December 18, 2020

To: City of Bend
From: Michelle Neiss, DHM Research
Re: Community Survey 2020, #00999

INTRODUCTION & METHODOLOGY

From December 7th-10th, 2020 DHM Research conducted a telephone survey of Bend residents. The purpose of the survey was to assess satisfaction with City services, benchmark attitudes to previous years, and gather feedback on residents' priorities. Results will be used to help plan strategic goals for the next biennium.

Research Methodology: The telephone survey consisted of 305 residents and took approximately 13 minutes to complete. This is a sufficient sample size to assess resident opinions generally and to review findings by multiple subgroups, including age and gender.

Respondents were contacted by a live interviewer from multiple lists which may include a list of registered voters; a landline household list compiled from public records and consumer lists; and a cellular consumer list based off of cell and cable consumer information matched to publicly available address information. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validation. Quotas were set by age and gender. Quotas and weighting by age, gender, education, and ethnicity ensure results represent the City's residents.

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 margin of error if compared with the results achieved from surveying the entire population. The margin of error for this survey is +/- 5.6%.

DHM Research Background: DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over 40 years. The firm is nonpartisan and independent and specializes in research projects to support public policy making.

Bend Community Survey 2020
December 7th- 10th, 2020
Community Engagement, Promoted by City
13 minutes; Margin of error ±5.6%
DHM Research
#00999

WARM-UP

1. I'd like to start with a question about quality of life. Would you say Bend, as a place to live, is:

Response Category	2020 n=305	2018 n=300	2014 n=400	2013 n=400
Excellent	36%	37%	62%	57%
Good	52%	47%	28%	33%
Fair	11%	13%	9%	8%
Poor	1%	1%	1%	1%
Very poor	n=1	1%	--	--
I'm not sure	--	<1%	<1%	1%

GOVERNMENT PERFORMANCE AND PRIORITIES

2. If you were 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 failing?

Response Category	2020 n=305	2018 n=300	2014 n=400	2013 n=400
A	14%	17%	22%	11%
B	51%	43%	47%	49%
C	22%	29%	22%	30%
D	8%	5%	6%	7%
F	2%	3%	1%	2%
I'm not sure	3%	3%	1%	1%

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3. What is the most important issue in Bend that you would like your local government leaders to do something about?

Response Category	n=305
Transportation (Net)	**36%**
Roads & congestion (Subnet)	*30%*
Traffic congestion	19%
Road repair/maintenance	4%
Build new roads, expand roads	2%
Other general road/bridges/construction	6%
Public transportation (General)	5%

Response Category	n=305
Other transportation (Subnet)	*3%*
Bicycle issues	2%
Other	2%
Social Issues (Net)	**34%**
Housing/affordable housing	23%
Homelessness/hunger	8%
Race relations	2%
Other social issues	1%
Growth/Overdevelopment (Net)	**13%**
Manage growth/Too much development	5%
Land use	4%
Upkeep of infrastructure	3%
Overpopulation/too many people moving in	2%
Government & Taxes (Net)	**6%**
Bad government/politicians	2%
High taxes/property taxes	1%
Mismanage money	n=1
Other	3%
Economy/jobs (Net)	**4%**
Economy/cost of living inflation	2%
Wages- living wages, increased wages	n=1
Other	1%
Schools Issues (Net)	**3%**
Open schools	1%
Fund schools/education	n=1
Other school issues `	1%
All other responses	2%
Other	6%
None/nothing/refused	4%
Don't know/need more information	4%

How would you rate the City of Bend in each of the following areas? Using a scale of 1 to 5, where 1 is very poor, 3 is neutral, 5 is excellent, how would you rate the city on providing these services?

Response Category		Mean	Top Box (4+5)	Not sure
4. Police and fire service				
	2020	4.2	81%	2%
	2018	4.2	80%	2%
	2014	8.1	72%	2%
	2013	7.4	57%	2%
5. Drinking water service				
	2020	4.5	84%	4%
	2018	4.3	77%	4%
	2014	8.3	76%	1%
	2013	7.2	52%	4%

Response Category	Mean	Top Box (4+5)	Not sure
6. Sewer service			
2020	4.2	75%	8%
2018	3.6	54%	6%
2014	7.4	52%	8%
7. Maintaining City streets*			
2020	3.0	34%	--
2018	2.8	23%	--
2014	5.7	20%	<1%
2013	6.0	22%	1%
8. Building, planning, and permitting service			
2020	2.9	22%	10%
2018	2.8	22%	11%
2014	6.1	25%	8%

Over the next 10 years, Bend will be facing many issues. The City won't be able to do everything and must identify priorities. I'd like to read a list of services we provide. 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.

