



Community Reaction to the 4-Day Workweek

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EXECUTIVE SUMMARY

Introduction

In July 2008, Clackamas County commissioned a survey of its residents to determine support for permanently enacting an alternate four-day workweek for employees who work in non-essential services. Findings of that survey showed that a majority of Clackamas County residents supported the move because they believed the advantages to the County, to its employees, and to the environment outweighed minimal inconveniences that might ensue as a result of the change.

In November 2008 Clackamas County implemented an alternate four-day work week for approximately 1,100 to 1,200 employees working in non-emergency County services as a one-year pilot program. The County commissioned a follow-up survey in July 2009 to determine how well the change is working.

Specifically, the survey sought to:

- Identify the affect the change has had on residents;
- Determine whether residents felt the change was a good idea or a bad idea;
- Determine whether longer hours have made visits to County offices more convenient or whether residents believe they have made no difference;
- Assess whether residents have been inconvenienced by Friday closures; and
- Measure the current support for a four-day work week as a way to reduce fuel costs and provide long-term protection for the environment.

Gilmore Research conducted 401 telephone interviews with randomly selected residents of Clackamas County between June 29 and July 12, 2009. Respondents had to live in Clackamas County, be at least 18 years of age and not work for, or live with someone who works for Clackamas County.

Key findings and conclusions from the survey are summarized below. Detailed findings are found in the next section of this report. A complete listing of verbatim responses to open-ended questions and a copy of the survey instrument are included in the Appendix.

Key Findings

Respondent Profile: Most respondents (53%) were between the ages of 45 and 64 years old. Slightly more than half of all respondents were female (55%). The median household income was \$68,443. Over two-thirds (68%) were residents of Clackamas County for more than 10 years, and nearly half (48%) characterize their neighborhood as suburban. Demographic characteristics of respondents this year were very similar to demographics of 2008 respondents.

Frequency of Contact with County Services/Departments: Similar to results obtained last year, most residents indicated they have minimal contact with County services or departments. The proportion of respondents who contact any County service or department at least once a month

decreased from 21% in 2008 to 16% in 2009 while the percentage that do not contact the County even once a year increased from 30% to 39%. Garbage and recycling services were contacted more often than other departments, with 7% of residents having contact with garbage and recycling at least once a month.

Use of County Services/Departments since the Change in Schedule: About one-fifth of respondents (22%) said they have visited departments or used services since the schedule change in November.

Just over half of visitors/users (51%) said they thought the change to an alternate four-day workweek was a good idea, while 30% said they thought it was a bad idea. Twenty-percent (20%) were undecided. Visitors/users were more likely than non-visitors/non-users to say the change was a bad idea (30% vs. 16%).

Forty-four percent (44%) of visitors said they thought the longer hours (Monday through Thursday) made it more convenient to visit County offices, but over half (51%) said longer hours made no difference and 5% were unsure. There were no statistically significant differences in opinion between visitors and non-visitors based on convenience of longer office hours.

Among visitors, 64% said they have experienced *no* inconvenience because some County offices are closed on Fridays, but 36% said they have. Visitors were more likely than non-visitors to say they have experienced some inconvenience due to closures (36% compared to 5%).

An attitude statement in support of a four-day workweek as a way to implement sustainability policies was favored by two thirds of visitors (68%) while a statement in support of having greater access to County offices (having a standard workweek) was favored by 26%. Six percent (6%) were undecided. There were no statistically significant differences in opinion between visitors and non-visitors based on selection of the two statements.

There were no statistically significant differences between visitors and non-visitors/non-users based on gender or years of residence in the County. The following list summarizes the demographic areas in which visitors significantly differed from non-visitors:

- *Area of residence:* Visitors/users were more likely to say they live in rural areas (44%, compared to 28% of non-visitors/non-users).
- *Income:* Visitors were more likely to have annual incomes of less than \$35,000 (24%, compared to 13% of non-visitors). Non-visitors were more likely to have incomes in the \$55,000 to \$75,000 range (17%, compared to 8% of visitors).
- *Age:* Visitors were younger than non-visitors (mean age = 50.98 years vs. mean age = 54.9 years).
- *Contact with County Departments/Services:* Visitors were more likely than non-visitors to have contact with at least one department or service at least once per month (37% compared to 10% of non-visitors).

Opinions of the Change to the Four-Day Workweek: A majority (56%) thought the change was a good idea, 19% said it was a bad idea and 24% were unsure. Compared to findings in 2008,

significantly fewer respondents had an opinion about the change (“don’t know” responses increased from 15% to 24%). When “don’t know” responses are removed from the base, the percentage of respondents who think the change was a “good idea” is with a percentage point of 2008 findings (75% “good idea” in 2009 versus 74% in 2008).

Those who thought it was a good idea most often cited the cost benefits derived from the change in schedule, and the lifestyle and emotional gains made by employees who work fewer weekdays. Those who thought it was a bad idea most often talked about “inconvenient hours,” specifying that “offices should be available when needed” or offices should be “open five days a week.”

Convenience of Longer Office Hours: Opinion was divided regarding whether longer office hours make it more convenient to visit County offices – 49% said they thought the hours were more convenient and 47% said the change made no difference. Four percent stated no opinion

Inconvenience of Friday Closures: A large majority (87%) said they have experienced no inconvenience because some offices are closed Fridays. Among those who have visited or used services since the transition, two-thirds (64%) said they have had no inconvenience because of Friday closures.

Sustainability versus Access: Over two-thirds of residents (71%) favored implementing sustainability policies to protect the environment, while 22% said they favored having County services available during standard business hours of a 5-day business week. These percentages are statistically unchanged from the 2008 survey findings.

Conclusions

A majority of respondents expressed satisfaction with the move to a four-day work week and have accepted the change in office hours for non-essential departments and services. Most favor the schedule change because they feel it offers large cost savings to the County and an improved quality of life for County employees. There is continued widespread support for the change as a policy measure to reduce fuel costs and protect the environment.

Despite overall support for the change there is some evidence of discontent among those who routinely contact the County—especially with respect to obtaining permits and access to social services. While this discontent may subside as residents and others who do business become better acclimated to the change, it will be important for the County to demonstrate its commitment to serving the community by providing excellent service on the four days offices are open.

DETAILED FINDINGS

Introduction

In July 2008, Clackamas County commissioned a survey of its residents to determine support for changing to a 4-day workweek for employees who work in non-essential services. That survey found majority support for the idea and the change was made in November 2008. In July 2009, the County commissioned a follow-up survey to determine how well the change is working. Specifically, the survey sought to:

- Identify the extent to which residents have been affected by the change;
- Understand how residents feel about the change, whether it was a good idea or a bad idea;
- Determine if longer hours have made visits to County offices more convenient or have made no difference;
- Assess whether or not residents have been inconvenienced by Friday closures; and
- Measure the current support for a four-day work week as a way to reduce fuel costs and provide long-term protection for the environment.

Methodology

Gilmore Research conducted 401 telephone interviews with randomly selected residents of Clackamas County between June 29 and July 12, 2009. Gilmore worked with County staff to develop and pre-test the questionnaire prior to fielding. To qualify for the survey, respondents had to live in Clackamas County, be at least 18 years of age and not work for Clackamas County.

Quotas were established to ensure approximately equal representation by gender and that no more than 20% of the total respondents surveyed were older than 65.

The maximum margin of error for a sample of 401 is ± 4.89 percentage points at the 95% level of confidence. Reported differences between subgroups are significant at the 95% level of confidence unless noted otherwise. The average interview lasted approximately 6 minutes. The completion rate based on useable sample was 33.7%, with a refusal

Table 1 Sample Disposition		
	Number	Percent
Completed Interviews	401	18%
No answer	249	11%
Answering machine / Busy	534	25
Respondent not available	59	3
Total No Contact	842	39%
Refused survey	337	16%
Terminate / Incomplete	11	<1
Total Refusals/Terminations	348	16%
Usable Sample¹	1,190	55%
Blocked / Duplicate Numbers	18	<1
Disconnected	147	7
Business / Fax	254	12
Language Barrier/ Hearing Problem	53	2
Not qualified (not in Clackamas County)	45	2
Not qualified (works for Clackamas Co.)	11	<1
Not qualified (miscellaneous)	49	2
Total Non-working / Not Qualified	577	27%
Total Sample Attempted	2,168	100%
¹ Completed Interviews + No Contact + Total Refusals		
May not sum to 100% due to rounding.		

rate of 16%. A complete sample disposition is shown in Table 1. A copy of the survey instrument is included in the Appendix.

