



PREPARED FOR:

**CITY OF BEND**

**Telephone Survey**

**January 2013**

PREPARED BY:

**DHM RESEARCH**

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## 1. | INTRODUCTION & METHODOLOGY

Davis, Hibbitts & Midghall, Inc. (DHM Research) conducted a telephone survey of residents in the City of Bend. The objective of the survey was to collect information regarding residents' attitudes and perceptions of quality of life, satisfaction with City services, and their priorities for community planning and resource allocation.

**Research Design:** Between January 14 and 18, 2013 DHM Research conducted a telephone survey of 400 residents living in Bend. The survey took an average of 12 minutes to administer. The sample size is sufficient to assess opinions generally, and allows a review by multiple subgroups including age, gender, and other demographics.

Residents were contacted randomly using multiple samples including cell phone and voter samples. Voters were contacted through a registered voter list that included a mix of land line and cell phone numbers. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validations.

In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validations. For a representative sample, quotas were set by age and gender. In the annotated questionnaire, results may add up to 99% or 101% due to rounding.

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

For a sample size of 400, the margin of error for each question falls between +/-2.9% and +/-4.9%, at the 95% confidence level. The reason for the difference lies in the fact that, when responses are relatively even in size, each is numerically smaller and thus slightly less able – on a statistical basis – to approximate the larger population.

**DHM Research:** DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over three decades. The firm is non-partisan and independent and specializes in research projects to support public policy-making. [www.dhmresearch.com](http://www.dhmresearch.com)

## 2. | SUMMARY & OBSERVATIONS

### **A strong majority of residents are happy with the City's performance and give the City of Bend an A or B grade.**

- 60% of residents give the City a high grade (A-B); an increase of 11% from 2007 figures.
- Younger residents are more likely to give Bend higher grades than those older.

### **Majority of residents believe Bend is an "excellent" place to live, and close to a majority believe it will be a better place ten years from now.**

- Almost all residents (90%) believe Bend is an excellent (57%) or good (33%) place to live. This number has increased 14% from a similar study conducted in 2007.
  - Main reasons are outdoor activities (32%), the climate (14%), living in a small town (13%), scenery (13%), and friendly residents (13%).
  - Weather and limited job opportunities are the most cited reasons among those who believe Bend is a fair or poor place to live.
- Nearly half (47%) believe Bend will be a better place to live ten years from now; while one in five (17%) say it will be worse. Population growth is the top reason cited by both groups.
- One in ten (13%) feel Bend is an excellent place to work and less than half (46%) say it is an excellent/good place to work; a decrease of 11% from 2007.

### **Over 90% feel all major city services are important; however, street and sidewalk maintenance is the preferred area to consider cuts.**

- Funding of all services is considered important (very/somewhat) by almost all participants (93%-97%).
- If the city's budget requires a reduction in services, nearly six in ten (57%) would consider reducing street and sidewalk maintenance followed by cuts to job creation and economic growth (41%).
- Services least likely to be cut by residents are water and sewer and public safety.

### **Top funding priorities are given to the same services that residents feel are performing well – police and fire services and drinking water and sewer service.**

- Over a majority of residents believe the following are urgent or high funding priorities for the city:
  - Protect drinking water sources (68%)
  - Maintain service levels in the fire department (53%)
  - Implement business- friendly policies to promote job growth (60%)
  - Maintain service levels in the police department (59%)
- Less than half feel repairing and improving sewer infrastructure (45%) and repairing and maintenance on streets and sidewalks (39%) should be an urgent or high funding priority.
- When looking at performance ratings, more than half give top-box (8-10) ratings to the city's police and fire service (57%) and their drinking water and sewer service (52%).

**A mixed approach, new taxes combined with budget cuts, is the preferred method for budget reductions.**

- 52% prefer a mixed approach to making budget cuts. This is the most popular choice across all demographic subgroups.
- 22% prefer the City make major cuts to city services in order to avoid a tax increase.
- 15% believe that taxes should be increased in order to maintain current service levels.

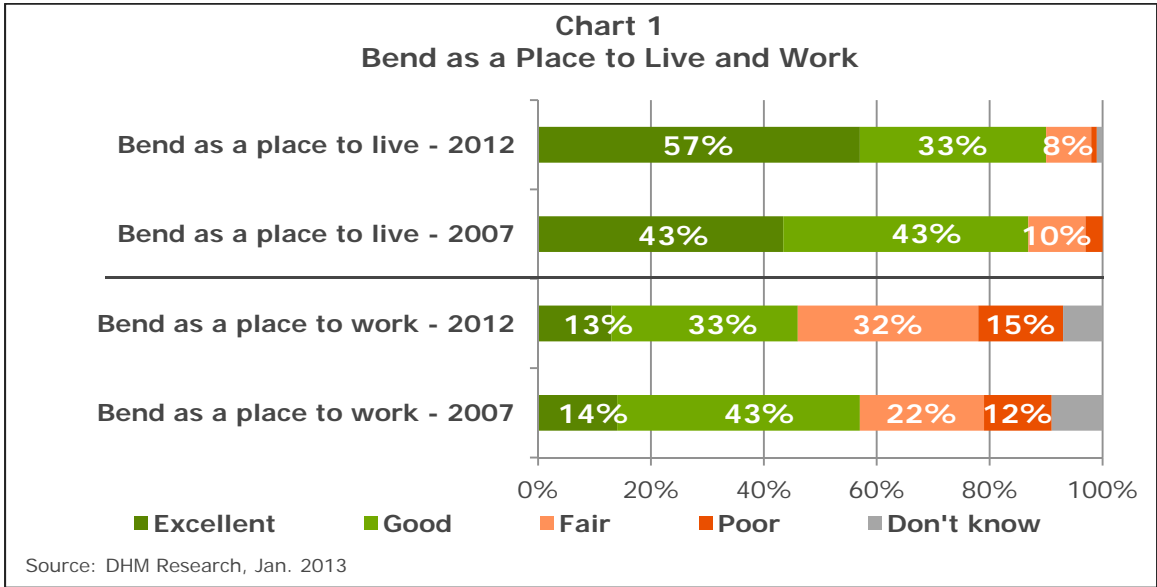
**The majority of residents would consider additional fees in order to upgrade sewer and water infrastructure.**

- Six in ten residents would consider paying more on their water or sewer bill to help fund upgrades to the water and sewer infrastructure.
  - Agreement is highest among new residents (79%), renters (71%) and young residents ages 18-34 (67%).
  - Opposition to these fees is strongest among ages 35-54 and residents who have lived in Bend 10 or more years.

