

**ARAPAHOE COUNTY**  
COLORADO'S FIRST

Getting to know  
your county from

*A* to *Z*

2012 Annual Performance Report  
to the Citizens of Arapahoe County

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# 2012 Annual Performance Report to the Citizens of Arapahoe County



## Getting to Know Arapahoe

## 2012 Performance Report



2013 Board of County Commissioners  
Bill L. Holen, District 5; Nancy N. Sharpe, District 2; Nancy Jackson, District 4;  
Rod Bockenfeld, District 3 and Nancy A. Doty, District 1

Dear Citizens of Arapahoe County,

*Service First.*

We talk a lot about these two words and you will see them mentioned throughout our 2012 Annual Performance Report. To all of us who serve and work for the citizens of Arapahoe County, it is our call to action. *Service First* is the focus of our mission, vision and values. It is our way to provide exceptional service while using your tax dollars efficiently, effectively and wisely.

Every day, our employees live by our *Service First* principles to provide the best service to you. Whether it is a custodian keeping our buildings clean, a motor vehicle employee helping to process your car registration or a caseworker providing assistance to those in need, our employees are committed to ensuring you receive a quality experience every time you do business with us.

Throughout the next 20 pages of our 2012 Annual Report, *Getting to Know Arapahoe: A to Z*, you will see real-life examples of our commitment to provide exceptional services, while at the same time being good stewards of your tax dollars.

To us, *Service First* means being innovative, responsive and fiscally responsible. It means giving you a government that you can be proud of, and providing the best service possible, whether you are walking through our doors, calling us on the phone, visiting our web site or sending us an email.

Arapahoe County produces this report, which is printed on newsprint and distributed in your *Denver Post* and local community newspaper, because at just 18 cents a copy, it is an affordable manner in which to share information with you. On page 19, you'll find a quick reference sheet of County phone numbers, emails and list of services, which we hope that you'll tear out and keep in the event you ever need to reach us.

At Arapahoe County, we pride ourselves in being the best and to finding new and better ways to provide services. We don't just want to meet your expectations; we want to exceed them. It's the *Service First* way. As citizens and taxpayers of this great county, you deserve nothing less, and that is why we are proud to present our 2012 Annual Performance Report to you.

Sincerely,

Nancy A. Doty  
District 1  
Chair Pro Tem

Nancy N. Sharpe  
District 2

Rod Bockenfeld  
District 3  
Chair

Nancy Jackson  
District 4

Bill L. Holen  
District 5



## Align Arapahoe:

# A continuous cycle of improvement, accountability

Align Arapahoe is our path to continuous improvement, accountability and strategic advancement. It's our way to improve how we work so we can provide the best county government services to you. While many local governments are transforming their organizations through performance management, Arapahoe County led the way when we launched Align Arapahoe in 2009.

**What is Align Arapahoe?** Align Arapahoe fosters optimal County government for its citizens, businesses and employees by using performance management to make effective program, service, and budget decisions.

**Why is this important?** Because in an era of tighter budgets, reduced revenues and increased costs, finding ways for government to work better and smarter makes sense. It's also Arapahoe County's way to help keep your taxes low.

**Accomplishments in 2012:** Our Leadership team, which consists of the Commissioners, Elected Officials, deputies to the Elected Offices and Department Directors, identified seven County initiatives to address in 2012-2013. These seven initiatives included:

1. Support Align Arapahoe.
2. Foster a collaborative, innovative leadership/management structure, which we call the A-Team and the E-Team.
3. Explore opportunities to effectively influence state and federal legislation, and address unfunded mandates and rules that impact our ability to provide services to Arapahoe County citizens.
4. Harness the positive aspects of environmentally sensitive oil and gas exploration while responsibly managing development.
5. Conduct a successful 2012 Primary and General Election.
6. Ensure employee development and support, succession planning and leadership development.
7. Improve the overall design, usability and functionality of the County's web site to improve services to citizens. Watch for a new, improved and more user-friendly web site, scheduled to go live Sept. 4, 2013.

The County successfully implemented a majority of these initiatives with a few scheduled to be completed this year.

In addition, the Board of County Commissioners hired Sarah Godlewski as Director of Performance Management. The Office of Performance Management supports and assists departments and elected offices with their Align Arapahoe strategies, measurements and reporting tools to improve and advance the County's performance. To learn more, visit our web site or contact Sarah at [sgodlewski@arapahoegov.com](mailto:sgodlewski@arapahoegov.com).

**Looking Ahead:** Committed to continued success in 2013 and beyond, the Commissioners and elected officials established Countywide priorities and outcomes. These priorities and outcomes include:

Priorities	Outcomes
Quality of Life	Foster safe communities Foster a healthier and vibrant County
Service First	Improve access to County services and information Achieve customer service excellence
Fiscally Responsible	Improve the County's economic environment Improve process efficiencies
Performance Excellence	Foster a performance-based culture

Arapahoe County is focused on achieving these results. Together, we are working to achieve these outcomes and ensure Arapahoe County continues to be a great place to live, to work and to raise a family.

As always, your feedback is an important part of our success. It's also how we recognize our employees for a job well done or discover areas where we need to improve. Throughout our offices, you will find blue boxes with feedback cards. You can fill out a paper copy, or visit us at [www.arapahoegov.com](http://www.arapahoegov.com) and click on the *Tell us how we are doing* button to help us make your experience with Arapahoe County exceptional.

## Mission, Vision and Values

Arapahoe County's mission, vision and values are not just words on paper, but ideals we live by each day. We want to make Arapahoe County your county of choice by delivering exceptional services.

### Mission

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

### Vision

First in Colorado, First in Service  
Your County of Choice

### 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



ARAPAHOE COUNTY  
COLORADO'S FIRST

# 2012 Annual Performance Report to the Citizens of Arapahoe County

## Meet YOUR ASSESSOR



### Corbin Sakdol

303-795-4600  
303-797-1295 fax  
assessor@  
arapahoegov.com

The Assessor is elected by voters to value property for taxation purposes. Corbin Sakdol was elected Arapahoe County Assessor in November 2006. His employment with Arapahoe County began in 1990 as a Senior Commercial Appraiser. He is a licensed Certified General Appraiser, the highest level of licensing issued by the State of Colorado.

Corbin is serving his second four-year term with more than 25 years of real estate, business and technology experience. Corbin's goal is to provide citizens with the most accurate values possible at the lowest cost to the taxpayer.

The County Assessor is responsible for discovering, listing, classifying and appraising more than 200,000 properties in the county in accordance with state statutes. The Assessor's Office certifies values to approximately 350 taxing districts. Taxing districts set the property taxes to fund necessary services in our community, such as public schools, law enforcement, fire protection and parks and recreation.

The Assessor's Office also is responsible for maintaining ownership and parcel maps, submitting the Abstract of Assessment, handling Certification of Valuation and producing the Warrant Roll. The Assessor's Office offers innovative tools to help residents understand property values, and was the first in Colorado to provide property information online.



## Assessor's Office

### Do you know how Arapahoe County determines the value of your property?

Property – both commercial and residential – is assessed by the County Assessor's Office. Real property is reappraised every odd-numbered year. Residential property is appraised using only the market approach, which means that the value of your property is based on an analysis of comparable sales during a specific time period.

For 2013 assessments, state law requires assessors to use sales that occurred prior to the appraisal date of June 30, 2012. The Assessor's Office reviewed more than 20,000 sales from July 1, 2010 to June 30, 2012. Current property sales cannot be considered.

**Assessment Notices:** The 2013 Real Property Notices of Valuation provide 202,425 property owners with an estimate of what their property would have sold for on the open market as of June 30, 2012. Arapahoe County's urban residential valuation notices include photos and information on five properties that sold to give homeowners a better understanding of the valuation process and how the value of their home is determined.

The 2013 Personal Property Notices of Valuation will be mailed on June 15, 2013. The Notices of Valuation list the location, classification and value of the property for both prior and current years to approximately 15,000 businesses.

**Assessor's Office Passes Audit:** In 2012, the Assessor's Office passed the required state audit with high scores ranging from .992 – 1.02. The audit was performed on vacant land, residential, commercial and industrial properties, including agricultural land, as well as operating procedures. Acceptable compliancy ranges are .95 – 1.05 with 1.00 being a perfect score.

**Website Redesign:** In 2012, the Assessor's Office began to redesign its web pages, which will be updated regularly to list deadline dates for filing abatements, appeals, information on exemption filing deadlines and other pertinent information. The Assessor's and Treasurer's offices are working together to create a single web page to allow citizens easy access to information they need most. This new page, called "Property and Tax Information," will provide user-friendly navigation to quickly and efficiently find information about property values and taxes. The new site is expected to go live Sept. 4, 2013.



Assessor Corbin Sakdol was named 2012 Assessor of the Year by the Colorado Assessors Association.

**Assessor's Aurora Office:** The Assessor's Office offers citizens two convenient locations. In addition to its Littleton location at 5334 S. Prince St., you can visit the Assessor's Office Aurora location at Altura Plaza, 15400 E. 14th Pl., Suite 500. By maintaining an office in Aurora, the Assessor continues to serve citizens in the central and eastern portion of the County.

## Awards and Recognition

At Arapahoe County, we are committed to providing exceptional delivery of services, and we are honored to be recognized for it. In 2012, Arapahoe County received a variety of awards, recognition and special appointments.

