



**Clark County Auditor's Office**

**Citizen Survey  
2012**

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

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## Introduction

This is the fifth biennial survey to measure Clark County residents' level of satisfaction with the performance of the County. We conducted this mail survey between January 3 and February 1, 2012.

We are offering readers two new tools. First, a red-yellow-green gauge give a quick read on the current mood of citizens (more green is good). Second, the "Importance-Satisfaction Assessment Matrix" (page 7) can prompt discussion about allocating resources, and showing where citizens are most interested in maintaining or increasing service.

### *Strengths, improving trends*

- Clark County's **quality of life** has been highly rated since 2003 (page 4)
- Even with county cutbacks, over two-thirds of citizens have highly rated Clark County's **service** (page 4)
- The opinions for number of **parks** and convenience have increased over time (pages 18 and 19)

### *Neutral*

- Since 2003, around half of citizens have been neutral when asked how much **confidence** they have in county government (page 5)
- Citizen opinions often ride the wave of the economy. For example, **employment and the economy** is the number one issue today, but was number six in 2007 (page 6)

### *Weaknesses, declining trends*

- Relative to all county services, citizens would most like to see improvement in **social services** (pages 8, 9)
- **Criminal activity** in drugs, car vandalism/theft, and internet crimes remain highly concerning for more than half of all citizens (pages 13 and 14)
- The opinions on physical condition of **roads** have dropped over time (page 16 and 17)

**Note regarding margin of error:** based on 1,307 responses, the margin of error (at the 95 percent confidence level) is 2.7 percent. Some questions have fewer responses, which increases the margin of error. For example, if 850 responses are collected, the margin of error is 3.3 percent; with 500 responses the margin of error increases to 4.4 percent.

**Section A – General perceptions**  
 (not specific to the Sheriff’s Office, Roads, or Parks)

**Quality of life and service delivery**

		Prior Year Totals				
	2012	2009	2007	2005	2003	
Overall <b>Quality of Life</b> in Clark County						
Poor	1%	1%	1%	1%	2%	
Fair	6%	7%	7%	7%	9%	
Neutral	10%	8%	8%	10%	9%	
Good	66%	67%	68%	68%	67%	
Excellent	17%	18%	16%	14%	13%	
	(1,271)*	(1,396)	(856)	(1,139)	(1,189)	
Overall <b>Level of Service Delivery</b> by Clark County						
Poor	2%	2%	<i>not asked in prior years</i>			
Fair	9%	11%				
Neutral	21%	20%				
Good	58%	57%				
Excellent	10%	10%				
	(1,244)	(1,362)				

BASED ON QUESTION 1a and 1c: Please rate the overall quality of life in (and level of service delivery by) Clark County.

**Observations:**

- **No changes in citizen perceptions.**
- Overall, more than four in five residents (83 percent) feel the **quality of life** in Clark County is ‘good/excellent.’ There have been consistently positive responses in all surveys.
- Incorporated compared to unincorporated: City residents rating of ‘good/excellent’ for **service delivery** dropped since 2009, previously at 71 percent and now 65 percent. Conversely, unincorporated residents increased the ratings, previously at 61 percent and now 68 percent.
- Comparison to other jurisdictions: (‘Good/Excellent’ ratings)

	Clark County	Vancouver (2010)	King County (2009)	Clackamas County (2012)
Quality of Life	83%	76%	72%	n/a
County Services	68%	67%	48%	75%

\* Total number of respondents in parentheses  
 Percents may not total to 100 due to rounding

## Confidence in county government

	2012	Prior Year Totals			
		2009	2007	2005	2003
None	2%	3%	1%	3%	4%
Very little	10%	14%	13%	15%	19%
Some	54%	50%	54%	48%	51%
A lot	32%	32%	30%	31%	24%
Total	1%	1%	2%	2%	2%
	(884)*	(1,280)	(774)	(1,042)	(1,094)



BASED ON QUESTION 7: How much confidence do you have in your County government?

### Observations:

- **No changes in citizen perceptions.**
- Overall, confidence in county government has maintained ‘a lot/total’ confidence ratings at 31 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 significant increase in the percent of citizens with ‘a lot/total’ confidence based on education: 43 percent of those with a Master’s or Doctorate, compared with 23 to 32 percent for all other education levels.
- Residency: Newer citizens, those with five years or less residency, had greater confidence in county government (37 percent) than citizens with more time in the county (30 percent).

\* Total number of respondents in parentheses  
 Percents may not total to 100 due to rounding

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

	2012	Prior Years		
		2009	2007	
1. Employment/Economy	31%	25%	10%	<i>There was a significant shift in answers based on age. Therefore, these results are shown with a statistical adjustment to better represent the entire adult population.</i>
2. Education	24%	16%	21%	
3. Crime	17%	16%	18%	
4. County taxes	16%	15%	15%	
5. Health care	11%	9%	10%	
6. Infrastructure (roads etc.)	8%	6%	9%	
7. Local environment	8%	6%	7%	
8. Growth/Sprawl	7%	15%	22%	
9. Housing	6%	4%	5%	
10. Land/property rights	6%	7%	11%	
11. Parks	4%	1%	2%	

BASED ON QUESTION 2: Please prioritize issues now facing Clark County.'

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

**Observations:**

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

	Rated as Issue #1, 2, or 3 (2012)	
	Under Age 45	Age 45 and over
Education	62%	40%
County taxes	29%	41%
Infrastructure	21%	31%
Crime	35%	45%

- The percent of citizens who rated the top concern as crime, environment, or housing is generally unchanged since 2007.

