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

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

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

Arapahoe County is conducting a mail survey to determine citizen satisfaction with County services provided to more than 640,000 residents, as well as to find out citizen perceptions of their community.

The survey, which is being conducted by the National Research Center in Boulder, also will serve as a benchmark for Align Arapahoe, the County's path to continuous improvement and accountability through strategic planning and performance measurement.

Information gathered from the survey will help Arapahoe County determine if we are providing the most efficient and effective services to citizens; how citizens view the overall direction Arapahoe County is taking; and to get feedback on the County's Align Arapahoe goals.

"We hope our residents will take the time to give us their feedback about the job we are doing in Arapahoe County," said Commissioner and Board Chair Nancy A. Doty. "In order to provide the best county government services, it is important for us to hear directly from our customers – the citizens of Arapahoe County. We value their feedback and we plan to use the results of the survey to determine how we are doing, to get their feedback on Align Arapahoe, and to help set our goals and priorities for 2015 and beyond."

Households will be selected randomly and surveys will be evenly distributed among all five county commissioner districts, which include both incorporated and unincorporated residents. Households selected will receive a pre-notification postcard beginning Aug. 8, followed by survey mailed the week of Aug. 15.

Those who receive the survey are asked to complete and return it as soon as possible. All survey responses are returned directly to the National Research Center for tabulation and participants remain anonymous.

This is the third time Arapahoe County has conducted a citizen survey. In 2008, Arapahoe County conducted a citizen perception survey where 75 percent of respondents rated the overall quality of life in Arapahoe County as excellent or good.

Citizens with questions about the survey can call Andrea Rasizer, Communication Services Director, at 303-795-4284 or email [arasizer@arapahoegov.com](mailto:arasizer@arapahoegov.com).

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