**Alive at 25 Award for Excellence:** Deputy Eric Lawson received the Award for Excellence and Instructor of the Year for the Colorado Alive at 25 Program from the Colorado State Patrol Family Foundation. Since 2008, Lawson has taught 131 classes – designed to teach teens and young adults safe driving habits and keep them safe – to more than 2,157 students in Arapahoe County.



Sheriff Grayson Robinson and Colonel Jim Wolfenbarger, Colorado State Patrol, recognize Deputy Eric Lawson (center) with the Alive at 25 Award for Excellence

**Assessor of the Year:** Assessor Corbin Sakdol was named 2012 Assessor of the Year by the Colorado Assessors' Association. Sakdol is the first assessor from Arapahoe County to receive the prestigious honor, which has been awarded annually since 1992. He was unanimously chosen by his peers based on his contributions to the state, business conduct in office and superior job performance.

**Board Appointments:** Commissioner Nancy Sharpe was appointed by Colorado Counties Inc., to serve on the statewide Elder Abuse Taskforce, and was appointed by Gov. John Hickenlooper to serve on the Child Welfare Executive Leadership Council. Commissioner Bill Holen was one of 25 people throughout the nation appointed to serve as a 460th Space Wing representative in the Air Force Space Command Commander's Group. Commissioner Nancy Jackson also was appointed by Gov. Hickenlooper to serve on the Courthouse Security Cash Fund Commission.

**Child Support Award:** Despite record-high caseloads, Arapahoe County was the only one of Colorado's 10 large metropolitan counties to meet every required State goal for child support services in 2012. This is the third year the Child Support Division has received the Certificate of Excellence from the State of Colorado for meeting every measure that ensures financial support and medical coverage for children. Arapahoe County collected more than \$35.1 million in child support for children, an increase of \$775,000 from 2011.

**Colorado Facility Award of Excellence:** The County's Facilities and Fleet Management Department was recognized by the Denver Chapter of the International Facilities Management Association for work on the roof replacement project at the Arapahoe County Detention Center.

**Coroner Tissue and Organ Donations:** The Coroner's Office was recognized for the past two years as the state's leader in donating transplantable tissue and organs to Donor Alliance. This federally-designated non-profit relies on hospitals and coroners' offices to assist with referring families of victims and recovering viable, life-saving organs and tissue.

**Innovation Awards:** Public Works and Development and Facilities and Fleet Management were recognized by the American Public Works Association for innovation, collaboration and excellence. Recognized projects include: Rural Engineering Standards, an Accident Analysis Program, East Jewel Avenue widening and reconstruction, I-25 and Arapahoe Road interchange environmental assessment, and the Sheriff's Office substation, storage building and training track project.



Public Works received several awards in 2012. Pictured are Commissioner Nancy N. Sharpe, Scott Wiggs, Brian Love, Mark Brown and Commissioners Nancy Jackson and Rod Bockenfeld.

**Sheriff's Office Receives Reaccreditations:** In 2012, the Sheriff's Office once again earned reaccreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Sheriff's Office earned Gold Standard Accreditation with Excellence, CALEA's most demanding and extensive process, after meeting or exceeding 100 percent of all applicable accreditation standards.

The Sheriff's Office holds five separate accreditations through the Commission on Accreditation for Law Enforcement Agencies, the American Correctional Association, the Public Safety Communications Accreditation Program through CALEA, the National Commission on Correctional Health Care, and the Colorado Association of Chiefs of Police.

The Sheriff's Office is one of only a handful of law enforcement agencies across the country to receive these achievements in accreditation. The Sheriff's Office was also once again reaccredited through the American Correctional Association for the Detention Facility, after demonstrating compliance with mandatory standards. The Sheriff's Office will go through the reaccreditation processes for both communications and health care in 2013.



Dr. Kelly Lear-Kaul, Nico Pratt of Donor Alliance and Coroner Dr. Michael Dobersen celebrate Arapahoe County's repeat award.

# 2012 Annual Performance Report to the Citizens of Arapahoe County

## Board of COUNTY COMMISSIONERS

The Board of County Commissioners oversees Arapahoe County by serving as the administrative policy-making body. The Board approves the overall budget, hires its management team and oversees land-use planning and development in unincorporated Arapahoe County. It administers county services, such as road and bridge maintenance, transportation improvements, snow and ice removal, and animal control for unincorporated portions of Arapahoe County. The Board also oversees Human Services and the Open Spaces program countywide.

The Commissioners are elected by voters to represent five districts, each divided by population. All non-elected departments report directly to the Board of County Commissioners. These include: BOCC Administration, Communication Services, Community Resources, County Attorney, Facilities and Fleet Management, Finance, Human Resources, Human Services, Information Technology, Office of Performance Management, Open Spaces and Intergovernmental Relations and Public Works and Development.

In addition to overseeing day-to-day operations, the Commissioners represent Arapahoe County's interests on a variety of local, regional, statewide and national organizations. This helps to ensure Arapahoe County receives its share of state and federal funding for projects that improve the overall quality of life, and allows the Commissioners to provide input into rules, regulations and laws that impact the County and our citizens.

Each year, the Commissioners appoint more than 150 civic-minded citizens to serve on a variety of advisory boards and committees. These 24 committees cover a wide range of topics from the arts, parks, trails and open space, to planning and zoning issues to the justice coordinating committee. If you would like to apply for a position, visit our web site at [www.arapahoe.gov.com](http://www.arapahoe.gov.com).

You can reach the Commissioners by phone at 303-795-4630 or by email at [commissioners@arapahoe.gov.com](mailto:commissioners@arapahoe.gov.com).



## 2013 Budget

Arapahoe County is committed to providing affordable, quality services. Each December, the Board of County Commissioners adopts an annual budget for the upcoming year, which funds the programs, services and projects that help make a difference in your quality of life.

Similar to how you must balance your personal finances, Arapahoe County must balance its budget by ensuring revenues cover expenses. The County's 2013 budget is \$327 million and includes a structurally balanced general fund operating budget.

What is the difference between a balanced budget and a structurally balanced budget?

In a structurally balanced budget, ongoing operations and expenses are funded by ongoing revenues, with any fund balances or budget left over at the end of the year to fund one-time projects.

A structurally balanced budget ensures Arapahoe County protects core services (law enforcement, human services, elections, recording, motor vehicle licensing, property assessments, tax collection and road maintenance and bridge repair in unincorporated Arapahoe County) and continues to provide vital County services, especially services that help seniors, people who are unemployed and families struggling to make ends meet.

Our budget process is designed to consider financial stability not just this year, but beyond. In Arapahoe County, we look for ways to provide services at the most efficient cost while optimizing resources. We also focus on maintaining a balanced operating budget by limiting growth of the County's general fund. As a result, we have been able to control the growth of our operating expenses without impacting services to you.

As we look to the future, we expect property tax revenue – our main source of funding for county services – to remain flat for at least the next few years as the economy continues to recover.

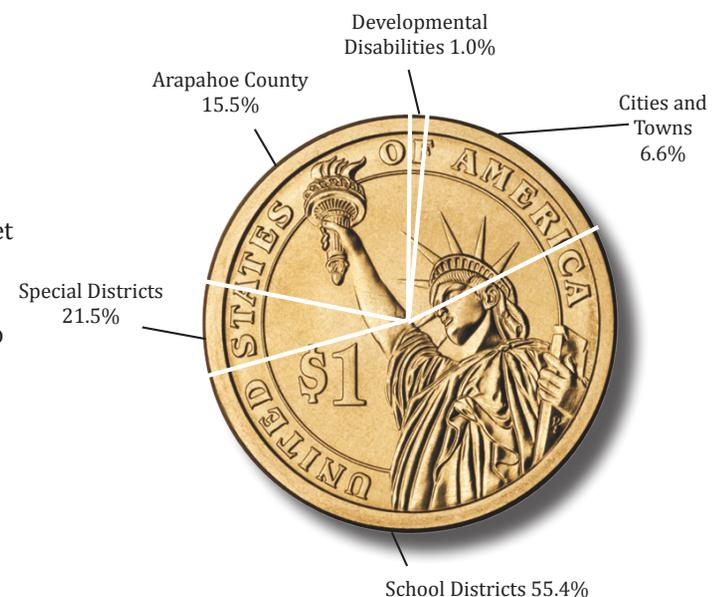
In 2013, the County's Budget includes \$9.5 million for capital projects, of which \$4 million is set aside for new roadway and infrastructure projects; \$1.7 million is planned for renovations to Altura Plaza in Aurora; \$1.5 million is planned for improvements to the County's Peoria Service Center in Centennial and \$615,000 will be used to improve the parking lot at the Arapahoe County Justice Center in Centennial.

The Commissioners also approved hiring an Assistant Veterans Service Officer in 2013 to help Arapahoe County residents who served in the military to obtain any VA benefits for which they may be eligible.

To view our budget, visit our web site at [www.arapahoe.gov.com](http://www.arapahoe.gov.com).

**Property Tax Facts:** Although the Treasurer's Office is responsible for collecting property taxes, only 15.5 percent of your tax bill goes directly to Arapahoe County. The rest is collected and distributed to cities, towns, school districts and more than 350 special districts. You can view your tax bill at [www.arapahoe.gov.com](http://www.arapahoe.gov.com). See the graphic below for a breakdown of your tax bill.

### Your Tax Dollar





## Clerk and Recorder's Office

The Clerk and Recorder's Office provides crucial services for many of life's most important occasions.

The Office is responsible for recording deeds, issuing marriage licenses, processing passport applications, registering automobiles, issuing driver's licenses, registering voters, administering elections and maintaining records for the Board of County Commissioners. The Clerk and Recorder serves as the designated election official for Arapahoe County.

