

Forks Workforce Survey Report

FINAL REPORT
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Washington State University Rural Telework Project



Summary

The Rural Telework Project based at the Washington State University Center to Bridge the Digital Divide in collaboration with the Washington State University Center for Entrepreneurial Studies, the City of Forks, and the Forks Integrated Community Network conducted a workforce survey in the City of Forks. The overall goal of the Rural Telework Project is to strengthen and diversify the economies of rural Washington communities through telework job creation. The purpose of the workforce survey was to learn more about the workforce in Forks to help the community attract perspective employers, create job opportunities, and identify ways to improve the skills of the workforce. There was particular interest in job expertise and skills that are relevant to information-based, telework type jobs.

Two surveys were sent to 1,500 households in the Forks and Sappho/Beaver zip codes and household members eighteen years and older were asked to complete a survey. Three-hundred and sixty-seven surveys were returned from 247 households. Some key findings include:

- There is a significant portion of the workforce that might consider changing jobs if the right opportunity was available. About one-third of the employed workforce indicated they were not fully satisfied with their job, were working too much or too little, and felt their job was not utilizing their education and experience. A little less than 30 percent of those responding to the survey said they were looking for work or would consider changing jobs if the opportunity arose. An analysis of these potential job seekers indicates that their job expertise and skills and education are similar to the general population. We estimate there are more than 1,200 job seekers in the Forks area.
- The workforce in Forks has a fair amount of job expertise in information related occupations. These include office, administrative & clerical support; business & financial operations, computer & mathematical jobs.
- Personal computer skills are important for telework type jobs. We estimate on the order of 1,000 to 1,500 people in Forks are skilled or very skilled in this area.
- A little more than 40 percent of those completing the survey indicated they were interested in taking training to improve their job skills. They were most interested in taking training to improve their personal computer skills, with almost 20 percent of survey respondents interested in training in this area. We recommend that the community of Forks consider how it might develop and provide this training. Attention should be given to how the training improves the job related skills of participants.

The results of this survey provide insights on the workforce in the Forks area that can be used by the community to create jobs and improve the quality of the local workforce. The following report provides more details about the survey results.

Introduction

A workforce survey was conducted in the Forks area in November by the City of Forks, the Forks Integrated Community Network, and the Washington State University Center to Bridge the Digital Divide and Center for Entrepreneurial Studies. The survey asked questions about employment status, job characteristics, job expertise and skills, training needs, and interest in new employment opportunities.

Surveys were mailed to 1,500 households. Each household received two surveys and household members 18 and older were asked to complete the survey and return it (by mail or in-person) to the Forks City Hall. The households were randomly selected from mailing lists for the Forks zip code (98331) and the Sappho/Beaver zip code (98305). In addition, a small number of surveys were available at several locations in Forks. To encourage response to the survey, there were announcements about the survey in the Forks newspaper and by a local radio station. Several local businesses contributed prizes to be awarded in a drawing from the completed surveys. There was also a cover letter from the mayor of Forks encouraging residents to participate in the survey.

A total of 367 surveys were returned for analysis. Two surveys were returned from 120 households (240 surveys) and there were 127 single surveys returned. Thus, we received surveys from 247 of the 1,500 households in our sample (16.5 percent). Forty-eight additional surveys from those distributed from different locations in town were received¹. For comparison, the population 18 and older in Forks and Sappho/Beaver from the 2000 census is 4,802. Relative to this population the response rate was 7.6 percent.

The survey response was somewhat less than hoped for. We believe this was partly due to the use of a generic mailing list that did not include household names and mailing envelopes that did not clearly indicate that this was the workforce survey many people were expecting. There was some bias in the survey response. Females, older residents, and individuals with more than a high school education were over represented. We address this issue in more detail below.

In the remainder of this brief report we provide an overview of the survey results, examine three groups of respondents (respondents that are 40 and under, that have personal computer skills, and that might consider changing jobs), and provide estimates of the number of people with certain occupation and skill characteristics. The report concludes with some observations and recommendations.

Overview of Survey Results

The following overview highlights key results from the 367 surveys that were returned.

Employment Status:

The workforce survey asked about current employment status (Q1).

¹ These additional surveys were not included in most of the analysis because they were not part of the randomly selected sample.

