

[Back to Table of Contents](#)

## **Multnomah County**

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### **Service Efforts and Accomplishments FY2002**

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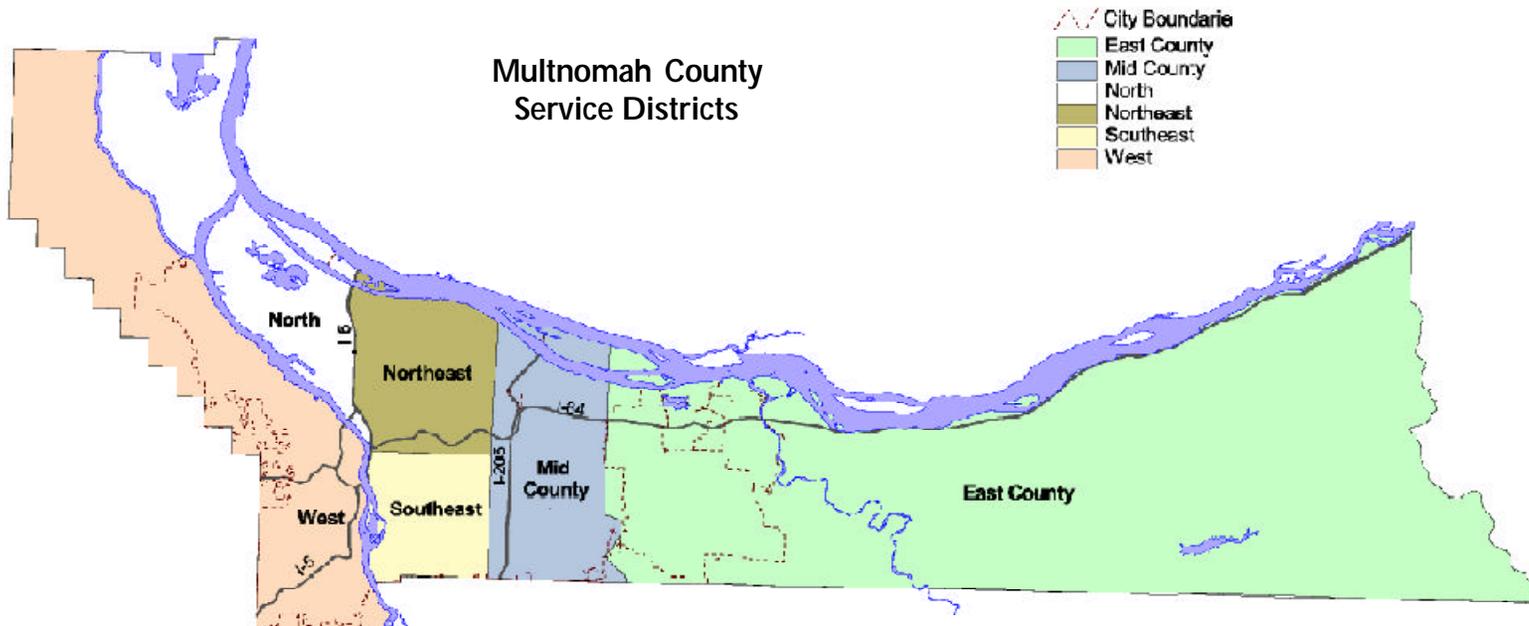
# Citizen Survey

## Community-Based Service Delivery

The purpose of the Multnomah County citizen survey is to obtain information from citizens about their satisfaction with County services and their views on how well the County is doing. While many individual survey items are not directly linked to specific County services, they are designed to measure qualities that are indirectly linked. We also hope to improve insight into how County government may contribute to citizens' overall feelings of regional and neighborhood livability.

The County's health and social service delivery offices are located throughout the County to allow easier access to citizens who need them. Services are provided in schools, non-profit programs, senior centers, branch offices, churches, clinics, and cultural and family centers. The Library has 16 branches, the Central Library in downtown Portland, and the Title Wave Used Bookstore. In the social and health services system each department has geographically dispersed locations to better serve citizens.