The employees of the Clerk and Recorder's Office are committed to provide efficient, cost-effective and quality service to the citizens of Arapahoe County.

**2012 Elections:** Arapahoe County conducted both a Primary and General Election. The Primary Election, which was conducted in June for the first time, was an all-mail ballot election. The turnout was 52,773 or 25.55 percent of all active voters.

The 2012 General Election saw the largest voter turnout in Arapahoe County history with 288,033 voters casting a ballot. The vast majority of voters (approximately 78 percent) cast their ballot by mail. Arapahoe County citizens also were able to cast their ballot at any one of the County's eight Early Vote Centers or at any one of 32 Vote Centers on Election Day.



Voters check in at a Vote Center in Aurora during the 2012 General Election.

**Clerk to the Board:** The Clerk to the Board Division recorded and transcribed 238 meetings for the Board of County Commissioners, the Board of Adjustment and the Planning Commission. The division also entered nearly 600,000 pages into the electronic document management system, which improves efficiency and reduces storage, paper and printing needs in Arapahoe County.



The Motor Vehicle division registers more than 3,000 licenses and vehicles daily.

**Motor Vehicle Transactions:** The Motor Vehicle division processed nearly 836,000 transactions, which included new titles, duplicate titles, new registrations, renewals, permits, persons with disabilities parking placards and plate replacements. Nearly 72,340 driver's license transactions also were processed at three county locations offering these services.

**Passports:** The Clerk and Recorder's Office makes it easy for citizens to obtain a passport. Nearly 4,250 passport applications came through our doors in 2012 and were submitted to the U.S. State Department for processing.

**Recording:** The Recording Division issued 4,082 marriage licenses in 2012 and recorded 147,358 real estate documents. On May 1, 2013, our office began issuing and recording civil union licenses.

## Meet YOUR CLERK AND RECORDER



**Matt Crane**

303-795-4200  
303-794-4625 fax  
clerk@  
arapahoe.gov

Your Clerk and Recorder is Matt Crane, who was appointed by the Board of County Commissioners in March 2013 to fill the remaining term of former Clerk and Recorder Nancy A. Doty, who is now a Commissioner representing District 1.

Prior to his appointment, Matt served as Arapahoe County's Deputy of Elections and was previously the Operations/Special Projects Manager for the Clerk and Recorder's Office.

Before joining Arapahoe County, Matt served as Operations Manager at the City and County of Denver's Elections Division.

He previously worked as Elections Subject Matter Expert for Wyant Data Systems, where he helped test and provide feedback on a Statewide Voter Registration System. He also worked for the Colorado Department of State for three years, where he provided guidance to counties on compliance with elections legislation, voter registration systems and ballot processes.

Matt holds a Bachelor of Arts in Political Science and History from Metropolitan State College of Denver and is certified as a Colorado Elections Administrator through the State of Colorado.

# 2012 Annual Performance Report to the Citizens of Arapahoe County

## Meet YOUR COMMISSIONER



**Nancy A. Doty**  
District 1  
303-795-4630  
303-738-7894 (fax)  
ndoty@  
arapahoegov.com

Nancy A. Doty is serving her first term as Commissioner representing District 1 and is Board Chair Pro Tem for 2013.

Nancy is focused on fiscally sound government, expanding economic development opportunities in the county and making progress on the Align Arapahoe strategic plan.

As Commissioner, Nancy oversees the Human Resources, Finance and Performance Management departments. She also serves on the Arapahoe County Executive Budget and Audit Committees and the Arapahoe County Foundation Board of Directors.

Nancy represents Arapahoe County on a variety of regional boards, including the C-470 Policy Committee, South Metro Denver Chamber of Commerce Economic Development Group, South Platte Working Group, the Arapahoe County Public Airport Authority and the General Government and Tourism, Resorts and Economic Development Steering Committees of Colorado Counties, Inc.

Previously, Nancy served as the Arapahoe County Clerk and Recorder from 2004-2013. She is a Certified Public Accountant with auditing and management experience, including serving as Chief Financial Officer for the Colorado Governor's Office.



## Community Resources

Arapahoe County's Community Resources Department offers a broad array of services funded through state and federal programs that aid the community and its residents.

**Arapahoe/Douglas Works!** More than 41,000 job-seekers visited the Arapahoe/Douglas Works! workforce center to help them stand out in a competitive job market. Individuals took advantage of no-cost job-readiness workshops, résumé critiques, skills and personality assessments, job fairs and training opportunities. More than 17,300 found employment after receiving services. An economic study revealed that citizens who used the workforce center in their job-search found employment earning nearly \$15,000 more per year on average than those who did not.



*Arapahoe/Douglas Works! helped more than 1,400 local businesses recruit qualified candidates for 18,700 job openings. The workforce center planned 144 hiring events in 2012.*

**CSU Extension:** The Extension is a free 'reference desk' for research-based information from Colorado State University on nutrition, health, food safety, agriculture, yard care and much more. The Extension hosted workshops in 2012 on gardening, food preservation, high-altitude cooking and small acreage management. The SNAP-Ed program also reached 438 low-income citizens with an eight-week series on preparing healthy food on a budget.

**4-H Program:** CSU Extension's 4-H program brings together youth, ages 5-18, to learn life skills, build friendships and have fun. Nearly 300 youth explored general, home economics and animal-related projects in 27 traditional 4-H clubs under the leadership of 100 volunteers, and displayed their projects at the Arapahoe County Fair. The youth development program also reached 387 students in after-school and community settings.

### **Housing and Community Development:**

Arapahoe County allocated \$1.04 million in federal grants to 35 community organizations that support affordable housing and improved public facilities and public services for low to moderate-income and special needs populations.



*The Town of Littleton Cares Meals on Wheels program received Community Development Block Grant funding to deliver nutritious meals to seniors in the western portion of the County. (Photo Courtesy of TLC Meals on Wheels.)*

**Master Gardeners:** Trained volunteers with CSU Extension's Colorado Master Gardener<sup>SM</sup> program contributed more than 3,500 hours to help answer questions and share information about lawn, garden, tree and plant care. Nearly 80 volunteers hosted classes and information booths, and planted and maintained community gardens that yielded 1,700 pounds of produce for local food banks.

**Judicial Services:** Judicial Services provides alternative sentencing programs to the 18th Judicial District and at Arapahoe County correctional facilities. In 2012, the division oversaw 4,500 offenders as they completed 160,500 hours of court-ordered community service. The Community Corrections Board screened offenders and recommended 242 individuals to be housed and monitored in four local community corrections facilities. The Pretrial Release program interviewed 4,237 defendants and made recommendations to the courts of conditions of bond, and supervised 1,900 defendants who were released on bond.

**Prescription Drug Discount Program:**

Arapahoe County residents saved nearly \$67,000 in 2012 by presenting the County's prescription drug discount card at local pharmacies. The card offered an average savings of nearly 20 percent on the cost of retail drugs that are not covered by private health insurance, Medicaid or Medicare. Citizens can pick up a card at most County buildings or download one at [www.arapahoegov.com](http://www.arapahoegov.com).

**Senior Resources:** The Senior Resources Division works with local governments and organizations to offer useful services and to assist seniors in maintaining a healthy, active and independent life. Our Homemakers program provided monthly, light housekeeping services to 362 residents, while Chore Services assisted 266 individuals with more than 2,700 hours of heavy-duty chores and seasonal yard work. By partnering with First Ride, seniors received 10,800 trips to and from medical appointments, senior dining centers, grocery stores and food banks on wheelchair-accessible buses.

**Veteran Services:** Our Veterans Service Office assists Arapahoe County residents who have served in the military to obtain VA benefits, such as disability, pension, burial services, healthcare and education. In 2012, our Veteran Services Officer met with nearly 1,700 veterans and helped them receive roughly \$2.4 million in benefits claims. This need continues to grow as more troops come home from overseas, and Arapahoe County is pleased to add an Assistant Veterans Service Officer in 2013.

**Volunteer Connections:** Nearly 400 citizens contributed their time and talents to the County in 2012. Volunteer roles vary from leading 4-H clubs to serving as Master Gardeners, supporting the County Fair or helping with a monthly KidzNightOut for foster and adoptive youth. Volunteer service reached 20,607 hours, which represents nearly \$450,000 in budget relief to the County.

**Weatherization:** Arapahoe County's Weatherization Division installs free energy conservation measures and energy-efficient appliances in low-income households in Adams County and Arapahoe County. Weatherization crews served 804 homes in 2012 by installing insulation in attics, walls and crawl spaces, sealing air leaks, conducting safety tests on furnaces and water heaters and providing efficient light bulbs.



*The Weatherization program helps eligible residents to conserve energy and save money on heating and cooling bills, while improving the comfort of their homes year-round.*



## District Attorney

The employees of the District Attorney's Office serve the 18th Judicial District, which includes Arapahoe, Douglas, Elbert and Lincoln counties.

**Prosecution:** In 2012, the District Attorney's Office prosecuted 47,858 cases, of which the vast majority were traffic (21,135) and misdemeanor (8,352) offenses. The Office prosecuted 1,319 juvenile offenses and 3,821 felony cases, including the Aurora movie theater shooting case still underway.

**Consumer Protection:** The District Attorney's Consumer Protection Bureau partners with law enforcement to educate consumers about scams in our area and to assist those who have fallen victim to fraud. To receive consumer alerts about financial or other scams discovered in your community, visit [www.da18.org](http://www.da18.org) and click on 'Consumer Protection.'

