



proud past, promising future

CLARK COUNTY  
WASHINGTON

AUDITOR  
GREG KIMSEY

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Date: April 29, 2009  
To: The Citizens of Clark County  
Subject: Citizen Survey 2009

The Clark County Citizen's Survey was first conducted in 2003 and has been repeated every two years. The survey serves as a consumer report card for Clark County by providing residents the opportunity to rate their satisfaction with the quality of life in the county and satisfaction with local government. The survey gives feedback from residents to government on what is working well and what is not, and their priorities.

We have used the information and published the tallies in our biennial Service Efforts and Accomplishments (SEA) report. This survey report provides more analysis and discussion of the numbers.

I hope you find this information useful and interesting. If you are one of those who received and responded to the surveys, thank you for your input. If you are randomly selected to participate in 2011, please take a few minutes to contribute to "the report card."

Sincerely,

Greg Kimsey  
Clark County Auditor



## **Clark County Auditor's Office**

### **Citizen Survey 2009**

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*Special thanks to Adriana Prata, Budget Office, for analytical assistance*

Report #09-02

April 29, 2009

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## Introduction

This is the fourth biennial survey to measure Clark County residents' level of satisfaction with the performance of the County. We conducted this mail survey between January 2 and February 13, 2009.

This “**Results Summary and Observations**” report is grouped into these areas:

**Section A – General perceptions**

**Section B – Sheriff and law enforcement**

**Section C – Roads**

**Section D – Parks**

**Section E – Building and development**

**Section F – Code enforcement, fire marshal, and animal control**

**Section G – Demographic profile**

Following the results summary, a “**Methodology**” section explains how the survey was delivered, and how many surveys were returned.

The final section of this report contains a **copy of the survey instrument** mailed to residents.

**Note regarding margin of error:** based on the 1,424 responses to the survey, the margin of error (at the 95 percent confidence level) is 2.6 percent. Some questions have fewer responses, which increases the margin of error. For general reference, be aware that if 850 opinions are expressed, the margin of error is 3.3 percent, and with just 500 opinions the margin of error increases to 4.4 percent.

## Results Summary and Observations

### Section A – General perceptions

(not specific to the Sheriff’s Office, Roads, Parks, or Community Development)

#### Quality of life and service delivery

	2009	Prior Year Totals		
		2007	2005	2003
Overall <b>Quality of Life</b> in Clark County				
Poor	1%	1%	1%	2%
Fair	7%	7%	7%	9%
Neutral	8%	8%	10%	9%
Good	67%	68%	68%	67%
Excellent	18%	16%	14%	13%
	<b>(1,396)*</b>	(856)	(1,139)	(1,189)
Overall <b>Level of Service Delivery</b> by Clark County		<i>not asked in prior years</i>		
Poor	2%			
Fair	11%			
Neutral	20%			
Good	57%			
Excellent	10%			
	<b>(1,362)</b>			

BASED ON QUESTION 1a and 1c: Please check the box that most accurately describes how you rate the overall quality of life in (and level of service delivery by) Clark County.

#### Observations:

- Overall, more than four in five residents (85 percent) feel the quality of life in Clark County is ‘good/excellent.’ This has been a consistently positive response in all four surveys.
- Incorporated compared to unincorporated: a substantial number, 71 percent, of residents in city limits rated service delivery as ‘good/excellent.’ That dropped to 61 percent for unincorporated residents.
- Work and commute: the high ratings for quality of life were not impacted significantly by whether a respondent worked outside the home. But there is a split based on commuting: 87 percent ‘good/excellent’ for non-Oregon workers, contrasted with 80 percent for those who work in Oregon.

\* Total number of respondents in parentheses

### Confidence in county government

	2009	Prior Year Totals		
		2007	2005	2003
None	3%	1%	3%	4%
Very little	14%	13%	15%	19%
Some	50%	54%	48%	51%
A lot	32%	30%	31%	24%
Total	1%	2%	2%	2%
	(1,280)*	(774)	(1,042)	(1,094)

BASED ON QUESTION 10: How much confidence do you have in your County government?

#### Observations:

- Overall, confidence in county government has maintained ‘total/a lot’ confidence ratings at 33 to 34 percent since 2005.
- Incorporated compared to unincorporated: residents have roughly the same confidence level regardless of whether they live within or outside city limits.
- Education: there is a gradual increase in the percent of citizens with ‘a lot’ of confidence as their education increases:

Education level	‘A lot’ of confidence in county government
High school or less, GED	24%
Some college	27%
Associate degree	33%
Bachelor’s degree	35%
Masters/Doctorate	42%

- There were no correlations to how respondents rated their level of confidence based on length of residency or age.

\* Total number of respondents in parentheses

**Highest priority issues:** Percent of citizens rating the issue as #1, the highest priority

	Prior Year		
	2009	2007	
1. Employment/Economy	25%	10%	<i>For this question, there was a significant shift in answers based on age. Therefore, these results are shown with a statistical adjustment to better project the results to the entire adult population. Details are not available from prior years to make the same adjustment.</i>
2. Crime	16%	18%	
3. Education	16%	21%	
4. Growth/Sprawl	15%	22%	
5. County taxes	15%	15%	
6. Health care	9%	10%	
7. Land/property rights	7%	11%	
8. Infrastructure (roads etc.)	6%	9%	
9. Local environment	6%	7%	
10. Housing	4%	5%	
11. Parks	1%	2%	

BASED ON QUESTION 2: Please prioritize the following issues facing Clark County from 1 to 12, using 1 as 'the issue you are most concerned about,' and 12 as 'the issue you are least concerned about.' (Use each number only once.)

