



ARAPAHOE COUNTY
COLORADO'S FIRST

Arapahoe County 2014 Citizen Survey

Report of Results

November 2014

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Executive Summary

SURVEY BACKGROUND

Arapahoe County, CO contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2014 Arapahoe County Citizen Survey provides residents the opportunity to rate the quality of life in the County, community amenities, service delivery and satisfaction with local government. Through the survey, residents also evaluate their priorities for community planning and resource allocation. This was the second implementation of Arapahoe County Citizen Survey; the first was conducted in 2008 through The National Citizen Survey™, created and implemented by NRC.

The 2014 Arapahoe County Citizen Survey was mailed to 3,000 randomly selected Arapahoe County households. Of the 2,891 eligible households who received the survey (109 surveys were returned as undeliverable because the address was vacant), 744 completed and returned the mailed questionnaire, giving a response rate of 26%. With 744 responses, the 95% confidence interval or “margin of error” is plus or minus four percentage points around any given percentage point.

KEY FINDINGS

Arapahoe County residents continue to experience a high quality of life.

- ◆ Arapahoe County residents rated their overall quality of life favorably; 76% said it was “excellent” or “good.” This evaluation was similar to the 2008 survey rating. Many of the survey questions could be compared to NRC’s national benchmarking database. Ratings of the quality of life in Arapahoe County were similar when compared to ratings given by residents in other communities across the nation.
- ◆ Arapahoe County as a place to live was rated “excellent” or “good” by 82% of residents. This rating was similar to the benchmark and the 2008 rating.
- ◆ At least 77% of respondents rated their neighborhood as a place to live and Arapahoe County as a place to raise children as “excellent” or “good;” ratings that were both similar to the national benchmark as well as to the 2008 ratings.
- ◆ Over 8 in 10 residents were at least “somewhat” likely to remain in the community for the next five years and a similar proportion was at least “somewhat” likely to recommend living in Arapahoe County to someone who asks. Each of these ratings were similar to the 2008 ratings as well as to the benchmark comparison.

Residents generally feel safe in the county but cite addressing crime as a priority for the County.

- ◆ When asked to rate the overall feeling of safety in Arapahoe County, 68% reported it as “excellent” or “good.” This rating was similar to ratings given by residents of other communities across the country and was also the second highest rated overall community characteristic out of six.
- ◆ Survey respondents were given a list of 11 attributes of the County and asked to indicate how important each was to why they choose to live in the community. Sense of safety received the highest importance rating, with 84% indicating this as “highly” important and an additional 15% indicating this as “moderately” important.

- ◆ Sheriff services received a quality rating of 72% “excellent” or “good;” a rating similar to the benchmark comparison and the 2008 rating.
- ◆ When asked about the importance of the six focus areas of the County’s strategic plan, Align Arapahoe, a safe community was given the second highest importance rating of 91% “essential” or “very important.”
- ◆ Residents were asked to indicate how important they felt it was for the County to focus on a variety of potential priorities for the County in the next year. The highest rated priority was to address crime, with 87% of residents reporting this as “essential” or “very important.” This rating increased from 2008 when 76% of residents indicated it as an “essential” or “very important” item to address.

Evaluations of County services are favorable and have generally increased over time.

- ◆ Fourteen of the 18 County-provided services listed on the survey received an “excellent” or “good” rating from at least half of residents.
- ◆ Eleven of the 18 County-provided services could be compared to 2008 ratings. Eight received ratings that increased from 2008 to 2014 including County parks, trails and open space (76% in 2008 vs. 85% in 2014) and elections and voter registration (61% vs. 82% respectively), among others. There were no services that saw a decrease in quality ratings from 2008 to 2014.
- ◆ Benchmark comparisons were available for six of the 18 County services and all were rated similar to the national benchmark comparison (e.g., Sheriff services, courts, senior services, emergency preparedness, etc.).

Residents are feeling more positive about their economic outlook and value economic development in the community.

- ◆ About one-third of residents indicated feeling at least “somewhat” positive about the impact the economy will have on their family income in the next six months. This rating was not only higher than the benchmark comparison, but also an increase from the 2008 rating when only 12% indicated feeling at least “somewhat” positive.
- ◆ When asked to rate the overall economic health of the County, 64% reported was “excellent” or “good.” This rating was similar to ratings given by residents of other communities across the country.
- ◆ Survey respondents rated 15 specific community characteristics. Shopping opportunities was the highest rated characteristic (74% “excellent” or “good”) and was rated higher than the national benchmark comparison and similar to 2008.
- ◆ The overall quality of business and service establishments was another community characteristic that was rated positively (70% “excellent” or “good”) and was in the top four out of the 15 characteristics. This rating was similar to the national benchmark comparison and similar to 2008. Employment opportunities was given a lower rating of 51% “excellent” or “good” compared to the other community characteristics included on the survey but was higher than the 2008 rating and similar to the benchmark.
- ◆ When asked about the importance of the six focus areas of the County’s strategic plan, Align Arapahoe, a healthy economic environment was given the highest importance rating of 93% “essential” or “very important.”

- ◆ Residents were asked to indicate how important they felt it was for the County to focus on 14 various potential priorities for the County in the next year. The fourth highest rated priority was addressing economic development and job creation, with 76% of residents reporting this as “essential” or “very important.”

Overall, residents’ assessments of Arapahoe County government performance were positive and on par with the national benchmark comparisons.

- ◆ When asked to rate the overall direction that Arapahoe County is taking, 71% of residents reported the direction as “excellent” or “good” and one-quarter gave a “fair” rating. This rating was higher than what was observed in 2008 (51% “excellent” or “good”) and similar to the national benchmark comparison.
- ◆ About 55% of residents gave positive ratings for the County being responsive to the business community, generally acting in the best interest of the community and their overall confidence in the County government.
- ◆ Residents rated the job the County government does at welcoming citizen involvement positively with about 4 in 10 giving a positive rating, which was similar to what was observed in 2008 and similar to the benchmark comparison.
- ◆ Benchmark comparisons were available for overall confidence in the County government, generally acting in the best interest of the community, being honest and treating all residents fairly; each was similar to ratings given in communities across the nation.

Survey Background

SURVEY PURPOSE

Arapahoe County, CO contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2014 Arapahoe County Citizen Survey serves as a consumer report card for Arapahoe County by providing residents the opportunity to rate the quality of life in the County, as well as the community's amenities, service delivery and satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. This was the second implementation of the Arapahoe County Citizen Survey, with the first conducted in 2008 through The National Citizen Survey™ created and implemented by NRC.

The survey's focus on the quality of service delivery and the support for issues facing the County helps the County Commissioners, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Arapahoe County government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local governments control to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

SURVEY METHODS

Households received three mailings each beginning in August 2014. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. Completed surveys were collected over the following weeks. The survey mailings contained a cover letter from the five District Commissioners inviting the household to participate in the 2014 Citizen Survey, a questionnaire and a pre-paid self-addressed return envelope. The cover letter included a web link where respondents could complete the survey online in either English or Spanish, if preferred. A Spanish paragraph also was included in the cover letter inviting Spanish-speakers to contact the County to request a survey in Spanish or indicating they could complete the survey online in Spanish.

About 4% of the surveys were returned undelivered because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,891 households that received a survey, 744 completed the survey, providing a response rate of 26%. Of the 744 surveys, 26 were completed online and of those, 13 were completed in Spanish.

Survey results were weighted so that respondent age, gender and District of residence were represented in the proportions reflective of all Arapahoe County adults. More information about the survey methodology can be found in *Appendix D: Survey Methodology*. A copy of the questionnaire received by respondents can be found in *Appendix E: Survey Materials*.

HOW THE RESULTS ARE REPORTED

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. On many of the questions in the survey, respondents could answer "don't know." The proportion of respondents

giving this reply is shown in the full set of responses included in *Appendix A: Responses to Survey Questions*. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs in the report body display the responses from respondents who had an opinion about a specific item. Questions where more than 20% of respondents reported “don’t know” have been identified in the commentary of the report.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to 100%, it is due to the routine practice of percentages being rounded to the nearest whole number.

Precision of Estimates

The 95% confidence interval (or “margin of error”) quantifies the “sampling error,” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any number of respondents, and is ± 4 percentage points for this survey with 744 respondents. A 95% confidence interval indicates that for every 100 random groups of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other types of “error” such as non-response error may also influence or bias results (i.e., those who did not respond to the survey may have different opinions about the issues covered than those who did respond).

COMPARING SURVEY RESULTS BY YEAR

Arapahoe County has administered two surveys to gather resident perceptions of quality of life and quality of services delivered by the County. Comparisons of the 2014 survey data to previous survey results are shown in the body of the report. Where differences in ratings from 2008 to 2014 are six percentage points or greater, they can be considered significantly higher or lower.

COMPARING SURVEY RESULTS BY GEOGRAPHIC AND DEMOGRAPHIC SUBGROUPS

Select survey results were compared by Commissioner District, incorporated or unincorporated areas of the county and respondent demographic characteristics. Many differences in ratings are discussed throughout the report body. Tables displaying these comparisons are presented in *Appendix B: Survey Results by Demographic and Geographic Groups*. Any statistically significant differences between subgroups are shaded grey.

Where comparisons are made between subgroups, the margins of error are less precise than the margin of error for the whole sample. For example, for subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

COMPARING SURVEY RESULTS TO OTHER COMMUNITIES

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Conducted with typically no fewer than 400 residents in each community, opinions are intended to represent over 30 million Americans.

National benchmark comparisons have been included in the report when available. Benchmark comparisons have been provided when similar questions on the Arapahoe County survey are included in NRC's database and there are at least five communities in which the question was asked, though most questions are compared to more than five other cities across the country. Additional information on NRC's benchmarking database, including communities to which Arapahoe County was compared nationally can be found in *Appendix C: Benchmark Comparisons*.

Where comparisons for quality ratings and those related to resident behavior, circumstance or to a local problem were available, Arapahoe County's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Arapahoe County's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between Arapahoe County's rating and the benchmark is greater than but less than twice the margin of error; and "much higher" or "much lower" if the difference between Arapahoe County's rating and the benchmark is more than twice the margin of error. Comparison data for a number of items included on Arapahoe County's survey is not available in the benchmark database (e.g., some of the County services or aspects of government performance). These items are excluded from the benchmark tables.

Survey Results

QUALITY OF COMMUNITY LIFE

Residents’ ratings of quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The 2014 Citizen Survey asked residents to assess various aspects of the quality of life in Arapahoe County ranging from the overall quality of life to Arapahoe County as a place to visit. Survey respondents also were asked to assess a variety of community characteristics, identify important attributes of why they choose to live in the county and indicate their level of engagement in a variety of activities and events in the community.

Overall Quality of Life

Survey respondents were asked to rate their quality of life in Arapahoe County. Overall, residents viewed the quality of life in Arapahoe County favorably, with 76% rating it as “excellent” or “good.” This rating was similar to what was observed in 2008. When compared to ratings given by residents of other communities across the country, the rating for overall quality of life in Arapahoe County was similar (see *Appendix C: Benchmark Comparisons*).

Survey responses were compared by respondent demographic characteristics, the Commissioner District where the resident lived as well as whether or not their residence was in incorporated or unincorporated Arapahoe County. Residents who owned their home, had lived in the county for more than 20 years and had a household income of \$100,000 or more tended to give more positive ratings to their overall quality of life. Residents who lived in unincorporated Arapahoe County and those who lived in District 2 tended to give more positive ratings to their overall quality of life compared to their counterparts (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 1: Overall Quality of Life in Arapahoe County

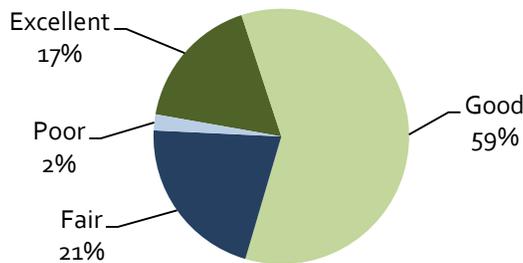
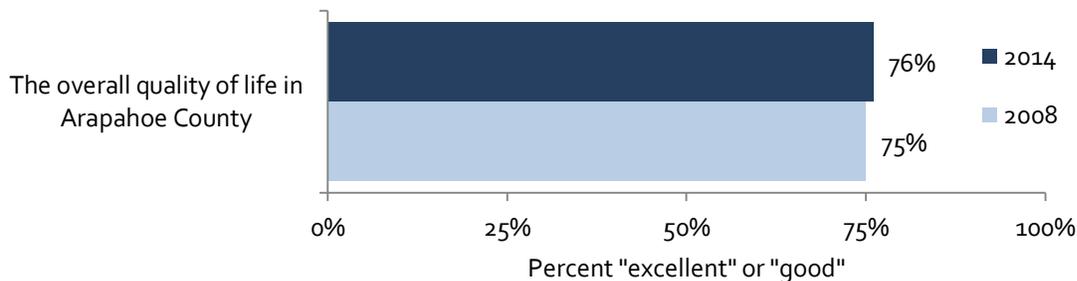


Figure 2: Ratings of Overall Quality of Life Compared by Year



Community Quality

Arapahoe County as a place to live received the highest rating of the six aspects of quality of life, with 82% indicating it as “excellent” or “good” (Figure 3 on the following page). Both the County as a place to raise children and their neighborhood as a place to live were rated positively by 77% of residents. The County as a place to work was viewed positively by 72% of respondents and 58% thought it was an “excellent” or “good” place to retire. The 2014 survey assessed one new item related to the quality of the community. Arapahoe County as a place to visit was rated “excellent” or “good” by 55% of survey respondents.

National benchmark comparisons were available for each of the aspects of quality of the community and all were rated similar (see *Appendix C: Benchmark Comparisons*).

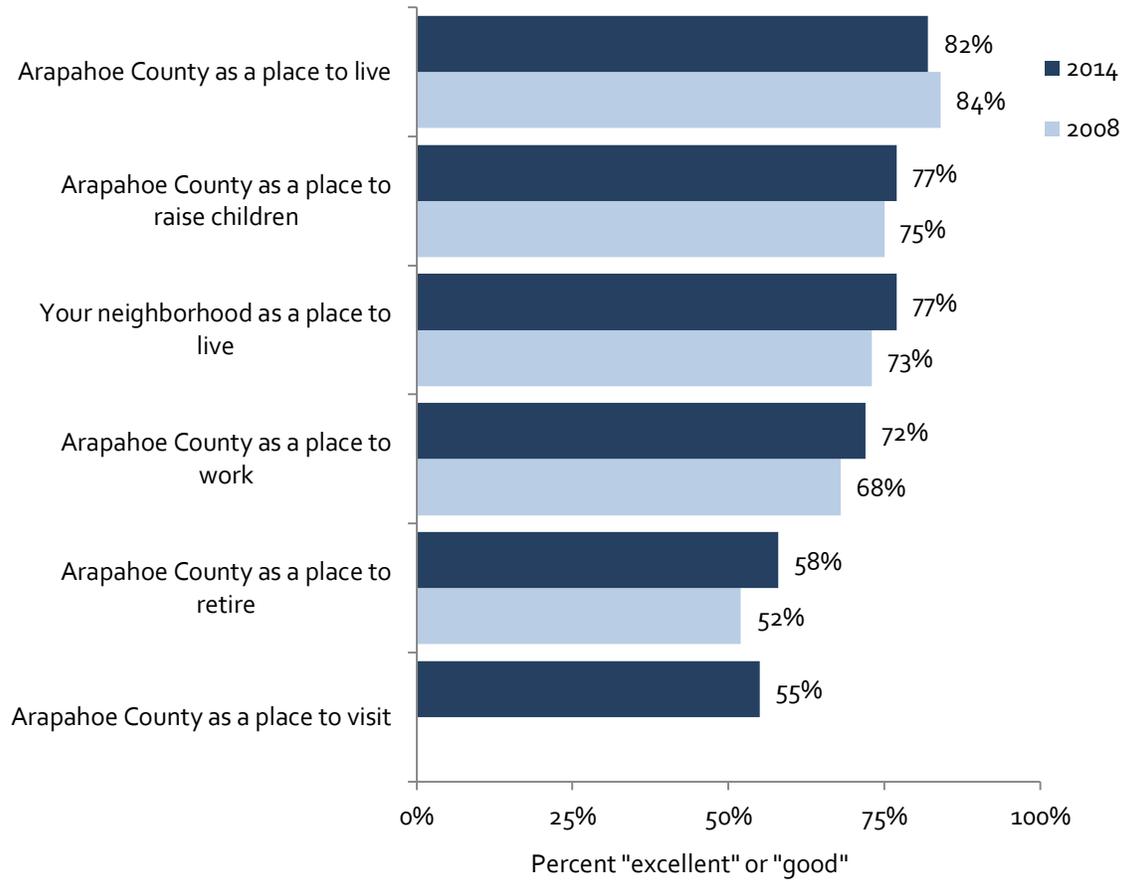
When comparisons were available, ratings generally remained stable from 2008 to 2014; however, ratings of Arapahoe County as a place to retire increased from 2008 to 2014 (see Figure 3 in the following page).

Please note that more than 20% of respondents said “don’t know” when asked to rate Arapahoe County as a place to retire (21% “don’t know”) and Arapahoe County as a place to work (28%). Percentages shown in the body of the report represent those who had an opinion (see *Appendix A: Responses to Survey Questions* for a complete set of responses to each survey question, including “don’t know”).

Comparisons across respondent subgroups revealed several differences in opinion. Residents with household incomes of \$100,000 or more, those age 55 or older, those who owned their home and those who had lived in the community for more than 20 years tended to give higher ratings of the County as a place to live compared to their counterparts. Residents who owned their home tended to give more positive ratings than renters to most community aspects in Arapahoe County. Residents living in unincorporated Arapahoe County gave more favorable ratings to their neighborhood as a place to live and the County as a place to raise children than those living in incorporated areas. Those living in District 2 tended to give more positive ratings to the County as a place to work and to live while those living in District 4 gave more positive ratings to the County as a place to retire. For additional comparisons, see *Appendix B: Survey Results by Demographic and Geographic Groups*.

Figure 3: Quality of Community Compared by Year

Please rate each of the following aspects of quality of life in Arapahoe County:

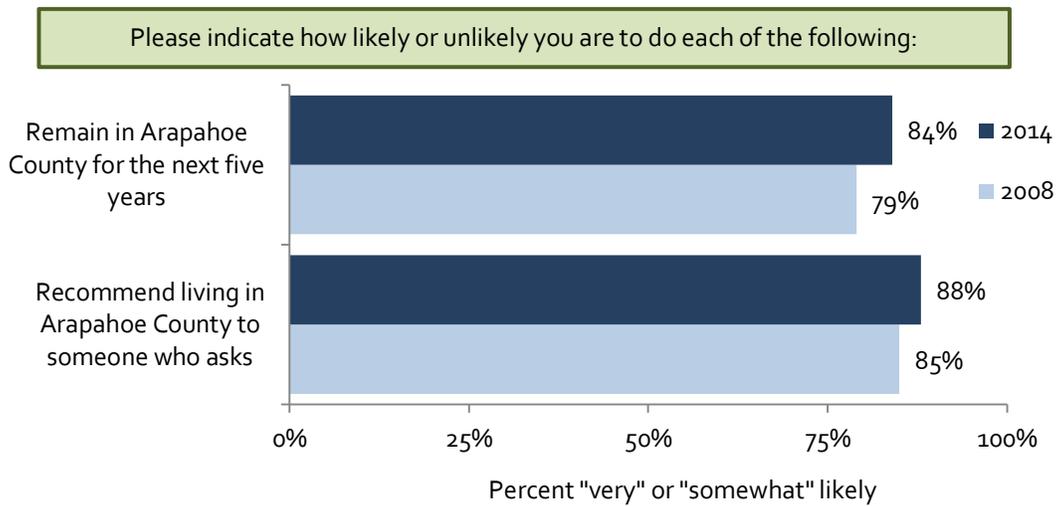


When asked how likely they would be to remain in Arapahoe County for the next five years and recommend living in the County to someone who asks, at least 8 in 10 residents indicated they would be “very” or “somewhat” likely. Compared to 2008, both ratings remained stable.

When compared to ratings given by residents of other communities across the country, the rating for recommending and remaining in Arapahoe County were similar (see *Appendix C: Benchmark Comparisons*).

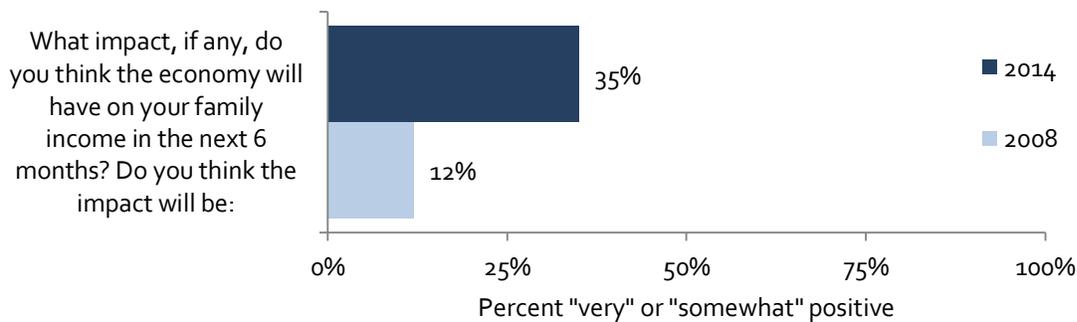
Residents who had lived in the county for less than five years, renters, those ages 18 to 34, males and those with household incomes less than \$49,999 were less likely than their counterparts to remain in the County for the next five years (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 4: Likelihood of Remaining in and Recommending Arapahoe County Compared by Year



About one-third of residents indicated feeling at least “somewhat” positive about the impact the economy will have on their family income in the next six months. This rating was not only higher than the benchmark comparison, but also an increase from the 2008 rating when only 12% indicated feeling at least “somewhat” positive about their economic outlook in the next six months.

Figure 5: Economic Outlook Compared by Year



Community Characteristics

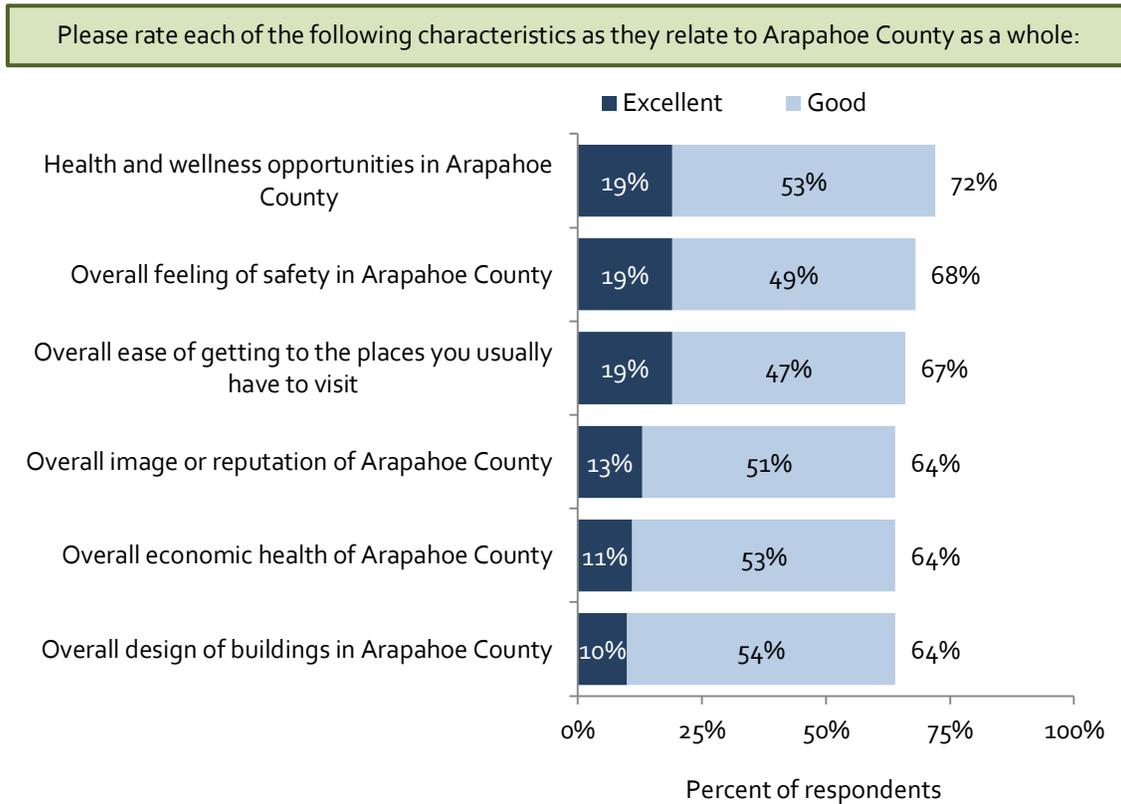
Those completing the questionnaire also were asked to rate various community characteristics including six overall or broad characteristics, new items on the 2014 survey, along with a variety of more specific characteristics.

Overall, at least two-thirds of residents evaluated the six broad characteristics of Arapahoe County positively. Health and wellness opportunities in the County received the highest rating, with 72% indicating these opportunities as “excellent” or “good.” Among the lower rated broad County characteristics were the overall image or reputation of the County, the County’s overall economic health and the overall design of buildings in the County, each receiving an “excellent” or “good” rating by 64% of respondents.

When compared to the national benchmark, each of the broad community characteristics were rated similar (see *Appendix C: Benchmark Comparisons*).

A few differences by respondent demographics and geographic location were observed (see *Appendix B: Survey Results by Demographic and Geographic Groups*). Residents age 55 or older tended to give more positive ratings to overall community characteristics compared to younger residents. Those living in unincorporated Arapahoe County gave higher ratings to the overall feeling of safety in the county as well as the overall economic health of the County than did those living in incorporated areas.

Figure 6: Overall Community Characteristics



In addition to the six broad community characteristics, respondents assessed the quality of 15 specific characteristics of the community. Evaluations ranged from 46% “excellent” or “good” to 74%, with about half of the 15 characteristics receiving positive ratings by at least two-thirds of respondents. The highest rated specific characteristic was shopping opportunities, with about three-quarters of residents giving an “excellent” or “good” rating. About 7 in 10 gave positive ratings to air quality; overall quality of business and service establishments in the County; overall appearance of the County; availability of paths and walking trails; and the availability of affordable quality food. The cost of living in Arapahoe County was the lowest rated specific community characteristic (46% “excellent” or “good”), and was a new item on the 2014 survey.

