

QUALITY OF LIFE 2024 SURVEY RESULTS

PREPARED BY WALKER



ADAMS COUNTY
COLORADO

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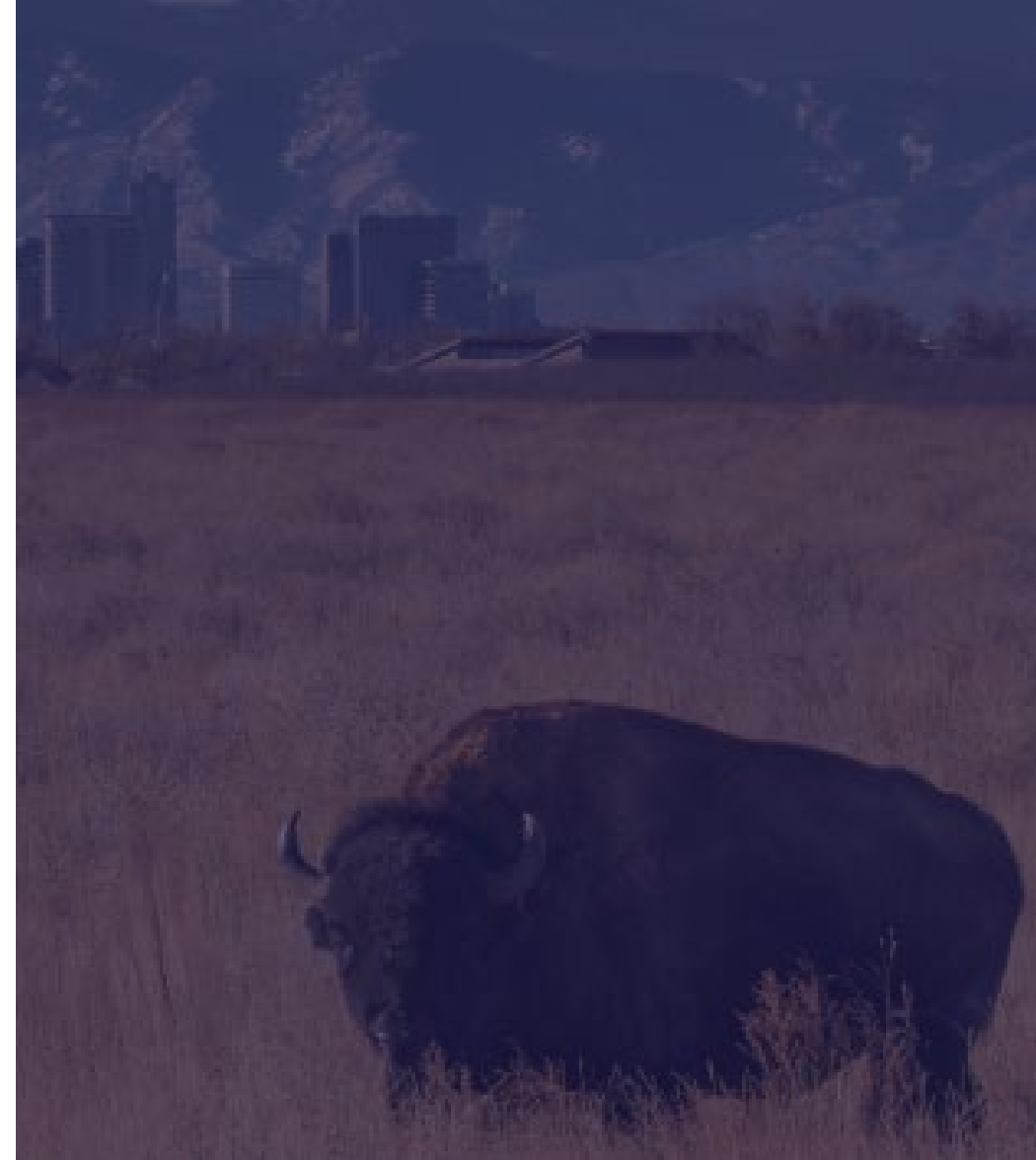
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SURVEY OVERVIEW



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Survey Overview

Objectives

- Gauge residents' satisfaction levels with services provide by the County
- Identify areas of strength and opportunities for improvement
- Utilize results to identify priorities for planning purposes and resource allocation, helping formulate department goals and other County plans, initiatives, and programs.



Online Survey

- Data collection June 17 - August 6
- Survey available in 6 languages (English, Spanish, Arabic, Russian, Vietnamese, Hmong)
 - 295 surveys (18%) taken in Spanish, 1 taken in Arabic



Respondents

- In Total, 1,675 participants responded to the survey
- Email response rate of 1%
 - 1,124 response from Denver Post Media (1% response rate)
 - 285 responses from Adams County Internal list (6% response rate)

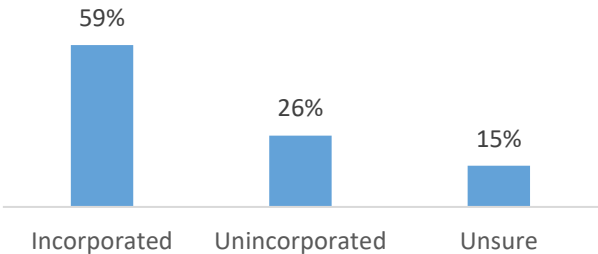


Targeted Participants

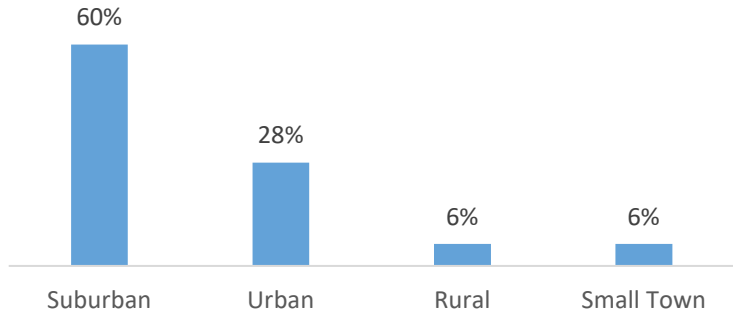
- Survey utilized 3 distribution channels
 - Adams County Internal list: 5,109 recipients received an email invitation, with personalized links, and up to 3 reminder emails
 - Denver Post Media: 172,000 recipients received an email invitation, with an anonymous link, and up to 1 reminder email
 - QR Codes: 8 QR codes with an anonymous link posted in Partner Locations & County Buildings

Respondent Demographics

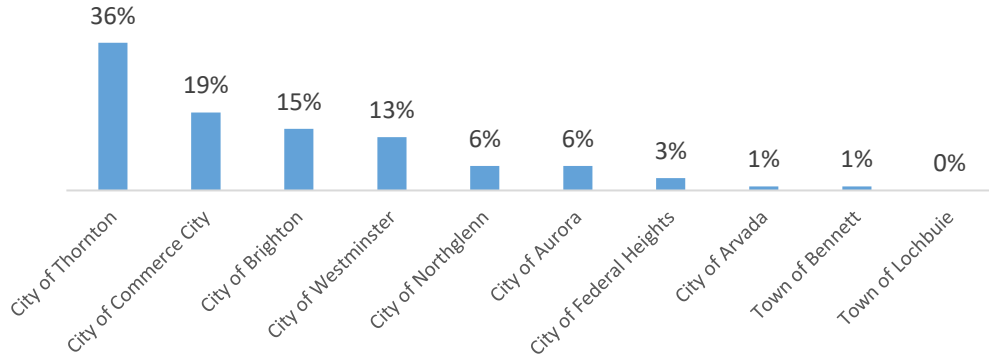
Which of the following describes the region you currently live in?
(N=824)



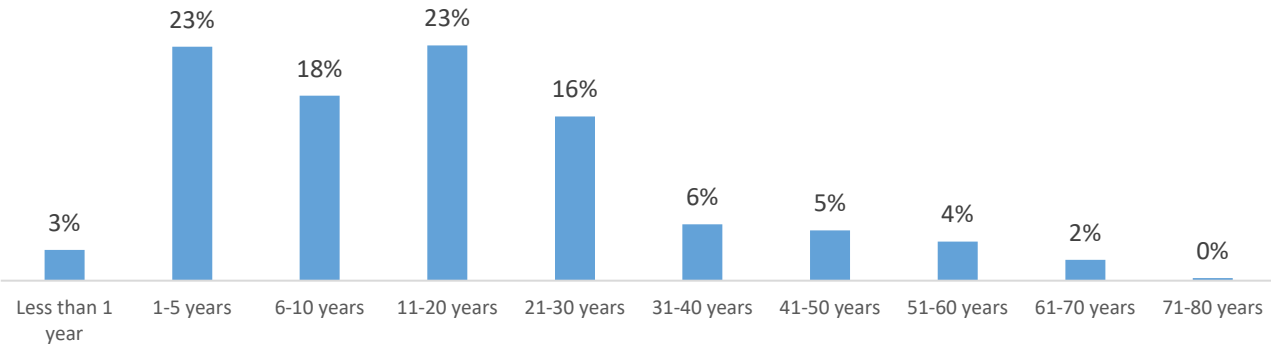
Which best describes where you currently live?
(N=833)



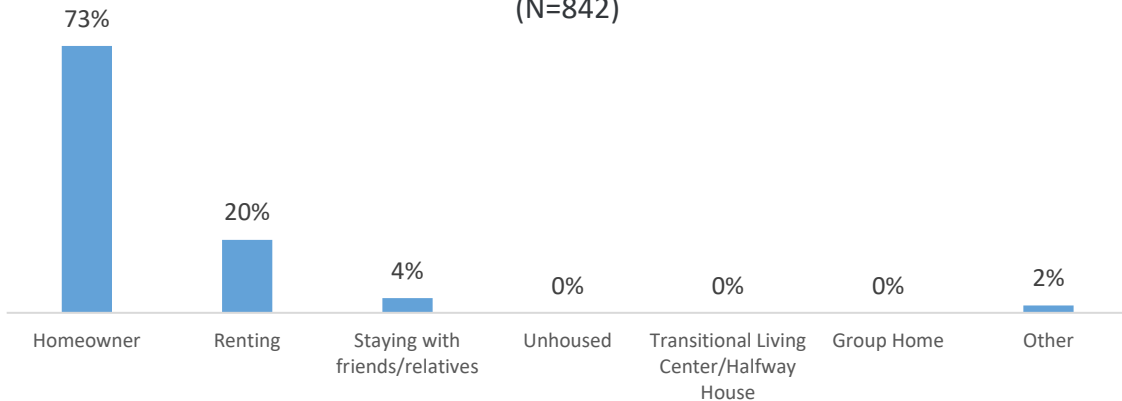
Which municipality/city do you live in?
(N=477)



How many years have you lived in Adams County?
(N=831)

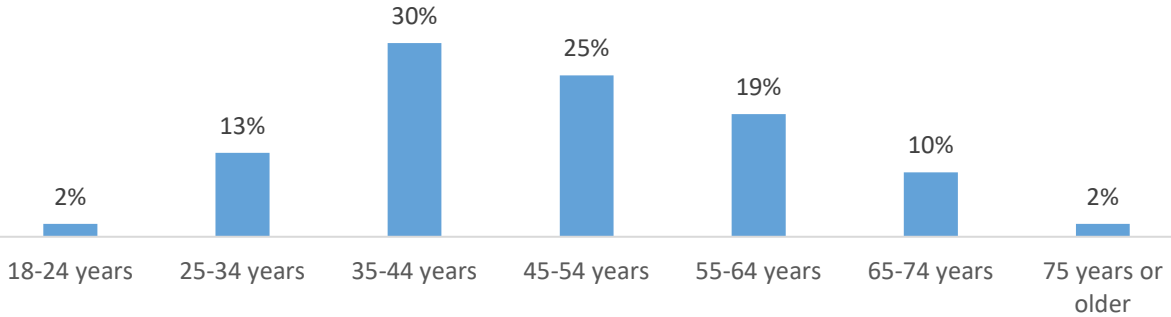


How would you describe your housing status?
(N=842)

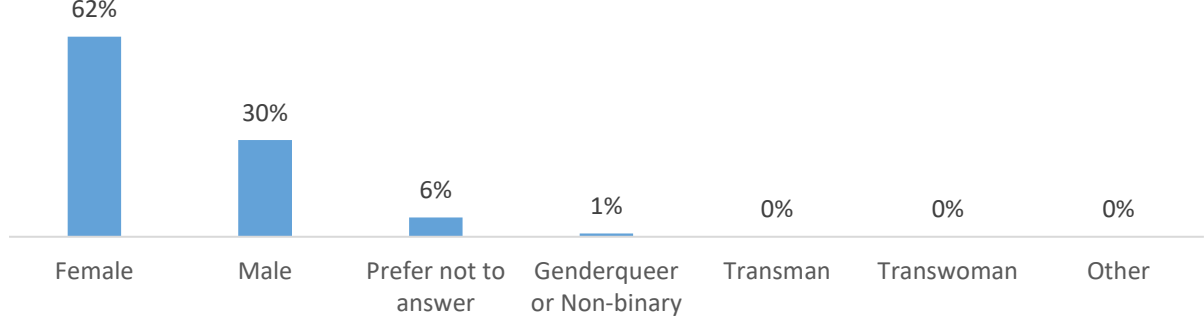


Respondent Demographics

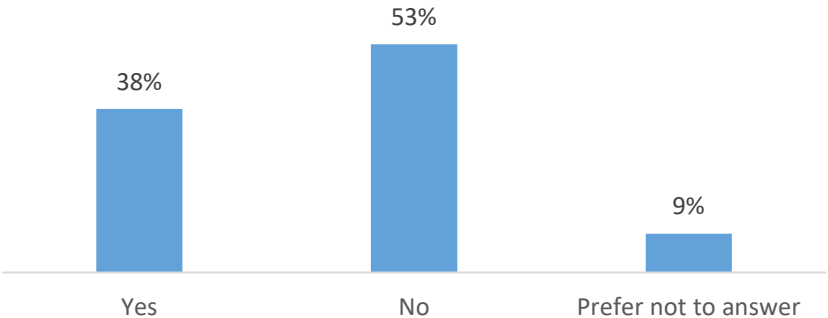
In which category is your age?
(N=825)



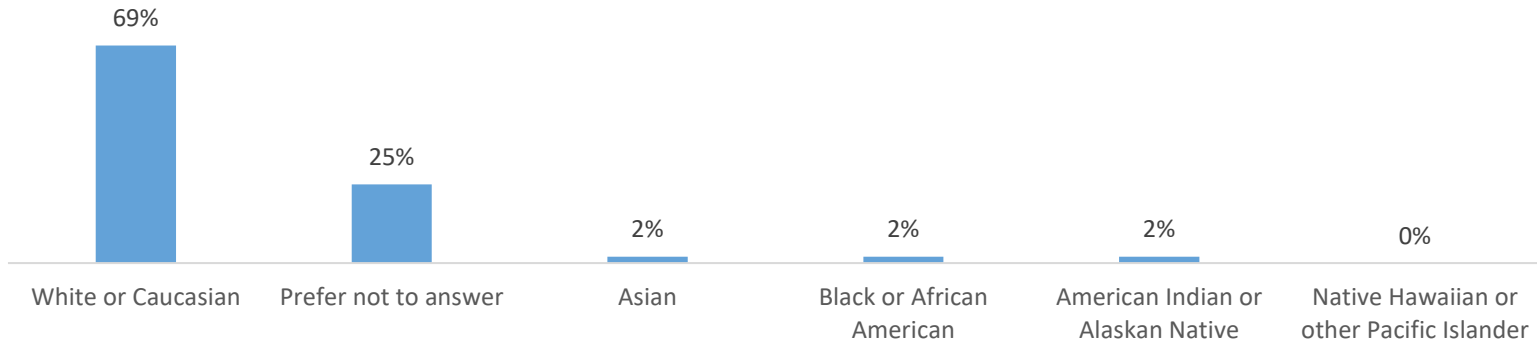
What is your gender?
(N=825)



Are you Hispanic/Latino?
(N=824)

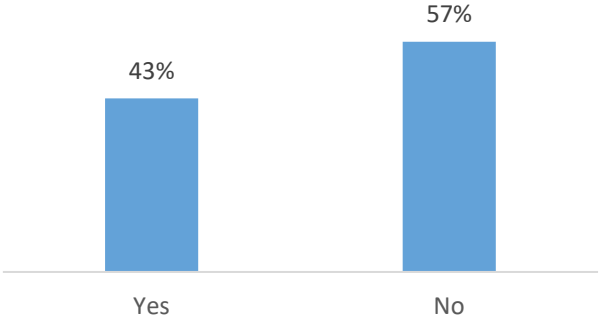


What is your race?
(N=802)

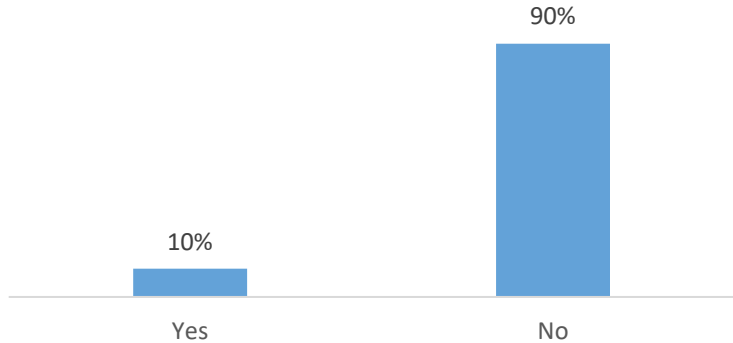


Respondent Demographics

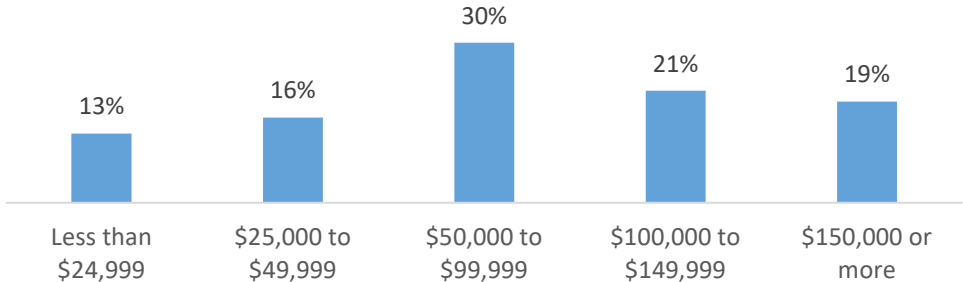
Do any children age 17 or younger live in your household?
(N=844)



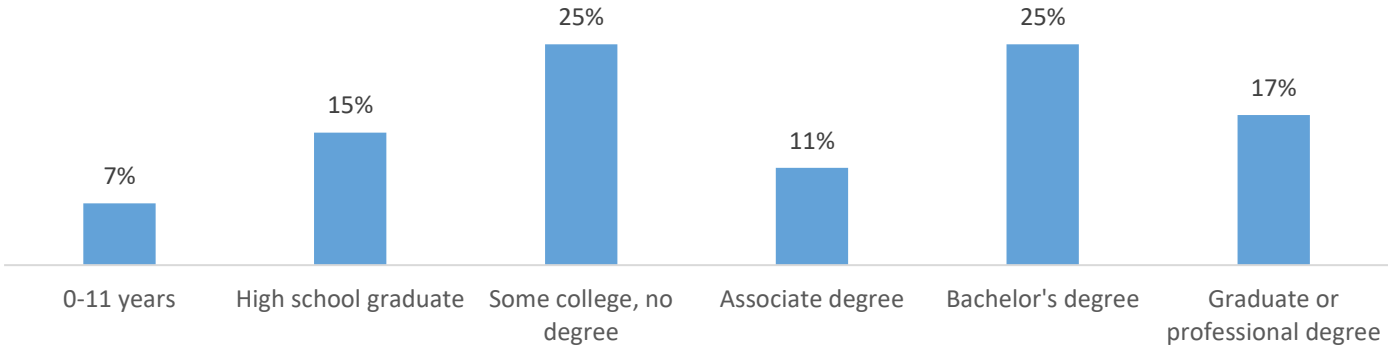
Do you own a business in Adams County?
(N=836)



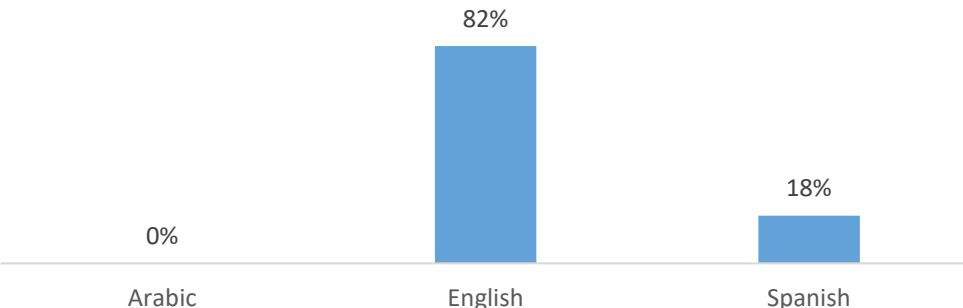
How much was your household's total income before taxes for 2023?
(N=780)



How much education have you completed?
(N=813)



Language survey was completed in
(N=1,675)



EXECUTIVE SUMMARY



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Executive Summary

Strengths

- The **Parks, Open Space, & Cultural Arts** service department is a highlight of Adams County with 82% of respondents rating favorably and improving over time.
- Around 8 in 10 respondents provided favorable scores for **motor vehicle registrations**, up year-on-year.
- Majority of scores (90%) for the **animal shelter/adoption center** tended to be favorable, which is a step up from the prior wave.
- More than 7 in 10 participants gave excellent, very good, or good ratings for **Public health services**, which is a large increase over time.
- **Environmental health services** ratings improved from prior survey with 65% responding positively.
- Almost 9 in 10 residents report that they would **support using existing tax dollars to stimulate job creation**, significantly increasing over time.

