

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Sitting/Acting as (if applicable) Policy Session Worksheet

Presentation Date: 04/05/2016 **Approx Start Time:** 11 a.m. **Approx Length:** 30 minutes

Presentation Title: Community Survey 2016 Final Report Review

Department: Public and Government Affairs

Presenters: Tim Heider, PGA; Anne Buzzini, DHM Research

Other Invitees: Gary Schmidt, Amy Kyle, Dylan Blaylock

WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?

This is a final summary report of the 2016 Clackamas County Community Survey. No decision is required.

EXECUTIVE SUMMARY:

Public and Government Affairs, under the direction of the Board of Commissioners, has commissioned a community survey every two to four years since 2000 in order to:

- Assess citizen values and awareness of priority issues in the County.
- Measure citizen perceptions of the County's performance.
- Evaluate citizen's satisfaction with departmental responsiveness and communications effectiveness.

DHM Research conducted the survey which involved a scientific random telephone sampling of 400 Clackamas County residents, between February 27 and February 29, 2016.

Among the major findings:

- Residents indicated higher levels of satisfaction with Clackamas County with 58% saying the County is on the "right track." That represents an increase from 54% in 2014 and represents a return to pre-recession levels.
- 52% support a \$25 vehicle registration fee with a seven-year sunset to fund certain dedicated road projects. Support was highest among residents living in Wilsonville, West Linn and Lake Oswego.
- Residents are less concerned about jobs, the economy and school funding and instead are focused on priority issues such as road maintenance funding which was the number one identified concern.
- Respondents ranked road and highway maintenance, access to health care and assisting victims of domestic violence among to highest priority issues.

Results of a corresponding and unscientific online survey with more than 500 participants is ongoing and will be completed April 30. Results will be shared at a later date.

FINANCIAL IMPLICATIONS (current year and ongoing):

Is this item in your current budget? YES NO

What is the cost? \$ \$25,500
What is the funding source? General Fund

STRATEGIC PLAN ALIGNMENT:

- **How does this item align with your Department’s Strategic Business Plan goals?**
 1. By 2018 50% of residents surveyed who report that they are engaged with County government.
 2. By 2018 60% of residents surveyed who report that they are aware of services provided by the County.
- **How does this item align with the County’s Performance Clackamas goals?**
 - Build public trust through good government

LEGAL/POLICY REQUIREMENTS:

N/A

PUBLIC/GOVERNMENTAL PARTICIPATION:

Public and Government Affairs will distribute copies of the final report to citizens, staff, the media, post on social media and the County webpage and highlight in Citizen News and through other communications platforms.

OPTIONS:

N/A

RECOMMENDATION:

N/A

ATTACHMENTS:

Final report of the telephone survey; verbatim responses to survey questions; Power Point presentation of the Survey.

SUBMITTED BY:

Division Director/Head Approval _____
Department Director/Head Approval s/Gary Schmidt
County Administrator Approval _____

For information on this issue or copies of attachments, please contact Tim Heider @ 503-742-5911

February 2016

Clackamas County

COMMUNITY SURVEY



Prepared by DHM Research

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Table of contents

INTRODUCTION & METHODOLOGY	2
SUMMARY & OBSERVATIONS	3
KEY FINDINGS	5
APPENDIX	23

Introduction & Methodology

1

From February 25th – 29th, 2016, DHM Research conducted a telephone survey of Clackamas County residents age 18 or older. The purpose of the survey was to gauge awareness of County services and residents' level of satisfaction with these services. The survey also assessed residents' public service priorities and communication preferences. This study was not meant to test voter support for any County initiatives. The County will conduct a separate online survey throughout April 2016 to allow for greater community participation.

Tracking Past Studies: Results are benchmarked—when appropriate—against previous studies conducted in the County. The benefits of a tracking study include the ability to see whether opinions and preferences among residents in the County have shifted over time, thereby allowing the County to be more responsive to the changing needs of the community.

Research Methodology: The telephone survey consisted of 400 Clackamas County residents and took approximately 13 minutes to complete. This is a sufficient sample size to assess voter opinions generally and to review findings by multiple subgroups, including age, gender, and geographic area of district, and party.

Respondents were contacted from a list of registered voters, which included cell phones. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validations. Quotas were set by age, gender, and geographic area of the County. This methodology is consistent with that which was used in previous Clackamas County surveys.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margin of error if compared with the results achieved from surveying the entire population. The margin of error for this survey is +/- 4.9%.

DHM Research Background: DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over three decades. The firm is nonpartisan and independent and specializes in research projects to support public policy making.

Summary & Observations

2

Positivity among Clackamas County residents about the direction of their community has rebounded the levels seen in early 2008.

- Nearly six in ten residents (58%) say Clackamas County is headed in the right direction, up from 54% in 2014 and 46% in 2012. This year's right track response represents a return to the positivity seen in early 2008 (57%).
- These results are consistent with other communities in Oregon. Across the state, residents are feeling about as positive as they were in late 2007 to early 2008.

Residents are also less concerned with bread-and-butter issues like jobs, the economy, and school funding, and instead are focused on community priorities like road maintenance and how to deal with population growth.

- Priorities that took front-and-center in 2012, like *economy and jobs* and *school funding*, have dropped further down the priority list. In 2012, 20% of residents said *jobs and economy* was their top priority, compared with just 6% today. *School funding* dropped from 11% in 2012 to 3% this year.
- With less focus on the economy, the number one concern among residents is now roads. Approximately one in six residents (17%) say, unprompted, that their top priority is *road maintenance, safety, and potholes*, and another 8% say it is *traffic congestion*.

Although many residents say roads are their top concern, most residents say the roads in Clackamas County are in good or excellent condition. Nonetheless, a majority of residents support increased revenues for road maintenance and safety projects.

- Nearly two-thirds of residents describe the condition of roads in their area as good or excellent (62%). Lake Oswego/West Linn residents give higher marks (66%), while those from Oregon City/Gladstone are less positive (55%).
- Of those residents who said the roads were in poor condition, 70% cite *potholes* as the basis for their opinion, and 31% mention *lack of maintenance* (multiple responses were accepted). A few (7%) also mention *heavy traffic*.
- Just over half of residents (52%) say they would support a \$25 vehicle registration fee to fund certain maintenance and safety improvement projects over 7 years. Support is higher among residents from parts of the county closer to I-5; 64% of residents from Lake Oswego/West Linn support the fee, along with 56% of residents from the greater Wilsonville area.

All in all, residents are happy with the services provided by the County, especially services related to roads and the health and safety of their community.

- Residents say the most urgent or high priorities are *helping women and children who are victims of domestic violence* (71%), *assisting residents in getting access to health care* (60%), and *road and highway maintenance* (58%).

- Residents say services in these areas are also the most valuable to their quality of life. The most valuable service was *law enforcement* (68% very valuable), followed by *responding to emergency and natural disasters* (65%) and *assistance to victims of domestic violence* (63%). *Road maintenance* is also high on the list, as the fourth most valuable service (55%).

Residents' views on land use present an opportunity to provide more information about the impacts, both positive and negative, of developing additional land.

- Residents were likely to support the development of additional land when it was described as a job creator. Over half of residents (56%) agreed that *Clackamas County should develop additional land because this will lead to job creation and help our local economy.*
- Conversely, residents were more likely to agree that land should remain the way they are when development was pitted against agriculture. Seven in ten residents (71%) agreed that *Clackamas County already has enough developed land for businesses. We should keep the undeveloped and agricultural lands the way they are.*

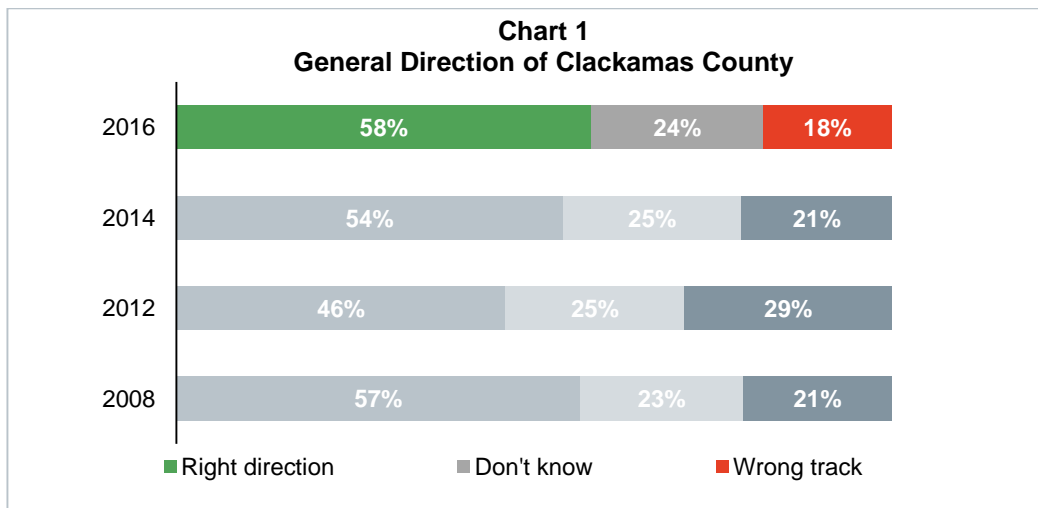
The telephone survey assessed awareness of County services and residents' level of satisfaction with these services. The survey also determined residents' public service priorities and communication preferences.

3.1 GENERAL MOOD AND PRIORITIES

Residents said that things in Clackamas County are headed in the right direction.

Residents' opinions on the direction the county is headed have been steadily increasing since 2012. Throughout the survey, opinions reflect a sense of greater economic security as the economy continues to improve.

Nearly six in ten residents (58%) said things in Clackamas County are headed in the right direction, while fewer than one in five (18%) said things are off on the wrong track (Q1).



Source: DHM Research, March 2016

Men (63%) were more positive about the direction of the County than women (55%). Positivity about where things are headed decreased with age. Residents age 34 and younger were quite likely to say the County is headed in the right direction (71%) compared to residents 35-54 (55%) and 55 and older (54%).

Residents from the greater Lake Oswego/West Linn area (including Tualatin and Rivergrove) were the most positive, with 71% saying things are headed in the right direction, while residents from the Milwaukie area (including Clackamas, Portland, and Happy Valley) were the most negative, with 24% saying things are on the wrong track.

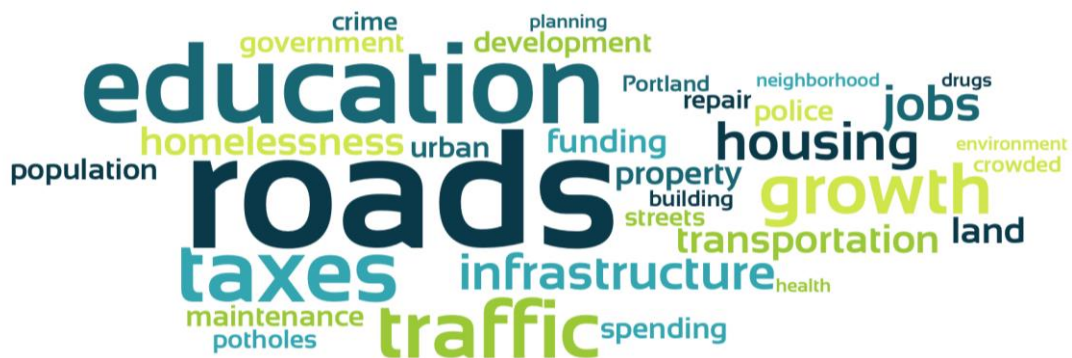
Residents who identified as living within city limits (63%) were more positive than residents who said they lived in an unincorporated area (50%).

Residents prioritized road maintenance over other issues like jobs, the economy, and schools.

Road maintenance is a big issue for Clackamas County residents. When asked the most important issues facing Clackamas County, *road maintenance, safety, and potholes* were the top responses, with 17% (Q2). Factoring in the third most common response, *traffic congestion* (8%), and in total, one in four residents, unprompted, mentioned a transportation priority (25%).

In 2014, residents mentioned *jobs and the economy, high taxes, and school funding* as their top issues. These issues made the list this year, too, but the percentage of responses in each category dropped to 6% or below. One issue did arise as a source of concern for Clackamas County residents. Concern over *homelessness* is on the rise. Although it was not mentioned frequently in past surveys, this year 5% of residents said it was one of the most important issues facing the county.

Most Important Issues Facing Clackamas County



Source: DHM Research, March 2016

Men were more likely to express concern over *road maintenance, safety, and potholes* (22%) than women (12%). Residents who have lived in the county for more than 10 years were also concerned about *road maintenance* (21%).

Residents 34 and younger were the most concerned about *homelessness* (10%), while those with annual incomes of less than \$25,000 were most concerned with both *homelessness* (11%) and *housing* in general (14%).

Residents said their most urgent priorities are helping domestic violence victims, improving access to health care, and road maintenance.

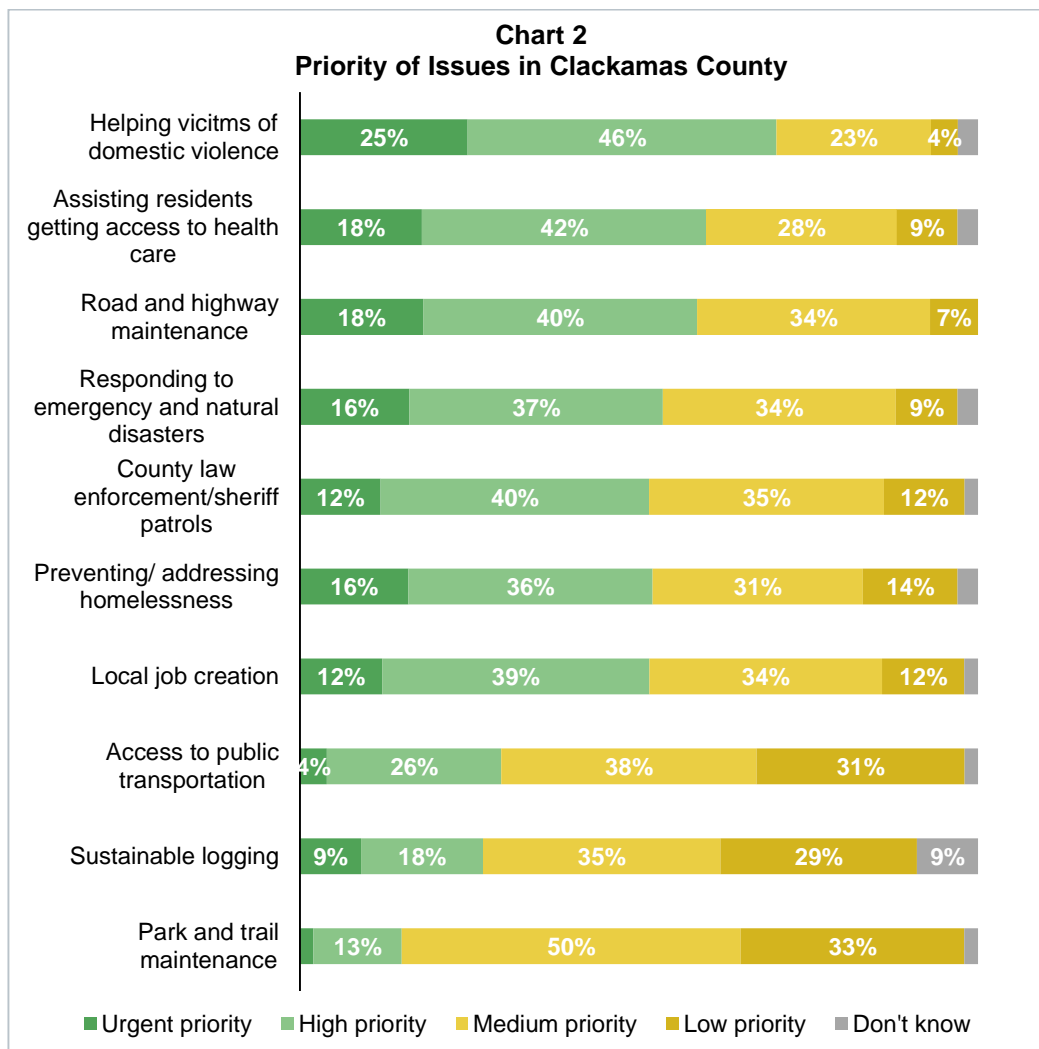
Most residents said *helping women and children who are victims of domestic violence* is an urgent priority (25%) or high priority (46%) (Q12). This issue far exceeds all others for Clackamas County residents, and the results were consistent with those from 2014.

Yet several other issues were considered an urgent or high priority by a majority of residents. *Assisting residents in getting access to health care* (18% urgent, 42% high) (Q5) and *road and highway maintenance* (18% urgent, 40% high) were next on the list (Q6), followed by *responding to emergency and natural disasters* (16% urgent, 37% high) (Q9). *Health care* rose 8 percentage points this year, while *road maintenance* increased 9 percentage points. *Natural disasters* were seen as a less urgent or high priority this year, dropping a total of 5 percentage points from 2014.

Considering the increased concern over homelessness, it is not a surprise that over half of residents also identified *preventing and addressing homelessness* as an urgent (16%) or high priority (36%) (Q11). This represents a 14-point increase since 2014. *Local job creation* was also considered an urgent (12%) or high priority (39%) by over half of residents (52% total), although in 2014, it was an urgent (21%) or high priority (46%) for two-thirds of residents (67% total) (Q4).

