



# ARAPAHOE COUNTY, CO 2008



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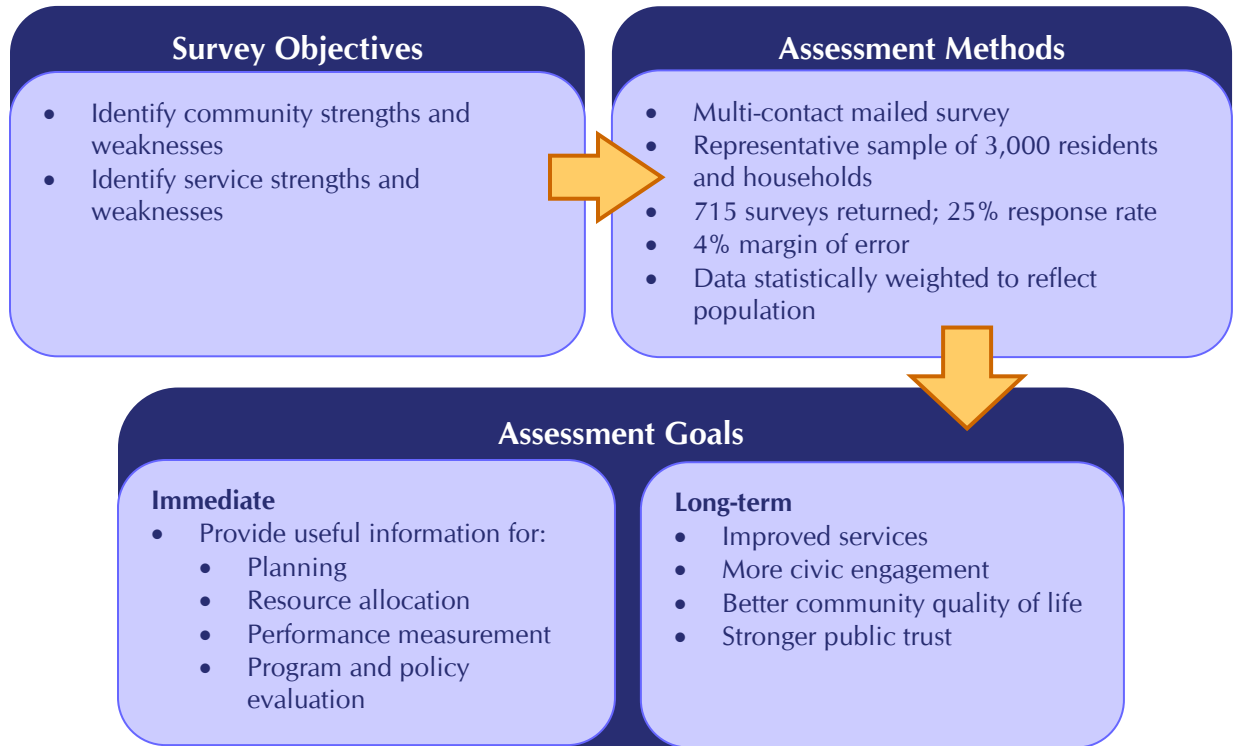
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## SURVEY BACKGROUND

### ABOUT THE NATIONAL CITIZEN SURVEY™

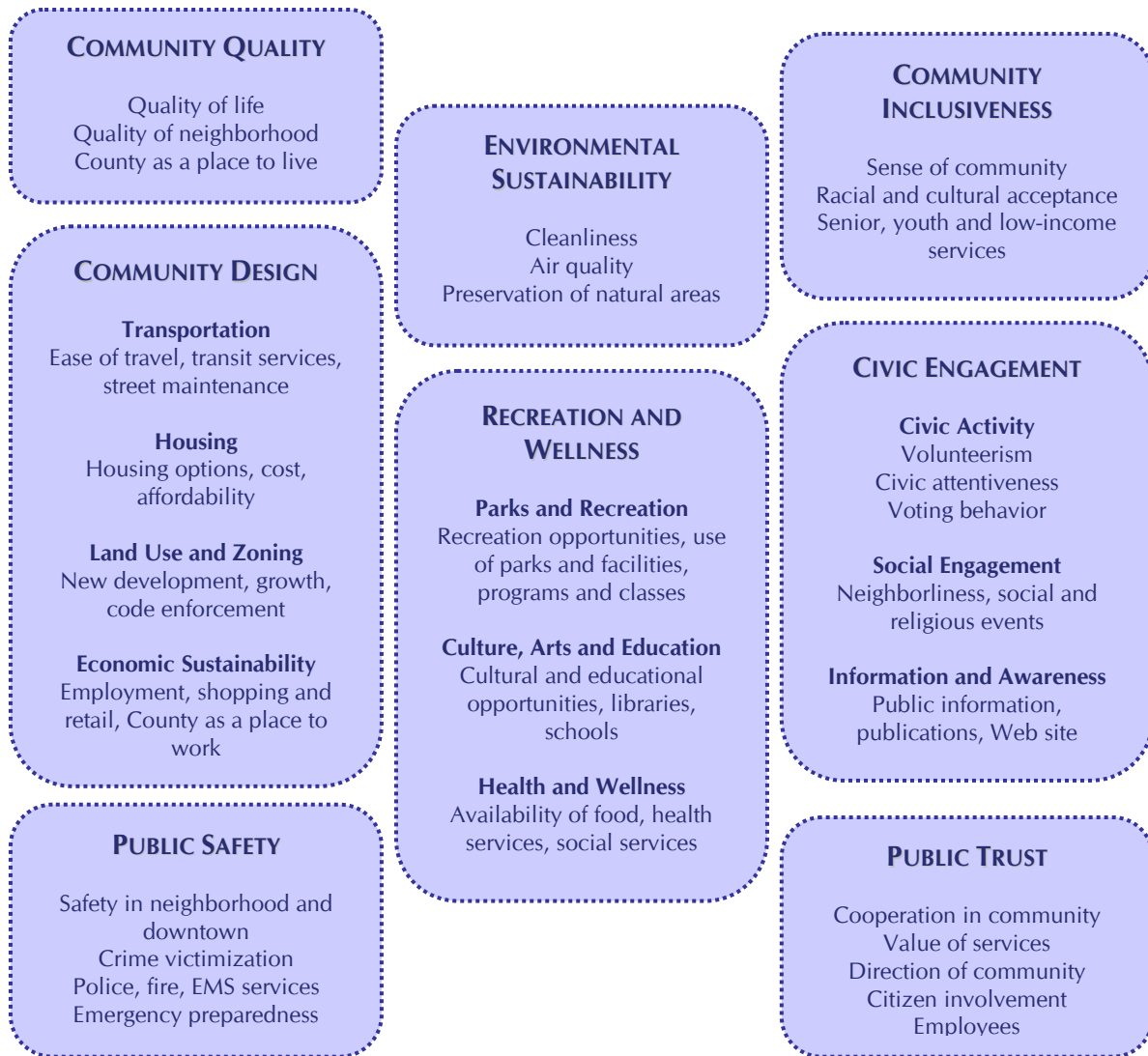
The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 715 completed surveys were obtained, providing an overall response rate of 25%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the Arapahoe County was developed in close cooperation with local jurisdiction staff. Arapahoe County staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. Arapahoe County staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulations of data.

## UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

### Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence interval quantifies the sampling error or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any question and indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. The 95% confidence level for the Arapahoe County survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (715 completed surveys).

### Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American counties. Where possible, the better comparison is not from one service to another in Arapahoe County, but from Arapahoe County services to services like them provided by other jurisdictions.

### Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. Arapahoe County chose to have comparisons made to jurisdiction with populations of 150,000 or more. A benchmark comparison (the average rating from the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Arapahoe County Survey was included in NRC's database and there were at least five jurisdictions of 150,000 or more in which the question was asked.

Where comparisons were available, Arapahoe County results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Arapahoe County's rating to the benchmark.

### "Don't Know" Responses and Rounding

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select

more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

## EXECUTIVE SUMMARY

This report of Arapahoe County survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experience a good quality of life in Arapahoe County and believe the county is a good place to live. The overall quality of life in Arapahoe County was rated as “excellent” or “good” by 75% of respondents. A majority report they plan on staying in Arapahoe County for the next five years.

A variety of characteristics of the community were evaluated by those participating in the study. The four receiving the most favorable ratings were shopping opportunities, overall quality of business and service establishments, cleanliness of Arapahoe County, and the overall appearance of the County. The four characteristics receiving the least positive ratings were availability of affordable quality child care, ease of bus travel, traffic flow on major streets, and employment opportunities.

Many of the community characteristics rated were able to be compared to the benchmark database. Of the 22 characteristics for which comparisons were available, 11 were above the benchmark comparison, eight were similar to the benchmark comparison and three were below.

Residents in Arapahoe County were somewhat civically engaged. While only 25% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 90% had provided help to a friend or neighbor. Less than half had volunteered their time to some group or activity in Arapahoe County.

In general, survey respondents demonstrated mild trust in local government. A majority rated the overall direction being taken by Arapahoe County as “good” or “excellent.” This was lower than the benchmark. Those residents who had interacted with an employee of Arapahoe County in the previous 12 months gave favorable marks to those employees. Most rated their overall impression as “excellent” or “good.”

All of the County services rated were able to be compared to the benchmark database. Of the 18 services for which comparisons were available, five were above the benchmark comparison, nine were similar to the benchmark comparison and four were below.

A Key Driver Analysis was conducted for Arapahoe County which examined the relationships between ratings of each service and ratings of Arapahoe County's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall county service quality have been identified. By targeting improvements in key services, Arapahoe County can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Health services
- Elections
- Motor vehicle registration
- Sheriff services
- Code enforcement

Of these services, those deserving the most attention may be those that were below the benchmark comparisons: health services. Because elections and motor vehicle registration do not have benchmark data, these may be areas for watchful waiting and potential action following the next survey's results.



## COMMUNITY RATINGS

### OVERALL COMMUNITY QUALITY

Overall 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 National Citizen Survey™ contained many questions related to quality of community life in Arapahoe County – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to Arapahoe County. Residents were asked whether they planned to move soon or if they would recommend Arapahoe County to others. Intentions to stay and willingness to make recommendations provide evidence that Arapahoe County offers services and amenities that work.

Most of Arapahoe County’s residents gave favorable ratings to their neighborhoods and the community as a place to live. Further, a majority reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

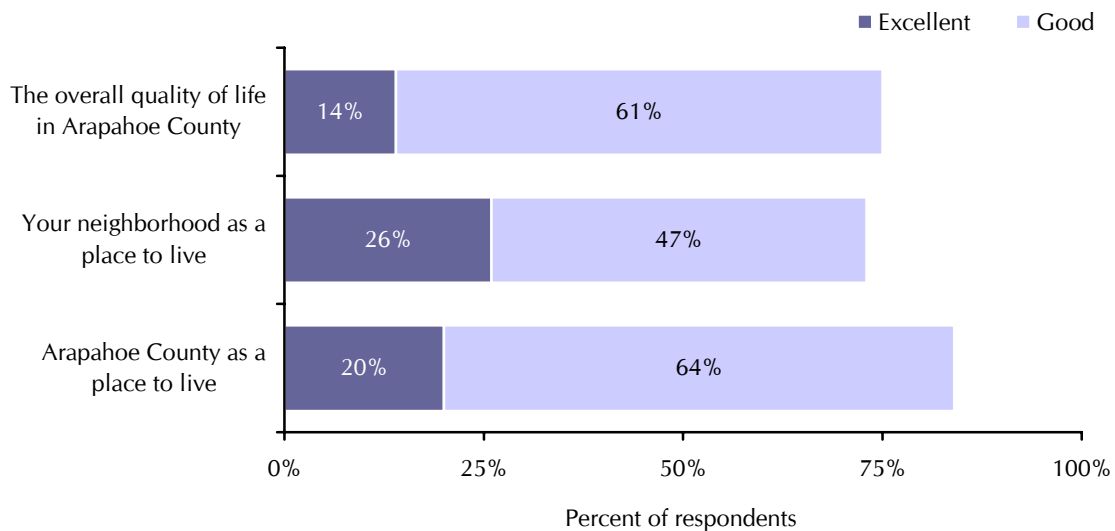


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

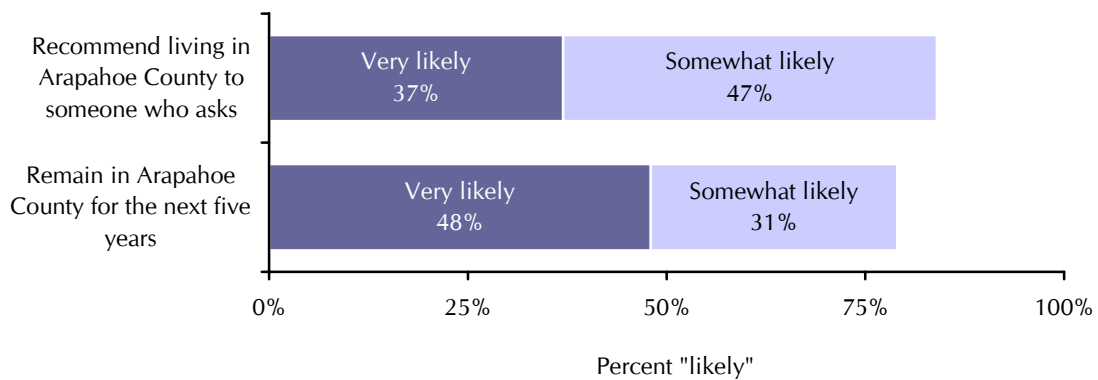


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
The overall quality of life in Arapahoe County	Similar
Your neighborhood as a place to live	Similar
Arapahoe County as a place to live	Similar
Remain in Arapahoe County for the next five years	Not available
Recommend living in Arapahoe County to someone who asks	Not available

## COMMUNITY DESIGN

### Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of seven aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Availability of paths and walking trails was given the most positive rating, followed by ease of walking in Arapahoe County.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY

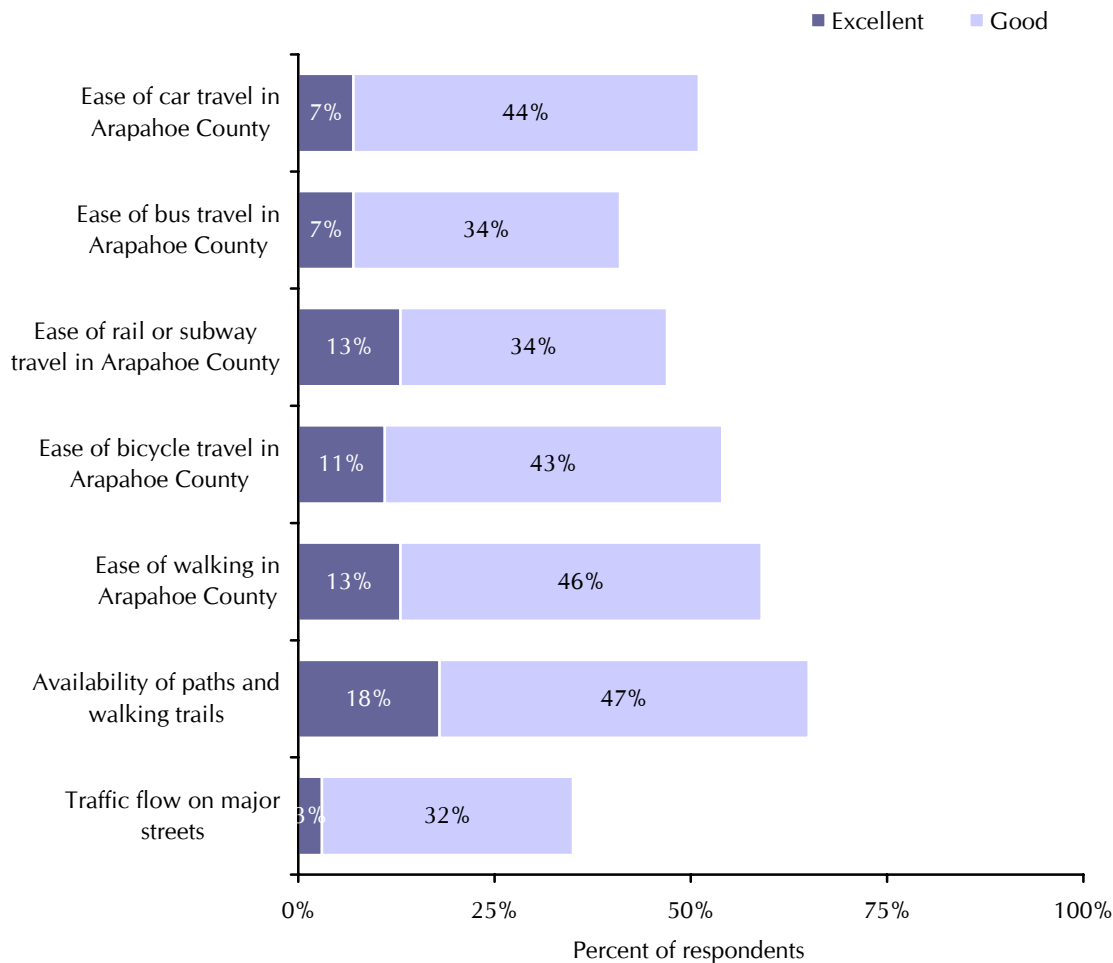


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of bus travel in Arapahoe County	Similar
Ease of rail or subway travel in Arapahoe County	Above
Ease of car travel in Arapahoe County	Above
Ease of walking in Arapahoe County	Above
Ease of bicycle travel in Arapahoe County	Above
Availability of paths and walking trails	Similar
Traffic flow on major streets	Similar

