

Deschutes County

2008 Resident Survey

DRAFT Report of Results

January 2008

Prepared by:



Table of Contents

Executive Summary	1
Survey Background	3
<i>Survey Purpose</i>	3
<i>Survey Administration and Response Rate</i>	3
<i>Understanding the Results</i>	3
Precision of Estimates.....	3
“Don’t Know” Response and Rounding.....	3
Survey Results	4
<i>Quality of Life</i>	4
<i>Quality of Services</i>	6
<i>Public Safety</i>	16
<i>Information Sources</i>	20
<i>Greatest Issue Facing the Community</i>	26
Appendix A: Respondent Demographics	27
Appendix B: Complete Frequency Responses to Survey Questions	35
Appendix C: Verbatim Responses to Open-ended Questions	51
Appendix D: Comparisons by Demographic Subgroup	56
Appendix E: Survey Methodology	67
Confidence Intervals	68
Weighting the Data.....	69
Data Analysis	69
Appendix F: Survey Instrument	70

List of Tables

Table 1: Reasons for Living in Deschutes County.....	5
Table 2: Department Most Recently Contacted.....	7
Table 3: Quality of Contact with County Employees.....	8
Table 4: Department Difficult to Contact.....	10
Table 5: Public Trust.....	11
Table 6: Quality of County Services.....	12
Table 7: Preventing Cuts to Only One Service.....	14
Table 8: Support for Increasing the Transient Lodging Taxes.....	15
Table 9: Potential Public Safety Issues.....	18
Table 10: Potential Sources for Information about the County.....	21
Table 11: Frequency of Watching "Inside Deschutes County".....	23
Table 12: Familiarity with "Inside Deschutes County" by Frequency of Watching Program.....	23
Table 13: Frequency of Reading <i>The Citizen Update</i>	24
Table 14: Familiarity with <i>The Citizen Update</i> by Frequency of Reading.....	24
Table 15: Greatest Issue Facing Deschutes County Over Next Two Years.....	26

List of Figures

Figure 1: Quality of Life.....	4
Figure 2: Familiarity with Services Provided by the County.....	6
Figure 3: Contact with the County.....	6
Figure 4: Excellent and Good Ratings of County Employees.....	8
Figure 5: Reaching the Appropriate Person at the County.....	9
Figure 6: Excellent and Good Ratings of Public Trust.....	11
Figure 7: Excellent and Good Ratings of County Services.....	13
Figure 8: Funding for Programs Under a Potential Funding Shortfall.....	14
Figure 9: Safety in Neighborhood.....	16
Figure 10: Public Safety Over the Last Five Years.....	17
Figure 11: Confidence in Deschutes County Public Safety in a Major Emergency.....	18
Figure 12: Potential Public Safety Issues.....	19
Figure 13: Informed Regarding County Happenings.....	20
Figure 14: Quality of Communications.....	20
Figure 15: Use of Sources for Information about the County.....	22
Figure 16: Familiarity with "Inside Deschutes County".....	23
Figure 17: Familiarity with <i>The Citizen Update</i>	24
Figure 18: Likelihood of Watching Televised or Streaming Board of County Commissioner Meetings.....	25

Executive Summary

Survey Background and Purpose

Deschutes County contracted with National Research Center, Inc. (NRC) to conduct the Deschutes County 2008 Resident Survey. The survey was designed to collect information regarding current issues facing County residents, including quality of life and services provided by the County. In addition, the survey asked residents to provide feedback on funding for various County services. Results from the survey will be used to help the County make planning decisions to benefit the County.

Methods

The survey was completed using phone interviews. Phone calls were made from January 14 to January 20, 2008. The length of the survey averaged about 19 minutes. The survey data were recorded electronically using a Computer-Assisted Telephone Interviewing (CATI) system.

The 95% confidence level (or margin of error) for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (400 completed surveys).

The demographic characteristics of the survey sample were compared to those found in the 2000 US Census and were statistically adjusted to reflect the larger population when necessary.

Summary of Results

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. One-third of Deschutes County residents felt the quality of life in the County was "excellent" and half felt it was "good." The attractive location was mentioned frequently by residents as the reason they chose to live in Deschutes County.

Residents felt they were familiar with County services, though only a small percent (27%) had been in contact with the County in the last 12 months. Employees are the face of any enterprise, whether they work for the private sector or the government, so it is important that they provide quality representation and it seems they do. Residents who had been in contact with the County in the last 12 months provided feedback on the quality of their contact with the employee and 84% of those who had been in contact rated their overall impression as "excellent" or "good."

All residents, regardless of contact with the government, were asked to provide their perception of several indicators of public trust. Public trust ratings were somewhat low. Residents were most pleased with the job the County does at listening to resident input and least with the job the County does at spending tax dollars efficiently.

Residents were asked to rate a list of 19 services provided by the County. As a whole, services were rated as "good" or "fair" more often than "poor" or "excellent." Ratings ranged from 81% "excellent" or "good" for the top rated service (the County Fair and Fairgrounds) to 32% "excellent" or "good" for the lowest rated service (development and land use planning). Overall quality of services was rated as "excellent" or "good" by 65% of respondents. At least 6 in 10 residents felt the following services were "excellent" or "good": County Fair and Fairgrounds, management of county elections, solid waste landfill disposal services, document recording services, sheriff patrol services, public health services, mental health services and the Juvenile Community Justice services.

Counties often have to make difficult decisions when funds are limited, and while Deschutes County would prefer not to cut funding for any program, they included questions to get input from residents about what they would cut if it were necessary. Residents were provided a list of five programs and asked if it was a program that should or should not be considered for cuts if there were ever a funding shortfall. For almost every program, a strong majority felt it should not be considered for cuts. When asked to prevent just one of the services from being cut, most residents chose Children's Services.

One of the most important things to a community is safety. At the County level, the Sheriff's office plays an integral role in creating a safe atmosphere. Overwhelmingly, residents in Deschutes County reported feeling safe in their neighborhood and were confident in Deschutes County Public Safety responding in the case of a major emergency. Drug related issues and a lack of jail beds were considered the biggest public safety issues by survey participants.

Understanding residents' knowledge of local government can lead to opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Informing residents about their local government (e.g., resource allocations, policy decisions) can increase ownership and trust. A majority of residents felt informed about County happenings, and approximately half felt the County was doing an "excellent" or "good" job of providing information to the community. The Bulletin and TV news programs were used on a regular basis by most survey participants.

Survey Background

Survey Purpose

Deschutes County contracted with National Research Center, Inc. (NRC) to conduct the Deschutes County 2008 Resident Survey. The survey was designed to collect information regarding current issues facing County residents, including quality of life and services provided by the County. In addition, the survey asked residents to provide feedback on funding options for various County services.

The focus on the quality of service delivery and the importance of services helps the Board of Commissioners, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Deschutes County, helping to assure maximum service quality over time.

This type of survey identifies the key services that local government provides to maintain a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor strengths and weaknesses in product or service deliver to maintain customer satisfaction and retain their business.

Survey Administration and Response Rate

Phone calls were made to Deschutes County residents from January 14 to January 20, 2008. The length of the survey averaged about 19 minutes. A majority of the interviews were completed during the evening hours, although calls were made on the weekend and during weekdays also. Each phone number was dialed up to five times before replacing with another number. The survey data were recorded electronically using a Computer-Assisted Telephone Interviewing (CATI) system. (CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.)

Understanding the Results

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (400 completed surveys). Where estimates are given for subgroups, they are less precise.

"Don't Know" Response and Rounding

For many of the questions in the survey, respondents gave an answer of "don't know" or "unsure." The proportion of respondents giving these replies is shown in the full set of responses included in Appendix B: Complete Frequency Responses to Survey Questions. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, most of the tables and graphs in the body of the report display the responses only from respondents who had an opinion about the specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

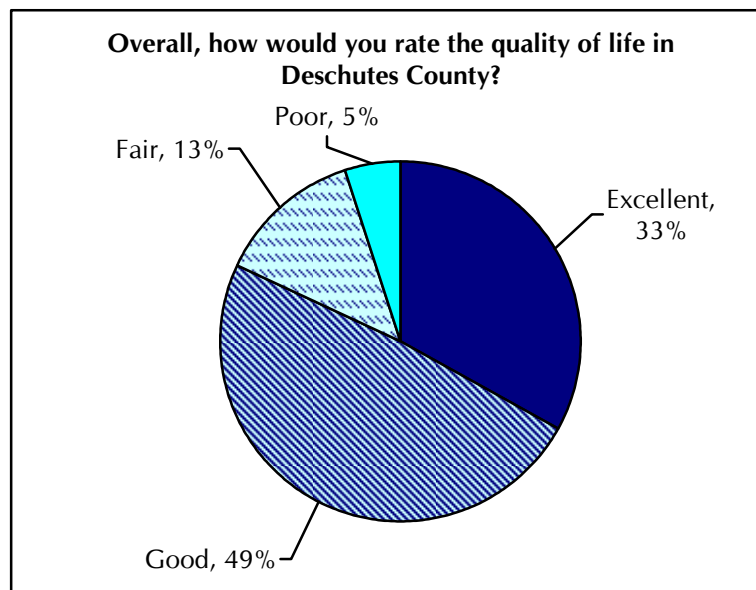
Survey Results

Quality of Life

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. One-third of Deschutes County residents completing the survey felt the quality of life in the County was “excellent” and half felt it was “good.”

Results were also compared by respondent subgroups: location of residence, age and income. Some differences have been highlighted throughout the report and a complete set of comparisons can be seen in Appendix D: Comparisons by Demographic Subgroup. Overall, residents with higher household incomes reported higher quality of life ratings than those with lower household incomes, but quality of life did not vary by age or location of residence.

Figure 1: Quality of Life



When asked why they chose to live in Deschutes County, the most common response was because of the attractive location (mountains, scenery, weather, etc.) – 27% of respondents cited this explanation. Roughly 2 in 10 reported living in the County because of work or spouse’s work and the same proportion indicated family or spouse’s family was the reason. A complete set of “other” responses, such as “thought it would be a good place to retire” and “friends” can be seen in Appendix C: Verbatim Responses to Open-ended Questions.

Table 1: Reasons for Living in Deschutes County

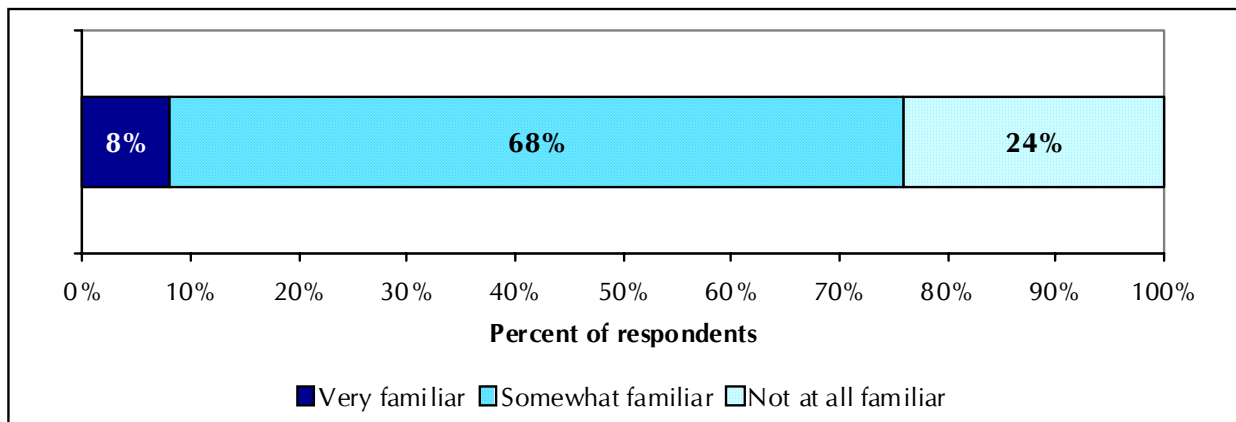
Why did you choose to live in Deschutes County?	Percent of respondents
Attractive location (mountains, scenery, weather, etc.)	27%
Work or spouse's work	22%
Family or spouse's family	21%
I was born/raised here	15%
Access to recreation opportunities (skiing, hiking, rafting, camping, etc.)	7%
Quality of life/community	6%
Schools	4%
Size of community	3%
Cost of living	2%
Safe community	1%
Other	7%

Percents may total more than 100 as respondents could provide more than one reason.

Quality of Services

Residents receive services from each level of government: local (City and County), State and Federal. With all of these service providers, Deschutes County wanted to know how familiar residents felt they were with services provided by the County. A majority of residents felt either “very” or “somewhat” familiar (76%), and about one in four reported they were “not at all” familiar.

Figure 2: Familiarity with Services Provided by the County



Most residents had not been in contact with the County in the prior 12 months. Those that reported they had been in contact with the County (27%), were asked with which County department they had most recently been in contact. The highest proportion of residents, were most recently in contact with the Sheriff’s Office (24% of those who had any contact), followed by the Planning Department (14%). A complete set of “other” responses, such as the “court system” can be seen in Appendix C: Verbatim Responses to Open-ended Questions.

Figure 3: Contact with the County

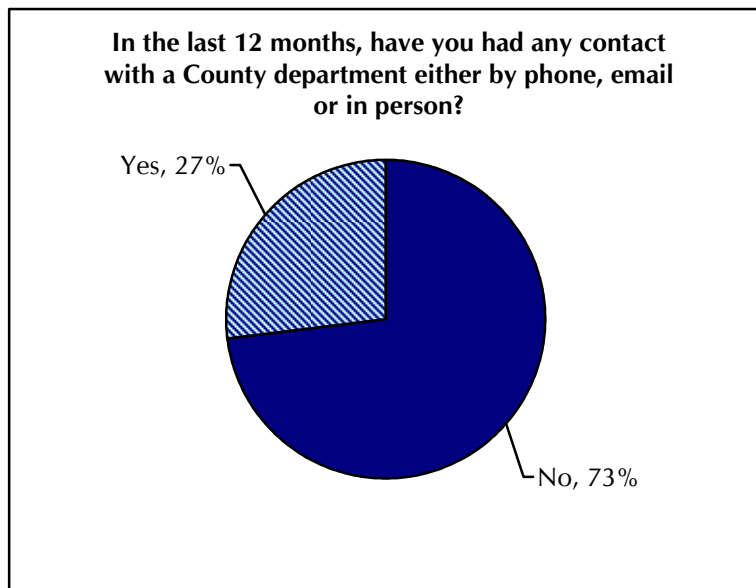


Table 2: Department Most Recently Contacted

Which County department did you most recently have contact with?	Percent of respondents
Sheriff's Office	24%
Planning	14%
Building Inspection	7%
Finance and Tax Collection	7%
County Assessor	6%
Solid Waste	4%
Health Services	4%
Administration	3%
Roads	2%
County Commissioners	1%
Mental Health Services	1%
Septic Inspection	0%
Elections Office	0%
Recorders Office	0%
Other	24%

Only asked of those respondents who reported being in contact with the County in the last 12 months.

Employees are the face of any enterprise, whether they work for the private sector or the government, so it is important that they provide quality representation. Residents were provided five characteristics to rate of the employee they most recently had contact with. In addition, they were asked to rate their overall impression.

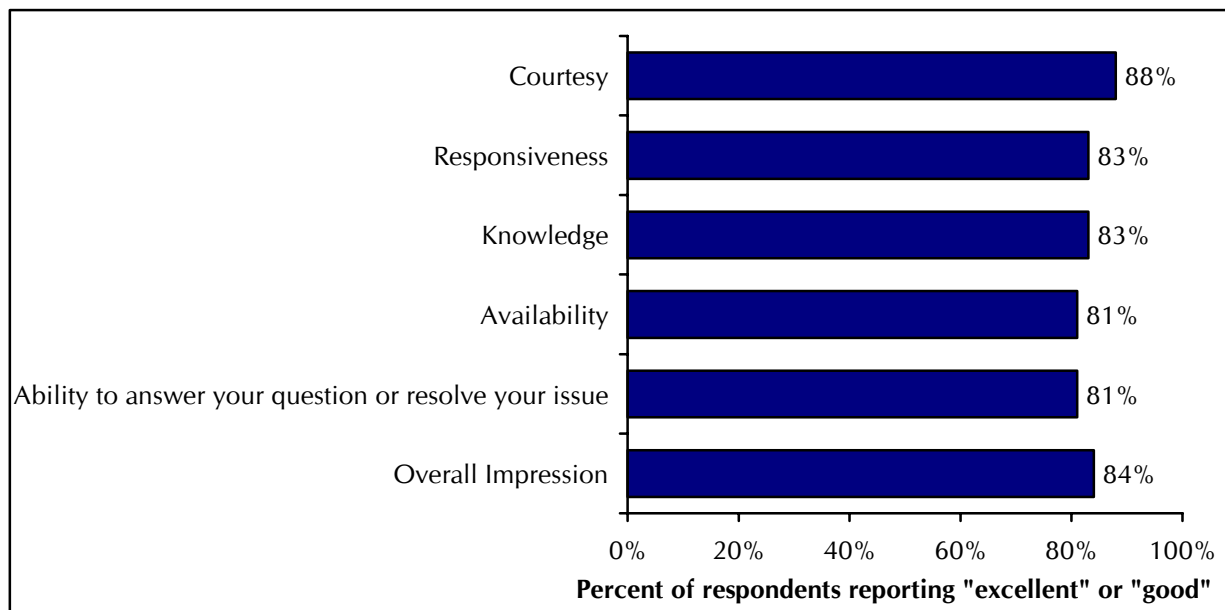
Deschutes County employees were rated favorably; with four in five residents who had been in contact with the County saying their overall impression was “excellent” or “good.” Residents rated the courtesy of the employee the highest; almost 9 in 10 said it was “excellent.” The remaining characteristics also received high marks, with approximately half rating each as “excellent” and an additional one-third rating them as “good.” Less than 10% of residents who contacted the County felt any aspect of employee service was “poor.”

