



PREPARED FOR:

CLACKAMAS COUNTY

Community Survey Report

March 2014

PREPARED BY:

DHM RESEARCH

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1 | INTRODUCTION & METHODOLOGY

Between February 27 and March 2, 2014, Davis, Hibbitts & Midghall, Inc. (DHM Research) conducted a telephone survey of 400 Clackamas County residents about County services and issues. In addition to assessing their awareness of County services and their level of satisfaction with these services, this survey assessed residents' priorities for public services and means of communication with the County. This study was not meant to test voter support for any County initiatives. A separate online survey is being conducted through the month of March 2014 to allow for greater community participation.

Tracking Past Studies: Results are benchmarked—when appropriate—against previous studies conducted in the County, including community surveys in 2008 and 2012. The benefits of a tracking study include the ability to see whether opinions and preferences among residents in the County have shifted over time, thereby allowing the County to be more responsive to the changing needs of the community.

A separate survey was conducted in March to test voter opinions around transportation priorities and funding. This shift in methodology from the County's general population to voters is necessary to accurately test potential County initiatives that will require voter support.

Research Methodology: The telephone survey consisted of 400 Clackamas County residents and took approximately 15 minutes to administer. This is a sufficient sample size to assess residents' opinions generally and to review findings by multiple subgroups, including age, gender, and geographic area of the County.

Residents were contacted through Random Digit Dialing (RDD), targeted, and wireless (cell phone) sample. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validations. Quotas were set by age, gender, and area of the County based on the total population of residents ages 18 and older for a representative sample. This methodology is consistent with that which was used in previous Clackamas County community surveys.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margins of error if compared with the results achieved from surveying the entire population.

For a sample size of 400, the margin of error would fall within +/-2.6% and +/-4.9% at the 95% confidence level. If they answered 50% each way, the margin of error would be 4.9%. The reason for the difference lies in the fact that when response categories are relatively even in size, each is numerically smaller and thus slightly less able--on a statistical basis--to approximate the larger population.

DHM Research Background: DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over three decades. The firm is non-partisan and independent and specializes in research projects to support public policy making. www.dhmresearch.com

2 | EXECUTIVE SUMMARY

More than half are optimistic about the general direction of the County. They are more upbeat today than they were in 2012.

- More than half (54%) say things in the County are headed in the right direction, while two in ten (21%) say they are on the wrong track. One-quarter (25%) were unsure.
 - There has been an 8-point increase between 2012 and 2014 in the percentage of residents who say things in the County are headed in the right direction (from 46% up to 54%). This is a common trend in attitudes in communities across Oregon as the economy continues to improve.

Strong majorities continue to be satisfied with the County's performance in providing public services.

- More than three-quarters (77%) of residents rate Clackamas County Government at the top of the scale (excellent/good) for its performance in providing County services; most (70%) gave a good rating, while 7% gave an excellent rating.
 - Ratings are comparable to those seen in 2012 (Good: 70%; Excellent: 5%).
- Combined, approximately 70% rate all services tested in the survey as valuable to their quality of life in the County – from law enforcement and economic development to road development, land use, permitting, and park maintenance.
 - In general, women placed higher value to each service than men.

Helping vulnerable groups, economic development, and public safety continue to be the biggest service priorities for residents.

- Social services are viewed as valuable to the quality of life in the County, particularly assisting women and children who are victims of domestic violence and assisting residents in getting access to health care, including mental health and addiction services. While preventing homelessness is important, it was rated as less urgent.
- Economic Development continues to be top of mind for residents. Seven in ten say job creation is an urgent or high priority right now. While this is still a top priority for most demographic groups, urgent/high priority ratings have decreased six points compared to 2012.
- Public safety is highly important to residents, especially responding to natural disasters, which experienced a seven-point increase in those rating it as an urgent priority when compared to 2012. While police and sheriff patrols are important, they are rated as less urgent.

A majority of residents have not been limited by the four-day work week in their access to County services.

- Three in four (76%) residents have not been limited by the four-day work week in their access to County services.
- In general, those who have been limited were unable to complete their task, and in some cases needed to take time off of work or school in order to take care of their business on a different date.

Residents give similar priority to many of the public services the County offers.

- When asked to build a hypothetical budget for public services, residents allocated 27% toward law enforcement. Local job creation, road maintenance, and mental health and addiction services each received roughly one-fifth of the budget.

The majority of residents feel that the roads in their area of the County are in excellent or good condition and would not support paying more for maintenance.

- Overall, 71% feel the condition of the roads in their area of the County is excellent or good; 29% say they are poor or very poor.
 - Residents in Happy Valley/Damascus/Sandy (20%) are more likely than those in other areas of the County (3% - 7%) to say roads their roads are in excellent condition.
- Potholes and a general lack of maintenance are top reasons residents feel the condition of the roads in their area are poor or very poor.
- When asked if they would be willing to pay more in taxes to fund road maintenance, 45% say they would be very likely or somewhat likely.
 - When asked about specific funding sources, support was lower. 35% would support a vehicle registration fee, 29% would support a gas tax, and 24% would support a taxing district.

Preferred communication methods with the Clackamas County Government have remained consistent compared to 2012.

- Similar to 2012, if residents were going to contact Clackamas County, they would be most likely to make a phone call, visit a website, or send an email.
 - Residents under the age of 54 are more likely to prefer going online (either email or visiting a website). While residents ages 55 and older prefer the telephone.
- The preferred method for accessing information about the County is, by far, the County website.
 - One-third say they have accessed county information using a mobile device or tablet.

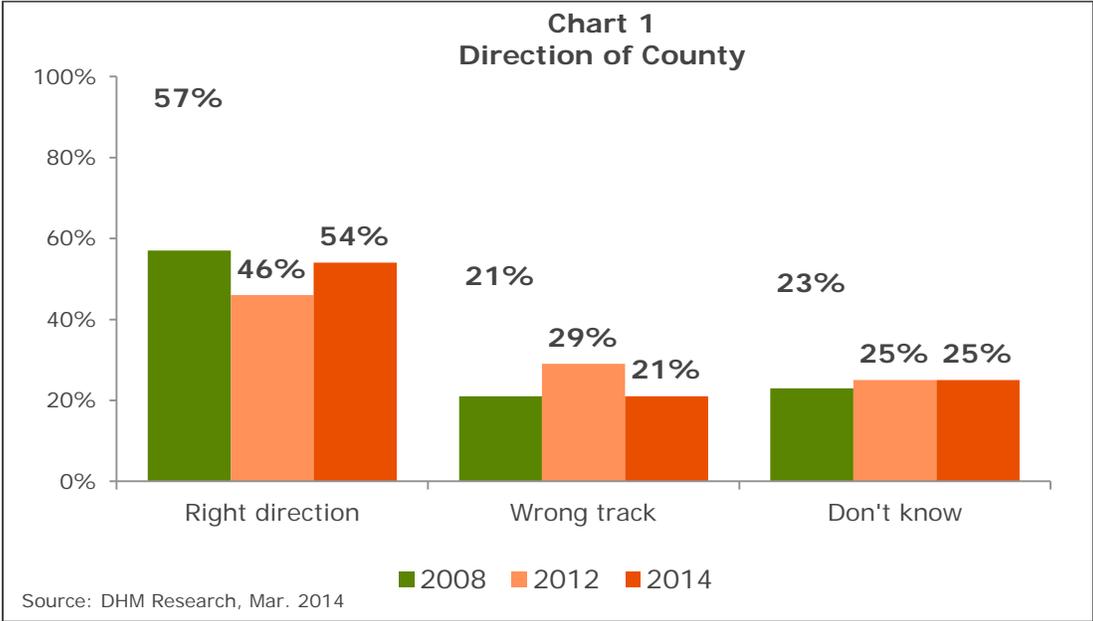
Residents showed the most interest in getting involved with the County by responding to online surveys and attending public meetings.

- More than half (56%) of residents were very or somewhat interested in responding to online surveys, while 44% were interested in attending public meetings.
- Overall, there was less interest in sitting on a panel that provides on-going feedback (33%) and volunteering to sit on County committees (32%).

3 | KEY FINDINGS

3.1 | GENERAL MOOD AND PRIORITIES

Residents were asked if they felt the County was heading in the right direction or if they thought it was off on the wrong track (Q1).



Overall, nearly six in ten (57%) residents in Clackamas County were optimistic about the direction the County is heading, while one in five (21%) said things were on the wrong track. One in four (25%) residents were unsure.

Right direction numbers have increased 8 points when compared to 2012, returning to levels seen in 2008. Conversely, those who felt the County was off on the wrong track have decreased 8 points.

Demographic Differences: There were no significant differences in attitude towards the direction of the County across demographic subgroups. Area of the County, age, gender, and tenure in the County were all consistent.