To analyze the survey data, we looked at citizen responses county wide and by service district. The service district boundaries were adapted from the Office of School and Community Partnerships service boundaries. These are also closely aligned with the Aging and Disability Services Division and Health Department service boundaries.

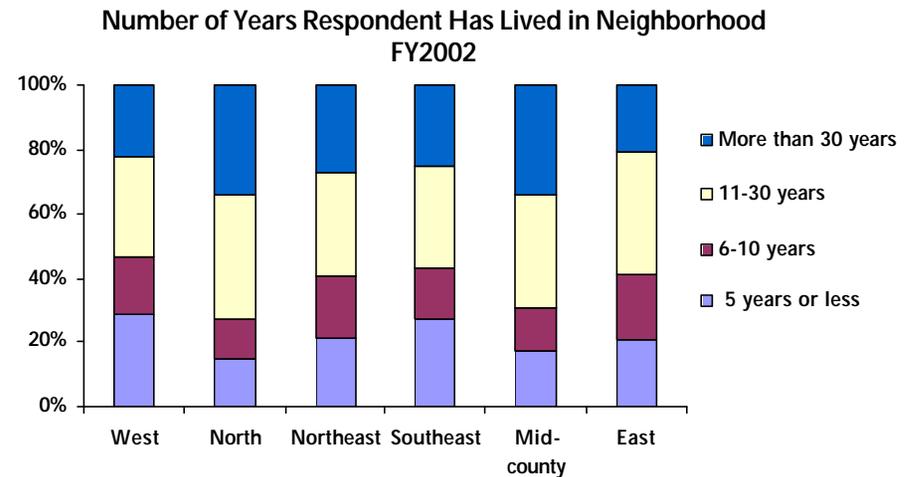
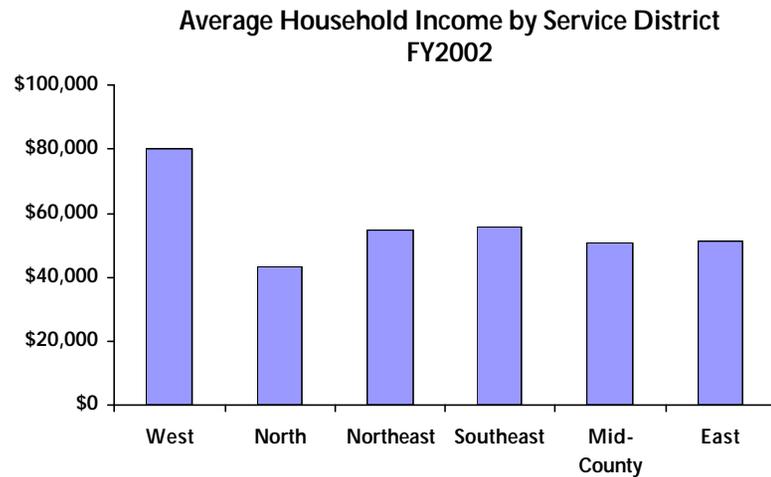


# Citizen Survey

## Respondent Characteristics

There were several questions on the citizen survey that related to individual or household characteristics. From this we learned that of those who responded:

- 22% lived in Multnomah County five years or less and 27% more than 30 years. Citizens in the West and Southeast Districts had a higher percentage that lived there five years or less and citizens in the North and Mid-County Districts had a higher percentage that lived there more than 30 years.
- For hours worked per week, the West had a higher percentage of respondents who worked over 40 hours per week (26%).
- For total income, the West had the highest percentage of respondents who made \$60,000 or more and North had the highest percentage who were living at the poverty threshold or below. With the exception of West, service districts were similar in the number of respondents with a household income between the poverty threshold and median income (approximately 1/3 of respondents).
- Most citizens (85%) rated themselves as having good, very good, or excellent health.
- 30% had some or a great deal of limited activity due to their physical health or functioning.
- 15% had some or a great deal of limited activity due to their emotional or mental health problems.