### 3. | KEY FINDINGS

#### 3.1 | Introduction

Residents were asked to rate Bend as “excellent,” “good,” “fair,” or “poor” in regards to a place to live and a place to work (Q1-Q2). Results were compared to the Bend Community Survey conducted in 2007.



**Bend as a place to live:** Almost all residents (90%) believed Bend is an excellent (57%) or good (33%) place to live. The percentage of residents who rated Bend as an excellent place to live has increased by 14% from figures seen in the 2007 Community Survey.

Demographic Differences: Generally, agreement that Bend is an excellent or great place to live was consistently high across all demographic subgroups. Home owners in Bend were more likely to give high ratings than renters (92% vs. 84%). Those who would support paying more on their water bill to help fund water and sewer upgrades were also more likely to find Bend an excellent or good place to live than those who would not (92% vs. 85%).

**Bend as a place to work:** Less than half (46%) of Bend residents believed Bend is an excellent or good place to work; with only one in ten (13%) stating it is excellent. The percentage of residents who believed Bend is an excellent or good place to work has decrease by 11% from figures seen in the 2007 Community Survey.

Demographic Differences: Belief that Bend is an excellent or good place to work decreased with age (18-34 – 51%; 35-54 – 45%; 55+ - 43%). Those that own homes in Bend (50%) were much more likely to have believed this than those who rent (33%).

Respondents were asked open-ended what they liked most about living in Bend and what they liked least about living in the City (Q3-Q4). Top categories for each question are listed below.

**Table 1**  
**Most Liked Aspect of Living in Bend**

What do you like <u>most</u> about living in Bend?	N=400
Outdoor activities	32%
Climate/weather	14%
Small town/population	13%
Scenery	13%
Polite/friendly residents	11%
Recreational activities	10%

Source: DHM Research, January 2013

**Table 2**  
**Least Liked Aspect of Living in Bend**

What do you like <u>least</u> about living in Bend?	N=400
Winters/cold weather	20%
Limited job opportunities	14%
Cost of living	7%
Population growth	6%
Traffic congestion	5%

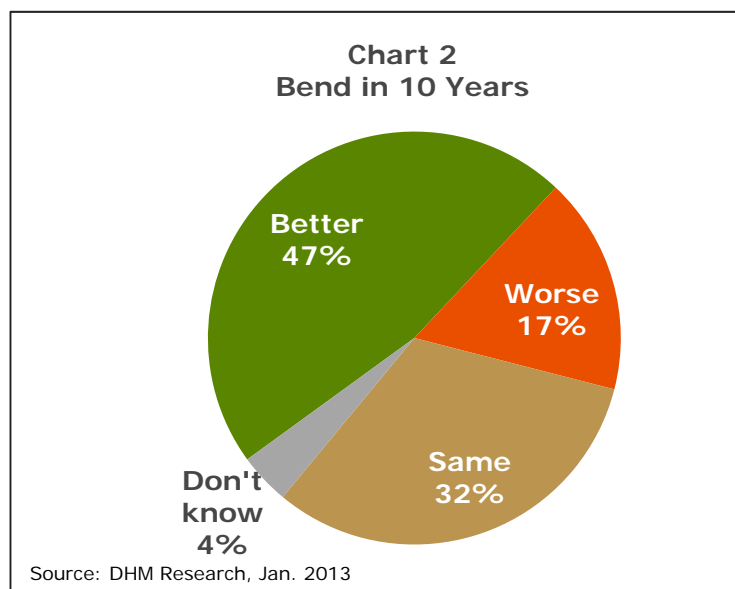
Source: DHM Research, January 2013

**Most liked aspects of living in Bend:** Overwhelmingly, what residents liked most about living in Bend were the outdoor activities (32%). Other favorable aspects included the climate (14%), living in a small town (13%), the scenery (13%), and the polite and friendly residents (13%).

**Least liked aspects of living in Bend:** For one in five, the winter and its weather were their least favorite parts about living in Bend; more so among residents ages 35 and older. Limited job opportunities (14%) closely followed, and was more likely to be mentioned by those under the age of 55.

Participants were asked if they thought Bend would be a “better,” “worse,” or “the same” place to live 10 years from now, followed by open-end reasons why (Q5-Q6).

Nearly half (47%) of all residents felt that Bend will be a better place to live 10 years from now. Top reasons residents felt this way were population growth (29%) and economic growth (28%). Almost one in five (17%) felt Bend will be a worse place to live 10 years from now. Population growth (44%) was by far the most mentioned reason. One in three felt it will be about the same. Lack of economic growth (20%) and lack of recent change in the city (13%) were the most cited reasons.

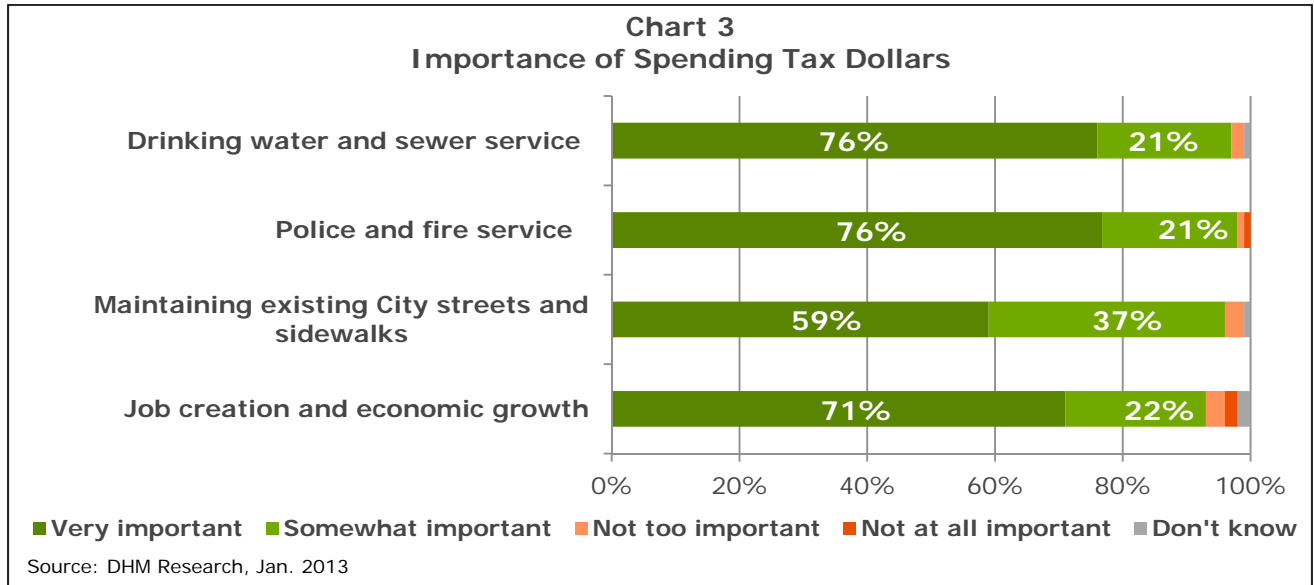


**Demographic Differences:** The most optimistic residents included those ages 18-34 (54%), those who have lived in the city less than 10 years (55%), and residents with a high school degree or less education (55%). Those who would support paying more on their water bill to

help fund water and sewer upgrades were more optimistic about the future of Bend than those who would not (52% vs. 38%). Those most likely to believe Bend will be a worse place to live were over the age of 55 (24%) and have lived in Bend for 20 years or longer (23%).

