



LANE COUNTY, OREGON 2009

Report of Geographic 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.

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 geographic 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 geographic 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 gray.

The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (974 completed surveys). For each district (East, Eugene-North, Eugene-South, Springfield, West), the margin of error rises to approximately + or - 7% since sample sizes were approximately 214 for East district, 188 for Eugene-North district, 220 for Eugene-South district, 170 for Springfield district, and 183 for the West district.

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:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Lane County as a place to live	77%	73%	75%	73%	74%
Your neighborhood as a place to live	82%	63%	71%	63%	83%
Lane County as a place to raise children	68%	69%	73%	63%	65%
Lane County as a place to work	45%	32%	41%	47%	38%
Lane County as a place to retire	60%	51%	66%	57%	57%
The overall quality of life in Lane County	69%	70%	67%	63%	63%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Lane County as a whole:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Sense of community	54%	48%	61%	55%	51%
Openness and acceptance of the community towards people of diverse backgrounds	58%	50%	53%	48%	55%
Overall appearance of Lane County	66%	49%	56%	59%	63%
Cleanliness of Lane County	55%	42%	57%	50%	57%
Overall quality of new development in Lane County	35%	35%	32%	32%	33%
Overall quality of business and service establishments in Lane County	56%	41%	56%	48%	44%
Shopping opportunities	64%	49%	53%	62%	54%
Opportunities to attend cultural activities	68%	60%	80%	58%	64%
Recreational opportunities	82%	66%	82%	72%	80%
Employment opportunities	17%	8%	9%	14%	15%
Educational opportunities	74%	62%	77%	67%	52%
Opportunities to participate in social events and activities	71%	61%	75%	65%	57%
Opportunities to volunteer	88%	76%	90%	81%	81%
Opportunities to participate in community matters	69%	59%	72%	57%	52%
Ease of car travel in Lane County	74%	62%	62%	59%	55%
Ease of bus travel in Lane County	62%	62%	57%	58%	45%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Lane County as a whole:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Ease of bicycle travel in Lane County	68%	83%	76%	78%	64%
Ease of walking in Lane County	71%	70%	74%	69%	62%
Availability of paths and walking trails	80%	73%	80%	72%	69%
Traffic flow on major streets	61%	60%	61%	54%	50%
Availability of affordable quality housing	26%	19%	26%	28%	21%
Availability of affordable quality child care	33%	22%	23%	31%	17%
Availability of affordable quality health care	35%	26%	32%	33%	34%
Availability of preventive health services	42%	42%	44%	39%	42%
Air quality	65%	48%	53%	52%	60%
Quality of overall natural environment in Lane County	78%	72%	81%	69%	67%
Overall image or reputation of Lane County	70%	48%	62%	54%	53%

Question 3: Growth (Percent "too fast")					
Please rate the speed of growth in the following categories in Lane County over the past 2 years:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Population growth	54%	46%	45%	46%	49%
Retail growth (stores, restaurants, etc.)	26%	19%	14%	25%	15%
Jobs growth	2%	1%	2%	1%	2%

Question 4: Code Enforcement (Percent at least a "minor" problem)					
	District				
	East	Eugene - North	Eugene - South	Springfield	West
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Lane County?	90%	93%	97%	97%	97%

Question 5: Community Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel from the following in Lane County:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Violent crime (e.g., rape, assault, robbery)	46%	51%	56%	42%	47%
Property crimes (e.g., burglary, theft)	28%	24%	21%	27%	24%
Environmental hazards, including toxic waste	57%	61%	61%	64%	61%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel:	District				
	East	Eugene - North	Eugene - South	Springfield	West
In your neighborhood during the day	90%	89%	94%	88%	91%
In your neighborhood after dark	74%	47%	58%	54%	67%
In Lane County's downtown area during the day	57%	52%	73%	64%	55%
In Lane County's downtown area after dark	24%	17%	24%	17%	14%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")					
	District				
	East	Eugene - North	Eugene - South	Springfield	West
During the past twelve months, were you or anyone in your household the victim of any crime?	23%	30%	25%	29%	21%
If yes, was this crime (these crimes) reported to the police?	74%	61%	64%	71%	87%

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?	District				
	East	Eugene - North	Eugene - South	Springfield	West
Participated in a recreation program or activity	68%	64%	65%	68%	69%
Visited a neighborhood park or County park	93%	90%	94%	88%	92%
Ridden a local bus within Lane County	30%	51%	66%	60%	30%
Attended a meeting of local elected officials or other local public meeting	31%	27%	20%	16%	34%
Watched a meeting of local elected officials or other local public meeting on cable television	47%	53%	31%	43%	56%
Visited the Lane County Web site (at www.lanecounty.org)	47%	47%	47%	47%	42%
Recycled used paper, cans or bottles from your home	98%	98%	96%	96%	98%
Volunteered your time to some group or activity in Lane County	63%	55%	61%	51%	63%
Participated in a club or civic group in Lane County	41%	44%	30%	31%	39%
Provided help to a friend or neighbor	98%	96%	95%	96%	99%