**Note:** Total exceeds 100% because some respondents rated more than one issue as #1.

**Observations:**

- Not surprisingly, employment/economy has returned to the #1 issue for citizens.
- Age: Citizens have significantly different opinions based on their age bracket for these issues:

	Rated as #1 Priority (2009)	
	Under Age 45	Age 45 and over
Education	21%	11%
County taxes	9%	21%
Employment / economy	29%	22%
Growth/sprawl	11%	20%

- Education: The ranking of priorities varies by level of education for three issues; citizens were less likely to rank the issue as #1 as their education increased:

	Rated as #1 Priority (2009)				
	High School	Some College	Associate's	Bachelor's	Master's/ Doctorate
County Taxes	23%	20%	17%	12%	9%
Crime	24%	20%	18%	15%	10%
Employment Economy	34%	28%	25%	25%	18%

### Mental Health and Substance Abuse services

	2009	2007
Poor	13%	14%
Fair	21%	25%
Neutral	39%	40%
Good	24%	19%
Excellent	3%	2%
	(894)*	(616)

BASED ON QUESTION 3b: To the best of your ability, please rate how well you feel the following services are provided in Clark County.

#### **Observations:**

- Overall, one-third of citizens did not have an opinion, and 40 percent of those who responded rated the service as 'neutral.'
- There were no differences in opinions based on age, education, or unincorporated versus incorporated areas.

\* Total number of respondents in parentheses

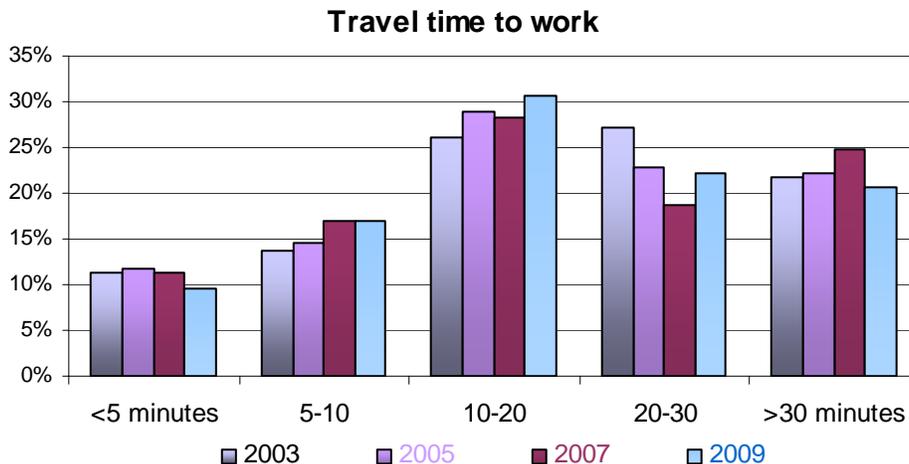
**Travel time**

	2009	Prior Year Totals		
		2007	2005	2003
• To work				
5 minutes or less	10%	11%	12%	11%
5 to 10 minutes	17%	17%	15%	14%
10 to 20 minutes	32%	28%	29%	26%
20 to 30 minutes	22%	19%	23%	27%
Over 30 minutes	20%	25%	22%	22%
	(895)*	(571)	(765)	(844)
• To shopping				
5 minutes or less	15%	14%	16%	20%
5 to 10 minutes	38%	37%	38%	37%
10 to 20 minutes	33%	34%	31%	32%
20 to 30 minutes	12%	12%	13%	8%
Over 30 minutes	2%	2%	2%	2%
	(1,393)	(858)	(1,135)	(1,172)
• To local county parks				
5 minutes or less	23%	21%	22%	22%
5 to 10 minutes	31%	31%	27%	30%
10 to 20 minutes	31%	33%	35%	33%
20 to 30 minutes	12%	13%	13%	12%
Over 30 minutes	3%	2%	3%	3%
	(1,227)	(752)	(996)	(1,049)

BASED ON QUESTION 9a: How long does it take you to travel to these locations.

**Observations:**

- As seen in the previous survey, respondents living in unincorporated Clark County had slightly longer commute times to work, shopping and to local county parks than those living within city limits.



\* Total number of respondents in parentheses

**Satisfaction with travel time**

	2009	Prior Year Totals		
		2007	2005	2003
• To work				
Extremely dissatisfied	<b>9%</b>	15%	11%	14%
Somewhat dissatisfied	<b>12%</b>	13%	16%	16%
Neutral	<b>17%</b>	17%	21%	19%
Somewhat satisfied	<b>27%</b>	23%	20%	24%
Extremely satisfied	<b>35%</b>	33%	31%	28%
	<b>(912)*</b>	(600)	(801)	(866)
• To shopping				
Extremely dissatisfied	<b>3%</b>	4%	4%	5%
Somewhat dissatisfied	<b>8%</b>	7%	8%	9%
Neutral	<b>16%</b>	19%	18%	18%
Somewhat satisfied	<b>30%</b>	33%	30%	32%
Extremely satisfied	<b>42%</b>	38%	39%	36%
	<b>(1,367)</b>	(843)	(1,117)	(1,167)
• To local county parks				
Extremely dissatisfied	<b>3%</b>	4%	4%	5%
Somewhat dissatisfied	<b>7%</b>	8%	6%	6%
Neutral	<b>20%</b>	24%	28%	24%
Somewhat satisfied	<b>30%</b>	28%	28%	29%
Extremely satisfied	<b>40%</b>	36%	34%	37%
	<b>(1,180)</b>	(735)	(960)	(1,017)

BASED ON QUESTION 9b: How SATISFIED are you with the length of time it takes to travel.

**Observations:**

- Overall, the majority of citizens continue to be satisfied with their travel times: 58 percent with the travel time to work, and 69 to 72 percent for parks or shopping.
- Correlation to Quality of Life: there is a correlation between satisfaction with work travel time and the ratings for quality of life. For example, no one who rated quality of life as 'excellent' said they were extremely dissatisfied with their work travel time.
- Work in Oregon: not surprisingly, those who work in Oregon are less satisfied with their work travel time than those who do not (9 percent versus 42 percent 'extremely satisfied' respectively).

\* Total number of respondents in parentheses

**Section B – Sheriff and law enforcement**

This section evaluates residents’ perceptions of levels of safety, experiences with deputies, and concerns for specific areas of crime.