- About two-thirds of the people completing the survey were working either full or part-time. The employment rate for those completing the survey is higher than the 54 percent employment rate from the 2000 Census.
- The majority of those not employed were either retired or living on social security (21 percent).
- About 5 percent of the survey respondents were looking for work. This compares to 6 percent in 2000 Census.

Job Characteristics:

The survey asked those that were employed about their job (Q2-Q11). The following job characteristics are based on the response of people reporting they were working either full or part-time.

- Three quarters of the people employed worked more than 30 hours a week.
- Almost 90 percent of the jobs were year-round and three-quarters were located in Forks.
- About one-third indicated they were not fully satisfied with their job, were working too much or too little, and felt their job was not utilizing their education and experience.
- Service industries (health, education, social, and business services) were by far the largest job category reported (40 percent). Government jobs accounted for 15 percent of the responses and the natural resource industries (agriculture, forestry, fishing, and mining) accounted for 12 percent. None of the other 5 categories accounted for more than 10 percent of the responses.
- Over 40 percent reported their current employer has employed them more than 9 years.
- Three-quarters work in Forks and almost two-thirds have a one-way commute that is less than 10 miles.

Job Expertise and Skills:

All survey respondents were asked to complete questions about their job expertise and skills (Q12-14), although not everyone filling out a survey completed these questions.

- Management, and office, administrative & clerical support were the two areas where survey respondents reported they had the greatest amount of job expertise and experience. More than half of the respondents said they had 3 or more years of experience in these areas.
- Respondents indicated they had the least amount of expertise in the areas of architecture & engineering and production & manufacturing.
- A majority of the respondents said they were skilled or very skilled in the areas of written and verbal communication, customer service, and problem solving.
- Regarding personal computer skills, about a third said they were skilled or very skilled and a little more than 40 percent said they were moderately skilled. About two-thirds had some experience with office software applications and navigating the Internet. But only a small fraction had experience applying more advanced computer skills such as network and website development, software support and development, database design and development, or hardware support.

Training:

We asked survey respondents about their interest in job training and the areas where they would most like to improve their skills (Q12-Q15).

- A little more than 40 percent of those completing the survey indicated they were interested in taking training to improve their job skills.
- They were most interested in taking training to improve their personal computer skills, with almost 20 percent interested in training in this area. Among the computer skills presented in the survey, learning office software applications was most popular, but there was also some interest in learning about website development, navigating the Internet, and database design and development.

New Employment Opportunities:

Survey respondents were asked about their interest in changing jobs, what types of jobs they might be interested in, and the characteristics of those jobs (Q16-Q22).

- A little less than 30 percent of those responding to the survey said they were looking for work or would consider changing jobs if the opportunity arose.
- No particular job category stood out from the others. They were seeking employment in community & social services; management; office, administrative & clerical support; education, training & library occupations; computer & mathematical jobs, and sales & services jobs.
- The majority of respondents were willing to accept an hourly wage in the \$11-\$20 range.
- Most wanted to work 30 or more hours a week and preferred working a business schedule or some kind of flexible schedule.
- Health care benefits were clearly the most important benefit identified by survey respondents when considering a new job.

Demographic Characteristics:

The survey asked a set of demographic questions to allow us to better understand the survey respondents and how they compare to the general population in the Forks area.

- Females represented 55 percent of the survey respondents, but in the 2000 Census they account for 45 percent of the population.
- Those individuals over 40 represented 70 percent of the survey respondents, but they account for about 44 percent of the 2000 Census.
- About 95 percent of the survey respondents were White or Caucasian compared to 77 percent in the Census. Hispanic and Native American respondents were significantly under represented.
- Over 40 percent of those responding to the survey had a 2-year college degree or higher. This is a higher level of education than the general population in the Forks area.

These differences in the survey population and the general population in Forks indicate that there is some bias in the survey response. For the estimates made in the last section of this report, an effort is made to correct for this bias by weighting the responses for males, for those 40 and under, and for those with a high school degree or less education. However, given the small number of responses for some combinations of sex, age, and

education, this weighting may not have significantly improved the validity of the results. Also, because of the small responses from Hispanic and Native American groups, it was not possible to adjust results to account for any ethnic bias in the sample. Thus, the results of the survey may not represent these groups.

Cross-Tab Analysis

We conducted an analysis of three groups of respondents:

1. those that were 40 years old and under,
2. those that indicated they were skilled or very skilled in the use of a personal computer, and
3. those that might be candidates for a new job (job seekers – those that indicated they were looking for work or considering a job change or that were somewhat or not satisfied with their current job).

