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## **Arapahoe County conducts citizen satisfaction survey**

*Survey finds citizens enjoy quality of life, say Arapahoe County is a great place to live*

LITTLETON, CO --- Arapahoe County residents overwhelmingly enjoy Arapahoe County's quality of life with 84 percent giving it high marks as a great place to live, according to a survey conducted by the National Research Center.

Last summer, 3,000 randomly selected households in Arapahoe County were asked for their perceptions of their community and county government when they received a copy of Arapahoe County's Citizen Survey in the mail. Arapahoe County conducted the mail survey to determine citizen satisfaction with County services, as well as to determine citizen perceptions of their community.

Of the households contacted, 715 completed the survey providing a response rate of 25 percent. The survey has a margin of error of plus or minus 4 percent.

The results indicate that most Arapahoe County residents say they experience an excellent quality of life and believe the County is a great place to live. The overall quality of life in Arapahoe County was rated as "excellent" or "good" by 75 percent of respondents. Nearly 80 percent say they plan on staying in Arapahoe County for the next five years and 84 percent would recommend living in Arapahoe County to someone who asks.

"In this era where people are disillusioned and frustrated with government, it is good to see the positive perception Arapahoe County residents have about their community and local government," said Commissioner and Board Chairman Susan Beckman. "We appreciate the feedback and we plan to use the results of this survey to help us set our goals and priorities for the future."

The National Citizen Survey is a uniform survey tool supported by the International City and County Management Association, and is widely used across the United States to assess resident satisfaction with city and county government services.

The survey will serve as a benchmark for the development of the County's strategic plan and performance measures, which will help Arapahoe County determine if we are providing the most efficient and effective services to our citizens.

Residents who had interacted with a County employee in the previous 12 months gave favorable marks to those employees. Courtesy rated 73 percent "excellent" or "good", knowledge (70 percent), responsiveness (68 percent) and overall impression of County employees (67 percent).

Nearly 90 percent of respondents said they had visited a neighborhood or County park and 77 percent rated County parks as “excellent” or “good.” Another 71 percent rated Arapahoe County Open Space “excellent” or “good”.

A large majority of residents approve of Arapahoe County preserving open space with 80 percent indicating it was important to provide neighborhood parks and athletic fields, 78 percent preserving public access to open space areas and 74 percent saying it was important to protect wildlife habitat corridors.

Since the Arapahoe County Open Space program’s inception in 2004, Arapahoe County has distributed more than \$35 million in dedicated sales tax revenue that is being spent to protect open space, wildlife corridors and historic areas; improve neighborhood parks and recreation facilities; preserve agricultural ranchlands; and protect lands that preserve water quality in rivers, lakes and streams.

A variety of community characteristics also were evaluated by those participating in the study. The four receiving the most favorable ratings were shopping opportunities, overall quality of businesses and service establishments, the cleanliness of Arapahoe County and the overall appearance of the County.

This is the second time Arapahoe County has conducted a citizen survey. In 2005, Arapahoe County conducted a telephone survey to determine citizen perceptions of county government and to get feedback on ideas that would help address the County’s budget concerns at that time.

Copies of the County’s citizen survey are available for review by visiting the County’s web site at [www.co.arapahoe.co.us](http://www.co.arapahoe.co.us) under “What’s New.”

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