



LANE COUNTY, OR 2011

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. 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.

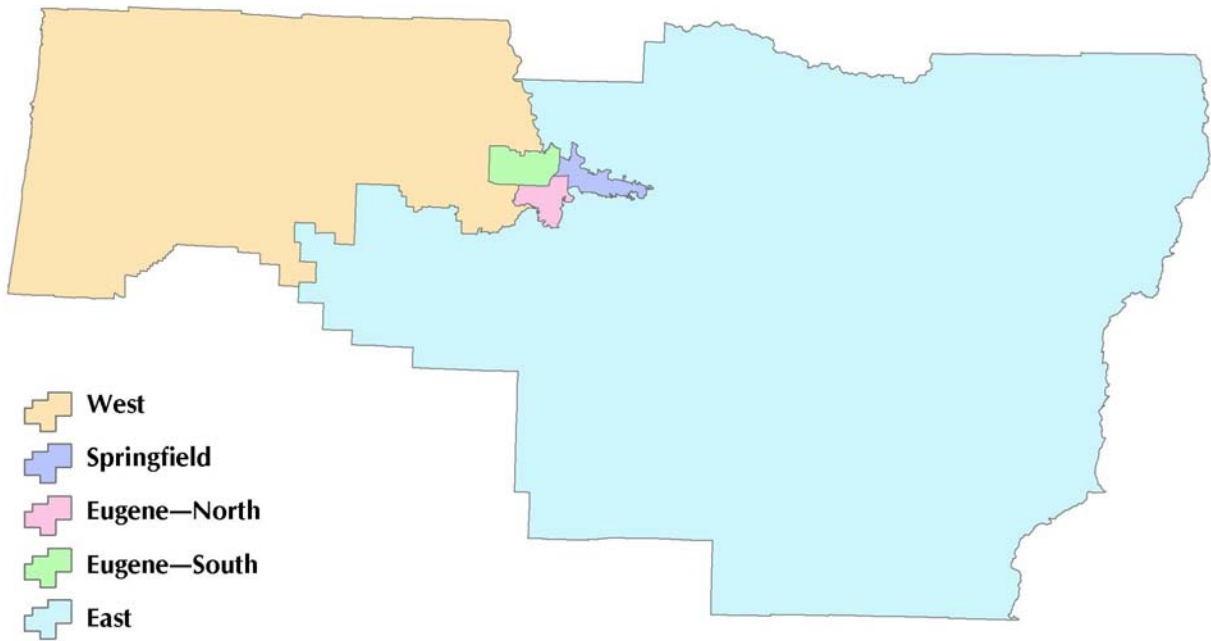
UNDERSTANDING THE TABLES

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 grey.

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 (906 completed surveys). For each district (West, Springfield, Eugene – North, Eugene – South, and East), the margin of error rises to approximately + or - 8% since sample sizes were approximately 187 for West, 172 for Springfield, 201 for Eugene – North, 177 for Eugene – South , and 169 for East.

The National Citizen Survey™ Lane County, OR 2011 Geographic Comparison Areas



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					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Lane County as a place to live	80%	83%	82%	85%	77%	81%
Your neighborhood as a place to live	82%	64%	72%	73%	74%	73%
Lane County as a place to raise children	68%	64%	72%	75%	67%	69%
Lane County as a place to work	32%	38%	34%	43%	35%	36%
Lane County as a place to retire	65%	54%	58%	65%	57%	60%
The overall quality of life in Lane County	69%	71%	73%	74%	65%	71%

