



**Town Council
WORK SESSION
Tuesday, April 6, 2021
ONLINE MEETING
Public Meeting Room / Eagle Town Hall
200 Broadway Eagle, CO**

*This agenda and the meetings can be viewed at www.Townofeagle.org.
Times listed are approximate and are subject to change.*

TOWN COUNCIL WORK SESSION ACCESS INFORMATION

1. This will be an online work session.

[ACCESS THE ON-LINE MEETING HERE](#)

For technical difficulties please email bill.shrum@townofeagle.org and we will do our best to assist you.

Work sessions of the Town Council are not meetings requiring public comment. The public is allowed to attend, however, public comment will not be scheduled and will only be taken at the discretion of the Mayor. The Council shall take no final or official action, vote, nor make any motions.

PRESENTATIONS - 4:00 PM - 6:00 PM

1. Town Communication

I hereby certify that the above Notice of Meeting was posted by me in the designated location at least 24 hours prior to said meeting.

Jenny Rakow, CMC
Town Clerk

PUBLIC WIFI - TOEG – townofeagle2019



To: Mayor and Town Council

From: Bill Shrum, Assistant Town Manager

Date: April 6, 2021

Subject: Work Session - Communication

Purpose:

The purpose of this report is to outline the changes in Town of Eagle Communication protocol over 2020, report metrics on communication work accomplished, and outline strategic direction planned for improvement in 2021.

Communication Evolution:

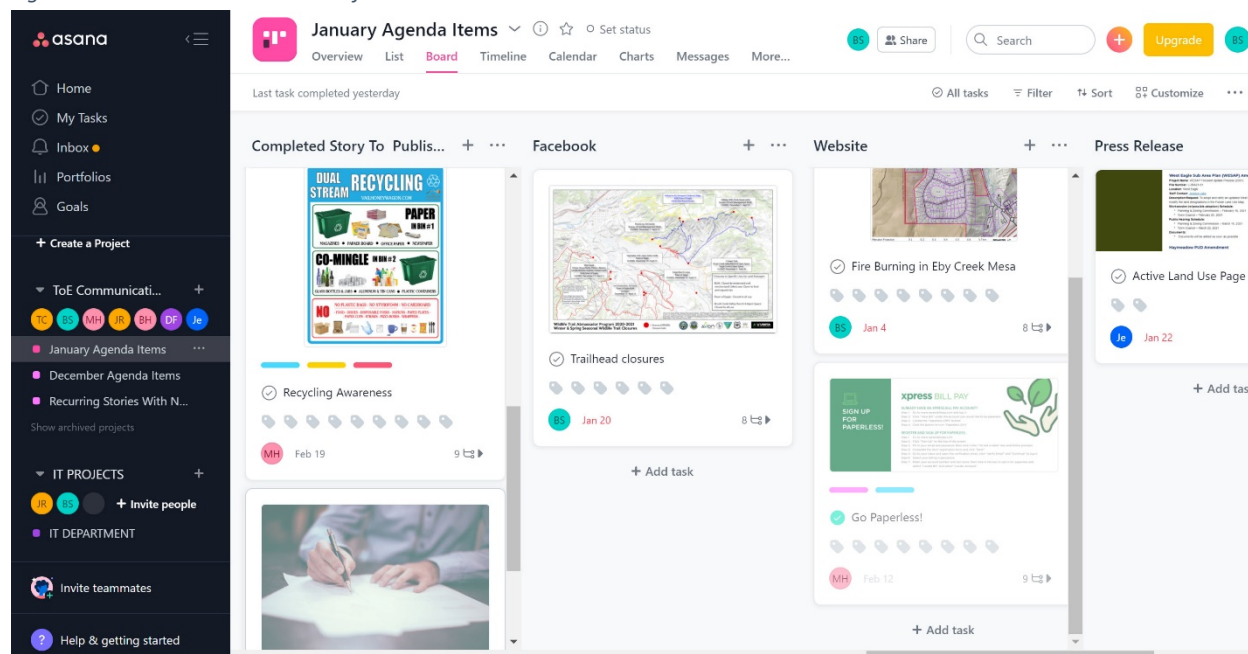
In December 2019, the Town opted not to renew an ongoing contract with PR Studios for communication support. They were initially retained in 2016 to assist with the Eagle River Park, and remained under contract for communication support, namely around events and specific projects.

When communication responsibilities were brought in-house, the staff assembled a Communications Team with representatives from all departments of Town. This team has met regularly through 2020 and is responsible for developing and executing Town communication. This includes the Town of Eagle website, email newsletters, social media, press releases, video production, and more.

Internal Communication Practices:

It can be a challenge to coordinate Town-wide communication without a specific point-person, yet the Town of Eagle has been able to do so throughout 2020 with our collaborative process. The Communication Team uses Asana to organize a workflow of communication across departments. Categories start with ideas for discussion, and escalate with additions of copy, photos, and planned distribution channels. Team members are responsible for publishing stories situated in their departments, though they often receive suggestions or assistance from other team members. Many stories and communication needs for the Town are recurring, meaning that the same story is relevant based on the season or other regular occurrence. This process was labor intensive in the first year to craft each of these stories but going into 2021 a high number of our correspondence already has copy and photography ready to schedule and produce without any additional work. Asana helps store and coordinate the team, and an example of a segment of our workflow is included in Figure 1 below:

Figure 1: ToE Communication Workflow in Asana



External Communication Practices:

The Town of Eagle has a variety of external communication methods on which we directly publish:

- Websites: Town of Eagle Website
Eagle Outside Website
- Social Media: Town of Eagle Facebook
Eagle Outside Facebook
Eagle Outside Instagram
- Direct Email: Eagle Today > Direct Subscribers and HOA email lists
Town of Eagle Business Licenses
Town of Eagle Employee Newsletter
- Direct Mail: Utility Billing Customers
GIS-Based Mailing Lists
Town of Eagle Post Office Box Holders

Additional methods of external communication available to the Town include the Eagle Valley Enterprise and Vail Daily print and online newspapers, local radio stations, and project-specific websites and email lists like those used for Elevate Eagle, Grand Avenue Corridor Study, and Downtown Broadway Businesses.

Each method has strengths and weaknesses and can reach different demographics. Press Releases are distributed to external partners as well as published on all available channels. An update about snow plowing schedules may only be published to Facebook. The Communication Team discusses the intended audience for each story and routes a story for publication accordingly.

2020 Communication Metrics on External Platforms:

In 2019, PR Studios did a majority of the communication publication work for the Town of Eagle. In 2020, all publishing was brought in-house. The following data is for the Town-owned platforms.