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

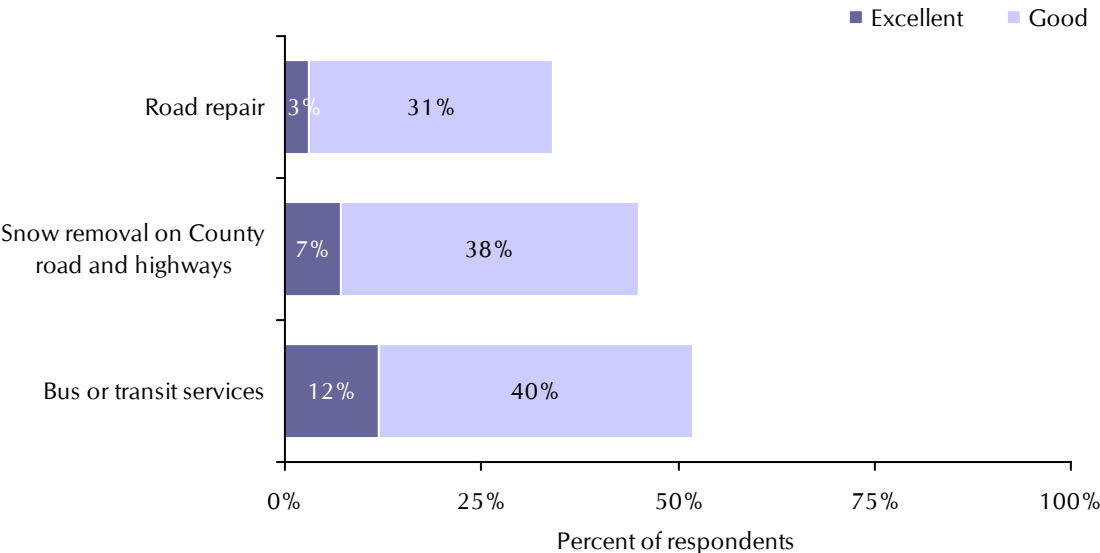


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Road repair	Similar
Snow removal on County road and highways	Below
Bus or transit services	Above

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 7% of work commute trips were made by transit, 1% by bicycle and 3% by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

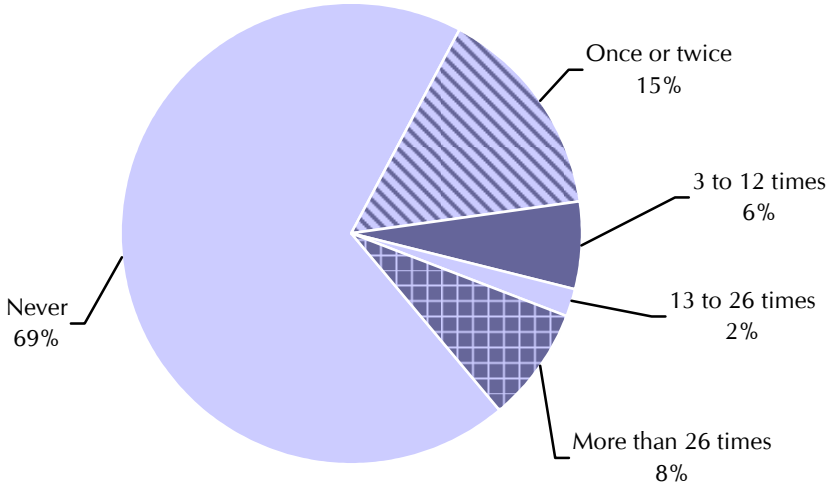
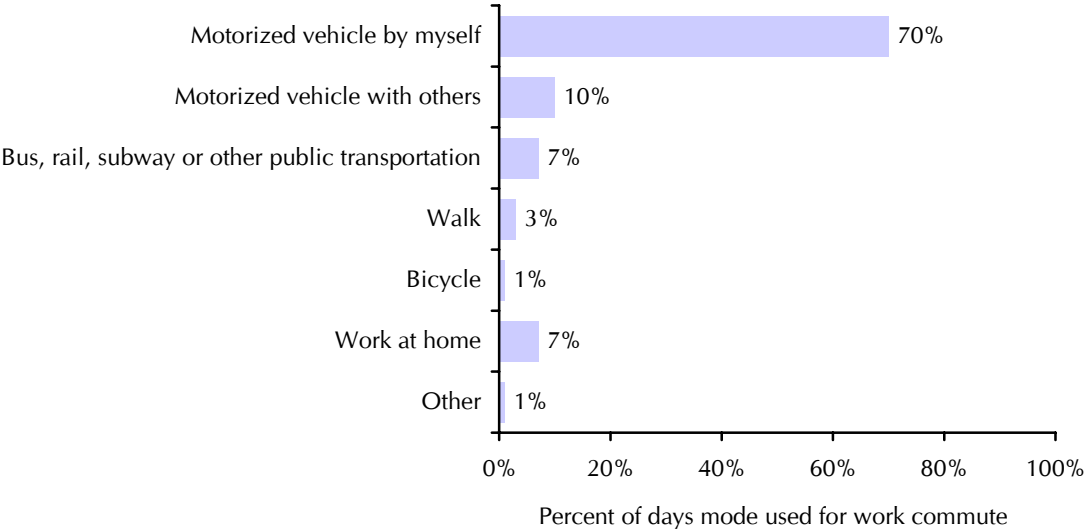


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	Comparison to benchmark
Ridden a local bus within Arapahoe	Above

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE



## Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt heavily to a homogeneous palette, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents who can sustain in a community with mostly high cost housing pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of Arapahoe County residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 42% of respondents, while the variety of housing options was rated as “excellent” or “good” by 62% of respondents. The rating of perceived affordable housing availability was better in Arapahoe County than the ratings, on average, in comparison jurisdictions.

FIGURE 13: RATINGS OF HOUSING IN COMMUNITY

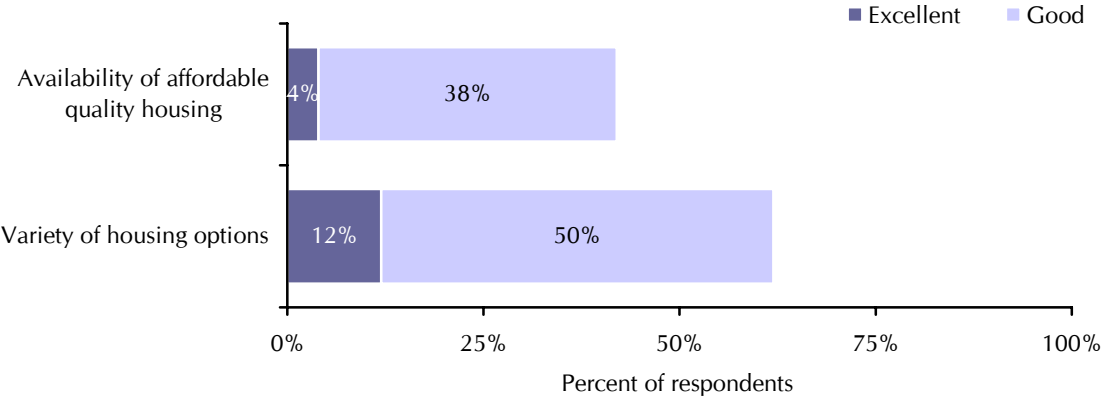
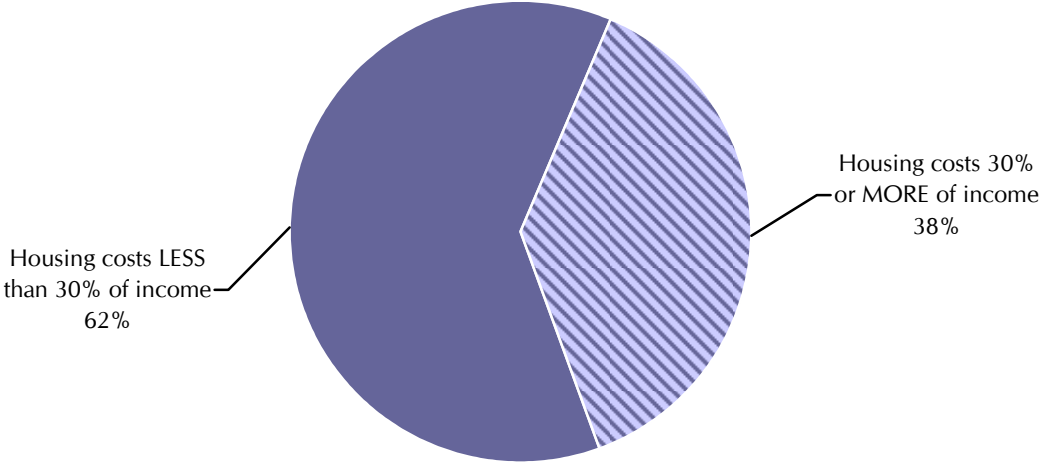


FIGURE 14: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Above
Variety of housing options	Not available

To augment the perceptions of affordable housing in Arapahoe, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of Arapahoe County experiencing housing cost stress. More than one third of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 15: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"





## Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of Arapahoe County and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in Arapahoe County was rated as excellent by 10% of respondents and as good by an additional 53%. The overall appearance of Arapahoe County was rated as “excellent” or “good” by 66% of respondents and was above the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in Arapahoe County, 40% thought they were a “major” or “moderate problem.”

FIGURE 16: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"

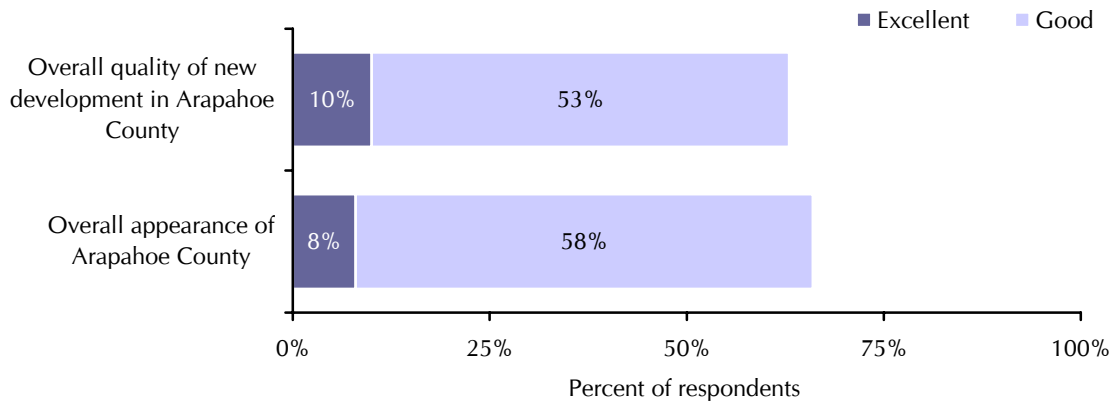


FIGURE 17: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Overall quality of new development in Arapahoe County	Above
Overall appearance of Arapahoe County	Above

FIGURE 18: RATINGS OF POPULATION GROWTH

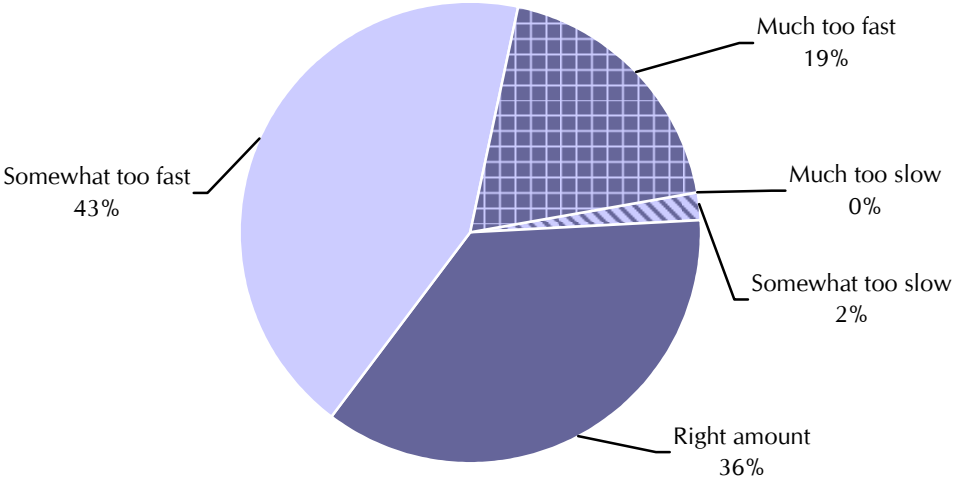


FIGURE 19: POPULATION GROWTH BENCHMARKS



FIGURE 20: RATINGS OF NUISANCE PROBLEMS

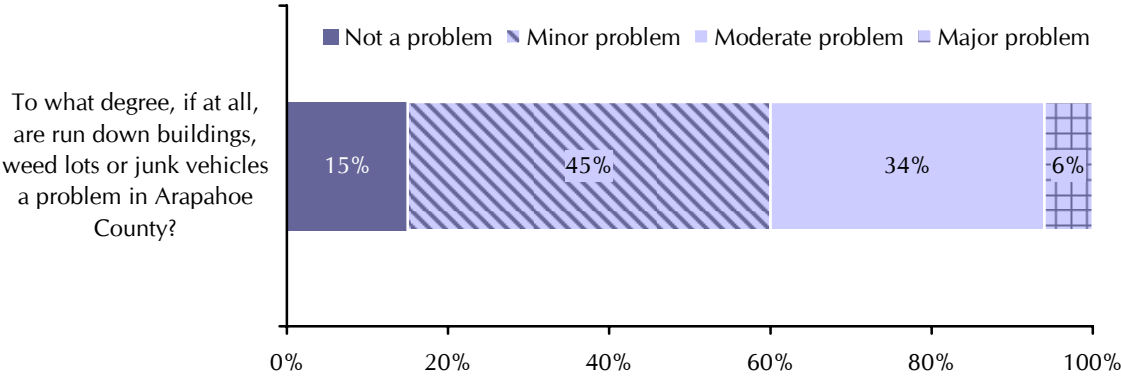


FIGURE 21: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES

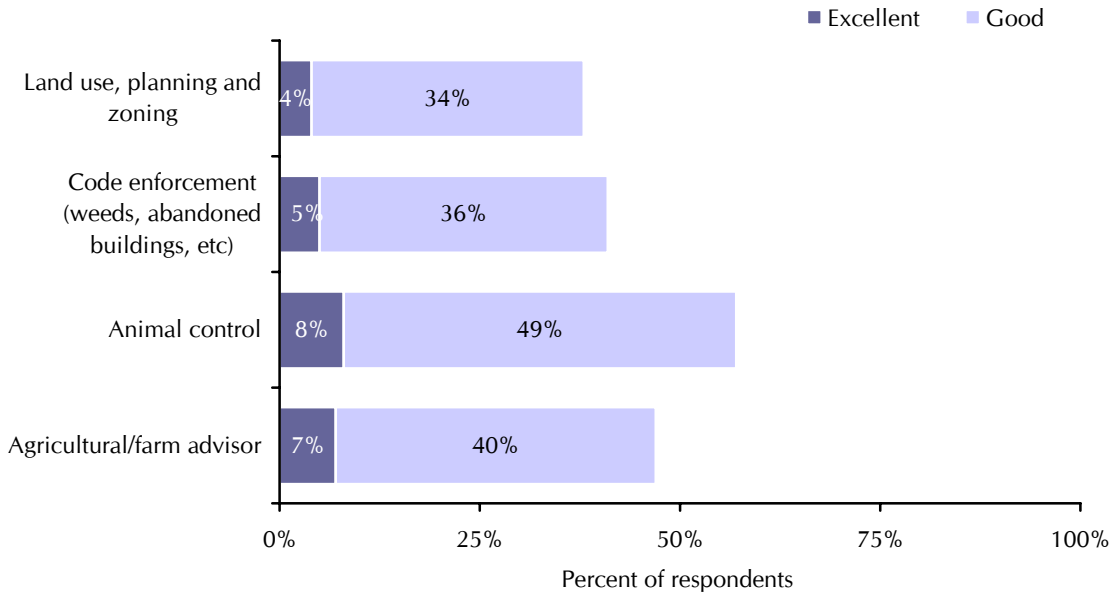


FIGURE 22: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Above
Code enforcement (weeds, abandoned buildings, etc)	Similar
Animal control	Similar
Agricultural/farm advisor	Below

## ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were shopping opportunities and the overall quality of business and service establishments in Arapahoe County. Receiving the lowest rating was employment opportunities.

FIGURE 23: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES

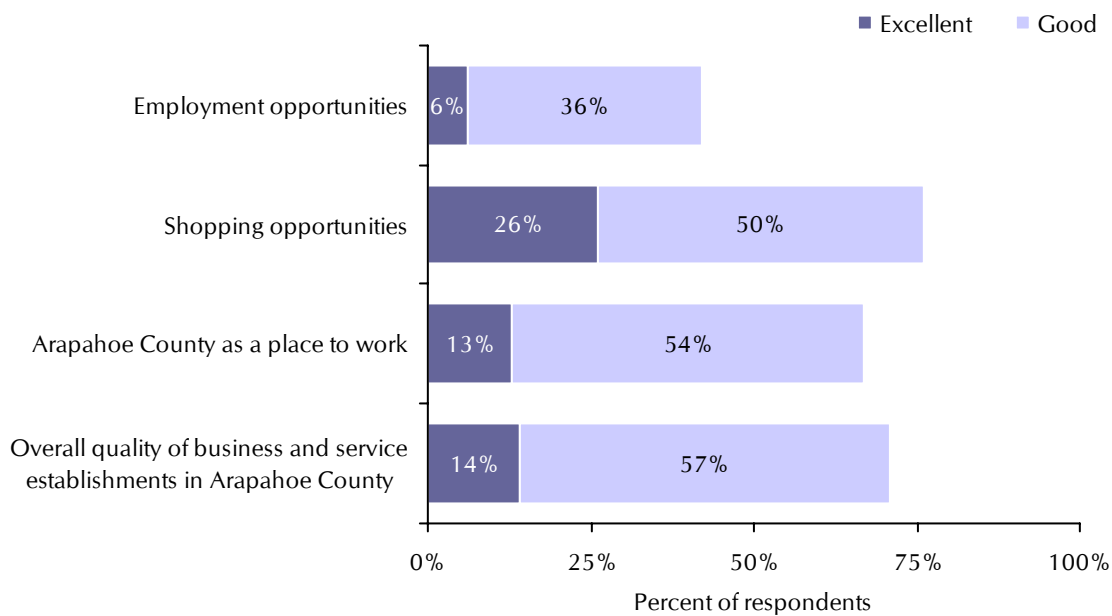


FIGURE 24: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Above
Shopping opportunities	Above
Arapahoe County as a place to work	Similar
Overall quality of business and service establishments in Arapahoe County	Not available

When asked to evaluate the rate of job growth in Arapahoe, 29% responded that it was the “right amount,” while 52% reported the “right amount” of retail growth was occurring in Arapahoe.