The majority of ratings of the specific community characteristics remained stable from 2008 to 2014. Five of the 15 characteristics received higher ratings in 2014 compared to 2008: air quality; openness and acceptance of the community toward people of diverse backgrounds; ease of travel by car; availability of affordable quality healthcare; and employment opportunities. The average increase in ratings among these five services was about 15%. None of the 15 community characteristics were rated lower in 2014 compared to 2008 (see Figure 7 on the following page).

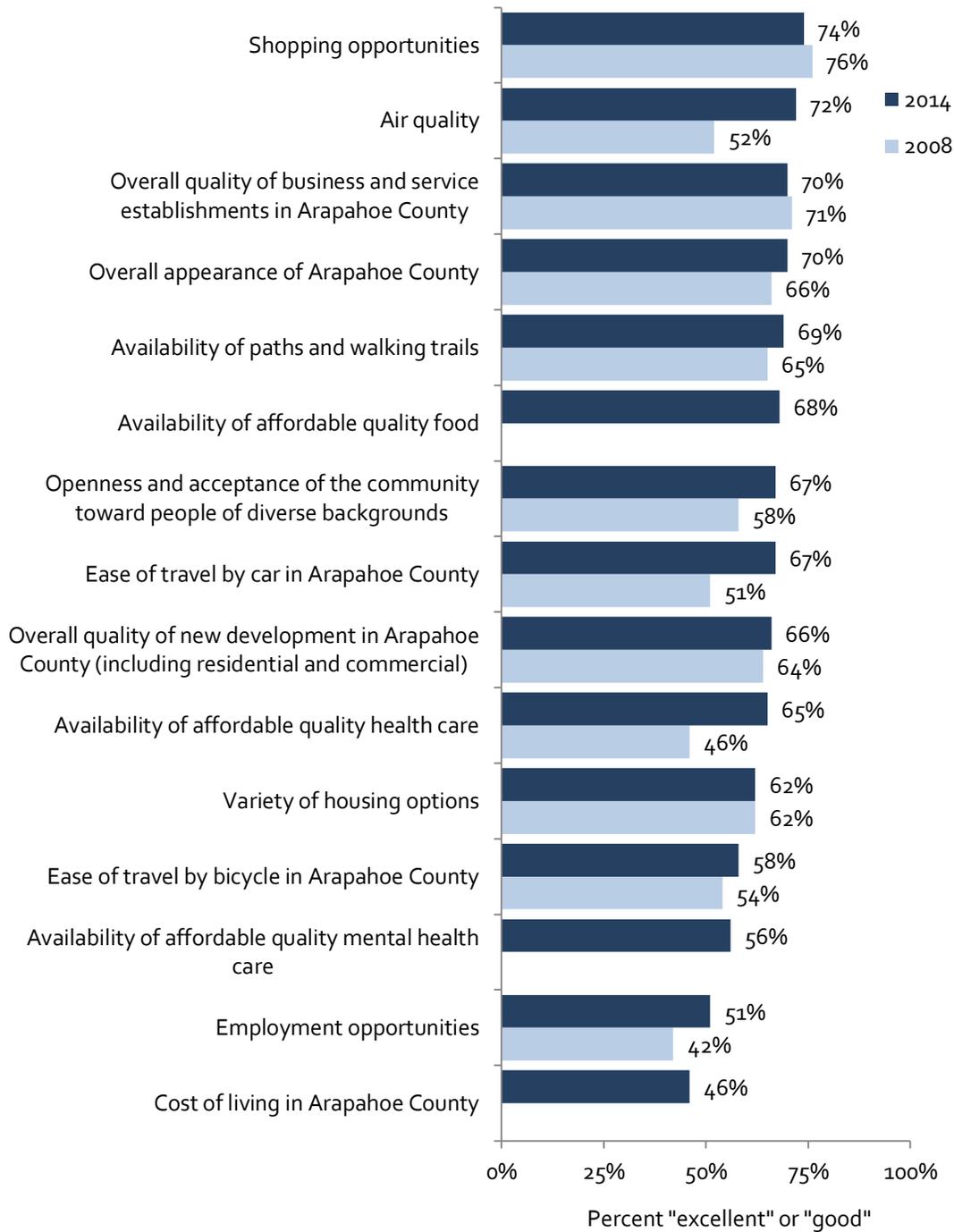
Benchmark comparisons were available for all 15 of the community characteristics. The rating for shopping opportunities was higher than the benchmark and the remaining 14 characteristics were all similar. See Figure 8 or *Appendix C: Benchmark Comparisons* for more information on the benchmark comparisons.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate employment opportunities (29% “don’t know”), ease of bicycle travel (38%) and availability of affordable quality mental healthcare (52%, see *Appendix A: Responses to Survey Questions* for full frequencies for each survey question, including “don’t know” responses).

Where differences between respondent subgroups existed, older residents tended to give more positive ratings to many of the community characteristics compared to younger residents. Residents living in unincorporated Arapahoe County and those in District 4 tended to give higher ratings to ease of travel by bicycle and availability of paths and walking trails compared to their counterparts. For additional comparisons, see *Appendix B: Survey Results by Demographic and Geographic Groups*.

Figure 7: Specific Community Characteristics Compared by Year

Please rate each of the following characteristics as they relate to Arapahoe County as a whole:



The parenthetical included in "overall quality of new development in Arapahoe County (including residential and commercial)" was added in 2014.

Figure 8: Specific Community Characteristics Benchmarks

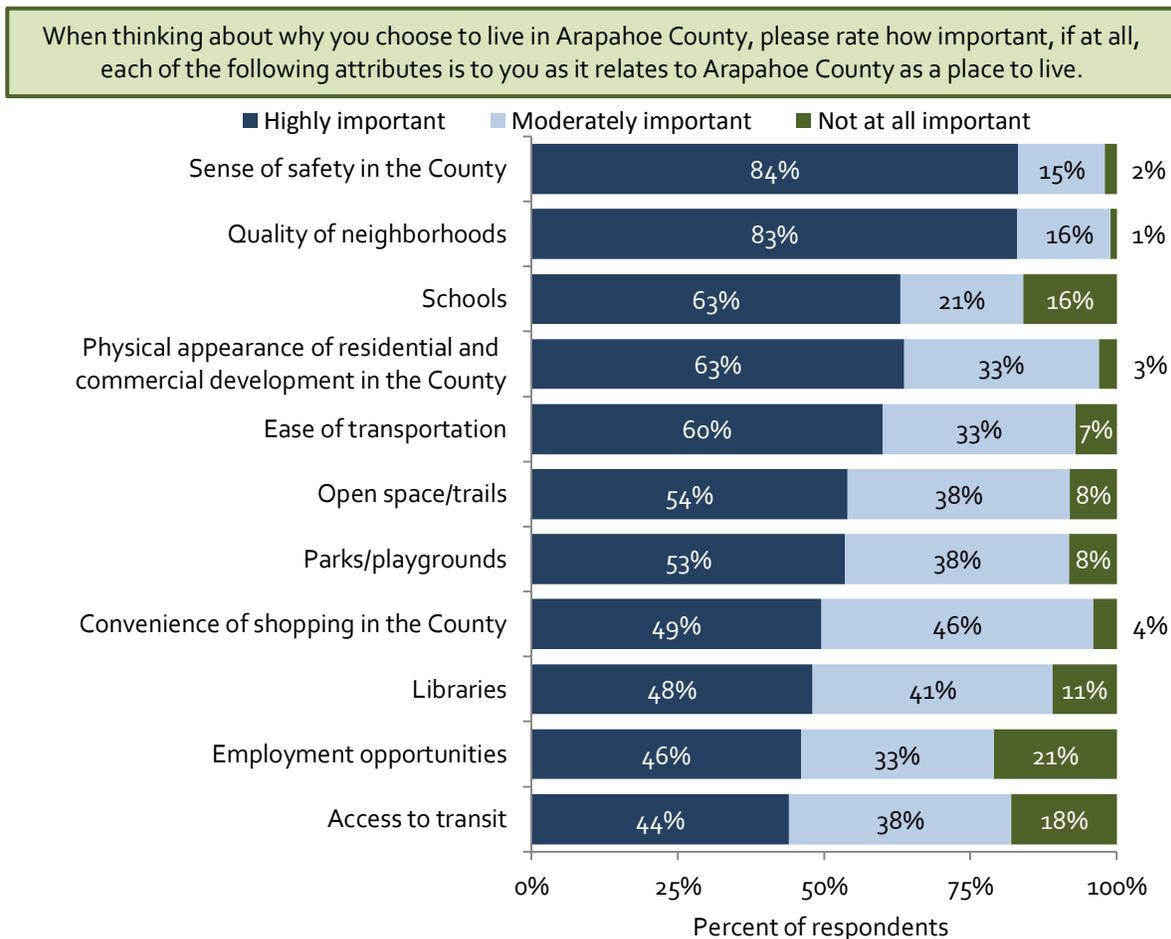
	National Benchmark Comparison
Ease of travel by car in Arapahoe County	Similar
Ease of travel by bicycle in Arapahoe County	Similar
Availability of paths and walking trails	Similar
Air quality	Similar
Overall appearance of Arapahoe County	Similar
Variety of housing options	Similar
Availability of affordable quality food	Similar
Availability of affordable quality health care	Similar
Availability of affordable quality mental health care	Similar
Employment opportunities	Similar
Shopping opportunities	Higher
Cost of living in Arapahoe County	Similar
Overall quality of business and service establishments in Arapahoe County	Similar
Overall quality of new development in Arapahoe County (including residential and commercial)	Similar
Openness and acceptance of the community toward people of diverse backgrounds	Similar

Important Attributes of County as a Place to Live

Those completing the questionnaire were asked to indicate the importance of a list of 11 attributes when deciding to live in the county. Sense of safety received the highest importance rating, with 84% indicating it was “highly” important and an additional 15% saying it was “moderately” important. Eighty-three percent of residents felt the quality of neighborhoods was “highly” important in their decision to live in Arapahoe County, with an additional 16% stating it was “moderately” important. Schools, the physical appearance of residential and commercial development and ease of transportation were deemed “highly” important factors by at least two-thirds of residents.

Several differences in ratings were observed by respondent demographic and geographic subgroups. Residents age 18 to 34 tended to give higher importance ratings to employment opportunities, ease of transportation, open space and trails, parks/playgrounds and sense of safety in their decision to live in the county compared to older residents. Residents living in District 3 tended to give lower importance ratings to ease of transportation while those living in District 5 tended to give lower importance ratings to schools. Those living in unincorporated Arapahoe County gave lower importance ratings to the physical appearance of development as well as ease of transportation than did those living in incorporated areas (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 9: Important Attributes of County as a Place to Live



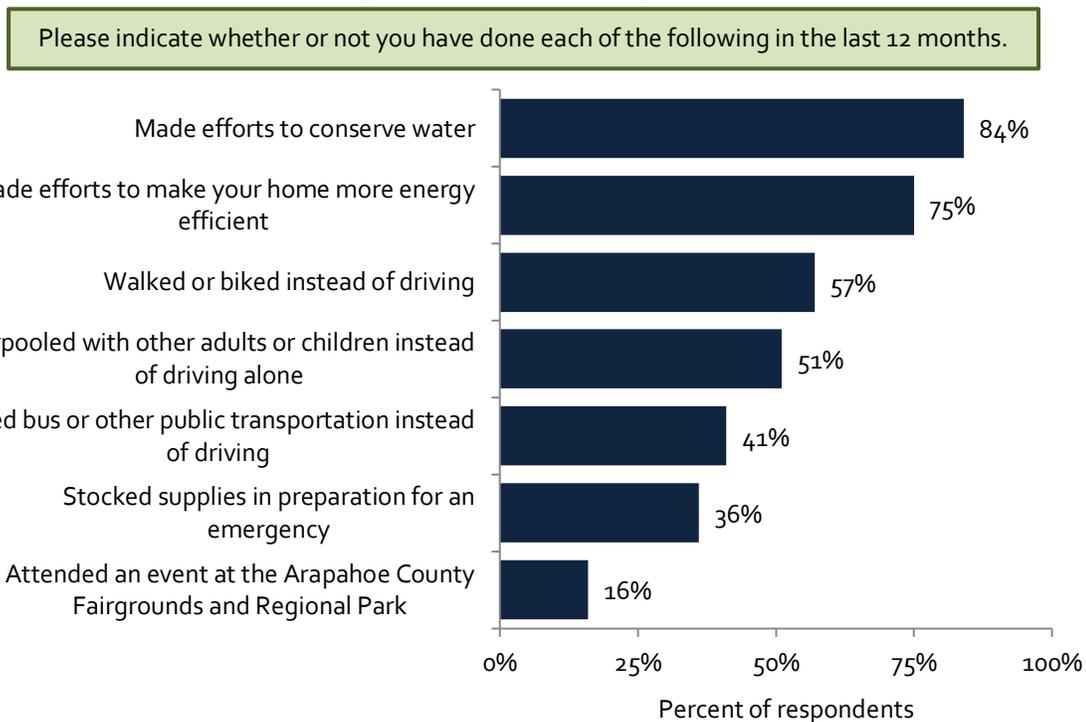
Community Engagement

A new question on the 2014 survey asked participants to indicate whether or not they had done seven different activities in the 12 months prior to the survey. These activities ranged from efforts to conserve water to attendance at an event at the Arapahoe County Fairgrounds and Regional Park.

Eighty-four percent of residents indicated having made efforts to conserve water, which had the highest rate of participation across the seven activities listed. About three-quarters of survey respondents indicated they had made efforts to make their home more energy efficient and 57% indicated they had walked or biked instead of driving. Only 16% of residents indicated they had attended an event at the Arapahoe County Fairgrounds and Regional Park.

Residents age 54 or younger were more likely to have attended an event at the County Fairgrounds and Regional Park and were more likely to have carpooled compared to older residents. Residents age 34 or younger were more likely to have used the bus or other public transportation, walked or biked instead of driving and made efforts to have a more energy efficient home compared to their counterparts. Those living in District 2 and District 3 were more likely to have attended an event at the County Fairgrounds and Regional Park in the last 12 months than were those from other districts. For additional comparisons, see *Appendix B: Survey Results by Demographic and Geographic Groups*.

Figure 10: Resident Participation

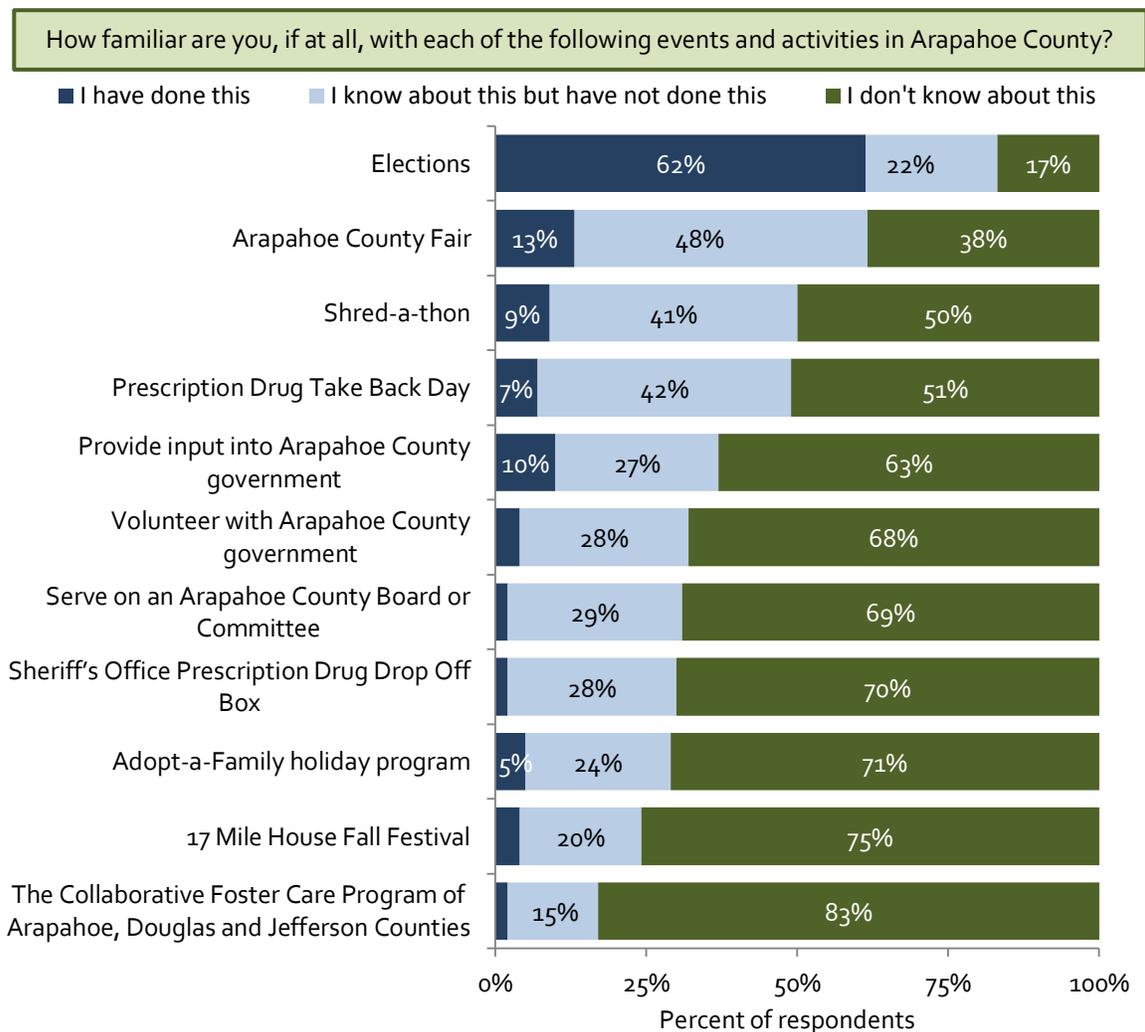


In 2008, residents were asked to indicate how often they had attended an event at the Arapahoe County Fairgrounds and Regional Park on a scale of never, once or twice, 3 to 12 times, 13 to 26 times and more than 26 times. Twenty-one percent indicated having attended an event at least once in the 12 months prior to the 2008 survey. Any differences in ratings could be due, in part, to the changes in question and scale wording.

Survey participants were given a list of 11 events and activities in Arapahoe County and were asked to indicate if they had participated, knew about them but not participated or did not know about them. About two-thirds of residents indicated they had participated in elections in the county and an additional 22% knew about the elections but had not participated. The additional 10 events and activities saw a substantial drop in the proportion of respondents reporting that they had done or knew about each. Only 13% had attended the County Fair and an additional 48% knew about it but did not attend, 9% participated in the Shred-a-thon and an additional 41% knew about it but had not participated. About 83% of residents did not know about the Collaborative Foster Care Program and about three-quarters did not know about the 17 Mile House Fall Festival.

Residents who had lived in the community for less than five years and were age 18 to 34 tended to rate their level of familiarity with the events and activities lower than their counterparts. Residents living in incorporated areas of the county were more familiar with the County Fair, had served on an Arapahoe County Board or Committee and were more familiar with volunteering with the County government compared to those who lived in unincorporated areas of the county. For additional comparisons, see *Appendix B: Survey Results by Demographic and Geographic Groups*.

Figure 11: Resident Familiarity and Participation in County Activities



COUNTY GOVERNMENT

A significant portion of the 2014 citizen survey was devoted to assessing resident perceptions about how well the Arapahoe County government was performing its job. Those completing the survey were asked to rate the quality of services provided by the County and various aspects of County government operation.

Quality of County Government Services

The overall quality of County services was viewed as “excellent” by 6% of respondents and “good” by 50%. Another 39% felt the overall quality of services was “fair” and only 5% felt it was “poor.” This rating was similar to that observed in 2008.

Ratings of the overall quality of services were compared by respondent characteristics and geographic area of residence. Those who owned their home tended to give more positive ratings to overall service delivery compared to renters. Residents living in unincorporated areas of the county gave more positive ratings to the overall quality of service delivery compared to those living in incorporated areas of the county (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 12: Overall Quality of County Services

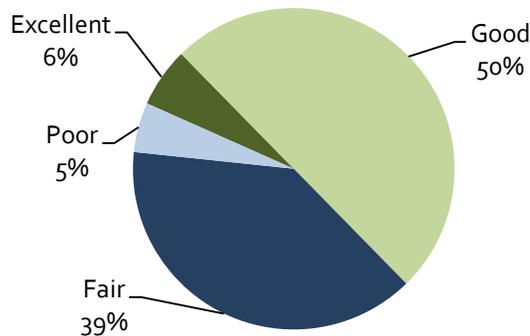
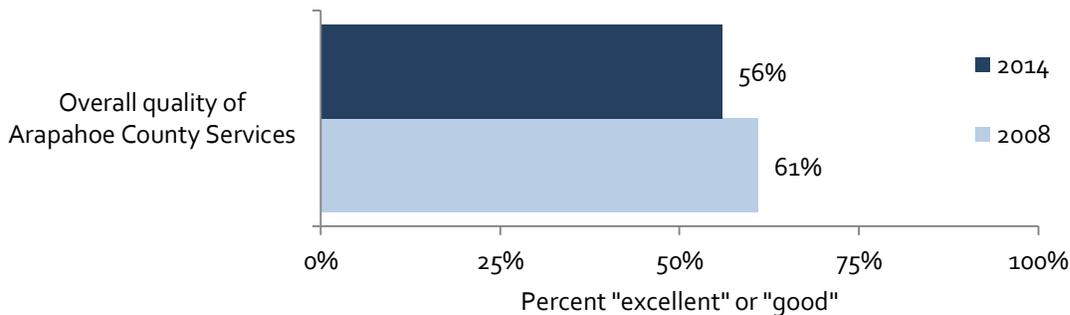


Figure 13: Overall Quality of County Services Compared by Year



Ratings of Specific County Government Services

Those completing the questionnaire were asked to rate the quality of 18 specific County services. The percent “excellent” or “good” given to these services are displayed in Figure 14 on the following page. The services receiving the highest ratings were County parks, trails and open space (85% “excellent” or “good”), elections and voter registration (82%) and Tri-County Health Department services (74%). The services receiving the lowest ratings were child protection services, child support services, adult protection services and food, medical and financial assistance, with 43% to 48% of residents saying each was “excellent” or “good.”

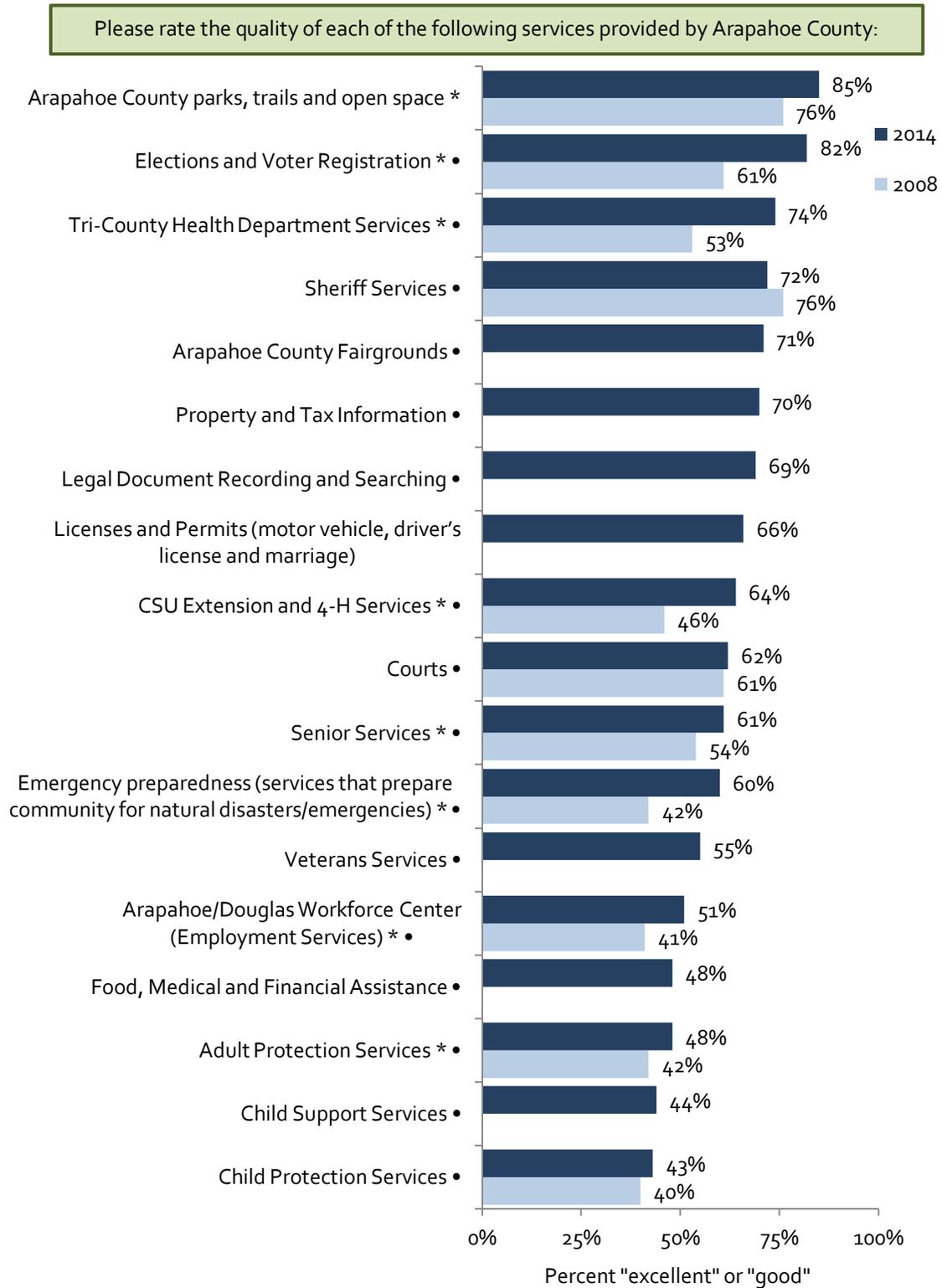
Seven new individual County services were listed on the 2014 survey. Of the 11 items for which comparisons could be made to 2008 results, eight received a higher rating in 2014 compared to 2008, three were similar and none were rated lower. The eight items receiving statistically higher ratings in 2014 compared to 2008 are marked in Figure 14 with an asterisk (*). Please note that differences in ratings over time could be attributable to changes in question wording from 2008 to 2014.

Benchmark comparisons were available for six of the 18 County services and all were rated similar to the benchmark comparison including Sheriff services; Arapahoe County parks, trails and open space; courts; adult protection services; emergency preparedness; and senior services (see *Appendix C: Benchmark Comparisons* for more information on the benchmark comparisons).

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate 16 of the 18 services listed (see *Appendix A: Responses to Survey Questions* for full frequencies for each survey question). Those services with “don’t know” responses over 20% are marked in Figure 14 with a circle symbol (●).