**Level of safety in Clark County:**

	2009	Prior Year Totals		
		2007	2005	2003
Overall <b>Level of Safety</b> in Clark County				
Poor	2%	2%	3%	2%
Fair	10%	15%	15%	14%
Neutral	13%	15%	16%	14%
Good	66%	60%	61%	62%
Excellent	10%	8%	6%	8%
	<b>(1,375)*</b>	(823)	(1,106)	(1,157)

BASED ON QUESTION 1b: Please check the box that most accurately describes how you rate the level of safety in Clark County.

**Observations:**

- Overall, 75 percent of citizens rated level of safety ‘good/excellent,’ an increase from the prior surveys which were 67 to 70 percent.
- Incorporated compared to unincorporated: The ratings are the same regardless of whether citizens are inside or outside city limits.

**How well law enforcement (Sheriff’s Office) is provided in Clark County:**

	2009	Prior Year Totals		
		2007	2005	2003
Law enforcement (Sheriff’s Office)				
Poor	3%	2%	4%	4%
Fair	9%	12%	11%	10%
Neutral	14%	19%	19%	14%
Good	61%	56%	56%	61%
Excellent	12%	10%	9%	11%
	<b>(1,291)*</b>	(809)	(1,104)	(1,124)

BASED ON QUESTION 3a: To the best of your ability, please rate how well you feel the following services are provided in Clark County.

**Observations:**

- Overall, the ratings are even higher than the previous surveys, with 74 percent rating law enforcement as ‘good/excellent’ compared to prior surveys at 66, 65, and 72 percent respectively.

\* Total number of respondents in parentheses

### Experience in dealing with the Clark County Sheriff's Office

	2009	Prior Year Totals		
		2007	2005	2003
When you called or asked for assistance:				
Poor	12%	12%	15%	12%
Fair	12%	14%	14%	14%
Expected	15%	15%	8%	13%
Good	34%	34%	29%	38%
Excellent	27%	25%	33%	24%
	<b>(393)*</b>	(228)	(333)	(361)
When stopped or contacted by a sheriff's deputy:				
Poor	12%	14%	17%	18%
Fair	14%	13%	16%	10%
Expected	14%	12%	9%	19%
Good	31%	41%	34%	34%
Excellent	28%	20%	24%	19%
	<b>(247)</b>	(137)	(116)	(134)
When requesting public records / police reports:				
Poor	11%	12%	16%	<i>not asked</i>
Fair	15%	24%	23%	<i>in 2003</i>
Expected	20%	23%	5%	
Good	34%	26%	37%	
Excellent	20%	16%	19%	
	<b>(167)</b>	(101)	(104)	

BASED ON QUESTION 4: If you have had contact with the Clark County Sheriff's Office in the past year, please rate your experience in the following situations.

#### Observations:

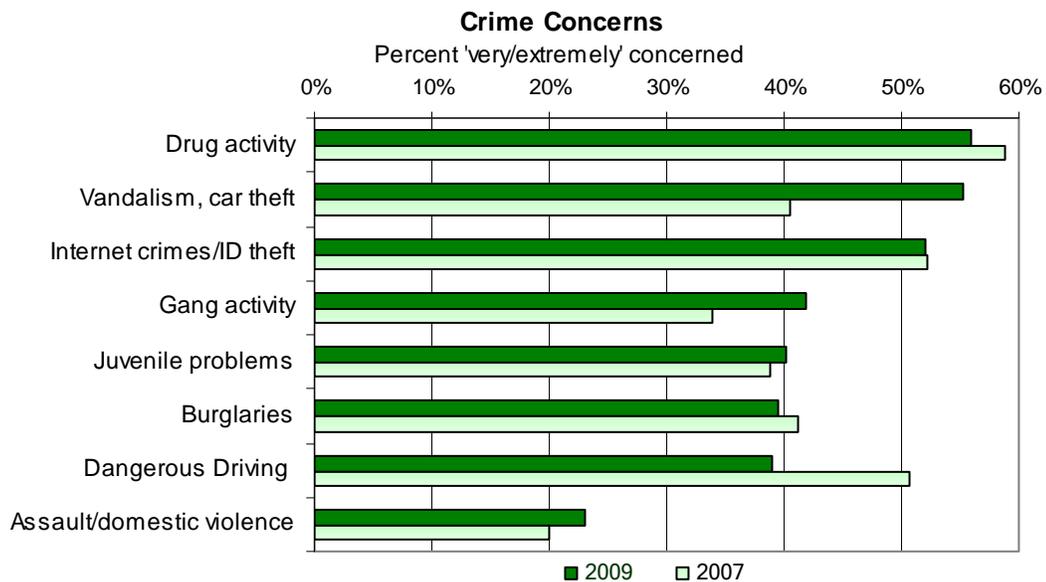
- **Results for the last situation are from a very low number of responses;** therefore, they may not be representative of the entire population.
- Overall, the 'good/excellent' rating on calls for assistance have been consistent at 59 to 62 percent each year (61 percent in 2009).
- Being stopped or contacted by a deputy was rated as a 'good/excellent' experience by 59 percent of respondents. This compares to 61 and 58 in the two most recent surveys, and contrasts with a low of 53 percent in 2003.
- Request for records/reports experience ratings have fluctuated over the years at 54, 42, and 56 percent 'good/excellent' (respectively for 2009, 2007, 2005).

**SPECIFIC CONCERNS for self/family**

	Prior Year Totals		
	2009	2007	
Identity Theft / Internet Crimes:			<i>As described on page 7 there was a significant shift in answers based on age for this question. Therefore, these results are shown with a statistical adjustment to better project the results to the entire adult population. Details are not available from prior years to make the same adjustment.</i>  BASED ON QUESTION 5: Please rate your LEVEL OF CONCERN for yourself / your family, with the following within Clark County.
Not at all	4%	7%	
Slightly	14%	15%	
Somewhat	30%	26%	
Very	32%	26%	
Extremely	20%	26%	
Drug Activity (use / manufacture / sale):			
Not at all	6%	8%	
Slightly	12%	11%	
Somewhat	26%	23%	
Very	34%	28%	
Extremely	22%	31%	
Dangerous Driving (previously "Road Rage"):			
Not at all	7%	4%	
Slightly	18%	15%	
Somewhat	36%	30%	
Very	26%	31%	
Extremely	13%	19%	
Burglaries:			
Not at all	3%	3%	
Slightly	19%	21%	
Somewhat	38%	35%	
Very	28%	26%	
Extremely	12%	15%	
Juvenile Problems:			
Not at all	5%	6%	
Slightly	20%	20%	
Somewhat	35%	36%	
Very	27%	27%	
Extremely	13%	12%	
Vandalism / Car Thefts / Prowls:			
Not at all	2%	4%	
Slightly	12%	21%	
Somewhat	31%	34%	
Very	35%	28%	
Extremely	20%	13%	
Gang Activity:			
Not at all	11%	11%	
Slightly	22%	31%	
Somewhat	25%	23%	
Very	24%	20%	
Extremely	18%	14%	
Assault / Domestic Violence:			
Not at all	20%	34%	
Slightly	27%	23%	
Somewhat	30%	23%	
Very	15%	13%	
Extremely	8%	7%	

