

BEND COMMUNITY PUBLIC INVOLVEMENT SUMMARY

KEY FINDINGS

Almost all participants rate Bend as a good or excellent place to live. The majority believe that, ten years from now, the city will be the same or better than it is today.

- Almost all residents (94%) believe Bend is an excellent (66%) or good (28%) place to live.
- More than a third (38%) believe Bend will be a better place to live ten years from now; more than one in five (23%) think it will be the same and one quarter (25%) think it will be worse than it is today.

Nearly half of participants feel that Bend is a good or excellent place to work.

- One in six (16%) feel Bend is an excellent place to work, and nearly one third of participants (31%) rate it as a good place to work. One in six participants rate Bend as a poor place to work.

The majority of residents grade the city's overall performance as average to excellent. Ratings for specific services are most favorable for police and fire, and water and sewer.

- A strong majority (77%) feel that Bend is performing at a level of average to excellent.
 - Few participants give the city a grade of "A" (6%).
 - One in three residents give the city a grade of "B" for above average (35%) and "C" for average (36%).
 - One in five residents give Bend a grade of "D" (15%) or "F" (5%).
- Ratings for specific services vary.
 - The city receives the highest ratings (8-10 on a 10-point scale) for its police and fire services (44%).
 - Bend's drinking water and sewer services (36%) receive the next highest ratings.
 - Street and sidewalk maintenance (13%) and job creation and economic growth (6%) receive the lowest ratings.

In general, priorities participants find very important to fund are the same priorities that received the highest performance ratings.

- A strong majority of residents agree on the following funding priorities:
 - Protect drinking water and sewer services (63%).
 - Maintain service levels in the police and fire departments (60%).
 - Support job creation and economic growth (57%).
 - Maintaining existing streets and sidewalks (52%).

When asked about funding priorities over the next ten years, more than half of participants rate five of the funding priorities as high or urgent.

- Residents agreed on the following funding priorities for the future:
 - Protect drinking water sources (70%).
 - Promote growth by implementing business-friendly policies (55%).
 - Maintain service levels in the fire department (53%).
 - Maintain service levels in the police department (52%).
 - Repair and improve sewer infrastructure (52%).
- The only priority which the majority does not consider a high or urgent priority is maintenance of existing streets and sidewalks (47%).

When asked to prioritize service reductions, a majority of participants favor keeping current funding levels for water and sewer services as well as police and fire, while reducing funding to maintain streets and sidewalks.

- If the city's budget requires reductions in services, over half of residents state that funding levels for police/fire, and water/sewer should not be reduced. Job creation and economic growth, as well as street and sidewalk maintenance are the preferred services to reduce if necessary.
 - Two in three participants (64%) prefer the city not make reductions in water and sewer service.
 - More than half (55%) prefer the city not make reductions in police and fire service.

A mixed approach combining new taxes with budget cuts is the preferred method for addressing budget reductions.

- Nearly half of residents prefer a mixed approach to budget reductions. Preference by method is listed below:
 - A combination of new taxes and/or fees and budget cuts to balance the city budget, even if it means significant cuts to city services (45%).
 - Major cuts to city services so that tax and/or fee increases are unnecessary (23%).
 - Increase taxes and/or fees to main current service levels (22%).

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

- Over half of residents (64%) support funding these infrastructure upgrades.
- One third of residents (33%) are somewhat or strongly opposed.

The majority of residents drive as their main mode of transportation, but one in ten walk or bike.

- The majority of residents mainly travel by car or truck alone (68%) or with other people (20%).
- Active transportation modes, either biking (5%) or walking (4%) are also used by participants.

Residents report that they receive most of their information about Bend from newspaper or television, followed distantly by family/friends and radio.

- Over half of residents rely on newspapers (70%) and television (61%) for information.
- One third utilize family or friends (36%) and radio (31%).
- One in four use the City newsletter (25%) or website (22%).

Participants were asked if they had ever used information produced by the city, including its newsletter, website, and social media presence.

- Six in ten participants have used information from the City of Bend website (62%).
- Almost half have used the newsletter inside the city utility bill (46%).

DEMOGRAPHIC PROFILE

The majority of residents who participated in the public engagement survey are mid-life adults with high educational attainment.

- There is a fairly even gender divide between male (55%) and female (45%) participants in the web survey.
- Over half of participants are between ages 35 and 64.
 - Participation by 18-24 year olds (2%) and 25-34 year olds (11%) is minimal.
 - Four in ten are ages 35-54 (39%), and nearly three in ten are ages 55-64 (28%). Two out of 10 participants are age 65 and above (19%).
- Eight out of ten participants have a college or graduate-level degree.
 - College degree holders account for nearly half of participants (45%).
 - One third of participants are graduate or professional degree holders (34%).
 - Just one in five participants reported having some college (16%) or less education (4%).

Residents who responded to the survey are deeply rooted in Bend's community. The majority are long-term residents and home owners, and one in four are parents of school-age children.

- Over half have lived in Bend for ten years or more.
 - Nearly a third of participants have lived in Bend for twenty or more years (30%).
 - A quarter of participants have lived in Bend for 5-9 years (25%) and 10-19 years (25%).
 - One in five participants are new residents and have lived in Bend for less than five years (20%).
- The majority (85%) are homeowners, while less than one in six (15%) participants are renters.
- One in four participants (26%) have children under 18 living at home.

Residents from all four quadrants of Bend responded to the survey. The greatest representation is from Northwest Bend.

- More than four in ten participants live in Northwest Bend (42%).
- Over two in ten live in Southwest Bend (23%).
- The remaining third are evenly split between Northeast (18%) and Southeast (17%) Bend.

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