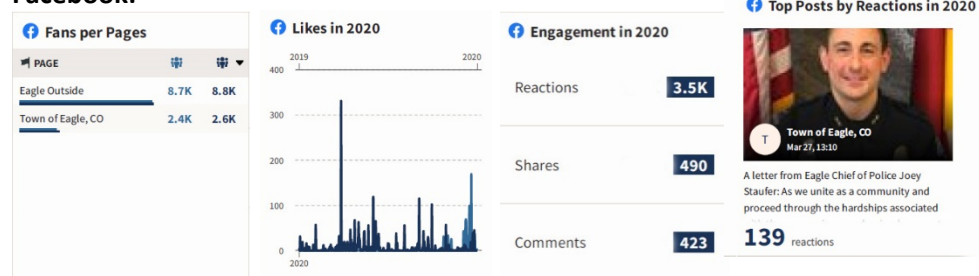
Email:

Eagle Today	2019	2020	Business License	2019	2020
Emails Sent	21	16	Emails Sent	8	4
Total Delivered	52706	46634	Total Delivered	2094	707
Average Delivered	2519	2914	Average Delivered	261	176
Open Rate	33.22%	42.89%	Open Rate	49.90%	55.02%
Growth	214	-26			

Website: <http://townofeagle.org>

Users	2019	2020	Change
visitors	103,531	108,191	4,660
bounce rate	62%	61%	-1%
actions	2.8	3.1	0.3
peak visits 5/9/19	683	943	260
unique pageviews	123,443	132,272	8,829
searches	6,663	7,775	1,112
downloads	114,884	152,070	37,186
Locations			
C. Springs	9,810	9,334	-476
Eagle	8,681	8,774	93
Denver	8,072	5,087	-2,985
Changi, Singapore	3,299	2,329	-970
Platform			
desktop	64,367	67,493	3,126
smartphone	32,396	35,129	2,733
tablet	5,100	3,261	-1,839

Facebook:



Communication Challenges:

There are several challenges to our current communications process. The most important is one shared by all municipalities, in that Town communication is inherently different than traditional marketing, but the platforms we use are optimized to support marketing and not other types of engagement. The data presented above demonstrates this challenge. Traditionally, more likes or fans would be considered good, but what if the fans don't live in Eagle? What if they don't visit? What if we do not need to create a call to action in our emails, only inform people? Do we want more engagement on Facebook, or do we want to measure how people respond to the message in person? We cannot apply traditional marketing theory to the needs of our Town communication strategy.

Awareness and engagement are two significantly different ends that our communication strategy must meet. Sometimes the terms are conflated, and a need for "good communication" is meant to mean more awareness, or more engagement. There are additional tools available for us to increase awareness, including the Vail Daily, radio promotions, partner organizations in Town, and residential groups. Each of these is outside of our direct control, so the challenge is to form stronger relationships and better utilize these tools when possible. There are also tools to improve engagement, including zoom for council meetings, participatory elements on websites to engage the public, the community survey and dashboard, and more ad hoc project-specific outreach.

Communication Opportunities:

The largest communication opportunity we have as a Town is the future Community Survey. In the survey we are asking five specific questions to help guide the Town's strategy for communication going forward:

- 47. In general, have you felt meaningfully involved in public processes or shaping community decisions?
- 48. Are there any town issues or projects that you would like to be involved in? If so, please describe the topic and your level of interest.
- 49. Would you like to be contacted by someone from the Town regarding the answer above?
- 50. How would you prefer to find out about Town events and issues?
- 51. How might the Town improve communications and better engage more people in the Eagle community?

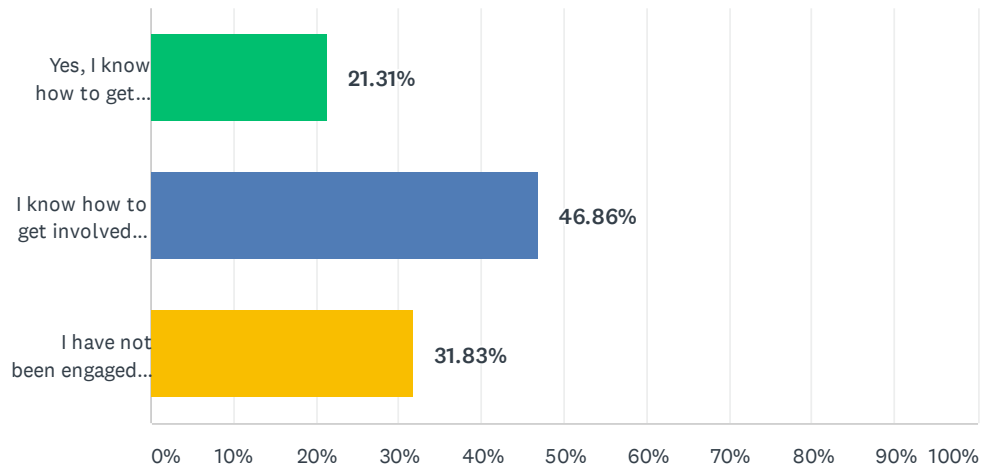
The Town is also doing more to leverage shared communication with organizational partners like the Eagle Chamber. The recent collaboration provided a coordinated radio, email, and newspaper effort around the Eagle Bucks campaign, and has directly led to more community awareness and engagement.

Future Communication Strategies:

The Communications Team is planning to adjust communication strategies in 2021 based on the results of the community survey, interim feedback is attached. The survey itself is a bold and important tool to improve communication from the Town to its residents and create an ongoing conversation with monthly reporting and surveys. The Town will continue to refine its internal process for communication, specifically looking to improve engagement among employees, volunteers, committees, and volunteer organizations.

Q47 In general, have you felt meaningfully involved in public processes or shaping community decisions?

Answered: 732 Skipped: 369



ANSWER CHOICES	RESPONSES	
Yes, I know how to get involved in community processes and do join in.	21.31%	156
I know how to get involved in Town projects and processes, but I do not generally get involved.	46.86%	343
I have not been engaged in Town projects and processes and do not know how to get involved.	31.83%	233
TOTAL		732

Q48 Are there any town issues or projects that you would like to be involved in? If so, please name the topic and describe your level of interest in involvement.

Answered: 179 Skipped: 922

#	RESPONSES	DATE
1	it's too late to do anything about it now but both the waterpark ad haymeadow development projects should never have gone ahead.	3/25/2021 1:49 PM
2	recreation, broadband development, housing	3/25/2021 10:35 AM
3	NA	3/25/2021 8:26 AM
4	Hwy 6/Grand Ave Improvements	3/22/2021 5:19 PM
5	Impact of Haymeadow on traffic flow and IH70 Access - very interested	3/20/2021 6:19 PM
6	senior housing, level 5/5	3/17/2021 1:34 PM
7	No	3/16/2021 8:38 PM
8	Fostering a better work ethic ethos in younger community. High	3/15/2021 10:03 AM
9	Economic/business development	3/14/2021 7:50 PM
10	I would like to see some sort of event for LGBT+ Pride month	3/14/2021 5:40 PM
11	I am a sustainability student at CMC. So, I would love to know more about the town's sustainability plans and visions.	3/10/2021 9:12 PM
12	Strongly interested in broadband and downtown development	3/9/2021 11:22 PM
13	hwy 6 redevelopment around 5th street. Also trains, if any.	3/9/2021 7:21 PM
14	I'd be happy to get involved in projects revitalizing Broadway/Capitol St.	3/9/2021 4:02 PM
15	Yes - I would like to understand how to get involved!	3/9/2021 3:34 PM
16	Water tower - high	3/9/2021 2:01 PM
17	Identifying and Development of a "Down Town"	3/9/2021 9:04 AM
18	Already involved	3/9/2021 7:56 AM
19	too busy currently	3/8/2021 6:56 PM
20	currently do not have time for those projects	3/8/2021 4:09 PM
21	I would like to be involved in The Show Downtown and other public concerts and events	3/8/2021 3:11 PM
22	Climate Action	3/8/2021 10:07 AM
23	Trail maintenance	3/7/2021 8:58 PM
24	W. Eagle Sub, Close Shorthorn Road!	3/7/2021 12:03 PM
25	Creating a bike lane up Eby Creek road, resting a more vibrant restaurant scene in Eagle.	3/7/2021 11:24 AM
26	I don't know what's on the list but would be more than glad to help	3/6/2021 9:59 PM
27	Not at this time	3/6/2021 9:05 PM
28	Turning the BMX park into a mountain bike park. Very interested.	3/6/2021 7:07 PM
29	Trail maintenance to serve our local community.	3/6/2021 4:45 PM
30	No	3/6/2021 4:40 PM
31	Planning and community development	3/6/2021 8:42 AM