Respondent Profile

A comparison of 2008 and 2009 respondent profiles shows very close similarity between the groups on most demographic characteristics. (Table 2) There are two statistically significant differences: the 2009 sample produced a larger proportion of 6 to 10-year residents of Clackamas County than the 2008 sample (16% vs. 10%). Additionally, this year's respondents were more likely than last year's to decline the income question (14% compared to 9%).

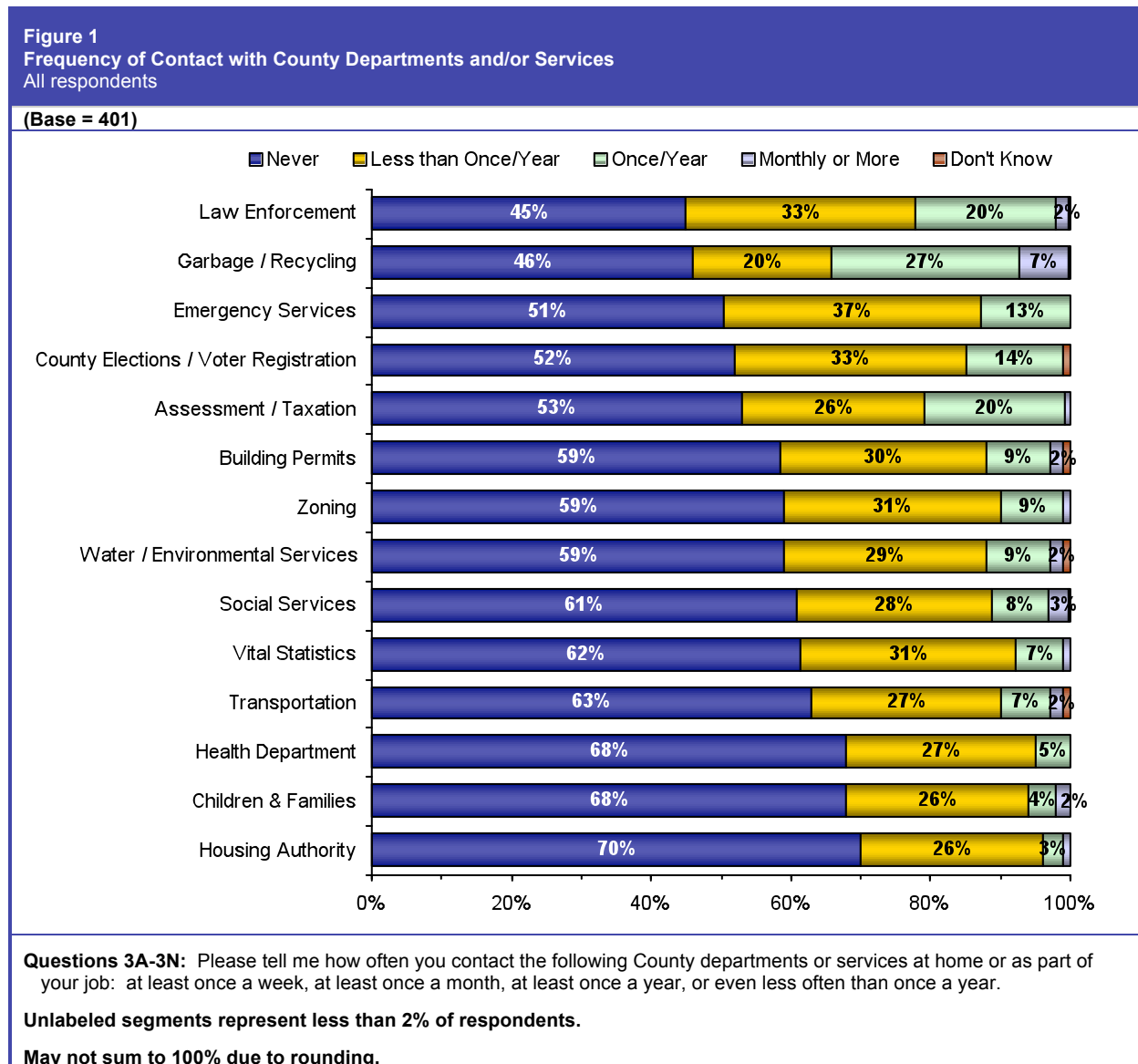
Once again, most respondents indicated they were long-time residents of Clackamas County, with most (68%) having lived in the County more than 10 years. Nearly half (48%) said they resided in suburban areas.

The average age of survey respondents was again 54 years, and as in 2008, more surveys were conducted with women than with men (55% vs. 45%).

Table 2 Demographic Characteristics All respondents		
	2008 Respondents	2009 Respondents
(Base)	(400)	(401)
Age		
18 to 34	6%	9%
35 to 44	20	15
45 to 54	26	25
55 to 64	28	28
65 or Older	20	20
<i>Average age</i>	54	54
Income		
Under \$35,000	17%	16%
\$35,000 up to \$55,000	16	16
\$55,000 up to \$75,000	18	15
\$75,000 up to \$100,000	14	15
More than \$100,000	24	22
<i>Median Income¹</i>	\$67,602	\$68,443
Don't Know	2	3
Refused	9	14
Gender		
Male	48%	45%
Female	52	55
Residential Area		
Urban	16%	17%
Suburban	48	48
Rural	33	31
Don't know	4	4
Years of Residence		
Less than 1 year	2%	2%
1 to 5 years	14	14
6 to 10 years	10	16
11 years or more	74	68
Don't Know	0	1
¹ Estimated from grouped data based on valid responses excluding "don't know/refused".		
Proportions shown in boldface type are significantly different from previous findings.		
May not sum to 100% due to rounding.		

Contact with County Departments/Services

To evaluate the extent to which they have been impacted by the schedule change, respondents were asked how often they contact 14 different services or departments. As Figure 1 shows, most residents have minimal contact with County services or departments either at home or as part of their jobs. Respondents have the most frequent contact with garbage/recycling services (7% contact this department at least once a month). They contact social services second-most often (3% have at least monthly contact).



Just 16% of respondents reported contacting at least one County department or service on a monthly or weekly basis—down from 21% in 2008. Three in ten respondents (39%) said they do

not contact any County services even one time per year; a significant increase from the 30% recorded in July 2008.¹

Residents who said they live in rural areas were more likely than those in suburban areas to have monthly/weekly contact with the County (23% vs. 14%).

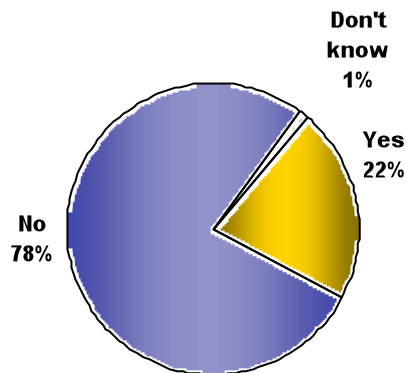
Use of County Departments/Services Since November 2008

More than one out of five Clackamas County residents (22%) have visited or used County offices since the schedule change (Figure 2). Respondents who were more likely than average to have used County services since the change to a 4-day workweek:

- Live in rural neighborhoods (31%)
- Are younger than 45 years old (28%)
- Have annual household incomes under \$35,000 (28%)
- Have contact with at least one County department or service on a monthly or weekly basis (49%)
- Think the change to a 4-day workweek was a bad idea (34%)
- Say they have been inconvenienced by the change (66%)

Figure 2
Office Visits / Use of Services Since the Schedule Change

(Base = 401)



Question 6A: Have you visited or used the services of one or more County offices since the 4-day workweek began?

May not sum to 100% due to rounding.