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					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Sense of community	55%	53%	68%	64%	51%	59%
Openness and acceptance of the community towards people of diverse backgrounds	57%	55%	62%	63%	57%	59%
Overall appearance of Lane County	66%	56%	58%	65%	64%	62%
Cleanliness of Lane County	58%	52%	63%	58%	60%	58%
Overall quality of new development in Lane County	34%	29%	35%	37%	36%	34%
Overall quality of business and service establishments in Lane County	47%	51%	50%	51%	55%	51%
Shopping opportunities	56%	55%	52%	62%	59%	57%
Opportunities to attend cultural activities	70%	70%	77%	69%	55%	69%
Recreational opportunities	75%	80%	87%	84%	77%	81%
Employment opportunities	8%	11%	9%	16%	3%	9%
Educational opportunities	59%	57%	69%	72%	56%	63%
Opportunities to participate in social events and activities	68%	65%	76%	78%	64%	70%
Opportunities to volunteer	83%	81%	86%	89%	81%	84%
Opportunities to participate in community matters	55%	59%	78%	65%	60%	64%
Ease of car travel in Lane County	61%	64%	59%	65%	67%	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					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Ease of bus travel in Lane County	42%	63%	62%	59%	61%	58%
Ease of bicycle travel in Lane County	70%	74%	80%	84%	75%	77%
Traffic flow on major streets	58%	59%	64%	66%	68%	63%
Availability of affordable quality housing	27%	33%	28%	32%	25%	29%
Availability of affordable quality child care	20%	32%	31%	33%	28%	29%
Availability of affordable quality health care	36%	39%	37%	48%	37%	39%
Availability of affordable quality food	61%	65%	72%	78%	52%	66%
Availability of preventive health services	57%	52%	60%	58%	46%	55%
Quality of overall natural environment in Lane County	70%	76%	87%	88%	73%	79%
Overall image or reputation of Lane County	54%	60%	66%	65%	46%	59%

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					
	West	Springfield	Eugene - North	Eugene - South	West	Overall
Population growth too fast	44%	49%	28%	35%	50%	41%
Retail growth too slow	19%	16%	11%	11%	11%	14%
Job growth too slow	0%	3%	0%	1%	1%	1%

Question 4: Code Enforcement (Percent a "major" problem)						
	District					
	West	Springfield	Eugene - North	Eugene - South	West	Overall
Run down buildings, weed lots or junk vehicle a major problem in Lane County	11%	14%	19%	15%	11%	14%

Question 5: Community Safety (Percent "very" or "somewhat" safe)						
Please rate how safe or unsafe you feel from the following in Lane County:	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Violent crime (e.g., rape, assault, robbery)	58%	57%	60%	62%	63%	60%
Property crimes (e.g., burglary, theft)	39%	34%	34%	37%	38%	36%
Environmental hazards, including toxic waste	62%	60%	67%	72%	65%	65%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)						
Please rate how safe or unsafe you feel:	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
In your neighborhood during the day	90%	87%	92%	93%	92%	91%
In your neighborhood after dark	75%	54%	66%	64%	76%	67%
In Lane County's downtown area(s) during the day	60%	60%	71%	63%	59%	63%
In Lane County's downtown area(s) after dark	25%	18%	25%	30%	22%	24%

Question 7: Contact with Sheriff's Department (Percent a "yes")						
	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Have you had any in-person or phone contact with an employee of the Lane County Sheriff's Department within the last 12 months?	30%	21%	16%	20%	26%	22%

Question 8: Ratings of Contact with Sheriff's Department (Percent "excellent" or "good")						
	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
What was your overall impression of your most recent contact with the Lane County Sheriff's Department?	75%	71%	68%	59%	46%	64%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")						
	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
During the past twelve months, were you or anyone in your household the victim of any crime?	18%	17%	21%	17%	17%	18%
If yes, was this crime (these crimes) reported to the police?	85%	82%	73%	92%	52%	77%

Question 11: 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					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Visited a County park	88%	88%	91%	90%	84%	89%
Ridden a local bus within Lane County	27%	48%	75%	42%	33%	47%
Attended a meeting of local elected officials or other local public meeting	36%	27%	35%	24%	34%	32%
Watched a meeting of local elected officials or other County-sponsored public meeting on cable television, the Internet or other media	54%	51%	42%	43%	41%	46%
Read 'Your Lane' Quarterly Newsletter	43%	44%	32%	46%	38%	40%
Visited the Lane County Web site (at www.lanecounty.org)	44%	48%	54%	52%	41%	48%
Recycled used paper, cans or bottles from your home	97%	98%	97%	97%	99%	98%
Volunteered your time to some group or activity in Lane County	57%	48%	66%	52%	72%	59%
Participated in a club or civic group in Lane County	39%	31%	45%	45%	47%	42%
Provided help to a friend or neighbor	94%	95%	99%	96%	98%	97%

