

getting to know
arapahoe

Your County at Work

2005

Annual Performance
Report to Residents



inside

Discover how Arapahoe County employees donate their time and money to help our community : **02**

Seeking creative and innovative solutions to today's challenges is the cornerstone of our mission and vision : **04**

Service First is our commitment to you : **06**

Providing exceptional services while saving your tax dollars is what drives us : **08**

Take a look at the awards, accolades and recognition we received in 2005 : **10**

Need to reach us? Important phone numbers : **Back Page**

Want to know more about Arapahoe County government?
Go to www.co.arapahoe.co.us



How much do you know about Arapahoe County?

If you live or work in our vibrant community, chances are you've experienced your county government.

Perhaps you visited the Clerk and Recorder's Office to renew your license plates; received a crime tip via e-mail from our Sheriff's Office Business Watch or Citizen Notification programs; took out a building permit for a major remodeling project; or used our free resource centers through *Arapahoe/Douglas Works!* for your job search.

As Colorado's first county, our vision is to provide you — our citizens — with seamless service, innovative solutions to today's challenges and more importantly, we want to exceed your expectations every time you do business with us.

That is why we are proud to present our 2005 Annual Performance Report, *Getting to Know Arapahoe: Your County at Work*. Throughout these 12 pages you will see examples of our commitment to provide exceptional services, while at the same time, using your tax dollars wisely.

You'll read about how we saved \$450,000 by outsourcing our mainframe computer; the \$202,000 saved by renegotiating a building lease; or how our Chevron Energy Performance Contract is leveraging \$500,000 a year in energy savings which will be used to improve energy efficiency in our older County buildings. You'll also see the faces of our employees and the testimonials from citizens who took the time to thank them for their work.

As you read *Getting to Know Arapahoe: Your County at Work*, we hope you'll learn a little more about Arapahoe County government and our *Service First* commitment to you. So, come get to know us. We look forward to working for you.

First in Colorado,
First in Service.



Rod Bockenfeld

DISTRICT 3

Lynn Myers

CHAIR, DISTRICT 4

Bernie Zimmer

CHAIR PRO TEM, DISTRICT 2

Susan Beckman

DISTRICT 1

Frank Weddig

DISTRICT 5

community

The word *community* means different things to different people. For some, it's a geographical term used to define an area where you live. Or, it's an ideal, connecting you to neighbors, co-workers, friends and loved ones. For others, it's simply a feeling you get when you engage in the act of giving and sharing. We embrace the diverse ways in which you think. Whether we're providing services to improve the lives of those in need, or our employees are donating time, money or materials to charitable causes — we care about our *community*:



9Cares : Sheriff's Captain Mark Fisher assists at the 9News Cares Colorado Shares Holiday Drive that netted thousands of boxes of food, toys and clothing donations for more than 80 local food banks, Santa Claus shops and ARC clothing stores.

- Arapahoe County awarded more than \$928,000 in Community Development Block Grants for public facilities, housing and services to benefit low to moderate-income residents. Some of the 16 projects funded included The Village for Early Childhood Education in Littleton, Project Angel Heart, Children's Hospital, Doctors Care and House of Hope.
- Arts, cultural, scientific and historical organizations received a share of more than \$1 million of Scientific and Cultural Facilities District Tier III funds. More than 80 organizations will continue to deliver enrichment programs to citizens in Arapahoe County and the Denver Metro area.
- Employees donated time and money to various causes in 2005. From craft and bake sales, silent auctions, ice cream socials, food and diaper drives, to the County's Adopt-a-Family and holiday Giving Tree programs, hundreds of local families received support and assistance throughout the year.
- The great outdoors got a boost when the Board of County Commissioners distributed \$3.6 million in Open Space Shareback funds to 13 cities and towns, and nearly \$2 million in grants for nine Open Space projects in Aurora, Englewood, Foxfield, Greenwood Village, Sheridan, and South Suburban Parks and Recreation District.
- Kids came first in several initiatives and recognition events. The Sheriff's Office launched its Back-to-School Traffic Safety



Candlelight Vigil : Sheriff Grayson Robinson and District Attorney Carol Chambers hosted a candlelight vigil and reception in recognition of National Victim's Right Week in April. The reception included the Roadside Memorial Project, a meaningful display of memorials for victims of fatal traffic accidents.

Campaign to educate motorists, parents and children about accident prevention and pedestrian safety. The 2005 Sheriff's Office Youth Academy put 22 children through their paces as would-be deputies, teaching children firearm safety, patrol procedures and crime lab investigations. And, County 4-H Club members showcased award-winning clubs and exhibits in their first annual Share Fair, to encourage 4-H Club membership.

- Through the County's *Embrace a Life* foster and adoption program, more than 75 children were adopted into stable, loving permanent homes in 2005. The

Department of Human Services also collaborated on Colorado's first annual Heart Gallery, a touring photography exhibit featuring 50 of Colorado's longest waiting adoptable children. And, County foster and adoptive parents were celebrated at a summer appreciation picnic to recognize their contribution for caring for children who are victims of abuse and neglect.

