



LANE COUNTY, OREGON 2009

Report of Demographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Lane County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Lane County staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Lane County chose was to have crosstabulations of evaluative questions 1-18 by demographic questions D9 (annual household income), D12 (age of respondent), D11 (race of respondent), and D13 (gender of respondent).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")										
Please rate each of the following aspects of quality of life in Lane County:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Lane County as a place to live	73%	76%	75%	66%	76%	82%	77%	59%	78%	72%
Your neighborhood as a place to live	61%	74%	82%	61%	76%	81%	74%	61%	75%	71%
Lane County as a place to raise children	64%	67%	72%	62%	71%	70%	69%	62%	72%	63%
Lane County as a place to work	34%	40%	47%	25%	46%	51%	41%	37%	46%	34%
Lane County as a place to retire	61%	60%	55%	42%	59%	68%	61%	39%	62%	54%
The overall quality of life in Lane County	64%	66%	71%	56%	69%	74%	69%	52%	71%	62%

Question 2: Community Characteristics (Percent "excellent" or "good")										
Please rate each of the following characteristics as they relate to Lane County as a whole:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Sense of community	61%	55%	49%	54%	49%	60%	55%	48%	59%	49%
Openness and acceptance of the community towards people of diverse backgrounds	53%	61%	49%	55%	54%	52%	54%	50%	55%	52%
Overall appearance of Lane County	64%	58%	55%	51%	56%	69%	60%	47%	62%	56%
Cleanliness of Lane County	56%	50%	53%	47%	51%	59%	52%	58%	54%	51%
Overall quality of new development in Lane County	34%	36%	31%	29%	29%	42%	35%	24%	37%	29%
Overall quality of business and service establishments in Lane County	53%	52%	46%	46%	45%	57%	52%	31%	55%	44%
Shopping opportunities	58%	65%	50%	50%	52%	67%	59%	44%	62%	52%
Opportunities to attend cultural activities	66%	68%	66%	58%	68%	73%	69%	49%	68%	65%
Recreational opportunities	75%	76%	81%	69%	79%	82%	78%	64%	78%	75%
Employment opportunities	11%	13%	15%	10%	13%	15%	12%	17%	13%	12%
Educational opportunities	67%	71%	66%	68%	60%	73%	68%	63%	65%	69%
Opportunities to participate in social events and activities	64%	68%	68%	62%	64%	73%	68%	53%	67%	65%

Question 2: Community Characteristics (Percent "excellent" or "good")										
Please rate each of the following characteristics as they relate to Lane County as a whole:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Opportunities to volunteer	80%	84%	86%	79%	85%	86%	85%	74%	84%	82%
Opportunities to participate in community matters	61%	64%	62%	56%	63%	67%	63%	55%	67%	57%
Ease of car travel in Lane County	62%	62%	66%	56%	65%	69%	63%	67%	66%	60%
Ease of bus travel in Lane County	58%	60%	55%	62%	54%	55%	57%	57%	58%	56%
Ease of bicycle travel in Lane County	74%	75%	75%	80%	74%	69%	74%	73%	75%	72%
Ease of walking in Lane County	72%	68%	69%	65%	71%	71%	71%	62%	71%	67%
Availability of paths and walking trails	73%	78%	75%	71%	77%	78%	75%	74%	77%	73%
Traffic flow on major streets	58%	57%	58%	61%	56%	55%	58%	54%	59%	56%
Availability of affordable quality housing	25%	22%	26%	28%	19%	26%	25%	20%	23%	25%
Availability of affordable quality child care	24%	26%	25%	25%	22%	29%	24%	36%	23%	27%
Availability of affordable quality health care	28%	30%	38%	22%	30%	42%	34%	23%	31%	33%
Availability of preventive health services	35%	44%	47%	43%	39%	44%	44%	33%	43%	41%
Air quality	56%	54%	59%	62%	53%	54%	55%	63%	53%	59%
Quality of overall natural environment in Lane County	70%	76%	78%	72%	74%	76%	75%	67%	78%	70%
Overall image or reputation of Lane County	57%	62%	59%	56%	59%	60%	60%	50%	64%	52%

Question 3: Growth (Percent "too fast")										
Please rate the speed of growth in the following categories in Lane County over the past 2 years:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Population growth	58%	50%	39%	45%	48%	52%	49%	42%	49%	48%
Retail growth (stores, restaurants, etc.)	19%	20%	18%	15%	20%	23%	20%	21%	19%	20%
Jobs growth	1%	1%	1%	0%	1%	3%	2%	0%	1%	2%

Question 4: Code Enforcement (Percent at least a "minor" problem)										
	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Lane County?	95%	94%	96%	95%	94%	96%	95%	95%	94%	96%