Residents who lived in the community for more than 20 years tended to give higher ratings to the quality of Sheriff services, courts, CSU Extension and 4-H services and property and tax information compared to their counterparts. Those who owned their home tended to give higher ratings to child support services, child protection services, senior services and property and tax information compared to those who rented. Residents living in unincorporated areas of the county gave more positive ratings to emergency preparedness and licenses and permits compared to those living in incorporated areas of the county. Overall, ratings for service quality tended to be similar across Districts (see *Appendix B: Survey Results by Demographic and Geographic Groups* for other differences that emerged).

Figure 14: Quality of County Services Compared by Year

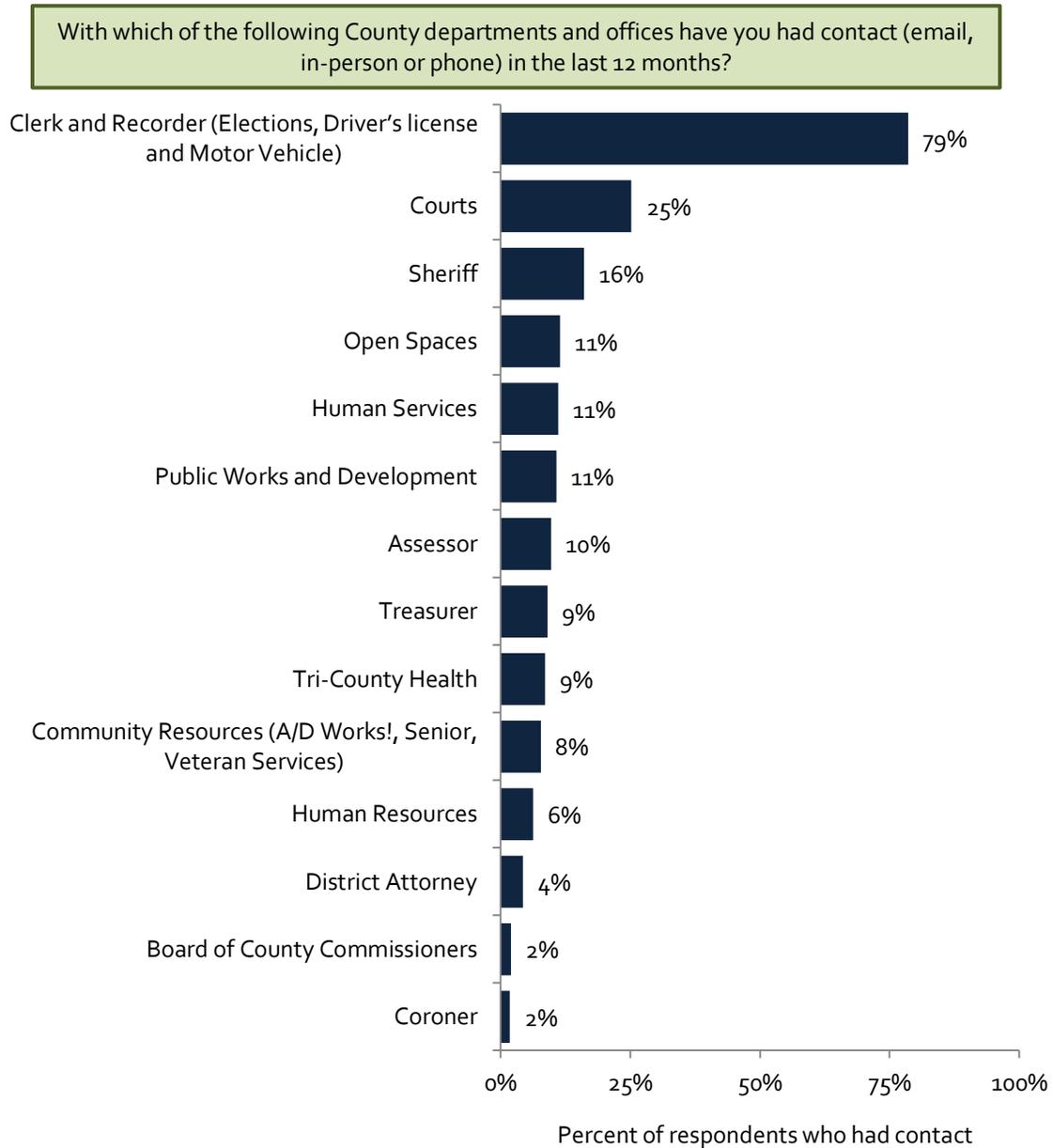


In 2008, "Tri-County Health Department Services" was "Health services;" "CSU Extension and 4-H Services" was "4H Program;" "Arapahoe/Douglas Workforce Center (Employment Services)" was "Employment/Workforce assistance;" "Elections and voter registration" was "Elections" and "Arapahoe County parks" was "County parks."

Interactions with County Employees

In the 12 months prior to the survey, 64% of survey respondents had contact with a County department or office. Of those who had contact, nearly four in five contacted the Clerk and Recorder. About one-quarter had contact with the courts and 16% had contact with the Sheriff. About 1 in 10 or fewer had contact with the remaining offices or departments listed.

Figure 15: Contact with County Department or Offices



Total may exceed 100% as respondents could select more than one answer.

The 64% of survey respondents who reported having contacted a County department or office were then asked to rate the overall customer service they received. Overall, residents viewed the customer service they received favorably, with 73% rating it as “excellent” or “good.” This rating was similar to what was observed in 2008. When compared to ratings given by residents of other communities across the country, the rating for overall customer service was similar (see *Appendix C: Benchmark Comparisons*).

Residents who owned their home, those age 55 or older and those with a household income of \$100,000 or more tended to give higher ratings to the overall customer service they received from the County employee compared to their counterparts. Residents living in District 1 and District 2 also tended to give higher ratings to overall customer service received from the County compared to their counterparts. No differences emerged between those living in incorporated or unincorporated Arapahoe County (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 16: Overall Customer Service

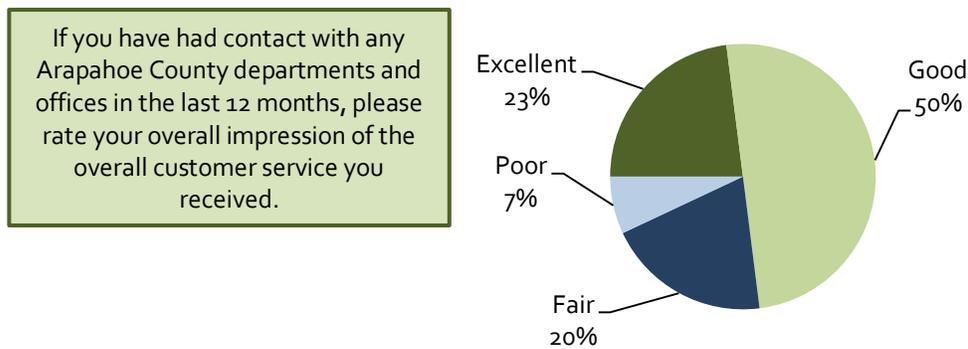
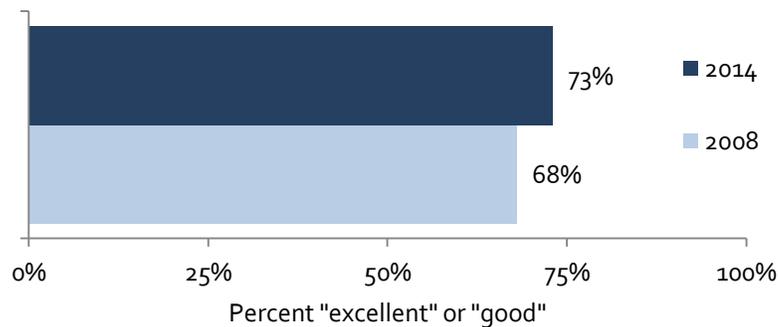


Figure 17: Overall Customer Service Compared by Year



In 2008 respondents were first asked, "Have you had any in-person or phone contact with an employee of Arapahoe County within the last 12 months (including police, receptionists, planners or any others)" and if so to rate a variety of characteristics including their overall impression, compared here.

Government Performance

Respondents had the opportunity to indicate their perception of the quality of 12 aspects of Arapahoe County government performance.

When asked to rate the overall direction that Arapahoe County is taking, 71% of residents reported the direction as “excellent” or “good,” one-quarter gave a “fair” rating and 3% said it was “poor. This rating was higher than what was observed in 2008. When compared to ratings given by residents of other communities across the country, the rating for overall direction the County was taking was similar (see *Appendix C: Benchmark Comparisons*).

Residents also were asked to rate the job the County government does at welcoming citizen involvement. About 4 in 10 gave a positive rating, which was similar to 2008 and the national benchmark comparison.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate the overall direction the County was taking (31% “don’t know”) and the job the County government does at welcoming citizen involvement (46%, see *Appendix A: Responses to Survey Questions* for full frequencies for each survey question including “don’t know” responses).

Residents who owned their home, women and those with a household income of \$50,000 or higher gave more positive ratings to the overall direction of the County than did their counterparts. Residents who had lived in the county for more than six years and those ages 55 or older gave higher ratings than their counterparts to the job the County does at welcoming citizen involvement (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 18: Overall Direction of County

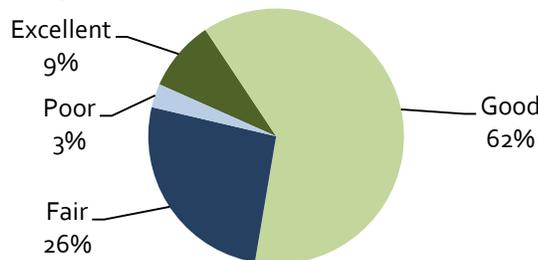
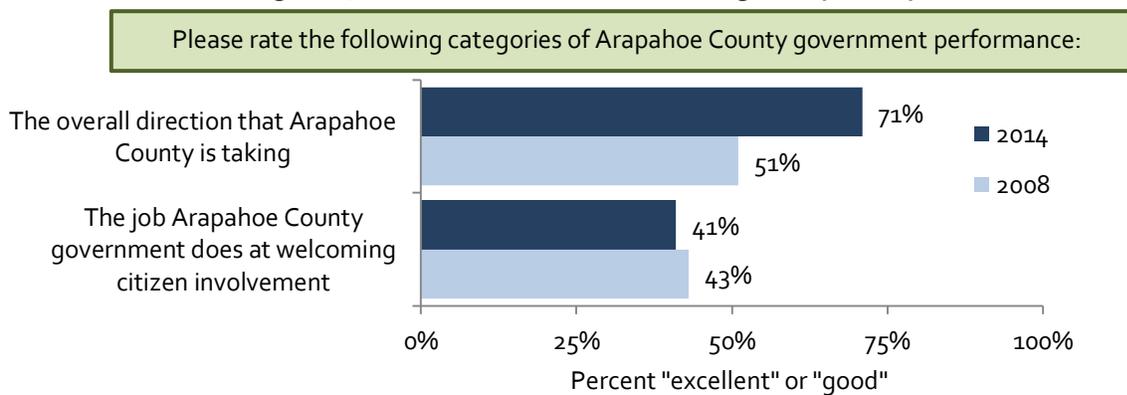


Figure 19: Government Performance Ratings Compared by Year



The remaining 10 of the 12 government performance ratings were new on the 2014 survey. Just over half of residents (55%) gave a positive rating to the County being responsive to the business community, generally acting in the best interest of the community and their overall

confidence in the County government. The lowest rated aspect of county government performance, with one-third reporting an “excellent” or “good” rating, was the County government being open and transparent to the public (see Figure 20 on the following page.)

Benchmark comparisons were available for four of the 10 newly added performance ratings and all were similar. See Figure 21 on the following page or *Appendix C: Benchmark Comparisons* for more information on the benchmark comparisons.

Please note that a relatively large proportion of respondents said “don’t know” when asked to rate each aspect of government performance (see *Appendix A: Responses to Survey Questions* for full frequencies for each survey question including “don’t know” responses).

Aspects of government performance were compared by respondent characteristics and geographic area of residence. Those living in the county for more than six years and those ages 55 or older gave higher ratings than their counterparts to their overall confidence in the government, feeling the County government is honest and the government’s job at informing residents about issues facing the community than did those with a shorter tenure in the county and younger residents. There were no differences in government performance ratings between incorporated and unincorporated Arapahoe County and only a few differences across Districts (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 20: Government Performance Ratings

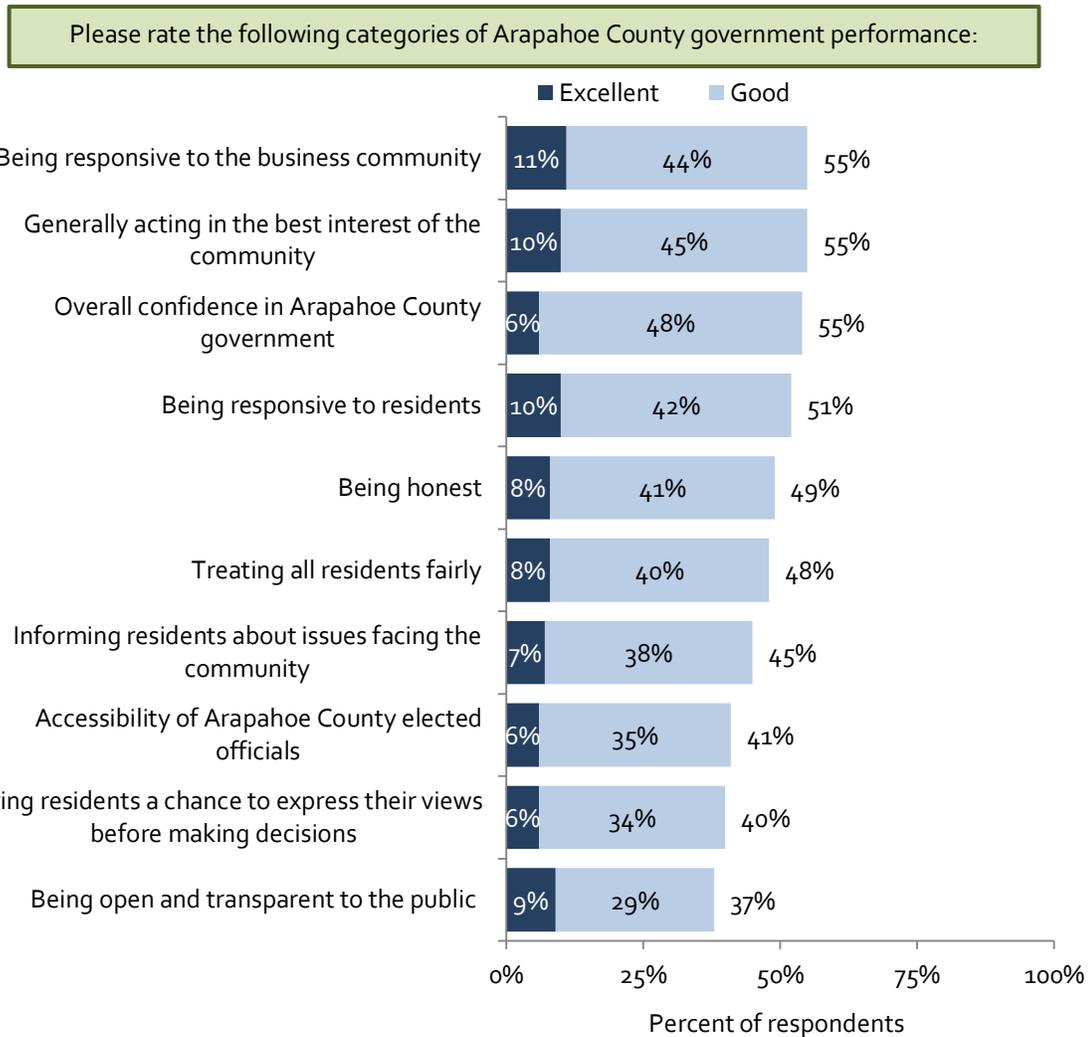


Figure 21: Government Performance Benchmarks

	National Benchmark Comparisons
Overall confidence in Arapahoe County government	Similar
Generally acting in the best interest of the community	Similar
Being honest	Similar
Treating all residents fairly	Similar

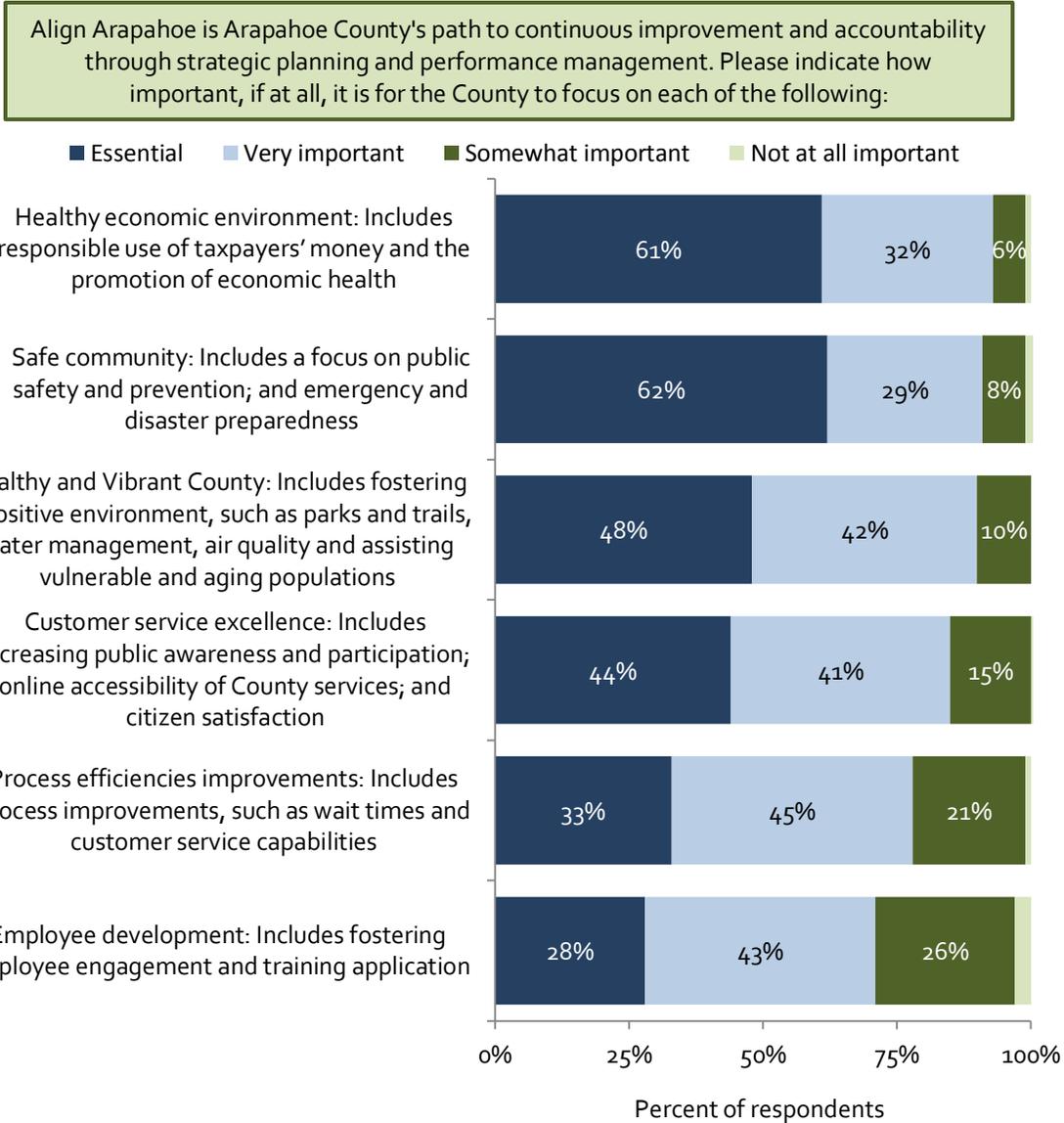
Align Arapahoe

Residents were asked a new question on the 2014 survey about the importance of the six focus areas of the County's strategic plan, Align Arapahoe. Each of the six focus areas was rated as at least "very important" by 71% of residents (see Figure 22 on the following page).

Both the focus areas of healthy economic environment and safe community were rated "essential" by at least 60% of residents and "very important" by an additional one-third of residents. The focus area of healthy and vibrant county was the next highest rated, with about half of residents rating it as "essential" and an additional 42% rating it as "very important." Employee development was given the lowest importance rating with about one-quarter rating this focus area as "essential" and an additional 43% rating it as "very important."

Residents who owned their home and those with household incomes of more than \$50,000 tended to give higher importance ratings to the focus area of a healthy economic environment compared to their counterparts. Women and those with household incomes of \$99,999 or less tended to place a higher priority on process efficiencies improvements compared to their counterparts. Residents with a household income of \$50,000 or more gave higher importance ratings to the focus area of safe community compared to their counterparts. Those residing in District 5 gave higher importance ratings to employee development while District 2 gave lower ratings to this focus area. Those living in District 4 and District 5 tended to give a higher priority to process efficiencies improvements compared to their counterparts. Differences did not emerge between those that live in unincorporated or incorporated Arapahoe County (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 22: Importance of Focus Areas for Align Arapahoe



Resident Priorities

Residents were asked to indicate how important they felt it was for the County to focus on a variety of potential priorities for the County in the next year.

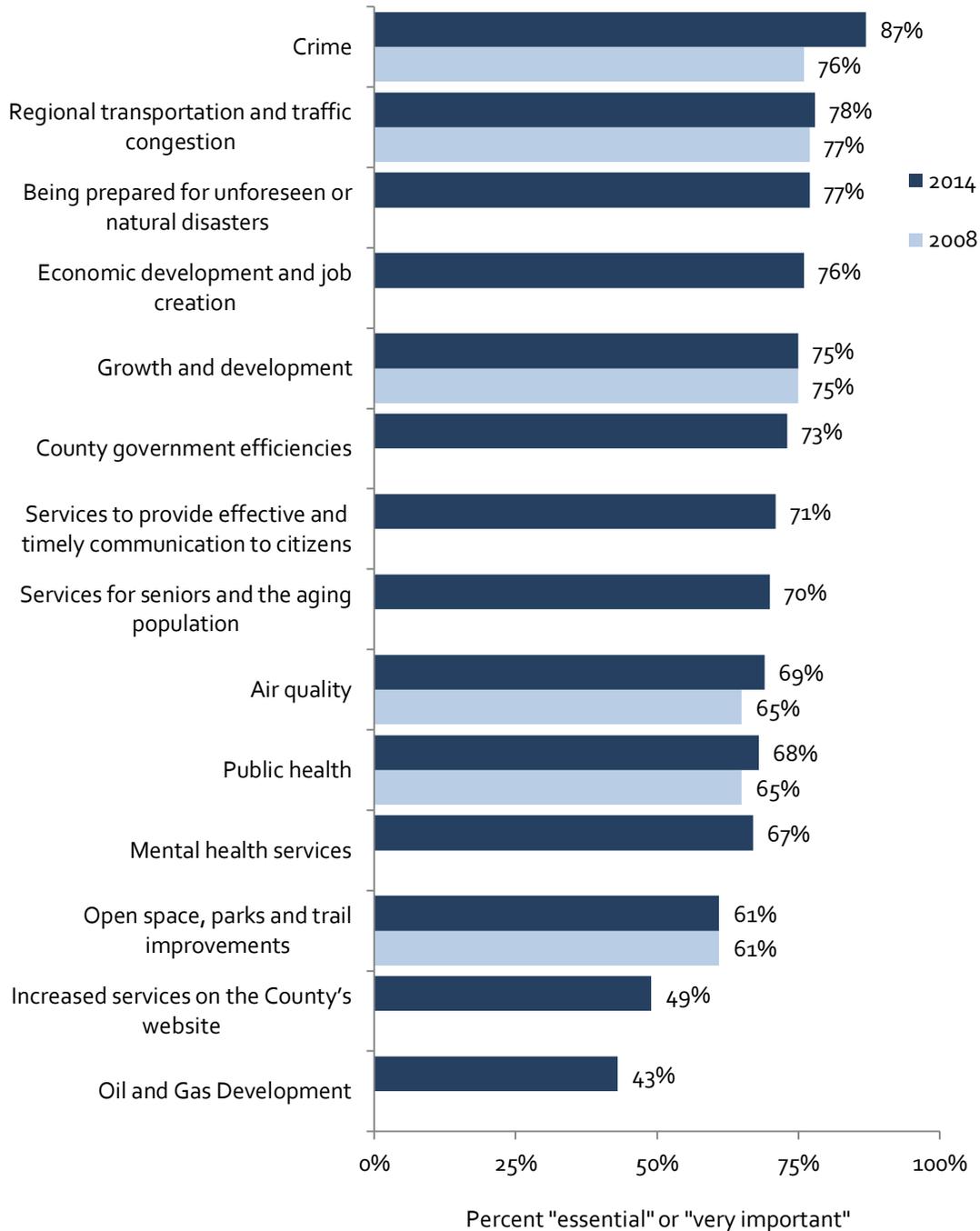
The highest rated priority was to address crime, with 87% of residents reporting this as “essential” or “very important.” About three-quarters of residents indicated the following as at least “very important”: regional transportation and traffic congestion; being prepared for unforeseen or natural disasters; economic development and job creation; growth and development; and County government efficiencies. The aspects that were given relatively lower importance rating were increased services on the County’s website (49% “essential” or “very important”) and oil and gas development (43%, see Figure 23 on the following page).

Eight of the 14 items listed for the County to address in the next year were new to the 2014 survey. Of the six that were included on the 2008 survey, five remained stable and one increased from 2008 to 2014; addressing crime was given an “essential” or “very important” rating by 76% of residents in 2008 which jumped to 87% in 2014 (see Figure 23).

Residents with household incomes of \$49,999 or less indicated higher importance ratings compared to their counterparts for the County to address public health; open space, parks and trail improvements; air quality; oil and gas development; economic development and job creation; services for seniors; mental health services; and services to provide effective and timely communication to citizens. Those ages 55 or older gave higher importance ratings compared to younger residents for the County to address crime; regional transportation and traffic congestion; public health; open space, parks and trail improvements; air quality; oil and gas development; services for seniors; and County government efficiencies. Residents living in incorporated areas of the County tended to give higher importance ratings to the County to address regional transportation and traffic congestion; economic development and job creation; mental health services; and County government efficiencies. Those residing in District 5 gave higher importance ratings for the County to address public health, air quality and economic development and job creation compared to those living in other districts (see *Appendix B: Survey Results by Demographic and Geographic Groups* for additional comparisons).