More than half of residents (51%) also said *county law enforcement and sheriff patrols* are a top priority (12% urgent, 40% high), up from a total of 47% in 2014 (Q8).

The other three issues—*sustainable logging* (27%) (Q3), *park and trail maintenance* (15%) (Q7), and *access to public transportation* (30%) (Q10)— were considered high or urgent priorities by fewer than one-third of residents.



There were subtle differences among demographic groups when it came to the urgency of these priorities. For example, residents in unincorporated areas were more likely to say *sustainable logging* was an urgent priority (9%) or a high priority (25%), while one-third of residents within city limits said it was a low priority (33%).

Concern about *local job creation* increased with age. Residents 34 and younger were the least likely to say it was an urgent priority (12%) or a high priority (37%); instead a plurality of these residents said it is a medium priority (45%). Residents 35-54 were likely to describe it as a high priority (38%), and those 55 and older were the most likely to say it is a high priority (46%).

A plurality of residents said *access to public transportation* is a medium priority (38%), while 26% said it is a high priority. But college graduates considered it more important and 32% said it is a high priority, as did 27% of residents with annual incomes below \$25,000 and 39% of those with incomes between \$25,000 and \$50,000.

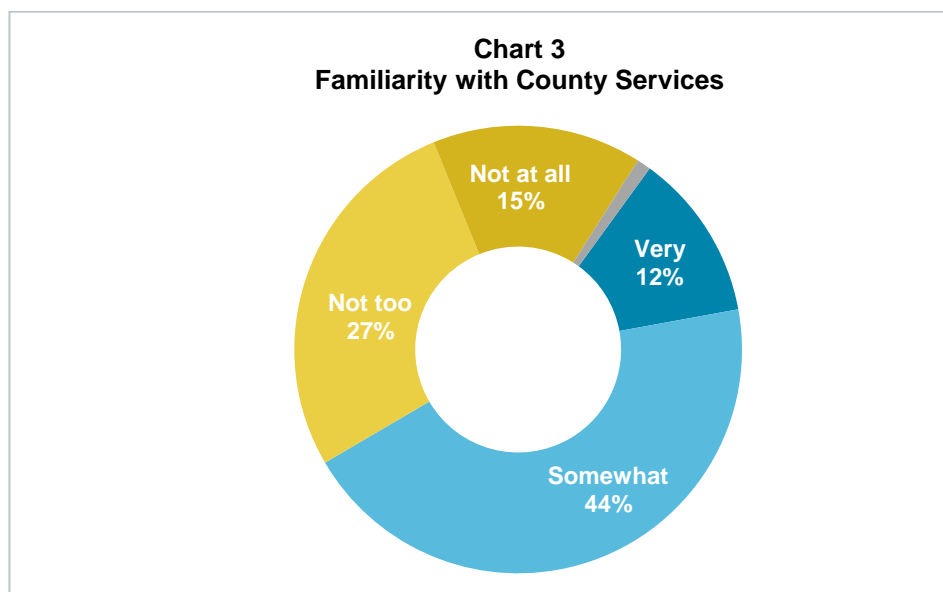
Conversely, residents with middle to high incomes were more likely to say *access to public transportation* is a medium or low priority, and 40% of residents making between \$75,000 and \$100,000 per year said it is a low priority.

3.2 AWARENESS OF AND SATISFACTION WITH SERVICES

More than half of residents said they are familiar with the services provided by Clackamas County.

Over half of residents (56%) describe themselves as either very familiar (12%) or somewhat familiar (44%) with County services (Q13). About three in ten (27%) said they are not too familiar with the services provided, and 15% said they are not at all familiar.

This question is new to the 2016 survey and will provide a tracking baseline for future surveys.

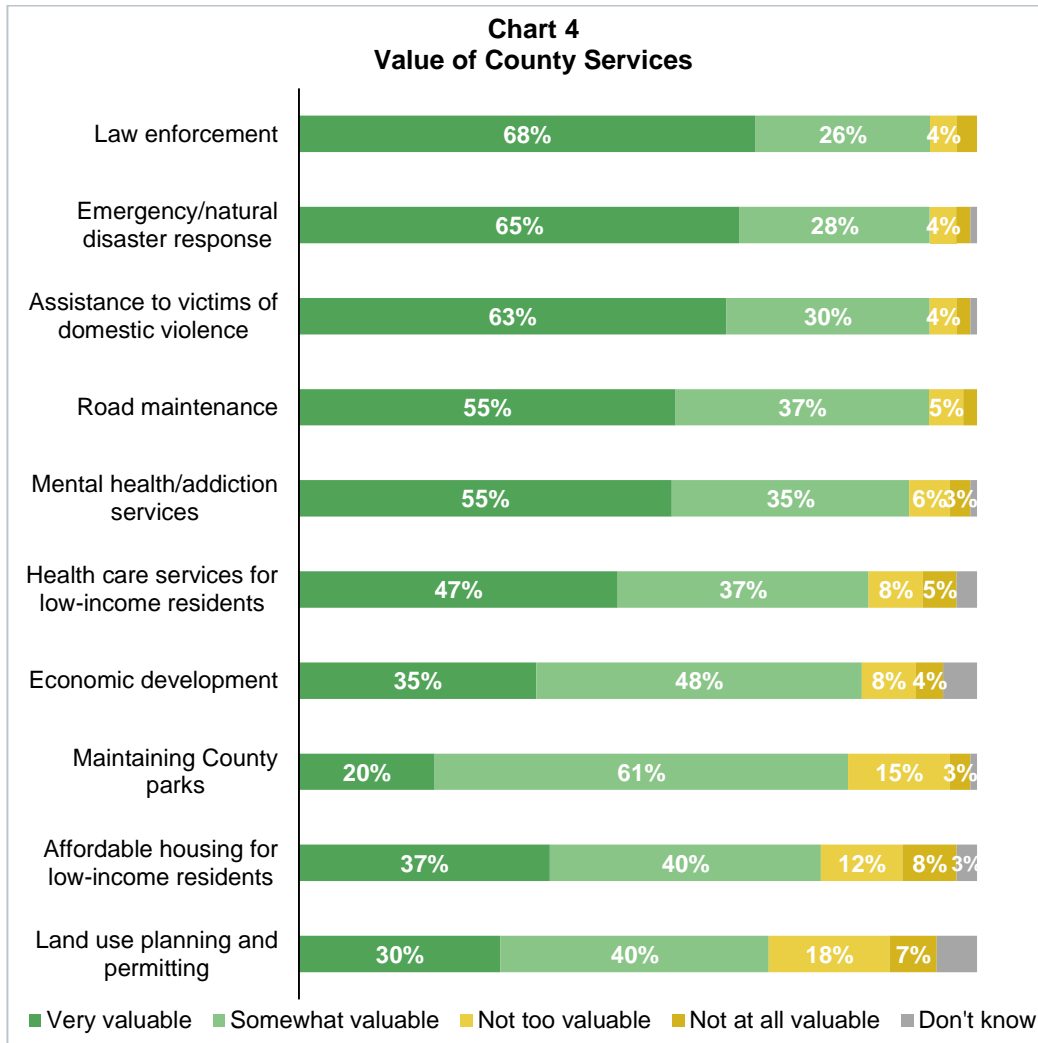


Source: DHM Research, March 2016

College graduates were more likely to describe themselves as familiar with County services (61%) than were residents with some college (52%) or a high school diploma or less (45%).

When asked about specific services, at least seven in ten residents said each service is somewhat or very valuable to their quality of life.

Residents were asked about 10 services provided by the county. The services considered somewhat or very valuable by at least nine in ten residents were: *law enforcement* (93%) (Q14), *responding to emergency and natural disasters* (93%) (Q21), *assisting domestic violence victims* (93%) (Q16), *road maintenance* (92%) (Q15), and *mental health and addiction services* (90%) (Q22). Except for a slight uptick in the number of residents who said *mental health and addiction services* were very valuable (up 4 percentage points), there was little to no change in the value of these services when compared to 2014.



Source: DHM Research, March 2016

More than eight in ten residents said *providing health care to low-income residents* was somewhat or very valuable (84%) (Q18), as was *economic development* (83%) (Q20). In 2014, 88% of residents said economic development was a somewhat or very valuable service.

Eight in ten residents also said *maintaining county parks* was a somewhat or very valuable service (81%), but only one in five (20%) said it was very valuable (Q23). On the other hand, *providing affordable housing for low-income residents* was second-to-last on the list, but 37% of residents said it is a very

valuable service (Q19). The results for both *parks* and *affordable housing* are steady when compared to 2014, despite the fact that residents showed more concern for homelessness than in previous years.

Land use planning and permitting was viewed as the least valuable of all the services, but 70% of residents still described it as somewhat or very valuable (Q17). Residents were mostly in agreement that these services provided by the County are valuable.

However, when it came to *law enforcement*, some groups were more likely to say it isn't too valuable to their quality of life. Some residents 34 and younger (16%), those with a high school diploma or less (15%), and residents with annual incomes of less than \$25,000 (21%) said *law enforcement* is not too or not at all valuable.

The residents most likely to say *providing health care services to low-income residents* is somewhat or very valuable were, unsurprisingly, those residents with incomes of less than \$25,000 per year (92%) and those with incomes between \$25,000 and \$50,000 per year (91%). Residents in higher income brackets were a bit less likely to rate this service as somewhat or very valuable (77%-82%).

Economic development was seen as somewhat or very valuable by all residents (83% overall), but especially those from the Oregon City/Gladstone area (including Johnson City), where 93% of residents said this service is somewhat or very valuable to their quality of life.

Women were more likely (82%) than men (72%) to say *providing affordable housing* was somewhat or very valuable. Residents in from the area of the County that includes Wilsonville, Canby, Barlow, and Molalla were also very likely to say it was valuable (92%).

When it came to *land use planning and permitting*, the residents most likely to see the value in the service were college graduates (76% somewhat or very valuable) and residents in Lake Oswego/West Linn (85% somewhat or very valuable).

All in all, Clackamas County residents are highly satisfied with the services they receive.

About three-quarters of residents (77%) said the county's performance in providing these 10 services is good or excellent, while 15% describe the service level as poor (Q24). Only 2% said it is very poor. These responses are identical to 2014. Residents from all areas and demographic groups gave high ratings.

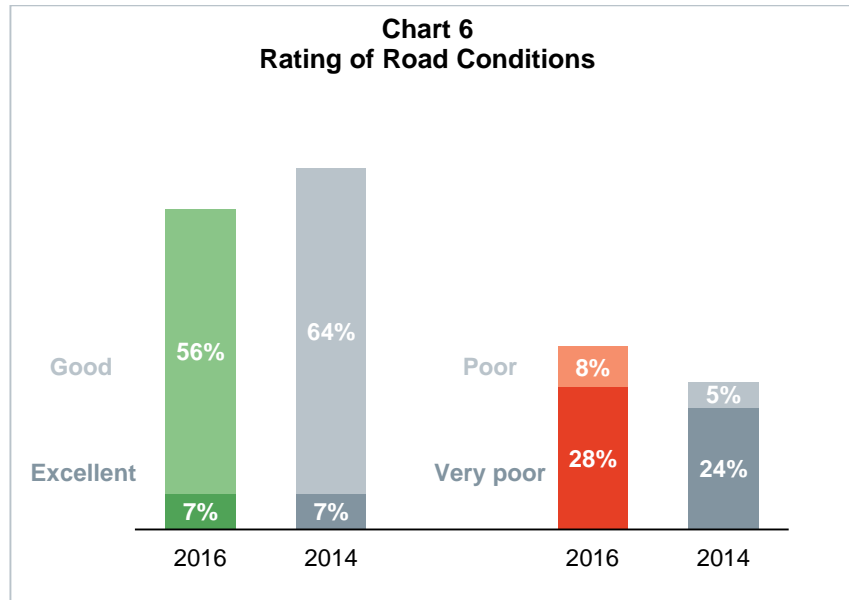
3.3 TRANSPORTATION PRIORITIES

Most residents are happy with the condition of the roads in their area, but one-third did categorize the condition as poor or very poor.

Although 63% of residents said the roads in their area are good or excellent, over one-third (36%) described their condition as poor or very poor (Q25). Furthermore, only 7% of residents described them as excellent, and 8% described them as very poor.

Residents' satisfaction with the condition of roads has decreased since 2014. Although the same percentage of residents said the roads were in excellent condition (7%), fewer residents currently feel the

condition of the roads is good, at 56%, down 8 percentage points since 2014. Accordingly, the percentage of residents who feel the roads are in poor condition increased, from 24% in 2014 to 28%, and the percentage of residents who feel the roads are in very poor condition is up 3 percentage points from 2014 (5% to 8%).



Source: DHM Research, March 2016

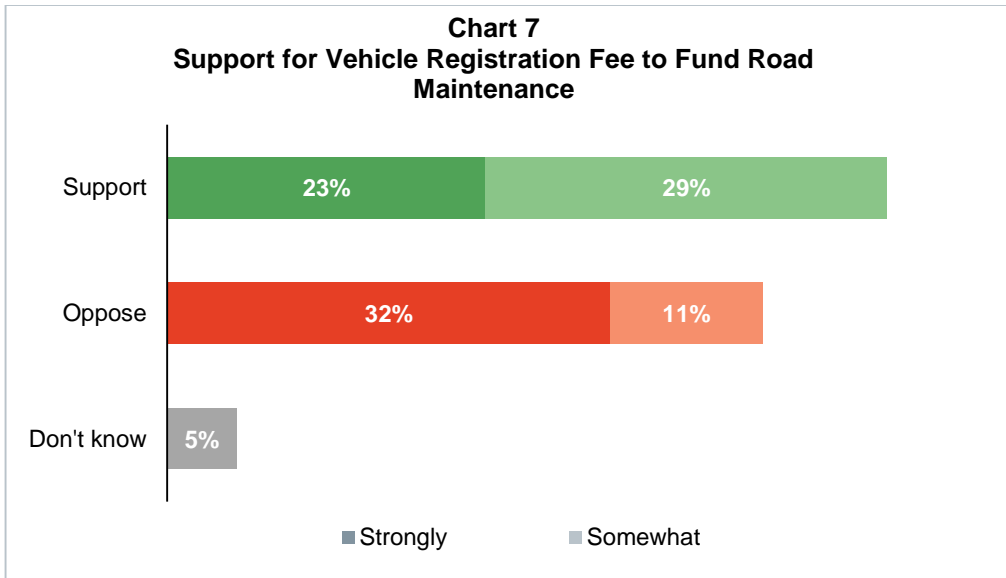
Residents who rated the roads as poor or very poor gave a variety of reasons for this assessment, but the most commonly stated problem was *potholes* (70%) (Q26). Other reasons residents gave were a *lack of maintenance* (31%), *safety concerns* (8%), *heavy traffic* (7%), and *narrow roads* (5%). (Residents could give more than one reason.)

Residents 34 and younger were most likely to rate the roads as excellent or good (73%), while those 55 and older were most likely to rate them as poor or very poor (43%). Those with incomes of \$50,000 to \$75,000 per year were also likely to rate them as poor or very poor (46%).

In most areas of the county, at least six in ten residents said the roads were good or excellent (60%-68%), but residents from the Oregon City/Gladstone area were a bit more negative, where 55% of residents gave a good or excellent rating to the condition of the roads. There was also a slight difference between those residents who said they lived within city limits (66% good or excellent) and those who said they lived in unincorporated areas (60%).

A majority of residents said they would support a \$25 vehicle registration fee to fund road maintenance and safety improvement projects.

Just over half of residents (52%) said they would support an increased registration fee to fund specific maintenance and safety projects (Q27). Nearly half of that support – 23% – came from residents who identified as strongly supportive of the proposal. Opposition was a bit more firm. Of the 43% of residents that opposed the fee, 32% said they strongly opposed it.



Source: DHM Research, March 2016

Residents who said they live within city limits were more supportive (54%) than were those who said they live in unincorporated areas (46%). (The question did not define where the improvements to the roads would be made.)

Only two parts of the county had a majority of residents who supported the fee: Lake Oswego/West Linn (64%) and Wilsonville (56%).

The strongest opposition came from Oregon City (43% strongly oppose) and those with high school diplomas or less (46%).

3.4 LAND USE PLANNING

When the development of additional industrial lands was framed as a job creator, residents were likely to support it, but opinions for and against this development were soft.