2021 Community Survey: Town of Eagle

32	Protection of open spaces, planning for future construction	3/6/2021 8:26 AM
33	Economic growth	3/6/2021 8:13 AM
34	Connecting downtown to highway 6	3/6/2021 7:33 AM
35	Water costs are obscene. I attempted to be involved and the town management had a pre determined solution. Never again.	3/6/2021 7:22 AM
36	I would like to participate in developing sustainable mountain bike trails. I would like to join Hardscrabble Trail Coalition.	3/5/2021 7:59 PM
37	Town skatepark, would LOVE to be involved	3/5/2021 7:46 PM
38	I just had a baby so I couldn't commit right now but I'd love to know about issues and projects more.	3/5/2021 7:07 PM
39	Planning & Downtown Improvements	3/5/2021 11:06 AM
40	Comprehensive plan- smart growth/and recreational amenities	3/4/2021 9:31 PM
41	Affordable housing, job opportunities	3/4/2021 7:28 PM
42	Saving the Elk Herd- it has dwindled from 350+ to less than 100 here in Eagle Ranch/Brush Creek area.	3/3/2021 7:57 PM
43	less development	3/3/2021 5:33 PM
44	Improve walkability and bike routs	3/1/2021 9:53 PM
45	I would like to be involved in facilitating activity and events in Eagle Ranch commercial district	3/1/2021 11:55 AM
46	no	3/1/2021 7:40 AM
47	I would be happy to contribute input about what the town could do to be friendlier to licensed child care facilities. I was a child care licensing worker for both county & state for 10 years.	2/28/2021 10:46 PM
48	Traffic	2/28/2021 1:00 PM
49	n/a	2/28/2021 12:56 PM
50	I would like to be on MEAC; have reached out and not received response	2/28/2021 10:57 AM
51	Art	2/27/2021 3:07 PM
52	Planning and regeneration	2/26/2021 3:31 PM
53	Clean up	2/26/2021 2:17 PM
54	Improving OHV trail access	2/26/2021 8:26 AM
55	Open Space Management	2/26/2021 8:19 AM
56	Economic Development, policy formation, finance	2/25/2021 10:54 PM
57	Wildlife, open space	2/25/2021 7:51 PM
58	Additional Ice Rink that stays open all year in Eagle	2/25/2021 7:05 PM
59	I'm interested in recycling being more standard, rather than taking off site, and environmental sustainability like plastic bag ban, reusable take out, etc that could be town or county wide	2/25/2021 12:12 PM
60	Grand Avenue Corridor / Brush Creek Extension	2/25/2021 10:43 AM
61	As a local physician I am interested in Public health and safety. I am also interested in being involved on the school board and involved with public education	2/24/2021 8:11 PM
62	Just moved here	2/24/2021 2:51 PM
63	New Business recruitment	2/24/2021 2:42 PM
64	keeping open space and wildlife safe	2/24/2021 2:06 PM
65	multi use trail development not just mountain biking preference. smaller scale single family home development	2/24/2021 11:28 AM
66	Open space and recreation	2/24/2021 11:18 AM
67	vacant retail. Affordable housing/Rent Community activities	2/24/2021 10:17 AM

2021 Community Survey: Town of Eagle

68	The push to make the town go primarily electric worries me.	2/24/2021 10:15 AM
69	farmers market	2/24/2021 9:27 AM
70	I'd be very interested in city council in Nov 2021	2/24/2021 7:44 AM
71	Street lights maintained	2/24/2021 6:10 AM
72	Rec center development	2/23/2021 9:57 PM
73	Planning	2/23/2021 4:53 PM
74	I believe someone needs to reevaluate the speed limits within the Terrace and possibly other neighborhoods. People go way too fast, we need some way to slow cars down. It's dangerous for children. I live on Snow Goose and the speed limit is the same as Brush Creek which makes no sense at all.	2/23/2021 4:46 PM
75	I attend meetings when I'm interested	2/23/2021 4:41 PM
76	Mental Health and Equine opportunities	2/23/2021 10:53 AM
77	Outdoor community events	2/21/2021 11:08 AM
78	open space, trails, sustainable/renewable energy	2/21/2021 9:22 AM
79	Community involvement	2/21/2021 8:55 AM
80	Thor and DDA	2/21/2021 8:09 AM
81	N/A	2/20/2021 3:52 PM
82	I would be interested in environmental sustainability, open space and recreation topics.	2/19/2021 2:47 PM
83	public art/events, affordable housing, economic development	2/19/2021 10:06 AM
84	none right now	2/18/2021 2:15 PM
85	Funding for local affordable housing	2/17/2021 2:53 PM
86	I have always wanted to start a kids play place in Eagle or own/host an in town (or close to town campground) but have never found a feasible way to get these ideas off the ground.	2/17/2021 12:09 PM
87	Recruiting Businesses to Live, work, play here	2/16/2021 5:43 PM
88	wildfire mitigation	2/15/2021 10:45 PM
89	trails available to motorized community	2/15/2021 9:15 PM
90	Nope	2/15/2021 5:46 PM
91	Master trail planning. High level of engagement.	2/15/2021 2:42 PM
92	Events/Activities	2/15/2021 2:36 PM
93	Access to recreation.	2/15/2021 2:05 PM
94	I already am involved in the EVC and Grand Ave. Corridor project. On the periphery of the Broadway DDA.	2/15/2021 10:20 AM
95	ebike program	2/13/2021 10:45 AM
96	Town water rates are too high. Should issue bonds for new water plant as a better plan.	2/12/2021 10:13 PM
97	Building a paved trail from Fourth of July up Hernage Creek	2/12/2021 9:57 AM
98	I'll treat this as an open ended statement. We just moved here in July. Like many people COVID has kept us a bit solitary and my work (hospital) has kept me very busy. I would like to get involved in the future, but I've not made the time to do so. I would like to change that. So feel free to put me on any sort of list.	2/11/2021 5:43 PM
99	Recreation, public spaces, environmental sustainability	2/11/2021 2:59 PM
100	Am no longer interested in trying to make a difference in how the town operates.	2/11/2021 2:31 PM
101	Hocket gulch P&Z submission. This project did not have citizen support on approval of PUD.	2/11/2021 2:10 PM
102	Sustainability and hazard mitigation	2/10/2021 8:43 PM

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103	The intersection of Brush Creek and Capital traffic with all new builds needs to be addressed	2/10/2021 5:11 PM
104	bike trail development	2/10/2021 3:16 PM
105	water rates are getting way too high- no more fees please	2/10/2021 12:54 PM
106	Not at this time	2/10/2021 12:27 PM
107	Getting mail service door to door not thru the post office	2/10/2021 11:17 AM
108	wildlife habitat preservation, very interested	2/10/2021 10:51 AM
109	Limiting bike trails near homes and renegade/rogue trails. Keeping the small town, agricultural, wave-to-your-neighbor feel of Old Eagle.	2/10/2021 10:28 AM
110	No	2/10/2021 8:30 AM
111	Haymeadow disaster developing	2/9/2021 9:36 PM
112	trail building & maintenance	2/9/2021 8:08 PM
113	Sustainability & environmental initiatives; extremely interested	2/9/2021 7:53 PM
114	Stormwater Management Plan Interested	2/9/2021 7:46 PM
115	As a small business owner I may be bias due to education but I believe we need to increase budgets for Noxious Weed Control and Fire Mitigation Services. Also when the Emerald Ash Borer arrives in Eagle Ranch we do not have the diversity needed nor the budget to protect or replace the valuable street tree assets.	2/9/2021 6:14 PM
116	N/A	2/9/2021 5:40 PM
117	Coordination with Mountain Recreation improvements at the Eagle rink/pool location. Any roadway safety planning and infrastructure improvements to provide connectivity to neighborhoods and Town amenities.	2/9/2021 3:03 PM
118	Environmental but decision makers don't listen!	2/9/2021 2:12 PM
119	Off-leash dog options; very interested	2/9/2021 1:20 PM
120	Town Development & Economic Growth - very interested	2/9/2021 12:52 PM
121	Diversity, community engagement, teen engagement, public parks, more visible collaboration with school district and town	2/9/2021 12:47 PM
122	The new development on Sylvan lake road	2/9/2021 12:42 PM
123	Building moratorium	2/9/2021 12:04 PM
124	Parking	2/9/2021 11:37 AM
125	crime prevention	2/9/2021 11:28 AM
126	increasing horse friendly trails and recreation	2/9/2021 11:22 AM
127	Highway 6 corridor committee	2/9/2021 11:05 AM
128	The bull pasture road development	2/9/2021 10:21 AM
129	Economic Development of Broadway and Eagle Ranch. Community Events planning.	2/9/2021 10:07 AM
130	environmental sustainability I would like to see if there is anything my small environmental consulting business can do to help the town of Eagle become more sustainable	2/9/2021 9:54 AM
131	let's build a recreation center like gypsum's	2/9/2021 9:35 AM
132	No	2/9/2021 9:34 AM
133	Landscaping and park managment	2/9/2021 9:25 AM
134	Mountain biking events	2/9/2021 9:23 AM
135	I am on the Open Space Committee.	2/9/2021 8:53 AM
136	I would like to be more involved in recreation and tourism. I have been a little disappointed in the follow through of some projects such as the river park.	2/9/2021 8:29 AM
137	A new approach to affordable housing without requiring new development	2/9/2021 6:28 AM