¹ There was an unusual shift in the use of County services between 2008 and 2009. For all 14 services/departments shown in Figure 3, significantly more residents in the current survey said they “never” contact County services/departments and significantly fewer said they make contact rarely - “even less often than once a year.”

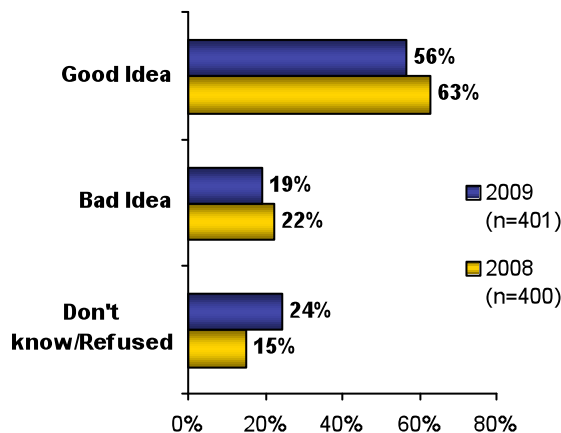
Opinions of the Change to a 4-Day Workweek

Respondents were reminded of last November’s change in workweek schedule for non-essential departments and services, and were then asked whether they thought the move was a good idea or a bad idea. Figure 3 shows that more than half (56%) of respondents like the idea, but about one out of five (19%) think it is a bad idea. Nearly one-quarter (24%) were undecided or failed to give an opinion. Residents who are 55 to 64 years old were more likely than those who are under age 45 to say the change was a good idea (63% compared to 49%).

A comparison of opinions before and after the change shows significantly more indecision (24% “don’t know” in 2009 compared to 15% in 2008) with corresponding decreases in both the “good idea” and “bad idea” categories. When the number of respondents who failed to give an opinion is removed from each base, results are statistically unchanged from 2008 (75% of 2009 respondents said the 4-day workweek was a “good idea” compared to 74% of 2008 respondents).

Figure 3
Opinions of the 4-Day Workweek—2008 and 2009

(Base = 401)



Question 4 (2009): Last November Clackamas County moved to a four-day workweek for most employees. This means employees in most departments work four 10-hour days. Essential County services such as law enforcement and emergency services operate on a five-day schedule the same as they did before. Generally speaking, do you think the change to a four-day workweek was a good idea or a bad idea?

Question 4 (2008): Clackamas County is considering moving to a four-day workweek for most employees. This means employees in most departments would work four 10-hour days. Essential County services such as law enforcement and emergency services would operate on the same schedule they do now. Generally speaking, do you think moving to a four-day workweek is a good idea or a bad idea?

May not sum to 100% due to rounding.

As Table 3 shows, there were no statistically significant demographic differences between those who

think the four-day workweek is a good idea and those who think it is a bad idea. Respondents younger than 35 and those who live in suburban areas were more likely than others to say “Don’t know” in response to this question.

Some attitudinal differences were noted between the two groups who did provide an opinion on the issue. Respondents who think the change is a *bad idea* are more likely than those who think it is a *good idea* to:

- Have visited the County offices since the change was made (34% vs. 19% of those who think the change is a *good idea*)
- Say the longer hours make no difference in convenience of visiting the offices (74% vs. 34%)
- Say they have been inconvenienced because of Friday closures (40% vs. 4%)
- To want County offices to be open five days a week rather than closed in the name of sustainability (73% vs. 5%)

Conversely, respondents who said

the change was a *good idea* were more likely than those opposed to the idea to:

- Have not used County services even once since the change (81% vs. 66% of those who think the change is a *good idea*)
- Say the longer hours make it more convenient to visit County offices (63% vs. 18%)
- To say they have not experienced any inconvenience due to the Friday closures (96% vs. 60%)
- Support closing the offices as a sustainability/environmental practice rather than having the offices open five days a week during regular business hours (93% vs. 24%)

Table 3 Demographic Characteristics by Reaction to 4-Day Workweek All respondents			
	Good Idea (226)	Bad Idea (77)	Don't Know / Refused (98)
(Base)			
Age			
18 to 34	8%	4%	15%
35 to 44	13	21	14
45 to 54	27	27	18
55 to 64	31	23	25
65 or Older	19	21	21
<i>Average age</i>	<i>54</i>	<i>54</i>	<i>53</i>
Income			
Under \$35,000	16%	12%	18%
\$35,000 up to \$55,000	16	17	15
\$55,000 up to \$75,000	18	14	10
\$75,000 up to \$100,000	15	18	11
More than \$100,000	24	21	17
Refused	12	18	28
<i>Median income¹</i>	<i>\$69,500</i>	<i>\$72,272</i>	<i>\$60,000</i>
Gender			
Male	46%	44%	45
Female	54	56	55
Residential Area			
Urban	16%	23%	13%
Suburban	49	39	54
Rural	33	34	25
Don't know	2	4	8
Years of Residence			
Less than 1 year	2%	3%	1%
1 to 5 years	14	18	8
6 to 10 years	15	9	21
11 years or more	68	70	68
Contact County Services			
At least once a month	16%	21%	13%

¹ Estimated from grouped data based on valid responses excluding “don’t know/refused”.

May not sum to 100% due to rounding.

Table 4 Reasons Why a 4-Day Workweek is a Good Idea	
	Total (226)
(Base)	
Will save money (general)	22%
Employees would have more time off / longer weekends	19
Save on energy/electricity costs	16
More productivity / increased efficiency	11
Save on gas costs	10

When respondents who said the change to a 4-day workweek was a good idea were asked the reason for their opinion, explanations fell into two basic categories: the cost benefits derived from the change in schedule (22%), and the lifestyle and emotional gains made by employees who work fewer weekdays (19%). (Table 4)

- *I think the four-day workweek is a good idea because the County would save money because they would not have to keep the offices open.*
- *Because you get more productivity out of an employee and an extra day off. If I had a choice to do it, I would at my job. More quality of life.*
- *It improves employee morale and it's environmentally friendly*
- *Because I understand it saves money and I don't think its changed the availability of services.*

Respondents who said they thought the move was a *bad idea* (n=77) were most likely to mention “inconvenient hours” (60% said this) meaning “offices should be available when needed” or offices should be “open five days a week.” Some respondents also said they thought “long hours were too hard on employees” (14%). About one in eight respondents (12%) made comments about particular departments, most often Building Permits (n=3), and Courts (n=2).

- *It's just made it hard to get a hold of certain offices and there's been times to contact the Planning Commission and they were not available.*
- *As a contractor trying to deal with the Permit Center, without inspection on Friday or Permit Centers open on Fridays is, I would say, extremely inconvenient.*
- *For the general public when they're going out on jobs, it's tough to get there when it's open and some people need them badly the day they're closed.*

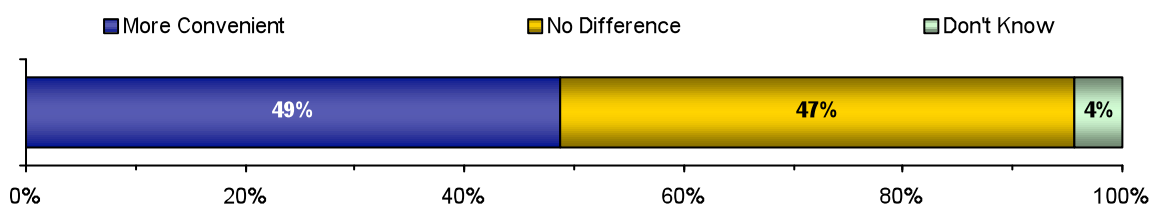
Convenience of Longer Office Hours

Opinion was evenly divided regarding whether longer office hours make it more convenient to visit County offices. About half of the respondents (49%) said they thought the 7 a.m. to 6 p.m. schedule made it more convenient to visit County offices, and about the same proportion (47%) said they thought the extended hours made no difference. Four percent were unsure.

- Residents in the 45 to 54 year old age bracket were more likely to say the hours were more convenient (60%), while those under 45 and those 65 years old and older were more likely to say the change in hours makes no difference (55%, each age category).
- Those who said the change in schedule is a good idea were more likely to say the longer hours make it more convenient (63%); those who said the change is a bad idea were more likely to say they thought the extended hours made no difference (74%).