Question 12: Neighborliness (Percent at least several times per week)						
	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Visit with neighbors at least several times a week	52%	44%	36%	50%	46%	45%

Question 13: Service Quality (Percent "excellent" or "good")						
Please rate the quality of each of the following services in Lane County:	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Sheriff services	58%	56%	52%	62%	43%	54%
Crime prevention	38%	37%	29%	42%	34%	36%
Fire prevention and education	64%	67%	72%	69%	66%	67%
Justice courts	49%	44%	54%	50%	44%	48%
Traffic enforcement on County road and highways	46%	52%	40%	51%	42%	46%
Road repair	17%	20%	23%	17%	27%	21%
Snow removal on County road and highways	58%	43%	41%	56%	57%	50%
Bus or transit services	49%	68%	69%	65%	54%	62%
Recycling	89%	92%	92%	89%	84%	89%
Storm drainage	57%	70%	57%	65%	59%	61%
County parks	69%	72%	85%	81%	76%	77%
Lane County open space	68%	70%	82%	74%	68%	73%
Availability of historic sites	55%	58%	54%	55%	65%	57%
Land use, planning and zoning	26%	21%	31%	25%	26%	26%
Code enforcement (weeds, abandoned buildings, etc.)	29%	24%	26%	22%	27%	26%
Animal control	36%	43%	49%	39%	41%	42%
Economic development	17%	18%	17%	14%	14%	16%
Health services	52%	44%	45%	51%	44%	47%
Services to seniors	58%	50%	59%	66%	50%	56%
Services to youth	33%	41%	49%	52%	33%	42%
Services to low-income people	47%	45%	46%	50%	38%	45%
Public information services	48%	50%	51%	44%	45%	47%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47%	46%	45%	45%	30%	43%
Preservation of natural areas such as open space, farmlands and greenbelts	47%	51%	58%	65%	58%	56%
Mental health services	37%	32%	33%	40%	34%	35%
Drug and alcohol services	41%	48%	44%	43%	44%	44%
Leaf pick-up	68%	50%	63%	65%	63%	62%

Question 13: Service Quality (Percent "excellent" or "good")						
Please rate the quality of each of the following services in Lane County:	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
County campgrounds and marinas	58%	59%	71%	64%	67%	64%
Juvenile Justice services for youth	37%	46%	46%	46%	35%	42%

Question 14: Government Services Overall (Percent "excellent" or "good")						
Overall, how would you rate the quality of the services provided by each of the following?	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Lane County	53%	47%	56%	48%	44%	50%
The Federal Government	23%	30%	36%	37%	24%	30%
The State Government	30%	29%	40%	32%	28%	32%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)						
Please indicate how likely or unlikely you are to do each of the following:	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Recommend living in Lane County to someone who asks	77%	75%	83%	82%	76%	79%
Remain in Lane County for the next five years	81%	83%	72%	82%	90%	81%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)						
	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
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:	10%	12%	14%	16%	9%	12%

Question 18: Contact with County Employees (Percent "yes")						
	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Have you had any in-person or phone contact with an employee of Lane County within the last 12 months (including sheriff, receptionists, planners or any others)?	50%	40%	39%	41%	47%	43%

Question 19: County Employees (Percent "excellent" or "good")						
What was your impression of the employee(s) of the Lane County in your most recent contact?	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
Knowledge	76%	73%	84%	70%	70%	75%
Responsiveness	61%	66%	79%	66%	61%	67%
Courtesy	73%	69%	87%	69%	74%	75%
Overall impression	65%	68%	83%	71%	64%	70%

Question 20: Government Performance (Percent "excellent" or "good")						
Please rate the following categories of Lane County government performance:	District					
	West	Springfield	Eugene - North	Eugene - South	East	Overall
The value of services for the taxes paid to Lane County	31%	31%	42%	39%	29%	35%
The overall direction that Lane County is taking	30%	31%	37%	31%	26%	31%
The job Lane County government does at welcoming citizen involvement	35%	40%	48%	41%	34%	40%