Opportunity Areas

- While scores for **likelihood to recommend living in Adams County** (70%) and **likelihood to remain in Adams County** (79%) remain high, decline observed in scores, especially for unincorporated respondents.
- Perceptions of the **overall quality of life** have declined with only 59% of participants rating favorably; lower scores observed for unincorporated regions.
- 6 in 10 participants rated **Adams County as a place to live** and **as a place to raise children** positively; however, scores dropped from the prior survey and are significantly lower for unincorporated regions.
- Ratings for the **ability to obtain reasonably priced housing** declined and remain low at 25% favorable, with frequent mentions left in respondent comments.
- The **ability to obtain quality healthcare** improved year-on-year with 55% of participants rating positively, specifically those in incorporated regions; still room to improve.
- While just over 8 in 10 respondents **trust the government to do what is right** at least some of the time a decline was observed YoY.
- Declining YoY, about half of respondents feel Adams County is **being honest** (46%), **responsive to residents** (47%), or **treating residents with fairness and respect** (50%) and lower scores are seen with unincorporated respondents.
- 6 in 10 respondents say they are at least somewhat **informed about the job Adams County is doing**, significantly increasing YoY.
- Many residents expressed dissatisfaction with the **value of services received for taxes paid** with a decline of 39% scoring favorably.
- **Availability of recycling services** and **employment opportunities** scores declined year-on-year, with less than half of respondents rating favorably, and lower scores observed in unincorporated regions.
- Favorable ratings of **traffic flow on major streets** (38%) and **traffic control in unincorporated areas** (56%) are up wave over wave; however, roads & transportation was a common topic in comments.
- While improved, only 28% of respondents scored the **availability of affordable, quality childcare** favorably.
- Several decreases observed in the frequency of problems for **property crimes, violent crimes, child abuse and neglect**, and **neglect, exploitation, or mistreatment of at-risk adults**, yet crime rates and homelessness is still a hotly mentioned topic in comments.
- Over half of respondents indicated they had contact with an Adams County employee in the last year. However, **Employee Knowledge** (76%), **responsiveness** (72%), and **courtesy** (78%) ratings declined from the prior survey.

Additional Observations

- Non-Hispanic/Latino (87%) participants had significantly higher **trust in the government to do what is right** than those identifying as Hispanic/Latino (81%).
- Residents who took the survey in Spanish provided significantly higher ratings, by at least 10%, than those taking in English for **being honest and treating residents with fairness and respect**. For **being responsive to residents**, Spanish respondents (69%) provided significantly higher ratings than English respondents (42%), while Hispanic/Latino respondents (54%) scored significantly higher than Not Hispanic/Latino (43%).
- Spanish respondents rated their **likelihood to recommend** (83%) and **likelihood to remain** (90%), significantly higher than English survey takers (68% & 76%).
- Hispanic/Latino residents (55%) were significantly less likely report being at least somewhat **informed about the job Adams County is doing** when compared to not Hispanic/Latino residents (65%).
- Spanish taking residents provided significantly higher ratings than English for **overall quality of life** (66% vs 58%), **Adams county as a place to live** (75% vs 67%), **as a place to raise children** (74% vs 60%), **as a place to retire** (66% vs 43%), and the **ability to obtain reasonably priced housing** (33% vs 23%).
- Spanish respondents scored the **value of services received for taxes paid** significantly higher than English respondents.
- Spanish respondents rated at least 10% significantly higher than English respondents for **overall image/reputation and appearance of Adams County, sense of personal safety & community, variety of housing options, opportunities to attend cultural activities, ease of walking, affordable quality childcare and recycling services, traffic flow on major streets, shopping opportunities and quality of business/services and new development in unincorporated areas**
- Hispanic/Latino respondents rated at least 10% significantly higher than Non-Hispanic/Latino for **overall quality of new development in unincorporated areas and availability of affordable quality childcare**.
- Spanish respondents reported significantly lower **frequency of problems** for all attributes except violent crime and environmental hazards, where no significant differences were observed. For **rundown buildings, weed lots, or junk vehicles, property crimes, and weeds/other noxious or invasive plants in open lands**, Hispanic/Latino respondents reported significantly lower frequency of problems than non-Hispanic/Latino respondents.
- **Collection of property taxes, roadway maintenance in unincorporated areas, and development standards and regulations** rated 10%+ significantly higher by Spanish vs English respondents. **Development standards and regulations** also scored 21% higher by Hispanic/Latino residents vs non-Hispanic/Latino.
- **Interactions with Adams County employees** were significantly more frequent for both Hispanic/Latino and Spanish respondents than non-Hispanic/Latino and English respondents. Non-Hispanic/Latino residents also report significantly higher scores than Hispanic/Latino residents when evaluating **overall impressions, knowledge, responsiveness, respectfulness, and courtesy** of Adams county employees, as well as **ease of resolving issues or addressing needs**.

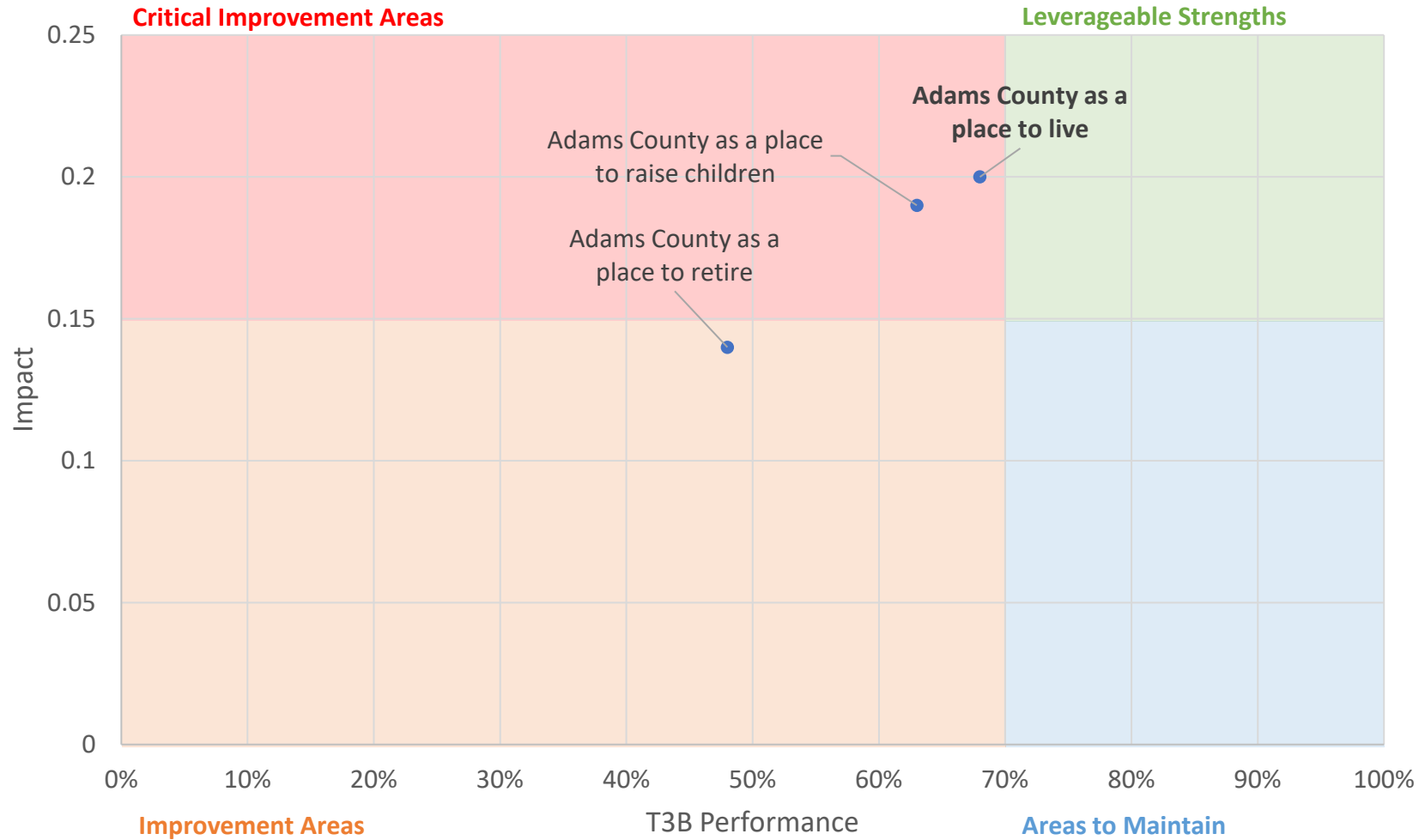
OVERALL IMAGES & PERCEPTIONS



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COLORADO



Quality of Life Top Drivers



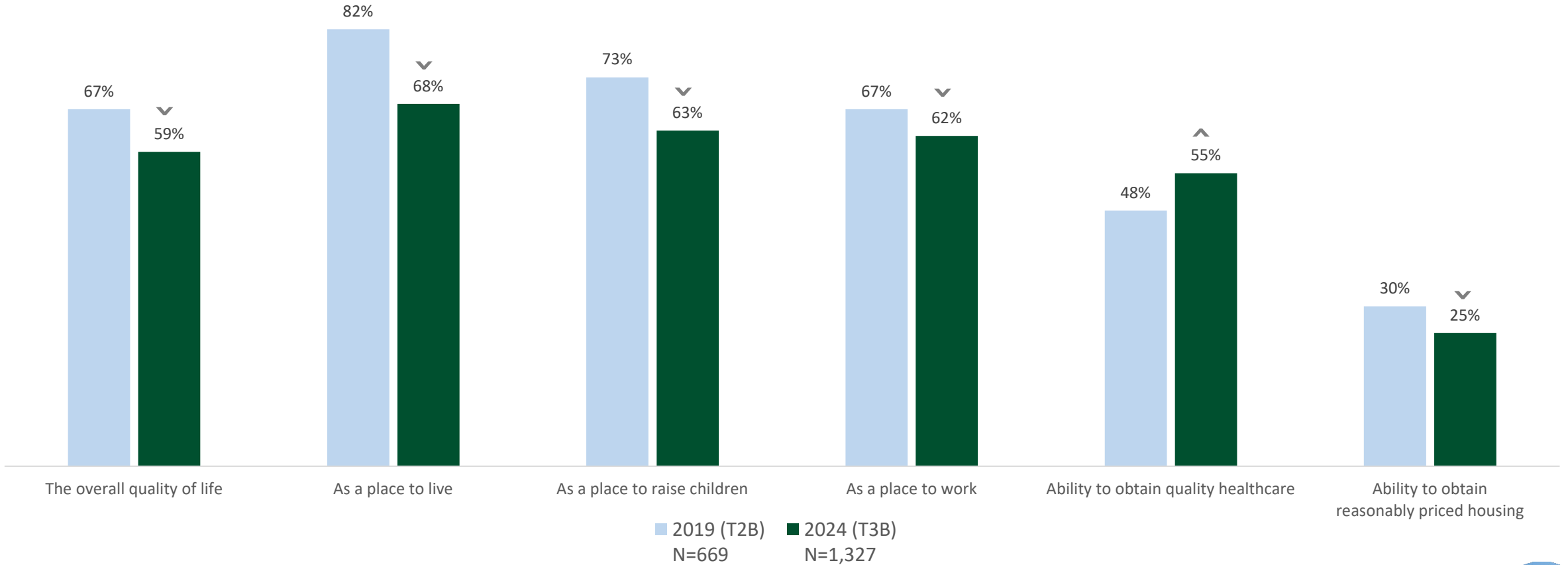
There is a large degree of relationship (76%) between the attributes and the overall Quality of Life rating.

Adams County as a place to live is the largest single driver of the overall quality of life, but other drivers such as **Adams county as a place to raise children** also contribute meaningfully.

Quality of Life Trends

Overall quality of life rating declined significantly YoY which can be attributed to the significant decline of key drivers, Adams County as a place to live and a place to raise children, as well as significantly lower scores for both unincorporated and unsure regions. Incorporated respondents also showed significantly higher ratings for as a place to live, to raise children, and the ability to obtain reasonably priced healthcare compared to unincorporated.

Please rate each of the following aspects of quality of life in Adams County.



Quality of Life 2024

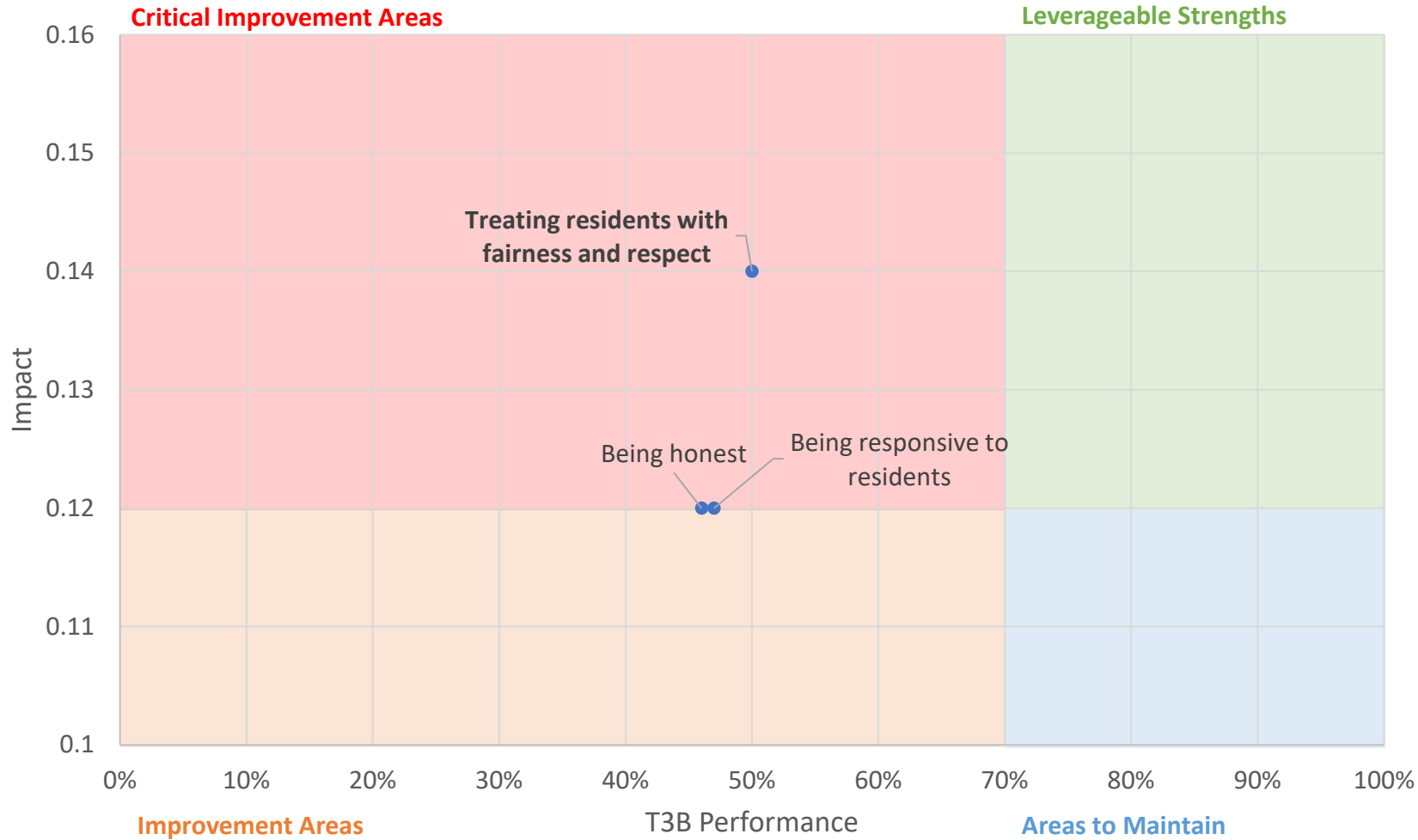
* Indicates low base size (<30)

2019 T2B = Excellent + Good; 2024 T3B = Excellent + Very Good + Good

^ v Arrows represent statistically significant changes at 95%



Trust in Adams County Top Drivers



There is a substantial degree of relationship (57%) between the attributes and the Trust rating.

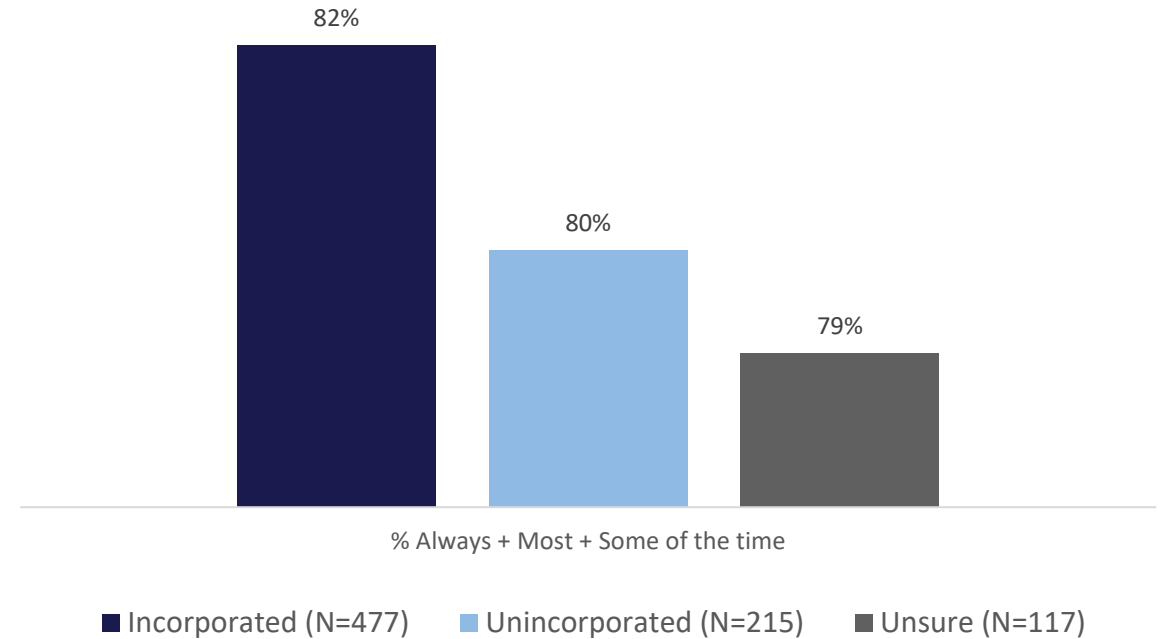
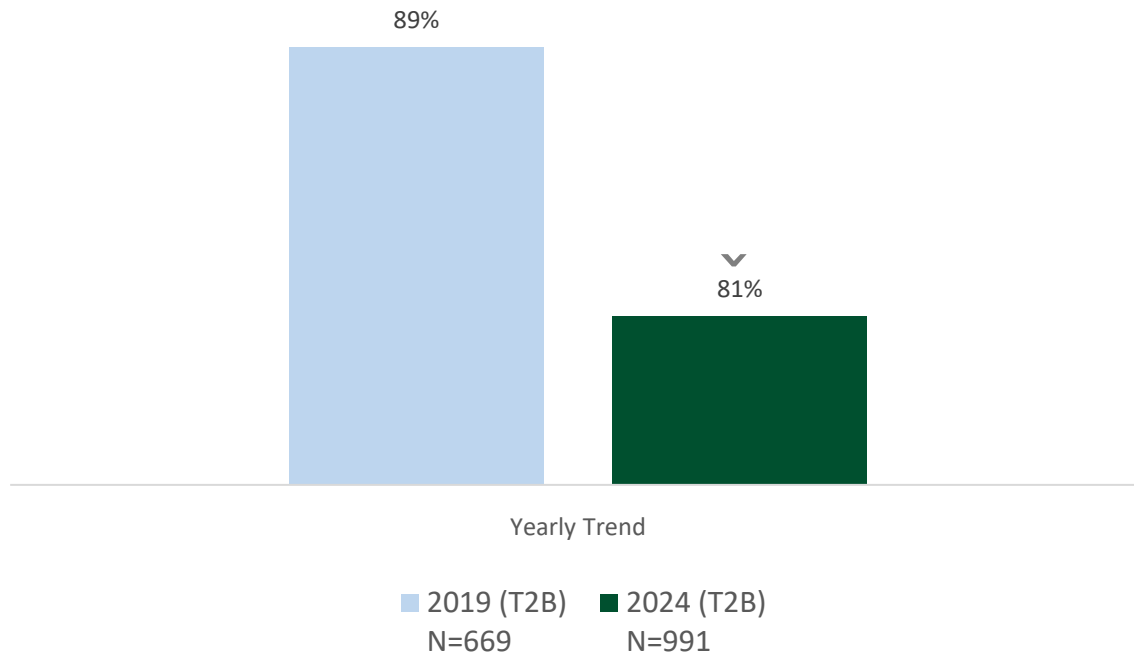
Treating residents with fairness and respect is the largest single driver of the rating for how often residents think they can trust Adams County to do what is right, but other drivers such as **being honest** and **responsive to residents** also contribute meaningfully.



