

Communication Services  
5334 South Prince Street  
Littleton, Colorado 80166-0001  
Phone: 303-795-4630  
Fax: 303-738-7894  
[www.co.arapahoe.co.us](http://www.co.arapahoe.co.us)

**For release: June 16, 2008**

Contact:

**ANDREA RASIZER**

Communication Services Director

Direct: 303-795-4284

Mobile: 303-882-1909

E-mail: [arasizer@co.arapahoe.co.us](mailto:arasizer@co.arapahoe.co.us)

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

*Survey mailed to 3,000 households to determine community attitudes, set goals*

LITTLETON, CO --- This week, 3,000 randomly selected households in Arapahoe County will be asked for their perceptions of their community and county government when they receive a copy of Arapahoe County's Citizen Survey in the mail.

Arapahoe County is conducting a mail survey to determine citizen satisfaction with County services provided to more than 540,000 residents, as well as to find out citizen perceptions of their community.

The survey, which is being conducted by the National Research Center in Boulder, also will serve as a benchmark for the development of performance measures, which will help Arapahoe County determine if we are providing the most efficient and effective services to our citizens.

"We hope our residents will take the time to give us their feedback about the job that we are doing in Arapahoe County," said Commissioner and Board Chairman Susan Beckman. "Service First is our mission and in order to provide the best service we need to hear directly from our customers. We value their feedback and we plan to use the results of the survey to 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.

Residents are selected randomly and surveys are evenly distributed among all five county commissioner districts, which include both incorporated and unincorporated residents. All survey responses are returned directly to the National Research Center for tabulation, and participants remain anonymous.

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.

Voters gave their strong approval of Arapahoe County government with 68 percent agreeing that the County was going in the right direction, and 62 percent that said County services were better than those rendered by other Denver-area counties, according to the 2005 telephone survey of 503 registered voters conducted by Hill Research Consultants.

Citizens with questions about the survey can call Andrea Rasizer, Communication Services Director, at 303-795-4284 or e-mail [arasizer@co.arapahoe.co.us](mailto:arasizer@co.arapahoe.co.us).