Table 3: Quality of Contact with County Employees

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:	Excellent	Good	Fair	Poor	Total
Courtesy	62%	26%	5%	7%	100%
Knowledge	51%	33%	11%	5%	100%
Responsiveness	48%	36%	10%	7%	100%
Availability	47%	34%	10%	8%	100%
Ability to answer your question or resolve your issue	50%	31%	12%	7%	100%
Overall Impression	41%	42%	10%	7%	100%

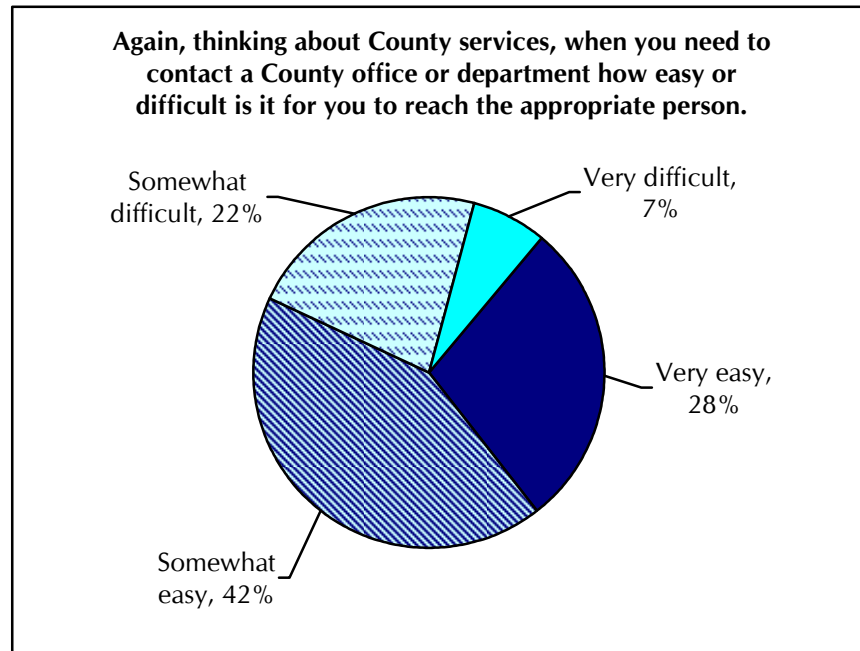
Only asked of those respondents who reported being in contact with the County in the last 12 months.

Figure 4: Excellent and Good Ratings of County Employees



As important as are the quality characteristics of County employees, is how easy or difficult it is for residents to reach the correct County employee. Twenty-eight percent felt it was “very” easy and 42% felt it was “somewhat” easy. Of those who had an opinion, just 22% reported it was “somewhat” difficult to reach the appropriate person and 7% felt it was very difficult.

Figure 5: Reaching the Appropriate Person at the County



Only asked of those respondents who reported being in contact with the County in the last 12 months.

Those respondents who had reported difficulty reaching the person they needed at the County were asked in which department they had tried to contact someone. Just 30 residents were eligible to answer this question, and 23% did not know which department they needed. Only 10 respondents identified a specific department.

Table 4: Department Difficult to Contact

Which department did you have difficult accessing?	Percent of respondents	Number of respondents
Planning	19%	N = 6
Health Services	8%	N = 2
Building Inspection	7%	N = 2
County Commissioners	3%	N = 1
Administration	3%	N = 1
Roads	3%	N = 1
Records Office	1%	N = 0
Septic Inspection	0%	N = 0
Solid Waste	0%	N = 0
Sheriff's Office	0%	N = 0
Elections Office	0%	N = 0
County Assessor	0%	N = 0
Finance and Tax Collection	0%	N = 0
Mental Health Services	0%	N = 0
Other	32%	N = 10
Don't know/refused	23%	N = 7
Total	100%	N = 30

Only asked of those respondents who reported being in contact with the County in the last 12 months and felt it was "very" or "somewhat" difficult to reach the appropriate person.

Residents are more likely to cooperate with the proposals and policies advanced by their community leaders when trust in local government officials runs high. Trust can be measured in residents' opinions about the leadership provided by Deschutes County, how well the County listens to its residents, ability to solve problems and how tax dollars are spent.

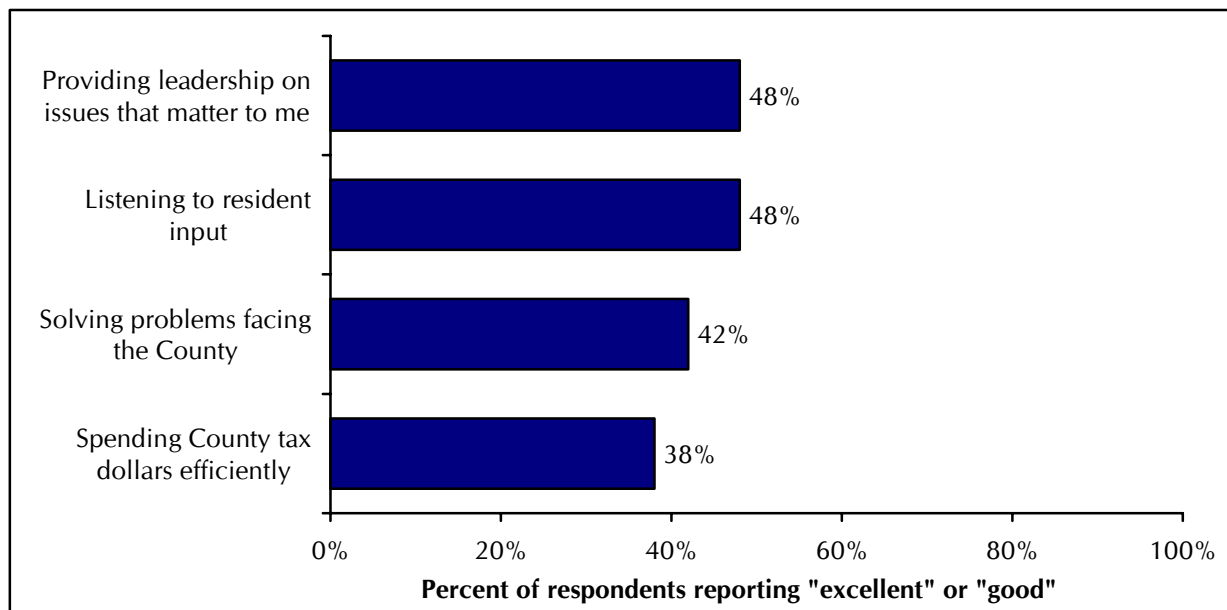
All residents, regardless of contact with the government, were asked to provide their perception of public trust. Leadership and listening to resident input were the highest rated, with each being rated as "excellent" or "good" by 48% of respondents. Residents were least happy with how efficiently tax dollars were spent, though 38% felt the County did an "excellent" or "good" job of this, 23% felt it was "poor."

Residents ages 18 to 34 gave higher quality ratings on leadership, listening to resident input and solving problems facing the community, than older residents in the County. A complete set of comparisons can be seen in Appendix D: Comparisons by Demographic Subgroup.

Table 5: Public Trust

Thinking about the County government, please tell me if you feel the County is doing an excellent, good, fair or poor job of doing each of the following.	Excellent	Good	Fair	Poor	Total
Listening to resident input	5%	42%	34%	18%	100%
Solving problems facing the County	4%	38%	42%	16%	100%
Providing leadership on issues that matter to me	2%	45%	35%	17%	100%
Spending County tax dollars efficiently	2%	36%	39%	23%	100%

Figure 6: Excellent and Good Ratings of Public Trust



As with the public trust questions, all residents were asked to rate a list of 19 services provided by the County. Overall, services did not tend to be rated as “excellent” or “poor,” but as either “good” or “fair.” Ratings ranged from 81% “excellent” or “good” for the top rated service (the County Fair and Fairgrounds) to 32% “excellent” or “good” for the lowest service (development and land use planning). Overall quality of services was rated as “excellent” or “good” by 65% of respondents.

At least 6 in 10 residents felt the following services were “excellent” or “good”: County Fair and Fairgrounds, management of county elections, solid waste landfill disposal services, document recording services, sheriff patrol services, public health services, mental health services and the Juvenile Community Justice services.

Development and land use planning, planning for economic development and managing growth were rated the least positive, with less than one-third feeling these were “excellent” or “good.”

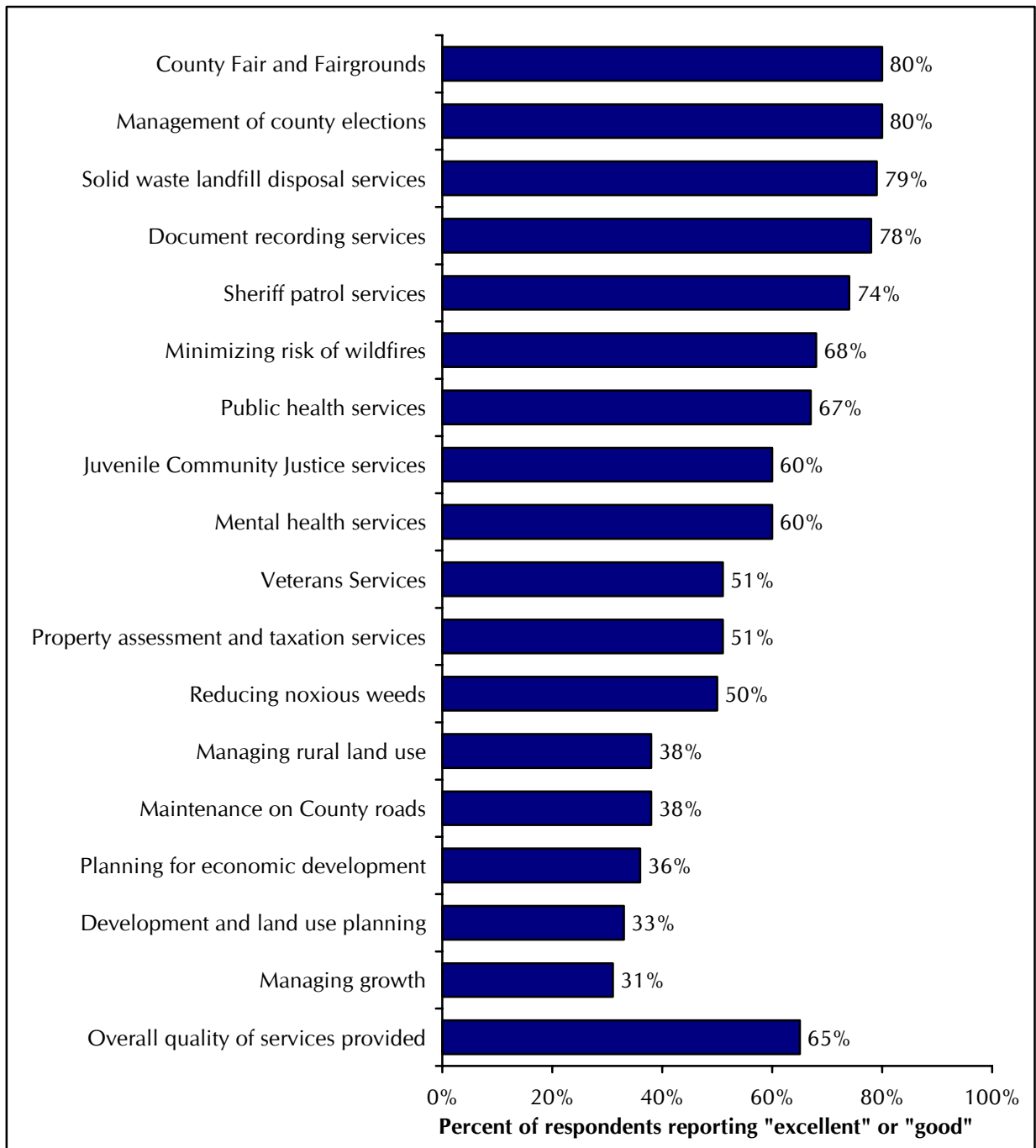
When comparing results by respondent subgroups, differences were seen by age and income level. Younger residents rated the overall quality of services higher than older residents. Also, residents with a higher household income gave higher quality ratings, on average, than those with lower household incomes. A complete set of comparisons can be seen in Appendix D: Comparisons by Demographic Subgroup.

Table 6: Quality of County Services

Next, I'd like you to think about services provided by the County. For each of the following services, please tell me if you feel the quality of these services is excellent, good, fair or poor.	Excellent	Good	Fair	Poor	Total
County Fair and Fairgrounds	31%	50%	14%	6%	100%
Management of county elections	10%	70%	16%	4%	100%
Solid waste landfill disposal services	15%	64%	16%	5%	100%
Document recording services*	9%	70%	20%	2%	100%
Sheriff patrol services	14%	60%	19%	7%	100%
Minimizing risk of wildfires	9%	59%	24%	8%	100%
Public health services	6%	61%	28%	5%	100%
Juvenile Community Justice services*	6%	54%	34%	6%	100%
Mental health services*	7%	53%	30%	10%	100%
Veterans Services*	7%	44%	30%	19%	100%
Property assessment and taxation services	2%	49%	39%	10%	100%
Reducing noxious weeds*	7%	43%	35%	15%	100%
Managing rural land use	4%	34%	40%	22%	100%
Maintenance on County roads	7%	32%	33%	28%	100%
Planning for economic development	4%	32%	40%	24%	100%
Development and land use planning	1%	31%	39%	28%	100%
Managing growth	3%	29%	36%	32%	100%
Overall quality of services provided	3%	62%	31%	4%	100%

*The percent of respondents answering, “don’t know” exceeded 20%.

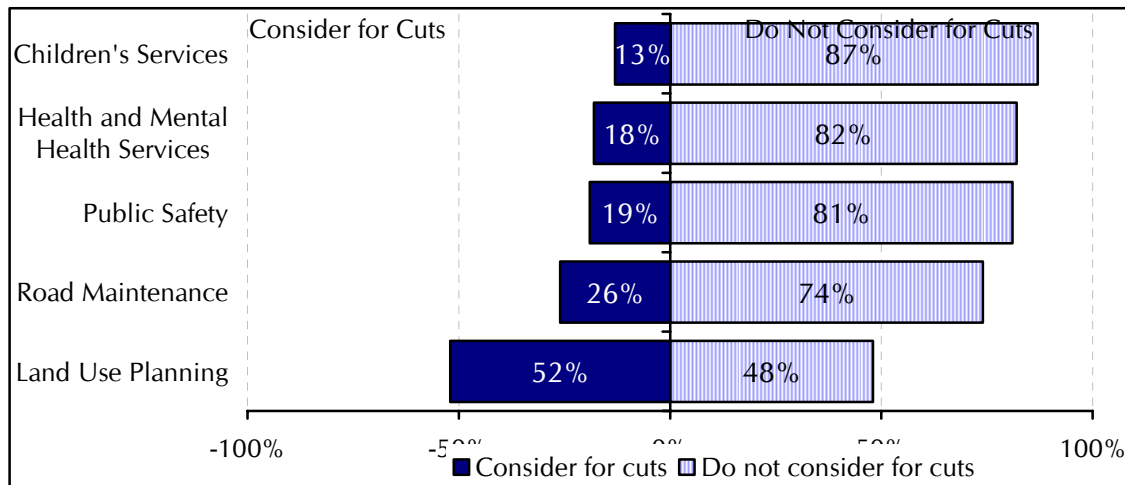
Figure 7: Excellent and Good Ratings of County Services



Counties often have to make difficult decisions when funds are limited, and while Deschutes County would prefer not to cut funding for any program, it is good to be prepared to make this hard decision if necessary. To gauge resident opinions on funding, residents were provided a list of five programs for which they could determine if it was a program that *should* or *should not* be considered for cuts if there were ever a funding shortfall.

