling for equitable programming in other areas of the District. Others expressed support for scaling back or refocusing special events, preferring improvements to core recreation services, communication, and facility operations over new event development.

The following themes were developed based on a review of the comments provided:

- **Geographic Equity in Event Offerings**
 - Multiple comments stressed the lack of events in Edwards and other communities
- **Expanded Recreation-Focused Events**
 - Strong interest in events that incorporate physical activity
- **Reprioritization Toward Core Services**
 - Some respondents advocated better facility management, staffing, and program consistency instead of a focus on events
- **Improved Communication and Inclusivity**
 - Some complained about not knowing events were happening, and suggestions for more outreach beyond the newsletter

Verbatim Comments:

- Additional ice rink/time
- Again, please provide an additional facility that offers ice access for youth and adult skating, hockey and public events
- Another ice rink please
- Another ice rink. Also current sheet of ice is not well maintained
- Another sheet of ice.
- archery, fishing
- Art festivals. Saturday farmers market
- Barre, Ariel yoga, Creative expression
- Better hours, expand the facility.
- Can we get rid fiesta americas? Maybe just have American day?
- Daily level pickleball . If you guys are gonna keep offering beginners clinics , it's not fair that long time players should be mixing with players that are just starting.
- Do a pickleball tourney or social.
- Eagle needs to have a recreational center to accommodate all of the residents along with the rec center in gypsum

- EVENTS ARE ALL DOWN VALLEY, PROVIDE EVENTS IN EDWARDS TOO.
- Events for teens would be good disco ice or roller skating, pick up teen games ice hockey
- Every single event you listed is offered down valley. Up valley families don't get the best use of the rec district.
- EXPANSION OF POOL AREA, PLACE TO SIT TO WATCH GAMES, PARKING IS A NIGHTMARE.
- Family fun runs.
- Get rid of the winter ice rinks in Edwards, it looks like crap. If you are going to do it, do it right.
- Hiking tours, climbing fourteeners. Other ways to learn more about the outdoors educationally
- Hockey.
- I don't understand why MTN rec is trying to put on special events. Focus on running programs at the facilities they run.
- I think the special events offerings are great and anything along these lines will be welcomed. Parking is a terrible issue for these events though (think Easter 2023).
- I think you should focus on what you're doing and make them even better rather than trying to do more.
- I was only aware of the fiesta and opening day. I have never seen information about the other events.
- intro to pickleball
- LIVE WITHIN YOUR BUDGET
- Masters swim and a high school swim team, so kids are not risking their lives to get to Glenwood.
- More adult things to do in Edwards.
- More communication about the events, outside of the newsletter. There a few I have not heard of. A family fun run/5k would be a fun addition , family bike clinics at the bike parks, field day with various family games and activities.
- More events that give back to the community.
- More for senior citizens
- More ice rinks
- more swimming class options.
- More tennis programing for all ages, including adults.
- More weekend outdoor options like the camping.
- Mountain biking for all abilities.
- NEED IN MCCOY BURNS AREA
- None of these are offered in Edwards
- NOTHING NEW. TRIM YOUR BUDGET AND REDUCE PROGRAMMING
- PLEASE INCLUDE BOUNCE HOUSES FOR EVENTS. PARENTS WILL SHOW UP NO MATTER THE EVENT IF THERE IS BOUNCH HOUSE.
- Stop hosting events and focus on running the facilities you currently have. You are not in the event business.
- TENNIS , PICKLEBALL, YOGA, PILATES
- There is a good balance, many offerings. Maybe focus on reducing some services to reduce costs to families.
- There needs to be a space that people can just take a walk around the park.
- This is the first I've heard of kickball, volunteer dinner, or winter extravaganza and we've been here since 2010. We liked how many booths were at Fiesta Americas but hate the attention in segregation it promoted. Super sad. Watching Brazilians competed excluded because they didn't speak Spanish, 3rd gen Mexican Americans that didn't speak Spanish being shamed, not to mention the plethora of others that

had no representation. Why just South America? We are a part of a large community from all walks of life. The targeting seems odd.

- YOGA-5 TO 6 PM EDWARDS FACILITY, 100 FOR 2 TIMES A WEEK FOR 4 MONTHS. A STATIONARY BIKE, AND SOME WEIGHTS WOULD BE NICE. EVEN CHEAP HOTELS OFFER THIS.

Q7c. Do you have any other suggestions for how Mountain Recreation could serve your household's recreation programming needs better?

Summary and Primary Themes:

Respondents expressed a strong desire for expanded recreation programming, with particular attention to ice access, affordability, and improved communication. Families are struggling to access programs due to limited availability, inconsistent scheduling, and unclear or unresponsive communication from staff. Many emphasized the need for greater investment in facilities and programming for all age groups—especially in underserved communities—and a more transparent, equitable approach to youth sports and recreation services.

The following themes were developed based on a review of the comments provided:

- **Ice Access and Facility Expansion**
 - Repeated calls for additional sheets of ice, summer ice time, and improved scheduling for hockey and skating
 - Requests to expand fitness, court, and gym facilities—especially in Eagle, Edwards, and northern Eagle County—to meet growing demand
- **Affordability and Access Equity**
 - Frustration with high program costs, especially for larger or middle-income families not eligible for scholarships
 - Suggestions to tier pricing based on residency, tax contributions, or other factors like academic or community involvement
- **Program Availability and Scheduling**
 - Many respondents noted that programs (especially for kids and teens) fill up almost immediately or are not offered at convenient times
 - Desire for more weekend/evening options, coordinated parent/child scheduling, and consistent hours—particularly for swim lessons, youth sports, and adult fitness
- **Communication, Management, and Volunteer Oversight**
 - Significant concerns about poor or nonexistent follow-up from staff, lack of clarity about program details, and inconsistent notifications
 - Criticism of youth leagues where coaches select their own teams or where volunteer-led programs lack structure, with calls for better oversight and fairness

Verbatim Comments:

- 1st session of squirts hockey had 1 game at the very end which was awesome and really pumped up the kid who wanted to play the 2nd session then. But since it was at the very end of the 1st session, registration for 2nd session had closed and tried multiple times to get him into the 2nd session with no response from the staff (and many spots still available). It was a bummer.
- Additional classes for the kids classes that fill up so quickly.
- Additional ice opportunities.
- again, more ice
- Again, the cost of programs for locals should be better. Costs for tourists should be higher.
- Aid those families that are middle class homeowners, paying property taxes and local taxes, levy's, by discounting rates. Scholarships are only available for those to make below average income. Provide other

factors for consideration of scholarship such as academics, community service, or other elements, not just income. Programs for afterschool with shuttle or transportation from school would be AMAZING however focus on decreasing cost to consumer would be my suggestion first.

- An additional sheet of ice. Stick and puck time slots when kids can go to them.
- Another ice rink please
- Another ice rink so more skating opportunity's for kids! Also a pool snack bar/lunch options and drink at the Eagle pool!
- Another sheet of ice, or more than one would be amazing. Our valley is basically at capacity for youth hockey and skating opportunities before the closing of Dobson. Our children will traveling to Breckenridge this summer to skate.
- Better advertising.
- Build an ice rink and provide a temporary sheet this winter.
- By offering better hours, you will ultimately be able to provide better programs or more folks will attend the programs as there are more options available. Everything won't be crammed into the early morning hours or the evening hours where you can't even get on a machine and have to switch your whole workout. No parking isn't the answer. Expanding the facility is the answer. Expanding the hours is the answer. Will it be done? Most likely not unfortunately.
- Don't let pickle ball take over the space.
- ELIMINATE PROGRAMMING OFFERED ELSEWHERE
- GYM, HIGH LEVEL
- Hockey
- Hockey is a very popular sport and we haven't heard from Mountain Rec how the closure of Dobson is going to affect our kids ability to have practice and games. I'm assuming that several of the VRD kids will be playing in eagle. How is Mtn Rec planning to manage this influx, and continue to provide ice time for a growing sport?
- I am very please with what they offer the children. A better dance option would be nice.
- I think the youth leagues should be regulated better. Coaches that volunteer every year always get the same roster or requested kids and it is so apparent. Teams also just let kids join their team that aren't on the toaster. I'd like to see this controlled more.
- I wish there were boot camps/crossfit/"300" style classes.
- I would like to see more ice rinks.
- I would recommend better management and communication for your youth sport programs. My child was missed for a team assignment and I after calling and emailing he was assigned to a team. However, we are not getting any communication from mtn rec on the dates and what to bring for the sport or when weather cancels practice or a game. Swim lessons need to have more classes available and either a longer duration or more days. My child participated last summer in a program in another state and they went every day for an hour for over a week to complete level 2.
- just haven't gotten around to it.
- Make it more affordable for the whole family. \$60+ dollars for a family of 5 to play basketball or swim is NOT affordable.
- Market adult activities better.
- Men's league hockey, summer hockey
- More availability.
- More communication about youth sports programs. Always seems like there is lack of volunteer coaches and a lot of programs are cancelled and kids are disappointed. Provide more information, coaching

support, and incentives about volunteer coaching early, to recruit prior to sports registration to build the coaching staff. Ensure head coaches have some experience, meaning they have played, the sport they are coaching. Need youth lacrosse programming - wee sports to 2nd grade. Provide a list of family and coach contacts to all youth sports teams to encourage parental support, communication, and appreciation with the coaches.

- More communication. It's like a game of hide and seek to find what's offered
- MORE EVENTS IN THE OFF SEASON
- More ice hockey men's leagues!
- MORE ICE RINKS
- More ice Programs for children over 11
- More options for adult programming with youth programming in the same location and times or parent and youth combined programming. More swimming options for youth. There are lots of kids in the valley who are so behind in swimming partly due to the pandemic and partly due to lack of programming.
- More pickleball
- More pickleball leagues in Eagle/Gypsum.
- More programs for adults, high schoolers and middle schoolers. Current kids sports leagues are not well organized by staff
- More tennis programming for adults in Eagle, please! Also, it would be great if the Eagle Rec Center were expanded to include year round fitness equipment and space and gymnasium activities. I realize the funding for this has been a challenge, but the center really just has the two seasonal primary uses of ice and pool. I am looking forward to the new pool this summer!
- most of the teen classes offered are not offered in Edwards, and they fill up really quickly.
- Mountain really needs to focus on quality. They need to have more focus on the bigger picture and greater good of all user groups in our community that are dependent on facility use. Mountain Rec should be working with all youth sports groups from hockey, soccer, and lacrosse to create a streamlined progression for individuals. Right now, I believe Mountain Rec has a bit of tunnel vision when it comes to their program offerings. I believe programs should be offered in a way that allow our youth to get involved or progress to a point where they continue up through the ranks with other sport organizations in our community on their way to high school. It appears that Mountain Rec makes it difficult for their user groups to use their facilities in a way that is best for the greater good. The scheduling of the ice rink has been extremely disappointing the last several years.
- My spouse and I are interested in learning to play pickleball, but they're always on Friday nights/Saturday mornings. one of us is a ski instructor, so we can't make the Saturday morning sessions. I hope you'll continue to have these in the spring so that people who ski/ride can participate.
- NEED FOR FACILITIES IN NORTHERN EAGLE COUNTY
- Need more indoor courts and fields.
- Need more space so people in classes aren't sharing spaces (like track) with everyone else. Need more machines and people to help with proper usage and keep people from taking up space sitting on exercise machines talking on their phones.
- offer more adult day programs
- Parking at rec center can be tricky.
- perhaps pickleball courts by the tennis courts in Eagle
- Pickleball in Eagle.
- Please offer weekend yoga and low impact exercise classes for older adults that work during the week. Weekend adult time at the pool would be great too.

