ADAMS COUNTY COMMUNITY NEEDS ASSESSMENT

RESIDENT SURVEY REPORT

PREPARED BY:

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ADAMS COUNTY COMMUNITY NEEDS ASSESSMENT

ANALYSIS OF RESPONSES OF RESIDENT SURVEY

BACKGROUND AND INTRODUCTION

In August 2003, Adams County engaged the services of Corona Research, Inc. to conduct a Community Needs Assessment. The purpose of the Community Needs Assessment was to gather information from Adams County residents about their needs and priorities in order to target resources more responsively to meet those needs. The Needs Assessment consisted of several research tools and other components that provide current information on community conditions, gaps in services, and priority needs.

This section of the Needs Assessment report presents the findings from a survey of 1,249 residents conducted in late 2003. The goal of the survey was to develop quantitative, measurable information about resident needs and quality of life in Adams County. Since there are more issues than can be addressed in a single survey, the Corona team and a special survey subcommittee of the Community Needs Assessment's Project Advisory Committee met to discuss priority areas. The survey therefore addresses many public issues affecting quality of life in varying levels of depth, and necessarily excludes some other areas that may be of interest to specific subpopulations or policy decision makers. The general areas covered by the survey include the following.

- Quality of Life
- Housing
- Economic Development
- Government Communications
- Education
- Infrastructure
- Public Services
- Public Safety
- Bilingual Communications
- Recreation
- Top Priorities

METHODOLOGY

A full description of the survey methodology is presented in Appendix A at the end of this report. Selected key methodological points include the following.

Number of Surveys: 1,249 surveys were conducted throughout the county. This sample size is statistically significant, with a Confidence Interval of 95 percent and a Margin of Error of 2.8 percent.

Survey Mode: 1,034 surveys were conducted via telephone, and 215 surveys were conducted door to door in selected low-income neighborhoods. This approach ensured that low-income households would not be under-represented in the survey.

Survey Eligibility: Respondents had to be 18 years old or older, and had to live in Adams County. (The latter was ensured via the sampling process rather than direct questioning. However, respondents were asked their city of residence as an initial filter question as well. A small number of non-Adams County residents were filtered out in this manner, primarily residents of Broomfield, which was part of Adams County until 2001.)

Survey Length: The survey consisted of 43 questions, which included three follow up contact questions and one filter question to ensure that respondents were at least 18 years old. During execution, the survey required approximately 13 minutes for English-language telephone surveys. Spanish-language surveys and door-to-door surveys took longer; door-to-door Spanish-language surveys averaged over 20 minutes.

Survey Languages: The surveys were conducted in English and Spanish on both the telephone and door to door surveys. During the door to door surveys, hard copy survey instruments were also provided in Hmong.

Sampling Methods: Telephone surveys were selected using a Random Digit Dial basis, a standard approach to maximizing random participation in surveys. Door to door surveys were selected using a more complex means of identifying targeted neighborhoods, followed by a mathematical means of selecting homes within the neighborhood. See Appendix A for more information on sampling methods.

Survey Implementation: The telephone surveys were conducted during evenings, generally between the house of 5:00 p.m. and 9:00 p.m. Approximately 70 percent of the door to door surveys were conducted on a Saturday during the morning and afternoon, and the remainder were conducted during weekday evenings. In order to maintain confidentiality, improve response rates, and minimize labor and data entry errors, door to door surveys were conducted using electronic devices. These devices allowed respondents to read questions in English or Spanish and answer by pressing buttons, with the data being recorded in the device.

Participation Incentives: As an incentive for participation, the study team offered (voluntary) entry into a drawing for one of two $100 gift certificates to Wal-Mart.

Survey Weightings: Each survey response was weighted based on the community, age, income, and gender of the respondent, to ensure that the survey results reflected (to the extent possible) the entire county population as opposed to merely the 1,249 survey respondents.

Survey Subpopulations: Survey findings are reported for the entire county and for several subpopulations: generally for differing age groups, income levels, and/or communities, as well as selected other attributes. Survey results are provided in the main report for all subpopulations regardless of size, with the exception of respondents who declined to answer questions identifying themselves within a subpopulation. For example, findings are reported by age for all respondents who answered the question about age, but not for those who declined to answer.

In the case of subsets, the sample sizes vary, and in some cases sample sizes are not large enough to draw a firm conclusion. In general, it is preferred that at least 270 responses be collected to draw a reasonably confident conclusion about a subpopulation, though a general feel can be developed for subpopulations with as few as 30 responses. *It is important to note that findings are reported for all subpopulations whenever a subpopulation analysis is conducted, even if the sample size is quite small. Readers should refer to the sample strength tables in Appendix A when examining subpopulations.*

The following key findings were identified during the analysis of the survey data. A key finding is presented for each of the major categories of need studied, as well as residents' perspectives on their quality of life. This section begins with an analysis of findings related to quality of life in Adams County.

1. Nearly 8 in 10 survey respondents (79 percent) reported a **very good or good quality of life** in Adams County.

2. **Quality of life is directly related to income**. Whereas 62 percent of households with incomes below $10,000 have a good or very good quality of life, 93 percent of households with incomes from $100,000 to $199,999 report a good very good quality of life.

3. Respondents with a self-reported **low or fair quality of life** rate all services lower than respondents with a self-reported high quality of life. The areas with the largest differences are governmental communications, housing, water quality, and law enforcement.

4. When overall quality of life was compared to ratings for 26 different types of governmental services, it was found that **satisfaction with 14 or more of the 26 services** generally produced a strong positive quality of life rating.

5. **Education** and **economic development** dominated residents' top priorities for improvement. One-third of residents (33 percent) cited education as the top need, while 21 percent cited economic development. Housing ranked third, cited by 13 percent of respondents.

6. One in nine households (11 percent) stated that they were at **immediate risk of losing their home** during the past 12 months because they couldn't afford their rent or mortgage.

7. **Housing** is a disproportionately strong concern among households with incomes under $30,000. These households were more than twice as likely to cite housing as their top concern than were households with incomes of $40,000 or more.

8. Incomes are directly related to **jobs**. While this seems like an obvious conclusion, having a full-time job has a huge impact on income. Compared to 78 percent of respondents working full time in households earning $100,000 to $199,999, only 12 percent of respondents in households earning less than $10,000 were working full time. The relationship between income and quality of life means that full-time employment has a positive impact on quality of life.

9. Only a quarter (26 percent) of respondents believe that there are very good or good opportunities to obtain **job training** in their community.

10. **Job training for youth** and **child abuse prevention** are the social services rated most highly in need. Two-thirds of respondents (67 percent) stated that more child abuse prevention services are need, and 66 percent stated that more job training programs for youth are needed.

11. A majority (63 percent) of residents who work outside Adams County would **prefer to work in the county.**

12. Higher income people perceive more opportunities than lower income people to participate in **public decision making** (45 percent for households with incomes under $10,000 vs. 72 percent for households with incomes from $100,000 to $199,999).

13. Less than half of residents rate the **public school system** 'good' or 'very good' (39 percent).

14. **Subsidized child care** appears to be having a tangible impact on the availability of affordable child care for households with incomes under $20,000 per year. These households are far more likely to agree that affordable child care is available (35 to 36 percent) than are households earning $20,000 to $39,999 (18 to 19 percent).

15. **Code enforcement** rated lowest in positive ratings among 14 infrastructure areas that were evaluated, with only 52 percent of respondents rating this service "good" or "very good." High speed Internet access rated lower in positive approvals only because nearly one-third of the population had no opinion on that service. Garbage collection rated the highest with an 82 percent positive rating.

16. Interest in **public transportation** among current non-users is highest among upper middle income households (37 percent among households earning $60,000 to $74,999, compared to 25 percent overall).

17. Less than half of the survey respondents (48 percent) said that they feel "**very safe**" in their neighborhood, though only 3 percent said that they feel "very unsafe." Perceptions of safety increase with age and income.

18. While 15 percent of respondents stated that there is not enough emphasis on **bilingual/multi-lingual governmental communications**, 39 percent stated that there is too much emphasis. White residents were four times more likely to state that there was too much emphasis compared to not enough (45 percent versus 11 percent), while Hispanic residents were more than twice as likely to state that there was not enough (31 percent versus 13 percent).

19. Communities outside the major urbanized zone in western Adams County have a strong need for **cultural and recreational opportunities**. The communities of Brighton, Commerce City, Aurora, and Bennett consistently rated above average in residents' perceived needs for recreational and cultural activities.

This section of the report provides the demographics of survey respondents. For the categories of age, income, gender, and community, data are reported for the raw survey results ("Before Weighting"), the weighted survey results ("After Weighting"), and are compared against the profiles provided in the 2000 U.S. Census of Population and Housing.

In nearly all cases, the weighting process pushes the profile of survey respondents closer to that shown in the Census. It was not possible to reproduce an exact weighting because there were not responses for every possible combination of age, income, gender, and community, and because the study team elected to bracket weightings between a range of 0.25 and 3.5 in order to minimize the margin of error.

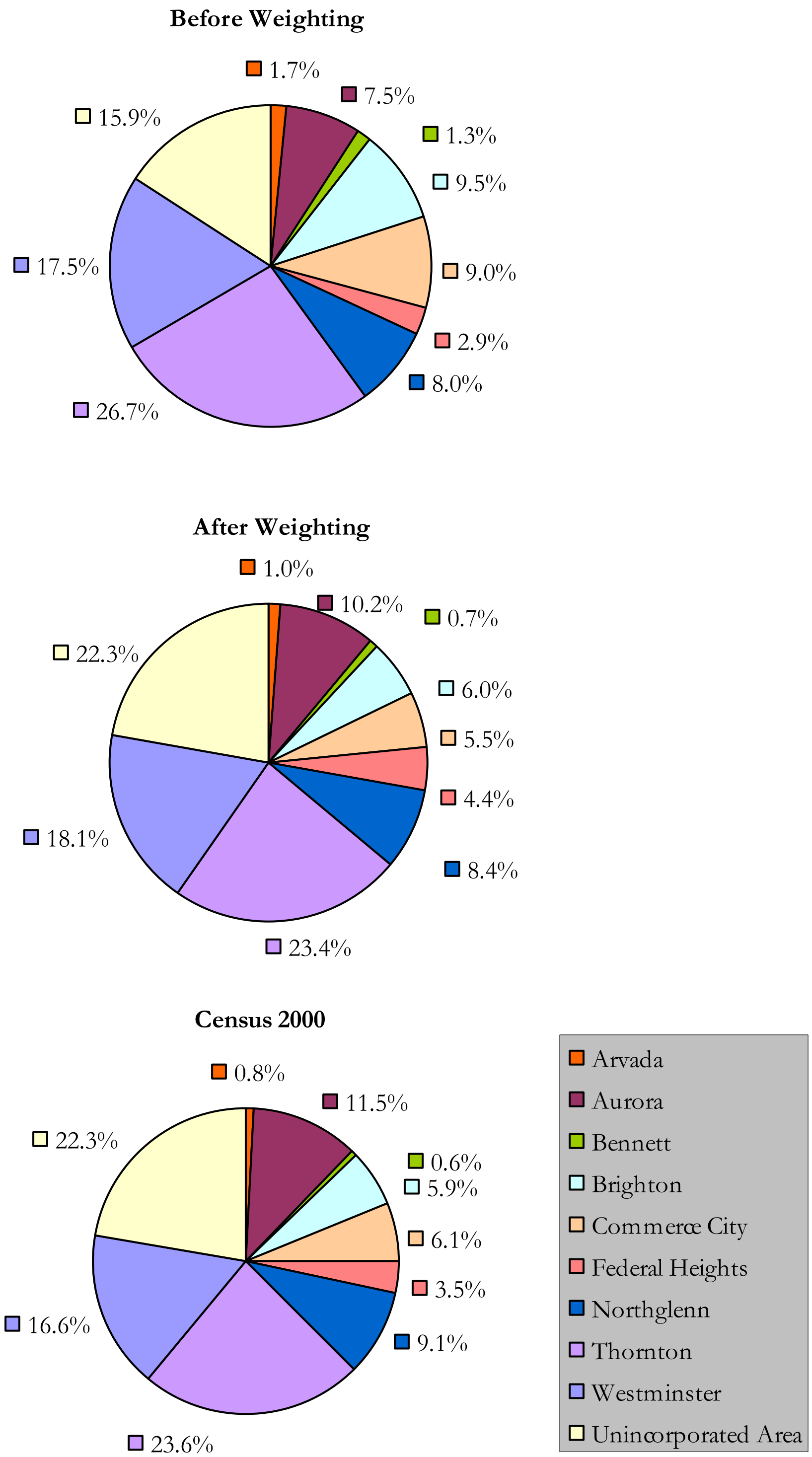
For other types of demographics, data are reported for the weighted survey findings only.

Communities of Respondents

As would be expected, more than half of the survey responses came from the three largest communities of Thornton, Westminster, and the unincorporated part of the county.

Response rates were somewhat low in Aurora and the unincorporated county when compared to the population in those areas, and was somewhat high in Brighton and Commerce City.

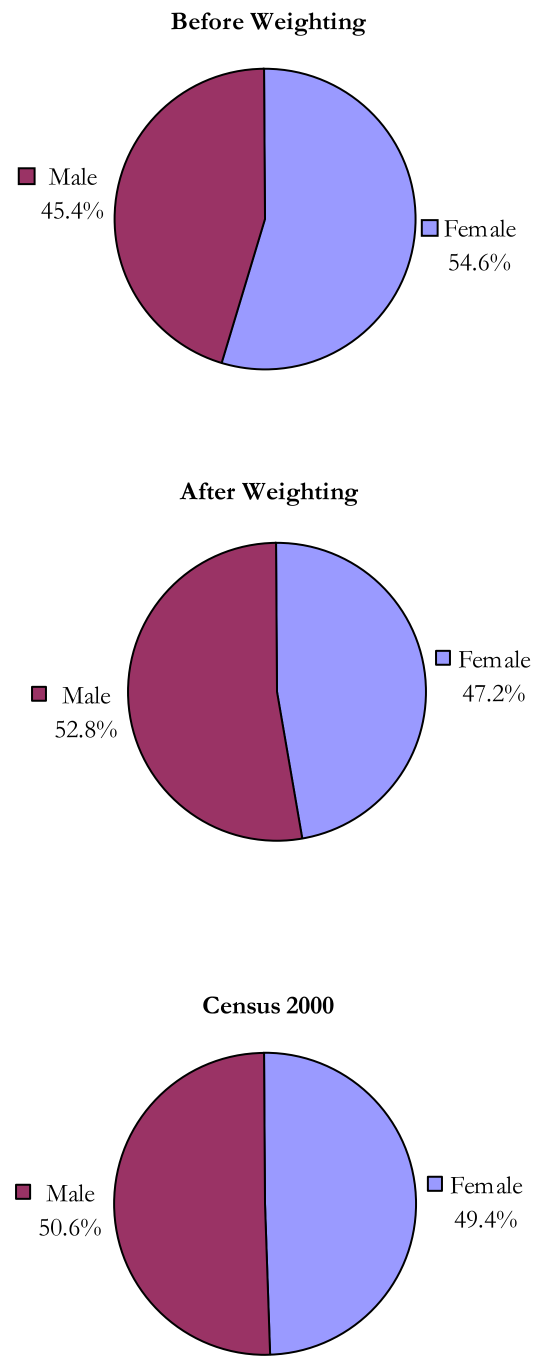
Exhibit 1-1
Respondents by City
("What city do you live in?")



Gender of Respondents

As is typical in surveys, females were more likely to respond than males. This overweighting was corrected during the weighting process.

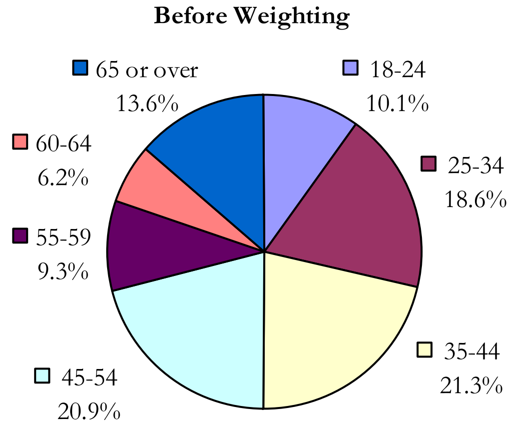
Exhibit 1-2
Gender Distribution

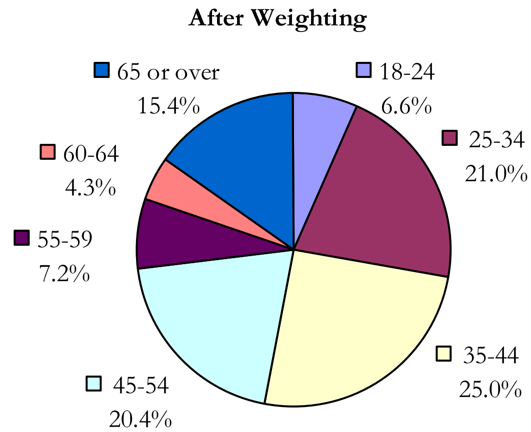


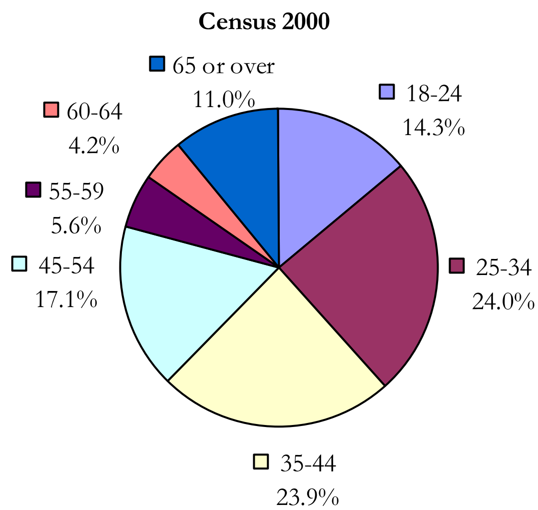
Age of Respondents

Surveys were gathered only from persons 18 years old or older. Within that population, roughly 60 percent of respondents were between the ages of 25 and 54. People over the age of 55 were over represented in the raw results, and people under the age of 35 were underrepresented. The weighting process was only moderately successful in eliminating this bias.

Exhibit 1-3
Age Distribution
("Which category includes your age?")





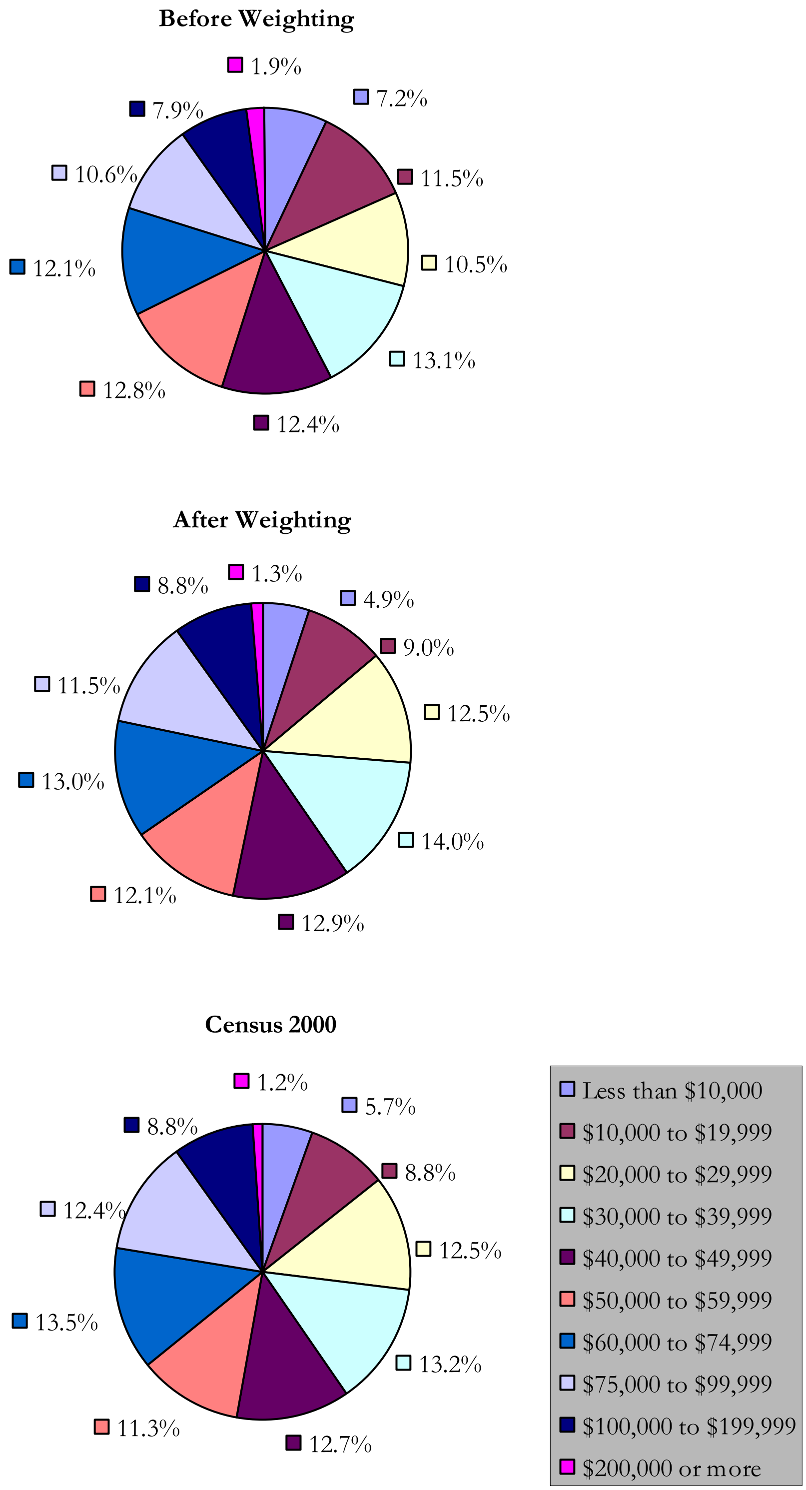


Income of Respondents

Respondents were nearly equally distributed by the income categories shown in the charts at right.

Due most likely to the use of door-to-door surveys, households with incomes under $20,000 were somewhat over represented in the raw data, and households with incomes over $60,000 were underrepresented. The weighting process was very successful in eliminating these biases.

Exhibit 1-4
Income Distribution
("Which category includes your household's income? Please include all sources of income…")

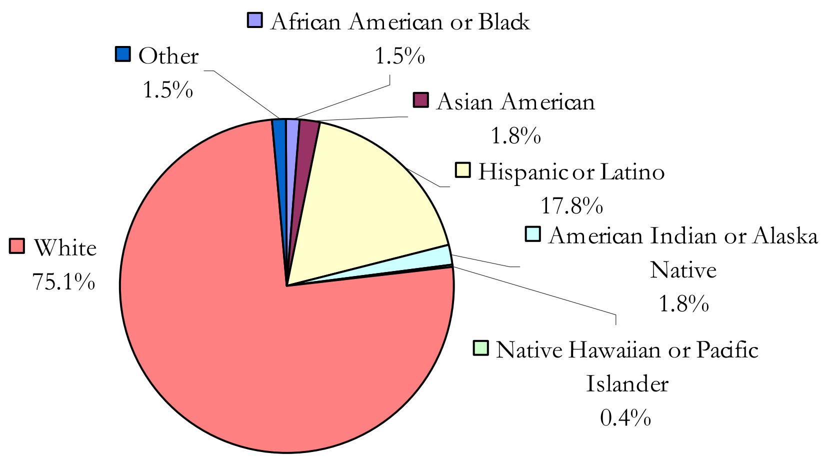


Race And Ethnicity of Respondents

About three-fourths of respondents categorized themselves as white (non-Hispanic), while 18 percent classified themselves as Hispanic. About 7 percent of respondents fell into other categories.

The survey question combined both race and ethnicity. While this does not precisely match the classifications used in the U.S. Census, certain practical issues make this combined approach more desirable.

Exhibit 1-5
Race Distribution
("Which racial or ethnic group best describes you?")

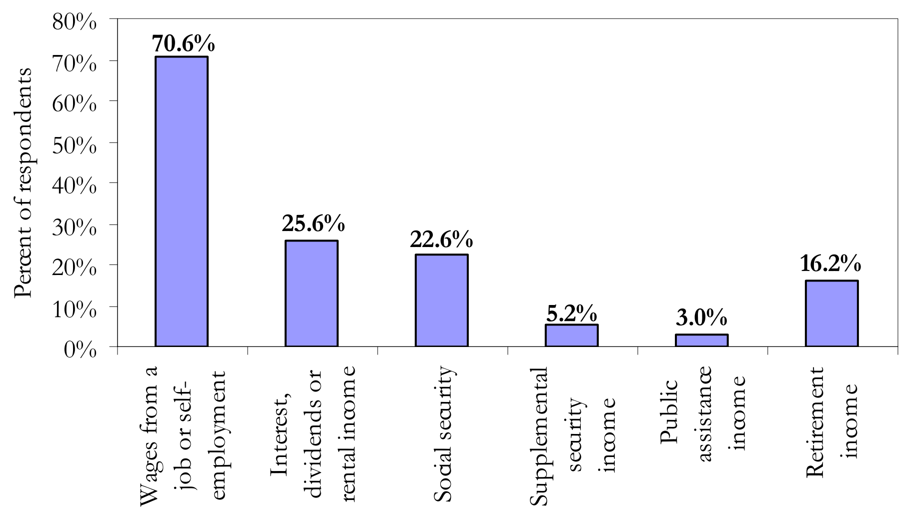


Sources of Income

About 70 percent of households receive income from a job or self-employment. Many of the other households obtain social security or retirement pay.

Only about one-fourth of the surveyed households received interest, dividends, or rental income exceeding $200, which currently equates to savings or assets of $15,000 to $20,000 or more.

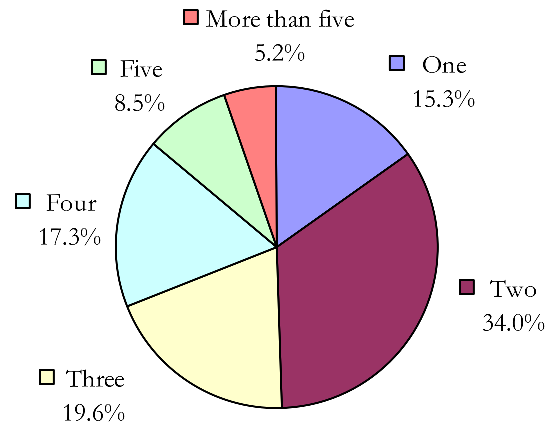
Exhibit 1-6
Earned More than $200 from These Sources
("Have you or anyone in your household earned more than $200 during the past year from the following sources?")



Household Size of Respondents

Almost half of all survey respondents lived by themselves or with only one other person. About one in seven households had more than four people.

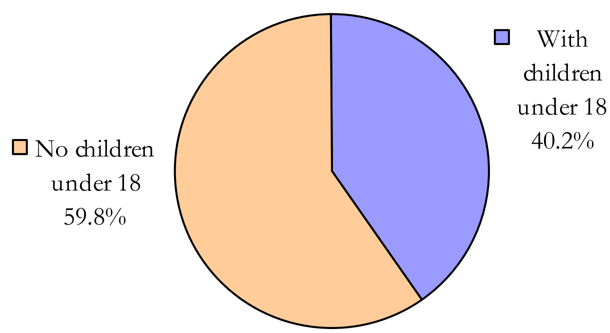
Exhibit 1-7
Number of People in the Household
("Including yourself, how many people live in your household?")



Presence of Children

Forty percent of households contained children under the age of 18.

Exhibit 1-8
Children Under 18 in the Household
("Are there any children in your household under the age of 18?")



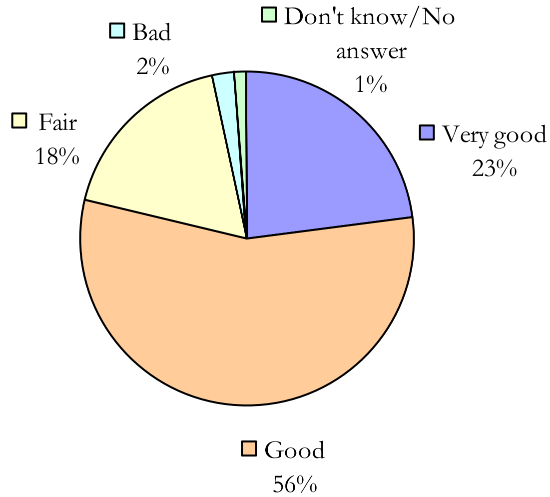
This section of the report documents one capstone question that was asked in the survey, in which respondents were asked to rate their quality of life. Later in the report, other analyses are conducted to assess contributing factors to respondents' perceived quality of life.

Quality of Life is Generally Good in Adams County

A strong majority of respondents (79 percent) rate their own quality of life as 'good' or 'very good,' while only two percent rate their quality of life as 'bad.'

'Very bad' was another survey option, but none of the 1,249 respondents selected that option.

Exhibit 2-1
Quality of Life
("How would you rate your quality of life in Adams County?")

