

YOUR COUNTY, YOUR CHOICE

SURVEY RESEARCH FINDINGS

2009

DHM

Davis, Hibbitts & Midghall INC. | Opinion Research and Consultation



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The Your County, Your Choice: 2009 report is organized into several major sections. It begins with summary of the major findings. Next, is a description of the study goals, methodologies, and respondent demographics. This is followed by two assessments of how County residents feel about their community, an exercise that asked residents to build a mock city budget, and results from the MaxDiff online survey.

The Your County, Your Choice research measured detailed information about six service areas: 1) parks and recreation, 2) health and human services, 3) business and the economy, 4) transportation, 5) neighborhood livability, and 6) public safety.

Each service area is compared to measures about what residents said is the biggest need local government officials should do something about, what are the most objectionable service changes, advice about what services to cut, and advice about what services not to cut. They are also compared to the results of the MaxDiff exercise. Relevant findings are shaded. Summary comments are at the end of each service area section.

Summary and Observations—Community Feelings

- ❖ **County residents feel good about their community**
 - ❖ **While they tend to feel better about communities closest to them, their average county rating was only 6.3 degrees lower than what they gave their neighborhood and City**
 - ❖ **Positive feelings toward the County tend to be higher among people who live between the river and I-205**
 - ❖ **Residents with the most education and highest incomes tend to rate all four parts of their community – neighborhood, City, metro area, County – the highest**

Summary and Observations—County's Direction

- ❖ Most (57%) County residents think the County is headed in the right direction, while 29% think it's off on the wrong track
 - ❖ These findings are similar to how County residents feel about their City's direction, with 61% right direction and 32 % wrong direction; don't knows were lower for their City (7% v. 15%)
 - ❖ The most educated and those with the highest household incomes were more likely to say the County is headed in the right direction
 - ❖ There is a gap between new and long-time County residents
 - ❖ Between 31% to 34% of those who have lived in the County longer than 10 years said the County is headed in the wrong direction, compared to 13% to 25% of those who have lived in the County fewer than 10 years

Summary and Observations—Highest Priorities

❖ The highest priorities are public safety, business and the economy, health and human services, and education

❖ Public safety

❖ Residents allocated the most money to public safety in their budget

❖ Slower responses to fire and medical emergencies and to crimes in progress were the two top very objectionable changes

❖ Preventing criminal activity with patrol and neighborhood services was the most mentioned service not to cut

Summary and Observations—Highest Priorities

❖ Business and the economy

- ❖ Economic development/job creation was the second most mentioned need that local government should do something about
- ❖ Promoting economic vitality and access to quality jobs to all was the highest priority in the MaxDiff exercise
- ❖ Small business assistance and worker training were the two most urgent business and economy services

Summary and Observations—Highest Priorities

❖ Health and human services

- ❖ These services ranked second in residents' budget allocation

- ❖ Ensuring access to health care and human services for children and low income families was the second highest priority in the MaxDiff exercise

- ❖ Serving vulnerable populations and providing health care were among the top five most mentioned services not to cut

Summary and Observations—Highest Priorities

❖ Schools and education

❖ Education in general and school funding in particular were the first and third most mentioned needs local government should do something about in the next two years

❖ If taken together, they would be the most mentioned need local government should do something about

❖ Educational programs were the second most mentioned service not to cut

Summary and Observations—Lower Priorities

- ❖ Lower priorities are parks and recreation, neighborhood livability (except education and safety), and transportation
 - ❖ Parks and recreation
 - ❖ Maintaining and improving our parks, green spaces, water and air sheds ranked near the bottom of the MaxDiff exercise
 - ❖ A third said closing some neighborhood parks and only a quarter said closing community centers and pools were very objectionable service changes
 - ❖ Among parks and recreation programs, residents said children and youth recreation programs are the most urgent

Summary and Observations—Lower Priorities

❖ Neighborhood livability

- ❖ Neighborhood livability ranked 5th (of 6) in the build a budget exercise
- ❖ Maintaining and improving parks, including under-represented neighborhoods in public activities, and keeping the central city vital were the lowest three priorities in the MaxDiff exercise
- ❖ Less attention to neighborhood traffic speeds and fewer building inspections were among the least objectionable service changes

Summary and Observations—Lower Priorities

❖ Transportation

- ❖ Improving and maintaining the transportation system was ranked 9th (of 12) in the MaxDiff exercise
- ❖ Transportation ranked 4th in the budget building exercise
- ❖ Increased traffic ranked towards the bottom of very objectionable service changes
- ❖ Paving and fixing potholes was the most urgent transportation issue
- ❖ Transit, transportation planning, and bridges were in a second tier of most urgent transportation services

Summary and Observations—Other

- ❖ Among services not included in the six main areas:
 - ❖ Closing County and City government offices five Fridays a year was the least objectionable service change
 - ❖ Maintaining a financially stable County and City ranked 3rd (of 12) in the MaxDiff exercise
 - ❖ Reducing both spending/unnecessary administrative costs and government employee salaries/benefits were the top two suggestions (unaided) of what services to cut
 - ❖ Better public leaders and manage the budget were among mentions when residents said what they thought was the biggest need local government should do something about
- ❖ While there were a variety of subgroup variations, we found nothing particularly surprising or unexpected

- ❖ **Assess Multnomah County residents' feelings about their community and the County's budget priorities to inform decision making related to the budget**
- ❖ **Supplement information about Multnomah County residents' budget priorities gathered at public forms and through other civic engagement/public involvement techniques**
- ❖ **Provide a benchmark to determine changes in attitudes over time**

Telephone Survey Methodology:

- ❖ Completed 500 telephone interviews with County residents, scientifically and randomly conducted
- ❖ Conducted March 12–18, 2009
- ❖ Averaged 15 minutes to administer
- ❖ Quotas established for age, gender, area, and ethnicity based on the total number of residents in Multnomah County to ensure a representative sample
- ❖ Bilingual interviewers (Spanish)
- ❖ Margin of error +/- 4.0%

MaxDiff Methodology:

- ❖ **MaxDiff is an approach for obtaining importance scores for multiple items. It has been shown to deliver greater discrimination among items and between respondents than the more commonly used rating scale questions.**
- ❖ **The reason that MaxDiff is effective is two-fold:**
 - ❖ **First, respondents must make trade-offs in order to choose the best and worst displayed items. They do not rate items in isolation, but in competition.**
 - ❖ **Second, the choices are made without the use of a scale. Scales introduce the opportunity for interpretation bias.**
- ❖ **Importance scores show relative strength for 12 items converted to a 100 point scale with an average score of 8.3**
- ❖ **Supplement to the telephone survey**
- ❖ **Completed 250 interviews online using a professionally maintained panel of Multnomah County residents**
- ❖ **Quotas established for age and gender based on the total population of Multnomah County to ensure a representative sample**

Demographics

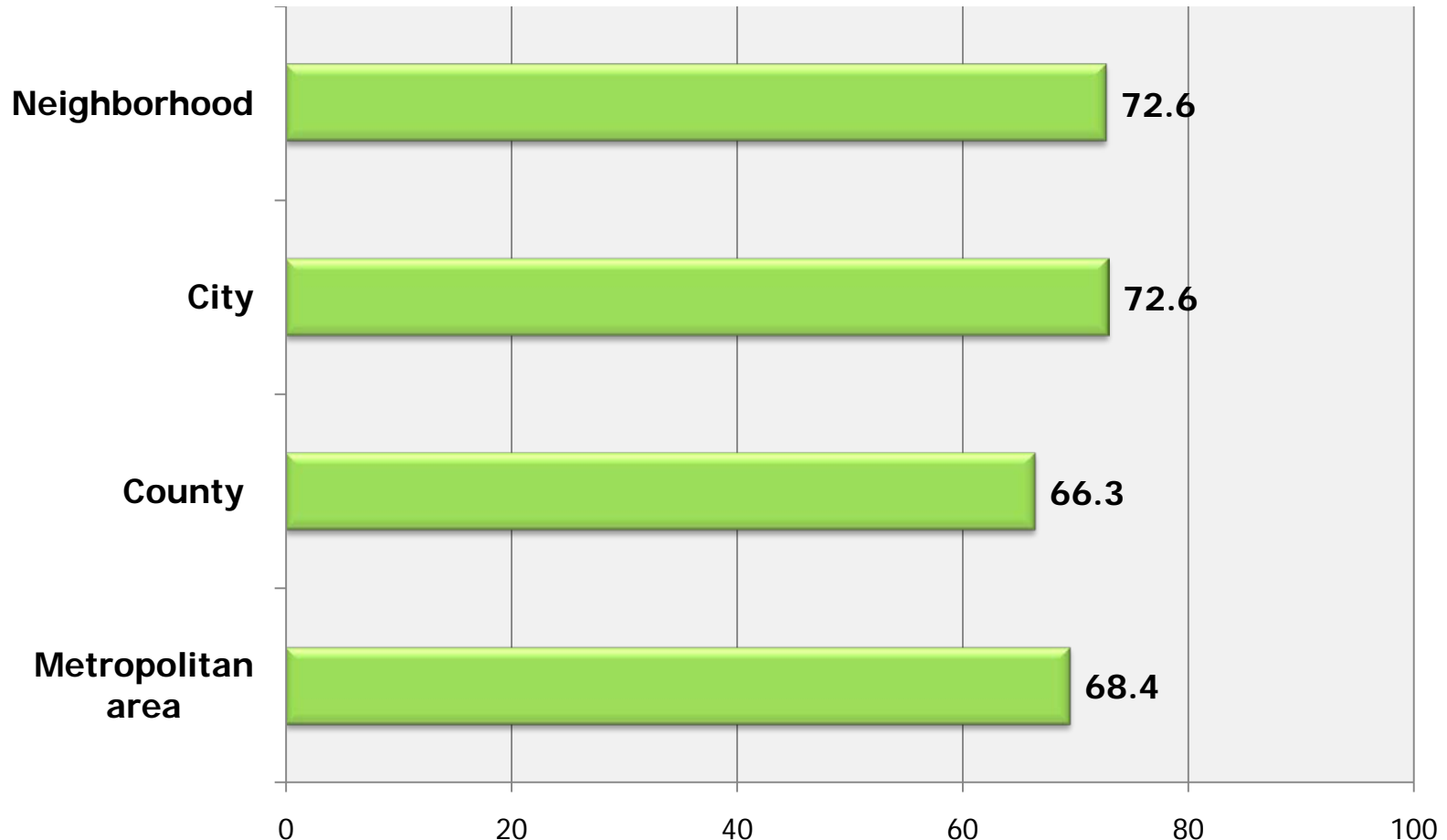
Demographic	Survey	US Census
Gender		
Male	48%	50%
Female	52%	50%
Age		
18 - 34	31%	31%
35 - 54	41%	41%
55 +	28%	28%

Demographics

Demographic	Survey	US Census 2005-2007
Race		
Asian or Pacific Islander	8%	7%
African American	7%	6%
American Indian/Alaskan Native	1%	2%
White	71%	80%
Hispanic/Latino	6%	---
Mixed/other	6%	6%
Refused	1%	--
Ethnicity		
Hispanic or Latino—Any Race	9%	9%
Household Income		
Less than \$15,000	14%	15%
\$15,000 - \$49,999	33%	38%
\$50,000 - \$74,999	17%	19%
\$75,000 or more	25%	28%
Refused	10%	--

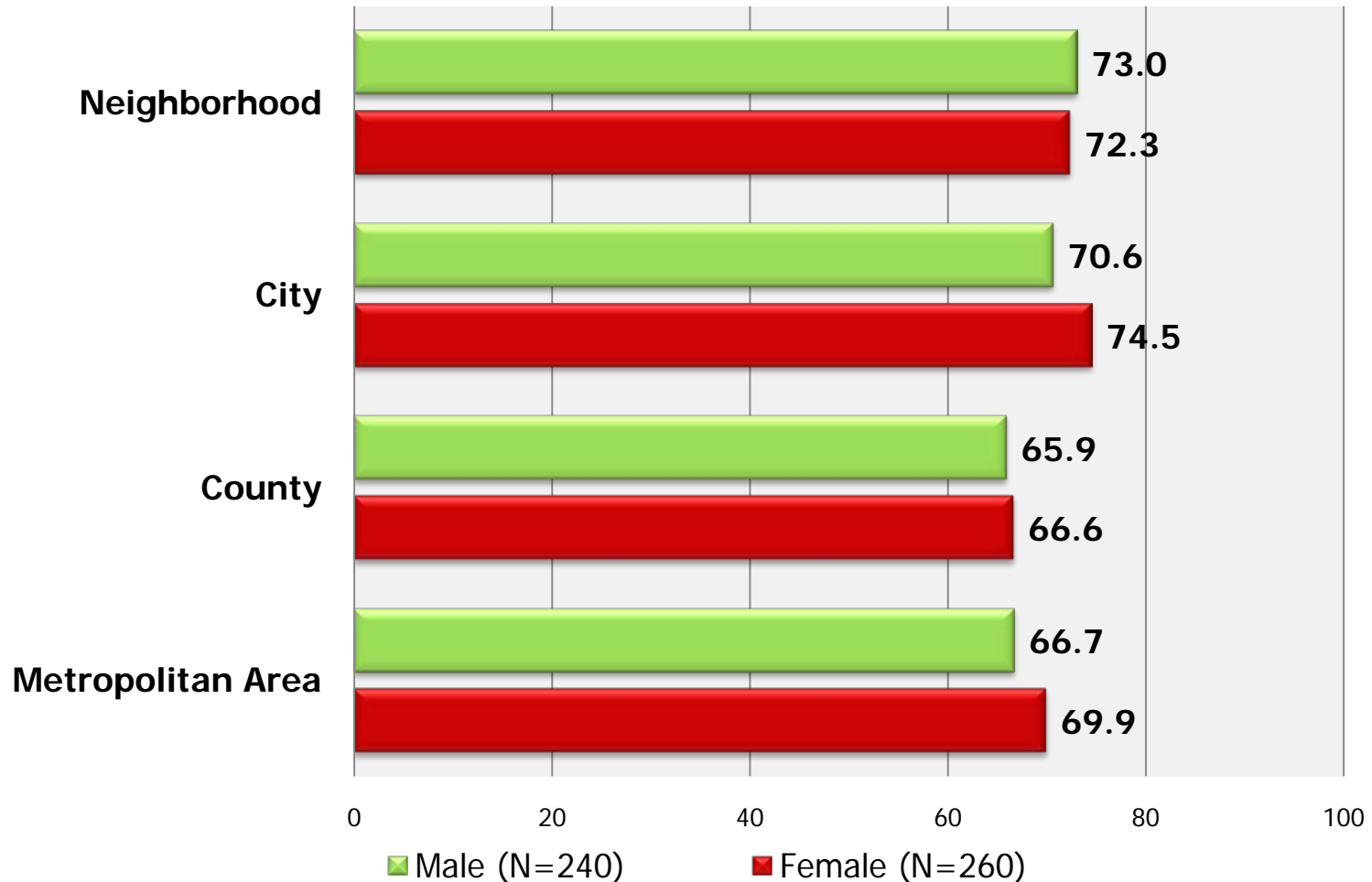
Community Feelings

I would like to read you a list of places. As I read you each place, tell me how you feel about it. Please use a zero degrees (0°) to one hundred degrees (100°) thermometer. If you don't feel particularly warm or cool to it, you should give the place a 50° rating.