**Observations:**

- Overall, drug activity has remained the highest concern. Concern over vandalism and car theft has greatly increased, to 55 percent of citizens being very or extremely concerned. In contrast, the concern over dangerous driving has dropped from over 50 percent in 2007 to under 40 percent now.
- Incorporated versus Unincorporated: there were two areas with significant differences in the level of concerns between respondents who live within city limits and those who live in unincorporated Clark County. For juvenile problems, 42 percent of residents in cities were 'very/extremely' concerned, compared to 38 percent of citizens outside city limits. On the other end of the scale, for vandalism, only 9 percent of city residents were either not at all or slightly concerned, compared to 17 percent of those outside city limits.



**Section C – Roads**

**How well road maintenance is provided in Clark County**

	2009	Prior Year Totals		
		2007	2005	2003
Road Maintenance				
Poor	8%	7%	7%	11%
Fair	25%	27%	25%	26%
Neutral	21%	21%	25%	20%
Good	42%	41%	39%	38%
Excellent	4%	4%	4%	4%
	<b>(1,385)*</b>	(856)	(1,139)	(1,195)

BASED ON QUESTION 3d: To the best of your ability, please rate how well you feel the following services are provided in Clark County.

**Observations:**

- Overall, citizen ratings have been consistent over all surveys, with slightly improved satisfaction over time to 46% ‘good/excellent’ in 2009 (with prior years, respectively, at 45, 43, and 42 percent).
- Education: satisfaction with road maintenance increases by education brackets. For those with high school to some college education, 40 percent said maintenance was ‘good/excellent.’ But those with a Bachelor’s degree or higher gave the ‘good/excellent’ rating 55 percent of the time.
- Other influences: there were no significant changes in ratings based on length of residency, location (inside or outside city limits) or by age.

\* Total number of respondents in parentheses

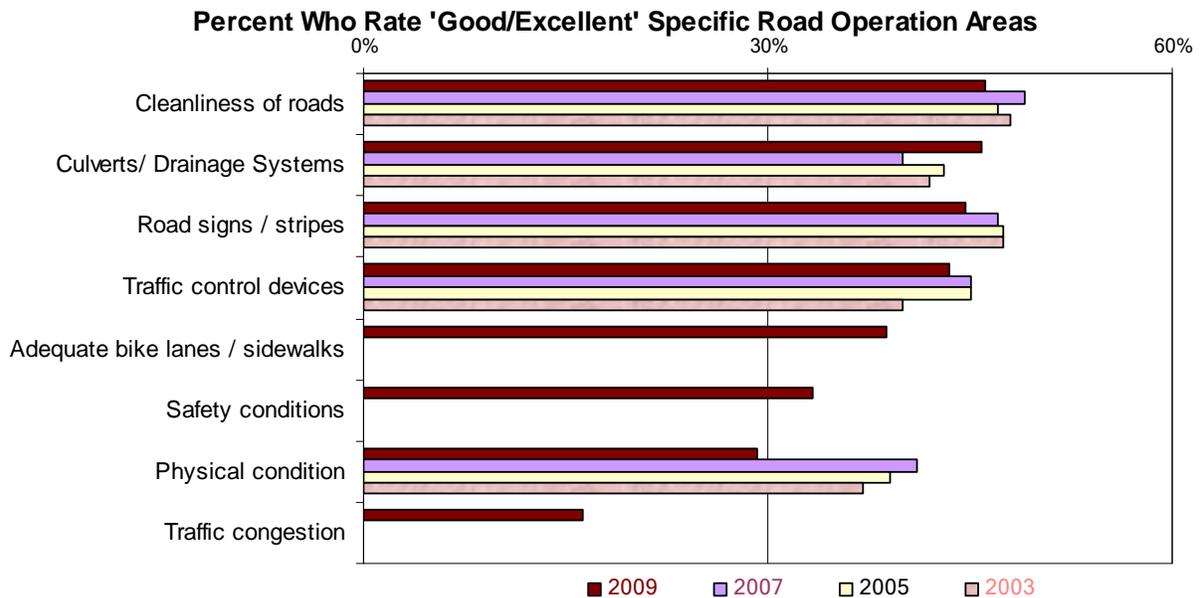
Noticed or experienced concerning roads	Prior Year Totals			
	2009	2007	2005	2003
Traffic congestion		<i>not asked</i>		
Poor	16%	<i>in prior</i>		
Fair	28%	<i>years</i>		
Average	39%			
Good	15%			
Excellent	1%			
	(1,337)*			
Safety conditions		<i>not asked</i>		
Poor	4%	<i>in prior</i>		
Fair	16%	<i>years</i>		
Average	46%			
Good	31%			
Excellent	3%			
	(1,330)			
Physical condition of roads				
Poor	12%	4%	6%	8%
Fair	25%	17%	18%	20%
Average	34%	38%	37%	35%
Good	27%	37%	37%	34%
Excellent	2%	4%	3%	3%
	(1,361)	(861)	(1,138)	(1,186)
Cleanliness of roads				
Poor	7%	3%	5%	6%
Fair	17%	13%	13%	17%
Average	30%	35%	35%	30%
Good	40%	42%	42%	42%
Excellent	6%	6%	5%	6%
	(1,345)	(865)	(1,135)	(1,190)
Traffic control devices (traffic lights)				
Poor	9%	9%	6%	10%
Fair	14%	14%	14%	18%
Average	34%	31%	35%	32%
Good	38%	41%	40%	35%
Excellent	5%	4%	5%	5%
	(1,326)	(862)	(1,120)	(1,179)
Adequate amount of bike lanes and sidewalks				
Poor	16%	<i>not asked</i>		
Fair	19%	<i>in prior</i>		
Average	27%	<i>years</i>		
Good	32%			
Excellent	7%			
	(1,216)			
Road signage and striping				
Poor	6%	6%	8%	7%
Fair	13%	16%	16%	15%
Average	36%	33%	33%	32%
Good	39%	41%	39%	40%
Excellent	6%	4%	5%	6%
	(1,314)	(855)	(1,124)	(1,173)
Effectiveness of culverts / drainage systems				
Poor	6%	7%	6%	6%
Fair	14%	17%	15%	14%
Average	35%	36%	36%	32%
Good	41%	37%	39%	41%
Excellent	5%	3%	4%	6%
	(1,250)	(785)	(1,022)	(1,146)