**How well services are provided: history of responses**

	2012	2009	2007	2005	2003
<b>Law enforcement</b>					
Poor	3%	3%	2%	4%	4%
Fair	11%	9%	12%	11%	10%
Neutral	18%	14%	19%	19%	14%
Good	59%	61%	56%	56%	61%
Excellent	9%	12%	10%	9%	11%
	(1,210)*	(1,291)	(809)	(1,106)	(1,124)
<b>Social Services (housing, MH, etc.)</b>					
Poor	7%	13%	14%		
Fair	21%	21%	25%	(Not asked)	(Not asked)
Neutral	40%	39%	40%		
Good	30%	24%	19%		
Excellent	3%	3%	2%		
	(1,024)	(894)	(616)		
<b>Infrastructure</b>					
Poor	6%	8%	7%	7%	11%
Fair	26%	25%	27%	25%	26%
Neutral	24%	21%	21%	25%	20%
Good	41%	42%	41%	39%	38%
Excellent	3%	4%	4%	4%	4%
	(1,219)	(1,385)	(856)	(1,139)	(1,195)
<b>Local environment</b>					
Poor	2%				
Fair	14%				
Neutral	27%				
Good	52%				
Excellent	5%				
	(1,162)				
<b>Public health</b>					
Poor	2%				
Fair	12%				
Neutral	36%				
Good	47%				
Excellent	4%				
	(1,057)				
<b>Justice</b>					
Poor	4%				
Fair	14%				
Neutral	32%				
Good	44%				
Excellent	6%				
	(1,026)				
<b>Community planning, zoning</b>					
Poor	8%				
Fair	20%				
Neutral	36%				
Good	34%				
Excellent	3%				
	(1,048)				
<b>Parks</b>					
Poor	2%	2%	4%	3%	5%
Fair	10%	12%	14%	11%	13%
Neutral	17%	21%	25%	27%	24%
Good	58%	51%	49%	50%	48%
Excellent	13%	15%	8%	9%	10%
	(1,182)	(1,385)	(817)	(1,099)	(1,121)
<b>Code enforcement</b>					
Poor	7%	9%			
Fair	19%	17%			
Neutral	33%	33%			
Good	36%	36%			
Excellent	4%	6%			
	(1,117)	(1,143)			
<b>Law enforcement</b>					
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%
		(1,291)	(809)	(1,106)	(1,124)
<b>MH, Substance Abuse</b>					
Poor		13%	14%		
Fair		21%	25%	(Not asked)	(Not asked)
Neutral		39%	40%		
Good		24%	19%		
Excellent		3%	2%		
		(894)	(616)		
<b>Road Maintenance</b>					
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%
		(1,385)	(856)	(1,139)	(1,195)

## Importance of services, satisfaction with services

What are the most important services for Clark County government to provide and how well are the services provided?

	Percent of citizens rating:	
	Most important service (#1)	Good / Excellent current service
1. Law enforcement	48%	68%
2. Social services (housing, mental health services, etc.)	17%	33%
3. Infrastructure (roads, sewer, etc.)	17%	44%
4. Local environment (land, air, water)	14%	56%
5. Public health (disease control, food / septic inspections, etc.)	13%	51%
6. Justice (courts, juvenile justice)	11%	50%
7. Community planning, zoning	10%	37%
8. Parks	6%	71%
9. Code enforcement (animals, trash, nuisance, etc.)	6%	40%

Based on questions 3 and 4. **Note: Total of 'most important' exceeds 100%** because some respondents rated more than one service as #1.

To display the significance of these responses, a traditional two-dimensional quadrant analysis is used (next page). Services in the upper right and lower left are considered balanced, or properly resourced.

The upper right area is important to citizens, and citizens are pleased with the quality of that service.

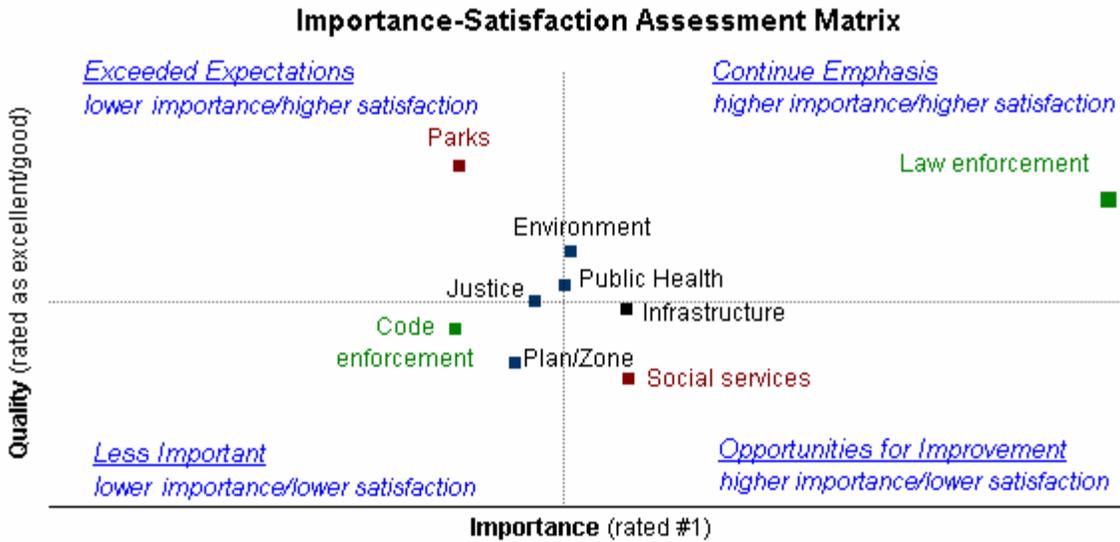


In the lower left area, there is less satisfaction but that's okay to citizens because these services are less important.



What may need attention are the services in the upper left and lower right. When a service ends up in the lower right quadrant, the activity is important to citizens but they are not satisfied with the results. A service in the upper left is over-resourced for its importance.