Trust in Adams County

Trust in Adams County Government declined significantly year-on-year which can be attributed to the decline of key drivers. No significant differences were observed between respondent regions.

How often do you think you can trust Adams County Government to do what is right?



* Indicates low base size (<30)

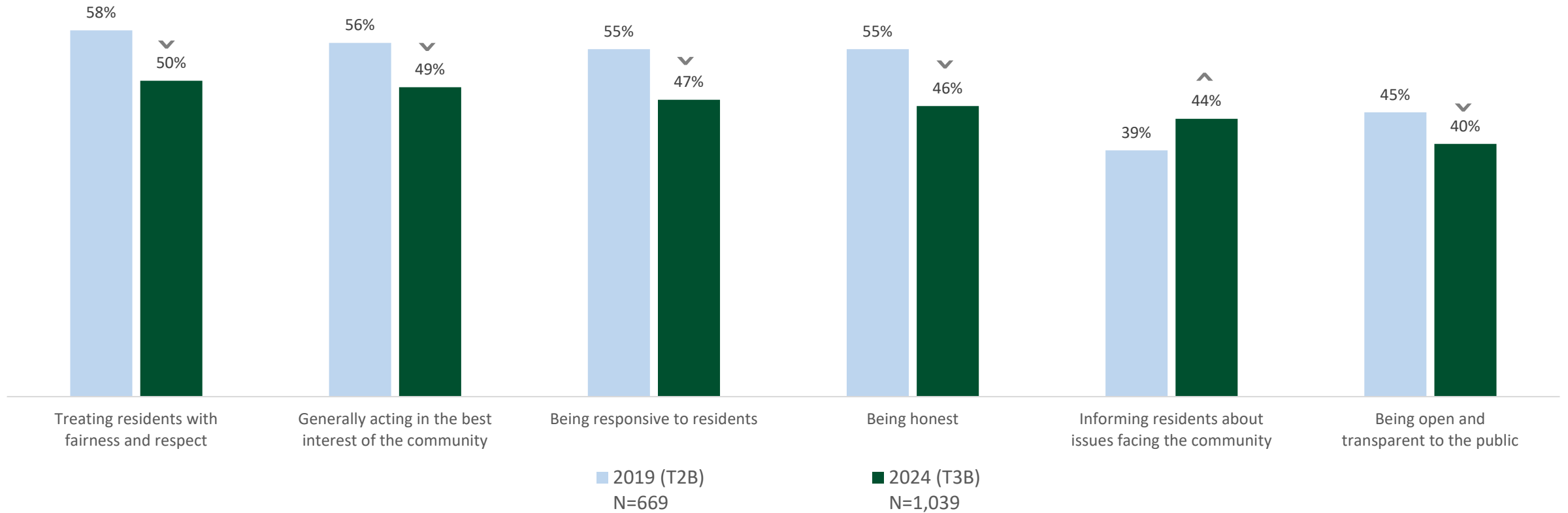
2019 T3B = Always + Most of the time + Some of the time;
2024 T3B = Always + Most of the time + Some of the time

^ v Arrows represent statistically significant changes/differences at 95%

Actions of Adams County Trends

Significant declines observed for key drivers of Trust in Adams County: treating residents with fairness and respect, being honest, and being responsive to residents. Both incorporated and unsure respondents show significantly higher ratings for being honest and being responsive to residents than unincorporated respondents. Incorporated respondents also show significantly higher ratings for treating residents with fairness and respect than unincorporated regions.

Please rate how well Adams County is currently doing in each of the following areas.



* Indicates low base size (<30)

2019 T2B = Excellent + Good; 2024 T3B = Excellent + Very Good + Good

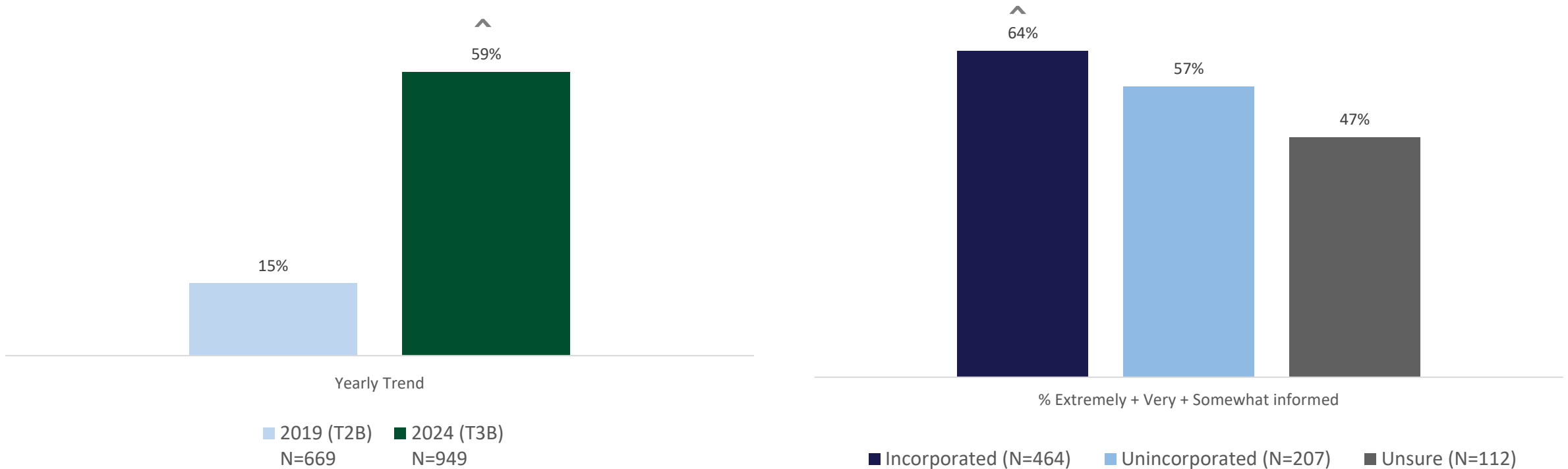
^ v Arrows represent statistically significant changes at 95%



Informed on Adams County

Respondents report a significant increase in how well informed they are about the job Adams County is doing year on year, with incorporated regions reporting significantly higher rating than unsure respondents.

How well informed would you say you are about the job Adams County government is doing?



* Indicates low base size (<30)

2019 T2B = Very well informed + Informed; 2024 T3B = Extremely + Very + Somewhat informed

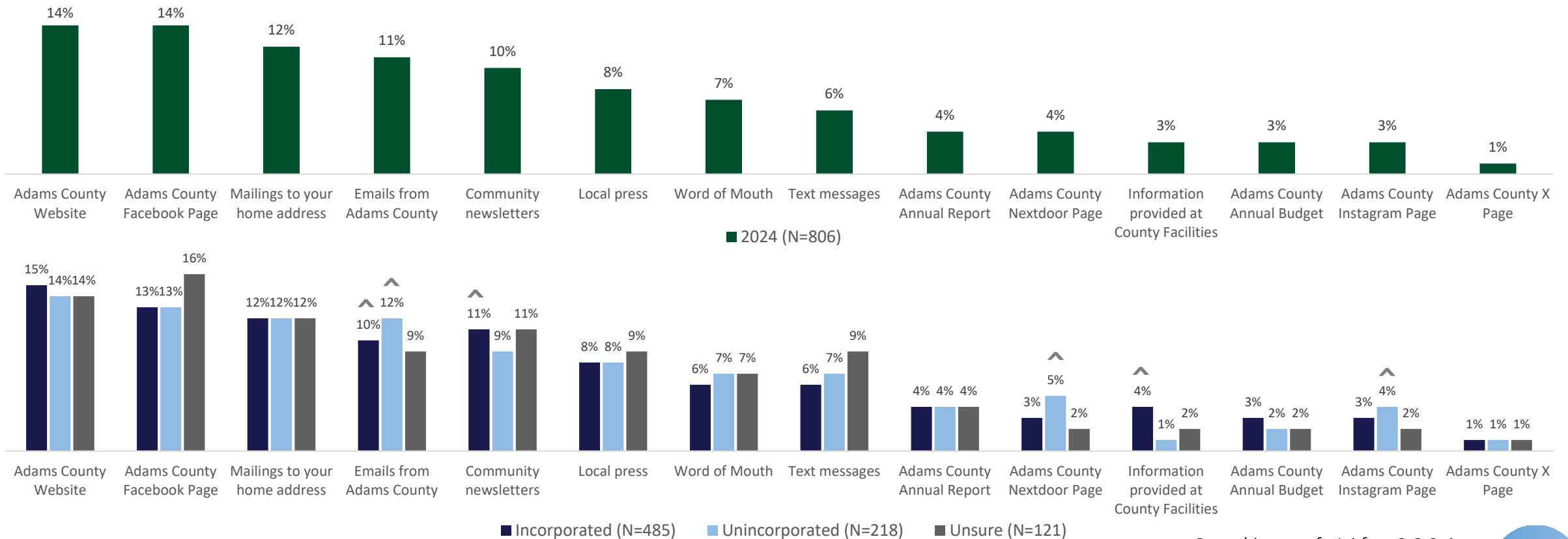
^ v Arrows represent statistically significant changes/differences at 95%



Information Mediums

Incorporated respondents prefer information provided at County Facilities more than both unincorporated and unsure, and community newsletter more than unincorporated regions. Unincorporated respondents prefer Instagram more than unsure, and Nextdoor more than both incorporated and unsure. Both incorporated and unincorporated prefer emails from Adams County more than unsure respondents.

Thinking of how you currently get information about events or issues, which of these mediums do you prefer to use to access information on Adams County like public hearings, community meetings, upcoming programs and events like the fair or rodeo, etc.? (Select those you are most likely to use)

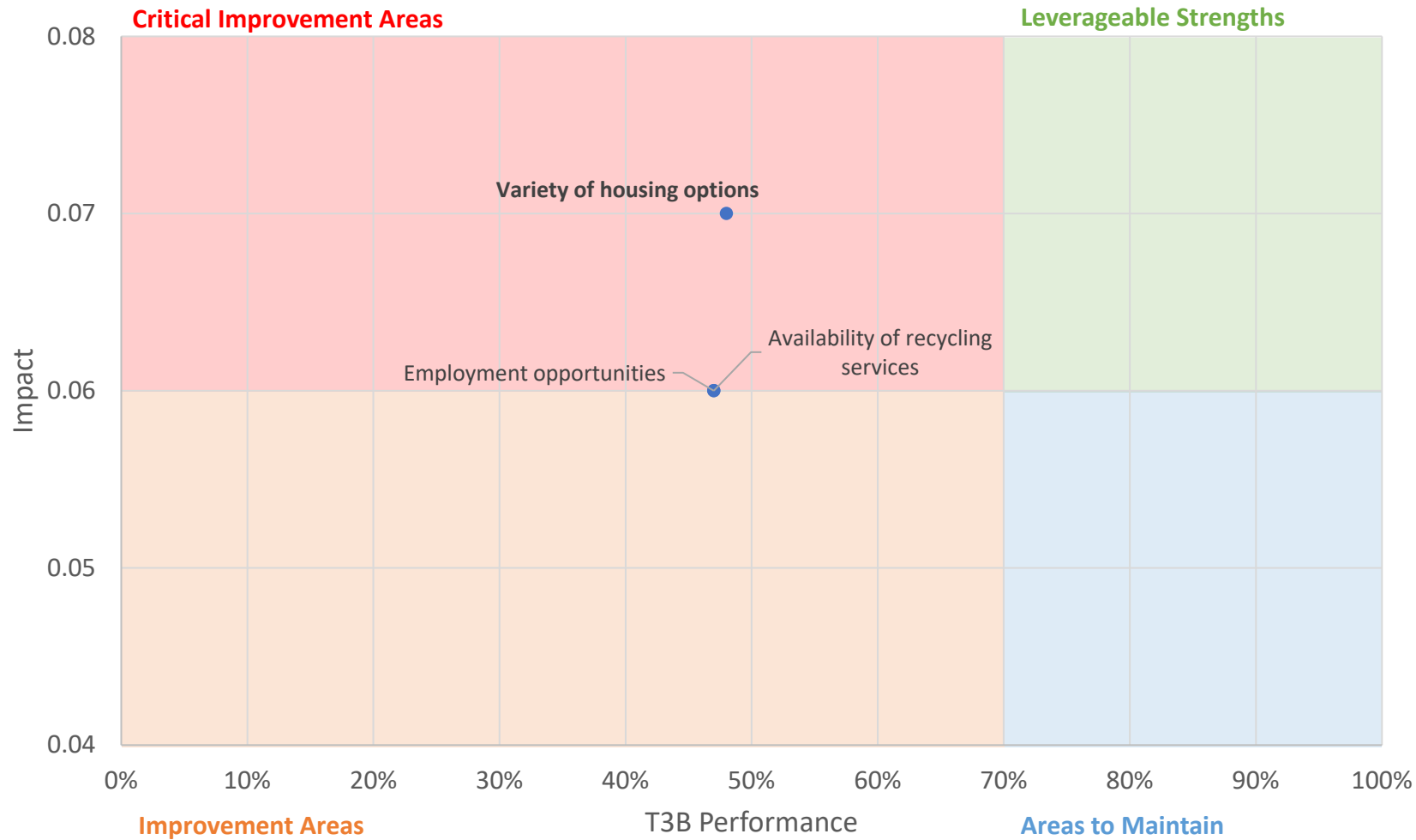


* Indicates low base size (<30)

^ v Arrows represent statistically significant changes/differences at 95%



Services Value Top Drivers



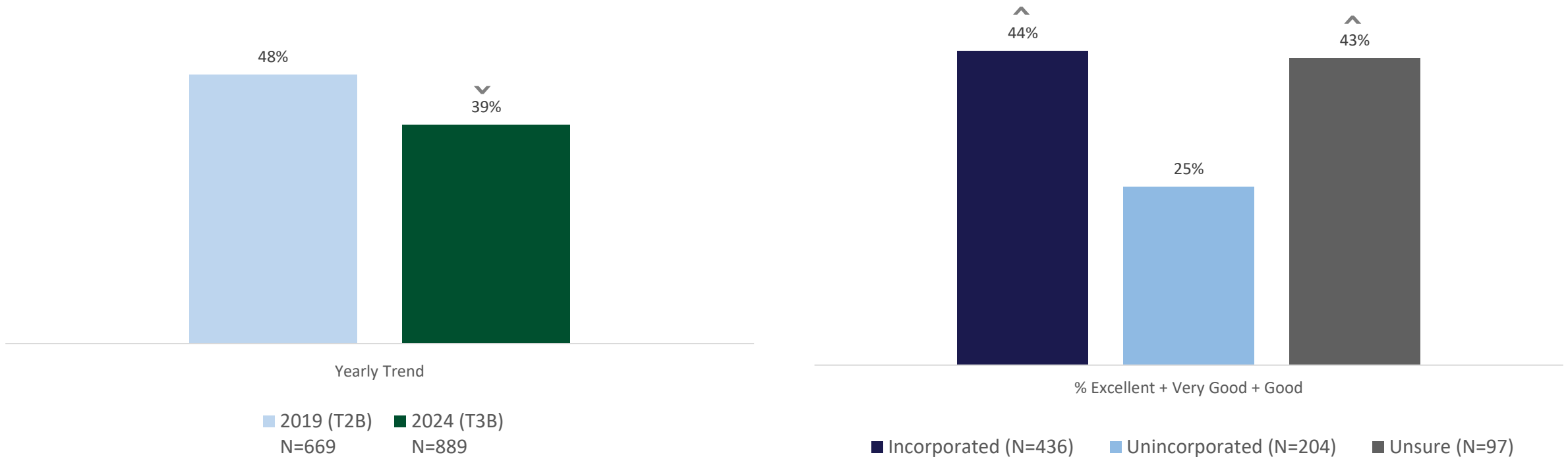
There is a substantial degree of relationship (66%) between the attributes and the Services Value rating.

Variety of housing options is the largest single driver of the Value of services received for taxes paid rating, but other drivers such as **employment opportunities**, and **availability of recycling services** also contribute meaningfully.

Services Value

The value of services received for taxes paid showed a YoY decline in ratings which can be attributed to declines in employment opportunities and availability of recycling services key drivers. Both incorporated and unsure respondents also show significantly higher rating than those in unincorporated areas.

How would you rate the value of services you receive from Adams County for the taxes paid?



* Indicates low base size (<30)

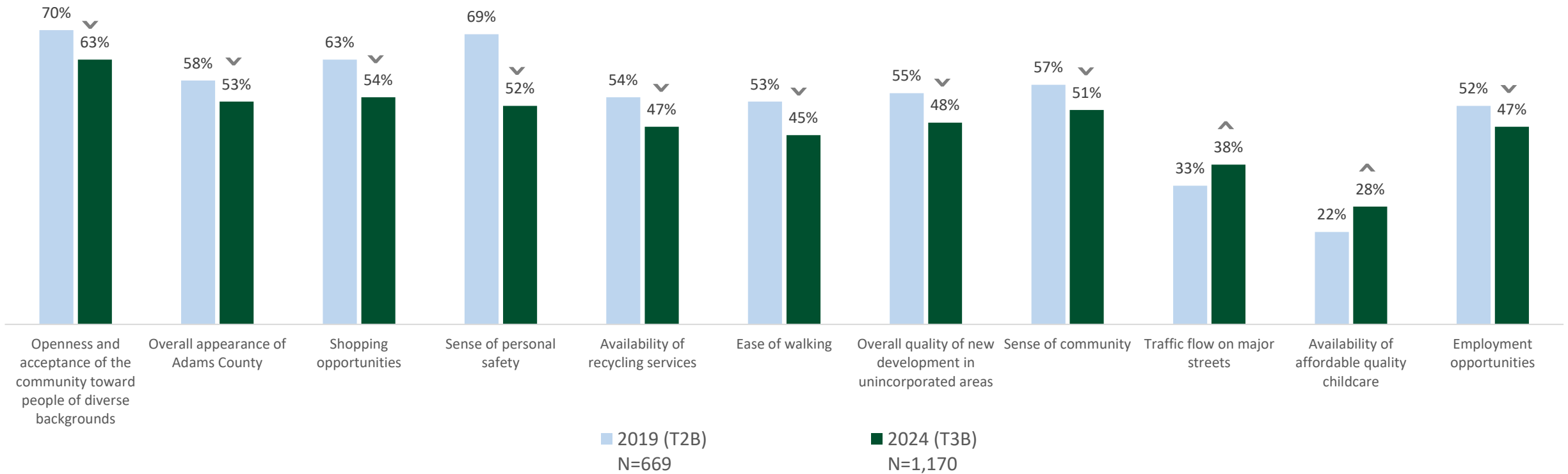
2019 T2B = Excellent + Good; 2024 T3B = Excellent + Very Good + Good

^ v Arrows represent statistically significant changes/differences at 95%

Adams County Characteristics Trends

As top drivers of value of services received, employment opportunities and availability of recycling services declined significantly from the prior year. Both incorporated and unsure respondents rated the availability of recycling services, significantly higher than those in unincorporated areas. Incorporated respondents rated employment opportunities significantly higher than those in unincorporated areas.

Please rate each of the following characteristics as they relate to Adams County as a whole.



* Indicates low base size (<30)

2019 T2B = Excellent + Good; 2024 T3B = Excellent + Very Good + Good

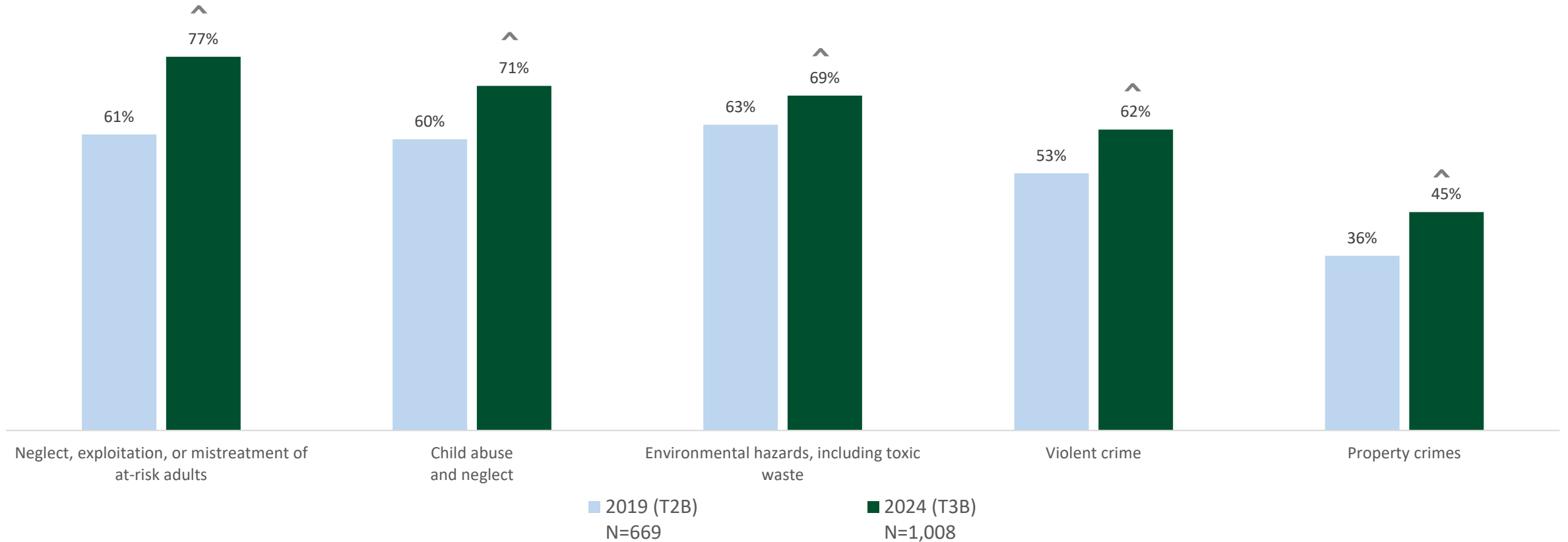
^ v Arrows represent statistically significant changes at 95%



Problems in Adams County Trends

While not strong drivers of value of services received, significant YoY improvements in the frequency of problems observed for many attributes. Both incorporated and unsure respondents report significantly less frequent problems with property crimes than unincorporated, while incorporated respondents also report significantly less violent crime and less environmental hazards than unincorporated respondents.