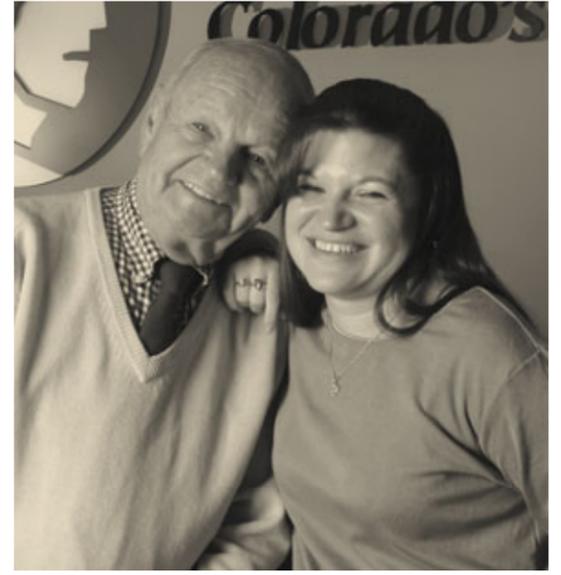
- *Arapahoe/Douglas Works!* offered specialized services to help job seekers get ahead in the labor market and improve their chances of getting work.
- The environment was another priority as 81 County employees elected to bike,



Donut Store : Sheriff's Deputy Brian McKnight single handedly raised \$7,325 for the Special Olympics by staying on the roof of a Krispy Kreme® shop for three days.



Hurricane Relief : Arapahoe County set up a Family Assistance Center in Aurora for metro area counties to process benefits for victims of Hurricane Katrina.



kudos to:

CHRISTINA RODRIQUEZ,
CLERK AND RECORDER'S OFFICE

I want to commend Christina Rodriguez to you. She helped solve a complicated problem that was caused by the State. Christina was extremely helpful, courteous and friendly. You have a good employee here.

Raymond Koernig

Littleton

carpool and ride the bus to work to help decrease traffic and keep our air clean on Bike to Work Day. And, Arapahoe County Road and Bridge crews, with Arapahoe Parks and Recreation District, removed broken tree limbs after an early winter snowstorm downed trees and branches along roadways and streets.

- Community relations serves an important role in government, and in 2005 our Board of County Commissioners met with local, State and Congressional delegations to address critical issues facing Arapahoe County including transportation, health care, energy, budgets and unfunded mandates.
- Through a \$23 million intergovernmental agreement, the City of Centennial contracts with Arapahoe County for municipal services, including law enforcement, public works and animal

control. The towns of Bennett, Foxfield, Watkins and Deer Trail also contract with the County for public works and law enforcement services.

- In 2005, Aid to Agencies provided \$1.4 million in funds to 14 agencies including Arapahoe/Douglas Mental Health Network, Aurora Interchurch Task Force, Comitis Crisis Center, Doctors Care, and Special Transit.



In 2005, Road and Bridge paved five miles of gravel roadway with recycled asphalt, applied aggregate

road base to 12 miles of rural gravel roads, and applied 10,000 tons of asphalt and Chip Seal to paved roads.

Out on a Limb : County Road and Bridge crews worked quickly to remove and dispose of downed tree limbs affecting roadways after an early winter snowstorm.



Meet Your County Officials



Grayson Robinson
SHERIFF

Sheriff's Office

The men and women of the Sheriff's Office serve Arapahoe County with pride, integrity and a dedicated community spirit. They have implemented a variety of innovative measures to ensure the challenges associated with providing exceptional public safety services are effectively accomplished, along with a serious focus on being good stewards of your tax dollars. They continue to earn the respect and support of our community, and work to ensure Arapahoe County continues to be a safe place to raise families, conduct business and enjoy life.

innovations

Seeking creative and innovative solutions to today's challenges is the cornerstone of our *First in Colorado, First in Service* vision. At Arapahoe County, we are constantly looking for new ways in which to provide government services better, faster and more cost effective. Whether it is using wireless technology to improve service or finding ways to accomplish more with less, our ideas are making county government work better for you. Get to know some of the innovative solutions we came up with in 2005:

- The Sheriff's Office, with the assistance of the Information Technology department, became the first in Colorado to make information on registered sex offenders available to citizens through the County's web site.
- In 1998, the Assessor's Office was the first to allow citizens to research property values and protest their assessed values online. Today, the Assessor's Office has taken innovation one step further with the addition of the EFS module — technology that gives the Assessor's Office and its Disaster Recovery Team property information and photographs on wireless handhelds and laptops.
- Documents available at the touch of a button is what the County's Electronic Document Management System is all about. This online records management system has scanned more than 1.5 million hardcopy documents and makes them viewable from a computer — providing easy access to more than 27,830 Human Services records.
- The Clerk and Recorder's Office introduced a new multi-step process for handling ballots, which is designed to enhance efficiency and accountability. As a result, the Clerk's Office achieved an error rate of only .004 percent in reconciling 126,484 ballots cast in the November 2005 election.
- Businesses now receive crime tips and information via e-mail through the Sheriff's Office Business Watch program, which was developed in partnership with the County's Information Technology department. Citizens also can sign up



for news releases and other County information via Access Arapahoe.