Those individuals skilled in the use of personal computers are particularly relevant to this project and its interest in creating telework (information-based) jobs. Those individuals seeking jobs are likely candidates for new businesses. Those 40 years old and under were underrepresented in the survey responses and may be good candidates for telework jobs. The results for of the analysis for these groups are presented relative to all the survey responses to determine if there are important differences.

40 Years Old and Under:

Eighty-one of the individuals submitting surveys indicated they were 40 years old or under (Q23). Key characteristics of this group relative to the overall survey population are presented in the following points.

- The employment rate for this group is higher than the overall survey population. But this group also has relatively more people looking for work. Individuals that are retired or living on social security do not exist in this group.
- This group had a little lower job satisfaction level.
- Individuals in this group tended to have fewer years of occupational expertise in the various job categories than the overall survey population, but they tended to have more experience in the areas of food preparation and computers. They indicated they were more skilled in customer service and personal computers. They had more years of experience with all of the computer skills identified in the survey, particularly office software applications and navigating the internet.
- About 60 percent of the respondents in this group were interested in training to improve job related skills, which is higher than the overall survey population. The 40 and under group had a higher level of interest for training than the general population in all the skill areas except personal computer skills, although computer skills along with managerial skills still had the highest level of interest.
- More than half the respondents in the 40 and under group is open to considering a job change, a much higher number than the overall survey population. The 40 and under group had a little higher interest in employment in computer & mathematical jobs, management, and sales & services.
- This group tended to be a little more interested in a full-time job and was willing to accept a little lower wage than the overall survey population.

- As one would expect, the age of this group is much lower than the overall survey population and they have more children living at home. Household income is a little lower for this group and they tend to have a little lower level of education.

Skilled in Computers:

Ninety-nine survey respondents indicated they were skilled or very skilled using personal computers (Q13E). The following points highlight key characteristics for this group relative to the overall survey population.

- The employment rate of the computer skills group was higher than the overall survey population. But a much smaller portion of this group is retired or living on social security.
- Job satisfaction for this group was similar to the overall survey population.
- Individuals in the computer skill group had more occupational expertise in the different job categories, particularly in business & financial operations, architecture & engineering, and computer & mathematical. They also had higher skill levels in all areas, particularly for written, verbal, technical, computer, and problem solving. As one might expect, their computer skills were much higher than the overall survey population. The large majority of this group had more than three years of experience with office software applications and with navigating the internet. Generally, 20 percent to 40 percent of this group had some experience in the areas of network development, website development, database design and development, software support, and hardware technician. Software program developer had the lowest skill level, with about 10 percent of the group indicating they had experience in this area.
- Interest in training to improve job related skills was little higher for this group than it was for the overall survey population. The computer group had a lower degree of interest in training to improve their personal computer skills relative to the survey population, but they were a little more interested in more specialized computer training (network and website development and database design and development).
- The computer skill group was a little more likely to be considering a job change than the overall survey population. The computer group had a little higher interest in computer and mathematical jobs; management; business & financial operations; and office, administration, & clerical support.
- The computer skill group had a little lower average age. Household income for this group is a little higher than the survey population. Relative to the survey population, the computer skill group is more educated.

Job Seekers:

Job seekers are survey respondents that indicated they were somewhat or not satisfied with their jobs (Q4) or they were looking for work or considering changing jobs if the opportunity arose (Q16). There were 139 survey respondents that met these criteria. The characteristics of this group relative to the survey population are presented below.

- Job seekers had a slightly higher employment rate than the overall survey population, but this group also had a higher percent of individuals looking for

- work. Individuals that are retired or living on social security were a much smaller portion of this group than the survey population as a whole.
- As one might expect, job seekers had a much lower level of job satisfaction than the overall survey population.
 - The job seekers were very comparable to the overall survey population in terms of occupational expertise, job-related skills, and computer skills.
 - Two-thirds of the job seekers were interested in training to improve their job related skills. They had a higher interest than the overall survey population in training for all the skill areas, with computer skills having the greatest interest (like the overall population).
 - As expected, the job seekers were much more likely to be looking for work or considering changing jobs than the overall survey population.
 - Generally, the job characteristics job seekers wanted from a job were similar to the overall survey population. This group was willing to accept a little lower wage.
 - The job seeker group had a little lower average age. Household income was a little lower for this group. Job seekers had a similar level of education relative to the overall survey population.