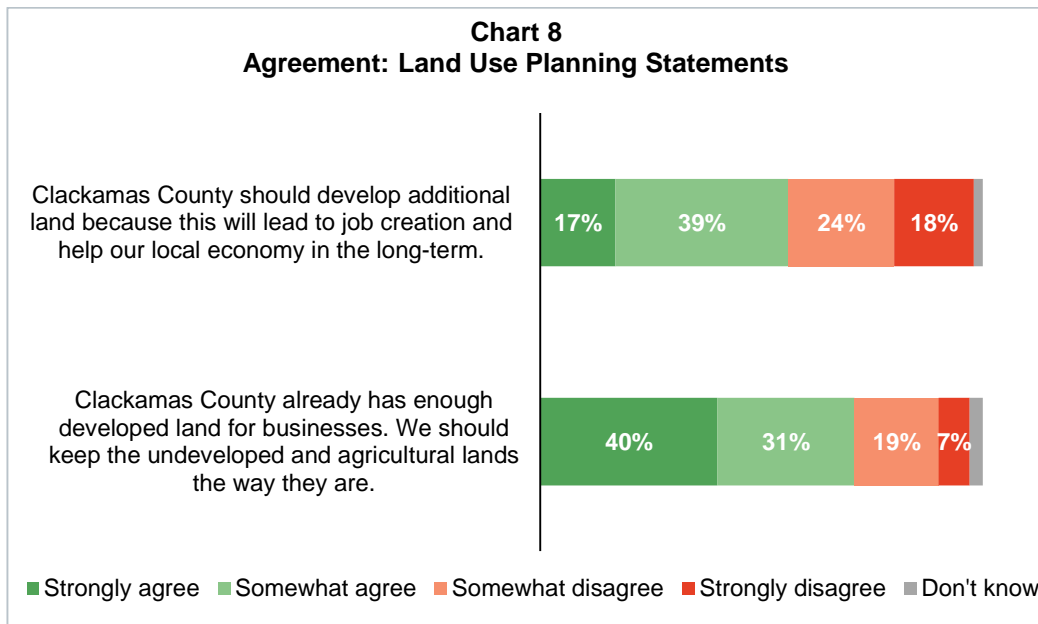
When residents were asked if they agreed or disagreed that *Clackamas County should develop additional land because this will lead to job creation and help our local economy in the long-term*, a majority (56%) said that they agreed with the statement, while 42% said they disagreed (Q28).

Only 17% of residents strongly agreed with the statement and 18% strongly disagreed with it. Most residents fell in the middle and are likely receptive to additional information about the issue.

Conversely, residents were much more likely to agree that Clackamas County already has enough industrial lands when the statement mentioned agriculture.

When residents were asked whether they agreed that *Clackamas County already has enough developed lands for business. We should keep the undeveloped and agricultural lands the way there are*, seven in ten said they agreed (71%) (Q29). Furthermore, four in ten said they strongly agreed (40%).

The large shift from one statement to another further indicates that residents may need more information about the land use issue to make an informed opinion, as they may not fully understand all the needs that must be balanced when making land use decisions.



Source: DHM Research, March 2016

Notably, very few residents said they didn't know how they felt about either statement, just 2-3%. This shows that even with limited information, residents are likely to have some opinion, even if it is soft.

Men (24%) were more likely to strongly agree with the statement that mentioned job creation than women (11%), while almost half of women (47%) strongly agreed with the statement about agricultural lands (compared to 33% of men).

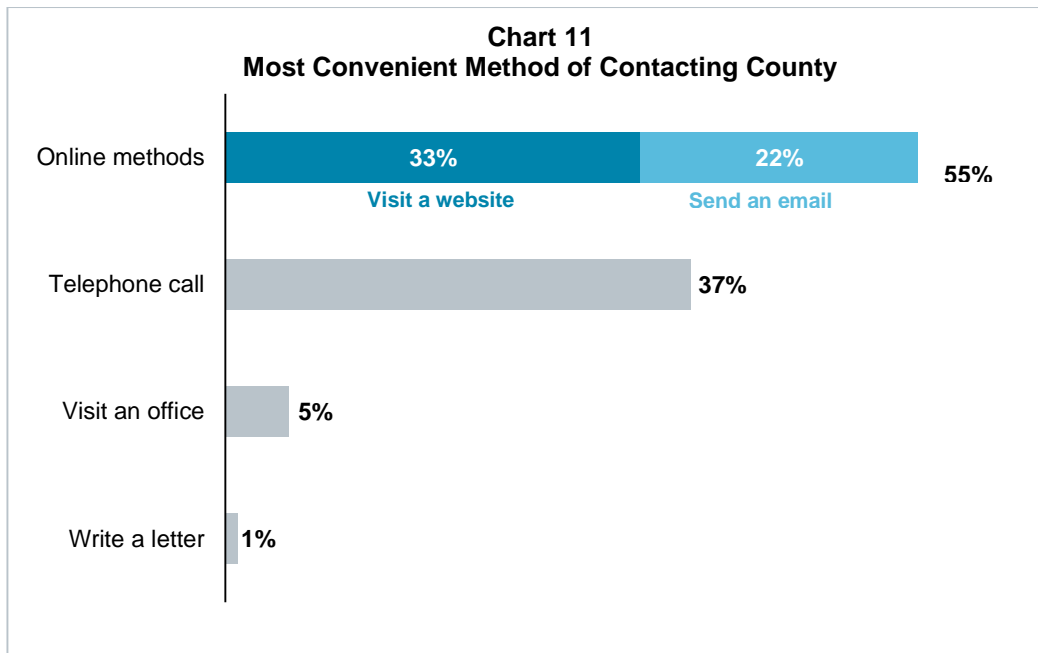
Nearly one-third of residents with incomes between \$25,000 and \$50,000 per year strongly disagreed with the statement about job creation (29%), while 57% strongly agreed with the statement about agricultural lands.

Residents who said they lived in an unincorporated area were more likely to agree that agricultural lands should be retained (75%) than they were to agree that they should be developed for job creation (51%). Residents within city limits were also more likely to agree with the statement about agricultural lands (69%) than with the statement about job creation (59%), but the contrast was not as stark.

3.5 E-GOVERNMENT & RECEIVING SERVICES

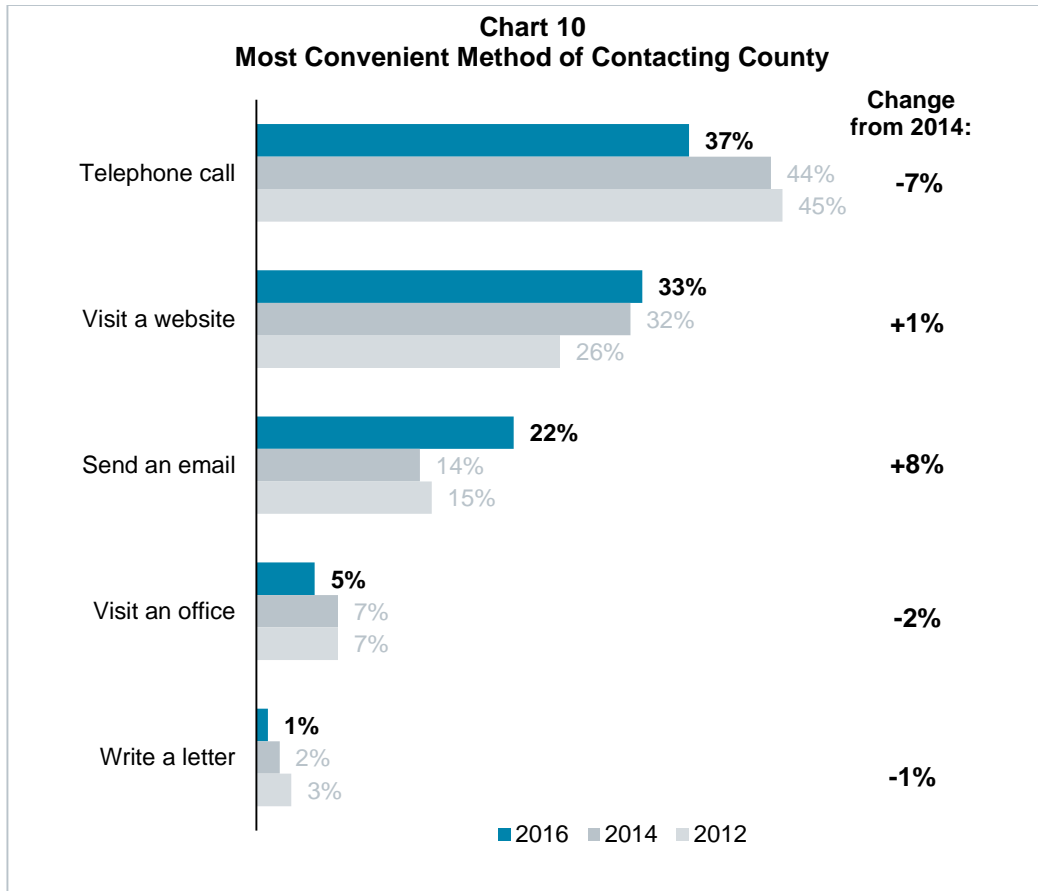
A majority of residents prefer to reach the County through its website or by sending an email.

The popularity of web-based communication continues to rise. One-third of residents said *visiting a website* is their first choice for reaching the County (33%), about the same as in 2014 (32%) (Q30). At the same time, preference for *email* rose 7 percentage points, from 14% in 2014 to 22% in 2016. However, when looking at *websites* and *email* together, web-based communication is by far the most popular choice: 55% of residents chose one of the two as their preferred method.



Source: DHM Research, March 2016

Telephone calls are still the preference for many residents when they need something that requires contacting the County, as over one-third of residents (37%) said this was their first choice. However, the preference for *telephone calls* is in decline, evident in the 7 percentage point decrease since 2014.



Source: DHM Research, March 2016

Other methods of communicating with the county were seen as nearly obsolete by residents. Just 5% of residents said they would prefer to *visit an office*, down from 7% in 2014, and just 1% said they preferred to *write a letter*, down from 2% in 2014.

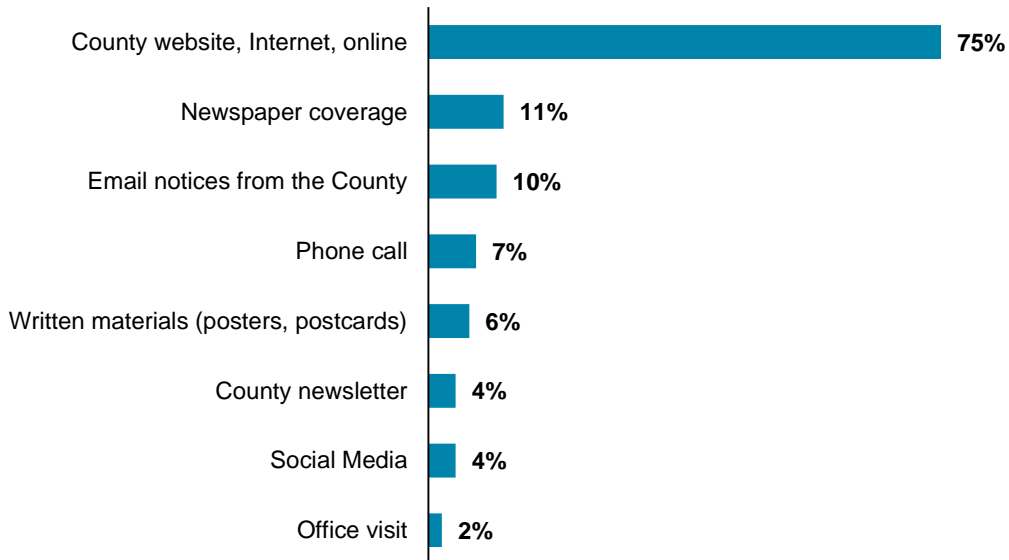
When residents only need to access information, three-quarters of them prefer to do so online.

Most residents (74%) said if they needed to access information about Clackamas County, they preferred to do it by *visiting the County’s website* or by going *online* (Q31). This is a 12 percentage point increase since 2014.

Meanwhile, *newspaper coverage* was less popular than in 2014, down from 16% to 11%. As in 2014, one in ten residents (10%) would like *email notices* from the County, but lower percentages reported getting news *County newsletter (Citizen News)* (4%) than in 2014 (11%).

Accessing information through *social media* was also less popular (4%) than in 2014 (7%). The preference for *phone calls* (7%) saw a slight uptick since 2014 (5%).

Chart 11
Preferred Method of Accessing Information About Clackamas County



Source: DHM Research, March 2016

Unsurprisingly, residents 55 and older were the most likely to prefer to make *telephone calls* (47%) when they need to reach the County, while those under 55 preferred web-based methods of communication. With regard to simply accessing information, residents 54 and younger still preferred the *Internet* or *County website*, while residents 55 and older also liked *newspaper coverage* (19%) and to make *phone calls* (10%). Only residents 34 and younger expressed any real interest in accessing information through *social media*, and even then only one in ten said they preferred it (10%).

Two-thirds of Clackamas County residents have visited the county’s website before (68%), and about one-third of residents (31%) have accessed information about Clackamas County (not necessarily on the county’s website) through a mobile device or tablet.

Chart 12
Visited the Clackamas County Website

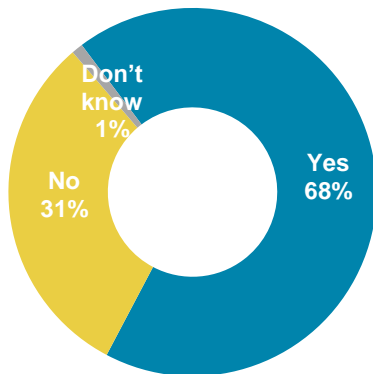
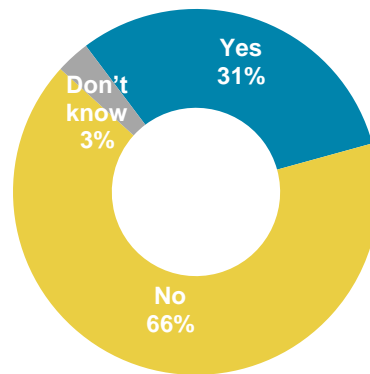


Chart 13
Accessed Information Through Mobile Device or Tablet



Source: DHM Research, March 2016

Those most likely to have accessed the county’s website were residents 35-54 (79%), college graduates (74%), and those with annual incomes of \$100,000 or more (78%). Residents 55 and older are the least likely to have access the website (39%).

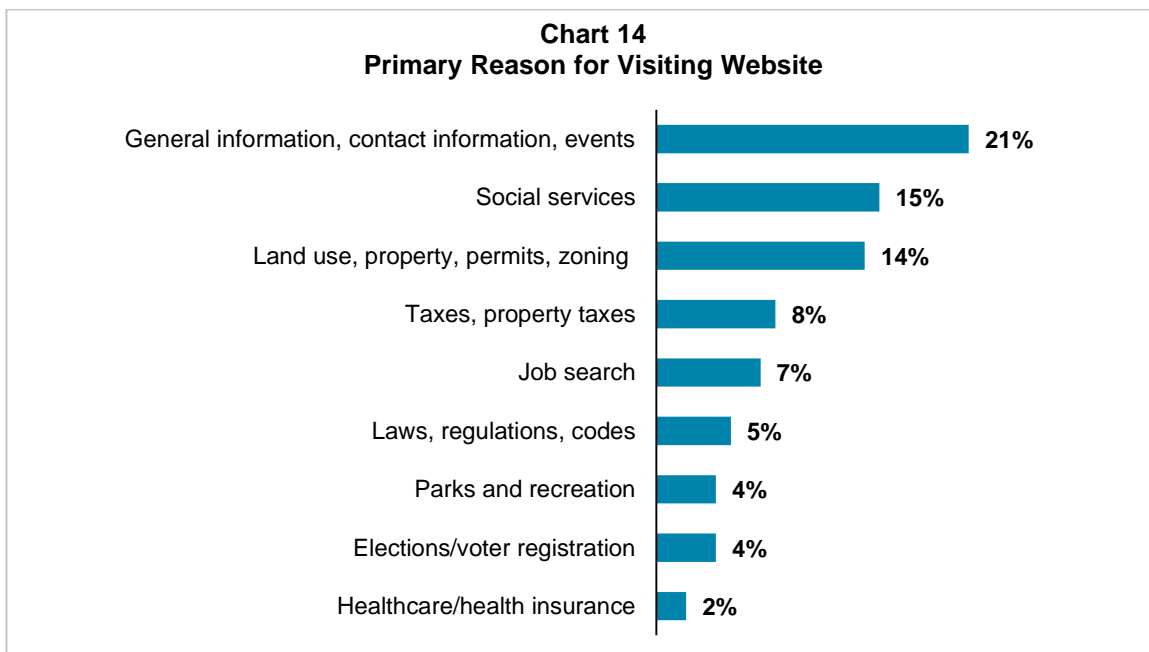
Young residents were the most likely to have accessed information about the County through a mobile device or tablet (44%), but even younger residents were more likely to say they hadn’t done so (49%).

Residents who have used the website did so to find general and contact information for the County, to learn about services, and for regulatory purposes, like looking up permits or tax information.

Of those residents who said they had previously visited the county website, one-fifth said they did so for *general information*, including contact information and information about events (21%) (Q33). The next most common reason was to access information about *services* provided by the county, such as animal control, vehicle registration, and social services (15%).

Several residents also searched for information related to *land use*, including information about properties, zoning, and permits (14%). *Tax* related information was also mentioned numerous times (8%), as was the *job search* function (7%). A handful of voters mentioned *laws, codes, and regulations* generally (5%), *parks and recreation* (4%), and *elections* (4%). (The question specifically mentioned "services" and "elections," which may have influenced some residents' responses.)