Residents were asked, unprompted, what they saw as the most important issues facing Clackamas County (Q2).

Table 1
Top Concern Issues in Clackamas County: 2008, 2010, 2014

Response Category	2014 N=400	2012 N=400	2008 N=400
Road maintenance/safety/potholes	10%	18%	20%
Economy/jobs/job training	9%	20%	6%
School funding	8%	10%	5%
Land use/development	6%	4%	9%
Support public transportation	6%	5%	--
Taxes too high	6%	11%	5%
Traffic congestion/need more, new roads	5%	4%	6%
Public safety	5%	3%	9%
Schools—in general	5%	3%	8%
All other responses	3% or less	2% or less	6% or less
None/Nothing	7%	8%	17%
(DON'T ASK) Don't know	20%	10%	

Source: DHM Research, Mar. 2014

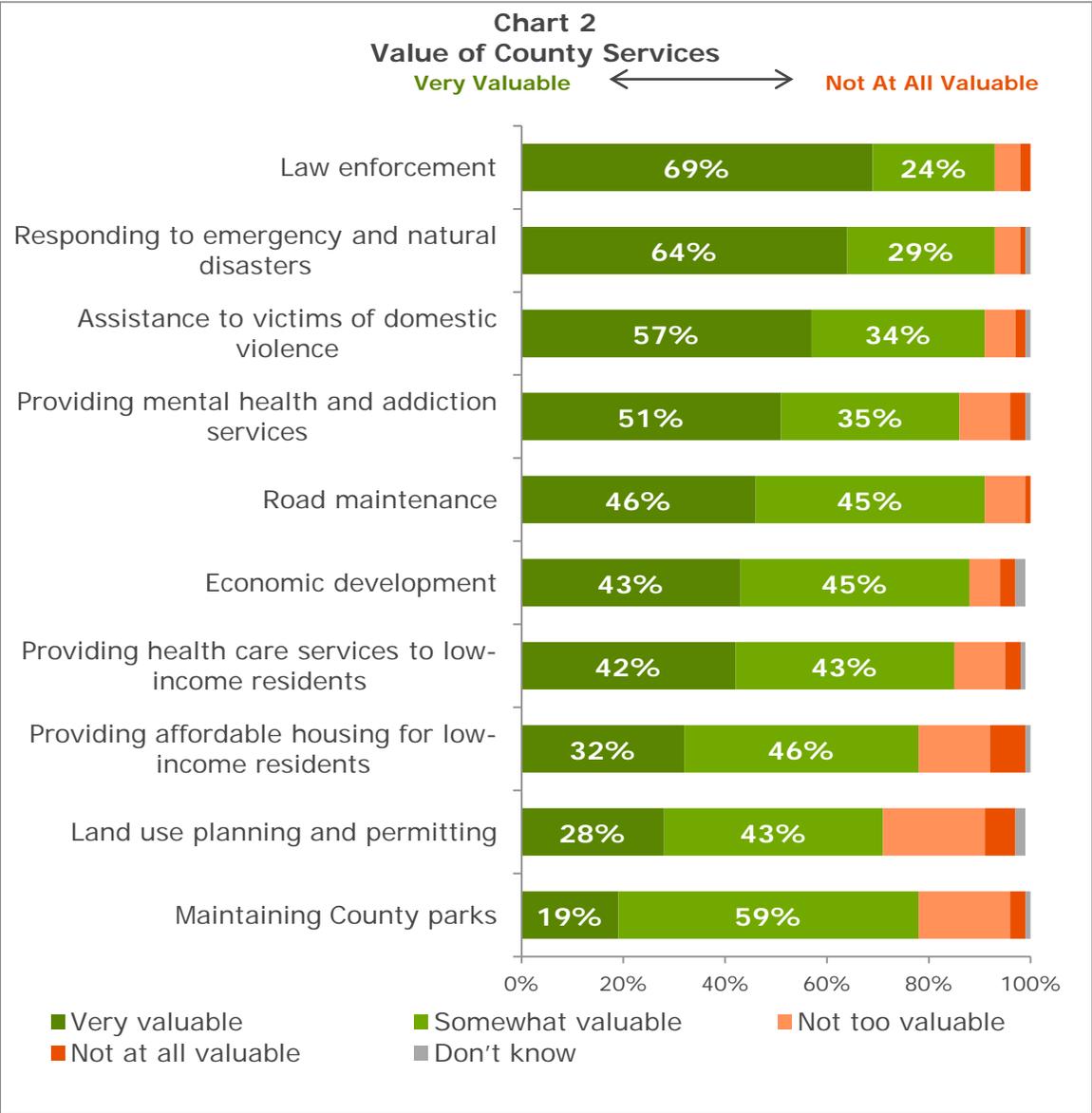
Road maintenance, the economy and jobs, and school funding were top issues mentioned in 2014. Both road maintenance and economy and jobs had significantly fewer mentions in 2014 when compared to 2012 (8 and 11 points less, respectively). While not a top-tier issue, taxes also experienced a decrease of 5 points. The percentage of respondents who were unable to mention an issue (none/nothing and don't know combined) increased nine points when compared to 2012.

Demographic Differences: Top issues were fairly consistent across demographic subgroups with the exception of residents age 55 and older, who were more likely to mention the economy and jobs as an issue than younger residents (18-34: 3%; 35-54: 7%; 55+: 15%). Notably, respondents who felt the roads in their area of Clackamas County were in poor condition were more likely to mention road maintenance as a top issue than those who felt the roads were in excellent or good condition (20% vs. 6%).

3.2 | SATISFACTION WITH COUNTY SERVICES

3.2.1 Value Perceptions

Residents were read a list of services provided by Clackamas County and were asked how valuable they found each to be for the quality of life in the County (Q13-Q22). Chart 2 reflects the rating order of services based on “very” valuable scores. The following analysis will compare value ratings within broad service areas.



More than seven in ten residents found each service to be very or somewhat valuable to their quality of life; however, there were differences in intensity levels (very valuable ratings).

PUBLIC SAFETY

Law enforcement received the highest rating of all services, with 69% who said it is very valuable (93% very/somewhat combined). These ratings were consistent with those from 2012 (66% very valuable).

Demographic Differences: Women were more likely than men to rate law enforcement as very valuable (74% vs. 63%), as were those age 35 and older (72%) compared to residents ages 18 to 34 (58%).

Sixty-four percent (64%) said that **responding to emergencies and natural disasters** is a very valuable service (93% very/somewhat combined). These ratings were consistent with 2012 (62% very valuable).

Demographic Differences: Women were more likely than men to have said this service is very valuable (72% vs. 56%).

SOCIAL SERVICES

Assistance to victims of domestic violence was given a very valuable rating by 57% (91% very/somewhat combined). These ratings were consistent with those in 2012 (55% very valuable).

Demographic Differences: Women were more likely than men to have said this service is very valuable (63% vs. 50%).

Half (51%) found **providing mental health and addiction services** very valuable (86% very/somewhat combined). While very valuable ratings have increased 12 points when compared to 2012 (39%), very/somewhat combined ratings have remained fairly consistent (2012: 84%; 2014: 86%).

Demographic Differences: Women were more likely than men to have said this service is very valuable (59% vs. 42%).

Four in ten (42%) said that **providing health care services to low-income residents** is very valuable (85% very/somewhat combined). While very valuable ratings have decreased five points when compared to 2012 (47%), very/somewhat combined ratings have remained fairly consistent (2012: 82%; 2014: 85%).

Demographic Differences: Women were more likely than men to have said this service is very valuable (53% vs. 31%).

One in three (32%) said **providing affordable housing for low-income residents** is a very valuable service (78% very/somewhat combined). These ratings were consistent with those seen in 2012 (29% very valuable).

Demographic Differences: Women were more likely than men to have said this service is very valuable (41% vs. 23%). Younger residents, ages 18-34 (45%) were also more likely than those older (28%) to have said this service is very valuable.

TRANSPORTATION

Just fewer than five in ten (46%) said **road maintenance** was a very valuable service (91% very/somewhat combined). These ratings were consistent with those seen in 2012 (48% very valuable).

Demographic Differences: Ratings were similar across demographic subgroups.

THE ECONOMY

Forty-three percent (43%) said **economic development** was very valuable to their quality of life in the County (88% very/somewhat combined). While very valuable ratings have decreased 10 points when compared to 2012 (53%), very/somewhat combined ratings have remained fairly consistent (2012: 87%; 2014: 88%).

Demographic Differences: Men were more likely than women to have said this service is very valuable (49% vs. 38%).