- PLEASE OPEN THE FIELD HOUSE
- Please provide more programming for teens as well as job opportunities. Please provide more variety for adult programming though I know that requires more facilities to accommodate the increased programming.
- Programs that don't fill up in 20 minutes And the gypsum pool hours are stupid. They vary all the time and there is not enough hours to accommodate my kids schedule .Also for some reason it's always closed for "issues"
- See above. You have a lot of schools and kids in the Edwards area- you need to expand the current rec center .
- See Previous Answers - I also meant to call out the importance of putting focus on young family programming. Tumble Tots used to be hit with our son but it so short and expensive it was hard to justify.
- Seems they do what they want, not what the public wants.
- Sheet of ice in summer and additional rinks.
- STOP SEEKING TAX REVENUE REFERENDUMS ONLY TO SPEND IT IN EAGLE--BUDGET BETTER
- The youth sports leagues are not run very well. The communication is sub par. The ref situation is often challenging.
- Toddler swim instructor had no idea how to talk to and keep toddlers engaged. Belay certification for climbing needs to be more available.
- We need more tumble tots and mini flippers in the afternoon and weekends. Please
- Wish the Ice Rink was open in the summer! Would love to see a pickle ball court adjacent to the tennis courts.
- Would like workout facility in eagle
- Yes. PLEASE do a better job with managing enrollment for programming. We have had issues with trying to enroll then lack of communication re: cancellation of programming. The actual enrollment / sign up process is fine. The issue is with communication / management after that point.
- YOU ARE GREAT FOR CHILDREN/YOUTH. NOT SO GREAT FOR ADULTS UP VALLEY. WOULD LOVE TO SWIM LAPS. WOULD LIKE TO USE BASIC EXERCISE EQUIPMENT
- Youth programs should be offered to members that are in the MTN rec district before offered to the public that doesn't pay for these services. Programs should be more structured with coaches not volunteers and coaches shouldn't be able to request certain kids to be on their team.

Q12. A variety of recreation programs and activities are listed below. Please indicate how well your needs for each program or activity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all. If you do not have a need for one of the items listed, please circle "9" for "No Need."

Verbatim Comments:

- EDWARDS
- Fury
- I would love to see more family style classes. For instance, my kids would love to rock climb but my husband, and I don't know the slightest about it. An intro class for everyone with a family fee would be great.
- Ice skating rinks
- Indoor tennis courts and outdoor pools
- more ice rinks
- Ping Pong
- Stick/pick. Drop in games
- Too much Down Valley activities.
- Trampoline
- We need another ice rink while Dobson is closed

Q20. Do you have any other suggestions for how Mountain Recreation could serve you better?

Summary and Primary Themes:

The overarching theme from respondents is a strong desire for expanded, better-distributed recreation infrastructure, especially additional year-round ice facilities and a full-service recreation center in Edwards or Eagle to meet growing demand. Residents expressed frustration with inconsistent communication, crowded facilities, and limited program availability, particularly for working adults, middle schoolers, and teens. Many comments also reflect concerns about fiscal responsibility, equitable local access, and prioritizing core facility operations over new initiatives or special events.

The following themes were developed based on a review of the comments provided:

- **Widespread Demand for Ice Rink Expansion**
 - Overwhelming support for adding more ice facilities across the district, especially in Edwards and Eagle, and keeping rinks open year-round
 - Concerns about limited access due to the Dobson closure, insufficient stick-and-puck time, and lack of adult leagues
- **Facility Access and Geographic Equity**
 - Many requests for new or expanded recreation centers, especially in Edwards and northern Eagle County
 - Residents want greater balance in investment and programming distribution, citing overconcentration in Gypsum and Eagle
- **Improved Program Availability, Scheduling, and Communication**
 - Complaints about limited class spots, poor registration experiences, and programs not accommodating working adults or middle schoolers
 - Calls for more teen-focused activities, parent-friendly class schedules, and cleaner, better-managed facilities
- **Fiscal Responsibility and Prioritization**
 - Some residents oppose new taxes or expansions, urging Mountain Rec to stay within budget, raise non-resident fees, or focus on maintaining existing facilities
 - Others emphasized that facility management, cleanliness, staff training, and program quality should take precedence over special events or new initiatives like esports

Verbatim Comments:

- A focus on year round ice.
- Additional ice opportunities
- Again, another ice/ event/ rec center mid valley would suit us and a large population of our valley, well.
- An indoor rec center in Eagle
- Another ice sheet please
- Another indoor ice arena or a covered outdoor ice arena to help continue to serve the growing number of youth and adult skating programs.
- As stated before, we are very concerned about the way the community has communicated how the 2nd sheet of ice will be made next hockey season. Is there any way that the mountain rec sheet of ice at EPIR

can be kept this summer? My boys desperately want to skate! It is what keeps them going. The thought of not having ice here this summer is sad to our family.

- Better communication and follow up on youth sports
- Better manage the indoor pickleball activity. Better use of the indoor pool kids features like the water slide, turning on the water for the play area. The indoor pool kids play area is almost never turned on and life guards rarely are willing to turn it on.
- Bring Hockey to Edwards
- Build an ice rink
- Changing rooms. We have been loving trampoline but this class often fills up so quickly-there are not enough spots.
- Dance classes for little kids. More afternoon tumble tots and mini flippers please.
- eSports in Eagle/Gypsum with kids night out. More options for swim lessons and warmer indoor pool in Gypsum for lessons.
- Fitness classes after 5pm
- Focus on the facilities MTN rec currently runs and stop focusing on special events. I would like to see better facilities created somewhat similar to Aspens rec centers or those on the front range. Please add an ice rink in Edwards.
- Get rid of the DEI stuff
- get the pool up and running this summer
- Going back to the regular hours. Extending the weekend hours. Expanding the facility more than anything. No reason to have more parking to cram more people into such a small facility yet expect them to be satisfied. They aren't because they get to park now yet don't get to do the workout they intended to do. Why? Because there are too many people and not enough equipment or space to do what was intended. Calendar programs such as pickleball take half the day which defeats the purpose of having the basketball court. It can even go into the early afternoon which is unacceptable.
- HAVE EDWARD FIELD HOUSE OPEN ON WEEKEND DAYS.
- HOW ABOUT USING THE OLD MCCOY SCHOOL FOR SOME PROGRAMS FOR SENIORS. ONCE OR TWICE A WEEK EXERCISE,ETC. EVEN MEAL DISTRIBUTION
- I just want to reiterate how essential it is to expand the use of Eagle's ice and add a second sheet. We need Mountain Rec's help to make this a reality.
- I would like to see more teen programs and another ice rink.
- I would like to try some of your classes in the mornings or work with a personal trainer in the afternoon or evening. I work full-time, so many of the classes are not accessible for me.
- I'd love to see the hockey facility in Edwards.
- If you are going to ask tax payers for money, then tax payers should receive a lower fee.
- Improve parking availability at Gypsum Rec Center.
- It would be great if the Toddler gymnastics program was available more often, and on hours after 4 pm or on weekends.
- Just please clean the steam room ???? Otherwise, doing great!
- Keep doing an awesome job!
- KEEP THE FIELD HOUSE OPEN FOR WEEKENDS
- Learn to skate starts late for the location. It's at an eagle. Doing some sort of class at the Gypsum or Eagle outdoor rinks as well would be another great option. So many of the kids classes fill up so quickly we couldn't even get our kids into them and that's challenging. Also a discount for residence of Gypsum to the Gypsum rec center would be great or a discount to the Eagle Pool And Ice Rink when you're a member of

the facility as well as tumble to being included at the Fieldhouse. We'd also love to see more family friendly options at the Gypsum pool or splash pad added in. The water there is quite cold. Many kids in the valley like the Avon pool better than the chips and pool because of its temperature as well. I understand temperature regulation with the lap pool, but given the number of people using lap planes compared to the number of people that go to the pool to play or would go to the pool to play if it was warmer it seems a ridiculous reason to keep it as cold as

- Look at the Town of Gypsum - I feel like they are doing it correctly. Mountain Recreation needs to engage the Town of Eagle in conversations about constructing facilities that will be managed by Mountain Recreation; same goes for Edwards Metro District.
- Love having the facilities!!!!
- Make facilities more accessible year round for soccer.
- Make ice available as soon as possible for hockey.
- Make more affordable
- MORE ADULT TRAMPOLINE SESSIONS
- MORE EVENTS IN EDWARDS
- More ice
- More ice in the valley to serve growing hockey and figure-skating community
- More ice rinks please.
- More ice while Dobson is being renovated, Indoor tennis courts for winter, outdoor pool up-valley for summer
- More ice, women's self defense
- More ice. Warmer indoor pool in Gypsum.
- More pickleball.
- More pickleball; perhaps (eventually) second ice sheet (both my younger grandchildren play).
- More pools and pool hours. More indoor ice for hockey and more hours of operation. More stick and puck and maybe organized drop in games. Please
- MORE SURVEYS, BETTER ACCESS TO THE FACILITIES, BETTER PROGRAMS ACCESS/FEES
- Mountain Rec needs to provide leadership in positions that allow for the programs to be successful. I have coached baseball in the past. It was a terrible experience and was our last year participating. We were treated as, here is your team, uniforms, gear, good luck. We constantly had to fight off random residents off our field during our permitted practice time. I also hear about how programs are cancelled if you don't get volunteer coaches. Flag Football, hockey, soccer, etc. That is absolutely embarrassing. Due to this type of operation, we are less likely to sign our kids up to participate. We cannot trust the quality of the programs. Changes need to be made. Our community was built on recreation, we should care more about the quality we give them.
- Need better referees or training on how to deescalate games. Players that show violence or reckless challenges or behavior have no place in adult recreation. Starts with the referees being trained and educated. Then sports directors taking action about violence or red cards. Players that show violence should don't be allowed to participate. Red cards should have suspensions tied to them 2 to 3 game suspension depending on severity. Know many people that have quit playing because games aren't controlled and get out of hand. Referees should be formally trained.
- Need for more boys gymnastics options, did it for several years and kids could never grow past level two and it never felt like the boys would get the attention and nurturing that all the girls would get
- New sport programs for youth, middle and high schoolers such as tennis, field hockey, rugby, track
- Not enough parking, events at Miller Ranch require port a potties. I have seen people pee by their cars.

