



2024 City of Oregon City Community Survey Findings Report

Presented to the City of Oregon City,
Oregon

December 2024



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Executive Summary

2024 City of Oregon City Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Oregon City in the fall of 2024. The purpose of the survey was to help ensure that the City's priorities continue to match the needs and desires of residents. The information provided will be used to improve existing services and help the City better understand the evolving needs of residents. This is the fourth survey ETC Institute has administered for Oregon City; the first was conducted in 2018.

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Oregon City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent follow-up messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Oregon City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 300 residents. The goal was met, with a total of 345 residents completing the survey. The overall results for the sample of 345 households have a precision of at least $\pm 5.2\%$ at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Oregon City with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflect the utilization and awareness of City services, the percentage of "don't know" responses have been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

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This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey, including comparisons to results from the 2023 and 2018 surveys,
- benchmarking data that show how the results for Oregon City compare to other communities,
- Importance-Satisfaction analysis: this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Satisfaction with Major Categories of City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of the City’s public library services (83%), the overall quality of police services (75%), the overall quality of City parks/trails/open space (68%), and the overall quality of City sewer services (65%). The major categories of City services that respondent households indicated should receive the most emphasis over the next two years, based upon the sum of their top three choices, were: the overall maintenance of City streets (56%), the overall effectiveness of City economic development efforts (38%), and the overall quality of City parks, trails, and open space (33%).

Overall Satisfaction with Perceptions of the City

The highest levels of satisfaction with items that influence perceptions of the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall feeling of safety in the City (59%), the overall quality of services provided by the City (59%), the overall image of the City (53%), and the availability of training or educational opportunities (49%).

Ratings of Oregon City

The highest overall ratings of Oregon City, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were: as a place to live (78%), as a place to raise children (67%), overall quality of life in the City (66%), and as a place to connect & interact with neighbors (53%).

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Satisfaction with Specific City Services

Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: proximity of parks to home (75%), the appearance and maintenance of existing City parks (67%), and the quality of facilities (64%). The parks and recreation services that should receive the most emphasis over the next two years, based upon the sum of respondents’ top two choices, were: appearance and maintenance of existing City parks (32%), quality of facilities (24%), and quality of the City’s swimming pool (20%).

Public Safety. The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the visibility of police in the community (70%), how quickly police respond to emergencies (67%), the City’s overall efforts to prevent crime (59%), and enforcement of local traffic laws (58%). The public safety services that should receive the most emphasis over the next two years, based upon the sum of the respondents’ top two choices, were: response to issues with transients (63%), response to drug control (27%), and the City’s overall efforts to prevent crime (22%).

City Communication. The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (43%) and the overall quality of the City’s website (37%).

- The top four sources that respondent households have used to receive news and information about City programs, services and events were: “Trail News” quarterly publication (74%), social media (55%), friends (33%), and the City website (27%). The sources from which respondents indicated they would *most prefer* to receive their information, based on the sum of their top two choices, were: “Trail News” quarterly publication (45%) and social media (43%).
- Based on the sum of their top two choices, the level of frequency that respondent households would most like to receive information from the City was monthly (78%).
- The types of information that respondent households indicated they would like to receive from the City were: public safety (78%), special events (71%), and public works (68%).

Code Enforcement. The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: parking enforcement services (44%) and enforcing codes designed to protect public safety and health (39%). The code enforcement items that respondents indicated should receive the most emphasis over the next two years, based on the sum of their top two choices, were: enforcing cleanup of litter & debris on private property (56%) and enforcing codes designed to protect public safety and health (53%).

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Transportation and Infrastructure. The highest levels of satisfaction with transportation and infrastructure services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow and ice response on major City streets (67%), adequacy of City street lighting in neighborhoods (62%), and maintenance of neighborhood streets (54%). The transportation and infrastructure services that respondents indicated should receive the most emphasis over the next two years, based on the sum of their top two choices, were: the maintenance of major City streets (40%) and the maintenance of neighborhood streets (26%).

Public Library. The highest levels of satisfaction with the City’s public library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: selection of physical resources available (74%), selection of digital resources available online (71%), and access to computers and library Wi-Fi (70%). The library services that respondents indicated should receive the most emphasis over the next two years, based upon the sum of their top two choices, were: events for seniors (18%), selection of physical resources available (17%), and events for children (15%).

- Forty percent (40%) of respondent households indicated they receive their information about the library from “Trail News.”

Customer Service. Thirty-eight percent (38%) of respondents indicated they have called, emailed, or visited the City with a question, problem, or complaint during the past year. Of those who contacted the City, 36% indicated it was “very easy,” 41% indicated it was “somewhat easy,” 15% indicated it was “difficult,” and 8% indicated it was “very difficult” to contact the person they needed to reach. Of the 38% of respondents who contacted the City during the past year, 38% contacted Code Enforcement, 31% contacted the Police, and 23% contacted Building and Planning. Ninety-one percent (91%) of respondents who contacted the City indicated that City employees were always (58%) or usually (33%) courteous & polite.

Water Quality. The highest levels of satisfaction with the City’s water quality, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: reliability of water service (88%), water clarity (81%), and water pressure (75%).