- The Clerk and Recorder's Office and Public Trustee, with the assistance of Information Technology, recorded the first electronically submitted release of Deed of Trust and saved staff time required for scanning, indexing, and cashing those documents.
- Graffiti in Arapahoe County is no longer a lingering eyesore. With the Sheriff's Office Graffiti Clean-up Program, supervised minimum-security inmates — using equipment obtained through asset forfeiture funds — are removing graffiti throughout the community quickly without a drain on public tax dollars.
- Protecting our environment and using tax dollars wisely, Road and Bridge paved rural roads with recycled asphalt — at a fraction of the cost of new, and giving a new meaning to pounding the pavement.
- A few years ago, no one had heard of West Nile Virus, let alone worry about a few mosquito bites. Today, a multi-jurisdiction task force led by Arapahoe County coordinates mosquito control efforts. Using satellite-mapping technology, larvicide and public education, Arapahoe County is battling pesky mosquitoes and helping to prevent the spread of this terrible disease.
- Through Mobile Resource Management, our Public Works and Development department can track the location of 50 pieces of Road and Bridge equipment via satellite. This system enables the County to generate work orders for street repairs from the field, pinpoint

Ground Work : Paving rural roads with recycled asphalt saves money — and the environment.

the nearest vehicle in the area and plot the quickest route to get the job done. It adds up to better service, less fuel consumption and speedier response times. The system is even programmed to tell us when to replace vehicle parts to keep equipment operating efficiently and cost-effectively.



Before & After : The Sheriff's Office Graffiti Clean-up Program is a cost-effective remedy that keeps our County clean.

fast facts

The Clerk and Recorder's Office registers more than 2,700 cars daily, and processed approximately 60,000 more Motor Vehicle transactions in 2005 with no increase in staffing.

The Patrick J. Sullivan Detention Facility houses approximately 1,400 prisoners each day. **In 1855**, Arapahoe County became Colorado's first county.

Wow! Look how we've grown. In 1870, Arapahoe County's population was 6,829. Today, more than 524,000 people live in Arapahoe County.

Arapahoe County oversees more than 400 acres of parks and open lands, which includes community parks, an ecological park, historical property, fairgrounds and trails.

Meet Your County Departments

County Attorney's Office

The County Attorney's Office advises and represents all Arapahoe County elected officials, County departments, the Public Trustee, and County Boards, Committees, Commissions and Panels. The elected officials represented include the Commissioners, Sheriff, Assessor, Treasurer, Clerk and Recorder and the Coroner.

Communication Services

The Communication Services department directs the marketing, media and employee communication program for Arapahoe County. Between organizing special events, overseeing the web site and intranet, working with the media, handling the County's printing and design needs, and providing communication support to departments and elected offices, Communication Services is hard at work coordinating programs and activities that facilitate communication among employees, citizens, news media and visitors to Arapahoe County.

Community Resources

Community Resources assists individuals in need and builds strong communities through the cooperation of Arapahoe County citizens and the local, state and federal governments that fund the department's activities. Each division provides a different and unique array of services to citizens ranging from employment and training services to assisting with down payment and closing costs on a home. The services offered are designed to strengthen Arapahoe County and its residents.

kudos to:



SUSAN CONAWAY,
PUBLIC WORKS AND DEVELOPMENT

Your dedication to your job is remarkable and most appreciated by each of us from Mountain View Gardens, as residents of Arapahoe County and certainly as taxpayers! You always go the extra mile in meeting our needs for information and guidance on the workings of your department. Your attendance, speaking and answering questions at our HOA Board meeting was most appreciated. Thank you and your family for taking the time away from them to be with us. We value the relationship we have developed with you.