### 3.2 | Government Priorities and Performance

Participants were shown a series of services and asked how important it was to spend tax dollars to provide each (Q7-Q10).



All services surveyed received majority combined importance ratings; however there were differences in the percentage who gave “very” important ratings. Both drinking water and sewer services as well as police and fire service were considered very or somewhat important by nearly all (97%).

Most important (1): **Drinking water and sewer services** (76% very important service)

**Most likely to find very important:**

- Residents of NW Bend (82%)
- Lived in Bend 5-9 years (86%)
- Support paying more on their water bill to help fund upgrades (83%)

**Least likely to find very important:**

- Oppose paying more on their water bill to help fund upgrades (64%)

Most important (2): **Police and fire service** (76% very important service)

**Most likely to find very important:**

- Residents of NE Bend (81%)
- Women (82%)
- Some college education (85%)

**Least likely to find very important:**

- Residents of NW Bend (69%)
- Men (70%)
- Lived in Bend 10-19 years (69%)
- Oppose paying more on their water bill to help fund upgrades (70%)

2<sup>nd</sup> most important: **Job creation and economic growth** (71% very important service)

**Most likely to find very important:**

- Ages 18-34 (79%)
- Women (77%)
- Lived in Bend less than 10 years (77%)
- Renters (78%)
- Some college or less education (77%)

**Least likely to find very important:**

- Men (65%)

3<sup>rd</sup> most important: **Maintaining existing city streets and sidewalks** (59% very important service)

**Most likely to find very important:**

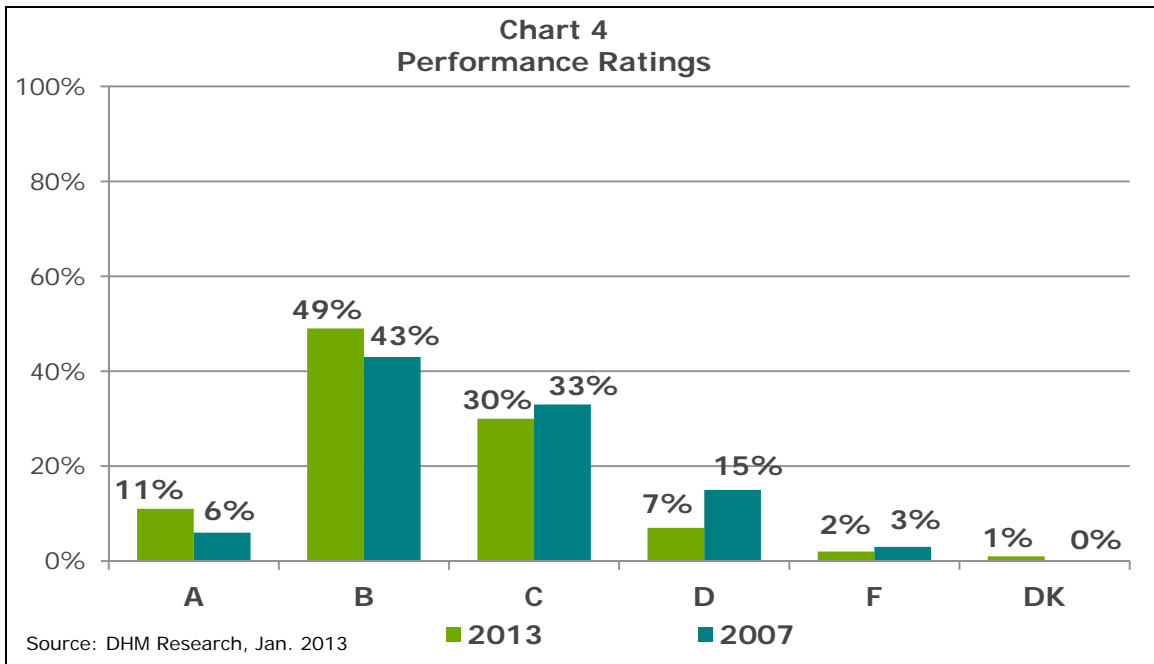
- Residents of SE Bend (73%)
- Ages 55 and older (70%)
- Lived in Bend less than 5 years (70%)
- Support paying more on their water bill to help fund upgrades (66%)

**Least likely to find very important:**

- Residents of NW Bend (53%)
- Ages 18-54 (53%)
- Lived in Bend 5-9 years (42%)
- Renters (50%)
- Oppose paying more on their water bill to help fund upgrades (47%)