To what degree, if at all, are each of the following a problem in Adams County?



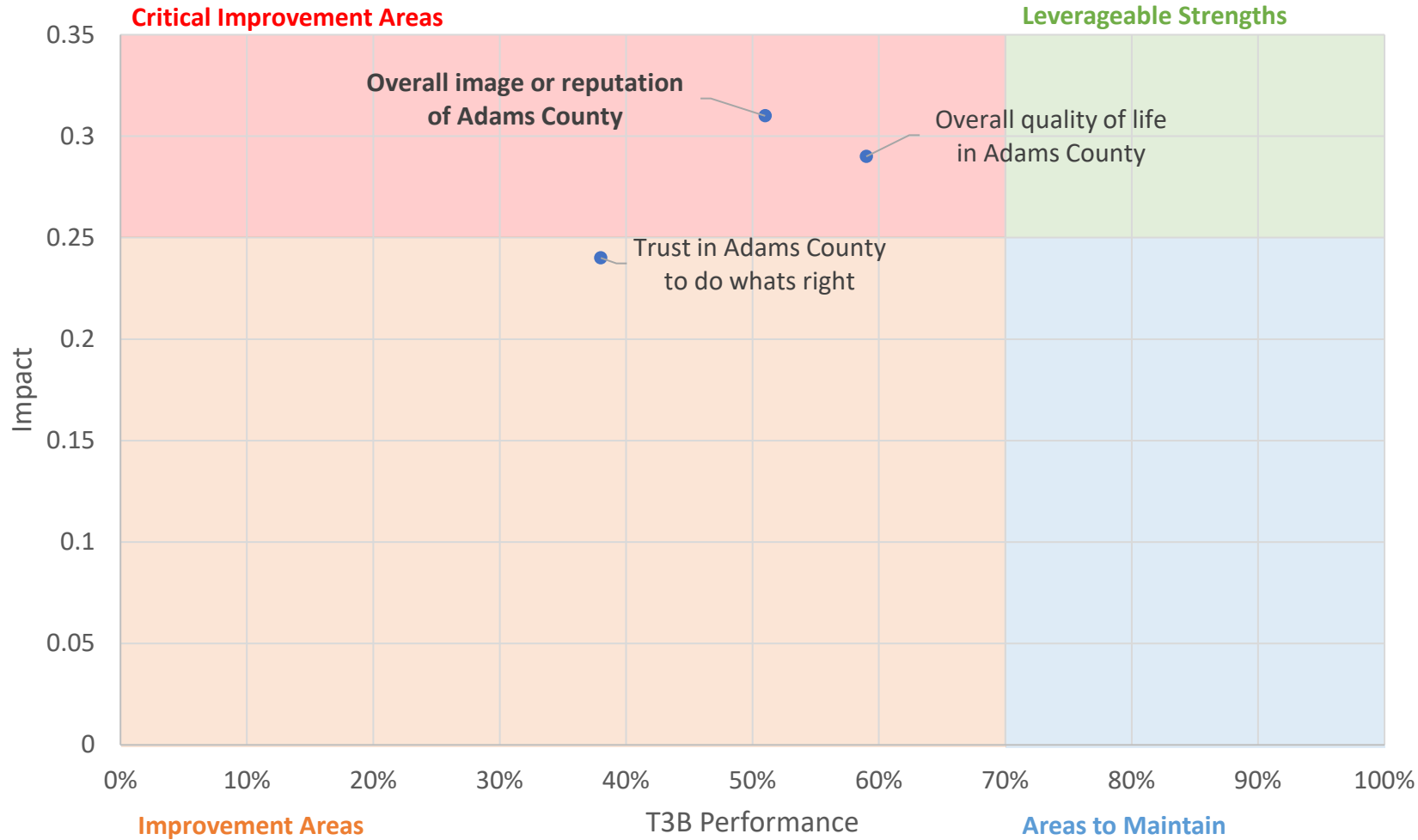
* Indicates low base size (<30)

2019 T2B = Not a problem + Minor problem; 2024 T3B = Never + Rarely + Occasionally

^ v Arrows represent statistically significant changes at 95%



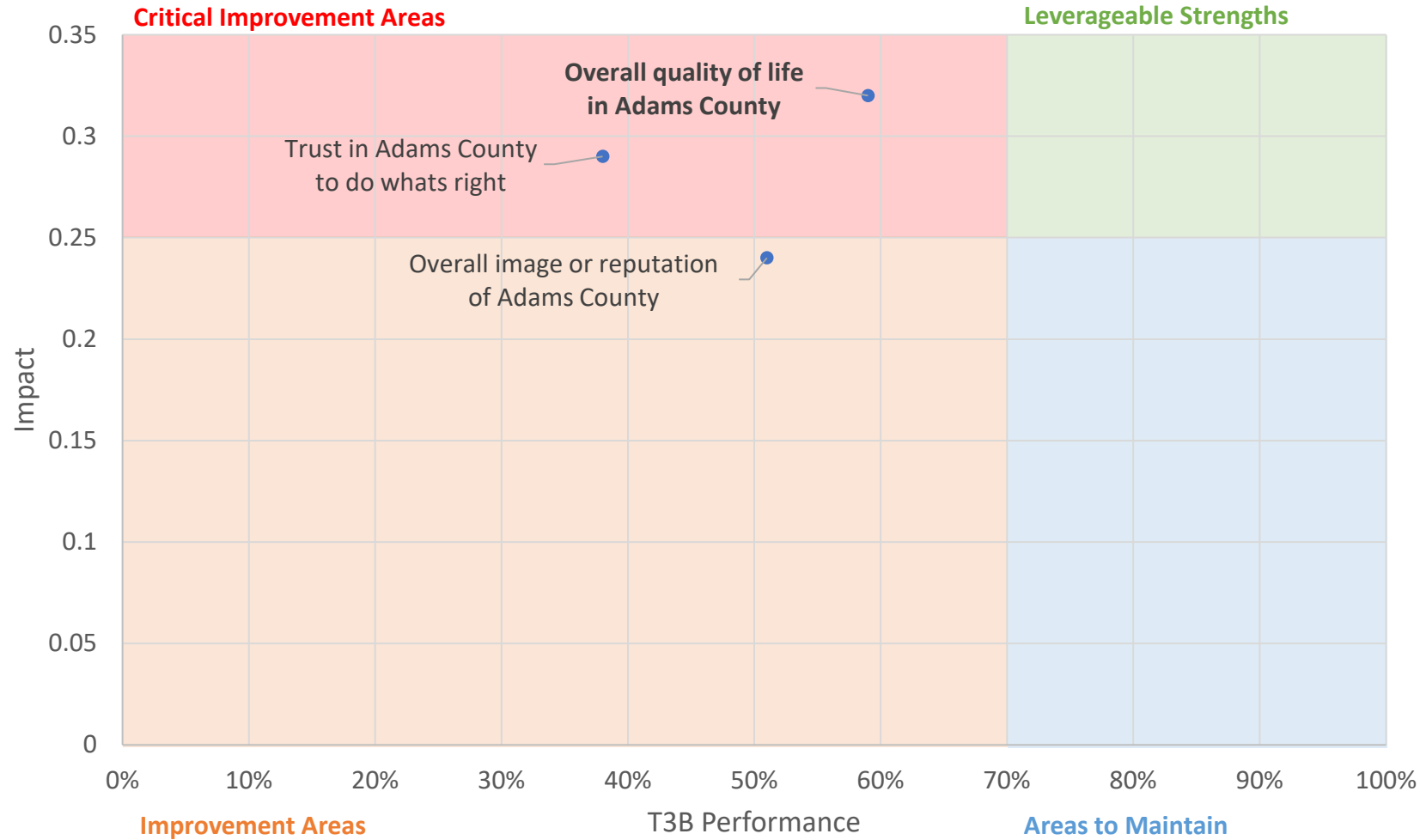
Likelihood to Recommend Top Drivers



There is a substantial degree of relationship (66%) between the key experience attributes and Likelihood to Recommend rating.

Overall image or reputation of Adams County is the largest single driver of the likelihood to recommend Adams County, but other drivers such as **Overall Quality of Life** and **Trust in Adams County to do what's right** also contribute meaningfully.

Likelihood to Remain Top Drivers



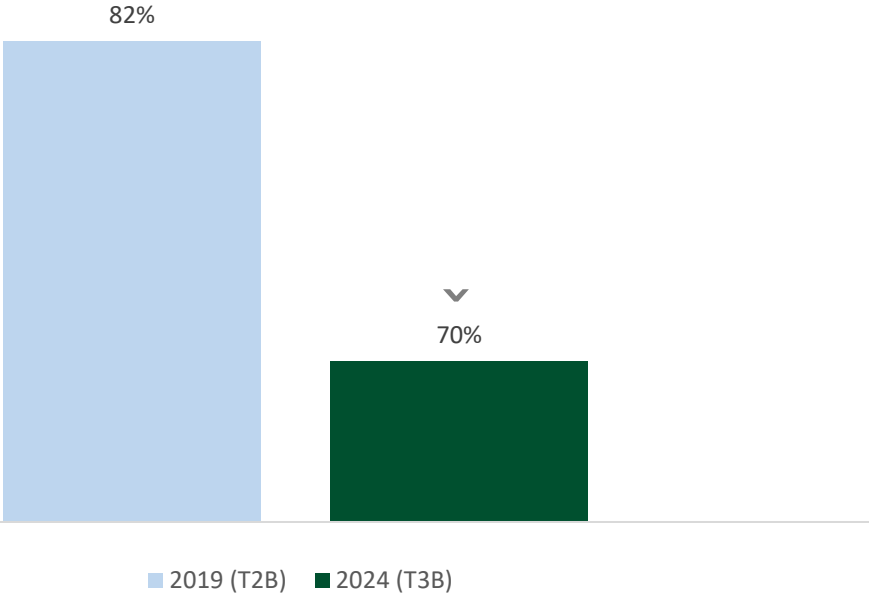
There is a moderate degree of relationship (35%) between the key experience attributes and Likelihood to Remain rating.

Overall Quality of Life in Adams County is the largest single driver of the likelihood to remain in Adams County for the next 5 years, but other drivers such as **Trust in Adams County to do what's right** and **Overall image or reputation of Adams County** also contribute meaningfully.

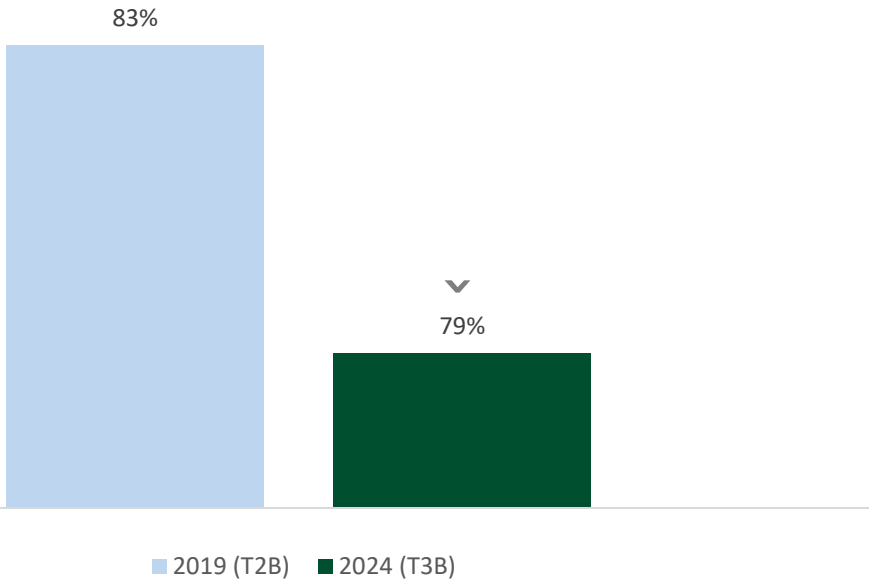
Likelihood to Recommend & Remain Trends

Trust in Adams County to do what's right and Overall Quality of Life declines contributed to the YoY declines seen for both likelihood to recommend and likelihood to remain in Adams County as key drivers. Incorporated and unsure respondents are significantly more likely to recommend living in Adams County than those in unincorporated areas, while incorporated are significantly more likely to remain in Adams County than unincorporated.

Please indicate how likely or unlikely you are to recommend living in Adams County



Please indicate how likely or unlikely you are to remain in Adams County for the next 5 years



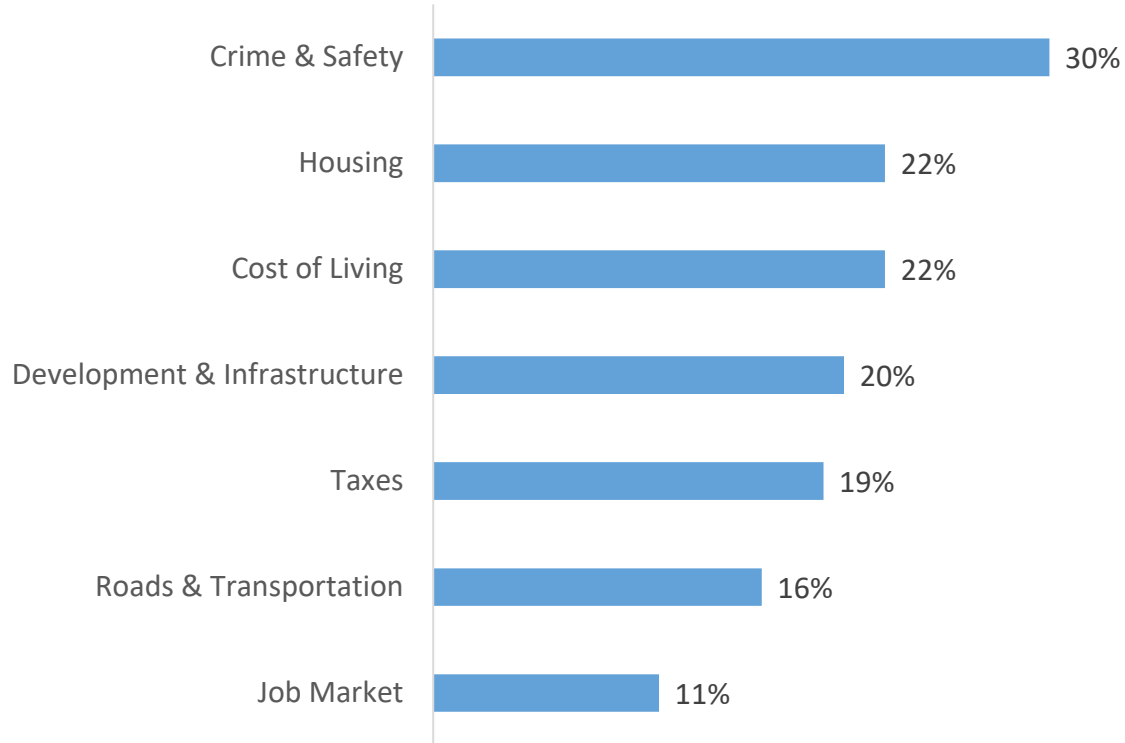
* Indicates low base size (<30)

2019 T2B = Very likely + Somewhat likely; 2024 T3B = Extremely + Very + Somewhat likely

^ v Arrows represent statistically significant changes at 95%

Top Comment Themes

What makes you unlikely to remain in Adams County for the next 5 years?



Crime & Safety: Respondents describe an increase in crime, drugs, and homelessness which leading to overall lack of safety and security.

Housing: Comments include lack of affordable housing, quality of housing for price, lack of pride in homes and neighborhoods, desire for neighborhoods with more amenities/resources near by and lower density housing.

Cost of Living: Residents mention overall cost of living, housing costs (houses and rentals), tax rates, inability to make a living wage, being outpriced from their homes, and cost of utilities.

ADAMS COUNTY SERVICES



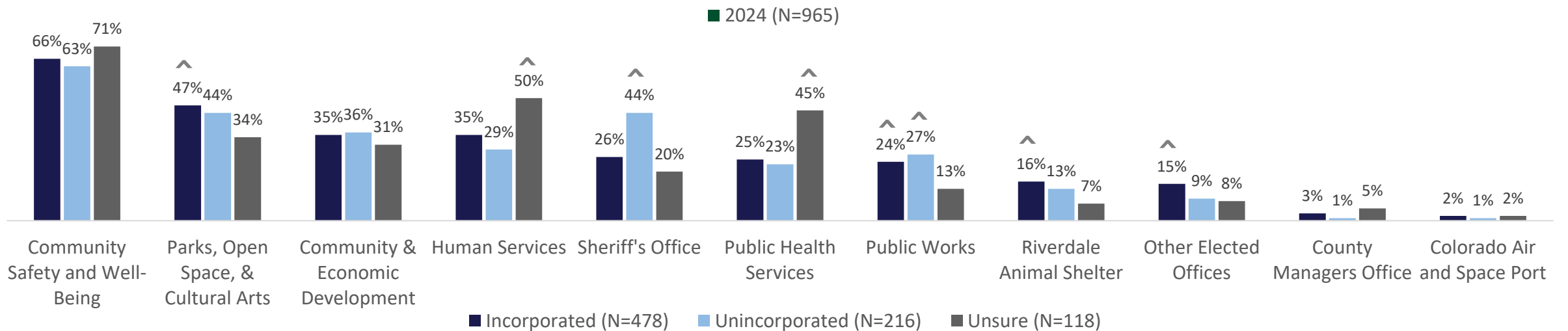
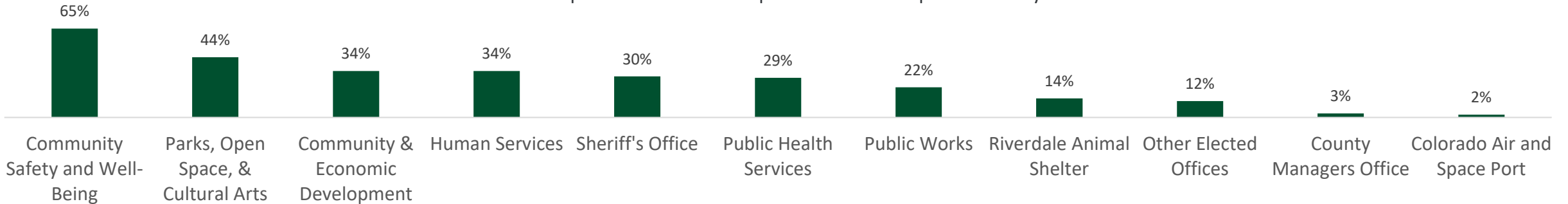
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Most Important Services

Respondents in all regions identified Community Safety and Wellbeing as the most important service department to them. Incorporated and unincorporated respondents both ranked Parks, Open Space, & Cultural Arts as their second choice while those identified as unsure selected Human Services.

Please pick the three most important services departments to you.