Jerry Atencio

President, Mountain View Gardens HOA

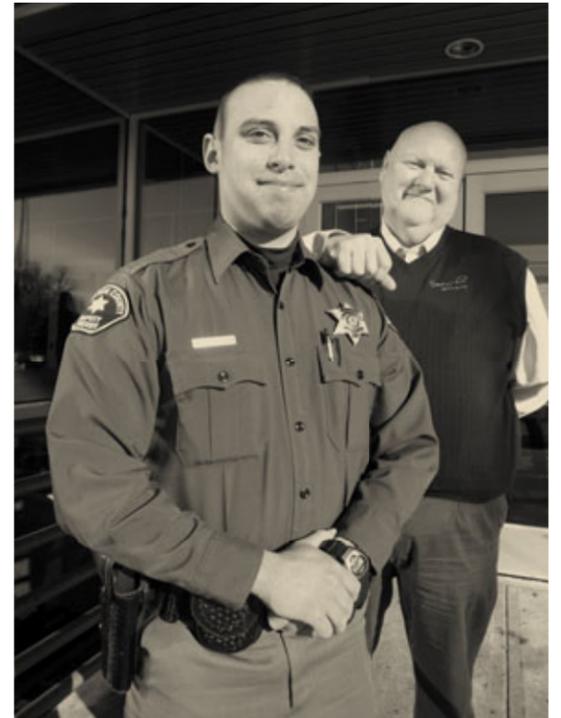


ANNE CECILIONE,
FACILITIES AND FLEET MANAGEMENT

I would like to extend a big thank you to Anne Cecilione for her experience and steady hand in guiding us through the East End Land Project. It was enjoyable working with Anne as she kept everyone in the same boat and rowing in the same direction. She calmly dealt with the unwanted surprises using her skills as a very effective project manager. Anne's can-do approach throughout the entire process made it a pleasure for us to work with Arapahoe County's team.

William Gary

Principal and Managing Broker,
MacLaurin Stewart



KEN MARTINEZ,
SHERIFF'S OFFICE

I received a letter in the mail letting me know that I had left my garage door open. This is not something I would normally do. I am very pleased to see the Sheriff's Office is vigilant and being proactive to inform me of this. I will take your advice and be more aware of this in the future. Ken, you probably don't hear this enough, but you and your department are appreciated!

Bob Kaylor

Unincorporated Arapahoe County

accomplishments

Seamless Service. Innovative Solutions. We aim to exceed your expectations in whatever we do. Day in, day out we strive to improve the quality of life in Arapahoe County, whether it's where you call home, a place to work or have fun. We also know that in order to meet your expectations we must constantly improve the way we do business. By raising our standards, and dedicating ourselves to **Service First**, we hope to meet yours. Here's a recap of some of our accomplishments in 2005:

- After months of meetings, open houses and workshops between County staff and neighbors, the Sub-Area Plan for the Four Square Mile area — an unincorporated portion of Arapahoe County — was completed. The Sub-Area Plan provides land use policies and a map to guide future development of the 2.622 square mile area, with an estimated population of 14,880.
- If you live in unincorporated Arapahoe County and see a traffic light out, *One Call, That's All* is just the ticket you need. Our Public Works and Development department set up a single phone number (720-874-ROAD) to respond to routine maintenance requests, such as street sweeping, pothole repairs, traffic signal outages and sign maintenance requests.
- The County took steps to protect our history when 180 acres of community property were deemed Designated Heritage Areas. The 70-acre 17 Mile House property on South Parker Road is one of the last Mile Houses still standing, and the 110-acre property on East Quincy Avenue will serve as the permanent home to the County Fairgrounds beginning in 2006.
- The Sheriff's Office used two traffic safety grants to make your roads safer by increasing their road presence to conduct strict enforcement of seat belt, child safety restraint and aggressive driving violations during the Memorial Day holiday.
- *First in Colorado, First in Service* is the guiding light of the County's new mission and vision, which outlines our commitment to **Service First**, and serves as a roadmap for Arapahoe County as well as in our planning and budgeting process.
- Renovations continued on the historic, 143-year-old 17 Mile House and barn along Parker Road, thanks in part to a unique partnership of nine public and private entities that saved the property from development in 2001.
- The completion of Broncos Parkway from Parker Road and Potomac, and the extension of Easter Avenue from Lima to Peoria streets, helped ease east-west traffic flow along the Arapahoe Road corridor. Drainage and roadway improvements to Beeler Street, Colorado Avenue and Mexico Avenue in the Four Square Mile area also addressed traffic and drainage concerns.



Habitat for Humanity : Kim Hanson, Treasurer's Office, and Signy Mikita, Community Resources, spent a day on the roof helping to build one of three new Habitat homes in Arapahoe County.

- The County acquired 72 acres at the southwest corner of East Quincy Avenue and South Brick Center Road for the new Eastern Service Center, which will serve as the new home for the County's Road and Bridge and Fleet shops near Deer Trail.
- For the first time, you could get a Colorado identification card or motorcycle endorsements, transfer a temporary permit to a Colorado State driver's license and obtain first-time drivers licenses through the Clerk and Recorder's Office. These services were offered in 2005 along with driver's license renewals, out of state transfers, name and address changes and license replacements.
- Habitat for Humanity® came to Arapahoe County for the first time with the help of \$135,000 of County Community Development Block Grant funds. The County's first Habitat home in Englewood was dedicated in July, and two more properties were dedicated in Sheridan, in December.
- *Arapahoe/Douglas Works!* is helping bridge the gap between career guidance and actual job opportunities after it opened a part-time student center at Community College of Aurora. The free resource center offers job referral services, training and placement assistance for students, ages 16 and older.
- Construction began on the new home of the Arapahoe County Fairgrounds, at 25000 E. Quincy Ave., in Aurora. The 45,000 square-foot events/exhibition center is the first building of several planned for the 236-acre site and is designed to serve a variety of functions in addition to the County Fair, such as meetings, graduations, science fairs, seminars, receptions, conferences and exhibits.
- The County made affordable housing a priority by approving the use of nearly \$1 million of HOME funds to purchase and/or rehabilitate 170 units of affordable housing in Englewood, Glendale and Littleton.

