



CITY OF MCMINNVILLE, OR 2011



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C O N T E N T S

Survey Background..... 1
 About The National Citizen Survey™ 1
 Understanding the Results 3

Executive Summary 5

Community Ratings 7
 Overall Community Quality 7
 Community Design 9
 Transportation 9
 Housing 13
 Land Use and Zoning 15
 Economic Sustainability..... 18
 Public Safety 22
 Environmental Sustainability..... 29
 Recreation and Wellness 32
 Parks and Recreation 32
 Culture, Arts and Education 34
 Health and Wellness 36
 Community Inclusiveness..... 38
 Civic Engagement..... 41
 Civic Activity..... 41
 Information and Awareness 44
 Social Engagement 45
 Public Trust..... 47
 City of McMinnville Employees 49

From Data to Action 51
 Resident Priorities 51
 City of McMinnville Action Chart™ 52
 Using Your Action Chart™ 54

Policy Questions 56

Appendix A: Complete Survey Frequencies 57
 Frequencies Excluding “Don’t Know” Responses 57
 Frequencies Including “Don’t Know” Responses..... 69

Appendix B: Survey Methodology 85

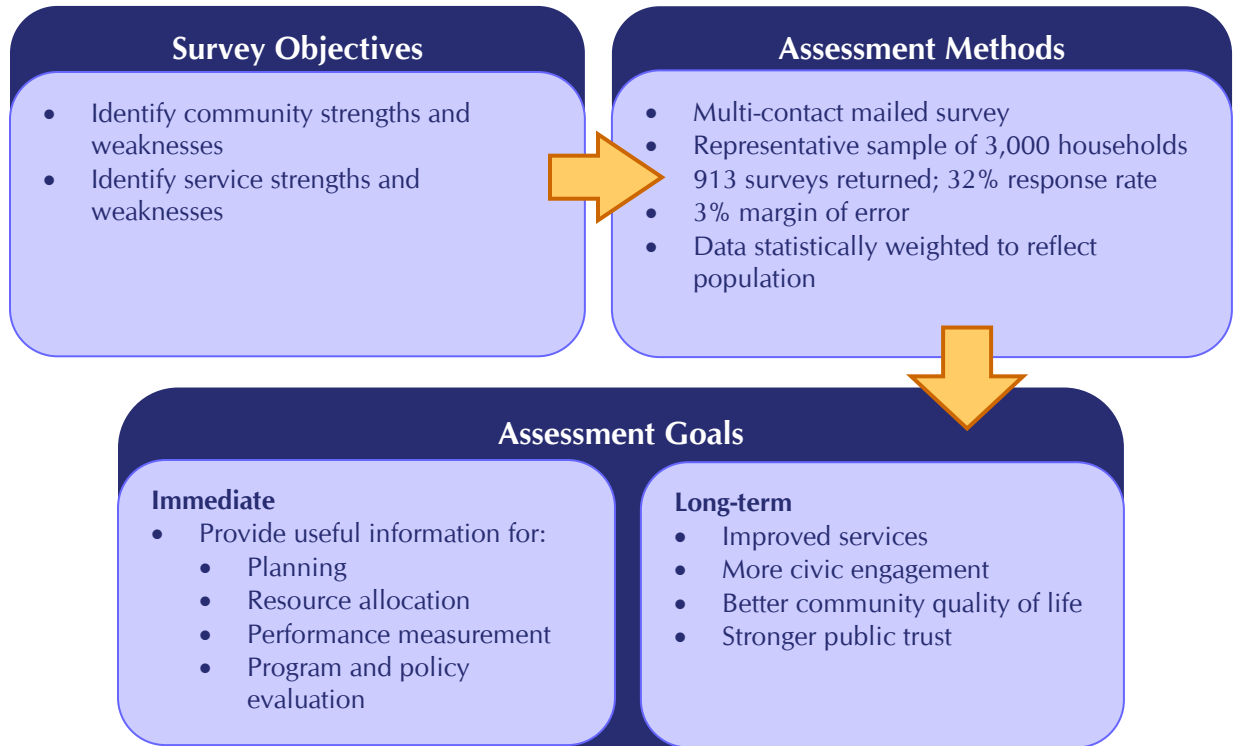
Appendix C: Survey Materials..... 95

SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 913 completed surveys were obtained, providing an overall response rate of 32%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of McMinnville was developed in close cooperation with local jurisdiction staff. McMinnville staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. City of McMinnville staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulation of results, an open ended question and several policy questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the City of McMinnville Survey (913 completed surveys) is plus or minus three percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 57-63% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of McMinnville, but from City of McMinnville services to services like them provided by other jurisdictions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of McMinnville chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of McMinnville survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of McMinnville results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of McMinnville's rating to the benchmark.

“Don’t Know” Responses and Rounding

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of McMinnville survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the City of McMinnville and believed the City was a good place to live. The overall quality of life in the City of McMinnville was rated as “excellent” or “good” by 81% of respondents. Almost all reported they plan on staying in the City of McMinnville for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. Among the characteristics receiving the most favorable ratings were the overall appearance of McMinnville, cleanliness of McMinnville, the quality of the overall natural environment in McMinnville and air quality. The characteristic receiving the least positive ratings was employment opportunities.

Ratings of community characteristics were compared to the benchmark database. Of the 31 characteristics for which comparisons were available, 14 were above the national benchmark comparison, eight were similar to the national benchmark comparison and nine were below.

Residents in the City of McMinnville were somewhat civically engaged. While only 22% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 95% had provided help to a friend or neighbor. A majority had volunteered their time to some group or activity in the City of McMinnville, which was much higher than the benchmark.

In general, survey respondents demonstrated strong trust local government. A majority rated the overall direction being taken by the City of McMinnville as “good” or “excellent.” This was much higher than the benchmark. Those residents who had interacted with an employee of the City of McMinnville in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as “excellent” or “good.”

City services rated were able to be compared to the benchmark database. Of the 36 services for which comparisons were available, 12 were above the benchmark comparison, 15 were similar to the benchmark comparison and nine were below.

A Key Driver Analysis was conducted for the City of McMinnville which examined the relationships between ratings of each service and ratings of the City of McMinnville's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of McMinnville can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Police services
- Economic development
- Drinking water
- Preservation of natural areas
- City parks
- Public library services

Of these services, those deserving the most attention may be those that were below or similar to the benchmark comparisons: police services, economic development, and preservation of natural areas. For drinking water, city parks, and public library services, the City of McMinnville was above the benchmark and should continue to ensure high quality performance.

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of McMinnville – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of McMinnville. Residents were asked whether they planned to move soon or if they would recommend the City of McMinnville to others. Intentions to stay and willingness to make recommendations provide evidence that the City of McMinnville offers services and amenities that work.

Most of the City of McMinnville’s residents gave favorable ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

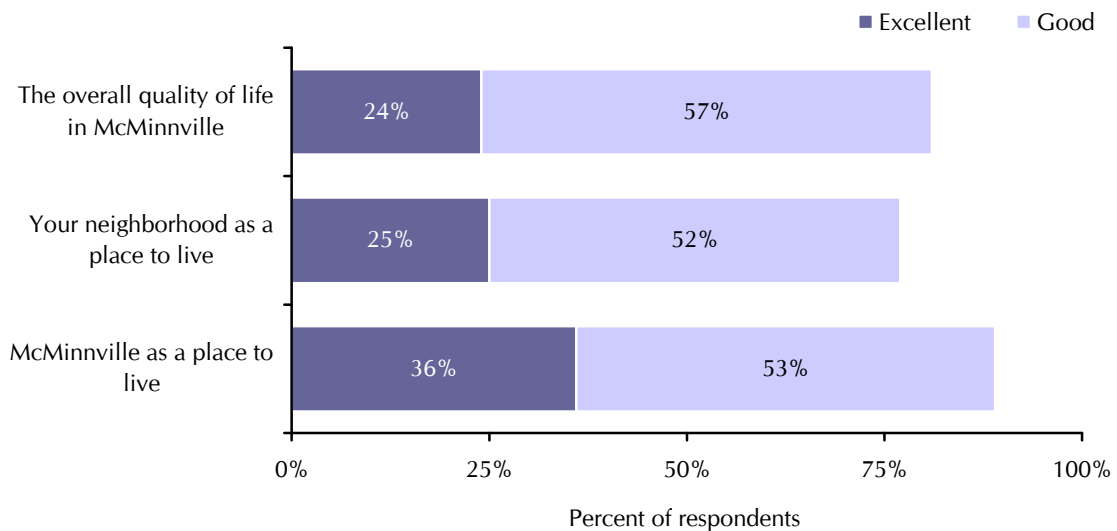


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

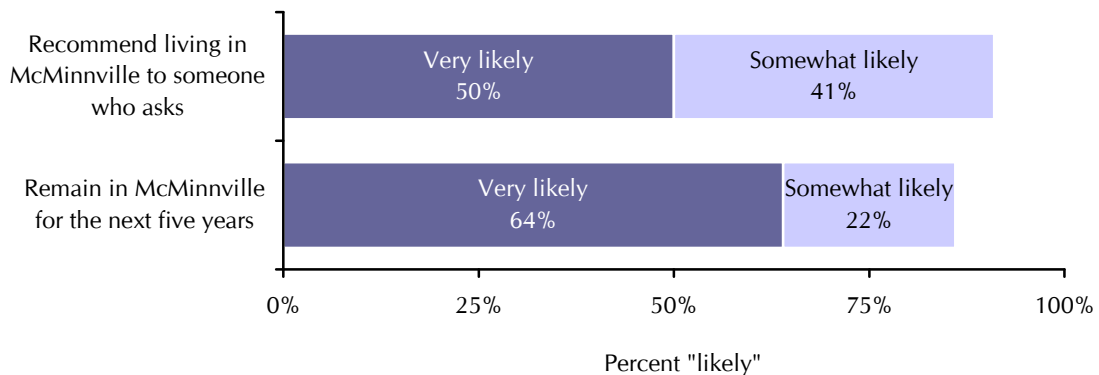


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in McMinnville	Similar
Your neighborhood as place to live	Below
McMinnville as a place to live	Above
Recommend living in McMinnville to someone who asks	Much above
Remain in McMinnville for the next five years	Much above

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of six aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Ease of walking was given the most positive rating, followed by ease of car travel in McMinnville.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY

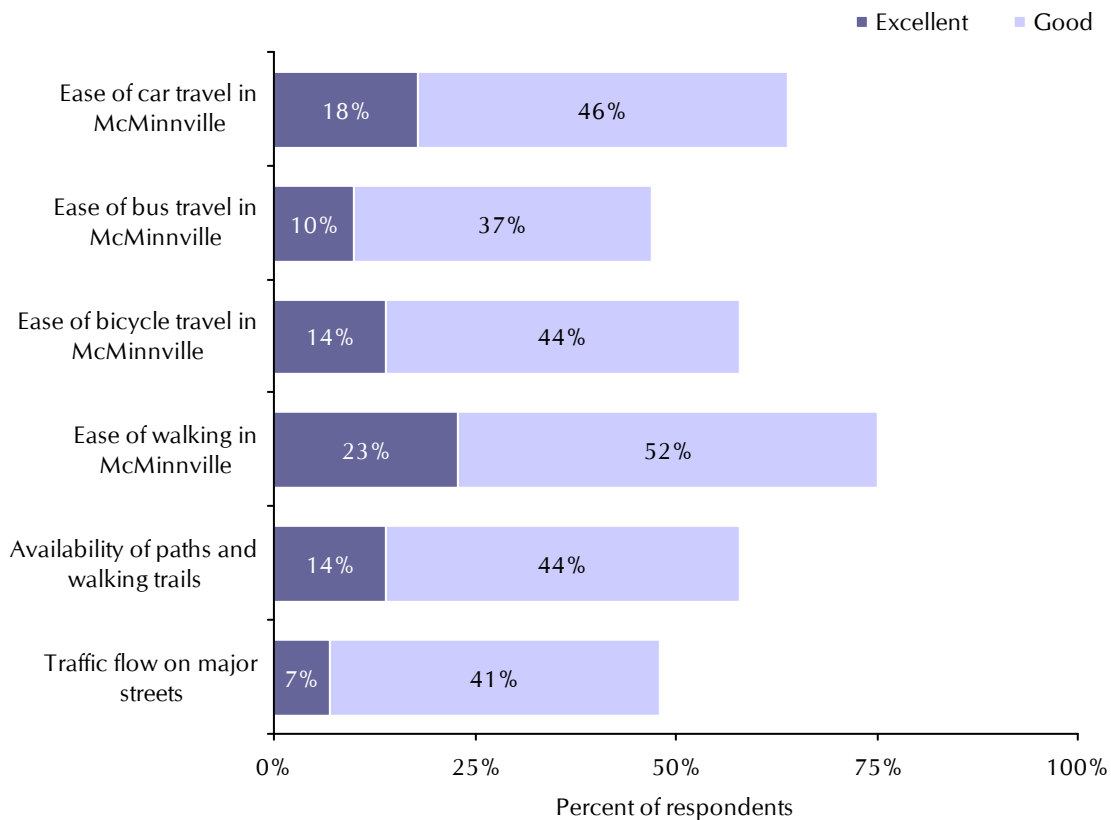


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of car travel in McMinnville	Much above
Ease of bus travel in McMinnville	Above
Ease of bicycle travel in McMinnville	Much above
Ease of walking in McMinnville	Much above
Availability of paths and walking trails	Similar
Traffic flow on major streets	Above

Eight transportation services were rated in McMinnville. As compared to most communities across America, ratings tended to be a mix of positive and negative. Three were above the benchmark, three were below the benchmark and two were similar to the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

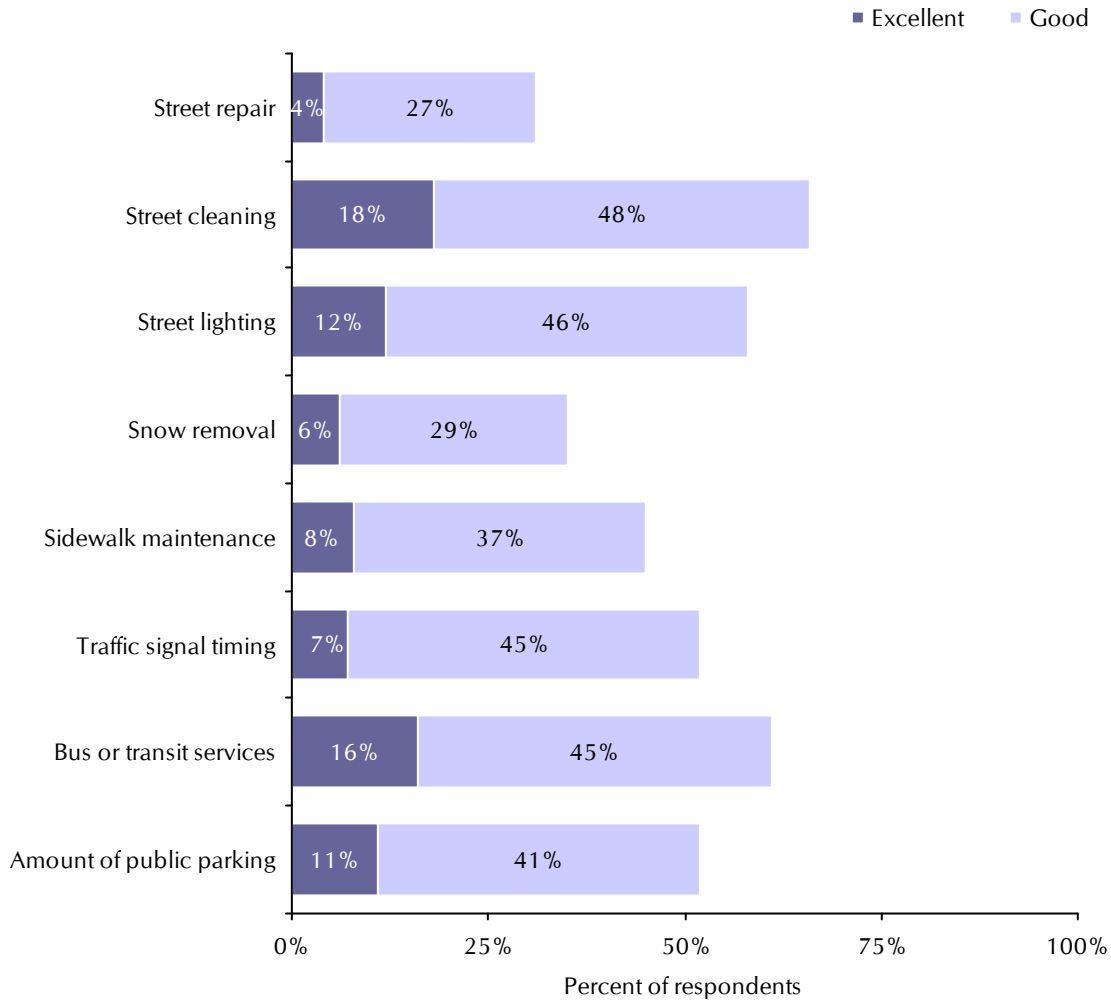


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair	Much below
Street cleaning	Much above
Street lighting	Similar
Snow removal	Much below
Sidewalk maintenance	Below
Traffic signal timing	Similar
Bus or transit services	Much above
Amount of public parking	Above

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 1% of work commute trips were made by transit, 2% by bicycle and 7% by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

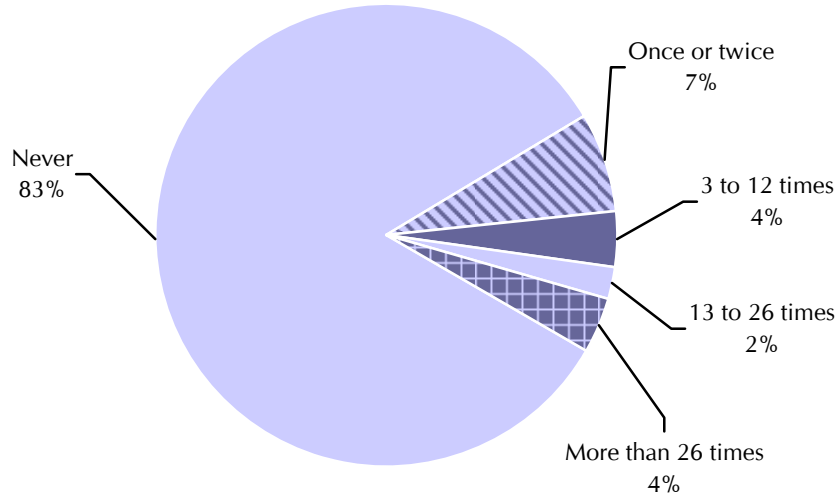


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	Comparison to benchmark
Ridden a local bus within McMinnville	Much less