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138	Use Tax discussion	2/9/2021 6:22 AM
139	Housing recreation opportunities	2/9/2021 5:59 AM
140	Don't know any specific things but would like to know about opportunities	2/8/2021 10:37 PM
141	I would like to be involved in the numerous planning projects the town has completed in the past 5 years. Living in Eagle for 20 years, I am concerned the link below is the first time i have heard of these planning effortst and I didn't know these documents existed.	2/8/2021 10:32 PM
142	Improve Postal System - get mail delivery to neighborhood lock boxes and packages delivered to home	2/8/2021 8:37 PM
143	Thursday Night Concerts	2/8/2021 8:37 PM
144	build a street between castle and brush creek to get traffic off of Capitol street and I'll volunteer to help	2/8/2021 7:06 PM
145	Trail Expansion and Building - very high (already a Hardscrabble Trails Coalition Family Member)	2/8/2021 6:36 PM
146	Affordable Housing. Very interested in participating any way possible to find solutions for more affordable housing in Eagle. I own a business in Gypsum (Dave & Matt Vans) and we have lost multiple candidates for employment due to lack of housing options.	2/8/2021 5:46 PM
147	accountability in town employees, stopping the theft for services not provided, I have no idea how to be involved no one responds to email, answers letters or returns phone calls	2/8/2021 5:40 PM
148	The Town of Eagle needs to ban plastic bags!!	2/8/2021 5:36 PM
149	East of Chambers Ave, I think the town should invest in something like Bartlett Farms in Nantucket - https://bartlettsfarm.com/	2/8/2021 5:25 PM
150	Sewer in Howard street	2/8/2021 5:16 PM
151	Wildlife habitat preservation in our open space. Very interested, as our deer and elk populations continue a downward spiral for the advancement of the town. What happened to environmental science and it being practiced around here?	2/8/2021 5:01 PM
152	Pave Hwy 6	2/8/2021 4:46 PM
153	Clean up	2/8/2021 4:43 PM
154	I have wasted time being involved in the same projects multiple times that end up stopping or failing (code re-write, comp plan work, anything by Leonard Simpson - they were terrible and superficial	2/8/2021 4:43 PM
155	cardboard Recycling pick up for additional fee	2/8/2021 4:39 PM
156	None	2/8/2021 4:38 PM
157	I would like to be more involved, but it's just hard to find time to be as involved as I would like to be	2/8/2021 4:37 PM
158	Water-high level Mark	2/8/2021 4:34 PM
159	Recycling practices	2/8/2021 4:33 PM
160	Events or marketing - right now, I'm feeling pretty overwhelmed, but would be interested in the future.	2/8/2021 4:28 PM
161	Affordable housing - very interested	2/8/2021 4:28 PM
162	HYW6 Beautification	2/8/2021 4:19 PM
163	I hope to be more involved in the future when time allows.	2/8/2021 4:18 PM
164	I am willing to help with whatever is needed.	2/8/2021 4:11 PM
165	stop selling out to developers	2/8/2021 3:57 PM
166	Please include me	2/8/2021 3:54 PM
167	Broadway redevelopment, have applied for DDA position	2/8/2021 3:54 PM
168	Sorry... dog poop stations. My neighborhood (montgomerie circle, brush creek townhomes) pays a fortune to maintain our stations because everyone who uses the open spaces uses all	2/8/2021 3:50 PM

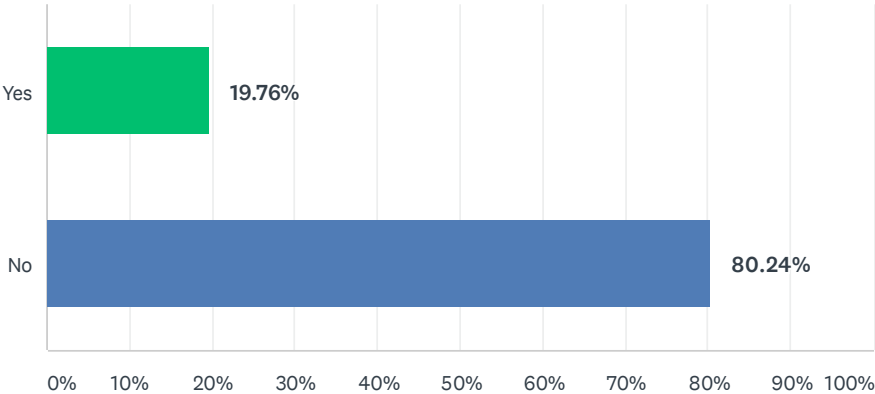
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the bags and fills up the trash. We need to share this obligation more equitably with the town. I volunteered to address this within my HOA.

169	Not sure	2/8/2021 3:43 PM
170	If there is a place that needs some support I'd be willing to discuss	2/8/2021 3:43 PM
171	The mural on the side Alpine Lumber and creating resources for people recently released from county jail. I am highly interested in being involved with both issues.	2/8/2021 3:31 PM
172	Fixing playground swings in the Terrace that have been broken for two years	2/8/2021 3:30 PM
173	Development projects.	2/8/2021 3:30 PM
174	Highway 6 redevelopment, planning/comm dev	2/8/2021 3:26 PM
175	It seems hit or miss if the town website is up to date with events. TOE and Eagle Outside are confusing.	2/8/2021 3:26 PM
176	Overpopulation, growing too fast for the infrastructure	2/8/2021 3:16 PM
177	Not the way the TOE does business presently.....	2/7/2021 3:40 PM
178	n/a	2/6/2021 7:30 PM
179	Economic Development	2/6/2021 1:55 PM

Q49 Would you like to be contacted by someone from the Town regarding your answer above?