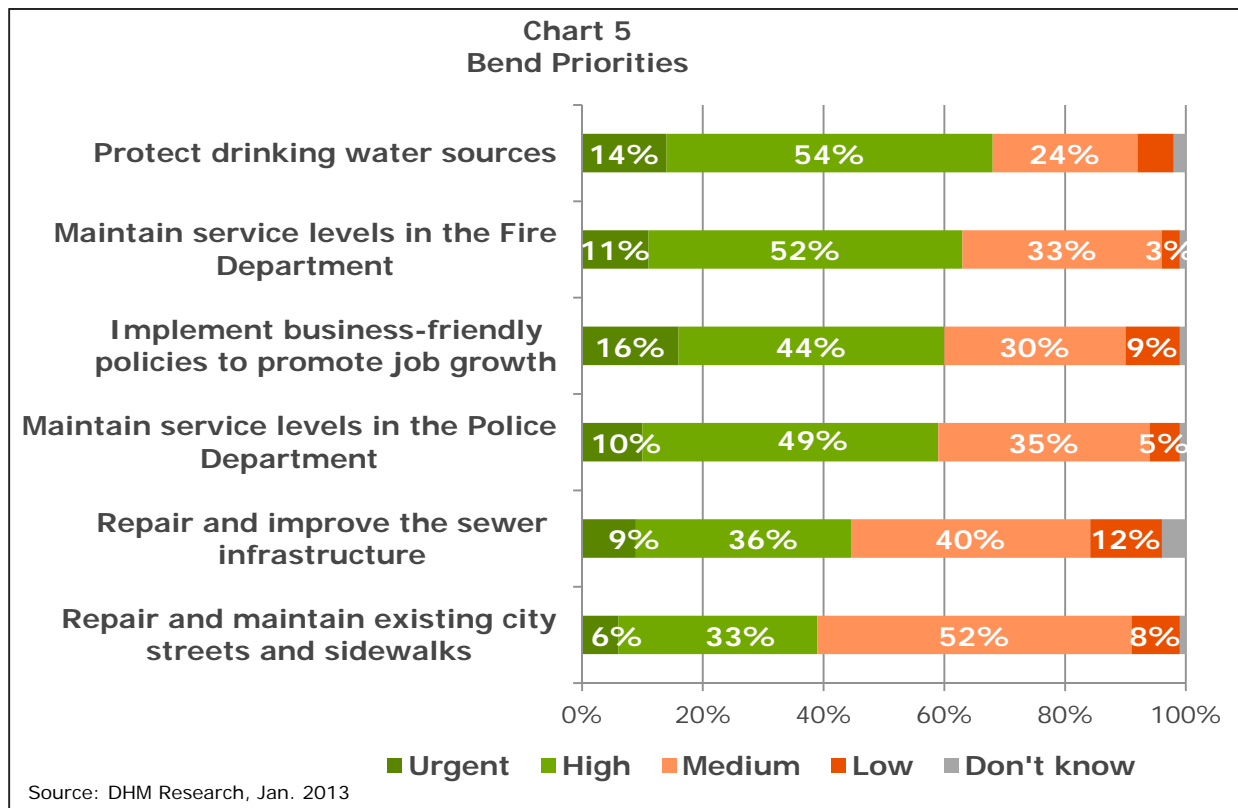
Participants were asked to give the City of Bend a letter grade for its performance. Results are compared to Bend community Survey conducted in 2007.



Six in ten residents gave the City of Bend a grade of A or B, an increase of 11% from figures seen in 2007. Nearly all (90%) gave the City a passing grade (A-C). Only one in ten (9%) believed the city is performing below average (D-F). This is a decrease of 9% from the 2007 Bend Community Survey.

Demographic Differences: Residents ages 18-34 (73%) were more likely than those older (55%) to give a high grade (A-B) to the City. Higher grades were given by those who would support paying more on their water bill to help fund water and sewer upgrades than those who would not (70% vs. 48%).

Residents were asked to prioritize a set of funding allocations for the City of Bend. Available responses were: urgent priority, high priority, medium priority, or low priority (Q12-Q17).



The majority of Bend residents found the following to be urgent or high funding priorities:

**Protect drinking water sources** (68% urgent/high priority)

**Highest priority:**

- Residents who have lived in Bend less than 5 years (75%)
- Support paying more on their water bill to help fund upgrades (76%)

**Lowest priority:**

- Ages 35-54 (61%)
- Oppose paying more on their water bill to help fund upgrades (55%)

**Maintaining service levels in the fire department** (63% urgent/high priority)

**Highest priority:**

- Residents ages 55 and older (71%)
- Some college education (68%)
- Support paying more on their water bill to help fund upgrades (68%)

**Lowest priority:**

- Residents of NW Bend (57%)
- Men (57%)
- Oppose paying more on their water bill to help fund upgrades (54%)

**Implementing business-friendly policies to promote job growth** (60% urgent/high priority)

**Highest priority:**

- Residents ages 18-34 (66%)
- Some college or less education (67%)

**Lowest priority:**

- Residents who have lived in Bend 10-19 years (50%)
- Have children under 18 in household (54%)

**Maintaining service levels in the Police Department** (59% urgent/high priority).

**Highest priority:**

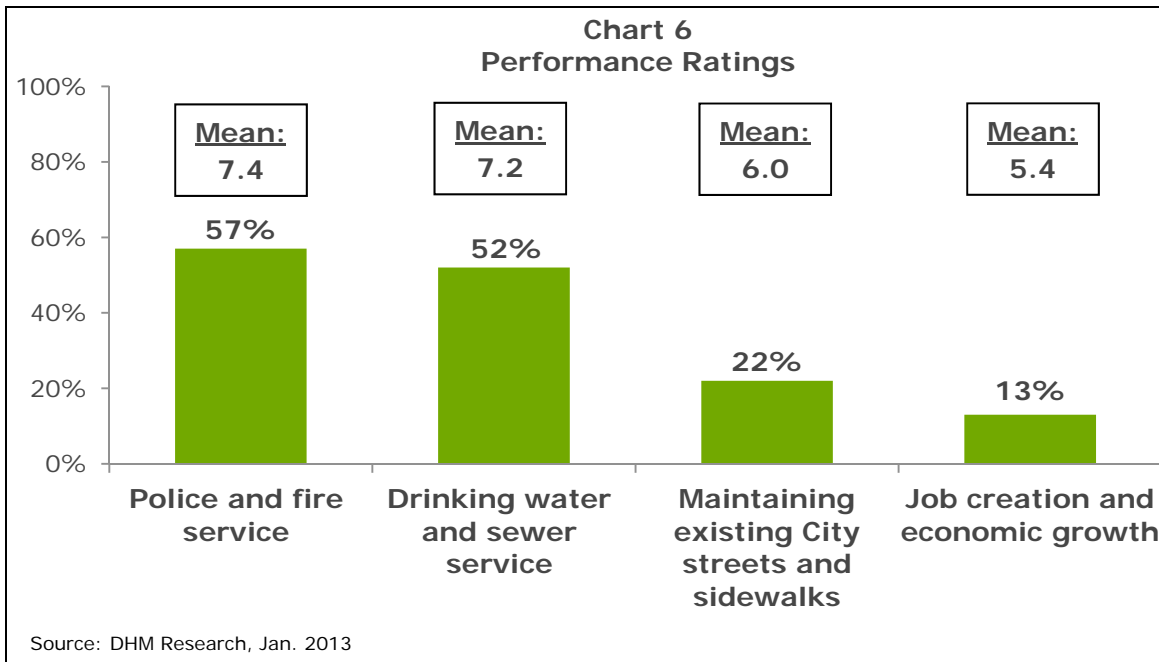
- Residents of SE Bend (65%)
- Residents age 55 and older (68%)
- Women (66%)
- Residents who have lived in Bend 20 years or longer (65%)

**Lowest priority:**

- Residents of NW Bend (53%)
- Residents ages 35-54 (53%)

Less than half of residents believed **repairing and improving sewer infrastructure** (45%) and **repairing and maintaining existing streets and sidewalks** (39%) to be urgent or high funding priorities.