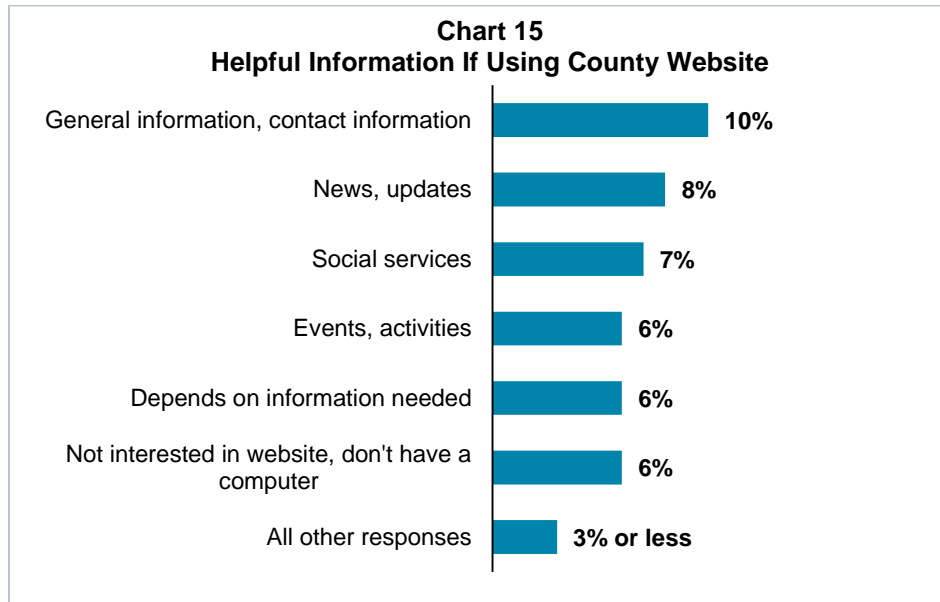
There were not significant differences by subgroup in the type of information accessed.



Source: DHM Research, March 2016

Residents who had not yet visited the website weren't sure why they would, but some thought they might use it for general information and news.

Of those residents who had not previously visited the county website, a plurality said they didn't know why they would in the future (39%) (Q34). Some said they would use it for *general information* or *contact information* (10%), *news and updates* (8%), or information about *county services*, including social services (7%). These results show that although residents who haven't yet visited the website may trouble anticipating their needs, they are likely to visit the site for the same reasons as those residents who have actually accessed information on the site.



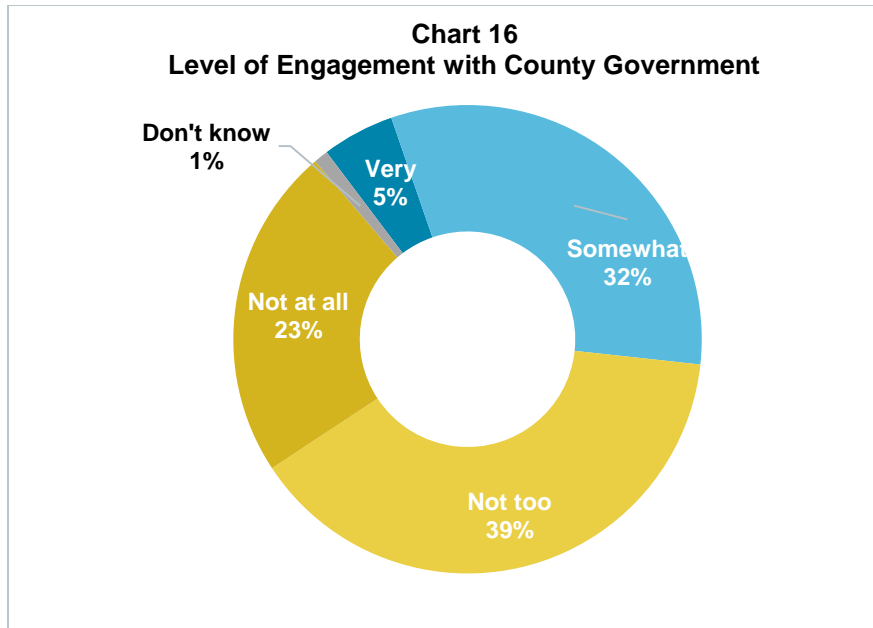
Source: DHM Research, March 2016

3.6 COMMUNITY INVOLVEMENT

Most residents say they aren't particularly engaged with their county government, but many said they would be interested in certain activities.

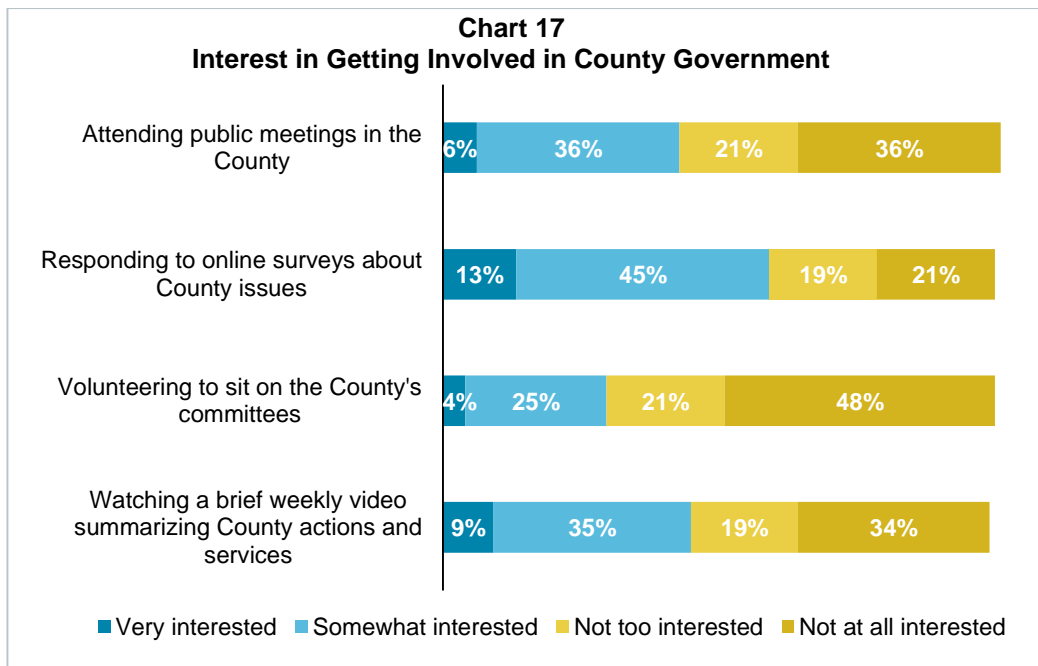
Just less than two-thirds of residents (62%) described themselves as not too or not at all engaged with the county (Q36). While the remaining residents said they are engaged (37%), just 5% said they are very engaged.

Residents may be more likely to say they are not engaged because they haven't found opportunities to stay involved that appeal to them. When presented with some options for engagement, residents showed a preference for the options that were easy to fit into their schedules and required a low-level of commitment.



Source: DHM Research, March 2016

When asked if they would be interested in responding to online surveys (Q38), watching brief videos about county actions or services (Q40), or attending public meetings (Q37), between 42% and 58% of residents said they were somewhat or very interested. On the other hand, a little less than one-third of residents (29%) said they were at least somewhat interested in the bigger time commitment of volunteering to sit on a committee (Q39).



Source: DHM Research, March 2016

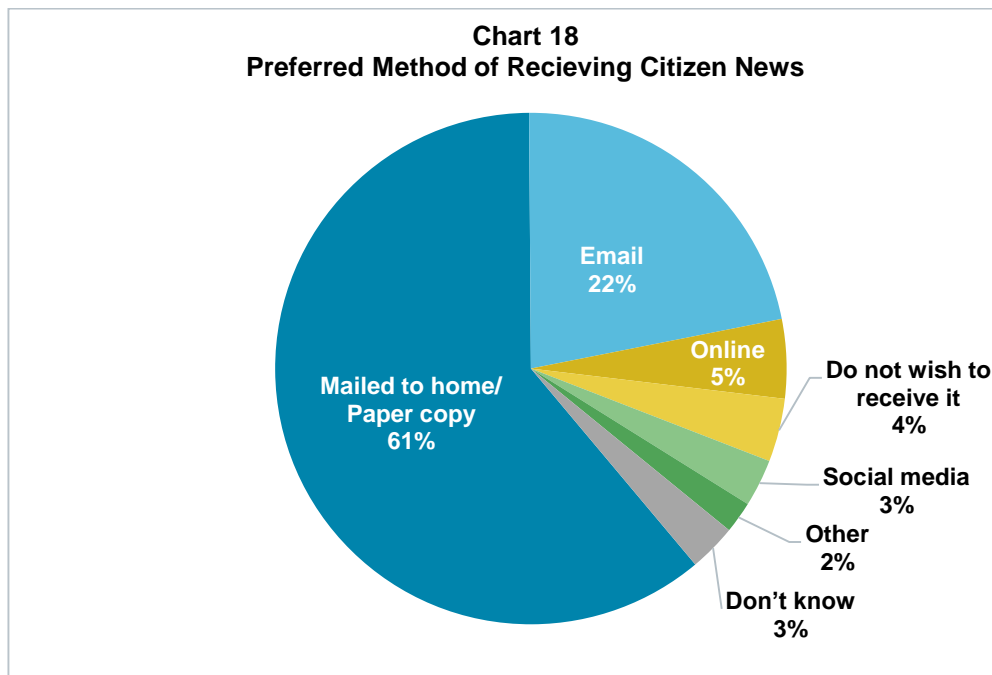
These results suggest that expanding opportunities that residents can do from the comfort of their home, or on-the-go on their mobile devices or tablets may increase citizen engagement.

Residents 35-54 and those with incomes of \$50,000 to \$75,000 per year were more likely than many other demographic groups to describe themselves as engaged with the County (45% and 39%) and were also more likely to express an interest in the suggested methods of engagement. For example, more half of residents 35-54 said they would be interested in responding to only surveys about Clackamas County issues (61%), along with 68% of those with incomes of \$50,000 to \$75,000. College graduates were also very interested in responding to online surveys (62%), but interest in this group was not as strong with respect to the other modes of engagement.

Interest in Citizen News was moderate and most residents said they wanted to receive a mailed paper copy at home.

When asked how interesting they would rate the County’s publication, *Citizen News*, residents gave a rating of 5.2 on a 0 to 10 scale where 0 is not at all interesting and 10 is very interesting (Q41). This rating decreased slightly since 2014, when residents gave it an average score of 5.6. Additionally, fewer residents gave it a score of 8 or above, down 5 percentage points since 2014, and the number of residents who said hadn’t heard of it increased from 12% in 2014 to 15% in 2016.

Nonetheless, the number of residents who want to receive a paper copy of *Citizen News* mailed to their home remains the same (61% versus 62% in 2014) (Q42). A few more residents indicated they’d like to receive an email version (22%) than did in 2014 (18%) or 2012 (20%).



Source: DHM Research, March 2016

Considering that nearly three in five residents (58%) said they would be interested in taking online surveys about County issues, offering more engagement opportunities through *Citizen News* may increase interest in the publication.

Residents 55 and older gave *Citizen News* a higher rating (5.8), as did women (5.7) and residents who described themselves as engaged with the County (5.6).

Nearly one in five college graduates had never heard of *Citizen News* (19%), along with 23% of residents in Lake Oswego/West Linn.

Residents over 55 were the most likely to want a copy *mailed to their home* (79%). All demographic groups preferred the *mailed* copy, but residents 34 and younger were the most likely to express an interest in an *emailed* version (33%).

Appendix

4

Clackamas County Community Survey—Telephone
February 25-29 2016; 13 minutes
Clackamas County Residents
N=400; Margin of error +/-4.9%
DHM Research

INTRODUCTION

Hi, my name is _____ and I'm calling from DHM Research, a public opinion research firm in Portland. I'm calling about important issues in Clackamas County and I am not selling anything. May I please speak to someone in the house age 18 or older?

GENERAL MOOD & WARM-UP

1. All in all, do you think things in Clackamas County are headed in the right direction or are they off on the wrong track?

Response Category	2016 N=400	2014 N=400	2012 N=400	2008 N=400
Right direction	58%	54%	46%	57%
Wrong track	18%	21%	29%	21%
(DON'T ASK) Don't know	24%	25%	25%	23%

IMPORTANCE RATING OF ISSUES

2. What are the most important issues you see facing Clackamas County at this time? **(Open; accept multiple responses.)**

Response Category	2016 N=400	2014 N=400	2012 N=400	2008 N=400
Road maintenance, safety, potholes	17%	10%	18%	20%
Growth, population growth	10%	--	--	--
Traffic congestion, need more roads	8%	5%	4%	6%
Land use, development	7%	6%	4%	9%
Economy, jobs	6%	9%	20%	6%
Schools—general	6%	5%	3%	8%
Homelessness	5%	--	--	--
Poor spending, misappropriation	4%	--	--	--
Infrastructure, maintenance—general	4%	--	--	--
Taxes too high	4%	6%	11%	5%
School funding	3%	8%	10%	5%
Support public transportation	2%	6%	5%	--
Public safety	2%	5%	3%	9%
All other responses	2% or less	3% or less	2% or less	6% or less
None, nothing	4%	7%	8%	17%
Don't know	19%	20%	10%	17%

The following is a list of issues. Knowing that resources in the County are limited, do you consider each to be an urgent, high, medium, or low priority for the County to address at this time? Try not to give urgent ratings for all options, please be selective. **(Randomize Q3-12)**

Response Category	Urgent	High	Medium	Low	Don't know
3. Sustainable logging					
2016, N=400	9%	18%	35%	29%	9%
2014, N=400	6%	21%	43%	25%	5%
2012, N=400	6%	26%	34%	26%	8%
4. Local job creation					
2016, N=400	12%	39%	34%	12%	2%
2014, N=400	21%	46%	25%	6%	2%
2012, N=400	22%	51%	17%	8%	2%
5. Assisting residents in getting access to health care, including mental health and addiction services					
2016, N=400	18%	42%	28%	9%	3%
2014, N=400	17%	35%	35%	11%	2%
2012, N=400	12%	37%	31%	17%	3%
6. Road and highway maintenance					
2016, N=400	18%	40%	34%	7%	0%
2014, N=400	14%	36%	39%	10%	0%
2012, N=400	10%	38%	43%	9%	0%
7. Park and trail maintenance					
2016, N=400	2%	13%	50%	33%	2%
2014, N=400	2%	12%	47%	37%	2%
2012, N=400	2%	14%	43%	38%	2%
8. County law enforcement and sheriff patrols					
2016, N=400	12%	40%	35%	12%	2%
2014, N=400	11%	36%	39%	13%	1%
2012, N=400	10%	43%	34%	12%	1%
9. Responding to emergency and natural disasters					
2016, N=400	16%	37%	34%	9%	3%
2014, N=400	21%	38%	29%	9%	3%
2012, N=400	14%	44%	31%	9%	2%
10. Access to public transportation					
2016, N=400	4%	26%	38%	31%	2%
2014, N=400	5%	23%	39%	31%	2%
2012, N=400	5%	26%	36%	31%	3%
11. Preventing and addressing homelessness					
2016, N=400	16%	36%	31%	14%	3%
2014, N=400	12%	26%	40%	20%	2%
2012, N=400	8%	26%	39%	24%	2%
12. Helping women and children who are victims of domestic violence					
2016, N=400	25%	46%	23%	4%	3%
2014, N=400	22%	43%	27%	5%	3%
2012, N=400	15%	51%	24%	8%	2%

SERVICE AWARENESS/VALUE + SATISFACTION

13. Clackamas County is responsible for providing a variety of services to residents. Would you say that you are very familiar, somewhat familiar, not too familiar, or not at all familiar with the services Clackamas County provides?

Response Category	N=400
Very familiar	12%
Somewhat familiar	44%
Not too familiar	27%
Not at all familiar	15%
(DON'T READ) Don't know	1%

I'm going to read you a list of services that are provided by Clackamas County Government. Please tell me if each is very valuable, somewhat valuable, not too valuable, or not at all valuable to the quality of life in Clackamas County. **(Randomize Q14-23)**

Response Category	Very Valuable	Smwt Valuable	Not too Valuable	Not at all	Don't know
14. Law enforcement					
2016, N=400	68%	26%	4%	3%	0%
2014, N=400	69%	24%	5%	2%	0%
2012, N=400	66%	28%	3%	2%	1%
15. Road maintenance					
2016, N=400	55%	37%	5%	2%	0%
2014, N=400	46%	45%	8%	1%	0%
2012, N=400	48%	44%	5%	2%	1%
16. Assistance to victims of domestic violence					
2016, N=400	63%	30%	4%	2%	1%
2014, N=400	57%	34%	6%	2%	1%
2012, N=400	55%	33%	7%	4%	1%
17. Land use planning and permitting					
2016, N=400	30%	40%	18%	7%	6%
2014, N=400	28%	43%	20%	6%	2%
2012, N=400	25%	40%	20%	11%	5%
18. Providing health care services to low-income residents					
2016, N=400	47%	37%	8%	5%	3%
2014, N=400	42%	43%	10%	3%	1%
2012, N=400	47%	35%	10%	8%	1%
19. Providing affordable housing for low-income residents					
2016, N=400	37%	40%	12%	8%	3%
2014, N=400	32%	46%	14%	7%	1%
2012, N=400	29%	47%	14%	9%	1%
20. Economic development					
2016, N=400	35%	48%	8%	4%	5%
2014, N=400	43%	45%	6%	3%	2%
2012, N=400	53%	34%	8%	3%	2%

Response Category	Very Valuable	Smwt Valuable	Not too Valuable	Not at all	Don't know
21. Responding to emergency and natural disasters					
2016, N=400	65%	28%	4%	2%	1%
2014, N=400	64%	29%	5%	1%	1%
2012, N=400	62%	29%	5%	2%	2%
22. Providing mental health and addiction services					
2016, N=400	55%	35%	6%	3%	1%
2014, N=400	51%	35%	10%	3%	1%
2012, N=400	39%	45%	10%	5%	2%
23. Maintaining County parks					
2016, N=400	20%	61%	15%	3%	1%
2014, N=400	19%	59%	18%	3%	1%
2012, N=400	20%	57%	18%	5%	0%

24. Thinking about Clackamas County Government overall, how would you rate the County's performance in providing the services I just read to you based on anything you have seen or heard? Is it excellent, good, poor, or very poor?