Workforce Estimates

The following tables provide estimates of the number of people over 18 in the Forks and Sappho/Beaver areas with certain occupational expertise or job related skills. In each table, the value in the sample column indicates the number of survey responses and the estimate gives the range of people with the particular expertise or skill. These estimates are based on the survey responses and assume there are 4,802 people over 18 in the Forks and Sappho/Beaver areas. They assume a random sample and utilize a 95 percent confidence interval. The sample responses have been weighted to correct for sample bias, but the small sample size limited the effectiveness of the weighting. Note that the ranges tend to be fairly large. This is due to the small sample size of the survey. It suggests there is a fair amount of uncertainty in these estimates. However, the sample value and the estimate provide information that allows a judgment to be made about the number of people in the workforce that might have a certain expertise or skills.

Table 1 shows the occupational expertise of the workforce. The data suggest that there are a fair number of people in the workforce that have experience in information-related jobs.

Table 1. Years of Experience Working in Different Occupations (Q12)

Occupational Expertise	1 – 5 years		6 or more years	
	Sample	Estimate	Sample	Estimate
A. Architecture & Engineering	20	*	13	*
B. Building & Grounds	56	487-979	35	*
C. Business & Financial	39	*	67	626-1127
D. Community & Social	59	519-1025	66	605-1122
E. Computer & Mathematical	47	384-845	56	490-975
F. Construction & Extraction	42	330-769	37	*
G. Education, Training, &	34	*	50	420-889
H. Farming, Fishing, & Forestry	38	*	82	811-1334
I. Food Preparation & Serving	78	733-1308	43	349-776
J. Healthcare	29	*	46	378-826
K. Management	45	364-813	99	998-1593
L. Office, Administrative, &	52	438-923	84	821-1377
M. Production/Manufacturing	33	*	32	*
N. Sales & Services	63	560-1089	64	589-1086

* Estimates are not shown for those cases with a low response.

Table 2 provides workforce estimates for different job related skills. Personal computer skills are important for telework jobs. We estimate that 952 to 1587 people in the Forks workforce are skilled or very skilled in this area. We estimate there are over 2,000 people that are skilled or very skilled in several other job related skills relevant to information and telework jobs including written and verbal communications skills, customer service skills, and problems solving and troubleshooting skills.

Table 2. Reported Skill Level for Different Job Related Skills (Q13)

Job Related Skills	Moderately Skilled		Skilled Or Very Skilled	
	Sample	Estimate	Sample	Estimate
A. Written communication skills	84	901-1297	194	2125-2952
B. Customer service skills	68	706-1073	199	2184-3024
C. Verbal communication skills	73	767-1144	219	2434-3297
D. Technical skills	100	1098-1519	120	1225-1915
E. Personal computer (PC) skills	127	1437-1886	97	952-1587
F. Sales or marketing skills	86	925-1325	72	662-1222
G. Problem solving or troubleshooting skills	81	864-1256	189	2060-2886
H. Managerial skills	84	901-1297	148	1559-2314

Table 3 shows the experience of the workforce for several specific computer skills. We estimate that over 860 people have more than 6 years of experience with office software applications and more than 660 people have similar experience navigating the internet.

Table 3. Years of Experience with Different Computer Skills

Computer Related Skills	1 – 5 years		6 or more years	
	Sample	Estimate	Sample	Estimate
A. Office software applications	119	563-1910	90	868-1487
B. Navigating Internet	141	1475-2215	72	667-1217
C. Network development	29	*	4	*
D. Website development	21	*	6	*
E. Database design &	39	*	13	*
F. Software support	35	*	10	*
G. Hardware technician	14	*	6	*
H. Software program developer	5	*	6	*

* Estimates are not shown for those cases with a low response.

There were 134 survey respondents who indicated they were interested in taking training to improve their job related skills. We estimate there are 1,526 – 1,981 people over 18 in the area that would be interested in training.

There were 107 individuals that said they were looking for work or considering changing jobs if the opportunity arose. This translates to 1,185 – 1,615 people in the Forks area.