Additional Findings

- Respondent households were asked their willingness to pay additional taxes/fees to acquire, develop, and maintain parks, recreation, and trail facilities. Nine percent (9%) indicated they were “very willing,” 25% were “willing,” 23% were “neutral,” 22% were “not willing,” and 22% were “not at all willing.”
- The capital investment items that are priorities to respondent households, based upon the sum of their top five choices, are: road maintenance/pavement preservation (66%) and traffic congestion relief (58%).

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- The highest levels of change in the expectation of services provided by the City, based upon the combined percentage of “much higher” and “a little higher” responses among residents *who had an opinion*, were: transportation facilities & programs (74%), recreation facilities and programs (57%), and parks, trails, & open space (56%). Forty-three percent (43%) of respondent households indicated they would be willing to pay more in taxes or fees to support an increase in the service level.
- The items that respondents, *who had an opinion*, indicated were “much too slow” or “too slow” with regard to the current pace of land development were: housing options for aging population (68%) and entry-level single-family homes (65%). Respondents felt the pace of development was “too fast” or “much too fast” for apartments (59%) and townhomes/row houses (56%).

Trends Since 2023

Satisfaction ratings for the City of Oregon City stayed the same or increased in 49 of the 95 satisfaction areas assessed since 2023. The largest increases and decreases in satisfaction since 2023 are listed below.

Largest Increases Since 2023

- Response to property crime (+11%)
- Response to drug control (+11%)
- Access to bilingual material (+10%)
- City employees helped resolve an issue (+10%)
- Overall maintenance of City streets (+9%)
- How quickly police respond to emergencies (+8%)
- Overall quality of permit process (+8%)
- The City’s overall efforts to prevent crime (+7%)

Largest Decreases Since 2023

- Overall quality of City sewer services (-8%)
- The City as a place to live (-8%)
- Quality of Pioneer Community Center (-8%)
- Overall quality of City water utilities (-9%)
- The City as a place to raise children (-9%)
- Water smell (-10%)
- Overall quality of life in the City (-12%)

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How the City of Oregon City Compares to Other Communities Nationally

Satisfaction levels for Oregon City **rated the same or higher than the U.S. average in 22 of the 37 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 18 of these areas. Listed below are the comparisons between Oregon City and the U.S. average:

| Service | Oregon City | U.S. | Difference | Category |
|----------------------------------------------------------------|-------------|------|------------|-----------------------------------|
| As a place to live | 78% | 49% | 29% | Overall Ratings of the City |
| Overall quality of customer service from City employees | 65% | 39% | 26% | Major Categories of City Services |
| Overall quality of police services | 75% | 53% | 22% | Major Categories of City Services |
| Overall quality of City's public library services | 83% | 64% | 19% | Major Categories of City Services |
| Visibility of police in the community | 70% | 54% | 16% | Public Safety |
| Accessibility of public transportation options | 51% | 37% | 14% | Transportation and Infrastructure |
| Overall quality of City sewer services | 65% | 53% | 12% | Major Categories of City Services |
| How quickly police respond to emergencies | 67% | 56% | 11% | Public Safety |
| Overall quality of City water utilities | 62% | 52% | 10% | Major Categories of City Services |
| Overall effectiveness of City communication with public | 47% | 37% | 10% | Major Categories of City Services |
| Overall quality of services provided by the City | 59% | 49% | 10% | Perceptions of the Community |
| The city's overall efforts to prevent crime | 59% | 49% | 10% | Public Safety |
| Snow and ice response on major City streets | 67% | 58% | 9% | Transportation and Infrastructure |
| Overall maintenance of City streets | 49% | 41% | 8% | Major Categories of City Services |
| Enforcement of local traffic laws | 58% | 50% | 8% | Public Safety |
| As a place to raise children | 67% | 61% | 6% | Overall Ratings of the City |
| Overall quality of the City's recreation programs | 54% | 49% | 5% | Major Categories of City Services |
| Maintenance of neighborhood streets | 54% | 49% | 5% | Transportation and Infrastructure |
| Adequacy of City street lighting in neighborhoods | 62% | 59% | 3% | Transportation and Infrastructure |
| Overall enforcement of City codes and ordinances | 42% | 42% | 0% | Major Categories of City Services |
| Overall image of the City | 53% | 53% | 0% | Perceptions of the Community |
| Condition of neighborhood sidewalks | 47% | 47% | 0% | Transportation and Infrastructure |
| Overall value received for tax dollars & fees | 32% | 33% | -1% | Perceptions of the Community |
| On-street bicycle infrastructure | 39% | 42% | -3% | Transportation and Infrastructure |
| Availability of information about City programs/services | 43% | 46% | -3% | Communication |
| Overall quality of the City's website | 37% | 42% | -5% | Communication |
| As a place to work | 50% | 57% | -7% | Overall Ratings of the City |
| Overall feeling of safety in the City | 59% | 66% | -7% | Perceptions of the Community |
| Maintenance of major City streets | 50% | 58% | -8% | Transportation and Infrastructure |
| Quality of content on social media | 31% | 39% | -8% | Communication |
| Enforcing sign regulation | 35% | 45% | -10% | Code Enforcement |
| Enforcing cleanup of litter & debris on private property | 34% | 45% | -11% | Code Enforcement |
| How well City is supporting growth & development | 27% | 39% | -12% | Perceptions of the Community |
| Enforcing mowing/trimming of grass & weeds on private property | 33% | 46% | -13% | Code Enforcement |
| Timeliness of information provided by the City | 28% | 43% | -15% | Communication |
| Level of public involvement in decision making | 19% | 34% | -15% | Communication |
| Quality of sidewalks for people with mobility challenges | 35% | 52% | -17% | Transportation and Infrastructure |