Response Category	2016 N=400	2014 N=400	2012 N=400	2008 N=400
Excellent	7%	7%	5%	8%
Good	70%	70%	70%	54%
Poor	15%	15%	17%	26%
Very poor	2%	2%	3%	7%
(DON'T ASK) Don't know	6%	6%	5%	5%

TRANSPORTATION PRIORITIES

25. Do you feel the condition of roads in your area of Clackamas County is excellent, good, poor, or very poor?

Response Category	2016 N=400	2014 N=400
Excellent	7%	7%
Good	56%	64%
Poor	28%	24%
Very poor	8%	5%
(DON'T ASK) Don't know	1%	1%

26. (If 'Poor' or 'Very poor') Why do you say that? (OPEN)

Response Category	2016 N=144	2014 N=114
Potholes	70%	63%
Lack of maintenance	31%	36%
Bad/negative—unspecified	16%	--
Not safe	8%	9%
Heavy traffic	7%	4%
My car gets damaged	7%	--
Lots of construction/long times for completion	6%	--

Response Category	2016 N=144	2014 N=114
Repairs done are poor/need to be redone	6%	--
Roads are too narrow/need to be widened	5%	--
We need better highways	--	6%
Can't see the lines/new paint needed on lines	--	4%
All other responses	4% or less	3% or less

27. Clackamas County is considering creating a \$25 vehicle registration fee to fund specifically identified road maintenance and safety improvements projects. This fee would expire in 7 years. Would you support or oppose this registration fee? **(Wait, ask strongly/somewhat)**

Response Category	N=400
Strongly support	23%
Somewhat support	29%
Somewhat oppose	11%
Strongly oppose	32%
(DON'T READ) Don't know	5%

LAND USE PLANNING

Clackamas County contains undeveloped and agricultural lands. Some of these lands are suitable for development for industrial or commercial use, which could stimulate job growth in the county.

I am going to read you a series of statements. For each, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with it. **(ROTATE Q28 & Q29)**

28. Clackamas County should develop additional land because this will lead to job creation and help our local economy in the long-term.

Response Category	N=400
Strongly agree	17%
Somewhat agree	39%
Somewhat disagree	24%
Strongly disagree	18%
(DON'T READ) Don't know	2%

29. Clackamas County already has enough developed land for businesses. We should keep the undeveloped and agricultural lands the way they are.

Response Category	N=400
Strongly agree	40%
Somewhat agree	31%
Somewhat disagree	19%
Strongly disagree	7%
(DON'T READ) Don't know	3%

E-GOVERNMENT + RECEIVING SERVICES

30. Overall, if you have a question or there is something you need that requires you contacting a government agency of Clackamas County, which method would be most convenient? **(Randomize; read list; accept one)**

Response Category	2016 N=400	2014 N=400	2012 N=400
Telephone call	37%	44%	45%
Visit a website	33%	32%	26%
Send an email	22%	14%	15%
Visit an office	5%	7%	7%
Write a letter	1%	2%	3%
(DON'T ASK) Don't know	2%	0%	2%

31. What is your preferred method to access information about Clackamas County, including information about current events and elections, decisions made by the County Commission, and to learn about and request services provided by Clackamas County? **(Do not read list; record up to three responses)**

Response Category	2016 N=400	2014 N=400
County website/Internet/online	75%	63%
Newspaper coverage	11%	16%
Email notices from the County	10%	10%
Phone call	7%	5%
Written materials (posters, postcards)	6%	6%
County newsletter	4%	11%
Social Media	4%	7%
Office visit	2%	--
All other responses	1% or less	3% or less
(DON'T ASK) Don't know	3%	2%

32. Have you ever visited the Clackamas County website?

Response Category	N=400
Yes	68%
No	31%
(DON'T ASK) Don't know	1%

33. **(If 'Yes' to Q32)** What was your primary reason for visiting the website? **(OPEN)**

Response Category	2016 N=272
General information/contact information/events	21%
Services/social services	15%
Land use/property info/permits/zoning	14%
Taxes/property taxes	8%
Job search	7%
Laws/rules/regulations/codes	5%
Parks and recreation	4%
Elections/voter registration	4%

Response Category	2016 N=272
Healthcare/health insurance	2%
All other responses	1% or less
(DON'T ASK) Don't know	9%

34. (If 'No' to Q32) If you were to visit the Clackamas County website, what type of information do you think would be most helpful to you? **(OPEN)**

Response Category	2016 N=172
General information/contact information	10%
News/updates	8%
Services/social services	7%
Events/activities	6%
Depends on information needed	6%
Not interested in website/don't have a computer	6%
Jobs/employment	3%
Road maintenance information	3%
Taxes/property taxes	2%
Elections	2%
Laws/rules/regulations	2%
Parks and recreation	2%
All other responses	1% or less
(DON'T ASK) Don't know	39%

35. Have you ever accessed information about Clackamas County through a mobile device or tablet?

Response Category	2016 N=400	2014 N=400
Yes	31%	33%
No	66%	67%
(DON'T ASK) Don't know	3%	0%

COMMUNITY INVOLVEMENT

36. When it comes to staying engaged with your county government, would you say that you are very engaged, somewhat engaged, not too engaged, or not at all engaged?

Response Category	N=400
Very engaged	5%
Somewhat engaged	32%
Not too engaged	39%
Not at all engaged	23%
(DON'T READ) Don't know	1%

Here are some ways to get involved in Clackamas County government. Are you very interested, somewhat interested, not too interested, or not at all interested in: **(Randomize Q37-Q40)**

Response Category	Very interested	Smwt interested	Not too interested	Not at all	Don't know
37. Attending public meetings in the County					
2016, N=400	6%	36%	21%	36%	1%
2014, N=400	7%	37%	23%	31%	2%
2012, N=400	9%	34%	22%	31%	3%
38. Responding to online surveys about Clackamas County issues					
2016, N=400	13%	45%	19%	21%	2%
2014, N=400	13%	43%	20%	23%	1%
2012, N=400	13%	38%	17%	29%	3%
39. Volunteering to sit on one or some of the County's committees					
2016, N=400	4%	25%	21%	48%	2%
2014, N=400	7%	25%	23%	43%	2%
2012, N=400	8%	28%	23%	37%	4%
40. Watching a brief weekly video summarizing County actions and services					
2016, N=400	9%	35%	19%	34%	2%

41. On a scale where 0=not at all interesting and 10=very interesting, how would you rate Citizen News, a publication provided by the County?

Response Category	2016 N=400	2014 N=400	2012 N=400
Top 3 box (8+9+10)	13%	18%	17%
Mean	5.2	5.6	5.6
Never heard of it	15%	12%	18%
Never read it	5%	8%	7%
(DON'T ASK) Don't know	5%	5%	7%

42. The Citizen News is delivered to all households in the County. How would you prefer to receive Citizen News? **(Do not read list; record response)**

Response Category	2016 N=400	2014 N=400	2012 N=400
Mailed to home/paper copy	61%	62%	58%
Email	22%	18%	20%
Online	5%	16%	8%
Do not wish to receive it	4%	7%	5%
Social media	3%	2%	1%
Other	2%	0%	1%
(DON'T ASK) Don't know	3%	4%	6%

DEMOGRAPHICS

These last questions make sure we have a valid sample of the community. It's important to collect answers to all of the following questions, and please keep in mind that your responses are confidential.

43. What is your age?

Response Category	N=400
18-24	9%
25-34	16%
35-54	38%
55-64	15%
65+	21%
(DON'T READ) Refused	1%

44. Gender **(BY OBSERVATION)**

Response Category	N=400
Male	48%
Female	52%

45. Area **(RECORD CITY FROM SAMPLE)**

Response Category	N=400
Lake Oswego/West Linn/Tualatin/Rivergrove	23%
Oregon City/Gladstone/Johnson City	17%
Milwaukie/Clackamas/Portland/Happy Valley/Damascus	27%
Canby/Barlow/Molalla/Wilsonville	14%
Estacada/Sandy	10%
All others	20%

46. Do you live in in a city or town or in an unincorporated part of the county?

Response Category	N=400
City or Town	63%
Unincorporated	32%
(DON'T READ) Refused	4%

47. How long have you lived in Clackamas County?

Response Category	N=400
0-5 years	14%
6-10 years	15%
More than 10 years	69%
(DON'T READ) Refused	2%
Mean	22.5 years

48. Do you own or rent your home?

Response Category	N=400
Own	80%
Rent	16%
(DON'T READ) Refused	4%

49. What is the highest level of education you have had the opportunity to complete?

Response Category	N=400
Less than high school	2%
High school diploma	17%
Some college	26%
College degree	32%
Graduate/professional school	20%
(DON'T READ) Refused	2%

50. How many children under age 18 live in your home? **(Record)**

Response Category	N=400
None	61%
1	15%
2	14%
3	4%
4	3%
5+	0%
(DON'T READ) Refused	2%

51. What was your annual household income before taxes in 2015?

Response Category	N=400
Less than \$25,000	9%
\$25,000 to less than \$50,000	11%
\$50,000 to less than \$75,000	16%
\$75,000 to less than \$100,000	15%
\$100,000 to less than \$150,000	13%
\$150,000+	15%
(DON'T READ) Refused	21%

52. What is your race or ethnicity? **(Allow multiple)**

Response Category	N=400
White/Caucasian	85%
Hispanic/Latino	4%
African American/Black	2%
Asian/Pacific Islander	1%
Native American/American Indian	2%
Other	1%
(DON'T READ) Refused	7%



In March 2016, DHM Research conducted a telephone survey of 400 residents in Clackamas County. This document includes all verbatim responses.

Q2. What are the most important issues you see facing Clackamas County at this time?

A lot of homeless people.

Job creation there is a major lack of jobs and we need to create jobs.

I guess keeping taxes not too high and having money for the schools.

They are writing about combining sewer or filter water or something like that.

The budget, over spending.

More people coming in here, the traffic is outrageous.

Land use, Sheriff's Department, traffic.

Probably the fact that we don't have an actual city, we don't really have any city's or anything around us, we are not incorporated where I live.

The county government isn't very progressive on land use laws.

Budget and pretty much roads they are horrible, they need to control their spending of budget.

Tea party attitude of the government body; believe they should tax citizens for tax repair.

The roads.

I would have to say treatment for inmates, like rehabilitation. Clackamas county is so overpopulated and they just recycle them back into the streets and that just doesn't help them at all.

Traffic congestion, public transportation, the max and west train, on west train, a wider window of time it operates, condition of roads, potholes.

Growth issues.

Building planning; police.

I would like for libraries to be open for 24 hours day.

Traffic there is too much on Mcloughlin Blvd.

Farming is disappearing, along with destruction of the environment. Forests are being pulled off private land with no apparent regulations from the gov't, county, federal or state.

Education not being spent the right way.

Only concern would be the education programs available throughout the county.

Well all the water issues for one, community college, adequate law enforcement.

The building in the Happy Valley area is bad because there isn't enough access to go in and out. there will be traffic jams.

Just how we handle all the growth and homelessness.

Urban growth.

Needs cleaner water and street and road repair.

Maybe street repair, I hit potholes regularly and it messes up my car, that's would be it.

Roads, they are in poor condition.

The difference between what the public needs and what the politicians are promoting. The large corporations and franchises they are more supportive of than small business.

Property taxes are going up really extreme in some areas.

Schools, they need more classes for people because people are coming from Portland and there's not enough room so build more schools.

The light rail and the people coming off of there makes it unsafe.

Education, needs to be renounced.

Drug use, children getting taken away from there parents using drugs.

Ruining old peoples lives in their own homes.

The roads in the Portland metro area need to be fixed.

The water, I just think they need to keep a closer watch like what's is happened around like problems others places I just heard bits and pieces.

The taxes are too high and narrowed the roads; put in a bad water system.

Urban stops.

Traffic, congestions and lack of repair.

The electricity that keeps going off when we have a wind storm. I wish they would fix that!

The condition of roads and bridges and transportation issues.

Fixing the roads.

Growth.

Infrastructure, city works like roads, utilities. That's it just infrastructure like water, power and phone lines.

The government is over spending.

Growth management.

Police and fire.

The County Commission; The Sheriffs Office; The roads.

Money, taxes.

Transportation and roads. It is getting awfully crowded. Rail roads should be extend. The roads need repair but it seems that there is not enough money.

Taxes going up.

I would say maybe drugs and keeping drugs illegal and out of the county.

National issues, it's the direction the country is going in.

Traffic, too much traffic.

The criminals, a lot of criminal activity going on in the neighborhood.

Well first I think the roads need to be addressed. The roads by my home are all tore up and have a lot of holes. I know they are making a new building here in my part of the county and I feel like that money should go to the schools.

The water and air quality.

Traffic, getting worse and growing.

Government period spending.

I guess I would think they are the same as the metro area. Lack of affordable housing and infrastructure is lacking.

Taxes business growth.

Depends on what area and too much of the police and that's everybody biggest issue.

The way they spend the money, they just throw it away. they start and don't finish.

Way too much traffic and way too many houses.

Putting a lot more money into our police force so that we can have at least twice the amount of patrol officers out during the day.

The jail is having trouble and housing things are going on.

Road construction.

Housing availability.

The homelessness, there's no shelter or food provided for them.

The school district needs to be straightened up.

Taxes and the roads are bad.

We need to protect our environment.

The roads need to be fixed.

I cant really say much to be honest. They help me a lot with my taxes and other things I need since I am retired. I just noticed the cutting of roads along the back roads of Wildcat Mountain are causing weeds and grass to grow really high where deer can run out of the tall grass and onto the roads and could cause horrible and fatal accidents.

Property taxes are to high and the streets are in lousy conditions especially highway 43.

Air pollution and water safety and good housing for middle class families.

infrastructure, education. Road systems, are not adequate for the population. Keep maintaining the Clackamas community for affordable option for continuing education.

Adequate transportation for driving, a lot of the roads are congested.

Over control by local government.

Probably well honest I don't know, maybe Clackamas County law enforcement and road improvements.

Too many Mexicans where I live.

They need to take care of the roads a whole lot better.

Property taxes, Urban sprawl.

Probably where I live in Damascus, just the disintegration of what's happening here.

Homelessness and a lot of crime of what I can see.

Probably the major roadway, 205 highway, I13 mostly 205 between Oregon City, there are traffic Jams, it's a mess, there are traffic lights on the freeway those shouldn't be there. Urban growth.

Schools, quality and having enough, good class sizes, and traffic is congested.

Herb growth founder making more density, more people in the city.

Taking care of the roads making them better. Sconce Rd. in particular.

I think funding for schools.

Over the influence for metro, the diversity of the taxes is going into metros and bypass instead.

Too many businesses closing, less jobs.

Jobs raising too quick where we don't need them too much.

I notice a lot of panhandlers and homeless people.

Drugs and the roads.

Schools.

Growth; our population is growing too quickly and we don't have too much infrastructure to support the new growth.

Roads. Housing. I see a lot of places with lots of junk thrown around and we don't address it.

Jobs losses.

Traffic, there is way too much traffic. They should build more roads and widen some roads as well.

Growth in traffic and schools.

Jobs well I'd like to see more jobs.

Just our inner structure with our roads and making sure they keep up to par.

I would say roads and infrastructure.

Traffic problems, over crowded and roads with poor maintenance.

Land, no major issues.

Too much population growth.

Property taxes are way too high.

Road maintenance possibly placing roundabouts in potentially dangerous areas Clackamas County.

Traffic, on 205.

Liability and trying to turn off the city growth.

Problems with public water regarding acids and a violation and it can cause serious health problems if not fixed.

Education. Police and fire departments are under staffed. A lot of waste.

Roads, have not been improved and are getting worse.

The homeless problem. The disparity between income groups.

Oh I don't know, roads?

Working on the environment, making it more sustainable.

I would say transportation needs, gun control, housing.

Housing for the shelters to men and women.

Development of highway 43, it is very congested, needs work and bicycle lanes. very unsafe.

Traffic is terrible and our roads are poor. They need to be fixed.

Roads they are not finished and the bridges are not and the education.

I think thoughtful development, more thought put into the city areas and crime.

The condition of the roads is terrible.

The antagonism of the county commissioners and need for living wage jobs.

Government spending and corruption.

Transportation, highway 212 is horrible and getting to and from places is hard.

Police don't come fast.

The holes in the roads. Most of them have them.

Roads and probably homelessness. Well the roads are in total disrepair but that's the way it is everywhere and there is just a lot of people that are homeless that need some sort of assistance or something that we could do to not break the bank.

Balancing growth and still maintaining the beautiful environment.

Housing. Because not many people are not getting very much help.