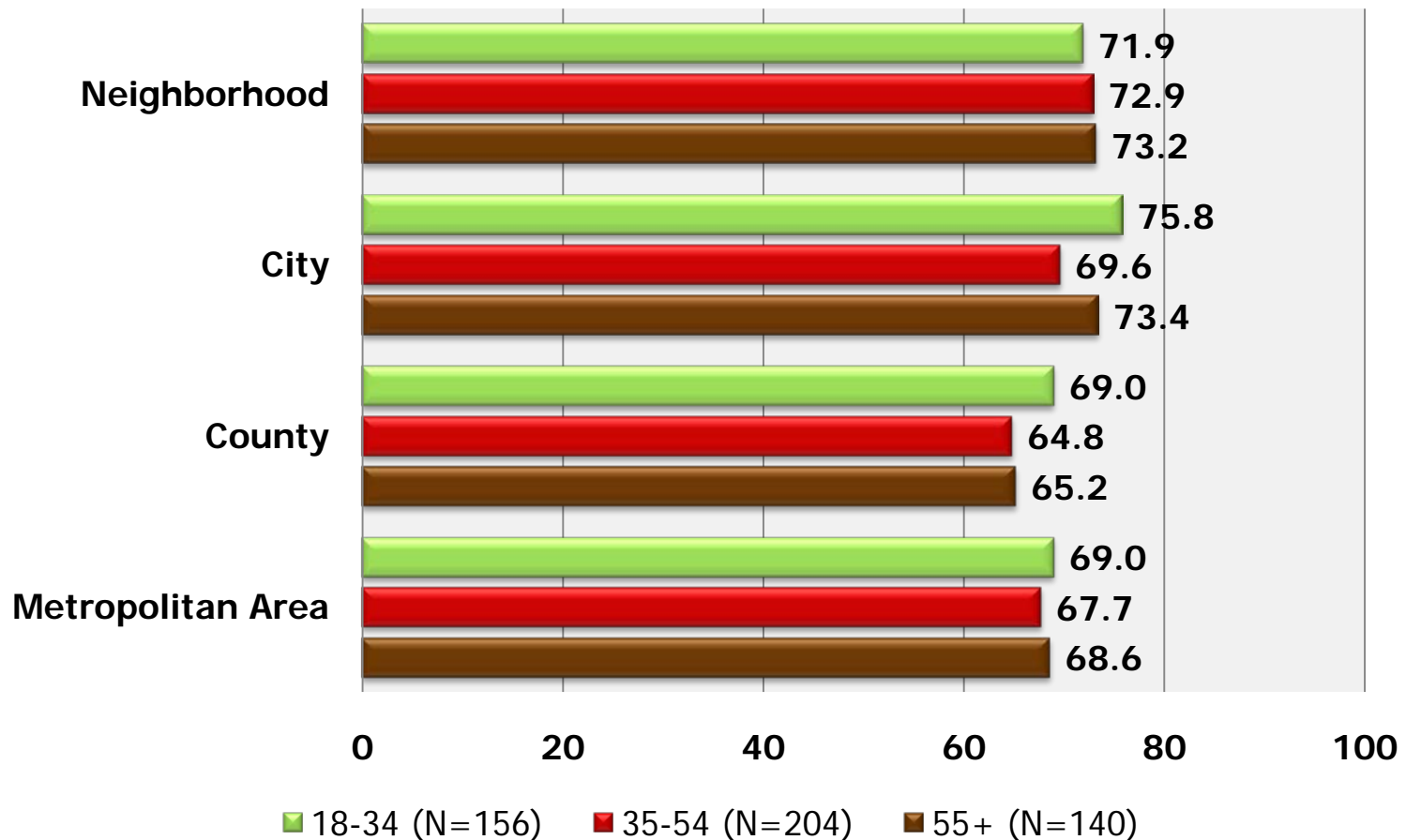
Community Feelings by Gender

I would like to read you a list of places. As I read you each place, tell me how you feel about it. Please use a zero degrees (0°) to one hundred degrees (100°) thermometer. If you don't feel particularly warm or cool to it, you should give the place a 50° rating.



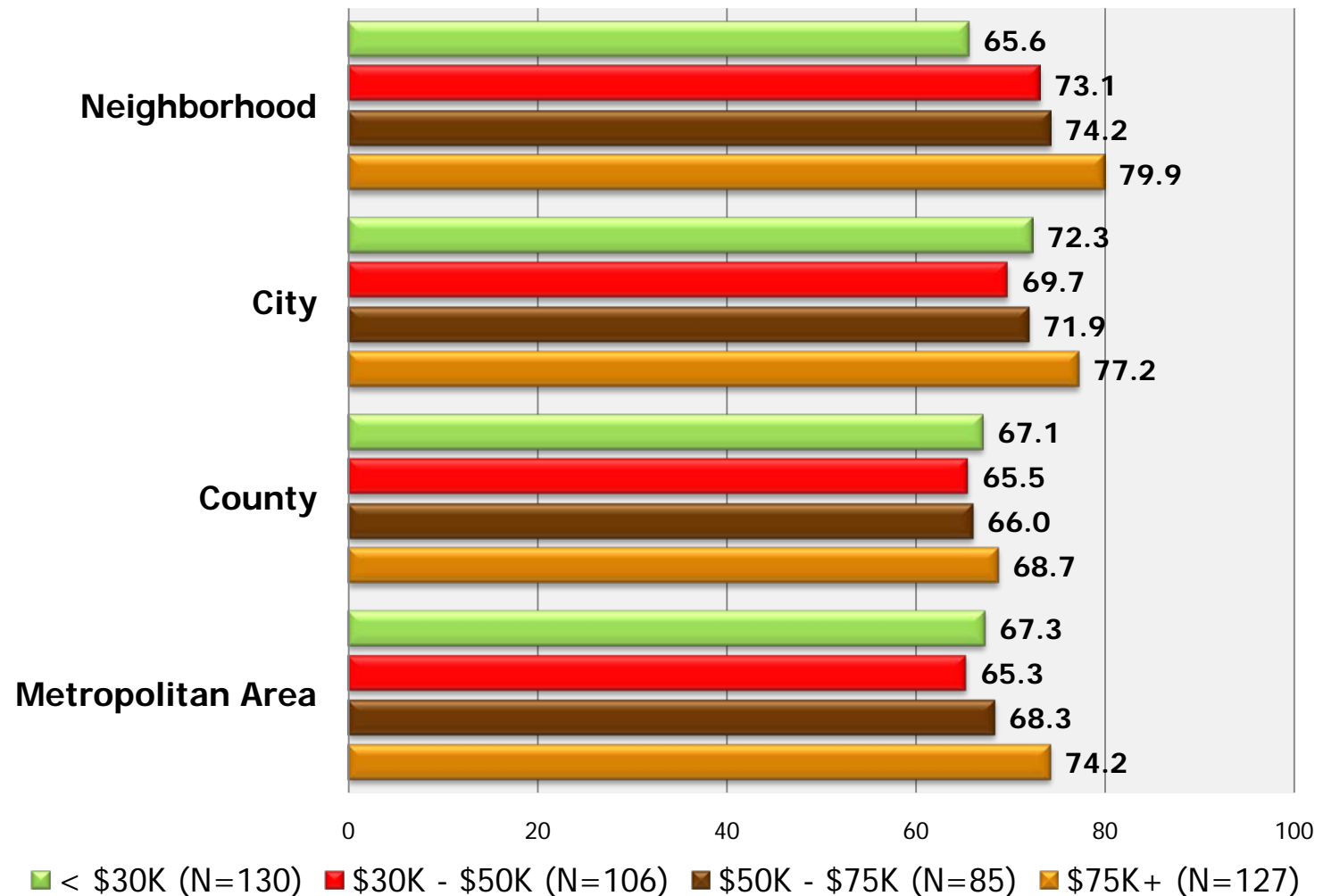
Community Feelings by Age

I would like to read you a list of places. As I read you each place, tell me how you feel about it. Please use a zero degrees (0°) to one hundred degrees (100°) thermometer. If you don't feel particularly warm or cool to it, you should give the place a 50° rating.



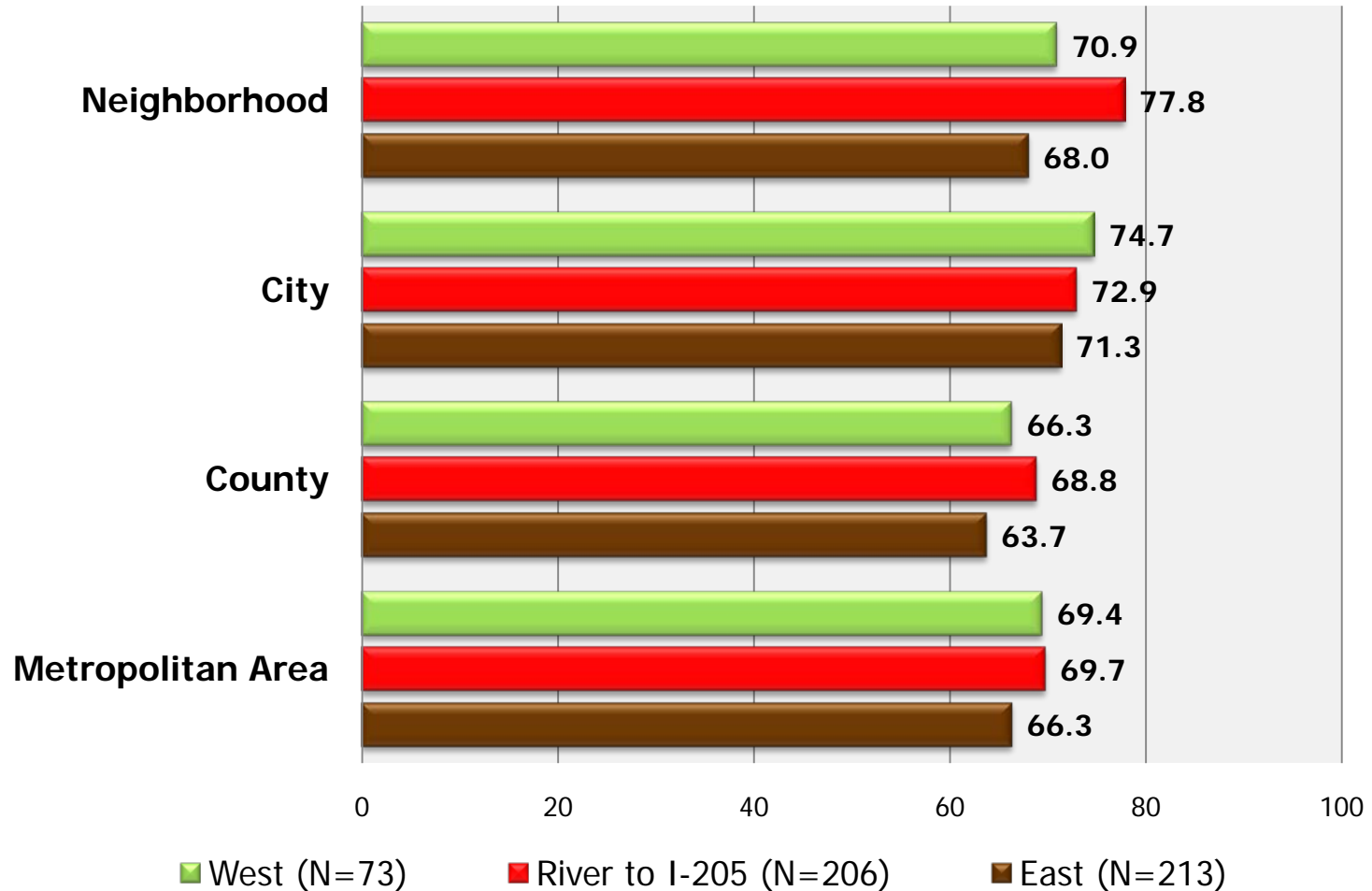
Community Feelings by Income

I would like to read you a list of places. As I read you each place, tell me how you feel about it. Please use a zero degrees (0°) to one hundred degrees (100°) thermometer. If you don't feel particularly warm or cool to it, you should give the place a 50° rating.



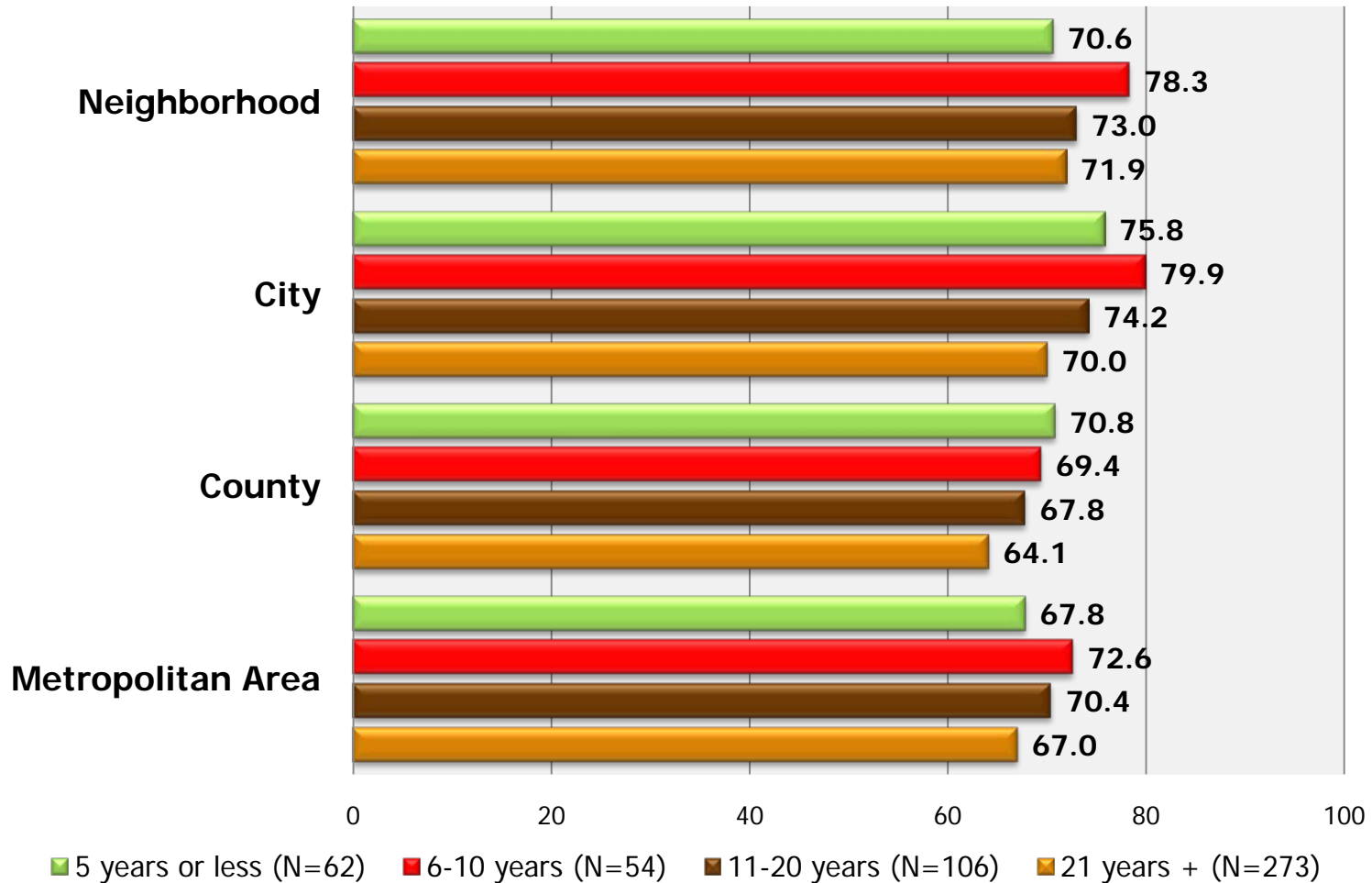
Community Feelings by Area of Residence

I would like to read you a list of places. As I read you each place, tell me how you feel about it. Please use a zero degrees (0°) to one hundred degrees (100°) thermometer. If you don't feel particularly warm or cool to it, you should give the place a 50° rating.