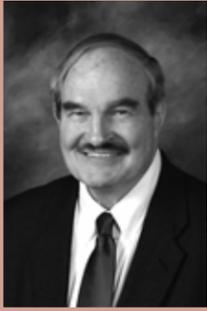
fast facts

Did you know that besides the Sheriff, the Coroner is the only other County elected official with arrest powers? In fact, State law states the Coroner can arrest the Sheriff, if necessary.

In 1997, Arapahoe County launched its web site, www.co.arapahoe.co.us, which today receives more than 685,000 visitors and 15 million hits each year.



Meet Your County Officials



Treasurer

The Treasurer's Office is responsible for collecting, investing and disbursing \$2.4 billion annually to local governments, school and other taxing districts in Arapahoe County. It is a function that is vital for ensuring the continued operation of local governments and school districts, which depend upon tax revenue to provide essential government services to the community.

Bernie Ciazza
TREASURER



Coroner

The Coroner's Office works as a guardian of the health, safety, and welfare of our community. The office investigates sudden or unexpected deaths in Arapahoe County, providing information regarding these investigations to the families, public health agencies, the criminal justice community and the media. The office is led by Michael Dobersen, M.D. Ph.D, a nationally respected forensic pathologist, who is often called upon for his expertise. The men and women of the Coroner's Office recognize the tragedy surrounding an untimely death and perform its investigations, in part, to assist grieving family, friends and relatives.

Michael Dobersen, M.D., Ph.D.
CORONER

kudos to:

JUAN ABITIA, TIM KRINER, GENO SEIDLER, PETE MASSAGLIA, JIM DRAYTON AND PHARON SORNSUWAN, WEATHERIZATION

We had these six wonderful men from Weatherization out at our home doing repairs. I have never in my life seen such hard working people, never taking a minute off except for a lunch break. They were all so nice and polite and did a wonderful job cleaning up when they were all done. We appreciate all of you so much and are so grateful for the wonderful job you did!

Jack and Geneva Wilcox
Denver

fast facts

Deputy Brian McKnight delivered the *Flame of Hope* to the 2005 Special Olympic Winter Games in Nagano, Japan.

Shareback Funds : The Board of County Commissioners distributed approximately \$3.6 million in Open Space Shareback funds to 13 cities and towns, and nearly \$2 million in grants for nine Open Space projects in 2005.



Eco Park Clean-Up : Nearly 200 volunteers from Arapahoe County, Parker Jordan Metropolitan District, and local churches orchestrated a massive clean-up of Cherry Creek Valley Ecological Park.

Fair Progress : A new water tower marks the start of construction on the new Arapahoe County Fairgrounds in September 2005.



- The County updated its Infrastructure Design and Construction Standards to bring the document up to current engineering standards and practices. The County also revised the Land Development Code for Front Range Airport to be current with the Airport's Master Plan.
- The Assessor's Office heard 5,119 protests from citizens contesting their property values.
- The Clerk and Recorder's Office conducted an all-mail ballot election in November. They also redacted social security numbers on documents recorded in 2005 to safeguard sensitive information on records when viewed on the Internet in the future.

Outsourcing Mainframe : Faster processing, better service and \$450,000 in the bank, thanks to Information Technology outsourcing our mainframe computer operations to a remote location in 2005.



saving money

Meet Your County Officials

Board of County Commissioners

The Board of County Commissioners serves as the administrative and policy-making body for Arapahoe County. The Commissioners are elected by voters to represent five districts, each divided by population. They approve the budget, hire staff, oversee land-use planning and development; and administer county services.

Meet Your County Departments

Board of County Commissioners Administration

The BOCC Administration provides executive level support to the Board. The department responds to citizen inquiries, schedules public hearings and study sessions, manages advisory boards and committees, and coordinates meetings with local jurisdictions and agencies. The department also manages the County lobbyist and tracks House and Senate Bills, and represents Arapahoe County on the Metropolitan Mayors and Commissioners Youth Awards Program.