COMMUNITY PLANNING + LAND USE

Three in ten (28%) said **land use planning and permitting** was a very valuable service to their quality of life (71% very/somewhat combined). While consistent ratings were seen between 2012 and 2014 among those who rated this service very valuable (25%), very/somewhat combined ratings have increased six points (2012: 65%; 2014: 71%).

Demographic Differences: Ratings were similar across demographic subgroups.

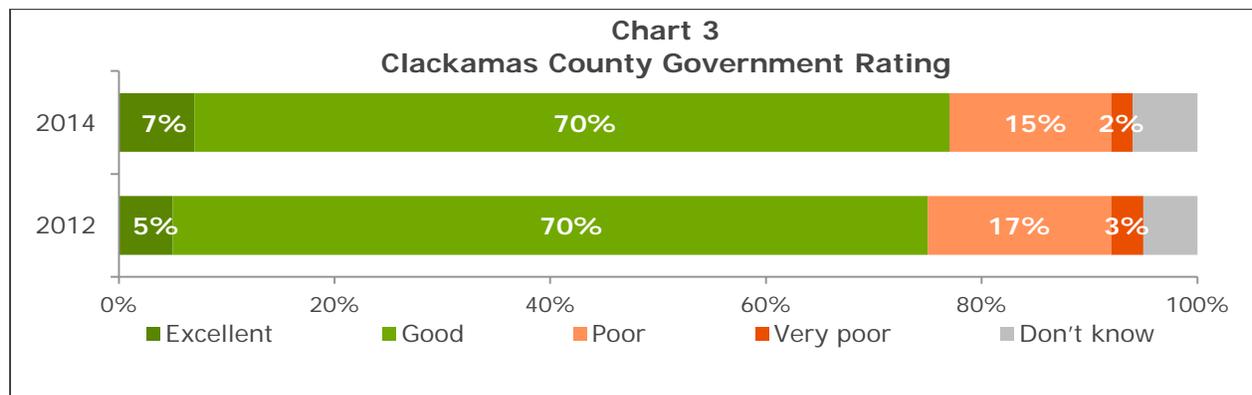
COMMUNITY PARKS

Although **maintaining County parks** received the lowest very valuable rating (19%), a strong majority of 78% gave it a combined valuable rating. These ratings were consistent with those seen in 2012 (20% very valuable).

Demographic Differences: The only difference in opinion here was by length of residency – those who have lived in the County for five years or less (36%) were significantly more likely to have rated this service as very valuable than residents who have lived in the County for six years or more (17%).

3.2.2 Satisfaction Rating

Residents were asked to think about Clackamas County Government overall, and rate their performance in providing services (Q23).

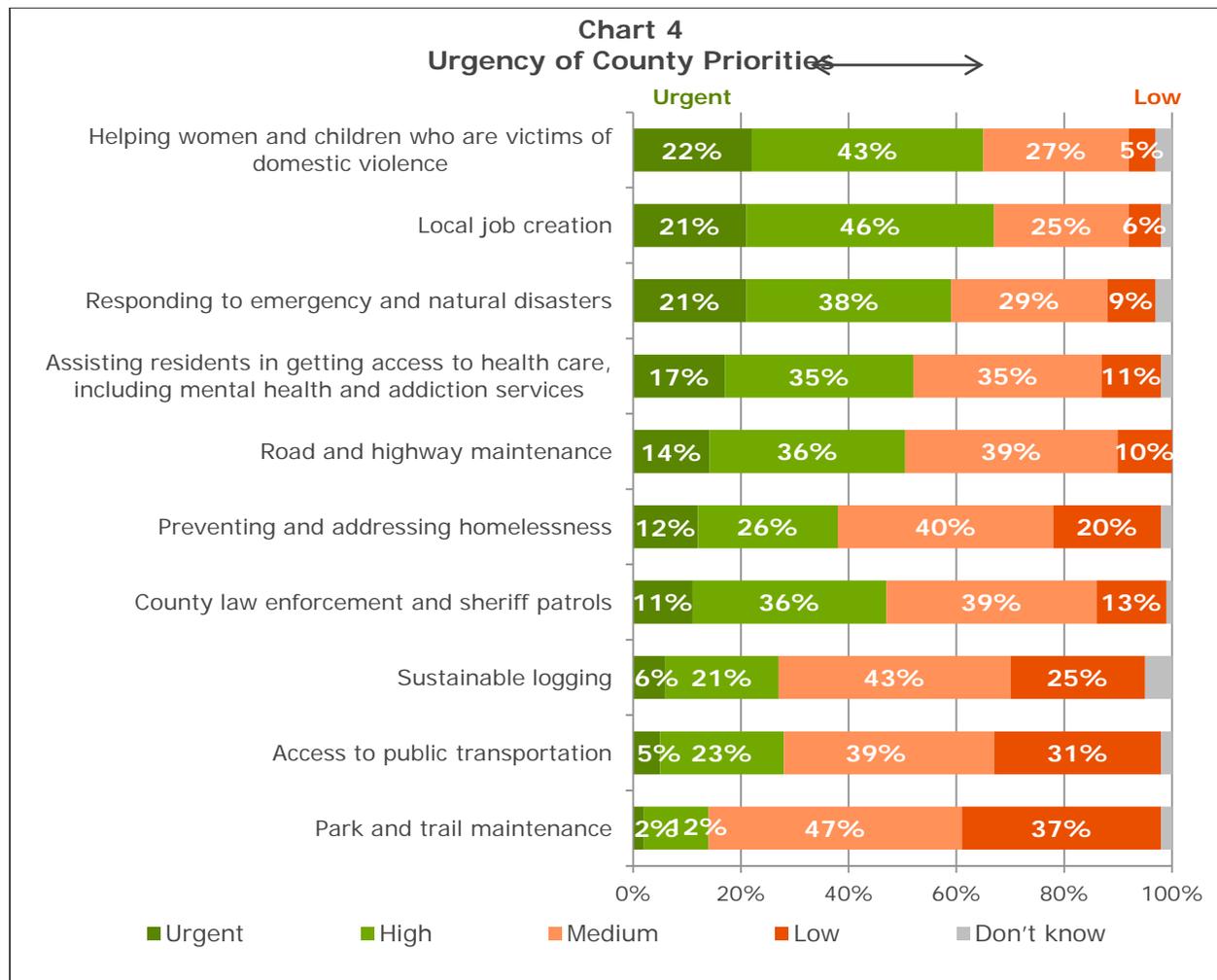


More than three-quarters (77%) rated Clackamas County Government at the top of the scale (excellent/good) for its performance in providing County services; most (70%) gave a good rating. These ratings were consistent with those in 2012.

Demographic Differences: The youngest residents, ages 18-34 (88%), were more likely than those older (74%) to give Clackamas County Government an excellent or good rating. Residents living in Happy Valley/Damascus/Sandy (95%) were also more likely to give positive ratings than those from Lake Oswego/Milwaukie/Oak Grove/Gladstone (77%), West Linn/Oregon City (76%) and All Others¹ (73%).

3.3 | COUNTY SERVICES AND PRIORITIES

Residents were read a list of issues facing the County and were asked, knowing that resources are limited, if they consider each to be an urgent, high, medium, or low priority at this time (Q3-Q12).



¹ Area of county was combined into like areas which included Lake Oswego/Milwaukie/Oak Grove/Gladstone; West Linn/Oregon City; Happy Valley/Damascus/Sandy; Wilsonville/Canby/Molalla; and All Others

In general, the services they gave high value ratings – helping victims of domestic violence, local job creation, and responding to emergency and natural disasters – were the priorities they found most urgent.

THE ECONOMY

Job creation in the County was one of the most urgent priorities, almost seven in ten (67%) gave it either an urgent (21%) or high (46%) rating. Combined urgent/high ratings have decreased six points compared to 2012 (73%).

Demographic Differences: Ratings were similar by age, gender, and area of County.

SOCIAL SERVICES

Two-thirds (65%) rated **helping women and children who are victims of domestic violence** as an urgent (22%) or high (43%) priority. While consistent ratings were seen between 2012 and 2014 among those who rated this service an urgent/high priority (66%), urgent ratings have increased seven points (2012: 15%; 2014: 22%).

Demographic Differences: Ratings were similar by age, gender, and area of County.

Five in ten (52%) said **assisting residents in getting access to health care, including mental health and addiction services** was an urgent (17%) or high (35%) priority. While consistent ratings were seen between 2012 and 2014 among those who rated this service an urgent/high priority (49%), urgent ratings have increased five points (2012: 12%; 2014: 17%).

Demographic Differences: Women were more likely than men to have said this is an urgent priority in the County (21% vs. 12%).

Nearly one in four (38%) said **preventing and addressing homelessness** was an urgent (12%) or high (26%) priority. These ratings were consistent with those seen in 2012 (34% urgent/high).