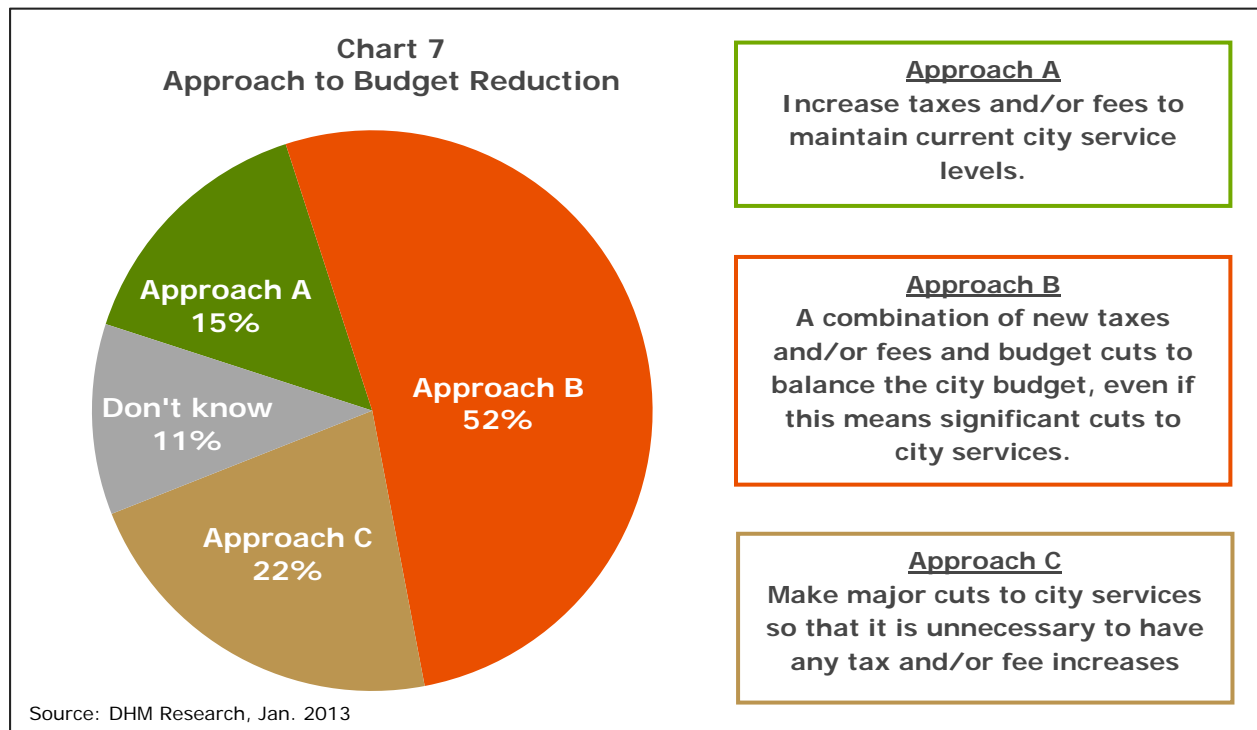
Participants were asked to rate the City of Bend in four areas using a scale of 1 to 10, where 1 is very poor and 10 is excellent. Top-box (8-10 ratings) and mean results are presented below (Q18-Q21).



**Police and fire services** (57%) and **water and sewer services** (52%) received the highest performance rating from Bend residents, with more than half giving the highest ratings. One in five (22%) rated performance of **street and sidewalk maintenance** high; while only one in ten (13%) felt the City was performing at the highest level when it came to **job creation and economic growth**.

Demographic Differences: On average, those who would support paying more on their water bill to help fund water and sewer upgrades had higher importance ratings for the City on all aspects surveyed than those who would not. **Drinking water and sewer services** had significantly higher top-box ratings among younger residents (18-34 – 65%; 35-54 – 52%; 55+ - 42%) and those who rent their homes (61% renter vs. 49% owner). **Economic growth** was more important to those that own their home than renters (14% vs. 6%).

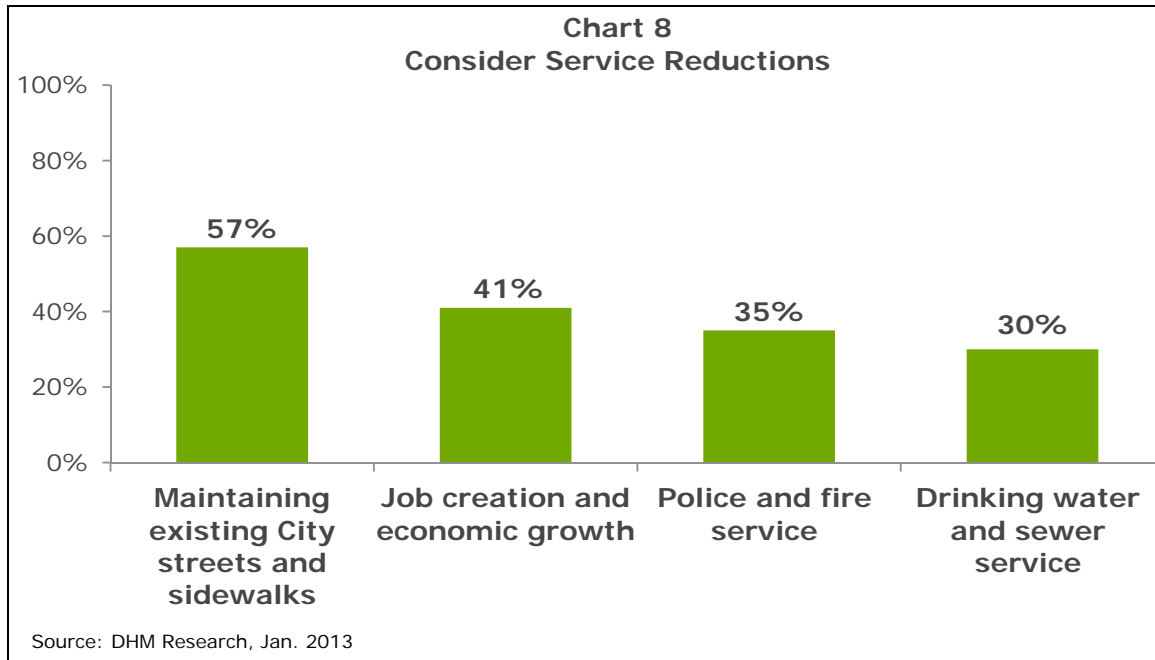
Residents were presented three options the City has for dealing with budget reductions and asked to choose which option they believed was best.