Figure 4
Convenience of Having Longer Office Hours Monday through Thursday

(Base = 401)



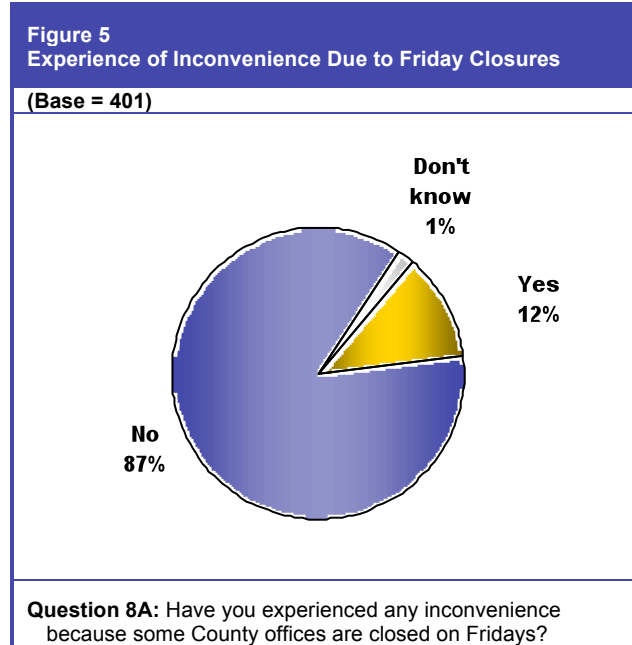
Question 7A: Do the longer hours make it more convenient to visit the County offices or do they make no difference?

May not sum to 100% due to rounding.

Inconvenience of Friday Closures

Just 12% of respondents said they have been inconvenienced by the Friday closures (Figure 5).

- Despite the fact that females were no more likely than males to have used services or visited offices since the change, results found females significantly more likely than males to say they have been inconvenienced by Friday closures (15% vs. 8%).
- Respondents who said they live in rural neighborhoods were more likely than those who live in suburban neighborhoods to say they have been inconvenienced (17% vs. 7%).
- Respondents who contact Social Services at least once a month were more likely than those who contact Social Services less frequently to be inconvenienced (46% vs. 15% who contact Social Services once a year or less and 8% of those who never contact Social Services).
- Respondents who contact any County service or department at least once per month were more likely to experience inconvenience than those who contact the County less often than once a year (29% and 7% respectively).



Sustainability versus Access

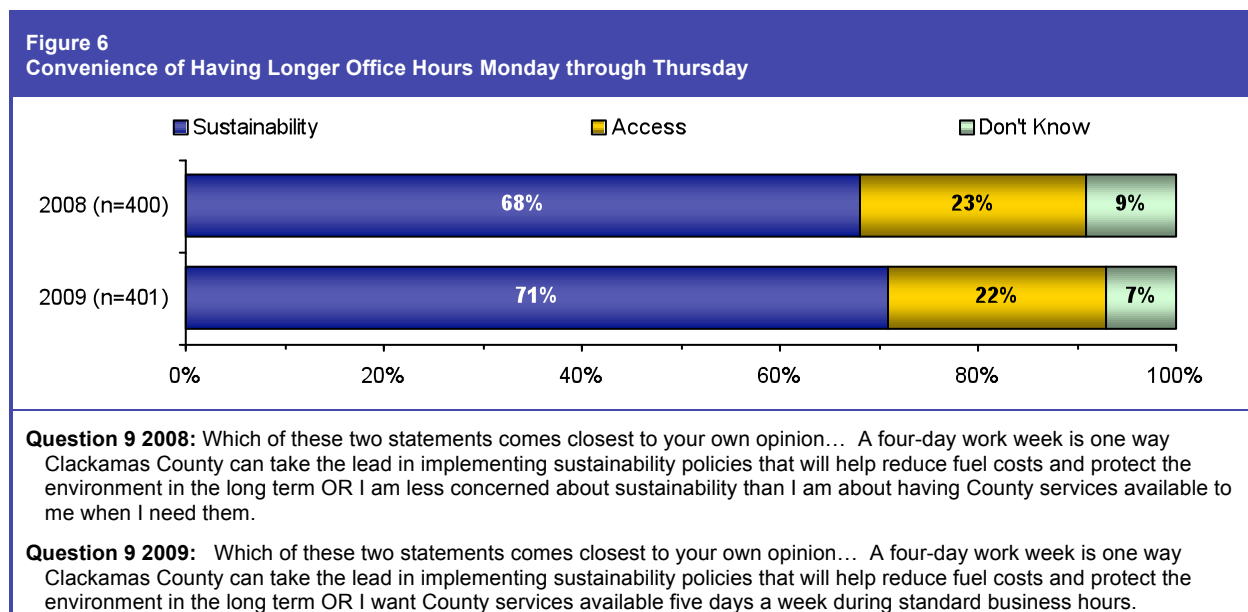
To determine whether there has been any change in rationale used to support or oppose the schedule change, the survey followed-up on a question that appeared last year. Residents were asked which of two statements comes closest to their own opinion:

- *A four-day workweek is one way Clackamas County can take the lead in implementing sustainability policies that will help reduce fuel costs and protect the environment in the long term.*
- *I want County services available five days a week during standard business hours.*

Results found virtually no change in alignment of opinion. Once again, well over two-thirds of respondents (71%) voiced opinions in support of the statement regarding sustainability policies to protect the environment and 22% were more concerned with having County services available during standard business hours and days. (Figure 6)

Respondents who were more likely to favor implementing sustainability policies include: residents who think the change in workweek schedule was a good idea (93%), those who say they have not been inconvenienced by the change (76%) and respondents who are 45 to 64 years old.

Respondents who are more likely to favor having offices open during customary business hours and days are those who believe the schedule change was a bad idea, those who say they have been inconvenienced by the change and residents who are younger than 45 years old.



APPENDIX

Verbatim Comments

Q5. Why do you say [the four-day workweek is a good idea]?

- I like the four day work week. It expands hours
- I think cost savings are involved if you don't have employees there you can shut of lights and turn off heat or AC
- Because the fuel and electricity and it was being ecologically sound saving the taxpayers money
- I think that if you have an opportunity to work longer, it's good to have more hours and save money for the states employees' families
- I would like a four day week
- Saves money
- I think that they are using less energy. People who are there for essential things are usually gone on Fridays anyways. I think it is good to eliminate costs for tax payers
- Overall they save money
- They should have three 10-hour days and employ more people that need jobs
- Cause that's the only other option besides bad ideas. It's really more convenient because they are open later, so it's a good idea
- If savings were made from going to that. I'm assuming that's why, if I'm remembering correctly, with an energy conservation
- I guess, if it is to save money
- Because it's probably more efficient for the ten hour days
- I worked with a lot of people that moved to a four day week and they liked it
- If I need it Mon-Thurs, I can make it work in those hours
- Longer hours during the week that they are open
- I think it makes Americans work hard and they work long hours and they often work overtime and our families often suffer because we don't see them so four ten or four twelve is a good idea and that third day often very helpful, it helps them detox
- Everyone likes four day work weeks
- I just think it gives you more time off
- Because you can get more productivity of out an employee and an extra day off. If had a choice to do it I would at my job. More quality of life
- Cause I think they are there earlier and later there as well
- I think the four day work week is a good idea because I personally like having a three day weekend.
- Cause it cuts back on the energy the offices use, most people prefer four day work weeks, saves on overhead
- You get paid for a job, you do it
- Cause I always wanted to
- You get more out of the people. It saves the County money in the long term
- I think it's supposed to save some fuel for commuters