Demographic Differences: Women were more likely to rate this as urgent or high than men (44% vs. 27%). Newer residents to the County (<6 years) were also more likely than those who have lived in the County longer to rate this as an urgent priority (32% vs. 11%).

PUBLIC SAFETY

Just under six in ten (59%) said that **responding to emergency and natural disasters** was an urgent (21%) or high (38%) priority. While consistent ratings were seen between 2012 and 2014 among those who rated this service urgent/high priority (58%), urgent ratings have increased seven points (2012: 14%; 2014: 21%).

Demographic Differences: Ratings were similar by age, gender, and area of County.

Nearly half (47%) said **County law enforcement and sheriff patrols** was an urgent (11%) or high (36%) priority at this time. While consistent ratings were seen between 2012 and 2014 among those who rated this service urgent priority (10%), urgent/high ratings have decreased six points (2012: 53%; 2014: 47%).

Demographic Differences: Residents over the age of 55 (14%) were more likely to give an urgent rating than those age 18-34 (6%).

TRANSPORTATION

In terms of transportation in Clackamas County, **road and highway maintenance** was considered to be most important, with half (50%) who said it is an urgent (14%) or high (36%) priority. Four in ten (39%) gave it a medium priority rating. These ratings were consistent with those seen in 2012 (48% urgent/high combined).

Demographic Differences: Ratings were similar by age, gender, and area of County. Not surprisingly, those who rated roads in their area to be poor or very poor were more likely than those who gave more positive ratings to the condition of their roads to rate road maintenance as an urgent priority (31% vs. 7%).

Three in ten (28%) said **access to public transportation** was an urgent (5%) or high (23%) priority in the County. Another 39% rated it as a medium priority. These ratings were consistent with those seen in 2012 (31% urgent/high combined).

Demographic Differences: Women were more likely than men to prioritize (urgent/high combined) public transportation (34% vs. 21%).

COMMUNITY PLANNING + LAND USE

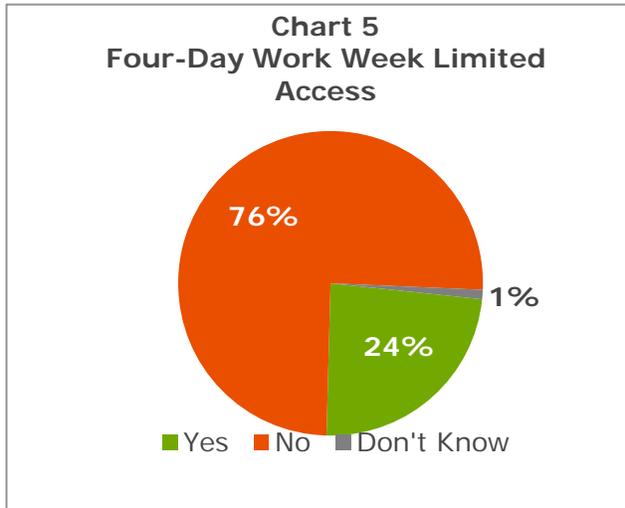
Just under three in ten (27%) said that **sustainable logging** was an urgent (6%) or high (21%) priority, and another four in ten (43%) said it is a medium priority. It is worth noting that four times more residents rated this at the bottom of the scale (a low priority) than at the top of the scale (an urgent priority) – 25% low vs. 6% urgent. Urgent/high ratings have decreased 5 points compared to 2012 (32%), while medium priority ratings have increased 9 points (2012: 34%).

Demographic Differences: Residents age 55 and older (33%) were more likely than 18-34 year olds (18%) to rate this as an urgent or high priority. Although it did not approach statistical significance, similar to 2012, residents in the Lake Oswego/Milwaukie area (21% urgent/high) and West Linn/Oregon City (20%) were less likely to rate this as an urgent or high priority than all other parts of the County, where the urgent/high ratings ranged from 31% to 33%.

COMMUNITY PARKS

Park and trail maintenance was considered to be a medium (47%) or low (37%) priority at this time. Fewer than two in ten (14%) gave it an urgent or high rating. These ratings were consistent with those in 2012 (81% medium/low combined).

Demographic Differences: Ratings were similar by age, gender, and area of County.



Respondents were told that some County services and offices are only available to the public on a four-day work week. They were then asked if they have been limited in their access to County services or offices as a result of this (Q24).

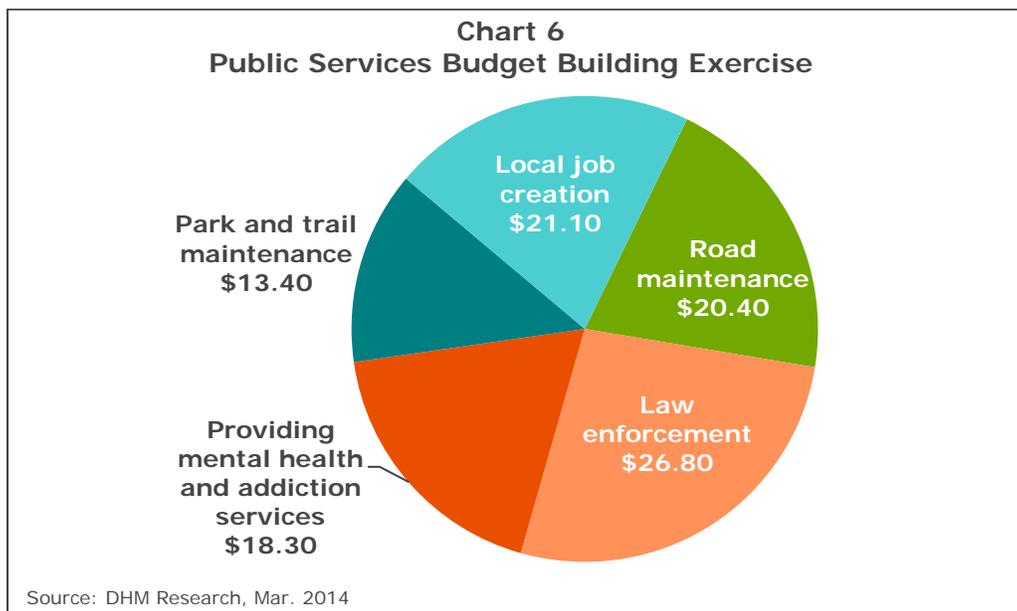
Three in four residents have not been limited in their access to County services or offices as a result of the four-day work week, while one in four have. Limited access was similar by age, gender, and area of County. Notably, residents with children in their household (30%) were

more likely than those without (20%) to have experienced limited access.

Those who have experienced limited access were asked to describe their experience (Q24A). In general, most were unable to complete their task. Some also mentioned that they needed to take time off of work or school in order to take care of their business on a different date.

3.4 | PUBLIC SERVICES PRIORITIES

Residents were given an opportunity to build a hypothetical public services budget. They were given \$100 and asked to allocate that money across five service areas (Q25).



Residents allocated the largest portion of the \$100 budget to **law enforcement** (mean: \$26.80).

Demographic Differences: Residents age 35 and older allocated a larger portion of their budget to law enforcement than those ages 18-34 (18-34: \$22.70; 35-54: \$28.60; 55+: \$27.80).

Three public services all received roughly one-fifth of the overall budget each.

A mean of \$21.10 was allocated to **local job creation**.

Demographic Differences: Budget allocation for local job creation was fairly consistent across demographic subgroups.

A mean of \$20.40 was allocated to **road maintenance**.

Demographic Differences: Men allocated a larger portion of their budget to this service than women (\$21.90 vs. \$19.00). Not surprisingly, those who felt roads in their area of the County were in poor condition allocated a larger portion of their budget than those who felt the roads were in better condition (\$25.30 vs. \$18.40).

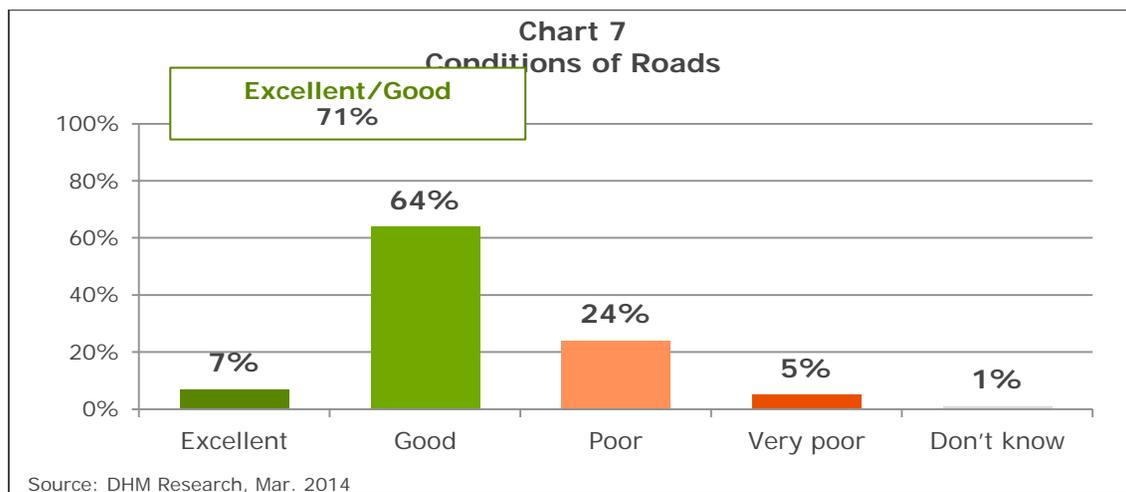
A mean of \$18.30 was allocated to **providing mental health and addiction services**.