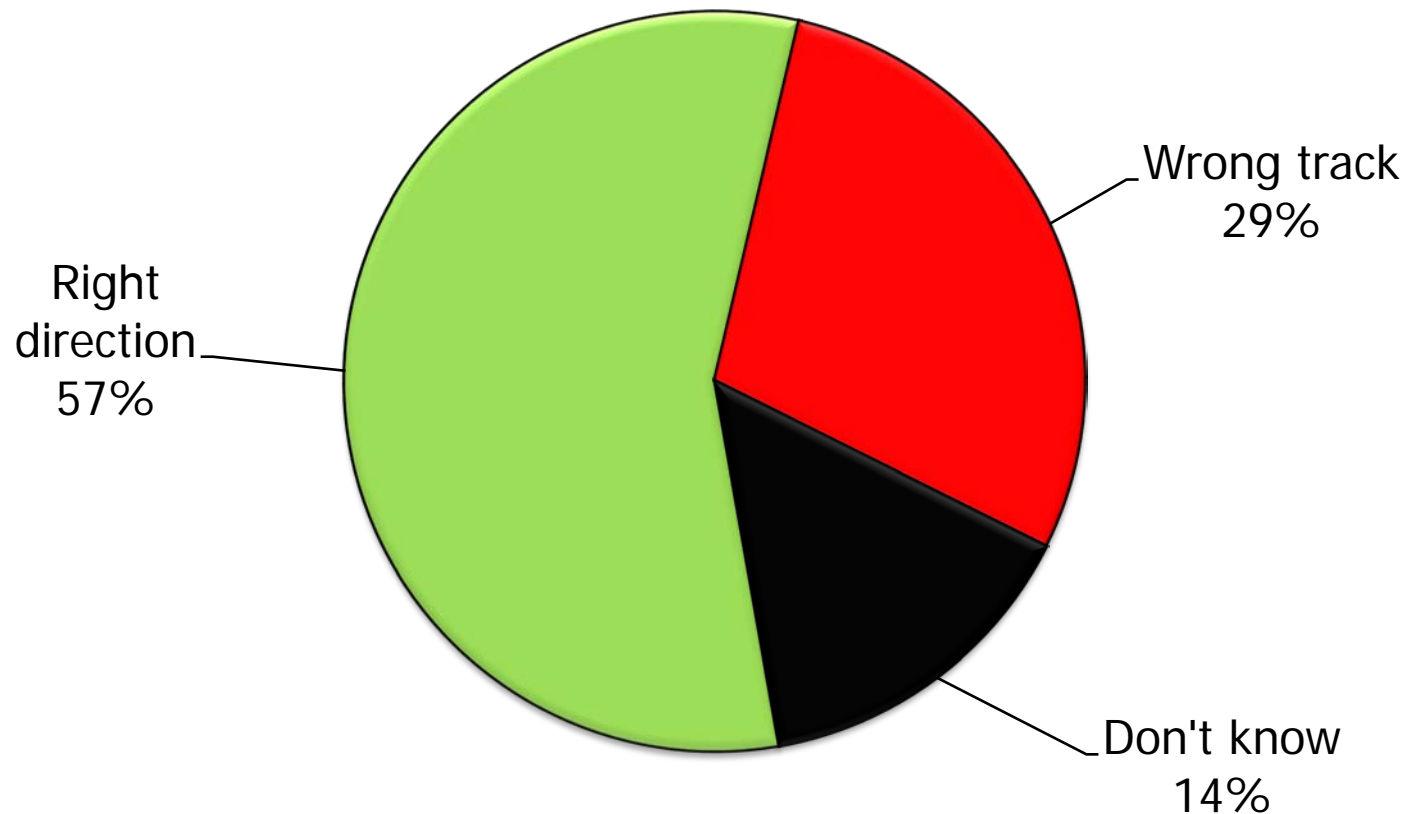


Community Feelings by Time Lived in the County

I would like to read you a list of places. As I read you each place, tell me how you feel about it. Please use a zero degrees (0°) to one hundred degrees (100°) thermometer. If you don't feel particularly warm or cool to it, you should give the place a 50° rating.

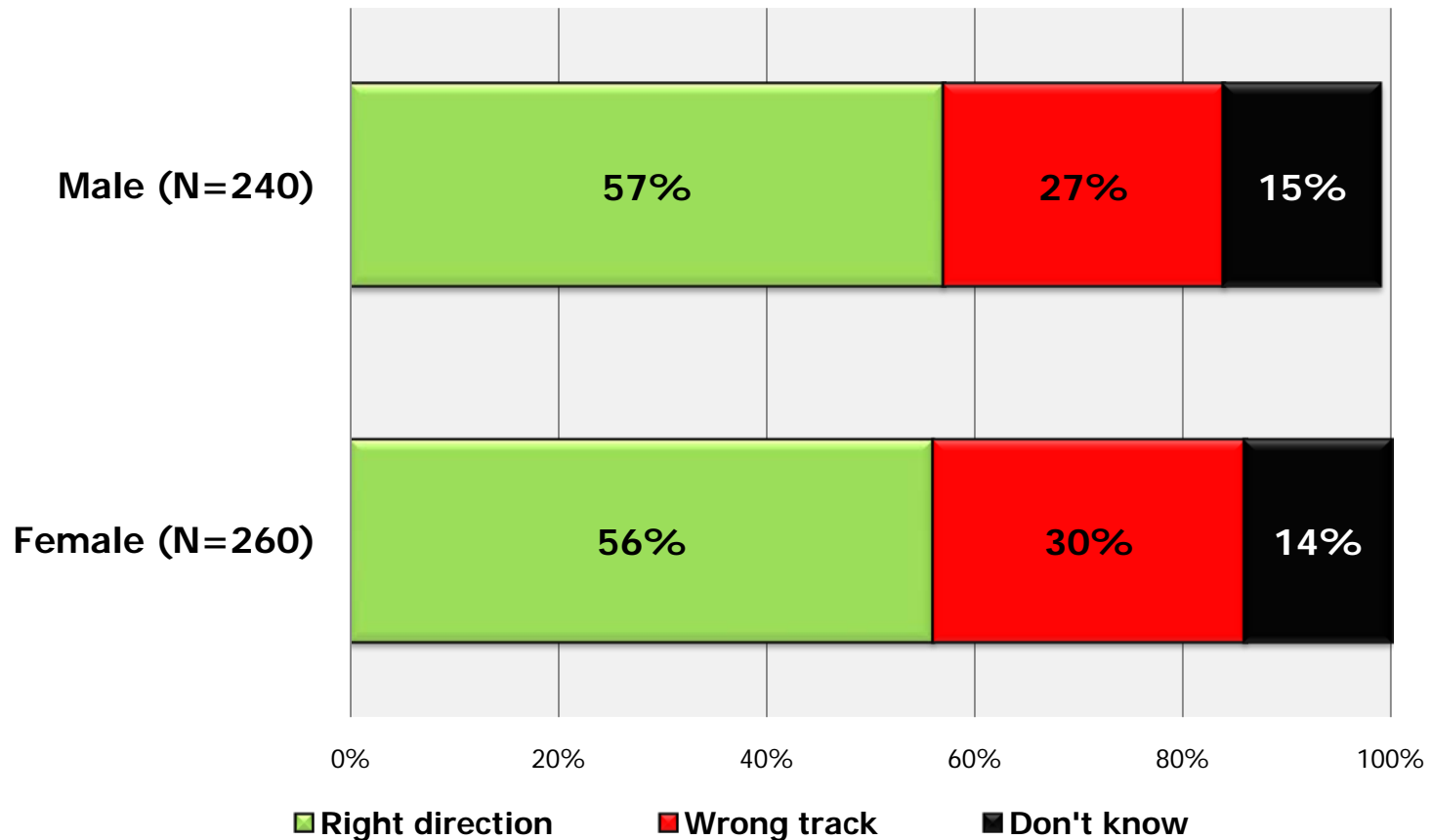


Would you say things in your county as a whole are generally headed in the right direction, or would you say things in the county are off on the wrong track?



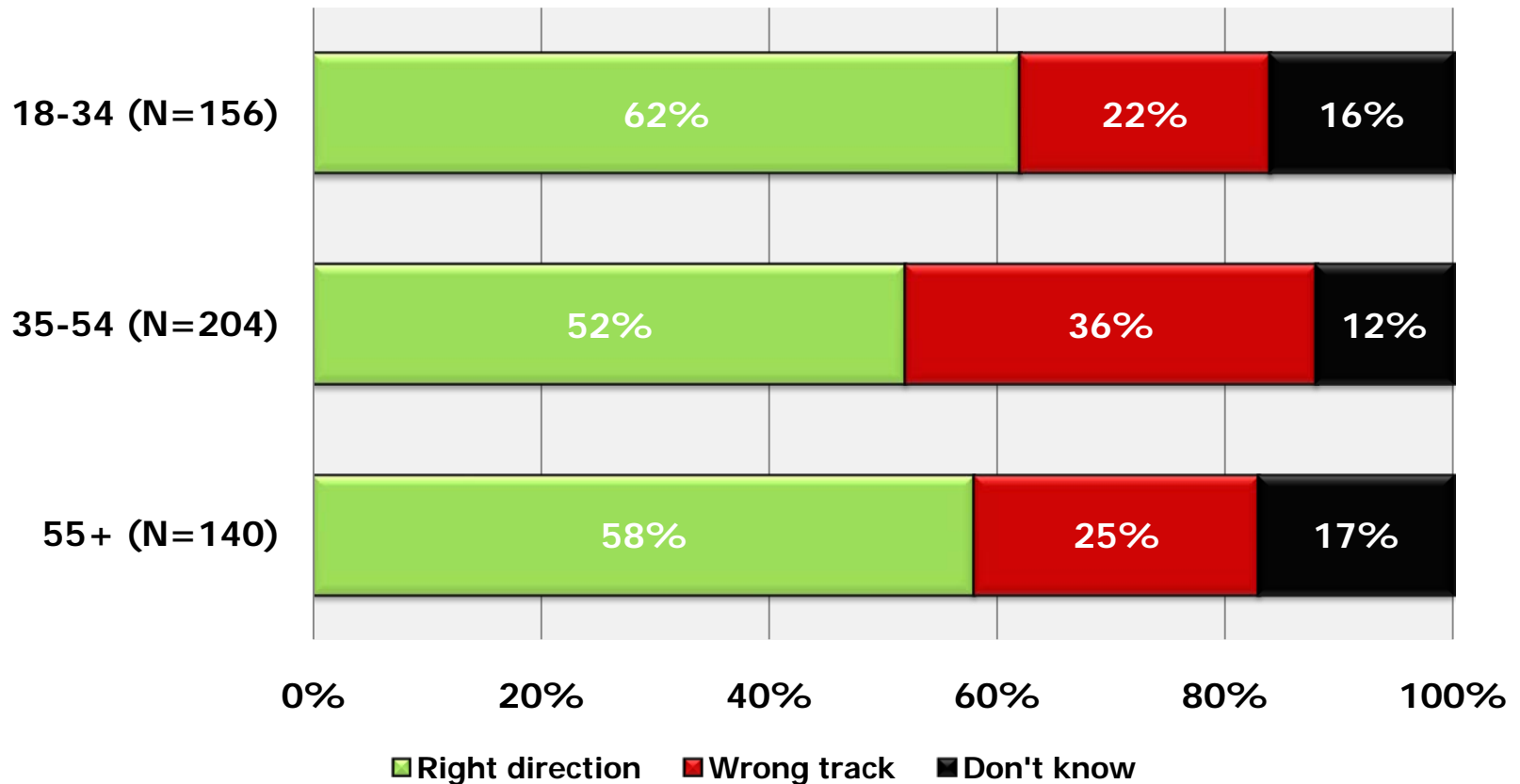
County's Direction by Gender

Would you say things in your county as a whole are generally headed in the right direction, or would you say things in the county are off on the wrong track?



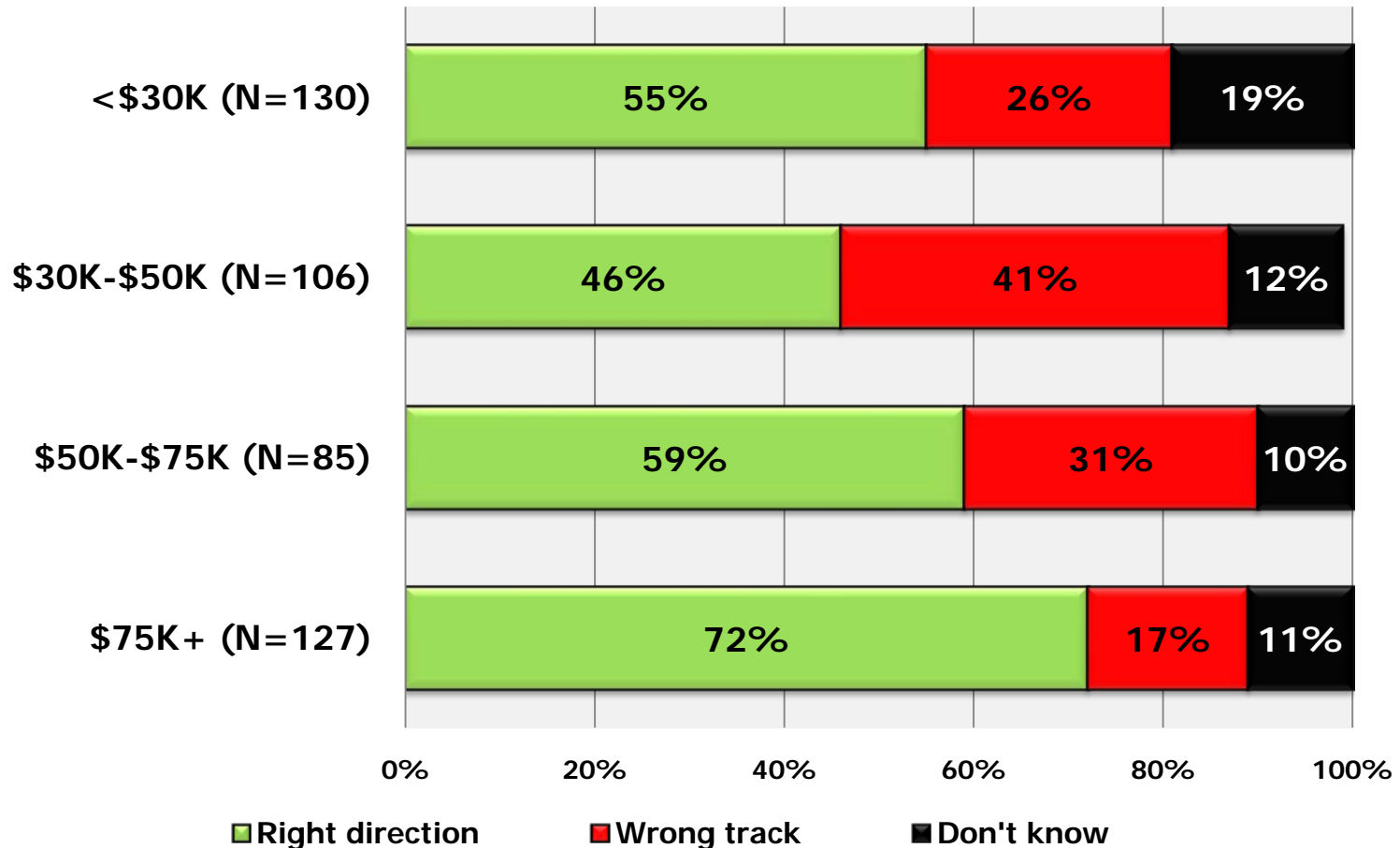
County's Direction by Age

Would you say things in your county as a whole are generally headed in the right direction, or would you say things in the county are off on the wrong track?



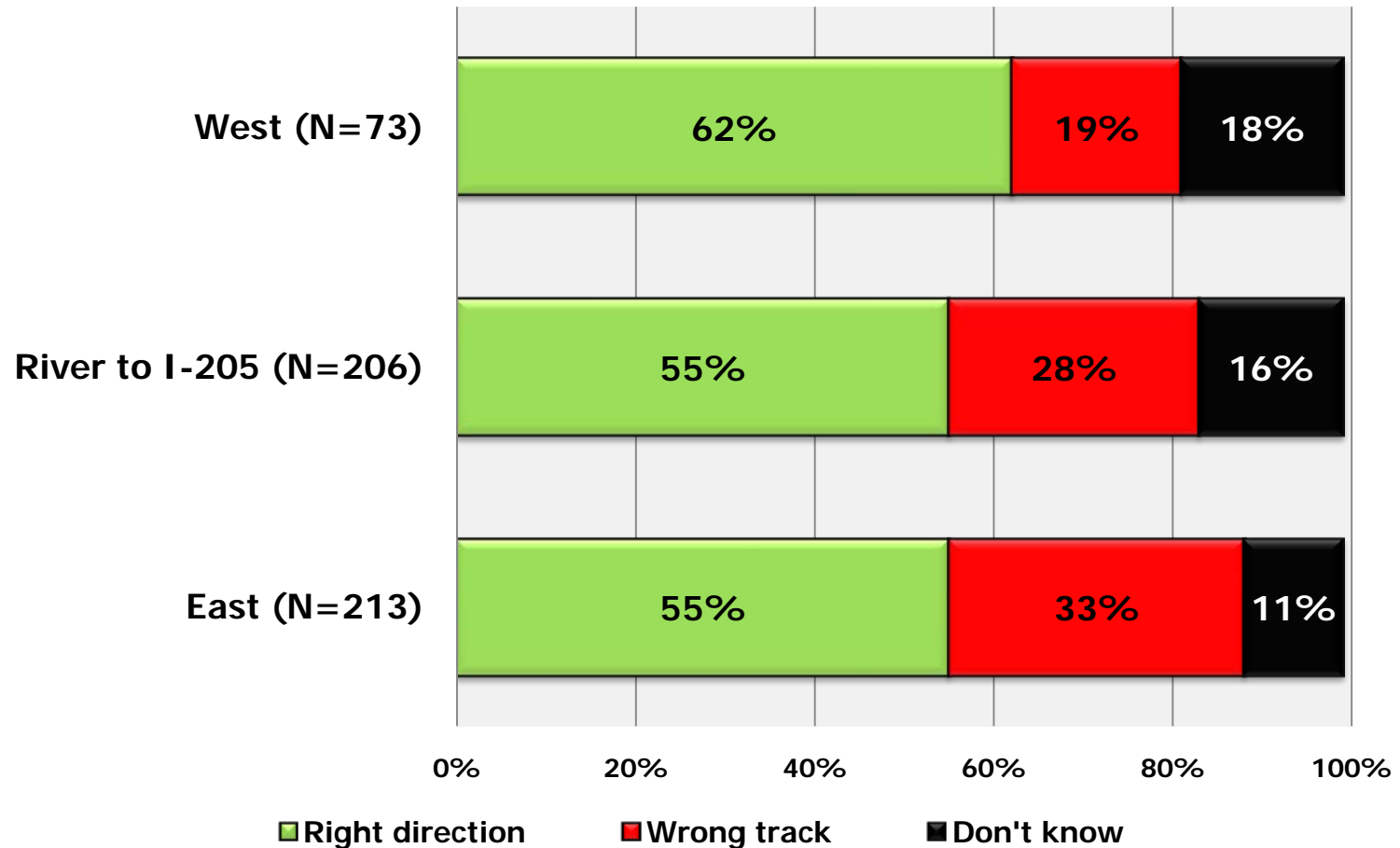
County's Direction by Income

Would you say things in your county as a whole are generally headed in the right direction, or would you say things in the county are off on the wrong track?