\* Total number of respondents in parentheses

BASED ON QUESTION 7: Please tell us what you have noticed or experienced concerning Clark County roads.

**Observations:**

- Overall, ratings for the physical condition of roads has had a large drop. Citizens now give 'good/excellent' just 29 percent of the time compared to 37 to 41 percent in previous surveys. This is an interesting contrast from the question (two pages back) for how well road maintenance services are provided, for which the 'good/excellent' rating has stayed consistent from 42 percent in 2003 to 46 percent in 2009.
- Unincorporated, physical condition of roads: Based on where the citizen lives, there is a higher 'good/excellent' rating for physical condition of roads from those outside city limits (by 35 percent of citizens) than those in cities (27 percent). The city residents shift to more neutral, not to the 'poor/fair' ratings.
- Correlation to age: there were no distinct groups of opinions based on age or education.



\* Total number of respondents in parentheses

### Section D – Parks

This section evaluates residents’ experiences and perceptions around parks.

#### How well park services are provided in Clark County

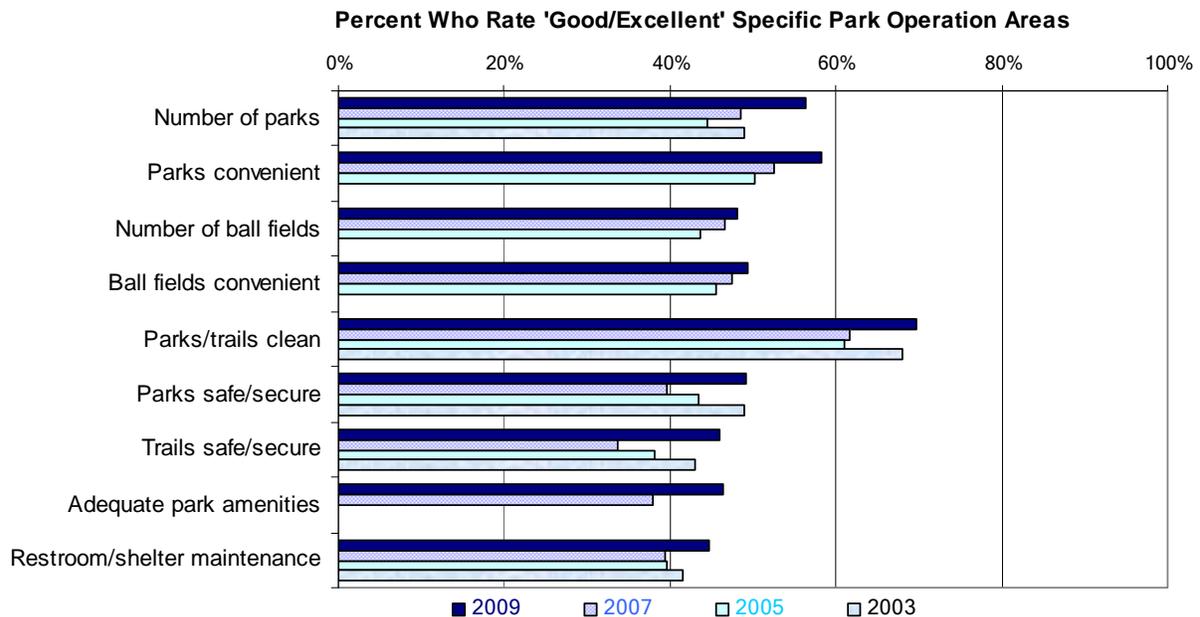
	2009	Prior Year Totals		
		2007	2005	2003
• Parks				
Poor	2%	4%	3%	5%
Fair	12%	14%	11%	13%
Neutral	21%	25%	27%	24%
Good	51%	49%	50%	48%
Excellent	15%	8%	9%	10%
	(1,385)*	(817)	(1,099)	(1,121)

BASED ON QUESTION 3c: To the best of your ability, please rate how well you feel the following services are provided in Clark County.

#### Observations:

- Overall, 66 percent of citizens rated parks service ‘good/excellent’ which is more than the 57 to 59 percent of citizens in the past three surveys.
- Incorporated compared to unincorporated: a larger number of citizens within cities gave a ‘good’ rating (54 percent) compared to those outside cities (44 percent), although their ratings for ‘excellent’ were similar.
- Age: based on age, there is a shift in citizens from the ‘good/excellent’ to ‘neutral’ ratings. Citizens under 45 gave the ‘good/excellent’ rating 72 percent of the time, while those 45 and over were 63 percent of the time.