Demographic Differences: Budget allocation for mental health and addiction services was fairly consistent across demographic subgroups.

Finally, **park and trail maintenance** received the smallest portion of the budget (mean: \$13.40)

Demographic Differences: Residents age 18-34 allocated a larger portion of their budget to this service than those age 35-54 (\$15.80 vs. \$12.20).

Residents were asked to rate the condition of the roads in their area of Clackamas County (Q26).



Overall, seven in ten (71%) felt the condition of the roads in their area of the County were excellent (7%) or good (64%). One in four (24%) felt the roads were in poor condition and 5% felt they were in very poor condition.

Demographic Differences: Residents living in Happy Valley/Damascus/Sandy (20%) were much more likely than all other areas of the County (3% - 7%) to rate the condition of the roads in their area as excellent. Ratings were similar across other demographic subgroups.

Those who felt the roads were in poor or very poor condition were asked to explain why they felt that way (Q27).

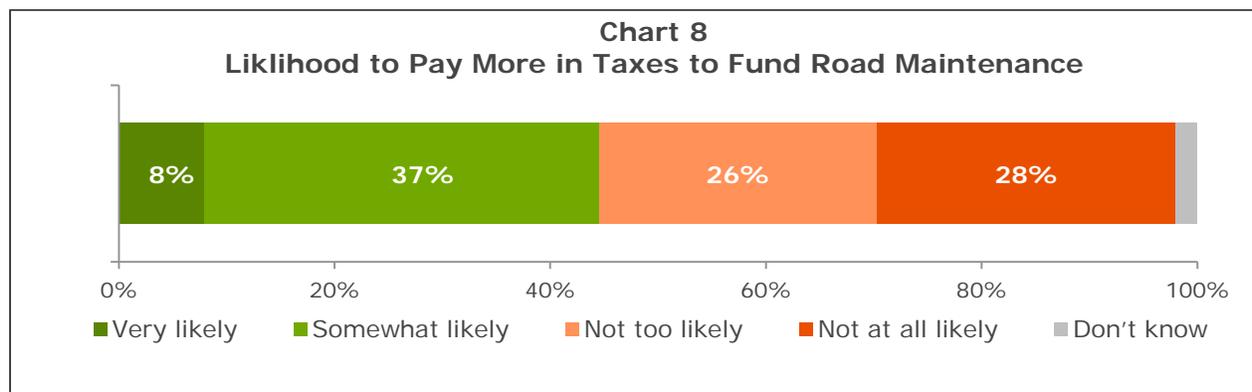
Table 3
Why do you say the roads are in poor or very poor condition?

Response Category	N= 114
Potholes	63%
Lack of maintenance	36%
They are not safe	9%
We need better highways	6%
Can't see the lines/new paint needed on lines	4%
Heavy traffic	4%
All other responses	3% or less
None/nothing	0%
(DON'T ASK) Don't know	0%

Source: DHM Research, Mar. 2014

There were two major contributing factors as to why residents felt the conditions of the roads in their area were poor. A strong majority mentioned potholes (63%), and approximately one in three mentioned a lack of maintenance (36%).

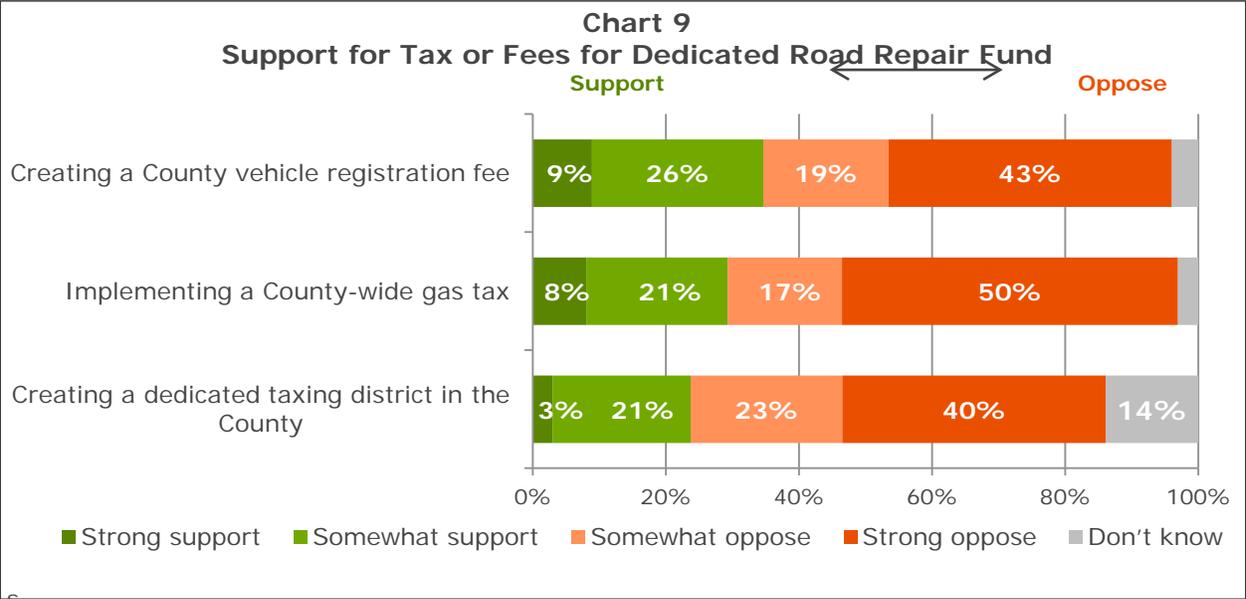
Residents were asked how likely they would be to pay more in taxes to fund road maintenance in Clackamas County (Q28).



Overall, more than four in ten (45%) said they would be very likely (8%) or somewhat likely (37%) to pay more in taxes to fund road maintenance in the County. One in four (28%) said they would not be likely at all to pay more.

Demographic Differences: Residents age 55 and older were more likely (very/somewhat) than those age 35-54 to say they would pay more in taxes to fund road maintenance in the County (49% vs. 36%). Those who feel the conditions of roads in their area of the County are poor are also more likely than those who feel their roads are in better condition to say they would be likely to pay more (54% vs. 40%). There were no significant differences in likelihood to pay by area of the County.

Residents were told that funding for road repairs in Clackamas County comes from the State Highway Fund, and that there is an estimated \$ 17 million funding gap between what road repairs need to be done and what the County can afford based on the money it receives from the State Highway Fund. They were given three possible tax and fee options to provide an independent source of funding for road maintenance and were asked if they opposed or supported each (Q29-Q31).



There was low support for each of the funding sources, though one in three showed some level of support for creating a **County-wide vehicle registration fee** (35%). This was a five point increase from results seen in 2012.

Demographic Differences: Residents under the age of 55 were more likely to support a vehicle registration fee than those who are older (39% vs. 28%). Those who have lived in the County for 6-10 years (61%) were also more likely than both those who have lived in the County fewer years (27%) and those who have lived there longer (32%) to support this fee.

Three in ten showed support for implementing a **County-wide gas tax** (29%). This represents an 11-point increase in support compared to 2012.