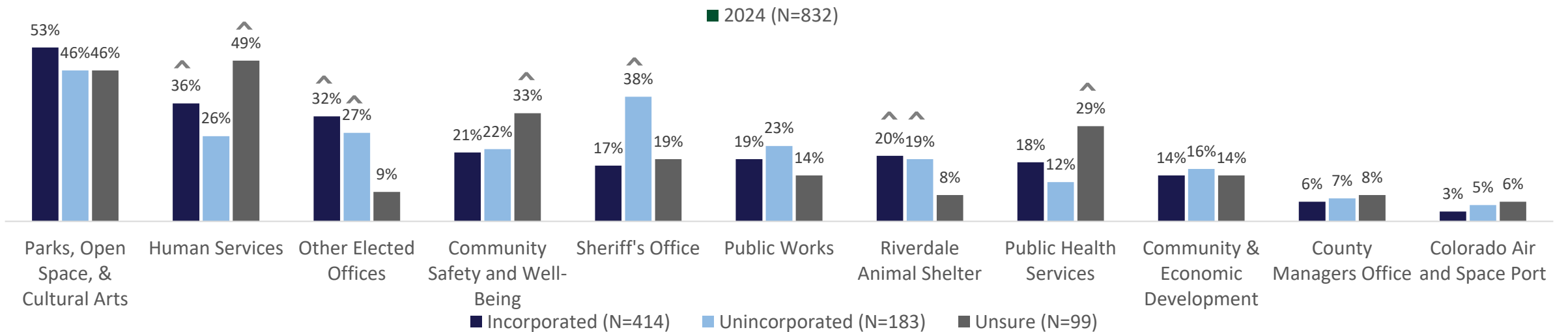
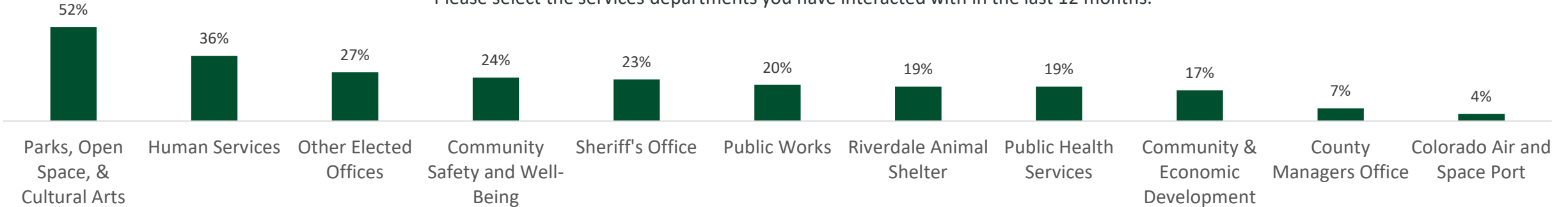
* Indicates low base size (<30)

^ v Arrows represent statistically significant differences at 95%

Services Interactions

Respondents in all regions identified Parks, Open Space, & Cultural Arts and Human Services in the top 4 most interacted with service departments. While rated most important, unincorporated respondents do not interact with Community Safety and Wellbeing often.

Please select the services departments you have interacted with in the last 12 months.



* Indicates low base size (<30)

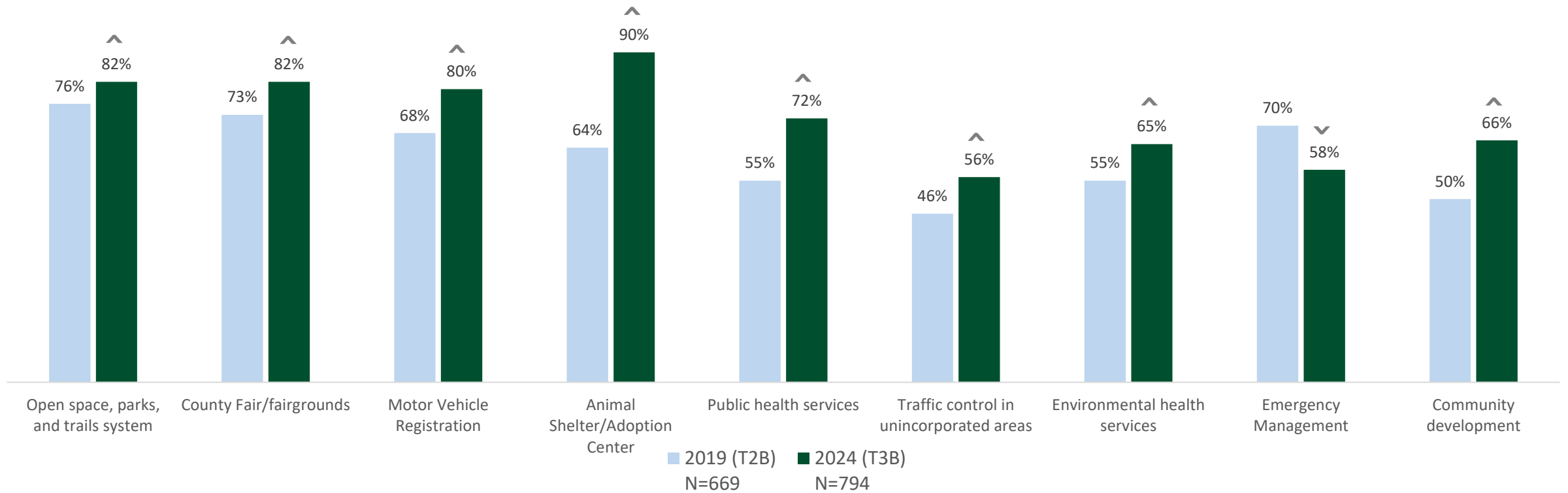
^ v Arrows represent statistically significant differences at 95%



Services Ratings Trends

8 in 10 respondents rated Parks, Open Space, & Cultural Arts services positively, increasing YoY, while Emergency Management services observed a significant decline. Respondents from incorporated regions rated the county fair/fairgrounds significantly higher than those in unincorporated areas, and the animal shelter/adoption center higher than those responding as unsure.

Rate the following services that you or your family use.



* Indicates low base size (<30)

2019 T2B = Excellent + Good; 2024 T3B = Excellent + Very Good + Good

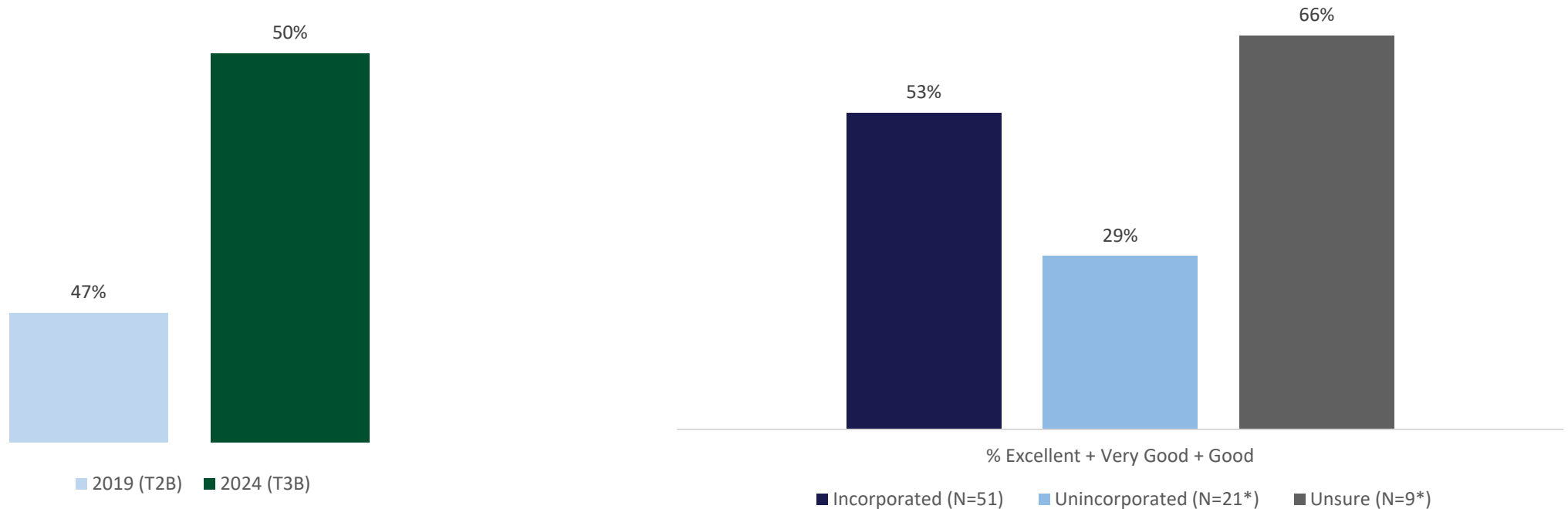
^ v Arrows represent statistically significant changes at 95%



Community & Economic Development Trends

Half of respondents report that Adams County is retaining & attracting businesses, while no significant changes or differences seen over time or between customers in different regions.

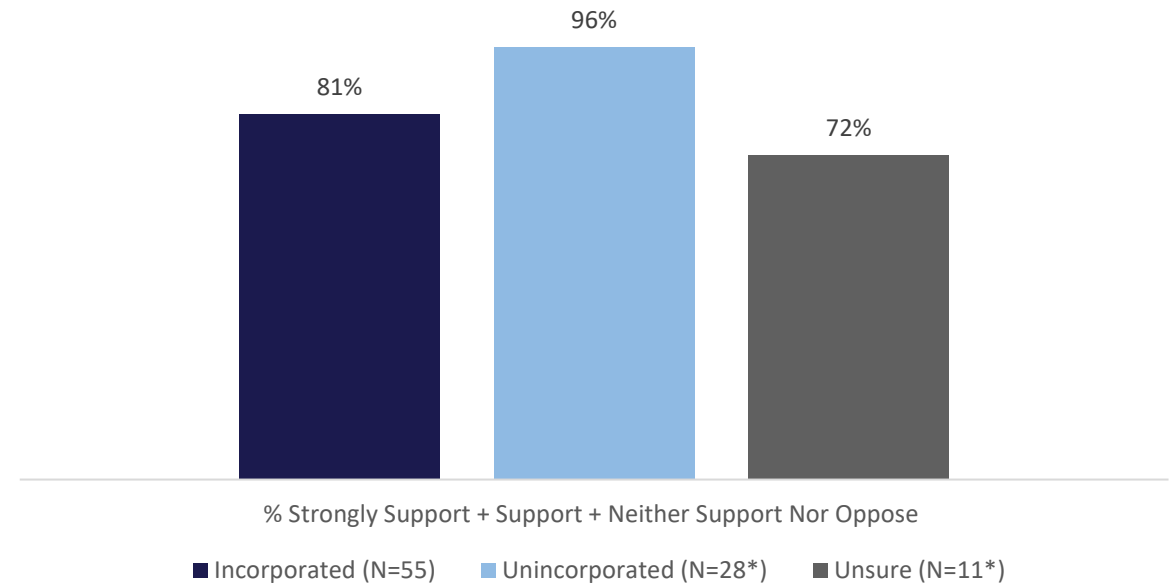
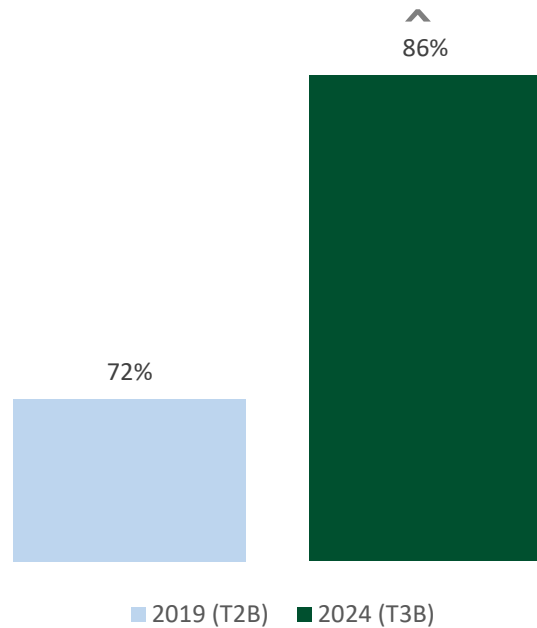
How well is Adams County retaining existing businesses and attracting new businesses?



Community & Economic Development

Almost 90% of residents report that they would support using tax dollars to stimulate job creation, significantly increasing over time. No significant differences seen between customers in different regions.

To what extent would you support or oppose the county using existing tax dollars to attract businesses for job creation?



* Indicates low base size (<30)

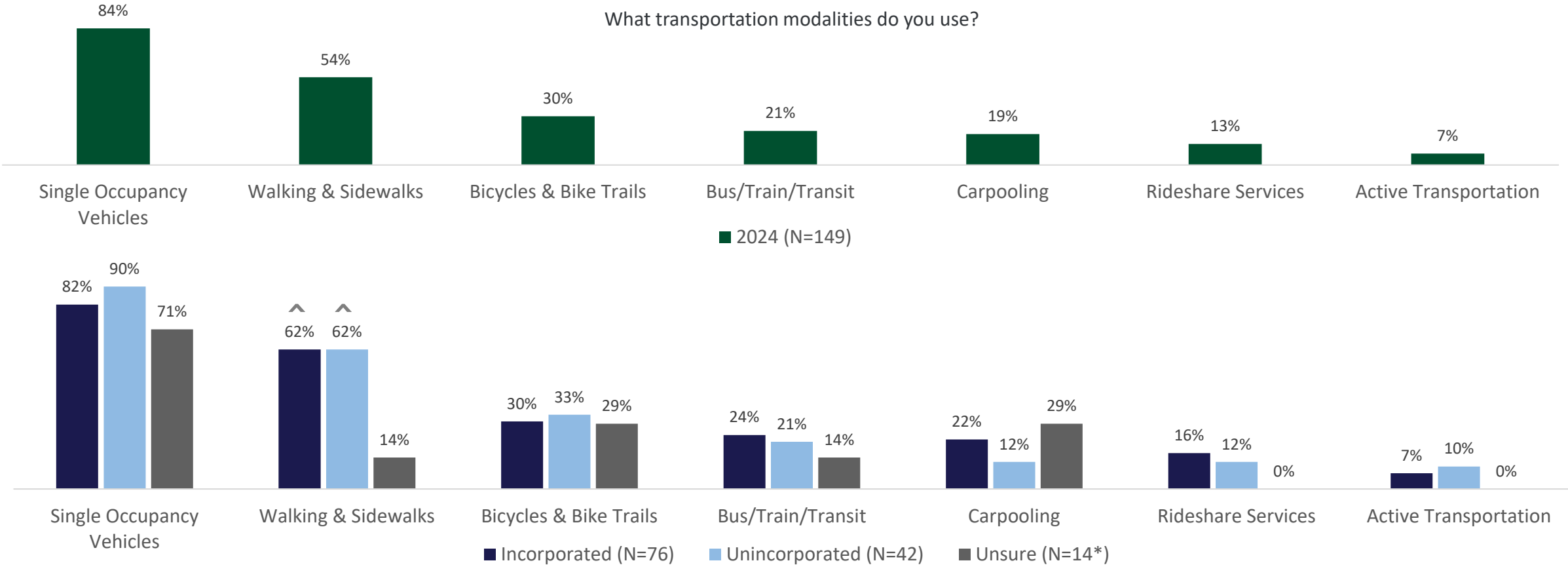
2019 T2B = Strongly Support + Somewhat Support; 2024 T3B = Strongly Support + Support + Neither Support Nor Oppose

^ v Arrows represent statistically significant changes/differences at 95%

Transportation Modalities

While most residents utilize single occupancy vehicles and walking & sidewalks, both incorporated and unincorporated regions report significant higher use of walking & sidewalks than those who are unsure.

What transportation modalities do you use?



* Indicates low base size (<30)

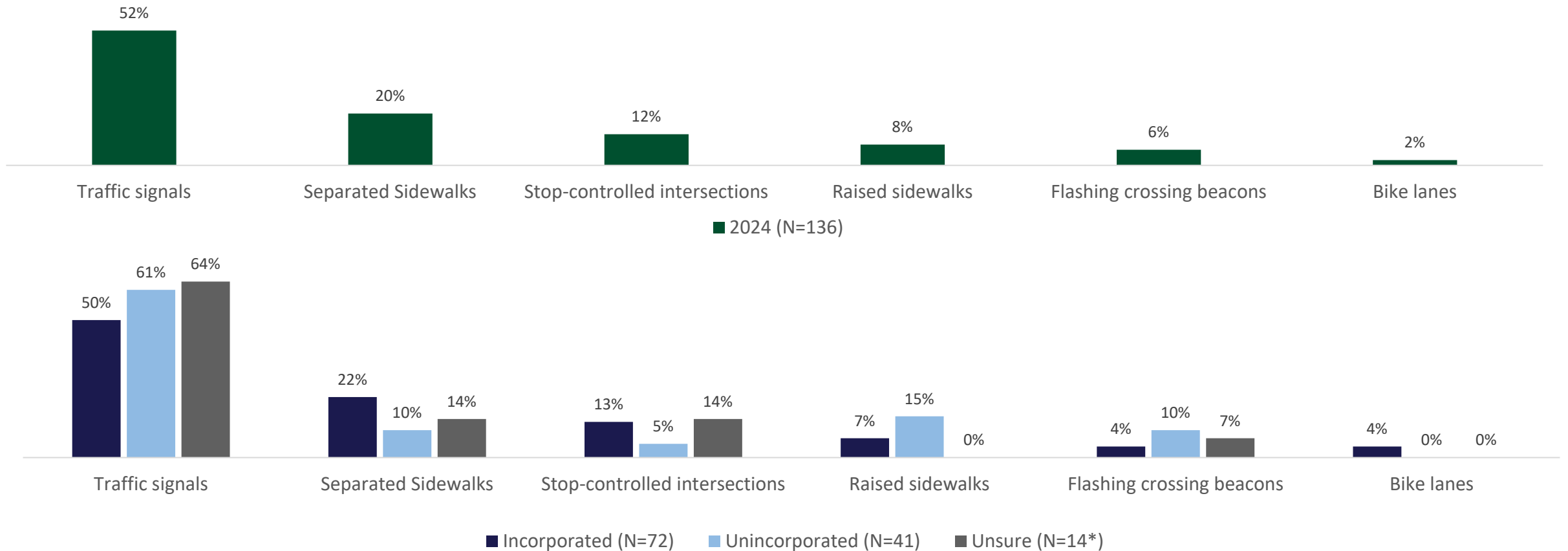
Arrows represent statistically significant changes/differences at 95%



Transportation Infrastructure

Over half of respondents report that traffic signals make them feel safest while traveling; no statistically significant differences observed by region.

What transportation infrastructure makes you feel safest when traveling on the transportation network?



* Indicates low base size (<30)

^ v Arrows represent statistically significant changes/differences at 95%

ADAMS COUNTY EMPLOYEES



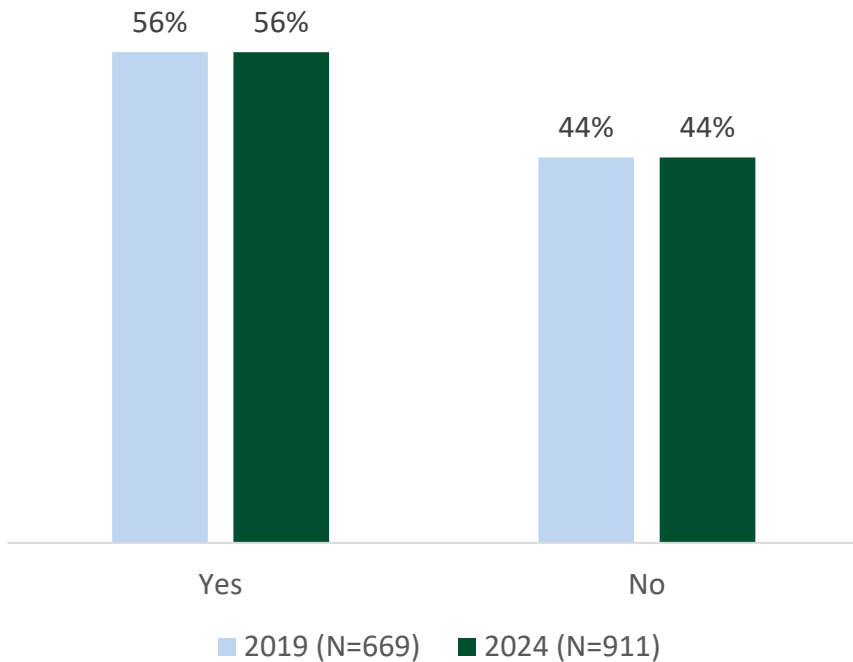
ADAMS COUNTY
COLORADO



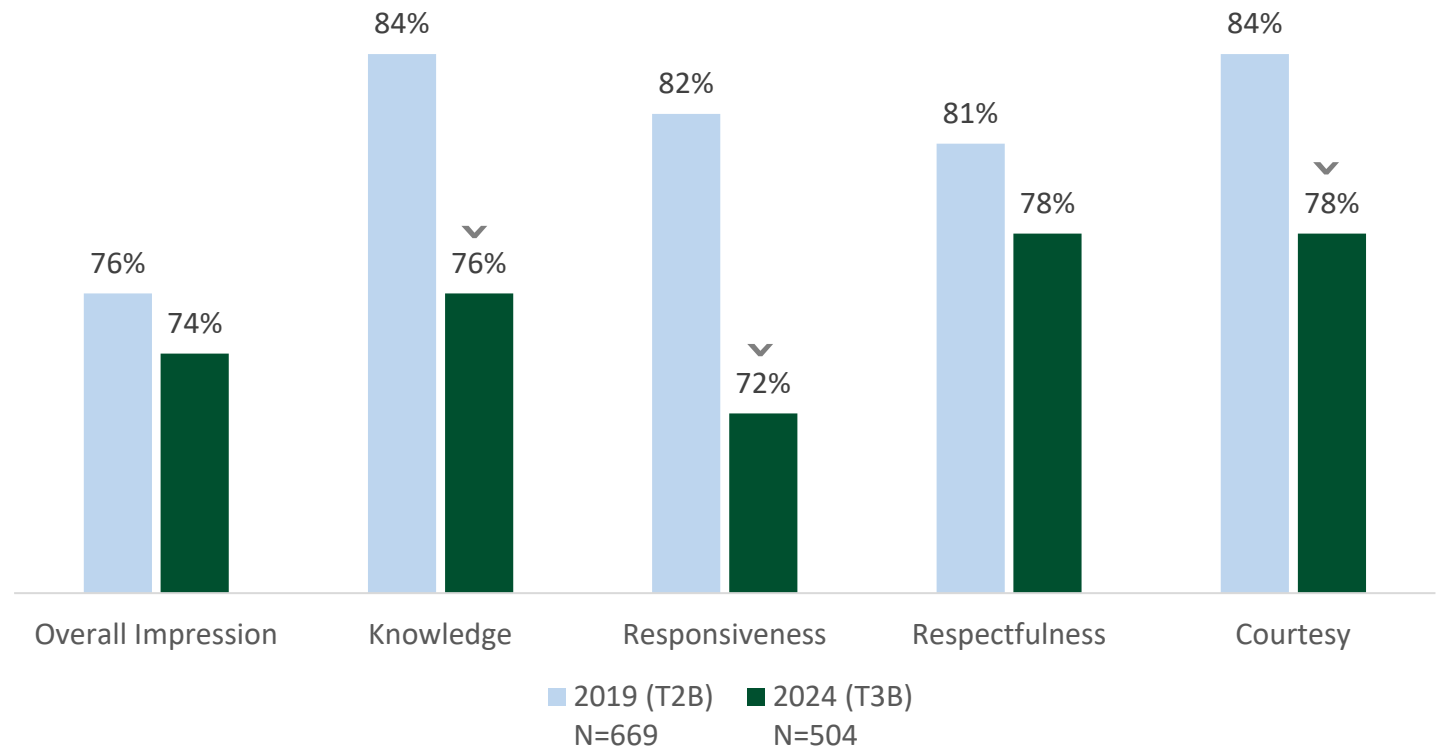
Adams County Employee Trends

While employee knowledge, responsiveness, and courtesy are all equally strong drivers of overall impression, individually significant declines year-on-year were not observed in the overall impression rating. Unincorporated residents report significantly higher contact with employees than those identified as unsure. Incorporated respondents rated knowledge and responsiveness significantly higher than unincorporated and unsure respondents.