**Victim Compensation:** In 2012, the Crime Victim Compensation Board, appointed by the District Attorney, awarded \$2.13 million to victims of violent crime in Arapahoe County. The Victim Compensation Fund is funded by defendant court fines and fees. Compensation may be awarded for out-of-pocket expenses directly related to crimes, such as medical or mental health care, funeral expenses, lost wages and loss of support to dependents.

## Meet

### YOUR COMMISSIONER



**Nancy N. Sharpe**

District 2  
303-795-4630  
303-738-7894 (fax)  
[nsharpe@arapahoegov.com](mailto:nsharpe@arapahoegov.com)

Nancy Sharpe is serving her first term as Commissioner representing District 2.

As a 30-year resident of Arapahoe County, Nancy is committed to enhancing the quality of life for residents. Her goal as commissioner is to keep taxes low and budget responsibly. She focuses on economic development in cooperation with cities, economic development organizations and chambers to ensure Arapahoe County can attract and retain companies and grow its workforce.

As Commissioner, Nancy oversees the Human Services and Open Spaces and Intergovernmental Relations departments.

She was appointed by the Governor to the Colorado Child Welfare Executive Leadership Council, and was elected by her peers as Vice Chair of Metro Area County Commissioners and Vice Chair of the Colorado Counties, Inc. Health and Human Services Steering Committee.

Nancy also represents the County's interests on a variety of local boards, including the Denver South Economic Development Partnership, Southeast Metro Stormwater Authority Board, Public Airport Authority and Urban Drainage and Flood Control District.

She was previously mayor and council member of Greenwood Village.

## Meet YOUR COMMISSIONER



### Rod Bockenfeld

District 3  
303-795-4630  
303-738-7894 fax  
rbockenfeld@  
arapahoegov.com

Rod Bockenfeld is serving his third term as Commissioner representing District 3.

Rod's professional background is in banking, finance and criminal justice. Prior to becoming a Commissioner, Rod served in leadership positions on the County's Community Corrections Board and Citizen's Budget Committee.

Rod is Board Chairman in 2013 and oversees the County Attorney's Office, Office of Performance Management and the BOCC Administration and Communication Services departments.

He represents the County's interests on a variety of boards and committees, including the Arapahoe County Water and Wastewater Authority Board of Directors, Southeast Metro Stormwater Authority, Aurora Economic Development Council and the Colorado Counties, Inc. Taxation and Finance Steering Committee. He is a member of the Regional Economic Advancement Partnership and the I-70 Chamber of Commerce.

Rod also serves as chairman of the National Association of Counties Fiscal Policy subcommittee. He is a Governor's appointee to the Colorado Coroner Standards and Training Board.

## Human Services

The Department of Human Services works to protect children and at-risk adults, to administer financial, food and medical assistance benefits to eligible residents, and to ensure that all children receive the financial support they deserve from both parents.

**Child and Adult Protection:** Citizens can report concerns of abuse and neglect of children, seniors and at-risk adults in Arapahoe County by calling 303-636-1750. The hotline received more than 8,800 reports of child abuse or neglect, and 1,000 calls regarding at-risk adults in 2012. Every referral was screened by a group of highly-trained staff in the Children, Youth and Family Services Division. Nearly 4,700 referrals met the legal criteria to be assessed or investigated. The County provided permanency services to approximately 1,200 children and protection services to 888 adults during the year.



*Anthony was one of 14 Arapahoe County foster children to be adopted during National Adoption Month in November. Chief Judge William Sylvester of the 18th Judicial District presided over the hearings that gave each child a place in a forever family.*



*A foster parent for 20 years, Doris Bini, right, delivered a home-cooked holiday meal to all 200 employees of the Children, Youth and Family Services Division to thank them for their service to our community.*

**Child Support Services:** Arapahoe County saw a record-high 14,339 child support cases and collected more than \$35.1 million in child support in 2012, which represented \$775,000 more than in 2011. The County was recognized by the Colorado Department of Human Services for meeting every required measure that ensures financial support and medical coverage for children. The Child Support Division has become a model in Colorado for offering support services to parents, such as job search assistance, mediation and parenting classes.

**Family Engagement:** When families become involved in an ongoing child protection or youth services case in Arapahoe County, they are invited to attend regular group meetings known as Listening to the Needs of Kids to discuss concerns and make plans for their child's safety. These meetings bring together friends, relatives, community partners and professionals who can discuss the case and support the family. In a year-long research study, Colorado State University found LINKS meetings to be highly effective at helping families to feel heard, respected and engaged in planning for their child's safety.

**Foster Care and Adoption:** Arapahoe and Jefferson counties joined forces in 2008 to recruit, train and support foster families to care for children who cannot remain safely in their homes due to abuse or neglect. In 2012, we welcomed Douglas County as the newest partner in the Collaborative Foster Care Program. Now more than 175 foster families provide temporary care for up to 296 children from all three counties, while their parents work to resolve serious safety concerns.

While our child protection teams make every effort to reunify children with their families, sometimes concerns for their well-being and safety go unresolved, and the Courts deem them to be legally free for adoption. In 2012, 115 children were welcomed into adoptive families. Approximately 20 youth are still awaiting a forever family. Information sessions are held monthly for individuals interested in becoming a foster or adoptive parent. Register to attend at [www.collaborativefostercare.com](http://www.collaborativefostercare.com).

**Mandatory Reporter Training:** Colorado law requires professionals in certain fields to make a report if they suspect that a child is or will be subjected to abuse or neglect. This includes school and child care personnel, social workers, medical personnel, law enforcement, licensed counselors, clergy members and others. More than 400 professionals working in the County attended our free training in 2012 to learn about this responsibility, how to make a report of abuse or neglect and what happens next.

**Public Assistance Benefits:** The County continues to see record numbers of citizens seeking cash, food and medical assistance from state and federal programs. The Community Support Services Division processed more than 59,800 applications for benefits in 2012, and administered an average of 62,150 open cases per month. The top programs were Food Assistance, Medicaid, Colorado Works, Old Age Pension and the Low-Income Child Care Assistance Program.

**Technology in our Lobbies:** The County remodeled the lobby of its CentrePoint Plaza building in Aurora to better serve citizens seeking public assistance benefits. Clients can now check-in at an electronic kiosk and be notified on lobby TV screens when their number is called to be served. They can also sit down at a free computer to apply for benefits, review their account or determine their eligibility for many programs online.



*The employees of the Child Support Division received a Certificate of Excellence from the Colorado Department of Human Services for meeting every measure that ensures financial support and medical coverage for children.*

## Meet

### YOUR COMMISSIONER



**Nancy Jackson**

District 4  
303-795-4630  
303-738-7894 fax  
njackson@  
arapahogov.com

Nancy Jackson is serving her first term as Commissioner representing District 4. Her professional background includes 25 years as an assistant professor at Clemson University and the Community College of Aurora.

Nancy's primary goal is to represent the citizens in her district to ensure they have the appropriate services needed to maintain their quality of life. Her priorities include preserving the environment through the Open Spaces program, encouraging new employment opportunities, maintaining safe neighborhoods through the support of effective jails and courts, and focusing on programs that assist and educate citizens about services offered by the County.

As Commissioner, Nancy oversees the Public Works and Development and Facilities and Fleet Management departments. She represents the County's interests on a variety of boards and committees, including the Arapahoe/Douglas Workforce Investment Board, Aurora Mental Health Center, Centennial Airport/Community Noise Roundtable, Colorado Sex Offender Management Board and Colorado Counties, Inc. Agriculture, Wildlife and Rural Affairs and Courthouse Security Subcommittees.

Nancy also serves as liaison to Tri-County Health Department and the National Association of Counties Human Services and Education Committee. She is a Governor's appointee to the Courthouse Security Cash Fund Commission.

# 2012 Annual Performance Report to the Citizens of Arapahoe County

## Meet YOUR COMMISSIONER



**Bill L. Holen**  
District 5  
303-795-4630  
303-738-7894 fax  
bholen@  
arapahoegov.com

Bill Holen is serving his first term as County Commissioner representing District 5.

Bill's goal as Commissioner is to ensure the County's fiscal situation is managed efficiently and effectively to make sure taxpayer dollars are being fairly dispersed.

He aims to maintain a high level of service for Arapahoe County citizens and hopes to improve collaborative efforts with cities, counties, state and federal governments, so disbursement of available resources are used properly.

As Commissioner, Bill oversees the Information Technology and Community Resources departments. He represents Arapahoe County on a variety of local and regional boards, including Arapahoe/Douglas Mental Health Network, Aurora Chamber of Commerce, Denver Regional Council of Governments, E-470 Public Highway Authority, Metro Crisis Services, Inc. and Clean Launch. He serves on the County's Justice Coordinating Committee, Housing Authority and Public Airport Authority, and represents our county on the transportation committees of Colorado Counties, Inc. and the National Association of Counties.

Prior to serving as Commissioner, Bill served as a Constituent Services Representative for Congressman Ed Perlmutter focusing on national security, defense and veterans' affairs. He is a Vietnam veteran and a former member of the Colorado Air National Guard.



## Open Spaces

Since its inception, Arapahoe County's Open Space program has conserved more than 38,000 acres of open space, built more than 30 miles of new trails and created and enhanced 75 neighborhood and regional parks. This was possible thanks to generous voters who approved the Arapahoe County open space sales and use tax in 2003 and reauthorized it in 2011. The tax equates to 25 cents on every \$100 purchase.