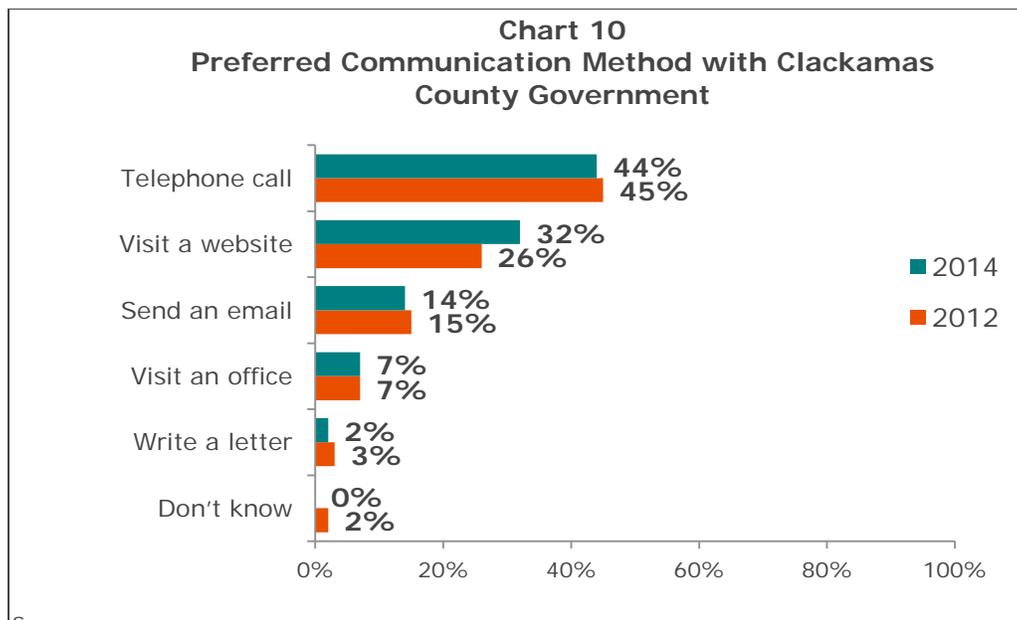
Demographic Differences: Men were more likely than women to support a County-wide gas tax (36% vs. 25%).

Residents were more uncertain about **creating a dedicated taxing district in the County**. One in four (23%) supported the taxing district, but another 14% were uncertain. Overall support was similar to results seen in 2012 (20%).

Demographic Differences: Residents ages 18-34 (38%) were the most likely of all subgroups to support this (35-54: 19%; 55+: 19%). Residents without children in their household were also more likely than those with children to support a taxing district (27% vs. 17%).

3.5 | E-GOVERNMENT + RECEIVING SERVICES

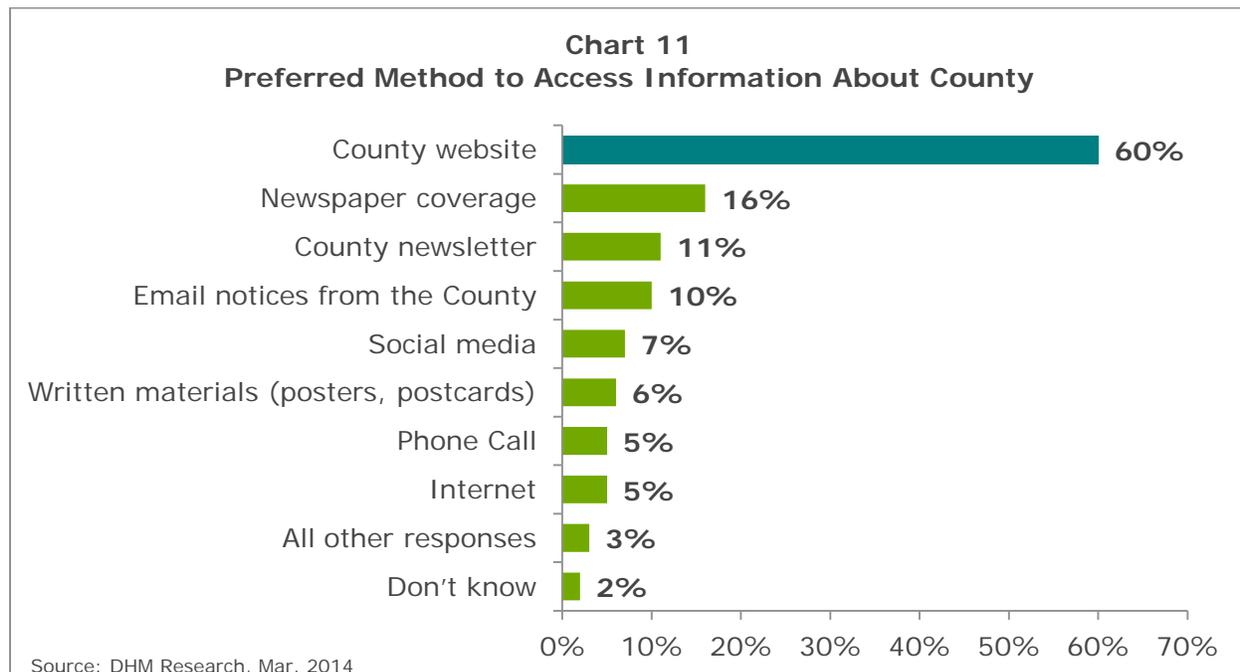
Residents were asked which method would be most convenient if they had a question that required them to contact Clackamas County Government (Q32).



Residents continued to prefer using telephone (44%) and an online platform like website (32%) or email (14%). Preferences remained consistent with those from 2012 with the exception of website, which increased 6 points.

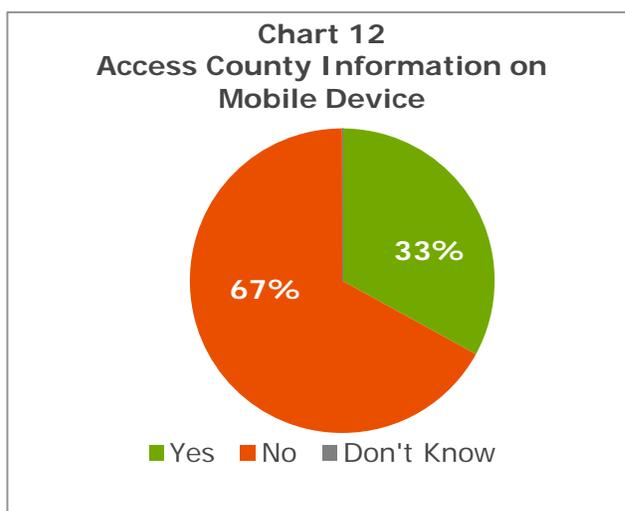
Demographic Differences: Residents age 55 and older were more likely than those younger to prefer a telephone call to get their question answered (55% vs. 37%). Residents age 54 and younger were more likely than those older to prefer email (18% vs. 9%). Preferences were similar across other demographic subgroups.

Residents were asked what their preferred method was to access information about Clackamas County (Q33).



By far, the most preferred source was the County website, with six in ten (60%) mentioning this source. Other preferred sources included newspaper coverage (16%), the County newsletter (11%), and email notices from the County (10%).

Demographic Differences: County website was the most preferred source among all demographic subgroups, but residents ages 18-34 (72%) and 35-54 (66%) were more likely to prefer this source than those who were older (46%). Conversely, residents ages 55 and older (29%) were more likely than those younger (9%) to turn to newspaper coverage to get information about the County.

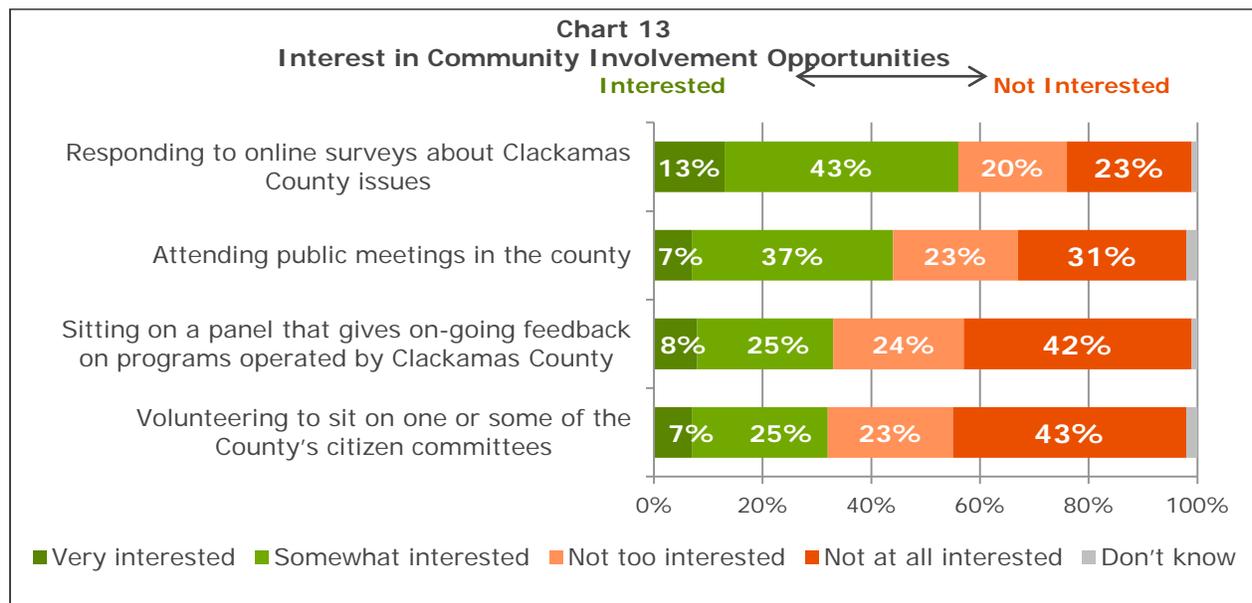


Residents were asked if they have accessed information about Clackamas County through a mobile device or tablet (Q34). Overall, one in three have used a mobile device or tablet to access information about the County.

