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## Appendix

In the spring of 2002, the Multnomah County Auditor's Office worked with the Portland State University Survey Research Laboratory to conduct its second telephone survey of Multnomah County residents. Survey participants were adults from randomly selected households. A total of 15,000 telephone numbers were selected using ASDE Survey Sampler software. Of those numbers, 54% were directory-listed numbers, and 46% were not directory listed. The non-listed numbers were created by randomly generating the final four digits based on the exchanges in use in Multnomah County. A minimum of five attempts, and as many as ten, were made to reach each working number in the sample. Interviewers were available to interview in Spanish as well as English.

Service delivery districts were developed based on the Office of School and Community Partnerships service district boundaries. In total, 2,000 interviews were completed. A total of 38,628 calls were made to 14,522 telephone numbers. Of the 14,522 telephone numbers, 5,906 were not valid numbers for the study because they were not in Multnomah County; did not speak Spanish or English; or were group homes, non-working numbers, non-residential, cell phones, or pay phones. This left a total of 6,944 eligible phone numbers to be contacted. Of those, 2,000 completed the interview and 2,417 refused to be interviewed. The remainder were persistently unavailable. This yields an interview completion or response rate of 45%. This is up from last years response rate of 33%.

Several quality control measures were used for the telephone survey. These included:

- Making all calls from a supervised, centralized interviewing facility
- Using a Computer-Assisted Telephone Interviewing (CATI) system
- Conducting detailed training of interviewers and supervisors on the survey instrument
- Monitoring selected calls made by each interviewer
- Closely monitoring reports concerning interviewer performance

The sampling error (at a 95% confidence level) for this survey is +/- 2%.

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## Citizen Survey

### ANIMAL CONTROL

Q1A - In the past year, have you had any problems in your neighborhood with barking dogs?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q1B - In the past year, have you had any problems in your neighborhood with animals running loose?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q1C - In the past year, have you had any problems in your neighborhood with a vicious animal?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q1D - In the past year, have you reported an animal problem in your neighborhood to Multnomah Animal Control?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q1E - Thinking about the last time you called Multnomah Animal Control, how satisfied were you with the service you received?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

### LIBRARY

Q2A - In the past 12 months, have you visited a Multnomah County library?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Thinking about the Multnomah County Library you usually go to:

Q2B - In general, how satisfied are you with the hours it is open?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

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## Citizen Survey

Q2C - In general, how satisfied are you with its location?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q2D - In general, how satisfied are you with the availability of books and materials?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q2E- In general, how satisfied are you with the assistance provided by library staff?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q2F - In general, how satisfied are you with the children's programs?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q2G - In the past 12 months, have you contacted a Multnomah County library by telephone?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q2H - In the past 12 months, have you accessed a Multnomah County library by computer?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q2I - Overall, how satisfied are you with Multnomah County libraries?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

# Appendix

## Citizen Survey

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### COUNTY SERVICES

Q3 - In the past year, have you attempted to find out about or use any city or county service besides animal control or the library?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q3A - What service or services were you looking for?

Q3B - How difficult or easy was it to find the service?

- 1 Very difficult
- 2 Somewhat difficult
- 3 Somewhat easy
- 4 Very easy
- 8 Don't know
- 9 Refused

Q3C - Did you know there is a City/County Telephone Information and Referral number?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q3D - Have you used the City/County Information and Referral number in the past year?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q3E - How satisfied were you with the information you received?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q4 - Do you have access to the Internet either from home or from another location?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q4A - Did you know Multnomah County has a web page?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q4B - Have you ever used the Multnomah County web page?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

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## Citizen Survey

Q4C - How satisfied were you with the web page?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q5A - Are you or a family member currently using senior or aging services?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q5B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q6A - Are you or a family member currently using disability services?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q6B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q7A - Are you or a family member currently using adult foster care?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q7B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q8A - Are you or a family member currently using the Neighborhood District Attorney Program?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

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## Citizen Survey

Q8B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q9A - Are you or a family member currently using the Connections Program for Young Parents?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q9B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q10A - Are you or a family member currently using a County clinic, for example, a TB, Methadone, HIV, or dental clinic?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q10B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q11A - Are you or a family member currently using the Head Start Program?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q11B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q12A - Are you or a family member currently using the Healthy Start Program?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

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## Citizen Survey

Q12B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q13A - Are you or a family member currently using mediation for family court services?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q13B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q14A - Are you or a family member currently using the Head Start Program?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q14B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q15A - Are you or a family member currently using the Foodhandler's Card Program?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q15B - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q16A - In the past year, have you been a victim of a crime?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

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## Citizen Survey

Q16B - Yes

Did you report the Crime?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q16C - Yes

Did you have contact with the District Attorney's Office?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q16D - Yes

Did they inform you of services that may help you?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q16E - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q17A - In the past year, have you been supervised by a County parole or probation officer?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q17B - Yes

In the past year, did you have regular contact with your parole or probation officer?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q17C - Yes

In the past year, do you feel you have received fair treatment by your parole or probation officer?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q17D - Yes

In the past year, how often has your parole or probation officer treated you with respect?