FIGURE 25: RATINGS OF RETAIL AND JOB GROWTH

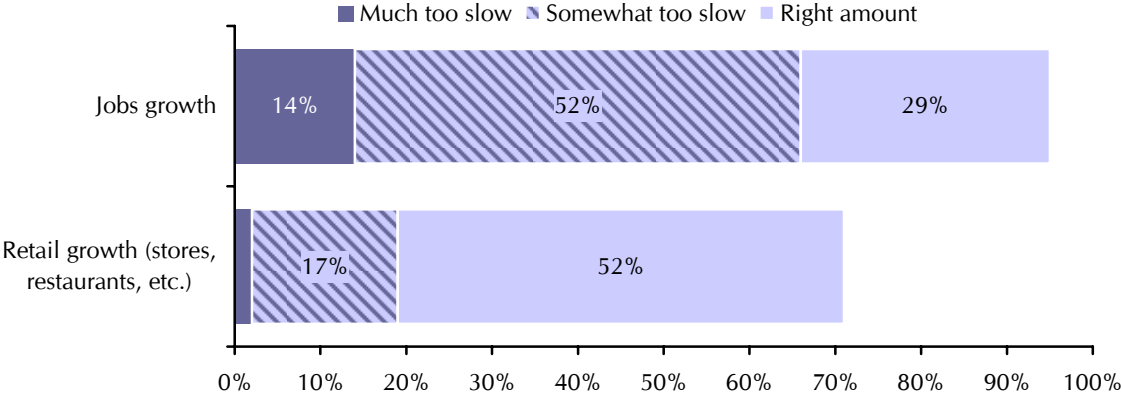


FIGURE 26: JOB AND RETAIL GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too fast	Below
Jobs growth seen as too slow	Above

FIGURE 27: RATINGS OF ECONOMIC DEVELOPMENT SERVICES

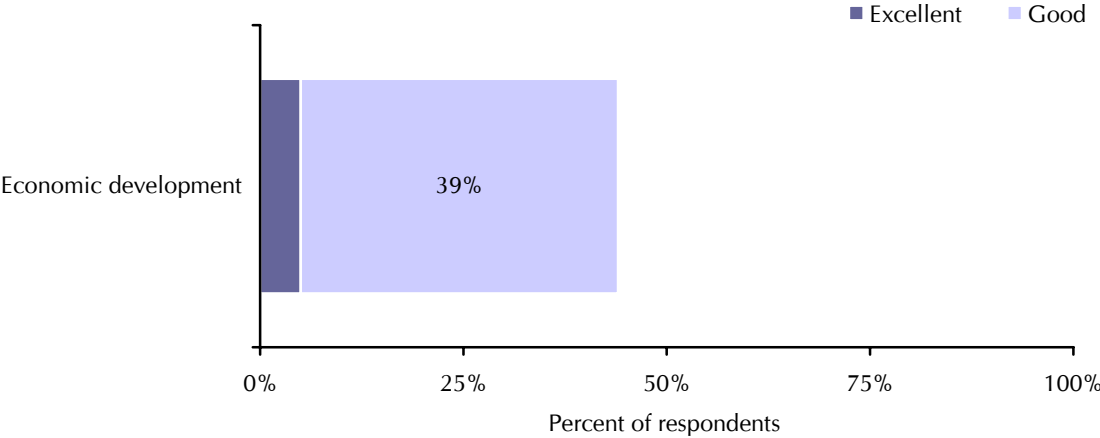


FIGURE 28: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Similar

Residents were asked to reflect on their economic prospects in the near term. Twelve percent of Arapahoe County residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family, while 54% felt that the economic future would be “somewhat” or “very” negative.

FIGURE 29: RATINGS OF PERSONAL ECONOMIC FUTURE

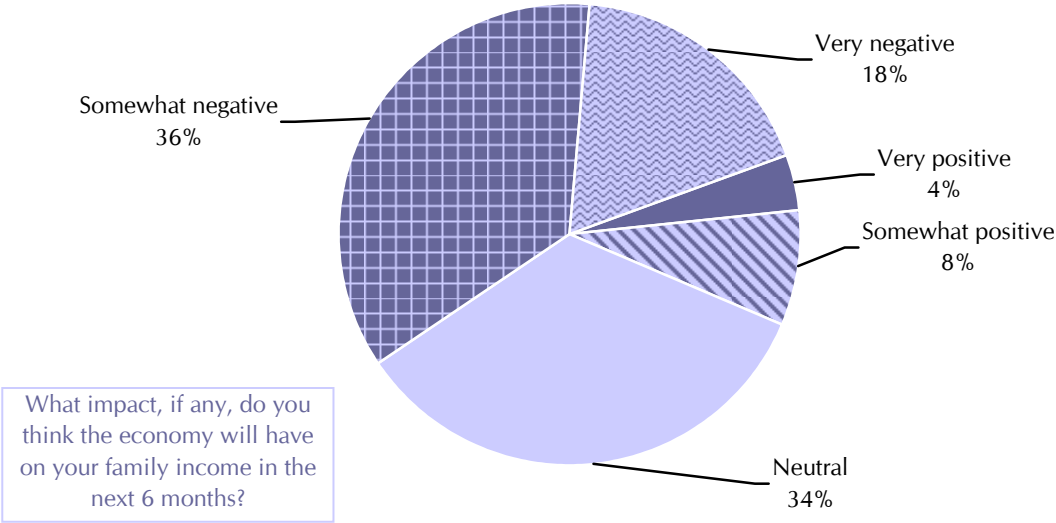


FIGURE 30: PERSONAL ECONOMIC FUTURE BENCHMARKS

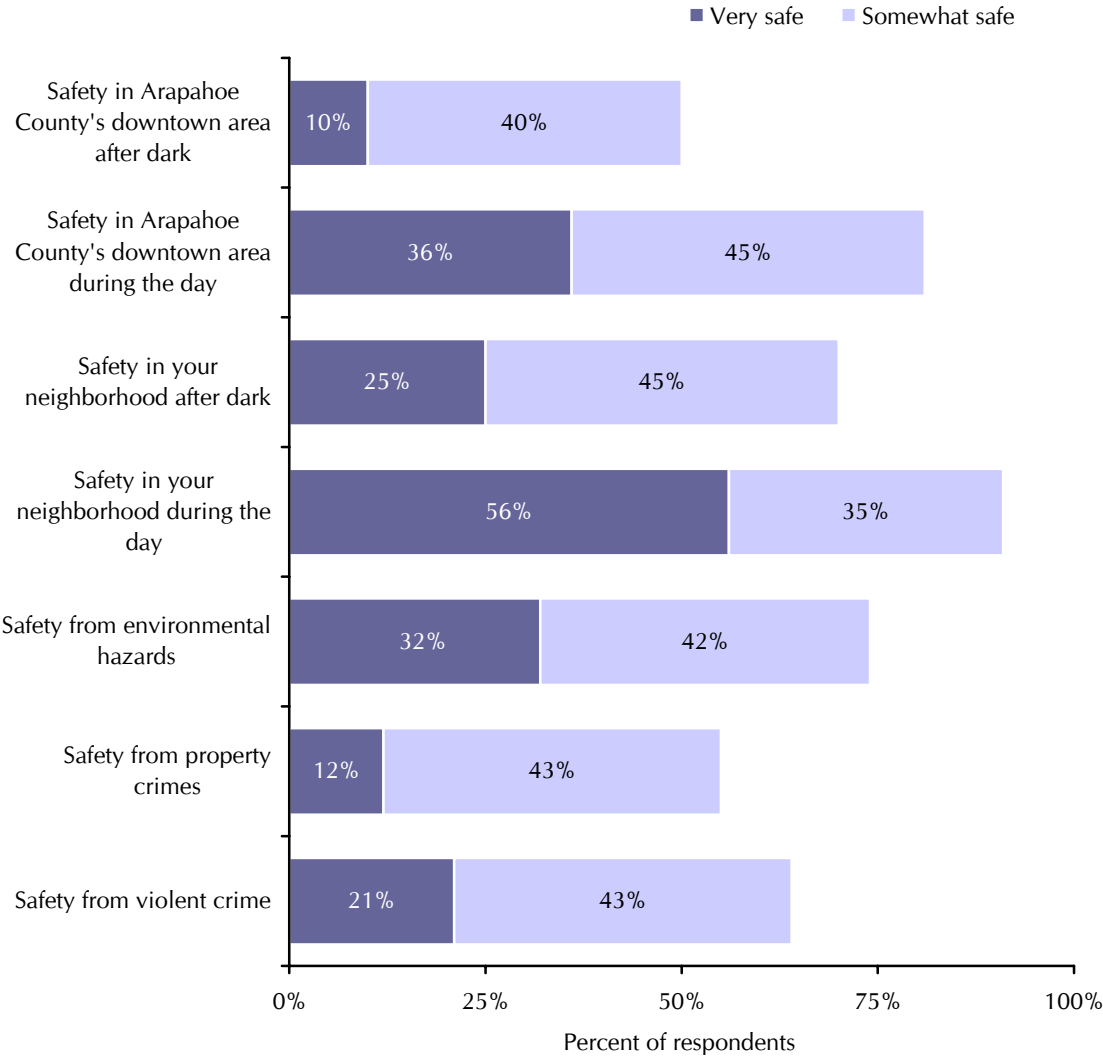
Comparison to benchmark	
Positive impact of economy on household income	Below

### PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. A majority gave positive ratings of safety in Arapahoe County. About 64% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 74% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 31: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 32: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Above
Safety in your neighborhood after dark	Above
Safety in Arapahoe County's downtown area during the day	Above
Safety in Arapahoe County's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Above
Safety from property crimes (e.g., burglary, theft)	Above
Environmental hazards, including toxic waste	Not available

As assessed by the survey, 14% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 77% had reported it to police.

FIGURE 33: CRIME VICTIMIZATION AND REPORTING

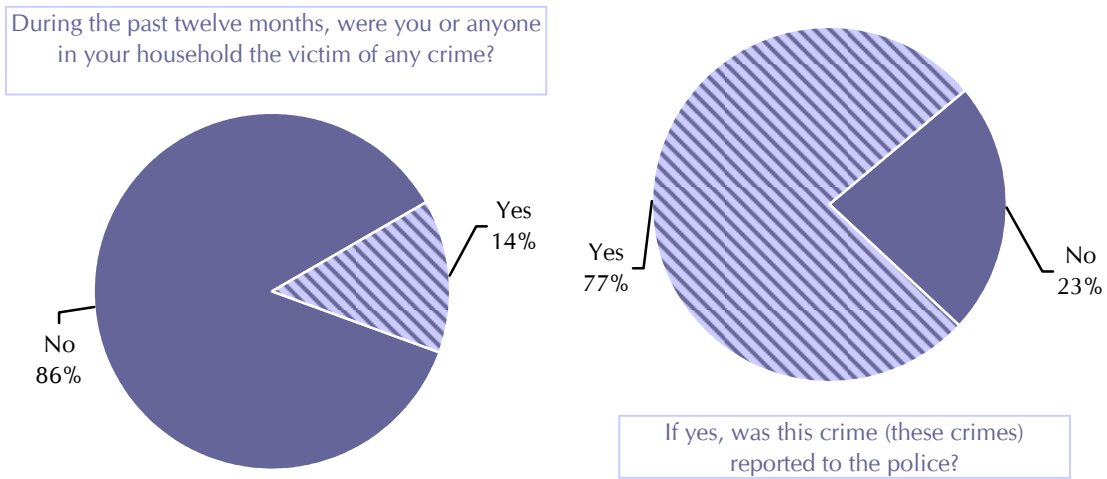


FIGURE 34: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Below
Reported crimes	Above



Residents rated five County public safety services; of these, three were rated above the benchmark comparison, one was rated similar to the benchmark comparison and one was rated below the benchmark comparison. Sheriff services and crime prevention received the highest ratings, while emergency preparedness and traffic enforcement received the lowest ratings.

FIGURE 35: RATINGS OF PUBLIC SAFETY SERVICES

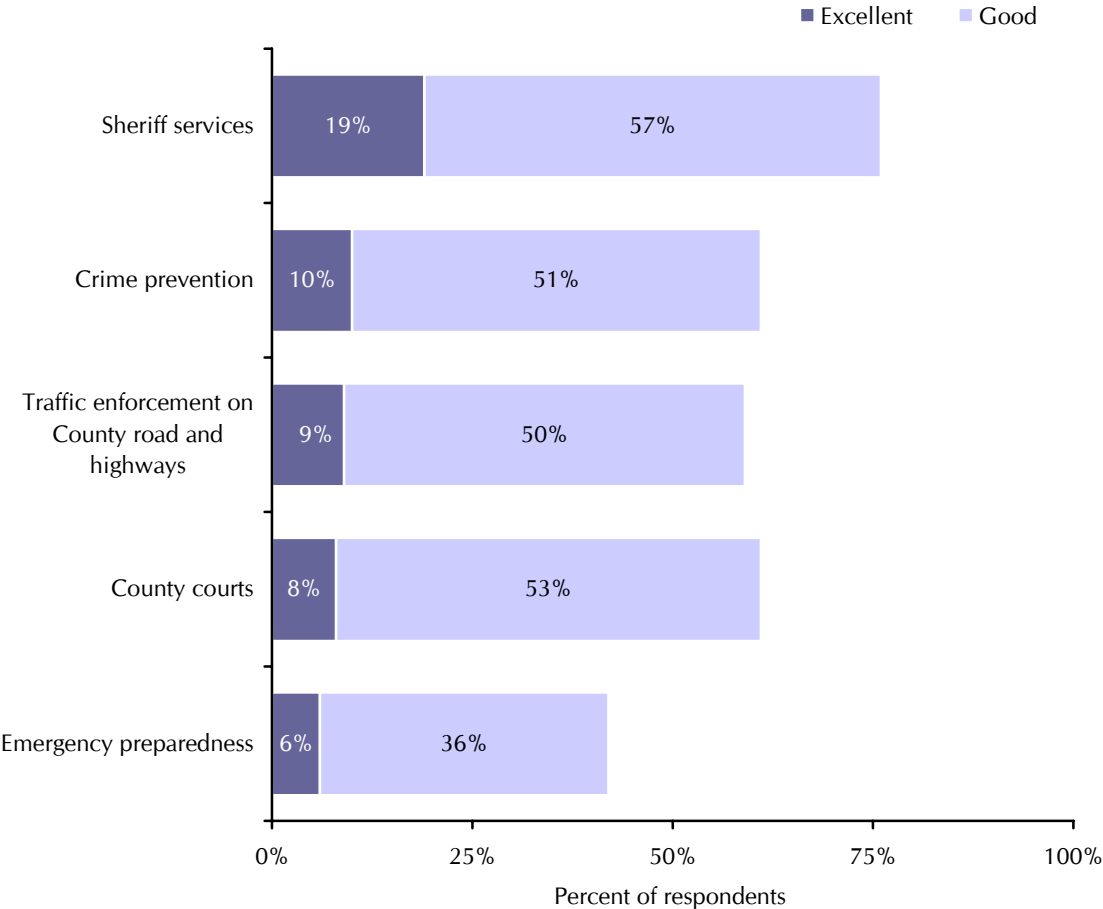


FIGURE 36: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Sheriff services	Above
Crime prevention	Above
Traffic enforcement on County road and highways	Above
Municipal courts	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Below

## ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green.” These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of Arapahoe County were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 60% of survey respondents. Cleanliness of Arapahoe County received the highest rating, and it was above the benchmark.

FIGURE 37: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

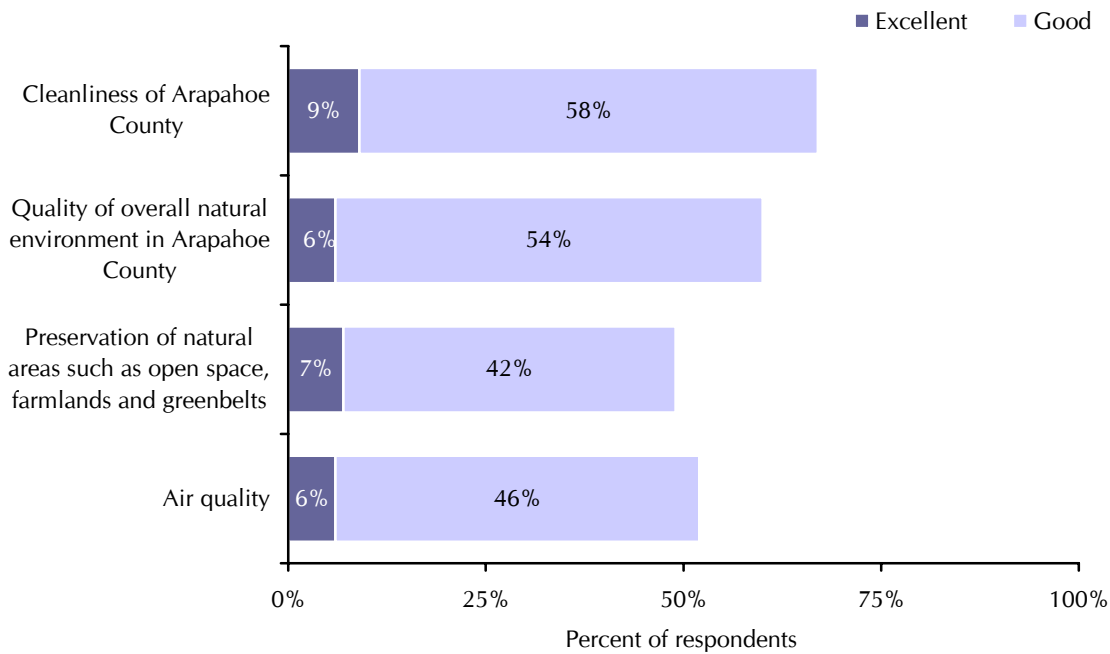


FIGURE 38: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Arapahoe County	Above
Quality of overall natural environment in Arapahoe County	Not available
Preservation of natural areas such as open space, farmlands and greenbelts	Similar
Air quality	Similar

FIGURE 39: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

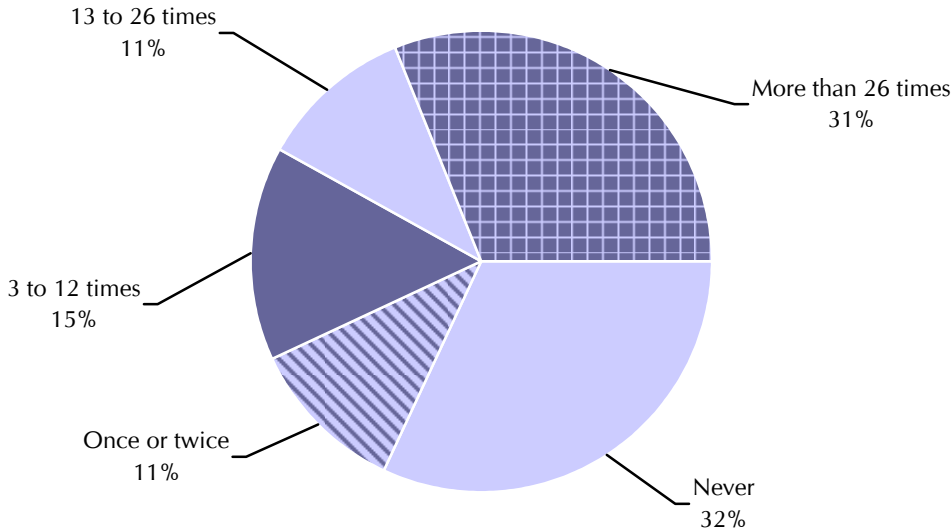


FIGURE 40: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	Below

## RECREATION AND WELLNESS

### Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related the community's parks and recreation services.