Figure 23: Important Priorities for County to Address in the Next Year Compared by Year

Please rate how important, if at all, each of the following is for Arapahoe County to address in the next year:



In 2008, "regional transportation and traffic congestion" was "transportation and traffic congestion" and "open space, parks and trail improvements" was "open space."

COUNTY COMMUNICATIONS

The 2014 survey included a variety of questions targeted at learning resident preferences for receiving information about County government operations, as well understanding how residents use and view the quality of the County website.

Information Sources

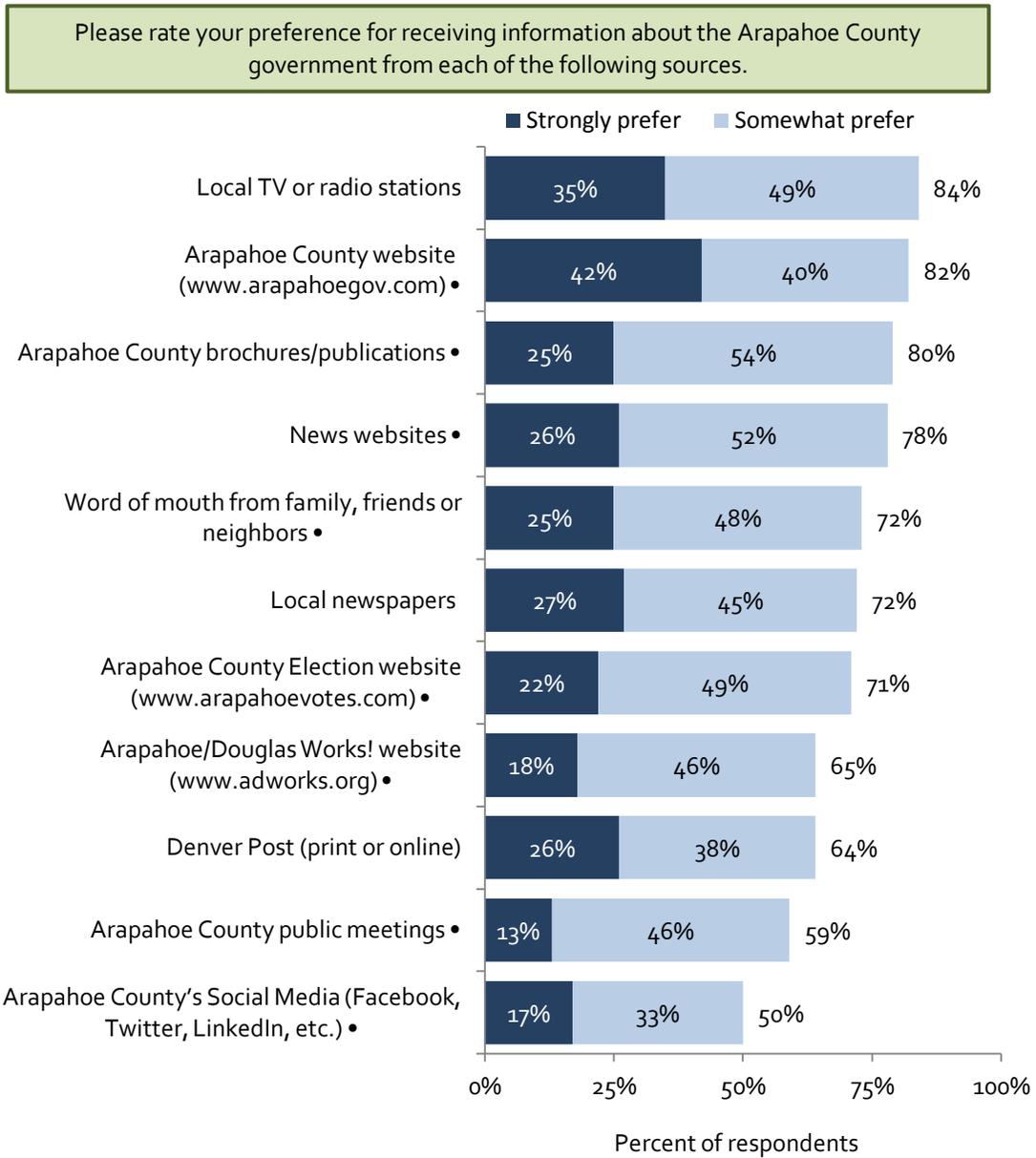
At least half of survey respondents indicated at least “somewhat” preferring each of the 11 sources listed. The most commonly preferred source of information about the Arapahoe County government was local TV or radio stations and the Arapahoe County website, with at least 8 in 10 residents indicating they “strongly” or “somewhat” preferred these sources. Arapahoe County brochures or publications and news websites were not far behind as preferred sources, with 80% and 78%, respectively, at least “somewhat” preferring these as sources for County information (see Figure 24 on the following page). Fewer respondents preferred getting information about the Arapahoe County government from the County’s social media sites.

On the 2008 survey, respondents were asked to indicate whether or not they relied on variety of sources to get news about Arapahoe County. Due to the differences in the way the question was asked in 2008 compared to 2014, comparisons over time have not been made. However, anecdotally, television news was relied upon the most by respondents in 2008 (70%) followed by word of mouth (43%), Rocky Mountain News (42%) and the Denver Post (39%). In 2008, fewer residents relied on the County website (18%) and County brochures or publications (21%).

Please note that a relatively large proportion of respondents in 2014 said “don’t know” when rating their preferences for eight of the 11 sources listed (see *Appendix A: Responses to Survey Questions* for full frequencies for each survey question). Those services with “don’t know” responses over 20% are marked in Figure 24 with a circle symbol (●).

Residents living in the community for less than five years and those with household incomes of \$50,000 to \$99,999 were more likely to prefer using the County website to get information compared to their counterparts. Residents age 55 or older were more likely to prefer public meetings, the Denver Post and local newspapers compared to younger residents, who were more likely to prefer the County’s social media outlets, news websites and word of mouth. Those living in incorporated Arapahoe County were more likely to prefer using the County’s social media pages and word of mouth as means for getting information about the County than were those living in unincorporated areas of the County. District 5 respondents were more likely to prefer using the County website, public meetings, the County’s social media and the Arapahoe/Douglas Works! website as sources of information compared to their counterparts (see *Appendix B: Survey Results by Demographic and Geographic Groups* for additional comparisons).

Figure 24: Information Source Preference

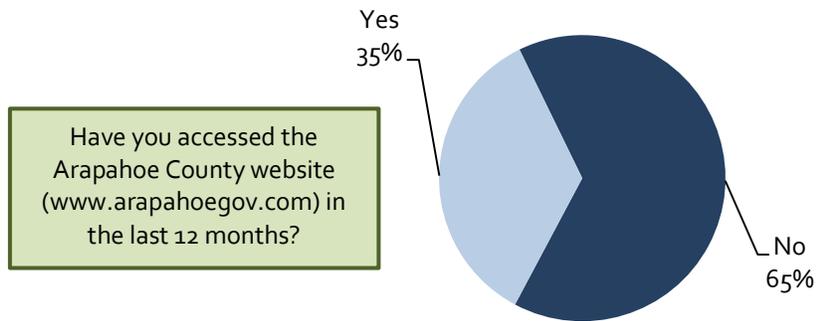


Website Quality

Two new questions were included on the 2014 survey asking residents about the County website quality and whether or not they had used it. In the 12 months prior to the survey, 35% of survey respondents had accessed the Arapahoe County website. When compared to ratings given by residents of other communities across the country, the rating was similar (see *Appendix C: Benchmark Comparisons*).

Residents who owned their home, those ages 54 or younger and those with household incomes of \$50,000 or more were more likely to have accessed the County website in the past year than were their counterparts. Residents living in District 1 and District 2 were more likely to have accessed the website compared to those living in the other three districts (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 25: County Website Use

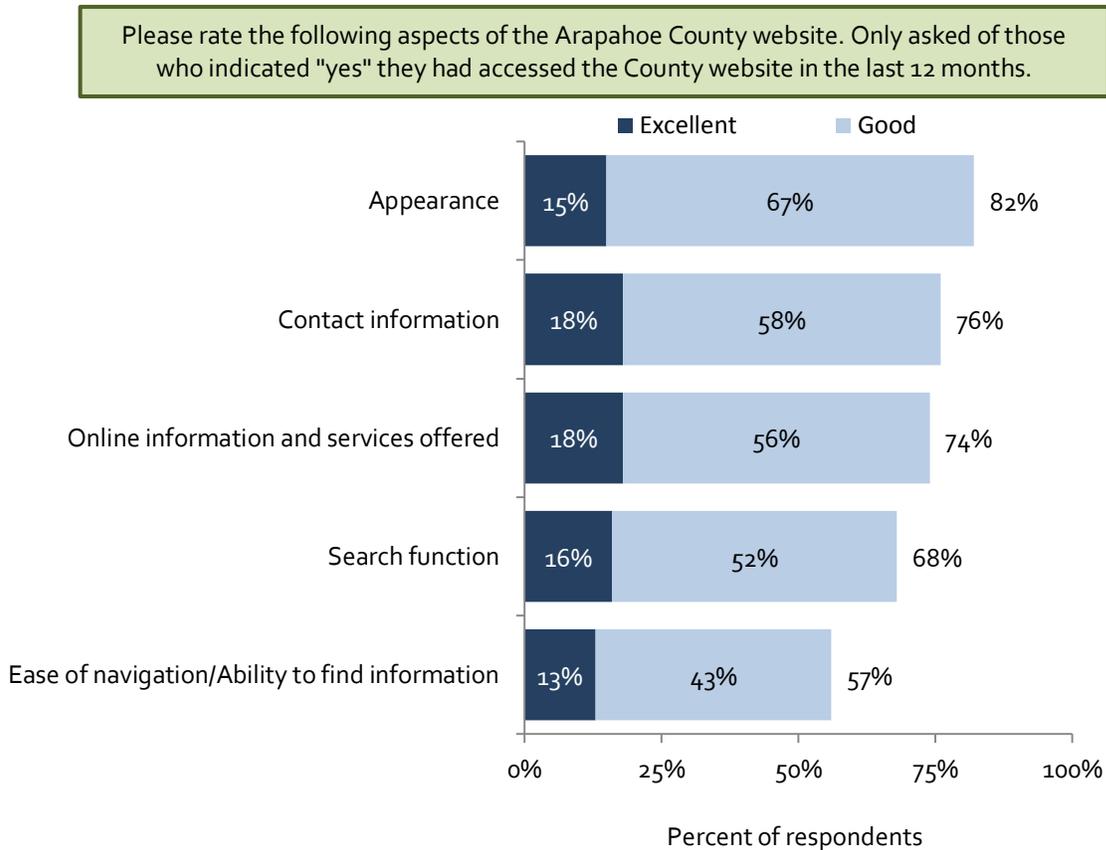


The 35% of survey respondents who reported having accessed the Arapahoe County website were then asked to rate a variety of aspects of the website. At least three-quarters of respondents indicated the appearance of the website, contact information on the website and online information and services offered were “excellent” or “good.” The search function was rated positively by 68% of residents and the ease of navigation and ability to find information received positive ratings from 57% of residents.

Benchmark comparisons were available for the website appearance and ease of navigation or ability to find information; both were rated similar to ratings given by residents of other communities across the country (see *Appendix C: Benchmark Comparisons*).

Residents age 55 or older and those with a household income \$99,999 or less tended to give higher ratings to the website’s appearance compared to their counterparts. Residents who owned their home were more likely to give positive ratings to the ease of navigation or ability to find information and the information and services offered on the website compared to those who rented. Residents living in incorporated Arapahoe County gave higher ratings to the ease of navigation or ability to find information on the County website than those in unincorporated areas. Differences did not emerge across districts (see *Appendix B: Survey Results by Demographic and Geographic Groups*).

Figure 26: Quality of Aspects of County Website



Appendix A: Responses to Survey Questions

COMPLETE SET OF FREQUENCIES EXCLUDING "DON'T KNOW"

The following pages contain responses to each question on the survey, excluding the "don't know" responses. Each table contains both the percent and number of respondents giving a particular response.

Table 1: Question 1

Please rate each of the following aspects of quality of life in Arapahoe County:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Arapahoe County as a place to live	25%	N=180	57%	N=419	17%	N=124	1%	N=9	100%	N=733
Your neighborhood as a place to live	29%	N=216	47%	N=349	19%	N=140	4%	N=31	100%	N=736
Arapahoe County as a place to raise children	24%	N=147	52%	N=318	19%	N=116	4%	N=26	100%	N=607
Arapahoe County as a place to work	21%	N=112	51%	N=267	22%	N=115	6%	N=33	100%	N=526
Arapahoe County as a place to visit	13%	N=87	42%	N=291	36%	N=246	9%	N=64	100%	N=688
Arapahoe County as a place to retire	17%	N=96	42%	N=240	28%	N=163	13%	N=78	100%	N=577
The overall quality of life in Arapahoe County	17%	N=128	59%	N=434	21%	N=151	2%	N=18	100%	N=731

Table 2: Question 2

Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Arapahoe County	19%	N=141	49%	N=360	27%	N=197	5%	N=34	100%	N=732
Overall ease of getting to the places you usually have to visit	19%	N=143	47%	N=345	27%	N=195	7%	N=50	100%	N=732
Overall design of buildings in Arapahoe County	10%	N=68	54%	N=369	32%	N=215	5%	N=31	100%	N=683
Health and wellness opportunities in Arapahoe County	19%	N=123	53%	N=345	25%	N=164	3%	N=20	100%	N=653
Overall economic health of Arapahoe County	11%	N=70	53%	N=336	28%	N=176	8%	N=48	100%	N=628
Overall image or reputation of Arapahoe County	13%	N=90	51%	N=341	28%	N=186	8%	N=54	100%	N=671

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Arapahoe County to someone who asks	39%	N=280	49%	N=350	7%	N=47	5%	N=38	100%	N=715
Remain in Arapahoe County for the next five years	49%	N=339	35%	N=243	9%	N=63	7%	N=48	100%	N=694

Table 4: Question 4

Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of travel by car in Arapahoe County	17%	N=120	50%	N=363	28%	N=198	5%	N=38	100%	N=719
Ease of travel by bicycle in Arapahoe County	12%	N=55	46%	N=209	32%	N=143	10%	N=45	100%	N=452
Availability of paths and walking trails	23%	N=146	47%	N=302	25%	N=162	6%	N=37	100%	N=646
Air quality	15%	N=108	57%	N=405	24%	N=168	4%	N=29	100%	N=710
Overall appearance of Arapahoe County	11%	N=78	60%	N=433	26%	N=192	3%	N=23	100%	N=726
Variety of housing options	15%	N=100	48%	N=323	28%	N=190	10%	N=67	100%	N=680
Availability of affordable quality food	16%	N=112	52%	N=376	25%	N=181	7%	N=51	100%	N=720
Availability of affordable quality health care	16%	N=99	49%	N=310	25%	N=159	10%	N=63	100%	N=631
Availability of affordable quality mental health care	15%	N=54	41%	N=145	31%	N=110	13%	N=45	100%	N=353
Employment opportunities	7%	N=38	44%	N=227	35%	N=183	14%	N=72	100%	N=521
Shopping opportunities	25%	N=185	49%	N=354	21%	N=151	5%	N=37	100%	N=727
Cost of living in Arapahoe County	4%	N=31	41%	N=296	42%	N=304	12%	N=88	100%	N=718
Overall quality of business and service establishments in Arapahoe County	12%	N=82	58%	N=413	28%	N=196	3%	N=18	100%	N=709
Overall quality of new development in Arapahoe County (including residential and commercial)	12%	N=74	54%	N=341	27%	N=170	7%	N=42	100%	N=627
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=96	52%	N=329	28%	N=177	6%	N=37	100%	N=639

Table 5: Question 5

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Attended an event at the Arapahoe County Fairgrounds Park	84%	N=612	16%	N=119	100%	N=731
Used bus or other public transportation instead of driving	59%	N=429	41%	N=303	100%	N=732
Carpooled with other adults or children instead of driving alone	49%	N=359	51%	N=368	100%	N=726
Walked or biked instead of driving	43%	N=313	57%	N=417	100%	N=730
Made efforts to conserve water	16%	N=117	84%	N=612	100%	N=729
Made efforts to make your home more energy efficient	25%	N=181	75%	N=544	100%	N=725
Stocked supplies in preparation for an emergency	64%	N=465	36%	N=261	100%	N=726

Table 6: Question 6

How familiar are you, if at all, with each of the following events and activities in Arapahoe County?	I have done this		I know about this or how to do it but have not done this		I don't know about this or how to do it		Total	
	%	N	%	N	%	N	%	N
Arapahoe County Fair	13%	N=98	48%	N=352	38%	N=279	100%	N=730
17 Mile House Fall Festival	4%	N=31	20%	N=149	75%	N=552	100%	N=732
Prescription Drug Take Back Day	7%	N=52	42%	N=307	51%	N=375	100%	N=733
Sheriff's Office Prescription Drug Drop Off Box	2%	N=15	28%	N=202	70%	N=513	100%	N=729
Shred-a-thon	9%	N=68	41%	N=302	50%	N=364	100%	N=734
Adopt-a-Family holiday program	5%	N=37	24%	N=177	71%	N=516	100%	N=730
The Collaborative Foster Care Program of Arapahoe, Douglas and Jefferson Counties	2%	N=12	15%	N=111	83%	N=607	100%	N=730
Serve on an Arapahoe County Board or Committee	2%	N=15	29%	N=209	69%	N=505	100%	N=729
Volunteer with Arapahoe County government	4%	N=26	28%	N=208	68%	N=497	100%	N=731
Provide input into Arapahoe County government	10%	N=72	27%	N=199	63%	N=460	100%	N=731
Elections	62%	N=453	22%	N=158	17%	N=123	100%	N=734

Table 7: Question 7

Please rate the quality of each of the following services provided by Arapahoe County:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Sheriff Services	20%	N=96	53%	N=258	19%	N=94	9%	N=43	100%	N=491
Tri-County Health Department Services	16%	N=52	57%	N=182	21%	N=67	5%	N=16	100%	N=317
Arapahoe County parks, trails and open space	27%	N=176	57%	N=371	13%	N=85	2%	N=14	100%	N=646
Arapahoe County Fairgrounds	18%	N=49	53%	N=147	26%	N=71	3%	N=9	100%	N=276
Courts	13%	N=52	49%	N=201	26%	N=107	12%	N=47	100%	N=407
CSU Extension and 4-H Services	16%	N=19	48%	N=56	28%	N=33	8%	N=9	100%	N=117
Child Support Services	9%	N=12	35%	N=47	37%	N=49	19%	N=26	100%	N=135
Child Protection Services	7%	N=10	35%	N=51	35%	N=51	22%	N=32	100%	N=145
Adult Protection Services	7%	N=9	42%	N=60	35%	N=50	17%	N=24	100%	N=143
Food, Medical and Financial Assistance	10%	N=22	39%	N=88	35%	N=79	17%	N=38	100%	N=227
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=33	48%	N=131	29%	N=79	10%	N=28	100%	N=271
Senior Services	11%	N=23	51%	N=110	27%	N=58	12%	N=26	100%	N=217
Veterans Services	9%	N=15	46%	N=77	28%	N=46	18%	N=30	100%	N=169

Please rate the quality of each of the following services provided by Arapahoe County:	Excellent		Good		Fair		Poor		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Elections and Voter Registration	28%	N=157	54%	N=306	16%	N=92	1%	N=8	100%	N=563
Property and Tax Information	19%	N=98	51%	N=259	25%	N=125	6%	N=29	100%	N=511
Legal Document Recording and Searching	16%	N=47	53%	N=157	20%	N=60	10%	N=31	100%	N=295
Licenses and Permits (motor vehicle, driver's license and marriage)	17%	N=112	49%	N=329	25%	N=166	9%	N=63	100%	N=671
Arapahoe/Douglas Workforce Center (Employment Services)	12%	N=24	39%	N=81	36%	N=73	13%	N=27	100%	N=205
Overall quality of Arapahoe County Services	6%	N=38	50%	N=302	39%	N=233	5%	N=32	100%	N=604

Table 8: Question 8

With which of the following County departments and offices have you had contact (email, in-person or phone) in the last 12 months?	Percent	Number
I have not contacted the County	36%	N=250
Assessor	6%	N=43
Board of County Commissioners	1%	N=9
Clerk and Recorder (Elections, Driver's license and Motor Vehicle)	50%	N=351
Community Resources (A/D Works!, Senior, Veteran Services)	5%	N=34
Coroner	1%	N=8
Courts	16%	N=113
District Attorney	3%	N=19
Human Resources	4%	N=28
Human Services	7%	N=50
Open Spaces	7%	N=51
Public Works and Development	7%	N=48
Sheriff	10%	N=72
Treasurer	6%	N=40
Tri-County Health	5%	N=38

Total may exceed 100% as respondents could select more than one answer.

Table 9: Question 9

If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received.	Percent	Number
Excellent	23%	N=100
Good	50%	N=211
Fair	20%	N=85
Poor	7%	N=29
Total	100%	N=425

Table 10: Question 10

Please rate the following categories of Arapahoe County government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The overall direction that Arapahoe County is taking	9%	N=45	62%	N=304	26%	N=126	3%	N=17	100%	N=492
The job Arapahoe County government does at welcoming citizen involvement	8%	N=29	33%	N=126	41%	N=155	19%	N=71	100%	N=381
Overall confidence in Arapahoe County government	6%	N=35	48%	N=261	35%	N=190	10%	N=54	100%	N=540
Generally acting in the best interest of the community	10%	N=51	45%	N=229	34%	N=175	11%	N=57	100%	N=512
Being honest	8%	N=36	41%	N=176	36%	N=157	15%	N=64	100%	N=433
Treating all residents fairly	8%	N=38	40%	N=181	37%	N=168	14%	N=65	100%	N=452
Being responsive to residents	10%	N=39	42%	N=171	35%	N=144	14%	N=56	100%	N=411
Being responsive to the business community	11%	N=33	44%	N=134	37%	N=110	8%	N=24	100%	N=301
Informing residents about issues facing the community	7%	N=32	38%	N=185	28%	N=134	28%	N=135	100%	N=486
Accessibility of Arapahoe County elected officials	6%	N=19	35%	N=111	35%	N=111	23%	N=73	100%	N=314
Being open and transparent to the public	9%	N=35	29%	N=118	40%	N=165	22%	N=91	100%	N=409
Giving residents a chance to express their views before making decisions	6%	N=22	34%	N=120	37%	N=131	23%	N=80	100%	N=353

Table 11: Question 11

Align Arapahoe is Arapahoe County's path to continuous improvement and accountability through strategic planning and performance management. Please indicate how important, if at all, it is for the County to focus on each of the following:	Essential		Very important		Somewhat important		Not at all important		Total	
	Customer service excellence: Includes increasing public awareness and participation; online accessibility of County services; and citizen satisfaction	44%	N=272	41%	N=253	15%	N=91	1%	N=4	100%
Employee development: Includes fostering employee engagement and training application	28%	N=158	43%	N=247	26%	N=151	3%	N=15	100%	N=571
Safe community: Includes a focus on public safety and prevention; and emergency and disaster preparedness	62%	N=406	29%	N=190	8%	N=52	2%	N=11	100%	N=659
Healthy and Vibrant County: Includes fostering a positive environment, such as parks and trails, water management, air quality and assisting vulnerable and aging populations	48%	N=323	42%	N=277	10%	N=64	0%	N=3	100%	N=668
Healthy economic environment: Includes responsible use of taxpayers' money and the promotion of economic health	61%	N=401	32%	N=208	6%	N=42	1%	N=3	100%	N=655
Process efficiencies improvements: Includes process improvements, such as wait times and customer service capabilities	33%	N=212	45%	N=288	21%	N=136	1%	N=8	100%	N=643

Table 12: Question 12

Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months?	Percent	Number
No	65%	N=457
Yes	35%	N=241
Total	100%	N=698

Table 13: Question 13

Please rate the following aspects of the Arapahoe County website.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Appearance	15%	N=39	67%	N=171	16%	N=40	3%	N=7	100%	N=257
Online information and services offered	18%	N=45	56%	N=144	21%	N=54	5%	N=13	100%	N=256
Ease of navigation/Ability to find information	13%	N=34	43%	N=111	32%	N=81	12%	N=30	100%	N=257
Search function	16%	N=37	52%	N=122	20%	N=48	12%	N=28	100%	N=235
Contact information	18%	N=45	58%	N=144	21%	N=52	3%	N=7	100%	N=248

Table 14: Question 14

Please rate your preference for receiving information about the Arapahoe County government from each of the following sources.	Strongly prefer		Somewhat prefer		Not at all prefer		Total	
	%	N	%	N	%	N	%	N
Arapahoe County website (www.arapahoegov.com)	42%	N=244	40%	N=229	18%	N=102	100%	N=576
Arapahoe County public meetings	13%	N=66	46%	N=242	41%	N=217	100%	N=525
Arapahoe County brochures/publications	25%	N=144	54%	N=310	20%	N=116	100%	N=569
Arapahoe County's Social Media (Facebook, Twitter, LinkedIn, etc.)	17%	N=84	33%	N=169	50%	N=255	100%	N=507
News websites	26%	N=147	52%	N=288	22%	N=120	100%	N=555
Arapahoe County Election website (www.arapahoevotes.com)	22%	N=115	49%	N=254	29%	N=148	100%	N=516
Arapahoe/Douglas Works! website (www.adworks.org)	18%	N=79	46%	N=200	35%	N=153	100%	N=432
Denver Post (print or online)	26%	N=152	38%	N=217	36%	N=205	100%	N=574
Local newspapers (Aurora Sentinel, Centennial Citizen, Englewood Herald, Littleton Independent, I-70 Scout, Glendale Cherry Creek Chronicle, Villager Newspaper)	27%	N=161	45%	N=272	28%	N=169	100%	N=603
Local TV or radio stations	35%	N=224	49%	N=308	16%	N=100	100%	N=632
Word of mouth from family, friends or neighbors	25%	N=144	48%	N=274	28%	N=159	100%	N=578

Table 15: Question 15

When thinking about why you choose to live in Arapahoe County, please rate how important, if at all, each of the following attributes is to you as it relates to Arapahoe County as a place to live.	Highly important		Moderately important		Not at all important		Total	
	%	N	%	N	%	N	%	N
Physical appearance of residential and commercial development in the County	63%	N=465	33%	N=242	3%	N=25	100%	N=733
Quality of neighborhoods	83%	N=611	16%	N=116	1%	N=9	100%	N=736
Convenience of shopping in the County	49%	N=362	46%	N=341	4%	N=32	100%	N=735
Employment opportunities	46%	N=338	33%	N=241	21%	N=152	100%	N=731
Access to transit	44%	N=320	38%	N=278	18%	N=136	100%	N=734
Ease of transportation	60%	N=444	33%	N=242	7%	N=50	100%	N=735
Open space/trails	54%	N=396	38%	N=279	8%	N=58	100%	N=733
Parks/playgrounds	53%	N=392	38%	N=281	8%	N=61	100%	N=734
Libraries	48%	N=352	41%	N=303	11%	N=81	100%	N=736
Sense of safety in the County	84%	N=616	15%	N=107	2%	N=13	100%	N=736
Schools	63%	N=460	21%	N=155	16%	N=119	100%	N=734

