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

*Survey finds 71 percent report the overall direction of Arapahoe County as “excellent” or “good” - a 20 point increase from the previous citizen survey conducted in 2008*

LITTLETON, CO --- Arapahoe County residents overwhelmingly enjoy their quality of life and give high marks to their county government with 71 percent rating the overall direction that Arapahoe County is taking as “excellent” or “good” – a 20 point increase from the previous survey conducted in 2008, according to the results of a recent survey conducted by the National Research Center.

Last summer and fall, 3,000 randomly selected households in Arapahoe County were asked for their perceptions of their community and county government when they received a copy of Arapahoe County’s Citizen Survey in the mail.

Arapahoe County conducted the mail survey to get citizen feedback and perceptions on their quality of life, county priorities and services, economic outlook and overall Arapahoe County government performance.

It is the second time the County has conducted a mail survey. The first mail survey was conducted in 2008 and a phone survey was conducted in 2005.

“We are extremely pleased to see that residents are overwhelmingly satisfied with Arapahoe County and that the ratings for the County’s overall direction, as well as within several service areas, have improved during the last six years,” said Commissioner Nancy Sharpe, who serves as Board Chair. “Feedback from citizens is important to us, not just when we conduct a survey, but all year long. It is our goal to not just meet citizen expectations, but to exceed them. We will use the feedback from this survey to help us set our priorities for 2015 and beyond.”

When asked to rate County services, 14 of the 18 services listed in the survey received an “excellent” or “good” rating from at least half of residents, with eight services receiving increased positive ratings from 2008.

Services that received increased rating from residents include County parks, trails and open space (85 percent in 2014 vs. 76 percent in 2008) and elections and voter registration (82 percent vs. 61 percent respectively), among others. There were no services that saw a decrease in quality ratings in 2014 from the previous survey.

Of those who responded to the survey, 64 percent reported having contacted a County department or office and were asked to rate the overall customer service they received. Overall, residents viewed the customer

service they received favorably, with 73 percent rating it as “excellent” or “good,” a similar rating to what was observed in 2008 and to other communities across the country.

The overall quality of life in Arapahoe County was rated as “excellent” or “good” by 76 percent of respondents. Nearly 85 percent say they plan on staying in Arapahoe County for the next five years and 88 percent would recommend living in Arapahoe County to someone who asks.

The results also demonstrate that eight in 10 residents say Arapahoe County is a great place to live, to raise children and would recommend their neighborhood as a place to live.

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

When asked about the importance of the six focus areas of Align Arapahoe, the County’s path to continuous accountability through strategic planning and performance, healthy economic environment, safe communities and healthy and vibrant county, were rated “essential” or “very important” at 93 percent, 91 percent and 90 percent, respectively.

Of the households contacted, 744 completed the survey providing a response rate of 26 percent. The survey margin of error is plus or minus 4 percent around any given percentage point.

Copies of the County’s 2014 Citizen Survey, along with results of previous surveys, is available for review by visiting the County’s website at [www.arapahogov.com](http://www.arapahogov.com) under the “About” tab or by clicking directly at <http://www.arapahoegov.com/index.aspx?nid=1410>.