Conclusions and Recommendations

The workforce in the Forks area seems capable of supporting the development of rural telework jobs. A significant portion of the workforce has work expertise in information related jobs. We estimate that on the order of 1,000 to 1,500 individuals are skilled or very skilled in the use of personal computers. A similar number are looking for work or would consider changing jobs if the opportunity arose.

The survey indicated there is a fair amount of interest in receiving job-related training. We estimate that 1,500 or more people would like to receive training. There was most interest in improving personal computer skills. People were not just interested in learning more about office software applications, but were also interested in learning about website development, database design and development, and navigating the internet. We recommend that the community of Forks consider how it might develop and provide this training. Attention should be given to how the training improves the job related skills of participants.

Several things were learned from this survey that should be considered if similar surveys are conducted in other communities in the future.

- The participation of community members from the Integrated Community Network and City of Forks was beneficial. Publicity prior to the survey helped

- raise community awareness. A cover letter from the City of Forks helped convey the value of the survey to the community.
- Respondents to the survey did not seem to have any trouble completing the survey and the survey form seemed to work fairly well.
 - A generic mailing list was used to distribute the survey. This type of mailing list is typically used for mass mailings. We believe the use of this mailing list may have limited responses to the survey for two reasons. First the lack of a name on the envelope may have caused people to believe the survey was junk mail. Second, it seems that some of the addresses were not valid residential addresses. We recommend that a mailing list with valid names be used. Ideally this might be the list of residential customers from a local utility that serves all residences in the area.
 - Given the publicity for the survey, it may have been helpful to more clearly indicate on the mailing envelope that this was the workforce survey.
 - There was a bias in the survey responses and some demographic groups were significantly under represented in the responses. Future surveys need to identify approaches to improve the survey response and be sure that certain demographic groups are not significantly under represented.

This survey provided insights on the workforce in the Forks area that can be used by the community to attract perspective employers and improve the quality of the local workforce.

Appendix: Workforce Survey

Thank you for your help with this survey. The purpose of the survey is to get a realistic portrayal of the workforce skills of your community. As a part of the Rural Telework Project of the United States Department of Agriculture (USDA), the information will be used to attract prospective employers, and to help community development planners and others to create job opportunities and to identify training needs. All information obtained from this survey will be held in confidence and limited to use by the project team. No information will be released, sold, or used for any other purposes.

We ask that those members in your household who are 18 or older complete the following survey. If there are more than two individuals in your household 18 and older, please have the two primary wage earners in the household complete the survey. We appreciate your effort in filling out this survey. **Again all responses will be held in confidence, with only the combined results of the sampled population used in the study.**

If you have any concerns or questions related to this survey, please contact Jamie Leinan of the Forks Integrated Community Network at 374-8868 or Jessica Collins of the EDA University Center at (509) 335-8842. A Spanish version of the survey is not available. For assistance translating the survey, I encourage you to contact Sally Salinas at 374-9529. Una versión en Español de la encuesta no está disponible. Por asistencia traduciendo la encuesta, le animo a Usted que se comunice Sally Salinas al numero telefonico 374-9529.

When you have completed the survey, please mail it to the City of Forks using the enclosed self-addressed, stamped envelope, or drop it off at Forks City Hall, 500 East Division Street no later than November 12, 2002.

Please respond to the following questions about your work experience and related skills. Depending on your answer to the first question, you may not need to answer a few questions. Follow the arrows and instructions for question one to determine the next question to answer.

Q1. What is your current employment status? *Please circle one response.*

- 1. Working full/part time (one job)
 - 2. Working full/part time (more than one job)
 - 3. Waiting for recall by employer or union
 - 4. Looking for work
 - 5. Homemaker
 - 6. Going to School
 - 7. Retired or on Social Security
 - 8. Unable to work
 - 9. Doing something else
- If you circled any of these answers please skip to Q12.

Q2. How many hours do you typically work for pay each week at your primary job? *Circle one response.*

- 1. 0 - 15
- 2. 16 - 30
- 3. 31 - 40
- 4. 41 - 50
- 5. 51 +

Q3. Are you working as much as you would like to in your primary job? *Circle one response.*

- 1. Not enough
- 2. About right
- 3. Too much

Q4. Are you satisfied with your primary job?

- 1. Yes
- 2. Somewhat
- 3. No

Q5. Do you feel that your education and experience are being utilized in your primary job?