Providing exceptional services while at the same time using your tax dollars wisely is what's behind our *First in Colorado, First in Service* motto. And, we do it in a number of ways. We leverage your tax dollars with State and Federal funds to keep costs low. We seek out partnerships with our neighboring cities and towns to fund communitywide projects. We renegotiate contracts and fees when necessary, and we've begun a countywide initiative to ensure our operations are cost effective and efficient. It's how we get the biggest bang for your buck without compromising our service promise to you:

- Our Information Technology department outsourced the County's computer mainframe operation and reduced operating costs by \$450,000 annually. The move also improved processing time, and set higher service standard agreements. And, the Clerk and Recorder's Office saved \$101,307 by converting their AS400 computer system to a SQL platform.
- The County continues to keep productivity high — and workers comp and health insurance costs low — by providing free employee health and safety programs throughout the year that teach CPR, staying safe in emergencies, fitness, diet and nutrition, and stress reduction techniques.
- The Treasurer's Office annual tax lien sale netted \$2.8 million on 1,442 liens, plus interest and fees, to be distributed to taxing authorities within and including Arapahoe County. More than 315 buyers participated in the sale, which also generated \$141,850 in bonus bids for the County.
- Through outreach efforts and working with Colorado's congressional delegation in Washington, D.C., the County is expected to receive roughly \$17 million for improvements to Arapahoe County highways. The transportation bill, which was signed into law by President Bush, designates \$5.2 million for the Parker and Arapahoe Road intersection and \$11.9 million for I-225 between Parker Road and I-70.
- The Sheriff's Office began charging a \$30 fee to prisoners booked into the County's Detention facility, to help recoup some of the costs associated with bookings. The money generated also will be used to support community-based mental health treatment for offenders, and for law enforcement training. The Sheriff's Office also saved \$12,522 a year by relocating its Precinct Five Substation to the Four Square Mile area in early spring.
- The County can now pay for much needed building repairs, and save money in future

kudos to:



DEREK GOODYEAR,
ASSESSOR'S OFFICE

I want to thank Derek Goodyear for the outstanding customer service I received at the CentrePoint facility. He was very kind and helpful. Thank you, Derek, for doing such a great job.

Larry Sellers

Citizen



RHONDA MIESCKE, HUMAN SERVICES,
AND LIZ ELLIS, COMMUNICATION SERVICES

I would like to take a moment to express my gratitude for the hard work and dedication of the Human Services staff. The extent to which Arapahoe County collaborated with the State on behalf of Colorado's children far exceeds our expectations. Liz Ellis was extremely instrumental in making the Heart Gallery a success. The diligent efforts of all involved will hopefully yield lifelong benefits for the children featured in the Heart Gallery.

Sharen Ford

Colorado Department of Human Services

years through more energy-efficient buildings as a result of implementing the Chevron Energy Performance Contract which promotes energy savings and, along with a County contribution, will be used to do more than \$10 million in improvements to County facilities in one year.

- Public Works and Development, along with Facilities and Fleet, renegotiated its building lease to save \$202,000 a year. Public Works also saves \$75,000 annually by conducting mosquito control activities in-house.
- The County continues to save money by working cooperatively with Douglas and Adams counties to fund one Tri-County Health Department, instead of three separate health departments.
- The County's Open Space program saved approximately \$100,000 of Open Space dollars on the development of its Master Plan by managing the planning process in-house for just \$5,150. The program also analyzed taxes being collected in the County and identified \$1 million in future Open Space sales tax sources over the next decade.
- Throughout the County, departments have saved hundreds of thousands of dollars in payroll and benefits costs by holding vacancies open instead of recruiting for replacements, where possible, without affecting efficiency or services.

Weed Control : The County's Weed Control Office gave away more than 1.7 million Flea Beetles and Seed Head Weevils to help control leafy spurge and diffuse knapweeds on sizeable residential properties.

- The Clerk and Recorder's Office used a \$20,000 grant from the Help America Vote Act to assist disabled voters in the election process. They also collected about \$123,000 in otherwise non-recorded fees on large road construction equipment by hiring a mobile machinery investigator; and they implemented a \$10 late fee for expired Motor Vehicle registrations which is expected to generate more than \$79,300 in 2005. The Office continues to process passport applications, generating more than \$14,500 in revenue.
- The Sheriff's Office is saving taxpayer money by acquiring second-hand equipment — including snowplows, bulldozers, power trailers and skid steer loaders — from the Defense Marketing and Reutilization Office and the Colorado State Patrol, as part of a program allowing local law enforcement to acquire surplus property. The bulldozers are equipped to help fight fires, and the portable power trailer supplies power in remote locations.

fast facts

The Emergency Food Assistance Program

provided commodity food to 16 county food banks serving more than 24,000 individuals representing 7,500 households.

Colorado Benefits Management System

marked its first anniversary on September 1. Since 2004, Arapahoe County Human Services employees have processed 43,429 cases, including 7,000 backlogged cases and 39,177 brand new applications.

The County's 2005 \$285.6 million

budget felt the impact of declining growth in revenue sources, reductions in State and Federal grant funding, and a reduced budget for capital projects. Costs for non-discretionary expenses, such as energy and fuel, also impacted the budget.

Nearly 11,000 people a week visit the Clerk and Recorder's Office.

awards

At Arapahoe County we strive to go above and beyond the call of duty. It is our focus to serve the citizens of Arapahoe County with exceptional delivery of services. Take a look at the numerous awards, accolades and recognition our employees and elected officials received in 2005 for their outstanding work:



State Honors : Arapahoe County Human Services and Information Technology employees were recognized by the Colorado Department of Human Services for their unique contribution in setting up a Family Assistance Center to help victims of Hurricane Katrina.