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

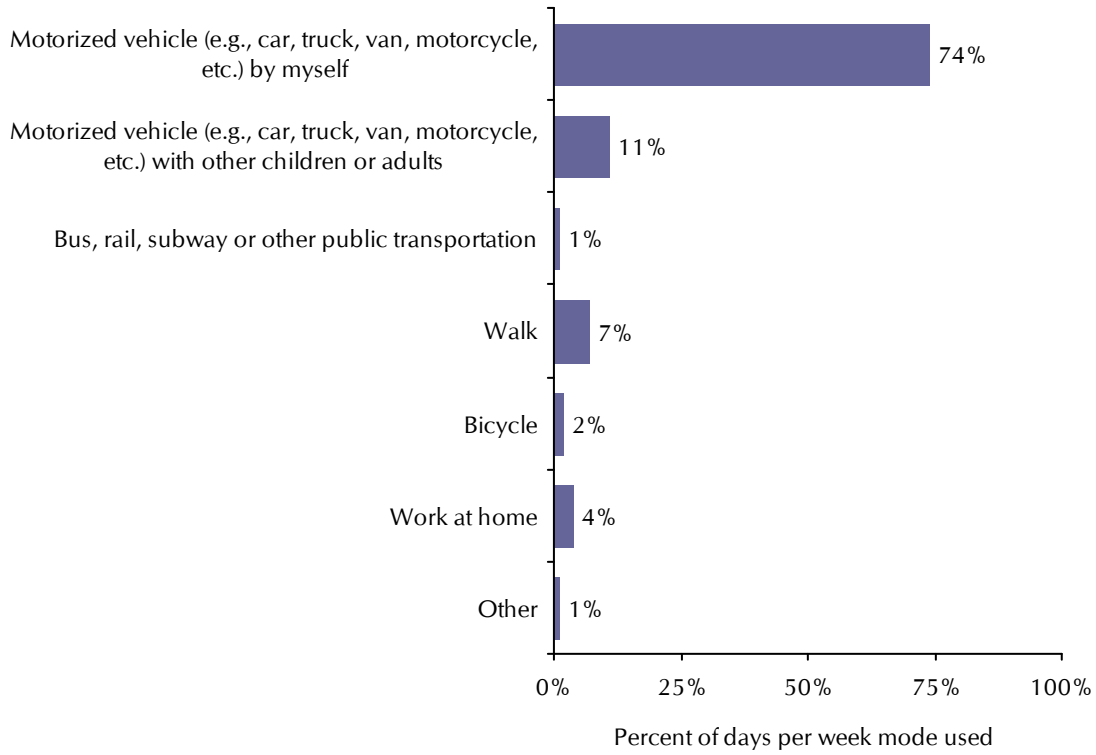


FIGURE 13: DRIVE ALONE BENCHMARKS

	Comparison to benchmark
Average percent of work commute trips made by driving alone	Similar

Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of McMinnville residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 40% of respondents, while the variety of housing options was rated as “excellent” or “good” by 58% of respondents. The rating of perceived affordable housing availability was similar in the City of McMinnville than the ratings, on average, in comparison jurisdictions.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY

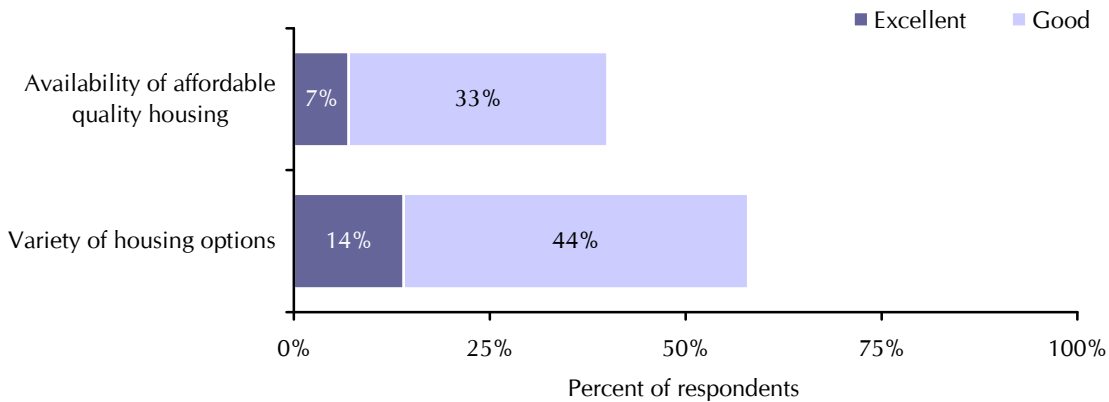


FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Similar
Variety of housing options	Similar

To augment the perceptions of affordable housing in McMinnville, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of McMinnville experiencing housing cost stress. About 47% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 16: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"

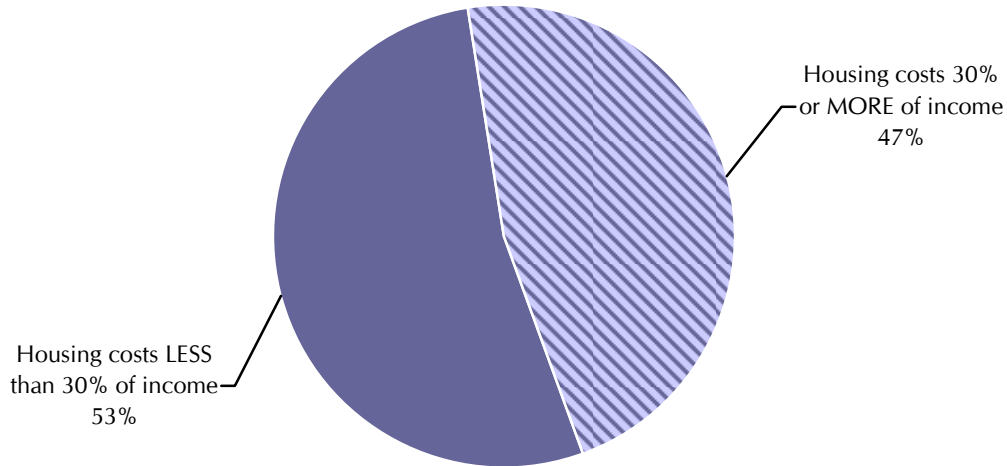


FIGURE 17: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	Much more

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of McMinnville and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of McMinnville was rated as “excellent” by 12% of respondents and as “good” by an additional 49%. The overall appearance of McMinnville was rated as “excellent” or “good” by 82% of respondents and was much higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of McMinnville, 4% thought they were a “major” problem. The service of land use, planning and zoning was rated similar to the benchmark and the service of code enforcement was rated below the benchmark.

FIGURE 18: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"

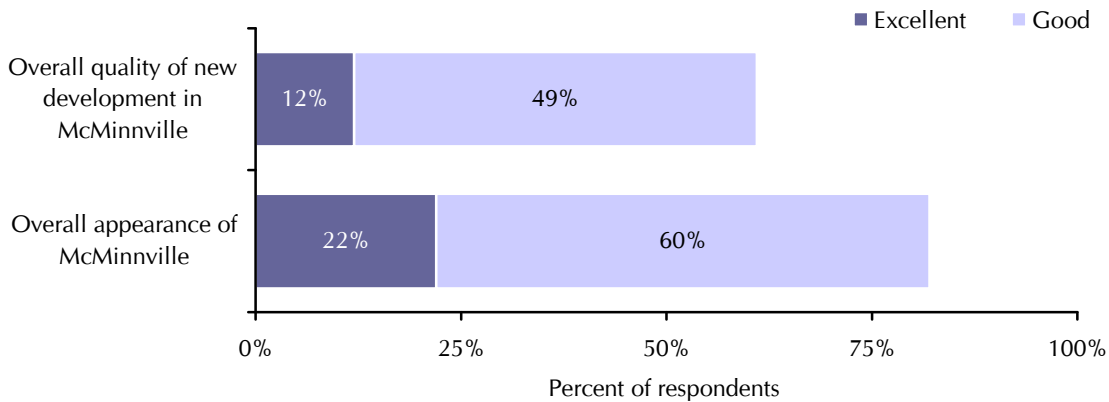


FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in McMinnville	Similar
Overall appearance of McMinnville	Much above

FIGURE 20: RATINGS OF POPULATION GROWTH

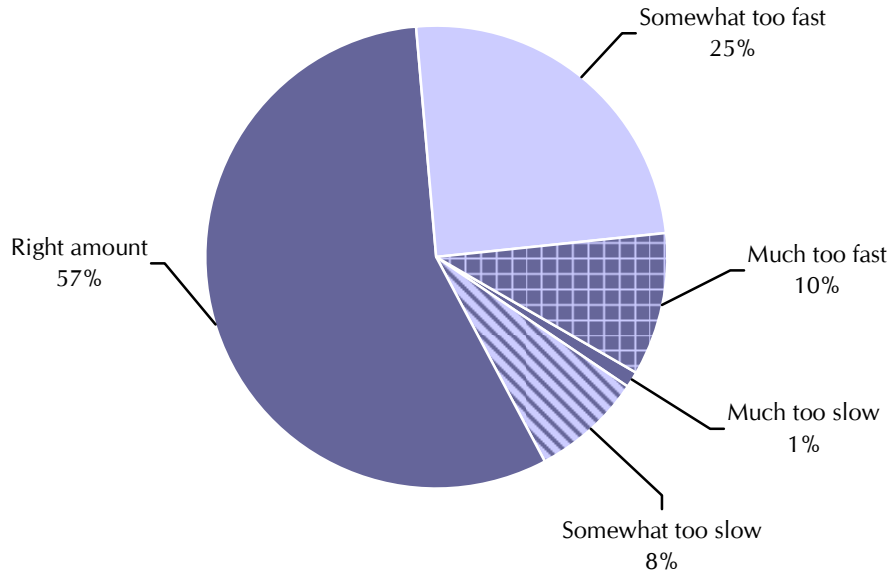


FIGURE 21: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Much less

FIGURE 22: RATINGS OF NUISANCE PROBLEMS

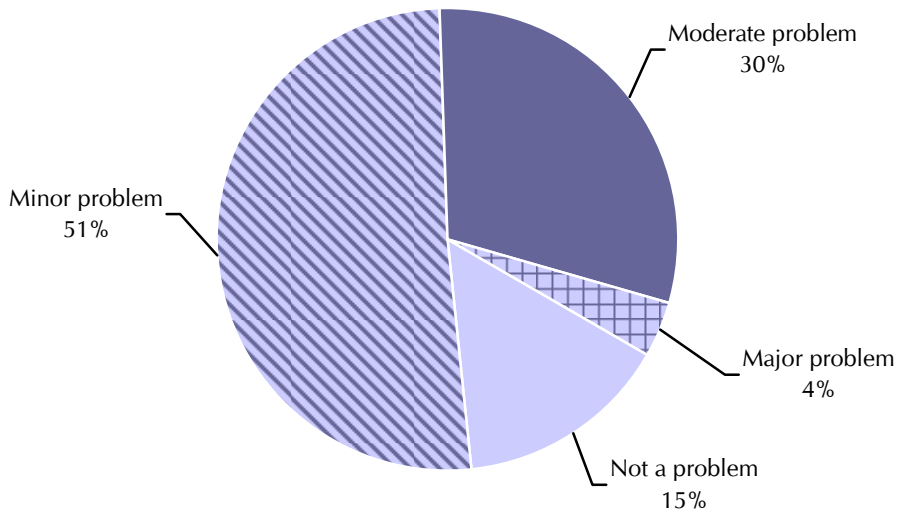


FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Much less

FIGURE 24: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES

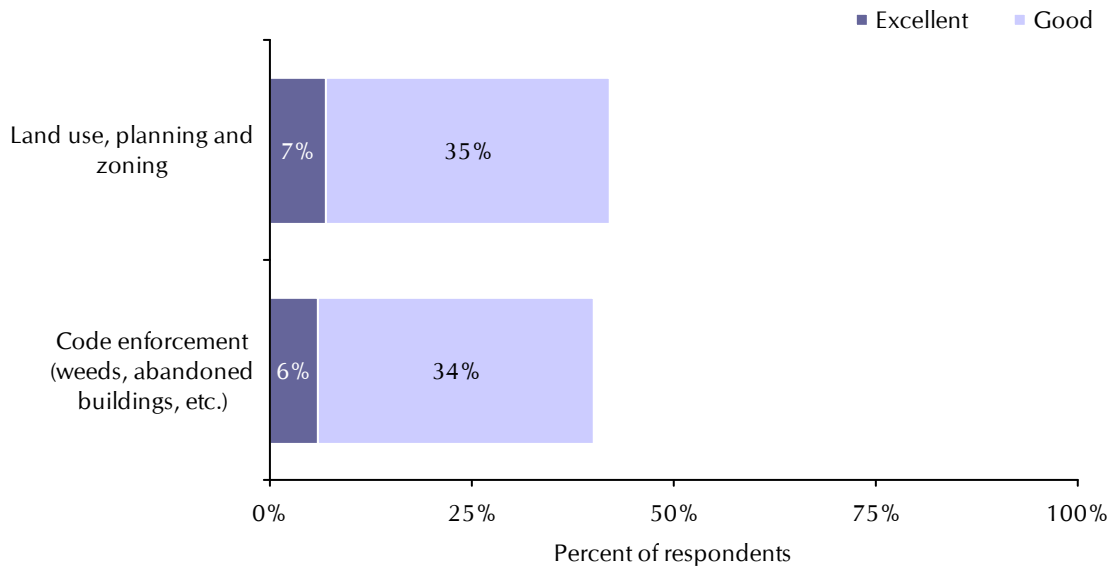


FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Similar
Code enforcement (weeds, abandoned buildings, etc.)	Below

ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were the overall quality of business and service establishments in McMinnville and McMinnville as a place to work. Receiving the lowest rating was employment opportunities.

FIGURE 26: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES

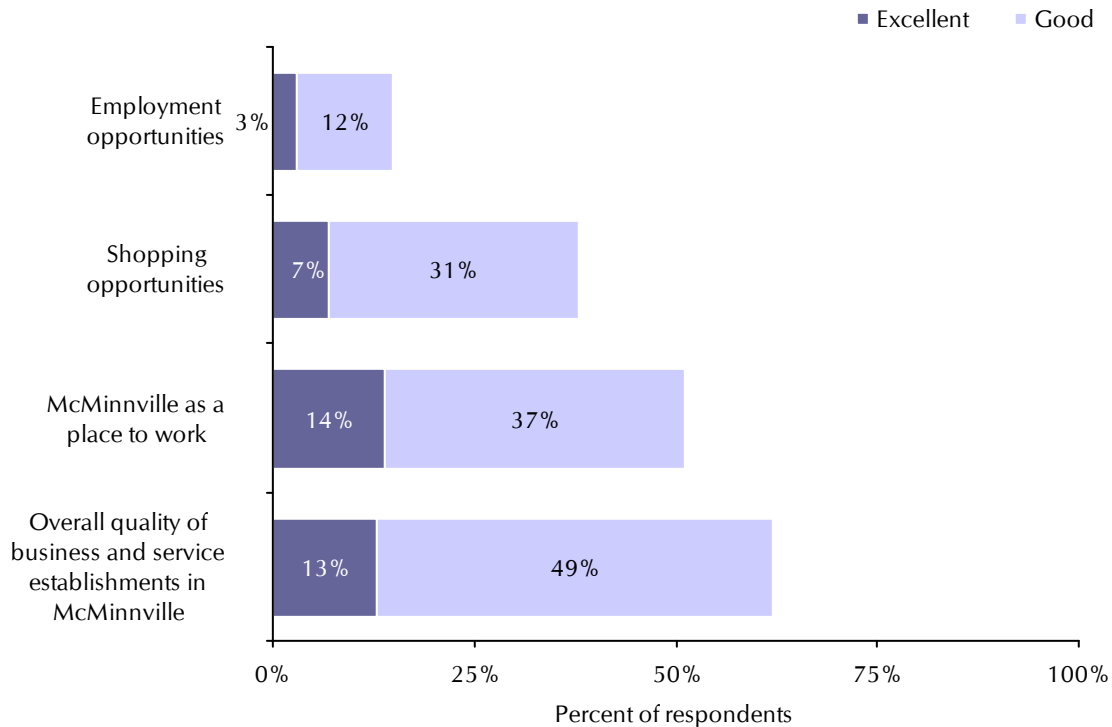


FIGURE 27: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Much below
Shopping opportunities	Much below
McMinnville as a place to work	Below
Overall quality of business and service establishments in McMinnville	Similar

Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from “much too slow” to “much too fast.” When asked about the rate of job growth in McMinnville, 90% responded that it was “too slow,” while 55% reported retail growth as “too slow.” Many more residents in McMinnville compared to other jurisdictions believed that retail growth was too slow and many more residents believed that job growth was too slow.

FIGURE 28: RATINGS OF RETAIL AND JOBS GROWTH

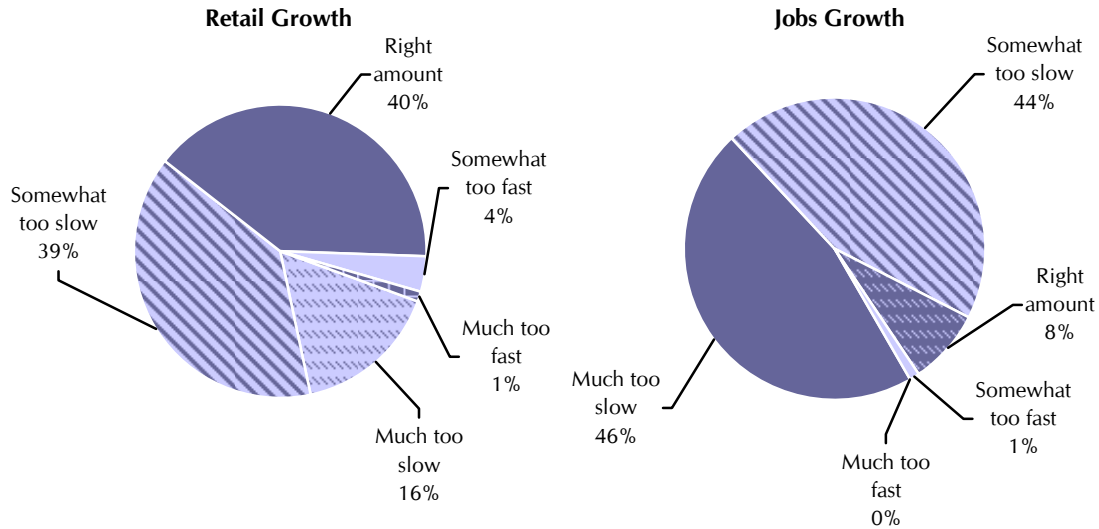


FIGURE 29: RETAIL AND JOBS GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Much more
Jobs growth seen as too slow	Much more

FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES

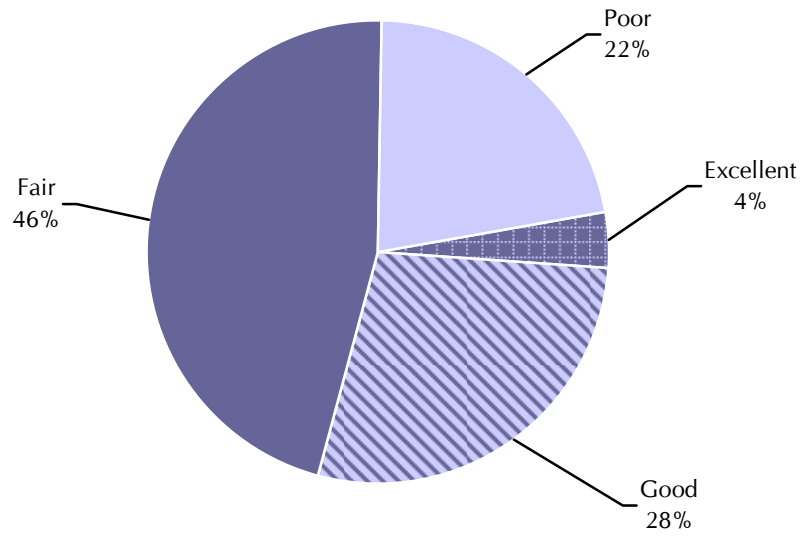


FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

Comparison to benchmark	
Economic development	Much below

Residents were asked to reflect on their economic prospects in the near term. Sixteen percent of the City of McMinnville residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family, while 43% felt that the economic future would be “somewhat” or “very” negative. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 32: RATINGS OF PERSONAL ECONOMIC FUTURE

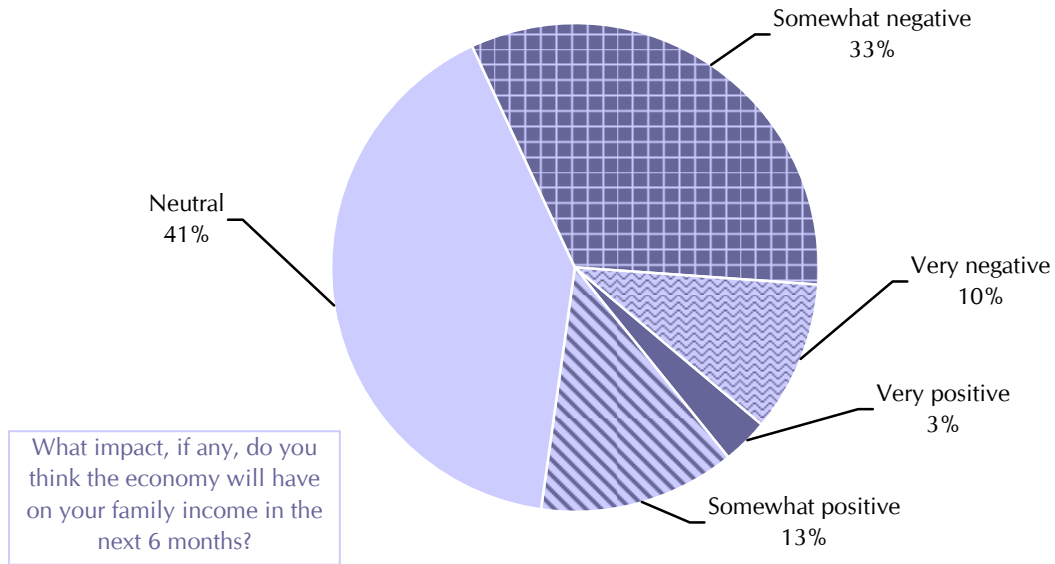


FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Similar

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Most gave positive ratings of safety in the City of McMinnville. About 77% of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 77% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety.