Have you had any in-person, phone, or email contact with an Adams County employee, regardless of department or office, within the last 12 months?



What was your impression of the Adams County employee in your most recent contact?



* Indicates low base size (<30)

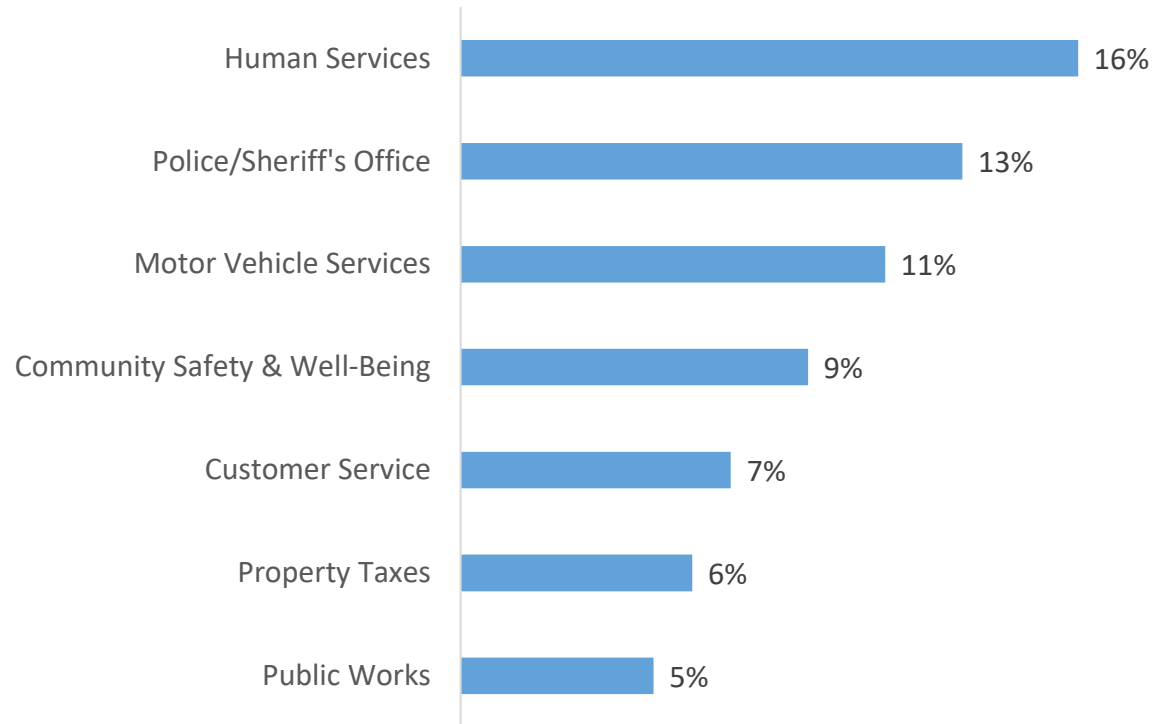
2019 T2B = Excellent + Good; 2024 T3B = Excellent + Very Good + Good

^ v Arrows represent statistically significant changes at 95%



Top Comment Themes

What was the nature of your interaction?



Human Services: Respondents describe their interactions as being associated with SNAP, TANF, public assistance, housing needs, employment support, and medical assistance.

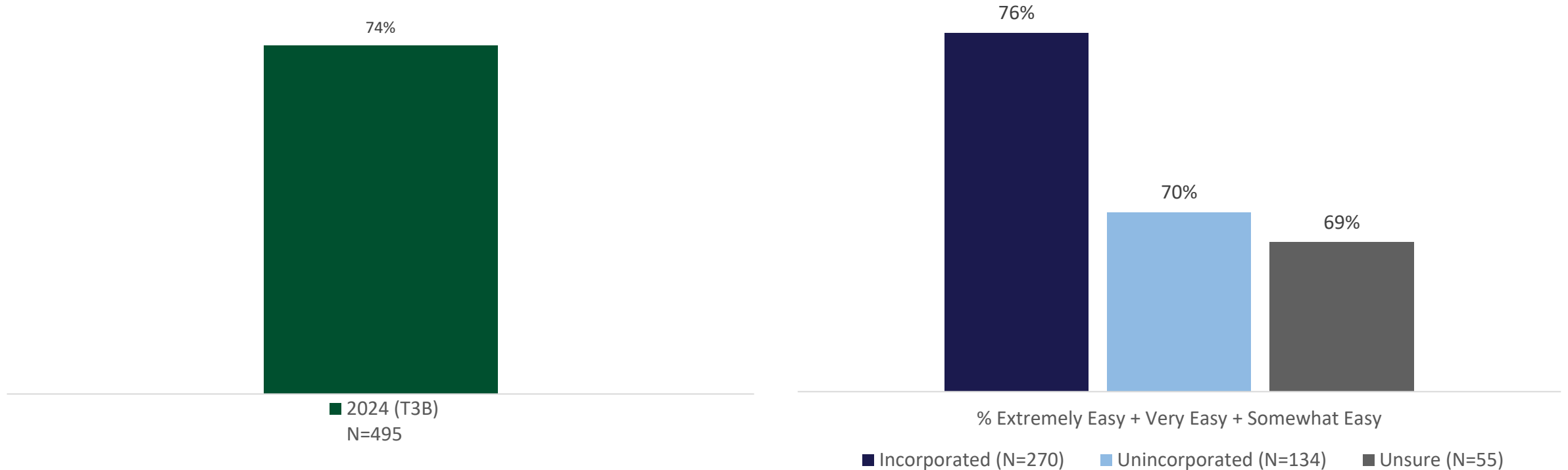
Police/Sheriff's Office: Comments include calling police to report a crime, calling the non-emergency line, and inquiring about a concealed carry permit.

Motor Vehicle Services: Residents often mention vehicle tags, registration, and renewal, as well as license plates and titling changes.

Adams County Employee

While residents in incorporated regions report an easier time resolving their issues or addressing needs, no statistically significant differences observed.

How easy was it to resolve your issue/address your need?



* Indicates low base size (<30)

^ v Arrows represent statistically significant differences at 95%

ADDITIONAL COMMENTS

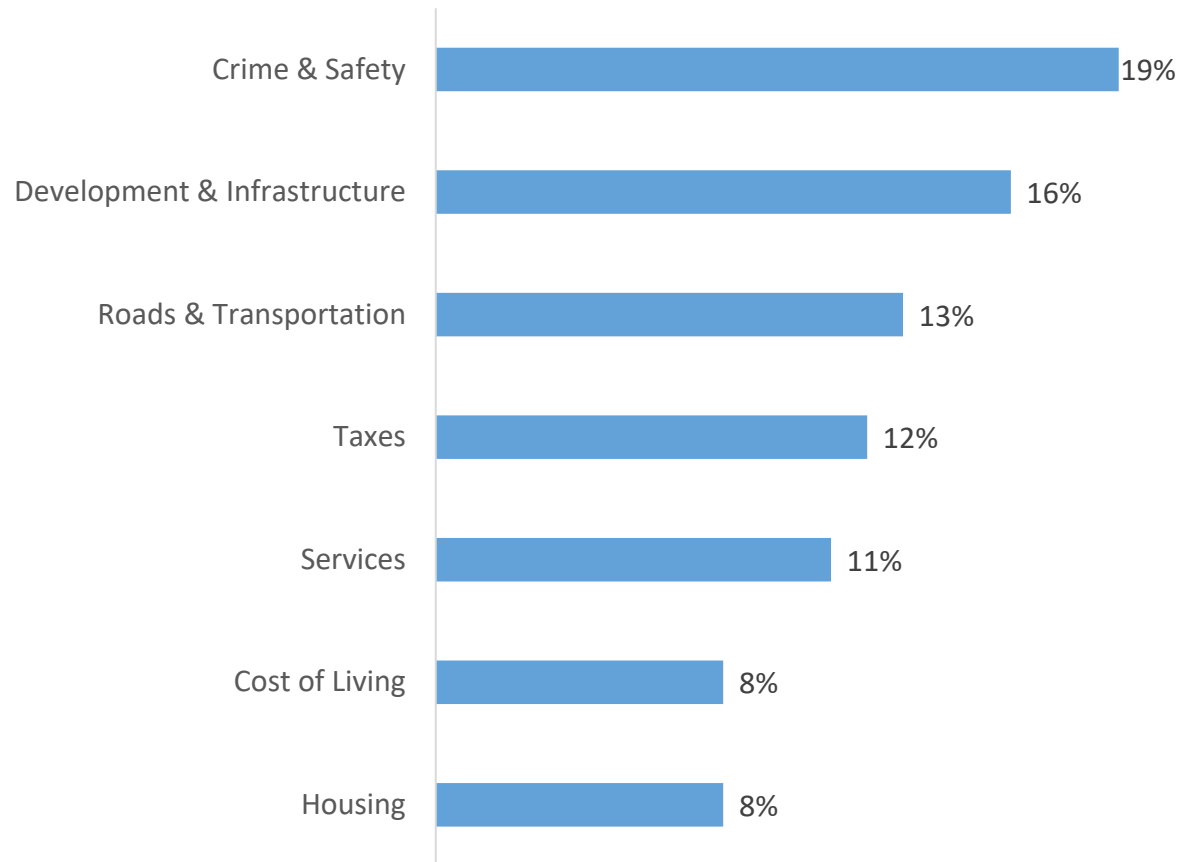


ADAMS COUNTY
COLORADO



Top Comment Themes

Do you have any additional comments about the quality of life in Adams County, or the way the county government operates or delivers services?



Crime & Safety: Respondents describe an increase in the homeless population with a need for services/accessibility to services to support people in crisis. Comments also mention an increase in crime rates across the county with a lack of police presence, police being understaffed, or taking too long to respond to calls.

Development & Infrastructure: Comments include a need for new businesses such as grocery stores and restaurants (that do not include fast food chains, car washes, convenience stores and gas stations) that cater to residents while preserving the open space. A focus should also be put on developing unincorporated areas.

Roads & Transportation: Residents often mention roads and highways needing repair and street shoulders being filled with debris or trash. Respondents also mention the need for additional sidewalks and bike paths/lanes.

RECOMMENDATIONS



ADAMS COUNTY
COLORADO



Recommendations

- Celebrate areas of strength and progress made in areas of significant improvement. Craft an internal closed-loop communication highlighting key learning, strengths, and opportunity areas.
- Disseminate results at all organization levels; provide detailed respondent commentary.
- Build resident feedback into strategic planning and goal-setting processes.
- Provide senior-level sponsorship to drive initiatives and programs to address focus areas:
 - Continue to build trust in the government to do what's right, be honest, and responsive to residents
 - Partner with municipalities to lower crime rates and homelessness to ensure the community at large feels safe and secure
 - Focus on increasing communication around what Adams County is already doing to address need for affordable housing prices and childcare, to help ensure continued likelihood to remain in Adams County
 - Ensure resident voices and inputs are considered so they realize the value of services tax dollars are going towards
- Leverage marketing resources to broadly communicate resident-focused key learnings and planned focus areas based on feedback.



APPENDIX



ADAMS COUNTY
COLORADO

ADAMS COUNTY
GOVERNMENT CENTER

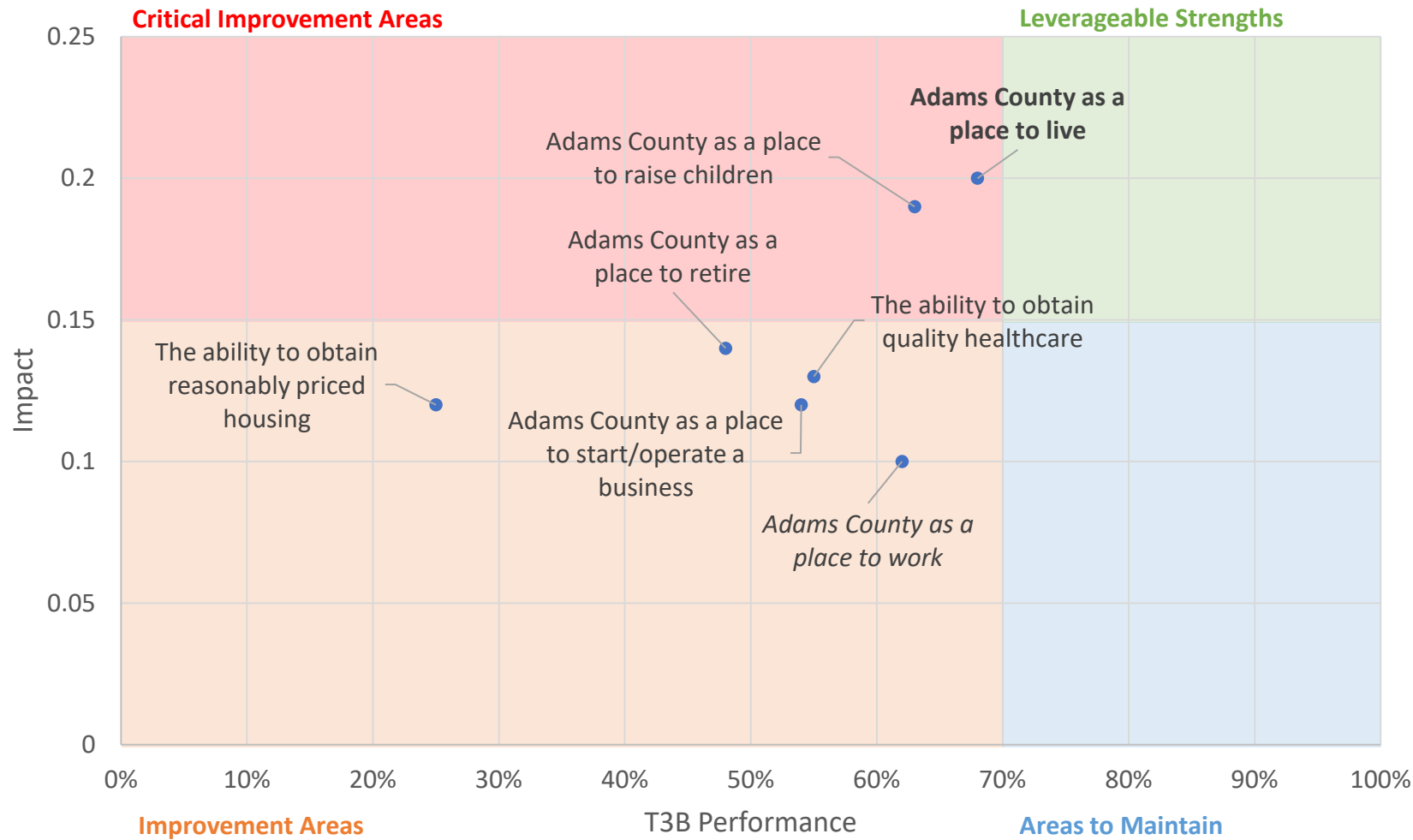
Survey Methodology Changes

Distribution Methodology	Results Weighting	Rating Scales
<p>In prior waves, respondents were contacted by mail and sent survey packets to be filled out, either online, or be returned by post.</p> <p>While mailing physical copies was traditionally favored and has some merits, a shift towards web-based distribution to optimize the survey process was made for several reasons:</p> <ul style="list-style-type: none"> • Accessibility and Convenience: Web-based surveys allow participants to respond at their convenience, eliminating the need for physical paperwork and postage. • Faster Response Times: Digital surveys often yield quicker response times compared to traditional mail, this speed can significantly impact the timeliness and relevance of the feedback received. • Cost Efficiency: Utilizing electronic distribution methods is more cost-effective, saving on printing and postage expenses. • Customization and Personalization: Web-based surveys allow for dynamic content, enabling tailored questions based on individual responses. This customization can lead to more meaningful & insightful data vs a physical copy. • Reduced Results Bias and Error: Of respondents who returned the survey by mail, each survey needed to be reviewed and “cleaned” as necessary (i.e., respondents may have selected more answer choices than asked, and data entry staff would randomly select the final answer choice). Digital surveys eliminate the potential for error or bias with data entry, with validation checks throughout the process. 	<p>In prior waves, survey results were weighted so that the age, gender, race/ethnicity, housing status and area of the County were represented in the proportions reflective of the entire county. Without access to the full weighting methodology or raw data, this weighting methodology was not applied to the 2024 results.</p> <p>To determine statistically significant differences between subsets of the respondent population, cross-tabulation analysis, with Chi-square tests, were used to assess relationships between categorical subgroups for variables asked, to uncover insights.</p>	<p>In prior waves, questions were asked on a 4-point rating scale, often displayed as Excellent, Good, Fair, Poor.</p> <p>To align with survey best practices, ratings scales were updates to reflect a 5-point fully labeled scale of Excellent, Very Good, Good, Fair, Poor. Other scale points may be reflected throughout this report but follow the same methodology.</p> <p>For trending purposes, where survey questions remained the same, overall year-on-year comparison were made of top 2 box results (% answering Excellent + Good) to top 3 box results (% answering Excellent + Very Good + Good). Differences between ratings over time were tested for “statistical significance” at 95% confidence levels.</p>

Response Rates

- While the response rate of 1% is considered low for the 2024 wave of the survey, it is consistent with the 2% of respondents (149) who preferred to submit their feedback online in the 2019 wave. Another factor to consider is while response rates are still of concern, response volumes more than doubled compared to the prior wave.
- Survey response rates for local governments can vary widely depending on several factors, including how it's administered. Generally, response rates for local government surveys can range from 10% to 30%. Surveys distributed via mail, phone, or online each have different response rates. For example, online surveys might have lower response rates compared to phone or mail surveys, but they are often more cost-effective and easier to administer.
- Various studies identify factors affecting response rates, including survey length, clarity, timing, incentives, relevance to participants, and action taken on prior feedback. Overall, survey response rates are declining due to several factors:
 - **Survey Fatigue:** People are overwhelmed by the number of surveys they receive, leading to lower engagement.
 - **Competing Communications:** An influx of emails and messages can cause surveys to get lost in the noise.
 - **Lack of Personalization:** Generic surveys may fail to engage respondents who prefer tailored experiences.
 - **Time Constraints:** Busy lifestyles lead to less willingness to spend time on surveys.
 - **Spam Filters and Deliverability:** Emails may be filtered into spam or junk folders, reducing the likelihood that recipients see or respond to them.
 - **Privacy Concerns:** Increased awareness of data privacy issues makes individuals hesitant to participate.
 - **Distrust:** Skepticism about how data will be used can discourage responses.
 - **Shift to Other Channels:** There is a growing preference for alternative communication channels, such as social media, text messaging, and mobile apps. Studies indicate that these channels often see higher engagement rates compared to email.