### **Arapahoe County Open Space Funds:**

In June, Arapahoe County distributed nearly \$9 million in Open Space sales tax revenues to cities and towns known as 'shareback funds' to enhance local parks, trails, recreation and open space. In addition, the County awarded more than \$2 million in competitive grants to municipalities and special districts for 17 open space, park and trail projects. These funds will help to protect wildlife, improve water quality, enhance parks, connect trails, protect open space, restore our natural heritage areas and provide environmental education opportunities.

**Arapahoe County Fair:** The Arapahoe County Fair held different meaning in 2012, less than one week after the tragic mass shooting at a movie theater in Aurora. More than 25,000 fairgoers and 400 volunteers came together at the Fairgrounds and Regional Park to show the world the true heart and soul of Aurora and Arapahoe County. It was a time of healing as we celebrated our heritage, recognized the remarkable in everyday citizens, applauded the achievements of 4-H youth and shared a sense of pride in our community.

The 2013 Fair will take place July 24-28 and promises to be fun for the whole herd. Admission is free on Wednesday and Thursday, and \$5 on Friday-Sunday for ages 13 and up. Admission for children 12 and under is free. Visit [www.arapahoecountyfair.com](http://www.arapahoecountyfair.com) for details.

**Cherry Creek Basin Working Group:** In 2012, the 20 agencies of the Cherry Creek Basin Working Group received a \$70,000 grant from the Colorado Parks and Wildlife State Trails Program to produce and install consistent trail signage along the Cherry Creek Regional Trail. Mile markers, underpass signage and trail signs were designed to improve the recreational experience. Signs will be produced and installed in 2013 along the 42-mile trail from Confluence Park in Denver to Castlewood Canyon in Douglas County.

**High Line Canal Working Group:** More than 300,000 metro-Denver residents live within one mile of the High Line Canal, and thousands more use this 66-mile corridor to walk, bike and enjoy the outdoors. In 2012, the 19 agencies of the High Line Canal Working Group commissioned a study to identify projects that could preserve and enhance the recreational experience along nearly 20 miles of the trail in Arapahoe County. Partnering communities will prioritize and seek funding for proposed projects. Cherry Hills Village will kick off the Canal improvements by planting and irrigating 300 trees to replace the aging Cottonwood canopy within its boundaries, using partial funding from an Arapahoe County Open Spaces planning grant.



*Kids of all ages enjoy tons of fun at the Arapahoe County Fair. Join us July 24 - 28, 2013 where kids 12 and under get in free.*



## Public Trustee

**Illif Underpass:** After a year of construction, work was completed on a new underpass that takes the High Line Canal Trail beneath Illif Avenue in Aurora. Pedestrians and bicyclists can now travel safely under the major roadway, instead of attempting to cross four lanes of traffic. The project received funding from the CDOT, Denver Water, City and County of Denver and Arapahoe County Open Spaces.



*Families enjoyed a whirl of western heritage at the grand opening of the 17 Mile House Farm Park.*

### **Parker Jordan-Centennial Open Space:**

This 107-acre open space along Cherry Creek in Centennial opened in August, following significant land reclamation and stream restoration efforts. Located just south of Cherry Creek Valley Ecological Park, the new open space compliments an existing 300 acres of natural area. Visitors can enjoy fitness stations, a 5K loop trail and a computer kiosk to learn about the history and ecology at the site. Funding partners included Parker Jordan Metropolitan District, City of Centennial, Great Outdoors Colorado, Urban Drainage and Flood Control District, Southeast Metro Stormwater Authority, Cherry Creek Basin Water Quality Authority and Arapahoe County Open Spaces.

**Richmil Ranch Open Space:** Richmil Ranch Open Space near Deer Trail opened to the public in October. The 352-acre natural area preserves farm and range land and wildlife habitat, and offers space for outdoor recreational opportunities. Visitors can enjoy three miles of soft-surface trails for walking, running, biking and horseback riding amidst prairie, farm and riparian woodlands. The site features restrooms, a picnic shelter and a restored historic windmill.

**17 Mile House Farm Park:** A fall festival in October marked the completed restoration of the 17 Mile House, a 150-year old property on Parker Road, which served as an important resting place for pioneers traveling on wagon trails to Denver. More than 1,500 citizens attended the festival and enjoyed historic tours, a pumpkin patch, bluegrass music, scenic hayrides, a milk cow and petting zoo. The Farm Park is a County-designated heritage area, and features a historic farmhouse, red barn, silo, milk shed and two replica windmills. Visitors also enjoy picnic tables, a restroom, 70 acres of open space and a trailhead to the Cherry Creek Regional Trail.

**South Platte Working Group:** This group of municipalities, non-profit organizations and special districts along the South Platte River has successfully completed 20 acquisition and trail development projects since 2006. The Working Group turned its focus in 2012 to river restoration, educational opportunities and creating additional connections to the river. Arapahoe County has committed \$5 million in open space funds toward the planning effort and future improvement projects.

**Stewardship Award:** Arapahoe County awarded its 2012 'Our Progress Takes Flight' Stewardship Award to a group of citizens who independently campaigned for the extension of the Open Space sales tax in 2011. The citizen-led Sales Tax Reauthorization Committee helped voters to understand the value of open space, recreational opportunities and County heritage sites. The members' leadership and passion helped to ensure the sustainability of parks, trails and open spaces with the reauthorization of the .25 percent sales tax for another 10 years.

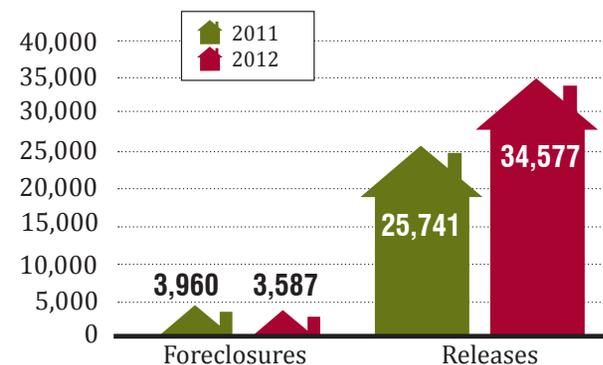


*The new Richmil Ranch Open Space northwest of Deer Trail offers outdoor recreational opportunities that are in growing demand on the County's eastern plains.*

The Public Trustee is appointed by the Governor and handles foreclosure filings, releases of deeds of trust and tax escrow accounts for land purchases located in Arapahoe County. Cynthia Mares is the Public Trustee for Arapahoe County.

The number of foreclosures filed in 2012 dropped in Arapahoe County and statewide to pre-recession levels, pointing to a recovery in the housing market. The number of releases of Deeds of Trust increased in the county and statewide, signifying that more homes were refinanced, paid off or sold.

### Arapahoe County



**Office Revenues:** The Public Trustee's Office is funded through statutory fees for processing foreclosures and releases of trust. All quarterly transactions are filed with the Board of County Commissioners and any funds in excess of salaries, operating expenses and a reserve are paid quarterly to the County. In 2012, \$684,881 was transferred to Arapahoe County.

# Meet

## YOUR CORONER



**Dr. Michael Dobersen**

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The Coroner's Office serves as a guardian of the health, safety and welfare of our community by investigating sudden or unexpected deaths in Arapahoe County, and providing information regarding these investigations to the families, public health agencies, the criminal justice community and the media.

Dr. Michael Dobersen, M.D., Ph.D., has been elected to the position of Coroner since 1993. He is a nationally respected forensic pathologist who is often called upon for his expertise. He serves as Associate Clinical Professor in the Department of Pathology at the University of Colorado Health Sciences Center. He publishes articles and lectures extensively in aspects of Forensic Science.

Dr. Dobersen and his staff responded to the July 20 Aurora movie theater shooting and completed all autopsies on the fatally-injured victims to support law enforcement investigations. He also has consulted in national high-profile cases such as the JonBenet Ramsey murder, the Columbine High School shootings and the 1994 Steamboat Springs "Black Widow" case.

The Coroner's Office investigated 2,521 deaths and completed 460 autopsies in 2012.

**Educational Outreach:** Investigating deaths is the primary role of the Coroner's Office, but the staff also works in partnership with law enforcement, paramedics and medical students by hosting educational and training sessions on the role of the County Coroner.



# Public Works and Development

**Animal Control:** The Animal Control team is responsible for licensing pets, investigating complaints and handling wildlife within unincorporated Arapahoe County. The Division issued more than 1,500 dog licenses in 2012 and responded to more than 2,900 pet complaints from citizens. The team also successfully reunited 61 lost pets with their rightful owners. Crews also encountered countless wild animals, including skunks, foxes, raccoons, deer, squirrels, owls and hawks. The Division captured and released 37 wild animals to a safe environment, and safely disposed of nearly 200 animals found deceased in order to protect public health.

**Belleview Corridor Study:** Public Works kicked off a new transportation study in 2012 that will help to shape the future of Belleview Avenue from Monaco Street on the west to DTC Boulevard on the east, including the I-25 interchange.



*Citizens attended an Open House to provide input on improvements to Belleview Avenue, which carries 50,000 vehicles per day.*

**Building Permits:** Arapahoe County saw slow and steady growth in construction of new residential and commercial structures and remodels in 2012. The Building Division issued 3,200 permits for new structures and remodels, and conducted nearly 18,000 inspections. This represents a 49 percent increase in permits issued from 2011. An improved online permitting system made it easier for contractors and homeowners to research or apply for certain permits and request inspections from the convenience of their home or office.