- These results are consistent with other jurisdictions such as King County (2009) and City of Vancouver (2010) where law enforcement was in the upper right “continue the emphasis” area, and parks were in the upper left “exceeds expectations.”
- Citizens would most like to see better outcomes in social services. Because social services is a broad umbrella, Clark County managers would need more input from citizens on which actions are most important (veterans, housing, mental health, substance abuse, homelessness, youth, etc.).
- Parks services are very well provided, but are not as important compared to other services. This means less resources could be placed into parks programs. We would expect satisfaction to go down, but the citizens are saying that would be okay in relative importance to other programs.

**Travel time**

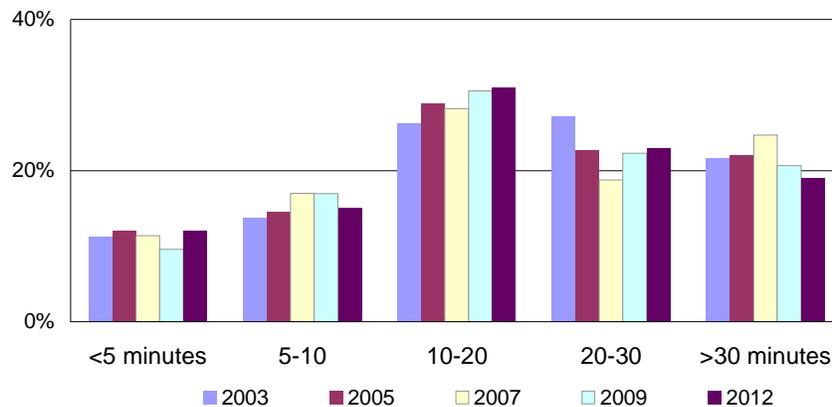
	2012	Prior Year Totals			
		2009	2007	2005	2003
<b>To work</b>					
5 minutes or less	12%	10%	11%	12%	11%
5 to 10 minutes	15%	17%	17%	15%	14%
10 to 20 minutes	31%	32%	28%	29%	26%
20 to 30 minutes	23%	22%	19%	23%	27%
Over 30 minutes	19%	20%	25%	22%	22%
	(762)*	(895)	(571)	(765)	(844)
<b>To shopping</b>					
5 minutes or less	17%	15%	14%	16%	20%
5 to 10 minutes	43%	38%	37%	38%	37%
10 to 20 minutes	31%	33%	34%	31%	32%
20 to 30 minutes	8%	12%	12%	13%	8%
Over 30 minutes	1%	2%	2%	2%	2%
	(1,275)	(1,393)	(858)	(1,135)	(1,172)
<b>To local county parks</b>					
5 minutes or less	24%	23%	21%	22%	22%
5 to 10 minutes	33%	31%	31%	27%	30%
10 to 20 minutes	29%	31%	33%	35%	33%
20 to 30 minutes	11%	12%	13%	13%	12%
Over 30 minutes	2%	3%	2%	3%	3%
	(1,102)	(1,227)	(752)	(996)	(1,049)

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

**Observations:**

- Travel times are very stable, with some decrease in work commute over the years (49 percent at 20 minutes or more in 2003, now 42 percent).
- As in the previous survey, citizens living in unincorporated Clark County had slightly longer commute times to work, shopping, and local county parks than those living within city limits.

**Travel time to work**



\* Total number of respondents in parentheses

**Satisfaction with travel time**

		<b>Prior Year Totals</b>				
	<b>2012</b>	2009	2007	2005	2003	
<b>To work</b>						
Extremely dissatisfied	<b>8%</b>	9%	15%	11%	14%	
Somewhat dissatisfied	<b>12%</b>	12%	13%	16%	16%	
Neutral	<b>21%</b>	17%	17%	21%	19%	
Somewhat satisfied	<b>25%</b>	27%	23%	20%	24%	
Extremely satisfied	<b>34%</b>	35%	33%	31%	28%	
	<b>(721)*</b>	(912)	(600)	(801)	(866)	
<b>To shopping</b>						
Extremely dissatisfied	<b>2%</b>	3%	4%	4%	5%	
Somewhat dissatisfied	<b>6%</b>	8%	7%	8%	9%	
Neutral	<b>18%</b>	16%	19%	18%	18%	
Somewhat satisfied	<b>28%</b>	30%	33%	30%	32%	
Extremely satisfied	<b>46%</b>	42%	38%	39%	36%	
	<b>(1,246)</b>	(1,367)	(843)	(1,117)	(1,167)	
<b>To local county parks</b>						
Extremely dissatisfied	<b>2%</b>	3%	4%	4%	5%	
Somewhat dissatisfied	<b>5%</b>	7%	8%	6%	6%	
Neutral	<b>20%</b>	20%	24%	28%	24%	
Somewhat satisfied	<b>29%</b>	30%	28%	28%	29%	
Extremely satisfied	<b>43%</b>	40%	36%	34%	37%	
	<b>(1,067)</b>	(1,180)	(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: 59 percent for travel time to work, and 72 to 74 percent for shopping or parks.
- Another way to look at commute times is that 80 percent of citizens are not dissatisfied.

\* Total number of respondents in parentheses

### Section B – Sheriff and law enforcement

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

#### Level of safety in Clark County:

	2012	Prior Year Totals			
		2009	2007	2005	2003
Overall <b>Level of Safety</b> in Clark County					
Poor	<b>2%</b>	2%	2%	3%	2%
Fair	<b>13%</b>	10%	15%	15%	14%
Neutral	<b>14%</b>	13%	15%	16%	14%
Good	<b>61%</b>	66%	60%	61%	62%
Excellent	<b>11%</b>	10%	8%	6%	8%
	<b>(1,257)*</b>	(1,375)	(823)	(1,106)	(1,157)



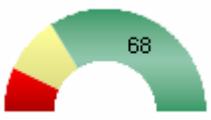
BASED ON QUESTION 1b: Please rate the level of safety in Clark County.

#### Observations:

- Overall, 72 percent of citizens rated level of safety ‘good/excellent,’ in the mid-range of prior years at 67 to 76 percent.
- Incorporated compared to unincorporated: The ratings are the same regardless of whether citizens are inside or outside city limits.
- “Safety” may not mean the same to everybody. This high-level question does not define whether safety is in the home, walking the streets, or driving a car.