Quality of Life Drivers



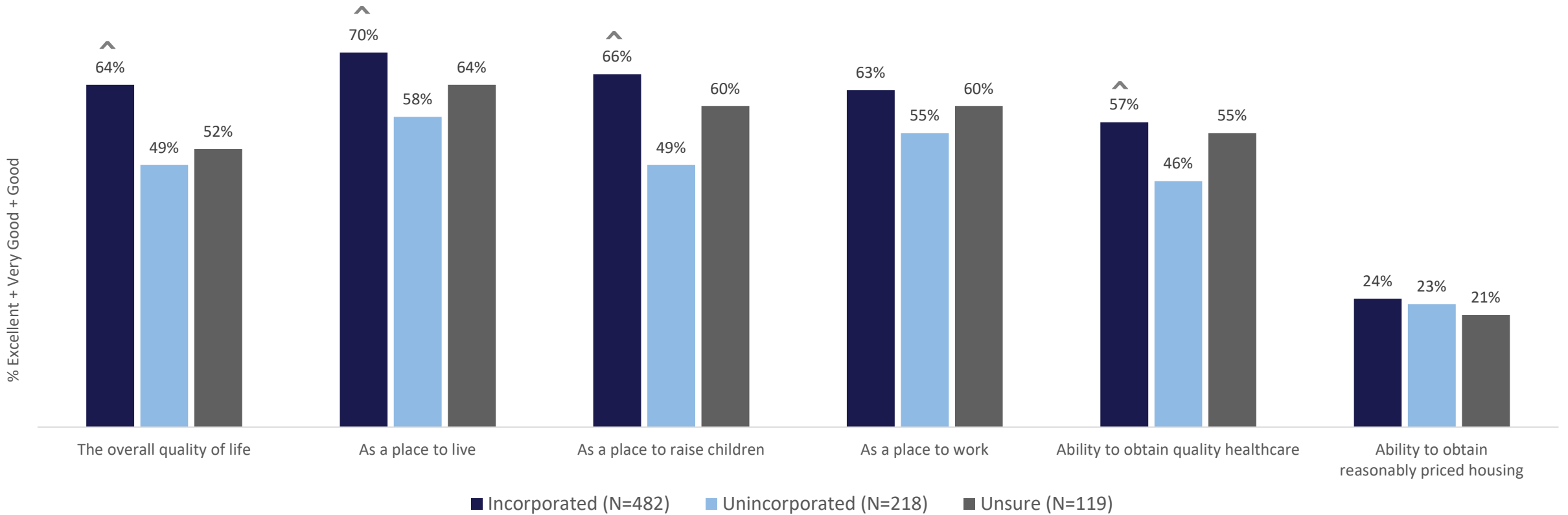
There is a large degree of relationship (76%) between the attributes and the overall Quality of Life rating.

Adams County as a place to live is the largest single driver of the overall quality of life, but other drivers such as **Adams county as a place to raise children** also contribute meaningfully.

Quality of Life

Significantly higher ratings for overall quality of life observed for incorporated respondents compared to both unincorporated and unsure regions, while incorporated respondents also showed significantly higher ratings for Adams County as a place to live, to raise children, and the ability to obtain reasonably priced healthcare than unincorporated respondents.

Please rate each of the following aspects of quality of life in Adams County.

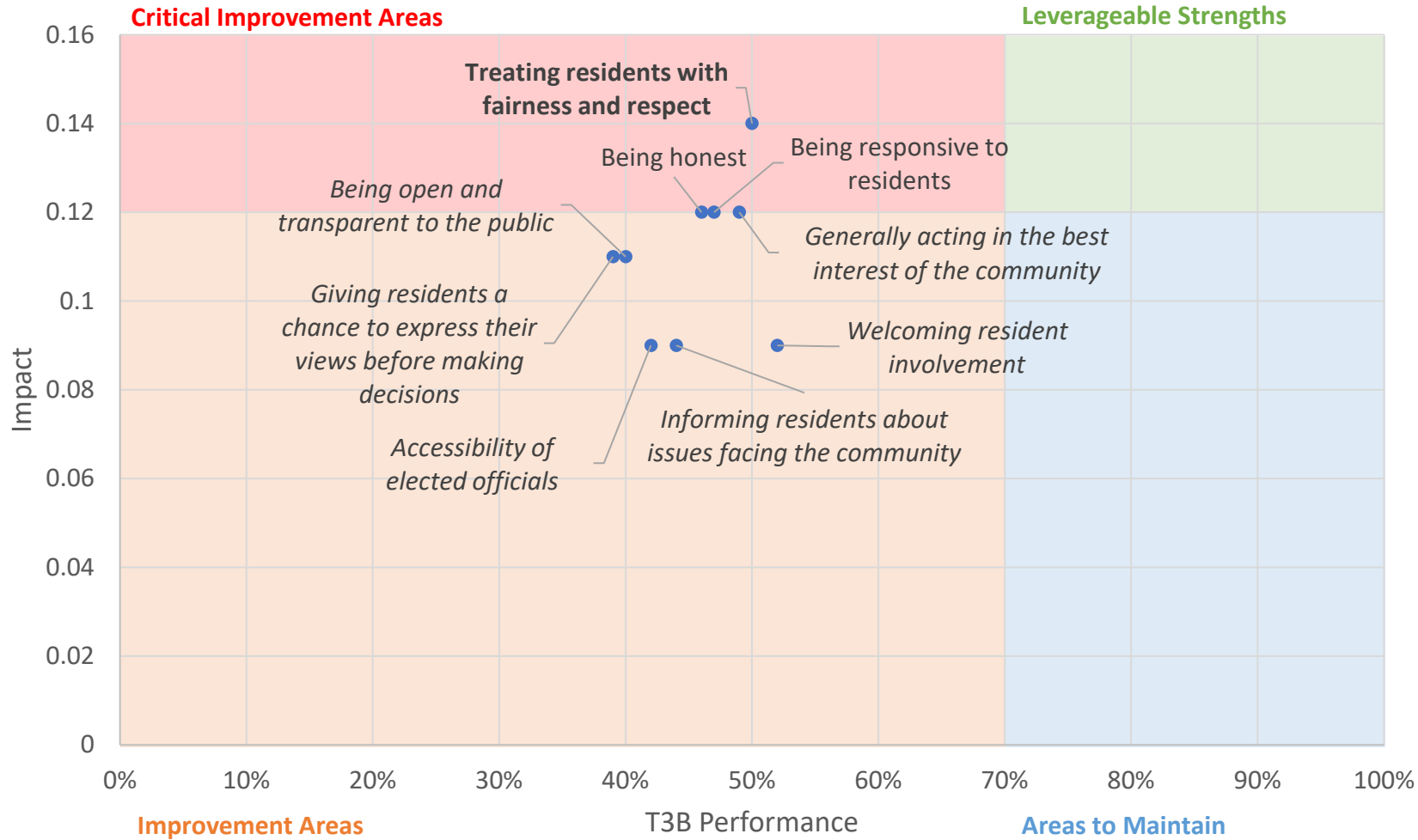


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^ v Arrows represent statistically significant differences at 95%



Trust in Adams County Drivers



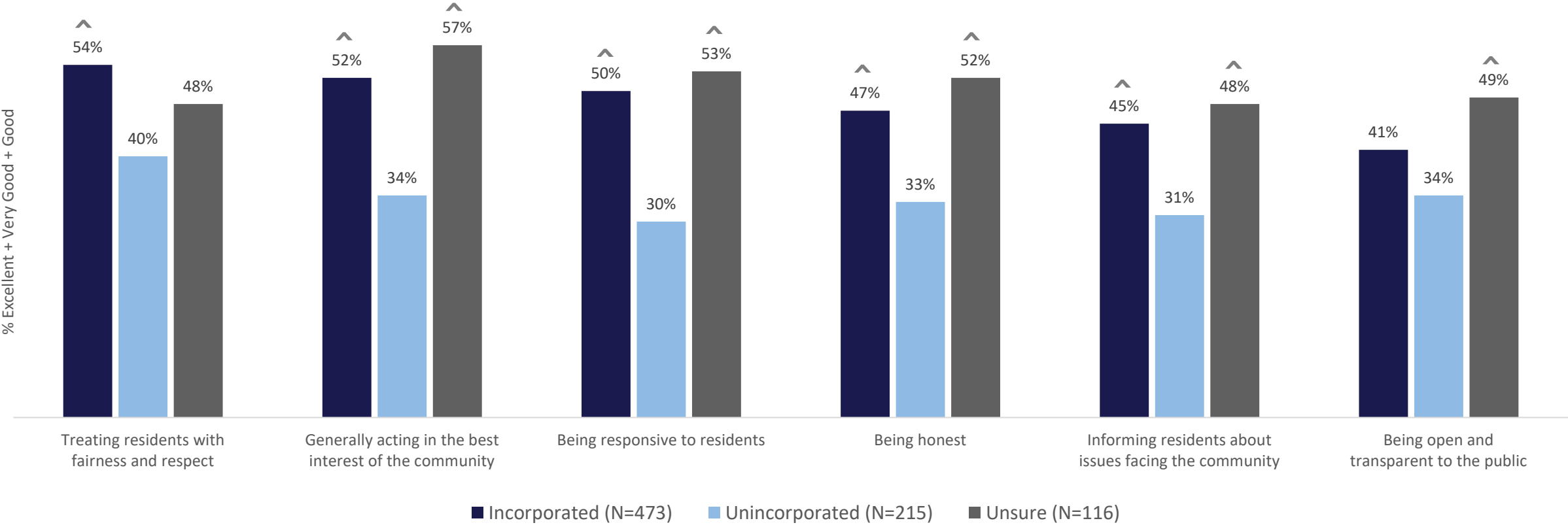
There is a substantial degree of relationship (57%) between the attributes and the Trust rating.

Treating residents with fairness and respect is the largest single driver of the rating for how often residents think they can trust Adams County to do what is right, but other drivers such as **being honest and responsive to residents** also contribute meaningfully.

Actions of Adams County

Both incorporated and unsure respondents show significantly higher ratings for being honest, being responsive to residents, generally acting in the best interest of the community, and informing residents about issues than unincorporated respondents. Incorporated respondents also show significantly higher ratings for treating residents with fairness and respect than unincorporated regions.

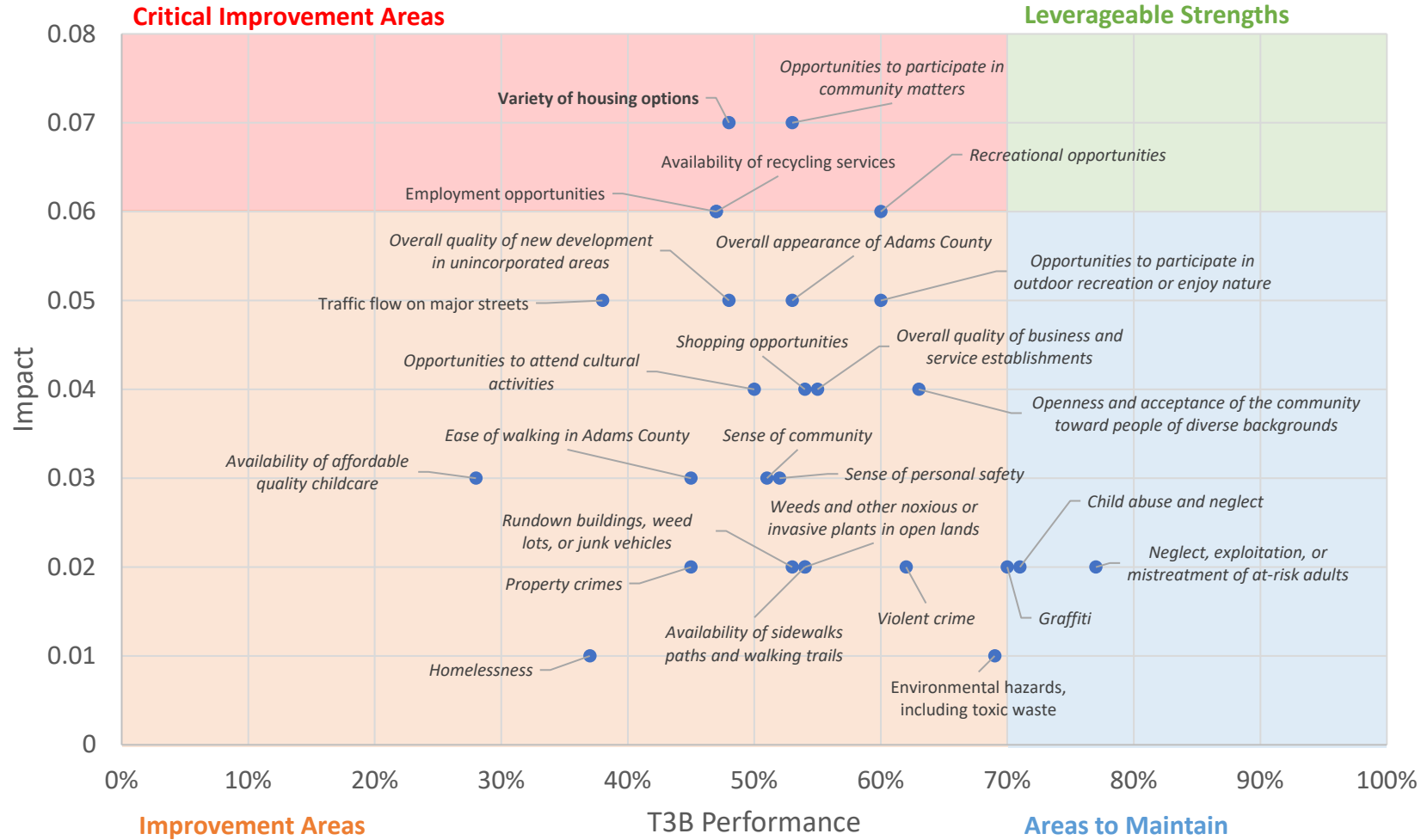
Please rate how well Adams County is currently doing in each of the following areas.



* Indicates low base size (<30)

^ v Arrows represent statistically significant differences at 95%

Services Value Drivers



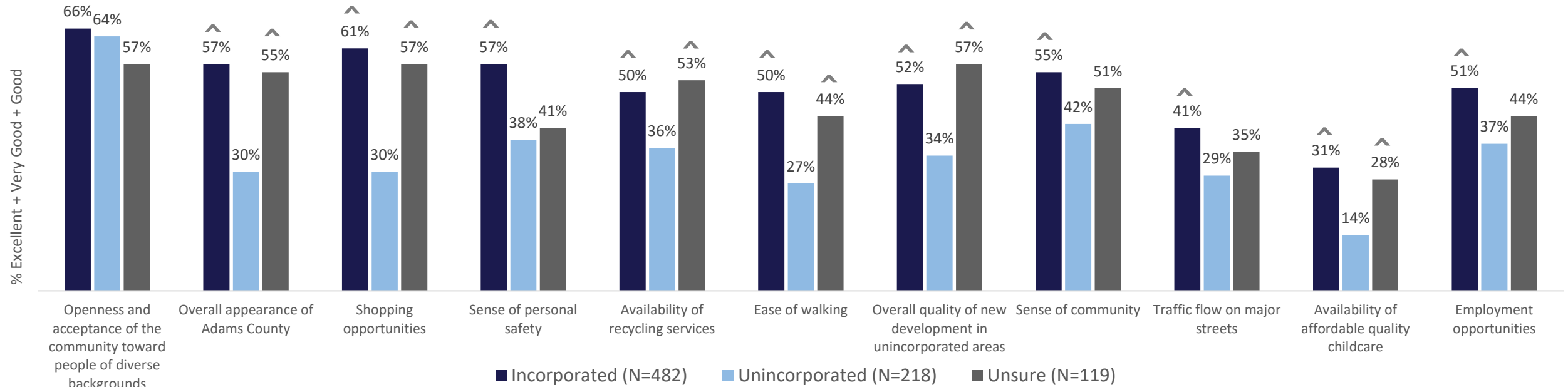
There is a substantial degree of relationship (66%) between the attributes and the Services Value rating.

Variety of housing options is the largest single driver of the Value of services received for taxes paid rating, but other drivers such as **employment opportunities, availability of recycling services, and traffic flow on major streets** also contribute meaningfully.

Adams County Characteristics

Both incorporated and unsure respondents rated the availability of recycling services, overall appearance, shopping opportunities, ease of walking, overall quality of new development in unincorporated areas, and availability of affordable quality childcare significantly higher than those in unincorporated areas. Incorporated respondents rated employment opportunities, traffic flow on major streets, and sense of community significantly higher than those in unincorporated areas, while sense of personal safety was rated higher than both unincorporated and unsure respondents.

Please rate each of the following characteristics as they relate to Adams County as a whole.



* Indicates low base size (<30)

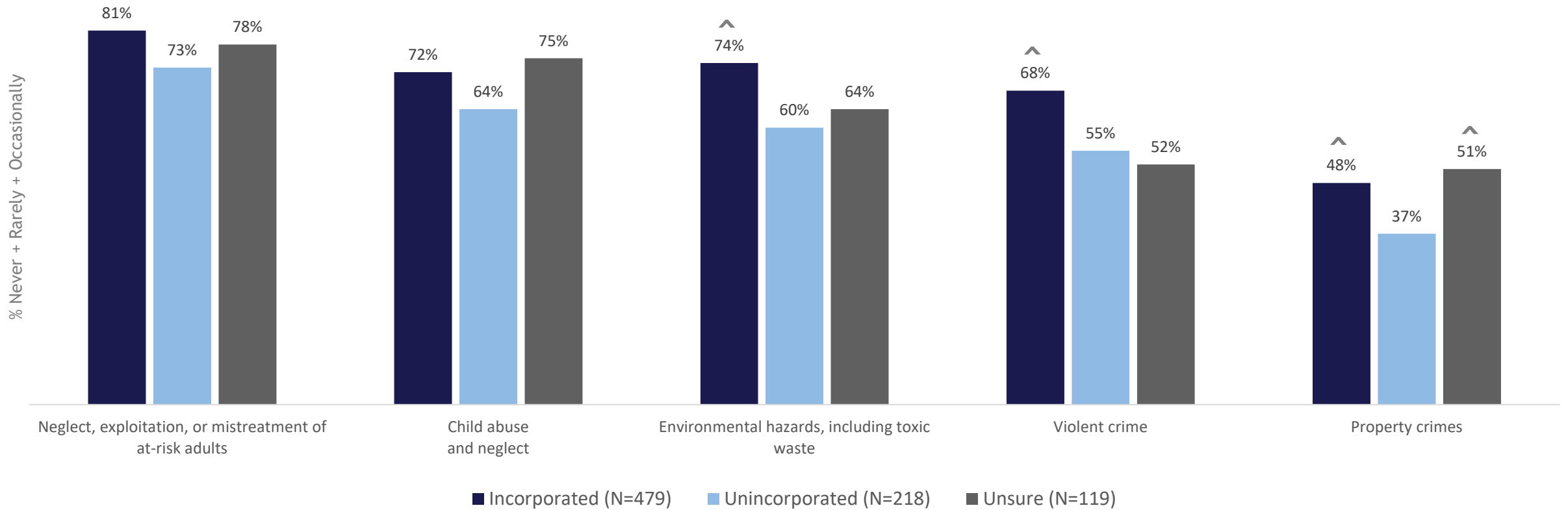
^ v Arrows represent statistically significant differences at 95%



Problems in Adams County

Both incorporated and unsure respondents report significantly less frequent problems with property crimes than those in unincorporated areas, while incorporated respondents also report significantly less violent crime and less environmental hazards than unincorporated respondents.

To what degree, if at all, are each of the following a problem in Adams County?



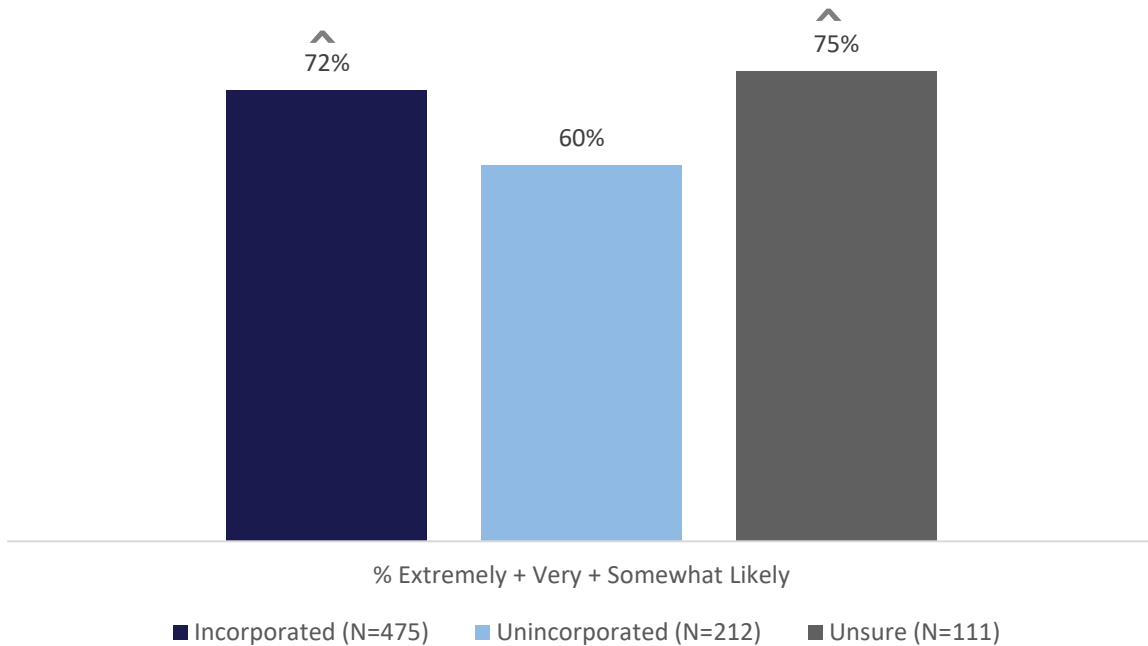
* Indicates low base size (<30)

^ v Arrows represent statistically significant differences at 95%

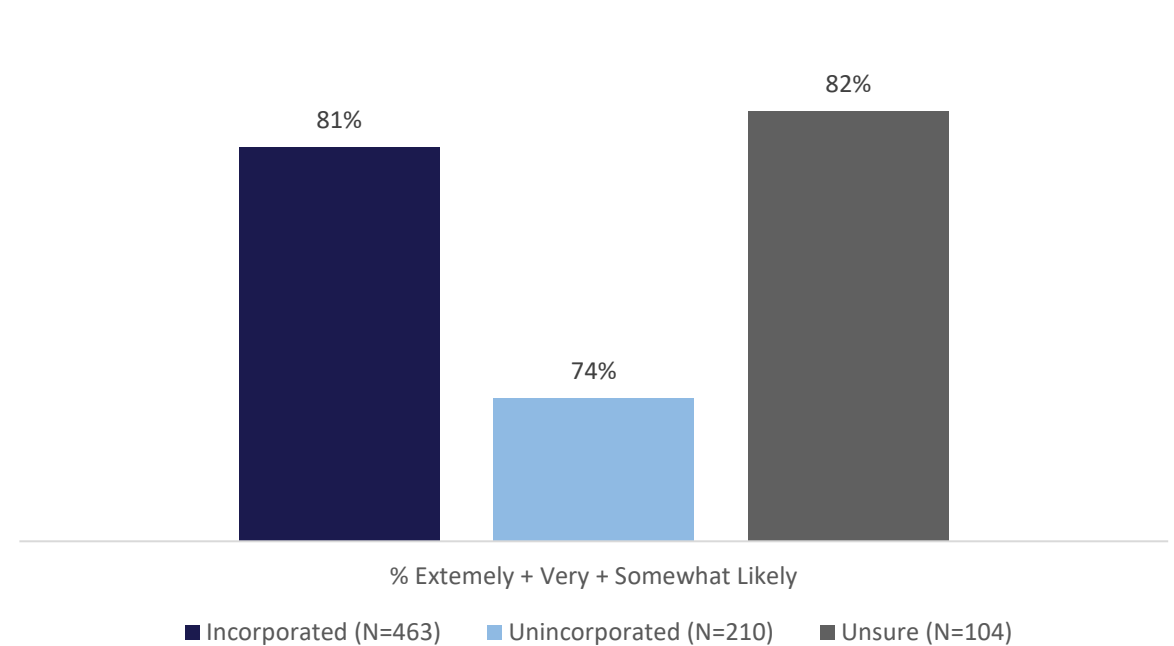
Likelihood to Recommend & Remain

Respondents in incorporated areas and those who are unsure are significantly more likely to recommend living in Adams County than those in unincorporated areas, while those in incorporated areas are significantly more likely to remain in Adams County than those in unincorporated areas.