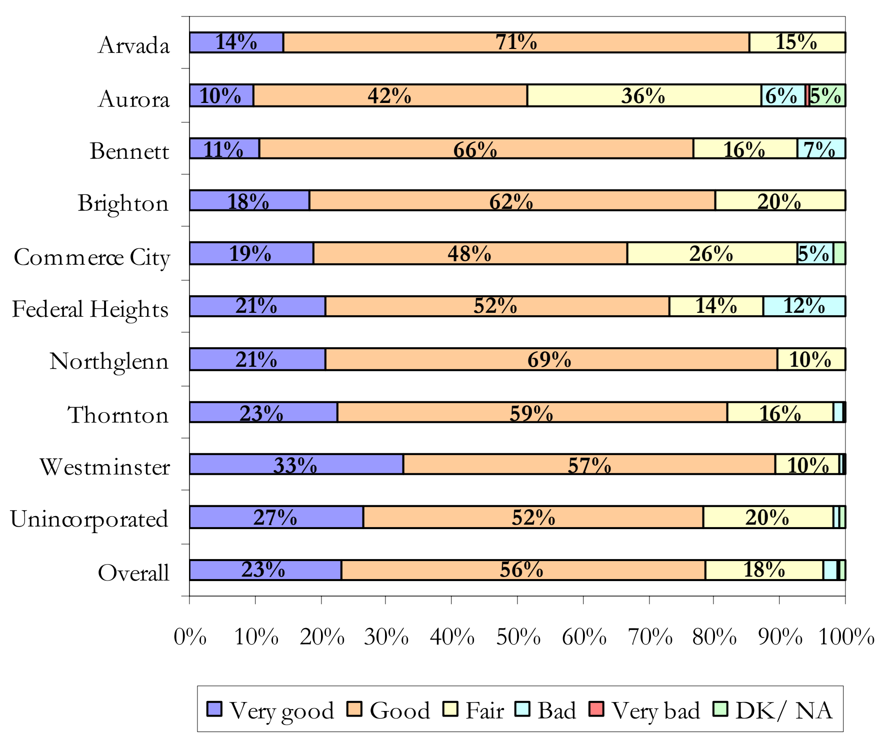


Quality of Life Is Rated Highest in Westminster and Northglenn

Ninety percent of Northglenn and Westminster residents rate their quality of life as 'good' or 'very good.'

While only a small minority of residents in any community rated their quality of life as 'bad' (and none of the 1,249 respondents rated their quality of life as 'very bad'), the communities of Aurora, Commerce City, and Federal Heights had lower quality of life scores than other communities.

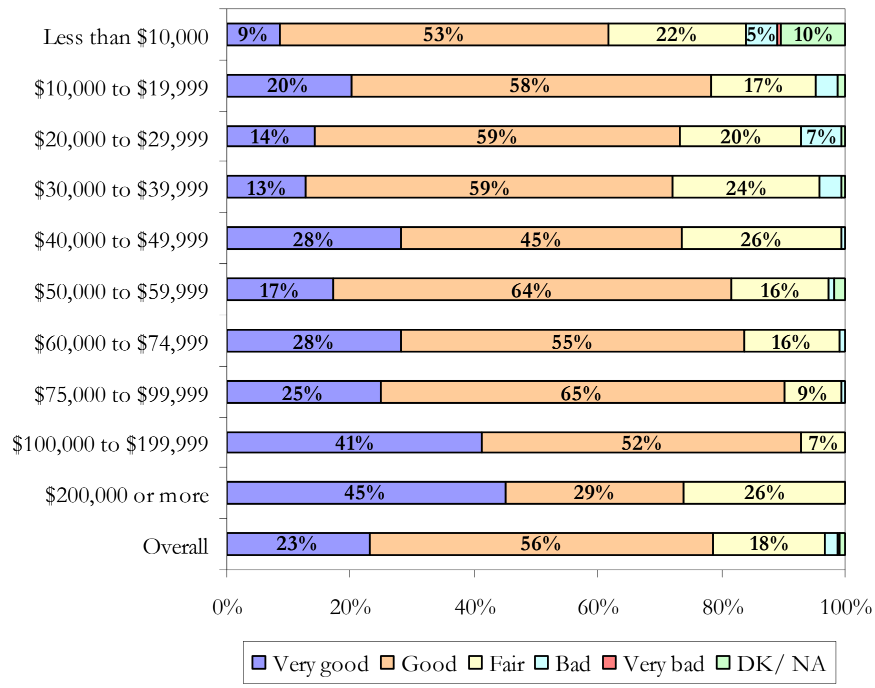
Exhibit 2-2
Quality of Life by Place



Income Correlates with Quality of Life

In general, residents with higher household incomes have a higher quality of life than residents with lower incomes. Whereas only 62 percent of residents in households with incomes under $10,000 per year rate their quality of life as 'good' or 'very good,' over 90 percent of households with incomes between $75,000 and $100,000 have those ratings.

Exhibit 2-3
Quality of Life by Income



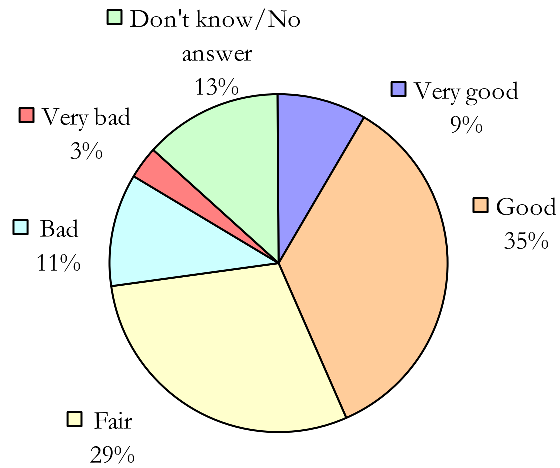
This section of the report asks survey respondents about housing-related issues, including the availability of quality, affordable housing, the presence of housing discrimination, the risk of losing one's home in the previous twelve months, and the need for various types of housing in the county.

Almost Three Fourths of All Respondents Rate the County Housing Market Favorably

Respondents were asked to rate the housing market in Adams County in terms of the public's ability to find quality, affordable housing. Almost ten percent rated the market as being "very good." Over a third rated it as being "good." About 30 percent rated it as "fair." Fourteen percent rated it poorly as "bad" or "very bad." Thirteen percent said they did not know.

While, a lot more respondents rate the housing market positively than negatively, there is some room for improvement as suggested by the significant proportion of people who don't see it as good or bad.

Exhibit 3-1
Housing Market
("How would you rate the housing market in Adams County, in terms of the public's ability to find quality, affordable housing?")

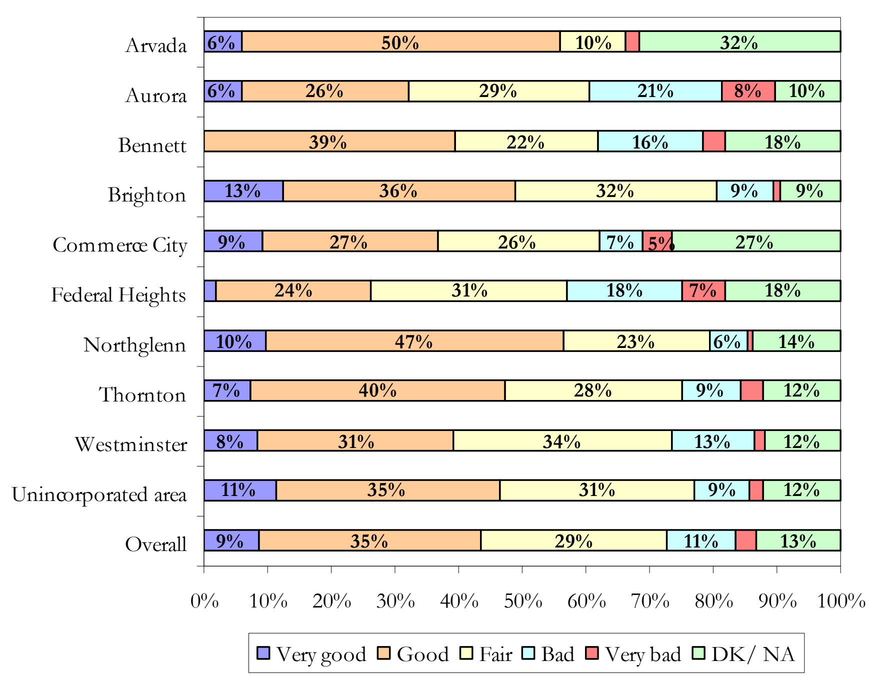


Northglenn Residents Rates the Housing Market Most Positively

Almost 60 percent of Northglenn residents rated the housing market as being good or very good. Less than ten percent of Northglenn residents rated the housing market poorly. In contrast, fewer Federal Heights and Aurora residents rated the housing market positively (25 to 32 percent). A comparatively larger proportion of the Federal Heights and Aurora residents also rated the housing market poorly (25 to 30 percent).

Commerce City had the largest proportion of residents (27 percent) who felt they did not know or could not answer the question. Many of these may be homeowners who have not been active in the housing market for some time.

Exhibit 3-2
Housing Market by Place



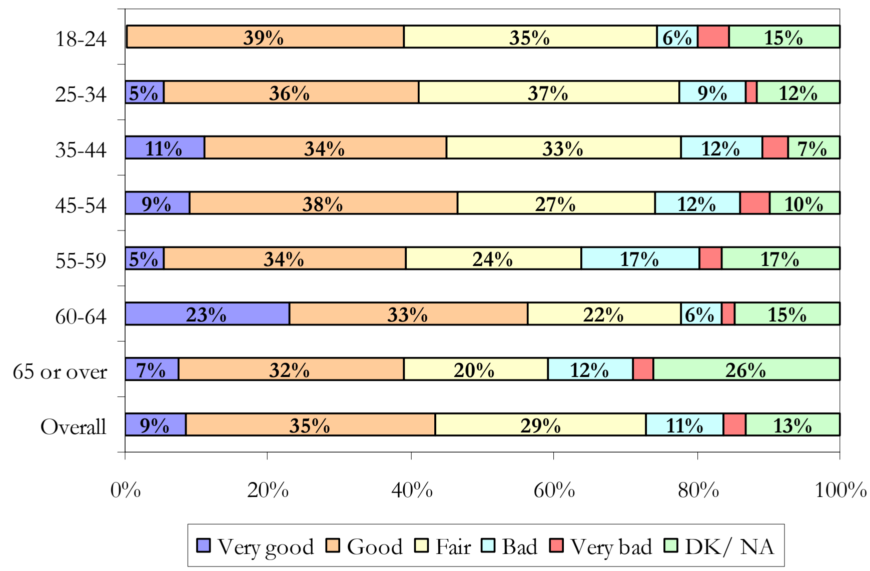
Mild Relationship Between Age and Rating of Housing Market

As the age of respondents went up, so too did the proportion of respondents who rated the housing market positively. This is however not true for two age groups- the 55-59 and 65 and over age group. Fewer people in the 55-59 age group rated the housing market positively than the preceding age group. This was also true of the 65 and over age group.

Interestingly, as age increases to 59 years, so too the proportion of respondents who rate the housing market poorly. Thereupon, there is a decline in the proportion of respondents in the 60 and over age group who rate the housing market poorly.

This seems to suggest that as age increases, fewer people are rating the housing market neutrally and more of them are making up their minds about the housing market.

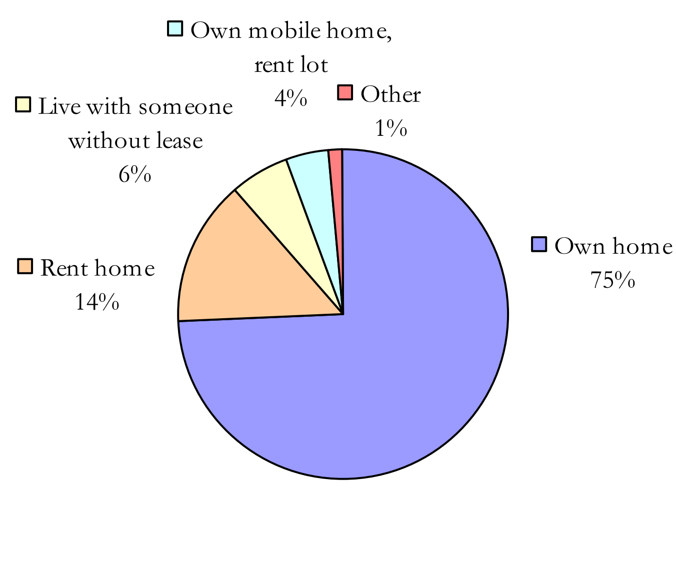
Exhibit 3-3
Housing Market by Age Group



Three Fourths of People Own Homes in Adams County

Most survey respondents (75 percent) said they own their home. Another 14 percent said they rent. Six percent live with someone else without a lease. Four percent own a mobile home located on a rented lot and one percent has some other living arrangement.

Exhibit 3-4
Housing Situation
("Which of the following five situations best describes your housing situation?")



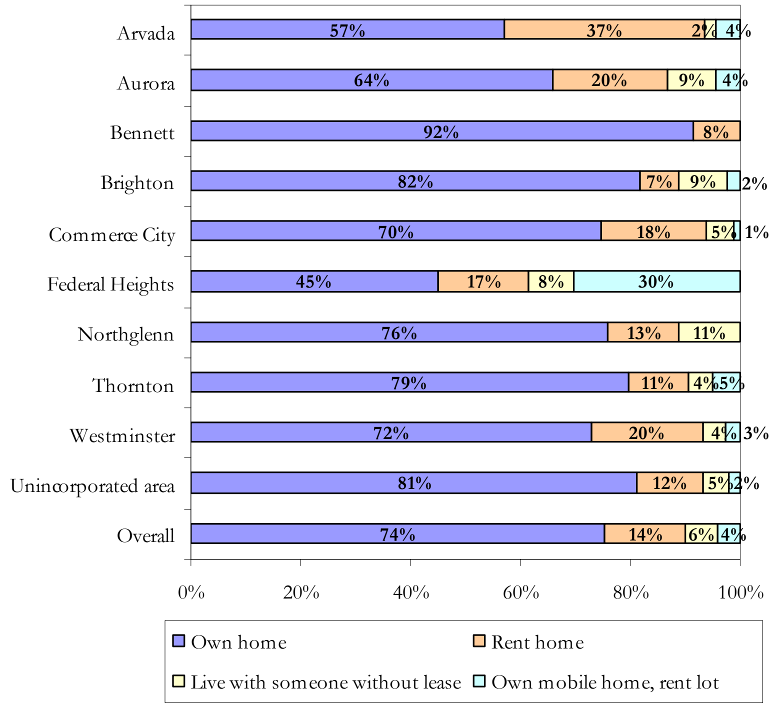
Brighton Leads Respondents' Communities in Terms of Home Ownership

Excluding Bennett, where the small sample size adds uncertainty to results, Brighton and the unincorporated county have the highest rates of home ownership in the survey. Numerous communities had home ownership rates over 70 percent.

Communities that stand out from the rest of the county include Aurora, Commerce City, and Westminster, with low ownership and high rental rates, and Federal Heights, which has a sizeable mobile home community.

Again, caution must be exercised when interpreting Arvada and Bennett's results as only one percent of the total survey respondents were located in either of these cities.

Exhibit 3-5
Housing Situation by Place

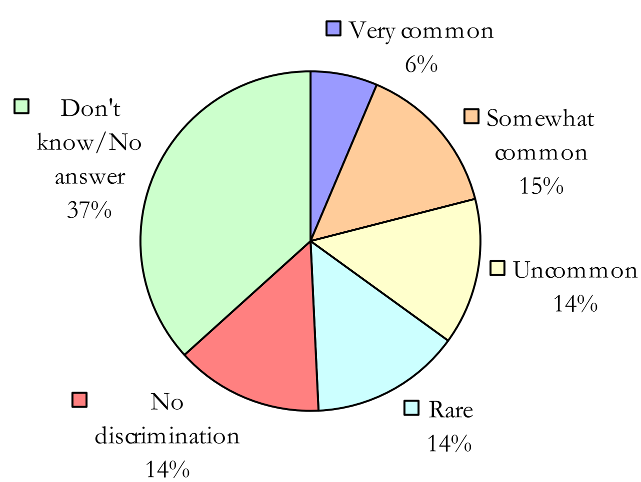


Over a Fifth Believe that There is Discrimination in the Housing Market

Respondents were asked their opinion as to the frequency of discrimination in the housing market based on class, race, disability or other factors. Six percent said it was very common, and another 15 percent said it was somewhat common. Fourteen percent said it was uncommon, 14 percent felt it was rare and another 14 percent felt there was no discrimination. Over a third, 37 percent, could not provide an answer.

These figures indicate the diversity of housing experiences in the county.

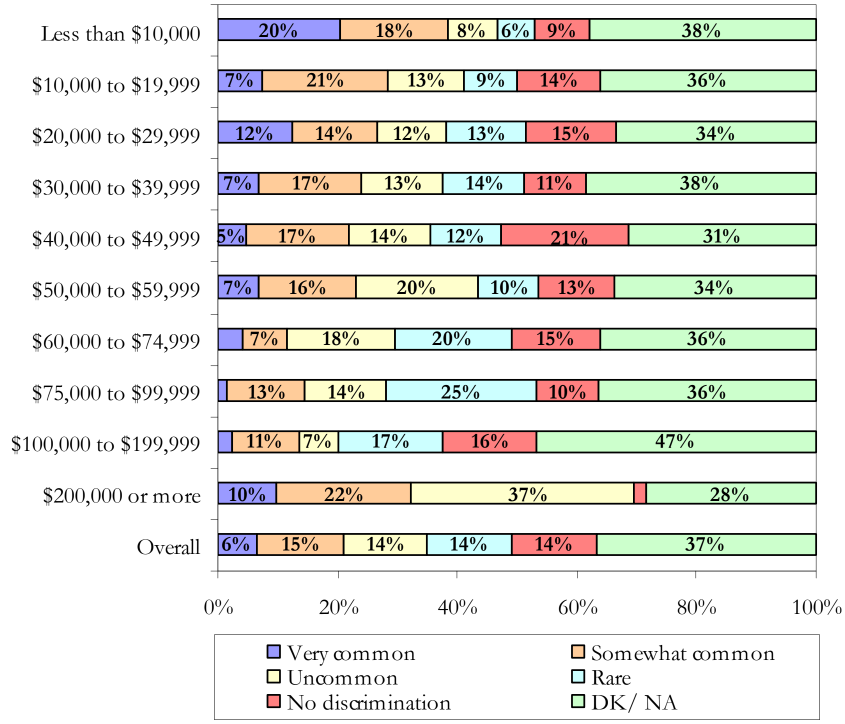
Exhibit 3-6
Discrimination in Housing Market
("In your opinion, how common is discrimination in the housing market based on class, race, disability or other factors?")



The Less One Earns the Greater One Feels the Discrimination in Housing

Nearly 40 percent of respondents from households earning under $10,000 felt discrimination was very common or common in the housing market. This proportion dropped to about 12 percent for the respondents from households earning over $100,000 to $199,999.

Exhibit 3-7
Discrimination in Housing Market by Income



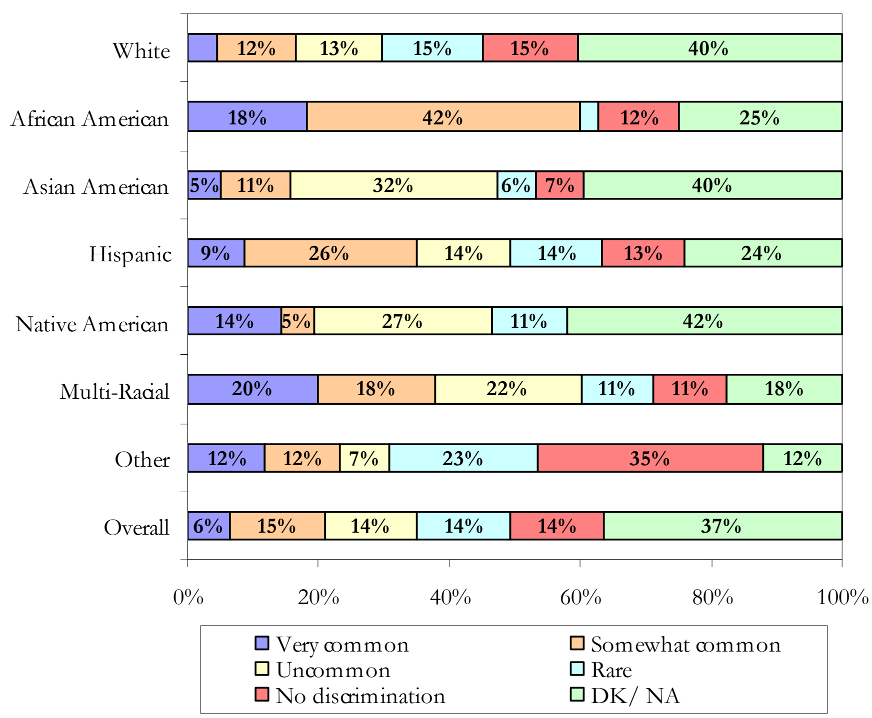
Over a Third of Hispanic Respondents Claim that Discrimination is Common

When discrimination was analyzed by race of respondent, 15 percent of white respondents said that discrimination was very common or somewhat common. Another 15 percent said there was no discrimination. However, 40 percent of white respondents also feel they do not know the answer or did not provide an answer to this question.

In comparison, 35 percent of Hispanic respondents think there is discrimination and 13 percent think there is not discrimination. About a quarter did not provide an answer.

Sample sizes for the other groups were very small, raising doubts about the statistical significance of the responses. Even so, the large proportion of African American and multi-racial respondents noting discrimination is of interest.

Exhibit 3-8
Discrimination in Housing Market by Race

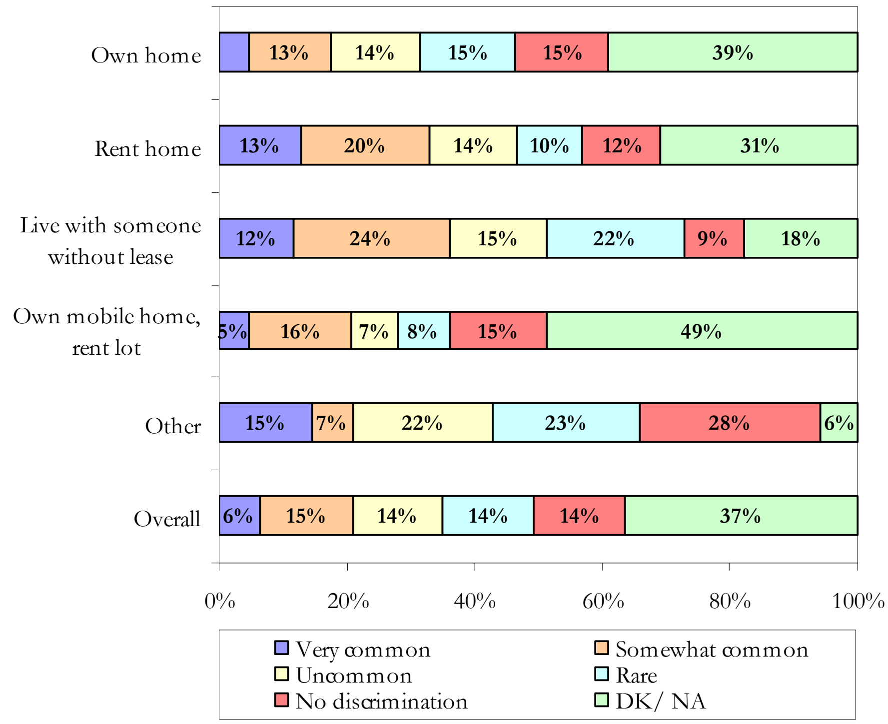


Fewer Homeowners Think There is Discrimination than Non-Homeowners

About 17 percent of homeowners think discrimination is very common or somewhat common in the housing market, compared to 33 percent of renters; 36 percent of those who live with someone else; 21 percent of mobile home-owners; and, 22 percent of those who have other living arrangements.

About 40 percent of homeowners and 50 percent of mobile home owners did not provide an answer to this question. Again, this is not surprising since long-time housing unit owners may not have recent experience in the housing market.

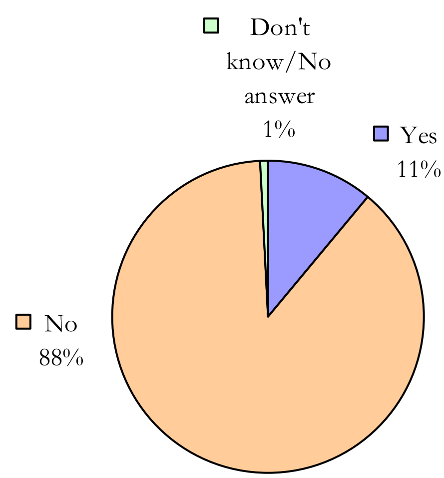
Exhibit 3-9
Discrimination in Housing Market by Housing Situation



A Significant Proportion of Respondents have been at Risk of Losing their Home

Respondents were asked if during the past 12 months they had been at immediate risk their home because they couldn't afford their rent or mortgage. Eleven percent said they had indeed been at risk of losing their homes. This is a striking finding when one considers that this equates to one out of every nine households.

Exhibit 3-10
Risked Losing Home in the Last Year
("During the past 12 months, have you ever been at immediate risk of losing your home because you couldn't afford your rent or mortgage?")



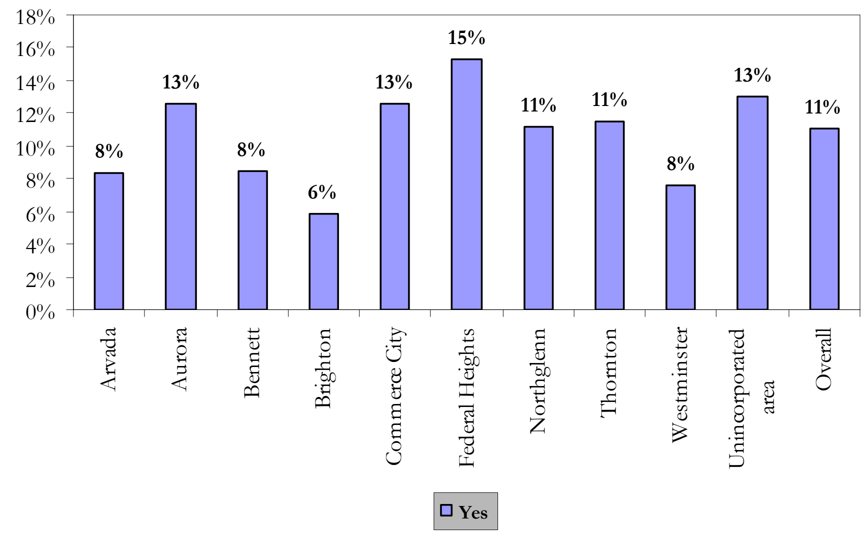
Residents of Federal Heights Most at Risk of Losing Home

While only 11 percent of respondents across the county were at risk of losing their homes, 15 percent of Federal Heights respondents were faced the same risk.

Federal Heights was closely followed by Aurora, Commerce City, and Unincorporated Adams County, each of which had thirteen percent of respondents who risked losing their home in the past year.

These proportions may be driven more by different housing profiles in each market rather than direct economic forces. For example, a community with more low-income households will have more people at risk, as shown below.

Exhibit 3-11
Risked Losing Home in the Last Year by Place

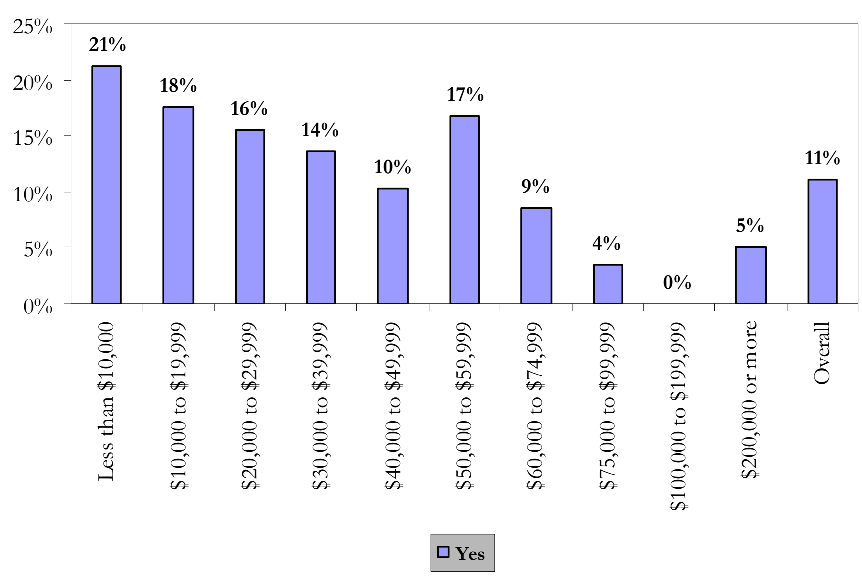


The Risk of Losing One's Home is Inversely Related to Income

As expected, lower income households were more likely to have been at risk of losing their home. Twenty-one percent of respondents from the lowest income group in the survey had been at risk of losing their home in the past year. This proportion generally declined as income increased.

One odd anomaly was a spike in risk for those earning $50,000 to $59,999. This may simply be a statistical anomaly from the sampling process, but it could also reflect dual income households where perhaps one wage earner had lost their job.