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

	2012	Prior Year Totals			
		2009	2007	2005	2003
Law enforcement (Sheriff’s Office)					
Poor	<b>3%</b>	3%	2%	4%	4%
Fair	<b>11%</b>	9%	12%	11%	10%
Neutral	<b>18%</b>	14%	19%	19%	14%
Good	<b>59%</b>	61%	56%	56%	61%
Excellent	<b>9%</b>	12%	10%	9%	11%
	<b>(1,210)*</b>	(1,291)	(809)	(1,104)	(1,124)



BASED ON QUESTION 4: How well are the following services provided in Clark County?

#### Observations:

- Overall, with 68 percent saying law enforcement is ‘good/excellent,’ the rating is similar to prior years at 65 to 74 percent.

\* Total number of respondents in parentheses

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

		Prior Year Totals				
	2012	2009	2007	2005	2003	
When you called or asked for assistance:						
Poor	12%	12%	12%	15%	12%	
Fair	16%	12%	14%	14%	14%	
Expected	13%	15%	15%	8%	13%	
Good	33%	34%	34%	29%	38%	
Excellent	27%	27%	25%	33%	24%	
	(273)*	(393)	(228)	(333)	(361)	
When stopped or contacted by a sheriff's deputy:						
Poor	12%	12%	14%	17%	18%	
Fair	14%	14%	13%	16%	10%	
Expected	18%	14%	12%	9%	19%	
Good	31%	31%	41%	34%	34%	
Excellent	24%	28%	20%	24%	19%	
	(187)	(247)	(137)	(116)	(134)	
When requesting public records / police reports:						
Poor	10%	11%	12%	16%		
Fair	17%	15%	24%	23%	<i>not asked in 2003</i>	
Expected	25%	20%	23%	5%		
Good	31%	34%	26%	37%		
Excellent	17%	20%	16%	19%		
	(145)	(167)	(101)	(104)		

BASED ON QUESTION 5: If you had contact with the Clark County Sheriff's Office in the past year, please rate your experience in the following situations.

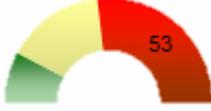
#### Observations:

- **The results for contact from a deputy and requests for records are from a 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 57 to 62 percent in each survey (59 percent in 2012).
- Being stopped or contacted by a deputy was rated as a 'good/excellent' experience by 55 percent of citizens.
- Request for records/reports ratings have fluctuated over the years at 48, 54, 42, and 56 percent 'good/excellent' (respectively for 2012, 2009, 2007, 2005).

\* Total number of respondents in parentheses

**SPECIFIC CONCERNS for self/family**

**Prior Year Totals**

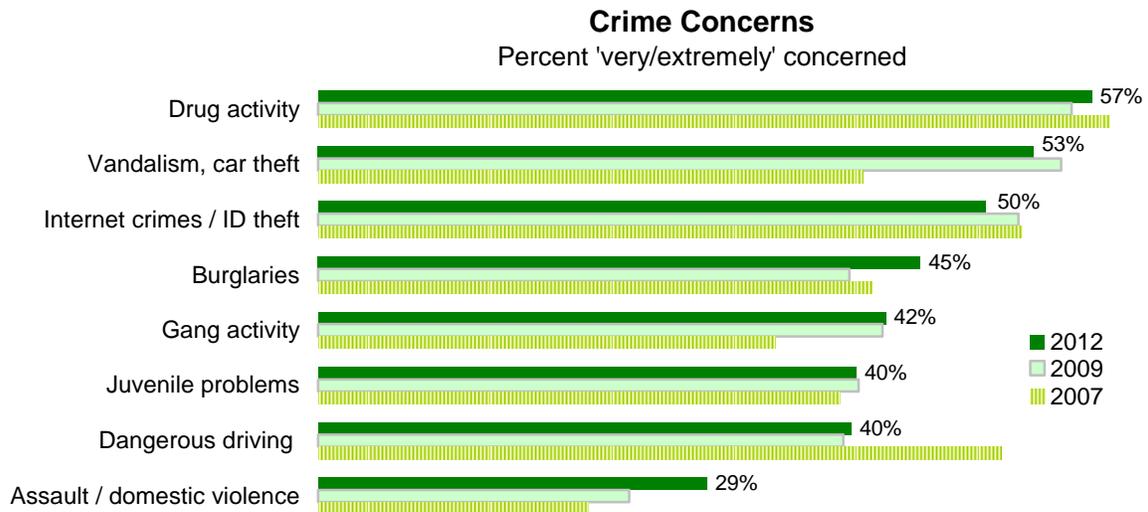
		2012	2009	2007
Dangerous Driving (previously "Road Rage"):				
Not at all		8%	7%	4%
Slightly		20%	18%	15%
Somewhat		32%	36%	30%
Very		25%	26%	31%
Extremely		14%	13%	19%
Identity Theft / Internet Crimes:				
Not at all		6%	4%	7%
Slightly		15%	14%	15%
Somewhat		29%	30%	26%
Very		32%	32%	26%
Extremely		17%	20%	26%
Drug Activity (use / manufacture / sale):				
Not at all		7%	6%	8%
Slightly		13%	12%	11%
Somewhat		23%	26%	23%
Very		32%	34%	28%
Extremely		26%	22%	31%
Burglaries:				
Not at all		5%	3%	3%
Slightly		19%	19%	21%
Somewhat		31%	38%	35%
Very		31%	28%	26%
Extremely		14%	12%	15%
Juvenile Problems:				
Not at all		7%	5%	6%
Slightly		20%	20%	20%
Somewhat		33%	35%	36%
Very		29%	27%	27%
Extremely		11%	13%	12%
Vandalism / Car Thefts / Prowls:				
Not at all		3%	2%	4%
Slightly		13%	12%	21%
Somewhat		31%	31%	34%
Very		35%	35%	28%
Extremely		18%	20%	13%
Gang Activity:				
Not at all		12%	11%	11%
Slightly		22%	22%	31%
Somewhat		23%	25%	23%
Very		25%	24%	20%
Extremely		17%	18%	14%
Assault / Domestic Violence:				
Not at all		21%	20%	34%
Slightly		23%	27%	23%
Somewhat		27%	30%	23%
Very		21%	15%	13%
Extremely		8%	8%	7%

*These results are shown with an adjustment to remove age-bias and better reflect the entire adult population. Details are not available before 2007 to make the same adjustment.*

BASED ON QUESTION 6: Please rate your LEVEL OF CONCERN for yourself / your family, with the following within Clark County.