- I believe people work better in a 4-day work week
- The employees just stand around half the time and don't do anything, so it's better to just send them home and save money
- I would like to work four 10-hour days
- These cost saving measures don't disrupt access to the services for the public
- If it saves money and that's why they did it then it is worth it
- They are there later in the day
- Generally it's a good idea for most agencies. I think it would make more sense by rotating the days but I can understand why they do things the way they do. I have heard about a lot of people having trouble because they aren't open on Fridays
- The four day work week is a good idea because it gives you a three day weekend
- It's a good idea because the four day work week cuts down on excessive employee driving
- It's just going to save money in the long run, and that's what it's intended to do. Right?
- Does it save money? If it saves money I don't think it really matters
- They might be a little more productive when they're there. People when they are getting off work; they shut down a half hour or hour early. That's one less day of them shutting down early. Just like a lot of people when they start their jobs, they spend a while getting ready for the day. Extra two hours per day if done correctly is big plus
- I think it's more efficient in terms of both the workers' time and they don't have to travel to and from the office too much. And I 'm sure it's better for them and their family life to have three days off and four days on
- Four 10's is better than five 8's
- More efficient
- I think if you have less days and same hours it's less driving and more to time get things done in a workday. Makes them more effective
- The four day work week is a good idea because you have a 3-day weekend
- The four day work week is a good idea because it saves us money
- Saves money
- Saves money and power
- Probably more efficient
- Because I actually work that same schedule, it's nice to have that flexibility
- Extended hours
- Saves a lot on commuting and it makes people more productive
- It improves employee morale and it's environmentally friendly
- Because everyone wants two extra days off every two weeks. I think that's pretty classy
- I think that leaving business's open less often is good for the environment
- In my opinion service wasn't reduced. It was a good idea if it saved money
- It probably saves commuting, is good for traffic. Those people aren't commuting to work that day
- Well I think they are trying to consolidate resources and that's probably a good thing
- It works out better for me personally as long as 24 hour services don't change

- I think that having a four day work week is a good idea if the companies involved in the four day week program have closed down their facilities because it would save tax payer money and utilities cost and etc.
- Because the fact they probably have enough police patrolling, they're still on call
- Well I would say that... You know that you are adding an hour a day, a lot of people working nine hour days, a lot of people are already working ten hour days, so if you add an extra vacation day for these people and the emergency services and law enforcement are still working then it seems like a good idea.
- Good for them. I don't use them but it doesn't bother me. Good because I would want it
- It's a good idea economy wise. I suppose it uses less utilities. I read in the paper they do it to save money, but I didn't really think about it. I just assumed that they knew what they were doing. Maybe save money, they wouldn't have to open the offices maybe
- If it saves money
- I mean I deal with the VA attorney services and it seems fine for them to work four days a week and I think it saves money too. Saves gas money. I think it's a win-win situation myself because we are saving a lot of road because those people aren't driving to work on Fridays so everyone's happy
- Well the County needs money and they can... People can contact these services Monday Tuesday Wednesday Thursday and have Friday off or Monday off and I don't think it would be a bad idea
- I always supported it. It cuts down on pollution
- Last time you guys called before you said it was to cut fuel costs
- I just think that it's better for the economy
- To save the County money
- You get a 3-day weekend every week. It improves the quality of life for the workers
- I would love to work four 10's if I have the option. I don't think you get less or more done
- Happier more productive employees
- More time off less driving
- It would save money and I personally don't need the services so I 'm not affected by it
- Saves gas
- Cause they got more time off and a little less stress
- Because it saves the person who's working gas money, plus it saves them heat for when they aren't there.
- It gives the employees an extra day to be with families
- I don't hardly ever use it. I'm being taxed for something I don't really use. Years ago I got something done, I didn't like the way I was treated at the County, I was treated very rudely
- It save on the support systems for those employees
- I think the four day work week is a good idea because the County would save money because they would not have to keep the offices open
- It gets your work out of the way quicker
- Less overhead
- Well I wouldn't like it, I would rather work shorter hours and more days but that's just me

- I think the four day work week is a good idea because it saves us money on the commute
- Well I used to have a business and I worked my employees four day weeks, gives them a three day weekend
- I want to know if the County has saved money, if they did then it's good idea
- I think the four day work week is a good idea because it seems to be environmentally sound and saves money
- Because I wish I could do that and I know it saves the County money actually
- There is a savings benefit attached to it
- I would like to have four days to work and three off
- I think having a four day work saves us a lot of money
- Ten hour work day saves money
- Saves the County money
- I think that having less people out on the road and not having to travel all 5 days benefits those who want to save money
- As long as they get the same amount of work done
- Saves on transportation.
- It saves resources
- It was supposed to save money and often when offices close at 5 o'clock, their usual time, they're not available.
- I think that it saves on energy basically a greener way to go
- It gives those people more time at home with family
- (Respondent said that the change was a good idea, but they should be taking Monday off) well there are just too many people to close it down on Fridays. Friday is a busy day.
- 4-day week keeps those guys off the roads one day a week, and I haven't noticed any change in the coverage. If they're working a 10 hour day they're open longer, it's easier for us to visit them
- It saves money
- I think people like that extra third day off
- Save money
- That's a personal question. I would prefer longer hours and fewer days. It makes sense with the savings on gas and the commute. More free time with your family since both parents work these days, the kids need that now
- Because it keeps traffic off the roads
- I assume they save money - overhead money like buildings, I would think it would take more energy for 5 days a week, even with the longer hours - electricity, heating - I don't think it would make it harder to reach someone. One less day a week but longer hours
- I think you get better coverage - the hours, my husband would have Mon off, someone else would have Fri. When he was working four tens it was easier to get a hold of him. There was coverage and it's better for the environment and more family time and when you have happy people that have more time with their families they'll do a better job. Your driving 4 days a week you're not polluting the air as much, living off of a MAX line it's no big deal but generally you're driving less
- I think you save a lot of money by having it closed one day a week. A lot of places going to it. Get as good service in less a amount of time

- Because I think that you should be able to, well I mean if they plan things the way they should be doing it, they should be able to get as much work done in a four day, ten hour week as they would in a five day week. They are still working the same number of hours
- I think that productivity probably would not suffer and employees would like it and it would be cost savings for the employer. I would, if I had a kid and a 3-day weekend and if you don't have to keep the building running for one day a week, cost of utilities, heating
- Well there is only so much you can do in a week
- Good for the environment
- Well they probably don't really need to be there 4 days. They could probably be there 3 days and get the stuff done
- Because I understand it saves money and I don't think it's changed the availability of services. I read about it in the paper, I understood that was the reason they did it. There's less electricity use and transportation. It just seems more efficient. I haven't really thought about it that hard and I can't think of anything else right now off the top of my head
- I think the four day work week is more economical and provides more office space and also there is less traffic and on top of everything we have a 3-day weekend
- Less traffic congestion
- I've got to believe there will still be some savings, from having the building closed
- They like it
- It's unfortunately a necessary evil - the economy, the way it is with budget cuts, there's not enough tax money coming in. I would prefer they keep it the same but they can't. The office is closed that day. It's not open so all the transportation and maintenance they save with the office closed-- the salaries are still the same but they save money being closed that day
- I think that having a four day work week is a good idea because it saves money and you can still get a hold of people even though they do not work on Fridays
- I think it's a good idea for people that are working because they get an extra day off. You get 3 days off instead of two. I don't know it really doesn't affect me, I 'm getting old and I don't pay too much attention to all that
- It makes happier people
- It works for my son
- I think the four day work week is a good idea because it cuts down on utilizing all of their facilities
- I like the four day work week because the 10 hour days provide ample time for people to get a hold of the companies
- Saves energy and gasoline
- Reduces environmental costs
- I'd love to have a three day weekend every week, I'm speaking as an employee, you know, a working stiff
- I don't know if I feel five eights is necessary I think four tens is just as productive - more productive. You're more focused if you're there for a 10 hour day; more time to get calls in, you have more quiet time if you come in early at 7am. Who doesn't like having a 3-day weekend?
- Cost saving associated with lights heat and other utilities
- It cuts down on transportation costs
- It lessens the fuel use of the world, and it also increases the hours of availability