**Comprehensive Plan:** The County revised its Comprehensive Plan for land use and development in eastern Arapahoe County to reflect the changing needs of the region. The plan will help to guide growth along the I-70 corridor while preserving the rural character and agricultural use of the land. Citizens helped to shape the revised plan through Community Needs Assessments for Byers and Strasburg in 2007 and 2008, the I-70 Corridor Study and Economic Assessment in 2011, and by providing input during public meetings in 2012.

**East Jewell Avenue:** Construction was completed on this stretch of roadway between south Dayton Avenue and south Parker Road to improve traffic flow and drainage and allow for bike and pedestrian traffic. The project involved widening the roadway, adding turn lanes at the two major intersections, creating an on-street bike lane, adding sidewalks and installing a curb and gutter for improved drainage. Local utility companies upgraded utilities along the roadway during the project, saving resources and limiting future impacts on motorists.

**East Vassar Avenue:** This project reconstructed the pavement, curb, gutter and sidewalks along a 1,200-foot cul-de-sac north of east Yale Avenue and east of I-25. It is an example of retrofitting an existing roadway in an established residential area to comply with the Americans with Disabilities Act.

**I-25 and Arapahoe Road Interchange:** An Environmental Assessment for this interchange wrapped up in 2012. The preferred alternative was an Improved Partial Cloverleaf Interchange to reduce congestion and improve traffic operations and safety for the traveling public. Public information efforts helped to raise community support for this option. Final design of the interchange will be completed in late 2014. Construction of the improvements will take place in phases as funding is identified. The first phase of the improvements have been funded and will occur in 2014-2015 at the intersection of Arapahoe Road and Yosemite Street. View the preferred alternative at [www.i25arapahoeroadea.com](http://www.i25arapahoeroadea.com).

**Oil and Gas Regulations:** The Board of County Commissioners voted in 2012 to work closely with the Colorado Oil and Gas Conservation Commission, a state oversight agency that has passed some of the most comprehensive regulations in the nation for oil and gas operations. Oil and gas operators in unincorporated Arapahoe County must undergo the County's Use by Special Review process to address impacts such as noise, odor, light pollution, water quality and damage to infrastructure from heavy equipment on County roads. Public Works has been working with operators to develop a Memorandum of Understanding that outlines industry best practices beyond what is required by the Colorado Oil and Gas Conservation Commission. The County also will adopt an Administrative Process in 2013 for operators who sign a Memorandum of Understanding.

**Online Mapping:** ArapaMAP is a free, online mapping system that gives citizens access to geographic information and 12 years of aerial photographs. Users can search for a property in Arapahoe County, verify an address, view a map of a property and retrieve lot information, such as ownership, sales, taxes and more. The program also offers maps of law enforcement and fire/safety jurisdictions, election results, metro districts, flood plain information and County Commissioner districts. ArapaMAP had more than 200,000 visits by 70,000 unique users in 2012. Find maps and a tutorial at <http://gis.arapahogov.com>.

**Recycling and Rejuvenating Asphalt:** Arapahoe County paved more than five miles of road in 2012 with recycled asphalt, and also applied 'rejuvenator' to the surface of 14 streets to prolong the life of the pavement. Rejuvenator helps to seal and restore the aged asphalt and reduce top-down aging, hardening and cracking. Due to the success of this best practice, the County plans to apply rejuvenator on 18 lane miles in 2013.



*The dedicated men and women of the Road and Bridge Division are responsible for year-round maintenance of roadways, bridges, drainage facilities, roadway signs and signals in unincorporated Arapahoe County.*

**Snow Removal:** The Road and Bridge Division is responsible for snow and ice removal on 657 miles of roadway in unincorporated Arapahoe County. Cities, towns and HOAs are responsible for plowing roadways in incorporated areas, while CDOT clears the state highways. Road and Bridge crews worked 6,048 hours, around-the-clock, during snowstorms in 2012 to clear major roadways, then minor arterials and collector streets.

**Stripes and Signs:** The Road and Bridge Division deployed a new paint truck on approximately 560 miles of highway, which sprayed new road stripes and highly-reflective glass beads. The beads triple the visibility of lines at night and extend the life of the striping to conserve resources. Road and Bridge crews also fabricated and installed 280 new street signs to comply with the County's updated sign standards.

Citizens can call 720-874-6500 to request services along County-maintained roadways, such as pothole repair, street sweeping, signage, striping, weed or litter control.

**Traffic Accident Database:** Public Works rolled out a new database to evaluate motor vehicle accidents for any roadway or intersection in unincorporated Arapahoe County. The system pulls data from the Colorado Department of Revenue, including the type and cause of the accident, age and condition of the driver, time of day and weather and road conditions. The database allows the Transportation Division to determine what engineering or education measures are needed to create a safer, more efficient transportation system.



*Arapahoe County hosted a free community cleanup in Strasburg and Byers. Citizens filled 11 90-yard dumpsters with tree limbs, old lawn furniture and scrap lumber in an effort to spruce up local homes and tidy up neighborhoods.*

# 2012 Annual Performance Report to the Citizens of Arapahoe County

## Meet YOUR SHERIFF



### J. Grayson Robinson

720-874-4165  
720-874-4158 Fax  
grobinson@  
arapahoegov.com

The men and women of the Sheriff's Office serve Arapahoe County with pride, integrity and a dedicated community spirit. Your Sheriff's Office is not just a law enforcement agency; it is a nationally recognized public safety organization.

The Sheriff's Office continues to earn the respect and support of our community, and together continues to make a difference and ensure Arapahoe County continues to be a safe place to raise a family, conduct business and enjoy your quality of life.

J. Grayson Robinson is the Sheriff and is serving his third term leading the dedicated men and women of the office. He serves on Colorado's Justice Assistance Grant Board and is Vice President of CALEA, an independent accrediting authority that sets the gold standard in public safety accreditation.

As the Chief Law Enforcement Officer in the County, the Sheriff is required by law to keep and preserve the peace, serve and execute all processes, writs, precepts and orders issued for made by lawful authorities, and serve the civil courts of record held in the County.

Sheriff Robinson also oversees the County jail and acts as fire warden in the event of prairie or forest fires.



## Sheriff's Office

Throughout 2012, the Sheriff's Office implemented a variety of innovative measures to ensure exceptional public safety services were effectively accomplished along with a serious focus on being good stewards of your tax dollars.

**Accredited Sheriff's Office:** Your Sheriff's Office is not only one of the best in the state, but one of the best in the nation. Recognizing professional excellence and meeting the gold standard of public safety, the Sheriff's Office holds five separate accreditations through the Commission on Accreditation for Law Enforcement Agencies (CALEA), the American Correctional Association, the Public Safety Communications Accreditation Program through CALEA, the National Commission on Correctional Health Care, and the Colorado Association of Chiefs of Police. Accreditation ensures that the Sheriff's Office meets nationally set standards and best practices for public safety, corrections, communications, and health care. Only a handful of law enforcement agencies across the country have received these achievements in accreditation.

**Aurora Movie Theater Shooting:** The employees of the Sheriff's and Coroner's Office, along with law enforcement and first responders across the Denver Metro area responded to the tragic events in Aurora on July 20, 2012. The Sheriff's Office regularly participates in training to prepare for such events, such as Operation Mountain Guardian, which was held in 2011 to ensure law enforcement agencies and first responders can quickly and effectively respond to large-scale terrorist attacks.

**Coffee with a Cop:** The Sheriff's Office welcomes the opportunity to speak with citizens in a friendly and relaxing atmosphere and over a cup of coffee. The Sheriff's Office is partnering with local businesses to provide a venue where citizens can speak with Sheriff's Office members about crime and other quality of life issues. Upcoming dates include:

- May 18 from 9 - 11 a.m., Peets Coffee  
6751 South York St., #518, Centennial
- June 8 from 9 - 11 a.m., McDonald's  
10555 E. Briarwood Circle, Centennial
- July 13 from 8 - 10 a.m., McDonald's  
8241 S. Holly St., Centennial

Find more dates by following the Sheriff's Office on Twitter @arapahoeso or visit [www.arapahoesherriff.org](http://www.arapahoesherriff.org).

### Driver Training Facility/Substation:

Construction was completed on a regional driver training facility and substation at the Arapahoe County Fairgrounds and Regional Park. This facility is used as a regional training center for various law enforcement, fire and emergency management personnel, and serves as a substation for law enforcement serving eastern Arapahoe County.

**Impact Team:** Adhering to the concepts of Problem Oriented Policing, the Sheriff's Office Impact Team is assigned to specific community problems that are either unique or need more time to effectively address. Members receive specialized training in gang recognition and intervention, surveillance techniques, hotel/motel drug intervention and fugitive apprehension. Through this proactive approach, the Impact Team is able to use creative strategies to disrupt and reduce criminal activity, and has made a significant impact in solving many problems in Arapahoe County.

### National Prescription Drug Take Back Day:

The Sheriff's Office sponsored two prescription drug take back days to help ensure unused, over-the-counter and prescription medications do not end up in the wrong hands, in a landfill or in the nation's water supply. Events were held in April and September at Centennial Medical Plaza and the Streets of Southglenn, as well as throughout Colorado and the nation. This program successfully collected more than 12,260 pounds of drugs in Colorado and 488,385 pounds of drugs throughout the country.



Deputy Brian McKnight enjoys conversation and a cup of coffee with a citizen during Coffee with a Cop.