- Only speak English. This is America
- Please build more facilities in Eagle for youth and adult enrichment and overall community wellness.
- Please offer better rates for locals and higher membership costs for out of town visitors. When I lived in Summit county I had to show proof of residence when getting a pass and my rate was much lower than tourists. Thank you.
- Please provide a track for x county.
- Please support additional ice opportunities in the district. I know ice is expensive and hard to maintain, but between the figure skating rec hockey club hockey, adult hockey and learn to skate and public skate, there is plenty of demand for additional ice availability. It is frustrating that there is no men's league hockey in the district and that coed is only run in the fall. Additionally, resources should be put towards more tournament programming that can support economic vitality in The district.
- Please, please, please offer something for middle schoolers. The junior lifeguard program is awesome as is the climbing activity, but please offer more. The sports offerings at the middle schools are overrun and not everyone can afford the price or the amount of travel mandated for travel teams. Can we please have some rec sports offered? Or other activities geared toward middle schoolers? Can you have counselors-in-training for Rec kids so middle schoolers have something to do in the summers? And again, I sincerely hope that Town of Eagle residents get discounted pool passes since we've paid 2x the tax to pay for it versus everyone else in the District.
- See other comments.
- STAY WITHIN BUDGET/CHARGE YOUR USERS MORE-STOP SEEKING ADDITIONAL TAX MONEY
- STOP ASKING FOR MORE MONEY
- The chips and rec center needs more workout areas. Sometimes in the evening there are no machine machines available and there are people packed everywhere.
- The Eagle pool shutdown was tough in the summer. Hopefully everything gets opened this summer. The closing of Dobson is concerning for friends with kids that need ice time. The overall gym space is lacking.
- The family locker rooms in the pool are need some refresh and more frequent cleaning.
- The gymnastics room in Gypsum is rarely cleaned- there is chalk everywhere. It would be nice if the kids using the room could end their session 5 minutes early & wipe up their chalk so parents & kids don't have to get it all over the hands. & clothes
- To many people reading their phones on the exercise machines. the library is down the street for that. Many people giving up and walking away.
- Traveling to Eagle/Gypsum is hard . We live in Edwards.
- WE ARE LOOKING FOR A FITNESS CENTER . ADULT OPEN GYM OR FITNESS CLASSES
- We need a full recreation day in Eagle. The population has drastically increased and the Gypsum Rec Center is unable to accommodate for this change
- We need an indoor ice rink in Edwards. Stick to running facilities and not trying to put on events. Staff your facilities and utilities what you have before trying to create new programs such as esports
- We need another ice rink while Dobson is closed so our kids that love to skate can have an outlet!
- We need another sheet of ice. It doesn't need to be a palace, it could be bare bones.
- WE NEED MORE ICE RINKS
- We're excited for the Eagle pool to be open this summer!
- would love gym facility in eagle. would love indoor tennis facility somewhere in valley. definitely need more ice for ice sports
- Would love to learn about basketball leagues.

- Would love to see some cooperation withvail mountaineers, town of Eagle on building another sheet of ice. It is very important that the growing community has at least two sheets of ice. Doesn't have to be permanent.
- Year round ice rink with hockey. Multiple stick and puck times throughout the day with adults only. High level men's hockey league.
- Yes warm up the water in lazy river and kids pool
- YOU GET ALOT OF TAXES FROM EDWARDS, MOST OF THE SERVICES ARE IN EAGLE/GYPSUM.
- YOUR ORGANIZATION SHOULD BE ABSORBED BY LOCALITIES, THEN DISBANDED. YOU WERE CREATED IN A DIFFERENT ERA.
- Your programs are amazing for youth and families. This is much needed. Don't forget older adults.



Tabular Data

Q1. Counting yourself, how many people in your household are...

	Mean	Sum
number	3.2	1046
Under age 5	0.2	54
Ages 5-9	0.3	108
Ages 10-14	0.4	136
Ages 15-19	0.2	72
Ages 20-24	0.1	40
Ages 25-34	0.4	123
Ages 35-44	0.4	132
Ages 45-54	0.4	145
Ages 55-64	0.4	116
Ages 65-79	0.3	107
Ages 80+	0.0	13

Q2. Overall Satisfaction with Mountain Recreation Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Maintenance of facilities	16.4%	49.5%	15.8%	10.8%	1.2%	6.2%
Q2-2. Number of facilities offered in the District	11.8%	35.0%	19.2%	21.4%	5.6%	7.1%
Q2-3. Security at facilities	20.1%	43.7%	21.7%	2.8%	0.9%	10.8%
Q2-4. Availability of information about programs/facilities	22.3%	47.7%	13.3%	8.7%	3.1%	5.0%
Q2-5. Quality of programs for families with children	18.0%	33.4%	18.9%	7.7%	2.5%	19.5%
Q2-6. Quality of programs for adults	9.9%	28.2%	30.7%	12.1%	2.5%	16.7%
Q2-7. User friendliness of District's website	10.2%	37.2%	27.9%	10.2%	4.3%	10.2%
Q2-8. Variety of programs offered	11.8%	42.1%	25.7%	11.1%	2.5%	6.8%
Q2-9. Ease of registering for classes	11.1%	40.6%	21.7%	9.0%	2.2%	15.5%
Q2-10. Fees charged to use recreation facilities	16.7%	39.6%	19.2%	10.8%	5.6%	8.0%
Q2-11. Ease of renting/reserving a facility	6.8%	22.9%	20.4%	2.2%	0.6%	47.1%
Q2-12. Fees charged for programs	12.7%	42.1%	19.8%	6.8%	2.2%	16.4%
Q2-13. Schedule of when programs are offered (time/day)	8.4%	36.8%	25.4%	12.7%	6.8%	9.9%
Q2-14. How close facilities are located to your home	29.7%	44.9%	11.8%	6.8%	2.8%	4.0%

WITHOUT "DON'T KNOW"

Q2. Overall Satisfaction with Mountain Recreation Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Maintenance of facilities	17.5%	52.8%	16.8%	11.6%	1.3%
Q2-2. Number of facilities offered in the District	12.7%	37.7%	20.7%	23.0%	6.0%
Q2-3. Security at facilities	22.6%	49.0%	24.3%	3.1%	1.0%
Q2-4. Availability of information about programs/facilities	23.5%	50.2%	14.0%	9.1%	3.3%
Q2-5. Quality of programs for families with children	22.3%	41.5%	23.5%	9.6%	3.1%
Q2-6. Quality of programs for adults	11.9%	33.8%	36.8%	14.5%	3.0%
Q2-7. User friendliness of District's website	11.4%	41.4%	31.0%	11.4%	4.8%
Q2-8. Variety of programs offered	12.6%	45.2%	27.6%	12.0%	2.7%
Q2-9. Ease of registering for classes	13.2%	48.0%	25.6%	10.6%	2.6%
Q2-10. Fees charged to use recreation facilities	18.2%	43.1%	20.9%	11.8%	6.1%
Q2-11. Ease of renting/reserving a facility	12.9%	43.3%	38.6%	4.1%	1.2%
Q2-12. Fees charged for programs	15.2%	50.4%	23.7%	8.1%	2.6%
Q2-13. Schedule of when programs are offered (time/day)	9.3%	40.9%	28.2%	14.1%	7.6%
Q2-14. How close facilities are located to your home	31.0%	46.8%	12.3%	7.1%	2.9%

Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from District leaders over the next TWO years?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of facilities	53	16.4 %
Number of facilities offered in the District	92	28.5 %
Security at facilities	3	0.9 %
Availability of information about programs/facilities	11	3.4 %
Quality of programs for families with children	19	5.9 %
Quality of programs for adults	34	10.5 %
User friendliness of District's website	6	1.9 %
Variety of programs offered	24	7.4 %
Ease of registering for classes	5	1.5 %
Fees charged to use recreation facilities	16	5.0 %
Fees charged for programs	7	2.2 %
Schedule of when programs are offered (time/day)	28	8.7 %
How close facilities are located to your home	12	3.7 %
None chosen	13	4.0 %
Total	323	100.0 %

Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from District leaders over the next TWO years?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of facilities	30	9.3 %
Number of facilities offered in the District	21	6.5 %
Security at facilities	9	2.8 %
Availability of information about programs/facilities	22	6.8 %
Quality of programs for families with children	48	14.9 %
Quality of programs for adults	32	9.9 %
User friendliness of District's website	10	3.1 %
Variety of programs offered	35	10.8 %
Ease of registering for classes	11	3.4 %
Fees charged to use recreation facilities	13	4.0 %
Ease of renting/reserving a facility	1	0.3 %
Fees charged for programs	13	4.0 %
Schedule of when programs are offered (time/day)	37	11.5 %
How close facilities are located to your home	17	5.3 %
None chosen	24	7.4 %
Total	323	100.0 %

Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from District leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Maintenance of facilities	30	9.3 %
Number of facilities offered in the District	13	4.0 %
Security at facilities	6	1.9 %
Availability of information about programs/facilities	19	5.9 %
Quality of programs for families with children	29	9.0 %
Quality of programs for adults	32	9.9 %
User friendliness of District's website	19	5.9 %
Variety of programs offered	35	10.8 %
Ease of registering for classes	14	4.3 %
Fees charged to use recreation facilities	19	5.9 %
Ease of renting/reserving a facility	3	0.9 %
Fees charged for programs	17	5.3 %
Schedule of when programs are offered (time/day)	36	11.1 %
How close facilities are located to your home	10	3.1 %
None chosen	41	12.7 %
Total	323	100.0 %

SUM OF TOP THREE CHOICES

Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from District leaders over the next TWO years? (top 3)

Q3. Top choice	Number	Percent
Maintenance of facilities	113	35.0 %
Number of facilities offered in the District	126	39.0 %
Security at facilities	18	5.6 %
Availability of information about programs/facilities	52	16.1 %
Quality of programs for families with children	96	29.7 %
Quality of programs for adults	98	30.3 %
User friendliness of District's website	35	10.8 %
Variety of programs offered	94	29.1 %
Ease of registering for classes	30	9.3 %
Fees charged to use recreation facilities	48	14.9 %
Ease of renting/reserving a facility	4	1.2 %
Fees charged for programs	37	11.5 %
Schedule of when programs are offered (time/day)	101	31.3 %
How close facilities are located to your home	39	12.1 %
None chosen	13	4.0 %
Total	904	

Q4. Please rate your level of agreement with the following statements.