FIGURE 34: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY

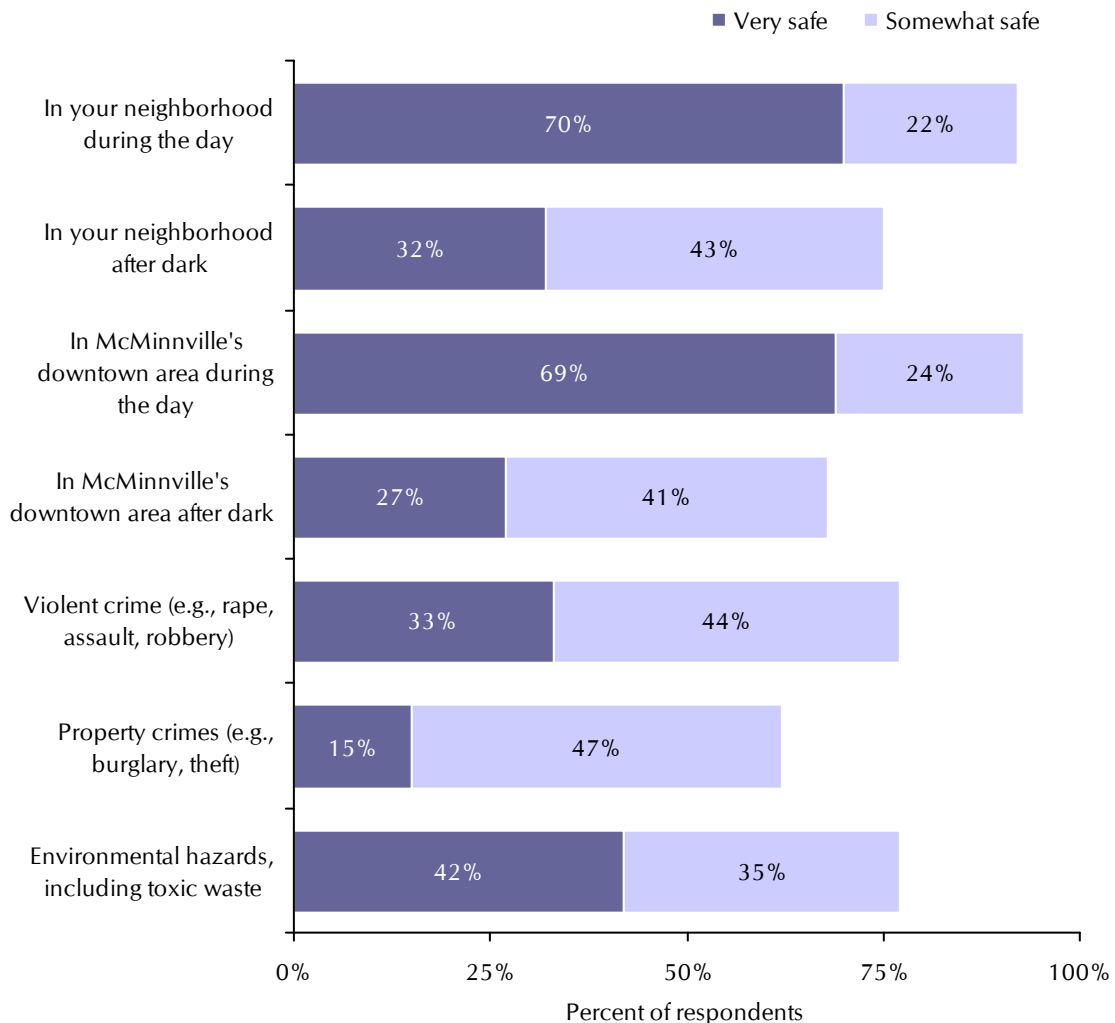


FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
In your neighborhood during the day	Above
In your neighborhood after dark	Similar
In McMinnville's downtown area during the day	Much above
In McMinnville's downtown area after dark	Much above
Violent crime (e.g., rape, assault, robbery)	Above
Property crimes (e.g., burglary, theft)	Similar
Environmental hazards, including toxic waste	Above

As assessed by the survey, 15% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 82% had reported it to police. Compared to other jurisdictions about the same percent of McMinnville residents had been victims of crime in the 12 months preceding the survey and many more McMinnville residents had reported their most recent crime victimization to the police.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING

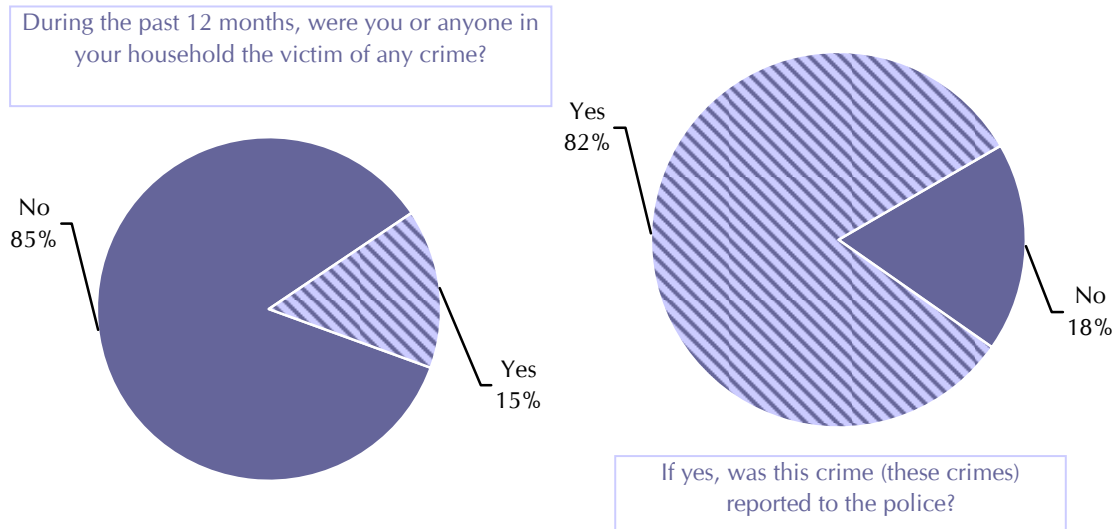


FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Similar
Reported crimes	Much more

Residents rated eight City public safety services; of these, six were rated similar to the benchmark comparison and two were rated below the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while crime prevention and emergency preparedness received the lowest ratings.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES

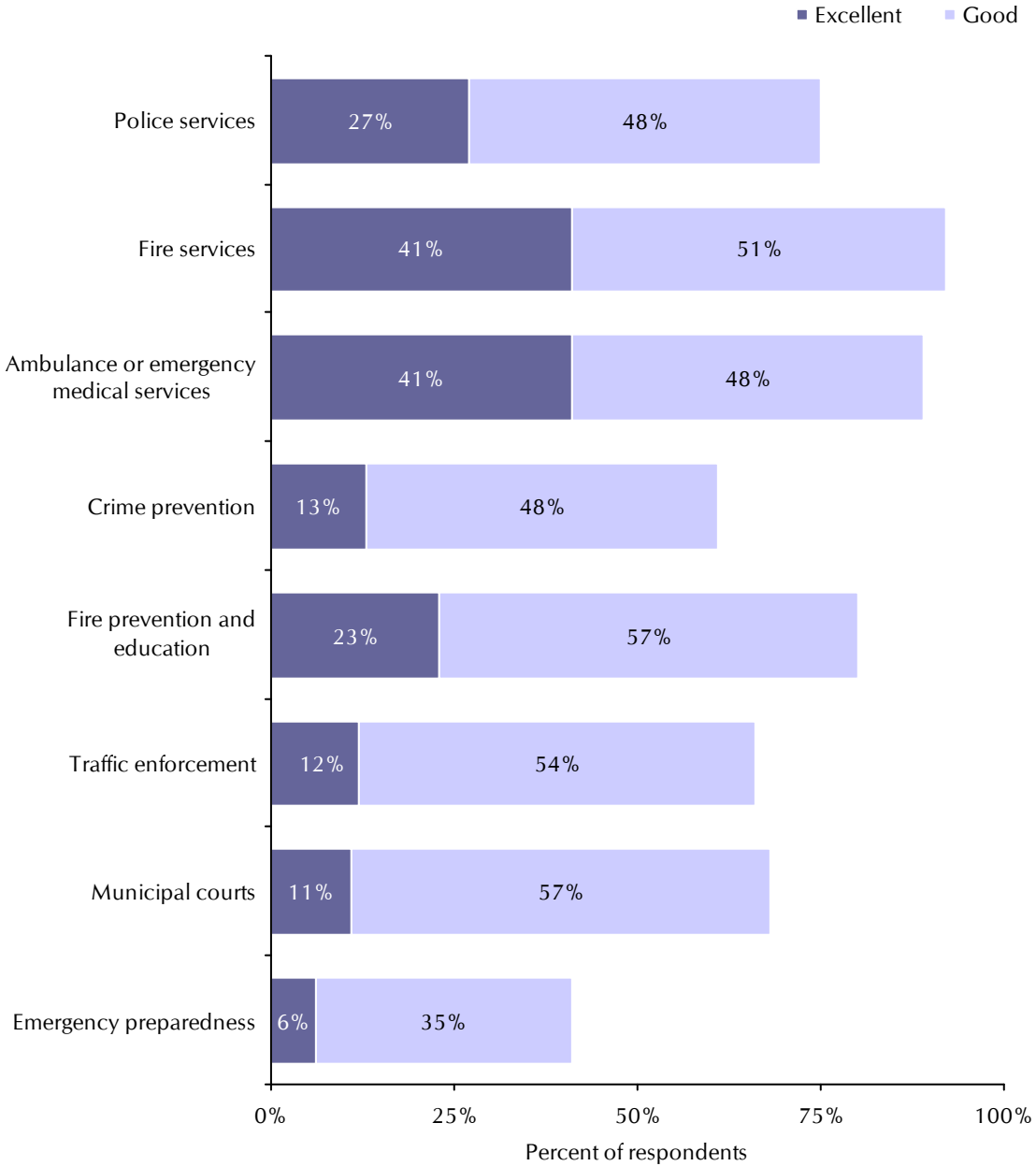


FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Similar
Fire services	Similar
Ambulance or emergency medical services	Similar
Crime prevention	Below
Fire prevention and education	Similar
Traffic enforcement	Similar
Courts	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Much below

FIGURE 40: CONTACT WITH POLICE DEPARTMENT

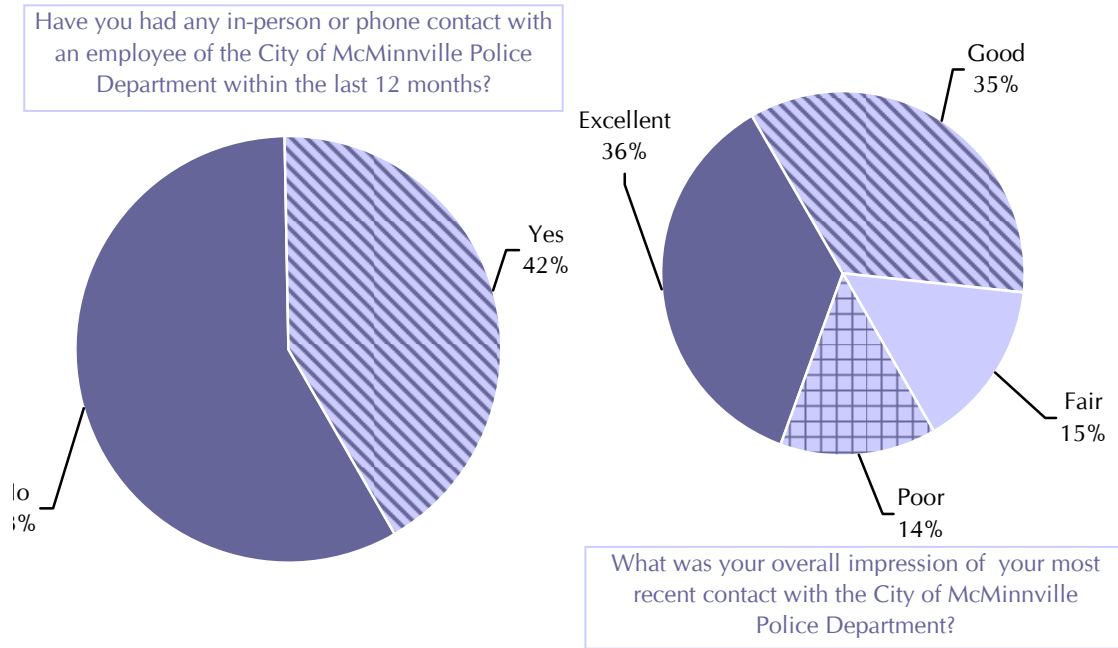


FIGURE 41: CONTACT WITH FIRE DEPARTMENT

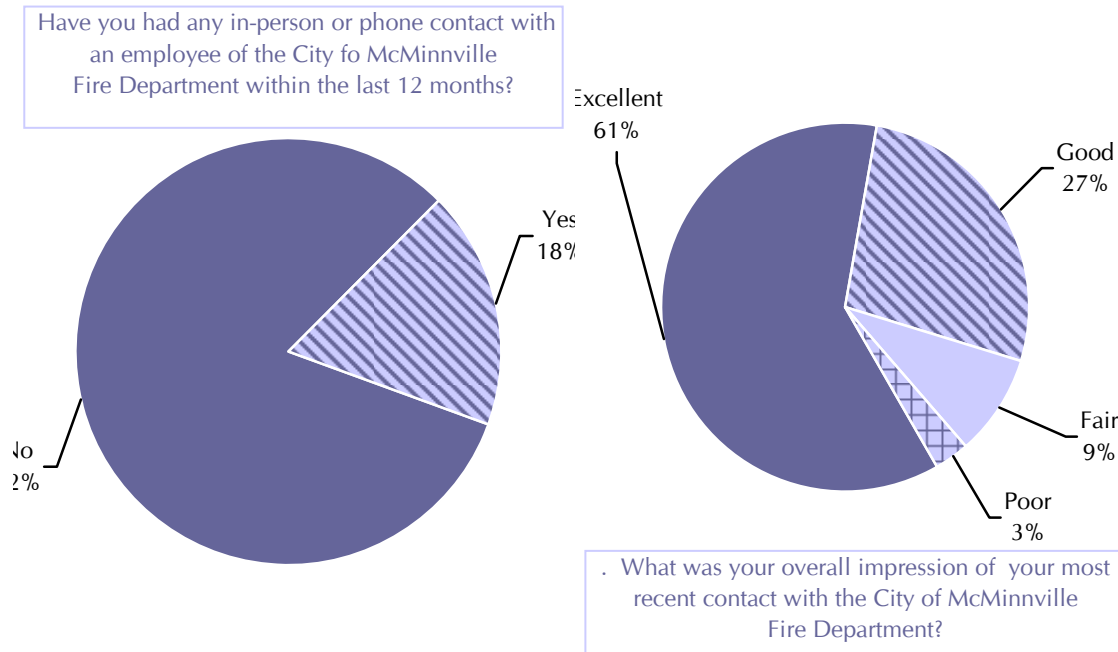


FIGURE 42: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

	Comparison to benchmark
Had contact with the City of McMinnville Police Department	Much more
Overall impression of most recent contact with the City of McMinnville Police Department	Below
Had contact with the City of McMinnville Fire Department	More
Overall impression of most recent contact with the City of McMinnville Fire Department	Similar

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the City of McMinnville were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 79% of survey respondents.

FIGURE 43: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

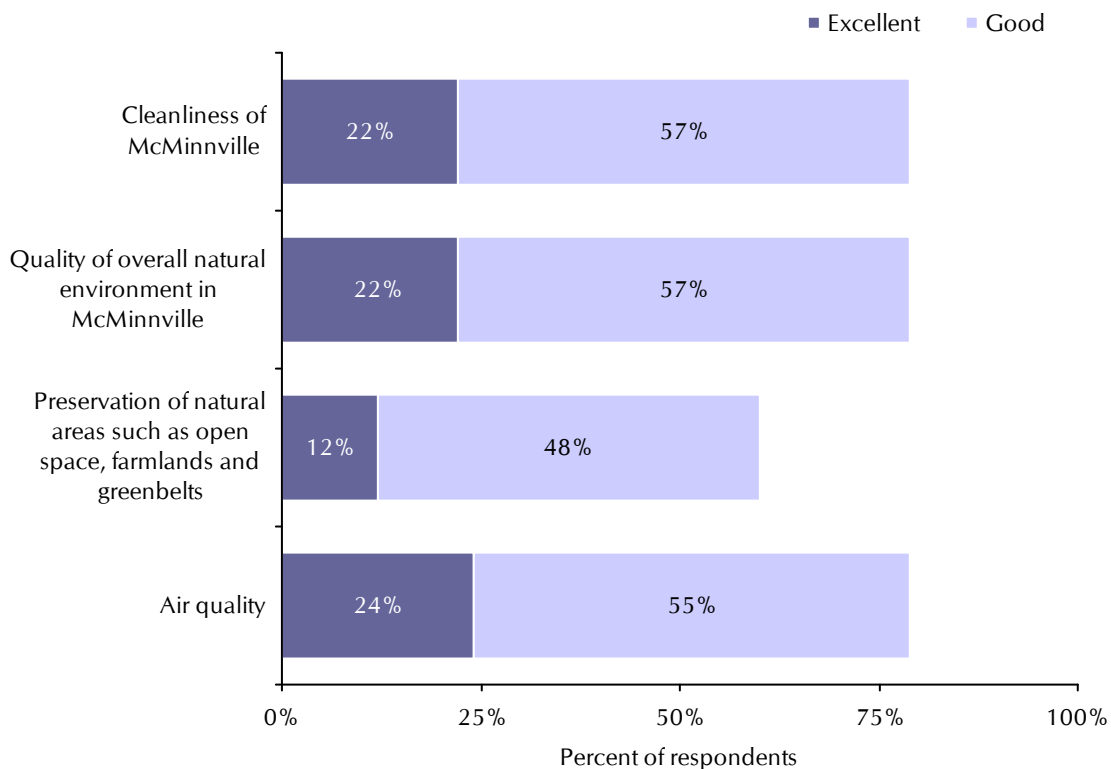


FIGURE 44: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of McMinnville	Much above
Quality of overall natural environment in McMinnville	Above
Preservation of natural areas such as open space, farmlands and greenbelts	Similar
Air quality	Much above

Resident recycling was much greater than recycling reported in comparison communities.