- 1 Always
- 2 Most of the time
- 3 Some of the time
- 4 Never
- 8 Don't know
- 9 Refused

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## Citizen Survey

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Q18A - In the past year, have you been incarcerated in a Multnomah County jail?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q18B - Yes

Do you feel you received fair treatment from jail personnel?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q18C - Yes

How often do you feel jail personnel treated you with respect?

- 1 Always
- 2 Most of the time
- 3 Some of the time
- 4 Never
- 8 Don't know
- 9 Refused

Q18D - Yes

Did you receive any transitional services to assist you with reentry into the community, for example, education, employment, housing, or assistance with basic needs?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q18E - Yes

What service or services did you receive?

Q18F - Yes

Overall, how satisfied were you with this service?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 8 Don't know
- 9 Refused

Q19A - In the past year, have you applied for a marriage license or domestic partner registration?

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q19B - Yes

How difficult or easy was it to find the applications?

- 1 Very difficult
- 2 Somewhat difficult
- 3 Somewhat easy
- 4 Very easy
- 8 Don't know
- 9 Refused

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## Citizen Survey

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Q19C - Yes

How difficult or easy was it to understand the application process?

- 1 Very difficult
- 2 Somewhat difficult
- 3 Somewhat easy
- 4 Very easy
- 8 Don't know
- 9 Refused

Q20A - Do you use any of these bridges at least once a week?

The bridges I'm asking about are the Sellwood, Hawthorne, Morrison, Burnside, Broadway, and Sauvie Island Bridges.

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q20B - In the past year, have you experienced a bridge closure or delay due to a special event or construction?

This does not include raising or lowering the bridge for single ships.

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

Q20C - Yes

Do you feel you were adequately notified in advance of the changes in traffic flow due to the event or construction

- 0 No
- 1 Yes
- 8 Don't know
- 9 Refused

### NEIGHBORHOOD

Q21A - I think my neighborhood is a good place for me to live.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21B - I feel there is a sense of community in my neighborhood.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21B - I feel there is a sense of community in my neighborhood.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

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## Citizen Survey

Q21C - If children in my community were doing something wrong, neighbors would do something about it.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21D - Adults in my community know the kids in their neighborhood.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21E - Very few of my neighbors know me.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21F - People around here are willing to help their neighbors.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21G - I Can recognize most of the people who live on my block.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21H - You can count on adults in this neighborhood to watch out that children are safe.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q21I - People move in and out of my neighborhood a lot.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

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## Citizen Survey

Q21J - I regularly stop and talk with the people in my neighborhood.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know/No Opinion
- 9 Refused

Q22A - In your neighborhood how much of a problem is kids who are not in school during the day?

- 1 No problem at all
- 2 Somewhat of a problem
- 3 A big problem
- 8 Don't know/No Opinion
- 9 Refused

Q22B - How much of a problem is alcohol or drug abuse in your neighborhood?

- 1 No problem at all
- 2 Somewhat of a problem
- 3 A big problem
- 8 Don't know/No Opinion
- 9 Refused

Q22C - How much of a problem is neighbors' fighting in your neighborhood?

- 1 No problem at all
- 2 Somewhat of a problem
- 3 A big problem
- 8 Don't know/No Opinion
- 9 Refused

Q22C1 - How often is this fighting within a family?

- 0 Never
- 1 Sometimes
- 2 Often
- 8 Don't know/No Opinion
- 9 Refused

Q22D - How much of a problem is graffiti in your neighborhood?

- 1 No problem at all
- 2 Somewhat of a problem
- 3 A big problem
- 8 Don't know/No Opinion
- 9 Refused

Q22E - How much of a problem in your neighborhood are kids hanging around after school and on weekends?

- 1 No problem at all
- 2 Somewhat of a problem
- 3 A big problem
- 8 Don't know/No Opinion
- 9 Refused

Q23A - Are you aware of any homeless adults in your neighborhood?

- 1 No
- 2 Yes
- 8 Don't know/No Opinion
- 9 Refused

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## Citizen Survey

Q23B - Are you aware of any homeless children in your neighborhood?

- 1 No
- 2 Yes
- 8 Don't know/No Opinion
- 9 Refused

Q24A - In general, how safe do you feel walking alone in your neighborhood during the day?

- 1 Very unsafe
- 2 Somewhat unsafe
- 3 Somewhat safe
- 4 Very safe
- 8 Don't know/No Opinion
- 9 Refused

Q24B - In general, how safe do you feel walking alone in your neighborhood at night?

- 1 Very unsafe
- 2 Somewhat unsafe
- 3 Somewhat safe
- 4 Very safe
- 8 Don't know/No Opinion
- 9 Refused

OTHER

Q25 - In what year were you born?

Q26 - Gender?

- 0 Male
- 1 Female
- 8 Don't know
- 9 Refused

Q27 - How would you describe your current marital status??

- 1 Single
- 2 Married
- 3 Living with a partner
- 4 Separated
- 5 Divorced
- 6 Widowed
- 8 Don't know
- 9 Refused

Q28 - Would you describe yourself as any of the following: Spanish, Hispanic or Latin?