Response Category	Low	Medium	High	Urgent	Not sure
9. Drinking water service					
2020	25%	32%	37%	2%	4%
2018	25%	28%	34%	8%	5%
2014	16%	35%	39%	8%	3%
2013	6%	24%	54%	14%	2%
10. Street maintenance					
2020	10%	36%	45%	8%	2%
2018	2%	27%	48%	20%	2%
2014	5%	39%	45%	11%	1%
2013	8%	52%	33%	6%	1%
11. Sidewalks and bike lanes					
2020	19%	42%	28%	9%	2%
2018	25%	39%	28%	6%	2%
12. Increase availability of affordable housing					
2020	14%	16%	34%	34%	2%
2018	12%	21%	27%	39%	1%
13. Police Department services					
2020	16%	38%	39%	7%	<1%
2018	11%	45%	34%	7%	2%
2014	8%	31%	50%	10%	1%
2013	5%	35%	49%	10%	1%

Response Category	Low	Medium	High	Urgent	Not sure
14. Fire Department services					
2020	10%	35%	49%	6%	<1%
2018	12%	33%	44%	7%	4%
2014	4%	29%	54%	13%	<1%
2013	3%	33%	52%	11%	1%
15. Sewer service					
2020	24%	36%	28%	4%	9%
2018	18%	42%	26%	10%	4%
2014	11%	44%	34%	7%	4%
2013	12%	40%	36%	9%	4%
16. Long-range community planning					
2020	7%	25%	48%	15%	5%
2018	5%	29%	38%	26%	2%

BUDGET

17. Now please tell me which ONE service you feel the city should prioritize to fund?

Response Category	2020 n=305	2018 n=300	2014 n=400
Increase availability of affordable housing	42%	35%	--
Long-range community planning	22%	24%	--
Street maintenance	11%	19%	20%
Police Department services	11%	6%	16%
Sidewalks and bike lanes	5%	1%	--
Fire Department services	4%	3%	11%
Sewer service	1%	5%	7%
Drinking water service	1%	3%	14%
I'm not sure	3%	3%	--

18. Which one of these should Bend Police prioritize in the coming years? [**Rotate items**]

Response category	n=305
Partnering with and supporting organizations that address homelessness and mental health issues	31%
Training in mental health issues	18%
Crime prevention programs	17%
Traffic and DUII safety/enforcement	9%
Community engagement and informational outreach	7%
Training in anti-racism and equity	6%
Diversity in hiring	3%
Expanding crisis intervention team	3%
Don't know	6%

TRANSPORTATION

19. How would you rate the condition of roads and streets in Bend?

Response Category	2020 n=305	2018 n=300	2014 n=400
Excellent	3%	5%	2%
Good	64%	49%	50%
Poor	28%	42%	41%
Very poor	5%	3%	6%
I'm not sure	n=1	1%	1%

GROWTH

20. How many years have you lived in Bend?

Response Category	2020 n=305
less than 5	20%
5–9	22%
10–19	24%
20+	34%
I prefer not to say	--

21. *****[If live in Bend <5 years]** In your opinion, how has Bend changed in the past five years because of growth?

Response Category	n=60
Transportation (Net)	**32%**
Roads & congestion (Subnet)	*32%*
Traffic congestion	27%
Other general road/bridges/construction	3%
Build new roads/expand roads	2%
Road repair/maintenance	2%
Other transportation (Subnet)	*1%*
Bicycle issues	1%
Growth/overdevelopment (Net)	**27%**
More people/busy/crowded	18%
Manage growth, development, infrastructure	8%
Lack of planning	2%
Social Issues (Net)	**13%**
Housing/affordable housing	12%
Homelessness/hunger	2%
Construction/building	8%
No/little change	6%
Lot of change-nonspecific	6%
Negative-general	5%
Economy/Jobs (Net)	5%
Economy/ cost of living/inflation	3%
Recession	1%
Jobs/unemployment	1%
All other responses	1%
Other	2%
None, nothing, refused	1%
Don't know/have not been here long	7%

22. *****[If live in Bend > 5 years]** In the time you have lived in Bend, what changes have you seen, if any, because of Bend's growth?

Response Category	n=245
Transportation (Net)	**54%**
Roads & congestion (Subnet)	*53%*
Traffic congestion	46%
Other general road/bridges/construction	8%
Road repair/maintenance	1%
Build new roads/expand roads	Less than 1%
Other transportation (Subnet)	*1%*
Traffic safety issues (Speeding)	1%
Bicycle issues	Less than 1%
Social Issues (Net)	**37%**
Housing/affordable housing	25%
Homelessness/hunger	10%
Public safety/crime	6%
Diversity	2%
Income inequality	1%
Healthcare/poor access to healthcare	Less than 1%
Growth/Overdevelopment (Net)	**29%**
More people/busy/crowded	17%
Manage growth/development/infrastructure	8%
Lack of planning	6%
Land use	2%
Growing quickly	Less than 1%
Construction/building	6%
Economy/Jobs (Net)	2%
Economy/ cost of living/inflation	2%
More economic opportunities	Less than 1%
Change in sense of community	2%
Negative-general	2%
Schools/education	1%
Government & Taxes (Net)	1%
High taxes/property taxes	1%
Bad government/politicians	Less than 1%
All other responses	1% or less
Other	4%
None, nothing, refused	--
Don't know/have not been here long	Less than 1%

23. ***Right now, what should the City of Bend's biggest priority be for better managing its growth?

