



proud past, promising future

CLARK COUNTY  
WASHINGTON

AUDITOR  
GREG KIMSEY

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Date: April 18, 2007  
To: The Citizens of Clark County  
Subject: Citizen Survey 2007

The Clark County Citizen's Survey was first conducted in 2003, and was repeated in 2005 and 2007. 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. Now that we can begin to determine trends from the three surveys, we are providing 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 2009, please take a few minutes to contribute to "the report card."

Sincerely,

Greg Kimsey  
Clark County Auditor



**Clark County Auditor's Office**

**Citizen Survey  
2007**

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April 18, 2007

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## Introduction

In order to measure Clark County residents' level of satisfaction with the performance of the County, we conducted a mail survey between January 2 and February 6, 2007. A similar study was conducted by Audit Services in 2005, and by a consultant in 2003.

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

**Section A – General perceptions:** This section examines perceptions which are not specific to law enforcement, roads, or parks.

**Section B – Sheriff and law enforcement**

**Section C – Roads**

**Section D – Parks**

**Section E – Community Development**

**Section F – Demographic profile:** this section gives a demographic profile of the respondents.

Following the Results Summary and Observations, the “**Methodology**” section of this report 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:** based on the 877 responses to the survey, the margin of error (at the 95% confidence level) is 3.3%. Some questions have fewer responses, which may increase the margin of error. For general reference, be aware that if only 600 opinions are expressed, the margin of error is 4.0%, and if 500 opinions, the margin of error increases to 4.4%.

## Results Summary and Observations

### Section A – General perceptions

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

#### Quality of life in Clark County

	2007	Prior Year Totals	
		2005	2003
• Overall <b>Quality of Life</b> in Clark County			
Poor	1%	1%	2%
Fair	7%	7%	9%
Neutral	8%	10%	9%
Good	68%	68%	67%
Excellent	16%	14%	13%
	<b>(856)</b>	(1,139)	(1,189)

BASED ON QUESTION 1a: Please check the box that most accurately describes how you rate the overall quality of life in Clark County.

#### **Observations:**

- Overall, more than four in five respondents (84 percent) feel the quality of life in Clark County is 'good/excellent.' This rating has remained steady over four years.
- Incorporated compared to unincorporated: 87 percent of respondents who live within city limits rate the quality of life 'good/excellent' while 82 percent of unincorporated respondents rated their quality of life as 'good/excellent.'
- Work and commute: the high ratings for quality of life were not impacted significantly by whether a respondent worked outside the home, or if they commuted to Oregon.

### Confidence in county government

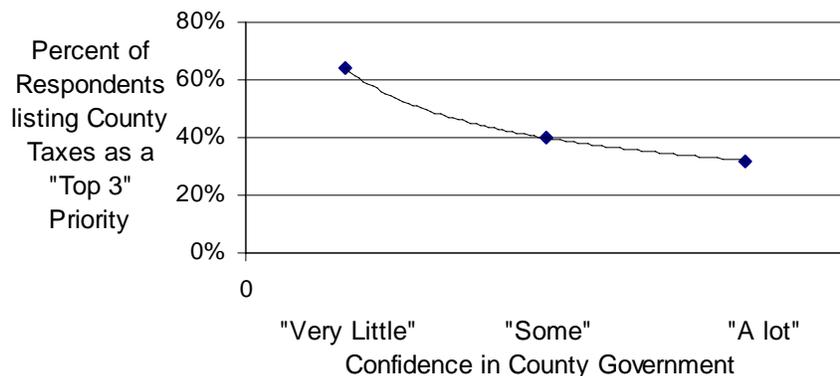
	2007	Prior Year Totals	
		2005	2003
None	1%	3%	4%
Very little	13%	15%	19%
Some	54%	48%	51%
A lot	30%	31%	24%
Total	2%	2%	2%
	(774)	(1,042)	(1,094)

BASED ON QUESTION 8: How much confidence do you have in your County government?

#### Observations:

- Overall, 32 percent of respondents rated their confidence in county government as 'total/a lot' which is consistent with 33 percent in the 2005 survey. This trend sustains the improvement from the 2003 survey, where only 26 percent gave 'total/a lot' confidence in county government.
- Incorporated compared to unincorporated: 40 percent of respondents who live within city limits gave 'total/a lot' ratings for confidence, which is significantly higher than the 26 percent of unincorporated respondents who gave 'total/a lot' ratings for confidence in county government.
- There were no correlations to how respondents rated their level of confidence based on length of residency, age, or other noticeable factors.

**Correlation: concern for taxes and confidence in government**



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

	<b>2007</b>	<b>Prior Year Totals</b>	
		2005	2003
1. Growth/Sprawl <sup>1</sup>	<b>20%</b>	23%	35%
2. Crime	<b>15%</b>	18%	11%
3. County taxes	<b>13%</b>	16%	11%
4. Education	<b>12%</b>	<i>not asked</i>	<i>not asked</i>
5. Health care <sup>2</sup>	<b>9%</b>	9%	7%
6. Land/property rights	<b>8%</b>	7%	6%
7. Infrastructure (roads etc.)	<b>7%</b>	5%	2%
8. Employment/Economy	<b>6%</b>	13%	22%
9. Local environment	<b>6%</b>	6%	4%
10. Housing	<b>3%</b>	2%	2%
11. Parks	<b>2%</b>	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.)