Table 16: Question 16

Please rate how important, if at all, each of the following is for Arapahoe County to address in the next year:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Crime	54%	N=385	33%	N=238	12%	N=82	1%	N=9	100%	N=714
Growth and development	27%	N=194	48%	N=339	23%	N=162	2%	N=18	100%	N=712
Regional transportation and traffic congestion	40%	N=290	38%	N=269	21%	N=153	1%	N=6	100%	N=717
Public health	30%	N=209	38%	N=268	29%	N=207	3%	N=22	100%	N=705
Open space, parks and trail improvements	25%	N=177	36%	N=255	33%	N=233	6%	N=40	100%	N=706
Air quality	33%	N=233	36%	N=257	25%	N=182	6%	N=41	100%	N=713
Oil and Gas Development	18%	N=124	24%	N=162	31%	N=211	26%	N=177	100%	N=674
Economic development and job creation	39%	N=268	38%	N=260	22%	N=155	1%	N=7	100%	N=690
Services for seniors and the aging population	33%	N=222	37%	N=249	26%	N=179	4%	N=27	100%	N=678
Mental health services	33%	N=205	35%	N=217	26%	N=165	6%	N=40	100%	N=626
County government efficiencies	31%	N=214	42%	N=283	24%	N=164	3%	N=19	100%	N=680
Services to provide effective and timely communication to citizens	32%	N=228	39%	N=272	26%	N=182	3%	N=23	100%	N=704
Being prepared for unforeseen or natural disasters	40%	N=287	36%	N=258	21%	N=151	2%	N=13	100%	N=710
Increased services on the County's website	22%	N=137	28%	N=174	40%	N=255	10%	N=66	100%	N=632

Table 17: Question D1

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	10%	N=73
Somewhat positive	25%	N=182
Neutral	44%	N=322
Somewhat negative	16%	N=116
Very negative	5%	N=36
Total	100%	N=729

Table 18: Question D2

What community do you live in?	Percent	Number
Aurora	56%	N=413
Bow Mar	0%	N=1
Centennial	9%	N=64
Cherry Hills Village	1%	N=6
Columbine Valley	0%	N=1
Deer Trail	0%	N=1
Unincorporated Arapahoe County	12%	N=91
Englewood	7%	N=53
Foxfield	0%	N=1
Glendale	2%	N=18
Greenwood Village	3%	N=22
Littleton	8%	N=61
Sheridan	1%	N=4
Total	100%	N=735

Table 19: Question D3

What is your employment status?	Percent	Number
Working full time for pay	64%	N=465
Working part time for pay	9%	N=65
Unemployed, looking for paid work	4%	N=30
Unemployed, not looking for paid work	3%	N=25
Fully retired	20%	N=144
Total	100%	N=730

Table 20: Question D4

Do you work inside the boundaries of Arapahoe County?	Percent	Number
Yes, outside the home	35%	N=251
Yes, from home	7%	N=53
No	58%	N=412
Total	100%	N=716

Table 21: Question D5

How many years have you lived in Arapahoe County?	Percent	Number
Less than 2 years	17%	N=128
2 to 5 years	17%	N=123
6 to 10 years	16%	N=116
11 to 20 years	22%	N=165
More than 20 years	28%	N=203
Total	100%	N=735

Table 22: Question D6

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	43%	N=316
Building with two or more homes (duplex, townhome, apartment or condominium)	55%	N=404
Mobile home	0%	N=1
Other	1%	N=9
Total	100%	N=730

Table 23: Question D7

This house, apartment or mobile home is:	Percent	Number
Rented	35%	N=254
Owned	65%	N=474
Total	100%	N=728

Table 24: Question D8

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=24
\$300 to \$599 per month	11%	N=79
\$600 to \$999 per month	26%	N=190
\$1,000 to \$1,499 per month	32%	N=234
\$1,500 to \$2,499 per month	22%	N=158
\$2,500 or more per month	6%	N=40
Total	100%	N=725

Table 25: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=499
Yes	32%	N=237
Total	100%	N=736

Table 26: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=553
Yes	25%	N=181
Total	100%	N=734

Table 27: Question D11

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	16%	N=117
\$25,000 to \$49,999	28%	N=201
\$50,000 to \$99,999	31%	N=221
\$100,000 to \$149,999	15%	N=108
\$150,000 or more	10%	N=69
Total	100%	N=717

Table 28: Question D12

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	87%	N=628
Yes, I consider myself to be Spanish, Hispanic or Latino	13%	N=97
Total	100%	N=725

Table 29: Question D13

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=14
Asian, Asian Indian or Pacific Islander	5%	N=34
Black or African American	8%	N=57
White	79%	N=573
Other	10%	N=72

Total may exceed 100% as respondents could select more than one answer.

Table 30: Question D14

In which category is your age?	Percent	Number
18 to 24 years	3%	N=20
25 to 34 years	27%	N=198
35 to 44 years	15%	N=110
45 to 54 years	24%	N=174
55 to 64 years	11%	N=80
65 to 74 years	13%	N=93
75 years or older	8%	N=57
Total	100%	N=732

Table 31: Question D15

What is your sex?	Percent	Number
Female	53%	N=387
Male	47%	N=345
Total	100%	N=731

Table 32: Question D16

Do you consider a cell phone or land line your primary telephone number?	Percent	Number
Cell	61%	N=443
Land line	25%	N=183
Both	14%	N=106
Total	100%	N=732

COMPLETE SET OF SURVEY FREQUENCIES INCLUDING “DON’T KNOW”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent and number of respondents is shown in each table.

Table 33: Question 1

Please rate each of the following aspects of quality of life in Arapahoe County:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Arapahoe County as a place to live	24%	N=180	57%	N=419	17%	N=124	1%	N=9	1%	N=5	100%	N=738
Your neighborhood as a place to live	29%	N=216	47%	N=349	19%	N=140	4%	N=31	0%	N=2	100%	N=738
Arapahoe County as a place to raise children	20%	N=147	43%	N=318	16%	N=116	4%	N=26	17%	N=124	100%	N=731
Arapahoe County as a place to work	15%	N=112	37%	N=267	16%	N=115	5%	N=33	28%	N=201	100%	N=727
Arapahoe County as a place to visit	12%	N=87	40%	N=291	34%	N=246	9%	N=64	5%	N=37	100%	N=725
Arapahoe County as a place to retire	13%	N=96	33%	N=240	22%	N=163	11%	N=78	21%	N=153	100%	N=730
The overall quality of life in Arapahoe County	17%	N=128	59%	N=434	20%	N=151	2%	N=18	1%	N=5	100%	N=736

Table 34: Question 2

Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Arapahoe County	19%	N=141	49%	N=360	27%	N=197	5%	N=34	1%	N=6	100%	N=738
Overall ease of getting to the places you usually have to visit	19%	N=143	47%	N=345	26%	N=195	7%	N=50	1%	N=5	100%	N=737
Overall design of buildings in Arapahoe County	9%	N=68	50%	N=369	29%	N=215	4%	N=31	7%	N=51	100%	N=734
Health and wellness opportunities in Arapahoe County	17%	N=123	47%	N=345	22%	N=164	3%	N=20	11%	N=78	100%	N=731
Overall economic health of Arapahoe County	10%	N=70	46%	N=336	24%	N=176	7%	N=48	14%	N=102	100%	N=731
Overall image or reputation of Arapahoe County	12%	N=90	46%	N=341	25%	N=186	7%	N=54	9%	N=62	100%	N=734

Table 35: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Arapahoe County to someone who asks	38%	N=280	48%	N=350	6%	N=47	5%	N=38	2%	N=17	100%	N=733
Remain in Arapahoe County for the next five years	46%	N=339	33%	N=243	9%	N=63	7%	N=48	5%	N=36	100%	N=730

Table 36: Question 4

Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by car in Arapahoe County	16%	N=120	50%	N=363	27%	N=198	5%	N=38	2%	N=13	100%	N=732
Ease of travel by bicycle in Arapahoe County	8%	N=55	29%	N=209	20%	N=143	6%	N=45	38%	N=280	100%	N=732
Availability of paths and walking trails	20%	N=146	41%	N=302	22%	N=162	5%	N=37	12%	N=91	100%	N=737
Air quality	15%	N=108	55%	N=405	23%	N=168	4%	N=29	4%	N=26	100%	N=736
Overall appearance of Arapahoe County	11%	N=78	59%	N=433	26%	N=192	3%	N=23	1%	N=6	100%	N=732
Variety of housing options	14%	N=100	44%	N=323	26%	N=190	9%	N=67	8%	N=56	100%	N=735
Availability of affordable quality food	15%	N=112	51%	N=376	25%	N=181	7%	N=51	2%	N=16	100%	N=736
Availability of affordable quality health care	13%	N=99	42%	N=310	22%	N=159	9%	N=63	14%	N=106	100%	N=737
Availability of affordable quality mental health care	7%	N=54	20%	N=145	15%	N=110	6%	N=45	52%	N=380	100%	N=733
Employment opportunities	5%	N=38	31%	N=227	25%	N=183	10%	N=72	29%	N=212	100%	N=732
Shopping opportunities	25%	N=185	48%	N=354	21%	N=151	5%	N=37	1%	N=6	100%	N=733
Cost of living in Arapahoe County	4%	N=31	40%	N=296	41%	N=304	12%	N=88	2%	N=15	100%	N=733
Overall quality of business and service establishments in Arapahoe County	11%	N=82	56%	N=413	27%	N=196	2%	N=18	4%	N=29	100%	N=738
Overall quality of new development in Arapahoe County (including residential and commercial)	10%	N=74	46%	N=341	23%	N=170	6%	N=42	15%	N=107	100%	N=734
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=96	45%	N=329	24%	N=177	5%	N=37	13%	N=99	100%	N=738

Table 37: Question 5

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Attended an event at the Arapahoe County Fairgrounds Park	84%	N=612	16%	N=119	100%	N=731
Used bus or other public transportation instead of driving	59%	N=429	41%	N=303	100%	N=732
Carpooled with other adults or children instead of driving alone	49%	N=359	51%	N=368	100%	N=726
Walked or biked instead of driving	43%	N=313	57%	N=417	100%	N=730
Made efforts to conserve water	16%	N=117	84%	N=612	100%	N=729
Made efforts to make your home more energy efficient	25%	N=181	75%	N=544	100%	N=725
Stocked supplies in preparation for an emergency	64%	N=465	36%	N=261	100%	N=726

Table 38: Question 6

How familiar are you, if at all, with each of the following events and activities in Arapahoe County?	I have done this		I know about this or how to do it but have not done this		I don't know about this or how to do it		Total	
	%	N	%	N	%	N	%	N
Arapahoe County Fair	13%	N=98	48%	N=352	38%	N=279	100%	N=730
17 Mile House Fall Festival	4%	N=31	20%	N=149	75%	N=552	100%	N=732
Prescription Drug Take Back Day	7%	N=52	42%	N=307	51%	N=375	100%	N=733
Sheriff's Office Prescription Drug Drop Off Box	2%	N=15	28%	N=202	70%	N=513	100%	N=729
Shred-a-thon	9%	N=68	41%	N=302	50%	N=364	100%	N=734
Adopt-a-Family holiday program	5%	N=37	24%	N=177	71%	N=516	100%	N=730
The Collaborative Foster Care Program of Arapahoe, Douglas and Jefferson Counties	2%	N=12	15%	N=111	83%	N=607	100%	N=730
Serve on an Arapahoe County Board or Committee	2%	N=15	29%	N=209	69%	N=505	100%	N=729
Volunteer with Arapahoe County government	4%	N=26	28%	N=208	68%	N=497	100%	N=731
Provide input into Arapahoe County government	10%	N=72	27%	N=199	63%	N=460	100%	N=731
Elections	62%	N=453	22%	N=158	17%	N=123	100%	N=734

Table 39: Question 7

Please rate the quality of each of the following services provided by Arapahoe County:	Excellent		Good		Fair		Poor		Not applicable/don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sheriff Services	13%	N=96	35%	N=258	13%	N=94	6%	N=43	33%	N=238	100%	N=729
Tri-County Health Department Services	7%	N=52	25%	N=182	9%	N=67	2%	N=16	56%	N=409	100%	N=726
Arapahoe County parks, trails and open space	24%	N=176	51%	N=371	12%	N=85	2%	N=14	11%	N=83	100%	N=729
Arapahoe County Fairgrounds	7%	N=49	20%	N=147	10%	N=71	1%	N=9	62%	N=450	100%	N=727
Courts	7%	N=52	28%	N=201	15%	N=107	6%	N=47	44%	N=322	100%	N=728
CSU Extension and 4-H Services	3%	N=19	8%	N=56	5%	N=33	1%	N=9	84%	N=609	100%	N=726
Child Support Services	2%	N=12	6%	N=47	7%	N=49	4%	N=26	82%	N=596	100%	N=731
Child Protection Services	1%	N=10	7%	N=51	7%	N=51	4%	N=32	80%	N=582	100%	N=727
Adult Protection Services	1%	N=9	8%	N=60	7%	N=50	3%	N=24	80%	N=587	100%	N=730
Food, Medical and Financial Assistance	3%	N=22	12%	N=88	11%	N=79	5%	N=38	69%	N=499	100%	N=725

Please rate the quality of each of the following services provided by Arapahoe County:	Excellent		Good		Fair		Poor		Not applicable/don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	N=33	18%	N=131	11%	N=79	4%	N=28	63%	N=454	100%	N=725
Senior Services	3%	N=23	15%	N=110	8%	N=58	4%	N=26	70%	N=511	100%	N=729
Veterans Services	2%	N=15	11%	N=77	6%	N=46	4%	N=30	77%	N=554	100%	N=723
Elections and Voter Registration	22%	N=157	42%	N=306	13%	N=92	1%	N=8	23%	N=165	100%	N=728
Property and Tax Information	13%	N=98	36%	N=259	17%	N=125	4%	N=29	30%	N=215	100%	N=726
Legal Document Recording and Searching	7%	N=47	22%	N=157	8%	N=60	4%	N=31	59%	N=432	100%	N=727
Licenses and Permits (motor vehicle, driver's license and marriage)	15%	N=112	45%	N=329	23%	N=166	9%	N=63	8%	N=56	100%	N=727
Arapahoe/Douglas Workforce Center (Employment Services)	3%	N=24	11%	N=81	10%	N=73	4%	N=27	72%	N=517	100%	N=723
Overall quality of Arapahoe County Services	5%	N=38	42%	N=302	32%	N=233	4%	N=32	16%	N=113	100%	N=717

Table 40: Question 8

With which of the following County departments and offices have you had contact (email, in-person or phone) in the last 12 months?	Percent	Number
I have not contacted the County	36%	N=250
Assessor	6%	N=43
Board of County Commissioners	1%	N=9
Clerk and Recorder (Elections, Driver’s license and Motor Vehicle)	50%	N=351
Community Resources (A/D Works!, Senior, Veteran Services)	5%	N=34
Coroner	1%	N=8
Courts	16%	N=113
District Attorney	3%	N=19
Human Resources	4%	N=28
Human Services	7%	N=50
Open Spaces	7%	N=51
Public Works and Development	7%	N=48
Sheriff	10%	N=72
Treasurer	6%	N=40
Tri-County Health	5%	N=38

Total may exceed 100% as respondents could select more than one answer.

Table 41: Question 9

If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received.	Percent	Number
Excellent	23%	N=100
Good	49%	N=211
Fair	20%	N=85
Poor	7%	N=29
Don't know/Not applicable	2%	N=9
Total	100%	N=435

Table 42: Question 10

Please rate the following categories of Arapahoe County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The overall direction that Arapahoe County is taking	6%	N=45	43%	N=304	18%	N=126	2%	N=17	31%	N=222	100%	N=714
The job Arapahoe County government does at welcoming citizen involvement	4%	N=29	18%	N=126	22%	N=155	10%	N=71	46%	N=327	100%	N=708
Overall confidence in Arapahoe County government	5%	N=35	37%	N=261	27%	N=190	8%	N=54	24%	N=169	100%	N=709
Generally acting in the best interest of the community	7%	N=51	32%	N=229	25%	N=175	8%	N=57	27%	N=193	100%	N=705
Being honest	5%	N=36	25%	N=176	22%	N=157	9%	N=64	39%	N=277	100%	N=711
Treating all residents fairly	5%	N=38	26%	N=181	24%	N=168	9%	N=65	36%	N=257	100%	N=709
Being responsive to residents	6%	N=39	24%	N=171	20%	N=144	8%	N=56	42%	N=295	100%	N=706
Being responsive to the business community	5%	N=33	19%	N=134	16%	N=110	3%	N=24	57%	N=406	100%	N=707
Informing residents about issues facing the community	5%	N=32	26%	N=185	19%	N=134	19%	N=135	31%	N=220	100%	N=706
Accessibility of Arapahoe County elected officials	3%	N=19	16%	N=111	16%	N=111	10%	N=73	55%	N=389	100%	N=702
Being open and transparent to the public	5%	N=35	17%	N=118	23%	N=165	13%	N=91	42%	N=297	100%	N=707
Giving residents a chance to express their views before making decisions	3%	N=22	17%	N=120	19%	N=131	11%	N=80	50%	N=354	100%	N=707

Table 43: Question 11

Align Arapahoe is Arapahoe County's path to continuous improvement and accountability through strategic planning and performance management. Please indicate how important, if at all, it is for the County to focus on each of the following:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Customer service excellence: Includes increasing public awareness and participation; online accessibility of County services; and citizen satisfaction	38%	N=272	36%	N=253	13%	N=91	1%	N=4	12%	N=87	100%	N=706
Employee development: Includes fostering employee engagement and training application	22%	N=158	35%	N=247	21%	N=151	2%	N=15	19%	N=135	100%	N=706
Safe community: Includes a focus on public safety and prevention; and emergency and disaster preparedness	58%	N=406	27%	N=190	7%	N=52	2%	N=11	6%	N=45	100%	N=704
Healthy and Vibrant County: Includes fostering a positive environment, such as parks and trails, water management, air quality and assisting vulnerable and aging populations	46%	N=323	39%	N=277	9%	N=64	0%	N=3	6%	N=40	100%	N=708
Healthy economic environment: Includes responsible use of taxpayers' money and the promotion of economic health	57%	N=401	29%	N=208	6%	N=42	0%	N=3	7%	N=53	100%	N=707
Process efficiencies improvements: Includes process improvements, such as wait times and customer service capabilities	30%	N=212	41%	N=288	19%	N=136	1%	N=8	9%	N=60	100%	N=703

Table 44: Question 12

Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months?	Percent	Number
No	65%	N=457
Yes	35%	N=241
Total	100%	N=698

Table 45: Question 13

Please rate the following aspects of the Arapahoe County website.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Appearance	15%	N=39	65%	N=171	15%	N=40	2%	N=7	2%	N=7	100%	N=264
Online information and services offered	17%	N=45	54%	N=144	20%	N=54	5%	N=13	3%	N=8	100%	N=264
Ease of navigation/Ability to find information	13%	N=34	42%	N=111	31%	N=81	11%	N=30	3%	N=8	100%	N=264
Search function	14%	N=37	46%	N=122	18%	N=48	11%	N=28	11%	N=29	100%	N=264
Contact information	17%	N=45	55%	N=144	20%	N=52	3%	N=7	6%	N=16	100%	N=264

Table 46: Question 14

Please rate your preference for receiving information about the Arapahoe County government from each of the following sources.	Strongly prefer		Somewhat prefer		Not at all prefer		Not applicable/don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Arapahoe County website (www.arapahoe.gov.com)	34%	N=244	32%	N=229	14%	N=102	20%	N=144	100%	N=720
Arapahoe County public meetings	9%	N=66	34%	N=242	30%	N=217	27%	N=190	100%	N=715
Arapahoe County brochures/publications	20%	N=144	43%	N=310	16%	N=116	21%	N=148	100%	N=717
Arapahoe County's Social Media (Facebook, Twitter, LinkedIn, etc.)	12%	N=84	24%	N=169	36%	N=255	29%	N=208	100%	N=715
News websites	21%	N=147	40%	N=288	17%	N=120	22%	N=158	100%	N=713
Arapahoe County Election website (www.arapahoevotes.com)	16%	N=115	35%	N=254	21%	N=148	28%	N=199	100%	N=715
Arapahoe/Douglas Works! website (www.adworks.org)	11%	N=79	28%	N=200	22%	N=153	39%	N=279	100%	N=711
Denver Post (print or online)	21%	N=152	31%	N=217	29%	N=205	19%	N=134	100%	N=708
Local newspapers (Aurora Sentinel, Centennial Citizen, Englewood Herald, Littleton Independent, I-70 Scout, Glendale Cherry Creek Chronicle, Villager Newspaper)	23%	N=161	38%	N=272	24%	N=169	16%	N=113	100%	N=715
Local TV or radio stations	31%	N=224	43%	N=308	14%	N=100	13%	N=92	100%	N=724
Word of mouth from family, friends or neighbors	20%	N=144	38%	N=274	22%	N=159	20%	N=143	100%	N=721

Table 47: Question 15

When thinking about why you choose to live in Arapahoe County, please rate how important, if at all, each of the following attributes is to you as it relates to Arapahoe County as a place to live.	Highly important		Moderately important		Not at all important		Total	
	%	N	%	N	%	N	%	N
Physical appearance of residential and commercial development in the County	63%	N=465	33%	N=242	3%	N=25	100%	N=733
Quality of neighborhoods	83%	N=611	16%	N=116	1%	N=9	100%	N=736
Convenience of shopping in the County	49%	N=362	46%	N=341	4%	N=32	100%	N=735
Employment opportunities	46%	N=338	33%	N=241	21%	N=152	100%	N=731
Access to transit	44%	N=320	38%	N=278	18%	N=136	100%	N=734
Ease of transportation	60%	N=444	33%	N=242	7%	N=50	100%	N=735
Open space/trails	54%	N=396	38%	N=279	8%	N=58	100%	N=733
Parks/playgrounds	53%	N=392	38%	N=281	8%	N=61	100%	N=734
Libraries	48%	N=352	41%	N=303	11%	N=81	100%	N=736
Sense of safety in the County	84%	N=616	15%	N=107	2%	N=13	100%	N=736
Schools	63%	N=460	21%	N=155	16%	N=119	100%	N=734

Table 48: Question 16

Please rate how important, if at all, each of the following is for Arapahoe County to address in the next year:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	52%	N=385	32%	N=238	11%	N=82	1%	N=9	3%	N=19	100%	N=734
Growth and development	26%	N=194	46%	N=339	22%	N=162	2%	N=18	3%	N=21	100%	N=733
Regional transportation and traffic congestion	39%	N=290	37%	N=269	21%	N=153	1%	N=6	2%	N=17	100%	N=735
Public health	28%	N=209	36%	N=268	28%	N=207	3%	N=22	4%	N=29	100%	N=734
Open space, parks and trail improvements	24%	N=177	35%	N=255	32%	N=233	5%	N=40	4%	N=29	100%	N=734
Air quality	32%	N=233	35%	N=257	25%	N=182	6%	N=41	3%	N=21	100%	N=734
Oil and Gas Development	17%	N=124	22%	N=162	29%	N=211	24%	N=177	8%	N=59	100%	N=733
Economic development and job creation	37%	N=268	36%	N=260	21%	N=155	1%	N=7	5%	N=36	100%	N=727
Services for seniors and the aging population	30%	N=222	34%	N=249	24%	N=179	4%	N=27	8%	N=58	100%	N=736
Mental health services	28%	N=205	30%	N=217	23%	N=165	5%	N=40	14%	N=103	100%	N=729
County government efficiencies	29%	N=214	39%	N=283	23%	N=164	3%	N=19	7%	N=49	100%	N=729
Services to provide effective and timely communication to citizens	31%	N=228	37%	N=272	25%	N=182	3%	N=23	4%	N=29	100%	N=733
Being prepared for unforeseen or natural disasters	39%	N=287	35%	N=258	21%	N=151	2%	N=13	3%	N=25	100%	N=735
Increased services on the County's website	19%	N=137	24%	N=174	35%	N=255	9%	N=66	14%	N=101	100%	N=733

Table 49: Question D1

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	10%	N=73
Somewhat positive	25%	N=182
Neutral	44%	N=322
Somewhat negative	16%	N=116
Very negative	5%	N=36
Total	100%	N=729

Table 50: Question D2

What community do you live in?	Percent	Number
Aurora	56%	N=413
Bow Mar	0%	N=1
Centennial	9%	N=64
Cherry Hills Village	1%	N=6
Columbine Valley	0%	N=1
Deer Trail	0%	N=1
Unincorporated Arapahoe County	12%	N=91
Englewood	7%	N=53
Foxfield	0%	N=1
Glendale	2%	N=18
Greenwood Village	3%	N=22
Littleton	8%	N=61
Sheridan	1%	N=4
Total	100%	N=735

Table 51: Question D3

What is your employment status?	Percent	Number
Working full time for pay	64%	N=465
Working part time for pay	9%	N=65
Unemployed, looking for paid work	4%	N=30
Unemployed, not looking for paid work	3%	N=25
Fully retired	20%	N=144
Total	100%	N=730

Table 52: Question D4

Do you work inside the boundaries of Arapahoe County?	Percent	Number
Yes, outside the home	35%	N=251
Yes, from home	7%	N=53
No	58%	N=412
Total	100%	N=716

Table 53: Question D5

How many years have you lived in Arapahoe County?	Percent	Number
Less than 2 years	17%	N=128
2 to 5 years	17%	N=123
6 to 10 years	16%	N=116
11 to 20 years	22%	N=165
More than 20 years	28%	N=203
Total	100%	N=735

Table 54: Question D6

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	43%	N=316
Building with two or more homes (duplex, townhome, apartment or condominium)	55%	N=404
Mobile home	0%	N=1
Other	1%	N=9
Total	100%	N=730

Table 55: Question D7

This house, apartment or mobile home is:	Percent	Number
Rented	35%	N=254
Owned	65%	N=474
Total	100%	N=728

Table 56: Question D8

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=24
\$300 to \$599 per month	11%	N=79
\$600 to \$999 per month	26%	N=190
\$1,000 to \$1,499 per month	32%	N=234
\$1,500 to \$2,499 per month	22%	N=158
\$2,500 or more per month	6%	N=40
Total	100%	N=725

Table 57: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=499
Yes	32%	N=237
Total	100%	N=736

Table 58: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=553
Yes	25%	N=181
Total	100%	N=734

Table 59: Question D11

How much do you anticipate your household’s total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	16%	N=117
\$25,000 to \$49,999	28%	N=201
\$50,000 to \$99,999	31%	N=221
\$100,000 to \$149,999	15%	N=108
\$150,000 or more	10%	N=69
Total	100%	N=717

Table 60: Question D12

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	87%	N=628
Yes, I consider myself to be Spanish, Hispanic or Latino	13%	N=97
Total	100%	N=725

Table 61: Question D13

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=14
Asian, Asian Indian or Pacific Islander	5%	N=34
Black or African American	8%	N=57
White	79%	N=573
Other	10%	N=72

Total may exceed 100% as respondents could select more than one answer.