Roads and schools; the roads are in bad conditions the potholes that type of thing and the concerns about traffic, well schools are inadequately funded and they need a new funding method.

I guess a lot of growth in the county.

With the Orange line, more people are going to be coming from downtown increasing crime.

Transportation, light rail, service growth develop, the tax structure.

Schools as in funding. and the roads, but that's it

The approval of the minimum wage because of the two different ones. The minimum wage is not the problem, it's the rapid increase in the cost of housing that should be managed that are particular rentals. Infrastructure, if it's going to grow the economy then they should make better infrastructure.

People living in the bushes, heroine needles, garbage, human feces on the trolley trail.

Infrastructure it's giving old needs to get replaced and get updated.

They are not spending our taxes wisely. Regulations.

Conditions of the roads.

Growth, housing and building development.

Schools - I feel they should be focused on a little more, class sizes are too big, kids aren't able to get a good quality education.

Probably the crappy roads.

Metro isn't involved in Clackamas I think that's good.

Not becoming a city.

Roads, potholes.

The roads, Orient. Potholes.

I think growth, because the cities are growing to quick just for jobs, housing and schools.

I don't know it would be oh, infrastructure the roads are pretty bad.

I don't know, the way the taxes are going up I think.

I think the biggest issue is that Clackamas County Commissioners are not working closely the cities in Clackamas County on land use planning.

Employment.

The lack of growth mentality; they don't realize how fast we are growing and the need to see that "not playing nice in the sandbox".

Misuse of taxes by Government.

Expansion, it is filling in the space and becoming crowded.

Taxes too high.

Keeping the taxes down.

Population is increasing in which means less renting options less jobs and more traffic.

Roads, just the infrastructure and being ready for it.

Roads are pretty bad and could use more money for schools.

Growth in population better job.

I guess bringing in businesses for jobs and the roads. Just the one by my house is terrible, but everything else is fine.

I live in the west side of Clackamas County and our water system is bad. We need new infrastructure.

The medical marijuana issues, the new zoning laws are bad for the small time medical grower.

I would say government spending and we got to be care full with tax dollars and just schools and education the quality of it.

Over population they should make houses with less density.

Schools in pretty good shape I don't know probably county lists infrastructure roads, seems to me like neighborhoods are going up for sale because basically forced to drive thought them.

I would say the number one issues roads.

The police officers in Clackamas county are huge douchebags in general.

The growth planning in Clackamas County.

The street are horrible especially the neighborhood streets and traffic.

Land usage, Saving green space versus building.

Minimum Wage.

The economy lack of new business in Milwaukee area.

Employment and transportation we need more jobs locally.

Crowded streets things like that, more and more people are coming, and beat up streets.

Development; well I don't want to see conservation land and wetlands being turned into development.

I would say housing costs, cost is way too high.

Maintaining the roads, Buckner Creek in particular.

There are not enough places or parks for kids.

The issue of Damascus becoming a city, they're trying to make it a city.

Land use planning. Property taxes.

The transit downtown. I feel the bus stops are allowing more of the natural beauty and resource parts of the land to be tampered with by people dropping trash and destroying the land. How taxes are spent, I think we need to maybe look at it more as a whole when deciding how they are spent. And I also think the schools need help on funding so they can advance in the academics.

Fiscal responsibility.

Education making sure we have enough teachers.

Buildings too many and crime rate is going up.

We live on the outskirts of the county so most of the time we don't really pay attention to what goes on in the more incorporated part of the county. It just doesn't apply to us, different life styles.

Schools they are too crowded.

Road maintenance and lack of public transportations services, they only serve a small part of the community.

We have some radical leaders in elective positions, there's been a real push to conservative issues.

There is not a lot of income housing help and not a lot of employment options.

Homelessness.

Housing around the county.

Probably education.

Transportation, umm roads and the mass transit.

Zoning and roads.

Overcrowding in schools.

School funding is too low.

The schools, transportation issues to the schools.

Traffic problems and livability, you have to be very wealthy to live here were as other areas are in more need of street repairs and rent prices and housing prices are getting ridiculous here.

Urban development.

It is unkempt. It would be nicer if our taxes were put to use where they are supposed to not squandered.

Neighborhood preservation and natural area developments.

Money there's not enough of it.

The economy lack of jobs and keeping government spending down.

The public school education system we have over crowded classrooms.

The population land use and infrastructure because of the increasing population its growing so quickly, traffic and housing are becoming issues because of population.

The increase in property taxes.

It is the housing crisis. There are too many people homeless. When the rent went up.

I think there seems to be a lot of areas of poverty that need work, the homelessness in my area, which I live kind of on the out skirts of Clackamas, is really bad I can only imagine in bigger cities.

Downtown Oregon City project it is going to be expensive but good for area and state.

It's growing too fast; they need to fill in the urban boundaries before expanding any further.

Not enough funding for education and preventative mental health services.

Population growth are hand in hand in development.

Urban sprawl.

Infrastructure is critical in maintaining and ensuring our roads have the right signage.

Traffic. Education.

Jobs, taxes, the economy. Just lack of growth and stability.

I would like it see us take better care of our homeless.

Urban growth boundary; there is no land to build on or to develop due to lots being are over priced.

Roads need repairs and not adequate to handle traffic.

Condition of roads.

Education and their land use.

School funding is one of the major things and I think overall maintenance throughout the county with roads being a major issue.

The traffic going from Oregon City to West Linn is just constant too much traffic going by.

Taxes and roads , our taxes are way to high and our roads are in horrible condition.

The attraction of good businesses and jobs would be the most important issue.

Increased development.

Basic Services like Law Enforcement, Road Maintenance etc. Making sure the residents of Clackamas receive this services.

Manage growth somehow maybe create new homes for people.

I'm not happy with property taxes. I don't like the schools. they are lousy. Oregon city has terrible schools. traffic is starting to be a problem...

As Clackamas grows it's hard to keep expansion in an environmentally responsible way.

Safety, police and education.

Schools, and water lines, roads.

Cost expenditures, too much welfare being spent, wasted and controlled.

The number of people living in Clackamas.

The roads need maintenance.

I think our schools need to be funded more and we need wiser use of funding they get.

Traffic and environmental controls on natural resources and maintain our job base.

The marijuana industry they are not used to fast change. Clackamas County is not use to making decisions that count.

Property taxes are a little on the wrong track, there are really high in Clackamas county.

The schools are always top on my list.

The condition of roads, a lot of them have potholes and need to be resurfaced.

Traffic congestion and rising taxes.

Housing, livable wage, mental health availability.

The important issues in Clackamas County are transportation and road maintenance. The roads here are really bad and need to improve.

Well traffic is always a bummer. Definitely they should extend Orange line through Oregon City, that would be great. Not too bad you know things are alright. Parks and recreation are good, other than yeah no complaints.

One of the biggest issues are that the taxes are too high; they don't do the proper things when they collect the taxes.

I think the Clackamas County women's center the health of women and children and the elderly are important.

Transportation the local roads need help.

Road repair.

Low conditions and no money to pay for them.

Growth of highway traffic.

The roads need help; justice system; sheriff department it would be helpful if we had more sheriffs.

I want to make sure we have increased job growth in the county.

I don't really want to see Stafford Road developed. I don't want to see Portland rules in Clackamas, such as tenant rules. Clackamas should not be included in Portland rules. Also keeping property taxes low is always a concern.

Education we need more resources and keeping the light rail out of the county.

Infrastructure and maintenance and repair.

Politician's corruption.

Homelessness, food, the law.

Affordable housing.

They are not enforcing the zoning laws correctly.

Transportation. Gridlock and public transportation improvement. specifically pertaining to light rail expansion.

Housing, infrastructure, employment, and infrastructure covers a lot.

I would say that the rent is too high and that I would like for the teachers in our schools to be treated better.

Maybe transit issues, transportation.

The traffic jam issues.

I would say not spending too much money set a budget and law enforcement issues we need to remain in top of that.

I suppose homelessness and people losing their homes.

The crime rates it seems to be getting worse.

Homeless, there is many of them and there isn't that many resources for them that would be the major issue.

Infrastructure, it's crumbling and there building too many buildings.

Good schools need parks and development downtown.

Taxes issues. Everything they are adding to taxes to pay for things that haven't been fixed that we already pay for we have put millions into taxes and haven't seen improvements and now they want more.

Education, in all middle schools.

Infrastructure dealing with traffic in the area water infrastructure and internet connectivity that's not Comcast and bridges and roads.

Proper funding of the school they are getting little funding.

Crime.

I think urban development, Clackamas has a lot of farmland that needs to stay farmland and be protected.

Health service.

Property taxes are a nightmare.

I don't know I wouldn't even know as the city as a whole as the United States more well once we get a Republican in office well it will be a lot happier.

Crime.

Probably land management.

Roads.

Government. I'm not sure any of them are in the right track. It's time for everybody to start sort of working for the people rather than they power they get for themselves.

The growth of Clackamas I think Light Rail is really good.

Funding.

For my son to be able to go to online school.

Taxes are too high.

The green environment growth.

The court house.

House challenge housing, jobs and too many liberals Portland area.

Roads need repair.

Too much welfare they need to limit and give it to those really in need.

Overspending.

Need for upgrading the road potholes, in some roads they are pretty bad, I would also say more sheriff officers we live way out in the county so they may not be close when we have an emergency because they are too far from us.

I would say taxes, property taxes are little expensive.

Well I am in a program here that helps children of domestic violence. We do a lot to keep the kids and anyone who is suffering from domestic violence safe. I would just like more people to know about these programs we offer to keep our county safe.

Homelessness, education.

I think safety. Just making sure that we have enough fire fighters and police to keep things safe.

Probably issues with neighborhood protection and growth and funding for schools.

We need to spend more on public safety.

Growth there needs to be wise decisions on when to expand, traffic has gotten very heavy. Not knowing why all those cars are on that road, is it because there is growth I'm not aware of? these roads have become a steady stream of traffic.

The roads their in bad shape.

The nursing homes and how many are available for low income patients.

Property taxes.

I would say road maintenance and housing prices, cost of housing is being driven up and there is a lot of stress for our roads because of all the crowding.

Q26. (If "poor" or "very poor" road conditions) Why do you say that?

There're a lot of potholes and ridges and they're dangerous when you run over them.

I drive on it every day and they did a gravel install and that seem cheap to me instead of repaving a horrible road.

There's a lot of potholes and that's probably the cities fault they don't have the funding, even in Portland they have a lot.

There's occasional potholes and there isn't any two-way roads.

Lots of potholes on county roads I go on frequently, wash off on the side of the road, and got to watch out if you get to close.

Because there is potholes everywhere, you can't drive on any road without hitting one.

I live up near the mountain. Erosion is a factor and so are potholes. There's limbs dangling over the roads. There's a limb with a very jagged point dangling over my road.

A lot of pot holes and uneven roads.

I live on a county road so the biggest issue I have is potholes and my car is constantly hitting them.

Because I think that if the roads aren't maintain it can be dangerous.

Lots of potholes.

Always having to dodge potholes.

Because they have potholes and no bike lanes.

Because they were planning the odor plan and it was a road and safety improvement plan and it was to suppose to start in 2005 and be done in 2009 and the road has always been very dangerous and 212 have been planning improvement and when the city of Damascus became a city they took over and cancel the odor plan of improvement not improved the roads and the roads are just getting more and more dangerous by the week and they are many private drive ways on 212 and it dangerous and the odor was going to make it safer and the city told them no and not to build that improvement. and that's a terrible thing that happen in the neighborhood and it need to change and they need to make it safer and traffic is back up for mile as we speak.

I drive a school bus and I see there are a lot of roads that need attention.

I live on a very bad street, no side walks, people almost getting hit by cars. people don't drive to speed limit.

Highway 213, potholes, stink holes, travel all over the place and its a four lane with a center turn highway and when you live in the county line everything gets really bad.

Just so much traffic and the roads need to be expanded.

Because around the rural area there's some major problems with the roads and any time there's new constructions the roads get blow up right away.

Lots of potholes and cracks in the road and lack or repavement.

There are big potholes everywhere.

Because there are lots of pot holes and you can tell where the road is starting crack out.

They're constantly falling to pieces and need repairs and when they are fixed there not done properly so it has to be done again within a year.

Mostly because how highway 43, because there is always something wrong with it, it is a very bad highway, need to fix it because a lot of people use it.

My road is pretty rough.

Because there are potholes and congestion.

The roads haven't been repaved for in a while. Some places where I live have and others haven't . I say poor because if I say its good it will mean imp somewhat satisfied and I'm not.

Because every time we go out we hit rough roads, they got one road they got out here that they fixed it, but they just patch them but they don't patch them very well.

There's a lot of holes in these roads in my community.

There are some I take on a regular basis and they are terrible they have holes and the pot holes have bumps.

There are potholes everywhere. That's the main thing, they are not kept up.

They should come up with better material, something that will work better than what they are using.

Because there are quite a bit of areas that have potholes, lots of areas where lines have not been updated, and trigger for lights do not work as well as they should.

They have tons of potholes.

My sister literally today hit one of the several potholes and got two flat tires.

Because I run into a lot of crappy roads just a bunch of pot holes and no specific areas I can think of at this time.

They need work, there's potholes and the roads are starting to deteriorate.

Because there are potholes everywhere, and not enough traffic lights.

The roads that should have been maintained before, have not been maintained and they do a little surface stuff but they are not being maintained.

Because the area we live in is full of potholes, so I do a lot of walking because of that.

Potholes engineering of intersections as well as stop signs and street lights.

Because the roads are falling apart.

The road that we live on they paved in 1983 and the county has not been out here since then. We live in rural area and I expect that but it gets worse every time and it gets very bad and I see that out here its not priority, but even the less traveled roads they're just bad you think they'd have a rotation or something every 5 or 6 years.

Because I go down the hill from my house to the highway it's always packed. They can build a new road through Eugene street and they would get rid about 30% off traffic.

Just a lot of ruts in the roads. I also think the marking or the lines in the roads are so wore out that it causes accidents.

They're virtually not drivable on some of them there are so many potholes.

They're in horrible shape, there's pot holes, uneven roads.

Down in my area there are issues of slides and I don't think the roads are checked as often as they should be and dangerous intersections that I commute to really need to upgrade and slow down traffic to make the areas safer. 224 and 272 and Foster should be fixed.

A lot of potholes.

Because I drive for a living and see it everyday and we pay road use taxes that are not being spent on them. I think they are stealing our money.

Pot holes they're not maintained; the roads there not improving the roads, were getting crammed here with traffic.

They need more upkeep to many potholes not enough road to handle the traffic.

I live near West Linn and you can't drive on 205 without being bumper to bumper; I think that's because we have no options to bus service.

There are a lot of holes.

Too many pot holes and not drivable.

Because the roads have potholes and the bridges have not been finished a bridges I use everyday when it was suppose to be finished a year and a half ago and nobody is working on it.

We live on a road that is unincorporated and unmaintained and we have to deal with it ourselves, we have to either arrange paving or fill the holes.

Because there is a lot of pot holes and no repairs are being done.

The bridge down the road from where she lives have huge gaps. Needs to be repaved.

Potholes everywhere and hard to do improvements especially highway 212.

I live in rural, and when they work on some of the roads, its not even on the first priority there's just pot holes everywhere around here.

Just the maintenance isn't being done as much as it should and there is a lot of deterioration of the roads, mostly the side roads more than the main roads.

There's a lot of potholes showing up and where there's a river there is no fence there to keep people from falling in.

I guess when I think of road I think of sidewalks and I live in an area where they are closing certain roads and having traffic and sidewalk are pretty important.

There's a lot of potholes on McLoughlin it's kind of bad.

The potholes all over Oregon City, in front of the Willamette Hospital and Molalla Ave.

Because of construction, there is a lot of construction going on now because the roads are pretty bad but now they're fixing them.

I was going to say they are ok but the side roads are horrible and main roads are great. Arista street is horrible there is a pothole and I thought I almost popped a tire it was full of water I didn't know if it was a puddle.

There are a lot of roads need to repair.

Because there is too many potholes .. not enough lanes.

Because I drive on them every day and there in poor condition because I drive back and forth and I'm hitting potholes. They need to maintain the fog lines so people can see where there driving.

Some are pretty rough and falling apart, while others are in good condition.

Speed bumps. I took a tire out on a speed bump in a brand new car when the speed bump shouldn't have been there.

Full of potholes.

There are a lot of potholes in my area and I have blown and replaced my tires, and it's hard to avoid them at night.

Potholes, cracks, and painting. Lots of bumps in the last 2 years.

I drive on them and they are working on them pot holes and that have been patched up and are reopening up.

Just a lot of potholes I know the county doesn't have the control over them but I think it's a jurisdiction issue.

They are just a lot of road that need work.

The roads are full of potholes and are not very well maintained.

There's a lot of roads with potholes.

There are potholes everywhere and I come from a somewhat wealthy family with nice wheels and we have had to replace about three wheels already its ridiculous.

Because the back streets are very narrow, filled with pot holes and quite a few places with no sidewalks and that makes things even more dangerous. Everyone love to bike or run and that's great but with two cars it makes it even more dangerous.

Because they pave them then somebody's tearing them up.

Well because the roads are un-drivable without damaging your vehicle or something else.

Because of the pot holes in the streets.

A lot of potholes and the main lines are fading out.