#### Noticed or experienced with parks



\* Total number of respondents in parentheses

2009 Citizen Survey  
Results and Observations, Section D, Parks

	2009	Prior Year Totals			
		2007	2005	2003	
• Adequate number of parks					
Poor	7%	9%	9%		<i>In 2003, asked: "accessibility / number of park facilities"</i>
Fair	11%	13%	15%		
Average	26%	29%	31%		
Good	41%	38%	37%		
Excellent	15%	10%	7%		
• Parks conveniently located					
Poor	5%	7%	6%	9%	
Fair	13%	11%	14%	14%	
Average	24%	30%	30%	28%	
Good	43%	42%	41%	39%	
Excellent	16%	11%	9%	10%	
• Adequate number of ball fields					
Poor	7%	9%	9%		
Fair	14%	14%	17%		
Average	31%	30%	31%		
Good	36%	37%	35%		
Excellent	12%	9%	9%		
• Ball fields conveniently located					
Poor	6%	6%	8%		
Fair	15%	13%	12%		
Average	30%	33%	35%		
Good	37%	38%	38%		
Excellent	13%	10%	8%		
• Cleanliness of park grounds / trails					
Poor	1%	1%	2%	1%	
Fair	5%	9%	9%	7%	
Average	24%	29%	29%	24%	
Good	54%	52%	51%	56%	
Excellent	15%	10%	10%	12%	
• Safety and security of parks					
Poor	5%	4%	4%	5%	
Fair	13%	16%	16%	15%	
Average	33%	40%	37%	32%	
Good	41%	36%	40%	42%	
Excellent	8%	4%	4%	7%	
• Safety and security of trails					
Poor	6%	6%	5%	7%	
Fair	15%	19%	21%	18%	
Average	33%	41%	36%	33%	
Good	39%	31%	35%	38%	
Excellent	6%	3%	3%	5%	
• Adequate park amenities					
Poor	5%	4%			<i>not asked in prior years</i>
Fair	15%	17%			
Average	34%	41%			
Good	36%	33%			
Excellent	11%	4%			
• Restroom/picnic area maintenance					
Poor	5%	6%	9%	4%	
Fair	18%	18%	18%	18%	
Average	32%	38%	35%	36%	
Good	35%	35%	34%	37%	
Excellent	9%	4%	5%	5%	

BASED ON QUESTION 8: Please tell us what you have noticed or experienced concerning Clark County parks.

The number of respondents to the ball fields questions was 820 – 829. For all other questions, the number ranged from 1,008 to 1,162.

***Observations:***

- Overall, ratings increased in all areas over the 2007 survey. The area that continues to receive the highest ‘good/excellent’ ratings is cleanliness of parks and trails, given by 69 percent of citizens in 2009.
- ‘Safety and security of trails:’ after declining in three surveys, the rating for trail safety/security has increased, with 46 percent of citizens giving a ‘good/excellent’ mark.
- Similarly, parks safety/security is now rated at ‘good/excellent’ by about half of the citizens, an increase from 40 percent in the last survey.
- Citizens seem more satisfied with the number of parks; 56 percent rated the number ‘good/excellent’ compared with 48 percent in the last survey.
- Unincorporated versus incorporated responses: a greater percent of citizens within city limits than outside city limits gave ‘good/excellent’ ratings in three areas – convenient ball fields (by 7 percentage points), number of parks (by 6 points), and number of ball fields (by 5 points). Conversely in one area, picnic/restroom maintenance, citizens outside of city limits gave higher ‘good/excellent’ ratings by 5 percentage points.

## Section E – Building and Development

### Experience concerning Building and Development

	2009	2007
Zoning / subdividing parcels of land		
Poor	27%	30%
Fair	18%	27%
Average	23%	30%
Good	29%	12%
Excellent	3%	2%
	<b>(182)*</b>	(658)
Permit for new building, addition, remodel		
Poor	22%	17%
Fair	12%	25%
Average	19%	36%
Good	34%	19%
Excellent	12%	4%
	<b>(202)</b>	(506)
Inspections of new building, addition, remodel		
Poor	13%	2007
Fair	13%	question
Average	20%	was
Good	39%	combined
Excellent	14%	“permits
	<b>(98)</b>	and
		inspections”

BASED ON QUESTION 6: If you have had contact with Clark County Community Development in the past year, please rate your experience in the following situations. **Note:** In 2007, the question asked what was “noticed or experienced.”

**Observations:**

- Overall, note that the responses may not be comparable because the focus of the question changed. In 2007, citizens may have responded based on what they “noticed.” For example, they may have rated subdividing as ‘poor’ because they didn’t like a new subdivision for their area. In 2009, we asked citizens to rate one of these functions if they had contact with the department.
- Response rates: Note: the margin of error on these questions is high because so few survey respondents have had the experience (this result might not represent the entire population).

\* Total number of respondents in parentheses

## Section F – County Code Enforcement

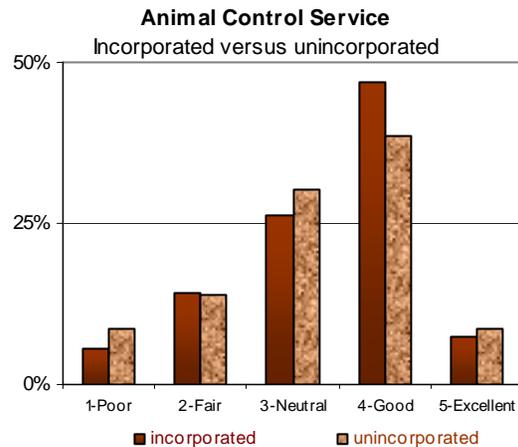
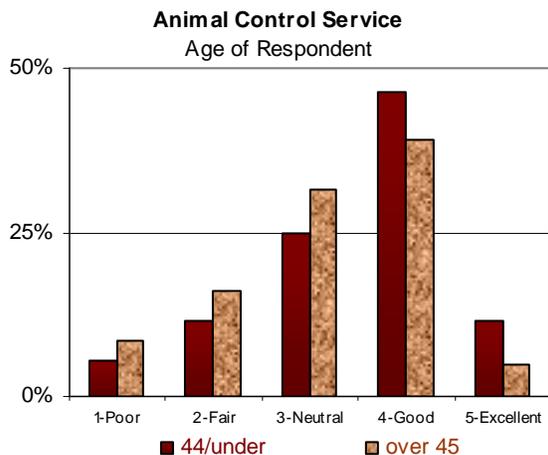
### How well services are provided in Clark County

	2009	Prior Year Totals		
		2007	2005	2003
Animal Control				
Poor	8%			
Fair	15%			
Neutral	31%			
Good	40%			
Excellent	6%			
	<b>(1,143)*</b>			<i>not asked in prior years</i>
Code Enforcement				
Poor	10%			
Fair	19%			
Neutral	35%			
Good	32%			
Excellent	5%			
	<b>(1,051)</b>			

BASED ON QUESTION 3e and 3f: To the best of your ability, please rate how well you feel the following services are provided in Clark County.

