

Arapahoe County Citizen Survey 2017 Results-at-a-Glance

Results from the 2017 Arapahoe County Citizen Survey were organized around the Align Arapahoe framework, which is shown below. The importance placed by residents of Arapahoe County on these areas (items in orange) along with their participation in activities (items in purple) as well as their evaluations of the quality of government and their community (items in teal) related to these areas are displayed on the following pages. More than half of the survey items could be compared to national benchmarks; and nearly all items could be compared to results from the 2014 Arapahoe County survey.



Goals ----->Outcomes ----->Performance Indicators

Service First	Achieve Customer Service Excellence	Community Awareness
		Citizen Participation
		County Services
	Employee Development	Training
		Employee Engagement
		Employee Wellness
Fiscal Responsibility	Improve Government Efficiencies	Process Improvement
		Energy and Utility Efficiency
		Effective Budgeting
		Efficient Use of Taxpayer Dollars
	Improve the County's Economic Environment	Business and Job Growth
		Workforce Education
		Community Development
Quality of Life	Foster a Healthy and Vibrant County	Vulnerable Populations
		Health
		Parks, Trails and OpenSpace
		Alternative Transportation Opportunities
		Transportation Network Operations
	Foster Safe Communities	Community Policing
		Offender Mental Health and Reintegration
		County Government Readiness & Responsiveness
		Community Readiness & Responsiveness



Arapahoe County will deliver reliable, timely and accessible county services that ensure a positive customer experience.

Indicator	Importance*	Participation†	Percent Positive‡	Benchmark	Δ from 2014
Achieve Customer Service Excellence					
Importance of: Customer service excellence	86%				↔
Overall customer service received Arapahoe County departments and offices			73%	--	↑
Community Awareness					
Importance of addressing: Services to provide effective and timely communication to citizens	76%				↔
Provided input into Arapahoe County government		9%			↔
Participated in Elections		68%			↑
The job AC government does at welcoming citizen involvement			55%	--	↑
The job AC government does at being honest			65%	--	↑
The job AC government does at treating all residents fairly			67%	--	↑
The job AC government does at being responsive to residents			63%		↑
The job AC government does at informing residents about issues facing the community			51%		↑
Accessibility of Arapahoe County elected officials			57%		↑
The job AC government does at being open and transparent to the public			52%		↑
The job AC government does at giving residents a chance to express their views before making decisions			41%		↔
Citizen Participation					
Participated in Arapahoe County Fair		19%			↑
Attended an event at the Arapahoe County Fairgrounds or Park		27%			↑
Participated in 17 Mile House Fall Festival		3%			↔
Served on an Arapahoe County Board or Committee		2%			↔
Volunteered with Arapahoe County government		3%			↔
County Services					
Overall quality of Arapahoe County Services			63%	--	↑
The overall direction that Arapahoe County is taking			76%	--	↑
Overall confidence in Arapahoe County government			68%	--	↑
Generally acting in the best interest of the community			64%	--	↑
Property and Tax Information			69%		↔
Elections and Voter Registration			87%		↑
Legal Document Recording and Searching			66%		↔
Licenses and Permits (motor vehicle, driver's license and marriage)			59%		↓
Employee Development					
Importance of: Employee development	76%				↑
Training					
Employee Engagement					
Employee Wellness					

* Percent rating as “essential” or “very important” OR as “highly” or “moderately important”

† Percent having done each activity

‡ Percent rating positively, e.g., “excellent” or “good”; “very” or “somewhat likely” to recommend; “very” or “somewhat positive”

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Indicator

Arapahoe County will use public resources wisely through ongoing efficiency efforts, effective budgeting, and encouraging responsible economic development.

	Importance*	Participation†	Percent Positive‡	Benchmark	Δ from 2014
Improve Government Efficiencies					
Importance of: Process efficiencies improvements	85%				↑
Process Improvement					
Importance of addressing: County government efficiencies	75%				↔
Importance of addressing: Increased services on the County's website	61%				↑
Accessed the Arapahoe County website		42%		--	↑
County website: Appearance			80%	--	↔
County website: Online information and services offered			76%	--	↔
County website: Ease of navigation/Ability to find information			49%	--	↓
County website: Search function			57%	--	↓
County website: Contact information			71%		↔
Energy and Utility Efficiency					
Made efforts to conserve water		83%		--	↔
Made efforts to make your home more energy efficient		77%		--	↔
Effective Budgeting					
Efficient Use of Taxpayer Dollars					
Improve the County's Economic Environment					
Importance of: Healthy economic environment	93%				↔
Importance as place to live: Convenience of shopping in the County	48%				↔
Impact economy will have on your family income in the next 6 months			43%	▲	↑
Arapahoe County as a place to work			72%	--	↔
Arapahoe County as a place to visit			58%	--	↔
Overall economic health of Arapahoe County			71%	--	↑
Variety of housing options			52%	--	↓
Shopping opportunities			74%	▲	↔
Cost of living in Arapahoe County			36%	--	↓
Business and Job Growth					
Importance of addressing: Economic development and job creation	74%				↔
Importance as place to live: Employment opportunities	48%				↔
Importance of addressing: Oil and Gas Development	40%				↔
Employment opportunities			66%	▲	↑
Overall quality of business and service establishments in Arapahoe County			74%	--	↔
Being responsive to the business community			69%		↑
Workforce Education					
Arapahoe/Douglas Workforce Center (Employment Services)			62%		↑
Community Development					
Importance of addressing: Growth and development	75%				↔
Importance as place to live: Physical appearance of residential and commercial development in the County	60%				↔
Overall design of buildings in Arapahoe County			66%	--	↔
Overall quality of new development in Arapahoe County			61%	--	↓