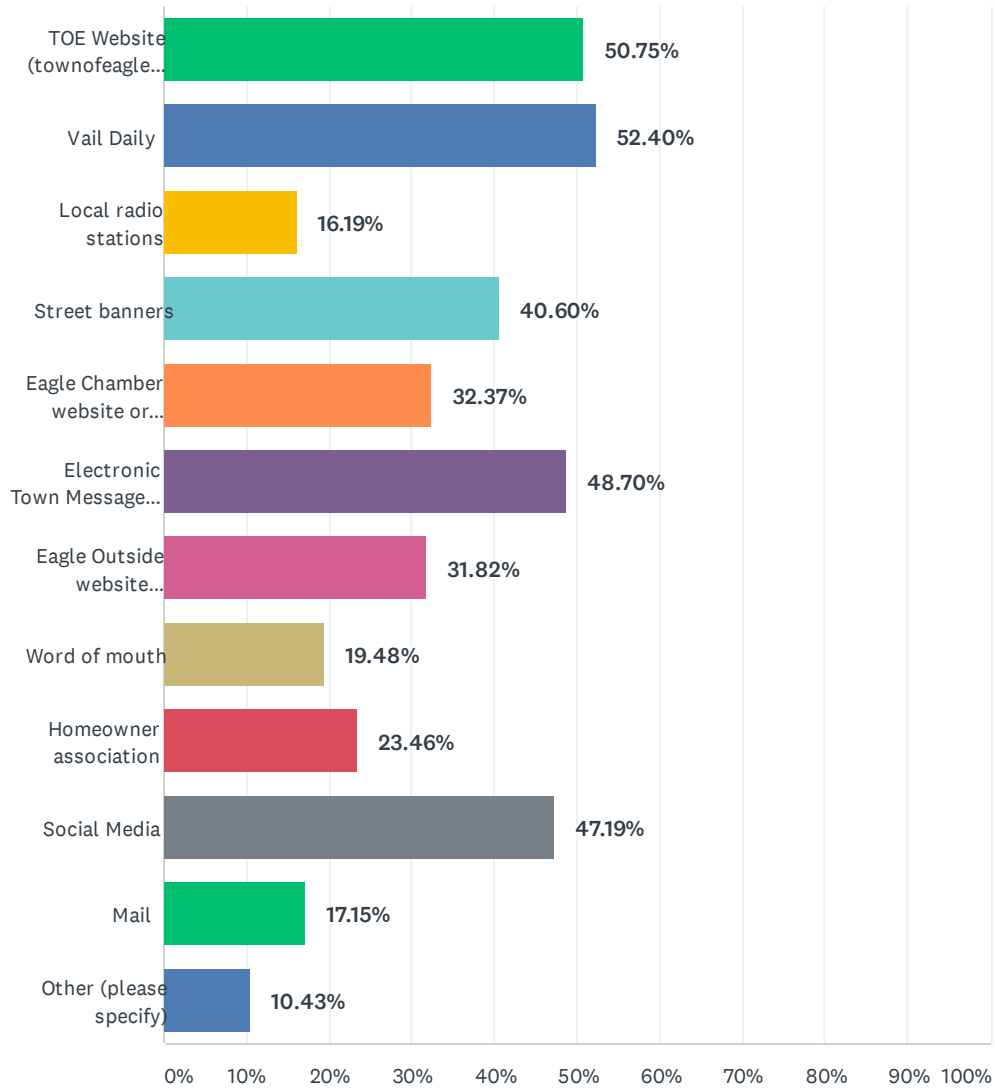
Answered: 582 Skipped: 519



ANSWER CHOICES	RESPONSES	
Yes	19.76%	115
No	80.24%	467
TOTAL		582

Q50 How would you prefer to find out about Town events and issues? [Select all that apply]

Answered: 729 Skipped: 372



2021 Community Survey: Town of Eagle

ANSWER CHOICES	RESPONSES	
TOE Website (townofeagle.org)	50.75%	370
Vail Daily	52.40%	382
Local radio stations	16.19%	118
Street banners	40.60%	296
Eagle Chamber website or e-blast	32.37%	236
Electronic Town Message Board on Grand Avenue	48.70%	355
Eagle Outside website (eagleoutside.com)	31.82%	232
Word of mouth	19.48%	142
Homeowner association	23.46%	171
Social Media	47.19%	344
Mail	17.15%	125
Other (please specify)	10.43%	76
Total Respondents: 729		

#	OTHER (PLEASE SPECIFY)	DATE
1	can we get a new electronic message board? I love getting news that way but wish it was bigger and a little nicer	3/17/2021 1:34 PM
2	Newsletters	3/9/2021 10:40 AM
3	Email	3/8/2021 7:02 PM
4	email blast?	3/8/2021 4:14 PM
5	email	3/8/2021 10:07 AM
6	Email	3/7/2021 11:24 AM
7	Email	3/6/2021 4:45 PM
8	Email	3/6/2021 9:40 AM
9	Emailed newsletter	3/5/2021 9:09 PM
10	Email	3/5/2021 7:09 PM
11	Email	3/5/2021 6:03 PM
12	email	3/5/2021 5:27 PM
13	Email	3/3/2021 6:07 PM
14	Emails from town	3/1/2021 7:46 AM
15	Receiving emails	2/28/2021 10:46 PM
16	email	2/26/2021 5:17 PM
17	I get emails about town meetings -- that would be where I would like to see events posted.	2/25/2021 4:32 PM
18	email updates	2/24/2021 11:28 AM
19	email	2/24/2021 9:43 AM
20	SMS, everbridge, and Nextdoor	2/24/2021 7:44 AM
21	Email	2/23/2021 10:00 PM
22	email	2/23/2021 5:06 PM

2021 Community Survey: Town of Eagle

23	e.mails directly from the town - short and sweet	2/23/2021 3:05 PM
24	although the electric signs at the entrance of town are tacky, I DO find them informative.	2/20/2021 1:38 PM
25	TOE e-blast	2/18/2021 2:33 PM
26	Town e-blasts	2/16/2021 10:27 AM
27	email newsletter	2/16/2021 9:02 AM
28	E-newsletter	2/15/2021 8:45 PM
29	Eagle mail	2/15/2021 12:32 PM
30	email	2/12/2021 10:13 PM
31	Email	2/11/2021 5:52 PM
32	Emails from the town	2/11/2021 9:47 AM
33	Town e-newsletters	2/10/2021 3:59 PM
34	electronic message board is ugly	2/10/2021 12:54 PM
35	Email. Eagle Ranch is really good about doing that for their homeowners.	2/9/2021 8:40 PM
36	Email	2/9/2021 8:29 PM
37	email	2/9/2021 7:53 PM
38	We prefer email communications.	2/9/2021 6:14 PM
39	Email.	2/9/2021 5:40 PM
40	Email	2/9/2021 5:01 PM
41	Town email	2/9/2021 4:33 PM
42	email	2/9/2021 3:38 PM
43	Email	2/9/2021 3:03 PM
44	Email for Town, Chamber or HOA	2/9/2021 12:52 PM
45	email	2/9/2021 11:28 AM
46	Email updates are best, would be better if they were on a schedule weekly.	2/9/2021 10:19 AM
47	email alerts (seems to work for Gypsum)	2/9/2021 9:15 AM
48	Email	2/9/2021 8:29 AM
49	bring it all	2/9/2021 6:28 AM
50	Newsletter or email	2/9/2021 6:19 AM
51	e-mail	2/8/2021 8:09 PM
52	email or radio	2/8/2021 7:06 PM
53	E-newsletter	2/8/2021 7:01 PM
54	email	2/8/2021 6:36 PM
55	Email	2/8/2021 6:01 PM
56	Email	2/8/2021 5:40 PM
57	email	2/8/2021 5:34 PM
58	Included with utility bill	2/8/2021 5:25 PM
59	Town should have small public info boards/kiosk where people can post events etc. Something a walker could find and use.	2/8/2021 5:22 PM
60	Email	2/8/2021 5:16 PM
61	email	2/8/2021 5:09 PM
62	Add info to monthly utility bill	2/8/2021 5:06 PM

2021 Community Survey: Town of Eagle

63	emails from the Town	2/8/2021 4:43 PM
64	Email	2/8/2021 4:38 PM
65	Timely advance notices about meetings -at least two weeks advance notice with one week to go and day before /morning of notice can on important meetings	2/8/2021 4:34 PM
66	cafes and businesses... or maybe a spot on broadway that becomes the info hub to cut down on the redundant littler of posters.	2/8/2021 3:50 PM
67	Emails sent out from TOE	2/8/2021 3:33 PM
68	email	2/8/2021 3:33 PM
69	Email	2/8/2021 3:30 PM
70	email/newsletters sent weekly would be great with easy links	2/8/2021 3:26 PM
71	E-mail Updates	2/8/2021 3:25 PM
72	email	2/8/2021 3:11 PM
73	Eagle Today / Utility Bills	2/8/2021 1:29 PM
74	facebook	2/7/2021 6:34 PM
75	install an additional town message board adjacent to the Post Office	2/7/2021 8:53 AM
76	Email opt in	2/6/2021 1:05 PM

Q51 How might the Town improve communications and better engage more people in the Eagle community?