For almost every program, a strong majority felt it should not be considered for cuts. Only one program was deemed as acceptable for cuts by a majority of residents; 52% of respondents reported land use planning should be considered for cuts if there was a funding shortfall. The willingness to consider land use planning for cuts suggests that while various planning services were rated lower in quality, they may also be considered lower in importance.

Figure 8: Funding for Programs Under a Potential Funding Shortfall



To further clarify preferences for funding, the survey asked residents which program they would save from cuts if they could only choose one. The program most residents chose was children's services (38%). Surprisingly while the highest proportion of residents felt land use planning should be considered for cuts, one-quarter of respondents selected it as the one program they would save. This suggests that for those for whom land use planning is important, it is not simply considered an important service, but a priority.

Table 7: Preventing Cuts to Only One Service

If you could prevent cuts to only one of the following services, which one would you choose?	Percent of respondents
Children's services such as early childhood development and child abuse prevention	38%
Land Use Planning	24%
Public safety	21%
Road maintenance	11%
Health and mental health issues	7%
Total	100%

One way in which the County can reduce the risk of insufficient funding is through taxes. The county is considering increasing its transient lodging tax from the current rate of 7% to 9%. The increase taxes would fund road maintenance, the Fair and Expo Center and increase tourism promotion. Survey participants were asked to what extent they would support or oppose an increase to this tax. Overall, residents leaned toward supporting the tax increase with 29% “strongly” supporting it, 42% “somewhat” supporting it, and only 30% opposed to any degree.

Table 8: Support for Increasing the Transient Lodging Taxes

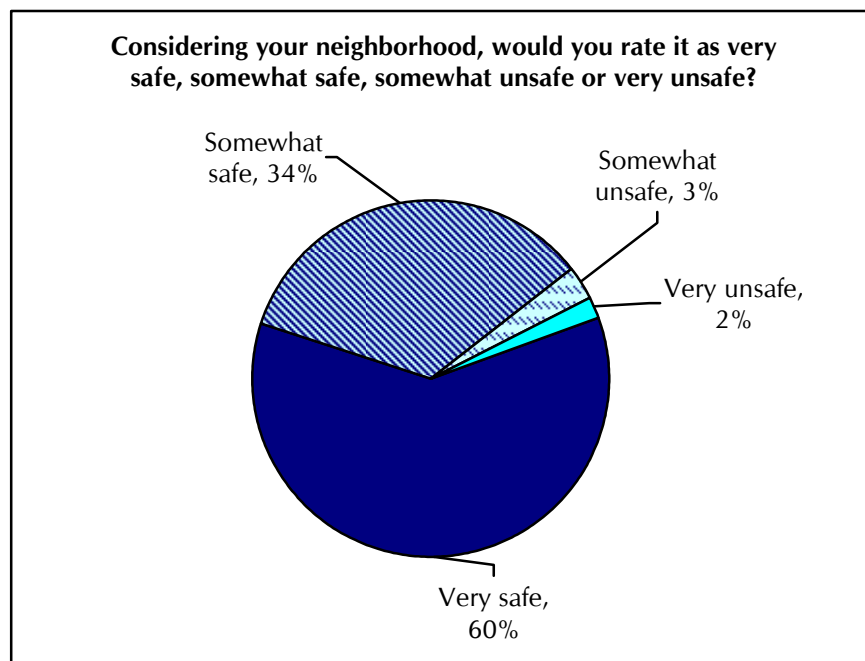
Would you say you strongly support, somewhat support, somewhat oppose or strongly oppose the County increasing the transient lodging taxes?	Percent of respondents
Somewhat support	42%
Strongly support	29%
Somewhat oppose	16%
Strongly oppose	14%
Total	100%

Public Safety

One of the most important services a government can provide is safety. At the County level, the Sheriff's office plays an integral role in providing this service. A resident's sense of safety can greatly impact how they feel about living in the community.

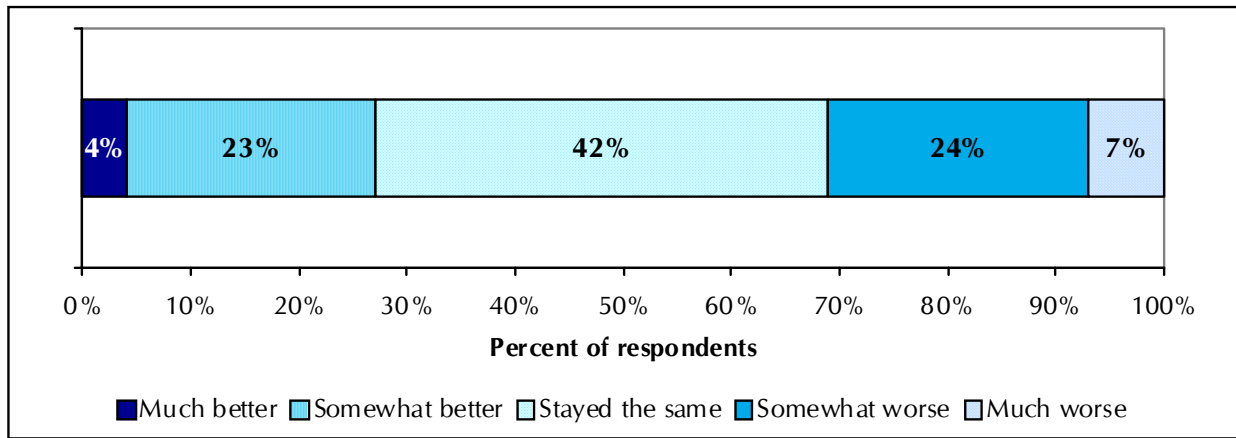
Overwhelmingly, residents in Deschutes County reported feeling safe in their neighborhood. Ninety-four percent felt "very" or "somewhat" safe in their neighborhood, and only 5% reported feeling "somewhat" or "very" unsafe.

Figure 9: Safety in Neighborhood



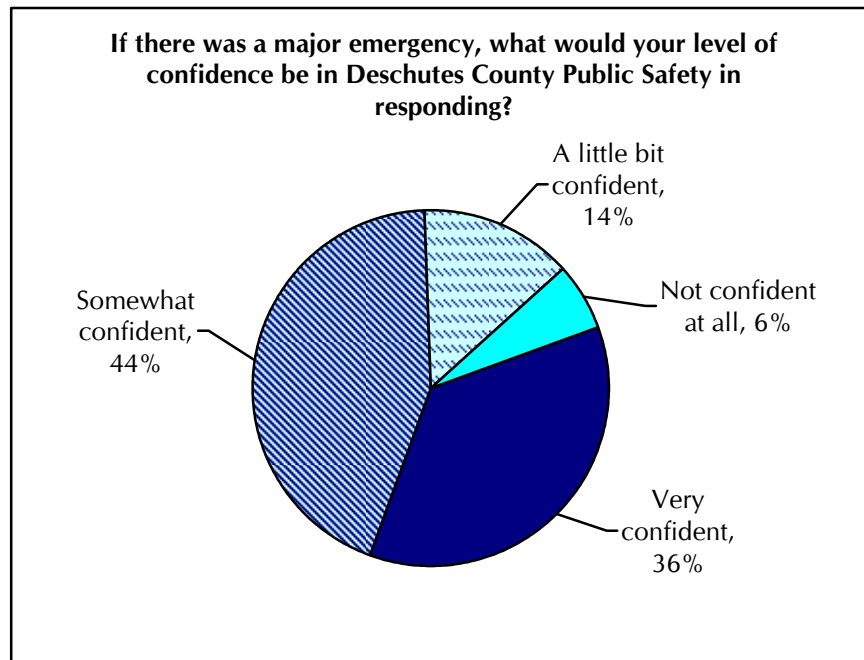
When asked if they felt the public safety in Deschutes County had gotten better, worse or stayed the same over the last five years, the highest proportion of residents felt it had stayed the same (42%). The remaining residents were split between feeling it had improved (27%) or that it had worsened (31%).

Figure 10: Public Safety Over the Last Five Years



If faced with a major emergency, by and large residents said they would be confident in Deschutes County Public Safety responding (80% were “very” or “somewhat” confident), and only 6% reported they had no confidence.

Figure 11: Confidence in Deschutes County Public Safety in a Major Emergency



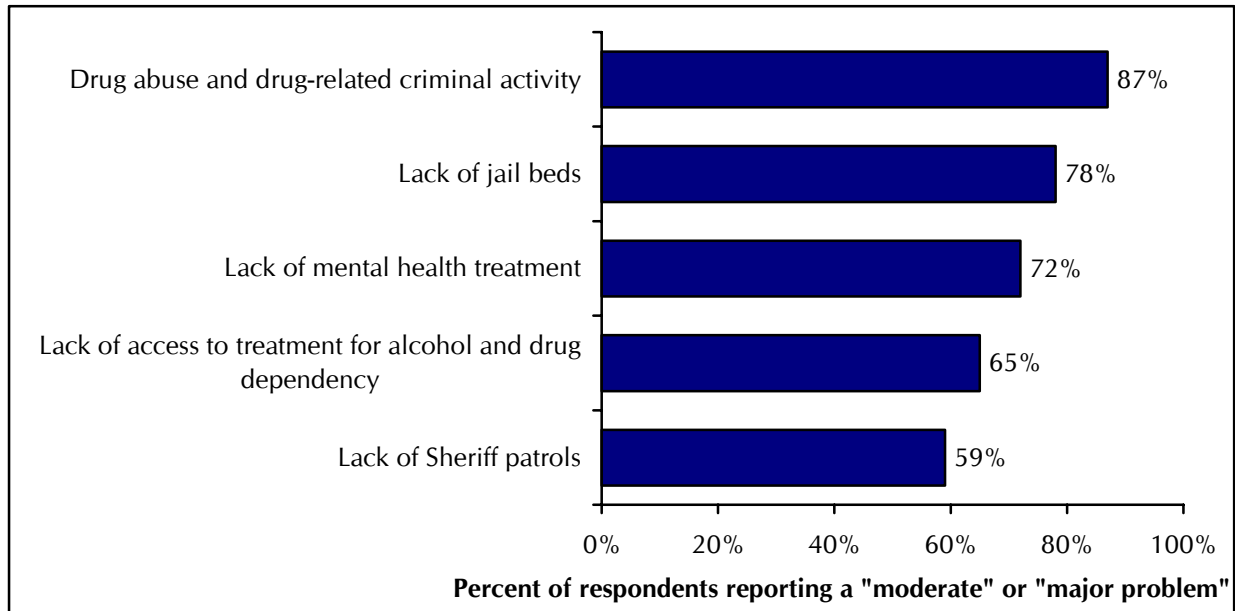
Residents were read a list of public safety issues to which they could indicate if they felt it was a “major,” “moderate,” “minor” or “not at all” an issue. Residents were most concerned with drug abuse and drug-related criminal activity; 58% felt it was a “major” issue and 87% felt it was a “major” or “moderate” issue. Lack of jail beds was considered a “major” or “moderate” issue by 78% of survey participants. Residents were least concerned about a lack of Sheriff patrols, but it was still considered a “major” or “moderate” issue by 59% of respondents.

Table 9: Potential Public Safety Issues

I’m going to read you a list of potential public safety issues facing Deschutes County. For each one, please tell me if you consider it a major issue, moderate issue, minor issue or not an issue at all.	Major issue	Moderate issue	Minor issue	Not an issue at all	Total
Drug abuse and drug-related criminal activity	58%	29%	10%	3%	100%
Lack of jail beds*	39%	39%	13%	10%	100%
Lack of mental health treatment*	33%	39%	18%	9%	100%
Lack of access to treatment for alcohol and drug dependency*	26%	39%	19%	15%	100%
Lack of Sheriff patrols	19%	40%	21%	20%	100%

*The percent of respondents answering “don’t know” exceeded 20%.

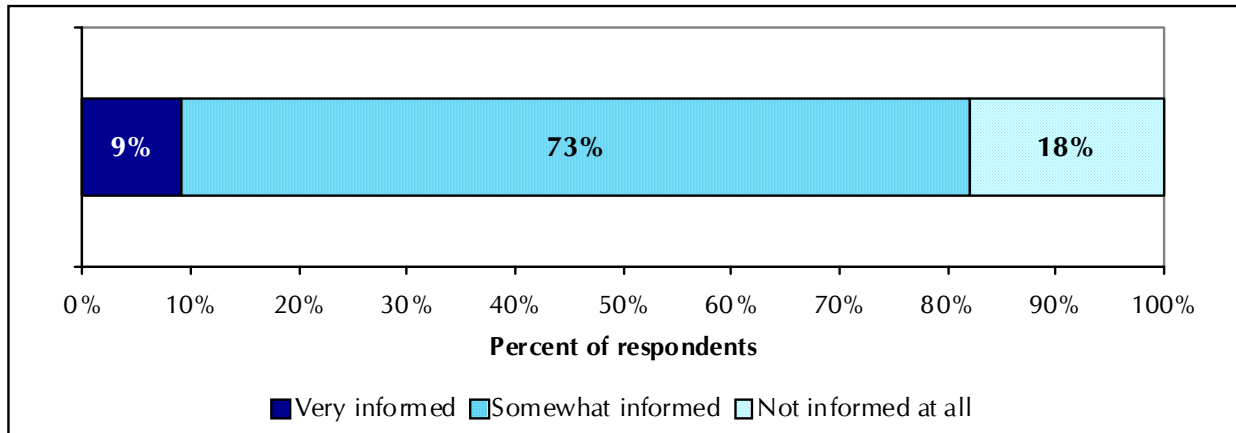
Figure 12: Potential Public Safety Issues



Information Sources

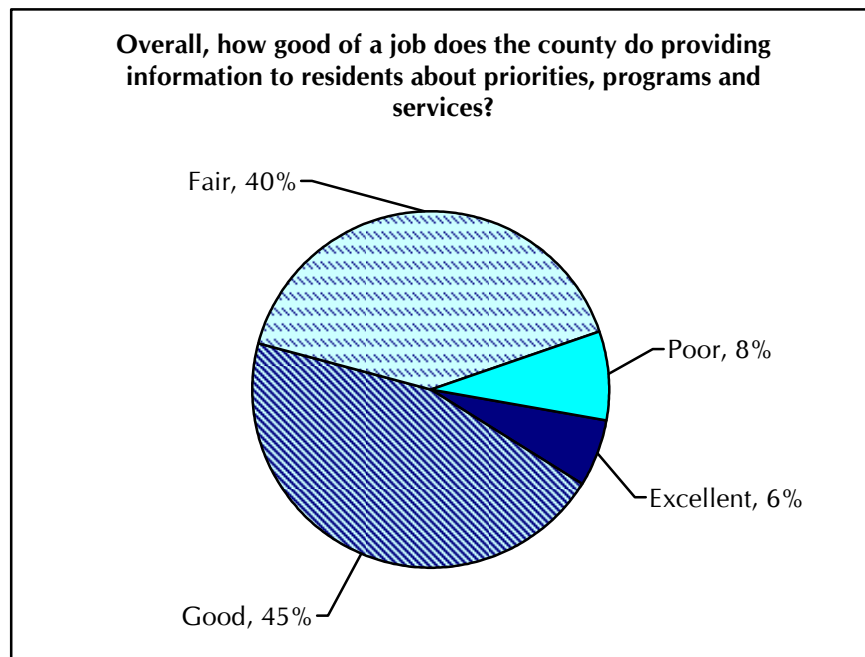
By understanding residents' knowledge of local government, the County can understand better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. With more information about their local government (e.g., resource allocations, policy decisions) residents may feel more a part of their local government and have greater trust. While only 9% felt "very" informed about County happenings, a large percent of survey participants felt "somewhat" informed (73%), and only 18% felt they were not informed at all.

Figure 13: Informed Regarding County Happenings



The extent to which a resident feels informed about their local government is in part their responsibility, and in part up to their government to provide them with quality information. About half felt the County did an "excellent" or "good" job providing information to residents about priorities, programs and services. Four in 10 residents felt the County did a "fair" job, and 8% said "poor."