- I like the idea of having a 3-day weekend, either consecutive or broken up. I could get things done I otherwise wouldn't be able to
- It works out better
- If I could work four days week I would
- Because, I'm a stay at home mom, but if I was in the workforce I would like the 4-day week with longer hours more time to spend with their families, an extra day off.
- It works
- I think that having a four day work week is a good idea because you get better customer service because these employees get to spend more time with family which lessens the amount of juvenile crime we have and also lessens the amount of traffic we have.
- Gives people extra time off and doesn't hurt them to work an extra 2 hours a day
- Saves money
- Cost - probably benefits and insurance
- Well it sounds like it would be more efficient
- The people can schedule their time around the new schedule
- My husband always worked 4-day weeks. They had Fri to Mon to do their stuff and they made better employees. It probably saves energy less people on the roads, not using lights and phones and traffic the day they're closed and the people who want to see them should be able to get everything done in 4 days
- More efficient
- I like the four day work week because it saves the company money on energy that would have been spent on a Friday
- It just seems like that's what the people might want for the people that are involved they would have more time for themselves, and less time doing what they don't want to do, that's what everyone wants, right?
- Well less people on the roads on one of those days
- I think the four day work week is a good idea because it's cost effective
- It will save them money
- Well it supposedly saves the County money with the electricity, the gas, whatever they heat with. The building does not have to be taken care of as much. They did that with the schools in Colton and it worked out. People who are getting home later than when they weren't open can contact them they can get help now
- I think that the four day work week is a good idea because it saves us money with the amount of gas that would have been used by employees on a Friday and the amount of electricity being used by the company on a Friday
- I wish everyone could do that 3-day weekends spend 3 days with your family and feel good going back to work and you're refreshed, you wouldn't have to take time off from work to do things you'd have a Monday or Friday to get things done and it would save the County money to shut down for one day - heating and electricity gas and water you'd be there longer each day but you'd save money shutting down a whole day
- Environmental a 4-day week is better
- I like the four day work week because it saves money
- Less transportation cost

- They don't have to travel on a 5th day. 10 hours is no different than 8 and in my opinion it saves on gas
- For the County I think it saves them money and for the employee it saves them time, if their days off are 3 days in a row they're not paying workman's comp on the day they're not there and those County vehicles aren't being driven around on the day off. The employee saves money not driving to work
- It gives the people 3 days off
- It saves the County money and energy I have no problem with that
- Costs less money to run it
- They get extra time off. Most people like to work 10 hours with time off
- I just do with the exception of fire and police they work a lot and it gives them the rest they need the day off
- Personally for me it doesn't matter but for those who work its good if I was working for them I would like the extra day off you have one more day off to get the things you need done instead of working
- Saves cost
- It reduces transportation resources
- Good idea for count employees
- It saves on transportation
- Well so the people will have time with their families and stuff
- It's a good idea for whoever enjoys four tens. I guess it cuts down on some costs I 'm not sure if they still run the building or not, if there's one less day then the heat and electricity, there's savings
- Well I think that if I was working there I would like to have the extra day off. I wouldn't mind putting in four-ten's
- It saves money on building maintenance
- I think for people who do physically arduous work it gives them a break and people will be more refreshed coming back to work after 3 days off
- I think that working four days out of the week is a good idea because some of the jobs out there are very stressful jobs. Some employees will benefit greatly if they are able to take a day off out of the week so that they can perform better while on their job
- I think that working on a 4-day work week is a good idea because it cuts down on use of the building, which saves money
- I think with a 10 hour day 4 days a week you get more done in that extra 2 hours a day because of getting started and ending the day and there's lunch, and the employees will like the extra days off. It's economical for the County, they get more work done
- So that the employees don't get burned out
- I like the four day work week because of the decrease in the amount of gas used due to less traveling to and from your work place
- I think that having a four day work week is a good idea because it cuts expenses.
- I think if it works better with their schedules and their lifestyles that they should have that choice
- The County is short on money, so if it saves them money it's great
- Saves fuel, it gives them a day off a week

- I think the four day work week was a good idea because it works better for the employees by giving them a 3-day weekend so that they have more energy to go in for work on Monday
- I think the new hours will save the employees money in transportation and save the County money in parole costs - all the lunches and break time. Good for employee morale they get 3-day weekends
- Save the taxpayers' money
- It forces me to be more organized
- If it increased efficiency, and if it didn't result in loss of pay for employees then it's probably a good thing
- Gives you more time off and your hours are longer during the days so you can deal with more people more variety of people can call and come in
- It conserves resources and allows more time with families
- It saves the County money they're not on the road every day, 4 days instead of 5 days and saves the personnel money getting to and from work
- I think the four day work week is a good idea because it gives those employees a day that they can do their business during those hours they would normally be working
- They get more rest on the weekends your mind unwinds from work, when I was working it seemed your mind starts to unwind from work on Saturday but Sunday isn't enough to completely get back but a 4-daywork week would be good
- Because then you have three days off a week instead of two days
- It reduces drive times and wasting gas things like that
- I think they like working four days better
- They save money in the evening they save fuel costs because there's less driving, they just drive 4 days a week instead of 5
- I'd think it saves money hopefully it saves money on Friday, electricity being turned off, hopefully, that's why they went over to it, to save money. If I was working for the County I'd like it, a 3-day holiday - you get more done, half the time you're working 10 hour days anyway, this way you'd get paid for it and have an extra day off
- Better work life balance and more cost effective
- The four day workweek saves traffic and maintenance services in the offices
- I could be wrong but I think it saves on building utilities cost effectiveness
- I think that working a four day work week is a good idea because the act saves fuel
- I think having a four day work week is a good idea because it saves gas and energy
- They save money there's less facilities overhead I don't know, the change hasn't caused any inconvenience I don't think
- I think that the four day work week is a good idea because I think employees come into work more charged and energized to take on more work when they have a 3-day weekend
- It gives more time to focus on family and less commuting
- I think they can get the job done in four days

Q5. Why do you say [the four-day workweek is a bad idea]?

- Because if you need access to the court then you can't get it

- They are a state agency and they need to be available to the taxpayers
- Because it cuts down their services. If a patient wants to get in for something than they wouldn't be able to because they would be closed
- Seems to me that we need it available to people at all times if we can
- Too much stress in one day
- Cause every one works that 5th day for the services you need
- If an issue needs to be addressed they have one less day to address the issue
- Because I think they should have cut back their hours drastically. Need to hire it as it's done. 5000 people working and we can't even have streets that are passable
- Less availability
- I think that the four day work is a bad idea because it gives people one day less to get in contact with those companies they need to get in contact with
- Because they get extra hours whatever it is
- It's just made it hard to get a hold of certain offices and there's been times to contact the planning commission and they were not available
- If you needed a building permit you can't get those services on the day they are off and the rest of the world doesn't work that way
- Makes it hard for the general public cause they only have 4 days to get there
- Well because it affects how people can work with the County.
- I just don't think they work the other 2 hours
- Because I think that some of those even if I don't need them other people might need those services and should be able to get a hold of them
- Cause it wasn't convenient, it fell apart
- They didn't stagger the shift to keep the office open 5 days a week
- Because they weren't able to straighten out their documentation and service schedules with a four day work week
- I think the four day work week is a bad idea because the projected amount of money that they said we would save was wrong
- The four day work week is a bad idea because most of us need to contact them at some point and sometimes we may need to get a hold of them on a Friday
- Most kids can't handle it
- Just because there's been an inconvenience when trying to do things on the day off like on Friday or Monday, inconvenience with the County
- As a contractor trying to deal with the permit center without inspection on Friday, or permit centers open on Fridays, is, I would say, extremely inconvenient
- Got to have coverage five days a week, what are you going to do in the one day a week
- I need them available 5 days a week
- We are out here in the country and if somebody needs them, they need them, and so if somebody is out, I don't agree with that
- Appears that people want more vacation time and less work time
- It's a false economy and it's harder for the County to provide services