FIGURE 45: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

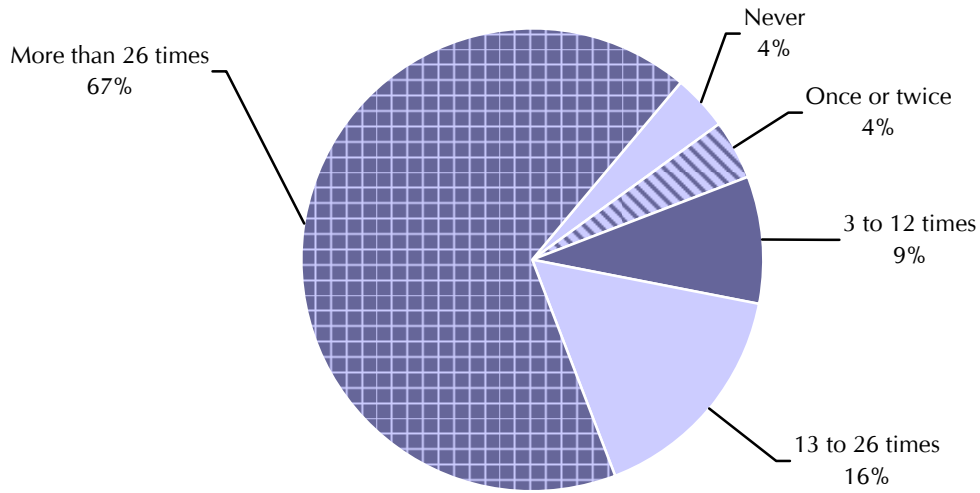


FIGURE 46: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	Much more

Of the seven utility services rated by those completing the questionnaire, six were higher than the benchmark comparison and one was similar to the benchmark comparison.

FIGURE 47: RATINGS OF UTILITY SERVICES

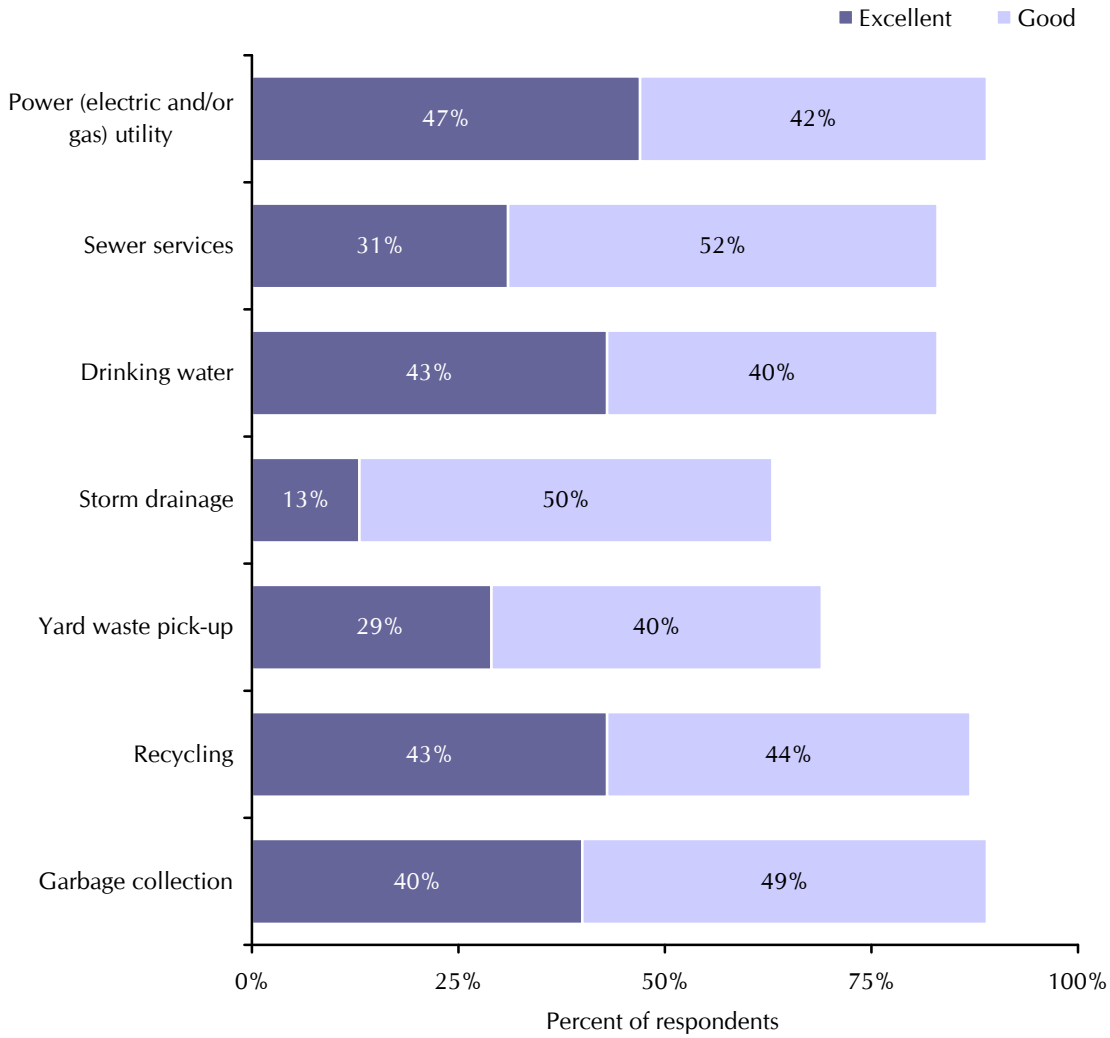


FIGURE 48: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Power (electric and/or gas) utility	Much above
Sewer services	Much above
Drinking water	Much above
Storm drainage	Above
Yard waste pick-up	Similar
Recycling	Much above
Garbage collection	Much above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of McMinnville were rated moderately. Services related to parks and recreation were rated more positively. Recreation programs or classes and city parks were rated higher than the benchmark while recreation centers or facilities were similar to the benchmark.

Resident use of McMinnville parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used McMinnville recreation centers was much greater than the percent of users in comparison jurisdictions. However, recreation program use in McMinnville was about the same as use in comparison jurisdictions.

FIGURE 49: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

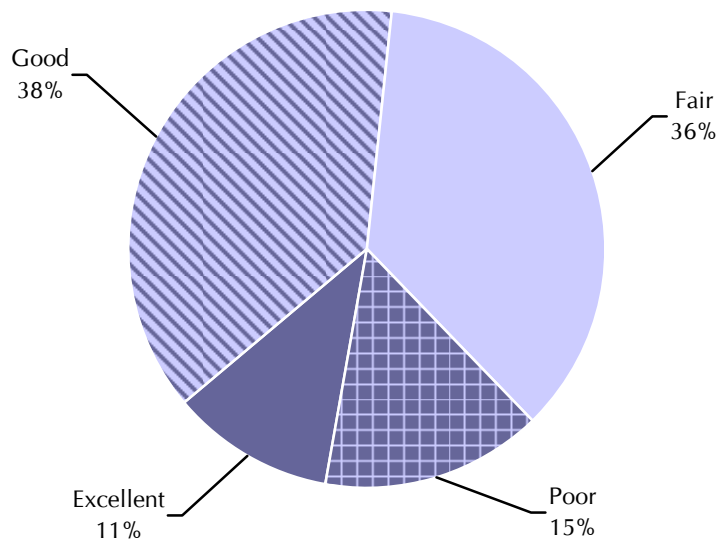


FIGURE 50: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Recreation opportunities	Much below

FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

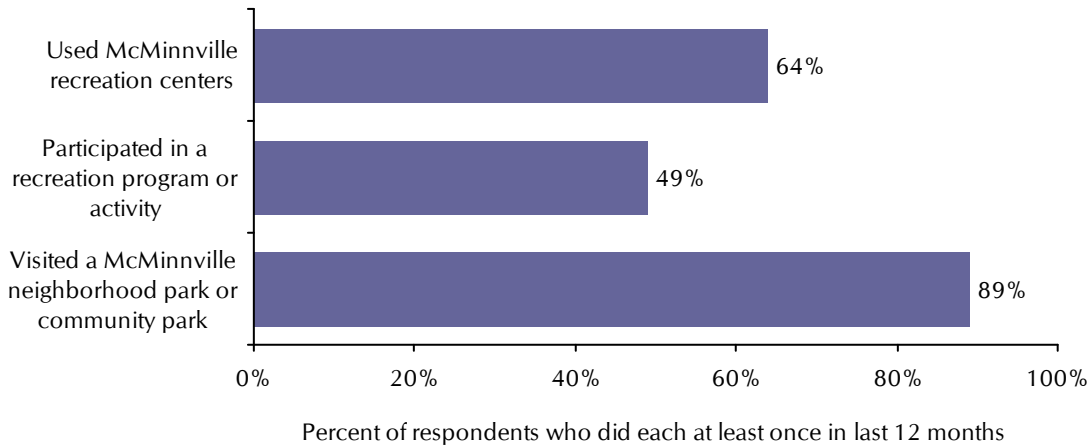


FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used McMinnville recreation centers	Much more
Participated in a recreation program or activity	Similar
Visited a neighborhood park or City park	Much more

FIGURE 53: RATINGS OF PARKS AND RECREATION SERVICES

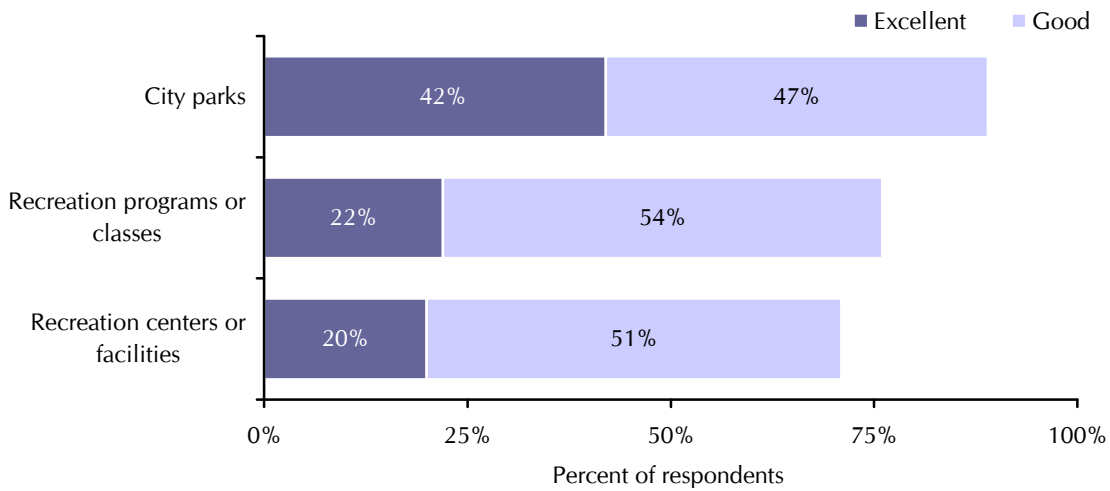


FIGURE 54: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Much above
Recreation programs or classes	Above
Recreation centers or facilities	Similar

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities was rated as “excellent” or “good” by 46% of respondents. Educational opportunities were rated as “excellent” or “good” by 57% of respondents. Compared to the benchmark data, educational opportunities were below the average of comparison jurisdictions, as was cultural activity opportunities.

About 75% of McMinnville residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was more than use in comparison jurisdictions.

FIGURE 55: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

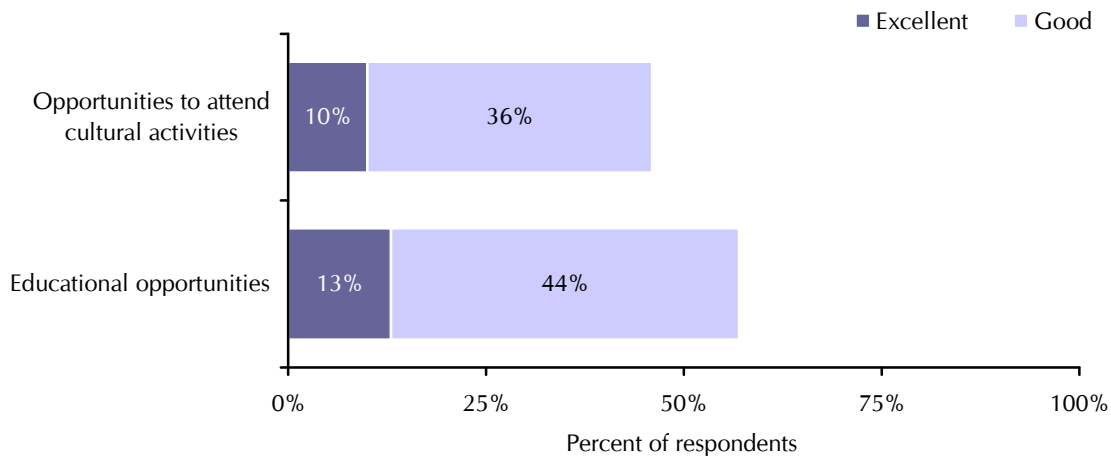


FIGURE 56: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Much below
Educational opportunities	Below

FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

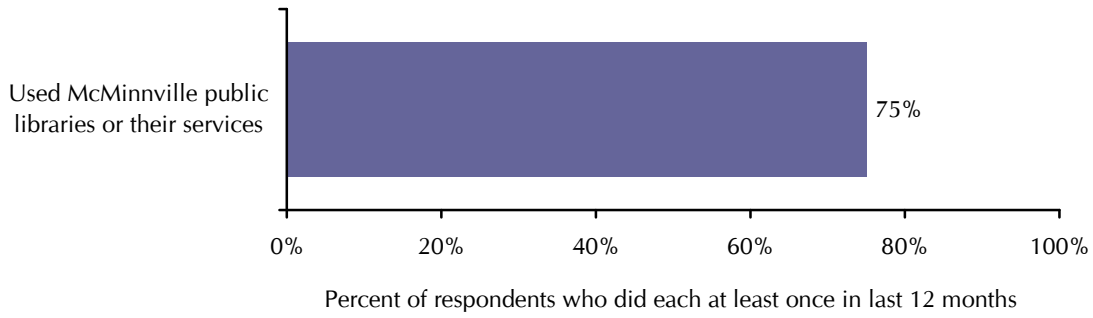


FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Used McMinnville public libraries or their services	More

FIGURE 59: PERCEPTION OF CULTURAL SERVICES

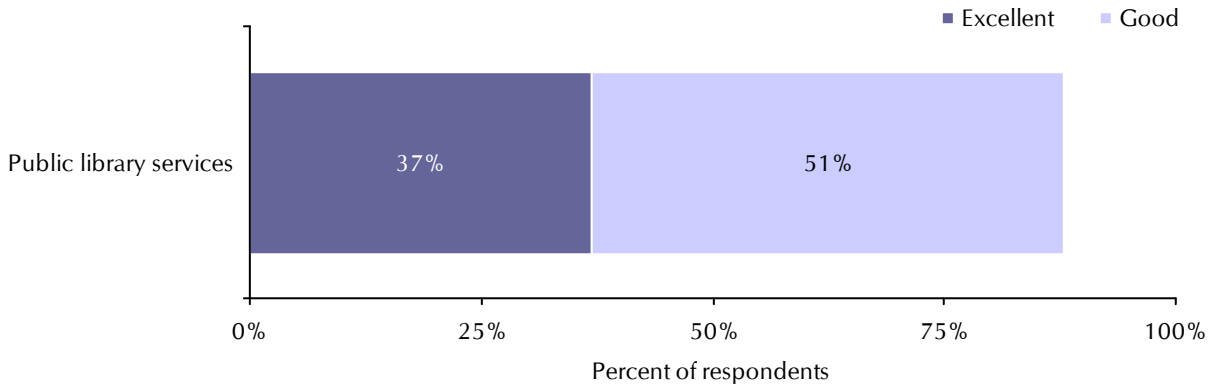


FIGURE 60: CULTURAL SERVICES BENCHMARKS

Comparison to benchmark	
Public library services	Above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of McMinnville were asked to rate the community’s health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food was rated most positively for the City of McMinnville, while the availability for affordable quality health care and preventive health services were rated less favorably by residents.

Among McMinnville residents, 6% rated affordable quality health care as “excellent” while 40% rated it as “good.” Those ratings were much below the ratings of comparison communities.

FIGURE 61: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

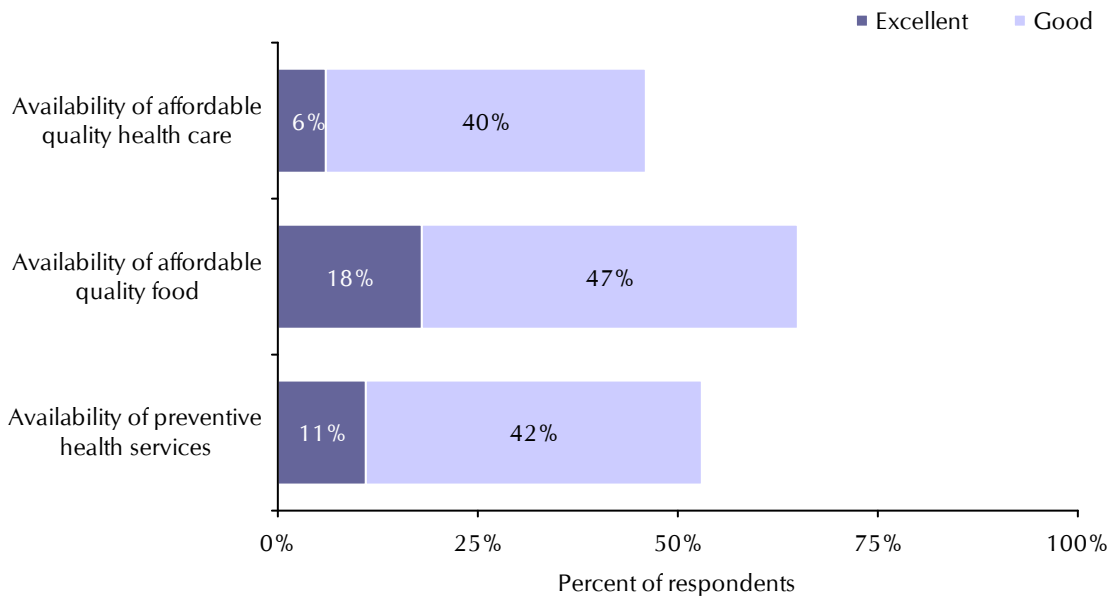


FIGURE 62: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Much below
Availability of affordable quality food	Above
Availability of preventive health services	Below

Health services were rated “excellent” or “good” by 58% of respondents and were below the benchmark.

FIGURE 63: RATINGS OF HEALTH AND WELLNESS SERVICES

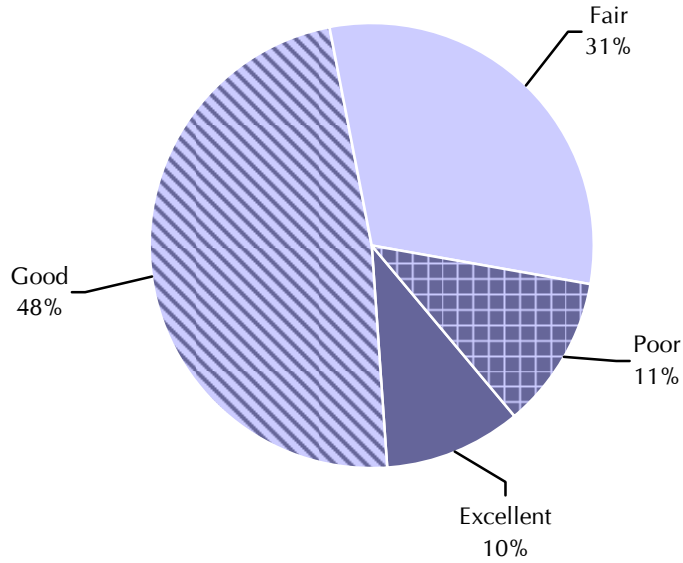


FIGURE 64: HEALTH AND WELLNESS SERVICES BENCHMARKS



COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of McMinnville as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

About eight in ten residents rated the City of McMinnville as an “excellent” or “good” place to raise kids and a high percentage rated it as an excellent or good place to retire. Most residents felt that the local sense of community was “excellent” or “good.” A majority of survey respondents felt the City of McMinnville was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents and was lower than the benchmark.