Figure 14: Quality of Communications

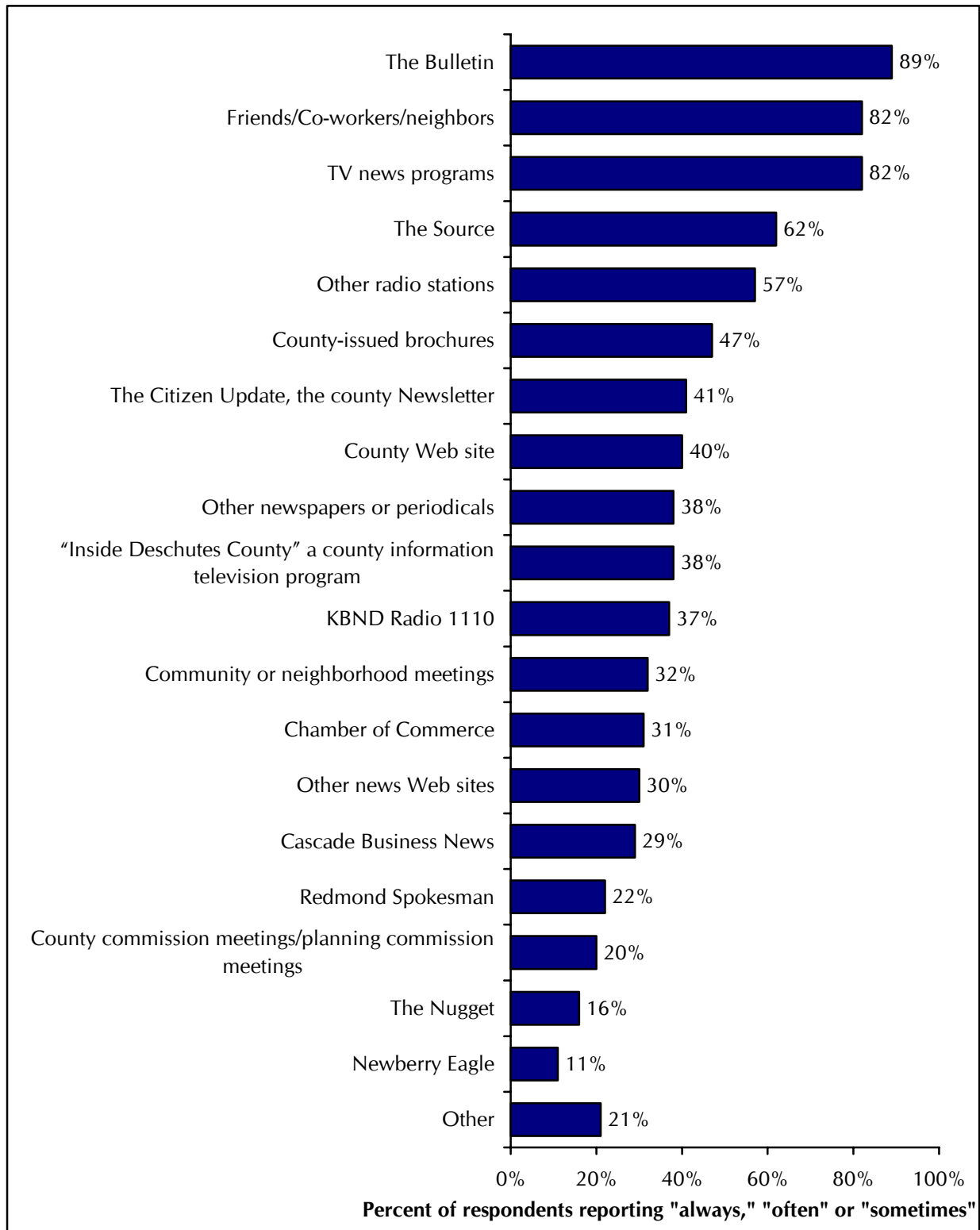


There are numerous sources available to residents for information about Deschutes County, from County-provided sources to larger privately owned sources. The most frequently used source is the *The Bulletin*; 33% of respondents said they “always” use this source for information about Deschutes County. TV news programs also were used frequently, 82% reported at least “sometimes” using this source, and 82% also reported getting information from friends, co-workers or neighbors. Over half of residents at least “sometimes” used *The Source* and other radio stations (besides KBND Radio 1110). Less than half of those completing the survey reported using any of the other source at least “sometimes.” *The Redmond Spokesman*, County commission meetings, *The Nugget* and *The Newberry Eagle* were “never” used as information sources by at least 8 in 10 respondents.

Table 10: Potential Sources for Information about the County

Next I'd like to read you a list of possible sources of information on Deschutes County. For each source please tell me if you always, often, sometimes or never use this source to obtain information about the County.	Always	Often	Sometimes	Never	Total
The Bulletin	33%	28%	28%	11%	100%
Friends/Co-workers/neighbors	9%	23%	50%	18%	100%
TV news programs	21%	25%	36%	18%	100%
The Source	7%	17%	38%	38%	100%
Other radio stations	10%	17%	29%	43%	100%
County-issued brochures	3%	6%	38%	53%	100%
The Citizen Update, the county Newsletter	7%	9%	25%	59%	100%
County Web site	4%	7%	28%	60%	100%
Other newspapers or periodicals	5%	4%	29%	62%	100%
“Inside Deschutes County” a county information television program	4%	6%	28%	62%	100%
KBND Radio 1110	10%	7%	19%	63%	100%
Community or neighborhood meetings	1%	5%	26%	68%	100%
Chamber of Commerce	2%	4%	25%	69%	100%
Other news Web sites	3%	6%	22%	70%	100%
Cascade Business News	2%	5%	22%	71%	100%
Redmond Spokesman	4%	5%	13%	78%	100%
County commission meetings/planning commission meetings	1%	3%	16%	80%	100%
The Nugget	3%	2%	12%	84%	100%
Newberry Eagle	2%	2%	8%	89%	100%
Other	1%	3%	17%	79%	100%

Figure 15: Use of Sources for Information about the County



The County provides a monthly program on local cable access channels called “Inside Deschutes County.” The program provides information on current topics in the County. Residents were asked how familiar they were with this program and how frequently they have watched it in the last 12 months.

Approximately two-thirds were “not at all” familiar with the program and only one-third were “somewhat” or “very” familiar. Not surprisingly, those who were not familiar were less likely to have ever watched the program. However, one-third of respondents reported watching it at least a couple of times. As can be seen by Table 12, the more familiar a respondent was with the program, the more they had seen the program in the last 12 months.

Figure 16: Familiarity with “Inside Deschutes County”

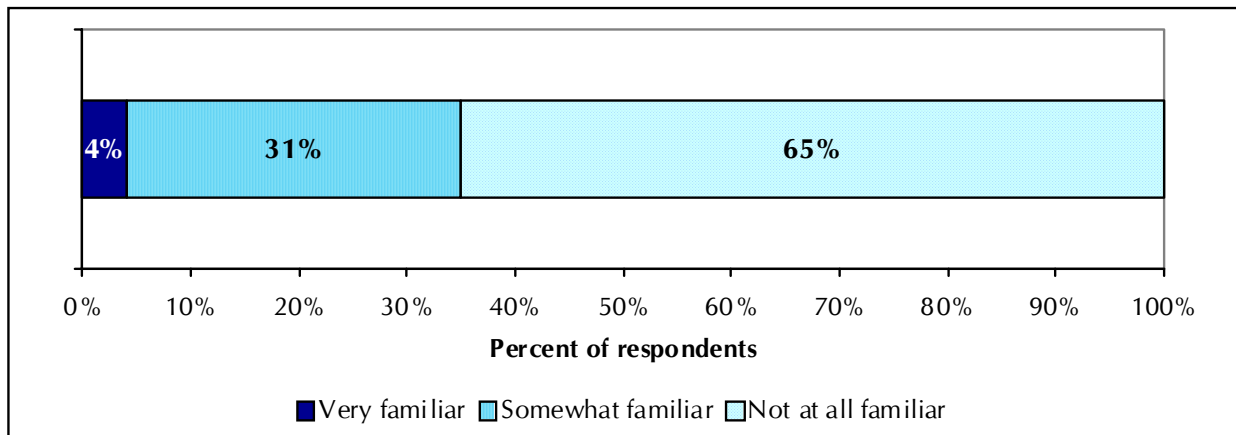


Table 11: Frequency of Watching "Inside Deschutes County"

How many times in the last 12 months have you watched “Inside Deschutes County”? Would you say you watched it...	Percent of respondents
Never	66%
A couple of times	26%
Pretty often	5%
Every month	3%
Total	100%

Table 12: Familiarity with “Inside Deschutes County” by Frequency of Watching Program

How many times in the last 12 months have you watched “Inside Deschutes County”? Would you say you watched it...	How familiar are you with the monthly program the County produces for the cable access channels called “Inside Deschutes County”?			Overall
	Very familiar	Somewhat familiar	Not at all familiar	
Never	4%	14%	94%	65%
A couple of times	44%	71%	4%	26%
Pretty often	32%	9%	2%	5%
Every month	20%	6%	0%	3%
Total	100%	100%	100%	100%

In addition to providing a monthly cable access show, the County also produces a monthly newsletter, *The Citizen Update*. Familiarity was low with the newsletter, though slightly more reported being “very” or “somewhat” familiar with it (38%) than “Inside Deschutes County.” Also similar to the news program was the relationship between familiarity with the newsletter and frequency of reading it. For both the news program and the newsletter, an increase in publicity may relate to an increase in viewer/readership.

Figure 17: Familiarity with *The Citizen Update*

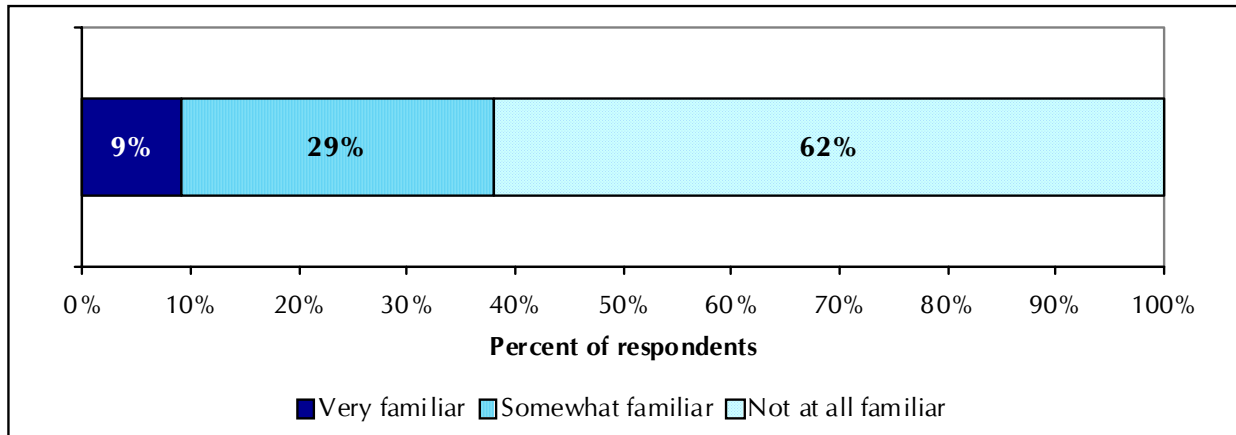


Table 13: Frequency of Reading *The Citizen Update*

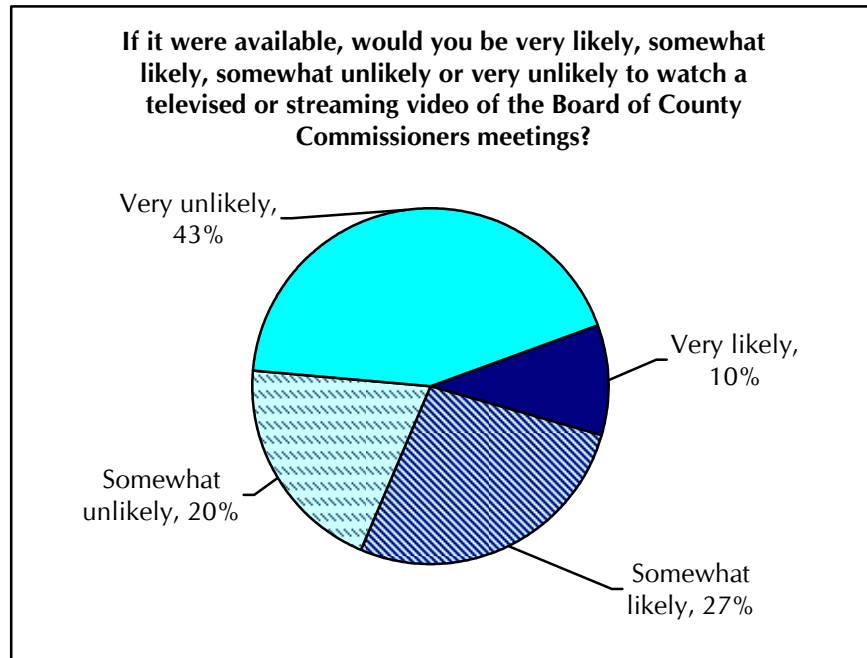
How many times, in the last 12 months, have you read <i>The Citizen Update</i> ?	Percent of respondents
Never	63%
A couple of times	22%
Pretty often	8%
Every month	6%
Total	100%

Table 14: Familiarity with *The Citizen Update* by Frequency of Reading

How many times, in the last 12 months, have you read <i>The Citizen Update</i> ?	How familiar are you with the County’s monthly newsletter, <i>The Citizen Update</i> , that is inserted in local newspapers? Would you say you are...			
	Very familiar	Somewhat familiar	Not at all familiar	Overall
Never	1%	11%	96%	63%
A couple of times	16%	68%	2%	23%
Pretty often	38%	15%	1%	8%
Every month	44%	5%	1%	6%
Total	100%	100%	100%	100%

To gauge resident interest in increased exposure to County government information, the survey asked residents how likely they would be to watch a televised or streaming video of the Board of County Commissioners meetings. Thirty-seven percent of respondents reported being “very” or “somewhat” likely, and 63% reported “very” or “somewhat” unlikely. While this may seem to be low, many local governments offer this feature with similar levels of feedback.

Figure 18: Likelihood of Watching Televised or Streaming Board of County Commissioner Meetings



Greatest Issue Facing the Community

The survey provided residents the opportunity to indicate what they believed was the most important issue facing the County in the coming two years. The most common theme was too much population growth, with 29% of respondents identifying this issue. Each other issue was reported by fewer than 10% of survey respondents. Those issues that could not be grouped into themes were coded as “other” responses. These responses, such as “taxes” and “tourism” can be seen in Appendix C: Verbatim Responses to Open-ended Questions.

Table 15: Greatest Issue Facing Deschutes County Over Next Two Years

What do you believe will be the greatest issue facing the county in the next two years?	Percent of respondents	Number of respondents
Growth - too much - population	29%	N = 107
Crime/Jails	8%	N = 31
Economy/budget issues	8%	N = 30
Affordable housing not enough	7%	N = 25
Expansion and development	6%	N = 21
Infrastructure/essential services	6%	N = 20
Transportation - additional traffic and roads	4%	N = 16
Land use/planning	4%	N = 13
Transportation - traffic congestion	3%	N = 11
Growth - too little - jobs	3%	N = 10
Education/schools (overcrowding, funding)	3%	N = 11
Growth - too little - population	2%	N = 6
Growth - too little - retail, such as stores or restaurants	2%	N = 7
Growth - too much - retail, such as stores or restaurants	2%	N = 8
Balancing between maintaining small town atmosphere and growth	2%	N = 6
Growth - too much - jobs	1%	N = 4
Cost of utilities (such as gas or water)	1%	N = 2
Parks and open space - not enough	0%	N = 1
Air pollution	0%	N = 1
Accessibility	0%	N = 1
Other [specify]	10%	N = 35
Total	100%	N = 365

Appendix A: Respondent Demographics

Characteristics of the survey respondents are displayed in the tables on the following pages.

