



# LANE COUNTY, OR 2011

Report of Demographic Subgroup Comparisons

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## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. Lane County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Lane County staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Lane County chose was to have crosstabulations of evaluative questions 1-17 by demographic questions D3 (number of years in Lane County), D9 (annual household income), D11 (race of respondent), D12 (age of respondent), and D15 (voted in last general election).

## UNDERSTANDING THE RESULTS

### “DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

| Question 1: Quality of Life (Percent "excellent" or "good")                  |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate each of the following aspects of quality of life in Lane County: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Lane County as a place to live   | 76%                            | 88%           | 80%                | 82%     | 77%                     | 83%                  | 84%              | 82%     | 82%   | 79%       | 81%     |
| Your neighborhood as a place to live   | 58%                            | 77%           | 77%                | 73%     | 63%                     | 75%                  | 80%              | 73%     | 75%   | 59%       | 73%     |
| Lane County as a place to raise children                                     | 67%                            | 73%           | 68%                | 69%     | 65%                     | 68%                  | 75%              | 69%     | 69%   | 67%       | 69%     |
| Lane County as a place to work   | 34%                            | 38%           | 36%                | 36%     | 25%                     | 43%                  | 38%              | 36%     | 36%   | 37%       | 36%     |
| Lane County as a place to retire   | 62%                            | 62%           | 58%                | 60%     | 56%                     | 58%                  | 64%              | 60%     | 60%   | 52%       | 59%     |
| The overall quality of life in Lane County                                   | 66%                            | 78%           | 69%                | 71%     | 62%                     | 74%                  | 77%              | 71%     | 72%   | 62%       | 71%     |

| Question 1: Quality of Life (Percent "excellent" or "good")                  |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate each of the following aspects of quality of life in Lane County: | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Lane County as a place to live   | 78%   | 85%   | 83% | 82%     | 74%                            | 83% | 82%     |
| Your neighborhood as a place to live   | 56%   | 80%   | 81% | 73%     | 61%                            | 76% | 73%     |
| Lane County as a place to raise children                                     | 69%   | 71%   | 68% | 69%     | 57%                            | 71% | 69%     |
| Lane County as a place to work   | 34%   | 36%   | 38% | 36%     | 33%                            | 36% | 35%     |
| Lane County as a place to retire   | 52%   | 58%   | 66% | 60%     | 46%                            | 62% | 60%     |
| The overall quality of life in Lane County                                   | 68%   | 72%   | 73% | 71%     | 63%                            | 73% | 71%     |

| Question 2: Community Characteristics (Percent "excellent" or "good")                       |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate each of the following characteristics as they relate to Lane County as a whole: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Sense of community  | 69%                            | 62%           | 52%                | 59%     | 65%                     | 61%                  | 52%              | 59%     | 58%   | 63%       | 59%     |
| Openness and acceptance of the community towards people of diverse backgrounds              | 69%                            | 58%           | 56%                | 59%     | 57%                     | 63%                  | 59%              | 60%     | 59%   | 61%       | 59%     |
| Overall appearance of Lane County   | 52%                            | 67%           | 62%                | 61%     | 61%                     | 61%                  | 62%              | 61%     | 61%   | 59%       | 61%     |
| Cleanliness of Lane County  | 60%                            | 60%           | 56%                | 58%     | 59%                     | 57%                  | 59%              | 58%     | 58%   | 60%       | 58%     |
| Overall quality of new development in Lane County   | 37%                            | 32%           | 34%                | 34%     | 36%                     | 38%                  | 27%              | 34%     | 32%   | 40%       | 34%     |
| Overall quality of business and service establishments in Lane County                       | 51%                            | 53%           | 49%                | 51%     | 52%                     | 50%                  | 49%              | 50%     | 51%   | 46%       | 50%     |
| Shopping opportunities  | 54%                            | 57%           | 57%                | 57%     | 64%                     | 56%                  | 51%              | 56%     | 56%   | 56%       | 56%     |
| Opportunities to attend cultural activities   | 74%                            | 66%           | 68%                | 69%     | 66%                     | 72%                  | 68%              | 69%     | 70%   | 63%       | 69%     |
| Recreational opportunities  | 85%                            | 83%           | 78%                | 81%     | 77%                     | 81%                  | 85%              | 81%     | 81%   | 78%       | 81%     |
| Employment opportunities  | 12%                            | 9%            | 8%                 | 9%      | 10%                     | 8%                   | 9%               | 9%      | 9%    | 8%        | 9%      |
| Educational opportunities   | 71%                            | 63%           | 59%                | 63%     | 65%                     | 61%                  | 63%              | 63%     | 62%   | 65%       | 63%     |
| Opportunities to participate in social events and activities                                | 74%                            | 72%           | 68%                | 70%     | 64%                     | 72%                  | 73%              | 70%     | 71%   | 62%       | 70%     |
| Opportunities to volunteer  | 79%                            | 86%           | 85%                | 84%     | 82%                     | 82%                  | 88%              | 84%     | 85%   | 75%       | 84%     |
| Opportunities to participate in community matters   | 68%                            | 65%           | 63%                | 64%     | 59%                     | 64%                  | 70%              | 65%     | 64%   | 62%       | 64%     |
| Ease of car travel in Lane County   | 47%                            | 70%           | 65%                | 63%     | 56%                     | 58%                  | 72%              | 62%     | 63%   | 55%       | 62%     |
| Ease of bus travel in Lane County   | 69%                            | 58%           | 54%                | 58%     | 57%                     | 59%                  | 60%              | 59%     | 58%   | 61%       | 58%     |
| Ease of bicycle travel in Lane County   | 85%                            | 78%           | 73%                | 77%     | 76%                     | 77%                  | 79%              | 77%     | 77%   | 75%       | 77%     |
| Traffic flow on major streets   | 62%                            | 67%           | 61%                | 63%     | 63%                     | 62%                  | 64%              | 63%     | 63%   | 60%       | 63%     |
| Availability of affordable quality housing  | 29%                            | 37%           | 24%                | 29%     | 26%                     | 29%                  | 31%              | 29%     | 29%   | 25%       | 29%     |