- 1. Yes
- 2. Somewhat
- 3. No

Q6. How would you characterize your primary job? *Circle one response.*

- 1. Year-round
- 2. Seasonal
- 3. Temporary

Q7. What is your present job title?

Q8. Which of the following industries most closely matches the primary one you work in? *Circle one response.*

1. Agriculture, Forestry, Fishing, and Mining
2. Construction
3. Manufacturing
4. Transportation, Communications, Electric, Gas, and Sanitary Services
5. Retail and Wholesale Trade
6. Finance, Insurance, and Real Estate
7. Services (includes health, education, social, and business services)
8. Government
9. Other (please list): _____

Q9. How many years have you been with your current primary employer? *Circle one response.*

1. 0 – 2 2. 3 – 5 3. 6 – 8 4. 9 +

Q10. Where is your primary job located? *Please circle one response.*

1. Forks
2. Clallam Bay
3. Other West End Communities (outside of Forks or Clallam Bay)
4. Port Angeles and East Clallam County
5. West Jefferson County
6. Other (please list): _____

Q11. How many miles, one-way, per day do you travel to your primary work? *Circle one response.*

1. < 10 2. 10 – 25 3. 26 - 40 4. 41 - 60 5. > 60

Q12. What occupational expertise do you have, if any, and how many years of experience do you have working (both work and volunteer related) in each occupation? *Circle one response for each occupation.*

	None	1 – 2 years	3 – 5 years	6 – 8 years	9 + years
A. Architecture & Engineering	1	2	3	4	5
B. Building & Grounds Cleaning &	1	2	3	4	5
C. Business & Financial Operations	1	2	3	4	5
D. Community & Social Services	1	2	3	4	5
E. Computer & Mathematical	1	2	3	4	5
F. Construction & Extraction	1	2	3	4	5
G. Education, Training, & Library	1	2	3	4	5
H. Farming, Fishing, & Forestry Occupations	1	2	3	4	5
I. Food Preparation & Serving Related	1	2	3	4	5
J. Healthcare	1	2	3	4	5
K. Management	1	2	3	4	5
L. Office, Administrative, & Clerical Support	1	2	3	4	5
M. Production/Manufacturing	1	2	3	4	5

N. Sales & Services	1	2	3	4	5
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Q13. Listed below are some job related skills. Circle one response for each skill and also indicate in the grey column if you would like training in that skill.

	Not Skilled	Moderately Skilled	Skilled	Very Skilled	Would Like Training
A. Written communication skills	1	2	3	4	5
B. Customer service skills	1	2	3	4	5
C. Verbal communication skills	1	2	3	4	5
D. Technical skills	1	2	3	4	5
E. Personal computer (PC) skills	1	2	3	4	5
F. Sales or marketing skills	1	2	3	4	5
G. Problem solving or troubleshooting skills	1	2	3	4	5
H. Managerial skills	1	2	3	4	5
I. Other specialized professional skills (please list): _____	1	2	3	4	5

Q14. How many years of experience do you have with the following computer skills? Circle one response for each skill and also indicate in the grey column if you would like training in that skill.

Computer Skills	None	1 - 2 years	3 - 5 years	6 - 8 years	9 + years	Would Like Training
A. Office software applications (i.e. Microsoft Word or Excel)	1	2	3	4	5	6
B. Navigating Internet	1	2	3	4	5	6
C. Network development	1	2	3	4	5	6
D. Website development	1	2	3	4	5	6
E. Database design & development	1	2	3	4	5	6
F. Software support	1	2	3	4	5	6
G. Hardware technician	1	2	3	4	5	6
H. Software program developer	1	2	3	4	5	6
I. Other _____ —	1	2	3	4	5	6

Q15. Are you interested in taking training to improve your job related skills? Circle one response.

1. Yes Please identify the training your are interested in taking: _____
2. No _____

Q16. Are you looking for work or considering changing jobs if the opportunity arose?

1. Yes
2. No

Q17. If you are actively seeking a job or considering new work or a career change, what types of employment are you looking for? Please circle one response for each employment opportunity.