Exhibit 3-12
Risked Losing Home in the Last Year by Income



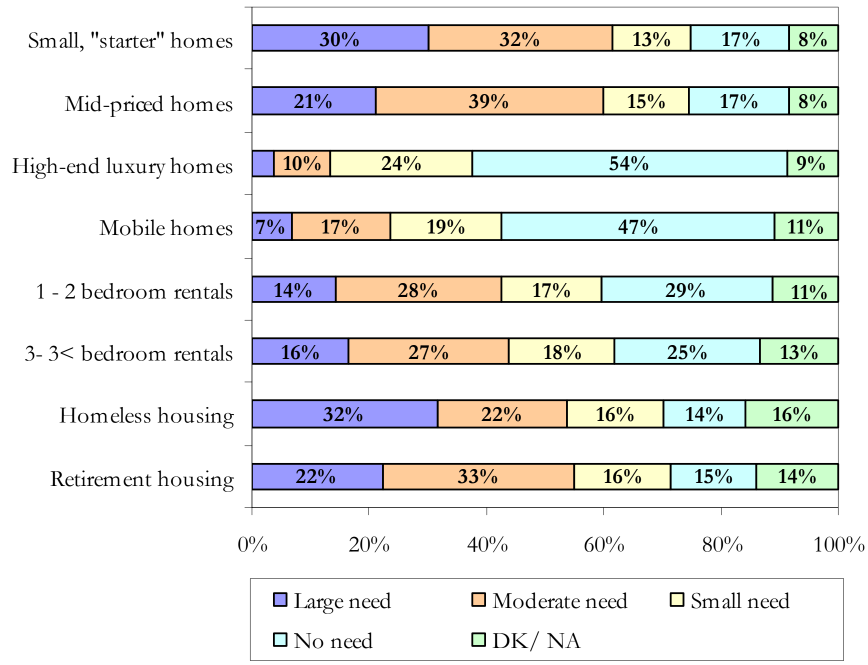
Starter Homes, Mid-Priced Homes, and Homeless Housing are Perceived Priorities

Five in eight respondents (62 percent) felt there was large to moderate need for small "starter" homes in Adams County. A similar proportion, 60 percent, felt there was large to moderate need for mid-priced homes too. In contrast, just over ten percent felt there was large or moderate need for high-end luxury homes, while 54 percent felt there was no need for this type of housing.

Other major areas of perceived need were in the area of special housing. Fifty-four percent felt there was a large to moderate need for homeless housing and about the same proportion felt there was a large to moderate need for retirement housing. Homeless housing was seen as a more acute need, however.

Needs were rated lower for rental properties of all sizes, and were particularly low for mobile homes and high-end luxury homes.

Exhibit 3-13
Need for Different Type of Housing

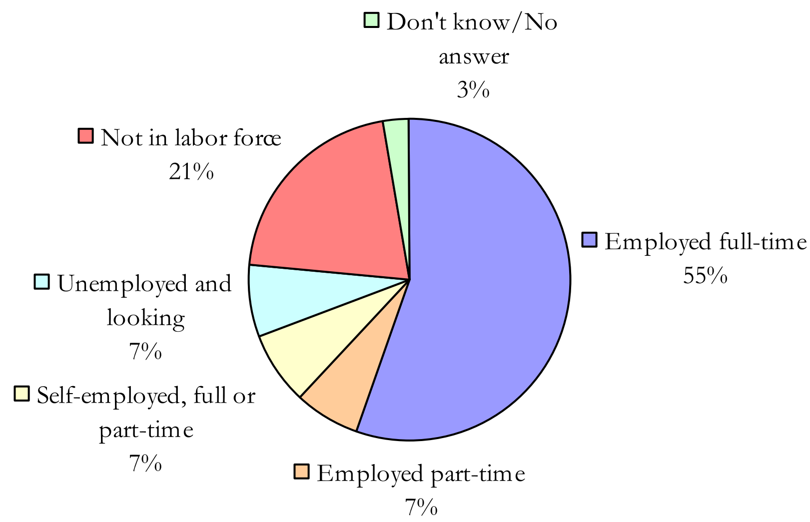


This section of the report addresses respondents' perceptions of economic development issues in the county, including jobs and job training.

Over Two-Thirds of all Survey Respondents are Employed in Some Form

Almost 70 percent of the survey respondents were employed, with 55 percent working full-time, seven percent part time and another seven percent who were self-employed working full or part-time. Over 20 percent of the survey respondents were not in the labor force, generally being retired, students, or homemakers. Seven percent of the respondents were unemployed and looking for employment and three percent chose not to answer.

Exhibit 4-1
Employment Status
("What is your current employment status?")

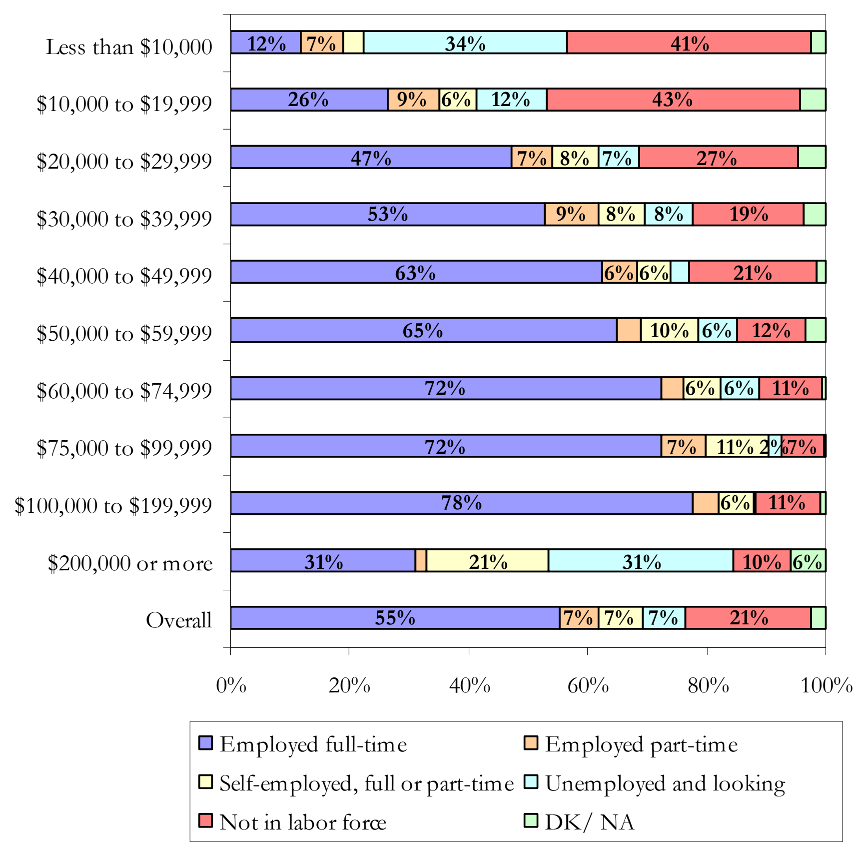


Income is Directly Linked to Employment

A strong relationship was seen between being employed and household income. At the lower income categories fewer respondents had full-time jobs and they were more likely to be unemployed and looking as well as not in the labor force. As the income bracket rose, so did the proportion of people in that bracket who had full-time employment. A concomitant decrease was also evinced in people who were either not in the labor force as well as people who were unemployed and looking.

The exception to this clear and strong pattern is the income category of $200,000 or more. However, one should exercise caution in interpreting this category as the sample size was very small (about 1% of survey respondents claimed to have a household income of $200,000 or more).

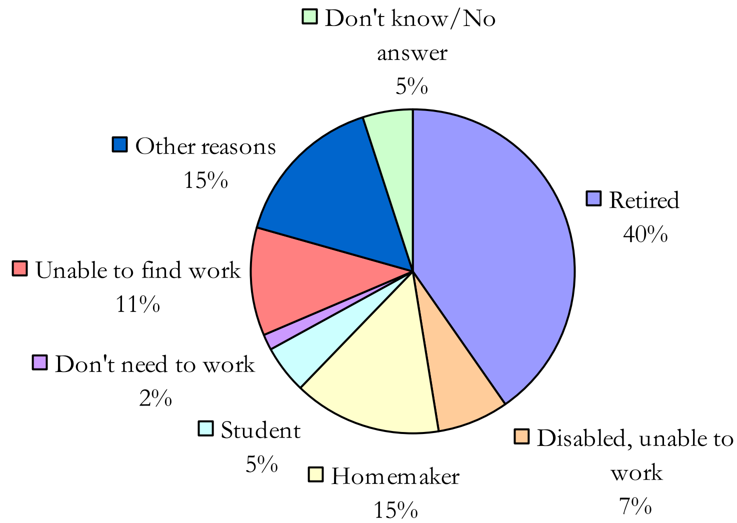
Exhibit 4-2
Employment Status by Income



Retirement is the most Common Reason for not being Full-Time Employed

All respondents who were not employed full-time were asked their main reasons for not being full-time employed. The largest proportion, 40 percent, claimed retirement as their main reason. Fifteen percent said they were a homemaker. Another fifteen percent claimed other unspecified reasons, and 11 percent said they were unable to find work. Seven percent were disabled, five percent were students, two percent said they did not need to work and five percent did not give an answer.

Exhibit 4-3
Reason for Not Being Full-Time Employed
("Which of the following is the MAIN reason that you do not work full time?")



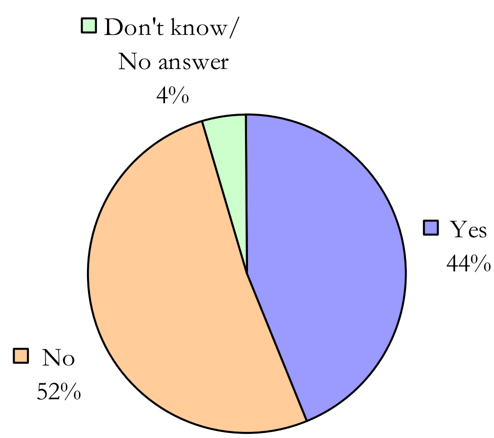
Note: Includes only respondents who are not employed full time.

Over Half of all Survey Respondents are not Aware of any Job Assistance Programs in the County

Forty four percent of survey respondents were aware of at least one job assistance program in the county that they could use if they needed help in finding a job. However, over 50 percent of the respondents were unaware of any program in the county that provided job assistance to those in need.

This may simply be a result of many respondents not needing job assistance, and therefore not seeking information or retaining information.

Exhibit 4-4
Awareness of at Least One Job Assistance Program in the County
("Are you aware of at least one job assistance program in the county that you could use if you needed help getting a job?")

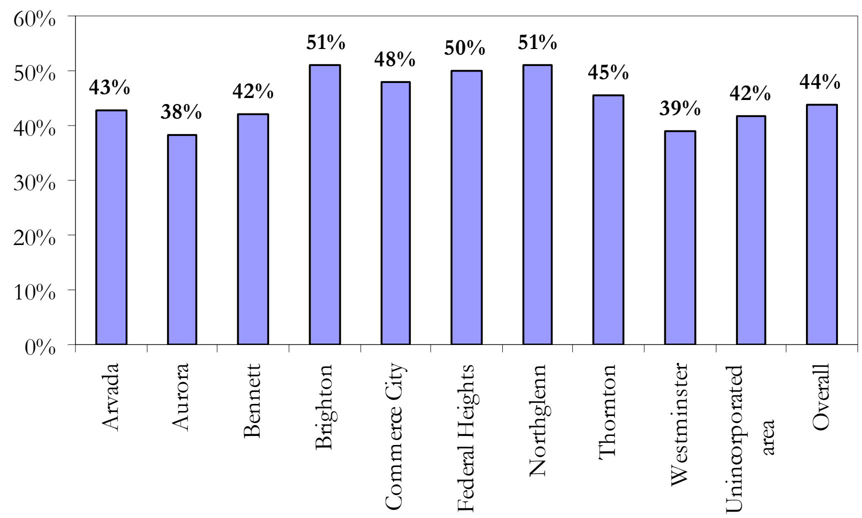


Awareness of Job Programs Varies Somewhat by Community

Less than 40 percent of survey respondents each from Aurora and Westminster were aware of at least one job assistance program in the county. In contrast, over 50 percent of survey respondents from Brighton, Federal Heights and Northglenn were aware of at least one job assistance program in the county.

This could be a result of greater awareness, greater need (and use), or a combination of the two.

Exhibit 4-5
Awareness of at Least One Job Assistance Program in the County by Place



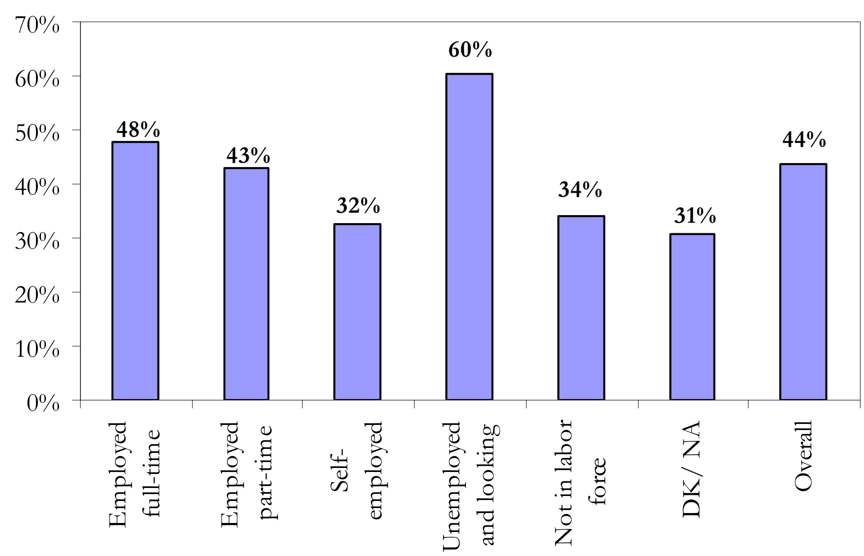
The Unemployed are Most likely to be Aware of Job Assistance Programs

Those who are unemployed and seeking work are significantly more likely to know about job assistance programs than are people in other employment situations. This is a good sign since the unemployed are the target market for those programs.

Unfortunately, this finding also means that 40 percent of unemployed persons are not aware of any job programs.

Of course, awareness by employed people, and particularly self-employed people, might be useful in boosting demand for participants in job training programs.

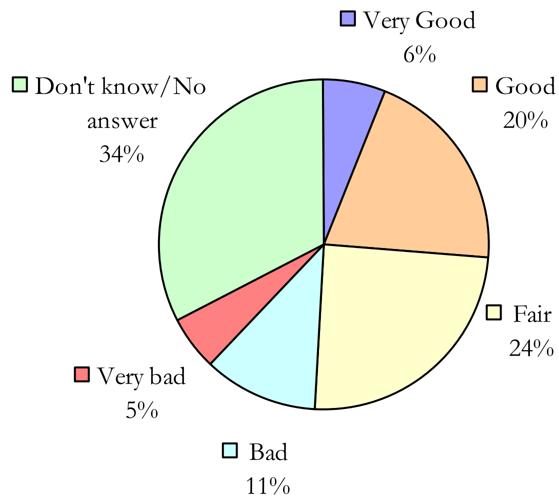
Exhibit 4-6
Awareness of at Least One Job Assistance Program in the County by Employment Status



One-Fourth of all Respondents Think Opportunities to Obtain Job Training are 'Good' or 'Very Good'

While slightly more than 15 percent of survey respondents thought that opportunities to obtain job training were very bad or bad, over 25 percent believed that opportunities to obtain job training were very good to good. Another 24 percent thought that opportunities to obtain job training were fair. Over one third of the survey respondents said they either did not know or provided no other answer.

Exhibit 4-7
Opportunities to Obtain Job Training or Other Vocational Skills
("How would you rate opportunities in your community to obtain job training or other vocational skills?")



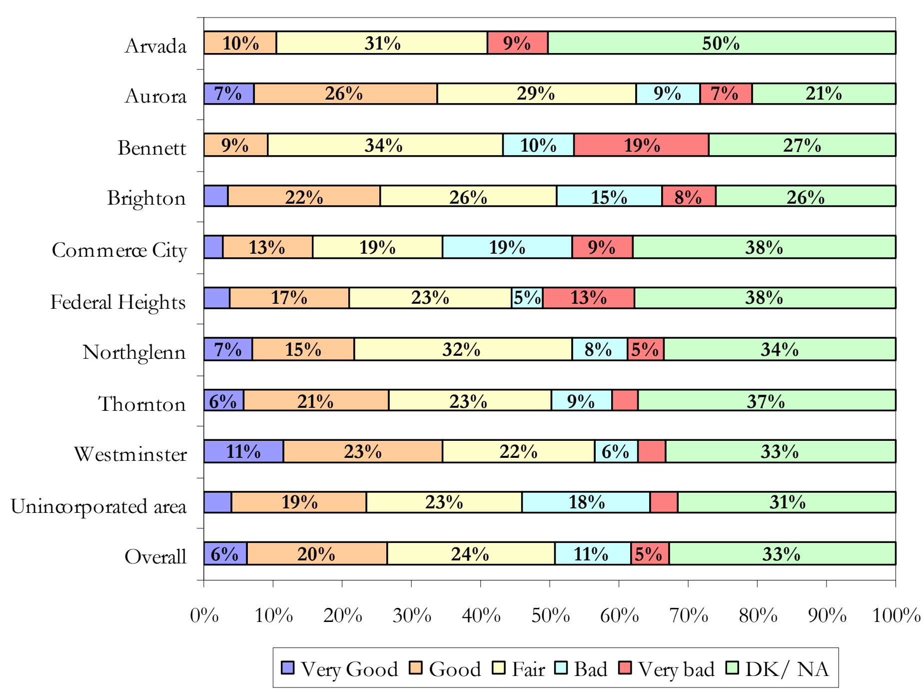
Aurora and Westminster Lead in Perceived Opportunities for Job Training

A third or more of the respondents from Aurora and Westminster believe that there are good to very good opportunities to obtain job training in their community. In Bennett and Arvada, only around ten percent of the respondents felt the same way. However as there were very few respondents from these communities one should use the findings for these cities with caution.

On the other hand, more than 20 percent of the respondents from Brighton, Commerce City and Unincorporated Adams County stated that they had 'bad' or 'very bad' opportunities to obtain job training in their community.

It is worth noting that in all communities, the percentage of respondents who either did not know or had no answer is very high. Again, this may be because they have simply never needed job assistance.

Exhibit 4-8
Opportunities to Obtain Job Training or Other Vocational Skills by Place

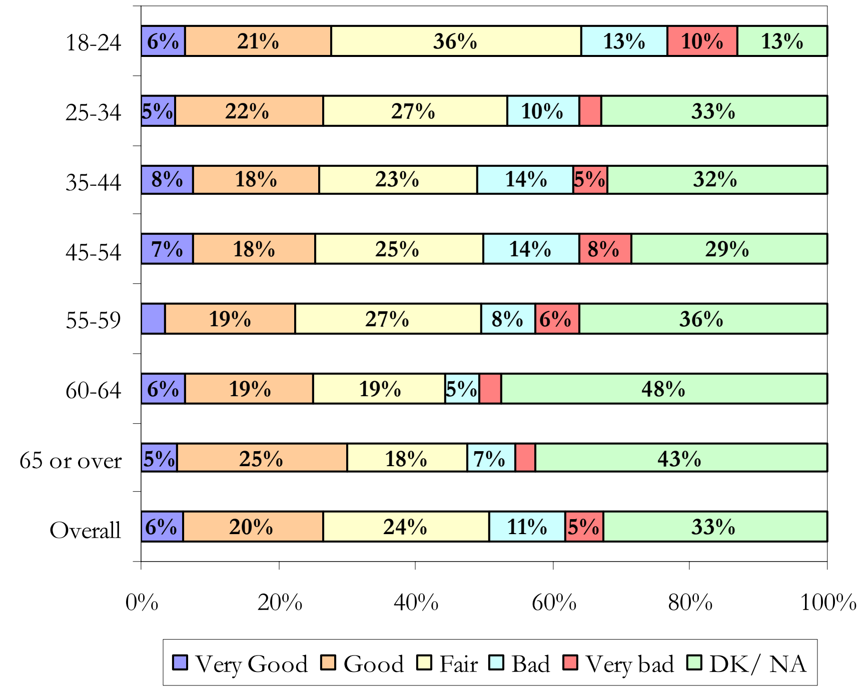


Younger People are More Likely to Have Opinions about Job Training Opportunities

The chart on the right shows that the lowest "Don't know/ No Answer" responses are from the 18-24 age group. In all of the other age groups, thirty percent or more of the respondents answer "don't know/ no answer." This suggests that younger people are more likely to be in a position to judge opportunities for job training than older people. Perhaps this is because this group is most in need of or in a position to avail of this service.

If 'don't know' answers are removed from the analysis, older adults are more likely to have positive opinions of job training opportunities.

Exhibit 4-9
Opportunities to Obtain Job Training or Other Vocational Skills by Age

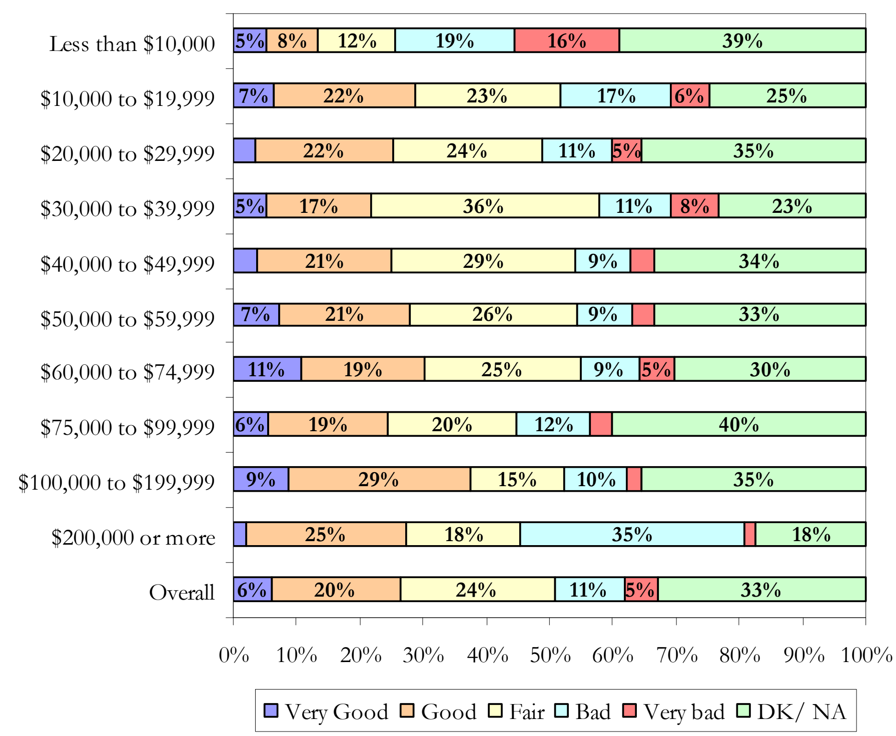


Opinions of Low-Income Households on Job Training Opportunities Differ From Other Households

Overall, six percent of all respondents thought there were very good opportunities to obtain job training. Twenty percent thought there were good opportunities for the same. These proportions exceed the proportions who rated opportunities bad or very bad. One-third of the population didn't have an opinion.

This pattern was relatively consistent across all income groups except for those with household incomes below $10,000, who had markedly lower opinions of opportunities.

Exhibit 4-10
Opportunities to Obtain Job Training or Other Vocational Skills by Income

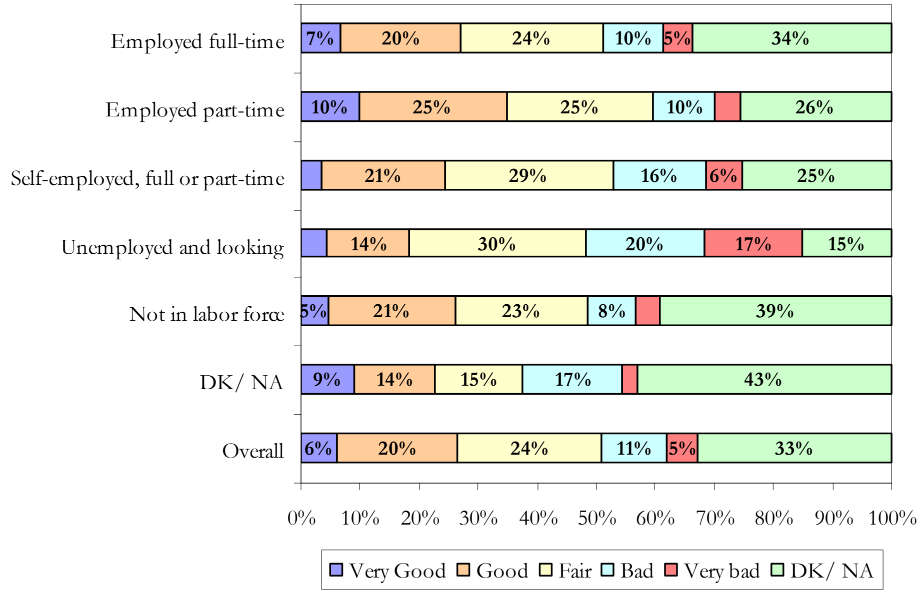


Unemployed Rate Opportunities for Job Training in County Poorly

Over thirty five percent of respondents who were unemployed and looking for a position rated opportunities for job training in the county as bad or very bad. In contrast, fewer than twenty percent of this group rated opportunities for job training as good or very good. Of course, being unemployed may mean by definition that some of these people are having a difficult time obtaining employment and/or training, so the results are somewhat self-fulfilling.

This group (unemployed and looking for work) also had the lowest proportion of respondents who claimed not to know about opportunities or who otherwise did not provide a response to this question.

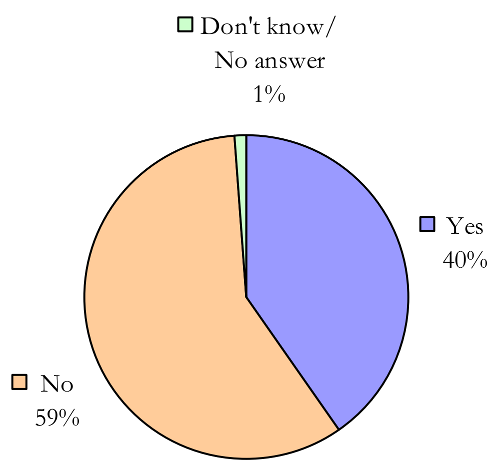
Exhibit 4-11
Opportunities to Obtain Job Training or Other Vocational Skills by Employment Status



Sixty Percent of Adams County Survey Respondents are Employed Outside Adams County

When asked about their primary place of employment, 40 percent of survey respondents said it was in Adams County. Almost all of the other respondents said their primary place of employment was not in Adams County. This question was only asked of those respondents who had previously stated that they were employed either full-time or part-time.

Exhibit 4-12
Place of Employment
("Is your primary place of employment located in Adams County?")



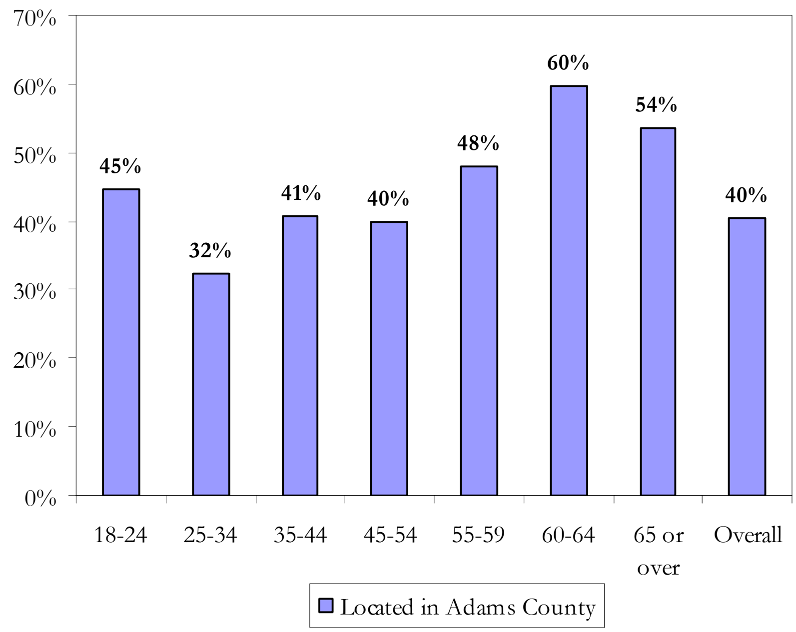
Note: Includes only respondents who are employed full-time or part-time

More People in the Prime Earning Age Groups Employed outside Adams County than within the County

A majority of respondents under the age of 60 are employed outside Adams County. In contrast, a majority of workers over the age of 60 are employed within the county.

There are many potential interpretations and implication of this finding, both in terms of the current economic structure the county and future changes in the work force. One key conclusion, though, is that the county has a vast reservoir of talent that is located nearby for future employers.