Respondent Length of Residency	
How many years have you lived in Deschutes County?	Percent of respondents
Less than 5 years	29%
5 to 9 years	19%
10 to 19 years	22%
20 years or more	30%
Total	100%

Respondent Residence before Moving to Deschutes County	
Where did you live immediately before moving to Deschutes County?	Percent of respondents
In Oregon, specify county	47%
Outside of Oregon, specify state	46%
I've always lived in Deschutes County	7%
Total	100%

County Outside of Deschutes Where Respondent Lived		
County	Percent of respondents	Number of respondents
Multnomah	21%	29
Lane	16%	22
Marion	14%	19
Clackamas	7%	10
Benton	6%	8
Jefferson	6%	8
Jackson	4%	6
Linn	4%	6
Klamath	3%	4
Crook	2%	3
Douglas	2%	3
Lincoln	2%	3
Columbia	1%	2
Coos	1%	2
Harney	1%	2
Lake	1%	2
Yamhill	1%	2
Polk	1%	2
Clatsop	1%	1
Union	1%	1
Josephine	1%	1
Malheur	1%	1
Plymouth	1%	1
Sherman	1%	1
Total	100%	139

State Outside of Oregon Where Respondent Lived		
State Outside of Oregon	Percent of respondents	Number of respondents
California	45%	83
Washington	11%	21
Idaho	4%	7
Arizona	3%	6
Colorado	3%	6
Texas	3%	6
Nevada	3%	5
Hawaii	2%	4
Illinois	2%	4
Montana	2%	4
Alaska	2%	3
Michigan	2%	3
Minnesota	2%	3
Canada	1%	2
District of Columbia	1%	2
Florida	1%	2
Utah	1%	2
Virginia	1%	2
Wyoming	1%	2
Arkansas	1%	1
Connecticut	1%	1
Cusbay	1%	1
Delaware	1%	1
England	1%	1
Europe	1%	1
Georgia	1%	1
Kansas	1%	1
Maryland	1%	1
Nebraska	1%	1
New Hampshire	1%	1
New Mexico	1%	1
North Dakota	1%	1
Ohio	1%	1
Pakistan	1%	1
Papua New Guinea	1%	1
Pennsylvania	1%	1
Rhode Island	1%	1
Wisconsin	1%	1
Total	100%	186

Respondent Employment Status	
What is your current employment status?	Percent of respondents
Employed, full time	53%
Employed, part time	7%
Not employed	16%
Retired	21%
Full time student	3%
Total	100%

Respondent Work/School Location	
Where do you work or go to school?	Percent of respondents
Bend	59%
Redmond	17%
Sisters	3%
La Pine	2%
Somewhere else within the county	10%
Outside the county	4%
At home	5%
Total	100%

Respondent Commute Length	
How far do you commute from home to work or school?	Percent of respondents
0 to less than 2 miles	22%
2 to less than 5 miles	21%
5 to less than 10 miles	21%
10 to less than 20 miles	17%
20 to less than 50 miles	15%
50 miles or more	3%
Total	100%

Respondent Commute Mode	
What method(s) do you use to get to work/school?	Percent of respondents
Automobile	87%
Bus	2%
Bicycle	3%
Walk	2%
Work from home	6%
Total	100%

Respondent Housing Unit Type	
Please tell me which of the following best describes the building you live in. Is it a...	Percent of respondents
One family house detached from any other houses	72%
House attached to one or more houses, such as a duplex or townhome	9%
Building with two or more apartments or condominiums	15%
Mobile home	3%
Other	1%
Total	100%

Respondent Year Round Residency	
Do you live in Deschutes County year round?	Percent of respondents
No	0%
Yes	100%
Total	100%

Respondent Primary Residence	
Do you consider this home your primary residence?	Percent of respondents
No	0%
Yes	100%
Total	100%

Respondent Tenure	
Do you rent or own your home?	Percent of respondents
Rent	31%
Own	69%
Total	100%

Respondent Access to the Internet	
Do you have access to the Internet either at home, work or school?	Percent of respondents
No	12%
Yes	88%
Total	100%

Respondent Marital Status	
Are you currently married or single?	Percent of respondents
Married	64%
Single	36%
Total	100%

Children 12 or Under in Household	
Do any children 12 or under live in your household?	Percent of respondents
No	66%
Yes	34%
Total	100%

Teenagers Between 13 and 17 in Household	
Do any teenagers aged between 13 and 17 live in your household?	Percent of respondents
No	86%
Yes	14%
Total	100%

Adults 65 or Older in Household	
Do any adults 65 and older live in your household?	Percent of respondents
No	76%
Yes	24%
Total	100%

Respondent Age	
Please stop me when I read the correct age category. Are you...	Percent of respondents
18 to 24 years	7%
25 to 34 years	19%
35 to 44 years	18%
45 to 54 years	24%
55 to 64 years	12%
65 to 74 years	9%
75 years or older	10%
Total	100%

Respondent Education	
Please stop me when I reach the highest degree or level of school you have completed:	Percent of respondents
Some high school	4%
High school graduate	23%
Some college	24%
Associate's degree	8%
Bachelor's degree	23%
Some graduate school	6%
Master's degree	10%
Beyond a master's degree	3%
Total	100%

Respondent Voter Status	
Are you registered to vote?	Percent of respondents
No	13%
Yes	87%
Total	100%

Respondent Annual Household Income	
Please stop me when I reach the category that includes your anticipated total household income before taxes for the current year:	Percent of respondents
Less than \$25,000	21%
\$25,000 to less than \$50,000	26%
\$50,000 to less than \$75,000	21%
\$75,000 to less than \$100,000	14%
\$100,000 or more	19%
Total	100%

Respondent Household Location	
Do you live within the city limits of Bend, Redmond, Sisters or La Pine?	Percent of respondents
No	22%
Yes	78%
Total	100%

Respondent City	
In which City do you live?	Percent of respondents
Bend	64%
Redmond	26%
Sisters	2%
La Pine	8%
Total	100%

Respondent Area in the County	
I'm going to read you a list of areas within the County, please tell me which one best describes where you live...	Percent of respondents
Outskirts of Bend	39%
Outskirts of Redmond	15%
Outskirts of Sisters	7%
Outskirts of La Pine	17%
Sunriver area	11%
Tumalo area	3%
Black Butte Ranch area	0%
Alfalfa area	0%
Terrebonne area	4%
Brothers area	0%
Millican area	0%
Unincorporated South County [new addition]	0%
Other County Land	3%
Total	100%

Respondent Gender	
Respondent Gender	Percent of respondents
Male	49%
Female	51%
Total	100%

Appendix B: Complete Frequency Responses to Survey Questions

The complete set of responses for each survey questions appear below and on the following pages.

Question 3	
Overall, how would you rate the quality of life in Deschutes County? Would you say it is...	Percent of respondents
Excellent	33%
Good	49%
Fair	13%
Poor	5%
Don't know/refused	0%

Question 4	
Why did you choose to live in Deschutes County?	Percent of respondents
I was born/raised here	14%
Schools	4%
Safe community	1%
Attractive location (mountains, scenery, etc.)	26%
Cost of living	2%
Access to recreation opportunities (skiing, hiking, rafting, camping, etc.)	7%
Work or spouse's work	21%
Family or spouse's family	20%
Quality of life/community	6%
Size of community	3%
Other	7%
Don't know/refused	2%

Percents may total more than 100 as respondents could provide more than one reason.

Question 5	
In general, how familiar are you with the service provided by the county?	Percent of respondents
Very familiar	8%
Somewhat familiar	67%
Not at all familiar	24%
Don't know/refused	0%
Total	100%

Question 6

In the last 12 months, have you had any contact with a County department either by phone, email or in person?	Percent of respondents
No	71%
Yes	27%
Don't know/refused	2%
Total	100%

Question 7

Which County department did you most recently have contact with?	Percent of respondents
Planning	13%
Building Inspection	7%
Septic Inspection	0%
Solid Waste	4%
Sheriff's Office	23%
County Commissioners	1%
Administration	3%
Roads	2%
Elections Office	0%
Recorders Office	0%
County Assessor	6%
Finance and Tax Collection	7%
Health Services	4%
Mental Health Services	1%
Other	22%
Don't know/refused	6%
Total	100%

Question 8

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:						Don't know/refused	Total
	Excellent	Good	Fair	Poor			
Courtesy	61%	26%	5%	7%		2%	100%
Knowledge	47%	31%	10%	4%		8%	100%
Responsiveness	46%	34%	10%	6%		3%	100%
Availability	46%	33%	10%	8%		3%	100%
Ability to answer your question or resolve your issue	49%	31%	11%	7%		2%	100%
Overall Impression	40%	41%	10%	7%		2%	100%

Question 9

Again, thinking about County services, when you need to contact a County office or department how easy or difficult is it for you to reach the appropriate person.	Percent of respondents
Very easy	27%
Somewhat easy	40%
Somewhat difficult	21%
Very difficult	7%
Don't know/refused	6%
Total	100%

Question 10

Which department did you have difficult accessing?	Percent of respondents
Planning	19%
Building Inspection	7%
Septic Inspection	0%
Solide Waste	0%
Sheriff's Office	0%
County Commissioners	3%
Administration	3%
Roads	3%
Elections Office	0%
Recorders Office	1%
County Assessor	0%
Finance and Tax Collection	0%
Health Services	8%
Mental Health Services	0%
Other	32%
Don't know/refused	23%
Total	100%

Question 11

Thinking about the County government, please tell me if you feel the County is doing an excellent, good, fair or poor job of doing each of the following.	Excellent	Good	Fair	Poor	Don't know/refused	Total
Providing leadership on issues that matter to me	2%	39%	30%	15%	14%	100%
Listening to resident input	5%	36%	29%	15%	16%	100%
Solving problems facing the County	3%	33%	36%	14%	14%	100%
Minimizing the risk of wildfires	11%	51%	22%	5%	11%	100%
Planning for economic development	3%	28%	35%	20%	14%	100%
Managing growth	2%	27%	34%	30%	7%	100%
Spending County tax dollars efficiently	2%	30%	33%	19%	17%	100%

Question 12

For each of the following services, please tell me if you feel the quality of these services is excellent, good, fair or poor.	Excellent	Good	Fair	Poor	Don't know/refused	Total
Maintenance on County roads	7%	30%	32%	27%	4%	100%
Solid waste landfill disposal services	14%	59%	15%	4%	7%	100%
Sheriff patrol services	13%	57%	18%	7%	5%	100%
Public health services	5%	50%	23%	4%	17%	100%
Mental health services	5%	35%	20%	7%	34%	100%
Juvenile Community Justice services	4%	33%	21%	3%	39%	100%
Property assessment and taxation services	2%	39%	32%	8%	19%	100%
Document recording services	5%	44%	12%	1%	37%	100%
Management of county elections	8%	58%	13%	3%	18%	100%
County Fair and Fairgrounds	27%	43%	12%	5%	13%	100%
Veterans Services	4%	25%	17%	11%	43%	100%
Managing rural land use	3%	27%	32%	18%	20%	100%
Development and land use planning	1%	28%	35%	25%	12%	100%
Minimizing risk of wildfires	8%	54%	22%	7%	9%	100%
Reducing noxious weeds	6%	33%	27%	11%	23%	100%
Overall quality of services provided	3%	60%	30%	3%	4%	100%

Question 13

Considering your neighborhood, would you rate it as very safe, somewhat safe, somewhat unsafe or very unsafe?	Percent of respondents
Very safe	60%
Somewhat safe	34%
Somewhat unsafe	3%
Very unsafe	2%
Don't know/refused	0%
Total	100%

Question 14

I'm going to read you a list of potential public safety issues facing Deschutes County. For each one, please tell me if you consider it a major issue, moderate issue, minor issue or not an issue at all.	Major issue	Moderate issue	Minor issue	Not an issue at all	Don't know/refused	Total
Lack of jail beds	29%	29%	9%	7%	25%	100%
Lack of sheriff patrols	18%	38%	20%	20%	4%	100%
Lack of mental health treatment	25%	29%	14%	7%	26%	100%
Lack of access to treatment for alcohol and drug dependency	20%	29%	14%	11%	25%	100%
Drug abuse and drug-related criminal activity	53%	27%	9%	3%	8%	100%

Question 15

Still thinking about public safety, would you say that public safety in Deschutes County has gotten much better, somewhat better, somewhat worse, much worse or stayed the same over the past five years?	Percent of respondents
Much better	4%
Somewhat better	21%
Stayed the same	39%
Somewhat worse	22%
Much worse	7%
Don't know/refused	8%
Total	100%

Question 16

If there was a major emergency, what would your level of confidence be in Deschutes County Public Safety in responding?	Percent of respondents
Very confident	36%
Somewhat confident	44%
A little bit confident	14%
Not confident at all	6%
Don't know/refused	1%
Total	100%

Question 17

How informed do you feel you are regarding happenings in Deschutes County government?	Percent of respondents
Very informed	9%
Somewhat informed	73%
Not informed at all	17%
Don't know/refused	1%
Total	100%

Question 18

Overall, how good of a job does the county do providing information to residents about priorities, programs and services?	Percent of respondents
Excellent	6%
Good	43%
Fair	38%
Poor	8%
Don't know/refused	6%
Total	100%

Question 19

Next I'd like to read you a list of possible sources of information on Deschutes County. For each source please tell me if you always, often, sometimes or never use this source to obtain information about the County.						Total
	Always	Often	Sometimes	Never	Don't know/refused	
TV news programs	21%	24%	36%	18%	1%	100%
Community or neighborhood meetings	1%	5%	25%	67%	1%	100%
"Inside Deschutes County" a county information television program	4%	6%	27%	61%	2%	100%
The Citizen Update, the county Newsletter	7%	9%	24%	57%	3%	100%
County-issued brochures	3%	6%	37%	52%	3%	100%
The Bulletin	33%	28%	28%	11%	0%	100%
Redmond Spokesman	4%	5%	13%	77%	2%	100%
The Nugget	2%	2%	11%	82%	2%	100%
Newberry Eagle	1%	2%	7%	87%	2%	100%
Cascade Business News	2%	5%	21%	70%	2%	100%
The Source	7%	17%	37%	37%	2%	100%
Other newspapers or periodicals	5%	4%	29%	61%	1%	100%
KBND Radio 1110	10%	7%	19%	63%	0%	100%
Other radio stations	10%	17%	29%	43%	1%	100%
County Web site	4%	7%	28%	60%	0%	100%
Other news Web sites	3%	6%	22%	69%	1%	100%
Chamber of Commerce	2%	4%	25%	69%	0%	100%
Friends/Co-workers/neighbors	9%	23%	50%	18%	0%	100%
County commission meetings/planning commission meetings	1%	3%	16%	80%	0%	100%
Other	1%	3%	17%	77%	2%	100%

Question 20

How familiar are you with the monthly program the County produces for the cable access channels called "Inside Deschutes County"? Would you say you are...	Percent of respondents
Very familiar	4%
Somewhat familiar	30%
Not at all familiar	64%
Don't know/refused	2%
Total	100%

Question 21

How many times in the last 12 months have you watched "Inside Deschutes County"? Would you say you watched it...	Percent of respondents
Never	65%
A couple of times	25%
Pretty often	5%
Every month	3%
Don't know/refused	2%
Total	100%

Question 22

How familiar are you with the County's monthly newsletter, The Citizen Update, that is inserted in local newspapers? Would you say you are...	Percent of respondents
Very familiar	9%
Somewhat familiar	28%
Not at all familiar	61%
Don't know/refused	2%
Total	100%

Question 23

How many times, in the last 12 months, have you read The Citizen Update?	Percent of respondents
Never	62%
A couple of times	22%
Pretty often	8%
Every month	6%
Don't know/refused	2%
Total	100%

Question 24

If it were available, would you be very likely, somewhat likely, somewhat unlikely or very unlikely to watch a televised or streaming video of the Board of County Commissioners meetings?	Percent of respondents
Very likely	10%
Somewhat likely	27%
Somewhat unlikely	20%
Very unlikely	42%
Don't know/refused	1%
Total	100%

Question 25

For each one please tell me if you think it should not be considered for funding cuts or should not be considered for cuts.	Not considered for cuts	Considered for cuts	Don't know/refused	Total
Health and Mental Health Services	79%	17%	4%	100%
Public Safety	79%	19%	2%	100%
Children's services such as early childhood development and child abuse prevention	83%	13%	4%	100%
Road Maintenance	72%	25%	2%	100%
Land Use Planning	45%	48%	7%	100%

Question 25a

If you could prevent cuts to only one of the following services, which one would you choose?	Percent of respondents
Health and mental health issues	7%
Public safety	20%
Children's services such as early childhood development and child abuse prevention	36%
Road maintenance	10%
Land use planning	23%
Don't know/refused	3%
Total	100%

Question 26

Would you say you strongly support, somewhat support, somewhat oppose or strongly oppose the County increasing the transient lodging taxes?	Percent of respondents
Strongly support	28%
Somewhat support	39%
Somewhat oppose	15%
Strongly oppose	13%
Don't know/refused	5%
Total	100%