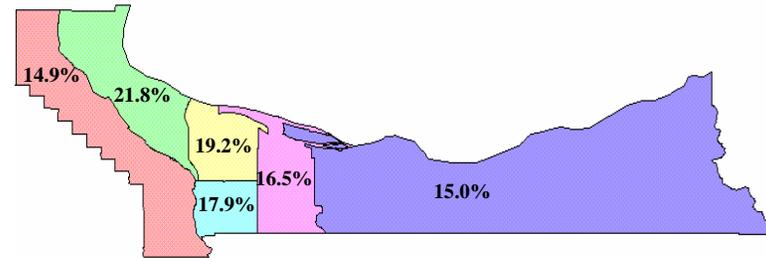
# Citizen Survey

## Animal Services

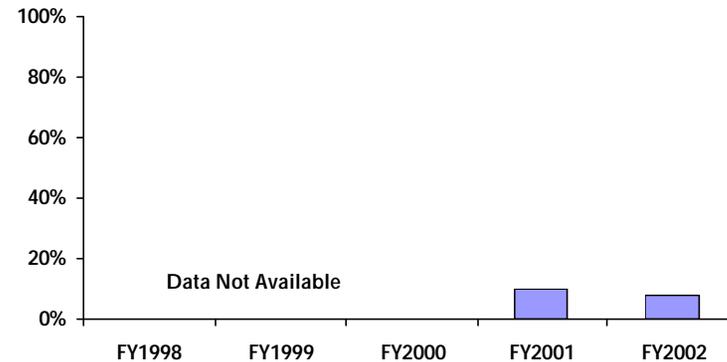
The mission of the Animal Services Division is to protect people and animals through the promotion and enforcement of responsible animal ownership. The Field Services program is responsible for providing timely response and effective resolution to animal-related emergencies and neighborhood problems involving animal ownership. One of the most frequent problems neighbors report is with barking dogs.

In addition to barking dog problems, 25% of respondents identified a problem with animals running loose in their neighborhood and 7% identified a problem with a vicious animal. Despite the problems of barking (17%) and loose animals in neighborhoods, only 8% had reported a problem to Animal Services. Of the 165 respondents who had reported a problem to Animal Services, more than half (58%) were somewhat or very satisfied with the service they received.

**Percent Having Problems with Barking Dogs  
FY2002**



**Percent Reporting Problems to Animal Services**



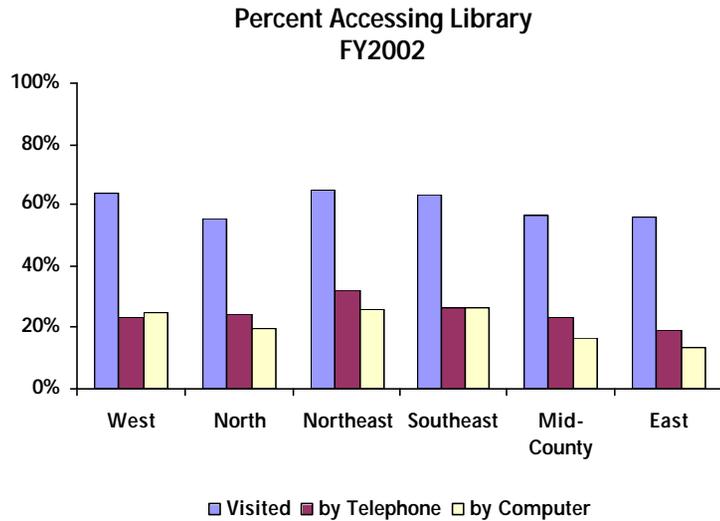
Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who had a problem with barking dogs in neighborhood	N/A	N/A	N/A	30%	17%
Percent who had a problem with animals running loose in neighborhood	N/A	N/A	N/A	34%	25%
Percent who had a problem with vicious animal in neighborhood	N/A	N/A	N/A	9%	7%