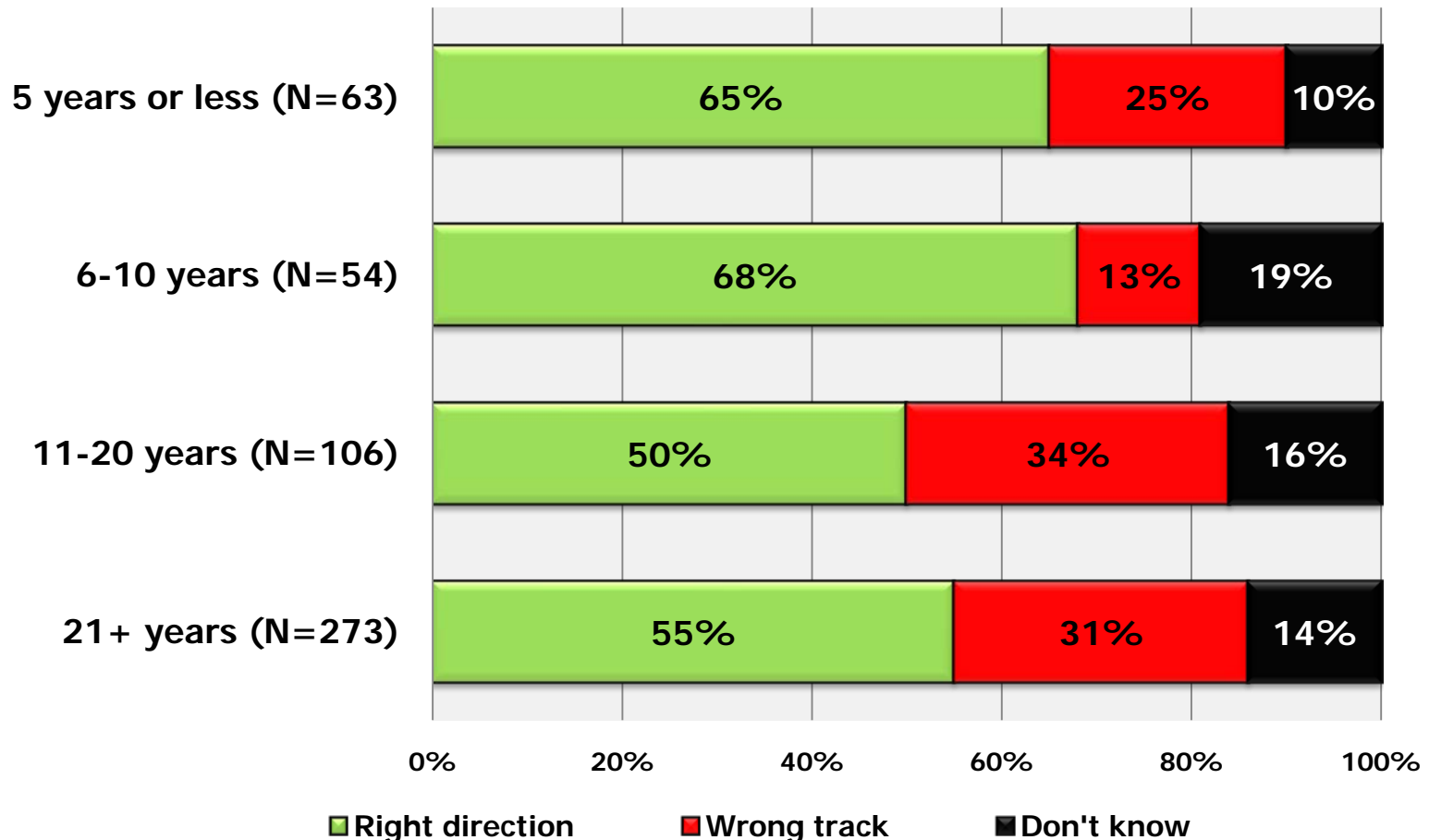
County's Direction by Area of Residence

Would you say things in your county as a whole are generally headed in the right direction, or would you say things in the county are off on the wrong track?



County's Direction by Time Lived in the County

Would you say things in your county as a whole are generally headed in the right direction, or would you say things in the county are off on the wrong track?



Build a Budget

I'd like for you to build a budget based on how you would like to see taxpayer money spent on six broad service areas. Your budget is \$100. After I'm finished reading the list of six service areas, please tell me how many dollars you feel should go to each item.

Service area	Mean \$
Public safety	\$24.20
Health and human services	\$23.20
Business assistance and job creation	\$16.80
Transportation	\$13.90
Neighborhood livability	\$12.20
Arts and culture	\$ 9.80
TOTAL	\$100.00

Note: Education was tested as a service area. The survey only tested services directly provided by City/County budgets.

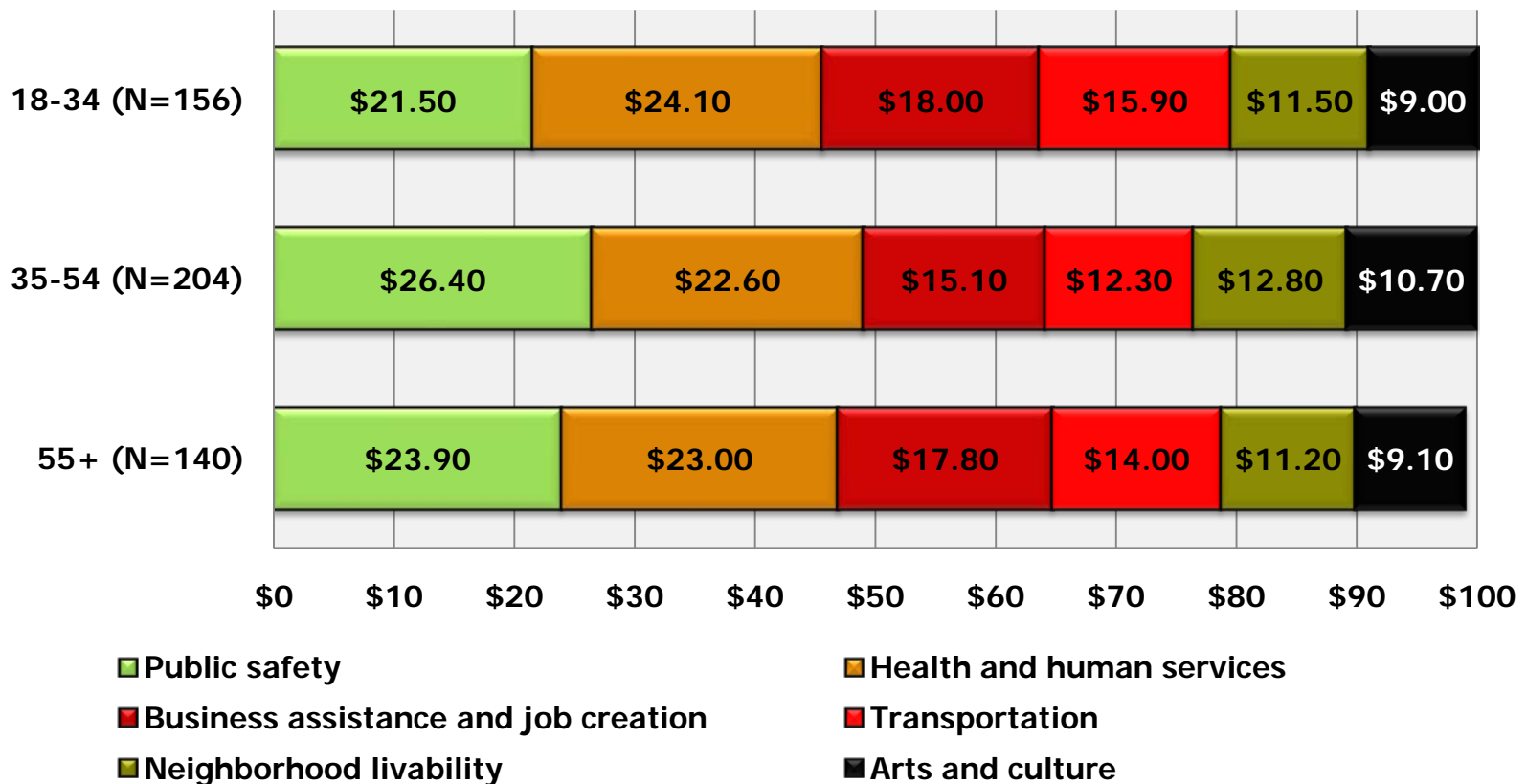
Build a Budget by Gender

I'd like for you to build a budget based on how you would like to see taxpayer money spent on six broad service areas. Your budget is \$100. After I'm finished reading the list of six service areas, please tell me how many dollars you feel should go to each item.



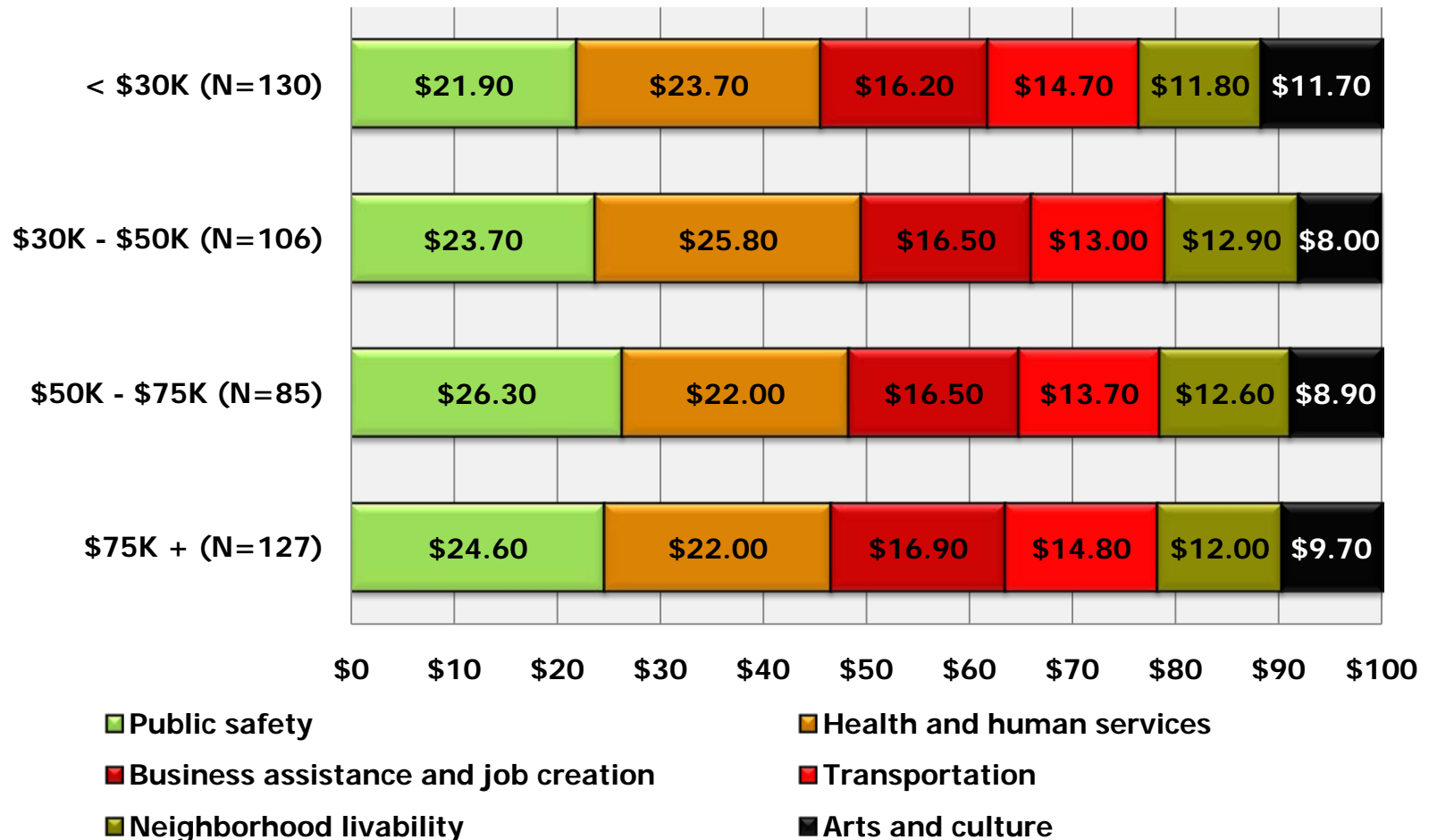
Build a Budget by Age

I'd like for you to build a budget based on how you would like to see taxpayer money spent on six broad service areas. Your budget is \$100. After I'm finished reading the list of six service areas, please tell me how many dollars you feel should go to each item.



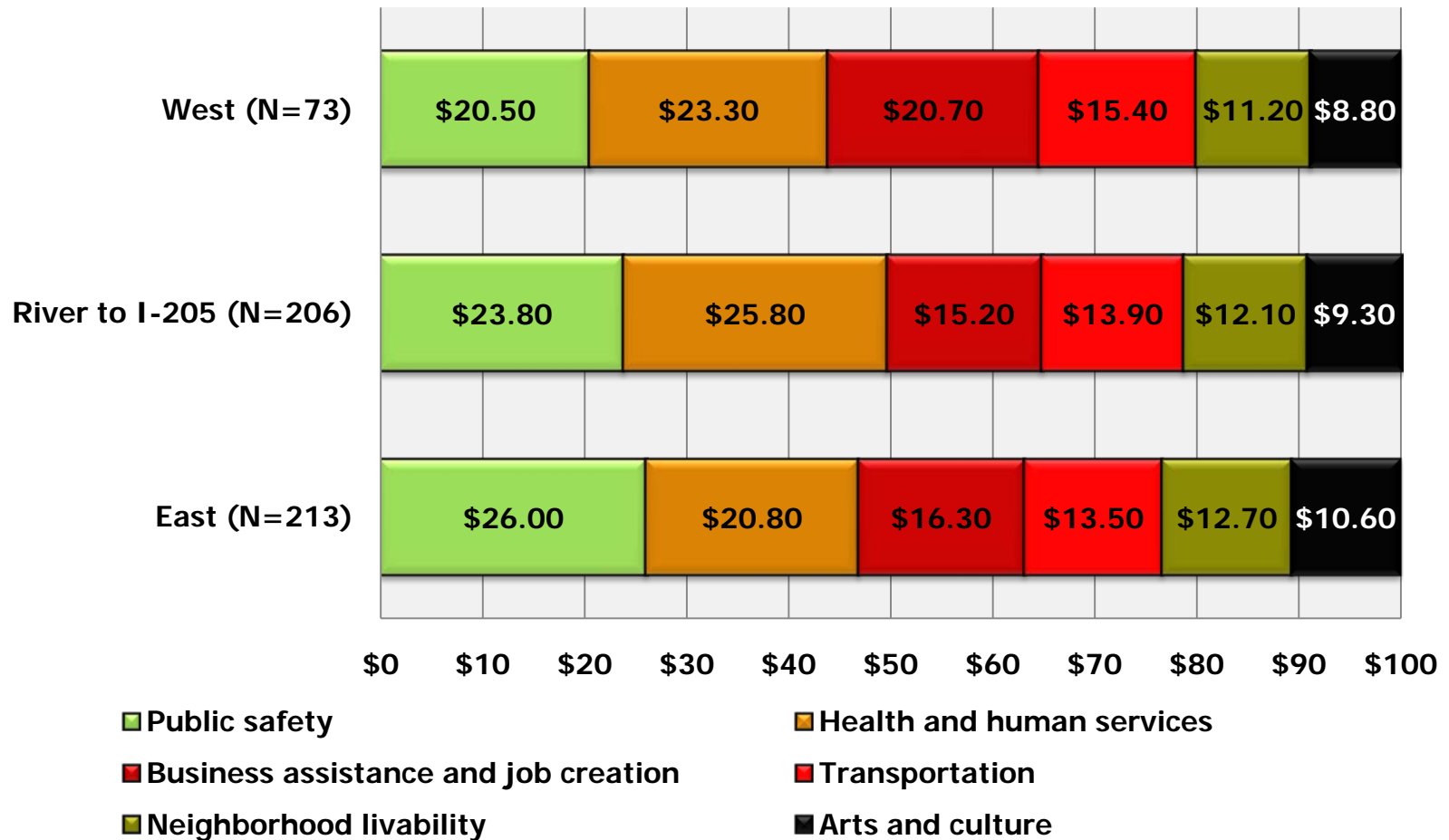
Build a Budget by Income

I'd like for you to build a budget based on how you would like to see taxpayer money spent on six broad service areas. Your budget is \$100. After I'm finished reading the list of six service areas, please tell me how many dollars you feel should go to each item.