Question 5: Community Safety (Percent "very" or "somewhat" safe)										
Please rate how safe or unsafe you feel from the following in Lane County:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Violent crime (e.g., rape, assault, robbery)	41%	51%	53%	46%	53%	47%	50%	39%	49%	49%
Property crimes (e.g., burglary, theft)	19%	32%	23%	19%	24%	31%	25%	21%	26%	23%
Environmental hazards, including toxic waste	58%	61%	64%	66%	58%	60%	62%	57%	60%	63%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)										
Please rate how safe or unsafe you feel:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
In your neighborhood during the day	93%	94%	87%	93%	87%	92%	92%	79%	91%	90%
In your neighborhood after dark	50%	65%	66%	51%	64%	66%	62%	51%	61%	60%
In Lane County's downtown area during the day	68%	61%	55%	63%	60%	59%	59%	67%	61%	60%
In Lane County's downtown area after dark	21%	25%	15%	22%	19%	17%	19%	25%	16%	23%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")										
	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
During the past twelve months, were you or anyone in your household the victim of any crime?	31%	23%	24%	33%	27%	17%	24%	35%	23%	28%
If yes, was this crime (these crimes) reported to the police?	59%	71%	83%	70%	73%	67%	69%	73%	71%	70%

Question 9: Resident Behaviors (Percent at least once in past 12 months)										
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lane County?	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Participated in a recreation program or activity	57%	70%	73%	63%	74%	62%	66%	65%	68%	65%
Visited a neighborhood park or County park	86%	94%	96%	94%	95%	85%	92%	91%	90%	92%
Ridden a local bus within Lane County	59%	44%	41%	60%	48%	34%	45%	62%	50%	44%
Attended a meeting of local elected officials or other local public meeting	16%	24%	35%	16%	27%	34%	26%	22%	21%	30%
Watched a meeting of local elected officials or other local public meeting on cable television	41%	52%	43%	36%	44%	55%	45%	46%	45%	45%
Visited the Lane County Web site (at www.lanecounty.org)	36%	50%	53%	54%	52%	32%	45%	52%	46%	47%
Recycled used paper, cans or bottles from your home	94%	99%	97%	96%	98%	97%	97%	96%	99%	95%
Volunteered your time to some group or activity in Lane County	48%	57%	71%	52%	67%	56%	59%	60%	61%	56%
Participated in a club or civic group in Lane County	30%	33%	46%	22%	43%	44%	38%	30%	36%	37%
Provided help to a friend or neighbor	96%	99%	97%	95%	98%	96%	96%	97%	97%	96%

Question 10: Neighborliness (Percent at least once per month)										
	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	78%	83%	81%	67%	87%	86%	82%	72%	79%	82%

Question 11: Service Quality (Percent "excellent" or "good")										
Please rate the quality of each of the following services in Lane County:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Sheriff services	43%	46%	32%	37%	36%	46%	41%	34%	46%	35%
Fire services	84%	90%	82%	79%	84%	90%	86%	73%	87%	82%
Crime prevention	22%	27%	15%	19%	17%	26%	20%	23%	22%	20%
Fire prevention and education	65%	71%	61%	63%	62%	71%	66%	61%	67%	63%

Question 11: Service Quality (Percent "excellent" or "good")										
Please rate the quality of each of the following services in Lane County:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Traffic enforcement on County road and highways	38%	44%	31%	42%	35%	34%	37%	41%	40%	34%
Road repair	8%	11%	12%	9%	12%	10%	10%	15%	12%	8%
Snow removal on County road and highways	38%	45%	45%	34%	50%	44%	41%	52%	39%	46%
Bus or transit services	67%	62%	66%	66%	64%	63%	65%	63%	64%	65%
Recycling	81%	88%	88%	80%	88%	88%	86%	87%	87%	84%
Storm drainage	55%	60%	63%	51%	64%	63%	60%	57%	60%	58%
County parks	74%	73%	71%	75%	72%	68%	71%	79%	73%	70%
Recreation programs or classes	66%	66%	69%	59%	68%	73%	68%	57%	72%	62%
Lane County open space	66%	67%	61%	61%	62%	70%	66%	53%	67%	61%
Nature programs or classes	57%	64%	60%	53%	58%	67%	61%	53%	64%	55%
Availability of historic sites	59%	56%	50%	51%	53%	60%	55%	52%	56%	53%
Land use, planning and zoning	25%	24%	19%	30%	15%	25%	22%	23%	24%	20%
Code enforcement (weeds, abandoned buildings, etc)	28%	27%	15%	24%	19%	25%	23%	20%	22%	23%
Animal control	42%	39%	35%	44%	34%	38%	39%	35%	42%	35%
Economic development	16%	22%	12%	18%	11%	20%	16%	21%	19%	13%
Health services	35%	45%	46%	36%	38%	52%	43%	34%	42%	42%
Services to seniors	50%	49%	49%	41%	46%	57%	50%	48%	48%	50%
Services to youth	35%	37%	39%	37%	36%	40%	38%	35%	40%	34%
Services to low-income people	32%	39%	42%	39%	39%	37%	38%	38%	37%	39%
Public information services	38%	45%	41%	38%	40%	47%	43%	32%	45%	37%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	34%	38%	33%	24%	35%	43%	36%	31%	39%	31%
Preservation of natural areas such as open space, farmlands and greenbelts	49%	51%	54%	51%	50%	53%	52%	46%	50%	52%
Mental health services	30%	28%	25%	28%	23%	32%	26%	37%	27%	28%
Drug and alcohol services	36%	39%	31%	44%	29%	34%	35%	39%	31%	39%
Adult protective services	32%	30%	31%	30%	32%	31%	30%	38%	28%	34%
Agricultural/farm advisor	37%	38%	43%	36%	35%	46%	37%	47%	37%	41%