# Citizen Survey

## Library

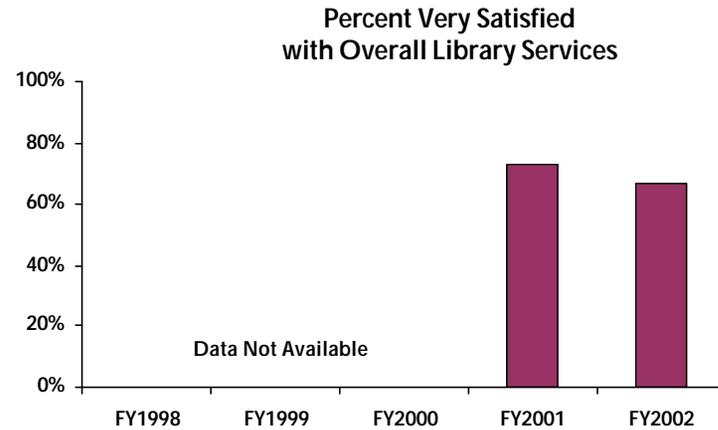
### Accessing Library Services

The percent of respondents accessing the Library by computer is only slightly lower (4%) than those accessing the Library by telephone.



### Satisfaction With Library Services

Overall, respondents were very satisfied with Library services. Libraries were also rated highly for location, assistance provided by library staff, and children’s programs.



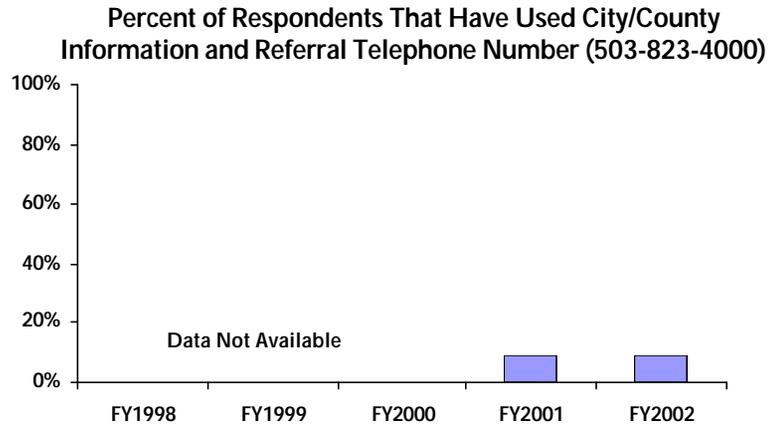
Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent very satisfied with hours library is open	N/A	N/A	N/A	59%	51%
Percent very satisfied with location	N/A	N/A	N/A	75%	76%
Percent very satisfied with availability of books and materials	N/A	N/A	N/A	58%	57%
Percent very satisfied with assistance provided by library staff	N/A	N/A	N/A	79%	77%
Percent very satisfied with children’s programs	N/A	N/A	N/A	70%	70%

# Citizen Survey

## Access to County Services

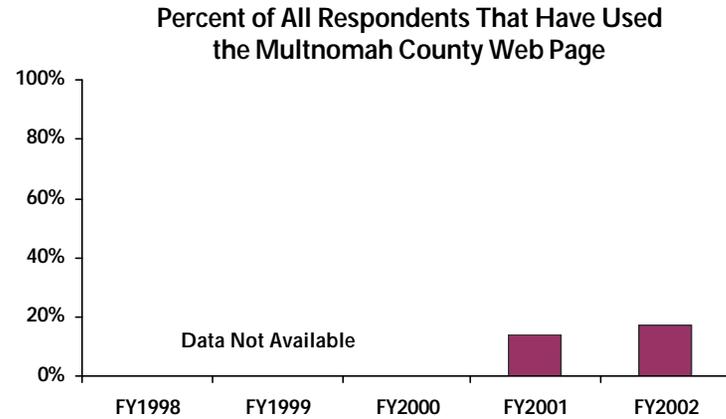
### Telephone Information Referral

Since November 2000, Portland and Multnomah County have shared one Information and Referral (I&R) telephone number. The combining of I&R functions is to allow better accessibility for citizens. With one contact number, citizens do not need to know which services are City and which are County. While only 9% of respondents had used the I&R number, 24% were aware of it.