I have a bad road. Buckner Creek need work paved it a couple years ago but missed a section very dangerous for motorcycles.

The roads don't get much attention where I live.

Because they just aren't maintained.

The main roads out here that go from town to town are very narrow, the shoulders on the road are not big enough to avoid any accidents.

Because I live in a rural city.

Well because there is a lot of holes and that's not a good thing.

Because of the potholes.

I live on a gravel road and we have a lot of pot holes, and the construction out here takes forever to complete.

There are potholes everywhere.

The condition of the roads as in potholes and cracks.

Out on highway 43 there are a lot of potholes and cause a lot of damage to traffic and vehicles.

Because there are places in the roads that are sinking. Pot holes extremely dangerous and there are a few places that could use guard rails on the side.

Bunch of potholes everywhere.

I live near Cambia; it's torn up, bottles on roads, they repaved them three years ago and they are bad with holes.

We have a ton of potholes everywhere.

Bridges and infrastructure.

There isn't enough money spent on maintaining the roads.

Because I live right on highway 99E and there are many big potholes.

They are not adequate and completely falling apart.

I mean there is lots of potholes and congestion traffic.

There are potholes in many roads and they are breaking apart.

Because there is unrepaired potholes everywhere.

Tpo many pot hole and the holes dug on sewers don't complete cover well next to the roads.

They are dangerous, you can get lost in the potholes.

I live out in the seamy area and after there's some road projects some of the repairs don make themselves out.

The traffic is just so backed up that sometimes it takes 40 minutes from Oregon City to get to West Linn it used to take seven minutes.

Because they are full of potholes, at least in the rural areas.

Potholes here and there that have not been repaired some have been repaired by my house but I still think the roads need a lot of attention.

It's just different little neighborhoods that really need road repair and proper storm drains and potholes.

Highway 43 to Willamette is bad, potholes, uneven surface. Like they started with one type of surface, finished with another, and the surfaces are peeling.

I am driving around and driving around potholes and uneven areas the I want fixed.

They're getting better but there is a lot of pot holes and things that need fixing . Chipset makes it worse

Because they fixed roads that don't need to be fixed and that's a problem to me.

Because they are in poor, potholes, not adequate corroding or stops.

There are many potholes and they have to be resurfaced.

It's not good because they need to improve.

There are too many streets that have pot holes and they're patched.

There been few roads that need repair potholes curves sidewalks.

I see the roads myself and drive around and see potholes.

Because I am driving over roads trying to avoid potholes.

Because they don't do anything with the roads, the roads are horrible.

I hit potholes all over the road and bent my rim on one of them.

Compared to other places that are developed it is very poor in the county, I drive on all these roads and they can consume your car, some of these pot holes are huge and I think they can take some lives.

Lots of potholes the construction takes forever the bridges are broken the traffic is an issue.

Because a lot of the roads around Clackamas mall and 82nd avenue are horrible.

I mean I don't even live out but all the roads are just potholes they are everywhere its just horrible.

The roads they have has been cracking and when they get fixed there not doing a very good job fixing the potholes.

The pot holes and the bicycle conditions very frustrating I see bicyclist outside of the bicycle lane its ridiculous they slow traffic down in a 55mph zone.

I used to work in the transportation industry and the roads are always horrible, near Happy Valley.

There's big holes in the roads that damage vehicles and they need to be fixed.

We've been complaining about access in my neighborhood. We are in an area of construction and they close many roads here. There are a lot of potholes. There was also a fire here last week. How do they expect fire fighters to come here and get faster with so many roads here.

It's full of pot holes; they need to spend more time looking at the roads.

Well because a lot of potholes and just a lot of roads are to be taken care of that is what the money out of the taxes is for.

Lots of potholes.

Because if you drive in the roads it's garbage.

I go to into a lot and there's potholes everywhere and I'm always worried ill pop a tire or something. they're always doing road work so there's always metal plates just sitting out for a while.

There is quite a few potholes and roads need to be widen. I think they are not what they could be.

The street I live on has never been repaved and there are potholes throughout the entire road and its a very used road and its terrible to drive on it.

Because there's not a lot of side walks, pod holes, and the lines aren't updated and need to be reinforce.

Because there is 2million dollars not used on roads when the should have been used for repairs.

These roads that need a lot of improvement are the non travel roads. They have so many potholes left and right that just keep getting bigger and bigger. They will eventually come and fix the holes but when they do, the patch they use to cover the holes are never permanent.

Just seeing some of the potholes in the area; the highway 43 and some of the local streets; in the West Linn area.

Because there's potholes all over the road that I drive.

When they patch the roads they don't know how to patch them correctly. Only 5th street is good. They do a halfway job on the other ones.

Q31. What is your preferred method to access information about Clackamas County, including information about current events and elections, decisions made by the County Commission, and to learn about and request services provided by Clackamas County?

Word of mouth.

I don't know, I feel everything is going on behind closed doors. With the Happy Valley development, the county didn't listen to residents, didn't consider the environmental or recreational impact, they just think of the almighty tax dollar.

Go into an office.

City website.

County commissioner.

Receiving mail.

Television.

Go to them.

Office Visit.

Wife works for county, I get all my information from her.

Over the Radio.

Television.

City hall.

Television.

County office.

Go into an office.

Over the television.

By mail.

County offices.

Mail.

Television.

In person at an office depending on what it is.

I'd go to the office.

Q33. What was the primary reason for visiting the website?

A job application.

I visited the website because I had a question regarding land use.

I used it for different reasons, looking for jobs, looking for services that I might need, I use it a lot.

Looking at how to get permits for a certain project.

It was jobs.

To try to figure out the rules and regulations for park and also to locate the parks.

Current events political and looking at any available jobs.

Animal control.

Looking for business licenses.

It was research on fees for a service that was brought to my attention.

To find general information and phone numbers.

Just wanted to get to know the area.

Taxes, where to pay them, and the map to get there to pay them.

Looking for job opportunities.

Information on building.

At the time it had to do with water issues.

Looking up a number for social services.

Their sustainability section, it was about food recycled at elementary schools as well as compost programs.

Land use question and information about taxes.

Probably to find where the park was.

Housing.

Looking up records.

I wanted to find somewhere to donate some Barbie's and I was looking at the county one shelter women and children shelter.

Building permits.

I saw one of the artist that does art for art alliance and a special event.

Searching permits on homes.

Personal problem.

Job searching and to stay informed about the county.

Mental health trying to find resources for family member.

Just curiosity. Well I was looking low income housing.

To try to get the garbage that blocking my driveway.

To find out who to contact for wildlife.

Permitting reasons, waste disposable and general information about what's going on.

I was checking out the land usage.

To find phone numbers and getting directions.

I was just checking the website out.

Court information.

I forgotten no I think it had something to do with the commissioners.

Finding information, just in general.

The building department.

I was trying to read some ordinances.

Just getting information, no real overall plan.

Just because I was interested to see what was there.

I think it was because I was looking up a non emergency number for the police.

Animal services.

Just looking up rules and regulations for animal control.

Looking at department project.

It was primarily on recycling and waste disposal.

Welding issues.

I was an advocate for my job and I used it to find resources that were needed.

I think it was something with the wet lands.

Trying to find out more information on a current topic.

Some service I was looking for.

Mainly for property taxes.

Land planning issues and dog issues.

Was looking for questions regarding her property records.

Well it was school bus connections that seemed to vary. kids keep moving and they keep changing.

Finding when they'll have bow hunter.

I'm sorry I suppose I probably was visiting to find out more about my unincorporated area.

Property taxes, I have to pay them just wanted to check them out.

Property tax questions.

It was when I first moved to get an idea to see what they offered. I never got around to using these services. I just wanted to see what they had to offer like I said before.

Looking at permitting and general stuff.

I went on there to speak out to someone because there was a lot of trash being dumped around Wildcat Mountain area and it just looked so awful. So I went on the website to see if anyone could do something about that. Eventually the community came together and took care of the trash around those areas.

Just to get some property information.

Checking on some land use changes in my local area to see what they were doing.

Applying for a Sheriff.

I was looking in the open job positions section, the building permits, and animal services to see what cats were up for adoption.

To locate services for land questions.

It had something to do with land use planning, and there's been a couple other time, I was checking out employment in the county, it was few years ago, for a doctors employment job, the website was a little cumbersome but not too bad over all.

Library hours.

Taxes.

It was years ago, I think I was doing a job search.

I was trying to find out about roads about some I was trying to get some speed limits from out here where I live and I didn't get any good results.

Issue related to a plant and tree regulation.

Property taxes and passport.

To find out about some road construction and recently visited to find out information about the north Clackamas school district bond.

Finding information, I don't remember.

Job search and information on candidates.

I was looking for low cost health insurance for my brother who doesn't have health insurance.

Article.

Info about the library.

Was trying to get a stop sign at the end of my street.

To see the election schedules.

Curiosity I was looking up some names of the commissioners.

It was a bout a bike path that they want to put right in front of my house.

It is part of my job.

My job; I have to go to the website and find things like taxes because I work real estate.

It was for utilities and information about parks and schools.

To get some recycling information.

To look for rules and regulations.

Looking for information about how to do certain things.

I was looking for services I needed.

Sheriff information.

Looking at employment opportunities.

I checked for bike lanes and M4H.

Find out if there were public swimming pools in West Linn, and there's not there's no yucca there's no recreation center.

Looking for dog shelters.

I think it was for agriculture or plants or something.

Job search.

Looking for job.

To see what was going on in the county government.

Permits for general contracting when I built my house.

I was looking up info about county commissioners.

Find out where to turn in mail.

Land use issues.

Interested in support for starting a business.

I think I was trying to find information about water services.

Jobs, I wanted to know who was up for election and I couldn't find that information anywhere else.

Jobs.

Checking on how to manage the tree in front of your home, parking zones and rules, looking at issues relating to no parking zones.

Directions to offices.

To see if the north Clackamas had classes available.

For information about motor vehicle registration.

Just to find information meeting days, listening to public meetings records, just general information.

Acquiring a permit.

To check on vehicle registrations problems.

Elections, it was the location, timelines, and measures.

Probably had to with permit information.

Construction permits.

I was looking for a particular department and where they were.

Thinking about constructing a building so I was looking for the right person to talk to about zoning.

Legal Matters.

To look for some numbers and for tax inquiries.

Looking up property tax information.

To learn about public services.

Taxes.

I think I was trying to figure out something about taxes.

To find out more about emergency services dealing with communications.

To look up information about property taxes.

Record Research.

Probably to look something up.

For driver's license information.

Basic code and permit planning of construction.

To look for zoning and information about properties.

Outreach and services available to people.

Looking for a backyard environmental program.

Trying to get district attorney number.

Jury duty.

Codes.

For parks and recreation and job search.

Lack of services.

If we have questions regarding Clackamas county, regards to law enforcement agency for Clackamas.

Just trying find out information about elections.

I was looking for tax information.

We were moving to the area, and trying to get information.

I was trying to look up about my well.

Just looking up, to be honest I don't recall.

Looking into medical response stuff or services.

Need info on a park.

Land use owning stuff.

For multiple reason. To check on events and to see what is happening in Clackamas.

Last time I visited the website was when I was buying our house, I needed to check things like real estate agents and how to get a building permit for the contractors.

Looking for planning and zoning information.

I don't remember, something to do with taxes.

I think the last time it was getting information on licensing my dog.

Checking on a meeting I needed.

I don't remember, information about building permits.

Voter registration.

Seeking services for unemployment and jobs.

Jail roster.

I was checking out dog licensing.

I can't really recall but ESP, Educational Services along those lines.

Unpermitted work. Have to tear it down and rebuild with new up to date codes.

Land use and border commissioner information.

I was looking for parks.

To get my tax statement for my property.

Child support, I was looking for the information of who to contact for child support.

See what's going on around town, and with the government.

Permitting. I don't want to disclose.

To find out about the medical clinics in Clackamas.

Permitting.

Mental health issues, not for me just for research.

Non emergency police number.

To look up marijuana laws.

Property taxes.

Probably for checking on burn season questions.

To get land use questions looking for property to see what the zoning is.

Elections just trying to find out what measures passed and who's been elected.

I believe it was county codes.

I'm an engineer surveyor so I go to the website to look for information.

Most recent for community college classes.

Library.

Information on caring a concealed weapons.

See how much my taxes were going to be.

I was looking for a specific property.

One was about housing values here in my neighborhood. I also visited it to get the water system inspected to check out when it was required and who would see it.

Whatever I need to look up like tax information.

It's been a while.

Was to look up services.

To figure where I could file a complaint about the neighbor's garbage cans.

Information gathering.

To find out about local activities.

To check out which parks were available to me.

I am a general and a electrician and we pull permits on a weekly basis.

I got on it to check things out (events, plans for development, and local news).

Various reasons.

Tax info.

To pay a fine.

Setting up services.

Many times for many reasons but mainly just for information.

Where all park are dog parks for example and building plan records.

It was to get information on hiking trails and parks.

To find out where to get concealed weapons classes.

We look up all kinds of things on the website like zoning rules for different places.

Finding information about parks.

Trying to get info on property petition.

Just to see what was going on.

We were looking for events.

I was looking a government agency.

Looking up information about zoning and job listings.

It was about voter registration and permitting.

Information, to be specific I needed to get a hold of the person in charge of waste, household waste.

Domestic violence assistance.

I think I was looking at election.

To look at my property tax.

I needed some information on when the offices were open.

Recycling.

Looking at property restrictions.

I was trying to find something about health care.

Was hungry and needed help with food stamps.

I think it was to look up volunteer services park recreation.

Just looking up certain issues.

It was for public health about a situation at my work and family.

Just reading around local laws.

Information on property taxes.

Either for permits or road complaints.

Getting information about the sheriff.

Just to find out where different offices where and if I had to complain about roads or something.

Just curious.

I believe I was looking for employment.

Look for maintenance of trees.

A whole bunch of reasons.

Looking for where the fault lines are.

Child support.

Permits.

Looking at the animal shelters.

To work on some construction permits.

Checking out property tax values.

I was looking for housing for my father.

Looking up arrest, I was just curious about the subject.

It could have been jury duty stuff and elections.

I go on the website a lot to look at the event calendar. I visit the website about 4 a week.

Jury duty.

Land use and development.

When I was getting married.

To find out the zone regulations of the water right laws.

Checking to see if there was a service we could use.

For case workers and nursing homes in the area.

I was looking up location of a county office.

Q34. If you were to visit the Clackamas County website, what type of information do you think would be most helpful to you?

Depending on what I'm looking for if I'm looking for something specific, but I haven't had the use to look up anything on there.

I would just say it was really easy to navigate.

That's a good question. It would depend on why I needed to access the Website and I haven't crossed that bridge yet.

The drug problem, heroin and meth its everywhere, in this area of the county.

To find out the polities are doing in Clackamas county.

Well, I guess it depends on what it is but I would think just knowing what the incidence=n is and the type and hour and days and whatever.

Where road maintenance might be taking place.

About schools, they are over exaggerated they take the money and they don't put it in the right place.

Upcoming developments and healthcare.

Any information.

Location of operations of anything just like to know where to go and when.

To go directly to the concern.

Probably to find out where something is located for example to find location of county office.

I guess the senior citizens needs.

Depends on something on my mind.

Certainly a director of services to get a good number to get a hold of somebody for problems.

Probably learning about land.

Emergency response information.

Resources for domestic violence and housing.

Building codes, well to see what's required to build something on your own property.

I suppose services to the elderly.

Just the sites that I've gone on that are related to Clackamas county so many of them area so hard to navigate.

Probably the services and how to get a hold of them.

Information on agriculture.

Services.

Well I think upcoming events, road projects and access to public resources: phone numbers, hours, and locations of where these recourses would be.

I guess news about what is going on parks recreation info, election info, and events would be , things that re happening or going on.

News for the city.

I would probably be looking for a of jobs in the local area.

Just basically every thing that's going on, what's being done and not being done, general info, what needs to be done, and how they are handled.

What they are doing about development law enforcement and education.

Information about new developments concerning parks and recreation.

Land development updates would be nice.

Services for people with disabilities.

Directory of services and offices.

To figure out who you need to contact for various issues.

Services.

I would say the court systems that they have available. I look at them a lot for my job.
Taxes questions and why property taxes that are too high.
I want to know more about access to healthcare.
Volunteer opportunities.
Operations of hours. projects going on. anything going on that would affect traffic.
Getting permits for home improvements.
What's going on in the county.
Well I think it would depend on my particular search.
What type of work would be done down at local parks and what kind of events would be held whether that be for kids or for families or for adults only.
The county news..
Zoning and permitting information, and current events happening within the county.
Probably whatever I was wondering about.
We are fond of adopting dogs so maybe questions on that.
I suppose meeting notices.
Just general services for people in Clackamas County.
Government hours.
Access information sources of whatever I'm looking for.
All of it, but I'm not sure, I would need to check it out.
The crime rate of the area that I'm moving to.
The phone numbers and information about what the city is doing.
Well information on what is going on and why.
I would research people with disabilities and their help social security offices.
Well I haven't had any need to so far so I haven't thought about it, have access to variety of government services.
The status and what is going on.
I would think the standard laws along with anything I need to know.
Oh looking at the budget and the different things they do.
Upcoming elections.
The county services.
Correct information on how to contact government personnel and clear information on what government does and what their plans are for the year and giving residents informative information to become more active in the community.
Just sort of news on what's going on.