FIGURE 41: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

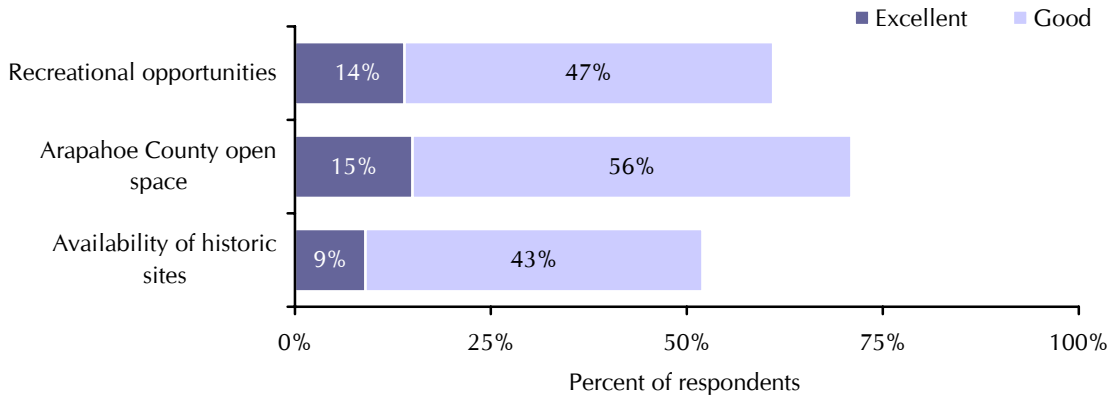


FIGURE 42: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Recreational opportunities	Below
Arapahoe County open space	Similar
Availability of historic sites	Not available

FIGURE 43: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

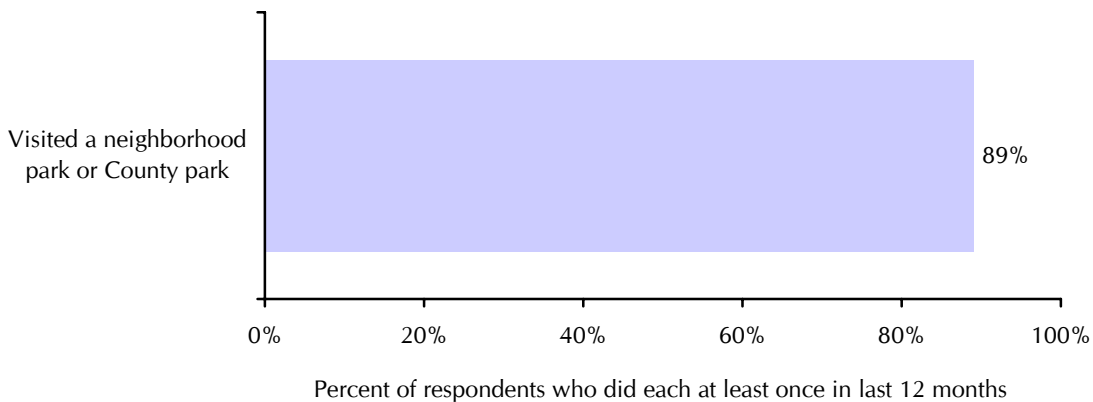


FIGURE 44: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Visited a neighborhood park or County park	Above

FIGURE 45: RATINGS OF PARKS AND RECREATION SERVICES

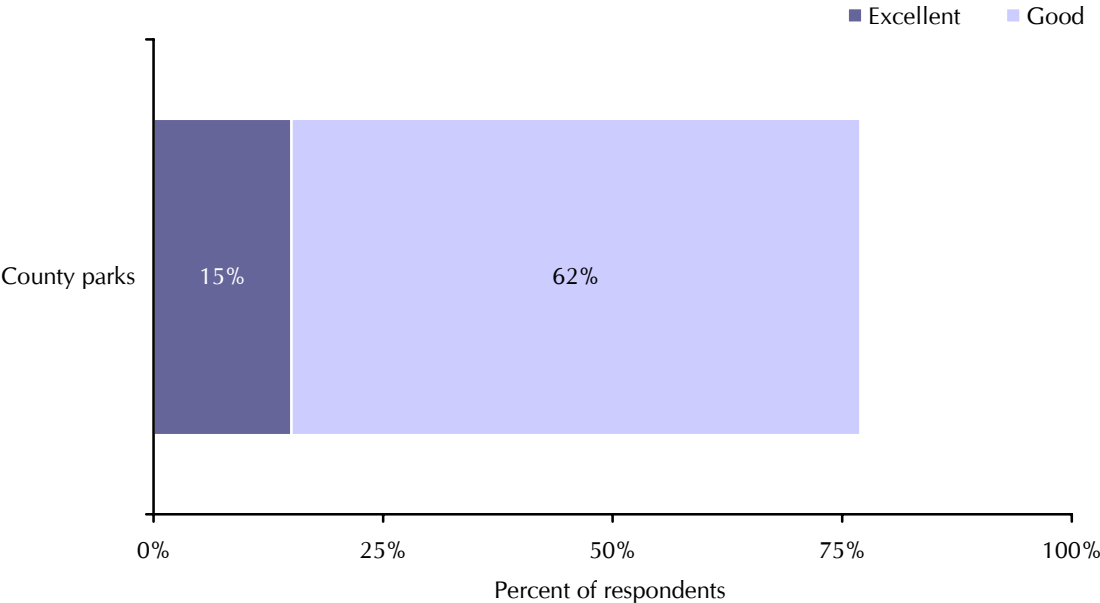


FIGURE 46: PARKS AND RECREATION SERVICES BENCHMARKS

Comparison to benchmark	
County parks	Similar

### Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who drudges to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities was rated as “excellent” or “good” by 42% of respondents. Educational opportunities were rated as “excellent” or “good” by 59% of respondents. Compared to the benchmark data, educational opportunities were below the average of comparison jurisdictions, as were cultural activity opportunities.

FIGURE 47: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

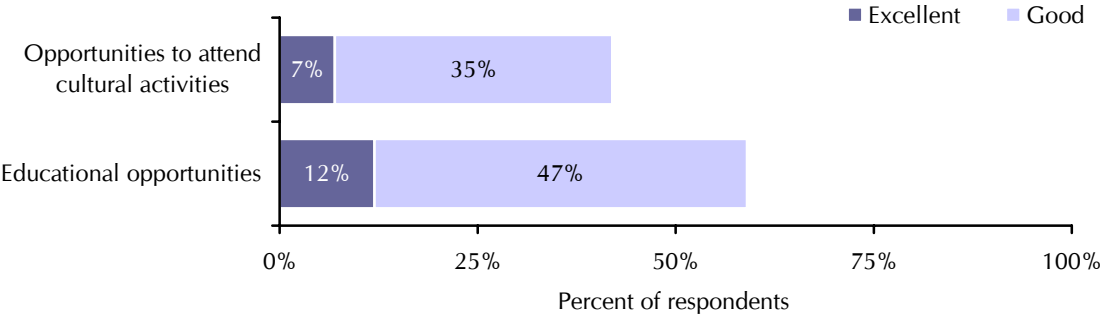


FIGURE 48: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Below
Educational opportunities	Below

### Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

FIGURE 49: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

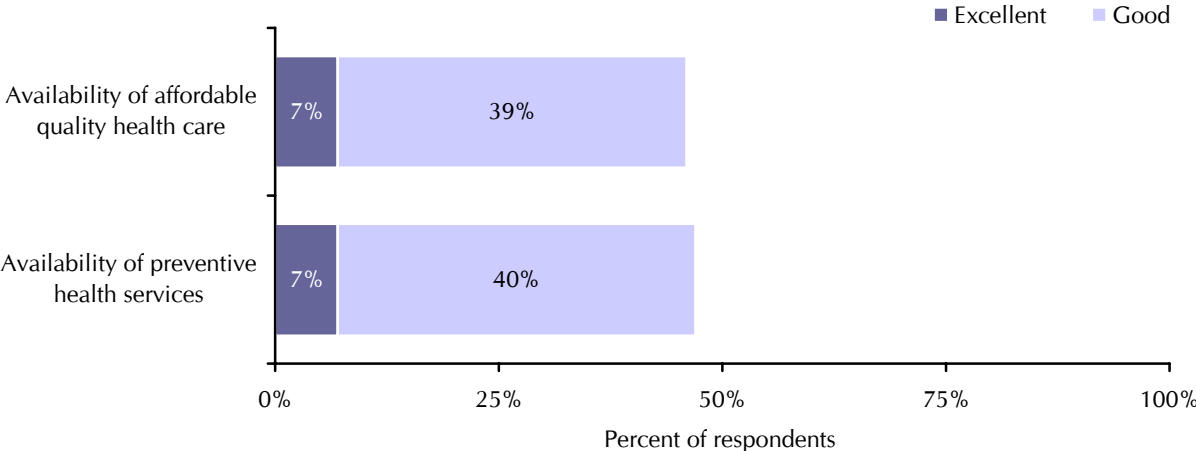


FIGURE 50: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Similar
Availability of preventive health services	Not available

FIGURE 51: RATINGS OF HEALTH AND WELLNESS SERVICES

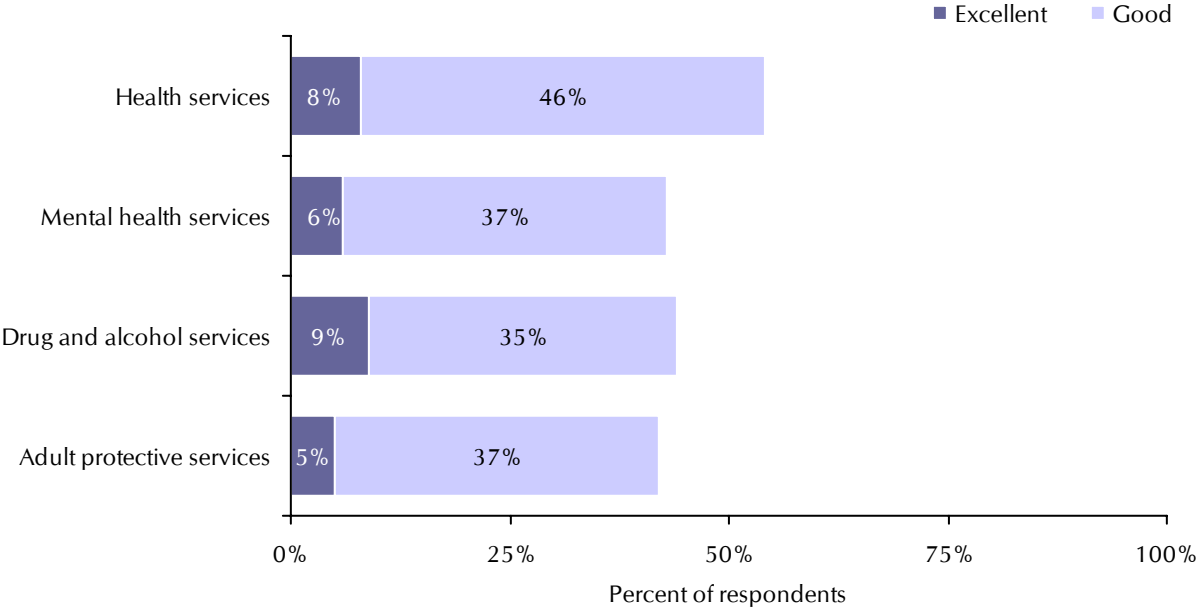


FIGURE 52: HEALTH AND WELLNESS SERVICES BENCHMARKS

	Comparison to benchmark
Health services	Below
Mental health services	Below
Drug and alcohol services	Below
Adult protective services	Below



## COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of Arapahoe County as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A high percentage of residents rated Arapahoe County as an excellent or good place to raise kids and a moderate percentage rated it as an “excellent” or “good” place to retire. Most residents felt the local sense of community was excellent or good. A majority of survey respondents felt Arapahoe County was open and accepting towards people of diverse backgrounds. Availability of affordable quality child care was rated the lowest by residents but was similar to the benchmark.

FIGURE 53: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS

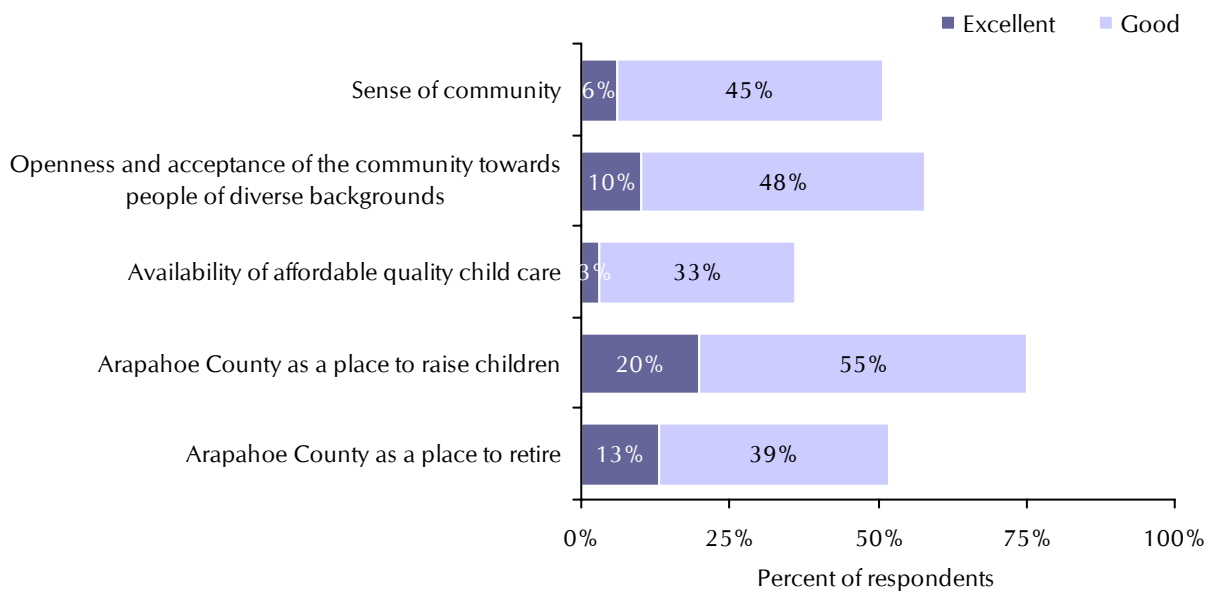


FIGURE 54: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Similar
Openness and acceptance of the community towards people of diverse backgrounds	Above
Availability of affordable quality child care	Similar
Arapahoe County as a place to raise children	Above
Arapahoe County as a place to retire	Similar

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 37% to 55% with ratings of “excellent” or “good.”

FIGURE 55: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS

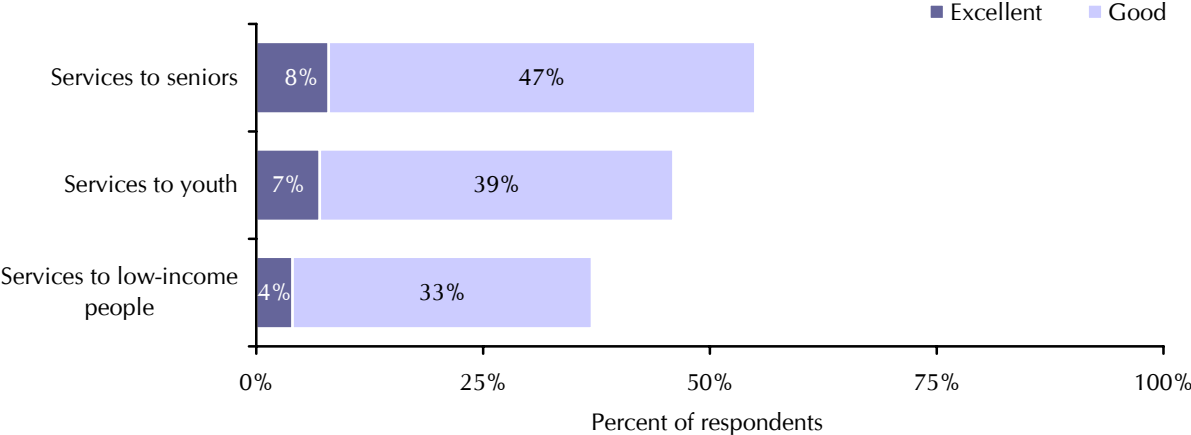


FIGURE 56: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Below
Services to youth	Similar
Services to low-income people	Similar

## CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Staff and elected officials require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding residents' level of connection to, knowledge of and participation in local government, the County can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. This survey information is essential for public communication and for helping local government staff to conceive strategies for reaching reluctant voters whose confidence in government may need boosting prior to important referenda.

### Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of Arapahoe County.