**Observations:**

- Overall, three issues continued to be the highest priorities: growth/sprawl, crime, and county taxes. Two issues have remained as the lowest priorities: housing and parks.
- Employment/economy has continued to drop dramatically as a priority, from #2 in 2003, to #4 in 2005, to #8 currently.
- Age and crime: Crime becomes a higher priority in the higher age brackets. Crime is one of the top three priorities for 38 percent of respondents under age 45, but for 51 percent of respondents age 55 and older.
- New 'Education' option on the survey: Education was added as an option to prioritize in this survey. In 2005, over 3% of respondents used the "other" space to write in "education" or "schools" as a priority.

<sup>1</sup> Growth/sprawl for 2005 and 2003 includes the percents for another previous option 'Zoning/Planning'

<sup>2</sup> Previously asked as two options: "Health services" and "Social services (counseling, youth services, etc.)". Now combined as "Health care (physical health, mental health, etc.)"

**Mental Health and Substance Abuse services** (new section in 2007)

	Poor	Fair	Average	Good	Excellent	Total Opinions
Mental Health and Substance Abuse	14%	25%	40%	19%	2%	(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, a very large number of citizens who returned surveys (28 percent) had no opinion regarding mental health and substance abuse services. Even a large number of those who selected an opinion chose 'neutral' (40 percent).
- Correlation with confidence in government: respondents who rated mental health and substance abuse services as 'excellent/good' were much more likely to rate their confidence in county government as 'total/a lot' (51 percent) than all other respondents (27 percent).
- Length of residency did not significantly change perceptions of service.
- Unincorporated versus incorporated: perceptions of service were not significantly different for residents either inside or outside of city limits.

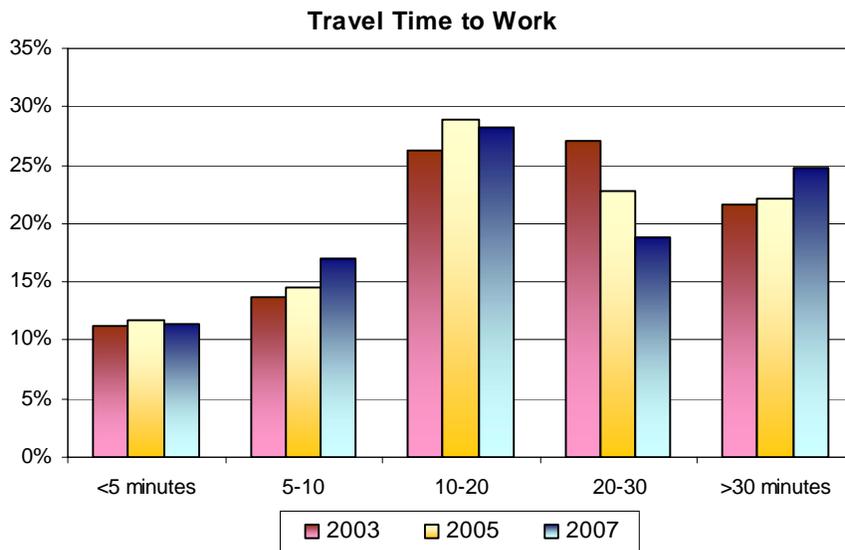
**Travel time**

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

BASED ON QUESTION 7a: How long does it take 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.
- Correlation to Quality of Life: even 82 percent of respondents commuting to work over 30 minutes rated their quality of life in Clark County as 'good/excellent'.



**Satisfaction with travel time**

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

BASED ON QUESTION 7b: How SATISFIED are you with the length of time it takes to travel to and from the following destinations.

**Observations:**

- Overall, more than half of all respondents continue to be 'somewhat/extremely' satisfied with their commute times to work, shopping and local county parks.

### 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:

	2007	Prior Year Totals	
		2005	2003
• Overall <b>Level of Safety</b> in Clark County			
Poor	2%	3%	2%
Fair	15%	15%	14%
Neutral	15%	16%	14%
Good	60%	61%	62%
Excellent	8%	6%	8%
	<b>(823)</b>	(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, perceptions around safety have remained stable from 2003 to 2007, with two out of three respondents rating the level of safety as ‘good/excellent.’
- Incorporated compared to unincorporated: 71 percent of respondents who live within city limits rate safety as ‘good/excellent’ while 66 percent of unincorporated respondents rated their safety as ‘good/excellent.’

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

	2007	Prior Year Totals	
		2005	2003
• Law enforcement (Sheriff’s Office)			
Poor	2%	4%	4%
Fair	12%	11%	10%
Neutral	19%	19%	14%
Good	56%	56%	61%
Excellent	10%	9%	11%
	<b>(809)</b>	(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 nearly identical to the prior survey, with 66 percent rating law enforcement as ‘good/excellent.’

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

	2007	Prior Year Totals	
		2005	2003
• When you called or asked for assistance:			
Poor	12%	15%	12%
Fair	14%	14%	14%
Expected	15%	8%	13%
Good	34%	29%	38%
Excellent	25%	33%	24%
	<b>(228)</b>	<b>(333)</b>	<b>(361)</b>
• When stopped or contacted by a sheriff's deputy <sup>3</sup> :			
Poor	14%	17%	18%
Fair	13%	16%	10%
Expected	12%	9%	19%
Good	41%	34%	34%
Excellent	20%	24%	19%
	<b>(137)</b>	<b>(116)</b>	<b>(134)</b>
• When requesting public records / police reports:			
Poor	12%	16%	<i>not asked in</i>
Fair	24%	23%	<i>2003</i>
Expected	23%	5%	
Good	26%	37%	
Excellent	16%	19%	
	<b>(101)</b>	<b>(104)</b>	

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 two situations are from a very low number of responses;** therefore, they may not be representative of the entire population.
- Overall, contact by calling or asking for assistance is rated as 'good/excellent' by 59 percent of respondents, which is comparable to the prior surveys' 62 percent.