Exhibit 4-13
Place of Employment by Age



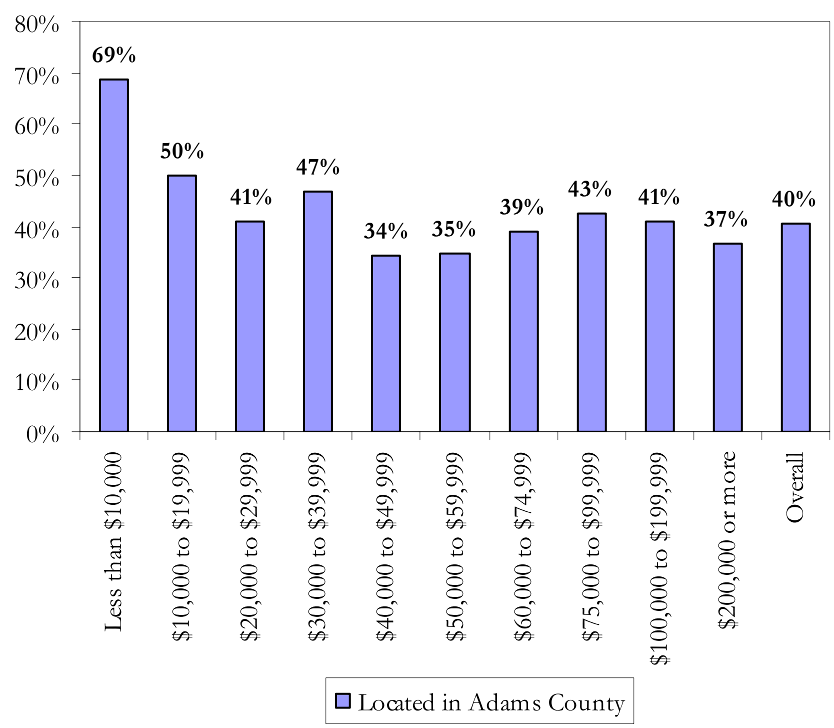
Note: Includes only respondents who are employed full-time or part-time

Lower Income Workers are More Likely to be Employed in the County

Households with incomes under $40,000 or more likely to hold jobs inside the county than households with incomes of $40,000 or more. This can mean that lower income jobs are more plentiful, or that lower income households will not travel as far to take jobs in their wage range.

This question was only asked of those respondents who claimed to work full or part-time.

Exhibit 4-14
Place of Employment by Income



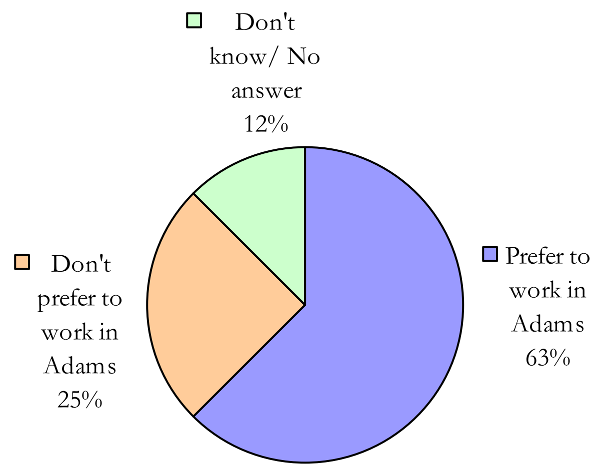
Note: Includes only respondents who are employed full-time or part-time

Two-Thirds of those Employed Outside the County Would Prefer to Work in the County if Given the Opportunity

Respondents who were employed full time or part time and who worked outside the county were asked whether they would prefer to work in the county if given the opportunity. A majority of these respondents, over 60 percent, said they would indeed prefer to work in the county if given the opportunity. A quarter of these same respondents said they would not prefer to work in the county even if given the opportunity and just over ten percent either did not know or did not answer.

Once again, this is positive news for economic development officials, since it once again implies a large labor pool for economic expansion in the county.

Exhibit 4-15
Preference for Working in the County
("If given the opportunity, would you prefer to work in Adams County?")



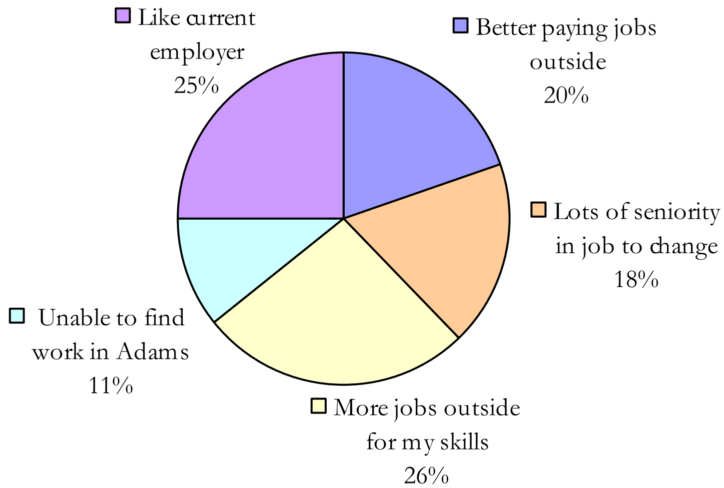
Note: Includes only respondents who are employed full-time or part-time AND work outside the County.

A Majority of Obstacles to Working in the County are the Availability and Pay of Local Jobs

Workers who wished to work in the county (but don't) were asked to identify the greatest obstacle preventing them from working in the county. Just over half (57 percent) cited obstacles relating to economic development in Adams County (better paying jobs outside, more jobs outside, and unable to find work in the county).

More than 40 percent selected obstacles that are not necessarily addressable by the county (lots of seniority in current job, and liking one's current employer).

Exhibit 4-16
Obstacles that Prevent Employed Residents from Working in the County
("I'm going to read a list of five possible obstacles that might prevent you from working in Adams County. Please tell me which one is the most important obstacle.")



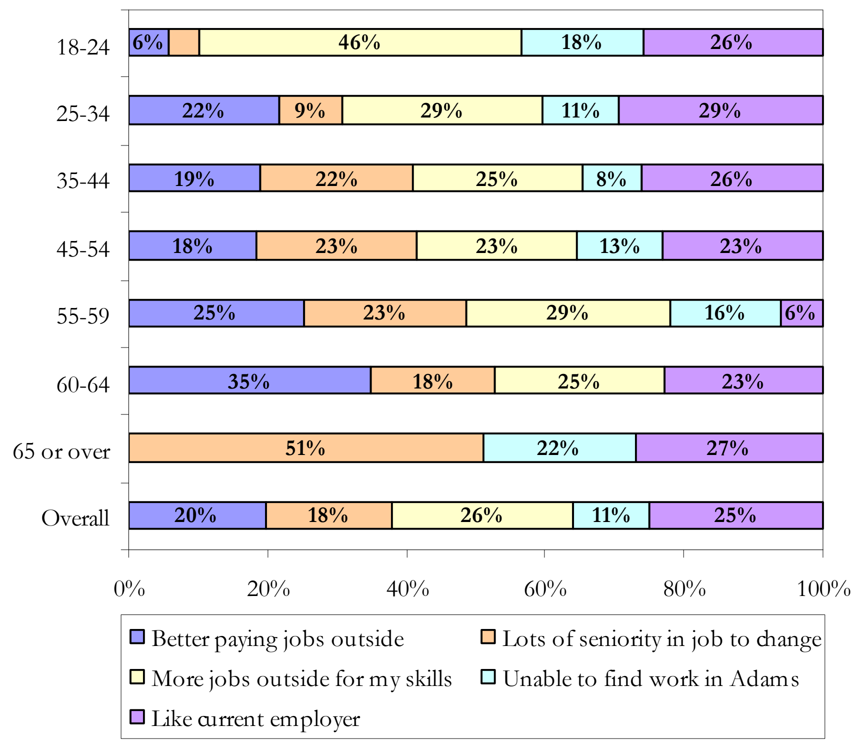
Note: Includes only respondents who are employed full-time or part-time AND work outside the County AND would prefer to work in the County.

Most People Claim that There are More Jobs Outside the County for their Skills

Workers who wished to work in the county (but don't) were asked to identify the greatest obstacle preventing them from working in the county. These data show that seniority becomes a significant issue for those over 35, and is not a strong issue below that age.

For this question, less than one percent of the respondents were in the age groups above sixty years. Thus, one should interpret these groups with certain caution. Among the other age groups, a majority of respondents consistently stated that there were more jobs outside the county for their skills.

Exhibit 4-17
Obstacles that Prevent Employed Residents from Working in the County by Age



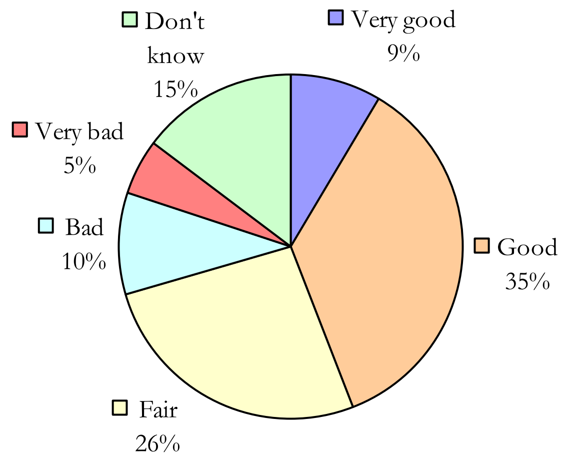
Note: Includes only respondents who are employed full-time or part-time AND work outside the County AND would prefer to work in the County.

This section of the report examines government communications with the public, including both routine communications and communications on special issues.

Over Forty Percent Rate Communication with Local Government on Routine Functions Positively

When asked to rate their communication with local government on routine government functions, almost ten percent rated it as "very good," and 35 percent rated it "good," While 15 percent rated communications "bad" or "very bad," the good ratings still outnumbered the "bad" ratings by a three to one margin.

Exhibit 5-1
Communication with Local Government on Routine Functions
("How would you rate the communication with your local government on routine government functions?")



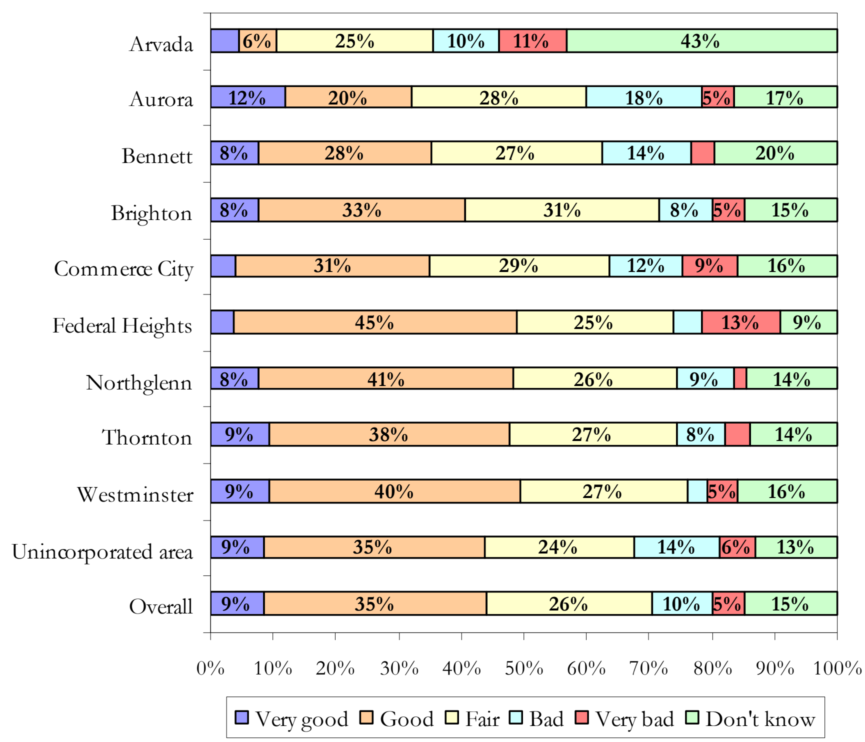
Difference in Satisfaction Between Cities for Local Government Communication on Routine Issues

Aurora, Commerce City and unincorporated Adams County had the greatest proportion of people who were dissatisfied with communication with local government. Each of these places had 20 percent or more of the respondents who rated communication with local government on routine functions as "bad" or "very bad."

In general, the larger cities in the county ranked the best.

Arvada looks very different from the other places shown in the graph. However, as only one percent or fewer of the survey respondents were from Arvada, the results for Arvada may not be reliable.

Exhibit 5-2
Communication with Local Government on Routine Functions by Place

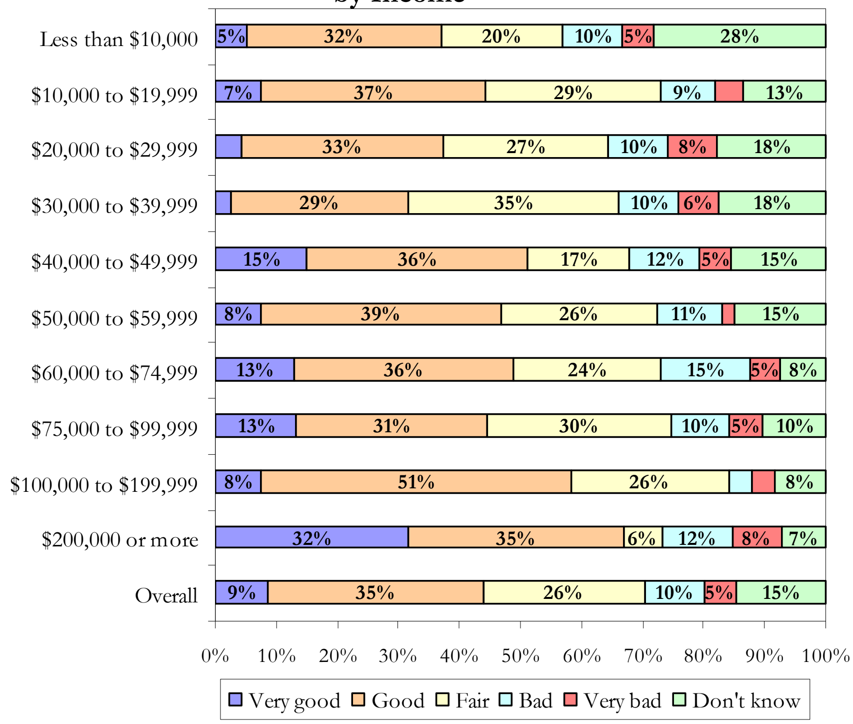


Satisfaction with Government Communication Doesn't Vary by Income

There appears to be no strong pattern between satisfaction with government communication and income. The likelihood of rating communication "very good" is higher for those with household incomes of $40,000 or more, but this pattern is small.

One percent or fewer of the respondents came from households with income over $200,000; thus, the findings for this group should be interpreted with some caution as they may lack significance.

Exhibit 5-3
Communication with Local Government on Routine Functions by Income

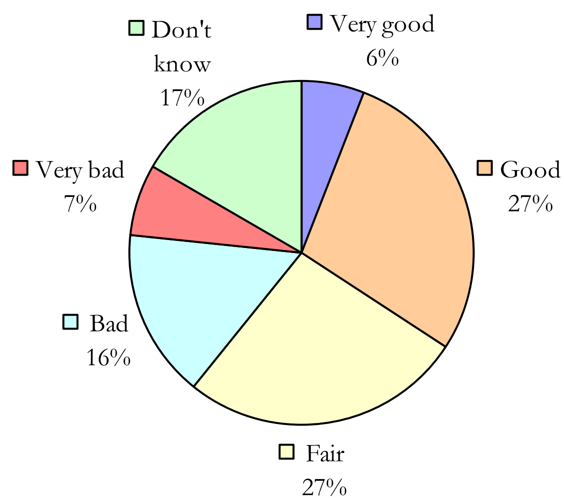


Satisfaction with Local Government Communication is Lower on Policy Issues and Major Decisions than About Routine Issues

When asked to rate communication with local government on policy issues and major decisions that will impact the community, six percent of the respondents rated it "very good" and 27 percent rated it "good." These positive ratings (33 percent) outweigh the negative ratings (23 percent) by about half.

In comparison to satisfaction with local government communication on routine functions (discussed earlier), respondents were less likely to rate it positively and more likely to rate it negatively.

Exhibit 5-4
Communication with Local Government on Policy Issues and Major Decisions
("How would you rate the communication with your local government on policy issues and major decisions that will have a new impact on the community?")

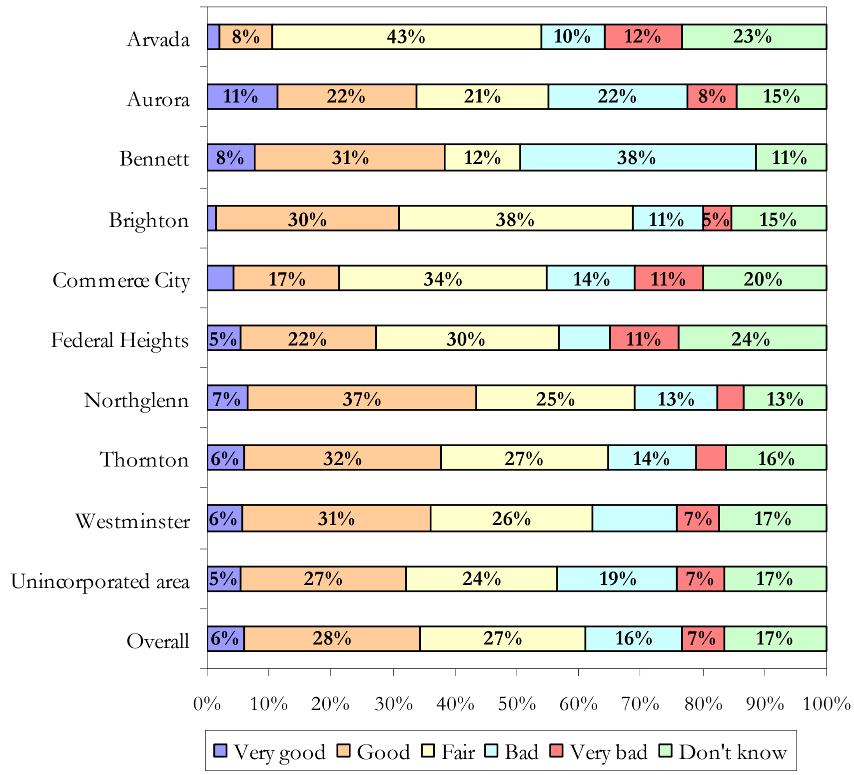


Difference in Satisfaction Between Cities for Local Government Communication on Policy Issues

Aurora, Commerce City and unincorporated Adams County had the greatest proportion of people who were dissatisfied with communication with local government on policy issues. Each of these places had 20 to 30 percent of respondents who rated communication with local government on routine functions as "bad" or "very bad."

This is a similar pattern to that seen for routine governmental communications.

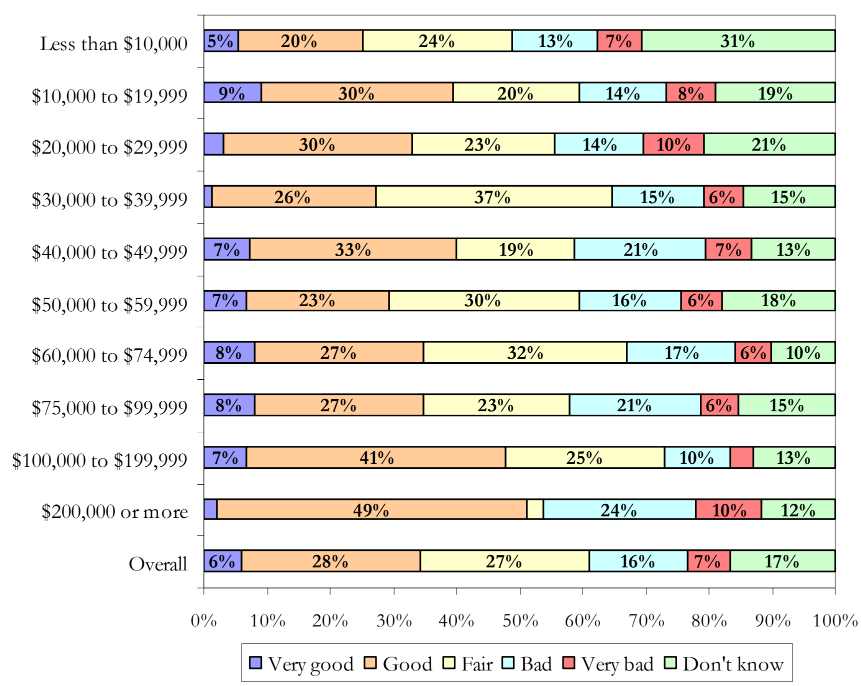
Exhibit 5-5
Communication with Local Government on Policy Issues and Major Decisions by Place



Lower Income Respondents Less Aware About Communication with Local Government on Policy Issues

Similar to the findings for routine government communications, there was not a distinct pattern of satisfaction according to income. Households with incomes of $40,000 or more are slightly more likely to rate communications on policy issues "very good," but the difference is not large.

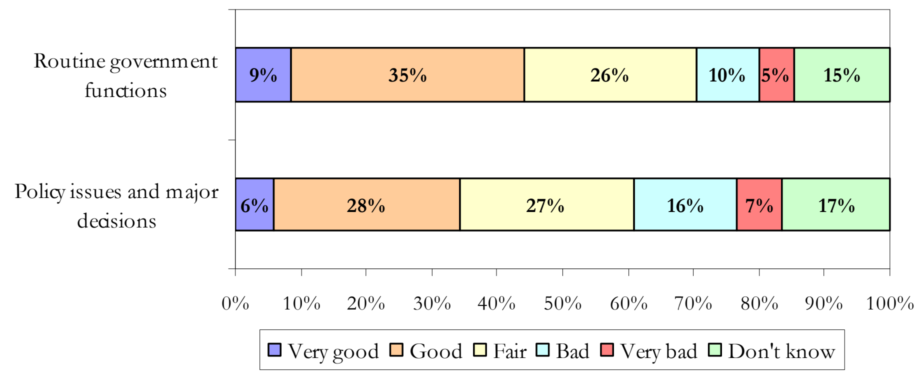
Exhibit 5-6
Communication with Local Government on Policy Issues and Major Decisions by Income



Communications on Routine Functions Rate Higher than Communications on Policy Issues

More respondents rated routine functions communication positively than rated policy issues communication positively. Conversely, fewer people rated routine functions communication negatively than rated policy issues communication negatively. In both cases, positive ratings outweighed negative ratings.

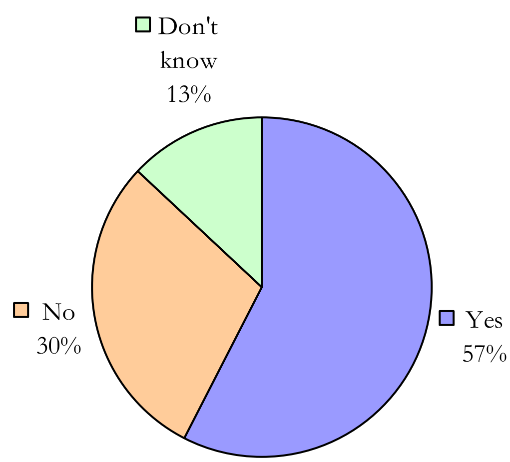
Exhibit 5-7
Communication with Local Government by Element of Communication



A Majority Believe that there are Sufficient Opportunities to Participate in Public Decision Making

When asked whether they believed there were sufficient opportunities to participate in public decision-making, almost 60 percent of respondents felt that there were indeed enough opportunities to participate in public decision-making. However, 30 percent felt that were not enough opportunities to participate in public decision making.

Exhibit 5-8
Sufficient Opportunities to Participate in Public Decision Making
("Do you believe that there are sufficient opportunities for you to participate in public decision making that will affect the future of your neighborhood?")

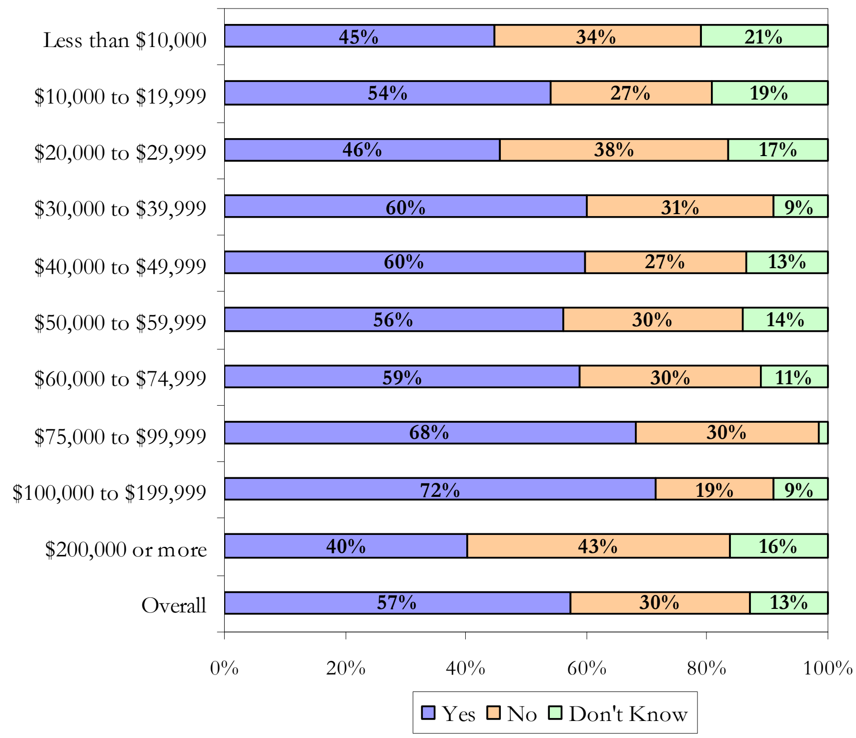


Perception of Sufficiency of Opportunities to Participate in Public Decision Making and Awareness of These Opportunities Increases with Income

Satisfaction with the opportunity to participate in public decisions increases with income. However, dissatisfaction remains more or less constant. These apparently contradictory findings are possible because lower income households are less likely to have an opinion. As income increases, the "don't know" responses decline and the affirmative responses increase.

One percent or fewer of the respondents came from households with income over $200,000; thus, the findings for this group should be interpreted with some caution as they may lack significance.

Exhibit 5-9
Sufficient Opportunities to Participate in Public Decision Making by Income

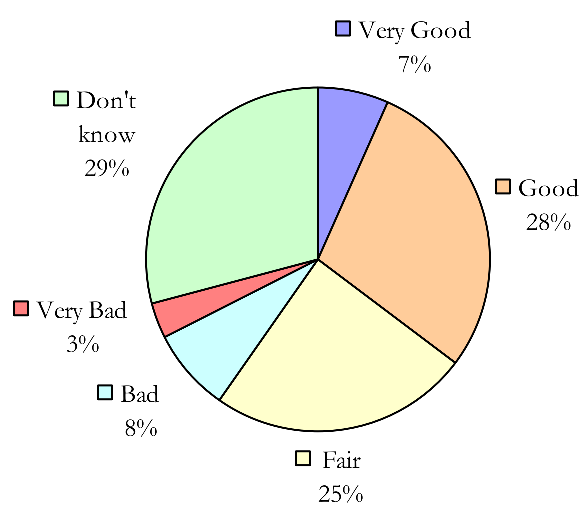


Coordination of Services is Generally Rated Fair to Good

Respondents were asked to judge how well local government in Adams County worked together to coordinate services. Over half of the respondents rated coordination "fair" or "good." Positive responses outweighed negative responses by a three to one ratio (35 percent versus 11 percent).

Notably, almost thirty percent of the respondents were unable to rate local government coordination of services. This suggests that many residents are unaware of how local governments coordinate services.

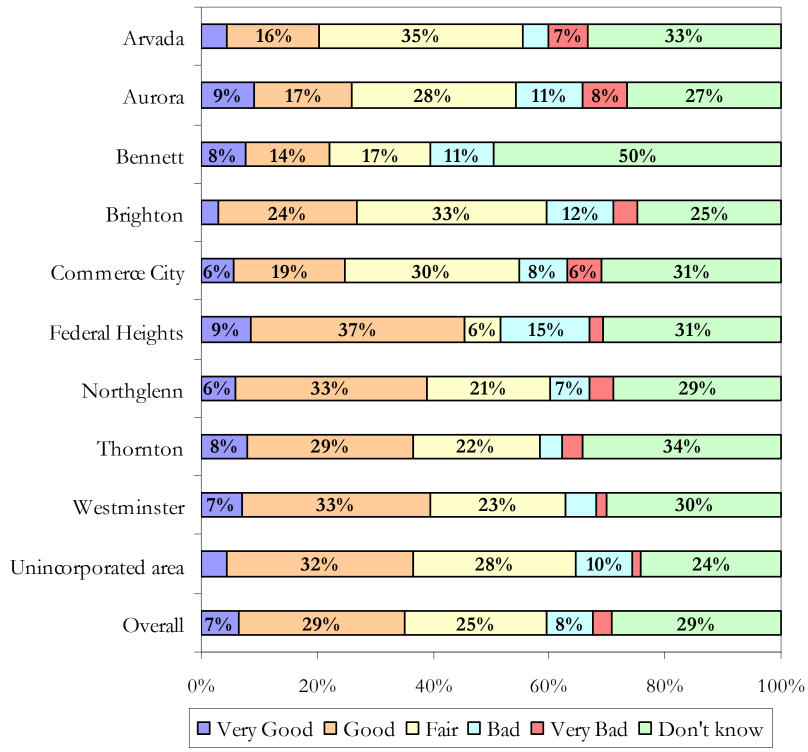
Exhibit 5-10
Local Government Coordination of Services
("To the best of your knowledge, how well do local governments in Adams County work together to coordinate services?")