**Observations:**

- Overall, drug activity has remained the highest concern. Concern over vandalism and car theft has greatly increased from 2007, to 53 percent of citizens being very or extremely concerned. In contrast, the concern over dangerous driving has dropped from over 50 percent in 2007 to 40 percent now.
- Incorporated versus Unincorporated: there were no significant differences in ratings based on whether citizens live inside or outside city limits.



- Comparison to other jurisdictions: 'Good/Excellent'

	Clark County	Vancouver (2010)	King County (2009)	Clackamas County (2012)
Police/Sheriff protection, service, response	68%	75%	59%	69%

### Section C – Roads

This section evaluates citizens’ experiences and perceptions around county roads.

**Observations:**

- Overall, ratings for the physical condition of roads dropped in 2009 and have stayed down. Just 25 percent of citizens give ‘good/excellent’ compared to previous surveys with 37 to 41 percent. This contrasts against 44 percent of citizens who rate infrastructure services (roads, sewer, etc.) as ‘good/excellent.’
- Unincorporated, physical condition of roads: citizens rate the physical condition of roads the same whether they live within cities or outside.
- Correlation to length of residency: ratings decrease with length of residency

	Rated as ‘Good/Excellent’ (2012)			
	Resident <2 years	2-5 years	6-10 years	>10 years
Cleanliness of roads	68%	50%	54%	45%
Physical condition of roads	54%	37%	32%	24%
Traffic congestion	40%	29%	25%	19%
Road safety conditions	47%	39%	36%	36%

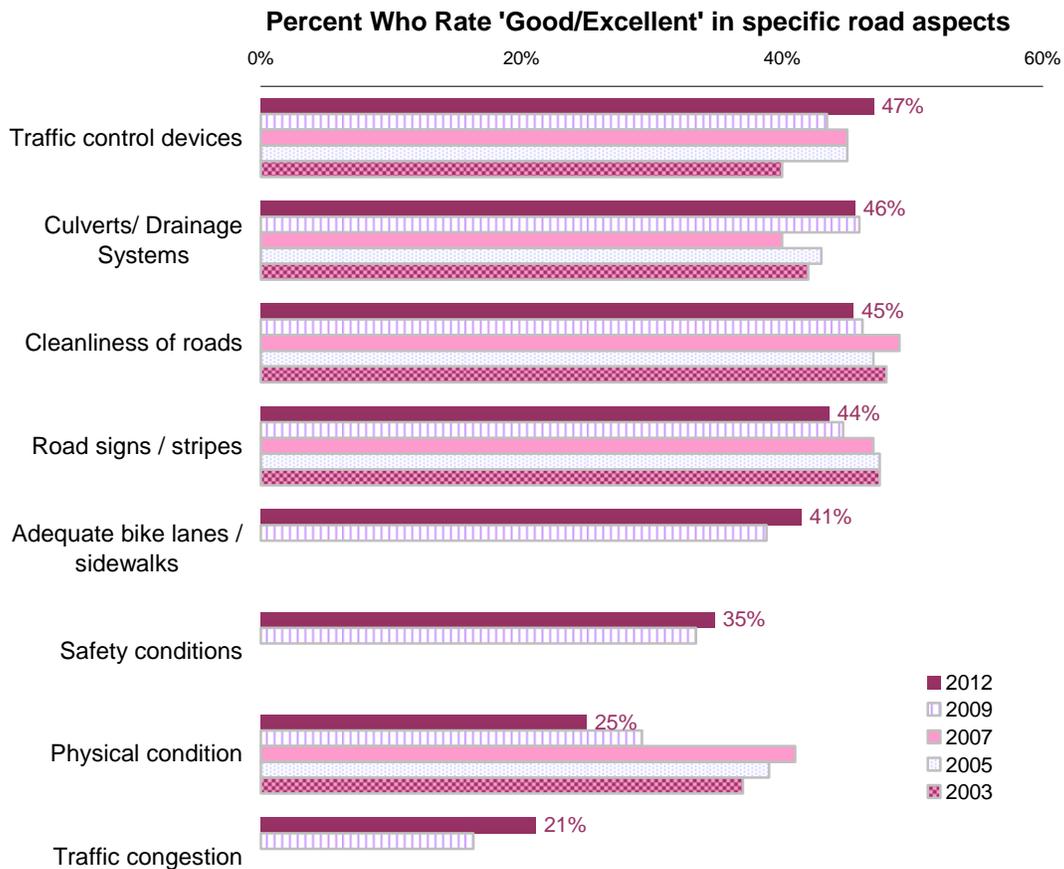
- Correlation to level of education: ratings increase with education

	Rated as ‘Good/Excellent’ (2012)			
	High school or GED	Some college or Associate’s	Bachelor’s Degree	Master’s or Doctorate Degree
Cleanliness of roads	36%	48%	53%	52%
Physical condition of roads	15%	28%	32%	36%
Road safety conditions	26%	35%	42%	43%