Question 27	
What do you believe will be the greatest issue facing the county in the next two years?	Percent of respondents
Affordable housing not enough	6%
Growth - too little - population	1%
Growth - too little - retail, such as stores or restaurants	2%
Growth - too much - jobs	1%
Growth - too much - population	27%
Growth - too much - retail, such as stores or restaurants	2%
Noise	0%
Parks and open space - not enough	0%
Balancing between maintaining small town atmosphere and growth	2%
Transportation - additional traffic and roads	4%
Transportation - traffic congestion	3%
Air pollution	0%
Expansion and development	5%
Accessibility	0%
Cost of utilities (such as gas or water)	0%
Crime/Jails	8%
Growth - too little - jobs	3%
Other [specify]	9%
Infrastructure/essential services	5%
Education/schools (overcrowding, funding)	3%
Economy/budget issues	7%
Housing	0%
Land use/planning	3%
Don't know/refused	8%
Total	100%

Question D1	
How many years have you lived in Deschutes County?	Percent of respondents
Less than 5 years	29%
5 to 9 years	19%
10 to 19 years	22%
20 years or more	30%
Don't know/refused	0%
Total	100%

Question D2	
Where did you live immediately before moving to Deschutes County?	Percent of respondents
In Oregon, specify county	46%
Outside of Oregon, specify state	44%
I've always lived in Deschutes County	7%
Don't know/refused	3%
Total	100%

Question D3	
What is your current employment status?	Percent of respondents
Employed, full time	53%
Employed, part time	7%
Not employed	16%
Retired	21%
Full time student	3%
Don't know/refused	0%
Total	100%

Question D4	
Where do you work or go to school?	Percent of respondents
Bend	59%
Redmond	17%
Sisters	3%
La Pine	2%
Somewhere else within the county	10%
Outside the county	4%
At home	5%
Don't know/refused	1%
Total	100%

Question D4a	
How far do you commute from home to work or school?	Percent of respondents
0 to less than 2 miles	22%
2 to less than 5 miles	20%
5 to less than 10 miles	21%
10 to less than 20 miles	17%
20 to less than 50 miles	15%
50 miles or more	3%
Don't know/refused	2%
Total	100%

Question D4b	
What method(s) do you use to get to work/school?	Percent of respondents
Automobile	86%
Bus	2%
Bicycle	3%
Walk	2%
Work from home	6%
Don't work	0%
Don't know/refused	1%
Total	100%

Question D5	
Please tell me which of the following best describes the building you live in. Is it a...	Percent of respondents
One family house detached from any other houses	72%
House attached to one or more houses, such as a duplex or townhome	9%
Building with two or more apartments or condominiums	15%
Mobile home	3%
Other	1%
Don't know/refused	0%
Total	100%

Question D6	
Do you live in Deschutes County year round?	Percent of respondents
No	0%
Yes	100%
Don't know/refused	0%
Total	100%

Question D7	
Do you consider this home your primary residence?	Percent of respondents
No	0%
Yes	100%
Don't know/refused	0%
Total	100%

Question D8	
Do you rent or own your home?	Percent of respondents
Rent	31%
Own	69%
Don't know/refused	0%
Total	100%

Question D9	
Do you have access to the Internet either at home, work or school?	Percent of respondents
No	12%
Yes	88%
Don't know/refused	0%
Total	100%

Question D10	
Are you currently married or single?	Percent of respondents
Married	63%
Single	35%
Don't know/refused	2%
Total	100%

Question D11	
Do any children 12 or under live in your household?	Percent of respondents
No	66%
Yes	34%
Don't know/refused	0%
Total	100%

Question D12	
Do any teenagers aged between 13 and 17 live in your household?	Percent of respondents
No	85%
Yes	14%
Don't know/refused	0%
Total	100%

Question D13	
Do any adults 65 and older live in your household?	Percent of respondents
No	76%
Yes	23%
Don't know/refused	1%
Total	100%

Question D14	
Please stop me when I read the correct age category. Are you...	Percent of respondents
18 to 24 years	7%
25 to 34 years	19%
35 to 44 years	18%
45 to 54 years	24%
55 to 64 years	12%
65 to 74 years	9%
75 years or older	10%
Don't know/refused	1%
Total	100%

Question D15	
Please stop me when I reach the highest degree or level of school you have completed:	Percent of respondents
Some high school	4%
High school graduate	23%
Some college	24%
Associate's degree	8%
Bachelor's degree	23%
Some graduate school	6%
Master's degree	10%
Beyond a master's degree	3%
Don't know/refused	0%
Total	100%

Question D16	
Are you registered to vote?	Percent of respondents
No	13%
Yes	87%
Don't know/refused	0%
Total	100%

Question D17	
Please stop me when I reach the category that includes your anticipated total household income before taxes for the current year:	Percent of respondents
Less than \$25,000	18%
\$25,000 to less than \$50,000	22%
\$50,000 to less than \$75,000	18%
\$75,000 to less than \$100,000	12%
\$100,000 or more	16%
Don't know/refused	13%
Total	100%

Question D18	
Do you live within the city limits of Bend, Redmond, Sisters or La Pine?	Percent of respondents
No	21%
Yes	78%
Don't know/refused	0%
Total	100%

Question D18a	
In which City do you live?	Percent of respondents
Bend	64%
Redmond	26%
Sisters	2%
La Pine	8%
Total	100%

Question D18b	
I'm going to read you a list of areas within the County, please tell me which one best describes where you live...	Percent of respondents
Outskirts of Bend	39%
Outskirts of Redmond	15%
Outskirts of Sisters	7%
Outskirts of La Pine	17%
Sunriver area	11%
Tumalo area	3%
Black Butte Ranch area	0%
Alfalfa area	0%
Terrebonne area	4%
Brothers area	0%
Millican area	0%
Unincorporated South County [new addition]	0%
Other County Land	3%
Total	100%

Question D19	
Respondent Gender	Percent of respondents
Male	49%
Female	51%
Total	100%

Appendix C: Verbatim Responses to Open-ended Questions

Following are verbatim responses to the open-ended question on the survey. Responses are grouped by the theme to which they were coded. The verbatim responses were not edited for grammar but punctuation has been added for meaning or clarity.

Question 4: Why did you choose to live in Deschutes County?

- Accessibility, openness and the forest
- Available services
- Because we're tired of the big city
- Best county in the world
- Came on vacation and decided to stay
- Clean air
- Decided to live in Bend
- Farming
- Friends
- Has good hospital facilities and medical
- Health and owning property in Deschutes County
- Health reasons, needed a dry climate
- I didn't like California
- I got stuck here
- It was a great place to raise a family
- It was clean
- Just decided to
- Retired
- Retirement
- Retirement home there
- Rural lifestyle
- That's where my house is
- Thought it would be a good place to retire
- To be close to important friends
- To get out of LA
- To leave the valley
- To raise our kids
- Wanted to live in La Pine
- Wanted to live in Ned
- We liked Bend
- We liked it here

Question 7: Which County department did you most recently have contact with?

- Business
- Community development
- Community development
- County clerk
- County clerk
- County clerk - appraiser
- County development
- Court
- Court
- Court house
- Court system
- Court system
- Dept of human services
- Dept of human services
- Dept of human svc
- Dezoning
- District attorney
- Human services
- Jury duty
- Legal
- Parks and recreation
- Personnel
- The county

Question 10: Which department did you have difficult accessing?

- All of them-phone system
- Building department
- Code enforcement
- Community development
- County clerk
- County website
- Court system
- Courthouse
- District attorney
- Emergency services
- Phone directory
- Trying to find which dept could answer my questions
- You don't always know how to contact certain departments

Questions 19: What other information source do you use?

Billboards/Bulletin boards

- Billboards, things in the yard. Voting for this and voting for that.
- Senior center neighborhood bulletin board

Church

- Church
- Church

Internet/Email

- E-mail.
- Emails
- Internet
- Internet
- Internet
- Internet
- Internet and neighbors
- My computer
- On the internet.
- Different articles on the web.
- Various internet sources

Public schools

- Involved with schools that...i can't think of another source.
- News thru school district
- Public schools
- Schools

Neighborhood Associations

- Neighborhood assoc. Meetings
- Neighborhood association
- Neighborhood associations
- Neighborhood meetings

Other word of mouth

- Know people in city government
- Leadership rotary, edco
- Local meetings, not county
- Other people/by telephone
- Political meetings, events
- Political people, I run into leaders of the community press, homeless
- Public conversation
- Word of mouth in general
- Word-of-mouth (but no other sources)
- Personal contacts
- Shelters, social services.

Other radio or televisions stations or other papers

- News flashes on other radio stations.
- Radio station prineville
- Radio stations
- Radio/tv
- Sun river scene the national weather website
- The hispanic news
- Tv radio
- Newspaper sources
- Other news channels
- Other radio stations
- A newsletter at my wife's place of work.
- Brochures about garbage collection
- Magazines (name?)
- Meet up group part of pres candidate/state employee

Phone book

- Phone book
- Phone book county office

Don't know

- Don't know.
- No other sources.

Question 27: What do you believe will be the greatest issue facing the county in the next two years?

Economic/Tax Issues

- Decreasing land values
- Depression
- Misuse of funds
- Taxes
- Taxes
- They raise taxes all the time.
- Loss of timber receipt money
- Veteran benefits
- Preventing government repossession and growth in outside towns

Illegal Immigration

- Illegal aliens
- Illegal immigrants and their influx on the community
- Illegal immigration
- Illegal immigration

Health/Mental Health Services

- Health services
- Child support
- Children and mental health
- Mental health/family issues

Slow Growth

- Slow down in growth
- When the growth comes to a screeching halt
- Deschutes County would be smaller

Groundwater/Environment

- Nitrates and groundwater
- Ground water in the La Pine area (south county)

Terrorism/Fear

- Not prepared for crisis like terrorist attacks
- Recovering the lack of confidence in fear

False Information

- False information on the studies, forcing it upon us. Septic tank

Losing Sense of Community

- Loss of sense of community

County Operations

- Operations and management of the county
- Remarked Cooley Road
- A decision with what they going to do with the Juniper Ridge
- Juniper Ridge
- Attracting and paying for qualified county personnel
- Downsizing the police force.

Tourism

- Tourism

Questions D2: Where did you live immediately before moving to Deschutes County? (County)

- | | | | |
|--------------------|--------------------|-------------------|--------------------|
| • Albany | • Eugene | • Lane County | • Multnomah County |
| • Albany | • Forest Grove | • Lane County | • Multnomah |
| • Astoria, Ore. | • Harney | • Lane County | • Multnomah |
| • Beaverton County | • Harney County | • Lane County | • Multnomah |
| • Belleview | • Hillsboro | • Lane County | • Multnomah |
| • Benton | • Hillsborough | • Lane County | • Multnomah |
| • Benton | • Jackson | • Lincoln County | • Multnomah |
| • Benton | • Jackson | • Lincoln County | • Multnomah |
| • Benton | • Jackson | • Lincoln County | • Multnomah |
| • Brownsville | • Jackson County | • Lincoln County | • Multnomah |
| • Clacamass | • Jackson County | • Lining | • Multnomah |
| • Clackamas | • Jefferson | • Linn | • Multnomah |
| • Clackamas | • Jefferson | • Linn | • Multnomah |
| • Clackamas | • Jefferson | • Linn | • Portland |
| • Clackamas, Or | • Jefferson | • Linn | • Newburg Oregon |
| • Clackmas | • Jefferson | • Linn County | • Ontario |
| • Clackmas | • Jefferson | • Madras | • Oregon |
| • Clakumis | • Jefferson County | • Marian | • Pendleton City |
| • Clevel Falls | • Josephine | • Marian County | • Plymouth County |
| • Colombia | • Kalamath | • Marion | • Polk |
| • Columbia | • Klamath County | • Marion | • Polk |
| • Coos | • Klamath County | • Marion | • Portland |
| • Corvales | • Lake | • Marion | • Portland |
| • Corvallas | • Lake County | • Marion | • Portland |
| • Corvellas | • Lane | • Marion County | • Portland |
| • Couse | • Lane | • Marion County | • Portland |
| • Crook | • Lane | • Marion Salem | • Portland |
| • Crook | • Lane | • Medford, Unsure | • Portland |
| • Culver | • Lane | • Of County | • Portland |
| • Deschutes | • Lane | • Milwaukee | • Portland |
| • Douglas County | • Lane | • Oregon | • Portland |
| • Douglas County | • Lane | • Moltanoma | • Portland |
| • Elgin | • Lane | • Moltinoma | • Portland |
| • Eugene | • Lane | • Mt. Noma | • Portland |
| • Eugene | • Lane | • County | • Ray |
| | | | • Roseburg |

Appendix D: Comparisons by Demographic Subgroup

The tables on the following pages show responses to select questions compared by respondent age, household income and geographic location (i.e., whether the resident lives within the boundaries of Bend, Redmond, Sisters or La Pine). Shading indicates statistically significant differences in responses between subgroups ($p < .05$).

Quality of Life by Age, Income and Location											
	Respondent age				Respondent Household Income				Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	18 to 34 years	35 to 54 years	55 years or older	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	No	Yes	Overall
Overall, how would you rate the quality of life in Deschutes County? Would you say it is...	88%	81%	77%	82%	60%	87%	91%	83%	81%	82%	82%

Percent of respondents reporting "excellent" or "good"

Public Trust by Age, Income and Location											
Thinking about the County government, please tell me if you feel the County is doing an excellent, good, fair or poor job of doing each of the following.	Respondent age				Respondent Household Income				Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	18 to 34 years	35 to 54 years	55 years or older	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	No	Yes	Overall
Providing leadership on issues that matter to me	62%	42%	43%	48%	49%	49%	49%	49%	50%	47%	48%
Listening to resident input	61%	45%	40%	48%	47%	49%	51%	49%	49%	47%	47%
Solving problems facing the County	64%	35%	30%	42%	47%	42%	42%	43%	42%	42%	42%
Spending County tax dollars efficiently	42%	34%	39%	38%	49%	37%	38%	39%	42%	37%	38%

Percent of respondents reporting "excellent" or "good"

Public Trust by Length of Residency, Education and Informed

Thinking about the County government, please tell me if you feel the County is doing an excellent, good, fair or poor job of doing each of the following.	How many years have you lived in Deschutes County?					Respondent Education Level			How informed do you feel you are regarding happenings in Deschutes County government?			
	Less than 5 years	5 to 9 years	10 to 19 years	20 years or more	Overall	High school or less	At least some college	Overall	Very informed	Somewhat informed	Not informed at all	Overall
Providing leadership on issues that matter to me	51%	49%	42%	49%	48%	60%	43%	48%	65%	47%	38%	48%
Listening to resident input	44%	55%	54%	41%	48%	63%	43%	48%	54%	47%	49%	48%
Solving problems facing the County	41%	39%	47%	41%	42%	47%	41%	42%	51%	42%	39%	43%
Minimizing the risk of wildfires	73%	78%	65%	66%	70%	72%	70%	71%	79%	70%	68%	70%
Planning for economic development	48%	17%	35%	40%	36%	45%	33%	36%	42%	36%	32%	36%
Managing growth	31%	26%	37%	30%	31%	30%	32%	31%	49%	29%	35%	32%
Spending County tax dollars efficiently	42%	24%	40%	42%	38%	39%	38%	38%	59%	38%	25%	38%

Percent of respondents reporting "excellent" or "good"

Overall Quality of Services by Age, Income and Location

	Respondent age				Respondent Household Income				Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	18 to 34 years	35 to 54 years	55 years or older	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	No	Yes	Overall
Overall quality of services provided	76%	64%	59%	65%	51%	71%	75%	68%	62%	66%	65%

Percent of respondents reporting "excellent" or "good"

Quality of Services by Length of Residency and Lived in City Limits								
Next, I'd like you to think about services provided by the County. For each of the following services, please tell me if you feel the quality of these services is excellent, good, fair or poor.	How many years have you lived in Deschutes County?					Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	Less than 5 years	5 to 9 years	10 to 19 years	20 years or more	Overall	No	Yes	Overall
Maintenance on County roads	43%	38%	40%	33%	38%	48%	35%	38%
Solid waste landfill disposal services	82%	83%	84%	70%	79%	82%	78%	79%
Sheriff patrol services	78%	73%	78%	68%	74%	71%	75%	74%
Public health services	78%	70%	56%	62%	67%	49%	72%	67%
Mental health services	59%	69%	58%	56%	60%	56%	61%	60%
Juvenile Community Justice services	73%	60%	67%	48%	60%	53%	62%	60%
Property assessment and taxation services	43%	48%	60%	51%	51%	57%	49%	51%
Document recording services	74%	70%	85%	85%	78%	76%	79%	78%
Management of county elections	84%	85%	78%	76%	80%	78%	81%	80%
County Fair and Fairgrounds	84%	87%	75%	77%	80%	82%	80%	80%
Veterans Services	55%	52%	58%	42%	51%	57%	49%	51%
Managing rural land use	38%	42%	32%	38%	38%	47%	35%	38%
Development and land use planning	41%	28%	30%	30%	33%	41%	30%	32%
Minimizing risk of wildfires	73%	82%	71%	52%	68%	57%	71%	68%
Reducing noxious weeds	59%	48%	59%	39%	50%	51%	50%	50%
Overall quality of services provided	62%	79%	67%	58%	65%	62%	66%	65%