<sup>3</sup> Previously asked as "While stopped by a sheriff deputy (traffic stop)"

**SPECIFIC CONCERNS for self/family**

	2007	Prior Year Totals	
		2005	2003
• Identity Theft:			
Not at all	1%	1%	5%
Slightly	7%	7%	10%
Somewhat	19%	19%	25%
Very	31%	33%	31%
Extremely	42%	39%	29%
	<b>(853)</b>	<b>(1,114)</b>	<b>(1,177)</b>
• Drug Activity (use / manufacture / sale) <sup>4</sup> :			
Not at all	6%	10%	16%
Slightly	9%	10%	14%
Somewhat	21%	16%	23%
Very	31%	31%	28%
Extremely	33%	32%	20%
	<b>(848)</b>	<b>(1,103)</b>	<b>(1,146)</b>
• Dangerous Driving (previously "Road Rage"):			
Not at all	2%	7%	10%
Slightly	12%	20%	21%
Somewhat	30%	33%	32%
Very	34%	25%	22%
Extremely	22%	16%	14%
	<b>(849)</b>	<b>(1,102)</b>	<b>(1,164)</b>
• Burglaries:			
Not at all	2%	3%	3%
Slightly	17%	12%	19%
Somewhat	35%	31%	36%
Very	30%	35%	30%
Extremely	17%	19%	11%
	<b>(855)</b>	<b>(1,122)</b>	<b>(1,174)</b>
• Car Thefts/Prowls:			
Not at all	3%	3%	5%
Slightly	18%	15%	20%
Somewhat	33%	33%	38%
Very	31%	32%	27%
Extremely	15%	17%	10%
	<b>(852)</b>	<b>(1,118)</b>	<b>(1,168)</b>
• Juvenile Problems:			
Not at all	4%	7%	9%
Slightly	16%	16%	17%
Somewhat	36%	33%	31%
Very	29%	29%	29%
Extremely	14%	15%	14%
	<b>(838)</b>	<b>(1,091)</b>	<b>(1,144)</b>
• Vandalism:			
Not at all	3%	4%	4%
Slightly	17%	16%	17%
Somewhat	35%	32%	35%
Very	31%	30%	31%
Extremely	13%	18%	13%
	<b>(854)</b>	<b>(1,101)</b>	<b>(1,166)</b>

<sup>4</sup> Previously asked as "Drug Use"

	2007	Prior Year Totals	
		2005	2003
• Internet Crimes:			
Not at all	8%	<i>not asked in prior years</i>	
Slightly	19%		
Somewhat	31%		
Very	26%		
Extremely	16%		
	<b>(815)</b>		
• Gang Activity:			
Not at all	8%	<i>not asked in prior years</i>	
Slightly	25%		
Somewhat	27%		
Very	23%		
Extremely	17%		
	<b>(839)</b>		
• Assault:			
Not at all	11%	9%	14%
Slightly	27%	26%	27%
Somewhat	33%	30%	31%
Very	20%	23%	19%
Extremely	10%	12%	9%
	<b>(832)</b>	(1,087)	(1,144)
• Domestic Violence:			
Not at all	48%	40%	46%
Slightly	17%	14%	15%
Somewhat	20%	24%	21%
Very	12%	17%	13%
Extremely	4%	6%	5%
	<b>(768)</b>	(1,007)	(1,083)