Question 10: Neighborliness (Percent at least once per month)					
	District				
	East	Eugene - North	Eugene - South	Springfield	West
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)?	84%	76%	78%	79%	85%

Question 11: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Lane County:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Sheriff services	44%	30%	30%	52%	42%
Fire services	86%	88%	81%	81%	86%
Crime prevention	23%	16%	17%	26%	21%
Fire prevention and education	67%	68%	63%	60%	68%
Traffic enforcement on County road and highways	46%	38%	28%	35%	36%
Road repair	13%	10%	10%	9%	10%
Snow removal on County road and highways	55%	39%	35%	41%	40%

Question 11: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Lane County:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Bus or transit services	72%	68%	60%	66%	53%
Recycling	87%	85%	87%	87%	82%
Storm drainage	59%	62%	58%	62%	55%
County parks	74%	71%	79%	67%	64%
Recreation programs or classes	66%	69%	71%	66%	61%
Lane County open space	67%	57%	75%	58%	59%
Nature programs or classes	57%	61%	71%	55%	55%
Availability of historic sites	64%	50%	64%	43%	50%
Land use, planning and zoning	21%	21%	29%	19%	19%
Code enforcement (weeds, abandoned buildings, etc)	26%	22%	30%	21%	14%
Animal control	40%	36%	52%	23%	40%
Economic development	24%	12%	16%	15%	12%
Health services	44%	43%	44%	36%	42%
Services to seniors	49%	48%	54%	44%	52%
Services to youth	43%	37%	36%	42%	29%
Services to low-income people	44%	37%	40%	37%	32%
Public information services	44%	37%	43%	40%	42%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	37%	33%	34%	35%	38%
Preservation of natural areas such as open space, farmlands and greenbelts	54%	50%	59%	40%	50%
Mental health services	32%	23%	26%	27%	30%
Drug and alcohol services	39%	37%	38%	23%	36%
Adult protective services	35%	32%	24%	28%	34%
Agricultural/farm advisor	38%	37%	45%	37%	41%
Juvenile justice services for youth	38%	26%	40%	29%	24%

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?	District				
	East	Eugene - North	Eugene - South	Springfield	West
Lane County	42%	40%	47%	39%	39%
The Federal Government	28%	28%	24%	22%	27%
The State Government	31%	31%	30%	27%	26%

Question 13: Contact with County Employees (Percent "yes")					
	District				
	East	Eugene - North	Eugene - South	Springfield	West
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)?	57%	48%	46%	52%	51%

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?	District				
	East	Eugene - North	Eugene - South	Springfield	West
Knowledge	70%	62%	75%	72%	69%
Responsiveness	63%	62%	68%	69%	58%
Courtesy	72%	67%	69%	80%	67%
Overall impression	64%	66%	70%	73%	64%

Question 15: Government Performance (Percent "excellent" or "good")					
Please rate the following categories of Lane County government performance:	District				
	East	Eugene - North	Eugene - South	Springfield	West
The value of services for the taxes paid to Lane County	30%	26%	32%	24%	17%
The overall direction that Lane County is taking	25%	24%	32%	27%	22%
The job Lane County government does at welcoming citizen involvement	39%	28%	43%	35%	32%
The job Lane County government does at listening to citizens	22%	23%	30%	20%	24%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)					
Please indicate how likely or unlikely you are to do each of the following:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Recommend living in Lane County to someone who asks	77%	72%	85%	75%	72%
Remain in Lane County for the next five years	93%	80%	69%	84%	87%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)					
	District				
	East	Eugene - North	Eugene - South	Springfield	West
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:	8%	3%	2%	11%	7%

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:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Restoring the services cut last year	75%	82%	84%	87%	86%
Paying down debt	79%	80%	82%	81%	81%
Saving the money to maintain current services as long as possible	74%	75%	86%	82%	73%
Saving the money in a "rainy day" reserve for future use	53%	43%	58%	41%	45%

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:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Prosecution of crimes	95%	81%	81%	93%	96%
Adequate jail space/beds	82%	76%	70%	85%	85%
Regular patrols of rural areas	79%	53%	54%	73%	79%
Animal control/regulation	30%	40%	29%	33%	31%
Adequate resources available for parole and probation	61%	57%	67%	71%	72%
Adequate resources available for crime investigation	90%	87%	82%	90%	90%
Youth offender detention and supervision	81%	79%	73%	81%	85%

Question 18c: Policy Question 3 (Percent "yes")					
	District				
	East	Eugene - North	Eugene - South	Springfield	West
Have you visited the County's Web site (at www.lanecounty.org) in the past 12 months?	35%	30%	34%	39%	30%

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:	District				
	East	Eugene - North	Eugene - South	Springfield	West
Current information	81%	65%	66%	74%	76%
Appearance	81%	59%	57%	73%	72%
Online services offered	64%	53%	63%	64%	65%
Ease of navigation	58%	46%	48%	57%	65%
Search function	61%	37%	44%	61%	60%