Federal Heights Leads and Commerce City Lags in Satisfaction with Local Government Coordination of Services

Over 45 percent of respondents in the city of Federal Heights rated local government coordination of services positively, significantly higher than the 36 percent countywide figure. In contrast, Aurora, Bennett, Brighton and Commerce City rated coordination significantly lower than average, among communities with a significant sample size.

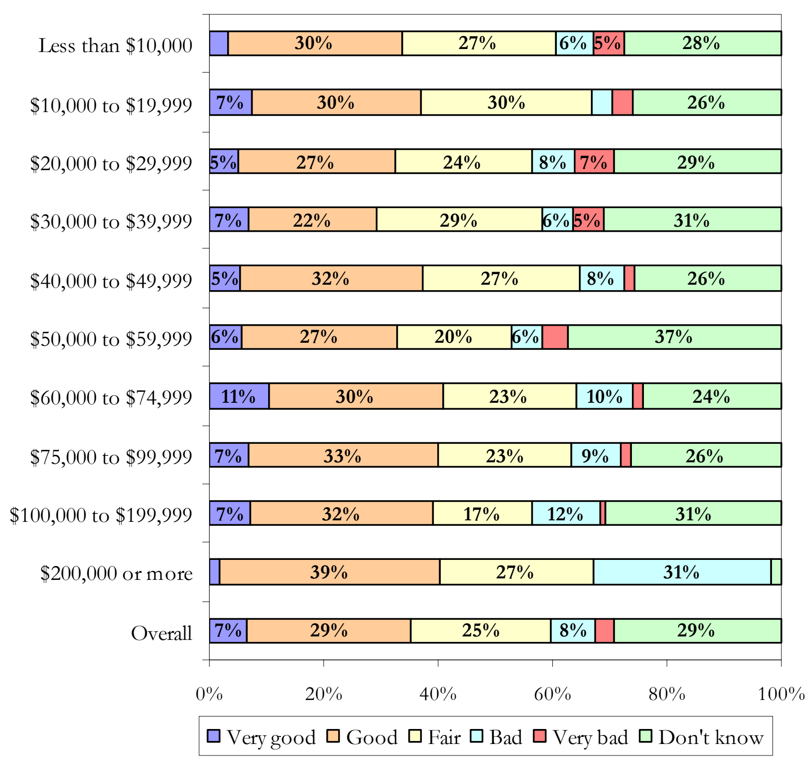
Exhibit 5-11
Local Government Coordination of Services by Place



No Strong Trends in Difference in Perception of Local Government Coordination of Services by Income

There are no strong trends to be noted by income in satisfaction with local government coordination of services. Approximately 30 to 40 percent of respondents in each income category rate local government coordination of services positively and about 10 to 15 percent rate it negatively.

Exhibit 5-12
Local Government Coordination of Services by Income



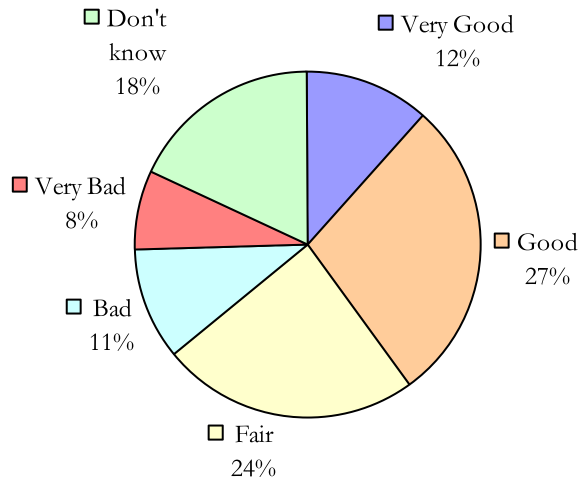
This section of the report addresses respondent satisfaction with educational opportunities in the county. Educational opportunities are evaluated for several age groups as opposed to merely school-age children.

The Overall Rating of the Public Education System is Positive

Thirty-nine percent of respondents rated the public education system as "very good," or "good" in terms of preparing children for future academic or professional opportunities. About half that many, 20 percent, rated it "bad" or "very bad." Just under twenty percent felt unable to rate it.

The proportions suggest that while Adams County seems to have an educational system that is rated positively, there is still room for improvement.

Exhibit 6-1
Public Education System
("How would you rate the overall public education system in your community in terms of preparing children for future academic or professional opportunities?")



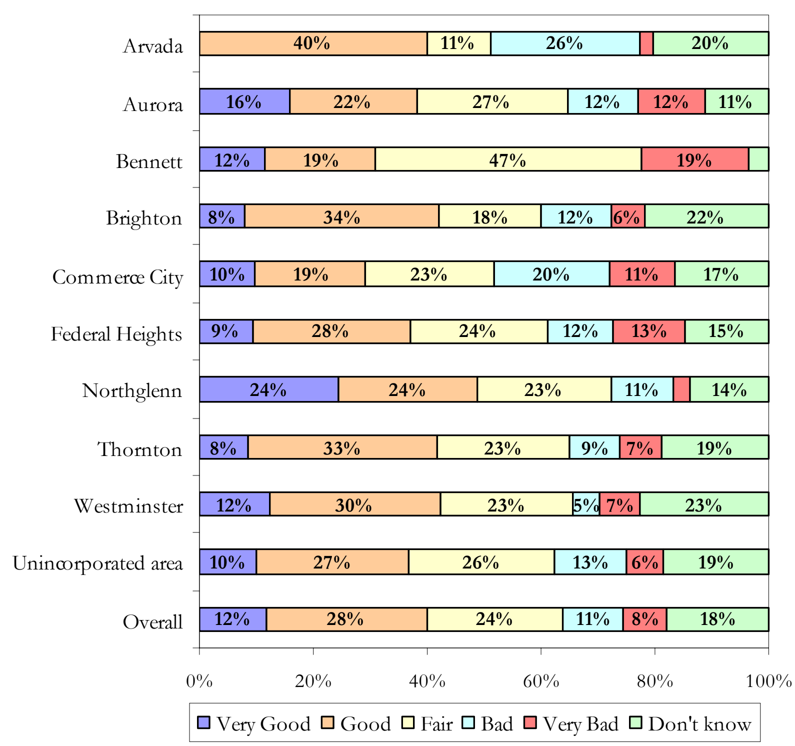
Commerce City Rates Public Education System the Most Poorly, and Northglenn is the Most Positive

While approximately 40 percent of respondents in most cities rated the public education system positively, the communities of Commerce City, Federal Heights, and Aurora saw the fewest positive ratings and most negative ratings of their respective public education system. In Commerce City, more respondents rated the public education system negatively than positively.

On the other hand, nearly 50 percent of Northglenn residents rated the public education system positively.

Note that sample sizes for Arvada and Bennett are extremely small, so conclusions based on this survey are quite uncertain.

Exhibit 6-2
Public Education System by Place



Adult Education Rates Higher than Child and Youth Services.

With respect to child care, a majority of respondents who held an opinion believed that local child care centers were of high quality. A majority of those with opinions felt that there are not enough affordable child care programs in their community, though.

Asked about after-school programs for youth, a slight majority of those with an opinion felt that there are not enough after-school programs for youth.

Similarly, a slight majority of people with an opinion on the issues felt that there are not good educational opportunities for youth in their community who are no longer in school.

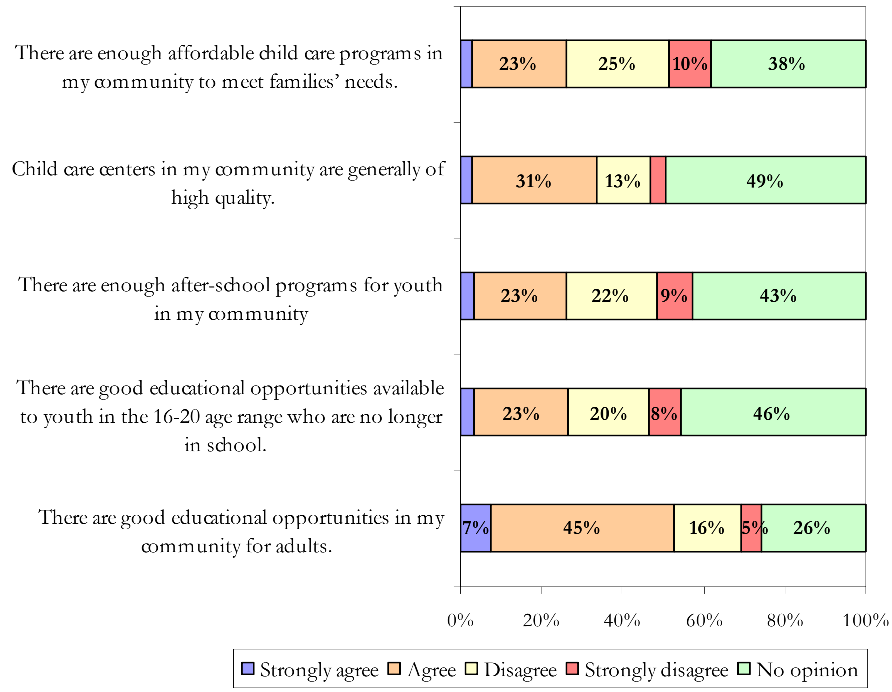
In all of the above issues, nearly half of all respondents had no opinion.

In contrast, a slight majority of all respondents (52 percent) stated that there are good local educational opportunities for adults, which was more than double the percent who disagreed.

Exhibit 6-3

Opinions on Childcare – Education

("I'm going to make several statements and please tell me if you strongly agree, agree, disagree, strongly disagree, or have no opinion about each one.")

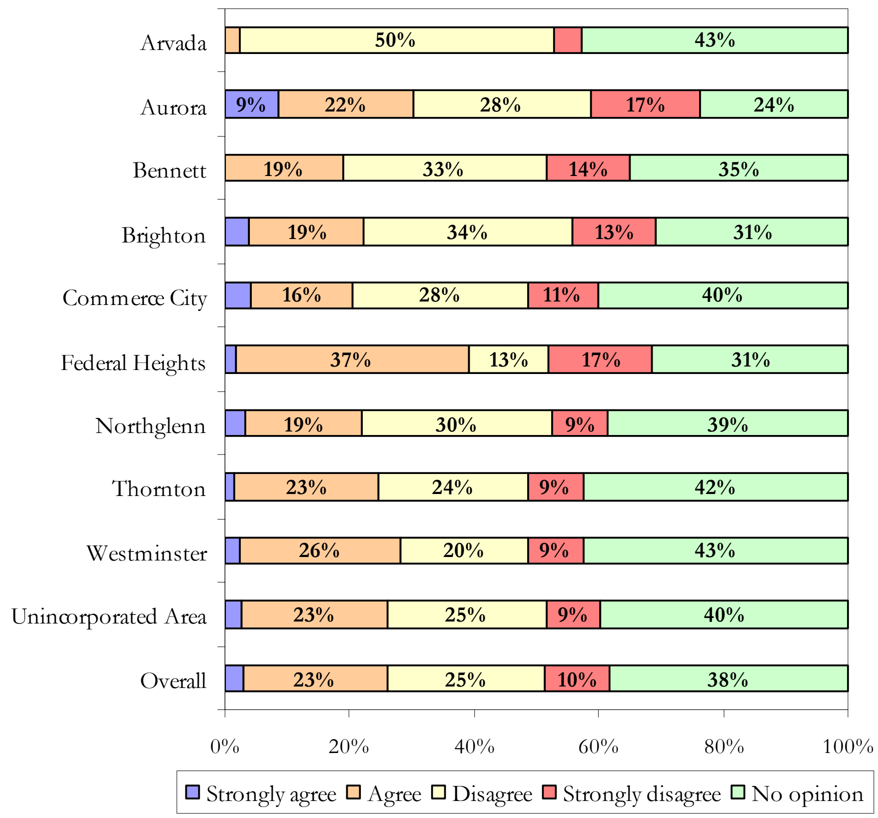


Opinions About Affordable Child Care Programs are Somewhat Consistent by Community

Opinions did not vary significantly throughout the county, with about 40 percent of respondents not offering an opinion, and a slight majority of the remainder disagreeing that there are enough affordable childcare programs in their community.

The only notable exceptions (where sample sizes were not extremely small) were Federal Heights and (to some extent) Aurora, where more people had opinions on the topic. Aurora tended to have more responses that were very positive and more that were very negative, while Federal Heights had large overall positive opinions, but also a large proportion of very negative opinions.

Exhibit 6-4
Opinions on the Availability of Affordable Child Care Programs by Place
(There are enough affordable childcare programs in my community to meet families' needs)

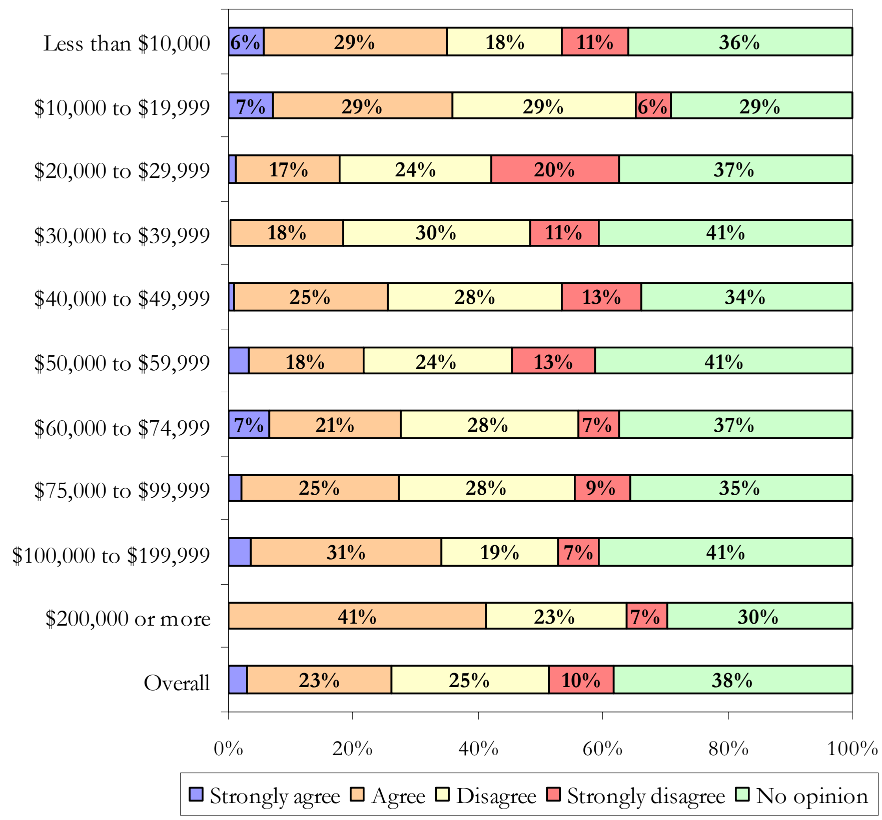


People in the Middle Income Brackets Rate Availability of Affordable Child Care Lowest

The highest levels of satisfaction with the availability of affordable child care were at the higher income brackets ($60,000 and up, and at the lowest income brackets (under $20,000). Satisfaction drops precipitously at the $20,000 income level.

This unusual pattern may be a function of the presence of subsidized child care programs for the lowest income households, which are not accessible to lower middle-class households.

Exhibit 6-5
Opinions on the Availability of Affordable Child Care Programs by Income

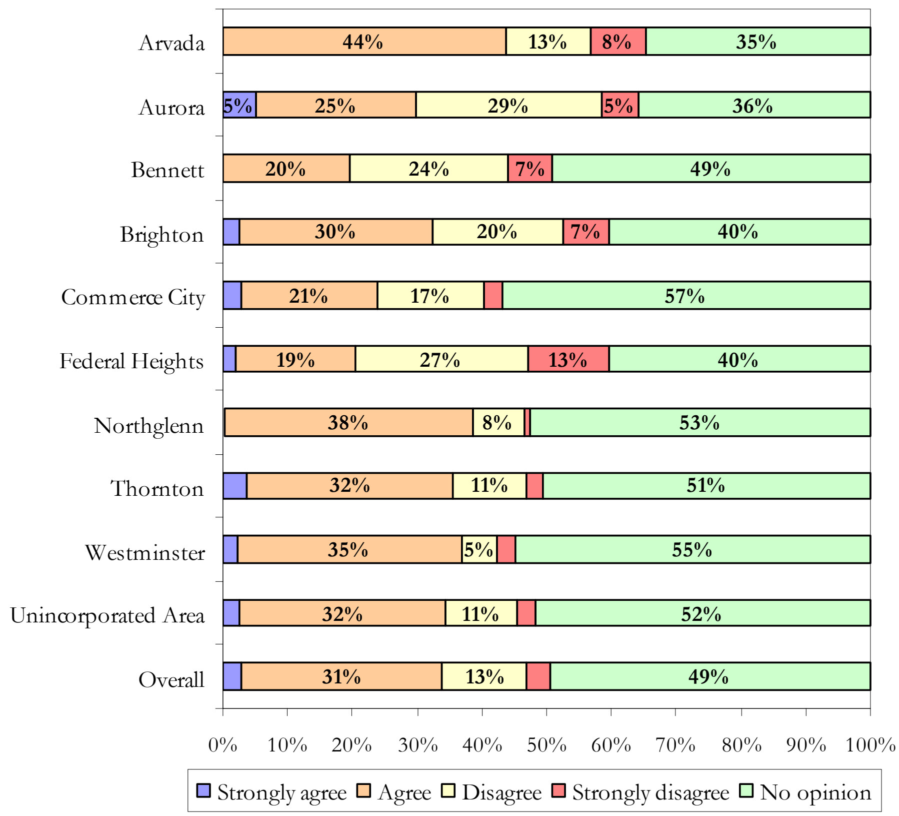


About Half of the Respondents Feel Unable to Judge the Quality of Child Care Centers in their Community

Just over 20 percent of the respondents in Federal Heights and Commerce City respectively, agree with the statement that there are enough high quality childcare centers in their community, which was the low end of the satisfaction rankings. On the higher end, almost 40 percent of respondents in Northglenn feel that childcare centers in their community are of high quality.

As with other issues related to childcare, almost half of survey respondents had no opinion on this issue.

Exhibit 6-6
Opinions on the Quality of Child Care Centers by Place
(Childcare centers in my community are generally of high quality)

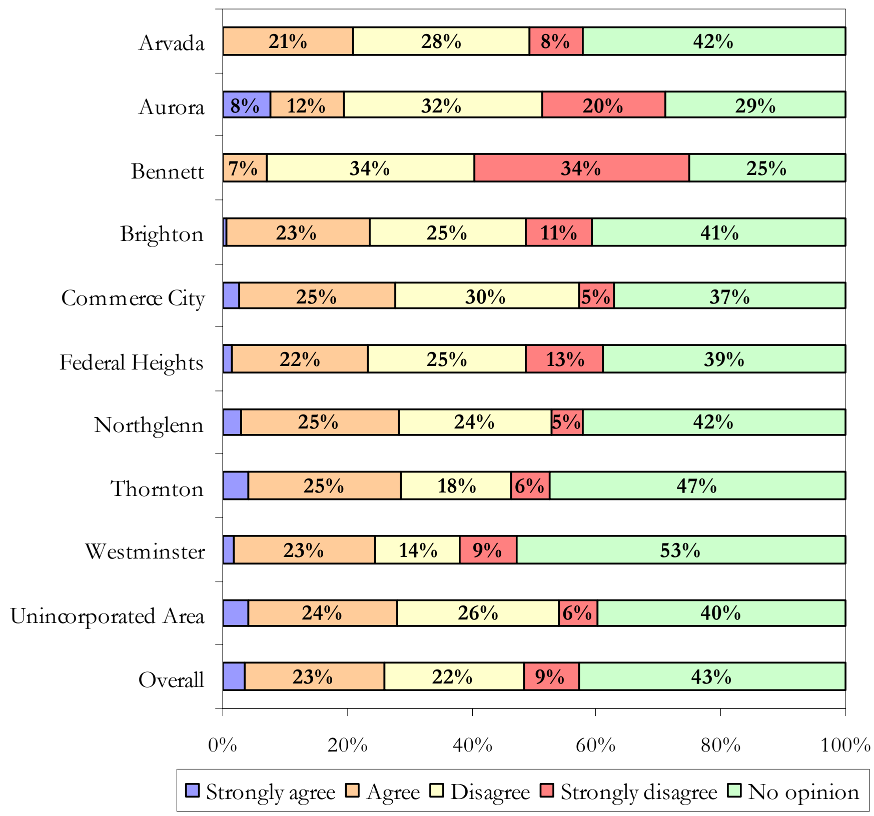


Aurora Expresses Most Disagreement with Statement about Sufficient Availability of After-School Youth Programs

Over 50 percent of Aurora residents in the survey disagreed that there are enough after-school programs for youth in their community. (The figure was much higher for Bennett, though the sample size for Bennett and Arvada make their findings suspect.) Only 20 percent agreed that there are enough programs.

Westminster respondents expressed the most positive perceptions, with only 23 percent of respondents disagreeing that there are enough programs, while 24 percent agreed. However, over 50 percent of Westminster residents also felt unable to offer an opinion on this issue.

Exhibit 6-7
Opinions on the Availability of After-School Programs for Youth by Place
(There are enough after-school programs for youth in my community)

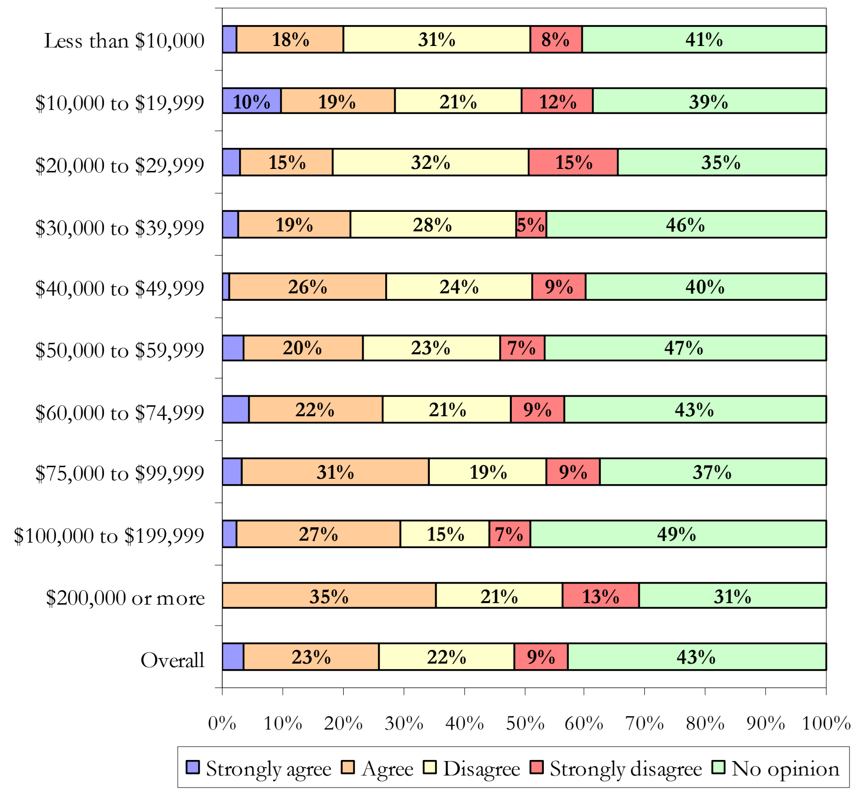


Perceptions of Availability of After-School Programs for Youth Increases as Income Increases

As income increases, respondents are more likely to agree that sufficient after-school programs are available.

This finding might be a reflection of respondents in the higher income brackets being able to provide their youth with more options for after-school activities and thus, not needing after-school programs as much as those in the lower income brackets. Alternately, there may simply be more programs available in higher-income areas, or programs might be more affordable, and therefore accessible.

Exhibit 6-8
Opinions on the Availability of After-School Programs for Youth by Income

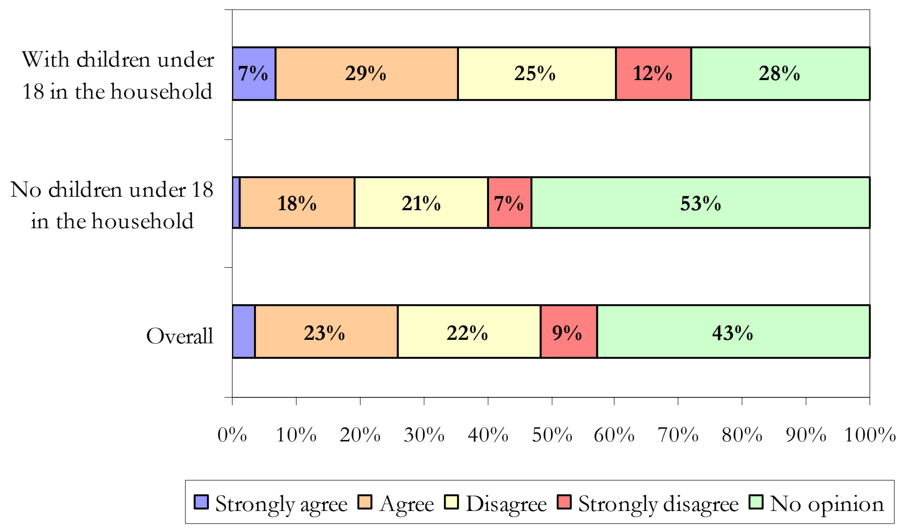


Parents are More Knowledgeable and More Positive than Non-Parents About After-School Programs

As expected, parents with children living in their household were more likely to have an opinion about after-school programs than were non-parents.

Parents were equally divided about whether sufficient after-school programs exist, with 36 percent answering affirmatively and 37 percent answering negatively. Interestingly, non-parents were more negative, with 19 percent answering positively and 28 percent answering negatively.

Exhibit 6-9
Opinions on the Availability of After-School Programs for Youth by Existence of Children Under 18 in the Household

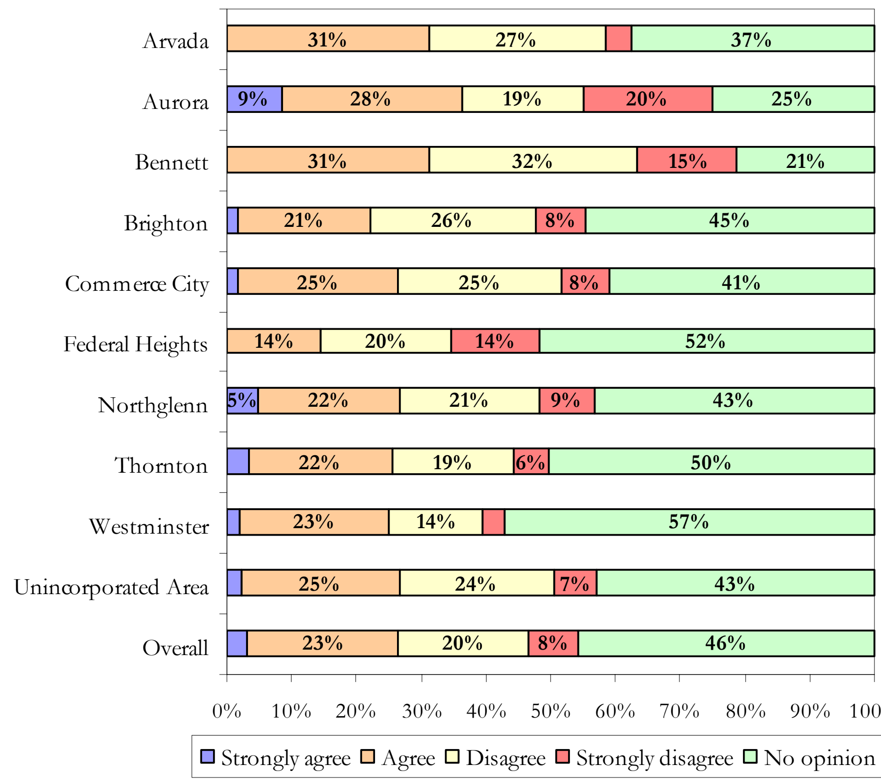


More Aurora Respondents Feel There are Good Educational Opportunities for 16-20 Youth than in Other Communities

Nearly half of all respondents were unable to offer an opinion on this issue, but among those who did have opinions, a slight majority felt that there were not good educational opportunities for non-school youth.

Westminster was an exception to that pattern, with more positive opinions than negative opinions. At the other end of the spectrum, Federal Heights had the largest ratio of negative to positive responses.

