

June 1, 2018

To: Jim Middaugh, Metro
From: Michelle Neiss, DHM Research
Re: Metro Elected Officials Survey, #00728

INTRODUCTION & METHODOLOGY

From May 1-27, 2018 DHM Research conducted an online survey of city and county elected officials in the metro area (Clackamas, Multnomah, and Washington counties). The purpose of the survey was to assess elected officials' awareness and perceptions of Metro's programs. Results will help Metro evaluate services.

Research Methodology: The online survey consisted of 70 elected officials and took approximately 14 minutes to complete. This is a sufficient sample size to assess the officials' opinions generally, although any demographic comparisons should be interpreted with caution (for example, differences by county).

Metro provided DHM with a list of all eligible elected officials (N=154). Metro Council President Tom Hughes sent officials an email to notify them that DHM would be conducting the survey. This was followed by an initial invite by DHM asking them to take the survey online. Two reminder emails and two reminder phone calls were sent to those who did not respond to the survey (or did not provide their name in a tracking question). One survey was administered by phone and one survey was administered in paper form.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margin of error if compared with the results achieved from surveying the entire population. The margin of error for this survey is +/- 8.7%.

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

Metro Elected Officials Survey
May 1–27, 2018
N=70 Elected Officials
14 minutes; margin of error ±8.7%
DHM Research #00728

***Indicates new question this year or notable change in wording.

LANDING PAGE

Thank you for taking the time to answer these questions. This survey is to gather information from elected officials. Your feedback is very important and will help Metro make better decisions about how to serve you and the community. We value your candid responses.

This study is being conducted by DHM Research, an independent, nonpartisan public opinion research firm. The survey may take up to 15 minutes to complete and will be available until May 23.

Your responses are completely confidential and no name or identifying information will be associated with your responses. For us to know who has completed the survey, we will be asking for your name at the end. Please share this information to help us with logistics and save you from multiple reminders. Again, your name and office will never be associated with your responses to the survey.

Thank you for providing your feedback!

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DEMOGRAPHICS

1. In which county is the jurisdiction you represent?

Response Category	n=70
Multnomah	27%
Washington	39%
Clackamas	34%

2. What type of elected office do you hold?

Response Category	n=70
County commissioner	14%
Mayor	19%
City councilor/commissioner	67%

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EVALUATIONS

To what extent do you agree or disagree with the following statement:

3. Metro provides valuable services that have positive impacts on my constituents.

Response Category	n=70
Strongly agree (Go to Q4)	13%
Agree (Go to Q4)	43%
Somewhat agree (Go to Q4)	23%
Somewhat disagree (Go to Q5)	9%
Disagree (Go to Q5)	7%
Strongly disagree (Go to Q5)	6%

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4. **IF AGREE:** What are the primary reasons you agree Metro provides valuable services that have positive impacts on your constituents? (OPEN)

Response Category	n=55
Natural Resource Protection (Net)	44%
Parks, greenspaces	29%
Land use, farming	16%
Natural resources, generally	7%
Climate change	2%
Infrastructure (Net)	44%
Transportation	20%
Waste management, recycling	13%
Housing, affordability	11%
Coordinating regional resources, planning	11%
Growth, urban growth boundary	5%
Facilities, management (Net)	15%
Zoo	13%
Facilities generally	2%
Convention, Expo Center	2%
Theaters	2%
Good at handling core mission	13%
Equity	4%
Grants	2%
No answer	25%

5. **IF DISAGREE:** What are the primary reasons you disagree Metro provides valuable services that have positive impacts on your constituents? (OPEN)

Response Category	n=15
Poor transportation management	n=4
An extra layer of government, little value	n=4
Poor housing, growth management	n=3
Overstepping their mission	n=3
Poor budgeting, financial management	n=2
Poor waste management	n=1
Too focused on Portland	n=1
No answer	n=3

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To what extent do you agree or disagree with the following statements? (**Randomize; Programmer note: present in list form**)

Response Category	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
6. Metro provides information in a timely manner	7%	37%	31%	13%	7%	4%
7. Metro provides useful information	14%	40%	29%	9%	6%	3%
8. Metro provides trustworthy information	10%	41%	24%	13%	7%	4%
9. Metro provides the right amount of information	4%	41%	26%	14%	9%	6%

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The following are five of Metro's primary areas of responsibilities. How would you rate Metro's efforts in each area? (**Randomize; Programmer note: present in list form**)

Response Category	Excellent	Very good	Fair	Poor	Not sure
10. Regional land use, development and transportation planning	4%	30%	34%	30%	1%
11. Protecting natural areas and managing regional parks	21%	47%	24%	3%	4%
12. Managing solid waste, garbage and recycling	16%	44%	23%	10%	7%
13. Managing and operating regional visitor and entertainment venues	11%	54%	19%	4%	11%
14. ***Regional trail planning	14%	40%	33%	4%	9%

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On the following pages are sets of more specific Metro responsibilities and efforts. Please rate Metro's effort for each. (**Randomize sets & items within**)

Questions were divided into blocks. Blocks and question orders within each were randomized.