National Prescription Drug Take Back Day, held at the Streets of Southglenn in April 2012, helped contribute to removing 12,260 pounds of prescription drugs from our landfills.

**Safe Start 2012:** Getting kids and families back to school safely is an ongoing priority for the Sheriff's Office. In August, the Sheriff's Office sponsored Safe Start 2012, a back-to-school traffic safety campaign designed to educate motorists, parents and children about accident prevention and pedestrian safety. This program focuses on motorists who illegally pass school buses, speed in school zones, and fail to wear or to ensure children are wearing seat belts or commit other unsafe driving actions in and around school zones within the City of Centennial and unincorporated Arapahoe County.



Sheriff Grayson Robinson presents student Tyler Nguyen with a certificate of appreciation for participating in the poster design contest for Victims Rights Week.

**Shred-a-thon:** The Sheriff's Office, 9News and Shred-it teamed up for this annual event to help prevent identity theft crimes by shredding legal and personal documents. The next Shred-a-thon is 7 a.m. to noon, May 18 at the Sheriff's Office Administration Building, 13101 E. Broncos Parkway, Centennial. Shred-it will shred up to three legal sized file boxes, or kitchen-sized trash bags full of sensitive documents, in exchange for a donation to Metro Denver Crime Stoppers. For more information about future events, visit [www.arapahoesherriff.org](http://www.arapahoesherriff.org).

**Supporting the Community:** The employees of the Sheriff's Office not only are dedicated to protecting and serving Arapahoe County, they also volunteer their time to support and raise funds for programs that benefit the community. In 2012, employees raised money to support Special Olympics Colorado by participating in the Law Enforcement Torch Run, Tip A Cop and the Polar Plunge.



2012 Polar Plunge participants from the Arapahoe County Sheriff's Office.

**Volunteer Victim Assistance Training:** The Sheriff's Office provides 24/7 assistance to crime victims and individuals involved in traumatic events. In 2012, Arapahoe County citizens successfully completed Volunteer Victim Assistance Training. This 50-hour, 10-week training program enables volunteers to provide crisis intervention and short-term support to victims of crime. If you are interested in learning how to help victims of crime, contact the Sheriff's Office at 720-874-4190.

## Meet YOUR DISTRICT ATTORNEY



**George Brauchler**  
720-874-8500  
720-874-8501 fax  
[www.da18.org](http://www.da18.org)

The primary objective of the Office of the District Attorney is to seek justice with a focus on prosecuting criminals to the fullest extent possible, protecting the rights and interests of crime victims and preventing crime before it happens.

The office serves as a driving force for many initiatives and preventative programs that work to reduce crime, protect victims and enhance the lives of district residents. The DA's Office is committed to advocating for victims' rights and promoting public safety through cooperation and partnership with law enforcement and the community.

The 18th Judicial District is made up of four counties: Arapahoe, Douglas, Elbert and Lincoln and is the largest judicial district by population in the State. Each of Colorado's 22 judicial districts has an elected district attorney, who serves as the chief law enforcement officer for that district.

In 2012, voters in four counties elected George Brauchler to serve as District Attorney. George brings a wealth of experience as a former Deputy District Attorney, Special Assistant U.S. Attorney, military prosecutor, and most recently as the Chief of Military Justice – the chief prosecutor for Fort Carson, the 4th Infantry Division, and the entire U.S. Division North in Iraq.

George has trained local and military prosecutors across the United States and all over the world. He is an adjunct professor at the University of Colorado and Denver University Law Schools.

## 2012 Annual Performance Report to the Citizens of Arapahoe County

*Meet*

YOUR TREASURER



**Sue Sandstrom**

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ssandstrom@  
arapahoegov.com

The Treasurer's Office is overseen by Sue Sandstrom, who is serving her first four-year term as Arapahoe County Treasurer.

As a Certified Public Accountant who has owned and operated her own firm since 1990, Sue brings business and financial acumen to her role as Treasurer. She served seven years as a member of the Aurora City Council and has served on many boards and committees, including the Aurora Economic Development Council, Denver Regional Council of Governments, Urban Drainage and Flood Control District and the Arapahoe County Citizen Budget Committee.

Her goals as Treasurer are to expand transparency, continue to increase efficiencies and maximize the use of online services. With a background in personal finance and retirement planning, Sue also is working to broaden the tools and knowledge available to employees as they prepare for their retirement.

Sue leads a team of employees who are dedicated to providing outstanding customer service to Arapahoe County taxpayers to assist them in paying their property taxes in the correct amount, and in the most efficient manner possible.

If you have questions about tax payment methods or amounts, the dedicated employees of the Treasurer's Office are available by phone and email to assist you.



## *Treasurer's* Office

The Treasurer's Office is responsible for collecting and investing property taxes in Arapahoe County and distributing funds back to more than 350 local cities, towns, schools and special districts. Property tax collected in 2012 totaled approximately \$736 million.

**Electronic Tax Notices:** In 2011, the Treasurer's Office moved to electronic tax notices, which has conserved \$40,000 in paper and postage annually. All property owners can now view their taxes online and can sign up for email notification when their tax bill is available. To register to receive an email notification, visit [www.arapahoegov.com](http://www.arapahoegov.com). If you prefer to receive a paper copy, please call the Treasurer's Office at 303-795-4550.

**Tax Lien Sale:** When taxes become delinquent, the Treasurer conducts an online tax lien sale to ensure all taxes are collected as due. Proceeds are distributed directly to school districts, cities, towns and special districts.

During its 2012 online tax lien sale, the Treasurer's Office collected \$4.4 million in delinquent taxes, plus \$263,334 in premium bids, which serves as additional revenue for the County general fund. The public auction, which was held in November, offered 1,423 outstanding liens to registered bidders from 47 states, Washington D.C. and Puerto Rico, along with six bidders serving in the Armed Forces overseas.

**Foreclosure Excess Funds:** In certain limited instances, excess funds are available to a property owner whose property has been sold through the foreclosure process. If the Public Trustee is unable to locate the owner of such funds, the money is transferred to the Treasurer and held in escrow. A list of these unclaimed funds is now available on the Treasurer's page at [www.arapahoegov.com](http://www.arapahoegov.com). The Treasurer's Office gladly returns these funds to their rightful owners.



## *Visit our* Web Site

Arapahoe County provides a wide variety of online services for residents, businesses and visitors. Visit [www.arapahoegov.com](http://www.arapahoegov.com) to find out how you can:

- Apply for assistance benefits
- Apply for a career with Arapahoe County
- Apply for a marriage license
- Apply for a passport
- Apply to serve on a County Board or Committee
- Check out the Sheriff's Crime Mapping service
- Connect to us on Facebook and Twitter
- Determine if your neighborhood is safe
- File an accident report online
- Fill out a customer service comment card
- Find resources for seniors and veterans
- Foster or adopt a child
- Find a park, trail or open space
- Pay your taxes online
- Register a vehicle
- Register to vote
- Renew your driver's license
- Rent our Fairgrounds facility
- Report abuse or neglect
- Report a crime
- Report potential road concerns and hazards
- Request copies of legal documents
- Review our budget
- Review minutes and agendas
- Review your property value
- Sign up for County news and events
- Sign up for Emergency Alerts
- Track your mail ballot during an election
- Update your voter registration
- Volunteer with Arapahoe County

*Watch* for our new and improved web site coming on Sept. 4, 2013.



## Contact Us

As Colorado's first county, our vision is to be *Your County of Choice*. We want to exceed your expectations every time you do business with us. We believe in providing citizens with exceptional services, keeping taxes low and being as efficient as possible with your tax dollars. If you need to reach us, visit our web site at [www.arapahoegov.com](http://www.arapahoegov.com) or contact us at the following phone numbers and email addresses.

### Main Information

303-795-4400 • 303-738-7915 TDD  
[info@arapahoegov.com](mailto:info@arapahoegov.com)

### Arapahoe/Douglas Works!

Career Development, 50+ & Fabulous, Employer Recruitment, Youth Services  
303-636-1160 • 303-636-1207 TDD  
[info@adworks.org](mailto:info@adworks.org)  
[www.adworks.org](http://www.adworks.org)

### Assessor's Office

Assessed Values, Business Personal Property, Mobile Home Title and Transfer, Real Estate Information, Proof of Sales Tax, Senior and Disabled Veteran Exemption  
303-795-4600 • 303-795-4645 TDD  
[assessor@arapahoegov.com](mailto:assessor@arapahoegov.com)

### Board of County Commissioners and BOCC Administration

Boards and Committees, Metro Mayors and Commissioners Youth Awards, Public Hearings, Study Sessions, Legislative Issues, Citizen Inquiries  
303-795-4630 • 303-795-4644 TDD  
[commissioners@arapahoegov.com](mailto:commissioners@arapahoegov.com)

### Clerk and Recorder's Office

Clerk to the Board, Elections, Recording Real Estate Documents, Registering Automobiles, Driver's License, Marriage License, Passports, Voter Registration  
303-795-4200 • 303-738-7890 TDD  
[clerk@arapahoegov.com](mailto:clerk@arapahoegov.com)  
[www.arapahoevotes.com](http://www.arapahoevotes.com)

### Communication Services

Media and Citizen Inquiries  
303-795-5467 • 303-795-4644 TDD  
[communicationservices@arapahoegov.com](mailto:communicationservices@arapahoegov.com)