Q42. The Citizen News is delivered to all households in the County. How would you prefer to receive Citizen News? Other.

With my water bill.

A way the information doesn't cost money.

Not at all.

Sent to post office.

The way it is delivered now.

Internet.

I would rather not.

News paper.

Mail.

I like it the way it is now, delivered to my home.

Clackamas County Community Survey

DHM Research

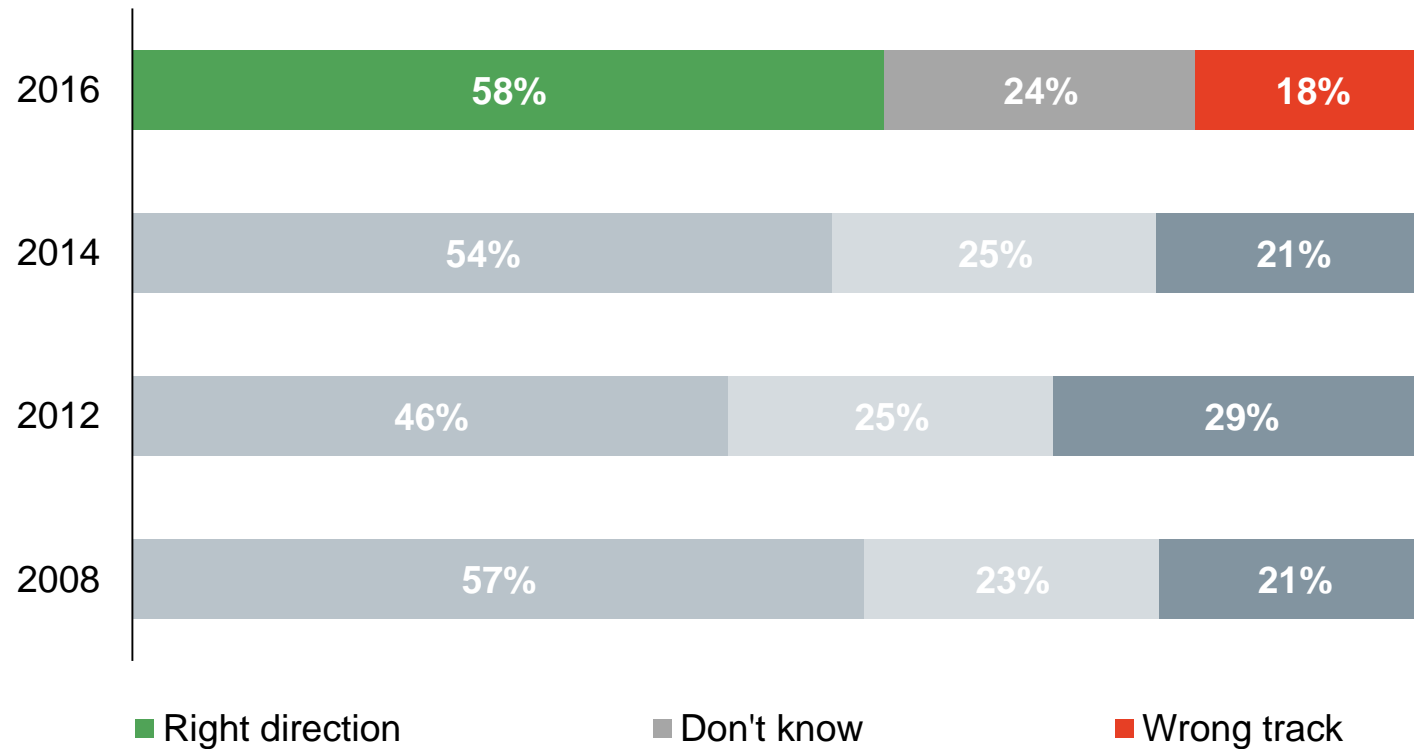


Methodology

- Telephone survey of 400 Clackamas County residents
 - Quotas set by age, gender, and geographic area of the County
 - Included landline and cell phone sample
- Conducted February 25th-29th, 2016
- Margin of error: +/- 4.9%
- Methodology consistent with past community surveys

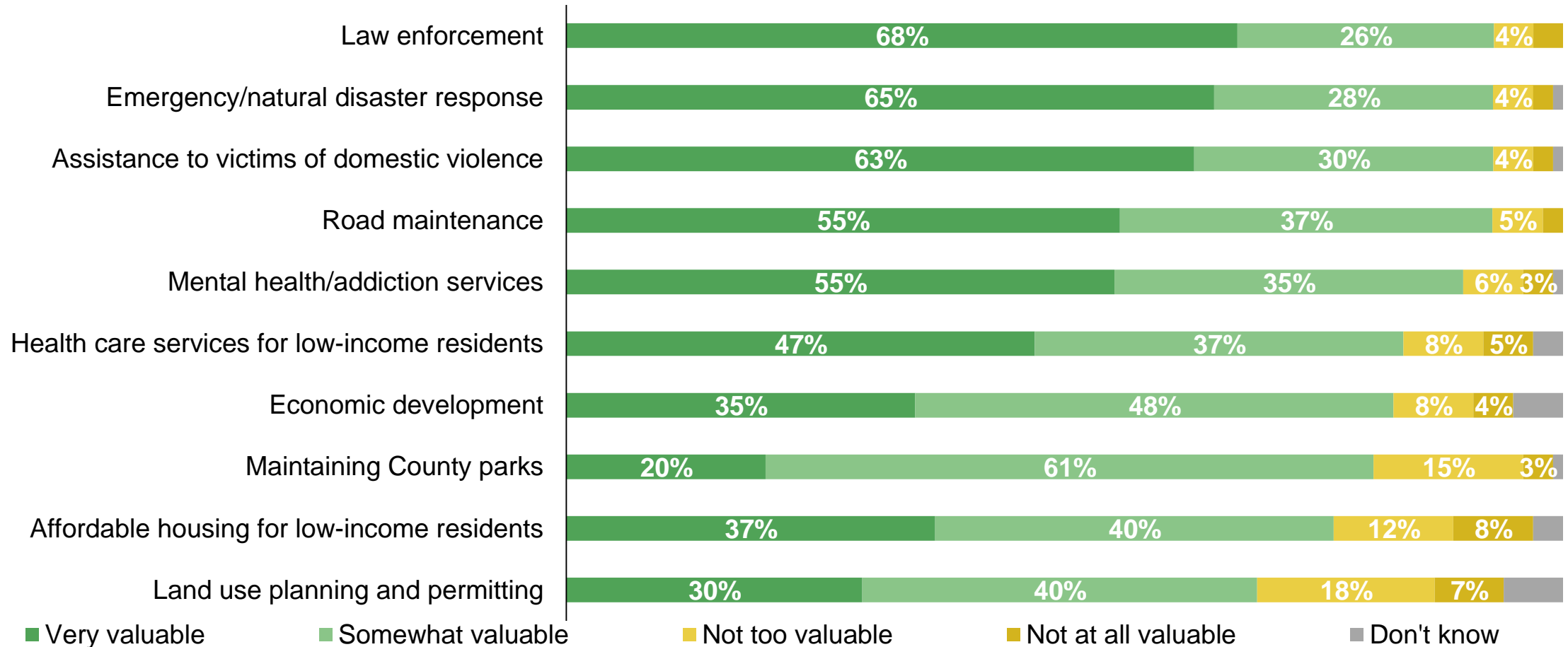
Positivity among Clackamas County residents about the direction of their community continues to increase.

General Direction of Clackamas County



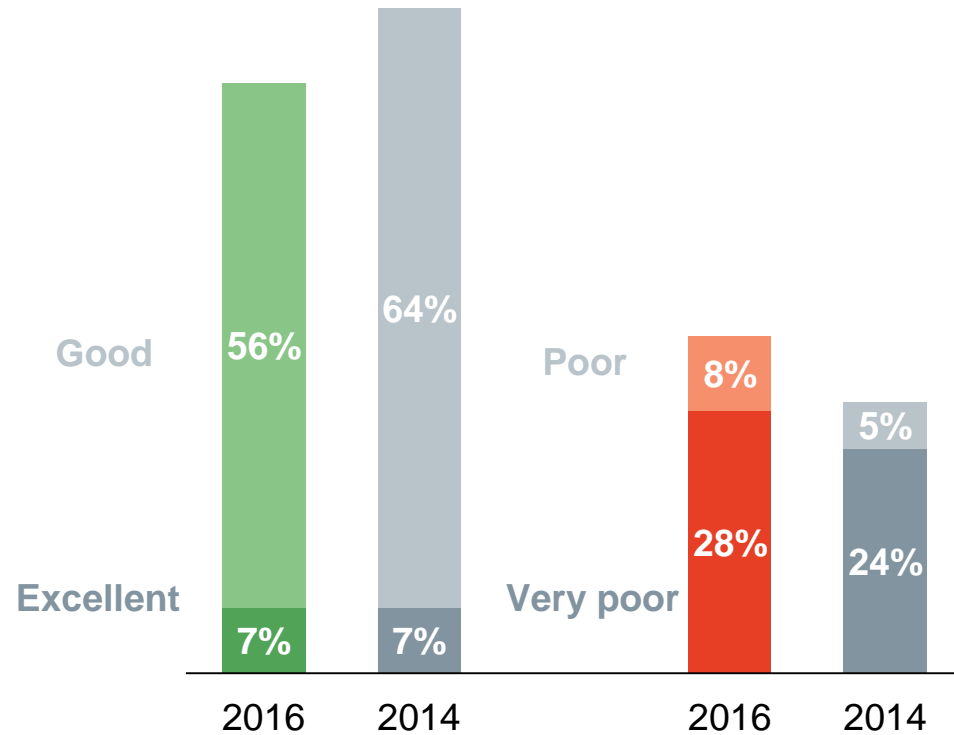
Residents are happy with the services provided by the County and view them as valuable to their quality of life.

Value of County Services

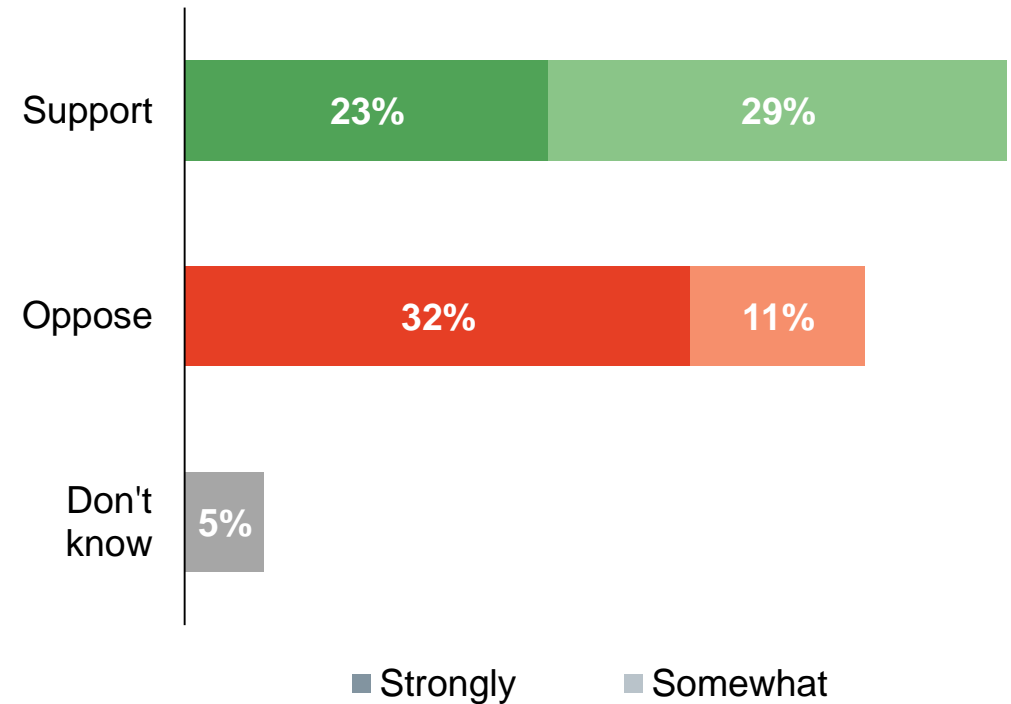


Most residents say the roads are in good or excellent condition, but many have maintenance concerns. There is soft support for a vehicle registration fee.

Rating of Road Conditions

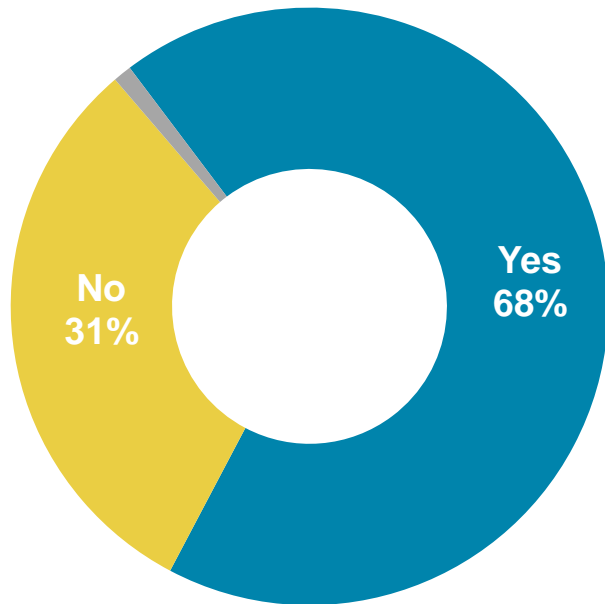


Support for Vehicle Registration Fee to Fund Road Maintenance

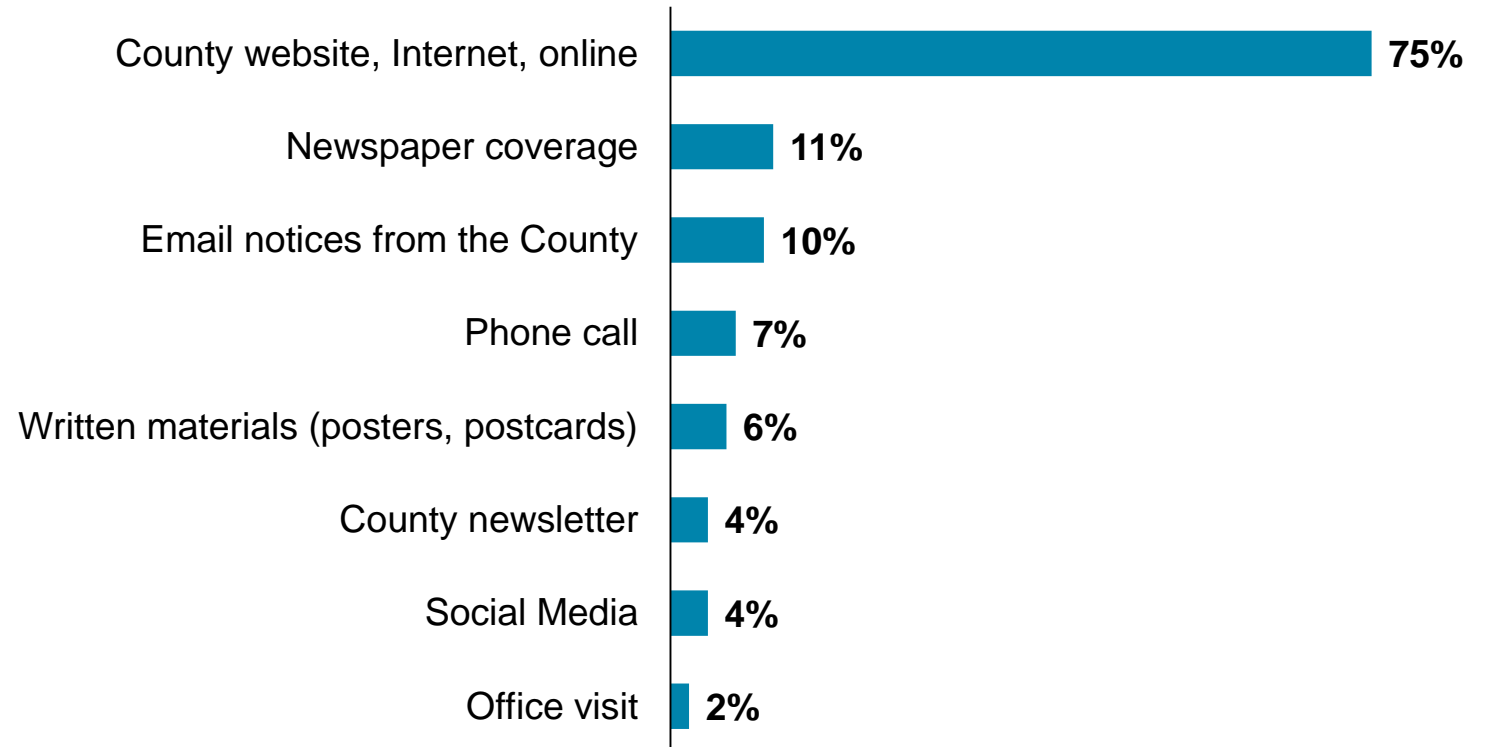


The percentage of residents who prefer to access information about Clackamas County through its website has increased. More than two-thirds have used the website.

Visited the Clackamas County Website



Preferred Method of Accessing Information About Clackamas County



Questions?

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