Please indicate how likely or unlikely you are to recommend living in Adams County



Please indicate how likely or unlikely you are to remain in Adams County for the next 5 years

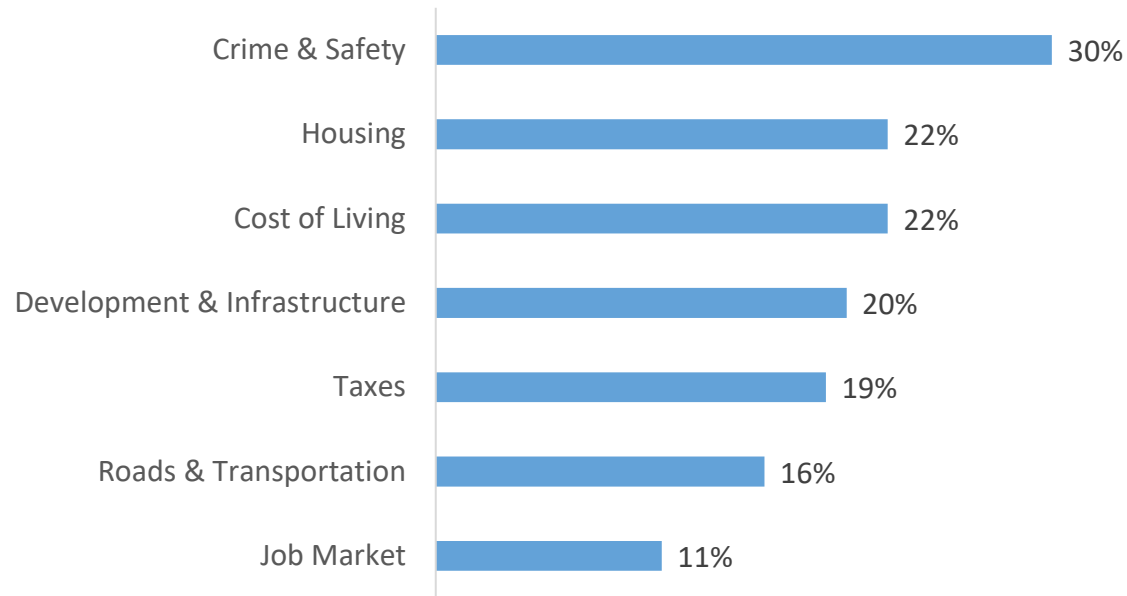


* Indicates low base size (<30)

^ v Arrows represent statistically significant differences at 95%

Top Comment Themes

What makes you unlikely to remain in Adams County for the next 5 years?



Crime & Safety: Respondents describe an increase in crime, drugs, and homelessness which leading to overall lack of safety and security.

Housing: Comments include lack of affordable housing, quality of housing for price, lack of pride in homes and neighborhoods, desire for neighborhoods with more amenities/resources near by and lower density housing.

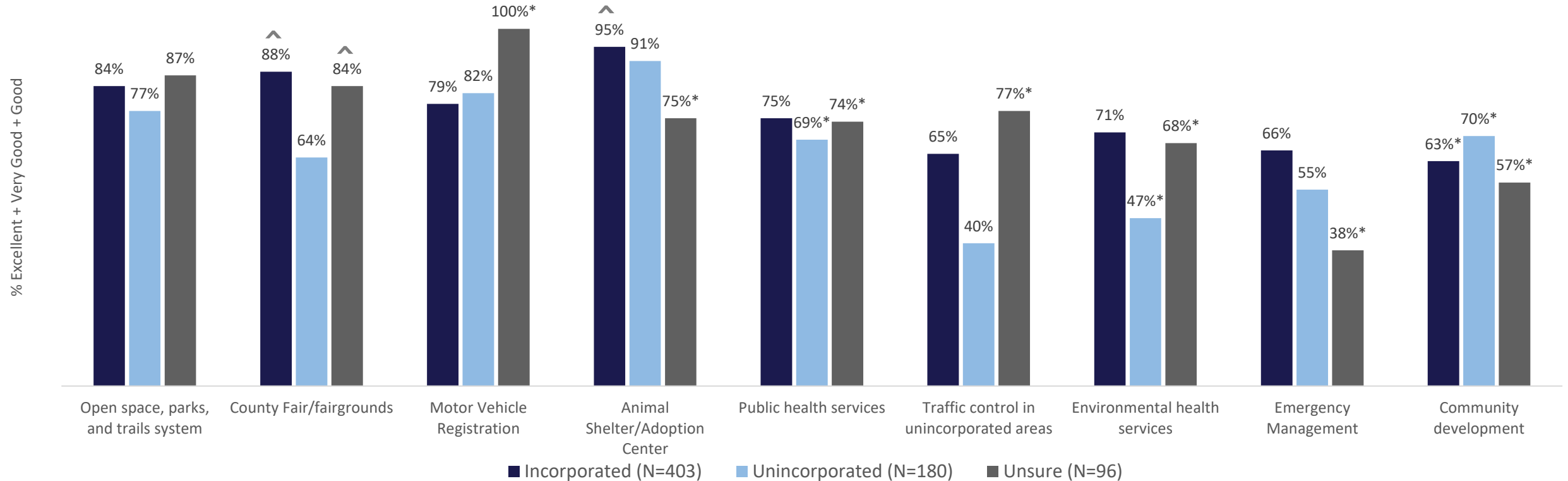
Cost of Living: Residents mention overall cost of living, housing costs (houses and rentals), tax rates, inability to make a living wage, being outpriced from their homes, and cost of utilities.

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Services Ratings

Respondents from incorporated regions rated the county fair/fairgrounds significantly higher than those in unincorporated areas, and the animal shelter/adoption center higher than those responding as unsure.

Rate the following services that you or your family use.

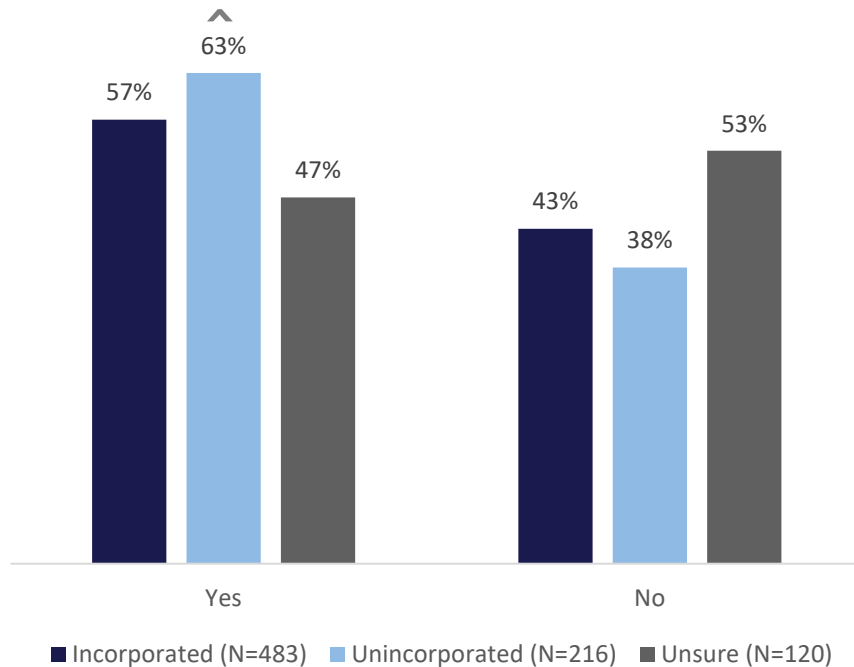


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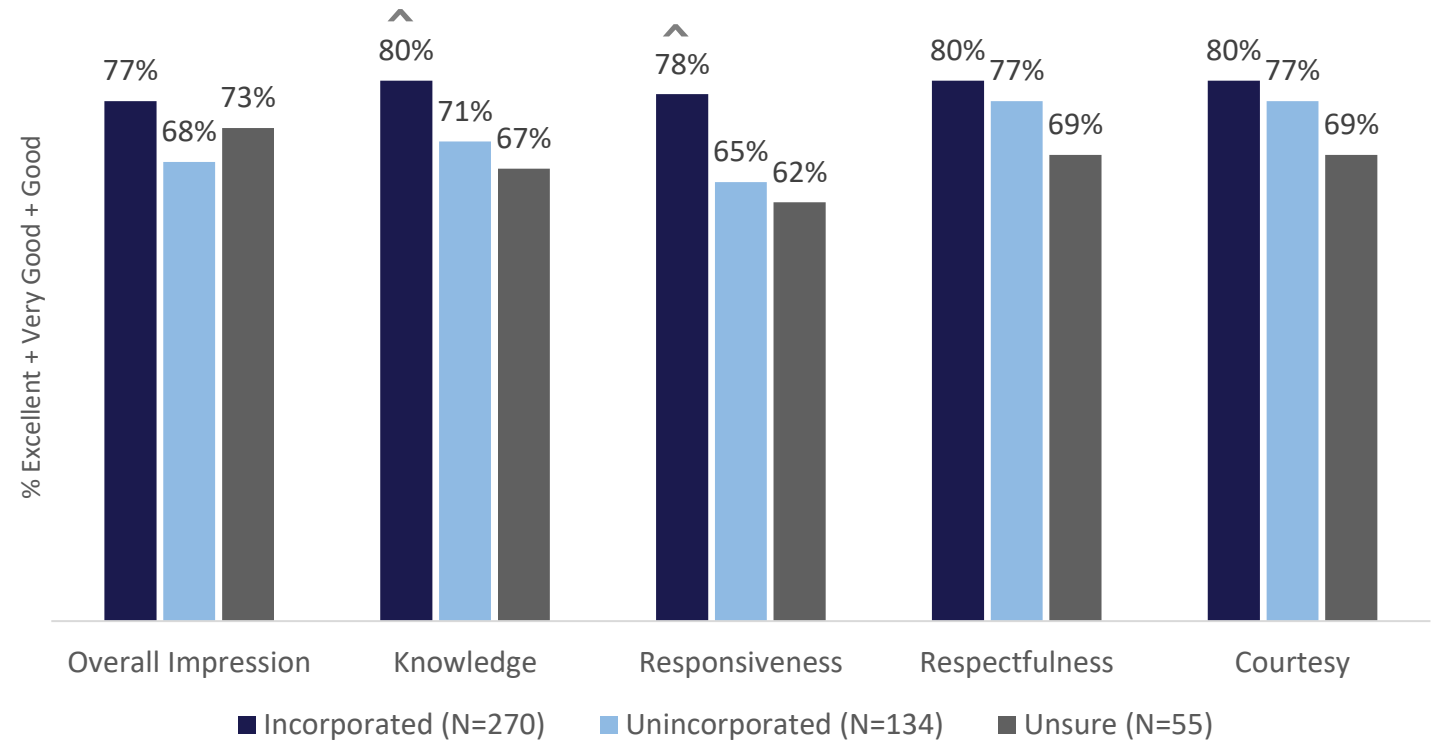
Adams County Employee

Residents in unincorporated regions reported a significantly higher percentage of contact with an Adams County employee than those identified as unsure. Incorporated respondents rated knowledge and responsiveness significantly higher than unincorporated and unsure respondents.

Have you had any in-person, phone, or email contact with an Adams County employee, regardless of department or office, within the last 12 months?

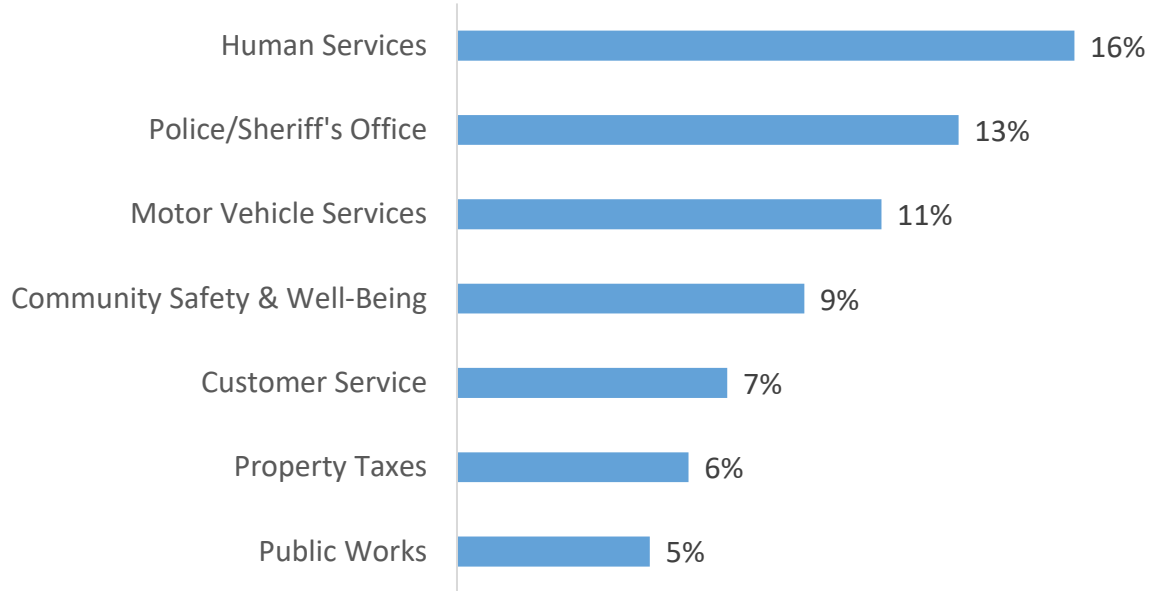


What was your impression of the Adams County employee in your most recent contact?



Top Comment Themes

What was the nature of your interaction?



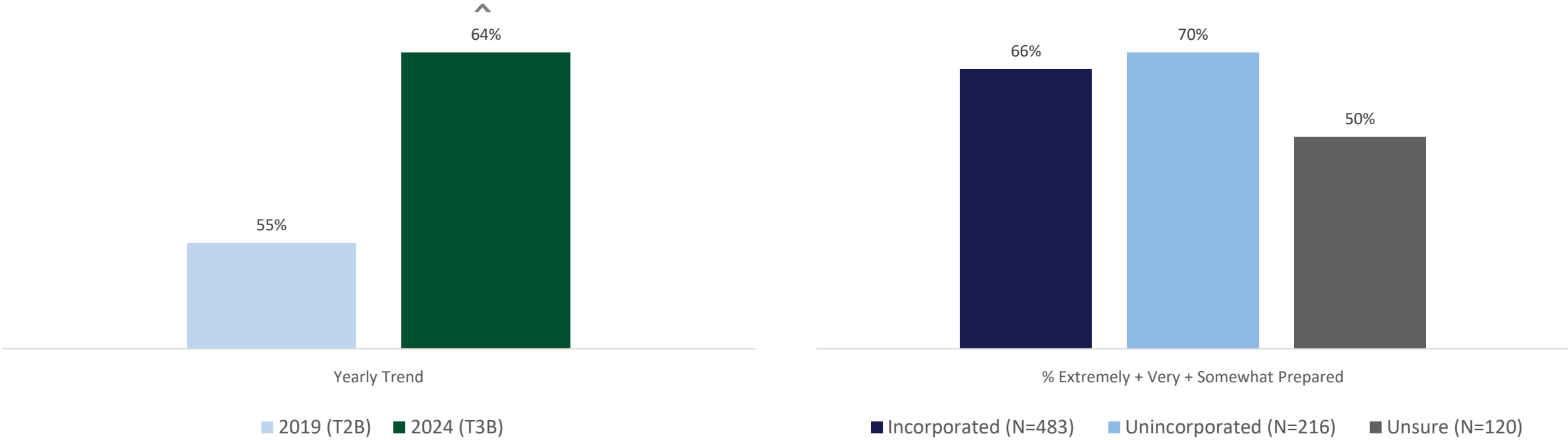
Human Services: Respondents describe their interactions as being associated with SNAP, TANF, public assistance, housing needs, employment support, and medical assistance.

Police/Sheriff's Office: Comments include calling police to report a crime, calling the non-emergency line, and inquiring about a concealed carry permit.

Motor Vehicle Services: Residents often mention vehicle tags, registration, and renewal, as well as license plates and titling changes.

Disaster or Emergency Preparedness

How prepared are you and your household for a disaster or emergency?



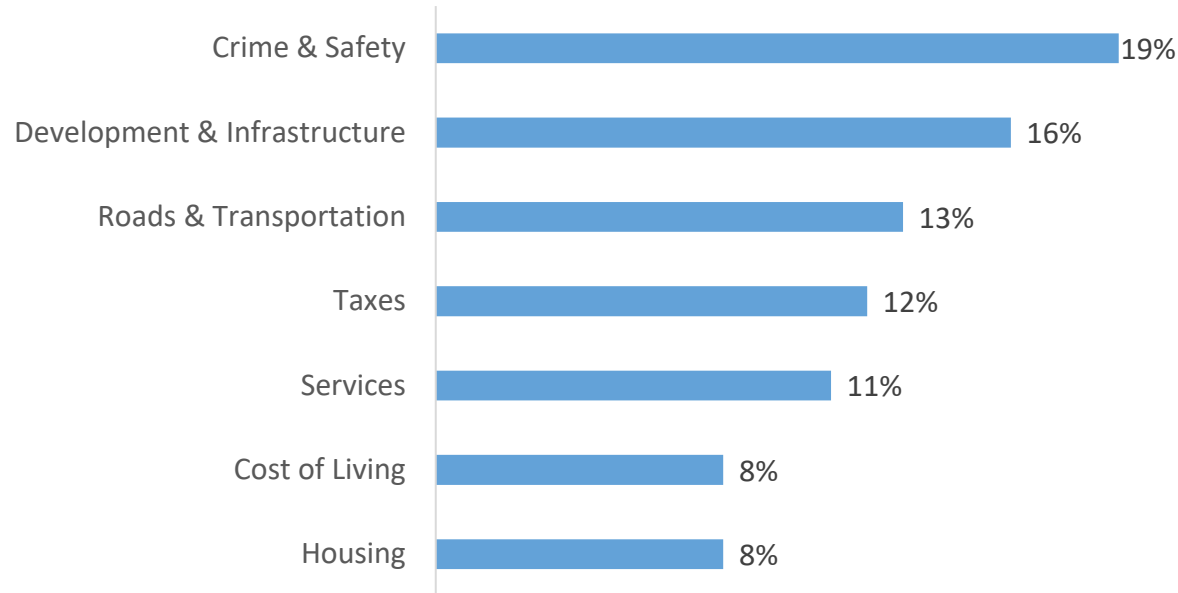
* Indicates low base size (<30)

2019 T2B = Very prepared + Somewhat prepared; 2024 T3B = Extremely + Very + Somewhat Prepared

^ v Arrows represent statistically significant changes at 95%

Top Comment Themes

Do you have any additional comments about the quality of life in Adams County, or the way the county government operates or delivers services?



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