(N=323)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. Provides quality facilities so everyone has the opportunity to live happy & healthy lives	19.2%	48.6%	16.4%	9.9%	3.1%	2.8%
Q4-2. Provides quality programs so everyone has the opportunity to live happy & healthy lives	16.7%	48.3%	19.5%	8.7%	2.5%	4.3%
Q4-3. Helps to attract new residents & businesses	7.7%	20.4%	32.8%	18.3%	6.5%	14.2%
Q4-4. Helps to reduce crime in my neighborhood & keep kids out of trouble	10.8%	30.7%	29.4%	9.6%	3.7%	15.8%
Q4-5. Improves my (my household's) mental health & reduces stress	15.5%	41.5%	26.6%	9.0%	3.1%	4.3%
Q4-6. Improves my (my household's) physical health & fitness	21.4%	48.6%	17.6%	5.9%	2.2%	4.3%
Q4-7. Offers age-friendly & accessible recreation options to all age groups	15.8%	41.2%	18.6%	13.3%	4.3%	6.8%
Q4-8. Offers childhood education opportunities to develop the whole child	6.8%	26.9%	25.7%	6.5%	2.2%	31.9%
Q4-9. Positively impacts economic/business development	8.0%	31.3%	28.2%	9.6%	5.6%	17.3%
Q4-10. Provides positive social interactions for me (my household/family)	17.6%	48.6%	21.4%	4.0%	4.3%	4.0%

WITHOUT "DON'T KNOW"**Q4. Please rate your level of agreement with the following statements. (without "don't know")**

(N=323)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. Provides quality facilities so everyone has the opportunity to live happy & healthy lives	19.7%	50.0%	16.9%	10.2%	3.2%
Q4-2. Provides quality programs so everyone has the opportunity to live happy & healthy lives	17.5%	50.5%	20.4%	9.1%	2.6%
Q4-3. Helps to attract new residents & businesses	9.0%	23.8%	38.3%	21.3%	7.6%
Q4-4. Helps to reduce crime in my neighborhood & keep kids out of trouble	12.9%	36.4%	34.9%	11.4%	4.4%
Q4-5. Improves my (my household's) mental health & reduces stress	16.2%	43.4%	27.8%	9.4%	3.2%
Q4-6. Improves my (my household's) physical health & fitness	22.3%	50.8%	18.4%	6.1%	2.3%
Q4-7. Offers age-friendly & accessible recreation options to all age groups	16.9%	44.2%	19.9%	14.3%	4.7%
Q4-8. Offers childhood education opportunities to develop the whole child	10.0%	39.5%	37.7%	9.5%	3.2%
Q4-9. Positively impacts economic/business development	9.7%	37.8%	34.1%	11.6%	6.7%
Q4-10. Provides positive social interactions for me (my household/family)	18.4%	50.6%	22.3%	4.2%	4.5%

Q5a. Have you visited the Gypsum Recreation Center in the past year?Q5a. Have you visited Gypsum Recreation Center in
past year

	Number	Percent
Yes	210	65.0 %
No	113	35.0 %
Total	323	100.0 %

Q5a. If "yes," how satisfied are you with...

(N=210)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5a-1. Overall impression of the Center	24.3%	56.2%	12.9%	5.7%	0.5%	0.5%
Q5a-2. Hours of operation	23.8%	46.7%	12.9%	9.5%	2.9%	4.3%
Q5a-3. Availability of meeting spaces	12.9%	27.1%	23.3%	3.3%	0.5%	32.9%
Q5a-4. Cleanliness	20.5%	51.9%	16.7%	7.6%	1.0%	2.4%
Q5a-5. Customer service received by employees	36.7%	41.4%	12.4%	5.2%	1.0%	3.3%
Q5a-6. Appropriateness of entry fees	20.0%	41.0%	18.6%	8.6%	4.8%	7.1%

WITHOUT "DON'T KNOW"**Q5a. If "yes," how satisfied are you with... (without "don't know")**

(N=210)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a-1. Overall impression of the Center	24.4%	56.5%	12.9%	5.7%	0.5%
Q5a-2. Hours of operation	24.9%	48.8%	13.4%	10.0%	3.0%
Q5a-3. Availability of meeting spaces	19.1%	40.4%	34.8%	5.0%	0.7%
Q5a-4. Cleanliness	21.0%	53.2%	17.1%	7.8%	1.0%
Q5a-5. Customer service received by employees	37.9%	42.9%	12.8%	5.4%	1.0%
Q5a-6. Appropriateness of entry fees	21.5%	44.1%	20.0%	9.2%	5.1%

Q5b. Have you visited Edwards Field House in the past year?

Q5b. Have you visited Edwards Field House in past year	Number	Percent
Yes	158	48.9 %
No	165	51.1 %
Total	323	100.0 %

Q5b. If "yes," how satisfied are you with...

(N=158)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5b-1. Overall impression of the Field House	8.2%	57.0%	17.1%	12.7%	3.8%	1.3%
Q5b-2. Hours of operation	8.2%	51.9%	18.4%	9.5%	3.2%	8.9%
Q5b-3. Availability of meeting spaces	7.6%	27.2%	29.7%	2.5%	0.6%	32.3%
Q5b-4. Cleanliness	12.7%	51.9%	22.2%	5.1%	2.5%	5.7%
Q5b-5. Customer service received by employees	23.4%	44.3%	19.0%	4.4%	1.3%	7.6%
Q5b-6. Appropriateness of entry fees	8.9%	51.9%	16.5%	6.3%	3.8%	12.7%

WITHOUT "DON'T KNOW"**Q5b. If "yes," how satisfied are you with... (without "don't know")**

(N=158)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5b-1. Overall impression of the Field House	8.3%	57.7%	17.3%	12.8%	3.8%
Q5b-2. Hours of operation	9.0%	56.9%	20.1%	10.4%	3.5%
Q5b-3. Availability of meeting spaces	11.2%	40.2%	43.9%	3.7%	0.9%
Q5b-4. Cleanliness	13.4%	55.0%	23.5%	5.4%	2.7%
Q5b-5. Customer service received by employees	25.3%	47.9%	20.5%	4.8%	1.4%
Q5b-6. Appropriateness of entry fees	10.1%	59.4%	18.8%	7.2%	4.3%

Q5c. Have you visited the Eagle Pool and Ice Rink in the past year?

<u>Q5c. Have you visited Eagle Pool & Ice Rink in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	160	49.5 %
No	163	50.5 %
Total	323	100.0 %

Q5c. If "yes," how satisfied are you with...

(N=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5c-1. Overall impression of the Pool & Ice Rink	15.0%	45.6%	14.4%	15.0%	8.1%	1.9%
Q5c-2. Hours of operation	10.0%	40.6%	20.0%	18.1%	8.1%	3.1%
Q5c-3. Availability of meeting spaces	3.1%	13.1%	29.4%	13.8%	7.5%	33.1%
Q5c-4. Cleanliness	15.0%	55.0%	19.4%	4.4%	3.1%	3.1%
Q5c-5. Customer service received by employees	31.9%	49.4%	13.1%	1.9%	0.6%	3.1%
Q5c-6. Appropriateness of entry fees	16.9%	50.6%	18.1%	7.5%	2.5%	4.4%

WITHOUT "DON'T KNOW"**Q5c. If "yes," how satisfied are you with... (without "don't know")**

(N=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5c-1. Overall impression of the Pool & Ice Rink	15.3%	46.5%	14.6%	15.3%	8.3%
Q5c-2. Hours of operation	10.3%	41.9%	20.6%	18.7%	8.4%
Q5c-3. Availability of meeting spaces	4.7%	19.6%	43.9%	20.6%	11.2%
Q5c-4. Cleanliness	15.5%	56.8%	20.0%	4.5%	3.2%
Q5c-5. Customer service received by employees	32.9%	51.0%	13.5%	1.9%	0.6%
Q5c-6. Appropriateness of entry fees	17.6%	52.9%	19.0%	7.8%	2.6%

Q5d. Please check ALL OTHER facilities listed below you or the members of your household have visited.

Q5d. Other facilities your household members have visited

	Number	Percent
Gypsum Creek Pool	96	29.7 %
Eagle Sports Complex	138	42.7 %
Edwards Freedom Park	174	53.9 %
Dotsero Playground	12	3.7 %
McCoy Wildcat Park	6	1.9 %
Total	426	

Q5e. If your household has NOT visited any recreation facilities in the last year, please CHECK ALL of the following reasons why you did NOT visit, or why you do not visit MORE OFTEN.

Q5e. Reasons why you did not visit any recreation facilities, or why you do not visit them more often

	Number	Percent
Use other City, State, private facilities	37	11.5 %
Too far from home	58	18.0 %
Not aware of facility locations	27	8.4 %
Facilities are not well maintained	5	1.5 %
Old & outdated facilities	9	2.8 %
Lack of features we want to use	46	14.2 %
Lack of parking to access facilities	12	3.7 %
Facility equipment doesn't meet my needs	21	6.5 %
Lack of ADA accessibility	1	0.3 %
Do not feel welcomed/accommodated	7	2.2 %
Lack of transportation	4	1.2 %
Lack of restrooms	4	1.2 %
Language/cultural barriers/age barriers	2	0.6 %
Fees are too high/lack of financial assistance	14	4.3 %
Other	8	2.5 %
Total	255	

Q6. Have you or any members of your household participated in or attended any special events or community events offered by Mountain Recreation in the last year?

Q6. Have your household members participated in or attended any special events or community events offered by Mountain Recreation in last year

	Number	Percent
Yes	110	34.1 %
No	213	65.9 %
Total	323	100.0 %

Q6a. How would you rate your overall satisfaction with the special event or community events you and the members of your household have attended?

(N=110)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6a-1. Fiesta Americas in Gypsum	20.0%	27.3%	12.7%	0.9%	2.7%	36.4%
Q6a-2. Opening Day at Eagle Sports Complex	14.5%	23.6%	10.9%	3.6%	0.0%	47.3%
Q6a-3. New Years Eve at Gypsum Rec Center	14.5%	20.0%	5.5%	2.7%	0.9%	56.4%
Q6a-4. Winter Extravaganza at Eagle Pool & Ice Rink	10.0%	15.5%	3.6%	0.9%	0.9%	69.1%
Q6a-5. Community Kickball Tournament at Eagle Sports Complex	5.5%	6.4%	3.6%	0.9%	0.9%	82.7%
Q6a-6. Volunteer Appreciation Dinner in Wolcott	6.4%	4.5%	4.5%	0.9%	2.7%	80.9%

WITHOUT "DON'T KNOW"**Q6a. How would you rate your overall satisfaction with the special event or community events you and the members of your household have attended? (without "don't know")**

(N=110)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6a-1. Fiesta Americas in Gypsum	31.4%	42.9%	20.0%	1.4%	4.3%
Q6a-2. Opening Day at Eagle Sports Complex	27.6%	44.8%	20.7%	6.9%	0.0%
Q6a-3. New Years Eve at Gypsum Rec Center	33.3%	45.8%	12.5%	6.3%	2.1%
Q6a-4. Winter Extravaganza at Eagle Pool & Ice Rink	32.4%	50.0%	11.8%	2.9%	2.9%
Q6a-5. Community Kickball Tournament at Eagle Sports Complex	31.6%	36.8%	21.1%	5.3%	5.3%
Q6a-6. Volunteer Appreciation Dinner in Wolcott	33.3%	23.8%	23.8%	4.8%	14.3%

Q7. Have you or any members of your household participated in any programs offered by Mountain Recreation in the last year?