Participants overwhelmingly believed that a combination of new taxes, along with budget cuts, to balance the budget, even if it required significant cuts to city services (52%) was the best approach to dealing with budget reductions. One in five (22%) believed that major cuts to city services in order to not raise taxes or fees was the best approach; while 15% believed the best approach would be to raise taxes and/or fees and maintain current city service levels.

Demographic Differences: Approach B was the most popular choice among all demographic subgroups and is more likely to be chosen by residents with more education (college degree or more education – 58%; some college – 45%; high school graduate or less education – 40%). Not surprisingly, approach C was favored by those who would oppose paying more on their water bill to help fund water and sewer upgrades (42%).

Residents were asked to consider which areas they would choose to make reduction if the City's budget required reduction in services.



Services that residents found most important were the same services that they were least likely to cut, **water and sewer service** (30%), and **police and fire service** (35%). Nearly six in ten (57%) would choose to cut **maintenance on streets and sidewalks**.

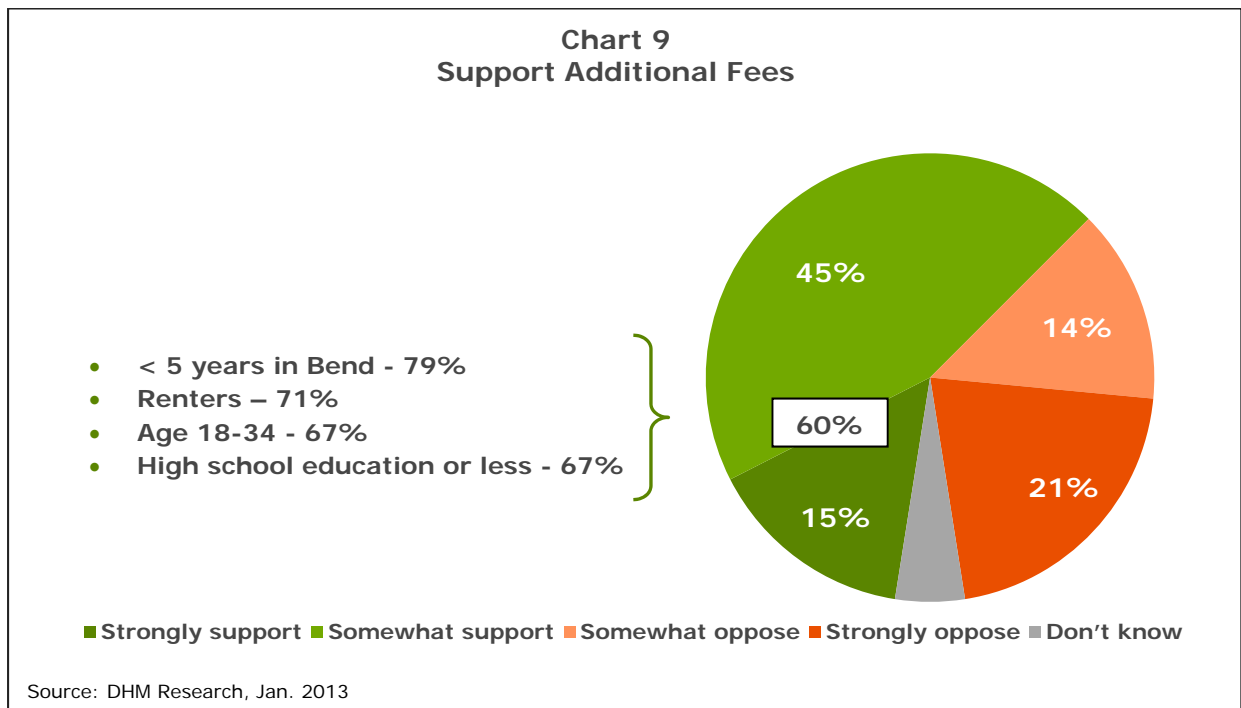
Demographic Differences: Participants newer to the city were more likely than long term residents to consider cuts to **city street and sidewalk maintenance** (fewer than 10 years – 66% vs. 10+ years – 53%).

Residents ages 55 and older (49%) and home owners (47%) were more likely than renters (27%) and those who are younger (37%) to consider cuts to **job creation and economic growth**.

Those living on the west side on Bend were more likely than those on the east side to consider **cutting police and fire services** (NW – 42%; SW – 43% vs. NE – 27%; SE – 31%).

Residents under the age of 55 (37%) and women (35%) were more likely than men (25%) and those who are older (20%) to consider cuts to **water and sewer services**.

Bend needs to upgrade aging sewer and water infrastructure. Participants were asked whether or not they would support paying more on their water and sewer bill to help fund these upgrades.



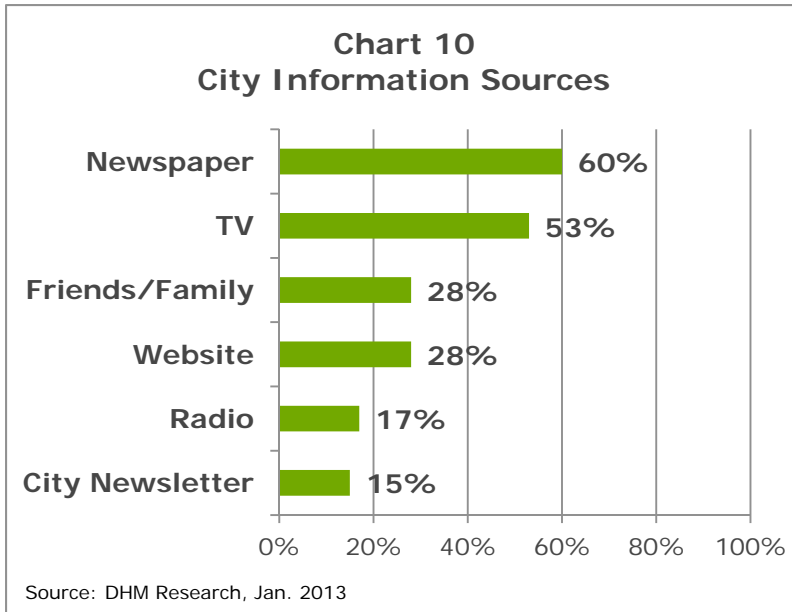
Six in ten Bend residents would strongly or somewhat support additional fees. One third of participants opposed the fees with 21% who strongly opposed. Those most likely to support the fees are newer residents, with less than 5 years living in Bend (79%), renters (71%), those age 18-34 (67%), and those with a high school education or less (67%). The top reason residents gave for their support include there is a need (43%) and they value clean fresh drinking water (26%).