| Question 2: Community Characteristics (Percent "excellent" or "good")                       |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate each of the following characteristics as they relate to Lane County as a whole: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Availability of affordable quality child care   | 33%                            | 35%           | 26%                | 30%     | 30%                     | 28%                  | 31%              | 30%     | 29%   | 30%       | 29%     |
| Availability of affordable quality health care  | 44%                            | 40%           | 37%                | 39%     | 34%                     | 37%                  | 44%              | 39%     | 41%   | 24%       | 38%     |
| Availability of affordable quality food   | 70%                            | 68%           | 63%                | 66%     | 61%                     | 69%                  | 68%              | 66%     | 67%   | 60%       | 66%     |
| Availability of preventive health services  | 60%                            | 56%           | 52%                | 55%     | 48%                     | 53%                  | 62%              | 55%     | 56%   | 44%       | 54%     |
| Quality of overall natural environment in Lane County                                       | 79%                            | 89%           | 74%                | 79%     | 76%                     | 80%                  | 83%              | 80%     | 79%   | 81%       | 79%     |
| Overall image or reputation of Lane County  | 60%                            | 67%           | 54%                | 59%     | 61%                     | 60%                  | 56%              | 59%     | 58%   | 60%       | 59%     |

| Question 2: Community Characteristics (Percent "excellent" or "good")                       |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate each of the following characteristics as they relate to Lane County as a whole: | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Sense of community  | 65%   | 56%   | 56% | 59%     | 64%                            | 57% | 59%     |
| Openness and acceptance of the community towards people of diverse backgrounds              | 66%   | 57%   | 55% | 59%     | 61%                            | 59% | 59%     |
| Overall appearance of Lane County   | 54%   | 64%   | 66% | 62%     | 60%                            | 62% | 61%     |
| Cleanliness of Lane County  | 57%   | 58%   | 60% | 58%     | 60%                            | 58% | 59%     |
| Overall quality of new development in Lane County   | 34%   | 33%   | 35% | 34%     | 37%                            | 33% | 34%     |
| Overall quality of business and service establishments in Lane County                       | 49%   | 46%   | 56% | 51%     | 46%                            | 51% | 50%     |
| Shopping opportunities  | 51%   | 55%   | 63% | 57%     | 50%                            | 57% | 56%     |
| Opportunities to attend cultural activities   | 64%   | 64%   | 77% | 69%     | 55%                            | 72% | 69%     |
| Recreational opportunities  | 78%   | 81%   | 84% | 81%     | 67%                            | 84% | 81%     |
| Employment opportunities  | 10%   | 9%    | 9%  | 9%      | 10%                            | 9%  | 9%      |
| Educational opportunities   | 61%   | 60%   | 68% | 63%     | 60%                            | 63% | 63%     |
| Opportunities to participate in social events and activities                                | 69%   | 68%   | 74% | 70%     | 57%                            | 73% | 71%     |
| Opportunities to volunteer  | 82%   | 84%   | 86% | 84%     | 78%                            | 86% | 85%     |