Exhibit 6-10
Opinions on the Availability of Educational Opportunities to Youth by Place
(There are good educational opportunities available to youth in the 16-20 age range who are no longer in school)

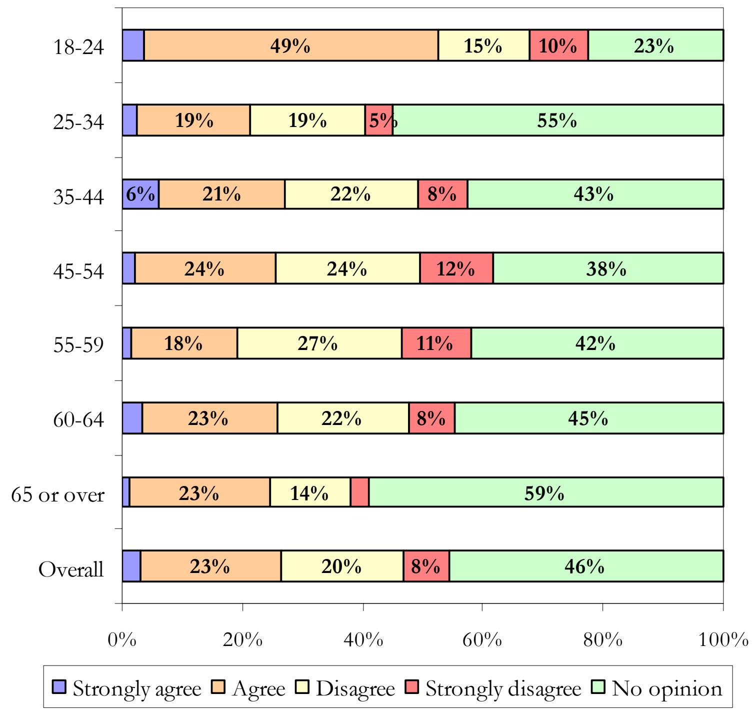


Younger People Are More Likely to Feel there are Enough Educational Opportunities Available to Youth

Over 50 percent of respondents aged 18 to 24 years were likely to agree with the statement that there were good educational opportunities available to youth in their community. This age group was also least likely to withhold their opinion or not offer an opinion in contrast to other age groups. This is positive since this is the target market for those types of programs.

Both awareness and positive opinions are lower among other age groups. Whether this difference is based on the youngest group having a more realistic knowledge of educational opportunities available or the older groups (beyond 34) having a greater knowledge of needed opportunities is not clear.

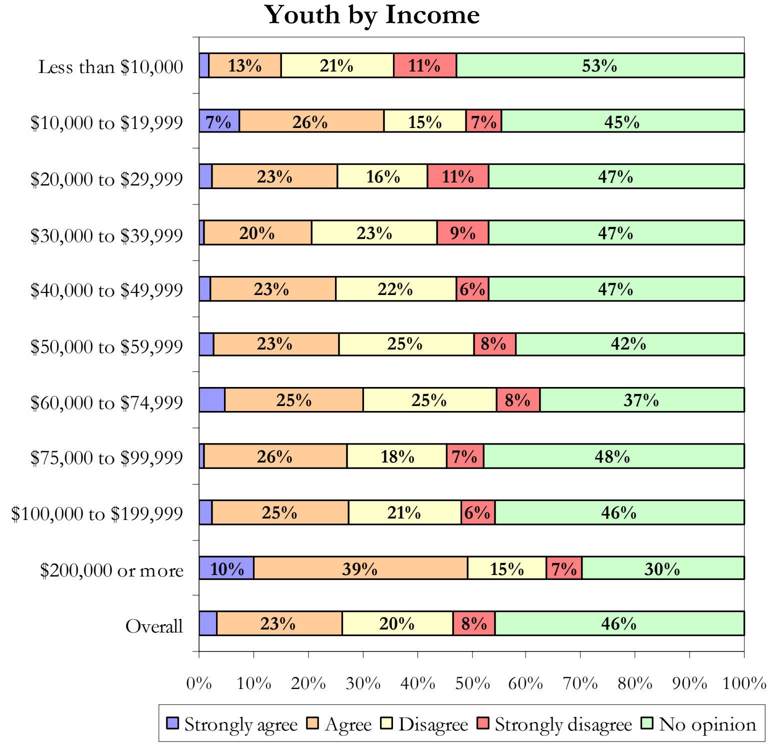
Exhibit 6-11
Opinions on the Availability of Educational Opportunities to Youth by Age Group



Income has Little Impact on Opinions about the Availability of Educational Opportunities for Youth

For most income groups, 25 to 30 percent of respondents agreed that opportunities are available and 25 to 30 percent disagreed that opportunities are available. Low income households (below $10,000 in household income) tend to have a more negative perception than households at other income levels.

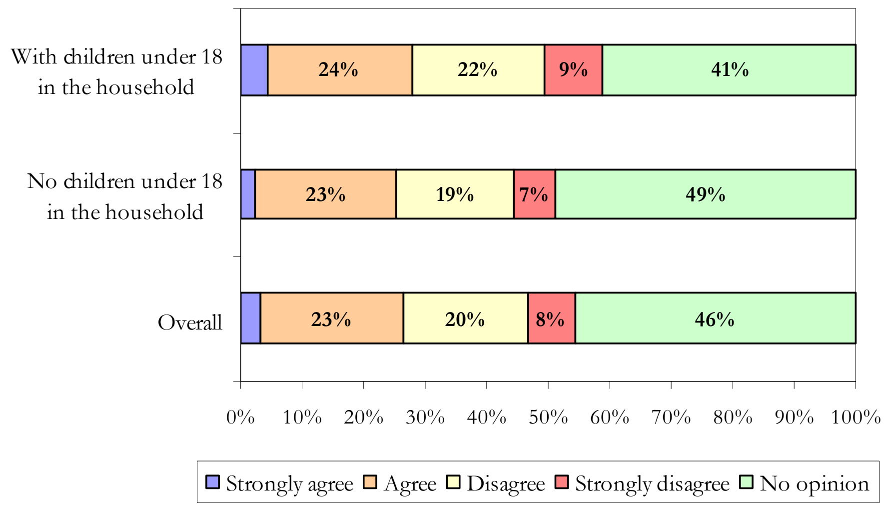
Exhibit 6-12
Opinions on the Availability of Educational Opportunities to Youth by Income



The Presence of Children Isn't a Big Factor in Opinions on Youth Education

Households with children were more likely to hold an opinion on the availability of educational opportunities for non-school youth (59 percent versus 51 percent). However, among those who did have opinions, those opinions were remarkably similar between parents and non-parents.

Exhibit 6-13
Opinions on the Availability of Educational Opportunities to Youth by Existence of Children Under 18 in the Household



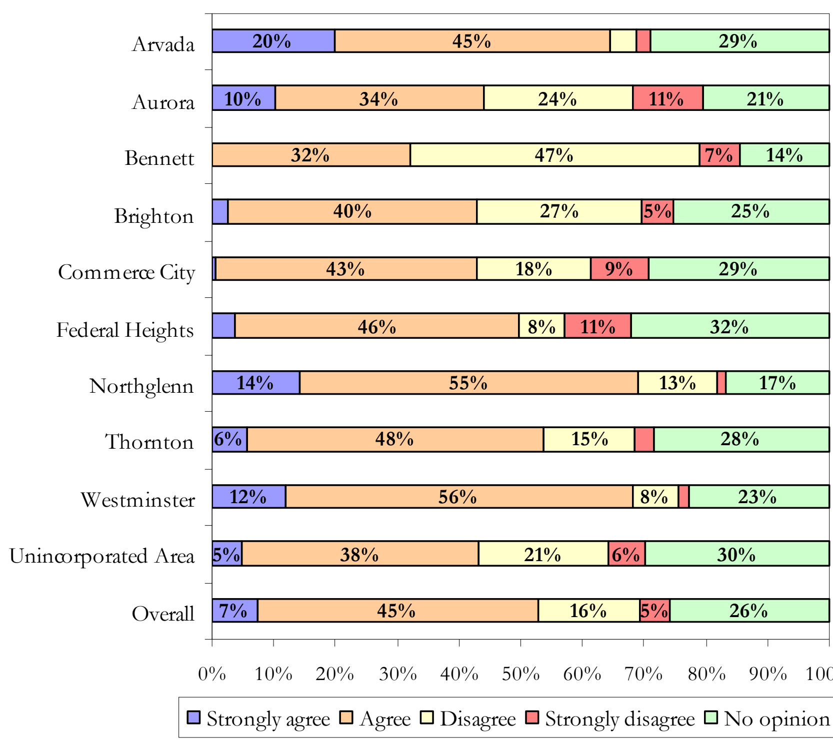
Opinions on Adult Education Vary by Community

Over 40 percent of respondents from each of the communities agreed that there are good educational opportunities available for adults (with the exception of Bennett, which has a very small sample size). Almost 70 percent of respondents from Northglenn and Westminster felt this way.

Aurora respondents were the most in disagreement, with over a third of respondents disagreeing that there are good educational opportunities for adults.

More people seemed to be familiar with educational opportunities for adults than for youth, as only 20 to 30 percent of respondents from various communities claimed to not have an opinion on the issue.

Exhibit 6-14
Opinions on the Availability of Educational Opportunities for Adults by Place
(There are good educational opportunities in my community for adults)

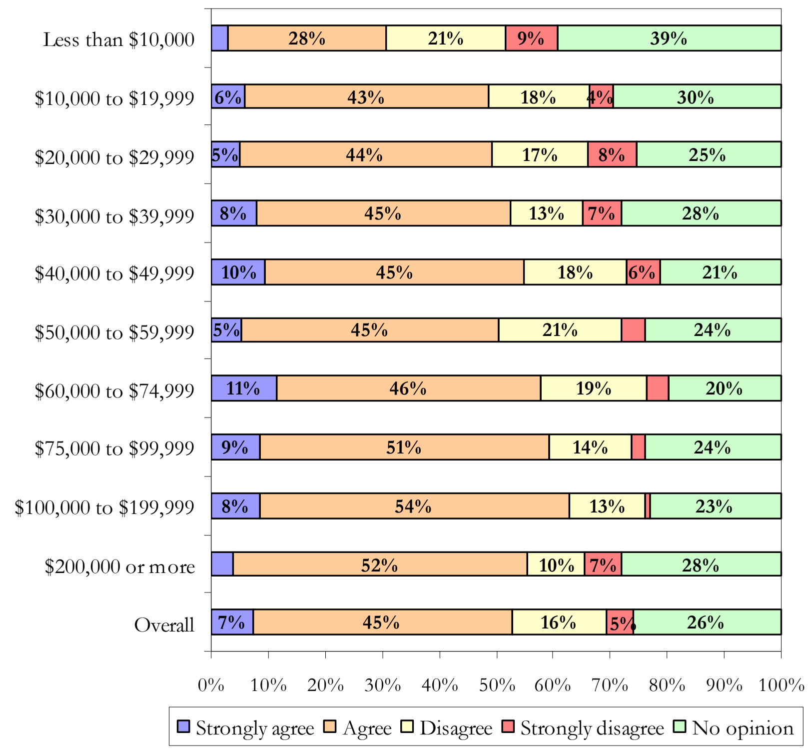


Perception of Educational Opportunities for Adults Rises as Household Income Increases

In general, opinions on the availability of educational opportunities for adults increased with income. Only 30 percent of respondents from households earning less than $10,000 agreed that there were good educational opportunities available for adults in their community. Fifty percent or more of the respondents from the other income groups were in agreement with this statement, peaking at 62 percent for those earning $100,000 to $199,999.

In terms of disagreement, more respondents from the lowest income group (30 percent) disagreed with this statement than in any other income group as well.

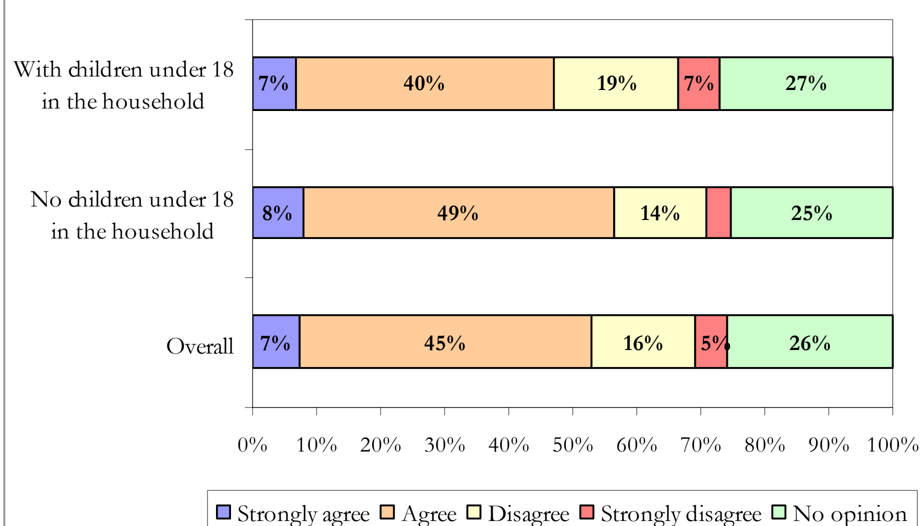
Exhibit 6-15
Opinions on the Availability of Educational Opportunities for Adults by Income



Opinions about Adult Education Vary between Households With or Without Children

Households without children are more likely to agree that adult education opportunities are available than are households with children (57 percent versus 47 percent), and less likely to disagree (18 percent versus 26 percent).

Exhibit 6-16
Opinions on the Availability of Educational Opportunities for Adults by Existence of Children Under 18 in the household



This section of the report addresses satisfaction with numerous basic infrastructure services.

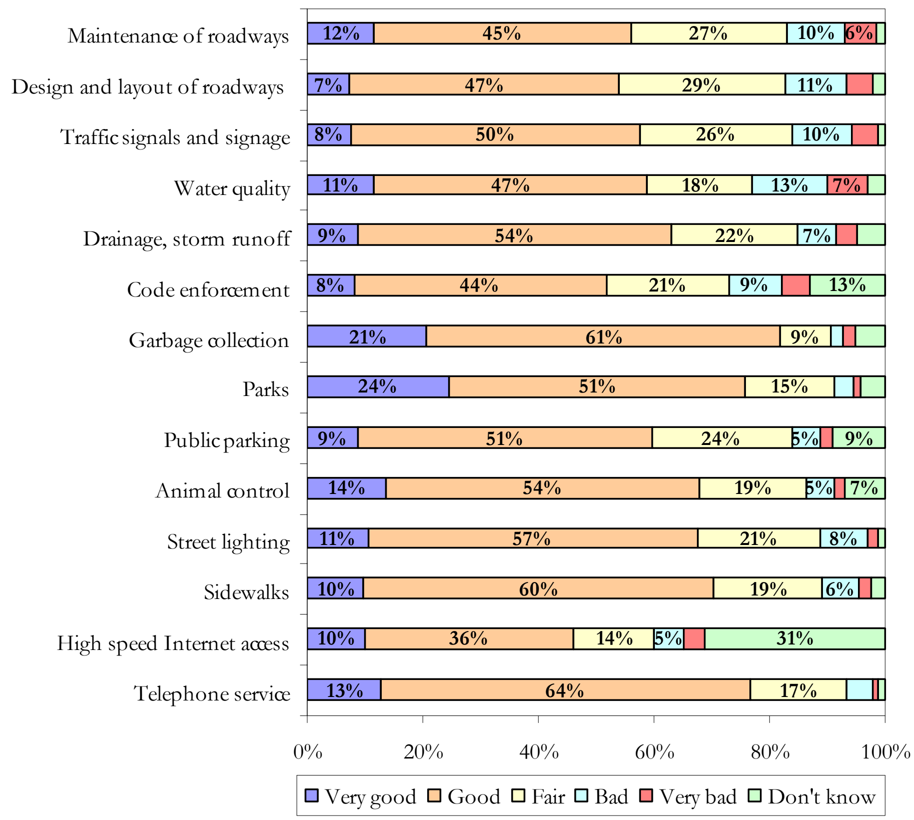
Overall Satisfaction with Basic Infrastructure Services High

With the exception of high-speed Internet service, a majority of citizens rate all infrastructure services as good or very good. The seemingly poor showing for Internet service is somewhat of a misnomer, though, since nearly one-third of the respondents had no opinion.

Satisfaction was highest for garbage collection and telephone service, followed closely by parks.

Overt dissatisfaction was the greatest with water quality with about twenty percent of the respondents rating it poorly. Even so, the positive to negative ratio was nearly three to one. Code enforcement was another area of concern, with a relatively low satisfaction rate.

Exhibit 7-1
Satisfaction with the Basic Infrastructure
("How satisfied are you with each of the following in the community?")

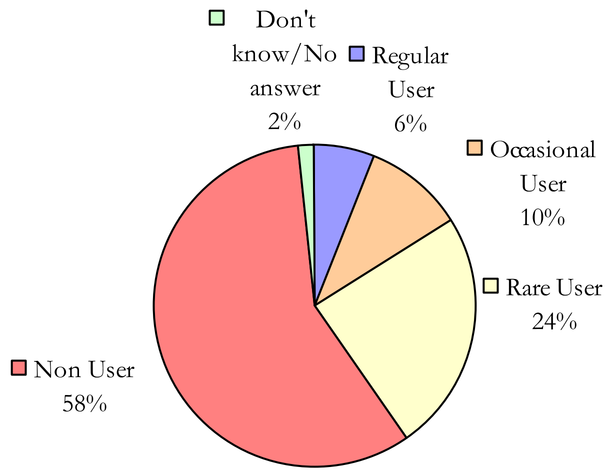


This section of the report addresses a variety of public services, including social services.

Well Over 50 Percent of Adams County Residents do not Use Public Transportation

When asked to describe their usage of public transportation, only six percent claimed to use it regularly, ten percent said they were occasional users, almost a quarter said they used it rarely and just under sixty percent said they never use it.

Exhibit 8-1
Usage of Public Transportation
("Which of the following best describes your usage of public transportation?")

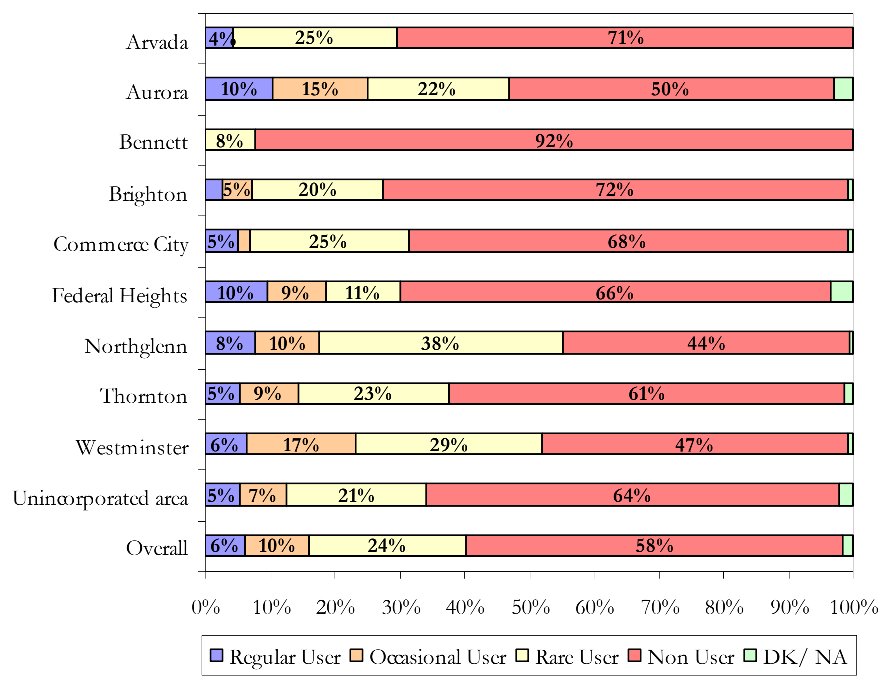


Northglenn, Westminster and Aurora Residents use Public Transportation more than People in Other Communities

Between 20 and 25 percent of respondents in Westminster and Aurora were regular to occasional users of public transportation. Another 25 to 30 percent of respondents in these same communities were also rare users of public transportation.

Regular and occasional use were lowest in Brighton and Commerce City.

Exhibit 8-2
Usage of Public Transportation by Place

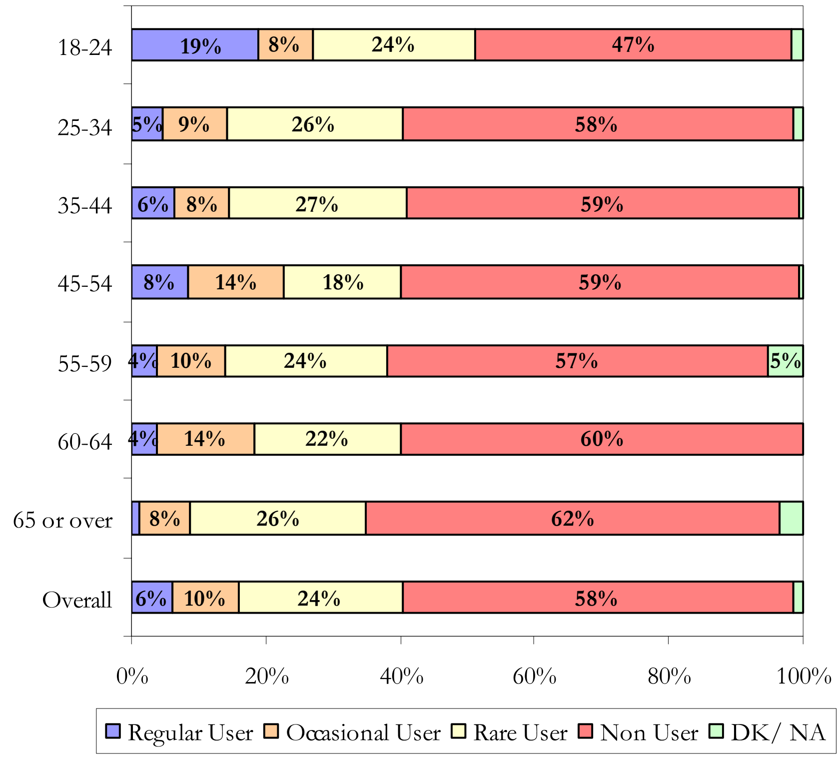


Younger People More Likely to be Regular Users of Public Transportation

Except for people aged 18 to 24, over half of the people in other age groups were likely to be non-users of public transportation. The younger people were more likely to use public transportation, and were much more likely to use it regularly.

Senior citizens were the least likely to be use public transportation, and to be regular users.

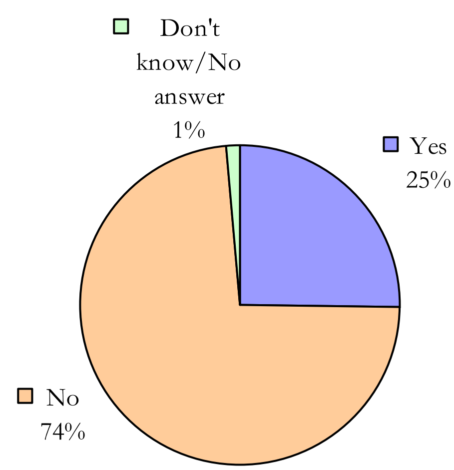
Exhibit 8-3
Usage of Public Transportation by Age



Most People in Adams County Are Not Interested in Using Public Transportation

When asked if they had any interest in using public transportation, a fourth of the current non-users answered in the affirmative. The rest of the respondents, almost three quarters of them, answered in the negative to this question.

Exhibit 8-4
Interest in Using Public Transportations
("Do you have any interest in using public transportation?")



Note: Includes only respondents who reported not using public transportation.

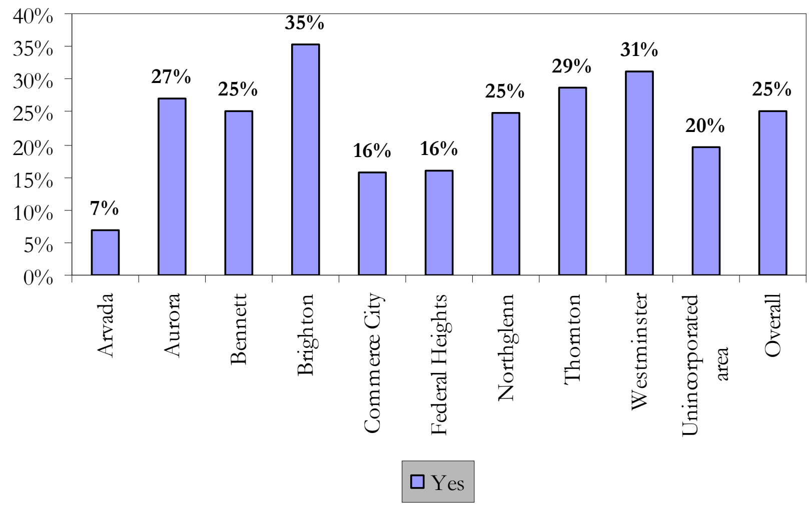
Brighton leads other Communities in Potential Interest in Using Public Transportation

Over a third of all respondents from Brighton expressed an interest in using public transportation. Other areas of high interest included Westminster and Thornton. Commerce City and Federal Heights had the lowest proportion of respondents interested in using public transportation.

A potential interest in Brighton is understandable because of the low current use. This might indicate a lack of capacity in the area that has unmet need. However, Commerce City also had low reported ridership, but also reported low interest.

It should be noted that this question was only asked of those respondents who reported not using public transportation.

Exhibit 8-5
Interest in Using Public Transportations by Place



Note: Includes only respondents who reported not using public transportation.

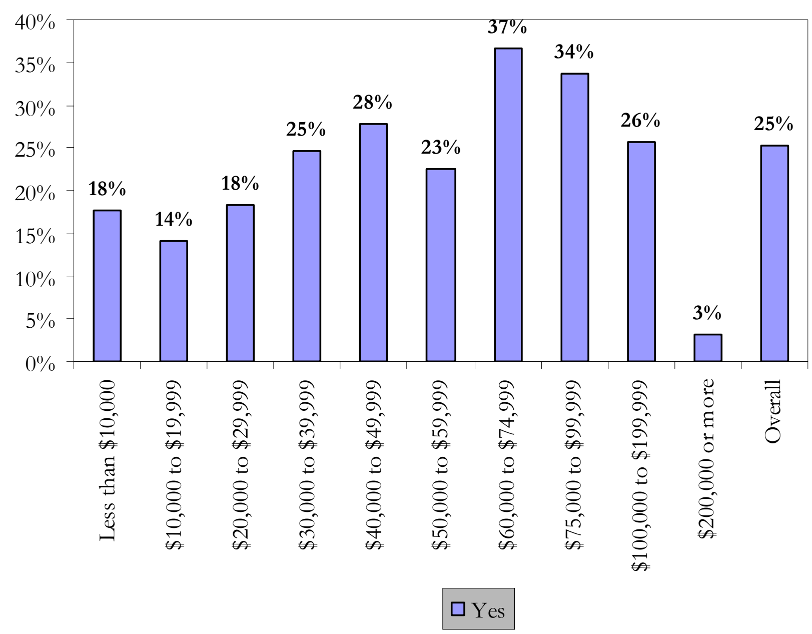
As Income Increases so does the Interest in Using Public Transportation

Whereas a moderate proportion, under 20 percent, of those earning under $10,000 showed an interest in using public transportation, on the whole there was a direct relationship between household income level and interest in using public transportation.

This is a bit surprising since it runs counter to the notion that public transportation is a low-cost means of travel. It may be related to this survey's finding that higher income households are more likely to have workers commuting beyond Adams County.

It should be noted that this question was only asked of those respondents who reported not using public transportation.

Exhibit 8-6
Interest in Using Public Transportations by Income



Note: Includes only respondents who reported not using public transportation.

Inconvenience of Routes one Major Cause of Non-Use of Public Transport

Respondents who claimed not to use public transportation were asked to select their reason for not using public transportation. Half of these respondents chose "other" reasons that are described in greater detail on the next page. Of the other 50 percent, 17 percent chose inconvenient routes as a major cause. Other causes that garnered five percent or more of the responses were "unfamiliarity with the system," "inconvenient times", "takes too long," and "don't know."

Exhibit 8-7
Reasons for Not Using Public Transportation
("Which of the following best describes why you do not use public transportation?")

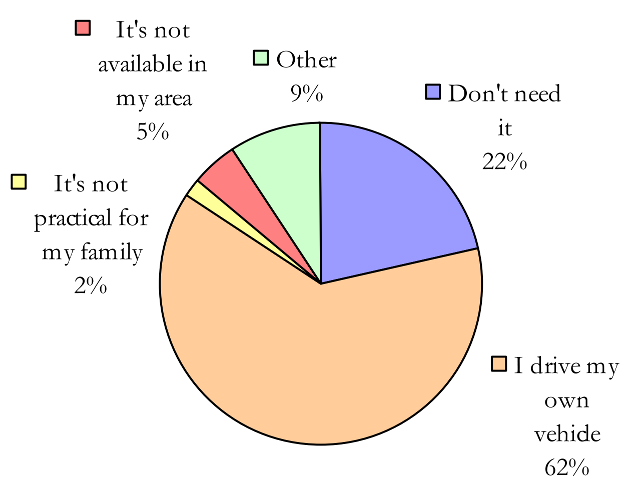
Note: Includes only respondents who reported not using public transportation.

Driving their own Vehicle is a Major "Other" Reason for Non-Use of Public Transportation

Over 60 percent of the respondents who claimed there were "other" reasons for their not using public transportation said simply that they have their own vehicle. This was not offered in the survey as a potential response because it is not a core reason in itself (i.e., the car is either more convenient, or faster, or some other reason). However, many respondents didn't consider the root cause for preferring their own vehicle, but just reported that they did. (This may be a byproduct of America's automotive culture, where the baseline assumption is that one will drive one's own vehicle.)

Another 22 percent of respondents said that they did not need to use public transportation (for reasons such as 'not going anywhere' and working nearby or being retired).