FIGURE 57: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

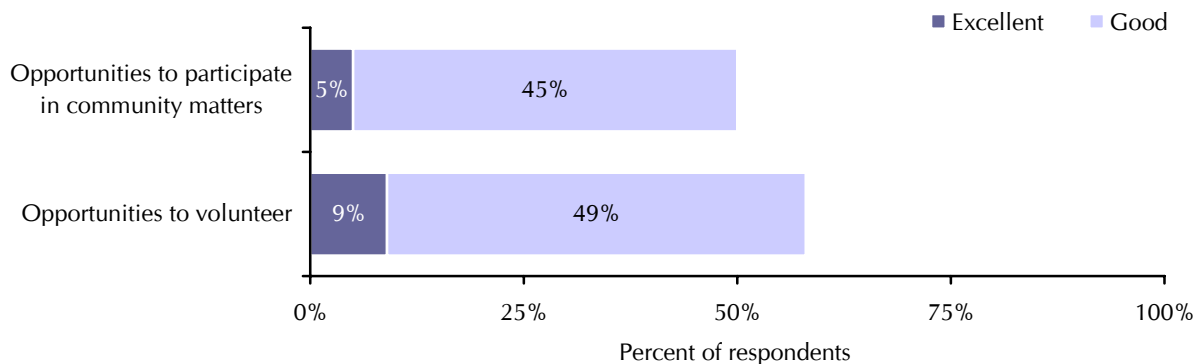


FIGURE 58: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Not available
Opportunities to volunteer	Not available

Most of the participants in this survey had not attended a public meeting in the 12 months prior, but the vast majority had helped a friend.

FIGURE 59: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

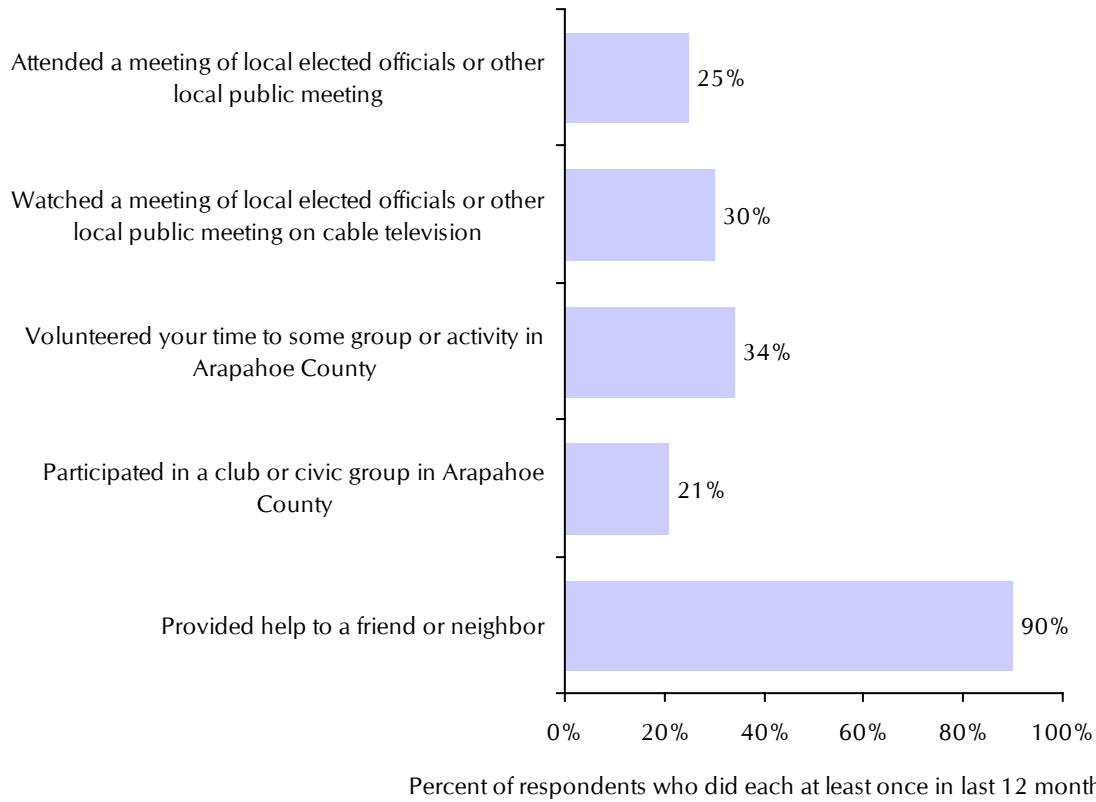
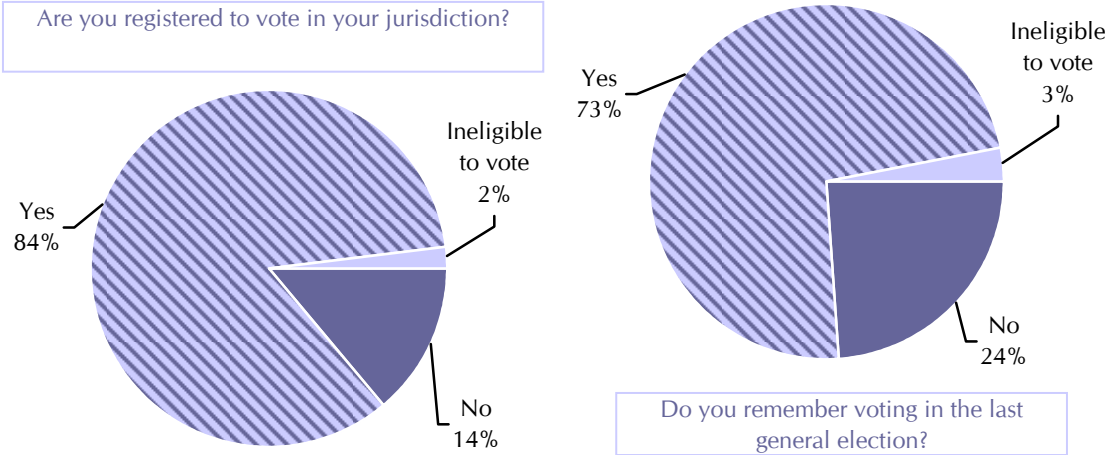


FIGURE 60: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Similar
Watched a meeting of local elected officials or other local public meeting on cable television	Below
Volunteered your time to some group or activity in Arapahoe	Below
Participated in a club or civic group in Arapahoe	Not available
Provided help to a friend or neighbor	Not available

Arapahoe County residents showed the largest amount of civic engagement in the area of electoral participation. About 84% reported they were registered to vote; 73% indicated they had voted in the last general election.

FIGURE 61: REPORTED VOTING BEHAVIOR



### Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Arapahoe County Web site in the previous 12 months, 56% reported they had done so at least once.

FIGURE 62: USE OF INFORMATION SOURCES

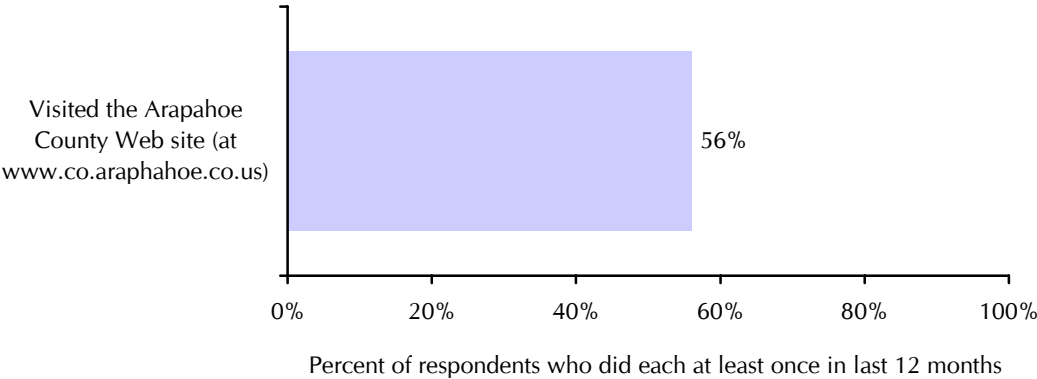


FIGURE 63: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Visited the Arapahoe County Web site (at www.co.araphahoe.co.us)	Not available

## Social Engagement

FIGURE 64: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

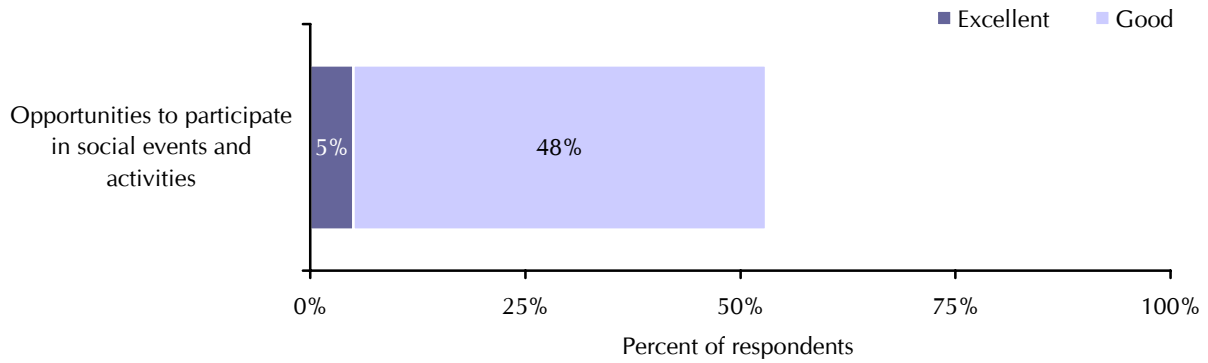


FIGURE 65: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Not available

Residents in Arapahoe reported a fair amount of neighborliness. More than 53% indicated talking or visiting with their neighbors several times a week or more frequently.

FIGURE 66: CONTACT WITH IMMEDIATE NEIGHBORS

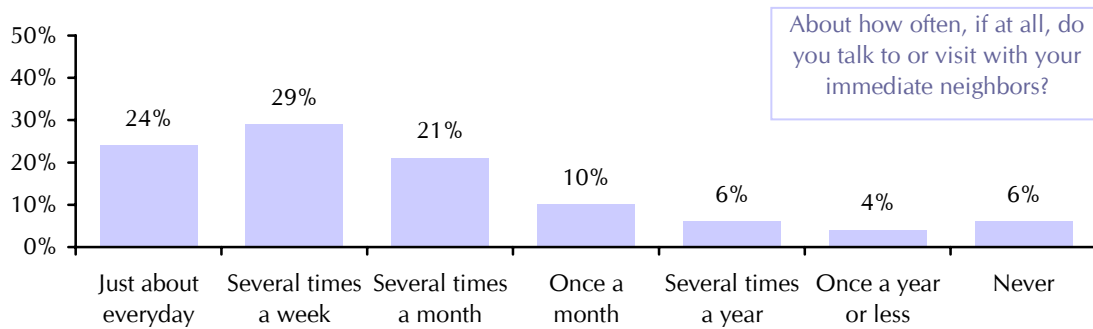


FIGURE 67: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

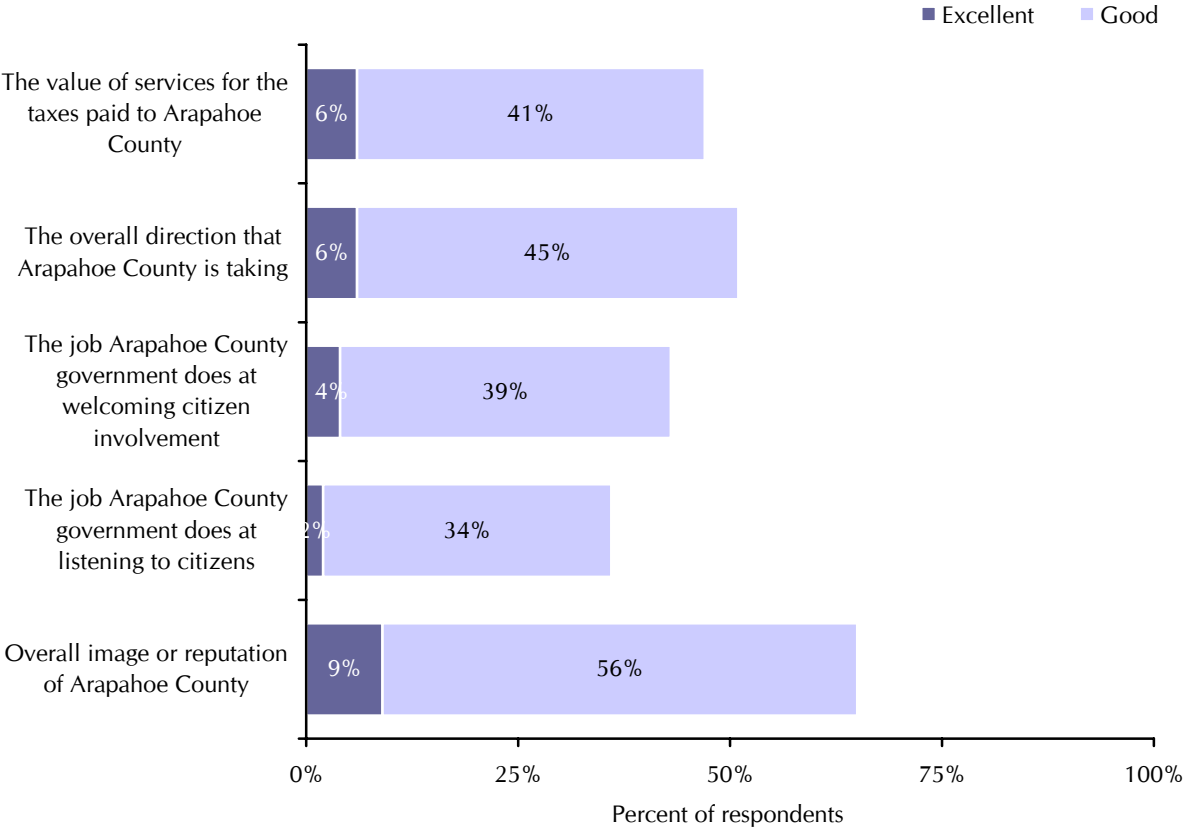
	Comparison to benchmark
Has contact with neighbors at least once per month	Not available

### PUBLIC TRUST

Residents are more likely to cooperate with the proposals and policies advanced by their community leaders when trust in local government officials runs high. Trust can be measured in residents' opinions about the overall direction Arapahoe County is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by Arapahoe County could be compared their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about Arapahoe County may be colored by their dislike of what all levels of government provide.

Less than half of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job Arapahoe County does at listening to citizens, 36% rated it as excellent or good.

FIGURE 68: PUBLIC TRUST RATINGS



The National Citizen Survey™ by National Research Center, Inc.



FIGURE 69: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
The value of services for the taxes paid to Arapahoe County	Below
The overall direction that Arapahoe County is taking	Below
The job Arapahoe County government does at welcoming citizen involvement	Below
The job Arapahoe County government does at listening to citizens	Below
Overall image or reputation of Arapahoe County	Similar

On average, residents of Arapahoe County gave the highest evaluations to their own local government and the lowest average rating to the federal government. The overall quality of services delivered by Arapahoe County was rated as “excellent” or “good” by 61% of survey participants. Arapahoe County’s rating was below the benchmark when compared to other communities in the nation.

FIGURE 70: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS

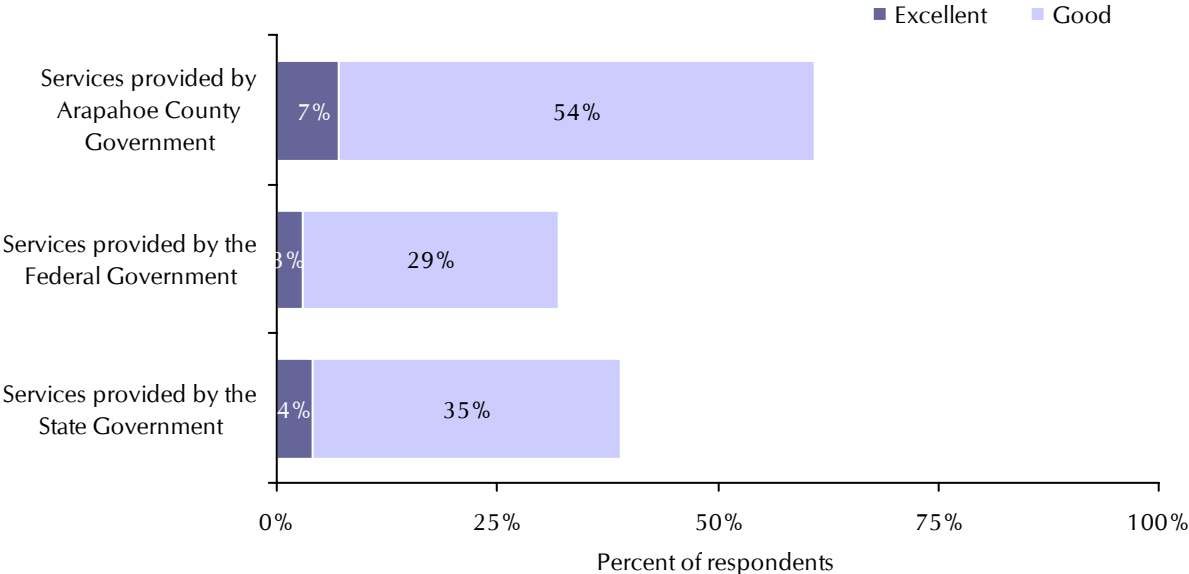


FIGURE 71: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by Arapahoe County	Below
Services provided by the Federal Government	Below
Services provided by the State Government	Similar

### Arapahoe County Employees

The employees of Arapahoe County who interact with the public create the first impression that most residents have of Arapahoe County. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of Arapahoe County. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with Arapahoe County staff.

Those completing the survey were asked if they had been in contact with a County employee either in person or over the phone in the last 12 months; the 51% who reported that they had been in contact were then asked to indicate overall how satisfied they were with the employee in their most recent contact. County employees were rated highly; 65% of respondents rated their overall impression as "excellent" or "good."

FIGURE 72: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH COUNTY EMPLOYEES IN PREVIOUS 12 MONTHS

Have you had any in-person or phone contact with an employee of Arapahoe County within the last 12 months?