- 0 No
- 1 Yes
- 8 Don't know/No Opinion
- 9 Refused

Q29A - How would you describe your race?

- 1 White
- 2 American Indian or Alaskan Native
- 3 Asian or Pacific Islander
- 4 Black or African-American
- 5 Multi-racial
- 6 Other
- 8 Don't know/No Opinion
- 9 Refused

Q29B - OTHER

How would you describe your race?

# Appendix

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## Citizen Survey

Q30 - What is the highest grade or level of school you have completed?

- 01 Less than 8 years
- 02 Some high school (2-12 years), without a diploma
- 03 High school diploma or GED
- 04 Associate Degree (for example: AA, AS)
- 05 Some college, but no degree
- 06 Bachelor's degree (for example BA, AB, BS)
- 07 Some graduate study, but no degree
- 08 Graduate or professional degree (Master's, Professional (e.g., law, medicine), Doctorate)
- 89 Don't know/No Opinion
- 99 Refused

Q31 - About how many hours a week on average, if any, do you work?

Q32 - In general, would you say your health is:

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 8 Don't know
- 9 Refused

Q33 -On a typical day, to what extent does your physical health or functioning limit your activities?

- 1 Not at all
- 2 Some
- 3 A great deal
- 8 Don't know
- 9 Refused

Q34 -On a typical day, to what extent do emotional or mental health problems limit your activities?

- 1 Not at all
- 2 Some
- 3 A great deal
- 8 Don't know
- 9 Refused

Q35 -How many children and adults, including yourself, are living in your household right now?

Q36 -Of the people in your household, how many are children aged 18 or younger?

Q37 - Do you live in a:

- 1 single family home,
- 2 a 2-,3-, or 4-plex
- 3 or a larger apartment or condominium complex?
- 4 Other
- 8 Don't know

## Appendix

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### Citizen Survey

9 Refused

Q38 - Do you rent or own?

1 Rent

2 Own

8 Don't know

9 Refused

Q39 - What language do you usually speak at home?

1 English

2 Spanish

3 Other

8 Don't know

9 Refused

Q40 - Other

What language do you speak at home:

Q41 - Which of the following four statement best describes your ability to get along on your household income:

Household=all people living in household

1 You can't make ends meet

2 You have just enough, no more

3 You have enough, with a little extra sometimes

4 You always have money left over

8 Don't know

9 Refused

Q42 - Adding together the income of all the people in your household, could you please tell me approximately what your total household income was last year, from all sources, before

## Appendix

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### External Data Sources & Data Definition

This Appendix list only the external data sources used in this report. Most of the other data used came directly from the departments, their contractors, or county wide information systems. We did not list these sources here. For information or data sources not listed here, please contact the departments directly.

All population figures for Fiscal Year 2002 are from *July 1, 2001: Oregon Population Report*, Population Research Center, Portland State University.

#### Department of County Human Services

Pages, 13, 15, and 16

All school and drug treatment data except for DUII: State Client Process Monitoring System (CPMS)

Pages 13 and 17:

Number of senior and disabled clients, percent in different care options, living assistance in homes: State Seniors and Disabled Services Management Information System (MMIS)

Page 14:

Calls to domestic violence crisis line: Oregon Department of Human Services

#### Health Department

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Insurance Coverage: Oregon Population Survey and U.S Census Bureau 2000 (via the Portland/Multnomah County Progress Board).

Inadequate Prenatal Care: Birth Certificate Data, Oregon Health Division

Page 25

Economic Benefits: *Public Health: What it is and How it Works*. Turnock, Bernard J. 1997.

New HIV Positive Tests (calendar Year): Oregon Health Division

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Infant Mortality Rate: Oregon Health Division.

Teen Pregnancy: Oregon Health Division.

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Health Risk Behaviors data on Obesity: Oregon Behavioral Risk Factor Surveillance System 2000.  
Adult Cigarette Smoking: Oregon Behavioral Risk Factor Surveillance System 2000.  
Youth Smoking: Oregon Healthy Teens Survey 2001.

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Ambulance Response Time: 911 Call Center

Page 29

2-Year-Old Immunization Rate: 2001 CDC Survey of Two-Year Olds, Oregon Health Division.  
Percent Sexually Transmitted Diseases Interviewed: Oregon Health Division, STD Section.  
Sexually Transmitted Disease Contacts: DHA/MIS/Interview Activity Report.

## Library

All citizen satisfaction survey information is from FY2001 and FY2002 *Multnomah County Auditor's Office Citizen Survey*.

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Hours Open: *Oregon State Library Statistical Reports, 2000*.

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Dayton Metro Library, Ohio: Dayton Metro Library Circulation Division Manager.  
Denver Public Library, Colorado: Denver Public Library Business Analyst.  
Public Library of Charlotte/Mecklenburg County, North Carolina: Charlotte/Mecklenburg Finance Director.  
Seattle Public Library, Washington: Seattle Public Library Director's Office.

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Circulation of Children's and Young Adult's Materials: *Oregon State Library Statistical Reports, 2000*.

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