Table 62: Question D14

In which category is your age?	Percent	Number
18 to 24 years	3%	N=20
25 to 34 years	27%	N=198
35 to 44 years	15%	N=110
45 to 54 years	24%	N=174
55 to 64 years	11%	N=80
65 to 74 years	13%	N=93
75 years or older	8%	N=57
Total	100%	N=732

Table 63: Question D15

What is your sex?	Percent	Number
Female	53%	N=387
Male	47%	N=345
Total	100%	N=731

Table 64: Question D16

Do you consider a cell phone or land line your primary telephone number?	Percent	Number
Cell	61%	N=443
Land line	25%	N=183
Both	14%	N=106
Total	100%	N=732

Appendix B: Survey Results by Demographic and Geographic Groups

DEMOGRAPHIC CROSSTABULATIONS

The following pages contain breakdowns of the survey results by demographic subgroups within Arapahoe County. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$).

Table 65: Question 1 Ratings by Demographic Characteristics

Please rate each of the following aspects of quality of life in Arapahoe County: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Arapahoe County as a place to live	77%	81%	89%	73%	87%	76%	81%	89%	82%	81%	78%	81%	91%	82%
Your neighborhood as a place to live	80%	72%	79%	71%	80%	82%	72%	78%	76%	78%	74%	72%	85%	77%
Arapahoe County as a place to raise children	73%	75%	83%	67%	81%	75%	74%	81%	77%	76%	72%	75%	86%	77%
Arapahoe County as a place to work	71%	69%	77%	66%	76%	73%	69%	75%	72%	73%	68%	71%	83%	72%
Arapahoe County as a place to visit	52%	54%	59%	51%	57%	41%	59%	64%	60%	50%	52%	55%	60%	55%
Arapahoe County as a place to retire	59%	54%	62%	53%	61%	50%	55%	68%	62%	54%	56%	59%	61%	58%
The overall quality of life in Arapahoe County	72%	77%	82%	67%	82%	73%	76%	82%	80%	74%	72%	78%	86%	77%

Table 66: Question 2 Ratings by Demographic Characteristics

Please rate each of the following characteristics as they relate to Arapahoe County as a whole: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Overall feeling of safety in Arapahoe County	64%	67%	76%	60%	74%	65%	65%	75%	67%	70%	65%	66%	79%	68%
Overall ease of getting to the places you usually have to visit	68%	66%	66%	66%	67%	62%	65%	75%	69%	64%	68%	67%	66%	67%
Overall design of buildings in Arapahoe County	56%	65%	72%	56%	68%	58%	62%	73%	65%	63%	60%	67%	68%	64%
Health and wellness opportunities in Arapahoe County	69%	72%	75%	68%	74%	68%	71%	77%	73%	71%	68%	74%	76%	72%
Overall economic health of Arapahoe County	64%	61%	69%	59%	68%	57%	67%	70%	63%	67%	56%	64%	80%	64%
Overall image or reputation of Arapahoe County	57%	62%	75%	57%	68%	52%	66%	74%	62%	67%	62%	66%	69%	64%

Table 67: Question 3 Ratings by Demographic Characteristics

Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat" likely)	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Recommend living in Arapahoe County to someone who asks	87%	89%	88%	85%	90%	90%	86%	89%	89%	87%	89%	84%	91%	88%
Remain in Arapahoe County for the next five years	76%	87%	89%	68%	92%	77%	83%	91%	87%	80%	80%	84%	90%	84%

Table 68: Question 4 Ratings by Demographic Characteristics

Please rate each of the following characteristics as they relate to Arapahoe County as a whole: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Ease of travel by car in Arapahoe County	68%	67%	66%	68%	67%	66%	63%	74%	70%	64%	69%	67%	65%	67%
Ease of travel by bicycle in Arapahoe County	60%	59%	56%	55%	61%	50%	65%	60%	55%	61%	50%	69%	65%	58%
Availability of paths and walking trails	66%	69%	73%	65%	71%	59%	71%	77%	71%	67%	62%	81%	69%	69%
Air quality	69%	74%	74%	64%	77%	70%	72%	74%	72%	72%	69%	72%	80%	72%
Overall appearance of Arapahoe County	71%	68%	72%	65%	73%	67%	66%	78%	70%	71%	69%	69%	75%	70%
Variety of housing options	54%	68%	64%	43%	73%	60%	59%	70%	63%	62%	56%	65%	69%	62%
Availability of affordable quality food	67%	67%	70%	59%	72%	64%	65%	76%	69%	67%	59%	74%	76%	68%

Please rate each of the following characteristics as they relate to Arapahoe County as a whole: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Availability of affordable quality health care	62%	66%	66%	57%	69%	60%	63%	73%	62%	68%	57%	68%	79%	65%
Availability of affordable quality mental health care	66%	49%	56%	56%	56%	52%	55%	61%	55%	59%	51%	61%	64%	56%
Employment opportunities	54%	49%	50%	48%	53%	54%	48%	51%	54%	48%	44%	54%	63%	51%
Shopping opportunities	73%	73%	78%	64%	80%	68%	75%	79%	73%	76%	69%	76%	82%	74%
Cost of living in Arapahoe County	42%	45%	49%	31%	54%	43%	47%	46%	46%	45%	41%	51%	47%	46%
Overall quality of business and service establishments in Arapahoe County	73%	65%	72%	65%	72%	71%	66%	74%	69%	72%	65%	70%	79%	70%
Overall quality of new development in Arapahoe County (including residential and commercial)	70%	63%	66%	64%	67%	77%	60%	63%	67%	65%	63%	65%	73%	66%
Openness and acceptance of the community toward people of diverse backgrounds	69%	64%	67%	65%	68%	69%	65%	67%	67%	66%	60%	71%	73%	67%

Table 69: Question 5 Ratings by Demographic Characteristics

Please indicate whether or not you have done each of the following in the last 12 months. (Percent "yes")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Attended an event at the Arapahoe County Fairgrounds and Regional Park	13%	20%	16%	19%	15%	20%	21%	8%	17%	15%	15%	18%	17%	16%
Used bus or other public transportation instead of driving	38%	46%	39%	51%	36%	49%	41%	36%	42%	41%	48%	39%	35%	41%
Carpooled with other adults or children instead of driving alone	54%	51%	45%	60%	46%	68%	51%	35%	57%	44%	54%	45%	50%	51%
Walked or biked instead of driving	60%	60%	50%	69%	51%	71%	55%	47%	56%	58%	62%	56%	53%	57%
Made efforts to conserve water	80%	84%	89%	78%	87%	82%	81%	90%	88%	79%	85%	78%	88%	84%
Made efforts to make your home more energy efficient	75%	72%	79%	70%	77%	80%	70%	77%	77%	72%	74%	70%	81%	75%
Stocked supplies in preparation for an emergency	32%	37%	40%	31%	38%	36%	33%	40%	36%	36%	40%	34%	29%	36%

Table 70: Question 6 Ratings by Demographic Characteristics

How familiar are you, if at all, with each of the following events and activities in Arapahoe County? (Percent "I have done this" or "I know about this or how to do it but have not done this")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Arapahoe County Fair	41%	72%	74%	45%	71%	45%	67%	72%	65%	58%	55%	67%	65%	62%
17 Mile House Fall Festival	13%	28%	35%	22%	26%	11%	25%	38%	27%	22%	28%	24%	19%	25%
Prescription Drug Take Back Day	35%	50%	64%	41%	53%	36%	50%	59%	49%	49%	48%	56%	42%	49%
Sheriff's Office Prescription Drug Drop Off Box	17%	34%	39%	27%	31%	19%	30%	39%	25%	34%	34%	26%	26%	30%
Shred-a-thon	34%	56%	64%	38%	57%	27%	55%	67%	50%	51%	51%	52%	45%	50%
Adopt-a-Family holiday program	17%	36%	36%	27%	30%	24%	27%	38%	33%	26%	31%	29%	24%	29%
The Collaborative Foster Care Program of Arapahoe, Douglas and Jefferson Counties	7%	22%	21%	14%	17%	6%	20%	23%	17%	16%	19%	17%	13%	17%
Serve on an Arapahoe County Board or Committee	16%	37%	39%	23%	35%	20%	33%	39%	33%	29%	28%	31%	35%	31%
Volunteer with Arapahoe County government	19%	38%	40%	26%	35%	26%	30%	41%	32%	32%	33%	32%	29%	32%
Provide input into Arapahoe County government	23%	45%	42%	30%	40%	29%	36%	46%	37%	37%	34%	40%	39%	37%
Elections	71%	89%	91%	72%	89%	76%	84%	89%	85%	81%	79%	87%	84%	83%

Table 71: Question 7 Ratings by Demographic Characteristics

Please rate the quality of each of the following services provided by Arapahoe County: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Sheriff Services	62%	71%	82%	59%	79%	67%	69%	83%	76%	69%	73%	74%	70%	72%
Tri-County Health Department Services	65%	74%	80%	63%	80%	66%	74%	83%	75%	73%	72%	79%	74%	74%
Arapahoe County parks, trails and open space	87%	81%	87%	84%	85%	88%	79%	89%	86%	84%	82%	85%	90%	85%
Arapahoe County Fairgrounds	67%	68%	77%	67%	73%	67%	69%	78%	66%	77%	75%	69%	70%	71%
Courts	53%	59%	72%	50%	67%	53%	60%	71%	61%	63%	54%	68%	73%	62%
CSU Extension and 4-H Services	59%	53%	81%	46%	75%	39%	70%	73%	63%	68%	53%	74%	85%	64%
Child Support Services	46%	38%	50%	47%	44%	27%	44%	59%	36%	53%	47%	42%	44%	44%
Child Protection Services	48%	40%	42%	42%	43%	22%	46%	53%	33%	53%	46%	37%	45%	43%
Adult Protection Services	50%	50%	44%	43%	52%	38%	52%	51%	34%	62%	49%	49%	46%	48%
Food, Medical and Financial Assistance	46%	45%	58%	47%	51%	42%	49%	57%	44%	52%	47%	50%	56%	48%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	55%	60%	64%	52%	65%	52%	61%	67%	53%	68%	60%	56%	69%	60%
Senior Services	75%	56%	60%	58%	64%	51%	53%	72%	63%	62%	59%	71%	57%	61%
Veterans Services	54%	57%	51%	47%	58%	50%	53%	59%	44%	63%	56%	49%	54%	55%
Elections and Voter Registration	87%	77%	85%	75%	86%	82%	79%	87%	83%	82%	77%	84%	92%	82%
Property and Tax Information	61%	69%	77%	53%	74%	68%	63%	79%	72%	68%	65%	74%	73%	70%
Legal Document Recording and Searching	64%	71%	72%	52%	77%	72%	65%	72%	68%	71%	68%	66%	79%	69%

Please rate the quality of each of the following services provided by Arapahoe County: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Licenses and Permits (motor vehicle, driver's license and marriage)	62%	67%	68%	60%	69%	61%	62%	76%	67%	65%	67%	66%	65%	66%
Arapahoe/Douglas Workforce Center (Employment Services)	49%	46%	61%	40%	60%	47%	49%	58%	46%	55%	50%	48%	62%	51%
Overall quality of Arapahoe County Services	48%	56%	64%	44%	62%	44%	56%	69%	57%	55%	49%	63%	62%	56%

Table 72: Question 9 Ratings by Demographic Characteristics

If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received. (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received.	67%	75%	79%	63%	79%	76%	64%	84%	74%	72%	67%	76%	84%	73%

Table 73: Question 10 Ratings by Demographic Characteristics

Please rate the following categories of Arapahoe County government performance: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
The overall direction that Arapahoe County is taking	65%	71%	76%	58%	77%	68%	69%	76%	75%	66%	65%	74%	78%	71%
The job Arapahoe County government does at welcoming citizen involvement	32%	47%	43%	38%	42%	31%	41%	53%	44%	38%	39%	47%	39%	41%
Overall confidence in Arapahoe County government	47%	55%	62%	51%	57%	50%	52%	63%	58%	52%	52%	60%	56%	55%
Generally acting in the best interest of the community	46%	59%	56%	44%	59%	45%	56%	63%	57%	52%	49%	62%	58%	55%
Being honest	32%	56%	54%	37%	55%	40%	49%	58%	50%	48%	43%	56%	56%	49%
Treating all residents fairly	37%	52%	55%	35%	55%	45%	47%	54%	51%	47%	44%	54%	53%	48%
Being responsive to residents	49%	55%	48%	43%	55%	48%	49%	57%	53%	50%	47%	58%	54%	51%
Being responsive to the business community	57%	61%	46%	47%	59%	57%	53%	57%	52%	59%	52%	57%	70%	55%
Informing residents about issues facing the community	35%	49%	48%	27%	53%	35%	42%	59%	45%	45%	41%	48%	51%	45%
Accessibility of Arapahoe County elected officials	41%	39%	45%	36%	44%	42%	35%	50%	45%	38%	42%	43%	45%	41%
Being open and transparent to the public	31%	38%	42%	31%	41%	30%	40%	44%	34%	41%	33%	40%	47%	37%

Please rate the following categories of Arapahoe County government performance: (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Giving residents a chance to express their views before making decisions	50%	36%	39%	37%	43%	43%	32%	48%	39%	42%	41%	39%	45%	40%

Table 74: Question 11 Ratings by Demographic Characteristics

Align Arapahoe is Arapahoe County's path to continuous improvement and accountability through strategic planning and performance management. Please indicate how important, if at all, it is for the County to focus on each of the following: (Percent "essential" or "very important")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Customer service excellence: Includes increasing public awareness and participation; online accessibility of County services; and citizen satisfaction	88%	85%	80%	87%	83%	88%	81%	86%	85%	84%	86%	87%	79%	85%
Employee development: Includes fostering employee engagement and training application	77%	71%	63%	71%	71%	72%	68%	75%	75%	66%	76%	67%	67%	71%
Safe community: Includes a focus on public safety and prevention; and emergency and disaster preparedness	92%	88%	93%	88%	92%	94%	87%	91%	92%	88%	86%	93%	95%	90%

Align Arapahoe is Arapahoe County's path to continuous improvement and accountability through strategic planning and performance management. Please indicate how important, if at all, it is for the County to focus on each of the following: (Percent "essential" or "very important")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
	Healthy and Vibrant County: Includes fostering a positive environment, such as parks and trails, water management, air quality and assisting vulnerable and aging populations	91%	89%	89%	87%	91%	92%	88%	90%	91%	88%	87%	95%	
Healthy economic environment: Includes responsible use of taxpayers' money and the promotion of economic health	95%	92%	92%	90%	94%	95%	93%	92%	94%	93%	89%	97%	96%	93%
Process efficiencies improvements: Includes process improvements, such as wait times and customer service capabilities	77%	78%	78%	81%	75%	78%	75%	80%	82%	72%	80%	82%	70%	78%

Table 75: Question 12 Ratings by Demographic Characteristics

Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months? (Percent "yes")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months?	33%	37%	34%	26%	40%	39%	37%	28%	36%	33%	29%	40%	39%	35%

Table 76: Question 13 Ratings by Demographic Characteristics

Please rate the following aspects of the Arapahoe County website. (Percent "excellent" or "good")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Appearance	78%	84%	84%	76%	84%	76%	81%	92%	84%	80%	88%	85%	73%	82%
Online information and services offered	74%	71%	78%	58%	80%	68%	73%	85%	75%	73%	70%	77%	77%	74%
Ease of navigation/Ability to find information	54%	52%	70%	42%	63%	49%	59%	65%	58%	55%	53%	64%	54%	57%
Search function	72%	67%	65%	63%	69%	69%	67%	69%	67%	68%	64%	74%	67%	68%
Contact information	83%	72%	76%	73%	78%	81%	75%	73%	73%	81%	70%	86%	77%	76%

Table 77: Question 14 Ratings by Demographic Characteristics

Please rate your preference for receiving information about the Arapahoe County government from each of the following sources. (Percent "strongly" or "somewhat" prefer)	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Arapahoe County website (www.arapahoegov.com)	92%	75%	80%	83%	82%	86%	84%	77%	85%	80%	77%	90%	83%	82%
Arapahoe County public meetings	53%	60%	63%	56%	59%	48%	59%	70%	59%	58%	63%	52%	59%	59%
Arapahoe County brochures/publications	80%	78%	81%	83%	78%	82%	76%	81%	81%	78%	85%	81%	69%	80%
Arapahoe County's Social Media (Facebook, Twitter, LinkedIn, etc.)	61%	41%	48%	67%	41%	60%	52%	31%	54%	45%	53%	50%	44%	50%
News websites	89%	72%	73%	83%	76%	85%	78%	70%	79%	78%	74%	77%	85%	78%
Arapahoe County Election website (www.arapahoevotes.com)	70%	71%	72%	68%	73%	65%	75%	74%	73%	70%	64%	71%	81%	71%
Arapahoe/Douglas Works! website (www.adworks.org)	70%	62%	61%	71%	61%	65%	68%	59%	67%	62%	69%	65%	59%	65%
Denver Post (print or online)	62%	65%	65%	60%	66%	62%	60%	72%	68%	60%	67%	62%	63%	64%
Local newspapers (Aurora Sentinel, Centennial Citizen, Englewood Herald, Littleton Independent, I-70 Scout, Glendale Cherry Creek Chronicle, Villager Newspaper)	66%	75%	75%	67%	74%	67%	68%	81%	72%	71%	78%	71%	62%	72%
Local TV or radio stations	86%	84%	82%	82%	85%	85%	82%	86%	87%	80%	85%	84%	81%	84%
Word of mouth from family, friends or neighbors	79%	71%	67%	77%	70%	82%	69%	67%	71%	73%	81%	66%	68%	72%

Table 78: Question 15 Ratings by Demographic Characteristics

When thinking about why you choose to live in Arapahoe County, please rate how important, if at all, each of the following attributes is to you as it relates to Arapahoe County as a place to live. (Percent "highly" or "moderately" important)	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Physical appearance of residential and commercial development in the County	96%	97%	97%	94%	98%	96%	97%	97%	99%	94%	96%	97%	97%	97%
Quality of neighborhoods	98%	99%	99%	98%	99%	100%	98%	98%	99%	98%	98%	99%	100%	99%
Convenience of shopping in the County	96%	95%	95%	96%	95%	97%	95%	95%	97%	95%	96%	97%	94%	96%
Employment opportunities	78%	81%	78%	86%	75%	87%	84%	67%	75%	84%	83%	77%	76%	79%
Access to transit	81%	82%	80%	84%	80%	86%	78%	81%	82%	81%	88%	78%	74%	82%
Ease of transportation	92%	95%	92%	93%	94%	96%	95%	90%	95%	92%	92%	97%	92%	93%
Open space/trails	95%	91%	89%	92%	92%	99%	92%	85%	92%	93%	89%	92%	96%	92%
Parks/playgrounds	92%	91%	93%	93%	91%	98%	92%	86%	91%	92%	90%	93%	94%	92%
Libraries	87%	89%	91%	86%	90%	89%	88%	91%	91%	87%	90%	88%	88%	89%
Sense of safety in the County	97%	99%	99%	97%	99%	100%	97%	99%	98%	98%	97%	100%	100%	98%
Schools	76%	86%	90%	80%	86%	82%	87%	82%	79%	90%	84%	82%	87%	84%

Table 79: Question 16 Ratings by Demographic Characteristics

Please rate how important, if at all, each of the following is for Arapahoe County to address in the next year: (Percent "essential" or "very important")	Length of Residency			Rent or own		Age			Sex		Household Income			Overall
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	18-34	35-54	55+	Female	Male	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Crime	83%	86%	92%	85%	88%	81%	86%	94%	91%	82%	88%	87%	85%	87%
Growth and development	75%	73%	76%	75%	74%	70%	76%	77%	75%	75%	76%	73%	75%	75%
Regional transportation and traffic congestion	72%	80%	82%	75%	79%	69%	79%	84%	77%	78%	78%	79%	77%	78%
Public health	65%	67%	71%	71%	65%	62%	63%	78%	72%	62%	77%	62%	57%	68%
Open space, parks and trail improvements	59%	66%	57%	65%	59%	60%	56%	68%	67%	55%	66%	63%	49%	61%
Air quality	64%	74%	67%	70%	68%	61%	66%	79%	72%	65%	76%	70%	54%	69%
Oil and Gas Development	35%	45%	48%	41%	43%	32%	40%	54%	41%	43%	48%	38%	36%	43%
Economic development and job creation	76%	77%	76%	84%	72%	77%	75%	77%	77%	75%	85%	70%	68%	76%
Services for seniors and the aging population	63%	72%	74%	67%	70%	60%	62%	86%	77%	61%	79%	68%	53%	70%
Mental health services	66%	71%	63%	71%	65%	65%	64%	74%	76%	57%	75%	65%	55%	67%
County government efficiencies	76%	69%	75%	76%	71%	72%	67%	81%	77%	69%	77%	70%	69%	73%
Services to provide effective and timely communication to citizens	72%	73%	66%	76%	68%	72%	66%	75%	73%	69%	76%	66%	66%	71%
Being prepared for unforeseen or natural disasters	76%	79%	75%	79%	76%	73%	77%	80%	80%	73%	81%	75%	73%	77%
Increased services on the County's website	54%	48%	44%	51%	48%	56%	47%	46%	53%	46%	48%	48%	57%	49%

GEOGRAPHIC CROSTABULATIONS

The following pages contain breakdowns of the survey results by Ward within Arapahoe County. Where differences between subgroups are statistically significant, they are shaded grey (statistically significant differences of $p > .05$).

Table 80: Question 1 Ratings by Area

Please rate each of the following aspects of quality of life in Arapahoe County: (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Arapahoe County as a place to live	81%	88%	83%	91%	83%	86%	66%	82%
Your neighborhood as a place to live	75%	85%	82%	88%	84%	72%	58%	77%
Arapahoe County as a place to raise children	74%	89%	83%	85%	80%	77%	57%	77%
Arapahoe County as a place to work	71%	76%	74%	82%	73%	78%	52%	72%
Arapahoe County as a place to visit	54%	61%	56%	61%	54%	59%	44%	55%
Arapahoe County as a place to retire	57%	63%	59%	60%	63%	68%	41%	58%
The overall quality of life in Arapahoe County	75%	85%	79%	87%	81%	82%	57%	77%

Table 81: Question 2 Ratings by Area

Please rate each of the following characteristics as they relate to Arapahoe County as a whole: (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Overall feeling of safety in Arapahoe County	66%	78%	70%	75%	75%	67%	55%	68%
Overall ease of getting to the places you usually have to visit	66%	71%	72%	70%	65%	67%	58%	67%
Overall design of buildings in Arapahoe County	64%	63%	67%	69%	67%	63%	53%	64%
Health and wellness opportunities in Arapahoe County	70%	79%	75%	79%	71%	78%	56%	72%
Overall economic health of Arapahoe County	62%	78%	69%	75%	67%	72%	39%	64%
Overall image or reputation of Arapahoe County	63%	70%	68%	70%	66%	73%	46%	64%

Table 82: Question 3 Ratings by Area

Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat" likely)	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Recommend living in Arapahoe County to someone who asks	88%	90%	93%	93%	89%	89%	76%	88%
Remain in Arapahoe County for the next five years	84%	86%	88%	91%	84%	82%	75%	84%

Table 83: Question 4 Ratings by Area

Please rate each of the following characteristics as they relate to Arapahoe County as a whole: (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Ease of travel by car in Arapahoe County	66%	73%	65%	68%	68%	70%	65%	67%
Ease of travel by bicycle in Arapahoe County	55%	76%	56%	59%	57%	72%	48%	58%
Availability of paths and walking trails	67%	78%	70%	64%	68%	84%	60%	69%
Air quality	72%	75%	79%	81%	76%	73%	52%	72%
Overall appearance of Arapahoe County	68%	79%	68%	77%	71%	75%	61%	70%
Variety of housing options	63%	61%	63%	67%	69%	68%	46%	62%
Availability of affordable quality food	67%	72%	63%	74%	68%	72%	62%	68%
Availability of affordable quality health care	65%	66%	70%	72%	64%	68%	50%	65%
Availability of affordable quality mental health care	57%	55%	55%	64%	54%	62%	48%	56%
Employment opportunities	51%	52%	44%	63%	47%	57%	45%	51%
Shopping opportunities	73%	78%	76%	91%	74%	76%	55%	74%
Cost of living in Arapahoe County	46%	44%	49%	49%	47%	46%	37%	46%
Overall quality of business and service establishments in Arapahoe County	69%	74%	76%	80%	73%	65%	55%	70%
Overall quality of new development in Arapahoe County (including residential and commercial)	68%	59%	71%	74%	68%	57%	59%	66%
Openness and acceptance of the community toward people of diverse backgrounds	66%	68%	61%	73%	63%	69%	66%	67%

Table 84: Question 5 Ratings by Area

Please indicate whether or not you have done each of the following in the last 12 months. (Percent "yes")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Attended an event at the Arapahoe County Fairgrounds and Regional Park	15%	21%	15%	22%	26%	10%	9%	16%
Used bus or other public transportation instead of driving	41%	45%	44%	43%	35%	48%	37%	41%
Carpooled with other adults or children instead of driving alone	51%	50%	48%	49%	51%	47%	59%	51%
Walked or biked instead of driving	55%	65%	62%	55%	45%	60%	63%	57%
Made efforts to conserve water	84%	82%	83%	90%	79%	80%	88%	84%
Made efforts to make your home more energy efficient	75%	77%	79%	76%	68%	76%	75%	75%
Stocked supplies in preparation for an emergency	37%	32%	29%	34%	36%	40%	41%	36%