FIGURE 65: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS

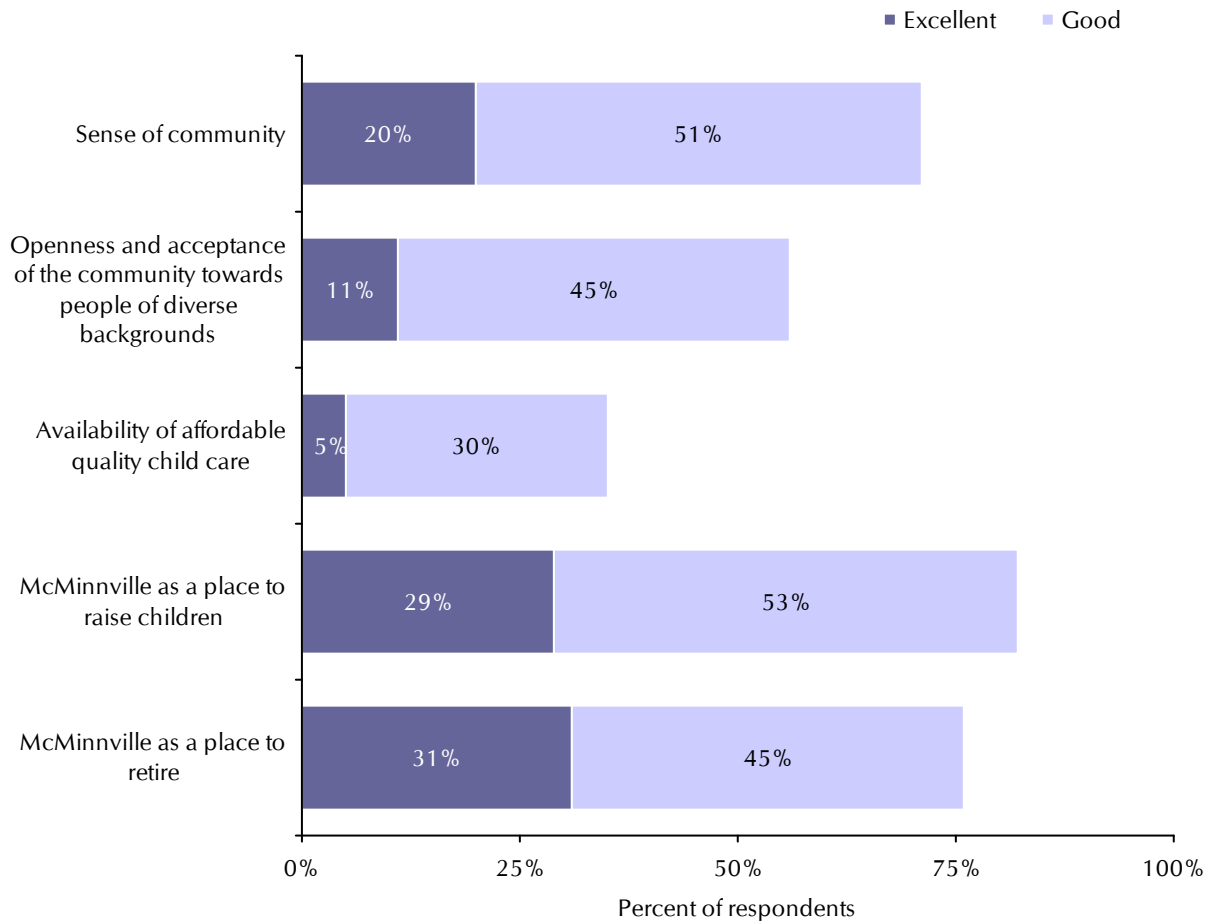


FIGURE 66: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Much above
Openness and acceptance of the community toward people of diverse backgrounds	Below
Availability of affordable quality child care	Below
McMinnville as a place to raise kids	Above
McMinnville as a place to retire	Much above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 45% to 70% with ratings of “excellent” or “good.” Services to seniors were above the benchmark, services to low-income people were similar to the benchmark and services to youth were much below the benchmark.

FIGURE 67: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS

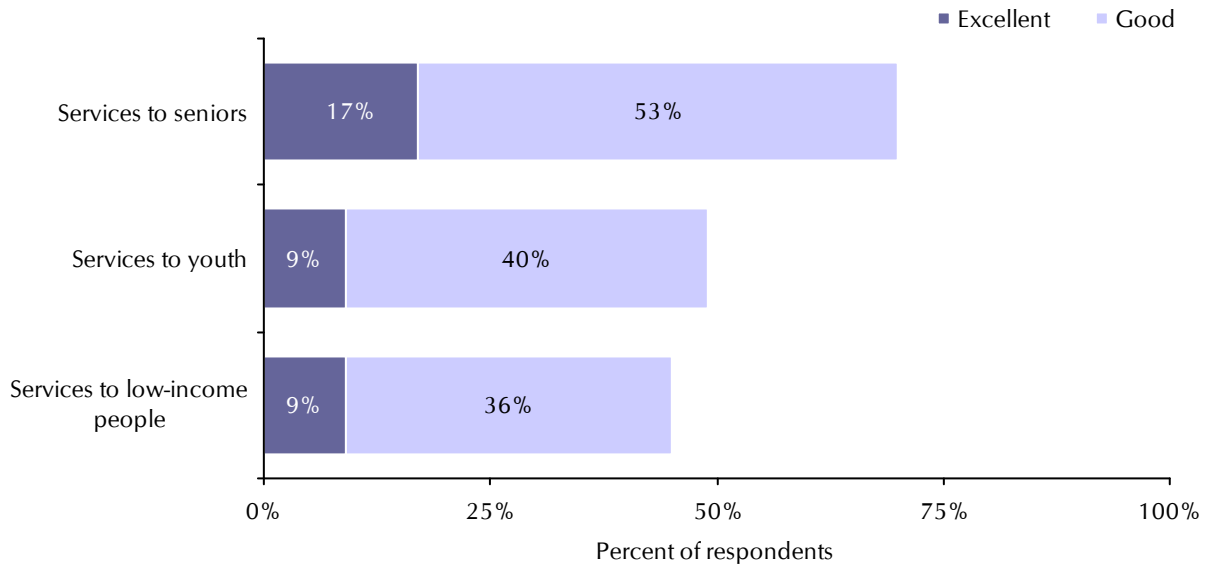


FIGURE 68: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Above
Services to youth	Much below
Services to low income people	Similar

CIVIC ENGAGEMENT

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of McMinnville. Survey participants rated the volunteer opportunities in the City of McMinnville favorably. Opportunities to attend or participate in community matters were rated less favorably.

The rating for opportunities to participate in community matters was similar to the benchmark while the rating for opportunities to volunteer was much above the benchmark.

FIGURE 69: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

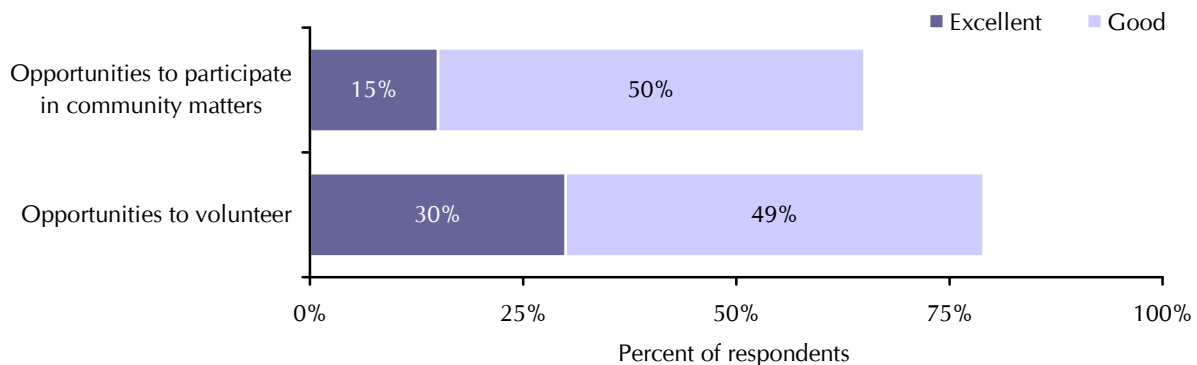


FIGURE 70: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Similar
Opportunities to volunteer	Much above

Most of the participants in this survey had not attended a public meeting or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had volunteered or participated in a club or civic group in McMinnville showed higher rates of involvement; while those who had provided help to a friend or neighbor showed similar rates. Attendance of a meeting of local elected officials or other local public meeting showed much lower rates of community engagement.

FIGURE 71: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

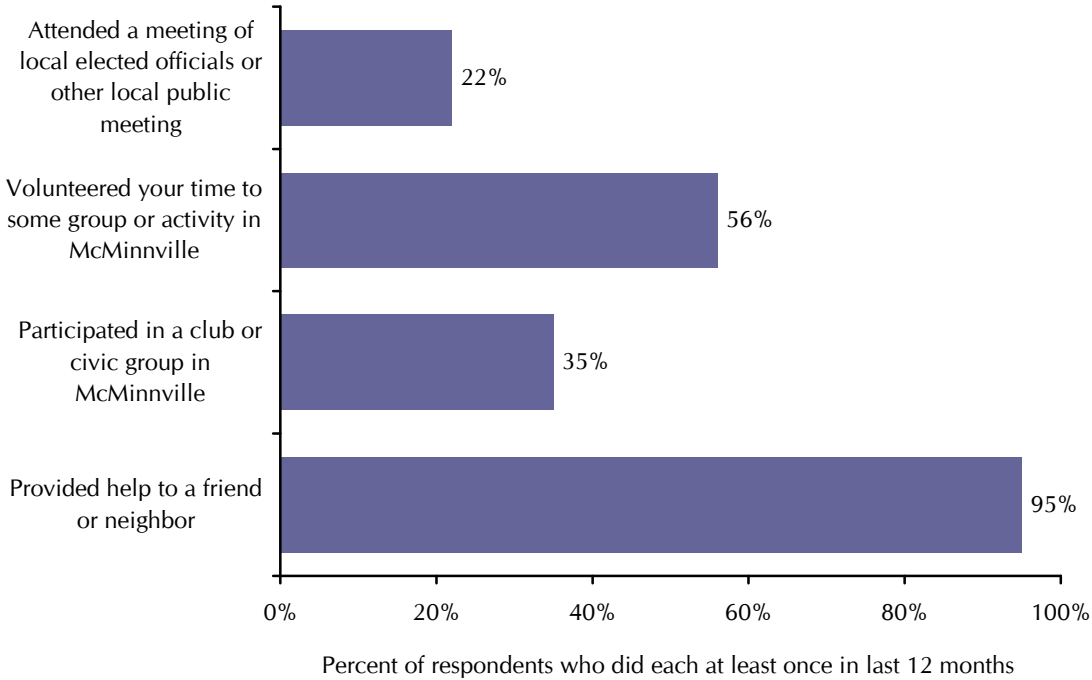


FIGURE 72: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Much less
Volunteered your time to some group or activity in McMinnville	Much more
Participated in a club or civic group in McMinnville	More
Provided help to a friend or neighbor	Similar

City of McMinnville residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-seven percent reported they were registered to vote and 80% indicated they had voted in the last general election. This rate of self-reported voting was much higher than that of comparison communities.

FIGURE 73: REPORTED VOTING BEHAVIOR

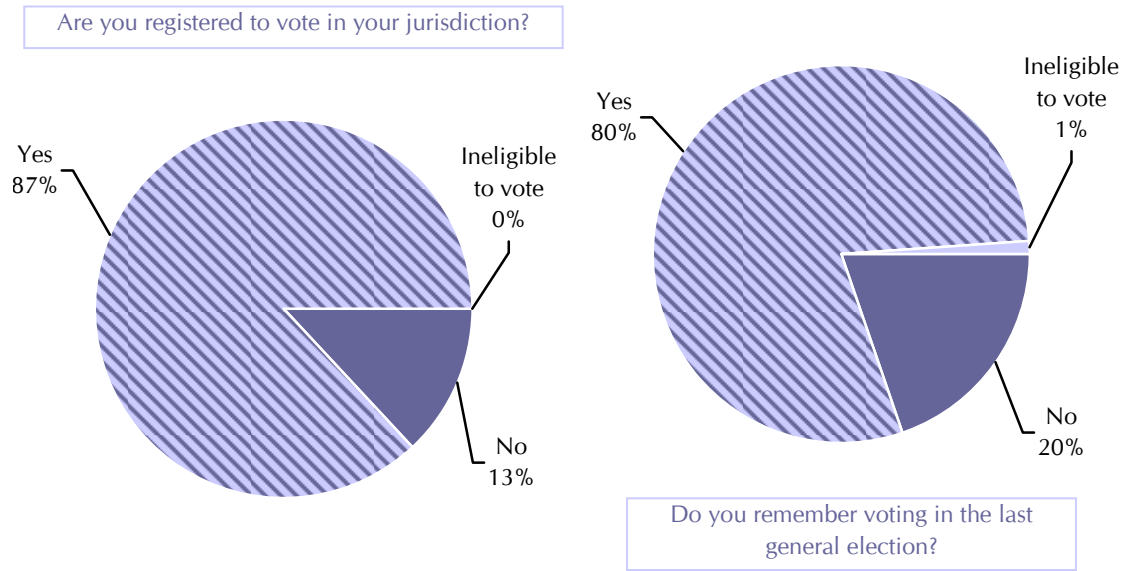


FIGURE 74: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	More
Voted in last general election	Much more

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of McMinnville Web site in the previous 12 months, 52% reported they had done so at least once. Public information services were rated similarly compared to benchmark data.

FIGURE 75: USE OF INFORMATION SOURCES

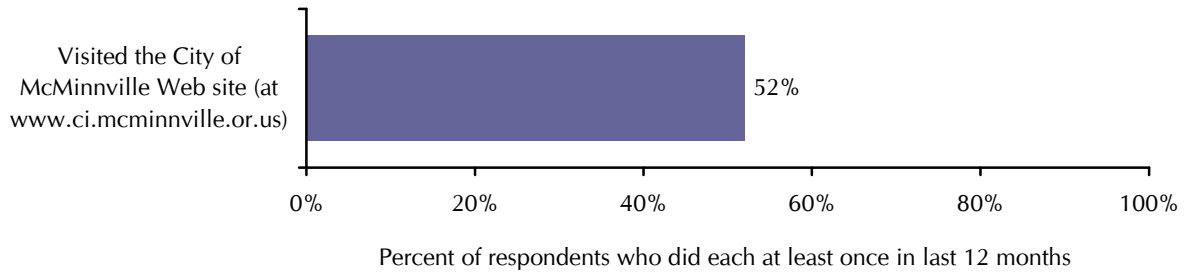


FIGURE 76: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Visited the City of McMinnville Web site	Much less

FIGURE 77: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION

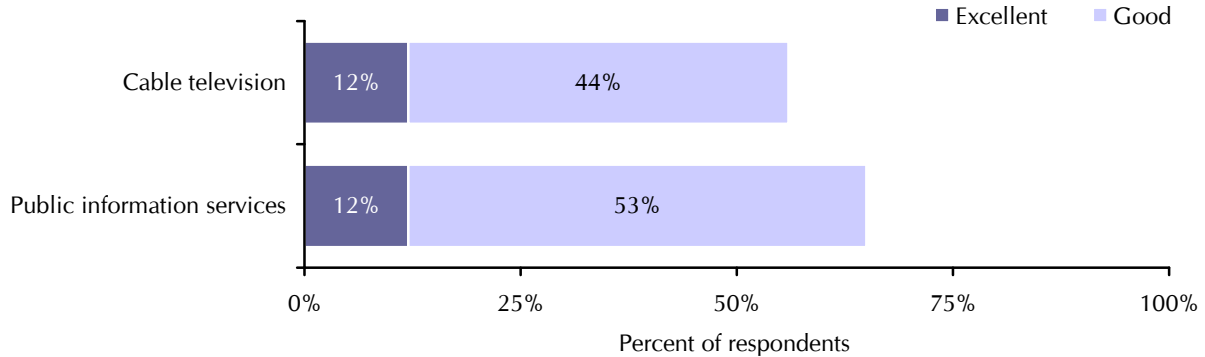


FIGURE 78: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Similar
Public information services	Similar

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 61% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 79: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

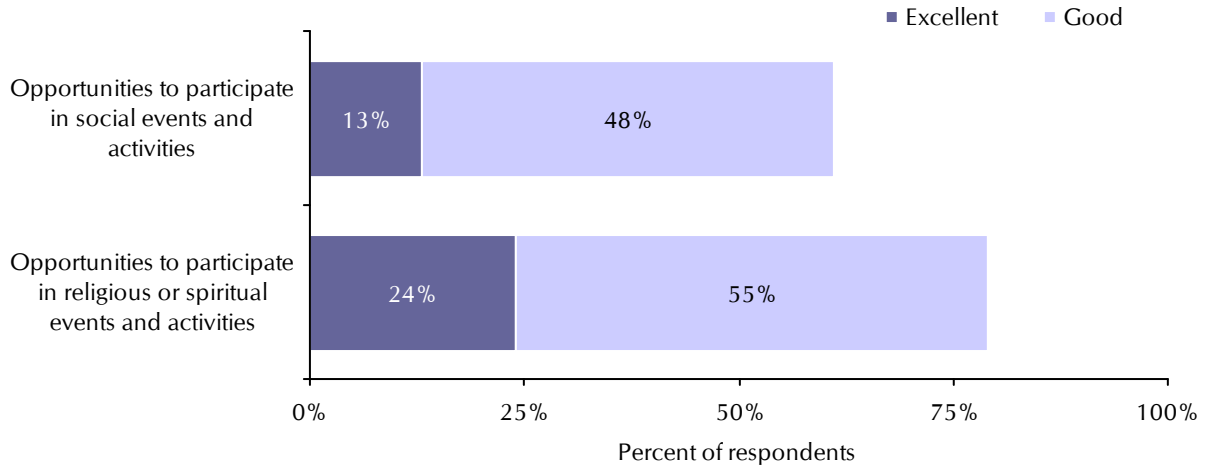


FIGURE 80: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Similar
Opportunities to participate in religious or spiritual events and activities	Similar

Residents in McMinnville reported a fair amount of neighborliness. About 45% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was much less than the amount of contact reported in other communities.

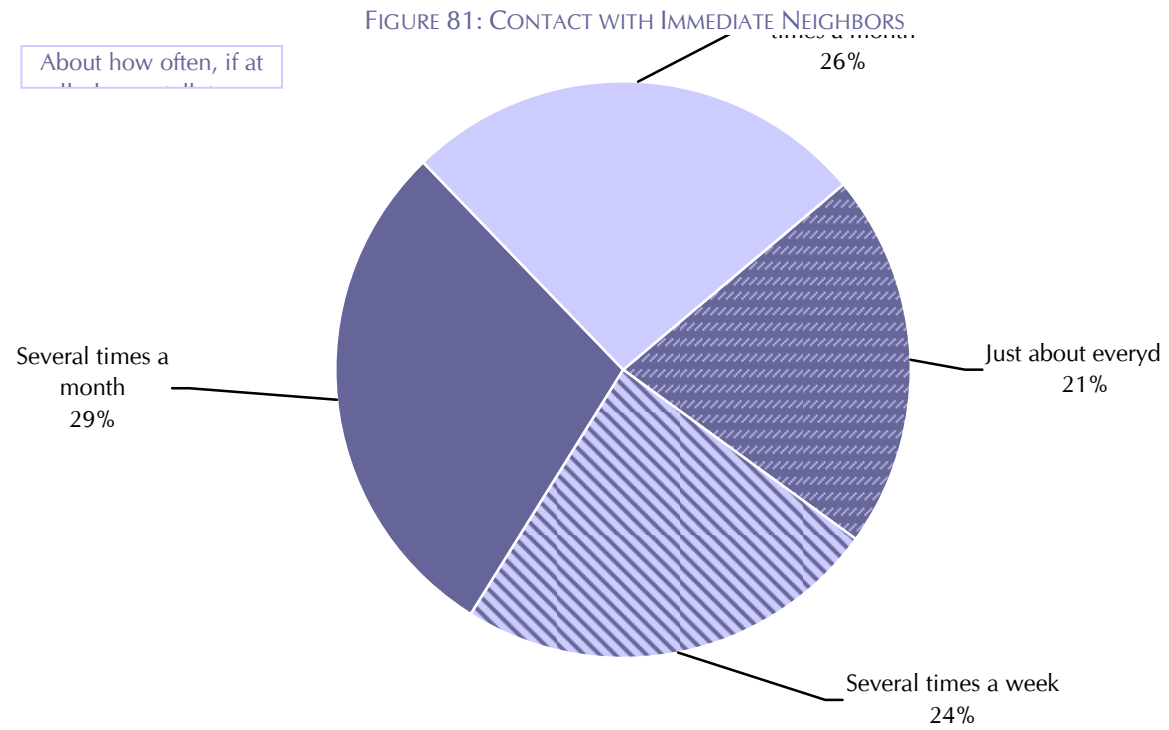


FIGURE 82: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least several times per week	Much less

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of McMinnville is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of McMinnville could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of McMinnville may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of McMinnville does at welcoming citizen involvement, 55% rated it as "excellent" or "good." Of these four ratings, all were much above the benchmark.