### Web Page

A higher percent of respondents had used the Multnomah County web page (17%) than the I&R telephone number. Furthermore, a higher percentage indicated they were aware of the County's web page at 53%.



Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who attempted to find out about or use any City or County service	N/A	N/A	N/A	28%	24%
Percent who knew there is a City/County Telephone Information and Referral number	N/A	N/A	N/A	27%	24%
Percent with access to the Internet either from home or other location	N/A	N/A	N/A	75%	75%
Percent who knew the County had a web page	N/A	N/A	N/A	38%	53%

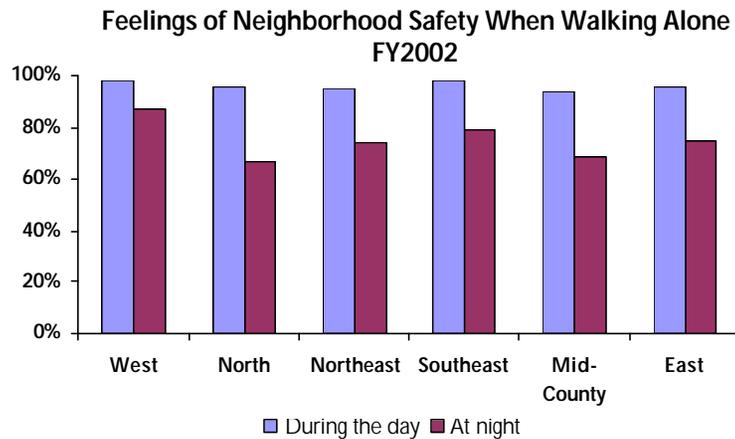
# Citizen Survey

## Sense of Safety

### Feeling Safe Walking in the Neighborhood

Feelings of safety in a neighborhood can be affected by several environmental factors such as law enforcement presence, street lighting, and knowing neighbors. While some of these factors may be directly linked to County services, others are not.

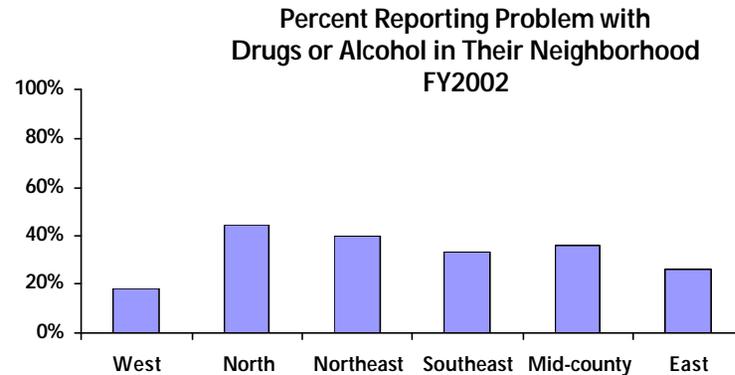
While most people surveyed reported feeling fairly safe walking alone in their neighborhood during the day, respondents in North and Mid-County felt noticeably less safe at night.



### Problems in the Neighborhood

The County provides programs to help families and communities deal with social problems. In particular, the County targets low-income families dealing with a variety of issues including drug and alcohol problems, domestic abuse, homelessness, and reintegration of criminal offenders into communities.

North and Northeast reported more problems with drugs and alcohol. North also reported more problems with neighbors fighting. Northeast and Southeast reported more problems with graffiti.