Q7. Have your household members participated in any programs offered by Mountain Recreation in last year	Number	Percent
Yes	206	63.8 %
No	117	36.2 %
Total	323	100.0 %

Q7a. Please rate your satisfaction with each of the programming types you or the members of your household have participated in during the past year.

(N=206)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7a-1. Youth programming	13.6%	41.7%	15.5%	3.4%	1.9%	23.8%
Q7a-2. Adult programming	9.7%	24.3%	17.5%	3.9%	1.5%	43.2%

WITHOUT "DON'T KNOW"**Q7a. Please rate your satisfaction with each of the programming types you or the members of your household have participated in during the past year. (without "don't know")**

(N=206)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7a-1. Youth programming	17.8%	54.8%	20.4%	4.5%	2.5%
Q7a-2. Adult programming	17.1%	42.7%	30.8%	6.8%	2.6%

Q7b. If your household has NOT participated in any recreation programs or events during the past year, please CHECK ALL of the following reasons why you have NOT participated.

Q7b. Reasons why your household has not participated in any recreation programs or events	Number	Percent
I don't know what is offered	28	23.9 %
Use programs of other agencies	13	11.1 %
Lack of quality instructors	3	2.6 %
Lack of quality programs	7	6.0 %
Prefer individual activities	14	12.0 %
Too far from home	14	12.0 %
Program times are not convenient	25	21.4 %
Classes are full	6	5.1 %
Safety concerns	1	0.9 %
Fees are too high/lack of financial assistance	5	4.3 %
Prefer virtual programming	1	0.9 %
Do not feel welcomed/accommodated	2	1.7 %
Program not offered	13	11.1 %
Lack of transportation	3	2.6 %
Too busy/not interested	22	18.8 %
Language/cultural/age barriers	2	1.7 %
Parking issues	6	5.1 %
Total	165	

Q8. From the following list, please CHECK ALL the ways you currently learn or would like to learn about Mountain Recreation facilities, programs, activities, and events.

Q8. All the ways you currently learn or would like to learn about Mountain Recreation facilities, programs, activities, & events	Number	Percent
Sponsorship banners at facilities	37	11.5 %
Conversations with recreation staff	68	21.1 %
Emails from the department	201	62.2 %
Flyers	61	18.9 %
Word of mouth	105	32.5 %
Handout materials at facilities	41	12.7 %
Newspaper and/or community publication	104	32.2 %
Promotions at special events	33	10.2 %
Activities guide	72	22.3 %
Social media	127	39.3 %
Website	169	52.3 %
Radio	14	4.3 %
Text messaging	29	9.0 %
Other	1	0.3 %
Total	1062	

Q8-14. Other:

Q8-14. Other	Number	Percent
From local non-profits	1	100.0 %
Total	1	100.0 %

Q9. Which THREE of the sources of communication listed in Question 8 do you MOST PREFER TO get information about Mountain Recreation facilities, programs, activities, and events?

Q9. Top choice	Number	Percent
Sponsorship banners at facilities	8	2.5 %
Conversations with recreation staff	12	3.7 %
Emails from the department	160	49.5 %
Flyers	7	2.2 %
Word of mouth	7	2.2 %
Handout materials at facilities	3	0.9 %
Newspaper and/or community publication	18	5.6 %
Promotions at special events	1	0.3 %
Activities guide	6	1.9 %
Social media	27	8.4 %
Website	37	11.5 %
Radio	2	0.6 %
Text messaging	10	3.1 %
None chosen	25	7.7 %
Total	323	100.0 %

Q9. Which THREE of the sources of communication listed in Question 8 do you MOST PREFER TO get information about Mountain Recreation facilities, programs, activities, and events?

Q9. 2nd choice	Number	Percent
Sponsorship banners at facilities	5	1.5 %
Conversations with recreation staff	8	2.5 %
Emails from the department	38	11.8 %
Flyers	10	3.1 %
Word of mouth	14	4.3 %
Handout materials at facilities	11	3.4 %
Newspaper and/or community publication	37	11.5 %
Promotions at special events	8	2.5 %
Activities guide	21	6.5 %
Social media	53	16.4 %
Website	58	18.0 %
Radio	2	0.6 %
Text messaging	17	5.3 %
None chosen	41	12.7 %
Total	323	100.0 %

Q9. Which THREE of the sources of communication listed in Question 8 do you MOST PREFER TO get information about Mountain Recreation facilities, programs, activities, and events?

Q9. 3rd choice	Number	Percent
Sponsorship banners at facilities	7	2.2 %
Conversations with recreation staff	15	4.6 %
Emails from the department	16	5.0 %
Flyers	14	4.3 %
Word of mouth	21	6.5 %
Handout materials at facilities	17	5.3 %
Newspaper and/or community publication	24	7.4 %
Promotions at special events	5	1.5 %
Activities guide	24	7.4 %
Social media	44	13.6 %
Website	51	15.8 %
Radio	6	1.9 %
Text messaging	12	3.7 %
None chosen	67	20.7 %
Total	323	100.0 %

SUM OF TOP THREE CHOICES

Q9. Which THREE of the sources of communication listed in Question 8 do you MOST PREFER TO get information about Mountain Recreation facilities, programs, activities, and events? (top 3)

Q9. Top choice	Number	Percent
Sponsorship banners at facilities	20	6.2 %
Conversations with recreation staff	35	10.8 %
Emails from the department	214	66.3 %
Flyers	31	9.6 %
Word of mouth	42	13.0 %
Handout materials at facilities	31	9.6 %
Newspaper and/or community publication	79	24.5 %
Promotions at special events	14	4.3 %
Activities guide	51	15.8 %
Social media	124	38.4 %
Website	146	45.2 %
Radio	10	3.1 %
Text messaging	39	12.1 %
None chosen	25	7.7 %
Total	861	

Q10. A variety of recreation facilities and amenities are listed below. Please indicate how well your needs for each facility or amenity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all.

(N=323)

	Fully met	Mostly met	Partly met	Not met	No need
Q10-1. Indoor basketball courts	13.9%	13.0%	9.6%	8.0%	55.4%
Q10-2. Indoor volleyball courts	7.7%	5.9%	5.3%	8.0%	73.1%
Q10-3. Indoor pickleball courts	7.4%	8.4%	13.6%	14.2%	56.3%
Q10-4. Indoor sporting practice facilities	8.7%	15.2%	12.1%	14.9%	49.2%
Q10-5. Indoor fitness & wellness spaces	18.9%	18.9%	15.2%	18.0%	29.1%
Q10-6. Indoor pool space	15.2%	20.1%	15.2%	21.1%	28.5%
Q10-7. Indoor ice skating/hockey space	12.7%	10.8%	14.9%	21.1%	40.6%
Q10-8. Outdoor basketball courts	8.0%	6.5%	8.7%	13.6%	63.2%
Q10-9. Outdoor tennis courts	10.2%	9.9%	9.3%	9.9%	60.7%
Q10-10. Outdoor pickleball courts	9.9%	9.0%	10.8%	16.1%	54.2%
Q10-11. Extreme sports (i.e., skate parks/pump tracks)	18.6%	16.7%	6.5%	4.6%	53.6%
Q10-12. Splash pads/interactive water play or features	6.5%	9.9%	10.8%	21.4%	51.4%
Q10-13. eSports/gaming space	5.6%	2.2%	4.0%	3.1%	85.1%
Q10-14. Diamond sports fields (e.g., baseball, softball)	18.6%	17.3%	6.2%	1.9%	56.0%
Q10-15. Rectangular sports fields (e.g., soccer, lacrosse)	22.3%	20.7%	8.7%	3.7%	44.6%
Q10-16. Enrichment (arts, dance, etc.) spaces	6.2%	12.1%	11.5%	13.3%	57.0%
Q10-17. Meeting spaces	9.6%	14.2%	7.1%	5.9%	63.2%
Q10-18. Teen indoor & outdoor activity areas	4.3%	6.5%	11.8%	13.6%	63.8%
Q10-19. Outdoor fitness equipment	5.9%	4.0%	6.8%	23.2%	60.1%
Q10-20. Other	0.0%	0.9%	0.3%	2.2%	96.6%

WITHOUT "NO NEED"

Q10. A variety of recreation facilities and amenities are listed below. Please indicate how well your needs for each facility or amenity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all. (without "no need")

(N=323)

	Fully met	Mostly met	Partly met	Not met
Q10-1. Indoor basketball courts	31.3%	29.2%	21.5%	18.1%
Q10-2. Indoor volleyball courts	28.7%	21.8%	19.5%	29.9%
Q10-3. Indoor pickleball courts	17.0%	19.1%	31.2%	32.6%
Q10-4. Indoor sporting practice facilities	17.1%	29.9%	23.8%	29.3%
Q10-5. Indoor fitness & wellness spaces	26.6%	26.6%	21.4%	25.3%
Q10-6. Indoor pool space	21.2%	28.1%	21.2%	29.4%
Q10-7. Indoor ice skating/hockey space	21.4%	18.2%	25.0%	35.4%
Q10-8. Outdoor basketball courts	21.8%	17.6%	23.5%	37.0%
Q10-9. Outdoor tennis courts	26.0%	25.2%	23.6%	25.2%
Q10-10. Outdoor pickleball courts	21.6%	19.6%	23.6%	35.1%
Q10-11. Extreme sports (i.e., skate parks/pump tracks)	40.0%	36.0%	14.0%	10.0%
Q10-12. Splash pads/interactive water play or features	13.4%	20.4%	22.3%	43.9%
Q10-13. eSports/gaming space	37.5%	14.6%	27.1%	20.8%
Q10-14. Diamond sports fields (e.g., baseball, softball)	42.3%	39.4%	14.1%	4.2%
Q10-15. Rectangular sports fields (e.g., soccer, lacrosse)	40.2%	37.4%	15.6%	6.7%
Q10-16. Enrichment (arts, dance, etc.) spaces	14.4%	28.1%	26.6%	30.9%
Q10-17. Meeting spaces	26.1%	38.7%	19.3%	16.0%
Q10-18. Teen indoor & outdoor activity areas	12.0%	17.9%	32.5%	37.6%
Q10-19. Outdoor fitness equipment	14.7%	10.1%	17.1%	58.1%
Q10-20. Other	0.0%	27.3%	9.1%	63.6%

Q10-20. Other:

<u>Q10-20. Other</u>	<u>Number</u>	<u>Percent</u>
Outdoor rink in Edwards	1	9.1 %
Outdoor pool space up valley	1	9.1 %
Climbing	1	9.1 %
Outdoor pool	1	9.1 %
Hockey	1	9.1 %
Edwards Skate Park needs repair	1	9.1 %
Year round ice rink	1	9.1 %
Indoor/outdoor ice rinks	1	9.1 %
Indoor tennis courts	1	9.1 %
ROCK CLIMBING WALL	1	9.1 %
<u>We should have a world class climbing gym</u>	<u>1</u>	<u>9.1 %</u>
Total	11	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Indoor basketball courts	16	5.0 %
Indoor volleyball courts	2	0.6 %
Indoor pickleball courts	16	5.0 %
Indoor sporting practice facilities	12	3.7 %
Indoor fitness & wellness spaces	61	18.9 %
Indoor pool space	32	9.9 %
Indoor ice skating/hockey space	89	27.6 %
Outdoor tennis courts	2	0.6 %
Outdoor pickleball courts	18	5.6 %
Extreme sports (i.e., skate parks/pump tracks)	6	1.9 %
Splash pads/interactive water play or features	8	2.5 %
eSports/gaming space	1	0.3 %
Diamond sports fields (e.g., baseball, softball)	1	0.3 %
Rectangular sports fields (e.g., soccer, lacrosse)	8	2.5 %
Enrichment (arts, dance, etc.) spaces	6	1.9 %
Meeting spaces	1	0.3 %
Teen indoor & outdoor activity areas	10	3.1 %
Outdoor fitness equipment	4	1.2 %
<u>None chosen</u>	<u>30</u>	<u>9.3 %</u>
Total	323	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Indoor basketball courts	9	2.8 %
Indoor volleyball courts	6	1.9 %
Indoor pickleball courts	21	6.5 %
Indoor sporting practice facilities	8	2.5 %
Indoor fitness & wellness spaces	44	13.6 %
Indoor pool space	35	10.8 %
Indoor ice skating/hockey space	14	4.3 %
Outdoor basketball courts	12	3.7 %
Outdoor tennis courts	5	1.5 %
Outdoor pickleball courts	22	6.8 %
Extreme sports (i.e., skate parks/pump tracks)	11	3.4 %
Splash pads/interactive water play or features	18	5.6 %
eSports/gaming space	1	0.3 %
Diamond sports fields (e.g., baseball, softball)	9	2.8 %
Rectangular sports fields (e.g., soccer, lacrosse)	17	5.3 %
Enrichment (arts, dance, etc.) spaces	11	3.4 %
Meeting spaces	3	0.9 %
Teen indoor & outdoor activity areas	7	2.2 %
Outdoor fitness equipment	13	4.0 %
<u>None chosen</u>	<u>57</u>	<u>17.6 %</u>
Total	323	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Indoor basketball courts	10	3.1 %
Indoor volleyball courts	6	1.9 %
Indoor pickleball courts	16	5.0 %
Indoor sporting practice facilities	18	5.6 %
Indoor fitness & wellness spaces	23	7.1 %
Indoor pool space	23	7.1 %
Indoor ice skating/hockey space	8	2.5 %
Outdoor basketball courts	8	2.5 %
Outdoor tennis courts	11	3.4 %
Outdoor pickleball courts	19	5.9 %
Extreme sports (i.e., skate parks/pump tracks)	21	6.5 %
Splash pads/interactive water play or features	16	5.0 %
Diamond sports fields (e.g., baseball, softball)	3	0.9 %
Rectangular sports fields (e.g., soccer, lacrosse)	17	5.3 %
Enrichment (arts, dance, etc.) spaces	12	3.7 %
Meeting spaces	3	0.9 %
Teen indoor & outdoor activity areas	11	3.4 %
Outdoor fitness equipment	12	3.7 %
<u>None chosen</u>	<u>86</u>	<u>26.6 %</u>
Total	323	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

<u>Q11. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Indoor basketball courts	9	2.8 %
Indoor volleyball courts	6	1.9 %
Indoor pickleball courts	6	1.9 %
Indoor sporting practice facilities	20	6.2 %
Indoor fitness & wellness spaces	14	4.3 %
Indoor pool space	18	5.6 %
Indoor ice skating/hockey space	8	2.5 %
Outdoor basketball courts	5	1.5 %
Outdoor tennis courts	11	3.4 %
Outdoor pickleball courts	12	3.7 %
Extreme sports (i.e., skate parks/pump tracks)	11	3.4 %
Splash pads/interactive water play or features	17	5.3 %
eSports/gaming space	2	0.6 %
Diamond sports fields (e.g., baseball, softball)	8	2.5 %
Rectangular sports fields (e.g., soccer, lacrosse)	13	4.0 %
Enrichment (arts, dance, etc.) spaces	12	3.7 %
Meeting spaces	5	1.5 %
Teen indoor & outdoor activity areas	6	1.9 %
Outdoor fitness equipment	8	2.5 %
<u>None chosen</u>	<u>132</u>	<u>40.9 %</u>
Total	323	100.0 %

SUM OF TOP FOUR CHOICES**Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household? (top 4)**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Indoor basketball courts	44	13.6 %
Indoor volleyball courts	20	6.2 %
Indoor pickleball courts	59	18.3 %
Indoor sporting practice facilities	58	18.0 %
Indoor fitness & wellness spaces	142	44.0 %
Indoor pool space	108	33.4 %
Indoor ice skating/hockey space	119	36.8 %
Outdoor basketball courts	25	7.7 %
Outdoor tennis courts	29	9.0 %
Outdoor pickleball courts	71	22.0 %
Extreme sports (i.e., skate parks/pump tracks)	49	15.2 %
Splash pads/interactive water play or features	59	18.3 %
eSports/gaming space	4	1.2 %
Diamond sports fields (e.g., baseball, softball)	21	6.5 %
Rectangular sports fields (e.g., soccer, lacrosse)	55	17.0 %
Enrichment (arts, dance, etc.) spaces	41	12.7 %
Meeting spaces	12	3.7 %
Teen indoor & outdoor activity areas	34	10.5 %
Outdoor fitness equipment	37	11.5 %
None chosen	30	9.3 %
Total	1017	

Q12. A variety of recreation programs and activities are listed below. Please indicate how well your needs for each program or activity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all.

(N=323)

	Fully met	Mostly met	Partly met	Not met	No need
Q12-1. Ascent Gymnastics Team	5.9%	3.7%	4.0%	1.9%	84.5%
Q12-2. Babysitters' Training	5.9%	5.3%	2.8%	1.2%	84.8%
Q12-3. eSports	3.1%	1.5%	2.8%	2.2%	90.4%
Q12-4. Gymnastics	9.0%	8.4%	7.1%	3.4%	72.1%
Q12-5. Kids Night Out	7.7%	5.9%	6.5%	1.5%	78.3%
Q12-6. Learn to Ice Skate	9.9%	11.1%	10.5%	6.8%	61.6%
Q12-7. Martial Arts	2.8%	3.1%	6.8%	10.2%	77.1%
Q12-8. Youth Outdoor Recreation	6.5%	18.3%	12.4%	4.3%	58.5%
Q12-9. Pre-K Learn to Play	2.5%	6.2%	3.7%	5.0%	82.7%
Q12-10. Adult Enrichment	3.4%	9.0%	15.8%	13.9%	57.9%
Q12-11. Aquatics Job Training	3.7%	4.6%	3.7%	4.3%	83.6%
Q12-12. Drop-in Sports	3.4%	12.7%	16.1%	10.2%	57.6%
Q12-13. Active Older Adult Programs	4.0%	10.2%	10.5%	12.1%	63.2%
Q12-14. Gypsum Fitness	10.5%	16.1%	12.1%	4.3%	57.0%
Q12-16. Adult Outdoor Recreation	3.1%	9.3%	13.0%	12.4%	62.2%
Q12-17. Rock Climbing	4.3%	8.0%	10.5%	9.0%	68.1%
Q12-18. Sports Leagues	6.8%	22.0%	13.3%	7.7%	50.2%
Q12-19. Swimming	5.0%	15.5%	20.7%	18.3%	40.6%
Q12-20. Other	0.6%	0.0%	0.6%	2.2%	96.6%

WITHOUT "NO NEED"

Q12. A variety of recreation programs and activities are listed below. Please indicate how well your needs for each program or activity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all. (without "no need")

(N=323)

	Fully met	Mostly met	Partly met	Not met
Q12-1. Ascent Gymnastics Team	38.0%	24.0%	26.0%	12.0%
Q12-2. Babysitters' Training	38.8%	34.7%	18.4%	8.2%
Q12-3. eSports	32.3%	16.1%	29.0%	22.6%
Q12-4. Gymnastics	32.2%	30.0%	25.6%	12.2%
Q12-5. Kids Night Out	35.7%	27.1%	30.0%	7.1%
Q12-6. Learn to Ice Skate	25.8%	29.0%	27.4%	17.7%
Q12-7. Martial Arts	12.2%	13.5%	29.7%	44.6%
Q12-8. Youth Outdoor Recreation	15.7%	44.0%	29.9%	10.4%
Q12-9. Pre-K Learn to Play	14.3%	35.7%	21.4%	28.6%
Q12-10. Adult Enrichment	8.1%	21.3%	37.5%	33.1%
Q12-11. Aquatics Job Training	22.6%	28.3%	22.6%	26.4%
Q12-12. Drop-in Sports	8.0%	29.9%	38.0%	24.1%
Q12-13. Active Older Adult Programs	10.9%	27.7%	28.6%	32.8%
Q12-14. Gypsum Fitness	24.5%	37.4%	28.1%	10.1%
Q12-16. Adult Outdoor Recreation	8.2%	24.6%	34.4%	32.8%
Q12-17. Rock Climbing	13.6%	25.2%	33.0%	28.2%
Q12-18. Sports Leagues	13.7%	44.1%	26.7%	15.5%
Q12-19. Swimming	8.3%	26.0%	34.9%	30.7%
Q12-20. Other	18.2%	0.0%	18.2%	63.6%

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Ascent Gymnastics Team	6	1.9 %
Babysitters' Training	1	0.3 %
eSports	2	0.6 %
Gymnastics	15	4.6 %
Kids Night Out	3	0.9 %
Learn to Ice Skate	19	5.9 %
Martial Arts	4	1.2 %
Youth Outdoor Recreation	24	7.4 %
Pre-K Learn to Play	2	0.6 %
Adult Enrichment	21	6.5 %
Aquatics Job Training	1	0.3 %
Drop-in Sports	16	5.0 %
Active Older Adult Programs	24	7.4 %
Gypsum Fitness	30	9.3 %
Adult Outdoor Recreation	7	2.2 %
Rock Climbing	6	1.9 %
Sports Leagues	36	11.1 %
Swimming	43	13.3 %
None chosen	55	17.0 %
Total	323	100.0 %