Answered: 233 Skipped: 868

#	RESPONSES	DATE
1	Do not rely solely on social media	3/25/2021 7:03 PM
2	ensure that there are genuine and sincere opportunities for members of the community to express comments and influence the decisions that are made on behalf of the community.	3/25/2021 1:49 PM
3	Social media and email	3/25/2021 9:45 AM
4	Have a social media platform	3/25/2021 8:26 AM
5	Open the meeting to 100% in-person attendance	3/20/2021 6:19 PM
6	Multiple social media platforms	3/20/2021 2:49 PM
7	Don't know	3/16/2021 8:38 PM
8	Prioritize reliable high-speed internet for all - DSL in the year 2021 is an embarrassment..	3/15/2021 10:03 AM
9	Frequent outreach across all channels	3/14/2021 7:50 PM
10	Actually communicate and ask input.	3/14/2021 7:17 PM
11	Mail important notifications. The email looks very generalized, needs a headline or a way to call people's attention to what is new	3/12/2021 12:59 PM
12	More outreach across platforms. I'm generally unfamiliar with all items on Q #52.	3/10/2021 11:26 PM
13	Better communication with town manager.	3/10/2021 9:15 PM
14	I think signage helps after the Chambers round about	3/10/2021 9:12 PM
15	More frequent email communications	3/9/2021 11:22 PM
16	Not sure, you do a lot.	3/9/2021 7:21 PM
17	Drive by messaging. Social Media.	3/9/2021 4:02 PM
18	E-mail, Direct Mail -- updating the eagle outside website, it's outdated and when searching for events you often find prior years events	3/9/2021 3:34 PM
19	More frequent newsletters with events and upcoming meetings	3/9/2021 10:40 AM
20	see #50	3/9/2021 9:04 AM
21	Put up two electronic message boards or update the current board	3/9/2021 7:56 AM
22	email list	3/8/2021 6:56 PM
23	E-mail blasts are working great.	3/8/2021 6:39 PM
24	incentives?	3/8/2021 4:09 PM
25	Opt-in email blasts or text alerts	3/8/2021 1:58 PM
26	Town flyers mailed every month - outlining recent applications before planning, council meeting decisions, community bulletins, crimes updates, business applications	3/8/2021 9:47 AM
27	Use several avenues of communication, instead of relying on one or two	3/8/2021 9:43 AM
28	email blasts	3/7/2021 8:58 PM
29	Send newsletters and hold community forums	3/7/2021 11:24 AM
30	Local newsletter quarterly	3/6/2021 9:59 PM
31	Partner with diverse youth to plan and communicate events to be inclusive to all.	3/6/2021 9:05 PM

2021 Community Survey: Town of Eagle

32	Email	3/6/2021 4:45 PM
33	Email, texting, social media	3/6/2021 4:40 PM
34	Opt-in e newsletter to residents in English and Spanish	3/6/2021 9:40 AM
35	I read the Vail daily regularly. Town website.	3/6/2021 8:26 AM
36	This is a good start. Town halls that are really well promoted would help too.	3/6/2021 8:13 AM
37	Listen.	3/6/2021 7:22 AM
38	Newsletter	3/5/2021 9:09 PM
39	Quarterly mailers	3/5/2021 7:59 PM
40	Translate everything to Spanish	3/5/2021 7:46 PM
41	Not qualified to answer, summer only	3/5/2021 7:09 PM
42	I like the banners and outside eagle.	3/5/2021 7:07 PM
43	well developed social media page	3/5/2021 2:43 PM
44	Provide new residents with small welcome packets to highlight where to find out information about events and get involved with the community	3/5/2021 11:06 AM
45	Town should work with other organizations rather than against them	3/4/2021 8:30 PM
46	Clear lines of communication - letting residents know the best way to be able get involved, clearly	3/4/2021 7:28 PM
47	Actually listen to comments. I have been to several meetings over the years and it feels to be a command and obey session rather than a listening session.	3/4/2021 4:39 PM
48	Take advantage of Eagle citizens that commute up-valley. If they know what is going on they will invite those up valley to come to town events.	3/4/2021 3:25 PM
49	Just keep updating the street signs.	3/3/2021 7:57 PM
50	ask the community what type of events they want; copy some of the great events happening up valley	3/3/2021 7:34 PM
51	monthly emails	3/3/2021 5:33 PM
52	NextDoor app?	3/2/2021 3:09 PM
53	Mail	3/2/2021 12:38 AM
54	I am satisfied with communication	3/1/2021 9:53 PM
55	Use HOAs to communicate	3/1/2021 7:46 AM
56	Difficult during covid to attend in person	3/1/2021 7:40 AM
57	Send out a town newsletter or flyer along with trash collection or other bills; post in local businesses/ the Post Office, or a kiosk in each major park/population area - to inform of major projects. I don't know how you got the word out about this "Elevate Eagle" Project, but I missed out completely, & it's too late now to complain about it.	2/28/2021 10:46 PM
58	the communication is fine, the hearing is bad, the decisions are made well before input is asked	2/28/2021 1:00 PM
59	Electronic newsletter, Engagement platform (Band the Table)	2/28/2021 10:57 AM
60	Semi-annual open-house with posters/desks where we can find issues that interest us with representatives who can explain how we can become involved.	2/28/2021 9:39 AM
61	Not sure	2/27/2021 3:07 PM
62	go around to businesses directly	2/26/2021 5:17 PM
63	Please don't assume everyone is on Facebook	2/26/2021 4:03 PM
64	see above..also put town meeting times and dates on the electronic board on Hwy 6.	2/26/2021 3:31 PM
65	I think the town does a good good in soliciting feedback	2/26/2021 8:19 AM