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Arapahoe County will foster a safe and vibrant county for residents, businesses and employees to live happy, healthy lives.

Indicator	Importance*	Participation†	Percent Positive‡	Benchmark	Δ from 2014
Foster a Healthy and Vibrant County					
Importance of: Healthy and Vibrant County	92%				↔
Importance as place to live: Quality of neighborhoods	83%				↔
Importance as place to live: Libraries	49%				↔
Arapahoe County as a place to live			82%	--	↔
Your neighborhood as a place to live			76%	--	↔
Arapahoe County as a place to raise children			76%	--	↔
Arapahoe County as a place to retire			57%	--	↔
The overall quality of life in Arapahoe County			78%	--	↔
Overall image or reputation of Arapahoe County			69%	--	↑
Recommend living in Arapahoe County to someone who asks			87%	--	↔
Remain in Arapahoe County for the next five years			84%	--	↔
Overall appearance of Arapahoe County			70%	--	↔
Openness and acceptance of the community toward people of diverse backgrounds			61%	--	↓
CSU Extension and 4-H Services			69%		↔
Vulnerable Populations					
Importance of addressing: Services for seniors and the aging population	68%				↔
Participated in or familiar with Adopt-a-Family holiday program		4%			↔
Participated in or familiar with The Collaborative Foster Care Program of Arapahoe, Douglas and Jefferson Counties		1%			↔
Availability of affordable quality food			70%	--	↔
Child Support Services			62%		↑
Child Protection Services			72%	--	↑
Adult Protection Services			71%	▲	↑
Food, Medical and Financial Assistance			58%		↑
Senior Services			67%	--	↑
Veterans Services			48%		↓
Health					
Importance of addressing: Public health	72%				↔
Importance of addressing: Air quality	76%				↑
Importance of addressing: Mental health services	66%				↔
Health and wellness opportunities in Arapahoe County			73%	--	↔
Air quality			71%	--	↔
Availability of affordable quality health care			67%	--	↔
Availability of affordable quality mental health care			51%	--	↓
Tri-County Health Department Services			72%		↔

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Indicator	Importance*	Participation†	Percent Positive‡	Benchmark	Δ from 2014
Parks, Trails and Open Space					
Importance of addressing: Open space, parks and trail improvements	73%				↑
Importance as place to live: Open space/trails	58%				↔
Importance as place to live: Parks/playgrounds	58%				↔
Availability of paths and walking trails			69%	--	↔
Arapahoe County Parks, Trails and Open Space			83%	--	↔
Arapahoe County Fairgrounds			77%		↑
Alternative Transportation Opportunities					
Importance as place to live: Access to transit	44%				↔
Used bus or other public transportation instead of driving		46%			↔
Carpooled with other adults or children instead of driving alone		48%		--	↔
Walked or biked instead of driving		55%		▼	↔
Ease of travel by bicycle in Arapahoe County			55%	--	↔
Transportation Network Operations					
Importance of addressing: Regional transportation and traffic congestion	86%				↑
Importance as place to live: Ease of transportation	59%				↔
Overall ease of getting to the places you usually have to visit			65%	--	↔
Ease of travel by car in Arapahoe County			63%	--	↔
Foster Safe Communities					
Importance of: Safe community	94%				↔
Importance of addressing: Crime	88%				↔
Importance as place to live: Sense of safety in the County	84%				↔
Overall feeling of safety in Arapahoe County			69%	--	↔
Sheriff's Office Services			73%	--	↔
Courts			69%	--	↑
Community Policing					
Participated in or familiar with Prescription Drug Take Back Day		10%			↔
Participated in or familiar with Sheriff's Office Prescription Drug Drop Off Box		4%			↔
Participated in or familiar with Sheriff's Office Shred-a-thon		5%			↔
Offender Mental Health and Reintegration					
County Government Readiness and Responsiveness					
Importance of addressing: Being prepared for unforeseen or natural disasters	76%				↔
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)			71%	--	↑
Community Readiness & Responsiveness					
Stocked supplies in preparation for an emergency		38%		--	↔

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