Noticed or experienced concerning roads	2012	Prior Year Totals				
		2009	2007	2005	2003	
Traffic congestion						
Poor	10%	16%	<i>not</i>			
Fair	23%	28%	<i>asked in</i>			
Average	47%	39%	<i>prior</i>			
Good	19%	15%	<i>years</i>			
Excellent	2%	1%				
	(1,195)*	(1,337)				
Safety conditions						
Poor	3%	4%	<i>not</i>			
Fair	15%	16%	<i>asked in</i>			
Average	47%	46%	<i>prior</i>			
Good	33%	31%	<i>years</i>			
Excellent	2%	3%				
	(1,203)	(1,330)				
Physical condition of roads						
Poor	14%	12%	4%	6%	8%	
Fair	29%	25%	17%	18%	20%	
Average	33%	34%	38%	37%	35%	
Good	23%	27%	37%	37%	34%	
Excellent	2%	2%	4%	3%	3%	
	(1,232)	(1,361)	(861)	(1,138)	(1,186)	
Cleanliness of roads						
Poor	7%	7%	3%	5%	6%	
Fair	18%	17%	13%	13%	17%	
Average	30%	30%	35%	35%	30%	
Good	40%	40%	42%	42%	42%	
Excellent	6%	6%	6%	5%	6%	
	(1,223)	(1,345)	(865)	(1,135)	(1,190)	
Traffic control devices (traffic lights)						
Poor	4%	9%	9%	6%	10%	
Fair	14%	14%	14%	14%	18%	
Average	35%	34%	31%	35%	32%	
Good	41%	38%	41%	40%	35%	
Excellent	6%	5%	4%	5%	5%	
	(1,210)	(1,326)	(862)	(1,120)	(1,179)	
Adequate amount of bike lanes and sidewalks						
Poor	13%	16%	<i>not</i>			
Fair	18%	19%	<i>asked in</i>			
Average	28%	27%	<i>prior</i>			
Good	32%	32%	<i>years</i>			
Excellent	9%	7%				
	(1,129)	(1,216)				
Road signage and striping						
Poor	6%	6%	6%	8%	7%	
Fair	17%	13%	16%	16%	15%	
Average	33%	36%	33%	33%	32%	
Good	38%	39%	41%	39%	40%	
Excellent	6%	6%	4%	5%	6%	
	(1,211)	(1,314)	(855)	(1,124)	(1,173)	
Effectiveness of culverts / drainage systems						
Poor	5%	6%	7%	6%	6%	
Fair	15%	14%	17%	15%	14%	
Average	35%	35%	36%	36%	32%	
Good	40%	41%	37%	39%	41%	
Excellent	6%	5%	3%	4%	6%	
	(1,143)	(1,250)	(785)	(1,022)	(1,146)	

BASED ON QUESTION 8: What have you noticed or experienced regarding Clark County roads?

\* Total number of respondents in parentheses



- Comparison to other jurisdictions: 'Good/Excellent'

	Clark County	Vancouver (2010)	King County (2009)	Clackamas County (2012)
Road Conditions	25%	39%	45%	n/a
Traffic flow/ congestion	21%		35%	

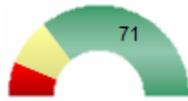
\* Total number of respondents in parentheses

### Section D – Parks

This section evaluates citizens' experiences and perceptions around parks.

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

	2012	Prior Year Totals			
		2009	2007	2005	2003
Poor	3%	2%	4%	3%	5%
Fair	10%	12%	14%	11%	13%
Neutral	17%	21%	25%	27%	24%
Good	58%	51%	49%	50%	48%
Excellent	13%	15%	8%	9%	10%
	(1,182)*	(1,385)	(817)	(1,099)	(1,121)