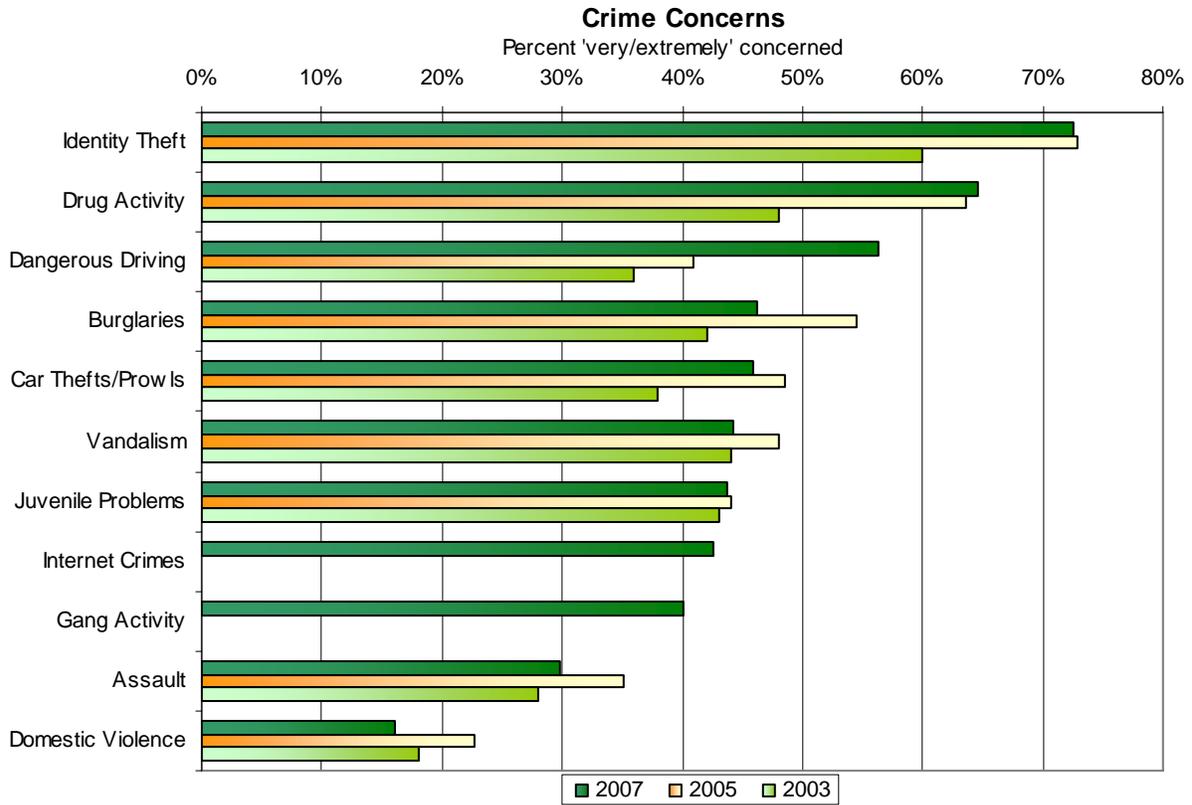
BASED ON QUESTION 5: Please rate your LEVEL OF CONCERN for yourself and your family, with the following within Clark County.

**Observations:**

The issues are not listed in the same order they were asked on the survey. Here, we have shown them in order of the highest 'very/extremely' concerned ratings.

- Overall, identity theft and drug activity have remained the two highest concerns.
- Incorporated versus Unincorporated: there were no significant differences in the level of concerns between respondents who live within city limits and those who live in unincorporated Clark County.
- We noted in the 2005 survey that the level of concern for four areas had increased 10 percentage points or more from the 2003 survey. Two of those areas of concern, identity theft and drug activity, have remained at the higher levels. Concern for car thefts/prowls dropped slightly, but still 9 percentage points higher than in 2003. The concern for the fourth area, burglaries, has also dropped back but remains 6 points higher than in 2003.

- **Dangerous driving:** please note that this was previously asked as “road rage;” we changed the question to reflect the number of write-in comments reflecting “drunk driving,” “speeding,” “driving with cell phones,” and other driving-related concerns.



## Section C – Roads

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

	2007	Prior Year Totals	
		2005	2003
• Road Maintenance			
Poor	7%	7%	11%
Fair	27%	25%	26%
Neutral	21%	25%	20%
Good	41%	39%	38%
Excellent	4%	4%	4%
	<b>(856)</b>	(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, 45 percent of respondents rated Clark County road maintenance services 'good/excellent,' consistent with prior years at 43 and 42 percent.
- Correlation to length of residency: respondents gave lower ratings as their length of residency increased. The percent rating 'good/excellent' by time of residency:
  - 2 to 5 years: 61 percent
  - 6 to 10 years: 54 percent
  - 11 years or longer: 41 percent
- The ratings did not vary significantly based on whether or not a respondent worked outside the home (or was retired).
- Correlation to age: respondents who are age 35-44 are much more likely to rate road maintenance as 'good/excellent' (54 percent) than all other ages (44 percent).

### Noticed or experienced concerning roads

	2007	Prior Year Totals	
		2005	2003
• Snow and ice removal			
Poor	5%	8%	3%
Fair	12%	14%	10%
Average	33%	36%	35%
Good	44%	37%	44%
Excellent	6%	5%	8%
	<b>(760)</b>	(981)	(840)
• Road signage			
Poor	2%	4%	5%
Fair	11%	11%	14%
Average	37%	33%	32%
Good	44%	46%	45%
Excellent	5%	6%	4%
	<b>(853)</b>	(1,120)	(1,176)

Total number of respondents in parentheses

	2007	Prior Year Totals	
		2005	2003
• Cleanliness of roads			
Poor	3%	5%	6%
Fair	13%	13%	17%
Average	35%	35%	30%
Good	42%	42%	42%
Excellent	6%	5%	6%
	<b>(865)</b>	<b>(1,135)</b>	<b>(1,190)</b>
• Traffic control devices (traffic lights)			
Poor	9%	6%	10%
Fair	14%	14%	18%
Average	31%	35%	32%
Good	41%	40%	35%
Excellent	4%	5%	5%
	<b>(862)</b>	<b>(1,120)</b>	<b>(1,179)</b>
• Road striping (white line, yellow lines, etc.)			
Poor	6%	8%	7%
Fair	16%	16%	15%
Average	33%	33%	32%
Good	41%	39%	40%
Excellent	4%	5%	6%
	<b>(855)</b>	<b>(1,124)</b>	<b>(1,173)</b>
• Conditions of county bridges			
Poor	4%	2%	2%
Fair	10%	9%	13%
Average	42%	41%	38%
Good	41%	45%	42%
Excellent	3%	4%	5%
	<b>(708)</b>	<b>(928)</b>	<b>(957)</b>
• Condition of roads			
Poor	4%	6%	8%
Fair	17%	18%	20%
Average	38%	37%	35%
Good	37%	37%	34%
Excellent	4%	3%	3%
	<b>(861)</b>	<b>(1,138)</b>	<b>(1,186)</b>
• Cleanliness of culverts / drainage systems			
Poor	7%	6%	6%
Fair	17%	15%	14%
Average	36%	36%	32%
Good	37%	39%	41%
Excellent	3%	4%	6%
	<b>(785)</b>	<b>(1,022)</b>	<b>(1,146)</b>