Build a Budget by Area of Residence

I'd like for you to build a budget based on how you would like to see taxpayer money spent on six broad service areas. Your budget is \$100. After I'm finished reading the list of six service areas, please tell me how many dollars you feel should go to each item.



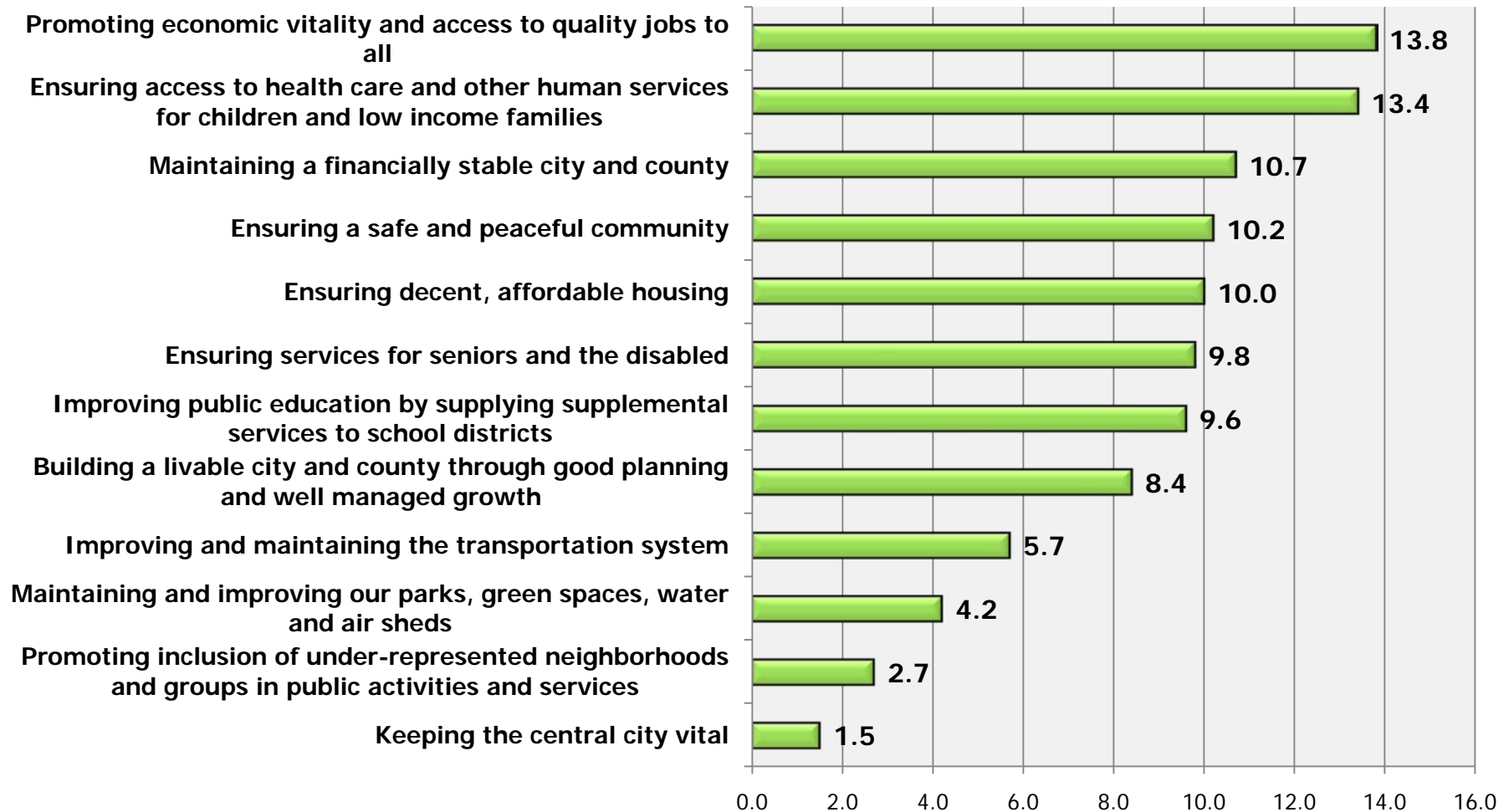
Build a Budget by Time Lived in the County

I'd like for you to build a budget based on how you would like to see taxpayer money spent on six broad service areas. Your budget is \$100. After I'm finished reading the list of six service areas, please tell me how many dollars you feel should go to each item.



MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



MaxDiff Importance Scores—Most Important Service

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?

Item description	Total score	Strongest support	Weakest support
1. Promoting economic vitality and access to quality jobs for all	13.8	Att. school (15.5)* Non-Caucasian (15.0)	Inc. \$50-75K (11.9)* Emp. Part-time (12.3)
2. Ensuring access to health care and other human services for children and low income families	13.8	Females (15.1)* Att. school (14.6)*	Income \$75K+ (11.0)* Males (11.5)*

For each item, the demographic subgroups with the two highest and two lowest importance scores are listed.

* Statistically significant difference

MaxDiff Importance Scores—High Importance Services

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?

Item description	Total score	Strongest support	Weakest support
3. Maintaining financially stable city and county	10.7	Income \$75+ (12.8)* Emp. Full-time(12.3)*	Income <\$30K (8.9)* Emp. Part-time (8.9)*
4. Ensuring a safe and peaceful community	10.2	Income \$75K+ (12.0)* Ed: HS or < (11.9)	Non-Caucasian (8.7) In Ptld. 6-10 yrs (8.8)
5. Ensuring decent, affordable housing	10.0	Inc. <\$30K (11.6)* Ed: HS or < (11.2) Att. School (11.2)*	Income >\$75K (7.6) Emp. Full-time (8.6)
6. Ensuring services for seniors and the disabled	9.8	Age 55+ (13.2)* Inc. <\$30K (11.4)*	Age 18-34 (6.6)* In Ptld. <5yrs (7.5)*
7. Improving public education by providing supplemental services to school districts	9.6	Have Children (13.5)* Non-Caucasian (12.4)*	Age 55+ (6.2)* No Children (8.2)*

For each item, the demographic subgroups with the two highest and two lowest importance scores are listed.

* Statistically significant difference

MaxDiff Importance Scores—Average Importance Services

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?

Item description	Total score	Strongest support	Weakest support
8. Building a livable city and county through good planning and well managed growth	8.4	Inc. \$75K+ (9.6)* Coll. Deg.+ (9.5)*	Non-Caucasian (6.7) Outside Portland (7.0)

For each item, the demographic subgroups with the two highest and two lowest importance scores are listed.

* Statistically significant difference

MaxDiff Importance Scores—Low Importance Services

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?

Item description	Total score	Strongest support	Weakest support
9. Improving and maintaining the transportation system	5.7	Outside Portland (7.2) Male (6.9)*	6-10 yrs in Ptld. (3.9) Have Children (4.4)
10. Maintaining and improving our parks, green spaces, water and air sheds	4.2	6-10 yrs in Ptld. (5.8)* Age 18-34 (5.8)*	Age 55+ (2.9)* Ed: HS or < (3.3)
11. Promoting the inclusion of under-represented neighborhoods and groups in public activities and services	2.7	Non-Caucasian (3.8) Inc. <\$30K (3.5)*	Inc. \$75K+ (2.0) Ed: HS or < (2.1)
12. Keeping the central city vital	1.5	Loc. West (2.1) Males (2.0)	Ed: HS or < (0.9) Females, Outside Ptld, E. of I-205 (1.0)

For each item, the demographic subgroups with the two highest and two lowest importance scores are listed.

* Statistically significant difference

Parks and Recreation—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Children and youth recreation programs	40%	92%
Maintaining natural resources and open spaces	30%	66%
Maintaining neighborhood parks	25%	77%
Senior recreation programs	4%	38%
Adult recreation programs	0%	22%
Don't know	2%	2%

Sample Group 1
N=128

Parks and Recreation—Biggest Need

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (Open)

No issue directly related to parks and recreation received more than 2% of responses

Response Category	Percentage
Education/schools-General	13%
Economic development/job creation	12%
Funding for education/schools	9%
Crime/Jail space	7%
Social welfare-General	4%
Road repair	4%
Taxes too high	4%
Access to/affordable health care	3%
Infrastructure development/expansion	3%
Public transit-General	3%

Parks and Recreation—Biggest Need (cont.)

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Affordable housing	3%
Better public leaders	3%
Transportation-General	3%
Manage budget	2%
Traffic congestion	2%
More police	2%
Reduce homelessness/homes for the homeless	2%
All other responses	< 2%
Nothing	2%
Don't know	6%

Parks and Recreation—Objectionable Changes

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Slower fire and emergency medical response	4.2	58%
Slower response time to crimes in progress	4.1	52%
Reduced availability of health care for low income children and families	4.0	51%
Less support for kids to be successful in school	4.0	47%
Less assistance to battered women and families	4.0	42%
Reducing programs that create and keep good jobs for people	3.8	39%
Reducing programs for at risk youth	3.8	32%
Fewer criminal investigations	3.8	32%
Less support for the elderly and disabled to live independently in their homes	3.7	36%
Reduced support for people with mental illnesses and addictions	3.7	32%
Closing some neighborhood parks	3.6	32%

Parks and Recreation—Objectionable Changes (cont.)

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Reduced availability of housing for lower income families	3.6	31%
Reducing services for the homeless and low income residents	3.6	30%
Less prevention and early intervention programs for at risk members of the community	3.6	28%
Smaller police presence in my neighborhood	3.5	32%
Closing some community centers and pools	3.4	27%
More litter on the streets	3.3	26%
Increased traffic congestion	3.1	20%
Less planning for population growth and new development	3.1	20%
Less attention to traffic speeds in neighborhoods	3.0	17%
Fewer inspections for nuisances and building hazards	3.0	13%
City and County government offices would be closed five Fridays a year	2.1	12%

Parks and Recreation—What to Cut

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Reduce spending/unnecessary administrative costs	14%
Reduce government employee salaries/benefits	10%
Transportation planning	6%
Parks and recreation including adult, child, and senior community programs and maintaining neighborhood parks	5%
Arts and culture	5%
Bicycle paths	3%
Economic development/job creation	3%
Paving/potholes	3%
Ordinance violations including neighborhood livability, traffic and parking violations	3%
Enforcing the law including gang and drug programs	3%

Parks and Recreation—What to Cut (cont.)

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Community involvement programs and services	3%
Adult recreation programs	3%
Preventing criminal activity with patrol and neighborhood services	2%
Supporting children's educational success through programs like after-school programs and human services for children/families	2%
Supporting affordable housing and reducing homelessness	2%
General infrastructure upkeep	2%
Maintaining natural resources and open spaces	2%
Educational program/expenses	2%
All other responses	< 2%
Nothing/none	16%
Don't know	20%

Parks and Recreation—What Not to Cut

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	30%
Educational programs/expenses	23%
Serving vulnerable populations including the elderly, disabled, people with development disabilities, and victims of domestic violence	17%
Responding to fires and fire prevention	15%
Providing health care	15%
Emergency management and disaster response	9%
Enforcing the law including gang and drug crimes	7%
Supporting affordable housing and reducing homelessness	7%
Treating people with mental health and addiction problems	6%

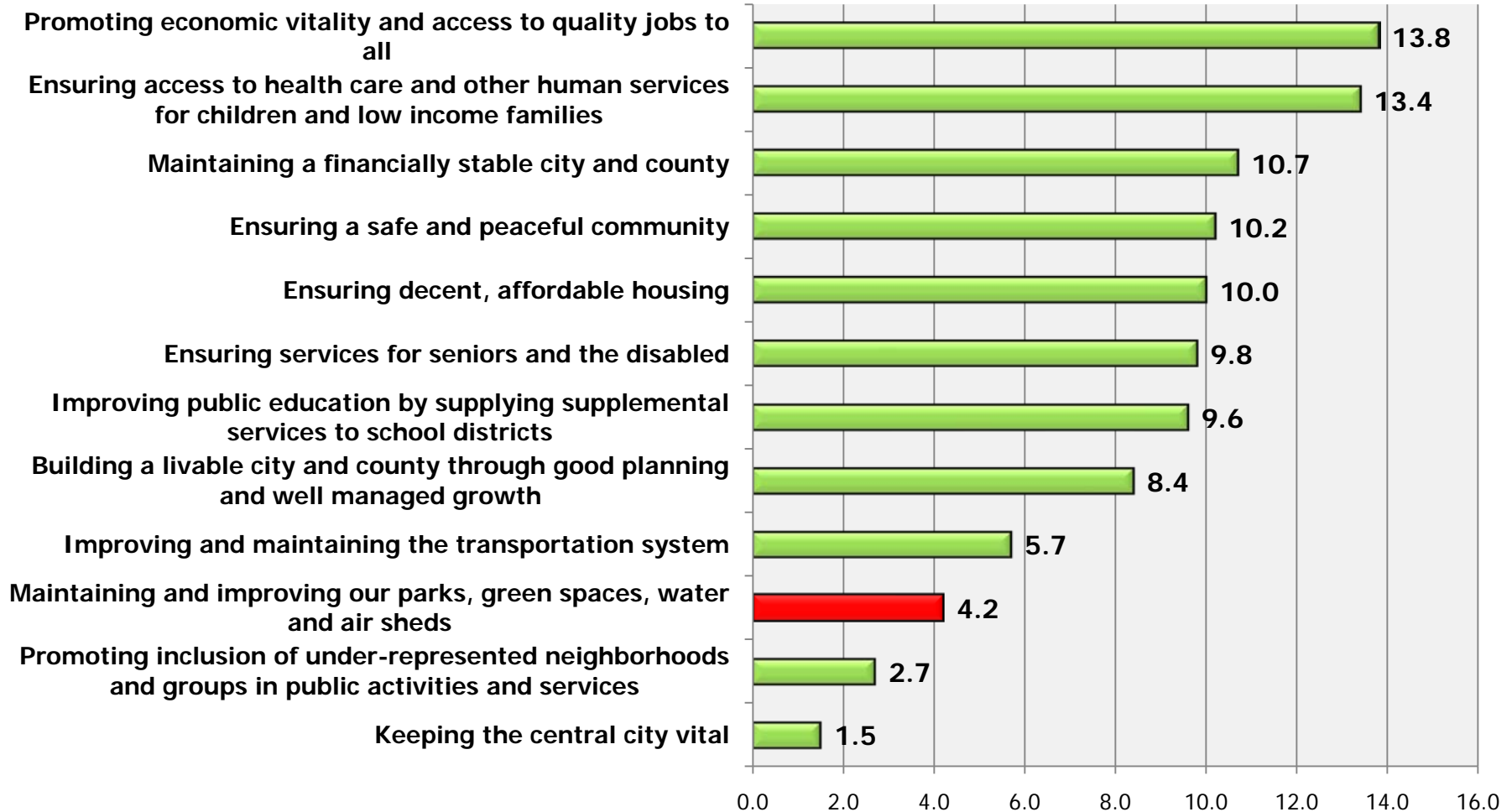
Parks and Recreation—What Not to Cut (cont.)

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Economic development/job creation	4%
Supporting children's educational success through programs like after-school programs and human services for children and their families	3%
Transportation planning	3%
Reducing spending/unnecessary administrative costs	3%
Paving/potholes	2%
Reducing poverty	2%
General infrastructure upkeep	2%
Community involvement programs and services	2%
All other responses	< 2%
None/nothing	5%
Don't know	9%

Parks and Recreation—MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



One biggest need local government should do something about:

“Making sure we have adequate parks and bicycling, because I think it’s important to have big spaces in the city to make it more livable.

“More activities and programs for youth as well.”

Advice about what to cut:

“Not funding athletic facilities like soccer and baseball stadiums.”