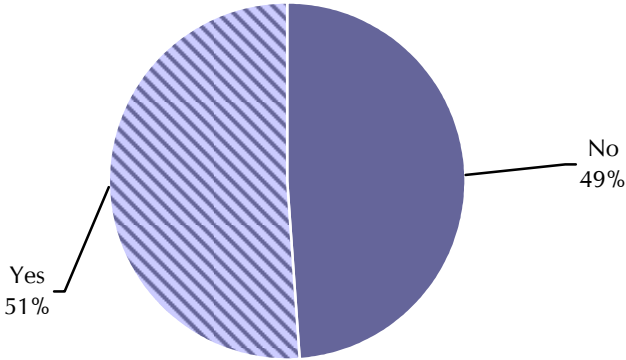


FIGURE 73: RATINGS OF COUNTY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

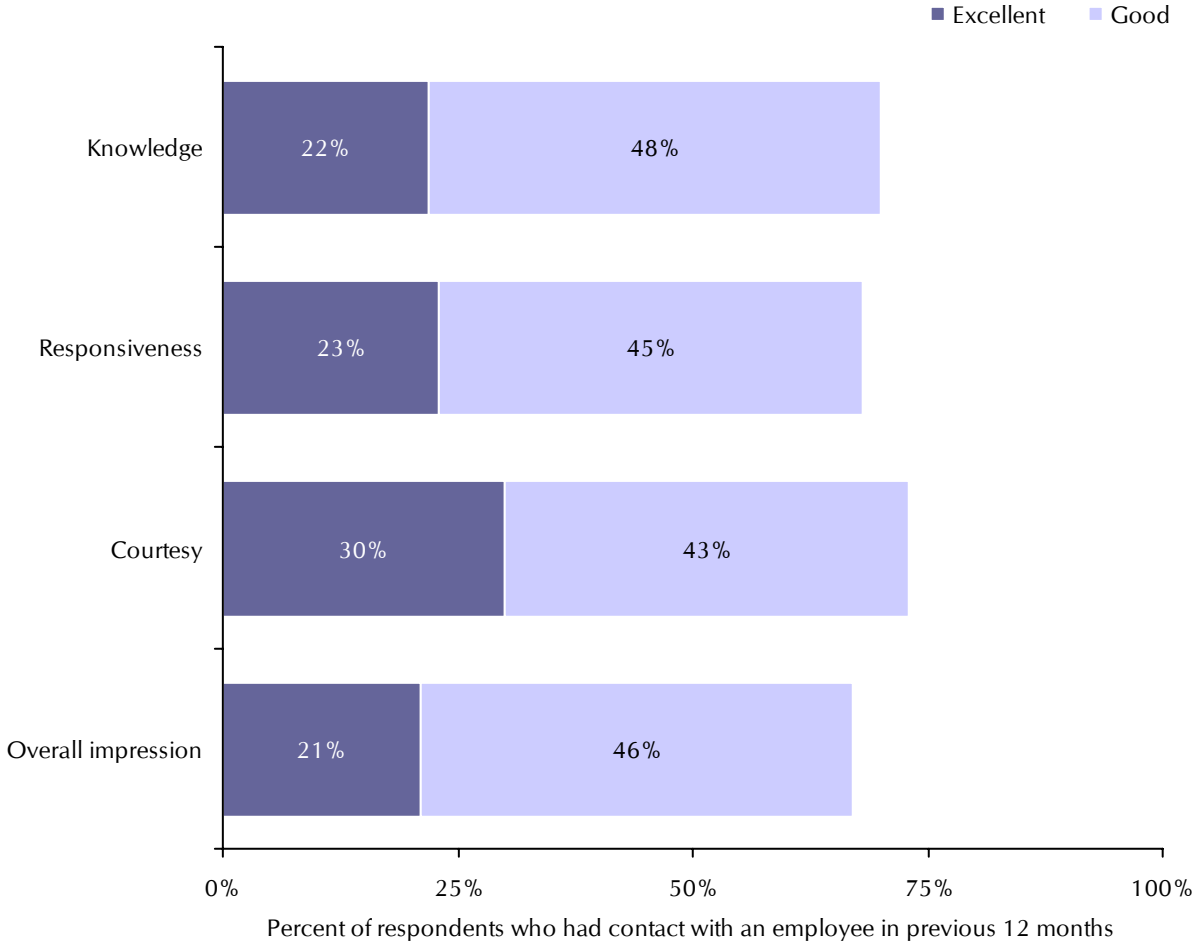


FIGURE 74: RATINGS OF COUNTY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Similar
Responsiveness	Similar
Courtesy	Similar
Overall impression	Similar

The National Citizen Survey™ by National Research Center, Inc.

## FROM DATA TO ACTION

### RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the County of Arapahoe by examining the relationships between ratings of each service and ratings of the County of Arapahoe's overall services. Those key driver services that correlated most highly with residents' perceptions about overall County service quality have been identified. By targeting improvements in key services, the County of Arapahoe can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Arapahoe County Key Driver Analysis were:

- Health services
- Elections
- Motor vehicle registration
- Sheriff services
- Code enforcement

## ARAPAHOE COUNTY ACTION CHART

The 2008 Arapahoe County Action Chart™ on the following page combines two dimensions of performance:

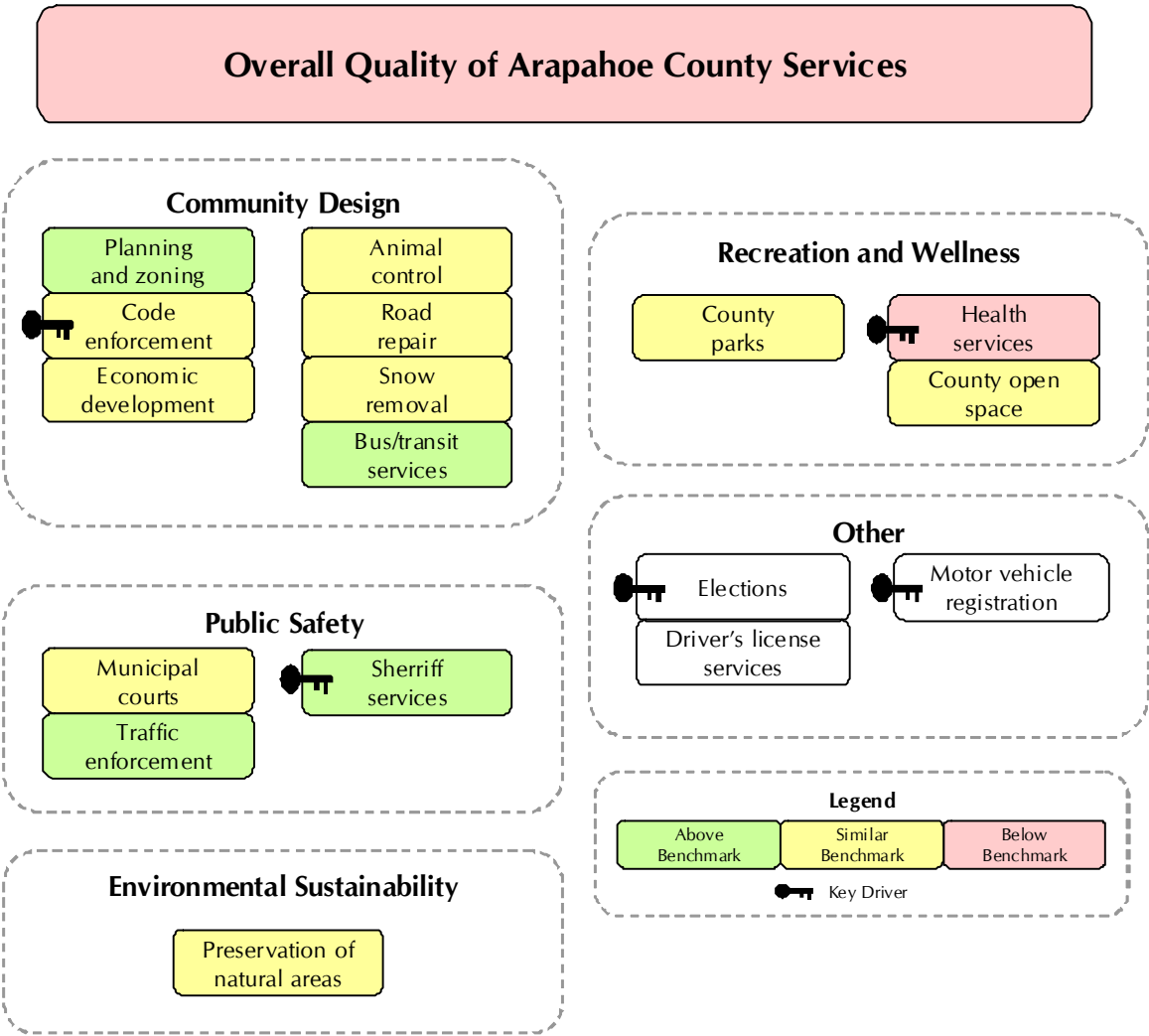
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon next to a service box indicates that service is key (either core or key driver)

Seventeen services were included in the KDA for the County of Arapahoe. Of these, four were above the benchmark, one was below the benchmark and eight were similar to the benchmark. No comparisons were available for three services. The five key drivers are shown.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In Arapahoe County, health services was below the benchmark and code enforcement was similar to the benchmark. Because elections and motor vehicle registration do not have benchmark data, this is an area for watchful waiting and potential action following the next survey's results. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering "don't know" were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including "Don't Know" Responses for the percent "don't know" for each service.

FIGURE 75: ARAPAHOE COUNTY ACTION CHART™



### Using Your Action Chart™

The key drivers derived for Arapahoe County provide a list of those services that are uniquely related to overall service quality in the community. Those key drivers are marked by key symbols in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the County of Arapahoe, NRC lists the key drivers derived from tens of thousands of resident responses from across the county. This list is updated every three years so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the following table, we have listed your key drivers, core services and the national key drivers below and we have indicated the County of Arapahoe key drivers that overlap core services or the nationally derived keys.

FIGURE 76: KEY DRIVERS COMPARED

Service	County of Arapahoe Key Drivers	National Key Drivers	Core Services
Code enforcement	✓		✓
Economic development		✓	
Elections	✓		
EMS			✓
Fire			✓
Garbage collection			✓
Health services	✓		
Land use planning and zoning		✓	
Motor vehicle services	✓		
<b>Sheriff services</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Public information services		✓	
Public schools		✓	
Sewer			✓
Storm drainage			✓
Street repair			✓
Water			✓



## POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions.

Policy Question 1					
Please rate how important, if at all, each of the following areas is for Open Space spending:					Total
	Essential	Very important	Somewhat important	Not at all important	
Preserving or acquiring open space in urban areas	32%	38%	22%	7%	100%
Improving the Highline Canal	16%	40%	33%	11%	100%
Providing trails	22%	45%	27%	6%	100%
Preserving agricultural ranch lands and open space on the eastern plains	25%	37%	29%	8%	100%
Preserving public access to open space areas	32%	46%	18%	5%	100%
Providing neighborhood parks/athletic fields	36%	44%	16%	4%	100%
Protecting wildlife habitat corridors	40%	34%	20%	5%	100%

Policy Question 2	
Which resources do you rely on to get news about Arapahoe County? Please check all that apply:	Percent of respondents
Television news	70%
Word of mouth	43%
Rocky Mountain News	42%
Denver Post	39%
Local newspapers	34%
Arapahoe County Web site	26%
County brochures/publications	21%
News Web sites	18%
Email news releases/notifications	8%
Public meetings	6%
None of these	3%
Total may exceed 100% as respondents could select more than one option	

Policy Question 3					
Please rate how important, if at all, each of the following is for the County to fund:	Essential	Very important	Somewhat important	Not at all important	Total
Health department	34%	46%	19%	1%	100%
Criminal prosecutions	37%	44%	18%	2%	100%
Human services	33%	43%	21%	2%	100%
Jail facilities	26%	36%	33%	5%	100%
Court facilities	25%	40%	33%	3%	100%
County services on the internet	18%	34%	41%	7%	100%
Senior services	26%	47%	26%	2%	100%
Regional transportation projects	27%	44%	24%	5%	100%
Homeland security	24%	28%	32%	15%	100%
Regional planning	21%	43%	32%	4%	100%
Economic development	29%	44%	23%	3%	100%

Policy Question 4					
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
Crime	34%	43%	21%	3%	100%
Growth and development	30%	45%	22%	3%	100%
Transportation and traffic congestion	37%	40%	22%	1%	100%
Public health	27%	38%	32%	3%	100%
Open space	21%	40%	31%	8%	100%
Air quality	27%	38%	29%	6%	100%
Expansion of court rooms/space	10%	21%	47%	22%	100%
Expansion of County jail	12%	22%	47%	19%	100%

## APPENDIX A: COMPLETE SURVEY FREQUENCIES

### FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Arapahoe County:	Excellent	Good	Fair	Poor	Total
Arapahoe County as a place to live	20%	64%	14%	2%	100%
Your neighborhood as a place to live	26%	47%	22%	6%	100%
Arapahoe County as a place to raise children	20%	55%	20%	5%	100%
Arapahoe County as a place to work	13%	54%	25%	7%	100%
Arapahoe County as a place to retire	13%	39%	35%	13%	100%
The overall quality of life in Arapahoe County	14%	61%	22%	2%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	6%	45%	35%	14%	100%
Openness and acceptance of the community towards people of diverse backgrounds	10%	48%	35%	7%	100%
Overall appearance of Arapahoe County	8%	58%	31%	3%	100%
Cleanliness of Arapahoe County	9%	58%	30%	4%	100%
Overall quality of new development in Arapahoe County	10%	53%	30%	6%	100%
Variety of housing options	12%	50%	31%	7%	100%
Overall quality of business and service establishments in Arapahoe County	14%	57%	26%	3%	100%
Shopping opportunities	26%	50%	20%	4%	100%
Opportunities to attend cultural activities	7%	35%	42%	17%	100%
Recreational opportunities	14%	47%	33%	6%	100%
Employment opportunities	6%	36%	45%	13%	100%
Educational opportunities	12%	47%	34%	6%	100%
Opportunities to participate in social events and activities	5%	48%	37%	9%	100%
Opportunities to volunteer	9%	49%	33%	8%	100%
Opportunities to participate in community matters	5%	45%	40%	10%	100%
Ease of car travel in Arapahoe County	7%	44%	39%	10%	100%
Ease of bus travel in Arapahoe County	7%	34%	36%	23%	100%
Ease of rail or subway travel in Arapahoe County	13%	34%	30%	23%	100%
Ease of bicycle travel in Arapahoe County	11%	43%	35%	11%	100%
Ease of walking in Arapahoe County	13%	46%	31%	9%	100%
Availability of paths and walking trails	18%	47%	26%	9%	100%
Traffic flow on major streets	3%	32%	46%	19%	100%
Availability of affordable quality housing	4%	38%	40%	18%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent	Good	Fair	Poor	Total
Availability of affordable quality child care	3%	33%	44%	21%	100%
Availability of affordable quality health care	7%	39%	36%	18%	100%
Availability of preventive health services	7%	40%	39%	14%	100%
Air quality	6%	46%	42%	6%	100%
Quality of overall natural environment in Arapahoe County	6%	54%	36%	4%	100%
Overall image or reputation of Arapahoe County	9%	56%	28%	6%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Arapahoe County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	2%	36%	43%	19%	100%
Retail growth (stores, restaurants, etc.)	2%	17%	52%	19%	10%	100%
Jobs growth	14%	52%	29%	4%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Arapahoe County?	Percent of respondents
Not a problem	15%
Minor problem	45%
Moderate problem	34%
Major problem	6%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Arapahoe County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	21%	43%	19%	13%	3%	100%
Property crimes (e.g., burglary, theft)	12%	43%	19%	21%	5%	100%
Environmental hazards, including toxic waste	32%	42%	18%	5%	3%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	56%	35%	6%	3%	1%	100%
In your neighborhood after dark	25%	45%	14%	10%	6%	100%
In Arapahoe County's downtown area during the day	36%	45%	14%	4%	1%	100%
In Arapahoe County's downtown area after dark	10%	40%	27%	17%	6%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	86%
Yes	14%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	23%
Yes	77%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Arapahoe County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Visited a neighborhood park or County park	11%	27%	36%	11%	16%	100%
Ridden a local bus within Arapahoe County	69%	15%	6%	2%	8%	100%
Attended a meeting of local elected officials or other local public meeting	75%	20%	4%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	70%	19%	9%	1%	1%	100%
Visited the Arapahoe County Web site (at www.co.araphahoe.co.us)	44%	28%	22%	4%	2%	100%
Recycled used paper, cans or bottles from your home	32%	11%	15%	11%	31%	100%
Volunteered your time to some group or activity in Arapahoe County	66%	18%	9%	3%	5%	100%
Participated in a club or civic group in Arapahoe County	79%	9%	9%	2%	2%	100%
Provided help to a friend or neighbor	10%	24%	43%	14%	9%	100%
Attended the Arapahoe County Fair	84%	14%	2%	0%	0%	100%
Attended an event at the Arapahoe County Fairgrounds and Regional Park	79%	19%	2%	0%	0%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	24%
Several times a week	29%
Several times a month	21%
Once a month	10%
Several times a year	6%
Once a year or less	4%
Never	6%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Arapahoe County:	Excellent	Good	Fair	Poor	Total
Sheriff services	19%	57%	18%	6%	100%
Crime prevention	10%	51%	30%	9%	100%
County courts	8%	53%	31%	8%	100%
Traffic enforcement on County road and highways	9%	50%	34%	8%	100%
Road repair	3%	31%	42%	25%	100%
Snow removal on County road and highways	7%	38%	38%	17%	100%
Bus or transit services	12%	40%	34%	14%	100%
County parks	15%	62%	20%	3%	100%
Arapahoe County open space	15%	56%	25%	4%	100%
Availability of historic sites	9%	43%	35%	13%	100%
Land use, planning and zoning	4%	34%	46%	16%	100%
Code enforcement (weeds, abandoned buildings, etc)	5%	36%	37%	22%	100%
Animal control	8%	49%	30%	13%	100%
Economic development	5%	39%	47%	9%	100%
Health services	8%	46%	39%	8%	100%
Services to seniors	8%	47%	34%	12%	100%
Services to youth	7%	39%	39%	15%	100%
Services to low-income people	4%	33%	34%	29%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	36%	38%	20%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	7%	42%	39%	11%	100%
Mental health services	6%	37%	37%	19%	100%
Drug and alcohol services	9%	35%	40%	17%	100%
Adult protective services	5%	37%	41%	17%	100%
Agricultural/farm advisor	7%	40%	36%	18%	100%
4H Program	9%	37%	37%	17%	100%
Master Gardener and Extension services	10%	49%	25%	16%	100%
Employment/Workforce assistance	9%	32%	37%	22%	100%
Commissioners' office	6%	41%	37%	16%	100%
Assessor's office	6%	45%	38%	12%	100%
Clerk and Recorder's office	11%	50%	31%	8%	100%
Treasurer's office	8%	48%	35%	9%	100%
Coroner's office	10%	44%	34%	12%	100%
Child Protective services	6%	34%	35%	26%	100%
Elections	11%	50%	32%	6%	100%
Motor vehicle registration	13%	46%	28%	12%	100%
Driver's license services	9%	37%	34%	20%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
Arapahoe County	7%	54%	34%	6%	100%
The Federal Government	3%	29%	44%	24%	100%
The State Government	4%	35%	51%	10%	100%