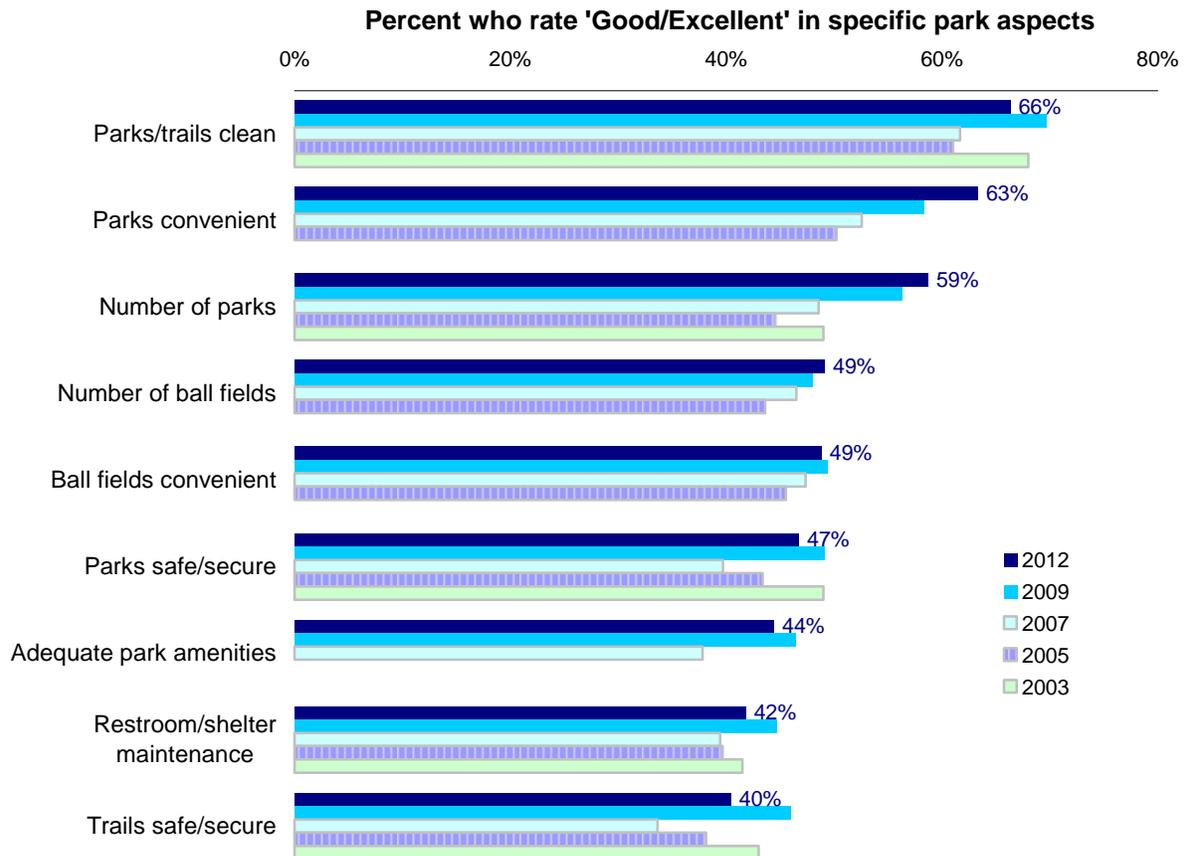


BASED ON QUESTION 4a: how well are the following services provided in Clark County?

#### Observations:

- Overall, 71 percent of citizens rated parks service 'good/excellent,' more than the 2009 record of 66 percent, and beyond the 57 to 59 percent of citizens in the other prior surveys.

#### Noticed or experienced with parks



\* Total number of respondents in parentheses

	2012	Prior Year Totals			
		2009	2007	2005	2003
Adequate number of parks					<i>In 2003, asked: / number of park facilities"</i>
Poor	3%	7%	9%	9%	
Fair	10%	11%	13%	15%	
Average	28%	26%	29%	31%	
Good	44%	41%	38%	37%	
Excellent	15%	15%	10%	7%	
Parks conveniently located					
Poor	3%	5%	7%	6%	9%
Fair	10%	13%	11%	14%	14%
Average	24%	24%	30%	30%	28%
Good	49%	43%	42%	41%	39%
Excellent	15%	16%	11%	9%	10%
Adequate number of ball fields					
Poor	5%	7%	9%	9%	
Fair	14%	14%	14%	17%	
Average	33%	31%	30%	31%	
Good	39%	36%	37%	35%	
Excellent	10%	12%	9%	9%	
Ball fields conveniently located					
Poor	5%	6%	6%	8%	
Fair	12%	15%	13%	12%	
Average	34%	30%	33%	35%	
Good	38%	37%	38%	38%	
Excellent	11%	13%	10%	8%	
Cleanliness of park grounds / trails					
Poor	2%	1%	1%	2%	1%
Fair	8%	5%	9%	9%	7%
Average	24%	24%	29%	29%	24%
Good	53%	54%	52%	51%	56%
Excellent	14%	15%	10%	10%	12%
Safety and security of parks					
Poor	4%	5%	4%	4%	5%
Fair	14%	13%	16%	16%	15%
Average	35%	33%	40%	37%	32%
Good	40%	41%	36%	40%	42%
Excellent	6%	8%	4%	4%	7%
Safety and security of trails					
Poor	6%	6%	6%	5%	7%
Fair	17%	15%	19%	21%	18%
Average	37%	33%	41%	36%	33%
Good	35%	39%	31%	35%	38%
Excellent	6%	6%	3%	3%	5%
Adequate park amenities					
Poor	5%	5%	4%	<i>not asked in prior years</i>	
Fair	15%	15%	17%		
Average	36%	34%	41%		
Good	35%	36%	33%		
Excellent	9%	11%	4%		
Restroom/picnic area maintenance					
Poor	7%	5%	6%	9%	4%
Fair	15%	18%	18%	18%	18%
Average	36%	32%	38%	35%	36%
Good	35%	35%	35%	34%	37%
Excellent	7%	9%	4%	5%	5%

**Observations:**

- Overall, ratings were about the same as the 2009 survey. Cleanliness of parks and trails continues to receive the highest 'good/excellent' rating, given by 67 percent of citizens in 2012.
- Length of residency and level of education: some aspects of parks services receive lower ratings as citizens' length of residency increases. Other aspects receive higher ratings as citizens education increases

	Rated as 'Good/Excellent'			
	Resident <2 years	2-5 years	6-10 years	>10 years
Safety/security of parks	76%	47%	53%	42%
Safety/security of trails	64%	43%	48%	36%
Adequate park amenities	75%	55%	45%	43%

	Rated as 'Good/Excellent'			
	High school or GED	Some college or Associate's	Bachelor's Degree	Master's or Doctorate Degree
Safety/security of parks	29%	45%	50%	58%
Safety/security of trails	24%	37%	44%	54%
Adequate park amenities	34%	43%	53%	55%
Maintenance of restrooms, picnic shelters	25%	40%	43%	44%

- Comparison to other jurisdictions: 'Good/Excellent'

	Clark County	Vancouver (2010)	King County (2009)	Clackamas County (2012)
Parks Maintenance	<b>71%</b>	71%	71%	n/a

## Section E – 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>	<b>Prior Year Totals</b>				
		<b>2012</b>	2009	2007	2005	2003
<i>Average household size: 2.6</i>		<b>2.4</b>	2.5	2.7	2.5	2.6
Age 9 and under		<b>0.2</b>	0.2	0.3	0.3	0.3
Age 10 to 19		<b>0.3</b>	0.3	0.4	0.3	0.4
Age 20 to 54		<b>0.9</b>	1.0	1.1	1.1	1.2
Age 55 and over		<b>1.0</b>	1.0	0.9	0.8	0.7

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

	<b>2012</b>	<b>Prior Year Totals</b>			
		2009	2007	2005	2003
Less than 2 years	<b>4%</b>	3%	1%	5%	6%
2-5 years	<b>10%</b>	11%	10%	13%	14%
6-10 years	<b>16%</b>	15%	18%	15%	14%
11 years or more	<b>70%</b>	71%	72%	66%	66%
	<b>(1,295)*</b>	(1,410)	(872)	(1,152)	(1,197)