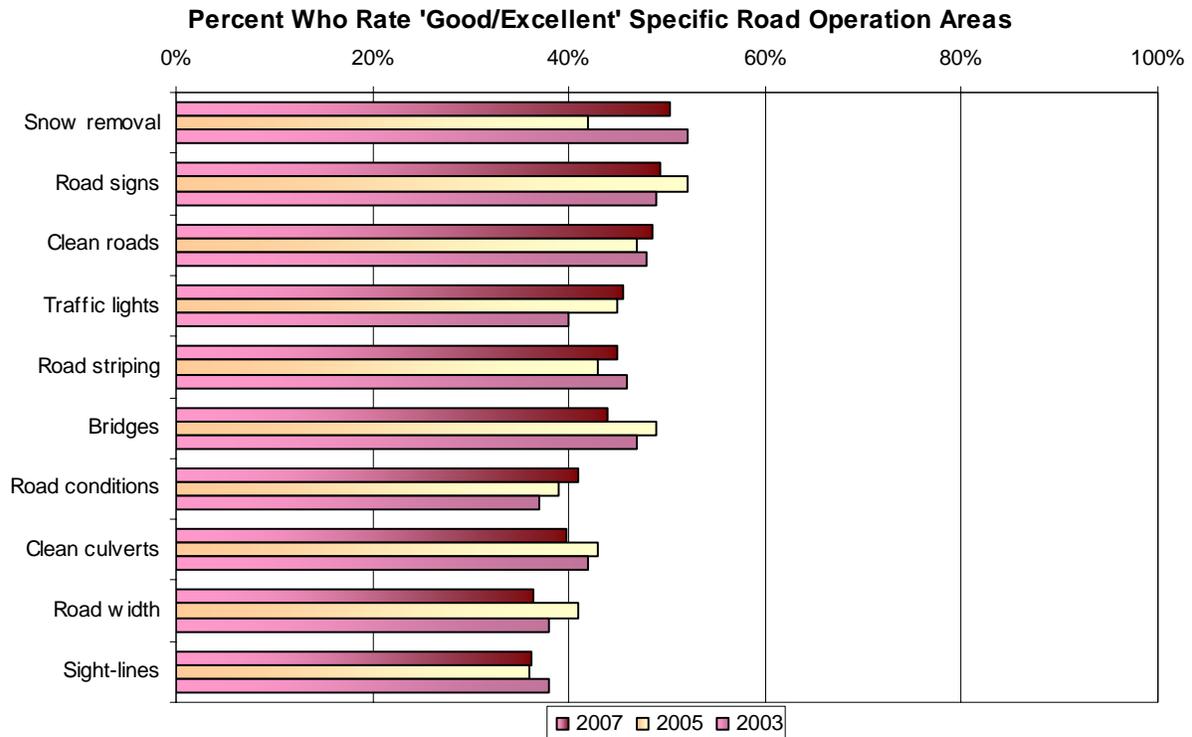
Total number of respondents in parentheses

	2007	Prior Year Totals	
		2005	2003
• Width of roads			
Poor	7%	8%	9%
Fair	14%	15%	15%
Average	42%	37%	38%
Good	33%	37%	35%
Excellent	3%	3%	3%
	<b>(857)</b>	(1,131)	(1,185)
• Sight-lines / vegetation (forward visibility)			
Poor	6%	7%	7%
Fair	19%	19%	22%
Average	39%	37%	33%
Good	33%	33%	34%
Excellent	3%	3%	4%
	<b>(853)</b>	(1,116)	(1,177)

BASED ON QUESTION 6a: For the following questions, please answer to the best of your knowledge, based on what you have noticed or experienced concerning Clark County public services. Please check the box that, in your opinion, best describes Clark County roads.

**Observations:**

The issues are not listed in the same order they were asked on the survey. We show them, above, in order of the highest 'good/excellent' ratings.



### Section D – Parks

This section evaluates residents' experiences and perceptions around parks.