2021 Community Survey: Town of Eagle

66	Continue to survey and provide feedback to citizens through interactive "Town Hall" meetings.	2/25/2021 10:54 PM
67	Info or fliers for planned closures well in advance of all the events here	2/25/2021 3:10 PM
68	I'm not sure what is already happening but I guess county government and commissioners more visible to me than Town of Eagle, I'm sure I could be more in the know but haven't been.	2/25/2021 12:12 PM
69	Are communications in both English and Spanish?	2/25/2021 11:26 AM
70	Thank including everyone in Eagle County.	2/25/2021 11:18 AM
71	Social Media	2/25/2021 10:43 AM
72	All of the items selected in question 50.	2/25/2021 10:32 AM
73	Try to communicate via ALL avenues available.	2/24/2021 10:18 PM
74	Text. Allow people to sign up and receive texts or Facebook like our Eagle County Classified	2/24/2021 2:42 PM
75	go to the neighborhoods	2/24/2021 11:28 AM
76	Use multiple ways to communicate	2/24/2021 11:18 AM
77	more social media updates etc.	2/24/2021 10:17 AM
78	not sure	2/24/2021 10:15 AM
79	send messages more often	2/24/2021 9:43 AM
80	Make toe emails easier to read. Simpler with separate links for more details.	2/24/2021 9:42 AM
81	Adopt a rapid info platform - either an app or existing tool like SMS, everbridge, or Nextdoor	2/24/2021 7:44 AM
82	Weekly newsletter of happenings Email blast	2/24/2021 6:27 AM
83	Better use of social media, multilingual messages.	2/23/2021 10:40 PM
84	Social media and email	2/23/2021 10:00 PM
85	Email blast	2/23/2021 9:57 PM
86	Information board at town park	2/23/2021 9:03 PM
87	Facebook	2/23/2021 8:58 PM
88	You do a pretty good job!	2/23/2021 8:22 PM
89	More bilingual communication, more outreach to different neighborhoods	2/23/2021 5:10 PM
90	billboards or signs with things happening around town	2/23/2021 5:06 PM
91	Use social media and get community members to follow page	2/23/2021 4:53 PM
92	e.mails directly from the town	2/23/2021 3:05 PM
93	more surveys	2/22/2021 9:41 PM
94	?	2/22/2021 7:04 PM
95	No suggestions	2/22/2021 6:02 PM
96	Social media	2/22/2021 1:57 PM
97	The community gatherings are great to create opportunity for people to get together.	2/22/2021 8:11 AM
98	More social media outreach, Vail Daily	2/21/2021 10:22 PM
99	Simple email and social media communication. Not time to read full long range plans	2/21/2021 11:08 AM
100	Access and reliability	2/21/2021 8:55 AM
101	Respond to citizens in a timely manner with a can do attitude.	2/21/2021 8:09 AM
102	see ? above	2/20/2021 3:52 PM
103	include citizens from all age groups and ethnic backgrounds in committees . utilize the latina section of Vail daily	2/20/2021 1:38 PM
104	This survey is great for engagement. It is lengthy, so as opportunity & issues arise, survey! Eagle Ranch HOA notifications are under utilized communication channel by TOE.. Question	2/20/2021 1:13 PM

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	#52 below is fantastic, as a great resource that I have not utilized to date.	
105	would love to see everything on one site. right now some info is in one place but not others. Have to visit too many places and hunt-and-peck to find information even when I know what I am looking for	2/19/2021 10:06 AM
106	Centralize communication. Right now it's confusing as to where we're supposed to go to access all info for the town, is the the town website, the eagle outside website, the e-blasts, etc. There are too many avenues and not all information is shared across all of them. Also HOAs is not a good way to communicate as I rent and my landlord doesn't share anything with me that is sent by the HOA.	2/18/2021 2:33 PM
107	Send emails	2/17/2021 2:53 PM
108	Maybe I am not aware this is an option, but I think the Town should communicate via email. If the Town does this, then I don't need it from the HOA. I see when there are meetings, but I never see anything that communicates updates, decisions, etc (like Elevate Eagle, or frankly, any of the items on the list below).	2/17/2021 11:24 AM
109	Listen to the veterans/older citizens	2/17/2021 10:43 AM
110	more effort on outreach and engagement of second home owners	2/17/2021 7:32 AM
111	Recruit members from the Hispanic and ranch communities to be advisors to the town board along with other already active community groups.	2/16/2021 11:18 PM
112	Be more consistent, make it user-friendly. Currently, you have to know where to go to find information and the website is not super user-friendly.	2/16/2021 10:27 AM
113	Weekly list of events etc on social media, email and website	2/16/2021 7:47 AM
114	Communication is fine	2/15/2021 5:46 PM
115	I'm not sure. I find the communication sufficient.	2/15/2021 2:42 PM
116	Post opportunities to get involved	2/15/2021 2:36 PM
117	Right now, I feel that citizens need to be proactive to know what's going on. I consider myself proactive and still miss important events and decisions. The Town needs to be the one to be Proactive through emails, texts, etc...We also need to hold meetings at night and on weekends when the working crowd can attend.	2/15/2021 2:05 PM
118	ask , post it at the post office board	2/15/2021 12:32 PM
119	Let us know the good & the bad. Communicate frequently. More social media. More photos.	2/15/2021 10:20 AM
120	set up a volunteer page on the town website, posting volunteer needs for various events	2/14/2021 12:46 PM
121	text or email upcoming meetings, events, etc.	2/13/2021 2:09 PM
122	Social media	2/13/2021 12:16 PM
123	community website is great	2/13/2021 10:45 AM
124	use multiple communication types for different age or ethnic groups	2/12/2021 10:13 PM
125	Over communication	2/11/2021 5:52 PM
126	I see a lot of activity on social that the town could participate in. I know our Village Homes has a FB group and it would be great to see the town engage with us on there when they feel it's appropriate.	2/11/2021 5:43 PM
127	P&Z offers little to no transparency on agenda and major reviews	2/11/2021 2:10 PM
128	Hire an actual full time communication person. I was very disappointed with the Town's covid communication.	2/11/2021 9:47 AM
129	Variety of communication channels	2/10/2021 8:43 PM
130	offer more consistent media and outreach efforts when events and opportunities are coming up. The email newsletters have been more inconsistent than in the past. Maye try a more playful brand in those newsletters that fits our community's feel and lifestyle.	2/10/2021 3:59 PM
131	Door to door Intercept surveys to engage people who didn't receive the link to this survey and have no idea you want to know what they think. Engage by having Council and staff work on MIRA bus or at food bank to learn what people care about in Eagle.	2/10/2021 2:30 PM

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132	More frequent email blasts	2/10/2021 12:27 PM
133	Utilize social media more. Not for dialogue, just information.	2/10/2021 12:10 PM
134	Stories in Vail Daily; Facebook posts	2/10/2021 11:39 AM
135	Mail service door to door	2/10/2021 11:17 AM
136	COVID has made it more challenging relying on written communication, perhaps consider hosting an annual in-person event that would showcase local businesses (post COVID)	2/10/2021 10:51 AM
137	Seek out periodic interviews with long-time locals.	2/10/2021 10:28 AM
138	Greater detail in town council minutes	2/10/2021 9:40 AM
139	They are fine for those that want to be involved	2/10/2021 8:30 AM
140	Engage all communication forms	2/9/2021 9:36 PM
141	Electronic message board at the railroad bridge - where everyone hangs temporary signage.	2/9/2021 8:40 PM
142	they do a pretty good job!	2/9/2021 8:32 PM
143	maybe letter from Brandy monthly in Vail Daily as to where eagle stands?	2/9/2021 8:06 PM
144	Send out more information in the weekly emails.	2/9/2021 7:46 PM
145	email blasts from the hoas usually are effective in catching attention. important information could be distributed this way	2/9/2021 7:04 PM
146	Email	2/9/2021 6:14 PM
147	Communications are good. The people who care will get engaged. The reality is most people have opinions but could care less to spend their time trying to fix/solve anything.	2/9/2021 5:49 PM
148	I like the newsletter - I think that's you?	2/9/2021 5:01 PM
149	Diversify the events... we tend to do the same things over and over and they tend to be geared towards young families.	2/9/2021 4:54 PM
150	Encourage opt-in subscription to the town's emails.	2/9/2021 4:33 PM
151	Maybe set up an optional text line	2/9/2021 4:18 PM
152	Keep coming up with fun and different ways for people to gather, I know that's a hard one right now:(	2/9/2021 4:08 PM
153	text message	2/9/2021 3:39 PM
154	email, let everyone register to be on a distribution list	2/9/2021 3:38 PM
155	The Town does a pretty good job of this. Sometimes it is a challenge to find events on the calendar.	2/9/2021 3:03 PM
156	The electronic sign is very effective,	2/9/2021 2:27 PM
157	listen & act on input when received	2/9/2021 2:12 PM
158	Shortened and more frequent email on more focused topics.	2/9/2021 12:52 PM
159	More social media. It's kind of boring and doesn't really stick out from the others.	2/9/2021 12:47 PM
160	Weekly Bulletin, utilizing Eagle Outside social media better...FB, IG, etc.	2/9/2021 11:35 AM
161	Offer it other languages	2/9/2021 11:28 AM
162	radio & social media	2/9/2021 11:22 AM
163	Add message boards at both ends of town	2/9/2021 11:05 AM
164	generally I feel the town does a good job keeping us all informed about what is going on in the community	2/9/2021 10:13 AM
165	Better email newsletter	2/9/2021 10:08 AM
166	Get past COVID and get back to community "mixer" events that are free to attend and not always oriented around alcohol.	2/9/2021 10:07 AM
167	social media and word of mouth through HOA'S or other organizations	2/9/2021 9:54 AM