- Because it's more probably for the benefit of the employee and not the customer
- Because apparently that building that they go down to for four days a week, they're the only department there. They go to a building and they are the only department there and they are using all this time money and energy keeping the lights on
- They need a more extended work week
- Because it has done nothing but screw us up business wise
- On Fridays you can't get anything, they close on Fridays for a whole day. Got to wait to next week on Monday
- They need to be there 5 days a week
- Because I think it pigeonholes those who do use it to a 4-dayschedule instead of a 5 day schedule
- There are three days in a week you can't get a hold of them
- I think the four day work week is a bad idea because it impacts the water and surface inspectors in negative ways because it prevents them from performing inspections on Fridays
- I guess I don't use the services, I'm sure people who are in need of them it's more convenient if they were there five days a week
- I can't get a hold of anybody. Every time you go there's a new guy there you can't get the same person twice in a row, and your always explaining the problem twice, the guy you talked to last time is off this week.
- Well some people probably need it, maybe the day that nobody is working
- They're closed Friday; it's an important day. It would be better to be closed Thurs or Weds, Friday is important for real estate recording
- Cannot contact government on Fridays
- With the DMV department of motor vehicles and a few others I think it's bad, otherwise it's ok working full time in the middle of the day it's harder to coordinate scheduling when you need to for safety or DEQ inspections
- Because people that need building permits should have the service available Fridays not just other days
- Coming from the work force myself, exhausting people with long 10 hour days while dangling the carrot of an extra day off in front of them is hard on people that extra 2 hours a day causes exhaustion and mental work is even more exhausting than physical
- I don't think that the four day work week is a good idea because my biggest concern is their being delays like for instance if there was a person who needed to get something done on a Friday well the office would be closed. It makes the person have to wait
- You cannot receive services on Fridays
- I don't think a lot of people liked it
- I've been involved in finance and business my whole life and statistics indicate that people do not perform as well in a 10 hour day as in 8 hours. They run out of steam they get bored there are statistics on this
- I would think that's when most people work is 5 days. That would give them more time to arrange time off if they have to go in
- I think that having a four day work week is a bad idea because it gives one less day to provide service to the public
- When I've needed to get certain things done, I wasn't aware of it and it created problems

- For the general public when they're going out on jobs it's tough to get there when it's open and some people need them badly the day they're closed might be the day someone needed to get there and they're open longer hours when people can't get there
- It's inconvenient for everyone else that works a 5 day week
- Not everyone has that option. Say they're closed on Fridays and it's the day I have off that makes it inconvenient. I have Fridays off, and if they're closed Fridays it's inconvenient
- I think that having a four day work week is a bad idea because there are some people who can't get to these places on the days they are open
- Same amount of pay, less availability of service
- Because to date they are not working Fridays. I am a realtor and recording deeds could not take place on Fridays
- Well because you don't have all the services there all the time, if you went to a four day work week and only have part of the staff there and then switch that would be fine, but if you are going to have the staff there and then tell them to go home one
- I need to contact the County 5 days a week
- Not being open on a Friday is bad for the community
- It would be hard to get a hold of them on Fri.
- 10 hour days is a hardship on the family
- Because I can't tell you how many times I've called and they weren't there, around 4 the only office I've dealt with is planning, they say they're going out to the site and I think they just go home, let's just say that after 4 they rarely call me back.
- It's better to have them available 5 days a week so people can get a hold of them easier
- Because you never really know when you need them, a 4-day work week doesn't work. Most people are comfortable dealing with a 5 day work week. If something happens on a Thursday then you have to wait till Monday to deal with it
- Because I think it's really unfair, because you work for one division you have to work 5 days and the others get to work 4 days. Everyone would want to work four tens. I find it discriminatory
- It limits access to County services by one day a week
- When you are working 4 days you are cramming everything in. Maybe on Friday we might need them and they are not there. It goes hand in hand for both the workers and the public. When you really need someone you can't get them
- Overtime after a ten hour day more strenuous than the 8 hour day
- For us it hasn't mattered but people we know have had some problems realtors who are friends of ours, because they've been closed on Fridays
- I don't know that much about it but I think it's better if they do a five day workweek. Then they're available to the community when people want them. I don't have enough information to really explain my answer I didn't really know it happened
- Because there are certain people that can do things at only certain times so if you cut out one day then they can't do it. If Fri was the only day you could do something and it's closed Friday

Final Frequency Questionnaire

INTRO:

IF NOT AVAILABLE, ARRANGE CALL-BACK

Hello, this is _____ with the Gilmore Research Group calling on behalf of Clackamas County. We are conducting a short survey today to get your opinion about a change in how the County government operates. Your responses will be grouped with those of others and will aid the County in deciding how it can best serve Clackamas County residents. Just so we have a fair representation of genders, may I please speak to a male ages who is at least 18 years old?

N =	401	100%
Continue.....91	401	100%

Q1:

First, can I verify that you live in Clackamas County?

N =	401	100%
Yes.....1	401	100%
No.....2	0	0%
Don't know.....3	0	0%
Refused.....4	0	0%

Q2:

Do you, or does anyone in your household work for Clackamas County?
IF WORKS FOR STATE OF OREGON OR SOME OTHER COUNTY, CODE 2 (NO)

N =	401	100%
Yes.....1	0	0%
No.....2	401	100%
Don't know.....3	0	0%
Refused.....4	0	0%

AGE:

To ensure we represent residents of all age groups, may I please have your age? IF NEEDED: This is only so we can group your answers with others just like yourself.

N =	401	100%
18-24.....2	8	2%
25-34.....3	27	7%
35-44.....4	59	15%
45-54.....5	101	25%
55-64.....6	112	28%
65 or older.....7	80	20%
Refused.....8	14	3%

GENDER:

DON'T ASK UNLESS UNCERTAIN

RECORD GENDER

N =	401	100%
Male.....1	181	45%
Female.....2	220	55%

Q3:

Please tell me if you contact the following County departments or services at home or as part of your job at least once a week, at least once a month, at least once a year or less than once a year...

N =	401	100%
Continue	401	100%

Q3A:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4

(How often do you contact each of the following County departments or services at home or as part of your job...)

Assessment and Taxation

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	2	0%
At least once a month.....	1	0%
At least once a year	78	19%
Or even less often (Less than once a year)	105	26%
Never - DO NOT READ.....	214	53%
Don't know - DO NOT READ.....	1	0%
Refused - DO NOT READ	0	0%

Q3B:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4

(How often do you contact each of the following County departments or services at home or as part of your job...)

Building Permits

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	3	1%
At least once a month.....	5	1%
At least once a year	36	9%
Or even less often (Less than once a year)	119	30%
Never - DO NOT READ.....	236	59%
Don't know - DO NOT READ.....	2	0%
Refused - DO NOT READ	0	0%

Q3C:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4

(How often do you contact each of the following County departments or services at home or as part of your job...)

County Elections and Voter Registration

IF NEEDED: This refers to how often you contact the County Elections & Voters Registration Office NOT how often you vote.

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	0	0%
At least once a month	0	0%
At least once a year	57	14%
Or even less often (Less than once a year)	131	33%
Never - DO NOT READ	210	52%
Don't know - DO NOT READ	3	1%
Refused - DO NOT READ	0	0%

Q3D:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4

(How often do you contact each of the following County departments or services at home or as part of your job...)

Garbage and Recycling

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	12	3%
At least once a month	16	4%
At least once a year	108	27%
Or even less often (Less than once a year)	80	20%
Never - DO NOT READ	184	46%
Don't know - DO NOT READ	1	0%
Refused - DO NOT READ	0	0%

Q3E:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4

(How often do you contact each of the following County departments or services at home or as part of your job...)

Health Department

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	0	0%
At least once a month	1	0%
At least once a year	20	5%
Or even less often (Less than once a year)	108	27%
Never - DO NOT READ	271	68%
Don't know - DO NOT READ	1	0%
Refused - DO NOT READ	0	0%

Q3F:*READ ONCE, THEN AS NEEDED: Would you say...READ 1-4*

(How often do you contact each of the following County departments or services at home or as part of your job...)

Housing Authority

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	1	0%
At least once a month.....	1	0%
At least once a year	13	3%
Or even less often (Less than once a year)	104	26%
Never - DO NOT READ.....	281	70%
Don't know - DO NOT READ.....	0	0%
Refused - DO NOT READ	1	0%

Q3G:*READ ONCE, THEN AS NEEDED: Would you say...READ 1-4*

(How often do you contact each of the following County departments or services at home or as part of your job...)

Emergency Services (911)

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	1	0%
At least once a month.....	0	0%
At least once a year	50	12%
Or even less often (Less than once a year)	147	37%
Never - DO NOT READ.....	203	51%
Don't know - DO NOT READ.....	0	0%
Refused - DO NOT READ	0	0%

Q3H:*READ ONCE, THEN AS NEEDED: Would you say...READ 1-4*

(How often do you contact each of the following County departments or services at home or as part of your job...)