INDIVIDUAL AWARDS

- Commissioner Lynn Myers was elected Chair of the E-470 Board of Directors, and she serves as chair of the Centennial Airport Board.
- Michelle Dossey and Jacqueline Ruybal of Human Services received the Excellence in Practice Awards at the 14th Annual State and Child Welfare Conference, for promoting safety, permanence and well being for children and families.
- Sheriff Grayson Robinson was appointed Commissioner for the Commission of Accreditation for Law Enforcement Agencies, and appointed to the Board of Directors for the Greater Littleton Youth Initiative, an organization that promotes healthy youth development. The Denver Regional Council of Governments also honored him for his participation in the Greater Littleton Youth Initiative.
- Commissioner Susan Beckman has been elected chair of the Metro Area County Commissioners, an organization representing 2.5 million citizens.
- Human Services employee Cindy Carey, received the National Adolescent Perpetration Network Pioneer Award for her commitment to prevent teen sex abuse for more than 20 years.
- Commissioner Frank Weddig was elected Treasurer for Colorado Counties, Inc., and was appointed to serve on a policy steering committee for the National Association of Counties.
- Treasurer Bernie Ciazza successfully completed the Advanced Public Investing in the Field of Management course.
- Steve Byer, Building Division Manager, received the *President's Award* for Exemplary and Extraordinary Achievement in Support of the Foundation and Framework of the Colorado Chapter of the International Code Council.

Meet Your County Officials



Nancy Doty
CLERK AND
RECORDER

Clerk and Recorder

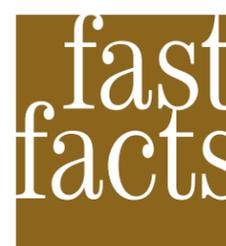
The Clerk and Recorder's Office provides crucial services for many of life's most important occasions. The Clerk and Recorder's Office is responsible for recording deeds, marriage licenses, processing passport applications, registering automobiles, issuing licenses, registering voters, administering elections and maintaining records for the Board of County Commissioners. The employees of the Clerk and Recorder's Office are committed to efficient, cost effective, quality service with an emphasis on the customer — the citizens and taxpayers of Arapahoe County. The Clerk and Recorder's Office is made up of four divisions: Motor Vehicle, Elections, Recording and Clerk to the Board.



Ed Bosier
ASSESSOR

Assessor

The Assessor's Office collects, appraises and stores property values for tax purposes. In turn, property tax helps fund much-needed services in our community, such as education, law enforcement, fire protection, and parks and recreation. The office also is responsible for maintaining ownership and parcel maps, submitting the Abstract of Assessment, certifying values and producing the warrant roll. The Assessor's Office leads the way in offering innovative tools to help residents discover property values. It was the first office to provide property information online and is now using wireless technology to access the same information out in the field.



In July 2005, voters gave their strong approval of Arapahoe County government with 68 percent agreeing that the

County is going in the right direction, and 62 percent who say County services are better than those rendered by other Denver-area counties.

Solemn Duty : Coroner Michael Dobersen, M.D., Ph.D., (second from right) was one of a team of forensic pathologists called upon to assist at a temporary morgue serving victims of Hurricane Katrina.



PERFORMANCE AWARDS

- Communication Services won 18 awards from three professional communication organizations in 2005 for projects in categories such as employee newsletters, graphic design, news writing, crisis communications, and marketing.
- Arapahoe County won the first place Houstoun Waring Trophy for best theme in the Western Welcome Week Parade. The Clerk and Recorder's Office won a second place award in the government division for their float.
- Arapahoe County's Purchasing division won the Outstanding Agency Accreditation Awards by the National Institute of Governmental Purchasing Organization.
- Arapahoe County's Finance department won the Government Finance Officers Association Distinguished Budget Presentation Award for the 17th time.

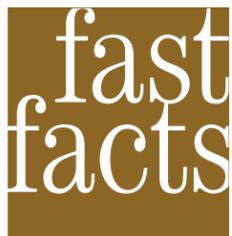


Accreditation : Sheriff Grayson Robinson was appointed Commissioner for the Commission of Accreditation for Law Enforcement Agencies.

Excellence : Michelle Dossey and Jacqueline Ruybal from Human Services are State leaders for excellence in child welfare.



- The Clerk and Recorder's Office received the Outstanding Achievement Award from the Donor Awareness Council for the highest percentage of customers enrolling in the Tissue and Organ Donor Awareness Fund for all County Clerk offices statewide.
- The Clerk and Recorder's Office received an honorable mention by the International Association of Clerks, Recorders, Election Officials and Treasurers for developing a computerized Asset Management System to track acquisition, maintenance, testing and system upgrades of election machine inventory.
- The Board of County Commissioners honored 147 citizens for their service on 23 Citizen Advisory Boards and Committees.



The Coroner's Office performed nearly 400 autopsies in 2005.