Opposition was highest among those 35-54 (44%), and those who have lived in Bend for 20 years or longer (41%). Top reasons for opposing were an already high water or sewer bill (31%), City misuse of funds (23%), opposes a tax increases (21%), and there is no need for upgrades (19%).

Demographic Differences: Residents who have lived in Bend less than 5 years were more likely to support the fees than residents who have lived in Bend longer. Renters (71%) were also more likely than home owners (57%) to support the fees.

### 3.3 | Communications

Residents were asked to identify where they get information about the city of Bend. Top information sources are shown in the chart below.



The newspaper (60%) and television (53%) were the top sources for residents when getting information about the City. Top information sources were consistent with a similar question asked in the 2007 Bend Community Survey. More than one in four also utilized friends or family (28%) and websites (28%) as information sources.

Demographic Differences:

Usage of newspaper as a source for information increased with age (18-34 –

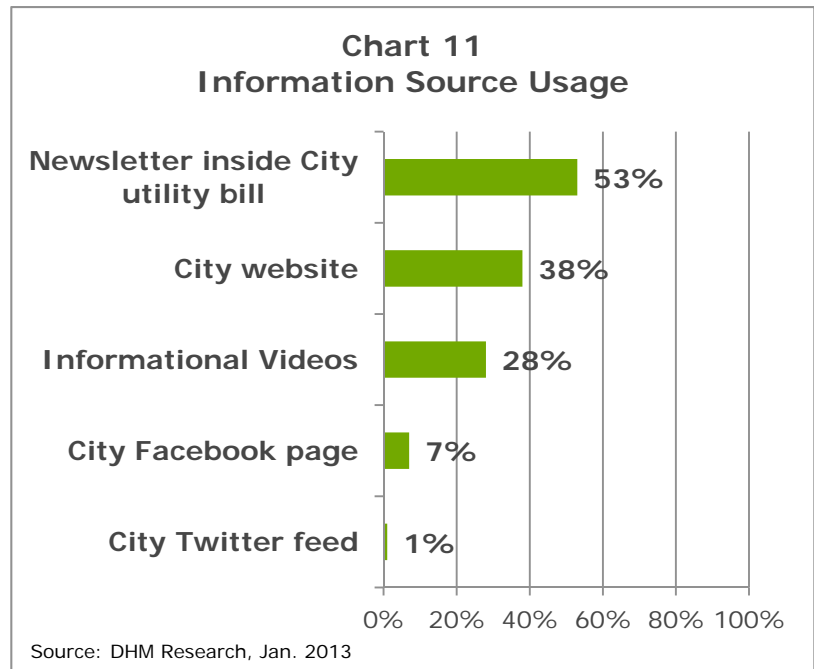
44%; 35-54 – 60%; 55+ - 77%). Residents over the age of 55 were more likely than those ages 18-34 to get information from the newspaper (77% vs. 44%), television (62% vs. 46%), radio (22% vs. 10%), and the city newsletter (20% vs. 9%).

Participants were asked if they had ever used any of the following sources to receive information about the city.

More than half (53%) of residents have used the newsletter inside their city utility bill to receive information about the City. Four in ten (38%) have used the City website and more than one in four (28%) have used informational videos produced by the city.

Demographic Differences:

Residents under the age of 55 (44%) were more likely than those older (26%) to have used the City website as a source of information about the City of Bend.





## 4. | ANNOTATED QUESTIONNAIRE

**Bend Community Survey 2013**  
**January 14-18, 2013; N=400; Bend general population**  
**12 minutes; margin of error +/- 4.9%**  
**DHM Research**

Introduction: Hi, my name is \_\_\_ and I'm calling to ask some questions about important City of Bend issues. I'm not selling anything, and this shouldn't take too long. (Anyone age 18+ qualifies)

### Warm-up & General Issues

I'd like to start with some questions about quality of life in Bend. Would you say the following is excellent, good, fair, or poor? **(Rotate)** \*community survey

Response Category	Excellent	Good	Fair	Poor	Don't know
1. Bend as a place to live	57%	33%	8%	1%	1%
2. Bend as a place to work	13%	33%	32%	15%	7%

### 3. What do you like most about living in Bend? **(Open, probe for specifics)**

Response Category	N=400
Outdoor activities	32%
Climate/weather	14%
Small town/smaller population size	13%
Scenery	13%
Polite/friendly residents	11%
Variety of recreational activities available	10%
Mountains	5%
Family lives close by	5%
Quality of life-general	4%
Quality of air/clean air	4%
Sunshine	4%
Environment	3%
Hiking	3%
Hunting/fishing	3%
All other responses	2% or less
None/nothing	2%
Don't know	2%

4. What do you like least about living in Bend? **(Open, probe for specifics)**

Response Category	N=400
Winters/cold weather	20%
Limited job opportunities	14%
Cost of living	7%
Population growth	6%
Traffic congestion	5%
Social/cultural lifestyle	4%
Isolated/far from other towns/cities	4%
Economy-general	4%
Road conditions	4%
Rude people	3%
Social class inequality	3%
Weather-general	3%
Home value/housing market	3%
Growth-general	3%
Low wages	3%
All other responses	2% or less
None/nothing	10%
Don't know	3%

5. Looking ahead 10 years from now, do you see Bend being a better or worse place to live? Or the same as it is today?

Response Category	N= 400
Better	47%
Worse	17%
Same	32%
<b>(DON'T ASK)</b> Don't know	4%

6A. Why do you feel Bend will be (better)? **(Open, probe for specifics)**

Response Category	N= 189
Population growth	29%
Economic growth	28%
It will improve/get better-general	19%
More jobs	11%
Good people/values	7%
OHSU/college	7%
Parks/recreation	4%
Infrastructure	4%
Housing development	4%
All other responses	1% or less
None/nothing	1%
Don't know	2%

6B. Why do you feel Bend will be (worse)? **(Open, probe for specifics)**

Response Category	N=67
Population growth	44%
Lack of jobs	9%
Growth-general	9%
Economy	7%
People moving in bringing problems	7%
Infrastructure	7%
Traffic	7%
Government	6%
All other responses	4% or less
None/nothing	0%
Don't know	0%

6C. Why do you feel Bend will be (the same)? **(Open, probe for specifics)**

Response Category	N=128
Lack of economical growth	20%
Don't see any changes-general	18%
It hasn't changed in many years	13%
Population growth is at a stand still	8%
Lack of growth-general	7%
Population growth	5%
Will still enjoy outdoor activities	5%
Residents keep everything the same	4%
Lack of government leadership	3%
Wasteful spending	3%
All other responses	2% or less
None/nothing	3%
Don't know	5%