Percent of respondents reporting "excellent" or "good"

Quality of Services by Department Most Recently Contacted

Next, I'd like you to think about services provided by the County. For each of the following services, please tell me if you feel the quality of these services is excellent, good, fair or poor.	Which County department did you most recently have contact with?															
	Planning	Building Inspection	Septic Inspection	Solid Waste	Sheriff's Office	County Commissioners	Administration	Roads	Elections Office	Recorders Office	County Assessor	Finance and Tax Collection	Health Services	Mental Health Services	Other	Overall
Maintenance on County roads	34%	56%	0%	36%	44%	27%	42%	21%	0%	100%	50%	22%	16%	50%	36%	38%
Solid waste landfill disposal services	87%	69%	100%	100%	75%	63%	70%	100%	100%	100%	100%	84%	88%	100%	78%	82%
Sheriff patrol services	90%	64%	100%	91%	53%	42%	42%	50%	100%	100%	78%	94%	56%	100%	62%	68%
Public health services	58%	59%	0%	88%	64%	42%	42%	41%	.	0%	0%	89%	72%	100%	70%	64%
Mental health services	60%	82%	0%	100%	61%	42%	100%	0%	.	0%	38%	77%	50%	100%	51%	61%
Juvenile Community Justice services	82%	53%	0%	86%	58%	42%	35%	100%	.	0%	57%	73%	0%	50%	48%	57%
Property assessment and taxation services	57%	50%	100%	91%	54%	27%	23%	21%	100%	100%	50%	61%	37%	100%	41%	52%
Document recording services	90%	76%	100%	100%	59%	42%	60%	27%	100%	100%	90%	100%	37%	100%	76%	77%
Management of county elections	61%	77%	100%	100%	84%	27%	60%	100%	100%	0%	84%	95%	50%	100%	88%	80%
County Fair and Fairgrounds	83%	84%	100%	90%	67%	100%	100%	100%	0%	100%	76%	88%	100%	100%	81%	81%
Veterans Services	64%	22%	0%	89%	54%	100%	100%	0%	.	100%	100%	90%	100%	100%	19%	51%
Managing rural land use	63%	50%	0%	19%	48%	0%	42%	0%	0%	100%	38%	35%	73%	100%	28%	42%
Development and land use planning	43%	22%	0%	10%	68%	0%	24%	0%	0%	0%	62%	45%	73%	50%	20%	40%
Minimizing risk of wildfires	77%	49%	100%	88%	54%	100%	82%	37%	0%	100%	84%	85%	86%	50%	75%	69%
Reducing noxious weeds	71%	44%	0%	34%	67%	42%	24%	79%	0%	0%	64%	51%	73%	50%	58%	58%
Overall quality of services provided	81%	62%	0%	100%	74%	0%	42%	29%	100%	100%	68%	86%	16%	100%	72%	70%

Percent of respondents reporting "excellent" or "good"

Note the number of respondents in each cell ranges from 1 to 25.

Quality of Services by Whether Respondent Had Been in Contact with the County in the Last 12 Months

Next, I'd like you to think about services provided by the County. For each of the following services, please tell me if you feel the quality of these services is excellent, good, fair or poor.	In the last 12 months, have you had any contact with a County department either by phone, email or in person?		
	No	Yes	Overall
Maintenance on County roads	40%	36%	39%
Solid waste landfill disposal services	78%	83%	80%
Sheriff patrol services	77%	66%	74%
Public health services	70%	62%	68%
Mental health services	60%	61%	61%
Juvenile Community Justice services	60%	57%	59%
Property assessment and taxation services	51%	52%	51%
Document recording services	79%	77%	78%
Management of county elections	80%	81%	80%
County Fair and Fairgrounds	81%	78%	80%
Veterans Services	51%	51%	51%
Managing rural land use	37%	40%	38%
Development and land use planning	31%	39%	33%
Minimizing risk of wildfires	68%	69%	68%
Reducing noxious weeds	48%	58%	51%
Overall quality of services provided	66%	66%	66%

Percent reporting "excellent" or "good"

Quality of Contact with County Employees: Planning Department

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:	Excellent	Good	Fair	Poor	Total
Courtesy	51%	40%	4%	5%	100%
Knowledge	45%	19%	36%	0%	100%
Responsiveness	42%	22%	26%	9%	100%
Availability	29%	34%	23%	15%	100%
Ability to answer your question or resolve your issue	55%	10%	19%	17%	100%
Overall Impression	45%	15%	26%	13%	100%

Responses only from those who reported most recently being in contact with the Planning Department.

Quality of Contact with County Employees: Building Inspection

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:	Excellent	Good	Fair	Poor	Total
Courtesy	46%	25%	17%	12%	100%
Knowledge	34%	49%	10%	7%	100%
Responsiveness	39%	39%	10%	12%	100%
Availability	35%	46%	14%	5%	100%
Ability to answer your question or resolve your issue	32%	37%	19%	12%	100%
Overall Impression	17%	61%	10%	12%	100%

Responses only from those who reported most recently being in contact with the Building Inspection Department.

Quality of Contact with County Employees: Sheriff's Office

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:	Excellent	Good	Fair	Poor	Total
Courtesy	52%	29%	10%	10%	100%
Knowledge	39%	41%	10%	10%	100%
Responsiveness	33%	46%	19%	2%	100%
Availability	45%	26%	20%	9%	100%
Ability to answer your question or resolve your issue	35%	43%	22%	0%	100%
Overall Impression	28%	60%	10%	2%	100%

Responses only from those who reported most recently being in contact with the Sheriff's Office.

Quality of Contact with County Employees: County Assessor

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:	Excellent	Good	Fair	Poor	Total
Courtesy	49%	51%	0%	0%	100%
Knowledge	75%	11%	14%	0%	100%
Responsiveness	57%	24%	19%	0%	100%
Availability	49%	40%	0%	11%	100%
Ability to answer your question or resolve your issue	57%	29%	14%	0%	100%
Overall Impression	49%	26%	25%	0%	100%

Responses only from those who reported most recently being in contact with the County Assessor's Office.

Quality of Contact with County Employees: Finance and Tax Collection

Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas:	Excellent	Good	Fair	Poor	Total
Courtesy	71%	19%	9%	0%	100%
Knowledge	76%	24%	0%	0%	100%
Responsiveness	75%	25%	0%	0%	100%
Availability	59%	41%	0%	0%	100%
Ability to answer your question or resolve your issue	76%	14%	9%	0%	100%
Overall Impression	71%	29%	0%	0%	100%

Responses only from those who reported most recently being in contact with the Finance and Tax Collection Department.

Safety of Neighborhood by Age, Income and Location

	Respondent age				Respondent Household Income				Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	18 to 34 years	35 to 54 years	55 years or older	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	No	Yes	Overall
Considering your neighborhood, would you rate it as very safe, somewhat safe, somewhat unsafe or very unsafe?	97%	91%	97%	95%	84%	98%	96%	95%	98%	94%	95%

Percent of respondents reporting "very" or "somewhat" safe

Support for Leverage Tax by Age, Income and Location

	Respondent age				Respondent Household Income				Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	18 to 34 years	35 to 54 years	55 years or older	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	No	Yes	Overall
Would you say you strongly support, somewhat support, somewhat oppose or strongly oppose the County increasing the transient lodging taxes?	72%	71%	70%	71%	58%	72%	77%	71%	76%	69%	71%

Percent of respondents reporting "strongly" or "somewhat" support

Support for Lodging Tax by Voter Registration

Would you say you strongly support, somewhat support, somewhat oppose or strongly oppose the County increasing the transient lodging taxes?	Are you registered to vote?		
	No	Yes	Overall
Strongly support	34%	29%	29%
Somewhat support	42%	41%	42%
Somewhat oppose	8%	17%	16%
Strongly oppose	16%	13%	14%
Total	100%	100%	100%

Quality of Information Services by Where Respondent Lives and How Informed Respondent Feels

	Do you live within the city limits of Bend, Redmond, Sisters or La Pine?			How informed do you feel you are regarding happenings in Deschutes County government?			
	No	Yes	Overall	Very informed	Somewhat informed	Not informed at all	Overall
Quality of Information Services	44%	53%	51%	76%	52%	32%	51%

Percent reporting "excellent" or "good"

Quality of Information Services by Information Sources Used			
For each source please tell me if you always, often, sometimes or never use this source to obtain information about the County.	Quality of Information Services		
	Never use	At least sometimes use	Overall
TV news programs	38%	55%	52%
Community or neighborhood meetings	48%	58%	52%
"Inside Deschutes County" a county information television program	46%	62%	52%
The Citizen Update, the county Newsletter	46%	61%	53%
County-issued brochures	46%	59%	52%
The Bulletin	50%	52%	51%
Redmond Spokesman	49%	56%	51%
The Nugget	48%	68%	51%
Newberry Eagle	52%	47%	51%
Cascade Business News	43%	69%	51%
The Source	60%	46%	51%
Other newspapers or periodicals	48%	56%	51%
KBND Radio 1110	47%	60%	51%
Other radio stations	54%	50%	51%
County Web site	45%	61%	51%
Other news Web sites	52%	51%	52%
Chamber of Commerce	44%	67%	51%
Friends/Co-workers/neighbors	40%	54%	51%
County commission meetings/planning commission meetings	48%	65%	51%
Other	53%	43%	51%

Percent reporting "excellent" or "good"

Likelihood of Watching Board of County Commissioners Meetings by Respondent Location, Voter Registration and Access to the Internet									
If it were available, would you be very likely, somewhat likely, somewhat unlikely or very unlikely to watch a televised or streaming video of the Board of County Commissioners meetings?	Do you live within the city limits of Bend, Redmond, Sisters or La Pine?			Are you registered to vote?			Do you have access to the Internet either at home, work or school?		
	No	Yes	Overall	No	Yes	Overall	No	Yes	Overall
Very likely	11%	10%	10%	4%	11%	10%	1%	12%	10%
Somewhat likely	23%	28%	27%	28%	27%	27%	31%	26%	27%
Somewhat unlikely	16%	21%	20%	22%	20%	20%	30%	19%	20%
Very unlikely	50%	41%	43%	46%	42%	43%	38%	43%	43%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Greatest Issue Facing the County by Length of Residency and Resident Location

What do you believe will be the greatest issue facing the county in the next two years?	How many years have you lived in Deschutes County?					Do you live within the city limits of Bend, Redmond, Sisters or La Pine?		
	Less than 5 years	5 to 9 years	10 to 19 years	20 years or more	Overall	No	Yes	Overall
Affordable housing not enough	9%	11%	9%	1%	7%	4%	8%	7%
Growth - too little - population	0%	1%	6%	0%	2%	7%	0%	2%
Growth - too little - retail, such as stores or restaurants	1%	7%	2%	0%	2%	0%	2%	2%
Growth - too much - jobs	1%	2%	1%	1%	1%	0%	1%	1%
Growth - too much - population	20%	18%	28%	46%	29%	29%	29%	29%
Growth - too much - retail, such as stores or restaurants	0%	0%	7%	2%	2%	1%	2%	2%
Noise	0%	0%	0%	0%	0%	0%	0%	0%
Parks and open space - not enough	0%	1%	0%	0%	0%	0%	0%	0%
Balancing between maintaining small town atmosphere and growth	5%	2%	0%	0%	2%	0%	2%	2%
Transportation - additional traffic and roads	9%	1%	1%	6%	4%	6%	4%	4%
Transportation - traffic congestion	0%	8%	4%	1%	3%	1%	4%	3%
Air pollution	1%	0%	0%	0%	0%	1%	0%	0%
Expansion and development	2%	9%	9%	6%	6%	9%	5%	6%
Accessibility	0%	1%	0%	0%	0%	0%	0%	0%
Cost of utilities (such as gas or water)	1%	0%	1%	0%	1%	0%	1%	1%
Crime/Jails	10%	11%	7%	6%	8%	11%	8%	8%
Growth - too little - jobs	6%	3%	2%	1%	3%	1%	3%	3%
Infrastructure/essential services	3%	4%	10%	6%	6%	11%	4%	6%
Education/schools (overcrowding, funding)	7%	1%	1%	2%	3%	1%	4%	3%
Economy/budget issues	16%	4%	3%	8%	8%	7%	8%	8%
Housing	0%	0%	0%	0%	0%	0%	0%	0%
Land use/planning	2%	4%	3%	5%	4%	3%	4%	4%
Other [specify]	9%	14%	6%	10%	10%	7%	10%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents identifying issue

Appendix E: Survey Methodology

Questionnaire Development

Development of the survey was an iterative process between NRC and Deschutes staff. The first draft of the 2008 Deschutes County Resident Survey was provided by the County with feedback provided by NRC. The survey consisted of thematically similar statements grouped into question sets, as well as a set of sociodemographic questions. Questions ranged from the quality of services provided by the County to potential Public Safety issues facing the County and funding option for various County programs. Deschutes staff provided additional feedback on the survey and consequently, some questions from the draft were removed, some were revised and some new questions were added.

Sample Selection

Using a random digit dial sample, telephone numbers of Deschutes County residents were randomly selected for interviewing. Interviewers first asked to speak to the youngest household member age 18 or older. If this person was unavailable, the person who most recently had a birthday who was currently home was asked to complete the survey.

Survey Administration and Response Rate

The survey data were recorded electronically using a Computer-Assisted Telephone Interviewing (CATI) system. (CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.) Phone calls were made from January 14 to January 20, 2008. A majority of the interviews was completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least three times before replacing with another number, with at least one of the attempts on either a weekend or weekday.

A total of 3,995 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible¹ for the survey. Of the approximately 1,366 households called, 400 completed interviews providing a response rate of 29%. Approximately 248 households refused the survey.

¹ Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 1,369 phone numbers where the eligibility status of the household was unknown, 34% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 34% of these numbers were included in the final response rate calculation.

Disposition of all Numbers Called for the Bend, OR Community Survey	
Complete	400
Partial	0
Refusal	248
Respondent never available	202
Language problem	30
Scheduled call back	18
Always busy	11
Answering machine-don't know if household	1,303
Call blocked	55
Fax/data line	320
Disconnected number	1,067
Business, government office, other organizations	286
Other	5
Total phone numbers used	3,995
I = Complete Interviews	400
P = Partial Interviews	0
R = Refusal and break off	248
NC = Non Contact	220
O = Other	30
e2 = estimated proportion of cases of unknown eligibility that are eligible	34%
UH = Unknown household	1,369
UO = Unknown other	0
Response Rate ³	29%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95% confidence level for the survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (400 completed interviews). For each question or question set from the survey where the number of respondents does not equal 400, the margin of error rises to as much as plus or minus 18% for a sample size of 30 (in smallest – residents who had difficulty contacting a County department) to plus or minus 6% for 311 completed surveys (in largest – resident living in one of the County’s four largest cities). Where estimates are given for quadrant of the City, they are less precise.

² Estimate of e is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

³ The response rate was calculated as $I / (I + P + R + NC + O) + e(UH + UO)$.

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 Census for Deschutes County and were statistically adjusted to reflect the larger population. The results of the weighting scheme are presented in the following table. The shaded variables are the ones by which survey results were weighted.

Deschutes County Resident Survey Weighting Table			
Characteristic	Percent in Population		
	Population Norm*	Unweighted Data	Weighted Data
Sex and Age			
18-34 years of age	27%	13%	27%
35-54 years of age	42%	37%	42%
55+ years of age	31%	50%	31%
Female	51%	59%	51%
Male	49%	42%	49%
Females 18-34	13%	7%	13%
Females 35-54	21%	21%	21%
Females 55+	16%	30%	16%
Males 18-34	14%	6%	14%
Males 35-54	21%	16%	21%
Males 55+	15%	20%	15%
Housing			
Own home	72%	85%	69%
Rent home	28%	15%	31%
Detached unit	70%	94%	75%
Attached unit	30%	6%	25%

*Source: 2000 Census

Data Analysis

The results were analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix B: Complete Frequency Responses to Survey Questions.

Also included are select results by respondent subgroup (Appendix D: Comparisons by Demographic Subgroup). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent "real" differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

Appendix F: Survey Instrument

The survey instrument appears on the following pages. Most questions were asked of all eligible respondents (typically 400 respondents), though skip patterns reduced the eligible number for some questions.