“The natural resources. To me they are throwing away too much money into keeping things green.”

“Any kind of parks that we are going to build and new community centers should be put on hold in order to keep the ones that we already have still going.”

“Anything recreational, they’re not as important.”

Advice about what NOT to cut:

“Parks and recreation left alone. Don’t shut down or cut funding for parks.”

“Parks should not be cut because they have a lot to do with the quality of life here. Parks are very crucial.”

“Senior parks and recreation programs. I can’t think of anything else.”

Parks and Recreation—Summary

- ❖ Parks and recreation services are a relatively low priority:
 - ❖ Neighborhood livability ranked 5th (of 6) on the “build a budget” exercise
 - ❖ Maintaining and improving parks ranked 10th (out of 12) on the MaxDiff exercise
 - ❖ A third said closing some neighborhood parks and only a quarter said closing community centers and pools were very objectionable service changes
 - ❖ Several parks and recreation services were offered by residents as possible cuts, including community programs and maintaining neighborhood parks, arts and culture, and bicycle paths
 - ❖ No issue directly related to parks and recreation received more than 2% of responses to the “biggest need” question

❖ Among park and recreation services:

- ❖ Residents prioritized children and youth recreation programs as most urgent

- ❖ Maintaining natural resources and open spaces and neighborhood parks were in a second tier of most urgent services

- ❖ None said adult recreation programs are most urgent and just 4% said senior recreation programs are

- ❖ Children/youth programs were most urgent to residents living east of I-205 (compared to between the river and east) and longest term residents compared to those of 6-10 years; the youngest residents more often said natural resources and open spaces were most urgent

Health and Human Services—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Providing health care	30%	49%
Serving vulnerable populations including the elderly, disabled, people with developmental disabilities, and victims of domestic violence	26%	69%
Supporting affordable housing and reducing homelessness	17%	50%
Treating people with mental health and addiction problems	8%	35%
Drug and alcohol sobering and detox services	8%	37%
Reducing poverty	7%	31%
Resolving community health issues	3%	15%
Don't know	1%	1%

Sample Group 2
N=113

Health and Human Services—Biggest Need

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Education/schools-General	13%
Economic development/job creation	12%
Funding for education/schools	9%
Crime/Jail space	7%
Social welfare-General	4%
Road repair	4%
Taxes too high	4%
Access to/affordable health care	3%
Infrastructure development/expansion	3%
Public transit-General	3%

Health and Human Services—Biggest Need (cont.)

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Affordable housing	3%
Better public leaders	3%
Transportation-General	3%
Manage budget	2%
Traffic congestion	2%
More police	2%
Reduce homelessness/homes for the homeless	2%
All other responses	< 2%
Nothing	2%
Don't know	6%

Health and Human Services—Objectionable Changes

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Slower fire and emergency medical response	4.2	58%
Slower response time to crimes in progress	4.1	52%
Reduced availability of health care for low income children and families	4.0	51%
Less support for kids to be successful in school	4.0	47%
Less assistance to battered women and families	4.0	42%
Reducing programs that create and keep good jobs for people	3.8	39%
Reducing programs for at risk youth	3.8	32%
Fewer criminal investigations	3.8	32%
Less support for the elderly and disabled to live independently in their homes	3.7	36%
Reduced support for people with mental illnesses and addictions	3.7	32%
Closing some neighborhood parks	3.6	32%

Health and Human Services—Objectionable Changes (cont.)

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Reduced availability of housing for lower income families	3.6	31%
Reducing services for the homeless and low income residents	3.6	30%
Less prevention and early intervention programs for at risk members of the community	3.6	28%
Smaller police presence in my neighborhood	3.5	32%
Closing some community centers and pools	3.4	27%
More litter on the streets	3.3	26%
Increased traffic congestion	3.1	20%
Less planning for population growth and new development	3.1	20%
Less attention to traffic speeds in neighborhoods	3.0	17%
Fewer inspections for nuisances and building hazards	3.0	13%
City and County government offices would be closed five Fridays a year	2.1	12%

Health and Human Services—What to Cut

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Reduce spending/unnecessary administrative costs	14%
Reduce government employee salaries/benefits	10%
Transportation planning	6%
Parks and recreation including adult, child, and senior community programs and maintaining neighborhood parks	5%
Arts and culture	5%
Bicycle paths	3%
Economic development/job creation	3%
Paving/potholes	3%
Ordinance violations including neighborhood livability, traffic and parking violations	3%
Enforcing the law including gang and drug programs	3%
Community involvement programs and services	3%
Adult recreation programs	3%

Health and Human Services—What to Cut (cont.)

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	2%
Supporting children's educational success through programs like after-school programs and human services for children/families	2%
Supporting affordable housing and reducing homelessness	2%
General infrastructure upkeep	2%
Maintaining natural resources and open spaces	2%
Educational programs/expenses	2%
All other responses	< 2%
Nothing/none	16%
Don't know	20%

Health and Human Services—What Not to Cut

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	30%
Educational programs/expenses	23%
Serving vulnerable populations including the elderly, disabled, people with development disabilities, and victims of domestic violence	17%
Responding to fires and fire prevention	15%
Providing health care	15%
Emergency management and disaster response	9%
Enforcing the law including gang and drug crimes	7%
Supporting affordable housing and reducing homelessness	7%
Treating people with mental health and addiction problems	6%

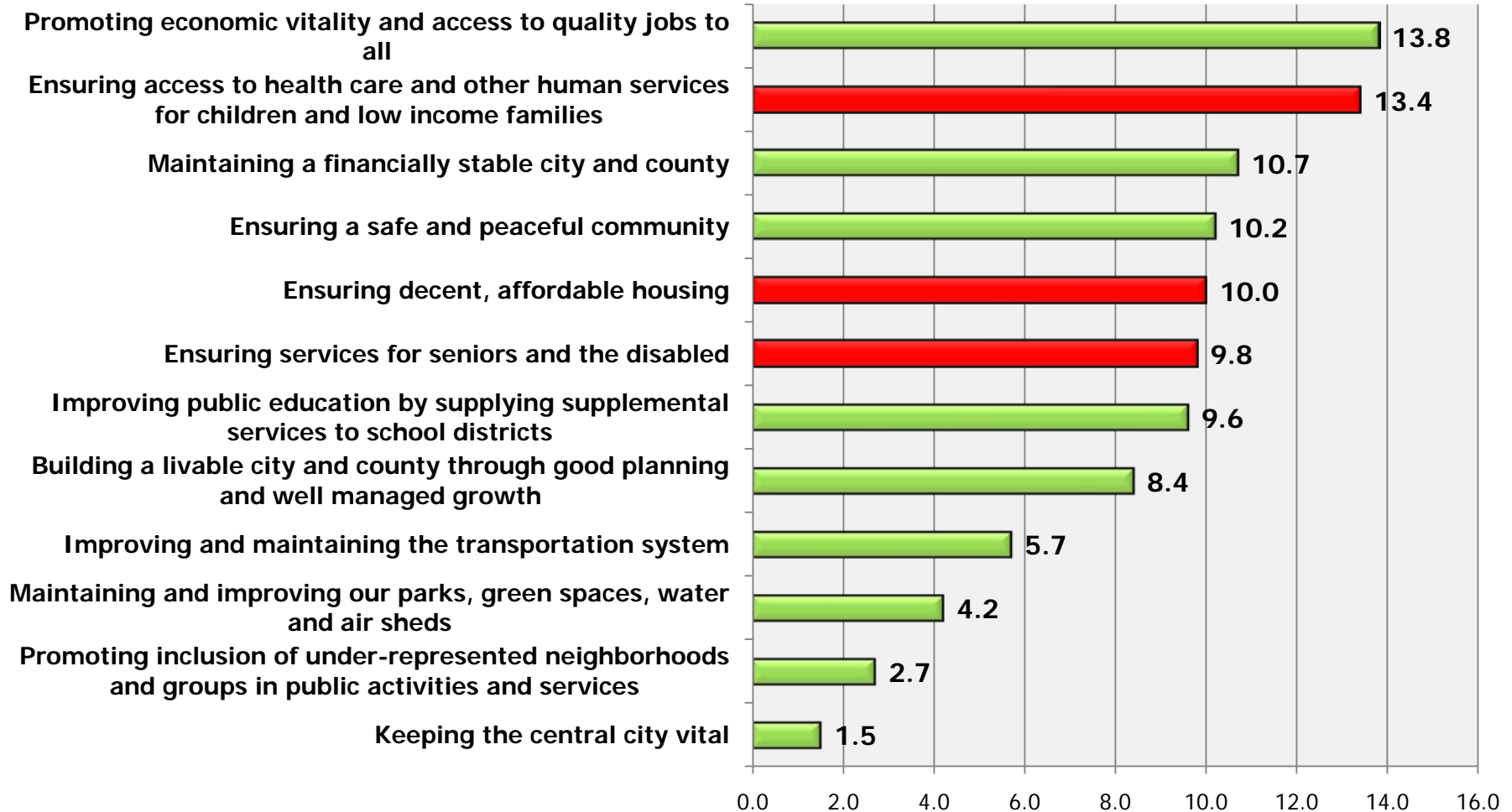
Health and Human Services—What Not to Cut (cont.)

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Economic development/job creation	4%
Supporting children's educational success through programs like after-school programs and human services for children and their families	3%
Transportation planning	3%
Reducing spending/unnecessary administrative costs	3%
Paving/potholes	2%
Reducing poverty	2%
General infrastructure upkeep	2%
Community involvement programs and services	2%
All other responses	< 2%
None/nothing	5%
Don't know	9%

Health and Human Services—MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



One biggest need local government should do something about:

“Health care. Making it more affordable for everyone.”

“Fix our health care and homeless problem. I think health care should be more affordable especially for children.”

“Increase access to social services, because economy being the way it is, more and more people are needing help, and the city should be able to provide it.”

“They need to do something about the homeless people. There is a large problem here but there needs to be employment to help.”

“Helping people under financial straits keep their homes.”

Advice about what to cut:

“Health care programs for people that have been on welfare for fifteen or sixteen years. They need to be cut off.”

“Well it’s hard to put it into one thing. It'd probably say give less to homeless, drug addicts. Free money type stuff is what I'm getting at; I feel like giving things to people reduces accountability and reduces motivation.”

Advice about what NOT to cut:

“I think that programs for at-risk individuals and prevention programs should not be cut. Also, do not cut education programs because if you look in the long run, they allow for more productive persons in the future as far as workers and less crime.”

“Services to the homeless and mentally ill because those are the members of the community that are less able to respond to the economic crisis.”

“Anything that has to do with education, feeding kids and children's health care. Saving anything for kids.”

Health and Human Services—Summary

- ❖ **Health and human services are a high priority:**
 - ❖ **Residents ranked these services second in the “build a budget” exercise**
 - ❖ **Ensuring health care and other human services for children and low income families ranked 2nd (of 12) in the MaxDiff exercise; ensuring affordable housing and services for seniors and the disabled ranked in the top half**
 - ❖ **Half said reduced availability of health care for children and low income families was a very objectionable service change**
 - ❖ **30% to 42% said reducing services in six other areas was very objectionable: battered women, at risk youth, the elderly and disabled, people with mental illnesses, low income housing, and services for the homeless and low income residents**

Health and Human Services—Summary

- ❖ Services to vulnerable populations and programs that provide health care were in the top five services of what not to cut
- ❖ Services support affordable housing was mentioned by only 2% as a possible cut; no other health and human service was mentioned more often
- ❖ Among health and human services:
 - ❖ Residents prioritized providing health care and serving vulnerable populations as most urgent
 - ❖ Supporting affordable housing and reducing homelessness was in a second tier of most urgent
 - ❖ Providing health care was more urgent to part-time workers; supporting affordable housing and reducing homelessness was more urgent to the lowest (v. highest) income

Business and the Economy—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Small business assistance	39%	79%
Worker trainer programs	35%	73%
Neighborhood revitalization	13%	64%
Tax collection	3%	19%
Elections	3%	9%
Zoning and permits	2%	14%
Large business assistance	0%	25%
Don't know	5%	5%

Sample Group 3
N=135

Business and the Economy—Biggest Need

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Education/schools-General	13%
Economic development/job creation	12%
Funding for education/schools	9%
Crime/Jail space	7%
Social welfare-General	4%
Road repair	4%
Taxes too high	4%
Access to/affordable health care	3%
Infrastructure development/expansion	3%
Public transit-General	3%

Business and the Economy—Biggest Need (cont.)

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Affordable housing	3%
Better public leaders	3%
Transportation-General	3%
Manage budget	2%
Traffic congestion	2%
More police	2%
Reduce homelessness/homes for the homeless	2%
All other responses	< 2%
Nothing	2%
Don't know	6%

Business and the Economy—Objectionable Changes

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Slower fire and emergency medical response	4.2	58%
Slower response time to crimes in progress	4.1	52%
Reduced availability of health care for low income children and families	4.0	51%
Less support for kids to be successful in school	4.0	47%
Less assistance to battered women and families	4.0	42%
Reducing programs that create and keep good jobs for people	3.8	39%
Reducing programs for at risk youth	3.8	32%
Fewer criminal investigations	3.8	32%
Less support for the elderly and disabled to live independently in their homes	3.7	36%
Reduced support for people with mental illnesses and addictions	3.7	32%
Closing some neighborhood parks	3.6	32%

Business and the Economy—Objectionable Changes (cont.)

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Reduced availability of housing for lower income families	3.6	31%
Reducing services for the homeless and low income residents	3.6	30%
Less prevention and early intervention programs for at risk members of the community	3.6	28%
Smaller police presence in my neighborhood	3.5	32%
Closing some community centers and pools	3.4	27%
More litter on the streets	3.3	26%
Increased traffic congestion	3.1	20%
Less planning for population growth and new development	3.1	20%
Less attention to traffic speeds in neighborhoods	3.0	17%
Fewer inspections for nuisances and building hazards	3.0	13%
City and County government offices would be closed five Fridays a year	2.1	12%

Business and the Economy—What to Cut

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Reducing spending/unnecessary administrative costs	14%
Reduce government employee salaries/benefits	10%
Transportation planning	6%
Parks and recreation including adult, child, and senior community programs and maintaining neighborhood parks	5%
Arts and culture	5%
Bicycle paths	3%
Economic development/job creation	3%
Paving/potholes	3%
Ordinance violations including neighborhood livability, traffic and parking violations	3%
Enforcing the law including gang and drug programs	3%
Community involvement programs and services	3%

Business and the Economy—What to Cut (cont.)