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

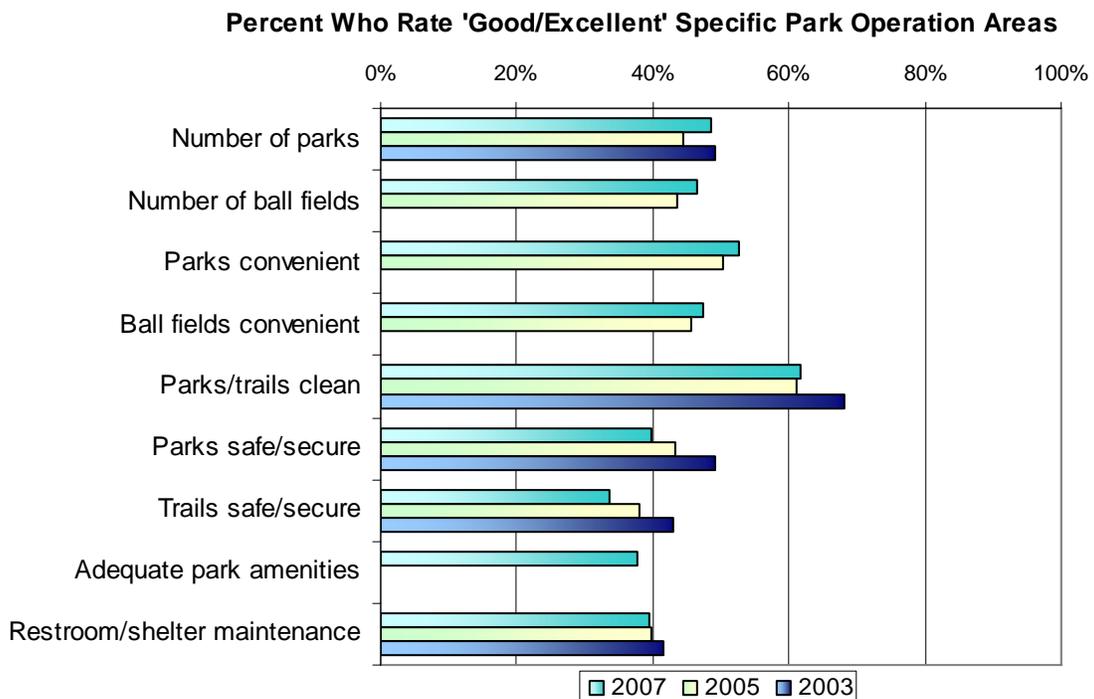
	Prior Year Totals		
	2007	2005	2003
• Parks			
Poor	4%	3%	5%
Fair	14%	11%	13%
Neutral	25%	27%	24%
Good	49%	50%	48%
Excellent	8%	9%	10%
	<b>(817)</b>	(1,099)	(1,121)

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, respondents continue to view provision of park services favorably 57 percent of the time.
- Incorporated compared to unincorporated: Respondents who live within city limits are much more favorable in rating park services at 62 percent 'good/excellent', compared to unincorporated residents at 52 percent.

#### Noticed or experienced with parks



Total number of respondents in parentheses

	2007	Prior Year Totals	
		2005	2003
• Adequate number of parks			
Poor	9%	9%	<i>In 2003, asked: "accessibility / number of park facilities"</i>
Fair	13%	15%	
Average	29%	31%	
Good	38%	37%	
Excellent	10%	7%	
	<b>(739)</b>	<b>(900)</b>	
• Adequate number of ball fields			
Poor	9%	9%	9%
Fair	14%	17%	14%
Average	30%	31%	28%
Good	37%	35%	39%
Excellent	9%	9%	10%
	<b>(587)</b>	<b>(738)</b>	<b>(926)</b>
• Parks conveniently located			
Poor	7%	6%	
Fair	11%	14%	
Average	30%	30%	
Good	42%	41%	
Excellent	11%	9%	
	<b>(734)</b>	<b>(910)</b>	
• Ball fields conveniently located			
Poor	6%	8%	
Fair	13%	12%	
Average	33%	35%	
Good	38%	38%	
Excellent	10%	8%	
	<b>(570)</b>	<b>(727)</b>	
• Cleanliness of park grounds and trails			
Poor	1%	2%	1%
Fair	9%	9%	7%
Average	29%	29%	24%
Good	52%	51%	56%
Excellent	10%	10%	12%
	<b>(728)</b>	<b>(893)</b>	<b>(960)</b>
• Safety and security of parks			
Poor	4%	4%	5%
Fair	16%	16%	15%
Average	40%	37%	32%
Good	36%	40%	42%
Excellent	4%	4%	7%
	<b>(685)</b>	<b>(846)</b>	<b>(915)</b>
• Safety and security of trails			
Poor	6%	5%	7%
Fair	19%	21%	18%
Average	41%	36%	33%
Good	31%	35%	38%
Excellent	3%	3%	5%
	<b>(648)</b>	<b>(805)</b>	<b>(861)</b>

Total number of respondents in parentheses

	2007	Prior Year Totals	
		2005	2003
• Adequate amenities at parks			
Poor	4%	<i>not asked in prior years</i>	
Fair	17%		
Average	41%		
Good	33%		
Excellent	4%		
	<b>(698)</b>		
• Maintenance of restrooms and picnic shelters			
Poor	6%	9%	4%
Fair	18%	18%	18%
Average	38%	35%	36%
Good	35%	34%	37%
Excellent	4%	5%	5%
	<b>(672)</b>	<b>(798)</b>	<b>(857)</b>

BASED ON QUESTION 6b: For the following questions, please answer to the best of your knowledge, based on what you have noticed or experienced concerning Clark County public services. Please check the box that, in your opinion, best describes Clark County parks.

**Observations:**

The issues are not listed in the same order they were asked on the survey. We show them, above, in order of the highest 'good/excellent' ratings.