### Citizen Survey

	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who agree they can count on adults in the neighborhood to watch out that children are safe	N/A	N/A	N/A	85%	86%
Percent who had a problem with children not being in school during the day	N/A	N/A	N/A	17%	19%
Percent who had a problem with fighting in their neighborhood	N/A	N/A	N/A	16%	16%
Percent who had problems with graffiti in their neighborhood	N/A	N/A	N/A	27%	22%
Percent who had problems with children hanging around	N/A	N/A	N/A	18%	16%
Percent who were aware of homeless adults in their neighborhood	N/A	N/A	N/A	24%	22%
Percent who were aware of homeless children in their neighborhood	N/A	N/A	N/A	4%	2%

# Citizen Survey

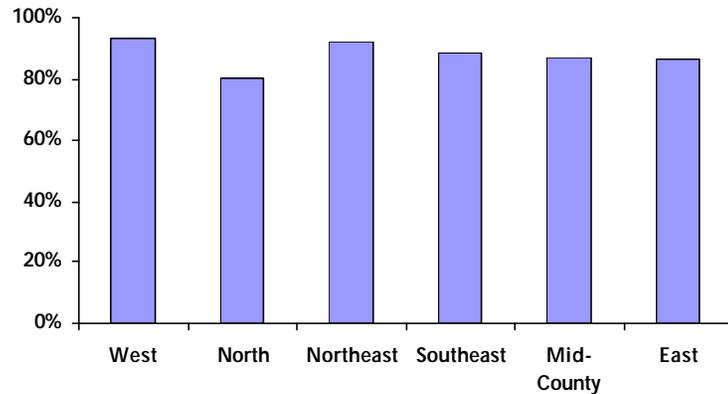
## Sense of Community

### Community Building

While local governments provide programs to improve neighborhood livability, they are limited by personal and community motivation. With few exceptions, government can only assist those who will accept or seek assistance.

Respondents in each of the service districts clearly feel their neighbors would be willing to help each other.

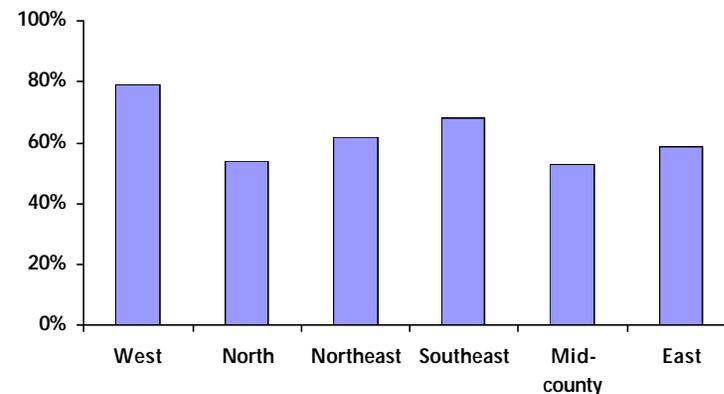
**Percent of Respondents Who Believe People in Their Neighborhood Would be Willing to Help Each Other  
FY2002**



### Community-Based Services

One of the ways Multnomah County programs attempt to effectively deliver services is by showing a presence in communities. The County has school-based programs, senior centers, and family centers located throughout the County. The County wants citizens to be aware of its presence and be accessible to those who need services.

**Percent who Strongly Agree Their Neighborhood is a Good Place to Live  
FY2002**



### Citizen Survey

	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who strongly agree or agree there is a sense of community	N/A	N/A	N/A	78%	80%
Percent who strongly agree or agree people move in and out of the neighborhood a lot	N/A	N/A	N/A	36%	34%
Percent who strongly agree or agree that if children were doing something wrong neighbors would do something about it	N/A	N/A	N/A	78%	84%
Percent who strongly agree or agree adults in the community know the kids	N/A	N/A	N/A	69%	76%
Percent who strongly agree or agree very few of their neighbors know them	N/A	N/A	N/A	51%	48%
Percent who strongly agree or agree they can recognize most of the people on their block	N/A	N/A	N/A	81%	83%
Percent who strongly agree or agree they regularly talk with people in their neighborhood	N/A	N/A	N/A	73%	76%

[Back to Table of Contents](#)

[Next Section](#)

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