FIGURE 83: PUBLIC TRUST RATINGS

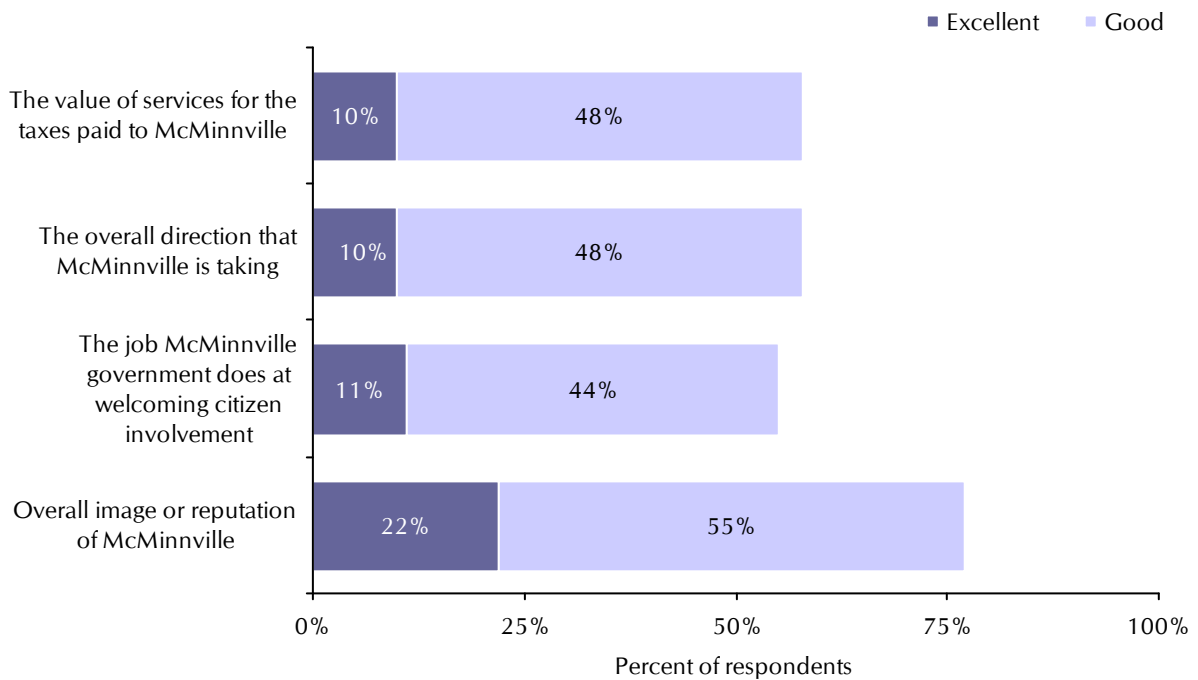


FIGURE 84: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to McMinnville	Much above
The overall direction that McMinnville is taking	Much above
Job McMinnville government does at welcoming citizen involvement	Much above
Overall image or reputation of McMinnville	Much above

On average, residents of the City of McMinnville gave the highest evaluations to their own local government and the lowest average rating to federal government. The overall quality of services delivered by the City of McMinnville was rated as “excellent” or “good” by 77% of survey participants. The City of McMinnville’s rating was above the benchmark when compared to other communities.

FIGURE 85: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS

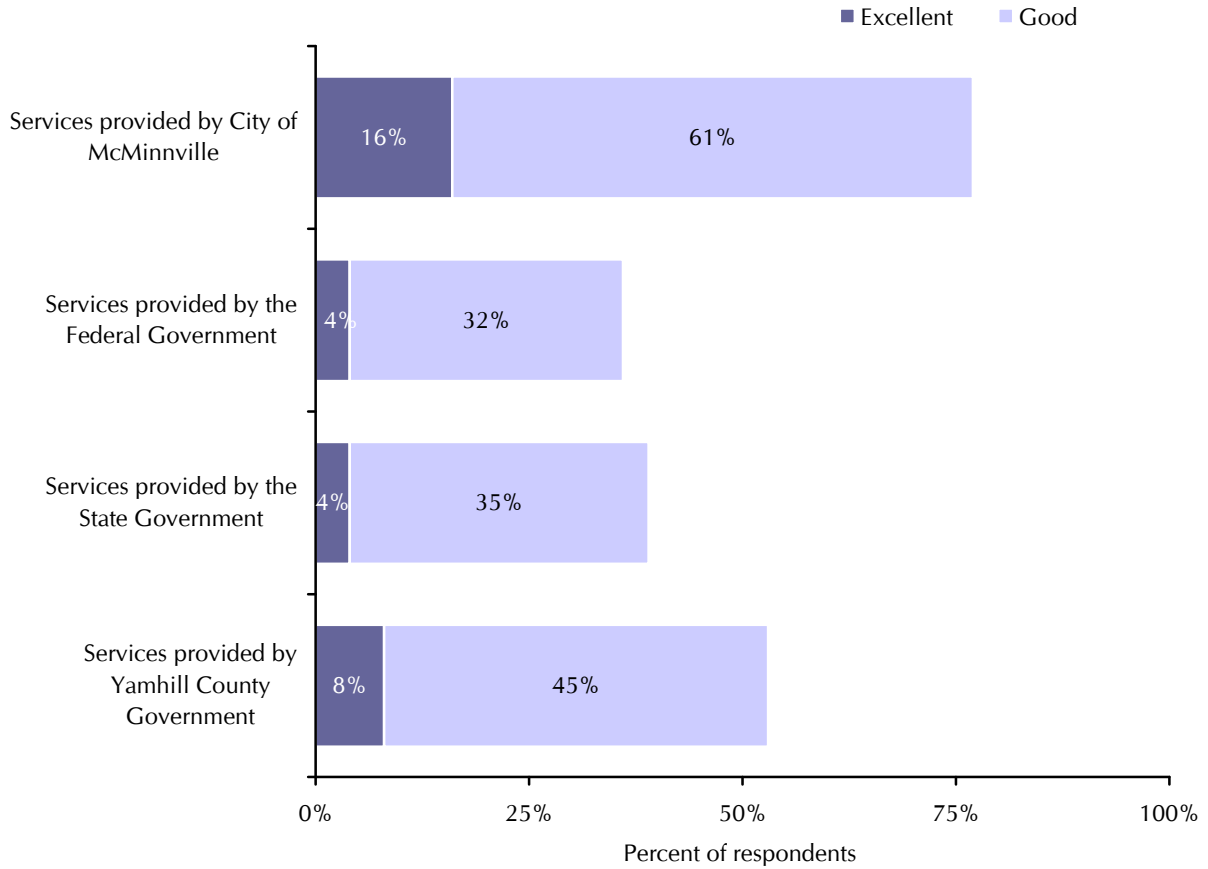


FIGURE 86: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the City of McMinnville	Above
Services provided by the Federal Government	Below
Services provided by the State Government	Similar
Services provided by Yamhill County Government	Above

City of McMinnville Employees

The employees of the City of McMinnville who interact with the public create the first impression that most residents have of the City of McMinnville. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of McMinnville. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of McMinnville staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 48% who reported that they had been in contact (a percent that is much lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 76% of respondents rated their overall impression as "excellent" or "good."

FIGURE 87: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS

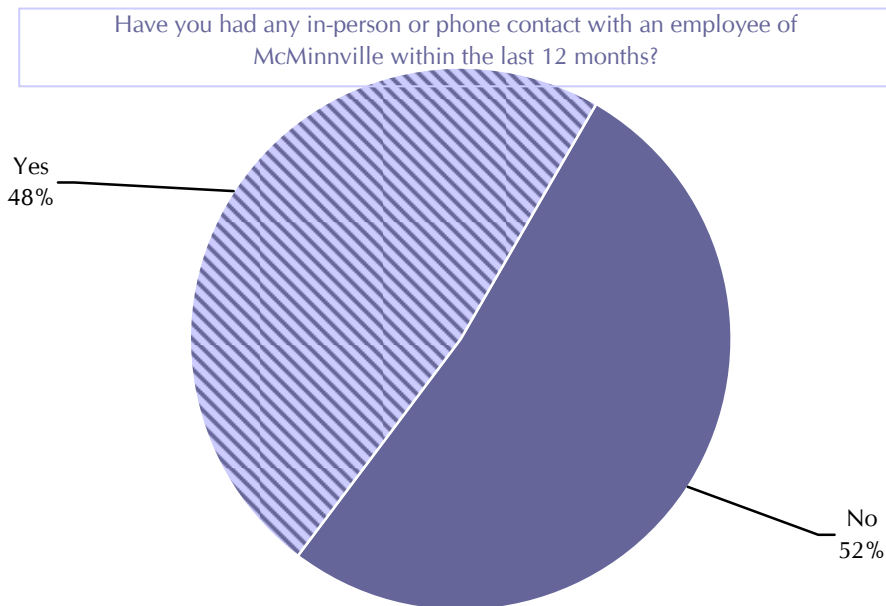


FIGURE 88: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with City employee(s) in last 12 months	Much less

FIGURE 89: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

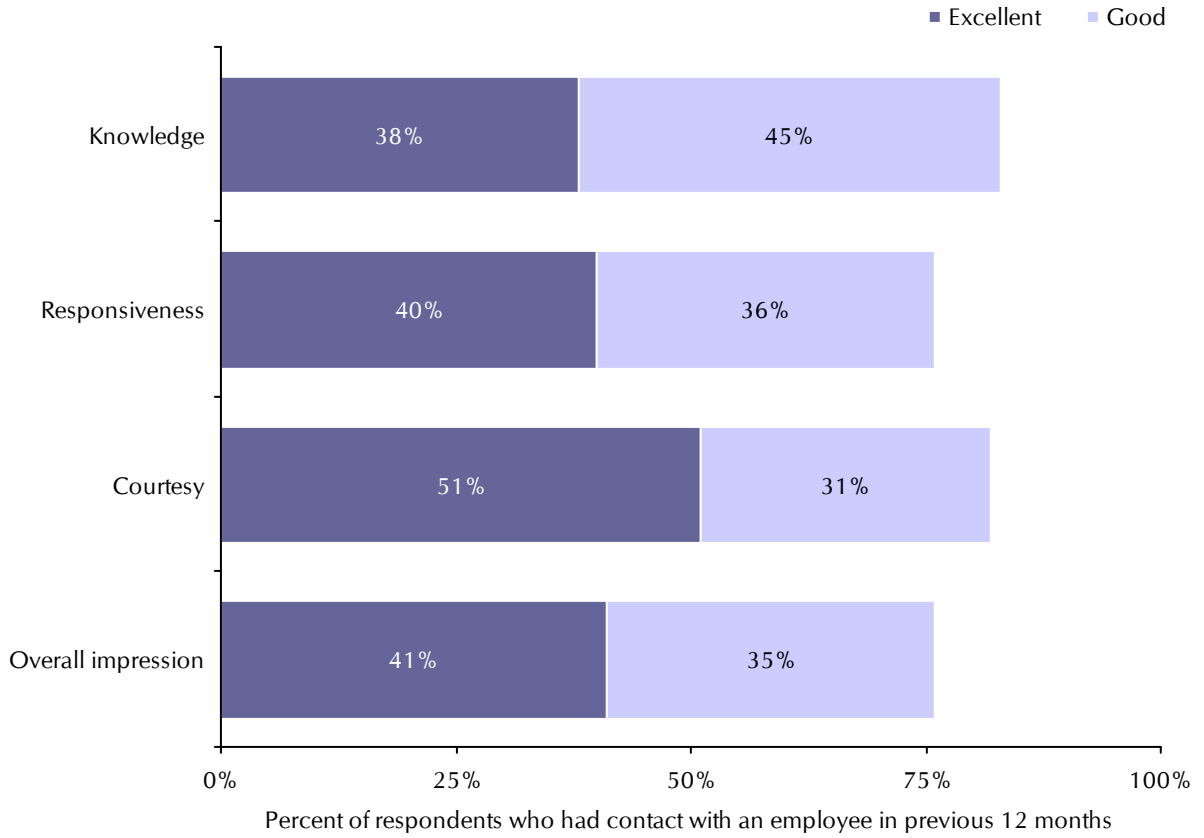


FIGURE 90: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Much above
Responsiveness	Above
Courteousness	Much above
Overall impression	Much above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the City of McMinnville by examining the relationships between ratings of each service and ratings of the City of McMinnville's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of McMinnville can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the McMinnville Key Driver Analysis were:

- Police services
- Economic development
- Drinking water
- Preservation of natural areas
- City parks
- Public library services

CITY OF MCMINNVILLE ACTION CHART™

The 2011 City of McMinnville Action Chart™ on the following page combines two dimensions of performance:

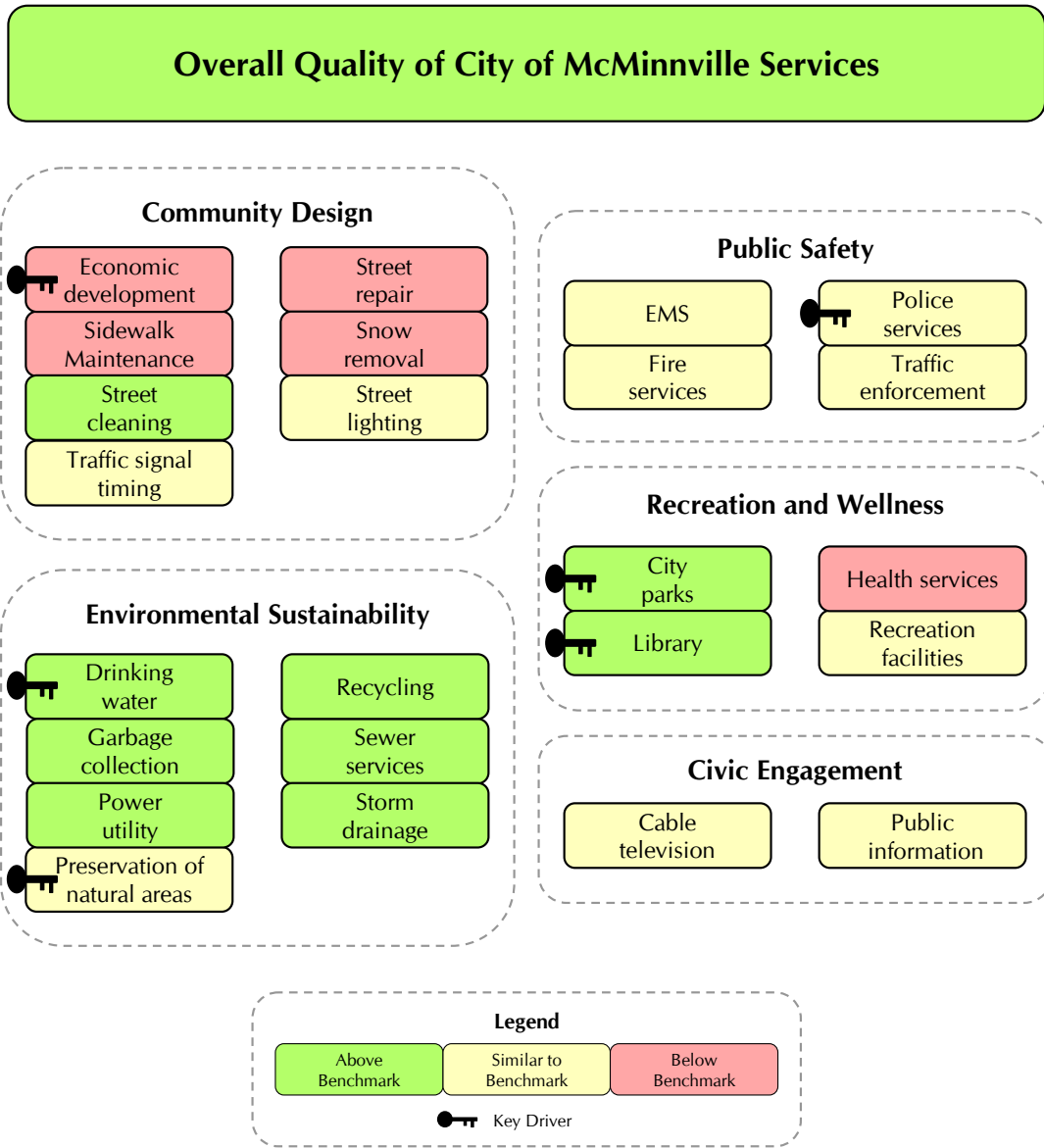
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the City.