| Question 2: Community Characteristics (Percent "excellent" or "good")                       |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate each of the following characteristics as they relate to Lane County as a whole: | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Opportunities to participate in community matters   | 64%   | 63%   | 66% | 64%     | 51%                            | 67% | 65%     |
| Ease of car travel in Lane County   | 51%   | 71%   | 65% | 63%     | 52%                            | 64% | 63%     |
| Ease of bus travel in Lane County   | 67%   | 56%   | 53% | 58%     | 58%                            | 59% | 59%     |
| Ease of bicycle travel in Lane County   | 84%   | 78%   | 70% | 77%     | 78%                            | 77% | 77%     |
| Traffic flow on major streets   | 65%   | 64%   | 60% | 63%     | 59%                            | 64% | 63%     |
| Availability of affordable quality housing  | 31%   | 25%   | 31% | 29%     | 28%                            | 29% | 29%     |
| Availability of affordable quality child care   | 26%   | 33%   | 30% | 30%     | 17%                            | 32% | 29%     |
| Availability of affordable quality health care  | 35%   | 34%   | 46% | 39%     | 26%                            | 41% | 39%     |
| Availability of affordable quality food   | 68%   | 59%   | 70% | 66%     | 59%                            | 67% | 66%     |
| Availability of preventive health services  | 51%   | 54%   | 58% | 55%     | 45%                            | 56% | 55%     |
| Quality of overall natural environment in Lane County                                       | 82%   | 78%   | 78% | 79%     | 69%                            | 81% | 79%     |
| Overall image or reputation of Lane County  | 61%   | 56%   | 59% | 59%     | 60%                            | 59% | 59%     |

| Question 3: Growth (Percent "too fast")   |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate the speed of growth in the following categories in Lane County over the past 2 years: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Population growth too fast  | 33%                            | 35%           | 47%                | 41%     | 56%                     | 43%                  | 28%              | 41%     | 41%   | 41%       | 41%     |
| Retail growth too slow  | 8%                             | 12%           | 17%                | 14%     | 20%                     | 9%                   | 14%              | 14%     | 14%   | 10%       | 13%     |
| Job growth too slow   | 0%                             | 1%            | 1%                 | 1%      | 1%                      | 1%                   | 1%               | 1%      | 1%    | 2%        | 1%      |

| Question 3: Growth (Percent "too fast")   |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate the speed of growth in the following categories in Lane County over the past 2 years: | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Population growth too fast  | 37%   | 44%   | 40% | 41%     | 42%                            | 41% | 41%     |
| Retail growth too slow  | 5%    | 21%   | 14% | 14%     | 8%                             | 15% | 14%     |
| Job growth too slow   | 0%    | 1%    | 2%  | 1%      | 0%                             | 1%  | 1%      |

| Question 4: Code Enforcement (Percent a "major" problem)                     |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|  | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Run down buildings, weed lots or junk vehicle a major problem in Lane County | 12%                            | 22%           | 11%                | 14%     | 13%                     | 14%                  | 14%              | 14%     | 14%   | 14%       | 14%     |

| Question 4: Code Enforcement (Percent a "major" problem)                     |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
|  | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Run down buildings, weed lots or junk vehicle a major problem in Lane County | 15%   | 13%   | 15% | 14%     | 14%                            | 15% | 15%     |

| Question 5: Community Safety (Percent "very" or "somewhat" safe)           |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate how safe or unsafe you feel from the following in Lane County: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Violent crime (e.g., rape, assault, robbery)                               | 57%                            | 65%           | 58%                | 60%     | 57%                     | 60%                  | 63%              | 60%     | 60%   | 56%       | 60%     |
| Property crimes (e.g., burglary, theft)                                    | 34%                            | 39%           | 34%                | 36%     | 32%                     | 37%                  | 37%              | 36%     | 35%   | 37%       | 35%     |
| Environmental hazards, including toxic waste                               | 70%                            | 66%           | 63%                | 65%     | 57%                     | 67%                  | 71%              | 65%     | 64%   | 71%       | 65%     |