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Babysitters' Training	2	0.6 %
Gymnastics	11	3.4 %
Kids Night Out	10	3.1 %
Learn to Ice Skate	11	3.4 %
Martial Arts	7	2.2 %
Youth Outdoor Recreation	22	6.8 %
Pre-K Learn to Play	5	1.5 %
Adult Enrichment	18	5.6 %
Aquatics Job Training	2	0.6 %
Drop-in Sports	23	7.1 %
Active Older Adult Programs	27	8.4 %
Gypsum Fitness	15	4.6 %
Adult Outdoor Recreation	22	6.8 %
Rock Climbing	9	2.8 %
Sports Leagues	24	7.4 %
Swimming	23	7.1 %
None chosen	81	25.1 %
Total	323	100.0 %

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Ascent Gymnastics Team	1	0.3 %
Babysitters' Training	1	0.3 %
eSports	1	0.3 %
Gymnastics	16	5.0 %
Kids Night Out	2	0.6 %
Learn to Ice Skate	7	2.2 %
Martial Arts	10	3.1 %
Youth Outdoor Recreation	16	5.0 %
Pre-K Learn to Play	4	1.2 %
Adult Enrichment	17	5.3 %
Aquatics Job Training	6	1.9 %
Drop-in Sports	17	5.3 %
Active Older Adult Programs	14	4.3 %
Gypsum Fitness	13	4.0 %
Adult Outdoor Recreation	16	5.0 %
Rock Climbing	8	2.5 %
Sports Leagues	23	7.1 %
Swimming	28	8.7 %
None chosen	116	35.9 %
Total	323	100.0 %

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

<u>Q13. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Babysitters' Training	3	0.9 %
eSports	2	0.6 %
Gymnastics	2	0.6 %
Kids Night Out	3	0.9 %
Learn to Ice Skate	10	3.1 %
Martial Arts	5	1.5 %
Youth Outdoor Recreation	14	4.3 %
Pre-K Learn to Play	5	1.5 %
Adult Enrichment	17	5.3 %
Aquatics Job Training	4	1.2 %
Drop-in Sports	7	2.2 %
Active Older Adult Programs	2	0.6 %
Gypsum Fitness	8	2.5 %
Adult Outdoor Recreation	14	4.3 %
Rock Climbing	9	2.8 %
Sports Leagues	19	5.9 %
Swimming	26	8.0 %
None chosen	166	51.4 %
Total	323	100.0 %

SUM OF TOP FOUR CHOICES**Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household? (top 4)**

Q13. Top choice	Number	Percent
Ascent Gymnastics Team	7	2.2 %
Babysitters' Training	7	2.2 %
eSports	5	1.5 %
Gymnastics	44	13.6 %
Kids Night Out	18	5.6 %
Learn to Ice Skate	47	14.6 %
Martial Arts	26	8.0 %
Youth Outdoor Recreation	76	23.5 %
Pre-K Learn to Play	16	5.0 %
Adult Enrichment	73	22.6 %
Aquatics Job Training	13	4.0 %
Drop-in Sports	63	19.5 %
Active Older Adult Programs	67	20.7 %
Gypsum Fitness	66	20.4 %
Adult Outdoor Recreation	59	18.3 %
Rock Climbing	32	9.9 %
Sports Leagues	102	31.6 %
Swimming	120	37.2 %
None chosen	55	17.0 %
Total	929	

Q14. Please rate your level of satisfaction with the overall value that your household receives from the services, programs, and facilities provided by Mountain Recreation.

Q14. Your level of satisfaction with overall value that your household receives from services, programs, & facilities provided by Mountain Recreation

	Number	Percent
Very satisfied	48	14.9 %
Satisfied	122	37.8 %
Neutral	75	23.2 %
Dissatisfied	32	9.9 %
Very dissatisfied	19	5.9 %
Don't know	27	8.4 %
Total	323	100.0 %

WITHOUT "DON'T KNOW"

Q14. Please rate your level of satisfaction with the overall value that your household receives from the services, programs, and facilities provided by Mountain Recreation. (without "don't know")

Q14. Your level of satisfaction with overall value that your household receives from services, programs, & facilities provided by Mountain Recreation

	Number	Percent
Very satisfied	48	16.2 %
Satisfied	122	41.2 %
Neutral	75	25.3 %
Dissatisfied	32	10.8 %
Very dissatisfied	19	6.4 %
Total	296	100.0 %

Q15. What is your age?

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	63	19.5 %
35-44	65	20.1 %
45-54	70	21.7 %
55-64	62	19.2 %
65+	63	19.5 %
Total	323	100.0 %

Q16. Which of the following best describes your race/ethnicity?

<u>Q16. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	5	1.5 %
Black or African American	4	1.2 %
American Indian or Alaska Native	4	1.2 %
White or Caucasian	295	91.3 %
Native Hawaiian or other Pacific Islander	1	0.3 %
Hispanic, Spanish, or Latino/a/x	97	30.0 %
Other	5	1.5 %
Total	411	

Q16-7. Self-describe your race/ethnicity:

<u>Q16-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Multiple races	2	50.0 %
European	1	25.0 %
Mixed	1	25.0 %
Total	4	100.0 %

Q17. Which of the following best describes your total annual household income?

Q17. Your total annual household income	Number	Percent
Under \$50K	38	11.8 %
\$50K to \$74,999	70	21.7 %
\$75K to \$124,999	65	20.1 %
\$125K to \$149,999	50	15.5 %
\$150K+	48	14.9 %
Not provided	52	16.1 %
Total	323	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Which of the following best describes your total annual household income? (without "not provided")**

Q17. Your total annual household income	Number	Percent
Under \$50K	38	14.0 %
\$50K to \$74,999	70	25.8 %
\$75K to \$124,999	65	24.0 %
\$125K to \$149,999	50	18.5 %
\$150K+	48	17.7 %
Total	271	100.0 %

Q18. Your gender:

Q18. Your gender	Number	Percent
Male	153	47.4 %
Female	157	48.6 %
I prefer to self-identify	1	0.3 %
Not provided	12	3.7 %
Total	323	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Your gender: (without "not provided")**

Q18. Your gender	Number	Percent
Male	153	49.2 %
Female	157	50.5 %
I prefer to self-identify	1	0.3 %
Total	311	100.0 %

Q18-3. Self-describe your gender:

Q16-3. Self-describe your gender	Number	Percent
Transmale	1	100.0 %
Total	1	100.0 %

Q19. What is the primary language spoken in your home?

<u>Q19. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	281	87.0 %
Other	26	8.0 %
Not provided	16	5.0 %
Total	323	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What is the primary language spoken in your home? (without "not provided")**

<u>Q19. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	281	91.5 %
Other	26	8.5 %
Total	307	100.0 %

Q19-2. Other:

<u>Q19-2. Other</u>	<u>Number</u>	<u>Percent</u>
Spanish	26	100.0 %
Total	26	100.0 %



Survey Instrument

March 3, 2025

Dear Mountain Recreation Area Resident,

We want to hear from you. Mountain Recreation is conducting a survey to help us understand recreation priorities for the community and hear from you about how we are performing as an organization. Your feedback is essential in shaping the future of recreation in our community.

Your Opinion Matters:

You've been randomly selected to participate, making your voice especially important. This is your chance to directly influence the recreational programs and facilities that matter most to you and your neighbors.

Share Your Input:

- **Confidentiality:** Your response will remain confidential and reported in a group form.
- **Time Commitment:** We value your time. The survey will take 10-15 minutes to complete.
- **Mail:** Simply return the enclosed survey in the postage-paid reply envelope in the mail within the next two weeks to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061
- **Online:** Visit MountainRecSurvey.org for a quick and easy way to complete the survey.
- **Phone:** Call ETC Institute toll-free at 1-888-801-5368 and ask to have your survey administered over the phone.

We appreciate your time. Your input will help us prioritize improvements to existing recreation facilities, plan new programs and activities that meet the needs of our community and ensure we're investing in amenities and programs that matter to you most. Don't miss this opportunity to have your voice heard and help us meet the ever-changing recreation needs of all community members.

If you have any questions, please contact ETC Institute's project manager Ryan Murray at 913-254-4598 or at ryan.murray@etcinstitute.com.

Si desea completar su encuesta en español, llame al 844-811-0411 o visite MountainRecSurvey.org.

Sincerely,

Ture Nycum

Ture Nycum
Executive Director

2025 Mountain Recreation Community Survey

Mountain Recreation would like your input to help determine recreation and facility priorities for the community. This survey will take 10-15 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid, return-reply envelope. If you prefer, you can complete the survey online at MountainRecSurvey.org. We greatly appreciate and value your time! **At the end of the survey, to say thank you for your time and feedback, you can opt-in for a chance to win a \$500 Visa gift card for fully completing the survey.**

1. **Please complete this survey with all household members in mind. Counting yourself, how many people in your household are...**

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-79: ____
 Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 80+: ____
 Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

2. **Overall Satisfaction with Mountain Recreation Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

Mountain Recreation Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of facilities	5	4	3	2	1	9
02. Number of facilities offered in the District	5	4	3	2	1	9
03. Security at facilities	5	4	3	2	1	9
04. Availability of information about programs/facilities	5	4	3	2	1	9
05. Quality of programs for families with children	5	4	3	2	1	9
06. Quality of programs for adults	5	4	3	2	1	9
07. User friendliness of District's website	5	4	3	2	1	9
08. Variety of programs offered	5	4	3	2	1	9
09. Ease of registering for classes	5	4	3	2	1	9
10. Fees charged to use recreation facilities	5	4	3	2	1	9
11. Ease of renting/reserving a facility	5	4	3	2	1	9
12. Fees charged for programs	5	4	3	2	1	9
13. Schedule of when programs are offered (time/day)	5	4	3	2	1	9
14. How close facilities are located to your home	5	4	3	2	1	9

3. **Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from District leaders over the next TWO years?** *[Write-in your answers below using the numbers from the list in Question 2.]*

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

4. **Please rate your level of agreement with the following statements by circling the corresponding number.**

Mountain Recreation...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01. Provides quality facilities so everyone has the opportunity to live happy and healthy lives	5	4	3	2	1	9
02. Provides quality programs so everyone has the opportunity to live happy and healthy lives	5	4	3	2	1	9
03. Helps to attract new residents and businesses	5	4	3	2	1	9
04. Helps to reduce crime in my neighborhood and keep kids out of trouble	5	4	3	2	1	9
05. Improves my (my household's) mental health and reduces stress	5	4	3	2	1	9
06. Improves my (my household's) physical health and fitness	5	4	3	2	1	9
07. Offers age-friendly and accessible recreation options to all age groups	5	4	3	2	1	9
08. Offers childhood education opportunities to develop the whole child	5	4	3	2	1	9
09. Positively impacts economic/business development	5	4	3	2	1	9
10. Provides positive social interactions for me (my household/family)	5	4	3	2	1	9