Demographic Differences: Residents under the age of 55 were more likely than those older to have accessed County information using a mobile device or tablet (18-34: 45%; 35-54: 37%; 55+: 21%).

3.4 | COMMUNITY INVOLVEMENT + OUTREACH

At the end of the survey, residents were read some ways they can get involved with Clackamas County Government and were asked how interested they were in each (Q35-Q38).



More than half of residents (56%) were very or somewhat interested in **responding to online surveys about Clackamas County issues**. This was also a top rated response in 2012, though overall interest has increased 5 points since that time.

Demographic Differences: Residents age 55 and older were more interested in responding to online surveys than residents age 18-34 (60% vs. 43%).

More than four in ten (44%) were interested in **attending public meetings in the County**. The level of interest was similar to that seen in 2012 (43%).

Demographic Differences: Residents age 55 and older were more interested in attending public meetings in the County than residents ages 18-34 (50% vs. 34%).

One in three residents (33%) were interested in **sitting on a panel that gives on-going feedback on programs operated by Clackamas County**. Interest was consistent across demographic subgroups

Similarly, one in three (32%) residents were interested in **volunteering to sit on one or some of the County's citizen committees**. The level of interest was similar to that seen in 2012 (36%).

Demographic Differences: Men showed more interest in volunteering for the County's citizen committees than women (39% vs. 26%).

Finally, respondents were asked to rate how interesting the Citizen News is, a publication provided by the County, using a 0 to 10 scale (Q39). Residents rated it above average for being interesting (5.6). Just fewer than two in ten (18%) gave it a top-interest score (rating 8-10). Both average rating and top-interest score showed similar figures to those seen in 2012 (mean 5.6; 17%). One-quarter had either never read it (8%) or had never heard of it (12%). Those who have never heard of Citizen News decreased six points when compared to 2012 (18%). Findings were similar by demographic subgroups.

When asked how they prefer to receive Citizen News (Q40), six in ten (62%) said they wanted it mailed to their homes, and one-third wished to access it on the internet, either by email (18%), online (16%), or through social media (2%). Only 7% did not wish to receive the publication. Preferences were similar to those seen in 2012 with the exception of online, which doubled, increasing 8 points (2012: 8%; 2014: 16%).

4 | ANNOTATED QUESTIONNAIRE

Clackamas County Community Survey—Telephone
February-March 2014; 15 minutes; N=400; Margin of error +/-4.9%
DHM Research

INTRODUCTION

Hi, my name is _____ and I'm calling from DHM Research, a public opinion research firm in Portland. I'm calling about important issues in Clackamas County and I am not selling anything. May I please speak to someone in the house age 18 or older?

GENERAL MOOD & WARM-UP

1. All in all, do you think things in Clackamas County are headed in the right direction or are they off on the wrong track? **(2008/2012 Tracker)**

Response Category	2014 N=400	2012 N=400	2008 N=400
Right direction	54%	46%	57%
Wrong track	21%	29%	21%
(DON'T ASK) Don't know	25%	25%	23%

IMPORTANCE RATING OF ISSUES

2. What are the most important issues you see facing Clackamas County at this time?
(Open; accept multiple responses. Use 2012 code frame as base) (2008/2012 Tracker)

Response Category	2014 N=400	2012 N=400	2008 N=400
Road maintenance/safety/potholes	10%	18%	20%
Economy/jobs/job training	9%	20%	6%
School funding	8%	10%	5%
Land use/development	6%	4%	9%
Support public transportation	6%	5%	--
Taxes too high	6%	11%	5%
Traffic congestion/need more, new roads	5%	4%	6%
Public safety	5%	3%	9%
Schools—in general	5%	3%	8%
All other responses	3% or less	2% or less	6% or less
None/Nothing	7%	8%	17%
(DON'T ASK) Don't know	20%	10%	

Here is a list of issues. Knowing that resources in the County are limited, do you consider each to be an urgent, high, medium, or low priority for the County to address at this time? Try not to give urgent ratings for all options, please be selective. **(2012 Tracker)**
(Randomize Q3-12)

Response Category	Urgent	High	Medium	Low	Don't know
3. Sustainable logging					
2014, N=400	6%	21%	43%	25%	5%
2012, N=400	6%	26%	34%	26%	8%
4. Local job creation					
2014, N=400	21%	46%	25%	6%	2%
2012, N=400	22%	51%	17%	8%	2%
5. Assisting residents in getting access to health care, including mental health and addiction services					
2014, N=400	17%	35%	35%	11%	2%
2012, N=400	12%	37%	31%	17%	3%
6. Road and highway maintenance					
2014, N=400	14%	36%	39%	10%	0%
2012, N=400	10%	38%	43%	9%	0%
7. Park and trail maintenance					
2014, N=400	2%	12%	47%	37%	2%
2012, N=400	2%	14%	43%	38%	2%
8. County law enforcement and sheriff patrols					
2014, N=400	11%	36%	39%	13%	1%
2012, N=400	10%	43%	34%	12%	1%
9. Responding to emergency and natural disasters					
2014, N=400	21%	38%	29%	9%	3%
2012, N=400	14%	44%	31%	9%	2%
10. Access to public transportation					
2014, N=400	5%	23%	39%	31%	2%
2012, N=400	5%	26%	36%	31%	3%
11. Preventing and addressing homelessness					
2014, N=400	12%	26%	40%	20%	2%
2012, N=400	8%	26%	39%	24%	2%
12. Helping women and children who are victims of domestic violence					
2014, N=400	22%	43%	27%	5%	3%
2012, N=400	15%	51%	24%	8%	2%

SERVICE AWARENESS/VALUE + SATISFACTION

I'm going to read you a list of services that are provided by Clackamas County Government. Please tell me if each is very valuable, somewhat valuable, not too valuable, or not at all valuable to the quality of life in Clackamas County. **(2012 Tracker) (Randomize Q13-22)**

Response Category	Very Valuable	Smwt Valuable	Not too Valuable	Not at all	Don't know
13.Law enforcement					
2014, N=400	69%	24%	5%	2%	0%
2012, N=400	66%	28%	3%	2%	1%
14.Road maintenance					
2014, N=400	46%	45%	8%	1%	0%
2012, N=400	48%	44%	5%	2%	1%
15.Assistance to victims of domestic violence					
2014, N=400	57%	34%	6%	2%	1%
2012, N=400	55%	33%	7%	4%	1%
16.Land use planning and permitting					
2014, N=400	28%	43%	20%	6%	2%
2012, N=400	25%	40%	20%	11%	5%
17.Providing health care services to low-income residents					
2014, N=400	42%	43%	10%	3%	1%
2012, N=400	47%	35%	10%	8%	1%
18.Providing affordable housing for low-income residents					
2014, N=400	32%	46%	14%	7%	1%
2012, N=400	29%	47%	14%	9%	1%
19.Economic development					
2014, N=400	43%	45%	6%	3%	2%
2012, N=400	53%	34%	8%	3%	2%
20.Responding to emergency and natural disasters					
2014, N=400	64%	29%	5%	1%	1%
2012, N=400	62%	29%	5%	2%	2%
21.Providing mental health and addiction services					
2014, N=400	51%	35%	10%	3%	1%
2012, N=400	39%	45%	10%	5%	2%
22.Maintaining County parks					
2014, N=400	19%	59%	18%	3%	1%
2012, N=400	20%	57%	18%	5%	0%

23. Thinking about Clackamas County Government overall, how would you rate the County's performance in providing the services I just read to you based on anything you have seen or heard? Is it excellent, good, poor, or very poor? **(2008/2012 Tracker)**

Response Category	2014 N=400	2012 N=400	2008 N=400
Excellent	7%	5%	8%
Good	70%	70%	54%
Poor	15%	17%	26%
Very poor	2%	3%	7%
(DON'T ASK) Don't know	6%	5%	5%

24. As you may or may not know, some County services and offices are only available to the public on a four-day work-week (Monday – Thursday). Have you personally been limited in your access to County services or offices as a result of this?