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

	<i>Population estimate</i>	<b>Prior Year Totals</b>				
		<b>2012</b>	2009	2007	2005	2003
Caucasian	84.9%	<b>89%</b>	92%	93%	91%	90%
Hispanic/Latino	5.9%	<b>2%</b>	1%	1%	2%	2%
African American	1.8%	<b>0.7%</b>	0.4%	1%	1%	1%
Asian American/Pacific Islander	4.3%	<b>3.6%</b>	2%	3%	2%	2%
American Indian/Alaska Native	0.8%	<b>0.4%</b>	0.4%	1%	2%	3%
Other/more than one	2.4%	<b>4.6%</b>	4%	1%	2%	2%
		<b>(1,267)</b>	(1,392)	(856)	(1,136)	(1,210)

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

	<i>Population estimate</i>	<b>Prior Year Totals</b>				
		<b>2012</b>	2009	2007	2005	2003
High school or less, GED		<b>14%</b>	13%	12%	18%	17%
Some college	<i>Combined:</i>	<b>27%</b>	30%	31%	30%	30%
Associate degree	<i>Bachelor's</i>	<b>12%</b>	8%	13%	13%	13%
Bachelor degree	<i>or</i>	<b>27%</b>	28%	27%	22%	23%
Masters/Doctorate degree	<i>Master's</i>	<b>20%</b>	21%	18%	16%	16%
	22%	<b>(1,284)</b>	(1,402)	(865)	(1,148)	(1,193)

\* Total number of respondents in parentheses

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

	<i>Adult Population estimate</i>	<b>Prior Year Totals</b>				
		<b>2012</b>	2009	2007	2005	2003
18-24	12%	<b>3%</b>	0.5%	1%	3%	2%
25-34	19%	<b>8%</b>	8%	8%	8%	12%
35-44	19%	<b>14%</b>	13%	16%	17%	20%
45-54	20%	<b>17%</b>	22%	25%	23%	23%
55-64	16%	<b>24%</b>	27%	25%	23%	20%
65 or over	14%	<b>33%</b>	30%	24%	26%	22%
		<b>(1,297)*</b>	(1,406)	(868)	(1,145)	(1,197)

**Do you work outside your home?**

		<b>Prior Year Totals</b>				
		<b>2012</b>	2009	2007	2005	2003
Yes		<b>56%</b>	59%	62%	64%	67%
No		<b>12%</b>	10%	13%	36%	33%
No – retired		<b>32%</b>	31%	25%		
		<b>(1,293)</b>	(1,399)	(869)	(1,150)	(1,199)
<b>If yes, do you work in Oregon?</b>						
Yes		<b>34%</b>	26%	33%	35%	39%
No		<b>66%</b>	74%	67%	65%	61%
		<b>(759)</b>	(904)	(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 based on population: 3,915 for incorporated and 3,585 for unincorporated areas of Clark County. The source for mailing was a combination of registered voters and household addresses.
- Residents received the survey with return postage to be paid by the county, or residents could take the survey on-line.
- Auditor Kimsey's letter asked the selected residents to spare a few minutes to help county managers learn more about what citizens think.
- Survey packets were mailed December 30, 2011.
- 1,307 surveys were returned and compiled. The response rate was 17.5 percent: 621 surveys from unincorporated residents and 686 from incorporated residents. This compares to prior survey response rates between 16 and 25 percent.
- This summary of results includes surveys received by February 1, 2012.

## **Survey**

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



Please read each question carefully before answering, and complete all sections. While answering, please remember there are no right or wrong answers. Your opinions are most valuable. *Please mail by January 14, 2012.*

1. Please rate the quality of life, safety, and service delivery 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"/>				
Overall <b>Level of Service Delivery</b> by Clark County	<input type="radio"/>				

2. Please prioritize issues now facing Clark County. Use “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 concerned)  
to 12 (least concerned)

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

3. What are the most important services for Clark County government to provide long term?

Enter 1 (most important)  
to 10 (least important)

Parks	
Community planning, zoning	
Local environment (land, air, water)	
Law enforcement	
Justice (courts, juvenile justice)	
Infrastructure (such as roads, sewer, etc.)	
Social services (housing, mental health services, etc.)	
Public health (disease control, food / septic inspections, etc.)	
Code enforcement (animals, trash, nuisance, etc.)	
Other: please specify _____	



←scan on a smartphone or take the survey online

4. How well are the following services provided in Clark County?

	Poor	Fair	Neutral	Good	Excellent	No Opinion
Parks	<input type="radio"/>					
Community planning, zoning	<input type="radio"/>					
Local environment (land, air, water)	<input type="radio"/>					
Law enforcement	<input type="radio"/>					
Justice (courts, juvenile justice)	<input type="radio"/>					
Infrastructure (roads, sewer, etc.)	<input type="radio"/>					
Social services (housing, mental health services, etc.)	<input type="radio"/>					
Public health (disease control, food / septic inspections, etc.)	<input type="radio"/>					
Code enforcement (animals, trash, nuisance, etc.)	<input type="radio"/>					

5. If you 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"/>					

6. 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	<input type="radio"/>					
Burglaries	<input type="radio"/>					
Internet Crimes / Identity Theft	<input type="radio"/>					
Assault / Domestic Violence	<input type="radio"/>					
Drug Activity (drug use / sales / labs)	<input type="radio"/>					
Juvenile Problems	<input type="radio"/>					
Vandalism / Car Thefts / Prowls	<input type="radio"/>					
Gang Activity	<input type="radio"/>					
Other (please specify) _____	<input type="radio"/>					

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

<input type="radio"/> None	<input type="radio"/> Very Little	<input type="radio"/> Some	<input type="radio"/> A lot	<input type="radio"/> Total	<input type="radio"/> No Opinion
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**We ask the following questions only to determine if we have a representative sample from the community. 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's Degree       Bachelor's Degree       Master's/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 opinions**