How would you rate Metro's efforts in each of these areas?

Response Category	Excellent	Very good	Fair	Poor	Not sure
15. Ensuring an adequate supply of land for <u>homes</u> through management of the Urban Growth Boundary	1%	24%	30%	40%	4%
16. Ensuring an adequate supply of land for <u>business</u> through management of the Urban Growth Boundary	6%	24%	36%	30%	4%
17. Planning the Portland region's transportation system	3%	26%	27%	43%	1%
18. Promoting alternatives to driving alone	4%	14%	39%	27%	16%
19. Convening partners on funding affordable housing	9%	13%	43%	29%	7%

Response Category	Excellent	Very good	Fair	Poor	Not sure
20. ***Planning and constructing regional trails	9%	42%	35%	6%	9%
21. ***Protecting and managing natural areas	20%	43%	26%	3%	7%
22. Managing rate and taxpayer dollars	1%	19%	46%	28%	6%
23. ***Helping ensure every person in the region has access to nature	17%	43%	25%	6%	9%
24. ***Working with partners to advance racial equity	7%	30%	17%	13%	32%
25. Operating Metro Central and Metro South garbage transfer stations	17%	29%	20%	4%	29%
26. Hosting household hazardous waste collection events in the region	17%	35%	20%	10%	17%
27. Processing and selling recycled Metro Paint	20%	29%	16%	0%	35%
28. Providing recycling and waste reduction education programs for grades K-12 throughout the region	7%	17%	19%	3%	54%
29. Promoting recycling and waste reduction throughout the region	16%	43%	28%	9%	4%
30. Cleaning up illegal dumpsites through the Regional Illegal Dumping (RID) program	6%	9%	29%	9%	48%
31. Operating the Oregon Convention Center	18%	49%	13%	0%	21%
32. Operating Portland Expo Center	15%	41%	16%	3%	25%
33. Operating the Oregon Zoo	44%	46%	4%	1%	4%
34. Operating Portland's arts and entertainment venues, such as the Arlene Schnitzer Concert Hall and the Keller Auditorium	15%	57%	10%	1%	16%

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35. ***What specific suggestions do you have for Metro to improve its investments in parks and natural resources? (OPEN)

Response Category	n=67
Protect natural areas	9%
Concentrate on areas within Metro's boundary	6%
Increase and improve neighborhood, dog parks	4%
Maintain parks, facilities	4%
Stop asking for bond money, manage funds better	4%
Increase, improve pedestrian, bike areas	3%
Provide community grants	3%
Engage with local jurisdiction, allow local control	3%
Distribute resources equally	3%
All other responses	1% or less
None, nothing	10%
No answer	45%

36. What other suggestions do you have for Metro to improve its services? (**OPEN**)

Response Category	n=67
Engage with local jurisdiction, allow local control	21%
Improve transportation management	12%
Improve urban growth boundary management	4%
Distribute resources equitably	4%
Concentrate on their core mission, avoid mission creep	4%
Better, more flexible housing management	3%
Reduce bureaucracy, scale back mission	3%
All other responses	1% or less
No answer	51%

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COMMUNICATION

37. Where do you typically get information about Metro? Choose all that apply. (**randomize order**)

Response Category	n=67
Emails from Metro	63%
From colleagues	54%
Metro website	43%
Metro News	40%
The Oregonian/OregonLive	36%
At Metro meetings	30%
Social media (Facebook, Twitter, etc.)	15%
Local TV	13%
Willamette Week	6%
Radio	6%
Other (open)	30%

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38. What specific suggestions do you have for Metro to improve its communications, public engagement processes, or services? (**OPEN**)

Response Category	n=66
Solicit input from, work with local officials	15%
Host community listening sessions, listen to public	9%
Use email, phone, apps targeted marketing	6%
Publicize what their purpose is, keep informed, increase transparency	5%
Reduce bureaucracy, scale back their mission	3%
More representation from outlying communities	3%
None, nothing	12%
All other responses	<1%
No answer	52%

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39. ***Do you have any final words of advice for Metro on how to better support communities, businesses, and residents in our region? (**OPEN**)

Response Category	n=66
Stop imposing their agenda, collaborate with local jurisdictions, citizens	21%
Improve transportation management	9%
Improve urban growth boundary management	5%
Distribute resources equitably	5%
Improve waste management, recycling	3%
Concentrate on their core mission, avoid mission creep	3%
Stop asking for bond money	2%
Metro meetings need more efficiency	2%
None, nothing	11%
No answer	48%

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40. (**OPEN TEXTBOX**) To help us track reminder calls and emails, please provide your name below. DHM will not share your name and all responses will be anonymous.

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Thank you for your time!

Your feedback has been successfully collected. Feel free to close this window or browse to another site.