Coroner Michael Dobersen and Kelly Lear Kaul, Forensic Pathologist were featured in the American Journal of Forensic Medicine and Pathology for their work on epilepsy-related deaths. The findings from the study, which determined that people with poorly controlled seizures are most at risk for death, is educating the medical community about this risk.

Meet Your County Departments

Finance

The Finance department provides accurate, timely and useful financial information and services to the County's internal management, as well as to the general public. Divisions and services include Accounting, Budget, and Administration. The Purchasing division procures goods and services for County departments, and assures that all departments receive the highest quality and value for budgeted funding, through a procurement process that is held in an open, competitive and fair manner and with the highest ethical standards.

Facilities and Fleet Management

Facilities and Fleet Management is in charge of providing departments full service facilities management, maintenance and repair of all vehicles and equipment, as well as project management and consultation services; and county-wide mail processing and distribution services. The department ensures safe buildings, reliable vehicles and equipment, and an excellent level of customer service to enable employees to perform their job duties and functions and serve the citizens of Arapahoe County.



kudos to:

MAINTENANCE CREW, ROAD AND BRIDGE

I want to say thanks and point out what a great job the maintenance crew in Byers did after the recent heavy snowstorm that caused such devastation. The crews quickly had huge piles of tree limbs stacked throughout Byers. Us homeowners were even allowed plenty of time to get our tree limbs in piles for pick up. It was gratifying to see our local county personnel move on this so quickly. Thanks Arapahoe County, good job!

Chuck Avery

Byers

Meet Your County Departments

Human Resources

Human Resources hires, develops and retains a competent, committed and diverse workforce to provide high quality and cost-effective services to Arapahoe County citizens. The department oversees the recruitment and hiring of employees, as well as provides guidance to employees on career development and training. Human Resources also oversees the County's personnel policy development, benefit administration, employee relations, and classification and compensation of the County's workforce.

Human Services

Human Services is committed to providing quality services to the people of our community. The Children, Adult and Family Services division provides protective services to children and vulnerable adults, as well as foster care and adoption through the County's Embrace a Life program, and other services that help create strong, effective families. The Community Support Services division provides food assistance, medical coverage, and financial assistance through programs such as Temporary Assistance to Needy Families, Food Stamps, Medicaid, Aid to the Needy Disabled, Old Age Pension, and the Low-income Energy Assistance Program.

Information Technology

The Information Technology department supports the County's data and voice networks, business computer systems and the County web site, and participates in evaluating, developing and implementing technology based business solutions.

Public Works and Development

Public Works and Development oversees the orderly development of the County and improvements, operations and maintenance of the public infrastructure (transportation and drainage) along with preservation of Open Space. Areas in the department include: Road and Bridge, Stormwater, Capital Improvements, Traffic, Land Use, Mapping/GIS, Planning and Zoning, Animal Control, Building Permitting, Zoning Code Enforcement and Mosquito and Animal Control programs.



**First in Colorado,
First in Service.**

our mission

Enhancing your quality of life through exceptional delivery of services and efficient use of public funds.

our vision

Earning your trust every day by delivering seamless service, seeking innovative solutions and exceeding expectations.

our values

To achieve our vision, we dedicate ourselves to:

Service First
Excellent Quality
Responsive Government
Visionary Thinking
Innovation
Caring Leadership
Effective Communication

Fiscal Responsibility
Integrity
Respect for Others
Safety
Teamwork

phone numbers

As Colorado's first county, our vision is to provide you — our citizens — with seamless service, innovative solutions to today's challenges and more importantly, we want to exceed your expectations every time you do business with us. We have more than 30 government offices offering a variety of services throughout the County. If you need to reach us, visit our web site at www.co.arapahoe.co.us or contact us at the following phone numbers:

Main Information - - - - - 303-795-4400
Assessor's Office - - - - - 303-795-4600
BOCC Administration - - - - - 303-795-4530
Clerk and Recorder's Office - - - 303-795-4200
Commissioners' Office - - - - - 303-795-4630

Communication Services - - - - - 303-795-4284
Community Resources - - - - - 303-738-8040
Coroner's Office - - - - - 720-874-3625
County Attorney's Office - - - - - 303-795-4639
District Attorney's Office - - - - - 720-874-8500
Facilities and Fleet Management - - - - - 303-734-5489
Finance - - - - - 303-795-4620
Human Resources - - - - - 303-795-4482
Human Services - - - - - 303-636-1130
Information Technology - - - - - 303-795-4460
Public Trustee - - - - - 303-730-0071
Public Works and Development - - - - - 720-874-6500
Sheriff's Office - - - - - 720-874-3600
Treasurer's Office - - - - - 303-795-4550
Tri-County Health - - - - - 303-220-9200



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credits

Arapahoe County, Colorado
First in Colorado, First in Service.

2005 annual report

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Thank you for taking the time to read **Getting to Know Arapahoe: Your County at Work**. We'd like to know what you think. Visit our web site at www.co.arapahoe.co.us to give us your feedback on our annual performance report.