Exhibit 8-8
"Other" Reason for Not Using Public Transportation

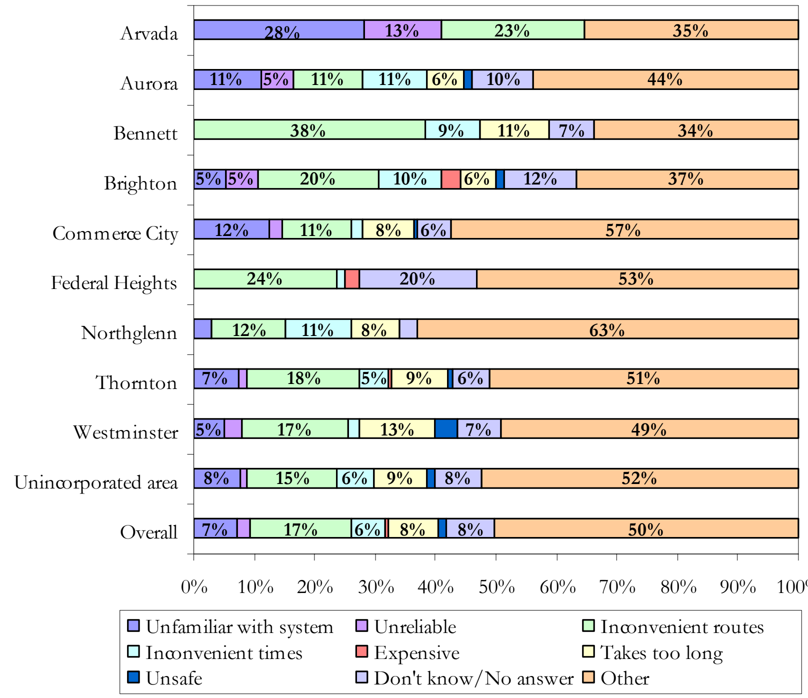


Note: Includes only respondents who reported not using public transportation and give "Other" reason for not using it.

"Other" Reasons Dominate as Rationale for Non-Use across Adams County Communities

Among cited core reasons (other than "I have my own vehicle") inconvenient routes was the next most commonly cited reason for non-use across communities.

Exhibit 8-9
Reasons for Not Using Public Transportation by Place



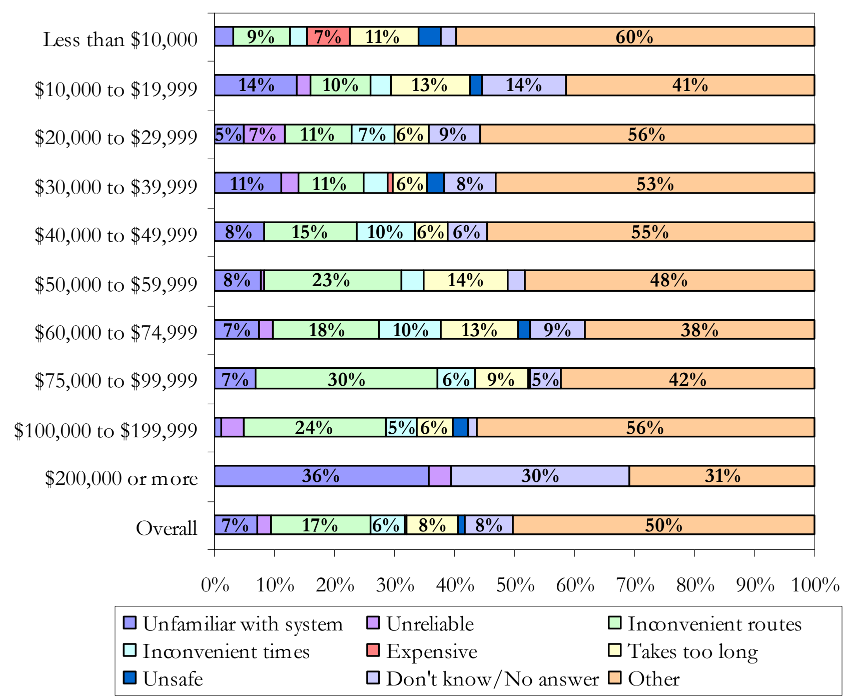
Note: Includes only respondents who reported not using public transportation.

Reasons for Not Using Public Transit Vary by Income

Among core reasons for not using public transportation, higher income households are more likely to cite unfamiliarity with routes, while lower income households are more likely to cite unfamiliarity with the system (i.e., how the process works).

All income groups were most likely to cite having their own vehicle as the main reason for not using public transportation.

Exhibit 8-10
Reasons for Not Using Public Transportation by Income



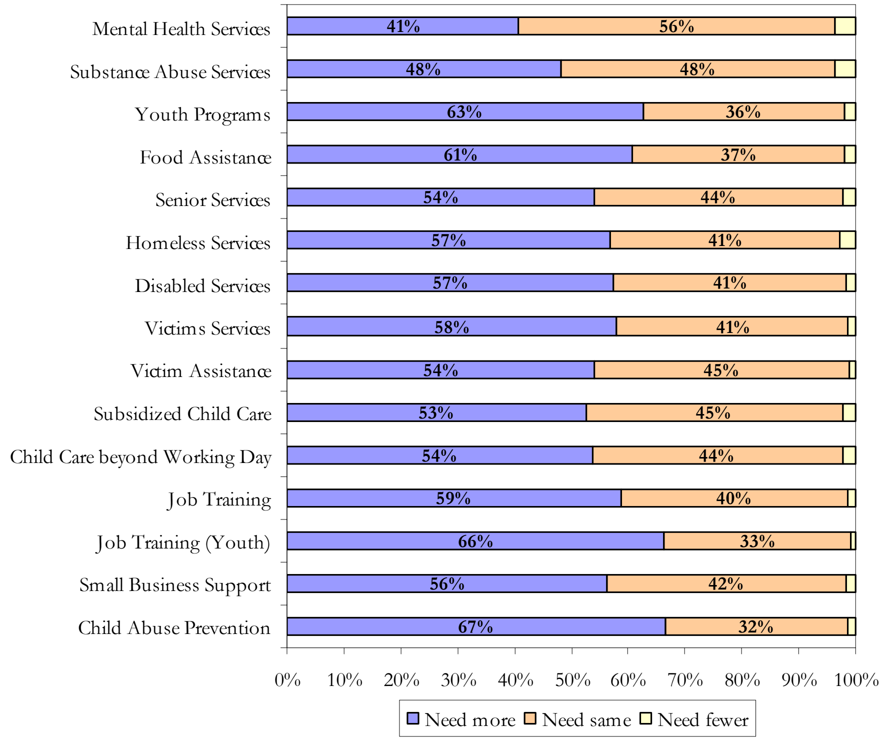
Note: Includes only respondents who reported not using public transportation.

Few if Any Residents of Adams County Believe that Fewer Services are Needed in Specific Areas

For all services except mental health and substance abuse, well over 50 percent of the survey respondents felt that more services in that area were needed. For mental health more people felt that the same amount of that service was needed. For substance abuse, the respondents were split between needing more and needing the same amount that is currently provided. These two services might be provoking a NIMBY ("Not In My Back Yard" type of response).

Child abuse prevention services and job training for youth were the top areas in need of more services. For those two service areas, approximately two-thirds of participants said that more services are needed.

Exhibit 8-11
Opinion on the Need for Different Types of Services
("Please let us know what you think about the need for the following types of services in your community.")

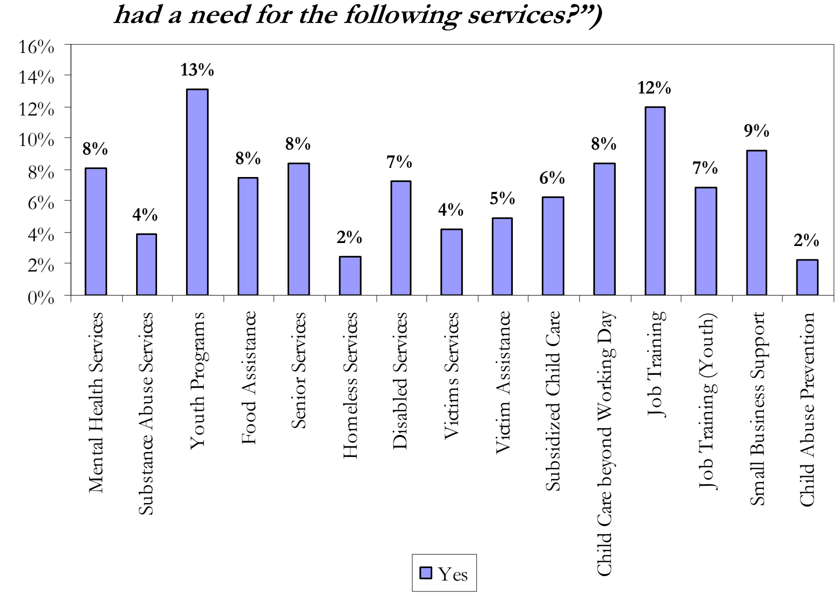


Variation in Need for Services Low across the Different Service Areas with Youth Programs Dominating

When asked if anyone in the household had needed the stated services in the past year, responses varied from a low of two percent of respondents to a high of 13 percent.

Twelve to thirteen percent of the respondents claimed that someone in their household needed job training and youth programs respectively in the past year. At the low end of the scale, only two percent cited a need for homeless services, but this type of service will almost certainly be underrepresented in a household-based survey.

Exhibit 8-12
The Need for Different Types of Services During the Past Year
("During the past year, have you or anyone in your household had a need for the following services?")



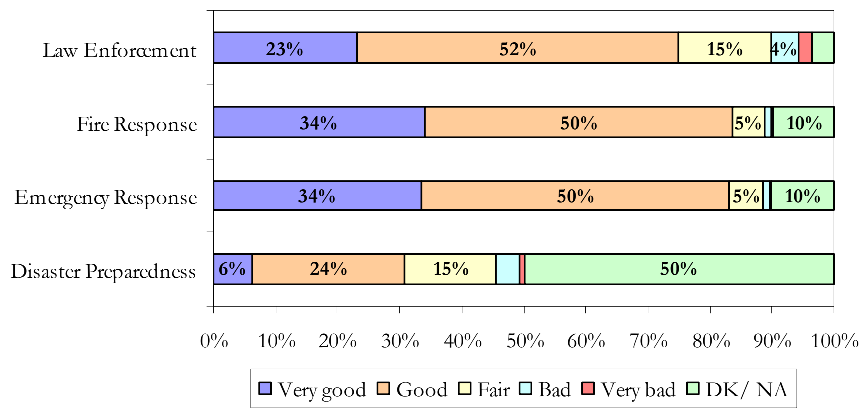
This section of the report addresses emergency services, including law enforcement, fire, and emergency services.

Satisfaction with Public Safety is High

Respondents were asked to rate the public safety services of law enforcement, fire response, emergency response and disaster preparedness. Nearly 85 percent of respondents said that fire and emergency response were good or very good. A total of 75 percent felt the same of law enforcement.

Disaster preparedness was not ranked as well, and 50 percent of respondents claimed not to know or were unable to rate this public service. This might be because disaster preparedness is something that the day-to-day public is not cognizant of and thus, feels unable to judge.

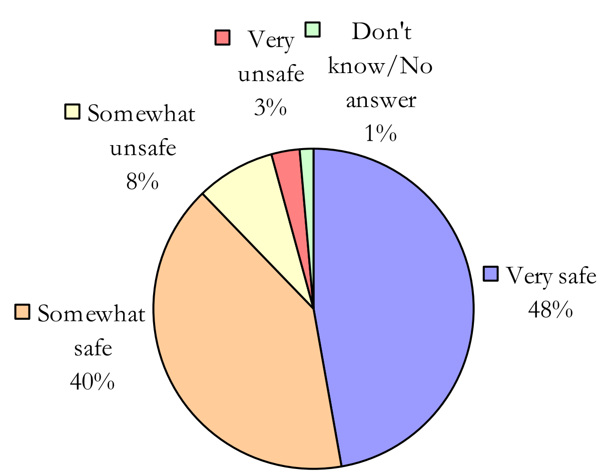
Exhibit 9-1
Public Safety Services
("How would you rate the following public safety services provided in your community?")



Less Than Half of Residents Feel "Very Safe" in Their Neighborhood

Respondents were asked how safe they felt in their neighborhood. Almost 50 percent felt very safe, 40 percent felt somewhat safe, 8 percent felt somewhat unsafe and 3 percent felt very unsafe. This presents a picture of Adams County being perceived as a safe place to live for the majority of its residents.

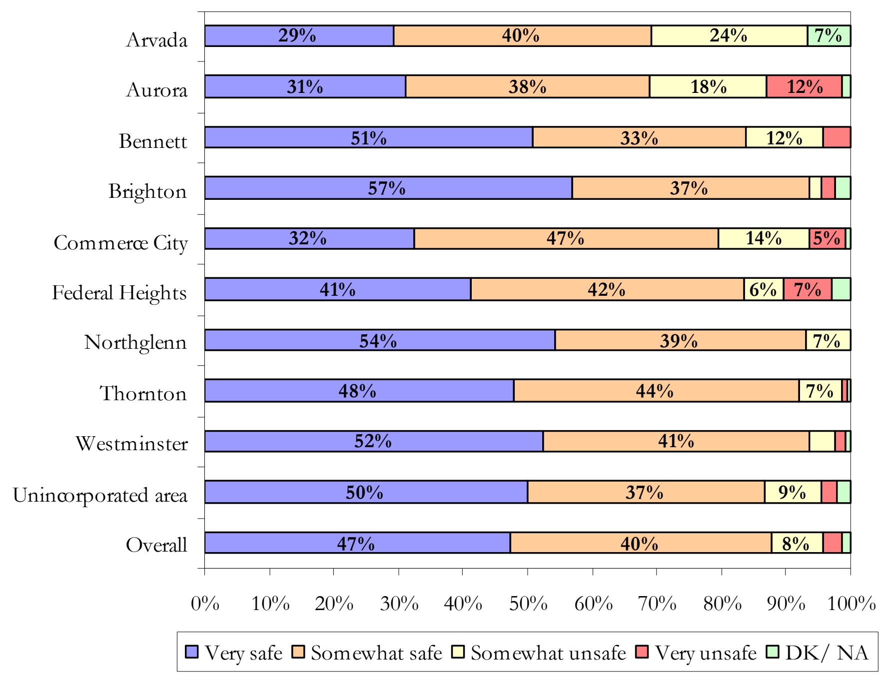
Exhibit 9-2
Perceived Safety
("How safe do you feel in your neighborhood?")



Perceived Safety Varies by Community

Perceived safety varied significantly by community. On the high end, 90 percent or more of the respondents in Northglenn, Thornton, Westminster and Brighton felt very or somewhat safe. About 80 percent of the respondents in Federal Heights, Commerce City felt themselves to be very or somewhat safe. Aurora had the lowest proportion of respondents who felt very safe or somewhat safe in their neighborhood, at 69 percent. Thirty percent of Aurora respondents felt unsafe in their neighborhood.

Exhibit 9-3
Perceived Safety by Place

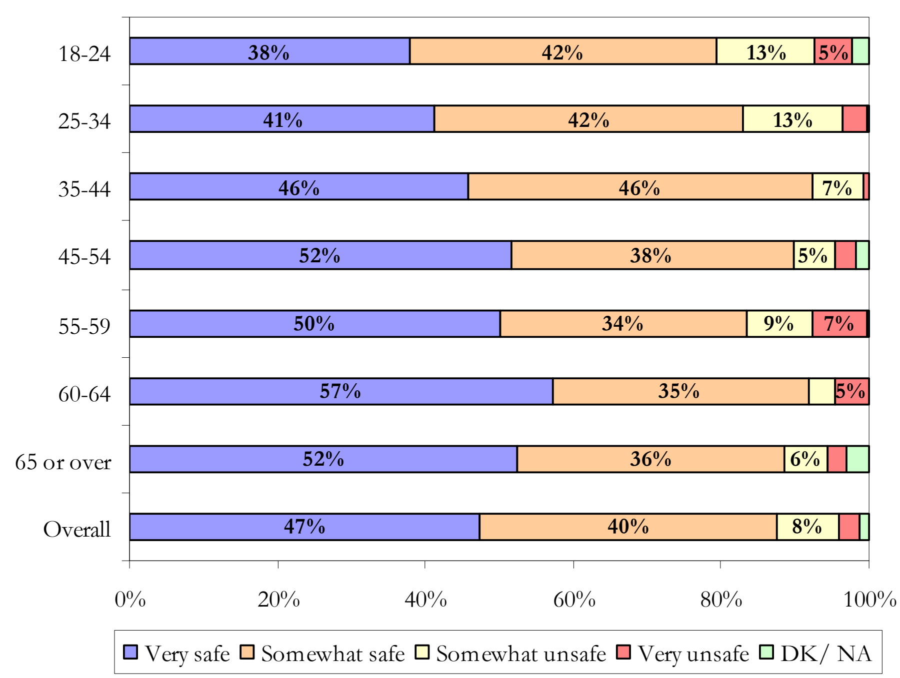


Perceived Safety Increases by Age

Almost 20 percent of the 18 to 24 year old respondents felt unsafe in their neighborhoods, while 80 percent felt safe or very safe. Perceptions of safety then increased by age, peaking at 92 percent feeling safe or very safe in the 60 to 64 age range.

This finding is a bit of a surprise since older people are often seen as more attractive victims to criminals. It could be a function of the neighborhoods where younger people live compared to older people, or a perception by young people that they are more at risk due to their activities and their lifestyle.

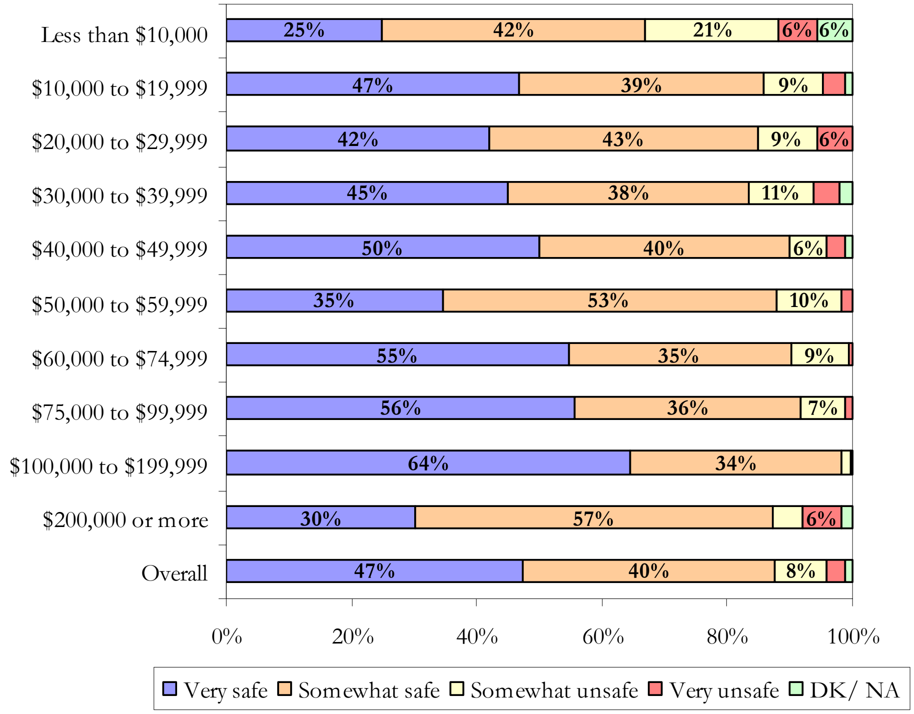
Exhibit 9-4
Perceived Safety by Age Group



Perceptions of Safety Appear to be Related to Income

As income increases so it seems does the perceived safety of residents in their respective neighborhoods. Less than 70 percent of those earning less than $10,000 feel safe or very safe in their neighborhoods whereas more than 90 percent of those earning over $60,000 feel safe or very safe in their neighborhoods.

Exhibit 9-5
Perceived Safety by Income

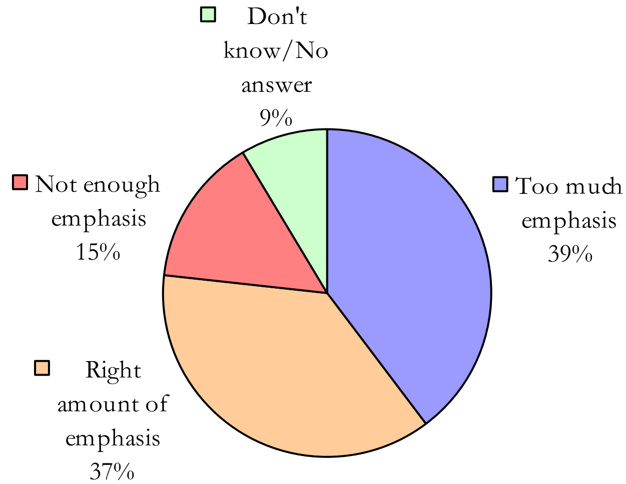


This section of the report addresses the perceived need for bilingual communications by local government.

Less than 40 Percent of Respondents Agree with the Current Emphasis on Providing information in Multiple Languages

When asked their opinion about local governments providing information in multiple languages, 39 percent felt there was too much emphasis on providing information in multiple languages. An almost equal 37 percent felt there was just the right amount of emphasis. Approximately 15 percent felt there was not enough emphasis and 9 percent didn't know or didn't answer.

Exhibit 10-1
Information in Multiple Languages
("What is your opinion about local governments providing information in multiple languages?")

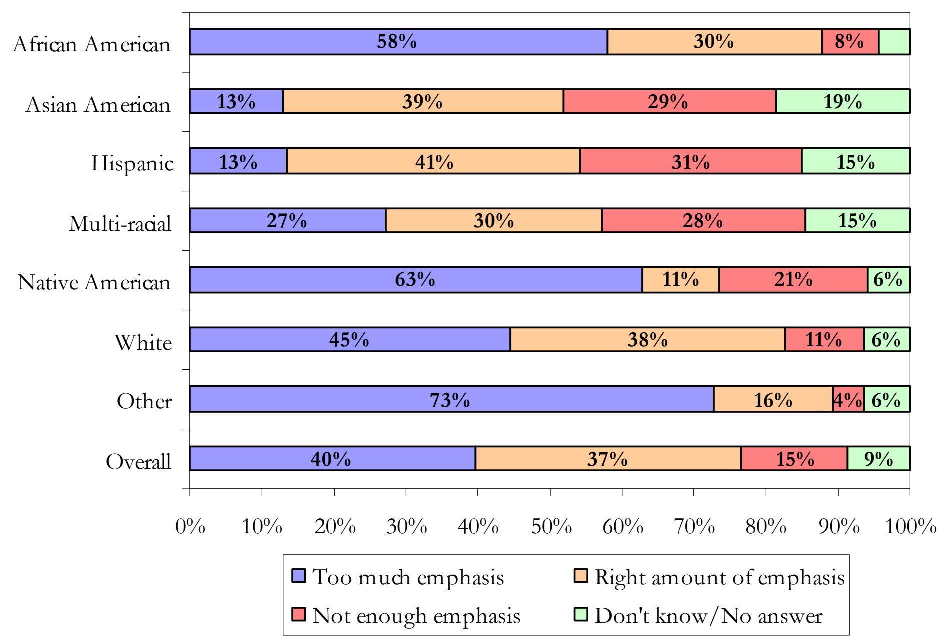


Race Impacts Opinions Regarding Provision of Information in Multiple Languages

As noted before, 40 percent of respondents felt that there was too much emphasis on providing information in multiple languages, and 15 percent felt that there was not enough emphasis. In general, whites and African Americans desired less emphasis in this area, while Asian Americans, Hispanics, and multi-racial respondents favored more emphasis.

One should exercise caution in interpreting the findings for racial groups other than white and Hispanic, as there were not enough respondents in the other categories to provide statistically robust results.

Exhibit 10-2
Information in Multiple Languages by Race



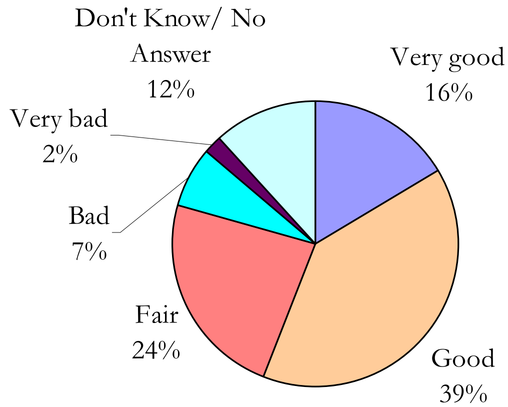
This section of the report examines recreational and cultural issues in the county.

Residents View Recreational and Cultural Opportunities Positively

Over half (55 percent) of residents believe that recreational and cultural opportunities in their community are good or very good. Positive responses were six times more common than negative responses (9 percent).

Exhibit 11-1
Recreational Opportunities

("How would you rate the opportunities for recreation and cultural activities in your community?")



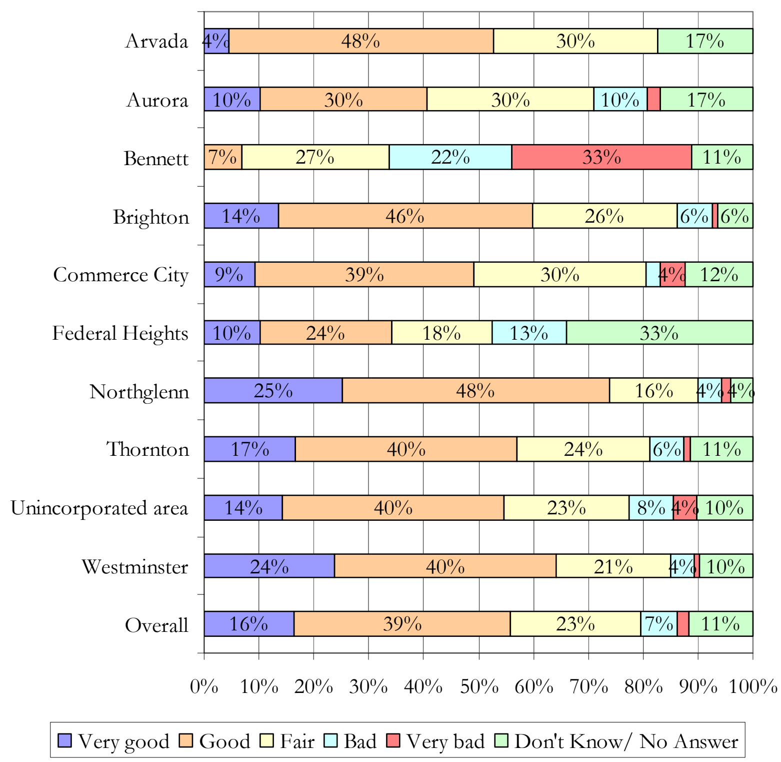
Perceptions of Recreational and Cultural Opportunity Vary by Community

Northglenn was the area with the greatest cultural and recreational opportunities, according to survey respondents. Nearly three-fourths (73 percent) of respondents there rated opportunities good or very good. Westminster was also well above average at 64 percent.

At the other end of the spectrum, only 34 percent of Federal Heights residents felt that opportunities were good or very good, along with 40 percent of Aurora residents.

While the sample size is too small to have any validity, the very low ratings offered in Bennett are of interest as well.

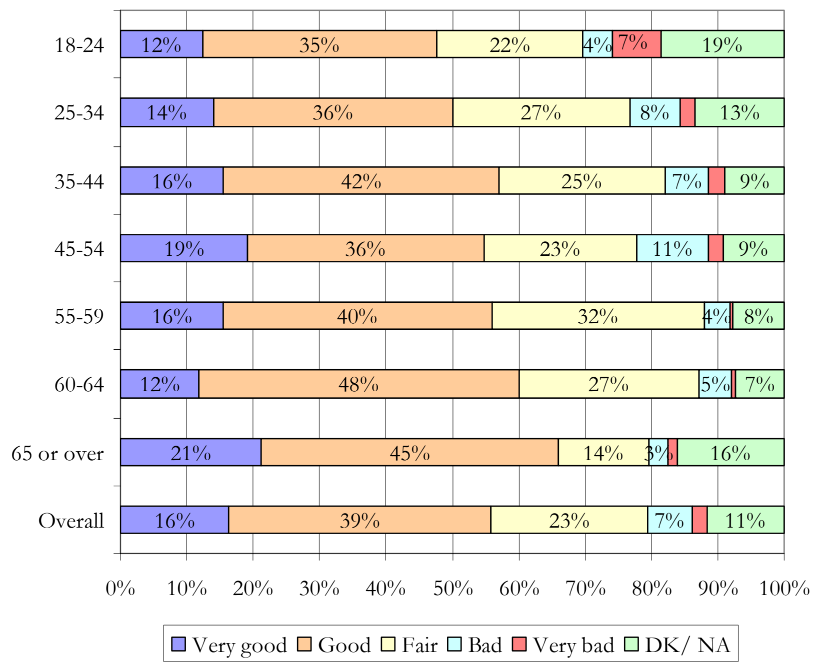
Exhibit 11-2
Recreational Opportunities by Place



Older People have More Recreational and Cultural Options than Younger People

People under age 35 were below average in their opinions of recreational opportunities, while people age 35 and older were above average. Opinions were highest among those 65 or older.

