



# County of El Dorado

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## Legislation Text

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Presentation by Godbe Research on survey results from the 2007 El Dorado County Resident Satisfaction Survey; and Chief Administrative Officer recommending the Board receive and file said survey.

Background: The Chief Administrative Office commissioned Godbe Research to conduct a survey of County residents to assess their satisfaction with County services and their perception of the quality of life in El Dorado County. Key research objectives for this survey were to:

1. Assess residents' overall opinion of the quality of life in El Dorado County, as well as the features that residents like most, and like least, about living in the County.
2. Assess residents' satisfaction with a variety of services provided by El Dorado County and estimate the relative importance of these services.
3. Survey residents' interaction with County departments and agencies, and the factors that influence satisfaction with these interactions.
4. Survey a variety of behavioral and demographic characteristics of El Dorado County residents, including working status, preferred information source, and voter registration.

Action to be taken following Board approval: The Chief Administrative Office will begin incorporating the Survey results into the County Strategic Plan and performance measurement program.

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