### Government Priorities & Performance

I'd like to read a list of city services and have you rate the importance of spending tax dollars to provide each service. Please tell me if you feel the following service is very important, somewhat important, not too important, or not at all important. **(Random order)**

Response Category	Very important	Smwt important	Not too important	Not at all important	Don't know
7. Police and fire service	76%	21%	1%	1%	0%
8. Drinking water and sewer service	76%	21%	2%	0%	1%
9. Job creation and economic growth	71%	22%	3%	2%	2%
10. Maintaining existing City streets and sidewalks	59%	37%	3%	0%	1%

11. If you had to give the City of Bend a grade for its performance, would you give it an A meaning excellent, a B for above average, a C for average, a D for below average, or F for a failing grade? \*

Response Category	N=400
A (Excellent)	11%
B (Above average)	49%
C (Average)	30%
D (Below Average)	7%
F (Failing)	2%
<b>(DON'T ASK)</b> Don't know	1%

Over the next 10 years, Bend will be facing many issues. With limited funds, the city won't be able to do everything and must identify priorities. I'd like to read a list of goals. Should the city give each of the following a low priority, medium priority, high priority, or urgent priority? Please be selective in your rating as funding is limited and remember that we're talking about priorities over the next 10 years. You may have other priorities but please limit your answers for now to just these issues. **(Random order)**

Response Category	Low	Medium	High	Urgent	Don't know
12. Protect drinking water sources	6%	24%	54%	14%	2%
13. Repair and maintain existing city streets and sidewalks	8%	52%	33%	6%	1%
14. Implement business-friendly policies to promote job growth	9%	30%	44%	16%	1%
15. Maintain service levels in the Police Department	5%	35%	49%	10%	1%
16. Maintain service levels in the Fire Department	3%	33%	52%	11%	1%
17. Repair and improve the sewer infrastructure	12%	40%	36%	9%	4%

How would you rate the City of Bend in each of the following areas? Using a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the city on providing these services? **(Random order)**

Response Category	Mean	Top Box (8+9+10)	Don't know
18. Police and fire service	7.4	57%	2%
19. Drinking water and sewer service	7.2	52%	4%
20. Job creation and economic growth	5.4	13%	3%
21. Maintaining existing City streets and sidewalks	6.0	22%	1%

## Budget

22. Which ONE of the following approaches do you believe is the best way to deal with city budget reductions?

Response Category	N=400
a. Increase taxes and/or fees to maintain current city service levels.	15%
b. A combination of new taxes and/or fees and budget cuts to balance the city budget, even if this means significant cuts to city services.	52%
c. Make major cuts to city services so that it is unnecessary to have any tax and/or fee increases	22%
<b>(DON'T ASK)</b> Don't know	11%

I'd like to read a list of city services. If the City's budget requires reductions in services, in which of these areas would you choose to make the reductions? You may feel all of these are important but keep in mind that the city has limited funds. Would you consider reductions in: **(Random order)**

Response Category	Yes	No	(don't ask) Don't know
23. Police and fire service	35%	62%	3%
24. Drinking water and sewer service	30%	66%	4%
25. Job creation and economic growth	41%	54%	5%
26. Maintaining existing City streets and sidewalks	57%	39%	3%

27. The City will need to upgrade aging infrastructure that provides drinking water and sewer service to residents. These upgrades will also benefit businesses in Bend and promote economic growth. Would you strongly support, somewhat support, somewhat oppose, or strongly oppose paying more on your water and sewer bill to help fund these upgrades?

Response Category	N=400
Strongly support	15%
Somewhat support	45%
Somewhat oppose	14%
Strongly oppose	21%
<b>(DON'T ASK)</b> Don't know	5%

28A. Why would you (support) it? (Open, probe for specific reasons)

Response Category	N=240
It's important/needed	43%
Clean/fresh drinking water	26%
Improve sewer system	13%
Infrastructure upgrades	6%
Increase population growth	5%
Creates jobs	4%
Promote economic growth	3%
Improve quality of life	3%
All other responses	2% or less
None/nothing	2%
Don't know	2%

28B. Why would you (oppose) it? (Open, probe for specific reasons)

Response Category	N=139
High water/sewer bill	31%
Misuse of funds	23%
Oppose tax increase	21%
Not important/needed	19%
Cost/expensive	13%
Other	8%
Don't know	1%

### Communications

29. Where do you get information about City issues in Bend? (DO NOT READ LIST)

Response Category	N=400
Newspaper	60%
TV	53%
Friends/family	28%
Website	28%
Radio	17%
City Newsletter	15%
City council	4%
All other responses	1% or less
<b>(DON'T ASK)</b> Don't know	3%

30. Have you ever used any of the following to receive information from the City?  
(Read list; accept multiple responses)

Response Category	N=400
The newsletter inside your City utility bill	53%
City website	38%
Informational videos produced by the City that air on cable channel 11 or that are available online	28%
City Facebook page	7%
City Twitter feed	1%
<b>(DON'T ASK)</b> Don't know	26%

These last few questions are to make sure we have a valid sample of the community. It's important that we collect answers to all of these questions. Your information is completely confidential and anonymous.

31. How many years have you lived in Bend?

Response Category	N=400
less than 5	11%
5-9	19%
10-19	32%
20+	36%
<b>(DON'T ASK)</b> Refused	3%

32. Do you rent or own your home?

Response Category	N=400
Rent	22%
Own	74%
<b>(DON'T ASK)</b> Refused	4%

33. Do you live in the Northwest, Southwest, Northeast, or Southeast area of Bend?

Response Category	N=400
Northwest	25%
Southwest	15%
Northeast	33%
Southeast	22%
<b>(DON'T ASK)</b> Refused	5%

34. For most days of the week, is your main mode of transportation by: **(read list)**

Response Category	N=400
Driving in a car or truck alone	63%
Driving in a car or truck with others	24%
Bicycle	3%
Walking	5%
Bus or public transportation	2%
Motorcycle	1%
Other mode <b>(specify)</b>	0%
<b>(DON'T ASK)</b> Refused	3%

35. Do you have any children under age 18 at home?

Response Category	N=400
Yes	37%
No	61%
<b>(DON'T ASK)</b> Refused	2%

36. What is your age?

Response Category	N=400
18-24	11%
25-34	20%
35-54	36%
55-64	13%
65+	18%
(DON'T READ) Refused	2%

37. What's the highest level of education you've obtained?

Response Category	N=400
Less than high school	1%
High school diploma	15%
Some college	26%
College degree	39%
Graduate/professional school	15%
(DON'T READ) Refused	3%

38. (DO NOT ASK) Gender

Response Category	N=400
Male	48%
Female	52%