Table 85: Question 6 Ratings by Area

How familiar are you, if at all, with each of the following events and activities in Arapahoe County? (Percent "I have done this" or "I know about this or how to do it but have not done this")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Arapahoe County Fair	65%	47%	64%	70%	65%	59%	52%	62%
17 Mile House Fall Festival	24%	25%	21%	29%	16%	31%	25%	25%
Prescription Drug Take Back Day	50%	45%	55%	48%	42%	56%	43%	49%
Sheriff's Office Prescription Drug Drop Off Box	30%	30%	33%	32%	22%	32%	28%	30%
Shred-a-thon	52%	45%	51%	59%	51%	48%	44%	50%
Adopt-a-Family holiday program	28%	33%	30%	35%	29%	28%	25%	29%
The Collaborative Foster Care Program of Arapahoe, Douglas and Jefferson Counties	18%	14%	20%	16%	14%	19%	15%	17%
Serve on an Arapahoe County Board or Committee	33%	21%	35%	39%	23%	26%	30%	31%
Volunteer with Arapahoe County government	34%	21%	38%	35%	24%	27%	36%	32%
Provide input into Arapahoe County government	38%	31%	47%	40%	27%	30%	40%	37%
Elections	85%	78%	89%	87%	84%	82%	74%	83%

Table 86: Question 7 Ratings by Area

Please rate the quality of each of the following services provided by Arapahoe County: (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Sheriff Services	72%	71%	87%	71%	61%	73%	68%	72%
Tri-County Health Department Services	74%	73%	77%	81%	72%	75%	68%	74%
Arapahoe County parks, trails and open space	84%	86%	90%	90%	81%	87%	75%	85%
Arapahoe County Fairgrounds	69%	78%	80%	66%	75%	78%	54%	71%
Courts	61%	68%	71%	69%	68%	57%	43%	62%
CSU Extension and 4-H Services	65%	63%	82%	81%	54%	57%	48%	64%
Child Support Services	44%	46%	57%	28%	46%	51%	36%	44%
Child Protection Services	42%	47%	44%	30%	44%	57%	37%	43%
Adult Protection Services	46%	59%	53%	34%	48%	66%	38%	48%
Food, Medical and Financial Assistance	49%	43%	60%	53%	42%	44%	42%	48%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	57%	76%	57%	64%	64%	65%	49%	60%
Senior Services	61%	61%	58%	61%	65%	64%	62%	61%
Veterans Services	56%	45%	59%	48%	70%	60%	37%	55%
Elections and Voter Registration	82%	81%	83%	90%	83%	80%	73%	82%
Property and Tax Information	70%	67%	76%	73%	66%	65%	67%	70%
Legal Document Recording and Searching	68%	74%	74%	73%	67%	68%	61%	69%
Licenses and Permits (motor vehicle, driver's license and marriage)	64%	75%	79%	63%	62%	69%	56%	66%
Arapahoe/Douglas Workforce Center (Employment Services)	50%	54%	56%	54%	65%	45%	38%	51%
Overall quality of Arapahoe County Services	54%	66%	57%	60%	59%	61%	45%	56%

Table 87: Question 9 Ratings by Area

If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received. (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received.	72%	78%	81%	79%	67%	74%	63%	73%

Table 88: Question 10 Ratings by Area

Please rate the following categories of Arapahoe County government performance: (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
The overall direction that Arapahoe County is taking	71%	70%	73%	81%	69%	72%	59%	71%
The job Arapahoe County government does at welcoming citizen involvement	41%	39%	44%	37%	41%	34%	46%	41%
Overall confidence in Arapahoe County government	54%	57%	57%	55%	58%	48%	55%	55%
Generally acting in the best interest of the community	54%	57%	58%	55%	58%	53%	49%	55%
Being honest	48%	53%	50%	56%	56%	44%	37%	49%
Treating all residents fairly	48%	52%	42%	52%	58%	54%	38%	48%
Being responsive to residents	51%	53%	49%	49%	55%	47%	55%	51%
Being responsive to the business community	56%	49%	53%	56%	62%	45%	57%	55%
Informing residents about issues facing the community	46%	41%	43%	45%	51%	41%	43%	45%
Accessibility of Arapahoe County elected officials	42%	38%	47%	40%	37%	30%	52%	41%
Being open and transparent to the public	37%	40%	37%	45%	44%	30%	30%	37%
Giving residents a chance to express their views before making decisions	41%	38%	39%	44%	53%	32%	34%	40%

Table 8g: Question 11 Ratings by Area

Align Arapahoe is Arapahoe County's path to continuous improvement and accountability through strategic planning and performance management. Please indicate how important, if at all, it is for the County to focus on each of the following: (Percent "essential" or "very important")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Customer service excellence: Includes increasing public awareness and participation; online accessibility of County services; and citizen satisfaction	84%	86%	88%	86%	79%	81%	89%	85%
Employee development: Includes fostering employee engagement and training application	71%	73%	71%	61%	68%	74%	81%	71%
Safe community: Includes a focus on public safety and prevention; and emergency and disaster preparedness	91%	87%	90%	92%	91%	89%	91%	90%
Healthy and Vibrant County: Includes fostering a positive environment, such as parks and trails, water management, air quality and assisting vulnerable and aging populations	90%	90%	93%	90%	89%	89%	88%	90%
Healthy economic environment: Includes responsible use of taxpayers' money and the promotion of economic health	93%	95%	90%	96%	96%	90%	94%	93%
Process efficiencies improvements: Includes process improvements, such as wait times and customer service capabilities	78%	78%	78%	75%	67%	84%	85%	78%

Table 9g: Question 12 Ratings by Area

Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months? (Percent "yes")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months?	35%	33%	31%	42%	42%	34%	26%	35%

Table 91: Question 13 Ratings by Area

Please rate the following aspects of the Arapahoe County website. (Percent "excellent" or "good")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Appearance	82%	81%	93%	78%	77%	81%	83%	82%
Online information and services offered	76%	66%	83%	71%	65%	76%	79%	74%
Ease of navigation/Ability to find information	60%	42%	72%	53%	52%	56%	53%	57%
Search function	68%	63%	75%	68%	60%	66%	71%	68%
Contact information	75%	82%	70%	76%	79%	75%	82%	76%

Table 92: Question 14 Ratings by Area

Please rate your preference for receiving information about the Arapahoe County government from each of the following sources. (Percent "strongly" or "somewhat" prefer)	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Arapahoe County website (www.arapahoegov.com)	82%	81%	75%	77%	84%	85%	92%	82%
Arapahoe County public meetings	59%	57%	60%	47%	45%	69%	76%	59%
Arapahoe County brochures/publications	78%	89%	84%	77%	67%	86%	84%	80%
Arapahoe County's Social Media (Facebook, Twitter, LinkedIn, etc.)	53%	36%	42%	37%	51%	50%	73%	50%
News websites	77%	85%	69%	77%	85%	83%	79%	78%
Arapahoe County Election website (www.arapahoevotes.com)	70%	76%	70%	75%	67%	75%	69%	71%
Arapahoe/Douglas Works! website (www.adworks.org)	65%	65%	66%	57%	55%	66%	77%	65%
Denver Post (print or online)	62%	73%	55%	70%	61%	74%	63%	64%
Local newspapers (Aurora Sentinel, Centennial Citizen, Englewood Herald, Littleton Independent, I-70 Scout, Glendale Cherry Creek Chronicle, Villager Newspaper)	72%	71%	75%	70%	58%	79%	78%	72%
Local TV or radio stations	85%	78%	85%	85%	77%	83%	90%	84%
Word of mouth from family, friends or neighbors	75%	60%	77%	67%	69%	69%	79%	72%

Table 93: Question 15 Ratings by Area

When thinking about why you choose to live in Arapahoe County, please rate how important, if at all, each of the following attributes is to you as it relates to Arapahoe County as a place to live. (Percent "highly" or "moderately" important)	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Physical appearance of residential and commercial development in the County	97%	93%	99%	94%	100%	96%	93%	97%
Quality of neighborhoods	99%	100%	100%	99%	100%	99%	97%	99%
Convenience of shopping in the County	95%	97%	94%	97%	95%	97%	96%	96%
Employment opportunities	80%	74%	83%	74%	80%	81%	78%	79%
Access to transit	81%	83%	84%	81%	73%	87%	82%	82%
Ease of transportation	94%	89%	92%	92%	95%	95%	93%	93%
Open space/trails	92%	92%	95%	90%	94%	94%	87%	92%
Parks/playgrounds	92%	89%	93%	88%	97%	93%	88%	92%
Libraries	89%	88%	92%	82%	95%	96%	80%	89%
Sense of safety in the County	98%	99%	98%	99%	100%	100%	95%	98%
Schools	84%	82%	86%	83%	90%	87%	73%	84%

Table 94: Question 16 Ratings by Area

Please rate how important, if at all, each of the following is for Arapahoe County to address in the next year: (Percent "essential" or "very important")	Incorporated vs. Unincorporated		Commissioner District					Overall
	Incorporated	Unincorporated	1	2	3	4	5	
Crime	88%	85%	83%	87%	90%	88%	88%	87%
Growth and development	76%	71%	71%	76%	78%	71%	79%	75%
Regional transportation and traffic congestion	80%	68%	79%	83%	74%	73%	80%	78%
Public health	68%	65%	72%	59%	59%	68%	79%	68%
Open space, parks and trail improvements	61%	64%	65%	62%	53%	66%	60%	61%
Air quality	69%	69%	70%	63%	61%	73%	77%	69%
Oil and Gas Development	43%	41%	43%	39%	45%	41%	45%	43%
Economic development and job creation	79%	66%	78%	68%	76%	74%	86%	76%
Services for seniors and the aging population	70%	66%	73%	59%	64%	79%	72%	70%
Mental health services	69%	59%	77%	56%	57%	71%	75%	67%
County government efficiencies	71%	80%	69%	80%	69%	76%	71%	73%
Services to provide effective and timely communication to citizens	70%	76%	75%	70%	65%	71%	73%	71%
Being prepared for unforeseen or natural disasters	77%	74%	78%	70%	78%	77%	82%	77%
Increased services on the County's website	48%	53%	50%	52%	48%	39%	56%	49%

Appendix C: Benchmark Comparisons

UNDERSTANDING THE BENCHMARK COMPARISONS

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national comparisons, a community is left with comparing its library rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. More illuminating is how residents’ ratings of libraries compare to opinions about libraries in other communities and to resident ratings over time.

A sheriff’s office that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the county rate sheriff services lower than ratings given by residents in other communities with objectively “worse” departments. Benchmark data can help that sheriff’s office – or any department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

COMPARISON DATA

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review, Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work^{1, 2}. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Despite the differences in community characteristics, all are in the business of providing local government services to residents. Though individual community circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated local

¹ Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

² Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. Arapahoe County’s survey results were compared to communities across the nation.

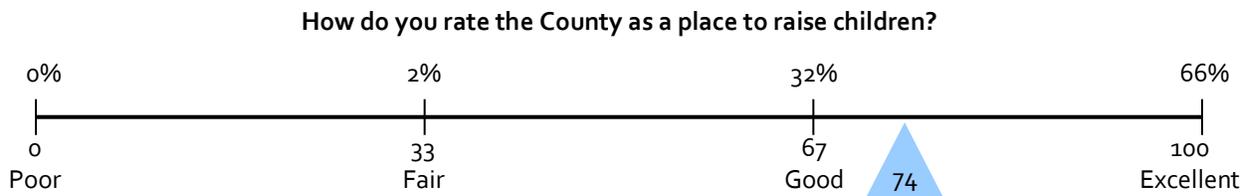
Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions in the survey were made on a four-point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 10 points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent”=100, “good”=67, “fair”=33 and “poor”=0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the County as a place to raise children?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	32%	= $32 \div (100 - 11) =$	36%	100	= $36\% \times 100 =$	36
Good	46%	= $46 \div (100 - 11) =$	52%	67	= $52\% \times 67 =$	35
Fair	9%	= $9 \div (100 - 11) =$	10%	33	= $10\% \times 33 =$	3
Poor	2%	= $2 \div (100 - 11) =$	2%	0	= $2\% \times 0 =$	0
Don’t know	11%		--			
Total	100%		100%			74



INTERPRETING THE RESULTS

Average ratings were compared when questions similar to those asked in Arapahoe County's survey were included in NRC's database, and there were at least five peer communities in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is Arapahoe County's rating on the 100-point scale. The second column is the rank assigned to Arapahoe County's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The fourth column shows the qualitative comparison of Arapahoe County's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, Arapahoe County's results were noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Arapahoe County's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between Arapahoe County's rating and the benchmark is greater than margin of error but less than twice the margin of error; and "much higher" or "much lower" if the difference between Arapahoe County's rating and the benchmark is more than twice the margin of error.

Comparisons for a number of items on the survey were not available in the benchmark database (e.g., some of the County services or aspects of government performance). These items are excluded from the benchmark tables.

NATIONAL BENCHMARK COMPARISONS

Table 95: Question 1 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Arapahoe County as a place to live	68	224	326	Similar
Your neighborhood as a place to live	67	172	254	Similar
Arapahoe County as a place to raise children	65	213	318	Similar
Arapahoe County as a place to work	62	107	295	Similar
Arapahoe County as a place to visit	53	59	81	Similar
Arapahoe County as a place to retire	54	221	302	Similar
The overall quality of life in Arapahoe County	64	14	22	Similar

Table 96: Question 2 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Arapahoe County	61	113	164	Similar
Overall ease of getting to the places you usually have to visit	60	55	74	Similar
Overall design of buildings in Arapahoe County	56	37	70	Similar
Health and wellness opportunities in Arapahoe County	63	38	70	Similar
Overall economic health of Arapahoe County	56	40	74	Similar
Overall image or reputation of Arapahoe County	57	191	287	Similar

Table 97: Question 3 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Arapahoe County to someone who asks	88	119	228	Similar
Remain in Arapahoe County for the next five years	84	123	226	Similar

Table 98: Question 4 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Ease of travel by car in Arapahoe County	59	110	245	Similar
Ease of travel by bicycle in Arapahoe County	54	107	250	Similar
Availability of paths and walking trails	62	95	245	Similar
Air quality	61	124	209	Similar
Overall appearance of Arapahoe County	59	189	302	Similar
Variety of housing options	56	94	223	Similar
Availability of affordable quality food	59	97	180	Similar
Availability of affordable quality health care	57	83	214	Similar
Availability of affordable quality mental health care	53	23	63	Similar
Employment opportunities	48	48	261	Similar
Shopping opportunities	65	52	242	Higher
Cost of living in Arapahoe County	46	38	72	Similar
Overall quality of business and service establishments in Arapahoe County	60	88	219	Similar
Overall quality of new development in Arapahoe County (including residential and commercial)	57	91	235	Similar
Openness and acceptance of the community toward people of diverse backgrounds	59	94	239	Similar

Table 99: Question 5 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Carpooled with other adults or children instead of driving alone	49	16	68	Similar
Walked or biked instead of driving	43	56	69	Lower
Made efforts to conserve water	84	26	66	Similar
Made efforts to make your home more energy efficient	75	48	67	Similar
Stocked supplies in preparation for an emergency	36	34	64	Similar

Table 100: Question 7 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Sheriff Services	61	296	362	Similar
Arapahoe County parks, trails and open space	70	141	269	Similar
Courts	54	100	139	Similar
Adult Protection Services	46	6	10	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	54	151	233	Similar
Senior Services	53	149	183	Similar
Overall quality of Arapahoe County Services	52	319	368	Lower

Table 101: Question 9 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall	63	215	303	Similar

Table 102: Question 10 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
The overall direction that Arapahoe County is taking	59	72	268	Similar
The job Arapahoe County government does at welcoming citizen involvement	43	193	257	Similar
Overall confidence in Arapahoe County government	50	36	73	Similar
Generally acting in the best interest of the community	51	37	70	Similar
Being honest	48	44	70	Similar
Treating all residents fairly	48	41	70	Similar

Table 103: Question 12 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months?	65	66	165	Similar

Table 104: Question 13 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Appearance	65	1	5	Similar
Ease of navigation/Ability to find information	53	7	7	Similar

Table 105: Question D1 Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the imp	37	7	212	Higher

COMMUNITIES INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Abilene city, KS.....	6,844	Bowling Green city, KY.....	58,067
Adams County, CO.....	441,603	Brentwood city, TN.....	37,060
Airway Heights city, WA.....	6,114	Bristol city, TN.....	26,702
Albany city, OR.....	50,158	Broken Arrow city, OK.....	98,850
Albemarle County, VA.....	98,970	Brookfield city, WI.....	37,920
Albert Lea city, MN.....	18,016	Brookline CDP, MA.....	58,732
Algonquin village, IL.....	30,046	Brookline town, NH.....	4,991
Aliso Viejo city, CA.....	47,823	Broomfield city, CO.....	55,889
Altoona city, IA.....	14,541	Brownsburg town, IN.....	21,285
Ames city, IA.....	58,965	Bryan city, TX.....	76,201
Andover CDP, MA.....	8,762	Burien city, WA.....	33,313
Ankeny city, IA.....	45,582	Burleson city, TX.....	36,690
Ann Arbor city, MI.....	113,934	Cabarrus County, NC.....	178,011
Annapolis city, MD.....	38,394	Cambridge city, MA.....	105,162
Apple Valley town, CA.....	69,135	Canton city, SD.....	3,057
Arapahoe County, CO.....	572,003	Cape Coral city, FL.....	154,305
Arkansas City city, AR.....	366	Cape Girardeau city, MO.....	37,941
Arlington city, TX.....	365,438	Carlisle borough, PA.....	18,682
Arlington County, VA.....	207,627	Carlsbad city, CA.....	105,328
Arvada city, CO.....	106,433	Cartersville city, GA.....	19,731
Ashland city, OR.....	20,078	Cary town, NC.....	135,234
Ashland town, VA.....	7,225	Casa Grande city, AZ.....	48,571
Aspen city, CO.....	6,658	Casper city, WY.....	55,316
Auburn city, AL.....	53,380	Castine town, ME.....	1,366
Auburn city, WA.....	70,180	Castle Pines North city, CO.....	10,360
Aurora city, CO.....	325,078	Castle Rock town, CO.....	48,231
Austin city, TX.....	790,390	Cedar Falls city, IA.....	39,260
Bainbridge Island city, WA.....	23,025	Cedar Rapids city, IA.....	126,326
Baltimore city, MD.....	620,961	Centennial city, CO.....	100,377
Baltimore County, MD.....	805,029	Centralia city, IL.....	13,032
Battle Creek city, MI.....	52,347	Chambersburg borough, PA.....	20,268
Bay City city, MI.....	34,932	Chandler city, AZ.....	236,123
Baytown city, TX.....	71,802	Chanhassen city, MN.....	22,952
Bedford city, TX.....	46,979	Chapel Hill town, NC.....	57,233
Bedford town, MA.....	13,320	Charlotte city, NC.....	731,424
Bellevue city, WA.....	122,363	Charlotte County, FL.....	159,978
Bellingham city, WA.....	80,885	Charlottesville city, VA.....	43,475
Beltrami County, MN.....	44,442	Chesterfield County, VA.....	316,236
Benbrook city, TX.....	21,234	Chippewa Falls city, WI.....	13,661
Bend city, OR.....	76,639	Citrus Heights city, CA.....	83,301
Benicia city, CA.....	26,997	Clackamas County, OR.....	375,992
Bettendorf city, IA.....	33,217	Clayton city, MO.....	15,939
Billings city, MT.....	104,170	Clearwater city, FL.....	107,685
Blaine city, MN.....	57,186	Clive city, IA.....	15,447
Bloomfield Hills city, MI.....	3,869	Clovis city, CA.....	95,631
Bloomington city, IL.....	76,610	College Park city, MD.....	30,413
Bloomington city, MN.....	82,893	College Station city, TX.....	93,857
Blue Springs city, MO.....	52,575	Colleyville city, TX.....	22,807
Boise City city, ID.....	205,671	Collinsville city, IL.....	25,579
Boonville city, MO.....	8,319	Columbia city, MO.....	108,500
Boulder city, CO.....	97,385	Columbus city, WI.....	4,991
Boulder County, CO.....	294,567	Commerce City city, CO.....	45,913

Concord city, CA	122,067	Estes Park town, CO	5,858
Concord town, MA	17,668	Fairview town, TX	7,248
Conyers city, GA	15,195	Farmington Hills city, MI	79,740
Cookeville city, TN	30,435	Fayetteville city, NC	200,564
Coon Rapids city, MN	61,476	Fishers town, IN	76,794
Cooper City city, FL	28,547	Flagstaff city, AZ	65,870
Coronado city, CA	18,912	Flower Mound town, TX	64,669
Corvallis city, OR	54,462	Flushing city, MI	8,389
Cross Roads town, TX	1,563	Forest Grove city, OR	21,083
Crystal Lake city, IL	40,743	Fort Collins city, CO	143,986
Dade City city, FL	6,437	Fort Smith city, AR	86,209
Dakota County, MN	398,552	Fort Worth city, TX	741,206
Dallas city, OR	14,583	Fountain Hills town, AZ	22,489
Dallas city, TX	1,197,816	Franklin city, TN	62,487
Dardenne Prairie city, MO	11,494	Fredericksburg city, VA	24,286
Davenport city, IA	99,685	Freeport CDP, ME	1,485
Davidson town, NC	10,944	Freeport city, IL	25,638
Decatur city, GA	19,335	Fremont city, CA	214,089
Delray Beach city, FL	60,522	Friendswood city, TX	35,805
Denison city, TX	22,682	Fruita city, CO	12,646
Denver city, CO	600,158	Gahanna city, OH	33,248
Derby city, KS	22,158	Gainesville city, FL	124,354
Des Moines city, IA	203,433	Gaithersburg city, MD	59,933
Des Peres city, MO	8,373	Galveston city, TX	47,743
Destin city, FL	12,305	Garden City city, KS	26,658
Dewey-Humboldt town, AZ	3,894	Gardner city, KS	19,123
Dorchester County, MD	32,618	Geneva city, NY	13,261
Dothan city, AL	65,496	Georgetown city, TX	47,400
Douglas County, CO	285,465	Gilbert town, AZ	208,453
Dover city, NH	29,987	Gillette city, WY	29,087
Dublin city, OH	41,751	Globe city, AZ	7,532
Duluth city, MN	86,265	Golden Valley city, MN	20,371
Duncanville city, TX	38,524	Goodyear city, AZ	65,275
Durham city, NC	228,330	Grafton village, WI	11,459
East Baton Rouge Parish, LA	440,171	Grand Blanc city, MI	8,276
East Grand Forks city, MN	8,601	Grand Island city, NE	48,520
East Lansing city, MI	48,579	Grass Valley city, CA	12,860
Eau Claire city, WI	65,883	Greeley city, CO	92,889
Eden Prairie city, MN	60,797	Green Valley CDP, AZ	21,391
Edgerton city, KS	1,671	Greenwood Village city, CO	13,925
Edina city, MN	47,941	Greer city, SC	25,515
Edmonds city, WA	39,709	Guilford County, NC	488,406
El Cerrito city, CA	23,549	Gunnison County, CO	15,324
El Dorado County, CA	181,058	Gurnee village, IL	31,295
El Paso city, TX	649,121	Hailey city, ID	7,960
Elk Grove city, CA	153,015	Haines Borough, AK	2,508
Elk River city, MN	22,974	Hallandale Beach city, FL	37,113
Elko New Market city, MN	4,110	Hamilton city, OH	62,477
Elmhurst city, IL	44,121	Hampton city, VA	137,436
Encinitas city, CA	59,518	Hanover County, VA	99,863
Englewood city, CO	30,255	Harrisonburg city, VA	48,914
Erie town, CO	18,135	Harrisonville city, MO	10,019
Escambia County, FL	297,619	Hayward city, CA	144,186

Henderson city, NV	257,729	Lakeville city, MN	55,954
Hermiston city, OR	16,745	Lakewood city, CO	142,980
High Point city, NC	104,371	Lane County, OR	351,715
Highland Park city, IL	29,763	Larimer County, CO	299,630
Highlands Ranch CDP, CO	96,713	Las Cruces city, NM	97,618
Hillsborough town, NC	6,087	Las Vegas city, NV	583,756
Holden town, MA	17,346	Lawrence city, KS	87,643
Holland city, MI	33,051	League City city, TX	83,560
Honolulu County, HI	953,207	Lee County, FL	618,754
Hooksett town, NH	13,451	Lee's Summit city, MO	91,364
Hopkins city, MN	17,591	Lewis County, NY	27,087
Hopkinton town, MA	14,925	Lewiston city, ME	36,592
Hoquiam city, WA	8,726	Lincoln city, NE	258,379
Houston city, TX	2,099,451	Lindsborg city, KS	3,458
Hudson city, OH	22,262	Littleton city, CO	41,737
Hudson town, CO	2,356	Livermore city, CA	80,968
Hudsonville city, MI	7,116	Lone Tree city, CO	10,218
Huntersville town, NC	46,773	Longmont city, CO	86,270
Hurst city, TX	37,337	Longview city, TX	80,455
Hutchinson city, MN	14,178	Los Alamos County, NM	17,950
Hutto city, TX	14,698	Louisville city, CO	18,376
Hyattsville city, MD	17,557	Lynchburg city, VA	75,568
Indian Trail town, NC	33,518	Lynnwood city, WA	35,836
Indianola city, IA	14,782	Madison city, WI	233,209
Iowa City city, IA	67,862	Mankato city, MN	39,309
Jackson County, MI	160,248	Maple Grove city, MN	61,567
James City County, VA	67,009	Maple Valley city, WA	22,684
Jefferson City city, MO	43,079	Maricopa County, AZ	3,817,117
Jefferson County, CO	534,543	Marin County, CA	252,409
Jefferson County, NY	116,229	Maryland Heights city, MO	27,472
Jerome city, ID	10,890	Matthews town, NC	27,198
Johnson City city, TN	63,152	McAllen city, TX	129,877
Johnson County, KS	544,179	McDonough city, GA	22,084
Johnston city, IA	17,278	McKinney city, TX	131,117
Jupiter town, FL	55,156	McMinnville city, OR	32,187
Kalamazoo city, MI	74,262	Mecklenburg County, NC	919,628
Kansas City city, KS	145,786	Medford city, OR	74,907
Kansas City city, MO	459,787	Menlo Park city, CA	32,026
Keizer city, OR	36,478	Mercer Island city, WA	22,699
Kenmore city, WA	20,460	Meridian charter township, MI	39,688
Kennedale city, TX	6,763	Meridian city, ID	75,092
Kennett Square borough, PA	6,072	Merriam city, KS	11,003
Kirkland city, WA	48,787	Merrill city, WI	9,661
La Mesa city, CA	57,065	Mesa city, AZ	439,041
La Plata town, MD	8,753	Mesa County, CO	146,723
La Porte city, TX	33,800	Miami Beach city, FL	87,779
La Vista city, NE	15,758	Miami city, FL	399,457
Lafayette city, CO	24,453	Midland city, MI	41,863
Laguna Beach city, CA	22,723	Milford city, DE	9,559
Laguna Hills city, CA	30,344	Milton city, GA	32,661
Laguna Niguel city, CA	62,979	Minneapolis city, MN	382,578
Lake Oswego city, OR	36,619	Mission Viejo city, CA	93,305
Lake Zurich village, IL	19,631	Modesto city, CA	201,165