### Community Resources

Arapahoe/Douglas Works!, Community Corrections, CSU Extension, 4-H, Housing and Community Development, Judicial Services, Senior Resources, Veteran Services, Volunteer Connections, Weatherization  
303-738-8040 • 303-738-8033 TDD  
[communityresources@arapahoegov.com](mailto:communityresources@arapahoegov.com)

### Coroner's Office

Death Investigations  
720-874-3625 • 303-738-7915 TDD  
[coroner@arapahoegov.com](mailto:coroner@arapahoegov.com)

### County and District Courts

County Court A (Littleton):  
303-798-4591  
District Court: 303-649-6355  
[www.courts.state.co.us](http://www.courts.state.co.us)  
Jury Information: 303-649-6318  
[arapahoejury@judicial.state.co.us](mailto:arapahoejury@judicial.state.co.us)  
<http://arapahoe.cojury.org>

### District Attorney's Office

Bad Check Restitution Program, Communities Against Senior Exploitation Partnership, Consumer Fraud and Complaints, Essentials for Life, Juvenile Assessment Center, Juvenile Diversion, Victim and Witness Advocates  
720-874-8500  
[DA18@da18.state.co.us](mailto:DA18@da18.state.co.us)  
[www.arapahoeda.org](http://www.arapahoeda.org)

### Fairgrounds and Regional Park

Facility Rental, County Fair  
303-795-4955 • 720-874-6574 TDD  
[fairgrounds@arapahoegov.com](mailto:fairgrounds@arapahoegov.com)  
[www.arapahoecountyfair.com](http://www.arapahoecountyfair.com)

### Finance

Accounts Payable, Budget, Purchasing  
303-795-4620 • 303-738-7915 TDD  
[finance@arapahoegov.com](mailto:finance@arapahoegov.com)

### Human Resources

Career Opportunities, Training, Benefits and Compensation  
303-795-4482 • 303-795-4634 TDD  
[humanresources@arapahoegov.com](mailto:humanresources@arapahoegov.com)

### Human Services

Child Support Services: 303-752-8900  
Food, Financial and Medical Assistance: 303-636-1170  
Child and Adult Protection, Foster Care and Adoption, Adolescent Services, Abuse/Neglect Hotline: 303-636-1750  
303-636-1522 TDD  
[humanservices@arapahoegov.com](mailto:humanservices@arapahoegov.com)

### Open Spaces

Open Space Grant and Shareback Program, Arapahoe County Recreation District, Fairgrounds and Regional Park  
720-874-6540 • 720-874-6574 TDD  
[openspace@arapahoegov.com](mailto:openspace@arapahoegov.com)

### Performance Management

Align Arapahoe, Strategic Planning  
303-795-4667  
[sgodlewski@arapahoegov.com](mailto:sgodlewski@arapahoegov.com)

### Public Trustee

Foreclosures, Deeds of Trust, Releases of Deeds of Trust, Tax Escrow Accounts for Land Purchase Contracts  
303-730-0071 • 303-738-7915 TDD  
[publictrustee@arapahoegov.com](mailto:publictrustee@arapahoegov.com)

### Public Works and Development

Animal Control, Building, Engineering, Mapping, Oil and Gas, Planning and Zoning, Road and Bridge, Weed Control  
720-874-6500 • 720-874-6574 TDD  
[publicworks@arapahoegov.com](mailto:publicworks@arapahoegov.com)

### Sheriff's Office

Concealed Weapons Permits, Emergency Management, Patrol, Detentions, Investigations, Warrants  
9-1-1 Emergency  
303-795-4711 Non-Emergency  
303-795-4711 TDD  
[sheriff@arapahoegov.com](mailto:sheriff@arapahoegov.com)

### Treasurer's Office

Property Taxes, Tax Deeds, Tax Lien Sale, Senior/Disabled Veteran Exemption  
303-795-4550 • 303-795-4646 TDD  
[treasurer@arapahoegov.com](mailto:treasurer@arapahoegov.com)

### Tri-County Health Department

Birth Certificates, Death Certificates, Dental Services, Disease Prevention, Education, Environmental Health, Family Planning and Prenatal Care, Immunizations, Nutrition, Restaurant Inspections  
303-220-9200 • [www.tchd.org](http://www.tchd.org)

## Credits & ACKNOWLEDGMENTS

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## Connect WITH US

We also want to hear from you. You can take our survey on our web site and also like us on Facebook or follow us on Twitter and LinkedIn.

### Facebook:

Arapahoe County Government  
Arapahoe County Fair

### Twitter:

@arapahoecounty  
@arapahoeso  
@arapahoeclerk  
@parker\_pig

### LinkedIn:

Arapahoe County  
Arapahoe County Clerk and Recorder  
ADW Connections





# Commissioner Districts

Arapahoe County is our home. When people ask, "Where do you work?" we are proud to say Arapahoe County. It is rewarding to represent this wonderful community and we are happy to serve you.

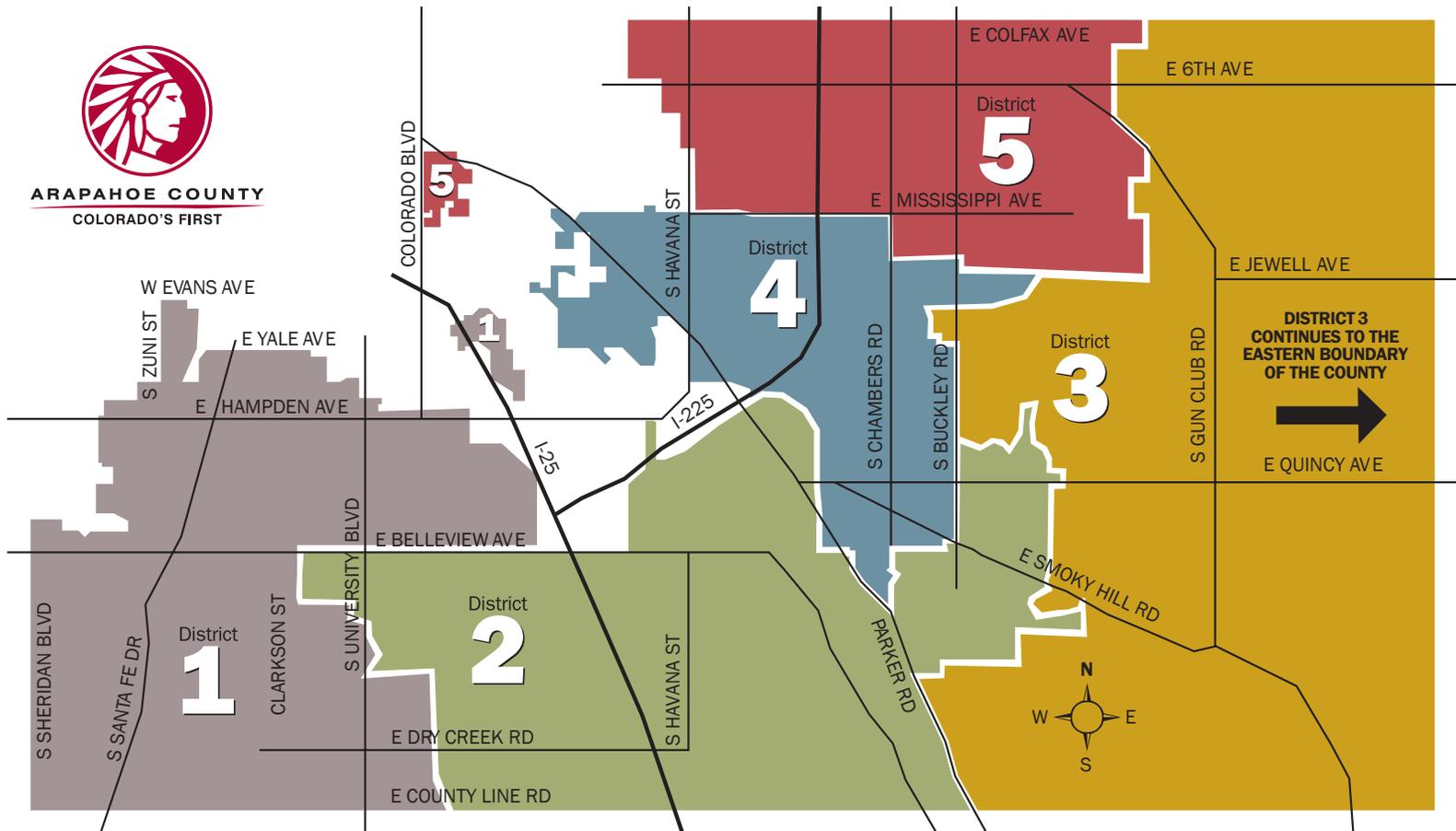
On this page you will find a Commissioner District map, which has been condensed for space so you can easily find the commissioner that represents you.

Your input and ideas are essential to making Arapahoe County a great place to live. We welcome the expertise and advice of our civic-minded citizens to help shape Arapahoe County into a great place to live, to work and to enjoy life.

If you would like to serve on a board or committee, or if you simply want to let us know about your recent experience at Arapahoe County, please visit our web

site at [www.arapahoegov.com](http://www.arapahoegov.com) where you can apply to serve on a board or committee, or take our customer service survey.

If you have a question, concern or just want to find out more about Arapahoe County, contact the Commissioners' Office at 303-795-4630 or by email at [commissioners@arapahoegov.com](mailto:commissioners@arapahoegov.com).



Nancy A. Doty, District 1



Nancy N. Sharpe, District 2



Rod Bockenfeld, District 3



Nancy Jackson, District 4



Bill L. Holen, District 5