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Adult recreation programs	3%
Preventing criminal activity with patrol and neighborhood services	2%
Supporting children's educational success through programs like after-school programs and human services for children/families	2%
Supporting affordable housing and reducing homelessness	2%
General infrastructure upkeep	2%
Maintaining natural resources and open spaces	2%
Educational programs/expenses	2%
All other responses	< 2%
Nothing/none	16%
Don't know	20%

Business and the Economy—What Not to Cut

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	30%
Educational programs/expenses	23%
Serving vulnerable populations including the elderly, disabled, people with development disabilities, and victims of domestic violence	17%
Responding to fires and fire prevention	15%
Providing health care	15%
Emergency management and disaster response	9%
Enforcing the law including gang and drug crimes	7%
Supporting affordable housing and reducing homelessness	7%
Treating people with mental health and addiction problems	6%

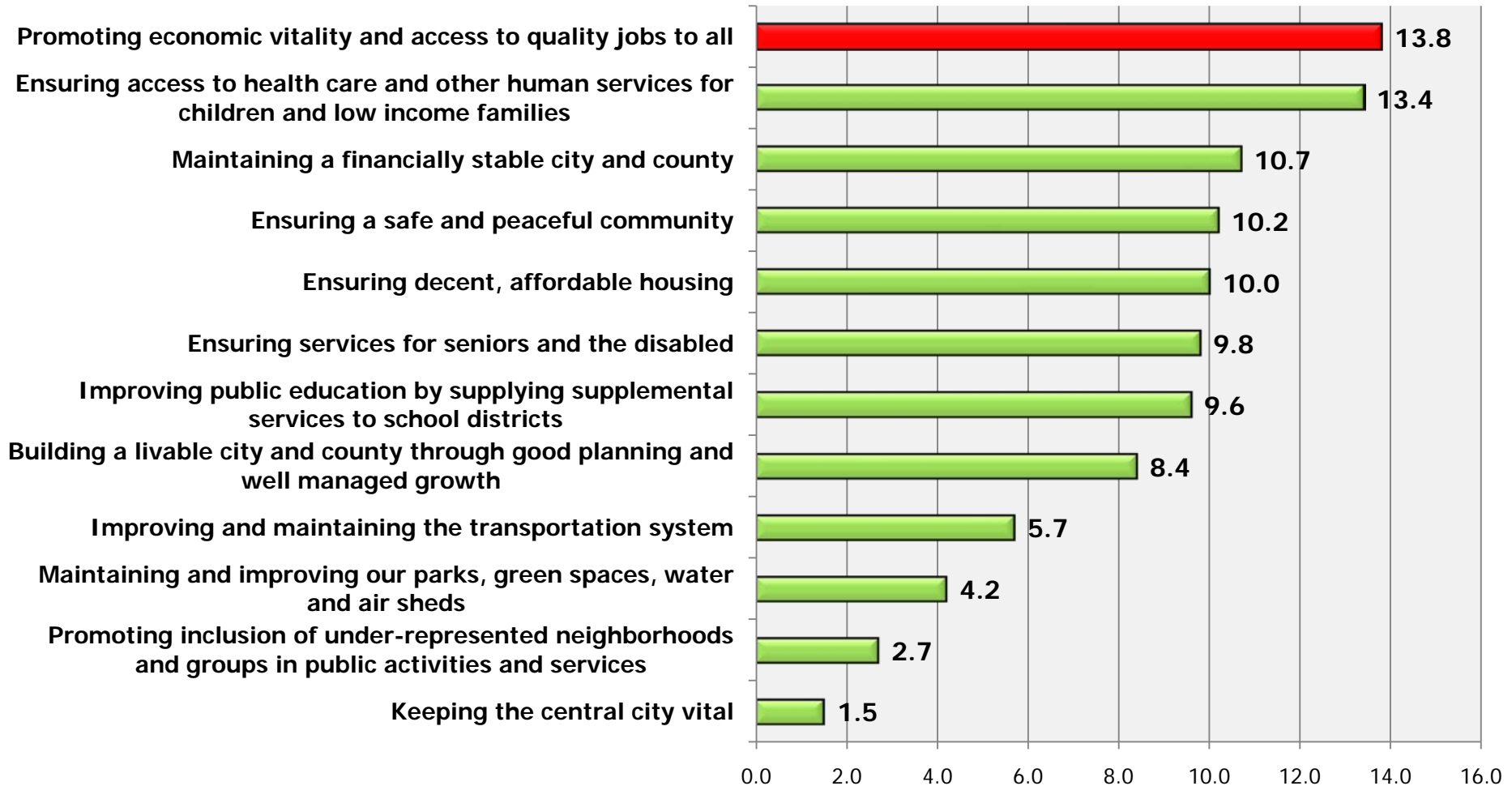
Business and the Economy—What Not to Cut (cont.)

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Economic development/job creation	4%
Supporting children's educational success through programs like after-school programs and human services for children and their families	3%
Transportation planning	3%
Reducing spending/unnecessary administrative costs	3%
Paving/potholes	2%
Reducing poverty	2%
General infrastructure upkeep	2%
Community involvement programs and services	2%
All other responses	< 2%
None/nothing	5%
Don't know	9%

Business and the Economy—MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



Business and the Economy—Comments

One biggest need local government should do something about:

“Jobs because right now the unemployment rate is high. I have an education but still can’t find a job. People with experience like four years of college and ten years of experience still can’t find a job, even in growing fields.”

“Getting more jobs in Portland so people can have a better quality of life. Family wage jobs, not just ten to twelve dollar jobs. Meaningful jobs.”

“They need to solve unemployment because if the unemployment rate is going up there will be more crime in the city.”

“They should do something about taxes because they’re too high and driving people away, as well as businesses.”

“I guess be more business friendly so that more companies would want to come into the area. They've driven some businesses out because they've been very invasive and difficult on taxes. They have not made it easy for companies to get started.”

Advice about what to cut

“I would cut support for business. I don't think they should have tax support. I mean we already buy from them so they're getting consumer money. Why should they be getting tax breaks?”

“There's an office of business relations or promotion, I can't remember the exact name, but I would like them to get cut. Plus, I disagree with the decision that they're going to build a new stadium and bring in a soccer team.”

Advice about what NOT to cut:

“They should not cut the small business, or anything related to creating jobs.”

“Job training, anything to make more jobs.”

“Create more jobs so people don't have to live off the state. We need jobs that provide benefits, like health insurance.”

“Unemployment. We need to create more jobs to get the economy going.”

Business and the Economy—Summary

❖ **Business and the economy is a high priority:**

❖ **Promoting economic vitality and access to jobs was the highest priority in the MaxDiff exercise**

❖ **Economic development/job creation was the second most mentioned need that local government should do something about in the next two years**

❖ **Four in ten said reducing programs that create and keep good jobs is a very objectionable service change**

Business and the Economy—Summary

- ❖ **Among services related to business and the economy:**
 - ❖ **Small business assistance and worker training programs were the two most urgent**
 - ❖ **Small business assistance was more urgent to higher income residents**
 - ❖ **Worker training was more urgent to those age 55+, to the lowest income, and those not currently working**

Transportation—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Paving and potholes	49%	76%
Transit	16%	38%
Transportation planning	12%	33%
Bridges	10%	31%
Bicycle paths	5%	31%
Street lighting	5%	29%
Traffic signals and crosswalks	1%	25%
Sidewalks	1%	26%
Street cleaning	1%	3%
Don't know	1%	1%

Sample Group 4
N=124

Transportation—Biggest Need

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Education/schools-General	13%
Economic development/job creation	12%
Funding for education/schools	9%
Crime/Jail space	7%
Social welfare-General	4%
Road repair	4%
Taxes too high	4%
Access to/affordable health care	3%
Infrastructure development/expansion	3%
Public transit-General	3%

Transportation—Biggest Need (cont.)

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Affordable housing	3%
Better public leaders	3%
Transportation-General	3%
Manage budget	2%
Traffic congestion	2%
More police	2%
Reduce homelessness/homes for the homeless	2%
All other responses	< 2%
Nothing	2%
Don't know	6%

Transportation—Objectionable Changes

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
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Reducing programs for at risk youth	3.8	32%
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Less support for the elderly and disabled to live independently in their homes	3.7	36%
Reduced support for people with mental illnesses and addictions	3.7	32%
Closing some neighborhood parks	3.6	32%

Transportation—Objectionable Changes (cont.)

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More litter on the streets	3.3	26%
Increased traffic congestion	3.1	20%
Less planning for population growth and new development	3.1	20%
Less attention to traffic speeds in neighborhoods	3.0	17%
Fewer inspections for nuisances and building hazards	3.0	13%
City and County government offices would be closed five Fridays a year	2.1	12%

Transportation—What to Cut

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Reducing spending/unnecessary administrative costs	14%
Reduce government employee salaries/benefits	10%
Transportation planning	6%
Parks and recreation including adult, child, and senior community programs and maintaining neighborhood parks	5%
Arts and culture	5%
Bicycle paths	3%
Economic development/job creation	3%
Paving/potholes	3%
Ordinance violations including neighborhood livability, traffic and parking violations	3%
Enforcing the law including gang and drug programs	3%
Community involvement programs and services	3%

Transportation—What to Cut (cont.)

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Adult recreation programs	3%
Preventing criminal activity with patrol and neighborhood services	2%
Supporting children's educational success through programs like after-school programs and human services for children/families	2%
Supporting affordable housing and reducing homelessness	2%
General infrastructure upkeep	2%
Maintaining natural resources and open spaces	2%
Educational programs/expenses	2%
All other responses	< 2%
Nothing/none	16%
Don't know	20%

Transportation—What Not to Cut

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	30%
Educational programs/expenses	23%
Serving vulnerable populations including the elderly, disabled, people with development disabilities, and victims of domestic violence	17%
Responding to fires and fire prevention	15%
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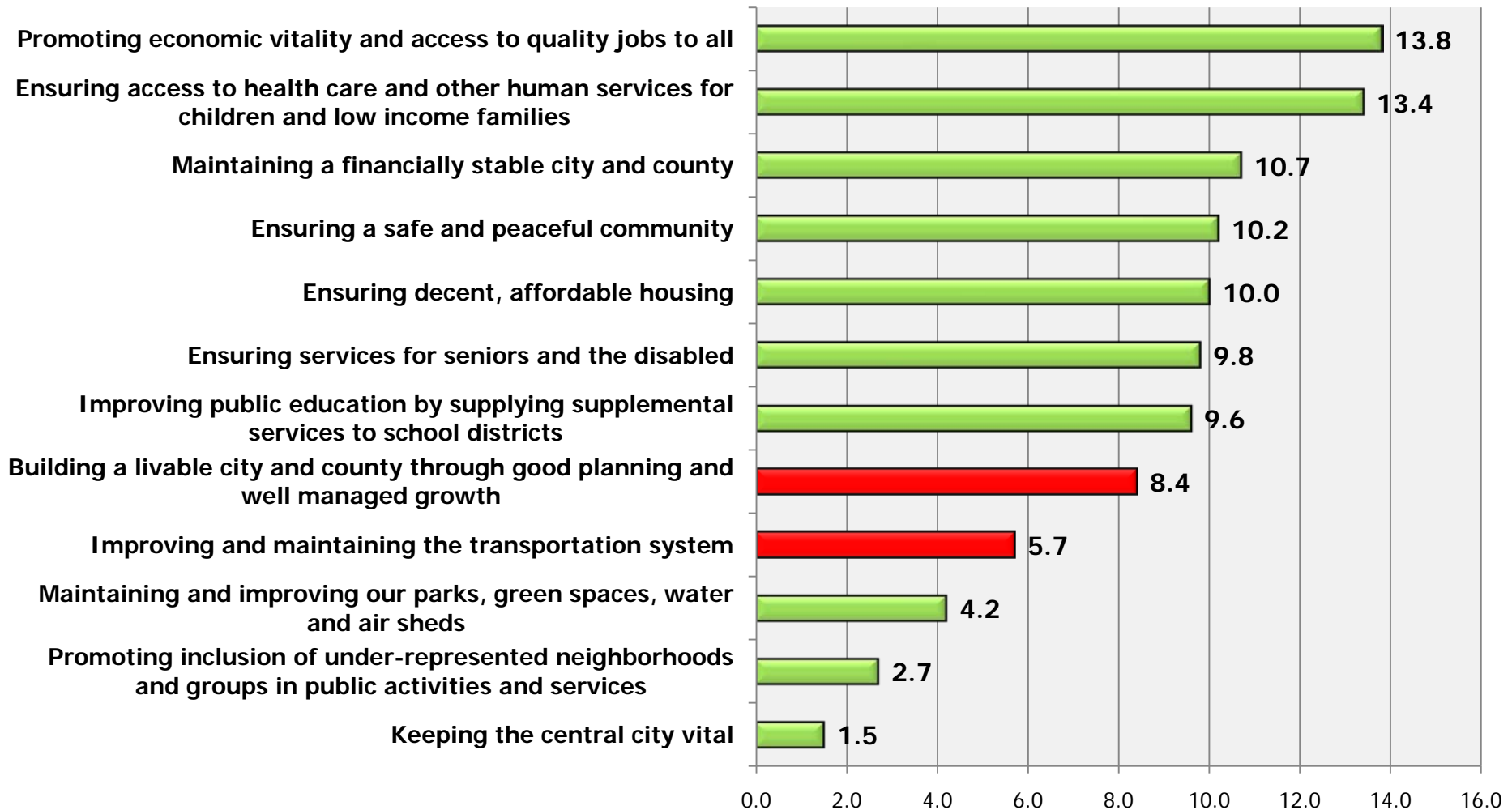
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Transportation planning	3%
Reducing spending/unnecessary administrative costs	3%
Paving/potholes	2%
Reducing poverty	2%
General infrastructure upkeep	2%
Community involvement programs and services	2%
All other responses	< 2%
None/nothing	5%
Don't know	9%

Transportation—MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



One biggest need local government should do something about:

“Well I think they need to do a lot of work on the streets, especially side streets, because they have pot holes and when we have snow storms they give us a lot of problems.”

“They need to do something about the roads in our area; there are just too many potholes.”

“I would say improvements to public transportation. I just received notice that Tri-Met is thinking about cutting transit, and it’s not good because with the current state of the economy we are in need of this source of transit.”

“Probably sustainable transportation, I think its an important cause. I don’t mind paying taxes if it goes towards that.”

“The traffic. I know they are worried about the bridge, but they also have to make I-5 bigger.”

“Traffic. Need less traffic, cars on the road. Complete the 40 mile loop so we can walk or ride bikes from west to east, to not be on road.”

Advice about what to cut:

“Anything that has to do with bicyclists. They cause insurance premiums to go up and cause accidents.”

“Public transit. I want them to cut it because it’s not their job to tell me how to move about.”

Advice about what NOT to cut:

“I would not cut the road maintenance. I think they need a lot of that work done.”

“Transportation is high on my list. Public transportation, bus, bridge construction, light rail expansion.”

“Would not reduce anything with public transportation.”

“Building, planning, designing, and constructing mass transit because it is the future.”

- ❖ **Transportation is a mid-level priority:**
 - ❖ **Transportation ranked 4th (of 6) in the “build a budget” exercise**
 - ❖ **Building a livable city/county through good planning ranked 8th and improving and maintaining the transportation system ranked 9th (of 12) in the MaxDiff exercise**
 - ❖ **Just 20% said increased traffic congestion and less planning for growth were very objectionable, and only 17% said less attention to neighborhood traffic speeds was very objectionable**
 - ❖ **Transportation planning was the 3rd most frequently mentioned service to cut at 6%; a smaller number (3%) said NOT to cut this service**

- ❖ **Among transportation services:**
 - ❖ **Paving and potholes was the most urgent by a notable margin**
 - ❖ **Second tier transportation service needs were transit, transportation planning, and bridges**
 - ❖ **In the open ended comments, a number of residents expressed that transit is a higher priority during difficult economic times**

Neighborhood Livability—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Supporting children's educational success through programs like after-school programs and human services for children and their families	45%	74%
Maintaining natural resources and open spaces	13%	39%
Parks and recreation including adult, child, and senior community programs and maintaining neighborhood parks	10%	59%
Library services and access	10%	34%
Community involvement programs and services	8%	26%
Noise/nuisance control	4%	17%
Arts and culture	0%	10%
Animal control services	0%	14%
Don't know	8%	8%

Sample Group 4, N=124

Neighborhood Livability—Biggest Need

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Education/schools-General	13%
Economic development/job creation	12%
Funding for education/schools	9%
Crime/Jail space	7%
Social welfare-General	4%
Road repair	4%
Taxes too high	4%
Access to/affordable health care	3%
Infrastructure development/expansion	3%
Public transit-General	3%

Neighborhood Livability—Biggest Need (cont.)

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Affordable housing	3%
Better public leaders	3%
Transportation-General	3%
Manage budget	2%
Traffic congestion	2%
More police	2%
Reduce homelessness/homes for the homeless	2%
All other responses	< 2%
Nothing	2%
Don't know	6%

Neighborhood Livability—Objectionable Changes

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Slower fire and emergency medical response	4.2	58%
Slower response time to crimes in progress	4.1	52%
Reduced availability of health care for low income children and families	4.0	51%
Less support for kids to be successful in school	4.0	47%
Less assistance to battered women and families	4.0	42%
Reducing programs that create and keep good jobs for people	3.8	39%
Reducing programs for at risk youth	3.8	32%
Fewer criminal investigations	3.8	32%
Less support for the elderly and disabled to live independently in their homes	3.7	36%
Reduced support for people with mental illnesses and addictions	3.7	32%
Closing some neighborhood parks	3.6	32%

Neighborhood Livability—Objectionable Changes (cont.)

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Reduced availability of housing for lower income families	3.6	31%
Reducing services for the homeless and low income residents	3.6	30%
Less prevention and early intervention programs for at risk members of the community	3.6	28%
Smaller police presence in my neighborhood	3.5	32%
Closing some community centers and pools	3.4	27%
More litter on the streets	3.3	26%
Increased traffic congestion	3.1	20%
Less planning for population growth and new development	3.1	20%
Less attention to traffic speeds in neighborhoods	3.0	17%
Fewer inspections for nuisances and building hazards	3.0	13%
City and County government offices would be closed five Fridays a year	2.1	12%

Neighborhood Livability—What to Cut

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Reducing spending/unnecessary administrative costs	14%
Reduce government employee salaries/benefits	10%
Transportation planning	6%
Parks and recreation including adult, child, and senior community programs and maintaining neighborhood parks	5%
Arts and culture	5%
Bicycle paths	3%
Economic development/job creation	3%
Paving/potholes	3%
Ordinance violations including neighborhood livability, traffic and parking violations	3%
Enforcing the law including gang and drug programs	3%
Community involvement programs and services	3%

Neighborhood Livability—What to Cut (cont.)