Question 13: Contact with County Employees	
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)?	Percent of respondents
No	49%
Yes	51%
Total	100%

Question 14: County Employees					
What was your impression of the employee(s) of Arapahoe County in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	22%	48%	25%	4%	100%
Responsiveness	23%	45%	19%	14%	100%
Courtesy	30%	43%	14%	13%	100%
Overall impression	21%	46%	21%	11%	100%

Question 15: Government Performance					
Please rate the following categories of Arapahoe County government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Arapahoe County	6%	41%	39%	14%	100%
The overall direction that Arapahoe County is taking	6%	45%	39%	11%	100%
The job Arapahoe County government does at welcoming citizen involvement	4%	39%	36%	21%	100%
The job Arapahoe County government does at listening to citizens	2%	34%	46%	18%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Arapahoe County to someone who asks	37%	47%	11%	5%	100%
Remain in Arapahoe County for the next five years	48%	31%	12%	9%	100%



Question 17: Impact of the Economy	
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 of respondents
Very positive	4%
Somewhat positive	8%
Neutral	34%
Somewhat negative	36%
Very negative	18%
Total	100%

Question 18a: Policy Question 1					
Please rate how important, if at all, each of the following areas is for Open Space spending:	Essential	Very important	Somewhat important	Not at all important	Total
Preserving or acquiring open space in urban areas	32%	38%	22%	7%	100%
Improving the Highline Canal	16%	40%	33%	11%	100%
Providing trails	22%	45%	27%	6%	100%
Preserving agricultural ranch lands and open space on the eastern plains	25%	37%	29%	8%	100%
Preserving public access to open space areas	32%	46%	18%	5%	100%
Providing neighborhood parks/athletic fields	36%	44%	16%	4%	100%
Protecting wildlife habitat corridors	40%	34%	20%	5%	100%

Question 18b: Policy Question 2	
Which resources do you rely on to get news about Arapahoe County? Please check all that apply:	Percent of respondents
Television news	70%
Word of mouth	43%
Rocky Mountain News	42%
Denver Post	39%
Local newspapers	34%
Arapahoe County Web site	26%
County brochures/publications	21%
News Web sites	18%
Email news releases/notifications	8%
Public meetings	6%
None of these	3%
Total may exceed 100% as respondents could select more than one option	

Question 18c: Policy Question 3					
Please rate how important, if at all, each of the following is for the County to fund:	Essential	Very important	Somewhat important	Not at all important	Total
Health department	34%	46%	19%	1%	100%
Criminal prosecutions	37%	44%	18%	2%	100%
Human services	33%	43%	21%	2%	100%
Jail facilities	26%	36%	33%	5%	100%
Court facilities	25%	40%	33%	3%	100%
County services on the internet	18%	34%	41%	7%	100%
Senior services	26%	47%	26%	2%	100%
Regional transportation projects	27%	44%	24%	5%	100%
Homeland security	24%	28%	32%	15%	100%
Regional planning	21%	43%	32%	4%	100%
Economic development	29%	44%	23%	3%	100%

Question 18d: Policy Question 4					
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
Crime	34%	43%	21%	3%	100%
Growth and development	30%	45%	22%	3%	100%
Transportation and traffic congestion	37%	40%	22%	1%	100%
Public health	27%	38%	32%	3%	100%
Open space	21%	40%	31%	8%	100%
Air quality	27%	38%	29%	6%	100%
Expansion of court rooms/space	10%	21%	47%	22%	100%
Expansion of County jail	12%	22%	47%	19%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	24%
Yes, full-time	67%
Yes, part-time	9%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	70%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, subway or other public transportation	7%
Bicycle	1%
Bicycle	1%
Work at home	7%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Arapahoe County?	Percent of respondents
Less than 2 years	12%
2 to 5 years	25%
6 to 10 years	20%
11 to 20 years	21%
More than 20 years	22%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	54%
House attached to one or more houses (e.g., a duplex or townhome)	13%
Building with two or more apartments or condominiums	31%
Mobile home	0%
Other	2%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	34%
Owned by you or someone in this house with a mortgage or free and clear	66%
Total	100%

Question D6: Monthly Housing Cost	
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 of respondents
Less than \$300 per month	4%
\$300 to \$599 per month	12%
\$600 to \$999 per month	23%
\$1,000 to \$1,499 per month	29%
\$1,500 to \$2,499 per month	26%
\$2,500 or more per month	6%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	62%
Yes	38%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	85%
Yes	15%
Total	100%

Question D9: Household Income	
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 of respondents
Less than \$24,999	13%
\$25,000 to \$49,999	27%
\$50,000 to \$99,999	38%
\$100,000 to \$149,000	15%
\$150,000 or more	7%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	84%
Yes, I consider myself to be Spanish, Hispanic or Latino	16%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	2%
Asian, Asian Indian or Pacific Islander	4%
Black or African American	5%
White	82%
Other	10%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	3%
25 to 34 years	26%
35 to 44 years	19%
45 to 54 years	28%
55 to 64 years	12%
65 to 74 years	5%
75 years or older	7%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	14%
Yes	84%
Ineligible to vote	2%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	24%
Yes	73%
Ineligible to vote	3%
Total	100%

### FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Arapahoe County:	Excellent		Good		Fair		Poor		Don't know		Total	
	Arapahoe County as a place to live	20%	136	63%	425	14%	93	2%	14	1%	7	100%
Your neighborhood as a place to live	25%	172	47%	316	21%	145	6%	40	1%	5	100%	677
Arapahoe County as a place to raise children	17%	117	47%	315	17%	114	4%	30	14%	96	100%	672
Arapahoe County as a place to work	10%	70	43%	286	20%	134	5%	36	22%	144	100%	669
Arapahoe County as a place to retire	10%	65	29%	194	26%	177	10%	65	26%	176	100%	678
The overall quality of life in Arapahoe County	14%	97	60%	409	22%	149	2%	13	1%	10	100%	677

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Arapahoe County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Sense of community	5%	35	43%	284	33%	222	14%	92	5%	32	100%	665
Openness and acceptance of the community towards people of diverse backgrounds	9%	62	43%	292	32%	213	7%	44	9%	63	100%	674
Overall appearance of Arapahoe County	8%	54	58%	390	30%	204	3%	21	1%	9	100%	677
Cleanliness of Arapahoe County	9%	59	57%	380	29%	195	4%	26	1%	9	100%	669
Overall quality of new development in Arapahoe County	10%	64	49%	329	28%	187	6%	37	8%	54	100%	672
Variety of housing options	11%	72	47%	311	29%	192	7%	43	7%	50	100%	667
Overall quality of business and service establishments in Arapahoe County	14%	92	56%	376	25%	169	3%	19	2%	16	100%	672
Shopping opportunities	26%	173	49%	329	20%	135	4%	24	2%	12	100%	673
Employment opportunities	5%	34	28%	189	35%	237	10%	70	21%	138	100%	668
Opportunities to volunteer	7%	47	37%	248	25%	167	6%	42	25%	167	100%	671
Opportunities to participate in community matters	4%	25	36%	234	32%	211	8%	55	20%	133	100%	657
Ease of car travel in Arapahoe County	7%	48	43%	287	38%	254	9%	63	2%	14	100%	666
Ease of bus travel in Arapahoe County	4%	30	22%	147	23%	152	15%	98	36%	245	100%	671
Ease of rail or subway travel in Arapahoe County	10%	65	25%	168	23%	150	18%	117	25%	166	100%	666
Ease of bicycle travel in Arapahoe County	8%	56	33%	217	27%	179	8%	53	24%	162	100%	668
Ease of walking in Arapahoe County	12%	82	43%	285	29%	191	9%	59	8%	52	100%	668
Availability of paths and walking trails	17%	111	43%	291	24%	160	8%	55	8%	54	100%	672
Traffic flow on major streets	3%	17	31%	210	45%	299	19%	126	2%	16	100%	668
Availability of affordable quality housing	4%	24	32%	213	34%	228	16%	103	14%	94	100%	662
Availability of affordable quality child care	1%	9	14%	95	19%	126	9%	60	56%	371	100%	661
Availability of affordable quality health care	6%	38	32%	213	29%	192	15%	97	19%	127	100%	666
Availability of preventive health services	5%	33	30%	199	29%	192	10%	69	26%	170	100%	663
Air quality	6%	39	44%	291	40%	264	5%	36	5%	36	100%	666
Quality of overall natural environment in Arapahoe County	6%	38	52%	349	35%	233	4%	27	3%	22	100%	668
Overall image or reputation of Arapahoe County	9%	58	55%	365	28%	184	6%	40	3%	22	100%	669



Question 3: Growth														
Please rate the speed of growth in the following categories in Arapahoe County over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	0%	1	2%	12	29%	194	35%	234	15%	103	19%	128	100%
Retail growth (stores, restaurants, etc.)	2%	11	15%	101	46%	309	17%	115	9%	58	12%	78	100%	672
Jobs growth	9%	59	32%	219	18%	121	3%	18	0%	2	38%	255	100%	673

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Arapahoe County?	Percent of respondents	Count
Not a problem	13%	90
Minor problem	41%	278
Moderate problem	31%	208
Major problem	5%	36
Don't know	9%	60
Total	100%	672

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Arapahoe County:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	21%	141	42%	286	19%	126	13%	88	3%	19	2%	16	100%
Property crimes (e.g., burglary, theft)	12%	79	42%	280	19%	128	20%	135	5%	35	3%	17	100%	674
Environmental hazards, including toxic waste	28%	189	37%	247	16%	106	5%	32	2%	16	12%	83	100%	673

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	56%	381	34%	234	6%	38	3%	17	1%	5	1%	4	100%
In your neighborhood after dark	25%	167	44%	300	14%	94	10%	69	6%	39	1%	7	100%	676
In Arapahoe County's downtown area during the day	35%	238	44%	296	14%	94	4%	24	1%	5	3%	19	100%	676
In Arapahoe County's downtown area after dark	9%	62	38%	260	26%	173	16%	111	6%	40	5%	32	100%	677

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	85%	573
Yes	14%	94
Don't know	1%	5
Total	100%	671

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	22%	22
Yes	75%	77
Don't know	3%	3
Total	100%	103

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Arapahoe County?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Visited a neighborhood park or County park	11%	71	27%	178	36%	238	11%	76	16%	107	100%
Ridden a local bus within Arapahoe County	69%	468	15%	99	6%	38	2%	16	8%	52	100%	675
Attended a meeting of local elected officials or other local public meeting	75%	503	20%	131	4%	29	1%	5	0%	3	100%	670
Watched a meeting of local elected officials or other local public meeting on cable television	70%	475	19%	131	9%	59	1%	4	1%	5	100%	674
Visited the Arapahoe County Web site (at www.co.araphahoe.co.us)	44%	294	28%	191	22%	147	4%	26	2%	13	100%	672
Recycled used paper, cans or bottles from your home	32%	213	11%	73	15%	101	11%	71	31%	211	100%	669
Volunteered your time to some group or activity in Arapahoe County	66%	441	18%	119	9%	61	3%	19	5%	33	100%	673
Participated in a club or civic group in Arapahoe County	79%	527	9%	63	9%	58	2%	10	2%	11	100%	669
Provided help to a friend or neighbor	10%	64	24%	162	43%	288	14%	95	9%	62	100%	671
Attended the Arapahoe County Fair	84%	553	14%	90	2%	16	0%	2	0%	1	100%	662
Attended an event at the Arapahoe County Fairgrounds and Regional Park	79%	525	19%	126	2%	16	0%	1	0%	1	100%	668

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	24%	159
Several times a week	29%	194
Several times a month	21%	143
Once a month	10%	66
Several times a year	6%	43
Once a year or less	4%	29
Never	6%	43
Total	100%	676

Question 11: Service Quality												
Please rate the quality of each of the following services in Arapahoe County:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sheriff services	14%	90	41%	267	13%	84	4%	27	29%	188	100%
Crime prevention	8%	53	40%	261	23%	152	7%	46	22%	146	100%	659
County courts	5%	30	32%	211	19%	123	5%	31	40%	264	100%	660
Traffic enforcement on County road and highways	7%	49	43%	281	29%	193	6%	43	14%	94	100%	659
Road repair	3%	17	30%	195	40%	266	24%	156	4%	24	100%	657
Snow removal on County road and highways	7%	45	36%	234	36%	237	16%	106	5%	35	100%	658
Bus or transit services	7%	49	25%	165	22%	143	9%	60	36%	237	100%	654
County parks	13%	84	55%	356	18%	118	3%	18	12%	75	100%	651
Arapahoe County open space	12%	78	43%	285	19%	126	3%	21	22%	147	100%	658
Availability of historic sites	5%	34	26%	167	21%	137	8%	53	40%	265	100%	655
Land use, planning and zoning	2%	16	22%	147	30%	196	11%	69	35%	230	100%	657
Code enforcement (weeds, abandoned buildings, etc)	3%	22	27%	174	28%	180	16%	107	26%	168	100%	651
Animal control	6%	41	37%	241	23%	148	10%	63	25%	163	100%	655
Economic development	3%	21	28%	179	34%	215	7%	43	29%	184	100%	643
Health services	5%	36	33%	216	28%	183	6%	36	28%	183	100%	655

Question 11: Service Quality												
Please rate the quality of each of the following services in Arapahoe County:	Excellent		Good		Fair		Poor		Don't know		Total	
	Services to seniors	3%	22	20%	133	15%	97	5%	34	56%	370	100%
Services to youth	3%	23	19%	124	19%	123	7%	47	51%	336	100%	652
Services to low-income people	2%	12	13%	88	14%	89	12%	78	59%	387	100%	654
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	3%	18	18%	117	19%	122	10%	65	51%	331	100%	653
Preservation of natural areas such as open space, farmlands and greenbelts	6%	37	32%	211	29%	193	9%	57	24%	158	100%	656
Mental health services	2%	13	11%	75	11%	75	6%	38	70%	457	100%	657
Drug and alcohol services	2%	16	10%	63	11%	72	5%	31	72%	471	100%	653
Adult protective services	1%	9	10%	66	11%	73	5%	30	73%	476	100%	654
Agricultural/farm advisor	1%	8	8%	51	7%	47	3%	22	80%	529	100%	657
4H Program	2%	11	7%	44	7%	45	3%	20	82%	533	100%	653
Master Gardener and Extension services	2%	16	12%	80	6%	41	4%	27	75%	492	100%	656
Employment/Workforce assistance	3%	22	11%	75	13%	87	8%	51	64%	419	100%	653
Commissioners' office	2%	10	10%	68	9%	61	4%	27	75%	486	100%	652
Assessor's office	2%	13	16%	105	14%	88	4%	28	64%	417	100%	653
Clerk and Recorder's office	6%	42	29%	189	18%	117	5%	32	42%	277	100%	658
Treasurer's office	3%	19	18%	116	13%	85	3%	22	63%	413	100%	655
Coroner's office	2%	14	10%	63	8%	50	3%	18	78%	508	100%	653
Child Protective services	2%	11	10%	63	10%	64	7%	48	72%	469	100%	655
Elections	8%	50	35%	228	23%	147	4%	28	30%	190	100%	645
Motor vehicle registration	12%	83	42%	280	26%	174	12%	77	7%	46	100%	660
Driver's license services	9%	57	34%	223	31%	206	18%	119	8%	51	100%	657

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	Arapahoe County	6%	40	50%	325	31%	202	5%	35	8%	53	100%
The Federal Government	3%	17	25%	165	38%	246	20%	133	14%	92	100%	654
The State Government	3%	20	30%	199	44%	286	9%	59	14%	90	100%	654

Question 13: Contact with County Employees		
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)?	Percent of respondents	Count
No	49%	312
Yes	51%	321
Total	100%	633

Question 14: County Employees												
What was your impression of the employee(s) of Arapahoe County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	21%	80	45%	173	23%	90	4%	14	7%	27	100%
Responsiveness	22%	82	42%	159	18%	68	13%	49	6%	23	100%	381
Courtesy	28%	108	41%	156	13%	51	12%	46	6%	21	100%	382
Overall impression	20%	77	44%	168	20%	76	11%	41	5%	21	100%	383

Question 15: Government Performance												
Please rate the following categories of Arapahoe County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Arapahoe County	5%	36	34%	232	33%	220	12%	80	16%	107	100%
The overall direction that Arapahoe County is taking	5%	31	37%	247	31%	211	9%	58	18%	123	100%	671
The job Arapahoe County government does at welcoming citizen involvement	2%	15	23%	151	21%	139	12%	79	42%	282	100%	666
The job Arapahoe County government does at listening to citizens	1%	9	19%	126	25%	170	10%	66	44%	297	100%	667

Question 16: Recommendation and Longevity												
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	
	Recommend living in Arapahoe County to someone who asks	36%	240	45%	304	10%	68	5%	30	4%	28	100%
Remain in Arapahoe County for the next five years	46%	308	30%	199	11%	75	9%	60	4%	27	100%	669

Question 17: Impact of the Economy		
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 of respondents	Count
Very positive	4%	24
Somewhat positive	8%	53
Neutral	34%	227
Somewhat negative	36%	244
Very negative	18%	123
Total	100%	672

Question 18a: Policy Question 1												
Please rate how important, if at all, each of the following areas is for Open Space spending:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Preserving or acquiring open space in urban areas	30%	199	36%	239	21%	140	7%	45	7%	46	100%
Improving the Highline Canal	13%	90	34%	230	28%	188	9%	61	15%	101	100%	670
Providing trails	21%	140	43%	289	26%	174	6%	40	4%	30	100%	672
Preserving agricultural ranch lands and open space on the eastern plains	22%	150	33%	223	26%	176	7%	48	11%	73	100%	670
Preserving public access to open space areas	30%	200	43%	288	17%	117	4%	29	6%	39	100%	672
Providing neighborhood parks/athletic fields	35%	236	42%	284	15%	104	4%	24	4%	24	100%	672
Protecting wildlife habitat corridors	38%	258	33%	218	19%	128	5%	35	5%	31	100%	670