Monterey city, CA	27,810	Parkland city, FL.....	23,962
Montgomery County, MD	971,777	Pasadena city, CA.....	137,122
Montgomery County, VA	94,392	Pasco city, WA	59,781
Montpelier city, VT	7,855	Pasco County, FL.....	464,697
Monument town, CO	5,530	Peachtree City city, GA.....	34,364
Mooresville town, NC.....	32,711	Pearland city, TX	91,252
Morristown city, TN	29,137	Peoria city, AZ.....	154,065
Moscow city, ID.....	23,800	Peoria city, IL	115,007
Mountain Village town, CO	1,320	Peoria County, IL.....	186,494
Mountlake Terrace city, WA.....	19,909	Peters township, PA	21,213
Munster town, IN	23,603	Petoskey city, MI	5,670
Muscatine city, IA.....	22,886	Pflugerville city, TX.....	46,936
Naperville city, IL	141,853	Phoenix city, AZ	1,445,632
Needham CDP, MA.....	28,886	Pinal County, AZ	375,770
New Braunfels city, TX.....	57,740	Pinehurst village, NC	13,124
New Brighton city, MN.....	21,456	Piqua city, OH	20,522
New Hanover County, NC	202,667	Pitkin County, CO.....	17,148
New Orleans city, LA.....	343,829	Platte City city, MO	4,691
Newberg city, OR.....	22,068	Plymouth city, MN	70,576
Newport Beach city, CA	85,186	Pocatello city, ID	54,255
Newport city, RI	24,672	Polk County, IA.....	430,640
Newport News city, VA	180,719	Port Huron city, MI	30,184
Newton city, IA	15,254	Port Orange city, FL	56,048
Noblesville city, IN	51,969	Port St. Lucie city, FL.....	164,603
Nogales city, AZ.....	20,837	Portland city, OR	583,776
Norfolk city, VA.....	242,803	Post Falls city, ID	27,574
Norman city, OK	110,925	Prince William County, VA.....	402,002
North Las Vegas city, NV	216,961	Prior Lake city, MN.....	22,796
Northglenn city, CO	35,789	Provo city, UT.....	112,488
Novato city, CA.....	51,904	Pueblo city, CO.....	106,595
Novi city, MI.....	55,224	Purcellville town, VA	7,727
O'Fallon city, IL	28,281	Queen Creek town, AZ	26,361
O'Fallon city, MO	79,329	Radford city, VA	16,408
Oak Park village, IL	51,878	Radnor township, PA.....	31,531
Oakland Park city, FL	41,363	Ramsey city, MN	23,668
Oakley city, CA	35,432	Rapid City city, SD.....	67,956
Ogdensburg city, NY.....	11,128	Raymore city, MO	19,206
Oklahoma City city, OK.....	579,999	Redmond city, WA	54,144
Olathe city, KS.....	125,872	Rehoboth Beach city, DE.....	1,327
Old Town city, ME.....	7,840	Reno city, NV	225,221
Olmsted County, MN	144,248	Reston CDP, VA	58,404
Orland Park village, IL	56,767	Richmond city, CA.....	103,701
Oshkosh city, WI	66,083	Richmond Heights city, MO.....	8,603
Otsego County, MI.....	24,164	Rifle city, CO	9,172
Oviedo city, FL.....	33,342	River Falls city, WI	15,000
Paducah city, KY	25,024	Riverdale city, UT	8,426
Palm Coast city, FL	75,180	Riverside city, CA	303,871
Palm Springs city, CA.....	44,552	Riverside city, MO	2,937
Palo Alto city, CA	64,403	Rochester city, MI.....	12,711
Panama City city, FL	36,484	Rochester Hills city, MI	70,995
Papillion city, NE.....	18,894	Rock Hill city, SC	66,154
Park City city, UT	7,558	Rockford city, IL	152,871
Parker town, CO	45,297	Rockville city, MD.....	61,209

Rogers city, MN	8,597	Springville city, UT	29,466
Rolla city, MO	19,559	St. Charles city, IL.....	32,974
Roswell city, GA	88,346	St. Cloud city, FL	35,183
Round Rock city, TX.....	99,887	St. Cloud city, MN	65,842
Royal Oak city, MI.....	57,236	St. Joseph city, MO.....	76,780
Saco city, ME	18,482	St. Louis County, MN.....	200,226
Sahuarita town, AZ	25,259	St. Louis Park city, MN	45,250
Salida city, CO.....	5,236	Stallings town, NC.....	13,831
Salt Lake City city, UT	186,440	State College borough, PA	42,034
Sammamish city, WA.....	45,780	Sterling Heights city, MI	129,699
San Anselmo town, CA.....	12,336	Sugar Grove village, IL.....	8,997
San Antonio city, TX	1,327,407	Sugar Land city, TX	78,817
San Carlos city, CA.....	28,406	Summit city, NJ.....	21,457
San Diego city, CA	1,307,402	Summit County, UT.....	36,324
San Francisco city, CA	805,235	Sunnyvale city, CA.....	140,081
San Jose city, CA.....	945,942	Surprise city, AZ.....	117,517
San Juan County, NM.....	130,044	Suwanee city, GA	15,355
San Marcos city, TX.....	44,894	Tacoma city, WA	198,397
San Rafael city, CA.....	57,713	Takoma Park city, MD	16,715
Sandy Springs city, GA.....	93,853	Tamarac city, FL.....	60,427
Sanford city, FL.....	53,570	Temecula city, CA	100,097
Sangamon County, IL.....	197,465	Temple city, TX	66,102
Santa Clarita city, CA	176,320	The Woodlands CDP, TX	93,847
Santa Fe County, NM.....	144,170	Thornton city, CO.....	118,772
Santa Monica city, CA	89,736	Thousand Oaks city, CA.....	126,683
Sarasota County, FL.....	379,448	Tualatin city, OR.....	26,054
Savage city, MN.....	26,911	Tulsa city, OK	391,906
Savannah city, GA.....	136,286	Twin Falls city, ID	44,125
Scarborough CDP, ME	4,403	Tyler city, TX	96,900
Schaumburg village, IL.....	74,227	Umatilla city, OR	6,906
Scott County, MN	129,928	Upper Arlington city, OH.....	33,771
Scottsdale city, AZ.....	217,385	Urbandale city, IA.....	39,463
Seaside city, CA	33,025	Vail town, CO	5,305
SeaTac city, WA.....	26,909	Vancouver city, WA	161,791
Sevierville city, TN	14,807	Ventura CCD, CA.....	111,889
Sheboygan city, WI.....	49,288	Vestavia Hills city, AL	34,033
Shoreview city, MN.....	25,043	Virginia Beach city, VA	437,994
Shorewood city, MN	7,307	Wake Forest town, NC.....	30,117
Shorewood village, WI	13,162	Walnut Creek city, CA.....	64,173
Sioux Falls city, SD.....	153,888	Washington County, MN.....	238,136
Skokie village, IL	64,784	Washoe County, NV	421,407
Snellville city, GA	18,242	Watauga city, TX.....	23,497
South Kingstown town, RI.....	30,639	Wauwatosa city, WI.....	46,396
South Lake Tahoe city, CA	21,403	Waverly city, IA	9,874
South Portland city, ME	25,002	Weddington town, NC.....	9,459
Southborough town, MA	9,767	Wentzville city, MO	29,070
Southlake city, TX.....	26,575	West Carrollton city, OH.....	13,143
Sparks city, NV.....	90,264	West Chester borough, PA	18,461
Spokane Valley city, WA	89,755	West Des Moines city, IA	56,609
Spring Hill city, KS.....	5,437	West Richland city, WA	11,811
Springboro city, OH	17,409	Westerville city, OH.....	36,120
Springfield city, MO	159,498	Westlake town, TX	992
Springfield city, OR.....	59,403	Westminster city, CO	106,114

Weston town, MA	11,261	Winston-Salem city, NC	229,617
Wheat Ridge city, CO	30,166	Winter Garden city, FL.....	34,568
White House city, TN	10,255	Woodland city, CA.....	55,468
Whitewater township, MI.....	2,597	Woodland city, WA.....	5,509
Wichita city, KS.....	382,368	Wrentham town, MA.....	10,955
Williamsburg city, VA.....	14,068	Wyandotte city, MI.....	25,883
Wilmington city, NC.....	106,476	Yakima city, WA.....	91,067
Wilsonville city, OR	19,509	York County, VA.....	65,464
Winchester city, VA.....	26,203	Yuma city, AZ.....	93,064
Windsor town, CO.....	18,644		
Windsor town, CT	29,044		

Appendix D: Survey Methodology

DEVELOPING THE QUESTIONNAIRE

General community surveys, such as this one, ask recipients their perspectives about the quality of life in the community, use of County amenities, opinions on policy issues facing the County and assessments of County service delivery. The citizen survey for Arapahoe County was developed by starting with The National Citizen Survey™ that was implemented in 2008 in collaboration with NRC. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2014 survey. In an iterative process between County staff and NRC staff, a final five-page questionnaire was created.

SELECTING SURVEY RECIPIENTS

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in the county boundaries were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the households that will receive a survey.

A larger list than needed was pulled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries. All addresses determined to be outside the study boundaries were eliminated from the potential mailing list.

A stratified, systematic sampling method³ was used with the remaining addresses to create a mailing list of 3,000 Arapahoe County households. Approximately 600 addresses in each of the five commissioner districts were randomly selected to receive the survey mailings. Attached units within each district were oversampled to compensate for detached unit residents’ tendency to return surveys at a higher rate.

An individual within each household was selected using the birthday method (asking the adult in the household who most recently had a birthday to complete the questionnaire). The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

ADMINISTERING THE SURVEY

Households received three mailings each beginning in August 2014. Completed surveys were collected over the following weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the five District Commissioners inviting the household to participate in the 2014 Citizen Survey, a questionnaire and a pre-paid self-addressed envelope.

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.

The cover letter and survey were mailed to residents in English. The cover letter also included a paragraph in Spanish that described the contents of the packet, asked residents to find someone to help them complete the survey and provided them with a number to call where they could complete the survey over the phone with someone who speaks their language. The cover letter also included a web link that citizens could visit to complete the survey in either English or Spanish.

About 4% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. Of the 2,891 households that received a survey, 744 completed the survey, providing a response rate of 26%. (This is a good response rate; typical response rates for a mailed resident survey range from 20% to 40%.) Of the 744 surveys, 26 were completed online and of those, 13 were completed in Spanish. The table below shows the response rate by Commissioner District, incorporated versus unincorporated areas as well as the overall response

Table 106: Response Rate by Area

Area	Number Mailed	Number Undeliverable	Number eligible	Number Returned	Response Rate
Commissioner District 1	600	20	580	154	27%
Commissioner District 2	600	23	577	148	26%
Commissioner District 3	600	12	588	142	24%
Commissioner District 4	600	22	578	148	26%
Commissioner District 5	600	32	568	152	27%
Incorporated	2,525	89	2436	608	25%
Unincorporated	475	20	455	136	30%
Overall	3,000	109	2,862	744	26%

Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within ±4 percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). The margin of error for Arapahoe County’s 744 completed surveys is ±4 percentage points.

SURVEY PROCESSING (DATA ENTRY)

Mailed surveys were returned to NRC directly via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the web surveys were automatically entered into an electronic dataset and generally required minimal cleaning. The web survey data were downloaded, cleaned as necessary and then merged with the data from the mail survey to create one complete dataset.

ANALYZING THE RESULTS

Weighting the Data

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

The weighting process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting “schemes” are tested to ensure the best fit for the data. The results of the weighting scheme for the 2014 Arapahoe County Citizen Survey are presented in the table on the following page. The demographic variables used for weighting the 2014 Arapahoe County survey data were tenure (rent vs own), housing unit type (attached vs detached), race, ethnicity, gender, age and Commissioner District.

Table 107: Arapahoe County Weighting Table 2014

Characteristic	Population Norm ⁴	Unweighted Data	Weighted Data
Housing			
Rent home	36%	24%	35%
Own home	64%	76%	65%
Detached unit	42%	60%	43%
Attached unit	58%	40%	57%
Race and Ethnicity			
White	76%	84%	77%
Not white	24%	16%	23%
Not Hispanic	85%	94%	87%
Hispanic	15%	6%	13%
Sex and Age			
Female	52%	58%	53%
Male	48%	42%	47%
18-34 years of age	31%	11%	30%
35-54 years of age	40%	33%	39%
55+ years of age	29%	56%	31%
Females 18-34	16%	7%	16%
Females 35-54	20%	20%	20%
Females 55+	16%	31%	17%
Males 18-34	16%	4%	14%
Males 35-54	19%	13%	19%
Males 55+	13%	25%	14%
District and Unincorporated vs. Incorporated			
District 1	22%	24%	21%
District 2	21%	22%	20%
District 3	17%	22%	19%
District 4	21%	18%	20%
District 5	19%	14%	20%
Unincorporated	15%	17%	18%
Incorporated	85%	83%	82%

⁴ US Census 2010

Statistical Analysis

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix A: Responses to Survey Questions.

Also included are results by selected respondent characteristics (*Appendix B: Survey Results by Demographic and Geographic Groups*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in this appendix.

Appendix E: Survey Materials

The following pages contain a copy of the cover letters and survey questionnaire.

Dear Arapahoe County Resident,

Your household has been randomly selected to participate in a citizen survey about Arapahoe County. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous.

Thank you in advance for helping us with this important project!

Sincerely,

Estimado residente de Arapahoe County,

Su hogar ha sido seleccionado para participar en una encuesta anónima de ciudadanos sobre Arapahoe County. Usted recibirá por correo una copia de la encuesta la próxima semana con instrucciones para completar y devolver la encuesta.

¡Gracias de antemano por su ayuda con este proyecto importante!

Atentamente,

Arapahoe County Board of County Commissioners and Elected Officials

Dear Arapahoe County Resident,

Your household has been randomly selected to participate in a citizen survey about Arapahoe County. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous.

Thank you in advance for helping us with this important project!

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Atentamente,

Arapahoe County Board of County Commissioners and Elected Officials



Arapahoe County
Administration Building
5334 S. Prince St.
Littleton, CO 80120-1136

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



Arapahoe County
Administration Building
5334 S. Prince St.
Littleton, CO 80120-1136

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Boulder, CO
Permit NO. 94



ARAPAHOE COUNTY
COLORADO'S FIRST

Dear Arapahoe County Resident:

Arapahoe County wants to know what you think about our community and county government. Your participation in this survey is very important – especially since **your household is one of only 3,000 households being surveyed.**

Your answers will help the County Commissioners and County Elected Officials make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

In order to get a scientifically reliable sample of Arapahoe County residents, please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups.

Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at: www.n-r-c.com/survey/arapahoecounty.htm

If you have any questions about this survey please call (303) 795-4284.

Please help us make Arapahoe County a great place to live! Thank you for your help and participation.

Sincerely,

Arapahoe County Board of County Commissioners

Commissioner Nancy Doty
District 1
Chair

Commissioner Nancy Sharpe
District 2

Commissioner Rod Bockenfeld
District 3

Commissioner Nancy Jackson
District 4

Commissioner Bill Holen
District 5
Chair Pro Tem

A través de este documento, el Condado le da a usted una oportunidad importante para decirnos lo que piensa de los servicios que le proporcionamos y su opinión de la calidad de vida aquí en Arapahoe County. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede completar la encuesta incluida en inglés, por favor llámenos al número (303) 795-4630 para pedir una copia de la encuesta en español. También puede completar la encuesta en línea en español en el sitio Web indicado anteriormente. Para la versión en español haga clic en “Español” en la esquina superior a mano derecha. Todas sus respuestas se mantendrán completamente anónimas. ¡Deseamos sus opiniones! Favor de devolver la encuesta en el sobre pre-pagado adjunto. Muchas gracias.



ARAPAHOE COUNTY
COLORADO'S FIRST

Dear Arapahoe County Resident:

About two weeks ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. Arapahoe County wants to know what you think about our community and county government.

Your participation in this survey is very important – especially since your household is one of only 3,000 households being surveyed. Your answers will help the County Commissioners and County Elected Officials make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

In order to get a scientifically reliable sample of Arapahoe County residents, please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the form in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at: www.n-r-c.com/survey/arapahoecounty.htm

If you have any questions about this survey please call (303) 795-4284.

Please help us make Arapahoe County a great place to live! Thank you for your time and participation.

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Arapahoe County 2014 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Arapahoe County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Arapahoe County as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Arapahoe County as a place to raise children.....	1	2	3	4	5
Arapahoe County as a place to work.....	1	2	3	4	5
Arapahoe County as a place to visit.....	1	2	3	4	5
Arapahoe County as a place to retire.....	1	2	3	4	5
The overall quality of life in Arapahoe County.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Arapahoe County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Arapahoe County.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Overall design of buildings in Arapahoe County.....	1	2	3	4	5
Health and wellness opportunities in Arapahoe County.....	1	2	3	4	5
Overall economic health of Arapahoe County.....	1	2	3	4	5
Overall image or reputation of Arapahoe County.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Arapahoe County to someone who asks.....	1	2	3	4	5
Remain in Arapahoe County for the next five years.....	1	2	3	4	5

4. Please rate each of the following characteristics as they relate to Arapahoe County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Ease of travel by car in Arapahoe County.....	1	2	3	4	5
Ease of travel by bicycle in Arapahoe County.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Overall appearance of Arapahoe County.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Arapahoe County.....	1	2	3	4	5
Overall quality of business and service establishments in Arapahoe County.....	1	2	3	4	5
Overall quality of new development in Arapahoe County (including residential and commercial).....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

5. Please indicate whether or not you have done each of the following in the last 12 months.

	No	Yes
Attended an event at the Arapahoe County Fairgrounds Park.....	1	2
Used bus or other public transportation instead of driving	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Stocked supplies in preparation for an emergency	1	2

6. How familiar are you, if at all, with each of the following events and activities in Arapahoe County?

	I have done this	I know about this or how to do it but have not done this	I don't know about this or how to do it
Arapahoe County Fair	1	2	3
17 Mile House Fall Festival.....	1	2	3
Prescription Drug Take Back Day.....	1	2	3
Sheriff's Office Prescription Drug Drop Off Box.....	1	2	3
Shred-a-thon.....	1	2	3
Adopt-a-Family holiday program.....	1	2	3
The Collaborative Foster Care Program of Arapahoe, Douglas and Jefferson Counties.....	1	2	3
Serve on an Arapahoe County Board or Committee.....	1	2	3
Volunteer with Arapahoe County government	1	2	3
Provide input into Arapahoe County government	1	2	3
Elections	1	2	3

7. Please rate the quality of each of the following services provided by Arapahoe County:

	Excellent	Good	Fair	Poor	Not applicable/ don't know
Sheriff Services.....	1	2	3	4	5
Tri-County Health Department Services.....	1	2	3	4	5
Arapahoe County parks, trails and open space.....	1	2	3	4	5
Arapahoe County Fairgrounds.....	1	2	3	4	5
Courts	1	2	3	4	5
CSU Extension and 4-H Services	1	2	3	4	5
Child Support Services	1	2	3	4	5
Child Protection Services	1	2	3	4	5
Adult Protection Services.....	1	2	3	4	5
Food, Medical and Financial Assistance.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Senior Services	1	2	3	4	5
Veterans Services.....	1	2	3	4	5
Elections and Voter Registration.....	1	2	3	4	5
Property and Tax Information.....	1	2	3	4	5
Legal Document Recording and Searching.....	1	2	3	4	5
Licenses and Permits (motor vehicle, driver's license and marriage).....	1	2	3	4	5
Arapahoe/Douglas Workforce Center (Employment Services).....	1	2	3	4	5
Overall quality of Arapahoe County Services.....	1	2	3	4	5

Arapahoe County 2014 Citizen Survey

8. With which of the following County departments and offices have you had contact (email, in-person or phone) in the last 12 months? (Please select all that apply.)

- | | | |
|--|---|--|
| <input type="radio"/> I have not contacted the County → Go to Question 10 | <input type="radio"/> Coroner | <input type="radio"/> Open Spaces |
| <input type="radio"/> Assessor | <input type="radio"/> Courts | <input type="radio"/> Public Works and Development |
| <input type="radio"/> Board of County Commissioners | <input type="radio"/> District Attorney | <input type="radio"/> Sheriff |
| <input type="radio"/> Clerk and Recorder (Elections, Driver's license and Motor Vehicle) | <input type="radio"/> Human Resources | <input type="radio"/> Treasurer |
| <input type="radio"/> Community Resources (A/D Works!, Senior, Veteran Services) | <input type="radio"/> Human Services | <input type="radio"/> Tri-County Health |

9. If you have had contact with any Arapahoe County departments and offices in the last 12 months, please rate the overall customer service you received.

- Excellent
 Good
 Fair
 Poor
 Don't know/Not applicable

10. Please rate the following categories of Arapahoe County government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The overall direction that Arapahoe County is taking.....	1	2	3	4	5
The job Arapahoe County government does at welcoming citizen involvement...	1	2	3	4	5
Overall confidence in Arapahoe County government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Being responsive to residents	1	2	3	4	5
Being responsive to the business community	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Accessibility of Arapahoe County elected officials	1	2	3	4	5
Being open and transparent to the public	1	2	3	4	5
Giving residents a chance to express their views before making decisions	1	2	3	4	5

11. Align Arapahoe is Arapahoe County's path to continuous improvement and accountability through strategic planning and performance management. Please indicate how important, if at all, it is for the County to focus on each of the following:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Customer service excellence: Includes increasing public awareness and participation; online accessibility of County services; and citizen satisfaction	1	2	3	4	5
Employee development: Includes fostering employee engagement and training application.....	1	2	3	4	5
Safe community: Includes a focus on public safety and prevention; and emergency and disaster preparedness	1	2	3	4	5
Healthy and Vibrant County: Includes fostering a positive environment, such as parks and trails, water management, air quality and assisting vulnerable and aging populations.....	1	2	3	4	5
Healthy economic environment: Includes responsible use of taxpayers' money and the promotion of economic health.....	1	2	3	4	5
Process efficiencies improvements: Includes process improvements, such as wait times and customer service capabilities.....	1	2	3	4	5

12. Have you accessed the Arapahoe County website (www.arapahoegov.com) in the last 12 months?

- No → Go to Question 14
 Yes → Go to Question 13

13. Please rate the following aspects of the Arapahoe County website.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Appearance	1	2	3	4	5
Online information and services offered	1	2	3	4	5
Ease of navigation/Ability to find information	1	2	3	4	5
Search function.....	1	2	3	4	5
Contact information	1	2	3	4	5

14. Please rate your preference for receiving information about the Arapahoe County government from each of the following sources.

	<i>Strongly prefer</i>	<i>Somewhat prefer</i>	<i>Not at all prefer</i>	<i>Not applicable/ don't know</i>
Arapahoe County website (www.arapahoegov.com).....	1	2	3	4
Arapahoe County public meetings.....	1	2	3	4
Arapahoe County brochures/publications.....	1	2	3	4
Arapahoe County's Social Media (Facebook, Twitter, LinkedIn, etc.).....	1	2	3	4
News websites.....	1	2	3	4
Arapahoe County Election website (www.arapahoevotes.com).....	1	2	3	4
Arapahoe/Douglas Works! website (www.adworks.org).....	1	2	3	4
Denver Post (print or online).....	1	2	3	4
Local newspapers (Aurora Sentinel, Centennial Citizen, Englewood Herald, Littleton Independent, I-70 Scout, Glendale Cherry Creek Chronicle, Villager Newspaper).....	1	2	3	4
Local TV or radio stations.....	1	2	3	4
Word of mouth from family, friends or neighbors.....	1	2	3	4

15. When thinking about why you choose to live in Arapahoe County, please rate how important, if at all, each of the following attributes is to you as it relates to Arapahoe County as a place to live.

	<i>Highly important</i>	<i>Moderately important</i>	<i>Not at all important</i>
Physical appearance of residential and commercial development in the County.....	1	2	3
Quality of neighborhoods.....	1	2	3
Convenience of shopping in the County.....	1	2	3
Employment opportunities.....	1	2	3
Access to transit.....	1	2	3
Ease of transportation.....	1	2	3
Open space/trails.....	1	2	3
Parks/playgrounds.....	1	2	3
Libraries.....	1	2	3
Sense of safety in the County.....	1	2	3
Schools.....	1	2	3

16. Please rate how important, if at all, each of the following is for Arapahoe County to address in the next year:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Crime.....	1	2	3	4	5
Growth and development.....	1	2	3	4	5
Regional transportation and traffic congestion.....	1	2	3	4	5
Public health.....	1	2	3	4	5
Open space, parks and trail improvements.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Oil and Gas Development.....	1	2	3	4	5
Economic development and job creation.....	1	2	3	4	5
Services for seniors and the aging population.....	1	2	3	4	5
Mental health services.....	1	2	3	4	5
County government efficiencies.....	1	2	3	4	5
Services to provide effective and timely communication to citizens.....	1	2	3	4	5
Being prepared for unforeseen or natural disasters.....	1	2	3	4	5
Increased services on the County's website.....	1	2	3	4	5

Arapahoe County 2014 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

- D1. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**
 Very positive Somewhat positive Neutral Somewhat negative Very negative
- D2. What community do you live in? (Please check only one.)**
 Aurora Englewood
 Bow Mar Foxfield
 Centennial Glendale
 Cherry Hills Village Greenwood Village
 Columbine Valley Littleton
 Deer Trail Sheridan
 Unincorporated
Arapahoe County
- D3. What is your employment status?**
 Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired
- D4. Do you work inside the boundaries of Arapahoe County?**
 Yes, outside the home
 Yes, from home
 No
- D5. How many years have you lived in Arapahoe County?**
 Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years
- D6. Which best describes the building you live in?**
 One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other
- D7. This house, apartment or mobile home is:**
 Rented
 Owned
- D8. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**
 Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month
- D9. Do any children 17 or under live in your household?**
 No Yes
- D10. Are you or any other members of your household aged 65 or older?**
 No Yes
- D11. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**
 Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more
- Please respond to both questions D12 and D13:**
- D12. Are you Spanish, Hispanic or Latino?**
 No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino
- D13. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**
 American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other
- D14. In which category is your age?**
 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years
- D15. What is your sex?**
 Female Male
- D16. Do you consider a cell phone or land line your primary telephone number?**
 Cell Land line Both
- Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc.,
PO Box 549, Belle Mead, NJ 08502**



ARAPAHOE COUNTY
COLORADO'S FIRST

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