**Observations:**

- Overall, citizens ratings clustered around neutral and good.
- Animal control has shifts in the ratings based on age; there is also a shift based on location (inside or outside city limits) of the respondents:



\* Total number of respondents in parentheses

### Experience dealing with Code Enforcement or Animal Control

	2009	2007
County code enforcement (noise, junk, signs)		
Poor	29%	16%
Fair	20%	25%
Average	19%	35%
Good	21%	22%
Excellent	11%	2%
	<b>(248)*</b>	(693)
Uncontrolled / problem animals		
Poor	26%	10%
Fair	19%	17%
Average	18%	39%
Good	26%	30%
Excellent	10%	4%
	<b>(201)</b>	(603)
Licensing your pet		
Poor	3%	5%
Fair	4%	9%
Average	22%	42%
Good	44%	34%
Excellent	26%	9%
	<b>(294)</b>	(525)
Animal abuse		
Poor	16%	6%
Fair	18%	11%
Average	28%	48%
Good	25%	32%
Excellent	14%	3%
	<b>(96)</b>	(431)
Fire safety inspection (business, church, other)		
Poor	8%	1%
Fair	9%	8%
Average	16%	37%
Good	40%	44%
Excellent	26%	9%
	<b>(136)</b>	(443)

BASED ON QUESTION 6: If you have had contact with Clark County Community Development in the past year, please rate your experience in the following situations. **Note:** In 2007, the question asked what was “noticed or experienced.”

#### Observations:

- **Results on this set of questions are from a limited number of citizens;** therefore, they may not be representative of the entire population.
- Overall, citizens report the most positive experiences from licensing a pet (70 percent ‘good/excellent’) and fire safety inspection (67 percent ‘good/excellent’).

## Section G – Demographic Profile of Respondents

How many people including yourself live in your household? (Please write in the number of people in each age group)	<i>Population estimate</i>	Prior Year Totals			
		2009	2007	2005	2003
<i>Average household size:</i>	2.6	<b>2.5</b>	2.7	2.5	2.6
Age 9 and under		<b>0.2</b>	0.3	0.3	0.3
Age 10 to 19		<b>0.3</b>	0.4	0.3	0.4
Age 20 to 54		<b>1.0</b>	1.1	1.1	1.2
Age 55 and over		<b>1.0</b>	0.9	0.8	0.7

**Observation:**

- The survey respondents seem to closely represent the average household size in Clark County.

### How long have you lived in Clark County?

	2009	Prior Year Totals		
		2007	2005	2003
Less than 2 years	<b>3%</b>	1%	5%	6%
2-5 years	<b>11%</b>	10%	13%	14%
6-10 years	<b>15%</b>	18%	15%	14%
11 years or more	<b>71%</b>	72%	66%	66%
	<b>(1,410)*</b>	(872)	(1,152)	(1,197)

### How would you describe your ethnic background?

	<i>Population Estimate</i>	2009	Prior Year Totals		
			2007	2005	2003
Caucasian	84.9%	<b>92.1%</b>	93%	91%	90%
Hispanic/Latino	5.9%	<b>0.7%</b>	1%	2%	2%
African American	1.8%	<b>0.4%</b>	1%	1%	1%
Asian American/Pacific Islander	4.3%	<b>2.4%</b>	3%	2%	2%
American Indian/Alaska Native	0.8%	<b>0.4%</b>	1%	2%	3%
Other/more than one	2.4%	<b>4.0%</b>	1%	2%	2%
		<b>(1,392)</b>	(856)	(1,136)	(1,210)

**Observation:**

- Our survey respondents are *over represented* from the county's Caucasian population. The Hispanic/Latino ethnic category is the most *under represented*.

\* Total number of respondents in parentheses

**What is the last level of education you had the opportunity to complete?**

	Population estimate	2009	Prior Year Totals		
			2007	2005	2003
High school or less, GED		<b>13%</b>	12%	18%	17%
Some college	<i>Combined:</i>	<b>30%</b>	31%	30%	30%
Associate degree	<i>Bachelor's</i>	<b>8%</b>	13%	13%	13%
Bachelor degree	<i>or</i>	<b>28%</b>	27%	22%	23%
Masters/Doctorate degree	<i>Master's</i>	<b>21%</b>	18%	16%	16%
	<i>22%</i>	<b>(1,402)*</b>	(865)	(1,148)	(1,193)

**Observation:**

- The number of our respondents with a Bachelors, Masters, or Doctorate (49 percent) continues to be much greater than in the population.

**Which of the following best describes your age?**

	Adult Population estimate	2009	Prior Year Totals		
			2007	2005	2003
18-24	12%	<b>0.5%</b>	1%	3%	2%
25-34	18%	<b>8%</b>	8%	8%	12%
35-44	20%	<b>13%</b>	16%	17%	20%
45-54	21%	<b>22%</b>	25%	23%	23%
55-64	16%	<b>27%</b>	25%	23%	20%
65 or over	14%	<b>30%</b>	24%	26%	22%
		<b>(1,406)</b>	(868)	(1,145)	(1,197)

**Observation:**

- Our respondents significantly *over represent* the population aged 55 and over, and significantly *under represent* the population under age 35.