| Question 5: Community Safety (Percent "very" or "somewhat" safe)           |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate how safe or unsafe you feel from the following in Lane County: | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Violent crime (e.g., rape, assault, robbery)                               | 57%   | 63%   | 60% | 60%     | 50%                            | 62% | 60%     |
| Property crimes (e.g., burglary, theft)                                    | 29%   | 36%   | 41% | 36%     | 28%                            | 37% | 35%     |
| Environmental hazards, including toxic waste                               | 70%   | 66%   | 61% | 66%     | 65%                            | 65% | 65%     |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate how safe or unsafe you feel:                        | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| In your neighborhood during the day                             | 89%                            | 89%           | 92%                | 91%     | 88%                     | 92%                  | 92%              | 91%     | 91%   | 90%       | 91%     |
| In your neighborhood after dark                                 | 59%                            | 68%           | 69%                | 67%     | 59%                     | 69%                  | 72%              | 67%     | 67%   | 64%       | 66%     |
| In Lane County's downtown area(s) during the day                | 80%                            | 67%           | 54%                | 63%     | 70%                     | 63%                  | 58%              | 63%     | 62%   | 70%       | 63%     |
| In Lane County's downtown area(s) after dark                    | 31%                            | 27%           | 19%                | 24%     | 25%                     | 23%                  | 24%              | 24%     | 22%   | 32%       | 24%     |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate how safe or unsafe you feel:                        | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| In your neighborhood during the day                             | 91%   | 91%   | 91% | 91%     | 87%                            | 92% | 91%     |
| In your neighborhood after dark                                 | 58%   | 72%   | 70% | 67%     | 53%                            | 69% | 67%     |
| In Lane County's downtown area(s) during the day                | 77%   | 57%   | 57% | 63%     | 67%                            | 62% | 63%     |
| In Lane County's downtown area(s) after dark                    | 27%   | 23%   | 21% | 24%     | 25%                            | 24% | 24%     |

| Question 7: Contact with Sheriff's Department (Percent a "yes")   |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|   | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Have you had any in-person or phone contact with an employee of the Lane County Sheriff Department within the last 12 months? | 25%                            | 20%           | 22%                | 22%     | 19%                     | 22%                  | 26%              | 22%     | 20%   | 35%       | 22%     |

| Question 7: Contact with Sheriff's Department (Percent a "yes")   |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
|   | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Have you had any in-person or phone contact with an employee of the Lane County Sheriff Department within the last 12 months? | 24%   | 28%   | 15% | 22%     | 25%                            | 22% | 22%     |

| Question 8: Ratings of Contact with Sheriff's Department (Percent "excellent" or "good")                |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|   | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| What was your overall impression of your most recent contact with the Lane County Sheriff's Department? | 62%                            | 72%           | 61%                | 64%     | 67%                     | 66%                  | 61%              | 64%     | 66%   | 58%       | 64%     |

| Question 8: Ratings of Contact with Sheriff's Department (Percent "excellent" or "good")                |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
|   | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| What was your overall impression of your most recent contact with the Lane County Sheriff's Department? | 60%   | 63%   | 74% | 65%     | 42%                            | 70% | 65%     |

| Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")                        |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|  | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| During the past twelve months, were you or anyone in your household the victim of any crime? | 18%                            | 17%           | 18%                | 18%     | 18%                     | 18%                  | 19%              | 18%     | 17%   | 30%       | 18%     |
| If yes, was this crime (these crimes) reported to the police?                                | 83%                            | 79%           | 74%                | 77%     | 79%                     | 79%                  | 75%              | 78%     | 79%   | 70%       | 77%     |

| Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")                        |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
|  | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| During the past twelve months, were you or anyone in your household the victim of any crime? | 26%   | 17%   | 12% | 18%     | 25%                            | 17% | 18%     |
| If yes, was this crime (these crimes) reported to the police?                                | 82%   | 75%   | 74% | 78%     | 79%                            | 78% | 78%     |

| Question 11: Resident Behaviors (Percent at least once in past 12 months)  |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lane County? | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Visited a County park  | 90%                            | 91%           | 86%                | 88%     | 84%                     | 90%                  | 91%              | 88%     | 88%   | 88%       | 88%     |
| Ridden a local bus within Lane County  | 62%                            | 50%           | 39%                | 47%     | 57%                     | 47%                  | 41%              | 48%     | 45%   | 65%       | 47%     |
| Attended a meeting of local elected officials or other local public meeting  | 21%                            | 33%           | 35%                | 31%     | 25%                     | 27%                  | 42%              | 31%     | 31%   | 31%       | 31%     |
| Watched a meeting of local elected officials or other County-sponsored public meeting on cable television, the Internet or other media             | 29%                            | 48%           | 52%                | 46%     | 42%                     | 48%                  | 48%              | 46%     | 47%   | 36%       | 46%     |
| Read 'Your Lane' Quarterly Newsletter  | 36%                            | 42%           | 41%                | 40%     | 35%                     | 42%                  | 42%              | 40%     | 40%   | 37%       | 40%     |
| Visited the Lane County Web site (at www.lanecounty.org)   | 54%                            | 53%           | 44%                | 49%     | 38%                     | 55%                  | 51%              | 49%     | 48%   | 51%       | 48%     |
| Recycled used paper, cans or bottles from your home  | 97%                            | 97%           | 98%                | 98%     | 95%                     | 98%                  | 100%             | 98%     | 98%   | 94%       | 98%     |