Twenty-four services were included in the KDA for the City of McMinnville. Of these, nine were above the benchmark, five were below the benchmark and 10 were similar to the benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In McMinnville, economic development was below the benchmark and police services and preservation of natural areas were similar to the benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 91: CITY OF MCMINNVILLE ACTION CHART



Using Your Action Chart™

The key drivers derived for the City of McMinnville provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of McMinnville, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in McMinnville, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But animal control could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do McMinnville residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in bold typeface and with the symbol "•"), the City of McMinnville key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "°") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

FIGURE 92: KEY DRIVERS COMPARED

Service	City of McMinnville Key Driver	National Key Driver	Core Service
• Police services	✓	✓	✓
Fire services			✓
Ambulance and emergency medical services			✓
◦ Traffic enforcement			
Street repair			✓
◦ Street cleaning			
◦ Street lighting			
◦ Snow removal			
◦ Sidewalk maintenance			
◦ Traffic signal timing			
Garbage collection			✓
◦ Recycling			
Storm drainage			✓
• Drinking water	✓		✓
Sewer services			✓
◦ Power (electric and/or gas) utility			
City parks	✓		
◦ Recreation centers or facilities			
• Economic development	✓	✓	
◦ Health services			
Public library	✓		
Public information services		✓	
◦ Cable television			
Preservation of natural areas	✓		

- Key driver overlaps with national and or core services
- Service may be targeted for reductions it is not a key driver or core service

POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

Policy Question 1	
Which of the following are you willing to fund with additional taxes? (Please check all that you would be willing to fund with additional taxes.)	Percent of respondents
Street and traffic improvements & maintenance	43%
Police services	32%
Fire services	29%
Creating more recreation facilities	29%
Ambulance services	27%
Library service	23%
Downtown improvements	15%
None	31%
Total may exceed 100% as respondents could select more than one option	

Policy Question 2	
Based on the current downturn in the economy, the City will need to increase revenues or reduce services. To what extent do you support or oppose action to increase revenues (i.e., taxes, fees, etc.) to maintain existing levels of service?	Percent of respondents
Strongly support	15%
Somewhat support	38%
Somewhat oppose	25%
Strongly oppose	22%
Total	100%

Policy Question 3					
In order to meet a possible fiscal 2011-12 budget shortfall, to what extent do you support or oppose a reduction in the following City services?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Fire and ambulance services	14%	14%	22%	50%	100%
Library services	12%	36%	28%	23%	100%
Parks maintenance	9%	39%	32%	20%	100%
Police services	16%	16%	20%	47%	100%
Recreation services	13%	39%	30%	18%	100%
Planning & economic development services	18%	39%	28%	16%	100%

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING “DON’T KNOW” RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in McMinnville:	Excellent	Good	Fair	Poor	Total
McMinnville as a place to live	36%	53%	10%	1%	100%
Your neighborhood as a place to live	25%	52%	18%	5%	100%
McMinnville as a place to raise children	29%	53%	14%	5%	100%
McMinnville as a place to work	14%	37%	29%	20%	100%
McMinnville as a place to retire	31%	45%	19%	5%	100%
The overall quality of life in McMinnville	24%	57%	17%	2%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to McMinnville as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	20%	51%	26%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	11%	45%	33%	11%	100%
Overall appearance of McMinnville	22%	60%	16%	2%	100%
Cleanliness of McMinnville	22%	57%	17%	3%	100%
Overall quality of new development in McMinnville	12%	49%	31%	8%	100%
Variety of housing options	14%	44%	33%	8%	100%
Overall quality of business and service establishments in McMinnville	13%	49%	31%	7%	100%
Shopping opportunities	7%	31%	42%	21%	100%
Opportunities to attend cultural activities	10%	36%	39%	15%	100%
Recreational opportunities	11%	38%	36%	15%	100%
Employment opportunities	3%	12%	43%	42%	100%
Educational opportunities	13%	44%	34%	8%	100%
Opportunities to participate in social events and activities	13%	48%	32%	8%	100%
Opportunities to participate in religious or spiritual events and activities	24%	55%	19%	3%	100%
Opportunities to volunteer	30%	49%	18%	3%	100%
Opportunities to participate in community matters	15%	50%	30%	5%	100%
Ease of car travel in McMinnville	18%	46%	27%	9%	100%
Ease of bus travel in McMinnville	10%	37%	34%	19%	100%
Ease of bicycle travel in McMinnville	14%	44%	35%	8%	100%
Ease of walking in McMinnville	23%	52%	22%	3%	100%
Availability of paths and walking trails	14%	44%	32%	9%	100%
Traffic flow on major streets	7%	41%	37%	14%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to McMinnville as a whole:	Excellent	Good	Fair	Poor	Total
Amount of public parking	11%	41%	34%	14%	100%
Availability of affordable quality housing	7%	33%	40%	21%	100%
Availability of affordable quality child care	5%	30%	44%	21%	100%
Availability of affordable quality health care	6%	40%	31%	23%	100%
Availability of affordable quality food	18%	47%	28%	7%	100%
Availability of preventive health services	11%	42%	32%	15%	100%
Air quality	24%	55%	16%	4%	100%
Quality of overall natural environment in McMinnville	22%	57%	18%	3%	100%
Overall image or reputation of McMinnville	22%	55%	20%	3%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in McMinnville over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	8%	57%	25%	10%	100%
Retail growth (stores, restaurants, etc.)	16%	39%	40%	4%	1%	100%
Jobs growth	46%	44%	8%	1%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in McMinnville?	Percent of respondents
Not a problem	15%
Minor problem	51%
Moderate problem	30%
Major problem	4%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in McMinnville:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	33%	44%	13%	9%	2%	100%
Property crimes (e.g., burglary, theft)	15%	47%	18%	15%	5%	100%
Environmental hazards, including toxic waste	42%	35%	16%	5%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	70%	22%	5%	2%	1%	100%
In your neighborhood after dark	32%	43%	10%	11%	4%	100%
In McMinnville's downtown area during the day	69%	24%	5%	2%	0%	100%
In McMinnville's downtown area after dark	27%	41%	15%	14%	3%	100%

Question 7: Contact with Police Department		
Have you had any in-person or phone contact with an employee of the City of McMinnville Police Department within the last 12 months?	No	Yes
Have you had any in-person or phone contact with an employee of the City of McMinnville Police Department within the last 12 months?	58%	42%

Question 8: Ratings of Contact with Police Department				
What was your overall impression of your most recent contact with the City of McMinnville Police Department?	Excellent	Good	Fair	Poor
What was your overall impression of your most recent contact with the City of McMinnville Police Department?	36%	35%	15%	14%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	85%
Yes	15%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	18%
Yes	82%
Total	100%

Question 11: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McMinnville?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used McMinnville public libraries or their services	25%	23%	28%	11%	14%	100%
Used McMinnville recreation centers	36%	25%	20%	10%	9%	100%
Participated in a recreation program or activity	51%	24%	15%	5%	6%	100%
Visited a McMinnville neighborhood park or community park	11%	19%	32%	22%	17%	100%
Ridden a local bus within McMinnville	83%	7%	4%	2%	4%	100%
Attended a meeting of local elected officials or other local public meeting	78%	13%	7%	1%	1%	100%
Visited the City of McMinnville Web site (at www.ci.mcminnville.or.us)	48%	24%	21%	5%	2%	100%
Recycled used paper, cans or bottles from your home	4%	4%	9%	16%	67%	100%
Volunteered your time to some group or activity in McMinnville	44%	22%	13%	7%	13%	100%
Participated in a club or civic group in McMinnville	65%	15%	7%	6%	7%	100%
Provided help to a friend or neighbor	5%	19%	40%	18%	18%	100%

Question 12: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	21%
Several times a week	24%
Several times a month	29%
Less than several times a month	26%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in McMinnville:	Excellent	Good	Fair	Poor	Total
Police services	27%	48%	19%	7%	100%
Fire services	41%	51%	7%	1%	100%
Ambulance or emergency medical services	41%	48%	9%	2%	100%
Crime prevention	13%	48%	28%	11%	100%
Fire prevention and education	23%	57%	17%	3%	100%
Municipal courts	11%	57%	23%	10%	100%
Traffic enforcement	12%	54%	23%	11%	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in McMinnville:	Excellent	Good	Fair	Poor	Total
Street repair	4%	27%	39%	29%	100%
Street cleaning	18%	48%	28%	6%	100%
Street lighting	12%	46%	30%	12%	100%
Snow removal	6%	29%	35%	30%	100%
Sidewalk maintenance	8%	37%	39%	16%	100%
Traffic signal timing	7%	45%	31%	16%	100%
Bus or transit services	16%	45%	27%	13%	100%
Garbage collection	40%	49%	11%	1%	100%
Recycling	43%	44%	10%	2%	100%
Yard waste pick-up	29%	40%	20%	11%	100%
Storm drainage	13%	50%	28%	9%	100%
Drinking water	43%	40%	13%	4%	100%
Sewer services	31%	52%	15%	2%	100%
Power (electric and/or gas) utility	47%	42%	9%	2%	100%
City parks	42%	47%	10%	1%	100%
Recreation programs or classes	22%	54%	18%	6%	100%
Recreation centers or facilities	20%	51%	24%	5%	100%
Land use, planning and zoning	7%	35%	43%	14%	100%
Code enforcement (weeds, abandoned buildings, etc.)	6%	34%	41%	20%	100%
Economic development	4%	28%	46%	22%	100%
Health services	10%	48%	31%	11%	100%
Services to seniors	17%	53%	26%	4%	100%
Services to youth	9%	40%	33%	17%	100%
Services to low-income people	9%	36%	36%	19%	100%
Public library services	37%	51%	11%	1%	100%
Public information services	12%	53%	31%	5%	100%
Cable television	12%	44%	30%	13%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	35%	37%	21%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	12%	48%	28%	12%	100%
Curbside leaf removal	20%	44%	26%	10%	100%

Question 14: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of McMinnville	16%	61%	20%	2%	100%
The Federal Government	4%	32%	41%	23%	100%
The State Government	4%	35%	42%	19%	100%
Yamhill County Government	8%	45%	39%	9%	100%

Question 15: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in McMinnville to someone who asks	50%	41%	6%	4%	100%
Remain in McMinnville for the next five years	64%	22%	7%	8%	100%

Question 16: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	3%
Somewhat positive	13%
Neutral	41%
Somewhat negative	33%
Very negative	10%
Total	100%

Question 17: Contact with Fire Department		
Have you had any in-person or phone contact with an employee of the City of McMinnville Fire Department within the last 12 months?	No	Yes
Have you had any in-person or phone contact with an employee of the City of McMinnville Fire Department within the last 12 months?	82%	18%

Question 18: Ratings of Contact with Fire Department				
What was your overall impression of your most recent contact with the City of McMinnville Fire Department?	Excellent	Good	Fair	Poor
What was your overall impression of your most recent contact with the City of McMinnville Fire Department?	61%	27%	9%	3%

Question 19: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of McMinnville within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	52%
Yes	48%
Total	100%

Question 20: City Employees					
What was your impression of the employee(s) of the City of McMinnville in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	38%	45%	14%	3%	100%
Responsiveness	40%	36%	17%	7%	100%
Courtesy	51%	31%	10%	9%	100%
Overall impression	41%	35%	15%	9%	100%

Question 21: Government Performance					
Please rate the following categories of McMinnville government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to McMinnville	10%	48%	33%	8%	100%
The overall direction that McMinnville is taking	10%	48%	35%	7%	100%
The job McMinnville government does at welcoming citizen involvement	11%	44%	33%	12%	100%

Question 22a: Policy Question 1	
Which of the following are you willing to fund with additional taxes? (Please check all that you would be willing to fund with additional taxes.)	Percent of respondents
Street and traffic improvements & maintenance	43%
Fire services	29%
Ambulance services	27%
Police services	32%
Creating more recreation facilities	29%
Downtown improvements	15%
Library service	23%
None	31%
Total may exceed 100% as respondents could select more than one option	

Question 22b: Policy Question 2	
Based on the current downturn in the economy, the City will need to increase revenues or reduce services. To what extent do you support or oppose action to increase revenues (i.e., taxes, fees, etc.) to maintain existing levels of service?	Percent of respondents
Strongly support	15%
Somewhat support	38%
Somewhat oppose	25%
Strongly oppose	22%
Total	100%

Question 22c: Policy Question 3					
In order to meet a possible fiscal 2011-12 budget shortfall, to what extent do you support or oppose a reduction in the following City services?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Fire and ambulance services	14%	14%	22%	50%	100%
Library services	12%	36%	28%	23%	100%
Parks maintenance	9%	39%	32%	20%	100%
Police services	16%	16%	20%	47%	100%
Recreation services	13%	39%	30%	18%	100%
Planning & economic development services	18%	39%	28%	16%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	39%
Yes, full-time	48%
Yes, part-time	12%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	74%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	11%
Bus, rail, subway or other public transportation	1%
Walk	7%
Bicycle	2%
Work at home	4%
Other	1%

Question D3: Length of Residency	
How many years have you lived in McMinnville?	Percent of respondents
Less than 2 years	10%
2 to 5 years	21%
6 to 10 years	15%
11 to 20 years	21%
More than 20 years	33%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	58%
House attached to one or more houses (e.g., a duplex or townhome)	9%
Building with two or more apartments or condominiums	22%
Mobile home	9%
Other	2%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	39%
Owned by you or someone in this house with a mortgage or free and clear	61%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	7%
\$300 to \$599 per month	20%
\$600 to \$999 per month	34%
\$1,000 to \$1,499 per month	22%
\$1,500 to \$2,499 per month	15%
\$2,500 or more per month	2%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	66%
Yes	34%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	73%
Yes	27%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	33%
\$25,000 to \$49,999	27%
\$50,000 to \$99,999	30%
\$100,000 to \$149,000	8%
\$150,000 or more	2%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	92%
Yes, I consider myself to be Spanish, Hispanic or Latino	8%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	4%
Asian, Asian Indian or Pacific Islander	2%
Black or African American	1%
White	91%
Other	6%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	7%
25 to 34 years	26%
35 to 44 years	13%
45 to 54 years	19%
55 to 64 years	13%
65 to 74 years	11%
75 years or older	11%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	53%
Male	47%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	13%
Yes	87%
Ineligible to vote	0%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	20%
Yes	80%
Ineligible to vote	1%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	11%
Yes	89%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	45%
Yes	55%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	26%
Land line	54%
Both	20%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in McMinnville:	Excellent		Good		Fair		Poor		Don't know		Total	
	McMinnville as a place to live	36%	323	53%	475	10%	88	1%	12	0%	3	100%
Your neighborhood as a place to live	25%	225	51%	460	18%	160	5%	49	0%	2	100%	895
McMinnville as a place to raise children	26%	227	47%	416	12%	108	4%	35	11%	96	100%	882
McMinnville as a place to work	13%	112	33%	294	25%	225	18%	156	11%	98	100%	884
McMinnville as a place to retire	26%	230	38%	337	16%	140	4%	36	16%	143	100%	886
The overall quality of life in McMinnville	24%	215	57%	503	17%	150	2%	16	1%	6	100%	890

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to McMinnville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	19%	170	49%	431	25%	221	3%	25	3%	29	100%
Openness and acceptance of the community towards people of diverse backgrounds	10%	93	42%	371	31%	273	10%	90	6%	57	100%	884
Overall appearance of McMinnville	22%	191	60%	533	16%	145	2%	14	0%	4	100%	887
Cleanliness of McMinnville	22%	191	57%	503	17%	153	3%	30	0%	2	100%	878
Overall quality of new development in McMinnville	11%	96	44%	391	28%	251	7%	65	10%	85	100%	888
Variety of housing options	13%	118	41%	366	31%	274	8%	70	6%	54	100%	883
Overall quality of business and service establishments in McMinnville	13%	117	48%	429	31%	274	7%	63	1%	9	100%	891
Shopping opportunities	7%	64	31%	274	42%	371	21%	183	0%	1	100%	894
Opportunities to attend cultural activities	9%	77	32%	279	34%	301	13%	118	12%	110	100%	884
Recreational opportunities	11%	95	37%	323	34%	301	14%	125	4%	38	100%	882
Employment opportunities	3%	23	11%	96	38%	332	37%	323	12%	109	100%	883
Educational opportunities	12%	107	40%	353	31%	274	7%	64	9%	81	100%	879

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to McMinnville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in social events and activities	12%	102	44%	390	29%	258	7%	63	7%	65	100%
Opportunities to participate in religious or spiritual events and activities	20%	179	47%	414	16%	142	2%	20	14%	126	100%	881
Opportunities to volunteer	28%	245	45%	399	16%	143	3%	25	9%	79	100%	891
Opportunities to participate in community matters	13%	113	42%	367	25%	220	4%	39	15%	134	100%	874
Ease of car travel in McMinnville	18%	159	45%	397	27%	239	8%	74	2%	19	100%	888
Ease of bus travel in McMinnville	6%	55	24%	206	22%	189	12%	107	36%	314	100%	871
Ease of bicycle travel in McMinnville	12%	101	37%	320	29%	254	6%	55	17%	145	100%	874
Ease of walking in McMinnville	23%	203	51%	453	21%	187	3%	23	2%	20	100%	886
Availability of paths and walking trails	13%	119	41%	365	30%	267	9%	78	6%	52	100%	881
Traffic flow on major streets	7%	59	41%	363	37%	329	14%	126	1%	7	100%	884
Amount of public parking	10%	90	40%	352	34%	294	14%	121	2%	15	100%	872
Availability of affordable quality housing	6%	50	28%	249	34%	303	18%	156	14%	121	100%	879
Availability of affordable quality child care	2%	21	15%	126	21%	183	10%	88	51%	443	100%	862
Availability of affordable quality health care	5%	46	34%	295	26%	228	20%	175	15%	129	100%	873
Availability of affordable quality food	18%	157	46%	413	28%	251	7%	64	1%	8	100%	892
Availability of preventive health services	9%	78	35%	311	27%	235	12%	110	17%	148	100%	882
Air quality	23%	207	54%	480	16%	142	4%	37	3%	23	100%	887
Quality of overall natural environment in McMinnville	21%	191	56%	500	18%	160	3%	23	2%	20	100%	894
Overall image or reputation of McMinnville	21%	189	54%	482	20%	174	3%	26	2%	19	100%	890

Question 3: Growth														
Please rate the speed of growth in the following categories in McMinnville over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	1%	11	6%	57	48%	425	21%	185	8%	73	15%	135	100%
Retail growth (stores, restaurants, etc.)	14%	125	35%	311	36%	317	4%	34	1%	9	10%	85	100%	882
Jobs growth	38%	338	37%	326	7%	60	1%	4	0%	4	17%	151	100%	882

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in McMinnville?	Percent of respondents	Count
Not a problem	14%	127
Minor problem	49%	431
Moderate problem	28%	250
Major problem	4%	34
Don't know	5%	44
Total	100%	886

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in McMinnville:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	32%	287	43%	386	12%	110	8%	76	1%	13	2%	19	100%
Property crimes (e.g., burglary, theft)	14%	127	47%	412	18%	155	15%	131	5%	43	2%	17	100%	885
Environmental hazards, including toxic waste	39%	341	32%	284	15%	131	5%	41	1%	10	8%	71	100%	879

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	70%	622	22%	195	5%	46	2%	21	1%	9	0%	0	100%
In your neighborhood after dark	32%	286	42%	377	10%	88	11%	101	4%	34	1%	6	100%	891

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In McMinnville's downtown area during the day	69%	611	24%	212	5%	44	2%	14	0%	1	1%	7	100%
In McMinnville's downtown area after dark	25%	225	39%	347	15%	130	13%	117	3%	24	5%	47	100%	890

Question 7: Contact with Police Department									
Have you had any in-person or phone contact with an employee of the City of McMinnville Police Department within the last 12 months?	No		Yes		Don't know		Total		
	Have you had any in-person or phone contact with an employee of the City of McMinnville Police Department within the last 12 months?	57%	509	42%	372	1%	7	100%	888

Question 8: Ratings of Contact with Police Department												
What was your overall impression of your most recent contact with the City of McMinnville Police Department?	Excellent		Good		Fair		Poor		Don't know		Total	
	What was your overall impression of your most recent contact with the City of McMinnville Police Department?	36%	132	35%	129	15%	57	14%	51	0%	2	100%

Question 9: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	84%	743
Yes	15%	132
Don't know	1%	11
Total	100%	886

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	18%	23
Yes	81%	106
Don't know	2%	2
Total	100%	132

Question 11: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McMinnville?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used McMinnville public libraries or their services	25%	223	23%	204	28%	250	11%	97	14%	122	100%
Used McMinnville recreation centers	36%	321	25%	222	20%	179	10%	90	9%	78	100%	890
Participated in a recreation program or activity	51%	445	24%	207	15%	128	5%	40	6%	52	100%	872
Visited a McMinnville neighborhood park or community park	11%	92	19%	161	32%	278	22%	193	17%	148	100%	872
Ridden a local bus within McMinnville	83%	724	7%	59	4%	34	2%	20	4%	37	100%	875
Attended a meeting of local elected officials or other local public meeting	78%	694	13%	118	7%	62	1%	7	1%	6	100%	887
Visited the City of McMinnville Web site (at www.ci.mcminnville.or.us)	48%	415	24%	212	21%	184	5%	46	2%	14	100%	872
Recycled used paper, cans or bottles from your home	4%	35	4%	34	9%	82	16%	138	67%	594	100%	883
Volunteered your time to some group or activity in McMinnville	44%	385	22%	191	13%	112	7%	65	13%	116	100%	869
Participated in a club or civic group in McMinnville	65%	575	15%	132	7%	63	6%	49	7%	63	100%	882
Provided help to a friend or neighbor	5%	49	19%	167	40%	357	18%	161	18%	160	100%	894

Question 12: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	21%	189
Several times a week	24%	211
Several times a month	29%	260
Less than several times a month	26%	234
Total	100%	894