Deschutes County 2008 Resident Survey

TEXT IN CAPS IS INTERVIEWER INSTRUCTIONS ONLY AND IS NOT TO BE READ ALOUD.

Hello, I'm calling on the behalf of Deschutes County to find out about the County and its surrounding areas. May I speak to the youngest adult 18 or older in the household? Is that you? May I speak with that person?

[IF THAT PERSON IS NOT AVAILABLE] May I speak to the person 18 or older who most recently had a birthday that is currently home? Is that you? May I speak with that person?

[ONCE CORRECT PERSON IS ON THE PHONE:] Deschutes County wants to know what you think about your community and the County government. We are not trying to sell you anything. Your responses are anonymous and will be reported in group form only to help make decisions about the future of the County.

1. Which County do you live in?

1. Lane (TERMINATE)
2. Deschutes
3. Linn (TERMINATE)
4. Crook (TERMINATE)
5. Lake (TERMINATE)
6. Other (TERMINATE)
99. DON'T KNOW/REFUSED (TERMINATE)

2. Do you or a member of your household work for the county?

1. No
2. Yes (TERMINATE)
99. DON'T KNOW/REFUSED (TERMINATE)

3. Overall, how would you rate the quality of life in Deschutes County? Would you say it is...

1. Excellent
2. Good
3. Fair
4. Poor
99. DON'T KNOW/REFUSED

4. Why did you choose to live in Deschutes County?

1. I WAS BORN/RAISED HERE
2. SCHOOLS
3. SAFE COMMUNITY
4. ATTRACTIVE LOCATION (MOUNTAINS, SCENERY, ETC.)
5. COST OF LIVING
6. ACCESS TO RECREATION OPPORTUNITIES (SKIING, HIKING, RAFTING, CAMPING, ETC.)
7. WORK OR SPOUSE'S WORK
8. FAMILY OR SPOUSE'S FAMILY
98. OTHER SPECIFY
99. DON'T KNOW/REFUSED

5. Now I would like to talk about services provided by the County. In general, how familiar are you with the services provided by the county? Would you say you are very familiar, somewhat familiar or not at all familiar?

1. Very familiar
2. Somewhat familiar
3. Not at all familiar
99. DON'T KNOW/REFUSED

6. In the last 12 months, have you had any contact with a County department either by phone, email or in person?

1. No (SKIP TO 11)
2. Yes
99. DON'T KNOW/REFUSED (SKIP TO 11)

7. Which County department did you most recently have contact with?

1. PLANNING
2. BUILDING INSPECTION
3. SEPTIC INSPECTION
4. SOLID WASTE
5. SHERIFF'S OFFICE
6. COUNTY COMMISSIONERS
7. ADMINISTRATION
8. ROADS
9. ELECTIONS OFFICE
10. RECORDERS OFFICE
11. COUNTY ASSESSOR
12. FINANCE AND TAX COLLECTION
13. HEALTH SERVICES
14. MENTAL HEALTH SERVICES
15. OTHER, SPECIFY _____
99. DON'T KNOW/REFUSED

8. Can you tell me what your impression of the County employee was in your most recent contact? Would you rate them as excellent, good, fair or poor in the following areas: [ROTATE A-E, LEAVE F LAST]

- A. Courtesy
- B. Knowledge
- C. Responsiveness
- D. Availability
- E. Ability to answer your question or resolve your issue
- F. Overall Impression

1. Excellent
2. Good
3. Fair
4. Poor
99. DON'T KNOW/REFUSED

9. Again, thinking about County services, when you need to contact a County office or department how easy or difficult is it for you to reach the appropriate person. Would you say it is very easy, somewhat easy, somewhat difficult or very difficult?

1. Very easy (SKIP TO 11)
2. Somewhat easy (SKIP TO 11)
3. Somewhat difficult
4. Very difficult
99. DON'T KNOW/REFUSED (SKIP TO 11)

10. Which department did you have difficult accessing?

1. PLANNING
2. BUILDING INSPECTION
3. SEPTIC INSPECTION
4. SOLID WASTE
5. SHERIFF'S OFFICE
6. COUNTY COMMISSIONERS
7. ADMINISTRATION
8. ROADS
9. ELECTIONS OFFICE
10. RECORDERS OFFICE
11. COUNTY ASSESSOR
12. FINANCE AND TAX COLLECTION
13. HEALTH SERVICES
14. MENTAL HEALTH SERVICES
15. OTHER, SPECIFY _____
99. DON'T KNOW/REFUSED

11. Thinking about the County government, please tell me if you feel the County is doing an excellent, good, fair or poor job of doing each of the following. [ROTATE A-G]

- A. Providing leadership on issues that matter to me
- B. Listening to resident input
- C. Solving problems facing the County
- D. Minimizing the risk of wildfires
- E. Planning for economic development
- F. Managing growth
- G. Spending County tax dollars efficiently

1. Excellent
2. Good
3. Fair
4. Poor
99. DON'T KNOW/REFUSED

12. Next, I'd like you to think about services provided by the County. For each of the following services, please tell me if you feel the quality of these services is excellent, good, fair or poor.

[ROTATE A-O, LEAVE P LAST]

- A. Maintenance on County roads
- B. Solid waste landfill disposal services
- C. Sheriff patrol services
- D. Public health services such as educating the public about nutrition and health issues, operation of health clinics and monitoring and preventing spread of disease
- E. Mental health services, including drug and alcohol treatment
- F. Juvenile Community Justice services
- G. Property assessment and taxation services
- H. Document recording services
- I. Management of county elections
- J. County Fair and Fairgrounds
- K. Veterans Services
- L. Managing rural land use
- M. Development and land use planning
- N. Minimizing risk of wildfires
- O. Reducing noxious weeds
- P. Overall quality of services provided

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 99. DON'T KNOW/REFUSED

Now I would like to ask you some questions about safety in Deschutes County.

13. Considering your neighborhood, would you rate it as very safe, somewhat safe, somewhat unsafe or very unsafe?

- 1. Very safe
- 2. Somewhat safe
- 3. Somewhat unsafe
- 4. Very unsafe
- 99. DON'T KNOW/REFUSED

14. I'm going to read you a list of potential public safety issues facing Deschutes County. For each one, please tell me if you consider it a major issue, moderate issue, minor issue or not an issue at all. [ROTATE A-D]

- A. Lack of jail beds
- B. Lack of sheriff patrols
- C. Lack of mental health treatment
- D. Lack of access to treatment for alcohol and drug dependency
- E. Drug abuse and drug-related criminal activity

- 1. Major issue
- 2. Moderate issue
- 3. Minor issue
- 4. Not an issue at all
- 99. DON'T KNOW/REFUSED

15. Still thinking about public safety, would you say that public safety in Deschutes County has gotten much better, somewhat better, somewhat worse, much worse or stayed the same over the past five years?

1. Much better
2. Somewhat better
3. Stayed the same
4. Somewhat worse
5. Much worse
99. DON'T KNOW/REFUSED

16. If there was a major emergency, what would your level of confidence be in Deschutes County Public Safety in responding? Would you say that you are very confident, somewhat confident, a little bit confident or not confident at all?

1. Very confident
2. Somewhat confident
3. A little bit confident
4. Not confident at all
99. DON'T KNOW/REFUSED

Next, I'd like to ask you some questions about how informed you feel about County government, and what information sources you use to learn about the County.

17. How informed do you feel you are regarding happenings in Deschutes County government? Would you say you are very informed, somewhat informed or not informed at all?

1. Very informed
2. Somewhat informed
3. Not informed at all
99. DON'T KNOW/REFUSED

18. Overall, how good of a job does the county do providing information to residents about priorities, programs and services? Would you say they do an excellent, good, fair or poor job of providing information?

1. Excellent
2. Good
3. Fair
4. Poor
99. DON'T KNOW/REFUSED

19. Next I'd like to read you a list of possible sources of information on Deschutes County. For each source please tell me if you always, often, sometimes or never use this source to obtain information about the County.

- A. TV news programs
- B. Community or neighborhood meetings
- C. "Inside Deschutes County" a county information television program
- D. The Citizen Update, the county Newsletter
- E. County-issued brochures
- F. The Bulletin
- G. Redmond Spokesman
- H. The Nugget
- I. Newberry Eagle
- J. Cascade Business News
- K. The Source
- L. Other newspapers or periodicals
- M. KBND Radio 1110 [ELEVEN-TEN]
- N. Other radio stations
- O. County Web site
- P. Other news Web sites
- Q. Chamber of Commerce
- R. Friends/Co-workers/neighbors
- S. County commission meetings/planning commission meetings
- T. Other

- 1. Always
- 2. Often
- 3. Sometimes
- 4. Never
- 99. DON'T KNOW/REFUSED

20. How familiar are you with the monthly program the County produces for the cable access channels called "Inside Deschutes County"? Would you say you are...

- 1. Very familiar
- 2. Somewhat familiar
- 3. Not at all familiar
- 99. DON'T KNOW/REFUSED

21. How many times in the last 12 months have you watched "Inside Deschutes County"? Would you say you watched it...

- 1. Never
- 2. A couple of times
- 3. Pretty often
- 4. Every month
- 99. DON'T KNOW/REFUSED

22. How familiar are you with the County's monthly newsletter, *The Citizen Update*, that is inserted in local newspapers? Would you say you are...

- 1. Very familiar
- 2. Somewhat familiar
- 3. Not at all familiar
- 99. DON'T KNOW/REFUSED

23. How many times, in the last 12 months, have you read The Citizen Update?

1. Never
2. A couple of times
3. Pretty often
4. Every month
99. DON'T KNOW/REFUSED

24. If it were available, would you be very likely, somewhat likely, somewhat unlikely or very unlikely to watch a televised or streaming video of the Board of County Commissioners meetings?

1. Very likely
2. Somewhat likely
3. Somewhat unlikely
4. Very unlikely
99. DON'T KNOW/REFUSED

Next I'd like to ask you questions about issues facing the County.

25. It is the County's responsibility to make decisions on funding and programming. If the County were to face a funding shortfall how do you think the following programs should be funded. For each one please tell me if you think it should not be considered for funding cuts or should be considered for cuts.

- A. Health and Mental Health Services
- B. Public Safety
- C. Children's services such as early childhood development and child abuse prevention
- D. Road Maintenance
- E. Land Use Planning

1. Not considered for cuts
2. Considered for cuts
99. DON'T KNOW/REFUSED

25a. If you could prevent cuts to only one of the following services, which one would you choose?

1. Health and Mental Health Services
2. Public Safety
3. Children's services such as early childhood development and child abuse prevention
4. Road Maintenance
5. Land Use Planning
99. DON'T KNOW/REFUSED

26. The county is considering increasing its transient lodging tax from the current rate of 7% to 9%. The increase taxes would fund road maintenance, the Fair and Expo Center and increase tourism promotion. Lodging taxes are assessed on the cost of overnight lodging and paid by those staying in the overnight accommodations. Would you say you strongly support, somewhat support, somewhat oppose or strongly oppose the County increasing the transient lodging taxes?

1. Strongly support
2. Somewhat support
3. Somewhat oppose
4. Strongly oppose
99. DON'T KNOW/REFUSED

27. What do you believe will be the greatest issue facing the county in the next two years?

1. AFFORDABLE HOUSING NOT ENOUGH
2. GROWTH – TOO LITTLE – POPULATION
3. GROWTH – TOO LITTLE – RETAIL, SUCH AS STORES OR RESTAURANTS
4. GROWTH – TOO MUCH – JOBS
5. GROWTH – TOO MUCH – POPULATION
6. GROWTH – TOO MUCH – RETAIL, SUCH AS STORES OR RESTAURANTS
7. NOISE
8. PARKS AND OPEN SPACE – NOT ENOUGH
9. BALANCING BETWEEN MAINTAINING SMALL TOWN ATMOSPHERE AND GROWTH
10. TRANSPORTATION – ADDITIONAL TRAFFIC AND ROADS
11. TRANSPORTATION – TRAFFIC CONGESTION
12. AIR POLLUTION
13. EXPANSION AND DEVELOPMENT
14. ACCESSIBILITY
15. COST OF UTILITIES (SUCH AS GAS OR WATER)
16. CRIME
17. GROWTH – TOO LITTLE – JOBS
98. OTHER [SPECIFY]
99. DON'T KNOW/REFUSED

Demographics

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How many years have you lived in Deschutes County?

1. Less than 5 years
2. 5-9 years
3. 10-19 years
4. 20 years or more
- 99 DON'T KNOW/REFUSED

D2. Where did you live immediately before moving to Deschutes County? Please note the city or county and state. [VERIFY SPELLING OF COUNTY NAME]

1. In Oregon, specify County
2. Outside of Oregon, specify State
98. I've always lived in Deschutes County
99. DON'T KNOW/REFUSED

D3. What is your current employment status?

1. Employed, full time
2. Employed, part time
3. Not employed (SKIP TO D5)
4. Retired (SKIP TO D5)
5. Full time Student
99. DON'T KNOW/REFUSED (SKIP TO D5)

D4. Where do you work or go to school?

1. Bend
2. Redmond
3. Sisters
4. La Pine
5. Somewhere else within the county
6. Outside the county
7. At home
99. DON'T KNOW/REFUSED

D4A. How far do you commute from home to work or school?

1. 0 less than 2 miles
2. 2 to less than 5 miles
3. 5 to less than 10 miles
4. 10 to less than 20 miles
5. 20 to less than 50 miles
6. 50 miles or more
7. DON'T KNOW/REFUSED

D4B. What method(s) do you use to get to work/school?

1. Automobile
2. Bus
3. Bicycle
4. Walk
5. Work from home
6. Don't Work
99. DON'T KNOW/REFUSED

D5. Please tell me which of the following best describes the building you live in. Is it a...

1. One family house detached from any other houses
2. House attached to one or more houses, such as a duplex or townhome
3. Building with two or more apartments or condominiums
4. Mobile home
5. Other
99. DON'T KNOW/REFUSED

D6. Do you live in Deschutes County year round?

1. No
2. Yes (SKIP TO D8)
99. DON'T KNOW/REFUSED (SKIP TO D8)

D7. Do you consider this home your primary residence?

1. No
2. Yes
99. DON'T KNOW/REFUSED

D8. Do you rent or own your home?

1. Rent
2. Own
99. DON'T KNOW/REFUSED

D9. Do you have access to the Internet either at home, work or school?

1. No
2. Yes
99. DON'T KNOW/REFUSED

D10. Are you currently married or single?

1. Married
2. Single
99. DON'T KNOW/REFUSED

D11. Do any children 12 or under live in your household?

1. NO
2. YES
99. DON'T KNOW/REFUSED

D12. Do any teenagers aged between 13 and 17 live in your household?

1. NO
2. YES
99. DON'T KNOW/REFUSED

D13. Do any adults 65 and older live in your household?

1. NO
2. YES
99. DON'T KNOW/REFUSED

D14. Please stop me when I read the correct age category. Are you...

1. 18-24 years
2. 25-34 years
3. 35-44 years
4. 45-54 years
5. 55-64 years
6. 65-74 years
7. 75 years or older
99. DON'T KNOW/REFUSED

D15. Please stop me when I reach the highest degree or level of school you have completed:

1. Some high school
2. High school graduate
3. Some college
4. Associate's degree [IF ASKED, GIVE EXAMPLES: "An AA or AS degree"]
5. Bachelor's degree [IF ASKED, GIVE EXAMPLES: "A BA, BS or AB degree"]
6. Some graduate school
7. Master's degree
8. Beyond a master's degree
99. DON'T KNOW/REFUSED

D16. Are you registered to vote?

1. No
2. Yes
99. DON'T KNOW/REFUSED

D17. Please stop me when I reach the category that includes your anticipated total household income before taxes for the current year:

1. Less than \$25,000
2. \$25,000 to less than \$50,000
3. \$50,000 to less than \$75,000
4. \$75,000 to less than \$100,000
5. \$100,000 or more
99. DON'T KNOW/REFUSED

D18. Do you live within the city limits of Bend, Redmond, Sisters or La Pine?

1. No (SKIP TO D18B)
2. Yes (SKIP TO D18A)

D18a. In which City do you live?

1. Bend
2. Redmond
3. Sisters
4. La Pine

D18b. I'm going to read you a list of areas within the County, please tell me which one best describes where you live...

1. Outskirts of Bend
2. Outskirts of Redmond
3. Outskirts of Sisters
4. Outskirts of La Pine
5. Sunriver area
6. Tumalo area
7. Black Butte Ranch area
8. Alfalfa area
9. Terrebonne area
10. Brothers area
11. Millican area
12. Unincorporated South County [new addition]
13. Other County Land

D19. DO NOT ASK - RECORD RESPONDENT'S GENDER

1. MALE
2. FEMALE