| Question 11: Resident Behaviors (Percent at least once in past 12 months)  |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lane County? | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Volunteered your time to some group or activity in Lane County   | 53%                            | 61%           | 61%                | 59%     | 54%                     | 51%                  | 72%              | 59%     | 59%   | 62%       | 59%     |
| Participated in a club or civic group in Lane County   | 37%                            | 46%           | 41%                | 42%     | 37%                     | 36%                  | 52%              | 42%     | 42%   | 39%       | 41%     |
| Provided help to a friend or neighbor  | 94%                            | 97%           | 97%                | 97%     | 97%                     | 97%                  | 97%              | 97%     | 97%   | 94%       | 97%     |

| Question 11: Resident Behaviors (Percent at least once in past 12 months)  |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
| In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lane County? | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Visited a County park  | 92%   | 93%   | 81% | 88%     | 84%                            | 89% | 88%     |
| Ridden a local bus within Lane County  | 63%   | 49%   | 31% | 47%     | 53%                            | 46% | 47%     |
| Attended a meeting of local elected officials or other local public meeting  | 21%   | 40%   | 33% | 31%     | 12%                            | 36% | 32%     |
| Watched a meeting of local elected officials or other County-sponsored public meeting on cable television, the Internet or other media             | 40%   | 48%   | 49% | 46%     | 36%                            | 49% | 47%     |
| Read 'Your Lane' Quarterly Newsletter  | 33%   | 40%   | 47% | 40%     | 28%                            | 42% | 39%     |
| Visited the Lane County Web site (at www.lanecounty.org)   | 57%   | 51%   | 38% | 48%     | 35%                            | 51% | 48%     |
| Recycled used paper, cans or bottles from your home  | 97%   | 98%   | 98% | 98%     | 94%                            | 98% | 98%     |
| Volunteered your time to some group or activity in Lane County   | 57%   | 64%   | 57% | 59%     | 45%                            | 63% | 60%     |
| Participated in a club or civic group in Lane County   | 35%   | 46%   | 43% | 42%     | 22%                            | 46% | 42%     |
| Provided help to a friend or neighbor  | 98%   | 97%   | 96% | 97%     | 97%                            | 97% | 97%     |

| Question 12: Neighborliness (Percent at least several times per week) |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|   | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Visit with neighbors at least several times a week                    | 34%                            | 46%           | 50%                | 45%     | 46%                     | 44%                  | 43%              | 45%     | 45%   | 42%       | 44%     |

| Question 12: Neighborliness (Percent at least several times per week) |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
|   | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Visit with neighbors at least several times a week                    | 34%   | 47%   | 53% | 45%     | 47%                            | 46% | 46%     |

| Question 13: Service Quality (Percent "excellent" or "good")              |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate the quality of each of the following services in Lane County: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Sheriff services  | 44%                            | 57%           | 55%                | 54%     | 53%                     | 58%                  | 50%              | 54%     | 55%   | 43%       | 54%     |
| Crime prevention  | 25%                            | 37%           | 38%                | 35%     | 40%                     | 38%                  | 31%              | 36%     | 36%   | 32%       | 35%     |
| Fire prevention and education   | 64%                            | 68%           | 68%                | 67%     | 65%                     | 68%                  | 67%              | 67%     | 68%   | 62%       | 67%     |
| Justice courts  | 52%                            | 48%           | 48%                | 48%     | 50%                     | 44%                  | 52%              | 48%     | 50%   | 40%       | 48%     |
| Traffic enforcement on County road and highways                           | 51%                            | 47%           | 43%                | 46%     | 51%                     | 51%                  | 36%              | 46%     | 45%   | 49%       | 46%     |
| Road repair   | 23%                            | 24%           | 17%                | 21%     | 16%                     | 24%                  | 22%              | 21%     | 20%   | 22%       | 20%     |
| Snow removal on County road and highways                                  | 44%                            | 51%           | 53%                | 51%     | 44%                     | 54%                  | 52%              | 51%     | 52%   | 38%       | 50%     |
| Bus or transit services   | 77%                            | 59%           | 59%                | 63%     | 59%                     | 67%                  | 63%              | 63%     | 63%   | 58%       | 62%     |
| Recycling   | 88%                            | 88%           | 90%                | 89%     | 86%                     | 93%                  | 87%              | 89%     | 89%   | 89%       | 89%     |
| Storm drainage  | 59%                            | 61%           | 63%                | 62%     | 48%                     | 65%                  | 67%              | 61%     | 61%   | 59%       | 61%     |
| County parks  | 85%                            | 82%           | 71%                | 77%     | 75%                     | 79%                  | 77%              | 77%     | 77%   | 74%       | 77%     |
| Lane County open space  | 77%                            | 75%           | 70%                | 73%     | 69%                     | 74%                  | 74%              | 73%     | 74%   | 65%       | 73%     |
| Availability of historic sites  | 60%                            | 61%           | 56%                | 58%     | 59%                     | 60%                  | 54%              | 58%     | 59%   | 50%       | 58%     |
| Land use, planning and zoning   | 33%                            | 29%           | 21%                | 26%     | 27%                     | 26%                  | 26%              | 26%     | 26%   | 24%       | 26%     |

