Deschutes County community survey results give high ratings to employees

by Bend_Weekly_News_Sources

BEND, Ore. - Deschutes County employees received high marks in a recent community survey completed by 400 County residents. The survey asked citizen their thoughts about the quality of life in Deschutes County, County services, customer service, public safety, communication and other subjects.

Deschutes County employees were rated favorably; with four in five residents who had been in contact with the County saying their overall impression was â€œexcellentâ€• or â€œgood.â€• Residents rated the courtesy of employees the highest; almost nine in ten said employee courtesy was â€œexcellentâ€• or â€œgood.â€• County employees received a high rating of over 80 percent as â€œexcellentâ€• or â€œgoodâ€• in all six survey categories; courtesy, responsiveness, knowledge, availability, ability to answer questions and resolve problems, and overall (customer) impression.

According to the report, residents were most pleased with the job the County does at listening to resident input. Residents also rated individual County services with the Deschutes County Fair and Expo Center as the top-rated service. 81% of respondents rated the Fair and Expo Center as â€œexcellentâ€• or â€œgood.â€•

Overwhelmingly, residents in Deschutes County responded that they feel safe in their neighborhoods and were confident in the ability of the Countyâ€™s public safety departments in the case of a major emergency. Drug related issues and a lack of jail beds were considered the biggest public safety issues noted by survey participants.

Leadership and listening to resident input were the highest rated public trust questions, with each being rated as â€œexcellentâ€• or â€œgoodâ€• by 48 percent of those surveyed.

During the survey, residents were asked what they believed to be the most important issue facing the County in the next two years. The most common answer was growth (the choice of 29 percent of respondents) with top issues rated below that item as; crime and jails, the economy and budget issues, an affordable housing shortage, and expansion and development.

Regarding the quality of County services provided, respondents rated the following departments or services:

Department or Service

Excellent or Good

1.

Deschutes County Fair & Expo Center

81%

2.

Management of County elections

80%

3.

Solid waste landfill disposal services

79%

4.

Document recording services

79%

5.

Sheriff patrol services

74%

6.

Minimizing risk of wildfires

68%

7.

Public health services

67%

8.

Juvenile Community Justice services

60%

9.

Mental Health services

60%

10.

Property assessment and taxation

51%

The telephone survey was conducted two weeks ago by the National Research Center of Boulder, Colorado.

The County wishes to thank residents who took time to answer the Countyâ€™s community phone survey in recent weeks. Their comments are being considered now to assist the Board of Commissioners in setting goals and objectives for the next fiscal year.

To see the Deschutes County community survey, please visit the home page of the Countyâ€™s Website at www.deschutes.org for a complete copy of the report. Go to Quick Links in the bottom, left-hand corner of the page, click on Community Survey in red. For more information about the Deschutes County Community Survey, please call 322-7697.

Copies of the Deschutes County Services Directory can be found today at the Deschutes County Services Center, 1300 NW Wall Street, and at other County buildings in Bend. Brochures will also be available late February at County buildings in Redmond and La Pine. For more County Services brochure information, please call 330-4640.

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