Response category	n=305
Keeping the region an affordable place to live with access to affordable housing.	32%
Creating more living wage jobs and diversifying our economy.	22%
Ensuring our roadways and transportation system can handle more people.	21%
Protecting scenic vistas and ability to view the surrounding landscape.	10%
Protecting public safety as more people come to the area.	9%
Attracting people of different backgrounds to make our community more diverse.	5%
I'm not sure	1%

COMMUNICATIONS

24. Where do you get information about City issues in Bend? Click on all that apply.

Response Category	2020 n=305	2018 n=300	2014 n=400	2013 n=400
TV	45%	44%	49%	53%
Local newspaper (daily Bend Bulletin or The Source Weekly)	41%	48%	50%	60%
City social media (Facebook, Twitter, Instagram)	21%	17%	--	--
City Website	12%	20%	21%	28%
Friends, Family	11%	19%	18%	28%
City government's e-newsletter (eNews, The Bend Current)	9%	9%	--	--
Radio	9%	15%	14%	17%
Neighborhood association	7%	--	--	--
Other newspaper	4%	3%	--	--
Nextdoor App	3%	--	--	--
Other	11%	1% or less	3% or less	4% or less
I'm not sure	2%	1%	3%	3%

CURRENT ISSUES

25. What type of housing options should Bend officials prioritize? Even if you think all of these are important, we'd like to hear which one you think the community needs most.

Response Category	2020 n=305	2018 n=300
Single-family homes	49%	36%
Multi-family apartments	25%	22%
Attached housing, such as duplexes, triplexes, or townhomes	19%	37%
I'm not sure	7%	5%

26. ***What's the most important role of the City related to the COVID-19 pandemic?

Response category	n=305
Small business support	39%
Expanding childcare opportunities for working parents	15%
Critical care for vulnerable populations	13%
Rental and mortgage assistance	10%
Public education and messaging	8%
Other	13%
Don't know	2%

27. ***How important is it that the City of Bend address racial equity gaps in jobs, health, housing and policing?

Response category	n=305
Very important	52%
Somewhat important	23%
Not too important	11%
Not at all important	11%
I'm not sure	3%

DEMOGRAPHICS

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.

28. Do you rent or own your home?

Response Category	n=305
Rent	33%
Own	64%
I prefer not to say	3%

29. Do you live in the Northwest, Southwest, Northeast, or Southeast area of Bend?
Please use the location where Highway 97 and Colorado Avenue meet as a reference point to divide the city into quadrants.

Response Category	n=305
Northwest	24%
Southwest	19%
Northeast	33%
Southeast	24%
I prefer not to say	n=1

30. For most days of the week, what is your main mode of transportation**?**

Response Category	n=305
Driving in a car or truck alone	77%
Driving in a car or truck with others	13%
Bicycle	2%
Walking	4%
Bus or public transportation	2%
Other mode	2%
I'm not sure	n=1

31. What is your age?

Response Category	n=305
18–24	6%
25–34	20%
35–54	36%
55–64	15%
65+	20%
I prefer not to say	2%

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

Response Category	n=305
Less than high school	4%
High school diploma	20%
Some college	33%
College degree	26%
Graduate/professional school	15%
I prefer not to say	1%

33. Do you describe your gender as:

Response Category	n=305
Male	51%
Female	47%
Non-binary or gender non-conforming	1%
Other	--
I prefer not to say	n=1

34. Which category best describes your 2019 gross household income, before taxes? Remember to include everyone living in your household. Your best estimate will do.

Response category	n=305
Less than $25,000	4%
$25,000 to less than $50,000	15%
$50,000 to less than $75,000	13%
$75,000 to less than $100,000	19%
$100,000 to less than $150,000	16%
$150,000 or more	23%
Refused/Missing	10%

35. Which of the following best describes your race or ethnicity? Click on all that apply.

Response Category	n=305
African	0%
Asian/Pacific Islander	3%
Black/African American	2%
Hispanic/Latino	7%
Middle Eastern/North African	0%
Native American/American Indian	n=1
White/Caucasian	86%
Other	n=1
I'm not sure	5%
I prefer not to say	--

Thank you for your time!