Response Category	N=400
Yes (specify)	24%
No	76%
(DON'T ASK) Don't know	1%

24A. **(If yes to Q24)** How has your access been limited as a result of this? **(OPEN)**

Response Category	N=94
Couldn't take care of business	39%
Can't access on Fridays	35%
Can't get in touch/make appointments	18%
Have to take time off work/school to go	12%
Needed a permit	6%
Had to postpone my trip	7%
Local courthouse	3%
Building services division	2%
All other responses	2% or less
None/Nothing	0%
(DON'T ASK) Don't know	2%

TRANSPORTATION PRIORITIES

25. I'd like you to build a budget based on how you want Clackamas County to spend revenue on public services. This is a hypothetical question. Let's pretend you have \$100 dollars for services in the County. How would you want that money spent across the following five areas? You can assign any dollar amount to each service, but the total must equal \$100. I'm going to read you the five areas first, then read them again so that you can assign a dollar amount to each.

Response Category	N=400
Road maintenance	\$20.40
Law enforcement	\$26.80
Providing mental health and addiction services	\$18.30
Park and trail maintenance	\$13.40
Local job creation	\$21.10
Total	\$100.00

26. Do you feel the condition of roads in your area of Clackamas County is excellent, good, poor, or very poor?

Response Category	N=400
Excellent	7%
Good	64%
Poor	24%
Very poor	5%
(DON'T ASK) Don't know	1%

27. Those who said "poor" or "very poor" on Q26. Why do you say that? (OPEN)

Response Category	N=114
Potholes	63%
Lack of maintenance	36%
They are not safe	9%
We need better highways	6%
Can't see the lines/new paint needed on lines	4%
Heavy traffic	4%
All other responses	3% or less
None/nothing	0%
(DON'T ASK) Don't know	0%

28. How likely would you be to pay more in taxes to fund road maintenance in Clackamas County: very likely, somewhat likely, not too likely, or not at all likely?

Response Category	N=400
Very likely	8%
Somewhat likely	37%
Not too likely	26%
Not at all likely	28%
(DON'T READ) Don't know	2%

Funding for road repairs comes from Clackamas County's share of state and federal gasoline taxes; state vehicle registration and title fees; and state weight-mile taxes paid by heavy trucks. The County estimates that there is a \$17 million funding gap between what road repairs need to be done and what the County can afford based on available revenues. Here are a few possible tax or fee options to give road repairs in the County an independent and stable funding source. Do you support or oppose each? **(Wait and ask)** Is that "somewhat" or "strongly"? **(2012 Tracker) (Randomize Q29-31)**

Response Category	Strong Support	Smwt Support	Smwt Oppose	Strong Oppose	Don't know
29. Creating a County vehicle registration fee					
2014, N=400	9%	26%	19%	43%	4%
2012, N=400	9%	21%	20%	47%	4%
30. Creating a dedicated taxing district in the County					
2014, N=400	3%	21%	23%	40%	14%
2012, N=400	5%	15%	19%	42%	19%
31. Implementing a County-wide gas tax					
2014, N=400	8%	21%	17%	50%	3%
2012, N=400	6%	12%	15%	65%	2%

E-GOVERNMENT + RECEIVING SERVICES

32. Overall, if you have a question or there is something you need that requires you contacting a government agency of Clackamas County, which method would be most convenient? **(2012 Tracker) (Randomize; read list; accept one)**

Response Category	2014 N=400	2012 N=400
Telephone call	44%	45%
Visit a website	32%	26%
Send an email	14%	15%
Visit an office	7%	7%
Write a letter	2%	3%
Or something else? (specify)	0%	0%
(DON'T ASK) Don't know	0%	2%

33. What is your preferred method to access information about Clackamas County, including information about current events and elections, decisions made by the County Commission, and to learn about and request services provided by Clackamas County?
(Do not read list; record up to three responses)

Response Category	N=400
County website	60%
Newspaper coverage	16%
County newsletter	11%
Email notices from the County	10%
Social media	7%
Written materials (posters, postcards)	6%
Internet	5%
Phone call	5%
All other responses	3% or less
Other (specify)	1%
(DON'T ASK) Don't know	2%

34. Have you ever accessed information about Clackamas County through a mobile device or tablet?

Response Category	N=400
Yes	33%
No	67%
(DON'T ASK) Don't know	0%

COMMUNITY INVOLVEMENT

Here are some ways to get involved in Clackamas County government. Are you very interested, somewhat interested, not too interested, or not at all interested in:

(Randomize Q35-Q38) (Q35-36 & Q38 are 2012 Trackers)

Response Category, N=400	Very interested	Smwt interested	Not too interested	Not at all	Don't know
35. Attending public meetings in the County					
2014, N=400	7%	37%	23%	31%	2%
2012, N=400	9%	34%	22%	31%	3%
36. Responding to online surveys about Clackamas County issues					
2014, N=400	13%	43%	20%	23%	1%
2012, N=400	13%	38%	17%	29%	3%
37. Sitting on a panel that gives on-going feedback on programs operated by Clackamas County					
2014, N=400	8%	25%	24%	42%	1%
38. Volunteering to sit on one or some of the County's citizen committees					
2014, N=400	7%	25%	23%	43%	2%
2012, N=400	8%	28%	23%	37%	4%

39. On a scale where 0=not at all interesting and 10=very interesting, how would you rate Citizen News, a publication provided by the County? **(2012 Tracker)**

Response Category	2014 N=400	2012 N=400
Mean	5.6	5.6
Top box (8+9+10)	18%	17%
Never heard of it	12%	18%
Never read it	8%	7%
(DON'T ASK) Don't know	5%	7%

40. The Citizen News is delivered to all households in the County. How would you prefer to receive Citizen News? **(Do not read list; record response) (2012 Tracker)**

Response Category	2014 N=400	2012 N=400
Mailed to home/paper copy	62%	58%
Email	18%	20%
Online	16%	8%
Do not wish to receive it	7%	5%
Social media	2%	1%
All other responses	1% or less	1% or less
Other (specify)	0%	1%
(DON'T ASK) Don't know	4%	6%

These last questions make sure we have a valid sample of the community. It's important to collect answers to all of the following questions, and please keep in mind that your responses are confidential.

41. What is your age?

Age	N=400
18-24	10%
25-34	15%
35-54	38%
55-64	19%
65+	18%
Refused	1%

42. Gender **(by observation)**

Response Category	N=400
Male	48%
Female	52%

43. In what city or town do you live? (quota by several cities)

Response Category	N=400
Milwaukie	12%
Clackamas	10%
Oregon City	9%
Boring	7%
Estacada	7%
Canby	5%
Lake Oswego	5%
Molalla	5%
Wilsonville	5%
Beavercreek	4%
Damascus/Carver	4%
Happy Valley	4%
West Linn	4%
Tualatin	3%
Eagle Creek	2%
Gladstone	2%
Oak Grove	1%
Sandy	1%
Portland	1%
Government Camp	0%
Sunnyside	0%
Jennings Lodge	0%
Johnson City	0%
Mount Hood Village	0%
Oatfield	0%
Barlow	0%
Rivergrove	0%
Other (record)	9%

Area (from city)

Response Category	N=400
Lake Oswego/Milwaukie/Oak Grove/Gladstone	23%
West Linn/Oregon City	15%
Wilsonville/Canby/Molalla	11%
Happy Valley/Damascus/Sandy	9%
All others	42%

44. How long have you lived in Clackamas County?

Response Category	N=400
0-5 years	8%
6-10 years	13%
More than 10 years	78%
(DON'T READ) Refused	1%

45. Do you own or rent your home?

Response Category	N=400
Own	78%
Rent	15%
(DON'T READ) Refused	8%

46. What is the highest level of education you have had the opportunity to complete?

Response Category	N=400
Less than high school	2%
High school diploma	17%
Some college	34%
College degree	33%
Graduate/professional school	13%
(DON'T READ) Refused	1%

47. How many children under age 18 live in your home? **(Record)**

Response Category	N=400
0	64%
1	12%
2	14%
3	5%
4	2%
5+	1%
(DON'T READ) Refused	2%

48. What is your annual household income before taxes in 2013?

Response Category	N=400
Less than \$25,000	9%
\$25,000 to less than \$50,000	19%
\$50,000 to less than \$75,000	19%
\$75,000 to less than \$100,000	17%
\$100,000 to less than \$150,000	15%
\$150,000+	8%
(DON'T READ) Refused	14%

49. What is your race or ethnicity? (Allow multiple)

Response Category	N=400
White/Caucasian	89%
Hispanic/Latino	2%
African American/Black	1%
Asian/Pacific Islander	1%
Native American/American Indian	1%
Other	3%
(DON'T READ) Refused	3%