Question 18b: Policy Question 2		
Which resources do you rely on to get news about Arapahoe County? Please check all that apply:	Percent of respondents	Count
Television news	70%	473
Word of mouth	43%	292
Rocky Mountain News	42%	281
Denver Post	39%	265
Local newspapers	34%	229
Arapahoe County Web site	26%	175
County brochures/publications	21%	144
News Web sites	18%	121
Email news releases/notifications	8%	56
Public meetings	6%	38
None of these	3%	18
Total may exceed 100% as respondents could select more than one option		

Question 18c: Policy Question 3												
Please rate how important, if at all, each of the following is for the County to fund:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Health department	32%	217	43%	291	18%	119	1%	4	6%	38	100%
Criminal prosecutions	35%	235	42%	280	17%	112	2%	10	5%	31	100%	668
Human services	31%	211	41%	274	20%	135	2%	15	6%	38	100%	673
Jail facilities	24%	162	33%	223	30%	202	5%	34	7%	47	100%	668
Court facilities	23%	153	37%	247	31%	206	3%	18	7%	44	100%	669
County services on the internet	16%	106	31%	205	37%	249	7%	44	10%	64	100%	668
Senior services	24%	158	43%	291	24%	160	2%	11	8%	52	100%	672
Regional transportation projects	26%	173	41%	275	22%	149	5%	34	6%	39	100%	669
Homeland security	23%	152	26%	177	30%	204	14%	95	6%	42	100%	671
Regional planning	19%	129	39%	262	29%	192	4%	24	9%	61	100%	668
Economic development	28%	186	42%	279	22%	148	3%	18	6%	37	100%	669



Question 18d: Policy Question 4						
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
Crime	33%	41%	21%	2%	3%	100%
Growth and development	29%	43%	21%	3%	3%	100%
Transportation and traffic congestion	36%	39%	21%	1%	2%	100%
Public health	26%	37%	31%	3%	4%	100%
Open space	20%	38%	29%	8%	5%	100%
Air quality	27%	37%	28%	6%	3%	100%
Expansion of court rooms/space	8%	18%	40%	19%	15%	100%
Expansion of County jail	10%	19%	39%	16%	17%	100%

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	24%	161
Yes, full-time	67%	450
Yes, part-time	9%	58
Total	100%	669

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	70%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, subway or other public transportation	7%
Bicycle	1%
Bicycle	1%
Work at home	7%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Arapahoe County?	Percent of respondents	Count
Less than 2 years	12%	82
2 to 5 years	25%	170
6 to 10 years	20%	136
11 to 20 years	21%	140
More than 20 years	22%	150
Total	100%	678

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	54%	364
House attached to one or more houses (e.g., a duplex or townhome)	13%	86
Building with two or more apartments or condominiums	31%	213
Mobile home	0%	1
Other	2%	13
Total	100%	678

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	34%	223
Owned by you or someone in this house with a mortgage or free and clear	66%	435
Total	100%	658

Question D6: Monthly Housing Cost		
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 of respondents	Count
Less than \$300 per month	4%	24
\$300 to \$599 per month	12%	80
\$600 to \$999 per month	23%	155
\$1,000 to \$1,499 per month	29%	196
\$1,500 to \$2,499 per month	26%	173
\$2,500 or more per month	6%	42
Total	100%	670

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	62%	418
Yes	38%	258
Total	100%	676

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	85%	574
Yes	15%	102
Total	100%	676

Question D9: Household Income		
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 of respondents	Count
Less than \$24,999	13%	86
\$25,000 to \$49,999	27%	171
\$50,000 to \$99,999	38%	244
\$100,000 to \$149,000	15%	95
\$150,000 or more	7%	45
Total	100%	642

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	84%	564
Yes, I consider myself to be Spanish, Hispanic or Latino	16%	108
Total	100%	672

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	2%	15
Asian, Asian Indian or Pacific Islander	4%	28
Black or African American	5%	35
White	82%	543
Other	10%	68
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	3%	22
25 to 34 years	26%	176
35 to 44 years	19%	127
45 to 54 years	28%	188
55 to 64 years	12%	81
65 to 74 years	5%	34
75 years or older	7%	49
Total	100%	677

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	54%	362
Male	46%	308
Total	100%	670

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	14%	93
Yes	82%	553
Ineligible to vote	2%	15
Don't know	3%	17
Total	100%	678

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	24%	160
Yes	71%	486
Ineligible to vote	3%	20
Don't know	2%	14
Total	100%	680

## APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

### SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by County officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

## SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within Arapahoe County were eligible to participate in the survey; 3,000 were selected to receive the survey. These 3,000 households were randomly selected from a comprehensive list of all housing units within Arapahoe County boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve Arapahoe County households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of Arapahoe County boundaries were removed from consideration.



To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households known to be within Arapahoe County. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” 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.

## SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning June 9, 2008. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Arapahoe County Commissioners inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in

## SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

One hundred and eighty-three of the postcards were returned as undeliverable because they either had incorrect addresses or were received by vacant housing units. Of the 2,817 households receiving the survey mailings, 715 completed the survey, providing a response rate of 25%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than four percentage points in either direction from what would have been obtained had responses been collected from all Arapahoe County adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

## SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. 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.

## SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates, as well as the 2006 American Community Survey. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, ethnicity and gender/age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups

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.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The 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 their proper representation 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.

The results of the weighting scheme are presented in the table on the following page.

Weighting Scheme for Arapahoe County, CO 2008 Citizen Survey			
Respondent Characteristics	Population Norm <sup>1</sup>	Unweighted Survey Data	Weighted Survey Data
<b>Tenure</b>			
Rent Home	32%	19%	34%
Own Home	68%	18%	66%
<b>Type of Housing Unit</b>			
Single-Family Detached	60%	62%	54%
Attached	40%	38%	46%
<b>Ethnicity</b>			
Non-Hispanic	83%	94%	84%
Hispanic	17%	6%	16%
<b>Race</b>			
White/Caucasian	77%	85%	78%
Non-White	23%	15%	22%
<b>Gender</b>			
Female	51%	60%	54%
Male	49%	40%	46%
<b>Age</b>			
18-34	33%	12%	29%
35-54	45%	39%	47%
55+	22%	49%	24%
<b>Gender and Age</b>			
Females 18-34	16%	9%	17%
Females 35-54	23%	24%	24%
Females 55+	12%	27%	13%
Males 18-34	17%	4%	13%
Males 35-54	22%	15%	23%
Males 55+	10%	21%	10%

<sup>1</sup> Source: 2000 Census

## SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

### Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

### “Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but

also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., 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.; 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). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

### The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government 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" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department 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 community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction 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 jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

### Comparison of Arapahoe to the Benchmark Database

Arapahoe County chose to have comparisons made to populations of 150,000 or more. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Arapahoe County Survey

was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Arapahoe results are noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Arapahoe's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

## APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the Arapahoe County.



**Board of County Commissioners**  
5334 South Prince Street  
Littleton, Colorado 80166-0001

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



**Board of County Commissioners**  
5334 South Prince Street  
Littleton, Colorado 80166-0001

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



**Board of County Commissioners**  
5334 South Prince Street  
Littleton, Colorado 80166-0001

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**Board of County Commissioners**  
5334 South Prince Street  
Littleton, Colorado 80166-0001

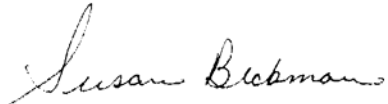
Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



Dear Arapahoe County Resident,

Your household has been selected at random to participate in an anonymous 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. Thank you in advance for helping us with this important project!

Sincerely,

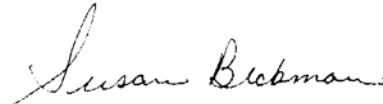


Susan Beckman, Chair  
Arapahoe County Board of County Commissioners

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Sincerely,

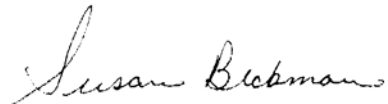


Susan Beckman, Chair  
Arapahoe County Board of County Commissioners

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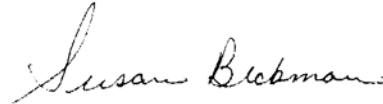


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Arapahoe County Board of County Commissioners

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Sincerely,



Susan Beckman, Chair  
Arapahoe County Board of County Commissioners



5334 South Prince Street  
Littleton, Colorado 80166-0001  
Phone: 303-795-4630  
Fax: 303-738-7894  
TDD: 303-795-4644  
[www.co.arapahoe.co.us](http://www.co.arapahoe.co.us)  
[commissioners@co.arapahoe.co.us](mailto:commissioners@co.arapahoe.co.us)

June 2008

Dear Arapahoe County Resident:

Arapahoe County wants to know what you think about our community and county government. You have been randomly selected to participate in Arapahoe County's 2008 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help Arapahoe County set benchmarks for tracking the quality of services provided to residents. Your answers will help the Arapahoe County Board of County Commissioners make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

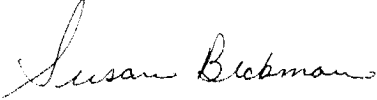
**To get a representative sample of Arapahoe County residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**


Please have the appropriate member of the household 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.**


Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (303) 795-4284.

Please help us shape the future of Arapahoe County. As a thank you for your time, please accept this free paid admission ticket to the Arapahoe County Fair, July 23-27, 2008.

Sincerely,

  
Susan Beckman  
Arapahoe County Commissioner,  
District 1

  
Jim Dyer  
Arapahoe County Commissioner,  
District 2

  
Frank Weddig  
Arapahoe County Commissioner,  
District 5

SUSAN BECKMAN  
District 1

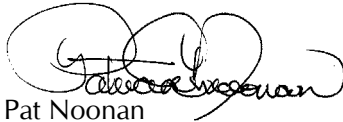
JIM DYER  
District 2

ROD BOCKENFELD  
District 3

PAT NOONAN  
District 4

FRANK WEDDIG  
District 5

  
Rod Bockenfeld  
Arapahoe County Commissioner,  
District 3

  
Pat Noonan  
Arapahoe County Commissioner,  
District 4



5334 South Prince Street  
Littleton, Colorado 80166-0001  
Phone: 303-795-4630  
Fax: 303-738-7894  
TDD: 303-795-4644  
www.co.arapahoe.co.us  
commissioners@co.arapahoe.co.us

June 2008

Dear Arapahoe County Resident:

About one week 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. You have been randomly selected to participate in Arapahoe County's Citizen Survey.

SUSAN BECKMAN  
District 1

JIM DYER  
District 2

ROD BOCKENFELD  
District 3

PAT NOONAN  
District 4

FRANK WEDDIG  
District 5

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the County Commissioners set benchmarks for tracking the quality of services provided to residents. Your answers will help the County Commissioners make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

**To get a representative sample of Arapahoe County residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.**

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Please help us shape the future of Arapahoe County. Thank you for your time and participation.

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Arapahoe County Commissioner,  
District 1

Rod Bockenfeld  
Arapahoe County Commissioner,  
District 3

Jim Dyer  
Arapahoe County Commissioner,  
District 2

Pat Noonan  
Arapahoe County Commissioner,  
District 4

Frank Weddig  
Arapahoe County Commissioner,  
District 5

# Arapahoe County 2008 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 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>
Sense of community .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds .....	1	2	3	4	5
Overall appearance of Arapahoe County .....	1	2	3	4	5
Cleanliness of Arapahoe County .....	1	2	3	4	5
Overall quality of new development in Arapahoe County .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Overall quality of business and service establishments in Arapahoe County .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Opportunities to attend cultural activities .....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Educational opportunities .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer .....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Ease of car travel in Arapahoe County .....	1	2	3	4	5
Ease of bus travel in Arapahoe County .....	1	2	3	4	5
Ease of rail or subway travel in Arapahoe County .....	1	2	3	4	5
Ease of bicycle travel in Arapahoe County .....	1	2	3	4	5
Ease of walking in Arapahoe County .....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Traffic flow on major streets .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Availability of affordable quality child care .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Quality of overall natural environment in Arapahoe County .....	1	2	3	4	5
Overall image or reputation of Arapahoe County .....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in Arapahoe County over the past 2 years:**

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.) .....	1	2	3	4	5	6
Jobs growth .....	1	2	3	4	5	6

**4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Arapahoe County?**

- Not a problem   
  Minor problem   
  Moderate problem   
  Major problem   
  Don't know

**5. Please rate how safe or unsafe you feel from the following in Arapahoe County:**

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

**6. Please rate how safe or unsafe you feel:**

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Arapahoe County's commercial areas during the day .	1	2	3	4	5	6
In Arapahoe County's commercial areas after dark.....	1	2	3	4	5	6

**7. During the past twelve months, were you or anyone in your household the victim of any crime?**

- No → Go to Question 9   
  Yes → Go to Question 8   
  Don't know → Go to Question 9

**8. If yes, was this crime (these crimes) reported to the police?**

- No   
  Yes   
  Don't know

**9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Arapahoe County?**

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Visited a neighborhood park or County park .....	1	2	3	4	5
Ridden a local bus within Arapahoe County .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting .....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television .....	1	2	3	4	5
Visited the Arapahoe County Web site (at www.co.arapahoe.co.us) .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Arapahoe County .....	1	2	3	4	5
Participated in a club or civic group in Arapahoe County.....	1	2	3	4	5
Provided help to a friend or neighbor .....	1	2	3	4	5
Attended the Arapahoe County Fair .....	1	2	3	4	5
Attended an event at the Arapahoe County Fairgrounds and Regional Park.....	1	2	3	4	5

**10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?**

- Just about every day  
 Several times a week  
 Several times a month  
 Once a month  
 Several times a year  
 Once a year or less  
 Never

# Arapahoe County 2008 Citizen Survey

## 11. Please rate the quality of each of the following services in Arapahoe County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sheriff services .....	1	2	3	4	5
Crime prevention .....	1	2	3	4	5
County courts .....	1	2	3	4	5
Traffic enforcement on County roads and highways .....	1	2	3	4	5
Road repair .....	1	2	3	4	5
Snow removal on County roads and highways .....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
County parks.....	1	2	3	4	5
Arapahoe County Open Space .....	1	2	3	4	5
Availability of historic sites .....	1	2	3	4	5
Land use, planning and zoning .....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people .....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts .....	1	2	3	4	5
Mental Health services.....	1	2	3	4	5
Drug and Alcohol services .....	1	2	3	4	5
Adult protective services .....	1	2	3	4	5
Agricultural/Farm advisor .....	1	2	3	4	5
4H program .....	1	2	3	4	5
Master Gardener and Extension services .....	1	2	3	4	5
Employment/Workforce assistance.....	1	2	3	4	5
Commissioners' office.....	1	2	3	4	5
Assessor's office .....	1	2	3	4	5
Clerk and Recorder's office .....	1	2	3	4	5
Treasurer's office.....	1	2	3	4	5
Coroner's office .....	1	2	3	4	5
Child Protective services .....	1	2	3	4	5
Elections .....	1	2	3	4	5
Motor vehicle registration .....	1	2	3	4	5
Driver's license services.....	1	2	3	4	5

## 12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Arapahoe County .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government .....	1	2	3	4	5

## 13. Have you had any in-person or phone contact with an employee of Arapahoe County within the last 12 months (including sheriff, receptionists, planners or any others)?

- No → Go to Question 15                     
  Yes → Go to Question 14

## 14. What was your impression of the employee(s) of Arapahoe County in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy .....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

**15. 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 value of services for the taxes paid to Arapahoe County .....	1	2	3	4	5
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
The job Arapahoe County government does at listening to citizens.....	1	2	3	4	5

**16. 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

**17. 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

**18. Please check the response that comes closest to your opinion for each of the following questions:**
**a. Please rate how important, if at all, each of the following areas is for Open Space spending:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't Know</i>
Preserving or acquiring open space in urban areas.....	1	2	3	4	5
Improving the Highline Canal .....	1	2	3	4	5
Providing trails.....	1	2	3	4	5
Preserving agricultural ranch lands and open space on the eastern plains.....	1	2	3	4	5
Preserving public access to open space areas .....	1	2	3	4	5
Providing neighborhood parks/athletic fields.....	1	2	3	4	5
Protecting wildlife habitat and corridors.....	1	2	3	4	5

**b. Which resources do you rely on to get news about Arapahoe County? Please check all that apply:**

- |  |   |                                       |
|--|---|---------------------------------------|
| <input type="radio"/> Arapahoe County Web site | <input type="radio"/> Television news                   | <input type="radio"/> News Web sites  |
| <input type="radio"/> Rocky Mountain News      | <input type="radio"/> Word of mouth                     | <input type="radio"/> Public meetings |
| <input type="radio"/> Denver Post              | <input type="radio"/> County brochures/publications     | <input type="radio"/> None of these   |
| <input type="radio"/> Local newspapers         | <input type="radio"/> Email news releases/notifications |                                       |

**c. Please rate how important, if at all, each of the following is for the County to fund:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't Know</i>
Health department .....	1	2	3	4	5
Criminal prosecutions .....	1	2	3	4	5
Human services .....	1	2	3	4	5
Jail facilities.....	1	2	3	4	5
Court facilities.....	1	2	3	4	5
County services on the internet.....	1	2	3	4	5
Senior services .....	1	2	3	4	5
Regional transportation projects.....	1	2	3	4	5
Homeland security.....	1	2	3	4	5
Regional planning.....	1	2	3	4	5
Economic development .....	1	2	3	4	5

**d. 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
Transportation and traffic congestion .....	1	2	3	4	5
Public health.....	1	2	3	4	5
Open space .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Expansion of court rooms/space.....	1	2	3	4	5
Expansion of County jail .....	1	2	3	4	5

# Arapahoe County 2008 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. Are you currently employed for pay?**

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

**D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)**

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself ..... days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults ..... days
- Bus, Rail, Subway or other public transportation ..... days
- Walk ..... days
- Bicycle ..... days
- Work at home ..... days
- Other ..... days

**D3. 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

**D4. Which best describes the building you live in?**

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

**D5. Is this house, apartment or mobile home...**

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

**D6. 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

**D7. Do any children 17 or under live in your household?**

- No     Yes

**D8. Are you or any other members of your household aged 65 or older?**

- No     Yes

**D9. 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 \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

**Please respond to both question D10 and D11:**

**D10. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

**D11. 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

**D12. 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

**D13. What is your sex?**

- Female
- Male

**D14. Are you registered to vote in your jurisdiction?**

- No
- Yes
- Ineligible to vote
- Don't know

**D15. Many people don't have time to vote in elections. Did you vote in the last general election?**

- No
- Yes
- Ineligible to vote
- Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301





**Board of County Commissioners**  
5334 South Prince Street  
Littleton, Colorado 80166-0001

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