- Overall, respondents increased their favorable 'good/excellent' ratings for the number of parks and ball fields, and for the convenience of parks and ball fields. Cleanliness of parks and trails remained about the same, as did restroom/shelter maintenance. Respondents lowered their ratings for security of both parks and trails.
- Unincorporated versus incorporated responses: residents within city limits gave more favorable 'good/excellent' ratings than unincorporated residents for the adequate number of parks (52 percent vs. 45 percent), adequate number of ball fields (49 percent vs. 42 percent), and convenient parks (59 percent vs. 47 percent). The reverse is true for maintenance of restrooms and picnic shelters, which unincorporated residents rated 'good/excellent' 43 percent compared to city residents' 35 percent.
- 'Safety and security of parks' continued to receive lower percentages of 'good/excellent' responses, decreasing to 40 percent in 2007 (from 44 percent in 2005 and 49 percent in 2003). Similarly, 'safety and security of trails' lowered to 34 percent in 2007 (from 38 percent in 2005 and 43 percent in 2003).

## Section E – Community Development

### Noticed or experienced concerning Community Development (new section in 2007)

	Poor	Fair	Average	Good	Excellent	Total Opinions
Fire safety inspection (business, church, other)	1%	8%	37%	44%	9%	(443)
Licensing your pet	5%	9%	42%	34%	9%	(525)
Uncontrolled / problem animals	10%	17%	39%	30%	4%	(603)
Permits and inspections for new buildings or additions	17%	25%	36%	19%	4%	(506)
Animal abuse	6%	11%	48%	32%	3%	(431)
County code enforcement (e.g., noise, junk, signs)	16%	25%	35%	22%	2%	(693)
Zoning / subdividing parcels of land	30%	27%	30%	12%	2%	(658)

BASED ON QUESTION 6c: For the following questions, please answer to the best of your knowledge, based on what you have noticed or experienced concerning Clark County public services. Please check the box that, in your opinion, best describes Clark County Community Development.

**Note:** The responses may not accurately reflect the opinions of citizens who have had direct contact with DCD because we asked what they have “noticed or experienced.” In the next survey we will ask, “If you have had contact with Clark County Department of Community Development in the past year, please rate your experience...”

#### **Observations:**

- Overall, the most favorable ratings were for fire safety inspections and pet licensing (‘good/excellent’ 53 percent and 43 percent respectively). The least favorable rating was for zoning/subdividing parcels of land, where just 14 percent of respondents gave a ‘good’ or ‘excellent’ rating.
- Response rates for community development activities were significantly lower than other areas. This is most likely due to fewer individuals needing to use community development services.
- Correlation to length of residency: longer term residents (11 years or longer) rated code enforcement ‘good/excellent’ 22 percent of the time, which is lower than residents who have lived in the county 10 years or less, who gave code enforcement a ‘good/excellent’ rating 29 percent of the time.
- Incorporated versus Unincorporated: for code enforcement, city residents and unincorporated residents had the same percent of ‘good/excellent’ ratings, at 24 to 25 percent. But respondents in city limits had more neutral (less unfavorable) ratings, with 39 percent ‘neutral’ and 36 percent ‘fair/poor,’ compared to residents of unincorporated Clark county, with 31 percent neutral and 45 percent ‘fair/poor.’

## Section F – Demographic Profile of Respondents

How many people including yourself live in your household? (Please write in the number of people in each age group)	Population estimate	Prior Year Totals		
		2007	2005	2003
<i>Average household size:</i>	2.8	<b>2.7</b>	2.5	2.6
Age 9 and under		<b>0.3</b>	0.3	0.3
Age 10 to 19		<b>0.4</b>	0.3	0.4
Age 20 to 54		<b>1.1</b>	1.1	1.2
Age 55 and over		<b>0.9</b>	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?

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

**Observations:**

- The survey *under represents* the population of newer Clark County residents; this is due the timing of obtaining the mailing database and the last time the database was updated from registered voters and licensed drivers.

### How would you describe your ethnic background?

	Adult Population Estimate	Prior Year Totals		
		2007	2005	2003
Caucasian	87.4%	<b>93%</b>	91%	90%
Hispanic/Latino	4.4%	<b>1%</b>	2%	2%
African American	1.6%	<b>1%</b>	1%	1%
Asian American	4.2%	<b>3%</b>	2%	2%
Native American	0.8%	<b>1%</b>	2%	3%
Other	1.6%	<b>1%</b>	2%	2%
		<b>(856)</b>	(1,136)	(1,210)

**Observations:**

- Our survey respondents are *over represented* compared to the county's Caucasian population. Persons of color are most *under represented* in the

Hispanic/Latino category. In future surveys, we may present an option for the survey to be requested *en español*.

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

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

**Observations:**

- The number of respondents claiming a bachelor's or graduate degree is most likely overstated. The 2000 census reported that 22.1% of adults over age 25 held a bachelor's or higher degree, compared to our combined total of 45%. Respondents may not have understood the option for "Graduate degree" meant a master's or doctorate degree. We will re-word the question in future surveys.