| Question 13: Service Quality (Percent "excellent" or "good")   |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate the quality of each of the following services in Lane County:  | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Code enforcement (weeds, abandoned buildings, etc.)  | 23%                            | 26%           | 26%                | 26%     | 24%                     | 30%                  | 23%              | 26%     | 25%   | 28%       | 26%     |
| Animal control   | 47%                            | 40%           | 40%                | 41%     | 46%                     | 41%                  | 39%              | 42%     | 42%   | 38%       | 41%     |
| Economic development   | 16%                            | 17%           | 16%                | 16%     | 21%                     | 19%                  | 10%              | 16%     | 15%   | 20%       | 16%     |
| Health services  | 50%                            | 50%           | 45%                | 47%     | 46%                     | 46%                  | 49%              | 47%     | 49%   | 36%       | 47%     |
| Services to seniors  | 63%                            | 59%           | 53%                | 56%     | 52%                     | 60%                  | 57%              | 57%     | 57%   | 54%       | 56%     |
| Services to youth  | 45%                            | 50%           | 37%                | 42%     | 36%                     | 46%                  | 44%              | 42%     | 43%   | 40%       | 42%     |
| Services to low-income people  | 50%                            | 46%           | 44%                | 45%     | 40%                     | 48%                  | 48%              | 45%     | 45%   | 43%       | 45%     |
| Public information services  | 42%                            | 50%           | 47%                | 47%     | 49%                     | 55%                  | 39%              | 48%     | 48%   | 43%       | 47%     |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 41%                            | 48%           | 42%                | 43%     | 36%                     | 47%                  | 44%              | 43%     | 44%   | 39%       | 43%     |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 67%                            | 58%           | 50%                | 56%     | 47%                     | 59%                  | 59%              | 56%     | 56%   | 49%       | 55%     |
| Mental health services   | 45%                            | 34%           | 33%                | 35%     | 35%                     | 40%                  | 31%              | 35%     | 34%   | 40%       | 35%     |
| Drug and alcohol services  | 50%                            | 49%           | 40%                | 44%     | 45%                     | 47%                  | 41%              | 44%     | 44%   | 46%       | 44%     |
| Leaf pick-up   | 60%                            | 62%           | 62%                | 62%     | 57%                     | 66%                  | 61%              | 62%     | 62%   | 57%       | 61%     |
| County campgrounds and marinas   | 71%                            | 68%           | 59%                | 64%     | 61%                     | 65%                  | 64%              | 63%     | 63%   | 67%       | 64%     |
| Juvenile Justice services for youth  | 39%                            | 50%           | 39%                | 42%     | 41%                     | 43%                  | 41%              | 42%     | 41%   | 47%       | 42%     |

| Question 13: Service Quality (Percent "excellent" or "good")              |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate the quality of each of the following services in Lane County: | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Sheriff services  | 45%   | 52%   | 62% | 54%     | 41%                            | 56% | 53%     |
| Crime prevention  | 32%   | 34%   | 40% | 35%     | 29%                            | 37% | 35%     |
| Fire prevention and education   | 64%   | 60%   | 76% | 67%     | 66%                            | 68% | 68%     |
| Justice courts  | 49%   | 44%   | 52% | 48%     | 46%                            | 48% | 48%     |