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168	I think they are doing well now.	2/9/2021 9:35 AM
169	have a quarterly get together with "free food" to get the residents and town officials together for communication, accepting input from us	2/9/2021 9:35 AM
170	People here plan out their summer quickly. You must give people ample notice of events. As a former PR professional, I understand how difficult it is to commit to dates/details but someone must get behind the steering wheel! We want to know now what's happening this fall.	2/9/2021 9:34 AM
171	more regular updated via email	2/9/2021 9:23 AM
172	Some of the above , I get notice's from the Game-Fish departments from AZ, WY, UT,CO, ID, MT and they all seem work great, through email or text message. Very timely !	2/9/2021 9:15 AM
173	I think this survey is a good start.	2/9/2021 8:53 AM
174	Mobile messaging - SMS alerts. Sign up / Opt-in to receive news about Eagle events.	2/9/2021 8:32 AM
175	One silver lining of COVID may be meetings going digital. More locals should be engaging with Town Council meetings. An update from Council or Manager monthly as a short video or audio recording might be an approachable way to get more people engaged.	2/9/2021 8:29 AM
176	?	2/9/2021 7:12 AM
177	you are doing a might fine job already - thank you	2/9/2021 6:28 AM
178	Regular e-mail updates with links to documents including meeting minutes, financials, etc. I haven't visited the Town of Eagle Website in a couple of years, was pretty underwhelmed last time I did.	2/8/2021 10:32 PM
179	Ask the Hspanic community.	2/8/2021 9:57 PM
180	There needs to be a person or team that works on communication with the residents and business owners. Communication is sporadic, access to town board meetings is difficult at best. More town hall type of events that don't just focus on development.	2/8/2021 9:21 PM
181	Don't wait 5 weeks to give businesses recommendations on how to operate with covid restrictions, stuff like this where you ask for opinions but also more committees where you ask for help instead of every response from the town employees being that they're short staffed and that's why it takes so long for anything to get done	2/8/2021 9:16 PM
182	Knock on some doors! Get off your ASS and come see the people who live here!	2/8/2021 8:37 PM
183	Have other methods besides social media	2/8/2021 8:05 PM
184	social media	2/8/2021 7:57 PM
185	???	2/8/2021 7:31 PM
186	by mailing invitations	2/8/2021 7:06 PM
187	by creating a downtown	2/8/2021 6:47 PM
188	Support volunteer programs	2/8/2021 6:41 PM
189	Provide a link to volunteer on communications and websites with questionnaire	2/8/2021 6:36 PM
190	Use fewer outlets and focus everything there	2/8/2021 6:06 PM
191	This is a start. As a community we have started to give up y'all just do what you want anyway.	2/8/2021 6:06 PM
192	Active town Twitter account	2/8/2021 6:01 PM
193	Emphasize the use of social media, particularly Instagram, Facebook and Youtube.	2/8/2021 5:46 PM
194	Town of Eagle FB page or blast??	2/8/2021 5:45 PM
195	answer questions, respond to email, letters and phone calls	2/8/2021 5:40 PM
196	Mail out info, example, fee changes. Hours,	2/8/2021 5:39 PM
197	Social media? Texts? Mailed monthly calendars to hang on fridge of happenings	2/8/2021 5:32 PM
198	work on website and marketing	2/8/2021 5:25 PM
199	put 3 or 4 words of subject in town notices website page, not just "Eagle NOTIC1"	2/8/2021 5:22 PM

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200	email	2/8/2021 4:39 PM
201	?	2/8/2021 4:38 PM
202	Social media	2/8/2021 4:34 PM
203	Act on suggestions or provide written rationale as to why suggestion is not considered in current quarter andvehrnnt might be reconsidered	2/8/2021 4:34 PM
204	I belive the communication is quite good. Many people work alot, and then play alot.	2/8/2021 4:33 PM
205	Social media and more strategic updates to the website. A Public Information Officer with a plan!	2/8/2021 4:32 PM
206	invite more voices to the table, the council and most in power are the same, they do not have young, diverse voices present	2/8/2021 4:28 PM
207	Bilingual English/Spanish translation for all communication	2/8/2021 4:18 PM
208	Weekly emails with town information. Maybe on Thursday so you can plan your weekend activities.	2/8/2021 4:13 PM
209	Need more lead time, most communication is about today or yesterday	2/8/2021 4:07 PM
210	stop selling out to developers	2/8/2021 3:57 PM
211	More open communication	2/8/2021 3:54 PM
212	Social media	2/8/2021 3:54 PM
213	maybe more committee work to include folks who aren't on council or the same faces that do everything.	2/8/2021 3:50 PM
214	I feel in general the Town does a very good in communicating with it's residents. If there is someone that says they didn't know I feel it's because they haven't even tried to get involved and stay involved in our community	2/8/2021 3:43 PM
215	a town panel Q & A	2/8/2021 3:42 PM
216	Utilize Facebook and other social media avenues	2/8/2021 3:33 PM
217	Weekly email updates	2/8/2021 3:33 PM
218	The website needs to be user friendly, it is difficult to locate items and things are not explained clearly	2/8/2021 3:30 PM
219	Town newsletter more frequent and to include all upcoming events with details.	2/8/2021 3:28 PM
220	Alerts!	2/8/2021 3:27 PM
221	Presence at events/talk to people in person after covid, hike trails, etc just get out and have conversations	2/8/2021 3:26 PM
222	Send out more newsletters with links that are easy to find. IE the water rate increase link didn't really explain the new rates just listed the., well why?	2/8/2021 3:26 PM
223	Monthly newsletter about projects and issues that are going on	2/8/2021 3:25 PM
224	Engage a public info specialist - get out and talk to people- start a column in the daily - continue to work with the Chamber and other interested parties to spread the word and message	2/8/2021 3:11 PM
225	Send out regular email update - the sign on Hwy 6 & Broadway is ugly	2/8/2021 2:50 PM
226	Request that people get involved. Many who moved here as retirees are not engaged at all!	2/7/2021 6:34 PM
227	See the above answers to the questions. It does not matter how the TOE tries to talk with the community through message boards and the like, if the culture, attitude, and leadership values do not change. You can not put lip stick on a pig and think is something other than a pig.... Core values have to change with the TOE before any real change is to occur....	2/7/2021 3:40 PM
228	more street signage announcements	2/7/2021 8:56 AM
229	utilize the electronic town message board with more frequently changes of messages	2/7/2021 8:53 AM
230	Focus on more communication and invitation	2/7/2021 8:03 AM

2021 Community Survey: Town of Eagle

231	not sure	2/6/2021 7:30 PM
232	Send notices with the water bills.	2/6/2021 4:52 PM
233	Make public positive changes and/or services that have occurred	2/5/2021 7:55 PM