	Not Interested	Might Consider	Considering	Actively Seeking
A. Architecture & Engineering	1	2	3	4
B. Building, Grounds Cleaning and Maintenance	1	2	3	4
C. Business & Financial Operations	1	2	3	4
D. Community & Social Services	1	2	3	4
E. Computer & Mathematical	1	2	3	4
F. Construction & Extraction	1	2	3	4
G. Education, Training, & Library Occupations	1	2	3	4
H. Farming, Fishing, & Forestry Occupations	1	2	3	4
I. Food Preparation & Serving Related	1	2	3	4
J. Healthcare	1	2	3	4
K. Management	1	2	3	4
L. Office, Administrative, & Clerical Support	1	2	3	4
M. Production/Manufacturing	1	2	3	4
N. Sales & Services	1	2	3	4

Q18. Generally speaking, what is the minimum wage per hour you are willing to accept? Circle one response.

1. \$7 - 10
2. \$11 - 15
3. \$16 - 20
4. \$21 - 25
5. \$26 - 30
6. \$31 +
7. Not applicable

Q19. Generally speaking, given the following options, which work schedule(s), would you prefer to work? Circle all that apply.

- | | |
|---------------------------------|----------------------|
| 1. Business hours (9 AM – 5 PM) | 4. Part-time |
| 2. Graveyard (10 PM – 6 AM) | 5. Flexible schedule |
| 3. Swing (3 PM – 11 PM) | 6. Not applicable |

Q20. Generally speaking, how many hours a week would you be able to work? Circle one response.

- | | |
|------------|-------------------|
| 1. <= 10 | 4. 31 - 40 |
| 2. 11 - 20 | 5. 41+ |
| 3. 21 - 30 | 6. Not applicable |

Q21. What is the average amount of overtime hours per week you expect? Please circle one response.

1. None 2. 1 - 5 3. 6 - 10 4. 11 - 15 5. 16 +

Q22. Please rank the following job benefits in terms of their importance to you when considering a new job? *Rank the following items from 1 to 5 with 1 being the most important and 5 being the least important benefit.*

- | | |
|--|--|
| <input type="text"/> Paid vacation | <input type="text"/> Dental insurance benefits |
| <input type="text"/> Paid sick leave | <input type="text"/> Retirement plan |
| <input type="text"/> Health insurance benefits | |

The last few questions are demographic questions. The answers to these questions are critical to the survey process and will be used to analyze and better understand the information reported by all respondents to the survey. Answers will not in any way be disclosed to other parties individually.

Q23. Of the following, which age category do you fall under? *Circle one response.*

- | | |
|------------|------------|
| 1. 18 - 24 | 5. 41 - 45 |
| 2. 25 - 30 | 6. 46 - 50 |
| 3. 31 - 35 | 7. 51 - 55 |
| 4. 36 - 40 | 8. 56 + |

Q24. What is your gender?

1. Male 2. Female

Q25. What is your annual household income after taxes? *Please circle one response.*

1. < \$20,000
2. \$20,000 - 30,000
3. \$31,000 - 40,000
4. \$41,000 - 50,000
5. \$51,000 - 60,000
6. \$61,000 +

Q26. Total number of children under the age of 18 living in the household _____.

Q27. **EXCLUDING YOURSELF**, the number of household members 18 or over that are **employed** is _____.

Q28. **EXCLUDING YOURSELF**, the number of household members 18 or over that are **unemployed** is _____.

Q29. Which of the following categories **best** describes your ethnic background? *Circle one response.*

1. Asian/Pacific Islander
2. Black/African-American
3. White/Caucasian
4. Native American
5. Spanish/Hispanic/Latino/Chicano
6. Other (please specify) _____

Q30. What is the **highest** level of education you have completed? *Circle one response.*

1. Less than high school
2. High school graduate or GED
3. Some college/vocational experience
4. 2 year vocational or technical school degree
5. 4 year college degree
6. Postgraduate work

Q31. How many **years** have you lived in this area? *Please circle one response.*

1. < 3
2. 3 - 6
3. 7 - 10
4. 11 +

Thank you very much for participating in this survey. Please return your completed questionnaire **as soon as possible, but no later than November 12, 2002** in the enclosed self-addressed, stamped envelope or drop it off at Forks City Hall Water Department, 500 East Division Street, Forks, WA.

To be eligible for the prize drawing for one of the two \$25.00 gift certificates donated by Forks Thrifty Mart and a \$25.00 dinner gift certificate provided by West End Radio Kvac/KLLM, **please provide either your home phone number, your email address, or other contact information for the drawing.**

Phone number: _____ Email address: _____

Other contact information: _____