5. For each of the three recreation facilities listed below, please indicate whether you or the members of your household have visited the facility during the past year by circling YES or NO. If you or members of your household have visited the facility, please rate your satisfaction with each of the items listed

5a.	Have you visited the Gypsum Recreation Center in the past year?	YES			NO		
	If "Yes," how satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall impression of the Center	5	4	3	2	1	9
2.	Hours of operation	5	4	3	2	1	9
3.	Availability of meeting spaces	5	4	3	2	1	9
4.	Cleanliness	5	4	3	2	1	9
5.	Customer service received by employees	5	4	3	2	1	9
6.	Appropriateness of entry fees	5	4	3	2	1	9
5b.	Have you visited Edwards Field House in the past year?	YES			NO		
	If "Yes," how satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall impression of the Field House	5	4	3	2	1	9
2.	Hours of operation	5	4	3	2	1	9
3.	Availability of meeting spaces	5	4	3	2	1	9
4.	Cleanliness	5	4	3	2	1	9
5.	Customer service received by employees	5	4	3	2	1	9
6.	Appropriateness of entry fees	5	4	3	2	1	9
5c.	Have you visited the Eagle Pool and Ice Rink in the past year?	YES			NO		
	If "Yes," how satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall impression of the Pool and Ice Rink	5	4	3	2	1	9
2.	Hours of operation	5	4	3	2	1	9
3.	Availability of meeting spaces	5	4	3	2	1	9
4.	Cleanliness	5	4	3	2	1	9
5.	Customer service received by employees	5	4	3	2	1	9
6.	Appropriateness of entry fees	5	4	3	2	1	9

- 5d. Please check ALL OTHER facilities listed below you or the members of your household have visited.

☐ (1) Gypsum Creek Pool
 ☐ (3) Edwards Freedom Park
 ☐ (5) McCoy Wildcat Park
☐ (2) Eagle Sports Complex
 ☐ (4) Dotsero Playground

- 5e. If your household has NOT visited any recreation facilities in the last year, please CHECK ALL of the following reasons why you did NOT visit, or why you do not visit MORE OFTEN. [Check ALL that apply.]

☐ (01) Use other city, state, private facilities
 ☐ (09) Facility equipment doesn't meet my needs
☐ (02) Too far from home
 ☐ (10) Lack of ADA accessibility
☐ (03) Not aware of facility locations
 ☐ (11) Do not feel welcomed/accommodated
☐ (04) Facilities are not well maintained
 ☐ (12) Lack of transportation
☐ (05) Old and outdated facilities
 ☐ (13) Lack of restrooms
☐ (06) Lack of features we want to use
 ☐ (14) Language/Cultural barriers/age barriers
☐ (07) Lack of parking to access facilities
 ☐ (15) Fees are too high/lack of financial assistance
☐ (08) Do not feel safe using facilities
 ☐ (16) Other: _____

- 5f. Do you have any other suggestions for how Mountain Recreation could serve your household's recreation facility needs better?

6. Have you or any member of your household participated in or attended any special events or community events offered by Mountain Recreation in the last year? [Note: See Question 6a below for a list of events.]

____(1) Yes [Answer Q6a-b.] ____ (2) No [Answer Q6b.]

- 6a. How would you rate your overall satisfaction with the special event or community events you and the members of your household have attended?

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Fiesta Americas in Gypsum	5	4	3	2	1	9
2. Opening Day at the Eagle Sports Complex	5	4	3	2	1	9
3. New Years Eve at the Gypsum Rec Center	5	4	3	2	1	9
4. Winter Extravaganza at The Eagle Pool and Ice Rink	5	4	3	2	1	9
5. Community Kickball Tournament at the Eagle Sports Complex	5	4	3	2	1	9
6. Volunteer Appreciation Dinner in Wolcott	5	4	3	2	1	9

- 6b. As Mountain Recreation explores its current and potentially some new special event offerings, please provide any suggestions you may make that Mountain Recreation could explore offering in the future.

7. Have you or any member of your household participated in any programs offered by Mountain Recreation in the last year?

____(1) Yes [Answer Q7a-c.] ____ (2) No [Answer Q7b-c.]

- 7a. Please rate your satisfaction with each of the programming types you or the members of your household have participated in during the past year. If you have NOT participated one of the programming types listed, please circle "9" for "Don't Know."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Youth Programming	5	4	3	2	1	9
2. Adult Programming	5	4	3	2	1	9

- 7b. If your household has NOT participated in any recreation programs or events during the past year, please CHECK ALL of the following reasons why you have NOT participated. [Check ALL that apply.]

- | | |
|---|---|
| ____(01) I don't know what is offered | ____(10) Fees are too high/lack of financial assistance |
| ____(02) Use programs of other agencies | ____(11) Prefer virtual programming |
| ____(03) Lack of quality instructors | ____(12) Do not feel welcomed/accommodated |
| ____(04) Lack of quality programs | ____(13) Program not offered |
| ____(05) Prefer individual activities | ____(14) Registration is difficult |
| ____(06) Too far from home | ____(15) Lack of transportation |
| ____(07) Program times are not convenient | ____(16) Too busy/not interested |
| ____(08) Classes are full | ____(17) Language/Cultural/Age barriers |
| ____(09) Safety concerns | ____(18) Parking issues |

- 7c. Do you have any other suggestions for how Mountain Recreation could serve your household's recreation programming needs better?

8. From the following list, please **CHECK ALL** the ways you currently learn or would like to learn about Mountain Recreation facilities, programs, activities, and events. *[Check ALL that apply.]*

<input type="checkbox"/> (01) Sponsorship banners at facilities	<input type="checkbox"/> (08) Promotions at special events
<input type="checkbox"/> (02) Conversations with recreation staff	<input type="checkbox"/> (09) Activities Guide
<input type="checkbox"/> (03) Emails from the department	<input type="checkbox"/> (10) Social media
<input type="checkbox"/> (04) Flyers	<input type="checkbox"/> (11) Website
<input type="checkbox"/> (05) Word of mouth	<input type="checkbox"/> (12) Radio
<input type="checkbox"/> (06) Handout materials at facilities	<input type="checkbox"/> (13) Text messaging
<input type="checkbox"/> (07) Newspaper and/or community publication	<input type="checkbox"/> (14) Other: _____

9. Which **THREE** of the sources of communication listed above do you **MOST PREFER** to get information about Mountain Recreation facilities, programs, activities, and events? *[Write in your answers below using the numbers from the list in Question 8.]*

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

10. A variety of recreation facilities and amenities are listed below. Please indicate how well your needs for each facility or amenity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all. If you do not have a need for one of the items listed, please circle "9" for "No Need."

Facilities and Amenities		Fully Met	Mostly Met	Partly Met	Not Met	No Need
01. Indoor basketball courts		4	3	2	1	9
02. Indoor volleyball courts		4	3	2	1	9
03. Indoor pickleball courts		4	3	2	1	9
04. Indoor sporting practice facilities		4	3	2	1	9
05. Indoor fitness and wellness spaces		4	3	2	1	9
06. Indoor pool space		4	3	2	1	9
07. Indoor ice skating/hockey space		4	3	2	1	9
08. Outdoor basketball courts		4	3	2	1	9
09. Outdoor tennis courts		4	3	2	1	9
10. Outdoor pickleball courts		4	3	2	1	9
11. Extreme sports (i.e., skate parks/pump tracks)		4	3	2	1	9
12. Splash pads/interactive water play or features		4	3	2	1	9
13. eSports/gaming space		4	3	2	1	9
14. Diamond sports fields (e.g., baseball, softball)		4	3	2	1	9
15. Rectangular sports fields (e.g., soccer, lacrosse)		4	3	2	1	9
16. Enrichment (arts, dance, etc.) spaces		4	3	2	1	9
17. Meeting spaces		4	3	2	1	9
18. Teen indoor and outdoor activity areas		4	3	2	1	9
19. Outdoor fitness equipment		4	3	2	1	9
20. Other (explain): _____		4	3	2	1	9

11. Which **FOUR** facilities/amenities from the list in Question 10 are **MOST IMPORTANT** to your household? *[Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]*

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

12. A variety of recreation programs and activities are listed below. Please indicate how well your needs for each program or activity are met on a scale of 4 to 1, where 4 means your needs are "Fully Met" and 1 means your needs are "Not Met" at all. If you do not have a need for one of the items listed, please circle "9" for "No Need."

Programs and Activities	Fully Met	Mostly Met	Partly Met	Not Met	No Need
01. Ascent Gymnastics Team	4	3	2	1	9
02. Babysitters' Training	4	3	2	1	9
03. eSports	4	3	2	1	9
04. Gymnastics	4	3	2	1	9
05. Kids Night Out	4	3	2	1	9
06. Learn to Ice Skate	4	3	2	1	9
07. Martial Arts	4	3	2	1	9
08. Youth Outdoor Recreation	4	3	2	1	9
09. Pre-K Learn to Play	4	3	2	1	9
10. Adult Enrichment	4	3	2	1	9
11. Aquatics Job Training	4	3	2	1	9
12. Drop-in Sports	4	3	2	1	9
13. Active Older Adult Programs	4	3	2	1	9
14. Gypsum Fitness	4	3	2	1	9
15. Adult Outdoor Recreation	4	3	2	1	9
16. Rock Climbing	4	3	2	1	9
17. Sports Leagues	4	3	2	1	9
18. Swimming	4	3	2	1	9
19. Other (explain): _____	4	3	2	1	9

13. Which **FOUR** programs from the list in Question 12 are **MOST IMPORTANT** to your household?
[Write in your answers below using the numbers from the list in Question 12, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

14. Please rate your level of satisfaction with the overall value that your household receives from the services, programs, and facilities provided by Mountain Recreation.

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
____(4) Satisfied ____ (2) Dissatisfied ____ (9) Don't know

DEMOGRAPHICS - To ensure that the people who respond to this survey accurately represent the residents, please provide the demographic information listed below. Your responses to these questions are optional.

15. What is your age? ____ years

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

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

17. Which of the following best describes your total annual household income?

____ (1) Under \$50,000 ____ (3) \$75,000 to \$124,999 ____ (5) More than \$150,000
____ (2) \$50,000 to \$74,999 ____ (4) \$125,000 - \$149,999

18. Your gender: ____ (1) Male ____ (2) Female ____ (3) I prefer to self-identify: _____

19. What is the primary language spoken in your home:

____ (1) English (2) Other: _____

20. Do you have any other suggestions for how Mountain Recreation could serve you better?

21. As a way to say thank you for your time, we will be randomly selecting one survey respondent to receive a \$500 Visa gift card (sent by email). To enter the drawing, please provide your name, phone number, and email address below:

Name: _____

Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
The information to the right will ONLY be used to help
identify the level of need in your area. Thank you!