Exhibit 11-3
Recreational Opportunities by Age

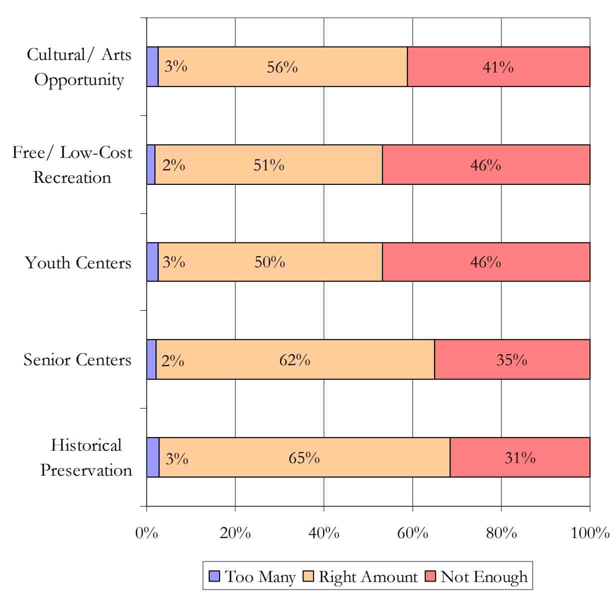


Free/Low Cost Recreation and Youth Centers Have the Greatest Perceived Need

Nearly half of residents stated that there are not enough free/low cost recreational opportunities, and the same proportion stated that there are not enough youth centers.

While a significant proportion cited needs for more cultural/arts opportunities, senior centers, and historical preservation, those figures were in the 30 to 40 percent range.

Exhibit 11-4
Need for Additional Recreation/Culture
("Are there too many, not enough, or about the right amount of the following in Adams County?")



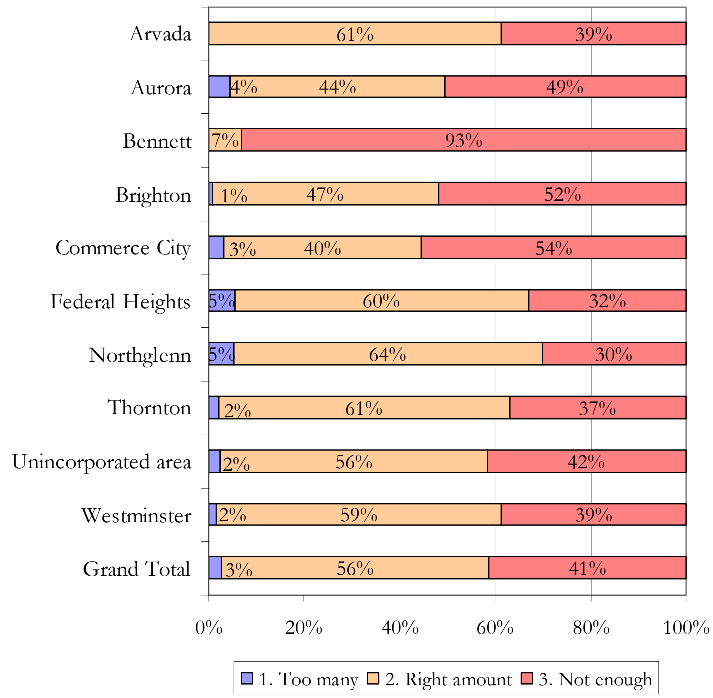
Thornton and Commerce City Lead in Perceived Need for Cultural/Arts Opportunities

Over half of the respondents in Brighton and Commerce City stated that more cultural/arts opportunities are needed in the county, with Aurora close behind.

While Bennett's figures are based on an extremely small sample size that does not provide statistical relevance, the very strong need cited there may be worthy of further investigation.

Federal Heights and Northglenn cited the least additional need, though more than 30 percent in each community still wished for more opportunities.

Exhibit 11-5
Need for Additional Cultural/Arts Opportunities by Place

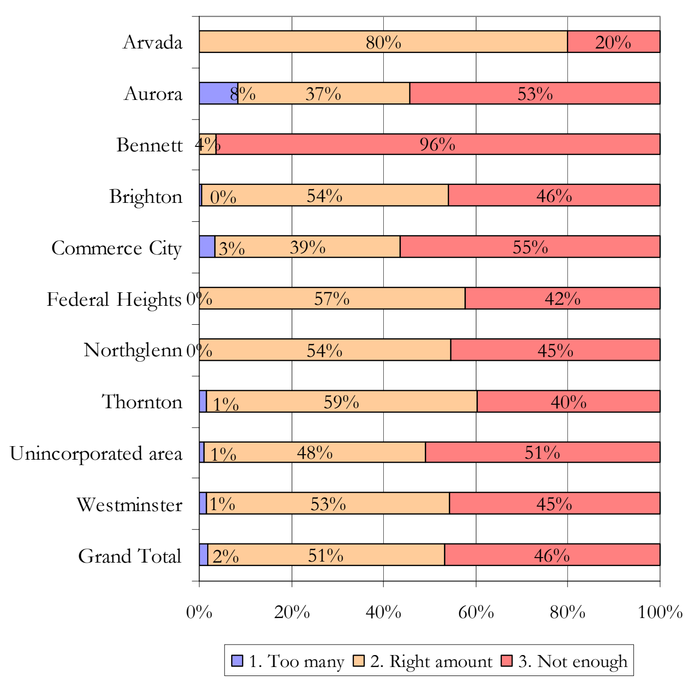


Aurora, Commerce City, and Unincorporated Areas Lead in Perceived Need for More Free/Low Cost Recreation Opportunities

Over half of the respondents from Aurora, Commerce City and the unincorporated areas of the county cited a need for more free/low cost recreation opportunities. Once again, perceived need in Bennett was extremely high, albeit based on a statistically insignificant sample.

No area stood out as having a particularly low level of need other than Arvada, which is based on a statistically insignificant sample and should be viewed with caution.

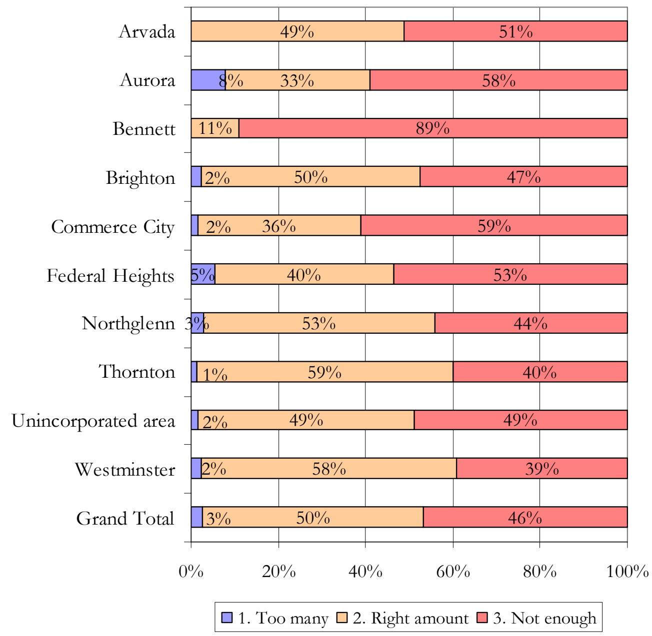
Exhibit 11-6
Need for Additional Free/Low Cost Recreation by Place



Commerce City, Aurora, and Federal Heights Lead in Perceived Need for Youth Centers

More than half of respondents in these three communities cited a need for more youth centers, as opposed to only 39 to 40 percent in Westminster and Thornton. Once again, the small sample in Bennett reported a very strong need.

Exhibit 11-7
Need for Additional Youth Centers by Place

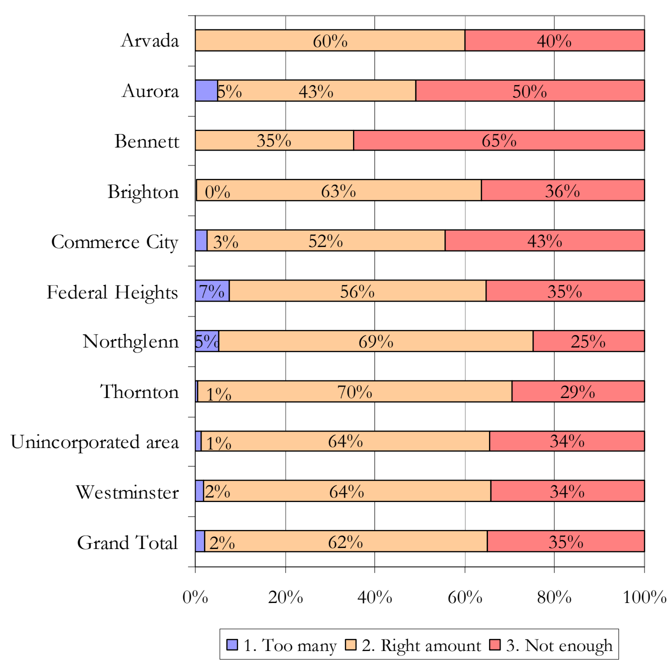


Aurora Leads in the Perceived Need for Senior Centers

Aurora (and Bennett, with a small sample size) were the only two communities where half or more of respondents stated that more senior centers are needed. Commerce City (and Arvada, with a small sample size) were the only two other communities that surpassed 40 percent.

Northglenn and Thornton had the lowest perceived need, at under 30 percent each.

Exhibit 11-8
Need for Additional Senior Centers by Place

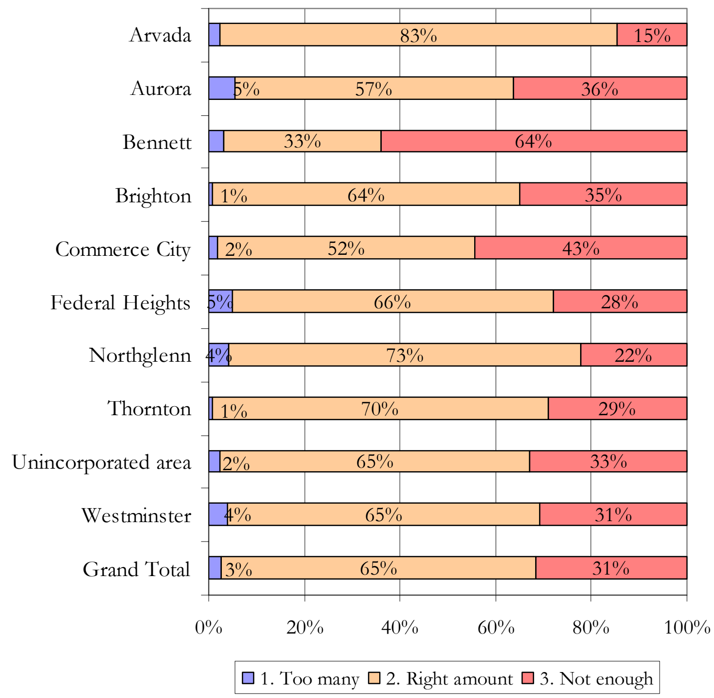


Commerce City and Bennett Lead in the Perceived Need for Historic Preservation

Commerce City was the only community other than Bennett where more than 40 percent of the respondents cited the need for more historic preservation. The lowest levels were Federal Heights, Northglenn, and Arvada.

Bennett and Arvada findings are based on extremely small sample sizes, so findings for those two communities should be viewed with caution.

Exhibit 11-9
Need for Additional Historic Preservation by Place



In this section of the report, each of the nine areas discussed in previous sections was presented to survey respondents, and they were asked to identify the single area that should be the highest priority for improvement.

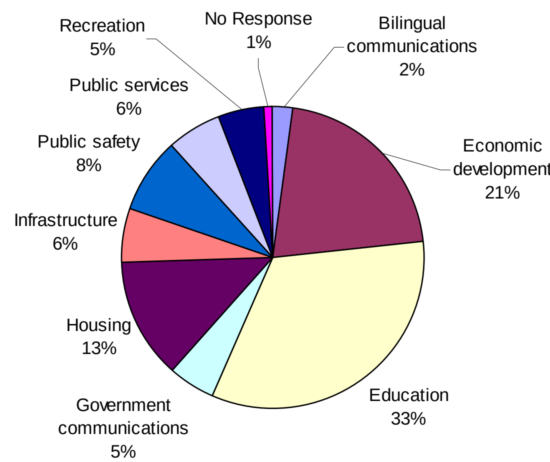
- Housing
- Economic development
- Government communications
- Education
- Infrastructure
- Public services
- Public safety
- Bilingual communications
- Recreation

In the following sets of tables, priorities are broken down by age, income, and community. If the priority rating in a subcategory is more than 50 percent higher than the countywide rating, the subcategory is coded red. If the priority rating is 25 to 50 percent higher, the subcategory is coded yellow. If the subcategory is 50 percent lower than the countywide rating, it is coded green.

Education and Economic Development are the Top Priority Areas

When asked to name the one area that should be the top priority for improvement, nearly one-third of respondents (33 percent) cited education as the top need. Economic development ranked second with 21 percent of responses, and housing ranked third with 13 percent.

Exhibit 12-1
Top Priority Areas
("Which ONE of these areas should be the highest priority for improvement?")



Certain Priorities Vary by Age

The color-coding in the table to the right illustrates the variation from the county total for each of the nine priority areas. Yellow and red indicate that the priority area is very important to that particular population segment and current needs are not being met, while green denotes a lower priority and suggests that needs are being met.

With regards to age segments, the youngest respondents (those under 25) were significantly more likely to rate housing as the top priority, and also rated recreation and bilingual communications particularly high.

Senior citizens, on the other hand, were significantly more likely than other groups to rate public safety as the top priority, along with bilingual communications.

Middle-aged respondents age 45 to 59 were significantly more likely to rate infrastructure as the top priority.

Exhibit 12-2
Top Priority Areas by Age

	18-24	25-34	35-44	45-54	55-59	60-64	65 or over	Total
Bilingual communications	4%	3%	1%	3%	0%	2%	4%	2%
Economic development	13%	24%	20%	23%	18%	32%	19%	21%
Education	39%	34%	37%	29%	38%	31%	28%	33%
Government communications	1%	6%	6%	5%	2%	4%	6%	5%
Housing	22%	15%	11%	11%	16%	7%	15%	13%
Infrastructure	1%	3%	7%	9%	12%	5%	2%	6%
Public safety	7%	7%	8%	9%	5%	5%	14%	8%
Public services	5%	3%	4%	6%	6%	10%	8%	6%
Recreation	8%	5%	6%	5%	2%	5%	4%	5%
	100%	100%	100%	100%	100%	100%	100%	99%

Priority Areas Vary by Income

Certain priority areas are particularly strong for lower income households. In particular, housing is a strong issue for households with incomes below $30,000. Bilingual communications is a proportionally strong issue for households with incomes below $20,000, and public services is proportionally strong for households with incomes below $10,000. Public services are also a strong priority for households in the upper middle income categories.

It should be noted that for larger communities that make up a significant proportion of the county, it is more difficult to deviate significantly from the county average.

Exhibit 12-3
Top Priority Areas by Income

	Less than $10,000	$10,000 to $19,999	$20,000 to $29,999	$30,000 to $39,999	$40,000 to $49,999	$50,000 to $59,999	$60,000 to $74,999	$75,000 to $99,999	$100,000 to $199,999	$200,000 or more	Overall
Bilingual communications	7%	7%	2%	1%	1%	3%	2%	1%	2%	11%	2%
Economic development	25%	18%	19%	15%	23%	16%	23%	29%	25%	26%	21%
Education	21%	26%	31%	39%	33%	39%	32%	37%	31%	28%	33%
Government communications	2%	4%	3%	9%	4%	4%	5%	8%	5%	5%	5%
Housing	25%	23%	20%	15%	12%	16%	9%	3%	8%	14%	13%
Infrastructure	0%	3%	3%	4%	3%	6%	9%	4%	15%	0%	6%
Public safety	5%	9%	11%	9%	10%	7%	5%	6%	7%	14%	8%
Public services	12%	6%	6%	4%	2%	5%	10%	9%	2%	0%	6%
Recreation	3%	3%	5%	4%	11%	3%	5%	3%	5%	2%	5%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%

Priority Areas Vary by Community

Each community is different, and so needs vary as well. For example, housing, public safety, and bilingual communications are strong issues of concern relative to the rest of the county. Infrastructure is a particular issue in Brighton, and bilingual communications is a strong concern in Commerce City. Housing is a proportionally strong concern in Federal Heights, and governmental communications is a proportionally strong concern in Northglenn. Recreation issues are strong in unincorporated areas, as well as the town of Bennett.

Exhibit 12-4
Top Priority Areas by Community

	Arvada	Aurora	Bennett	Brighton	Commerce City	Federal Heights	Northglenn	Thornton	Unincorporated area	Westminster	Overall
Bilingual communications	0%	4%	0%	2%	10%	0%	3%	2%	2%	1%	2%
Economic development	21%	21%	11%	13%	15%	17%	18%	21%	21%	29%	21%
Education	59%	24%	44%	47%	29%	40%	33%	30%	35%	33%	33%
Government communications	9%	1%	4%	5%	4%	2%	10%	5%	7%	3%	5%
Housing	2%	17%	0%	8%	16%	27%	11%	17%	10%	10%	13%
Infrastructure	0%	5%	5%	11%	3%	0%	6%	6%	4%	8%	6%
Public safety	2%	14%	4%	4%	8%	3%	10%	8%	7%	9%	8%
Public services	6%	6%	10%	5%	7%	3%	3%	6%	7%	5%	6%
Recreation	0%	5%	21%	4%	6%	6%	6%	4%	8%	2%	5%
	100%	97%	100%	100%	97%	98%	99%	100%	100%	100%	99%

The Priority of Public Safety Varies by Quality of Life

When priority areas were examined in relation to self-reported quality of life, an interesting pattern emerged.

Residents who claimed to have a good or very good quality of life were compared against residents who claimed that their quality of life was only fair, bad, or very bad. Whereas those with a higher quality of life had three significant priority areas (education, economic development, and housing), those with a lower quality of life added a fourth (public safety). This may indicate that public safety has a disproportionate impact on quality of life.

Exhibit 12-5
Top Priority Areas by Quality of Life

	Quality of Life Very Good or Good		Quality of Life Fair, Bad, or Very Bad
Education	34%	Education	30%
Economic development	22%	Economic development	18%
Housing	13%	Housing	15%
Public safety	7%	Public safety	15%
Infrastructure	6%	Government communications	5%
Public services	6%	Recreation	5%
Recreation	5%	Public services	5%
Government communications	5%	Bilingual communications	4%
Bilingual communications	2%	Infrastructure	3%

In this section of the report, overall quality of life is compared to ratings of specific services. For the purposes of this analysis, the five responses to the original question asking respondents to rate their quality of life were narrowed down to three categories. 'Very good' and 'good' were narrowed into one category of 'good', while 'very bad' and 'bad' were narrowed down to 'bad.'

The quality of life ratings were compared to ratings for the following services.

- Animal Control
- Code Enforcement
- Communication Government - Policy
- Communication Government - Routine
- Design and Layout of Roads
- Disaster Preparedness
- Drainage, Storm Runoff
- Emergency Response
- Fire Response
- Garbage Collection
- Government Coordination
- High Speed Internet Access
- Housing Market
- Job Training Opportunities
- Law Enforcement
- Maintenance of Roadways
- Parks
- Public Education
- Public Parking
- Recreation and Cultural Activities
- Sidewalks
- Street Lighting
- Telephone Service
- Traffic Signals and Signage
- Water Quality

Net Ratings are High for All Services Among Those With Good or Very Good Quality of Life (QOL)

If a person reports a good or very good quality of life, he or she is much more likely to rate services positively than negatively. Among the specific services and attributes rated earlier in the report, 18 of the 25 were rated good or very good by a majority of these respondents. No more than one-sixth of people with good or very good quality of life were dissatisfied with any service.

The Satisfaction Differential shown in the rightmost column merely presents the difference between the proportion providing a very good or good rating and the proportion providing a very bad or bad rating. This differential is positive for every service, though the magnitude varies significantly.

Exhibit 13-1
Quality of Life vs. Services (Good or Very Good QOL)

People with Very Good or Good QOL	Rating of Service				
	Very Good/ Good	Fair	Bad/ Very Bad	DK/NA	Satisfaction Differential
Fire Response	85%	4%	1%	11%	84%
Garbage Collection	85%	7%	3%	5%	82%
Emergency Response	83%	4%	1%	12%	82%
Telephone Service	82%	12%	4%	2%	78%
Law Enforcement	81%	12%	3%	4%	77%
Parks	79%	13%	3%	5%	75%
Sidewalks	74%	16%	7%	3%	68%
Animal Control	72%	16%	4%	8%	67%
Street Lighting	73%	19%	6%	1%	67%
Public Parking	65%	21%	4%	10%	61%
Drainage/Storm Runoff	68%	20%	7%	5%	61%
Recreation/Culture	61%	22%	6%	11%	54%
Traffic Signals/Signage	62%	25%	11%	1%	51%
Water Quality	66%	15%	16%	3%	49%
Maintenance of Roadways	61%	25%	13%	1%	48%
Design/Layout of Roadways	59%	28%	11%	2%	48%
Code Enforcement	57%	20%	9%	14%	48%
High Speed Internet Access	48%	13%	7%	31%	41%
Routine Government Communications	51%	26%	10%	14%	41%
Housing Market	49%	27%	9%	14%	40%
Coordination of Gov't Services	40%	22%	7%	30%	33%
Public Education System	44%	23%	13%	20%	31%
Disaster Preparedness	31%	14%	3%	53%	28%
Policy Government Communications	39%	27%	18%	16%	22%
Job Training Opportunities	30%	23%	12%	35%	17%

Net Ratings are Negative for Several Services Among Respondents Who Don't Have a Good or Very Good Quality Of Life

If a person reports a fair, bad, or very bad quality of life, he or she generally rates services much lower. While satisfaction is still above 50 percent in 8 of the 25 areas, satisfaction is lower in all 25 areas for this population compared to the population with good or very good quality of life.

In seven of the 25 areas, more people rated services bad or very bad than rated them good or very good.

Exhibit 13-2
Quality of Life vs. Services (Fair, Bad, or Very Bad QOL)

People with Fair, Bad, or Very Bad QOL	Rating of Service				
	Very Good/ Good	Fair	Bad/Very Bad	DK/NA	Satisfaction Differential
Emergency Response	83%	9%	3%	5%	79%
Fire Response	79%	10%	4%	7%	75%
Garbage Collection	68%	15%	10%	6%	58%
Parks	65%	22%	10%	3%	55%
Telephone Service	56%	33%	10%	1%	45%
Animal Control	53%	28%	14%	5%	38%
Sidewalks	53%	28%	16%	3%	37%
Law Enforcement	50%	26%	20%	4%	30%
Street Lighting	47%	29%	22%	2%	24%
High Speed Internet Access	37%	17%	14%	33%	23%
Public Parking	41%	34%	19%	7%	22%
Drainage/Storm Runoff	44%	27%	24%	5%	20%
Recreation/Culture	36%	30%	19%	16%	17%
Disaster Preparedness	29%	17%	14%	40%	16%
Traffic Signals/Signage	39%	29%	30%	3%	9%
Maintenance of Roadways	36%	32%	27%	5%	9%
Code Enforcement	33%	26%	31%	11%	2%
Design/Layout of Roadways	33%	33%	32%	3%	1%
Water Quality	33%	29%	34%	4%	-1%
Coordination of Gov't Services	16%	33%	25%	25%	-9%
Housing Market	22%	38%	32%	9%	-10%
Routine Government Communications	21%	29%	33%	17%	-12%
Public Education System	23%	28%	37%	12%	-14%
Job Training Opportunities	15%	30%	32%	23%	-17%
Policy Government Communications	16%	26%	41%	17%	-25%

Satisfaction with Services Varies By Quality of Life Ratings

When the satisfaction of people with self-reported high quality of life is compared with the satisfaction of people with self-reported fair or low quality of life, some strong differences emerge.

There are significant differences in nearly every one of the 25 areas tested, but those differences are largest in the areas of government communications, housing, water quality, and law enforcement.

It should be acknowledged that the list at right is not comprehensive and therefore does not include all factors in quality of life. Many other factors will influence one's quality of life rating. However, the difference in some of these factors provide evidence that perhaps they are significant factors.

Exhibit 13-3
Quality of Life vs. Satisfaction with Services

	Difference Ratio [(A-B)-(C-D)]	People with High QOL		People with Fair/Low QOL	
		A - Positive	B - Negative	C - Positive	D - Negative
Routine Government Communications	53%	51%	10%	21%	33%
Housing Market	50%	49%	9%	22%	32%
Water Quality	50%	66%	16%	33%	34%
Law Enforcement	47%	81%	3%	50%	20%
Policy Government Communications	47%	39%	18%	16%	41%
Design/Layout of Roadways	47%	59%	11%	33%	32%
Code Enforcement	46%	57%	9%	33%	31%
Public Education System	45%	44%	13%	23%	37%
Coordination of Gov't Services	42%	40%	7%	16%	25%
Street Lighting	42%	73%	6%	47%	22%
Traffic Signals/Signage	42%	62%	11%	39%	30%
Drainage/Storm Runoff	41%	68%	7%	44%	24%
Maintenance of Roadways	39%	61%	13%	36%	27%
Public Parking	38%	65%	4%	41%	19%
Recreation/Culture	37%	61%	6%	36%	19%
Job Training Opportunities	35%	30%	12%	15%	32%
Telephone Service	32%	82%	4%	56%	10%
Sidewalks	31%	74%	7%	53%	16%
Animal Control	29%	72%	4%	53%	14%
Garbage Collection	25%	85%	3%	68%	10%
Parks	21%	79%	3%	65%	10%
High Speed Internet Access	18%	48%	7%	37%	14%
Disaster Preparedness	13%	31%	3%	29%	14%
Fire Response	9%	85%	1%	79%	4%
Emergency Response	3%	83%	1%	83%	3%

Relationships Exist Between Satisfaction with Specific Services and Overall Quality of Life

If a person is satisfied with government communications, there's a strong possibility that he or she claims a good quality of life. However, it should be cautioned that this may not be an independent relationship, and may merely be a result of a large proportion being satisfied with governmental communications.

On the other hand, satisfaction with emergency services or disaster preparedness is not as strong an indicator of a good overall quality of life. Only 79 percent of respondents who rated those services as 'good' also rated their own quality of life 'good.' This implies that they are not strong drivers of quality of life.

Even at the low end, though, quality of life ratings are high.

Exhibit 13-4
Quality of Life vs. Services (Positive Impact)

If this category is rated "good"	This is the likelihood of rating overall quality of life good.
Communication Government - Routine	90.42%
Communication Government - Policy	90.32%
Government Coordination	90.28%
Housing Market	89.13%
Job Training Opps	88.41%
Water Quality	88.10%
Public Education	87.35%
Code Enforcement	86.78%
Recreation and Cultural Activities	86.26%
Design and Layout of Roads	86.26%
Maintenance of Roadways	85.90%
Traffic Signals and Signage	85.73%
Public Parking	85.62%
Street Lighting	85.36%
Law Enforcement	85.29%
Drainage, Storm Runoff	85.09%
Telephone Service	84.54%
Sidewalks	83.76%
Animal Control	83.48%
High Speed Internet Access	83.06%
Garbage Collection	82.10%
Parks	82.05%
Fire Response	80.13%
Disaster Preparedness	79.33%
Emergency Response	78.81%

Relationships Exist Between Dissatisfaction with Specific Services and Overall Quality of Life

Most residents rated their quality of life as good or very good, so relatively few people claimed a bad or very bad quality of life.

Of those who did, the greatest connection to any individual measure came with fire response. Over 17 percent of respondents who rated Fire Response as 'bad' also rated quality of life 'bad'. However, when comparing this table to the tables in Exhibits 13-1 through 13-3, it is seen that most residents are highly satisfied with fire response.

Exhibit 13-5
Quality of Life vs. Services (Negative Impact)

If this category is rated "bad"	This is the likelihood of rating overall quality of life bad.
Fire Response	17.38%
Drainage, Storm Runoff	12.27%
Housing Market	11.46%
Law Enforcement	11.31%
Public Parking	9.90%
Sidewalks	9.19%
Animal Control	9.27%
Garbage Collection	9.14%
Government Coordination	8.13%
Code Enforcement	8.72%
Communication Government - Routine	7.01%
Street Lighting	7.50%
Recreation and Cultural Activities	6.79%
Design and Layout of Roadways	6.67%
Maintenance of Roadways	6.55%
Public Education	6.15%
Traffic Signals and Signage	6.57%
Communication Government - Policy	4.93%
Water Quality	5.12%
High Speed Internet Access	5.64%
Economic Development - Job Training	5.46%
Parks	3.95%
Telephone Service	3.03%
Disaster Preparedness	3.77%
Emergency Response	2.16%

Happiness with Half of the Services Equals Happiness with All of Them

Ratings on 25 individual services were included in this analysis. In addition to measuring the impact of individual services on quality of life, the study team examined the cumulative impact of those services.

The findings were interesting in that overall quality of life was rated relatively low by respondents who rated less than 11 individual services as good.

However, if a respondent rated 13 or more of the 25 services as good, they were very likely to rate their overall quality of life positively. This implies that it is not necessary that people be satisfied with every element of the services they receive. As long as a majority of services are rated good, there is a strong chance that the person's perceived quality of life will be good.

Exhibit 13-6
Quality of Life vs. Cumulative Ratings