Office of Children and Families

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	1	0%
At least once a month.....	6	1%
At least once a year	17	4%
Or even less often (Less than once a year)	105	26%
Never - DO NOT READ.....	272	68%
Don't know - DO NOT READ.....	0	0%
Refused - DO NOT READ	0	0%

Q3I:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4
 (How often do you contact each of the following County departments or services at home or as part of your job...)

Social Services

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	4	1%
At least once a month	9	2%
At least once a year	30	7%
Or even less often (Less than once a year)	114	28%
Never - DO NOT READ	244	61%
Don't know - DO NOT READ	0	0%
Refused - DO NOT READ	0	0%

Q3J:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4
 (How often do you contact each of the following County departments or services at home or as part of your job...)

Law Enforcement

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	3	1%
At least once a month	5	1%
At least once a year	79	20%
Or even less often (Less than once a year)	133	33%
Never - DO NOT READ	180	45%
Don't know - DO NOT READ	1	0%
Refused - DO NOT READ	0	0%

Q3K:

READ ONCE, THEN AS NEEDED: Would you say...READ 1-4
 (How often do you contact each of the following County departments or services at home or as part of your job...)

Transportation (Roads/Bridges)

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	3	1%
At least once a month	5	1%
At least once a year	28	7%
Or even less often (Less than once a year)	110	27%
Never - DO NOT READ	252	63%
Don't know - DO NOT READ	2	0%
Refused - DO NOT READ	1	0%

Q3L:*READ ONCE, THEN AS NEEDED: Would you say...READ 1-4*

(How often do you contact each of the following County departments or services at home or as part of your job...)

Vital Statistics (Birth, Death, Marriage Records)

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	1	0%
At least once a month.....	1	0%
At least once a year	26	6%
Or even less often (Less than once a year)	124	31%
Never - DO NOT READ.....	249	62%
Don't know - DO NOT READ.....	0	0%
Refused - DO NOT READ	0	0%

Q3M:*READ ONCE, THEN AS NEEDED: Would you say...READ 1-4*

(How often do you contact each of the following County departments or services at home or as part of your job...)

Water Environment Services (Sewer and Surface Water Management)

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	1	0%
At least once a month.....	7	2%
At least once a year	37	9%
Or even less often (Less than once a year)	118	29%
Never - DO NOT READ.....	236	59%
Don't know - DO NOT READ.....	2	0%
Refused - DO NOT READ	0	0%

Q3N:*READ ONCE, THEN AS NEEDED: Would you say...READ 1-4*

(How often do you contact each of the following County departments or services at home or as part of your job...)

Zoning and Planning Permits

Probe: If respondent says "no" was that less than once a year or never?

N =	401	100%
At least once a week	1	0%
At least once a month.....	4	1%
At least once a year	35	9%
Or even less often (Less than once a year)	125	31%
Never - DO NOT READ.....	235	59%
Don't know - DO NOT READ.....	1	0%
Refused - DO NOT READ	0	0%

Q4:

Last November, Clackamas County moved to a four-day work week for most employees. This means employees in most departments work four 10-hour days. Essential County services such as law enforcement and emergency services operate on a five-day schedule the same as they did before. Generally speaking, do you think the change to a four-day work week was a good idea or a bad idea? IF NEEDED: Courts, Law Enforcement, Juvenile Services and 911 continue to operate more than four days a week

N =	401	100%
Good idea.....1	226	56%
Bad idea.....2	77	19%
Don't know/Not Sure.....3	91	23%
Refused.....4	7	2%

Q5:

PROBE FOR SPECIFICS

Why do you say that?

N =	303	100%
RECORD COMMENTS.....97	20	7%
Save on Gas Costs.....01	23	8%
Save on Energy/Electricity Costs.....02	36	12%
Save tax payer money.....03	6	2%
It's better for the environment.....04	11	4%
People would commute less.....05	15	5%
People would have more time off/longer weekends.....06	44	15%
People would have more time with family & friends.....07	15	5%
4/10's allow more productivity/more efficiency.....08	24	8%
Better for employees/more convenient.....09	7	2%
Cuts down on traffic.....10	19	6%
Makes for happier employees/better morale.....11	22	7%
In general it will save money.....12	49	16%
Contacting them will be easier if they work longer hours/open later....13	3	1%
Lots of people already doing it.....14	7	2%
Currently working/have worked/would like to work 10-hour days.....15	13	4%
Should rotate employees to keep offices open.....16	2	1%
Longer hours make it more convenient to contact County after work..17	14	5%
Increased flexibility.....18	5	2%
Generally favor 4-day work week.....19	22	7%
Inconvenient hours/offices should be available when needed/should be open five days a week.....20	48	16%
Long hours too hard on employees/better to work short hours and more days.....21	13	4%
Rotate employees' day off/always have somebody different.....22	4	1%
Comment about specific office /department.....23	10	3%
Don't know/Not sure.....98	15	5%
Refused.....99	2	1%

Q6A:

Have you visited or used the services of one or more County offices since the 4-day workweek began?

N =	401	100%
Yes	87	22%
No.....	311	78%
Don't know/Not sure	3	1%
Refused	0	0%

Q7A:

County offices that operate on a 4-day schedule extended their hours so they are now open Monday through Thursday from 7 am to 6 pm. Do the longer hours make it more convenient to visit the County offices or do they make no difference?

N =	401	100%
Makes it more convenient.....	195	49%
Makes no difference.....	187	47%
Don't know/Not sure	18	4%
Refused	1	0%

Q8A:

Have you experienced any inconvenience because some County offices are closed on Fridays?

N =	401	100%
Yes	47	12%
No.....	348	87%
Don't know/Not sure	6	1%
Refused	0	0%

Q9:

READ 1-2 IN ORDER SHOWN

Which of these two statements comes closest to your own opinion...

N =	401	100%
A four-day work week is one way Clackamas County can take the lead in implementing policies that will help reduce fuel costs and protect the environment in the long term.....	283	71%
I want County services available five days a week during standard business hours	89	22%
Don't know - DO NOT READ.....	23	6%
Refused - DO NOT READ	6	1%

Q10:

READ IF NEEDED

These last questions are only so we can group your responses with others. How many years have you lived in Clackamas County?

IF NEEDED: Total years lived in the County altogether.

N =	401	100%
Less than 1 year	8	2%
One to five years	54	13%
Six to 10 years.....	62	15%
11 years or more.....	274	68%
Don't know/Not sure -- DO NOT READ.....	1	0%
Refused - DO NOT READ	2	0%

Q11:

Would you describe your neighborhood as urban, suburban or rural?

N =	401	100%
Urban.....	68	17%
Suburban	193	48%
Small town	0	0%
Rural.....	124	31%
Don't know	14	3%
Refused	2	0%

Q12

What is the zip code where you live?

N =	401	100%
Don't know	8	2%
Refused	4	1%
.....97004	5	1%
.....97009	16	4%
.....97011	1	0%
.....97013	21	5%
.....97015	19	5%
.....97017	5	1%
.....97022	5	1%
.....97023	15	4%
.....97027	16	4%
.....97034	17	4%
.....97035	19	5%
.....97038	18	4%
.....97042	6	1%
.....97045	64	16%
.....97055	18	4%
.....97062	1	0%
.....97067	9	2%
.....97068	24	6%
.....97070	17	4%
.....97080	1	0%
.....97086	15	4%
.....97089	9	2%
.....97219	1	0%
.....97222	32	8%
.....97267	33	8%
.....97403	1	0%
.....97860	1	0%

Q15:*READ 1-5*

What was your household's annual income before taxes last year? Was it...

N =	401	100%
Under \$35,000.....1	62	15%
\$35,000 to \$55,0002	64	16%
\$55,000 to \$75,0003	61	15%
\$75,000 to \$100,0004	59	15%
Or more than \$100,0005	88	22%
Don't know - DO NOT READ.....6	12	3%
Refused - DO NOT READ7	55	14%

INT01:

That concludes my questions. Thank you very much for your time and cooperation.

N =	401	100%
Completed Interview.....01	401	100%