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Adult recreation programs	3%
Preventing criminal activity with patrol and neighborhood services	2%
Supporting children's educational success through programs like after-school programs and human services for children/families	2%
Supporting affordable housing and reducing homelessness	2%
General infrastructure upkeep	2%
Maintaining natural resources and open spaces	2%
Educational programs/expenses	2%
All other responses	< 2%
Nothing/none	16%
Don't know	20%

Neighborhood Livability—What Not to Cut

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	30%
Educational programs/expenses	23%
Serving vulnerable populations including the elderly, disabled, people with development disabilities, and victims of domestic violence	17%
Responding to fires and fire prevention	15%
Providing health care	15%
Emergency management and disaster response	9%
Enforcing the law including gang and drug crimes	7%
Supporting affordable housing and reducing homelessness	7%
Treating people with mental health and addiction problems	6%

Neighborhood Livability—What Not to Cut (cont.)

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Economic development/job creation	4%
Supporting children's educational success through programs like after-school programs and human services for children and their families	3%
Transportation planning	3%
Reducing spending/unnecessary administrative costs	3%
Paving/potholes	2%
Reducing poverty	2%
General infrastructure upkeep	2%
Community involvement programs and services	2%
All other responses	< 2%
None/nothing	5%
Don't know	9%

Neighborhood Livability—MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



Neighborhood Livability—Comments

One biggest need local government should do something about:

“Education, school funding and programs for kids. I don't have any [kids] but I think the education program sucks. Education across the board is in ruins. The cuts in arts, health education and extra curricular activities will produce really dumb kids.”

“Schooling. I mean high school, and all areas of schooling should be covered. Don't drop PE, music, or any classes because of cost.”

“Prioritize education. Increase and secure definite revenue sources.”

“Something about the fact that there are no city codes here like in other cities and people have trashy stuff all over the place.”

“I think the cleanliness, specifically the litter and graffiti.”

Neighborhood Livability—Comments

Advice about what to cut:

“Any new stuff. New tennis courts or pools. It’s an unbalanced priority.”

“I think that helping clean the parks is not very critical right now. To have some open and close at certain times and the energy sources they use to keep the parks clean, I just don’t think that it’s critical at this time.”

“I guess the first thing I would cut would the office of neighborhood involvement because I don't see it as a very effective service.”

Advice about what NOT to cut:

“We have to take care of our kids and they could increase volunteerism in the community to give the kids and adults something to do.”

“Arts. Arts are the glue that keeps the community and people together.”

“There are very limited outreach/efforts to keep the people in touch. They're working in the dark pretty much. It would help if they had vehicles to get the word out.”

Neighborhood Livability—Summary

- ❖ **Neighborhood livability is a high priority when related to schools and safety:**
 - ❖ **Schools and funding were the 1st and 3rd biggest needs residents said local government should do something about**
 - ❖ **Educational programs/expenses ranked as the 2nd highest service NOT to cut; preventing criminal activity with patrol and neighborhood services was the top service NOT to cut**
 - ❖ **Ensuring a safe and peaceful community ranked 4th in the MaxDiff exercise**
- ❖ **Other issues are of relatively lower priority:**
 - ❖ **Neighborhood livability ranked 5th (of 6) in the “build a budget” exercise**
 - ❖ **Less attention to neighborhood traffic speeds and fewer building inspections were among the least objectionable service changes**

Neighborhood Livability—Summary

- ❖ **Maintaining and improving parks, promoting inclusion of under-represented neighborhoods and groups in public activities, and keeping a vital central city were the last three ranked services in the MaxDiff exercise**
- ❖ **Among neighborhood livability issues:**
 - ❖ **Supporting children's educational success was the most urgent;**
 - ❖ **Open spaces, parks and recreation, and library services were second tier issues**
 - ❖ **None said arts and culture and animal control were most urgent**
 - ❖ **Community involvement was most urgent to just 8%, with a higher response among West residents**

Public Safety: General—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Enforcing the law including gang, drug crimes, and person and property crimes	31%	64%
Responding to fires and fire prevention	17%	41%
Reducing crime through such programs as alcohol and drug treatment and mental health treatment for offenders	15%	48%
Preventing criminal activity with patrol and neighborhood services	13%	65%
Emergency management and disaster response	12%	28%
Holding offenders accountable with the work of District Attorney, courts, jails, and restitution programs	10%	48%
Don't know	0%	0%

Sample Group 1
N=128

Public Safety: Enforcing the Law—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Gang related crimes	40%	82%
Person crimes	24%	52%
Drug crimes and sobering and detox services	20%	59%
Property crimes	9%	64%
Ordinance violations including neighborhood livability, traffic and parking violations	6%	25%
Removing abandoned autos	0%	8%
Don't know	2%	2%

Sample Group 2
N=113

Public Safety: Holding Offenders Accountable—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Alternatives to jail or detention	26%	50%
Adult jails	17%	37%
Courts	16%	37%
Juvenile detention facility and programs	14%	60%
Neighborhood court programs and services	12%	44%
Restitution	9%	35%
District Attorney's office	2%	24%
Don't know	4%	4%

Sample Group 3
N=135

Public Safety: Reducing Recidivism—Service Urgency

I'm going to read to you a list of specific services...I'm then going to ask you to name the service you feel is most urgent, second most urgent, and third most urgent.

Response category	Most urgent %	Most, 2 nd , 3 rd most urgent combined
Family services for juvenile offenders	32%	76%
Mental health treatment for offenders	24%	59%
Re-entry programs for offenders including housing and jobs	16%	49%
Alcohol and drug treatment for offenders	12%	58%
Parole and probation for offenders	7%	20%
Don't know	10%	10%

Sample Group 4
N=124

Public Safety—Biggest Need

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Education/schools-General	13%
Economic development/job creation	12%
Funding for education/schools	9%
Crime/Jail space	7%
Social welfare-General	4%
Road repair	4%
Taxes too high	4%
Access to/affordable health care	3%
Infrastructure development/expansion	3%
Public transit-General	3%

Public Safety—Biggest need (cont.)

Considering your local government as a whole, what is the one biggest need your local government officials should do something about over the next two years? (open)

Response Category	Percentage
Affordable housing	3%
Better public leaders	3%
Transportation-General	3%
Manage budget	2%
Traffic congestion	2%
More police	2%
Reduce homelessness/homes for the homeless	2%
All other responses	< 2%
Nothing	2%
Don't know	6%

Public Safety—Objectionable Changes

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Slower fire and emergency medical response	4.2	58%
Slower response time to crimes in progress	4.1	52%
Reduced availability of health care for low income children and families	4.0	51%
Less support for kids to be successful in school	4.0	47%
Less assistance to battered women and families	4.0	42%
Reducing programs that create and keep good jobs for people	3.8	39%
Reducing programs for at risk youth	3.8	32%
Fewer criminal investigations	3.8	32%
Less support for the elderly and disabled to live independently in their homes	3.7	36%
Reduced support for people with mental illnesses and addictions	3.7	32%
Closing some neighborhood parks	3.6	32%

Public Safety—Objectionable Changes (cont.)

I'm going to read to you a list of changes in service levels that could be the result of cuts in city and county services. For each change, tell me how objectionable it would be to you personally. Please use a 1=not at all objectionable to 5=very objectionable scale.

Response category	Mean	% Very objectionable
Reduced availability of housing for lower income families	3.6	31%
Reducing services for the homeless and low income residents	3.6	30%
Less prevention and early intervention programs for at risk members of the community	3.6	28%
Smaller police presence in my neighborhood	3.5	32%
Closing some community centers and pools	3.4	27%
More litter on the streets	3.3	26%
Increased traffic congestion	3.1	20%
Less planning for population growth and new development	3.1	20%
Less attention to traffic speeds in neighborhoods	3.0	17%
Fewer inspections for nuisances and building hazards	3.0	13%
City and County government offices would be closed five Fridays a year	2.1	12%

Public Safety—What to Cut

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Reducing spending/unnecessary administrative costs	14%
Reduce government employee salaries/benefits	10%
Transportation planning	6%
Parks and recreation including adult and child, and senior community programs and maintaining neighborhood parks	5%
Arts and culture	5%
Bicycle paths	3%
Economic development/job creation	3%
Paving/potholes	3%
Ordinance violations including neighborhood livability, traffic and parking violations	3%
Enforcing the law including gang and drug programs	3%
Community involvement programs and services	3%

Public Safety—What to Cut (cont.)

Thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Adult recreation programs	3%
Preventing criminal activity with patrol and neighborhood services	2%
Supporting children's educational success through programs like after-school programs and human services for children/families	2%
Supporting affordable housing and reducing homelessness	2%
General infrastructure upkeep	2%
Maintaining natural resources and open spaces	2%
Educational programs/expenses	2%
All other responses	< 2%
Nothing/none	16%
Don't know	20%

Public Safety—What Not to Cut

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Preventing criminal activity with patrol and neighborhood services	30%
Educational programs	23%
Serving vulnerable populations including the elderly, disabled, people with development disabilities, and victims of domestic violence	17%
Responding to fires and fire prevention	15%
Providing health care	15%
Emergency management and disaster response	9%
Enforcing the law including gang and drug crimes	7%
Supporting affordable housing and reducing homelessness	7%
Treating people with mental health and addiction problems	6%

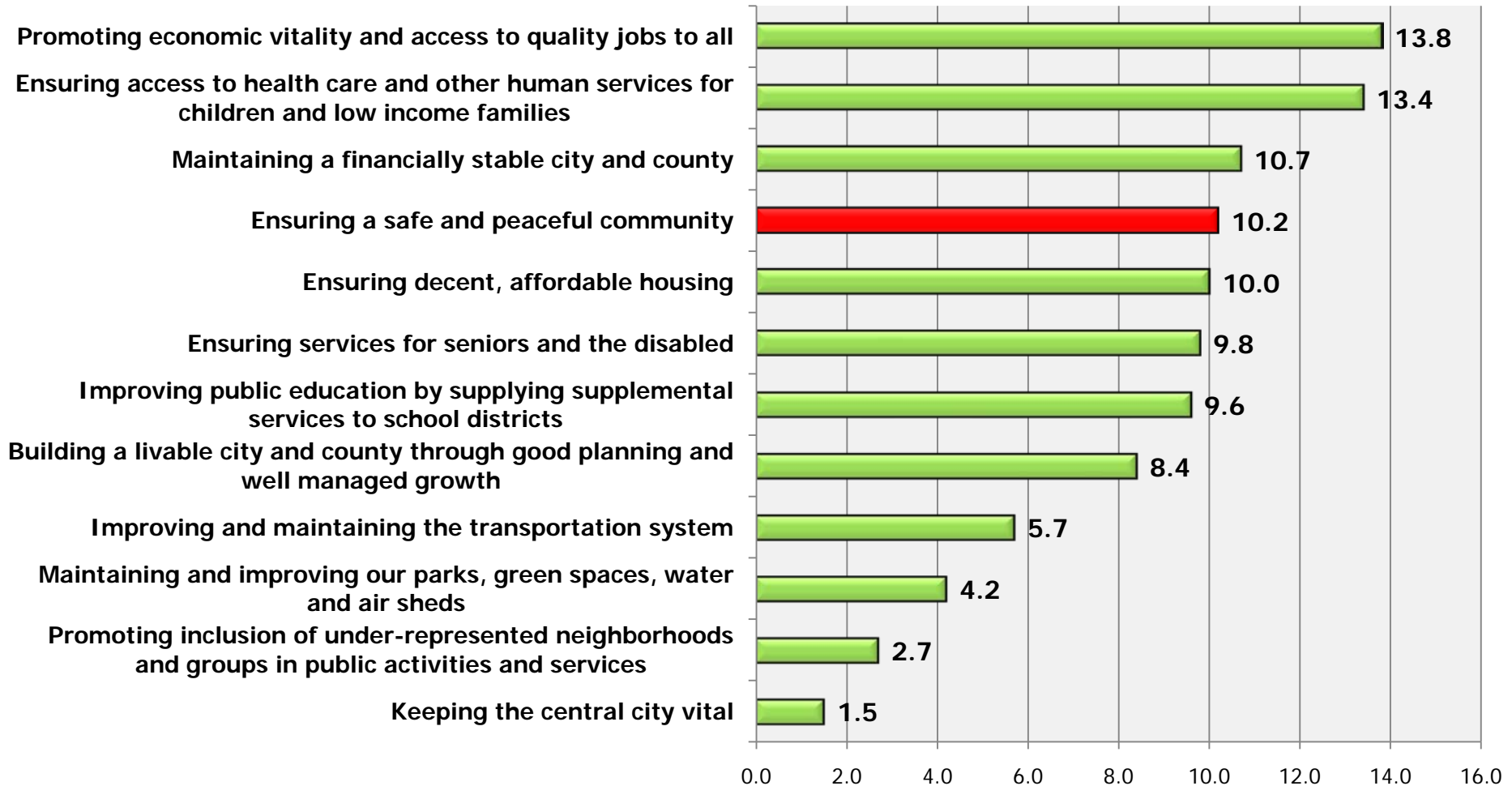
Public Safety—What Not to Cut (cont.)

Now, thinking beyond cutting administrative costs and doing things more efficiently, what advice do you have for the city and county as to what specific services should not be cut to deal with the effects of the budget shortfall? (open)

Response Category	Percentage
Economic development/job creation	4%
Supporting children's educational success through programs like after-school programs and human services for children and their families	3%
Transportation planning	3%
Reducing spending/unnecessary administrative costs	3%
Paving/potholes	2%
Reducing poverty	2%
General infrastructure upkeep	2%
Community involvement programs and services	2%
All other responses	< 2%
None/nothing	5%
Don't know	9%

Public Safety—MaxDiff Importance Scores

Among the following items, which is most...least important for your local government officials to fund with taxpayer dollars?



One biggest need local government should do something about:

“Probably the best thing to do would be to work on safety and security. There is so little police presence and so little support for the firefighters.”

“Safety and crime, particularly downtown. Make people feel safer in the city.”

“Crime, it’s the city’s fault. The city doesn’t have enough police to handle the crime.”

“More neighborhood patrols, especially in the St. Johns area. They should definitely not close the St. Johns north precinct, it should remain open.”

“Gang related activities, including drugs and graffiti.”

“Gang violence, because it seems to be on the rise.”

“Crime. In my neighborhood cars are getting broken into, graffiti is everywhere and there are no cops.”

“Increase jail beds. They're closing down and there’s no place to put criminals.”

Advice about what to cut:

“I would say cut the budget for the detention centers and jails and dump that money into schools.”

“Jails should find things to do with convicts. A better juvenile system that could find something to do for the juvenile convicts.”

“The money that they’re trying to spend on prisons needs to go to education, at-risk youth, or rehabilitation.”

“Let the operating days for the courts go from five to four day [weeks].”

“Maybe the parking enforcement and stuff like that.”

“Get rid of the vice squad and the pursuit of victimless crimes like prostitution.”

Advice about what NOT to cut:

“Cutting back on police and fire will not solve the shortfall problem.”

“Jails, because we can’t let the people who do wrong on the streets do more wrong.”

“The undercover drug taskforce that helps protect the city from drugs and violence. If they cut that, the drug dealers will run rampant.”

“Gang enforcement, because we have a serious gang problem in this city, especially in schools.”

“Don't cut the drug rehab and detox services.”

“Public safety is a primary responsibility of the government, but also other things like drug and alcohol treatment and preventative measures.”

“Drug court should not be cut. Do not get rid of the Multnomah County Drug Court.”

“Don't cut funding for transitional housing for the Department of Community Justice. Particularly the program that helps women coming out of prisons.”

❖ Public safety is a high priority:

- ❖ Public safety was the top spending priority in the “build a budget” exercise; longer term residents and those East of I-205 gave it even higher priority
- ❖ Crime/jail space was the 4th most mentioned need that local government should do something about in the next two years
- ❖ Ensuring a safe and peaceful community ranked 4th (of 12) on the MaxDiff exercise
- ❖ Slower response to fires and medical emergencies and to crimes in progress were the top two “very objectionable” service changes
- ❖ Nearly a third said changing services in four other areas was very objectionable: reducing at risk youth programs, fewer criminal investigations, reduced support for mentally ill and addicts, and smaller police presence in neighborhoods

❖ Among public safety services:

❖ Two of the most urgent service needs were: 1) gang related crimes, and 2) enforcing the law including gang, drug crimes, and person and property crimes

❖ Preventing criminal activity with patrol and neighborhood services was the top service NOT to cut

❖ Family services to juvenile offenders, alternatives sanctions, mental health treatment for offenders, and person crimes were in a second tier of most urgent

❖ In the open ended comments, residents expressed concern about increased crime in general and gang crime in particular, not enough jail beds, and the link between increased crime and jobs/economy

❖ Residents felt preventing person crimes was more urgent than property crimes and neighborhood livability issues; person crimes were most urgent to the newest residents