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

	Population estimate	Prior Year Totals		
		2007	2005	2003
18-24	13%	<b>1%</b>	3%	2%
25-34	18%	<b>8%</b>	8%	12%
35-44	21%	<b>16%</b>	17%	20%
45-54	21%	<b>25%</b>	23%	23%
55-64	15%	<b>25%</b>	23%	20%
65 or over	13%	<b>24%</b>	26%	22%
		<b>(868)</b>	(1,145)	(1,197)

**Observations:**

- 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?**

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

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

Yes		<b>33%</b>	35%	39%
No		<b>67%</b>	65%	61%



| (512) | (741) | (807)

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## Methodology

- The methodology used for administering this survey was the same as for the 2003 and 2005 surveys:
  - 5,000 surveys were mailed to a random sample of county residents. These were divided evenly, 2,500 each, between incorporated and unincorporated areas of Clark County. The source for names and addresses was a combination of registered voters and licensed drivers.
  - Residents were sent a packet including:
    - A letter from Clark County Auditor, Greg Kimsey
    - The survey
    - A prepaid self-addressed return envelope
  - Kimsey's letter asked the selected residents to respond, saying in part: "Clark County citizens are interested in getting the best information possible on the performance of their county government. County elected officials and managers want information that indicates their effectiveness and trends in delivering services. As part of our effort to provide information on how well your County government is doing, we are asking you to participate in a survey. We want to know what you think about the services the County is providing, and which areas are most important."
- 877 surveys were returned and compiled. The response rates were 485 surveys from unincorporated residents (19 percent), and 392 from incorporated residents (16 percent). This compares to prior survey response rates between 21 and 25 percent.
- Survey packets were mailed January 2, 2007.
- This summary of results includes surveys received by February 6, 2007.

## **Survey**

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

Please read each question carefully before answering, and complete all applicable sections. While answering, please remember there are no right or wrong answers. Your opinions are most valuable.

1. Please check the box that most accurately describes how you rate the quality of life and safety in Clark County.

	Poor	Fair	Neutral	Good	Excellent
Overall <b>Quality of Life</b> in Clark County	<input type="radio"/>				
Overall <b>Level of Safety</b> in Clark County	<input type="radio"/>				

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.)

Enter 1 (most)  
to 12 (least)

Parks	
Growth/Sprawl	
Education	
Crime	
Local environment (land, air, water)	
County taxes	
Employment/Economy	
Infrastructure (such as roads)	
Housing	
Land/property rights	
Health care (physical health, mental health, etc.)	
Other: please specify _____	

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

	Poor	Fair	Neutral	Good	Excellent	No Opinion
Law Enforcement (Sheriff’s Office)	<input type="radio"/>					
Mental Health and Substance Abuse	<input type="radio"/>					
Parks	<input type="radio"/>					
Road Maintenance	<input type="radio"/>					

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	<input type="radio"/>					
While stopped or contacted by a sheriff’s deputy	<input type="radio"/>					
When requesting public records / police reports	<input type="radio"/>					

**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
Domestic Violence	0	0	0	0	0	0
Car Thefts/Prowls	0	0	0	0	0	0
Burglaries	0	0	0	0	0	0
Assault	0	0	0	0	0	0
Drug Activity (use/manufacture/sale)	0	0	0	0	0	0
Identity Theft	0	0	0	0	0	0
Juvenile Problems	0	0	0	0	0	0
Dangerous Driving	0	0	0	0	0	0
Vandalism	0	0	0	0	0	0
Gang Activity	0	0	0	0	0	0
Internet Crimes	0	0	0	0	0	0
Other (please specify) _____	0	0	0	0	0	0

**6. For the following questions, please answer to the best of your knowledge, based on what you have noticed or experienced concerning Clark County public services. Please check the box that, in your opinion, best describes Clark County roads, parks, and community development.**

<b>Road Operations</b>	Poor	Fair	Average	Good	Excellent	No Opinion
Condition of roads	0	0	0	0	0	0
Cleanliness of roads	0	0	0	0	0	0
Traffic control devices (traffic lights)	0	0	0	0	0	0
Width of roads	0	0	0	0	0	0
Road signage	0	0	0	0	0	0
Snow and ice removal	0	0	0	0	0	0
Cleanliness of culverts/drainage systems	0	0	0	0	0	0
Road striping (white line, yellow lines, etc)	0	0	0	0	0	0
Sight-lines/vegetation (ability to see ahead clearly)	0	0	0	0	0	0
Conditions of county bridges	0	0	0	0	0	0
<b>Parks</b>	Poor	Fair	Average	Good	Excellent	No Opinion
Adequate number of parks	0	0	0	0	0	0
Adequate number of ball fields	0	0	0	0	0	0
Parks conveniently located	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 amenities at parks	0	0	0	0	0	0
Maintenance of restrooms and picnic shelters	0	0	0	0	0	0
<b>Community Development</b>	Poor	Fair	Average	Good	Excellent	No Opinion
Zoning / subdividing parcels of land	0	0	0	0	0	0
Permits and inspections for new buildings / additions	0	0	0	0	0	0
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 (e.g., noise, junk, signs)	0	0	0	0	0	0

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

	5 Minutes or less	5 to 10 Minutes	10 to 20 Minutes	20 to 30 Minutes	Over 30 Minutes	Not Applicable
To work	<input type="radio"/>					
To shopping	<input type="radio"/>					
To local County parks	<input type="radio"/>					

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

	Extremely Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Extremely Satisfied	No Opinion
To work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To local County parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- None Opinion       Very Little       Some       A lot       Total       No

***Your answers to all questions will remain anonymous***

**9. 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: \_\_\_\_\_

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

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

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

- Caucasian       Hispanic/Latino       African American       Asian American       Native American       Other

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

- High School or less, GED       Some College       Associate's Degree       Bachelor's Degree       Graduate Degree

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

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

**14. a. Do you work outside your home? Oregon?**

- Yes       No       No retired

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

- Yes       No

***Thank you very much for your time and opinions***