| Question 13: Service Quality (Percent "excellent" or "good")   |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate the quality of each of the following services in Lane County:  | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Traffic enforcement on County road and highways  | 49%   | 43%   | 46% | 46%     | 57%                            | 43% | 46%     |
| Road repair  | 22%   | 25%   | 16% | 21%     | 23%                            | 21% | 21%     |
| Snow removal on County road and highways   | 42%   | 56%   | 53% | 51%     | 40%                            | 52% | 51%     |
| Bus or transit services  | 71%   | 60%   | 58% | 63%     | 69%                            | 62% | 63%     |
| Recycling  | 89%   | 88%   | 90% | 89%     | 84%                            | 90% | 89%     |
| Storm drainage   | 54%   | 64%   | 65% | 61%     | 63%                            | 62% | 62%     |
| County parks   | 87%   | 73%   | 72% | 77%     | 80%                            | 76% | 77%     |
| Lane County open space   | 74%   | 73%   | 71% | 73%     | 68%                            | 73% | 73%     |
| Availability of historic sites   | 61%   | 55%   | 58% | 58%     | 57%                            | 57% | 57%     |
| Land use, planning and zoning  | 24%   | 27%   | 26% | 26%     | 19%                            | 27% | 26%     |
| Code enforcement (weeds, abandoned buildings, etc.)  | 28%   | 24%   | 25% | 26%     | 26%                            | 26% | 26%     |
| Animal control   | 44%   | 42%   | 38% | 41%     | 47%                            | 41% | 42%     |
| Economic development   | 20%   | 12%   | 18% | 16%     | 25%                            | 15% | 16%     |
| Health services  | 43%   | 43%   | 55% | 47%     | 44%                            | 48% | 47%     |
| Services to seniors  | 60%   | 51%   | 58% | 56%     | 53%                            | 57% | 56%     |
| Services to youth  | 46%   | 41%   | 41% | 42%     | 35%                            | 43% | 42%     |
| Services to low-income people  | 47%   | 46%   | 42% | 45%     | 51%                            | 45% | 46%     |
| Public information services  | 48%   | 44%   | 51% | 47%     | 47%                            | 48% | 48%     |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 36%   | 44%   | 47% | 43%     | 40%                            | 43% | 43%     |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 54%   | 57%   | 56% | 56%     | 58%                            | 55% | 56%     |
| Mental health services   | 47%   | 30%   | 31% | 35%     | 41%                            | 34% | 35%     |
| Drug and alcohol services  | 55%   | 42%   | 37% | 44%     | 53%                            | 42% | 44%     |
| Leaf pick-up   | 60%   | 62%   | 63% | 62%     | 53%                            | 63% | 61%     |
| County campgrounds and marinas   | 67%   | 64%   | 61% | 64%     | 56%                            | 64% | 63%     |
| Juvenile Justice services for youth  | 43%   | 41%   | 43% | 42%     | 47%                            | 41% | 42%     |

| Question 14: Government Services Overall (Percent "excellent" or "good")                   |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Overall, how would you rate the quality of the services provided by each of the following? | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Lane County  | 53%                            | 52%           | 48%                | 50%     | 51%                     | 53%                  | 49%              | 51%     | 49%   | 55%       | 50%     |
| The Federal Government   | 40%                            | 33%           | 26%                | 31%     | 33%                     | 28%                  | 32%              | 30%     | 29%   | 39%       | 30%     |
| The State Government   | 37%                            | 36%           | 29%                | 33%     | 30%                     | 33%                  | 34%              | 33%     | 32%   | 35%       | 32%     |

| Question 14: Government Services Overall (Percent "excellent" or "good")                   |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
| Overall, how would you rate the quality of the services provided by each of the following? | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Lane County  | 54%   | 46%   | 51% | 50%     | 53%                            | 50% | 50%     |
| The Federal Government   | 35%   | 28%   | 29% | 31%     | 42%                            | 28% | 31%     |
| The State Government   | 33%   | 33%   | 31% | 32%     | 34%                            | 32% | 32%     |

| Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely) |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please indicate how likely or unlikely you are to do each of the following:     | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Recommend living in Lane County to someone who asks                             | 76%                            | 85%           | 77%                | 79%     | 79%                     | 80%                  | 78%              | 79%     | 79%   | 77%       | 79%     |
| Remain in Lane County for the next five years                                   | 61%                            | 86%           | 86%                | 81%     | 78%                     | 78%                  | 85%              | 80%     | 82%   | 71%       | 81%     |

| Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely) |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please indicate how likely or unlikely you are to do each of the following:     | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Recommend living in Lane County to someone who asks                             | 81%   | 78%   | 79% | 79%     | 81%                            | 79% | 79%     |
| Remain in Lane County for the next five years                                   | 66%   | 84%   | 90% | 81%     | 74%                            | 82% | 81%     |

| Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)   |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|--|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|  | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|  | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: | 14%                            | 11%           | 12%                | 12%     | 11%                     | 16%                  | 10%              | 12%     | 11%   | 17%       | 12%     |

| Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)   |       |       |     |         |                                |     |         |
|--|-------|-------|-----|---------|--------------------------------|-----|---------|
|  | Age   |       |     |         | Voted in last general election |     |         |
|  | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be: | 16%   | 8%    | 12% | 12%     | 19%                            | 11% | 12%     |

| Question 18: Contact with County Employees (Percent "yes")  |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
|   | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Have you had any in-person or phone contact with an employee of Lane County within the last 12 months (including sheriff, receptionists, planners or any others)? | 47%                            | 45%           | 40%                | 43%     | 41%                     | 43%                  | 45%              | 43%     | 42%   | 50%       | 43%     |

| Question 18: Contact with County Employees (Percent "yes")  |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
|   | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| Have you had any in-person or phone contact with an employee of Lane County within the last 12 months (including sheriff, receptionists, planners or any others)? | 45%   | 49%   | 37% | 43%     | 38%                            | 44% | 43%     |

| Question 19: County Employees (Percent "excellent" or "good")                               |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| What was your impression of the employee(s) of the Lane County in your most recent contact? | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| Knowledge   | 69%                            | 74%           | 79%                | 75%     | 70%                     | 78%                  | 77%              | 75%     | 78%   | 60%       | 75%     |
| Responsiveness  | 65%                            | 70%           | 67%                | 67%     | 60%                     | 73%                  | 68%              | 67%     | 70%   | 53%       | 68%     |
| Courtesy  | 77%                            | 77%           | 74%                | 75%     | 73%                     | 78%                  | 74%              | 75%     | 76%   | 70%       | 75%     |
| Overall impression  | 66%                            | 74%           | 70%                | 71%     | 67%                     | 74%                  | 70%              | 71%     | 72%   | 61%       | 71%     |

| Question 19: County Employees (Percent "excellent" or "good")                               |       |       |      |         |                                |     |         |
|---|-------|-------|------|---------|--------------------------------|-----|---------|
| What was your impression of the employee(s) of the Lane County in your most recent contact? | Age   |       |      |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55 + | Overall | No                             | Yes | Overall |
| Knowledge   | 75%   | 73%   | 77%  | 75%     | 61%                            | 77% | 74%     |
| Responsiveness  | 63%   | 68%   | 71%  | 67%     | 59%                            | 69% | 67%     |
| Courtesy  | 71%   | 72%   | 82%  | 75%     | 61%                            | 77% | 75%     |
| Overall impression  | 67%   | 70%   | 74%  | 70%     | 57%                            | 73% | 70%     |

| Question 20: Government Performance (Percent "excellent" or "good")         |                                |               |                    |         |                         |                      |                  |         |       |           |         |
|---|--------------------------------|---------------|--------------------|---------|-------------------------|----------------------|------------------|---------|-------|-----------|---------|
| Please rate the following categories of Lane County government performance: | Number of years in Lane County |               |                    |         | Annual household income |                      |                  |         | Race  |           |         |
|   | 5 years or less                | 6 to 20 years | More than 20 years | Overall | Less than \$24,999      | \$25,000 to \$49,999 | \$50,000 or more | Overall | White | Not white | Overall |
| The value of services for the taxes paid to Lane County                     | 41%                            | 38%           | 30%                | 35%     | 29%                     | 41%                  | 34%              | 35%     | 35%   | 35%       | 35%     |
| The overall direction that Lane County is taking                            | 42%                            | 37%           | 24%                | 31%     | 28%                     | 38%                  | 26%              | 31%     | 30%   | 33%       | 31%     |
| The job Lane County government does at welcoming citizen involvement        | 56%                            | 37%           | 36%                | 40%     | 34%                     | 48%                  | 38%              | 40%     | 39%   | 42%       | 39%     |

| Question 20: Government Performance (Percent "excellent" or "good")         |       |       |     |         |                                |     |         |
|---|-------|-------|-----|---------|--------------------------------|-----|---------|
| Please rate the following categories of Lane County government performance: | Age   |       |     |         | Voted in last general election |     |         |
|   | 18-34 | 35-54 | 55+ | Overall | No                             | Yes | Overall |
| The value of services for the taxes paid to Lane County                     | 35%   | 29%   | 40% | 35%     | 33%                            | 34% | 34%     |
| The overall direction that Lane County is taking                            | 35%   | 26%   | 32% | 31%     | 26%                            | 31% | 30%     |
| The job Lane County government does at welcoming citizen involvement        | 43%   | 36%   | 41% | 40%     | 31%                            | 40% | 39%     |