**Do you work outside your home?**

	2009	Prior Year Totals		
		2007	2005	2003
Yes	<b>59%</b>	62%	64%	67%
No	<b>10%</b>	13%	36%	33%
No – retired	<b>31%</b>	25%		
	<b>(1,399)</b>	(869)	(1,150)	(1,199)

**If yes, do you work in Oregon?**

Yes	<b>26%</b>	33%	35%	39%
No	<b>74%</b>	67%	65%	61%
	<b>(904)</b>	(512)	(741)	(807)

\* Total number of respondents in parentheses

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## Methodology

- 7,500 surveys were mailed to a random sample of county residents. These were divided evenly, 3,750 each, between incorporated and unincorporated areas of Clark County. The source for names and addresses was registered voters.
- Residents received the survey in a format to return with return postage to be paid by the county.
- Auditor Kimsey's letter asked the selected residents to spare a few minutes to help county managers learn more about what citizens think.
- 1,424 surveys were returned and compiled. The response rates were 750 surveys from unincorporated residents (20 percent), and 674 from incorporated residents (18 percent). This compares to prior survey response rates between 16 and 25 percent.
- Survey packets were mailed December 31, 2008.
- This summary of results includes surveys received by February 13, 2009.

## **Survey**

This is the survey as sent to a random sample of county residents



**4. If you have had contact with the Clark County Sheriff's Office in the past year, please rate your experience in the following situations:**

	Poor	Fair	Expected	Good	Excellent	No Contact
When you called or asked for assistance	0	0	0	0	0	0
While stopped or contacted by a sheriff's deputy	0	0	0	0	0	0
When requesting public records / police reports	0	0	0	0	0	0

**5. Please rate your LEVEL OF CONCERN for yourself / your family, with the following in Clark County:**

	Not at All Concerned	Slightly Concerned	Somewhat Concerned	Very Concerned	Extremely Concerned	No Opinion
Dangerous Driving	0	0	0	0	0	0
Burglaries	0	0	0	0	0	0
Internet Crimes / Identity Theft	0	0	0	0	0	0
Assault / Domestic Violence	0	0	0	0	0	0
Drug Activity (drug use/sales/labs)	0	0	0	0	0	0
Juvenile Problems	0	0	0	0	0	0
Vandalism / Car Thefts / Prowls	0	0	0	0	0	0
Gang Activity	0	0	0	0	0	0
Other (please specify) _____	0	0	0	0	0	0

**6. If you have had contact with Clark County Community Development in the past year, please rate your experience in the following situations:**

Community Development	Poor	Fair	Average	Good	Excellent	No Contact
Zoning / subdividing parcels of land	0	0	0	0	0	0
Permit for new building / addition / remodel	0	0	0	0	0	0
Inspection of new building / addition / remodel						
Licensing your pet	0	0	0	0	0	0
Uncontrolled / problem animals	0	0	0	0	0	0
Animal abuse	0	0	0	0	0	0
Fire safety inspection (business, church, other)	0	0	0	0	0	0
County code enforcement (noise, junk, signs, non-permitted construction)	0	0	0	0	0	0

**7. Please tell us what you have noticed or experienced concerning Clark County roads.**

<b>Roads in Unincorporated Clark County</b>	<b>Poor</b>	<b>Fair</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>No Opinion</b>
Traffic congestion	0	0	0	0	0	0
Safety conditions	0	0	0	0	0	0
Physical condition of roads (smoothness, potholes)	0	0	0	0	0	0
Cleanliness of roads (sweeping, litter removal)	0	0	0	0	0	0
Traffic control devices (traffic lights)	0	0	0	0	0	0
Adequate amount of bike lanes and sidewalks	0	0	0	0	0	0
Road signage and striping	0	0	0	0	0	0
Effectiveness of culverts / drainage systems	0	0	0	0	0	0

**8. Please tell us what you have noticed or experienced concerning Clark County parks.**

<b>Parks</b>	<b>Poor</b>	<b>Fair</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>No Opinion</b>
Adequate number of parks	0	0	0	0	0	0
Parks conveniently located	0	0	0	0	0	0
Adequate number of ball fields	0	0	0	0	0	0
Ball fields conveniently located	0	0	0	0	0	0
Cleanliness of park grounds and trails	0	0	0	0	0	0
Safety and security of parks	0	0	0	0	0	0
Safety and security of trails	0	0	0	0	0	0
Adequate park amenities (BBQ pits, benches)	0	0	0	0	0	0
Maintenance of restrooms and picnic shelters	0	0	0	0	0	0

**9. a) How long does it take you to travel:**

	<b>5 Minutes or less</b>	<b>5 to 10 Minutes</b>	<b>10 to 20 Minutes</b>	<b>20 to 30 Minutes</b>	<b>Over 30 Minutes</b>	<b>Not Applicable</b>
To work	0	0	0	0	0	0
To shopping	0	0	0	0	0	0
To local County parks	0	0	0	0	0	0

**b) How SATISFIED are you with the length of time it takes to travel:**

	<b>Extremely Dissatisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Neutral</b>	<b>Somewhat Satisfied</b>	<b>Extremely Satisfied</b>	<b>No Opinion</b>
To work	0	0	0	0	0	0
To shopping	0	0	0	0	0	0
To local County parks	0	0	0	0	0	0

**10. How much confidence do you have in your County government?**

- None     
  Very Little     
  Some     
  A lot     
  Total     
  No Opinion

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*Your answers to all questions will remain anonymous*

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**11. How many people *including yourself* live in your household? (Please write in the number of people in each age group)**

Age 9 and under:\_\_\_\_\_ Age 10 to 19:\_\_\_\_\_ Age 20 to 54:\_\_\_\_\_ Age 55 and over:\_\_\_\_\_

**12. How long have you lived in Clark County?**

Less than 2 years       2-5 years       6-10 years       11 or more years

**13. How would you describe your ethnic background?**

Caucasian       Hispanic/Latino       African American       Asian American  
 American Indian/Alaska Native       Native Hawaiian/other Pacific Islander       Other/more than one

**14. What is the last level of *education* you had the opportunity to complete?**

High School or less, GED       Some College  
 Associate Degree       Bachelor Degree       Masters/Doctorate

**15. Which of the following best describes *your* age?**

18 - 24       25 - 34       35 - 44       45 - 54       55 - 64       65 or over

**16. a. Do you work outside your home?**

Yes       No       No – retired

**b. If yes, do you work in Oregon?**

Yes       No

*Thank you very much for your time and opinion*