Question 13: Service Quality												
Please rate the quality of each of the following services in McMinnville:	Excellent		Good		Fair		Poor		Don't know		Total	
	Police services	25%	219	44%	392	17%	152	6%	53	8%	75	100%
Fire services	33%	290	40%	360	6%	52	1%	8	20%	179	100%	889
Ambulance or emergency medical services	32%	283	38%	339	7%	65	1%	12	21%	183	100%	882
Crime prevention	10%	89	37%	325	21%	188	9%	77	23%	198	100%	877
Fire prevention and education	17%	146	41%	356	12%	106	2%	20	28%	248	100%	876
Municipal courts	6%	53	33%	286	13%	117	6%	49	42%	365	100%	869
Traffic enforcement	10%	88	46%	406	20%	173	9%	79	15%	128	100%	874
Street repair	4%	38	27%	234	38%	331	28%	248	2%	21	100%	873
Street cleaning	18%	157	47%	409	27%	240	6%	49	3%	23	100%	879
Street lighting	12%	107	45%	396	29%	258	12%	102	2%	16	100%	880
Snow removal	5%	41	23%	197	27%	238	24%	206	22%	188	100%	870
Sidewalk maintenance	8%	67	36%	315	37%	327	15%	133	4%	36	100%	878
Traffic signal timing	7%	61	43%	378	30%	265	16%	138	3%	28	100%	871
Bus or transit services	8%	69	23%	196	13%	116	7%	56	49%	427	100%	864
Garbage collection	39%	343	47%	418	10%	92	1%	5	3%	24	100%	882
Recycling	43%	374	43%	380	10%	89	2%	19	2%	18	100%	880
Yard waste pick-up	20%	168	27%	234	14%	119	7%	61	32%	276	100%	859
Storm drainage	11%	96	45%	386	25%	215	8%	70	11%	94	100%	861

Question 13: Service Quality												
Please rate the quality of each of the following services in McMinnville:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Drinking water	42%	368	39%	343	13%	112	4%	38	1%	13	100%	873
Sewer services	28%	245	48%	419	13%	117	2%	19	8%	70	100%	870
Power (electric and/or gas) utility	47%	411	41%	364	9%	79	2%	13	1%	10	100%	878
City parks	40%	350	45%	398	10%	84	1%	6	4%	38	100%	876
Recreation programs or classes	15%	132	37%	323	13%	110	4%	36	31%	269	100%	869
Recreation centers or facilities	16%	138	40%	345	19%	162	4%	37	21%	183	100%	864
Land use, planning and zoning	5%	41	24%	204	29%	248	10%	82	33%	284	100%	858
Code enforcement (weeds, abandoned buildings, etc.)	4%	35	24%	205	28%	248	14%	122	30%	261	100%	872
Economic development	3%	25	21%	178	33%	285	16%	138	28%	238	100%	863
Health services	9%	78	41%	356	27%	234	9%	79	14%	119	100%	866
Services to seniors	11%	99	35%	306	17%	151	3%	25	33%	289	100%	871
Services to youth	6%	52	26%	228	22%	187	11%	99	35%	301	100%	866
Services to low-income people	6%	48	23%	197	23%	196	12%	100	37%	315	100%	857
Public library services	32%	281	44%	386	10%	85	1%	8	13%	112	100%	871
Public information services	9%	75	39%	336	23%	196	4%	32	26%	226	100%	864
Cable television	9%	82	35%	301	24%	208	11%	91	21%	183	100%	865
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	3%	29	18%	156	19%	165	11%	93	49%	424	100%	866
Preservation of natural areas such as open space, farmlands and greenbelts	10%	85	39%	339	22%	195	10%	83	19%	169	100%	871
Curbside leaf removal	17%	145	38%	328	22%	195	9%	76	14%	125	100%	869

Question 14: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of McMinnville	15%	135	58%	510	19%	167	2%	20	5%	46	100%
The Federal Government	3%	26	27%	232	34%	293	19%	169	17%	152	100%	871
The State Government	3%	28	30%	260	36%	313	17%	145	15%	127	100%	872
Yamhill County Government	7%	59	38%	332	33%	290	8%	66	14%	124	100%	870

Question 15: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in McMinnville to someone who asks	49%	428	40%	356	6%	50	4%	31	2%	16	100%
Remain in McMinnville for the next five years	62%	541	21%	188	7%	58	7%	64	3%	26	100%	877

Question 16: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	3%	25
Somewhat positive	13%	116
Neutral	41%	360
Somewhat negative	33%	289
Very negative	10%	93
Total	100%	882

Question 17: Contact with Fire Department								
Have you had any in-person or phone contact with an employee of the City of McMinnville Fire Department within the last 12 months?	No		Yes		Don't know		Total	
	Have you had any in-person or phone contact with an employee of the City of McMinnville Fire Department within the last 12 months?	81%	726	18%	163	1%	6	100%

Question 18: Ratings of Contact with Fire Department												
What was your overall impression of your most recent contact with the City of McMinnville Fire Department?	Excellent		Good		Fair		Poor		Don't know		Total	
What was your overall impression of your most recent contact with the City of McMinnville Fire Department?	61%	99	27%	44	9%	14	3%	6	0%	0	100%	163

Question 19: Contact with City Employees		
Have you had any in-person or phone contact with an employee of the City of McMinnville within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	52%	461
Yes	48%	427
Total	100%	888

Question 20: City Employees												
What was your impression of the employee(s) of the City of McMinnville in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	38%	161	44%	189	14%	58	3%	11	1%	5	100%	425
Responsiveness	40%	167	35%	149	16%	69	7%	31	1%	5	100%	422
Courtesy	50%	213	30%	128	10%	43	9%	36	1%	2	100%	422
Overall impression	41%	174	34%	145	15%	65	8%	36	0%	2	100%	421

Question 21: Government Performance												
Please rate the following categories of McMinnville government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to McMinnville	9%	75	40%	354	28%	245	7%	61	16%	145	100%	881
The overall direction that McMinnville is taking	9%	78	43%	379	31%	270	6%	55	11%	99	100%	882
The job McMinnville government does at welcoming citizen involvement	8%	71	33%	289	24%	212	9%	79	26%	231	100%	883

Question 22a: Policy Question 1		
Which of the following are you willing to fund with additional taxes? (Please check all that you would be willing to fund with additional taxes.)	Percent of respondents	Count
Street and traffic improvements & maintenance	43%	376
Fire services	29%	255
Ambulance services	27%	238
Police services	32%	282
Creating more recreation facilities	29%	258
Downtown improvements	15%	135
Library service	23%	204
None	31%	273
Total may exceed 100% as respondents could select more than one option		

Question 22b: Policy Question 2		
Based on the current downturn in the economy, the City will need to increase revenues or reduce services. To what extent do you support or oppose action to increase revenues (i.e., taxes, fees, etc.) to maintain existing levels of service?	Percent of respondents	Count
Strongly support	13%	117
Somewhat support	34%	298
Somewhat oppose	23%	198
Strongly oppose	20%	173
Don't know	9%	80
Total	100%	865

Question 22c: Policy Question 3												
In order to meet a possible fiscal 2011-12 budget shortfall, to what extent do you support or oppose a reduction in the following City services?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	Fire and ambulance services	13%	107	13%	114	21%	176	46%	395	7%	58	100%
Library services	11%	94	34%	286	26%	221	22%	182	7%	62	100%	845
Parks maintenance	8%	68	36%	297	30%	248	19%	157	8%	66	100%	835
Police services	15%	130	15%	130	19%	161	44%	380	6%	54	100%	855
Recreation services	12%	103	35%	298	27%	230	17%	142	9%	77	100%	849
Planning & economic development services	15%	126	33%	278	23%	200	14%	115	15%	131	100%	850

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	39%	350
Yes, full-time	48%	428
Yes, part-time	12%	110
Total	100%	889

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	74%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	11%
Bus, rail, subway or other public transportation	1%
Walk	7%
Bicycle	2%
Work at home	4%
Other	1%

Question D3: Length of Residency		
How many years have you lived in McMinnville?	Percent of respondents	Count
Less than 2 years	10%	92
2 to 5 years	21%	186
6 to 10 years	15%	138
11 to 20 years	21%	187
More than 20 years	33%	299
Total	100%	902

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	58%	520
House attached to one or more houses (e.g., a duplex or townhome)	9%	82
Building with two or more apartments or condominiums	22%	194
Mobile home	9%	85
Other	2%	17
Total	100%	897

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	39%	342
Owned by you or someone in this house with a mortgage or free and clear	61%	526
Total	100%	868

Question D6: Monthly Housing Cost		
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	7%	64
\$300 to \$599 per month	20%	177
\$600 to \$999 per month	34%	300
\$1,000 to \$1,499 per month	22%	192
\$1,500 to \$2,499 per month	15%	130
\$2,500 or more per month	2%	20
Total	100%	884

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	66%	587
Yes	34%	304
Total	100%	891

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	73%	662
Yes	27%	240
Total	100%	902

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	33%	285
\$25,000 to \$49,999	27%	237
\$50,000 to \$99,999	30%	260
\$100,000 to \$149,000	8%	66
\$150,000 or more	2%	15
Total	100%	863

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	92%	819
Yes, I consider myself to be Spanish, Hispanic or Latino	8%	69
Total	100%	888

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	4%	39
Asian, Asian Indian or Pacific Islander	2%	21
Black or African American	1%	11
White	91%	800
Other	6%	50
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	7%	61
25 to 34 years	26%	235
35 to 44 years	13%	113
45 to 54 years	19%	171
55 to 64 years	13%	116
65 to 74 years	11%	94
75 years or older	11%	101
Total	100%	891

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	53%	464
Male	47%	408
Total	100%	872

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	13%	113
Yes	84%	754
Ineligible to vote	0%	2
Don't know	3%	26
Total	100%	895

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	19%	171
Yes	78%	696
Ineligible to vote	1%	7
Don't know	3%	23
Total	100%	896

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	11%	100
Yes	89%	792
Total	100%	891

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	45%	405
Yes	55%	489
Total	100%	894

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	26%	106
Land line	54%	217
Both	20%	81
Total	100%	404

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS™) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

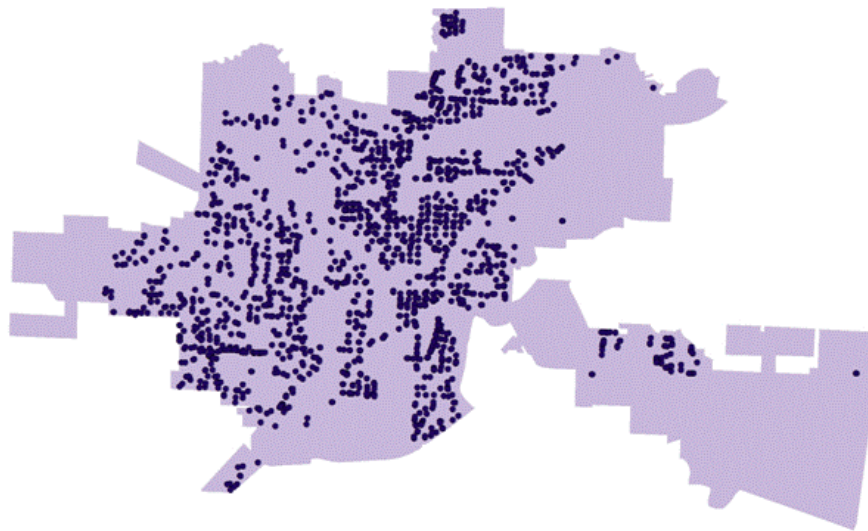
SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of McMinnville were eligible to participate in the survey; 3,000 were selected to receive the survey. These 3,000 households were randomly selected from a comprehensive list of all housing units within the City of McMinnville boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of McMinnville households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of McMinnville boundaries were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of McMinnville. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 93: LOCATION OF SURVEY RECIPIENTS

The National Citizen Survey™ City of McMinnville, OR 2011

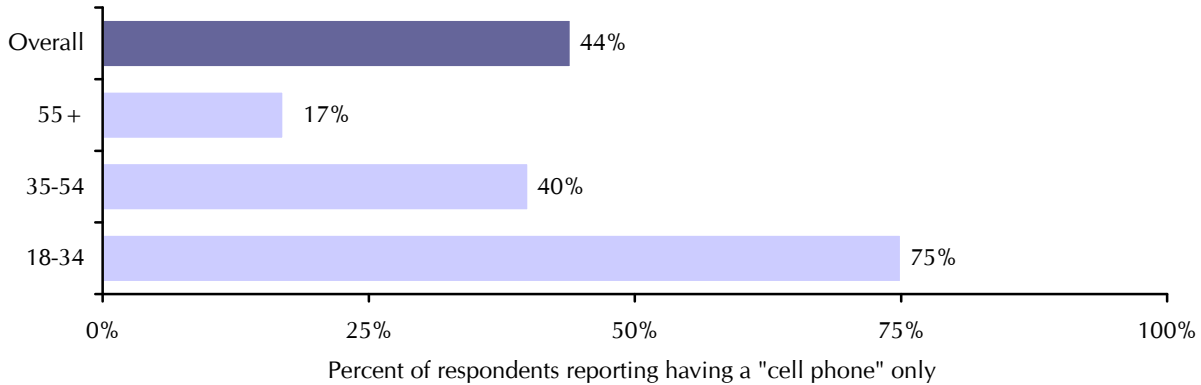


● Survey Recipient

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.¹ Among younger adults (age 18-34), 53.7% of households were “cell-only.” Based on survey results, McMinnville has a “cord cutter” population greater than the nationwide 2010 estimates

FIGURE 94: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN MCMINNVILLE



SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning January 5, 2011. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of McMinnville survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (913 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any

¹ <http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf>

survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2005-2009 American Community Survey Census estimates for adults in the City of McMinnville. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

McMinnville Citizen Survey Weighting Table			
Characteristic	Population Norm ²	Unweighted Data	Weighted Data
Housing			
Rent home	40%	32%	39%
Own home	60%	68%	61%
Detached unit	68%	69%	67%
Attached unit	32%	31%	33%
Race and Ethnicity			
White	88%	90%	87%
Not white	12%	10%	13%
Not Hispanic	87%	95%	92%
Hispanic	13%	5%	8%
White alone, not Hispanic	81%	88%	84%
Hispanic and/or other race	19%	12%	16%
Sex and Age			
Female	52%	62%	53%
Male	48%	38%	47%
18-34 years of age	35%	13%	33%
35-54 years of age	32%	30%	32%
55+ years of age	33%	57%	35%
Females 18-34	18%	8%	18%
Females 35-54	16%	19%	16%
Females 55+	18%	35%	19%
Males 18-34	17%	5%	17%
Males 35-54	16%	11%	16%
Males 55+	14%	22%	15%

² Source: 2005-2009 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of McMinnville to the Benchmark Database

The City of McMinnville chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was

asked) has been provided when a similar question on the City of McMinnville Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of McMinnville's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of McMinnville's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

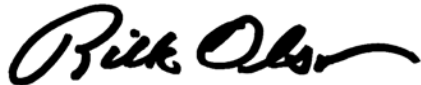
APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of McMinnville.

Dear McMinnville Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of McMinnville. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Rick Olson
Mayor

Dear McMinnville Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of McMinnville. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Rick Olson
Mayor

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Sincerely,



Rick Olson
Mayor



230 NE Second Street, McMinnville, Oregon 97128

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



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230 NE Second Street • McMinnville, Oregon 97128 • www.ci.mcminnville.or.us

January 2011

Dear McMinnville Resident:

The City of McMinnville wants to know what you think about our community and municipal government. You have been randomly selected to participate in McMinnville's 2011 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of McMinnville residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (503) 434-7405.

Please help us shape the future of McMinnville. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Rick Olson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Rick Olson
Mayor



230 NE Second Street • McMinnville, Oregon 97128 • www.ci.mcminnville.or.us

January 2011

Dear City of McMinnville Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of McMinnville wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of McMinnville's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of McMinnville residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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Please help us shape the future of McMinnville. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Rick Olson". The signature is fluid and cursive, with the first and last names clearly legible.

Rick Olson
Mayor

The City of McMinnville 2011 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in McMinnville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
McMinnville as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
McMinnville as a place to raise children	1	2	3	4	5
McMinnville as a place to work	1	2	3	4	5
McMinnville as a place to retire	1	2	3	4	5
The overall quality of life in McMinnville	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to McMinnville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of McMinnville.....	1	2	3	4	5
Cleanliness of McMinnville.....	1	2	3	4	5
Overall quality of new development in McMinnville	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in McMinnville....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in McMinnville	1	2	3	4	5
Ease of bus travel in McMinnville	1	2	3	4	5
Ease of bicycle travel in McMinnville.....	1	2	3	4	5
Ease of walking in McMinnville	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in McMinnville.....	1	2	3	4	5
Overall image or reputation of McMinnville	1	2	3	4	5

3. Please rate the speed of growth in the following categories in McMinnville over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in McMinnville?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in McMinnville:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In McMinnville's downtown area during the day	1	2	3	4	5	6
In McMinnville's downtown area after dark	1	2	3	4	5	6

7. Have you had any in-person or phone contact with an employee of the City of McMinnville Police Department within the last 12 months?

- No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. What was your overall impression of your most recent contact with the City of McMinnville Police Department?

- Excellent Good Fair Poor Don't know

9. During the past 12 months, were you or anyone in your household the victim of any crime?

- No → Go to Question 11 Yes → Go to Question 10 Don't know → Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

11. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in McMinnville?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used McMinnville public libraries or their services.....	1	2	3	4	5
Used McMinnville recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a McMinnville neighborhood park or community park.....	1	2	3	4	5
Ridden a local bus within McMinnville.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Visited the City of McMinnville Web site (at www.ci.mcminnville.or.us).....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in McMinnville.....	1	2	3	4	5
Participated in a club or civic group in McMinnville.....	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Less than several times a month

The City of McMinnville 2011 Citizen Survey

13. Please rate the quality of each of the following services in McMinnville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Municipal courts	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Curbside leaf removal	1	2	3	4	5

14. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of McMinnville	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Yamhill County Government	1	2	3	4	5

15. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in McMinnville to someone who asks.....	1	2	3	4	5
Remain in McMinnville for the next five years	1	2	3	4	5

16. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

17. Have you had any in-person or phone contact with an employee of the City of McMinnville Fire Department within the last 12 months?

- No → Go to Question 19
 Yes → Go to Question 18
 Don't know → Go to Question 19

18. What was your overall impression of your most recent contact with the City of McMinnville Fire Department?

- Excellent
 Good
 Fair
 Poor
 Don't know

19. Have you had any in-person or phone contact with an employee of the City of McMinnville within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 21
 Yes → Go to Question 20

20. What was your impression of the employee(s) of the City of McMinnville in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

21. Please rate the following categories of McMinnville government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to McMinnville.....	1	2	3	4	5
The overall direction that McMinnville is taking.....	1	2	3	4	5
The job McMinnville government does at welcoming citizen involvement.....	1	2	3	4	5

22. Please check the response that comes closest to your opinion for each of the following questions:

a. Which of the following are you willing to fund with additional taxes? (Please check all that you would be willing to fund with additional taxes.)

- Street and traffic improvements & maintenance
 Fire services
 Ambulance services
 Police services
 Creating more recreation facilities
 Downtown improvements
 Library service
 None

b. Based on the current downturn in the economy, the City will need to increase revenues or reduce services. To what extent do you support or oppose action to increase revenues (i.e., taxes, fees, etc.) to maintain existing levels of service?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

c. In order to meet a possible fiscal 2011-12 budget shortfall, to what extent do you support or oppose a reduction in the following City services?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Fire and ambulance services.....	1	2	3	4	5
Library services.....	1	2	3	4	5
Parks maintenance.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Recreation services.....	1	2	3	4	5
Planning & economic development services.....	1	2	3	4	5

d. What single community need or issue would you like the City Council to prioritize during the next five years?

The City of McMinnville 2011 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, Subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in McMinnville?

- Less than 2 years 11-20 years
- 2-5 years More than 20 years
- 6-10 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D13. What is your sex?

- Female Male

D14. Are you registered to vote in your jurisdiction?

- No Ineligible to vote
- Yes Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No Ineligible to vote
- Yes Don't know

D16. Do you have a cell phone?

- No Yes

D17. Do you have a land line at home?

- No Yes

D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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