Question 11: Service Quality (Percent "excellent" or "good")										
Please rate the quality of each of the following services in Lane County:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Juvenile justice services for youth	32%	37%	26%	32%	28%	35%	32%	27%	31%	31%

Question 12: Government Services Overall (Percent "excellent" or "good")										
Overall, how would you rate the quality of the services provided by each of the following?	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Lane County	46%	45%	35%	43%	34%	48%	42%	38%	45%	38%
The Federal Government	29%	26%	23%	23%	22%	33%	26%	24%	27%	25%
The State Government	29%	30%	29%	27%	25%	35%	30%	24%	31%	27%

Question 13: Contact with County Employees (Percent "yes")										
Have you had any in-person or phone contact with an employee of Lane County within the last 12 months (including police, receptionists, planners or any others)?	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
	45%	51%	57%	54%	56%	42%	52%	46%	49%	53%

Question 14: County Employees (Percent "excellent" or "good")										
What was your impression of the employee(s) of the Lane County in your most recent contact?	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Knowledge	74%	67%	69%	65%	69%	76%	70%	69%	71%	68%
Responsiveness	68%	64%	60%	59%	64%	69%	64%	62%	67%	61%
Courtesy	68%	72%	72%	69%	67%	78%	71%	71%	75%	67%
Overall impression	69%	67%	65%	64%	65%	72%	67%	68%	71%	63%

Question 15: Government Performance (Percent "excellent" or "good")										
Please rate the following categories of Lane County government performance:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
The value of services for the taxes paid to Lane County	23%	30%	25%	22%	24%	31%	27%	20%	29%	23%
The overall direction that Lane County is taking	32%	29%	19%	28%	20%	30%	27%	20%	29%	23%
The job Lane County government does at welcoming citizen involvement	37%	39%	33%	28%	37%	41%	37%	30%	40%	31%
The job Lane County government does at listening to citizens	23%	28%	21%	28%	17%	27%	24%	23%	25%	22%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)										
Please indicate how likely or unlikely you are to do each of the following:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Recommend living in Lane County to someone who asks	80%	75%	76%	71%	76%	82%	79%	61%	81%	71%
Remain in Lane County for the next five years	73%	87%	87%	66%	89%	92%	84%	75%	86%	79%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)										
	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	7%	8%	4%	4%	5%	10%	6%	6%	8%	4%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support)										
Last year, Lane County cut over 100 jobs in public safety, public health, and human services due to the ending of a federal act which provided funding for timber communities. In September, congress approved renewal of these funds, which will provide \$44 million to the County General Fund over four years. Please indicate to what extent you support or oppose the County using the funds for the following items:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Restoring the services cut last year	89%	77%	82%	87%	78%	84%	84%	76%	88%	77%
Paying down debt	86%	80%	77%	84%	79%	79%	81%	77%	84%	77%
Saving the money to maintain current services as long as possible	83%	76%	75%	81%	77%	76%	78%	76%	80%	75%
Saving the money in a "rainy day" reserve for future use	54%	46%	46%	45%	52%	47%	51%	31%	48%	49%

Question 18b: Policy Question 2 (Percent "very important" or "essential")										
Please rate how important, if at all, each of the following aspects of public safety services is to you:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Prosecution of crimes	84%	86%	96%	79%	92%	94%	89%	89%	90%	87%
Adequate jail space/beds	75%	77%	86%	68%	83%	87%	80%	82%	82%	77%
Regular patrols of rural areas	67%	63%	69%	57%	66%	77%	67%	72%	70%	63%
Animal control/regulation	39%	31%	26%	22%	30%	44%	34%	25%	38%	26%
Adequate resources available for parole and probation	63%	63%	69%	61%	66%	68%	67%	55%	70%	60%
Adequate resources available for crime investigation	85%	88%	91%	86%	88%	90%	87%	94%	90%	85%
Youth offender detention and supervision	78%	81%	80%	79%	77%	83%	80%	77%	82%	77%

Question 18c: Policy Question 3 (Percent "yes")										
	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Have you visited the County's Web site (at www.lanecounty.org) in the past 12 months?	29%	30%	42%	40%	43%	18%	32%	40%	34%	33%

Question 18d: Policy Question 4 (Percent "excellent" or "good")										
If you visited the Web site, please rate the following aspects of Lane County's Web site:	Annual household income			Age			Race		Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 or more	18-34	35-54	55+	White	Not white	Female	Male
Current information	64%	84%	70%	65%	75%	80%	77%	45%	73%	71%
Appearance	58%	77%	69%	60%	72%	75%	72%	48%	71%	66%
Online services offered	51%	71%	62%	55%	63%	71%	65%	41%	65%	59%
Ease of navigation	41%	62%	59%	49%	55%	65%	58%	30%	56%	53%
Search function	39%	60%	56%	49%	53%	59%	56%	36%	50%	56%