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How the City of Oregon City Compares to Other Communities in the Region

Satisfaction levels for Oregon City **rated the same or higher than the Northwest regional average in 23 of the 37 areas** that were assessed. The City rated significantly higher than the Northwest Region (difference of 5% or more) in 16 of these areas. Listed below are the comparisons between Oregon City and the Northwest regional average:

| Service | Oregon City | Northwest Region | Difference | Category |
|----------------------------------------------------------------|-------------|------------------|------------|-----------------------------------|
| As a place to live | 78% | 49% | 29% | Overall Ratings of the City |
| Overall quality of customer service from City employees | 65% | 38% | 27% | Major Categories of City Services |
| Overall quality of City's public library services | 83% | 64% | 19% | Major Categories of City Services |
| Overall quality of police services | 75% | 56% | 19% | Major Categories of City Services |
| Snow and ice response on major City streets | 67% | 50% | 17% | Transportation and Infrastructure |
| Overall quality of services provided by the City | 59% | 44% | 15% | Perceptions of the Community |
| As a place to raise children | 67% | 53% | 14% | Overall Ratings of the City |
| Visibility of police in the community | 70% | 56% | 14% | Public Safety |
| The city's overall efforts to prevent crime | 59% | 49% | 10% | Public Safety |
| Enforcement of local traffic laws | 58% | 50% | 8% | Public Safety |
| Overall quality of City sewer services | 65% | 59% | 6% | Major Categories of City Services |
| Overall quality of the City's recreation programs | 54% | 48% | 6% | Major Categories of City Services |
| Overall effectiveness of City communication with public | 47% | 41% | 6% | Major Categories of City Services |
| Overall enforcement of City codes and ordinances | 42% | 36% | 6% | Major Categories of City Services |
| Adequacy of City street lighting in neighborhoods | 62% | 56% | 6% | Transportation and Infrastructure |
| Maintenance of neighborhood streets | 54% | 49% | 5% | Transportation and Infrastructure |
| Overall image of the City | 53% | 50% | 3% | Perceptions of the Community |
| Accessibility of public transportation options | 51% | 48% | 3% | Transportation and Infrastructure |
| Availability of information about City programs/services | 43% | 41% | 2% | Communication |
| How quickly police respond to emergencies | 67% | 66% | 1% | Public Safety |
| On-street bicycle infrastructure | 39% | 38% | 1% | Transportation and Infrastructure |
| Overall quality of the City's website | 37% | 37% | 0% | Communication |
| Maintenance of major City streets | 50% | 50% | 0% | Transportation and Infrastructure |
| Overall feeling of safety in the City | 59% | 60% | -1% | Perceptions of the Community |
| How well City is supporting growth & development | 27% | 28% | -1% | Perceptions of the Community |
| Overall quality of City water utilities | 62% | 64% | -2% | Major Categories of City Services |
| Overall maintenance of City streets | 49% | 52% | -3% | Major Categories of City Services |
| Overall value received for tax dollars & fees | 32% | 36% | -4% | Perceptions of the Community |
| Condition of neighborhood sidewalks | 47% | 52% | -5% | Transportation and Infrastructure |
| As a place to work | 50% | 56% | -6% | Overall Ratings of the City |
| Timeliness of information provided by the City | 28% | 35% | -7% | Communication |
| Enforcing sign regulation | 35% | 42% | -7% | Code Enforcement |
| Quality of content on social media | 31% | 39% | -8% | Communication |
| Enforcing cleanup of litter & debris on private property | 34% | 43% | -9% | Code Enforcement |
| Level of public involvement in decision making | 19% | 28% | -9% | Communication |
| Enforcing mowing/trimming of grass & weeds on private property | 33% | 50% | -17% | Code Enforcement |
| Quality of sidewalks for people with mobility challenges | 35% | 56% | -21% | Transportation and Infrastructure |

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the City's overall satisfaction rating are listed below:

- Overall maintenance of City streets (I-S = 0.2866)
- Overall effectiveness of City economic development efforts (I-S = 0.2570)
- Overall enforcement of City codes & ordinances (I-S = 0.1160)
- Overall quality of the City's recreation programs (I-S = 0.1081)
- Overall effectiveness of City communication with the public (I-S = 0.1076)
- Overall quality of City parks, trails, and open space (I-S = 0.1050)

The table on the following page shows the Importance-Satisfaction rating for all 13 major categories of City services that were assessed.

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2024 Importance-Satisfaction Rating

Oregon City, OR

Major Categories of City Services

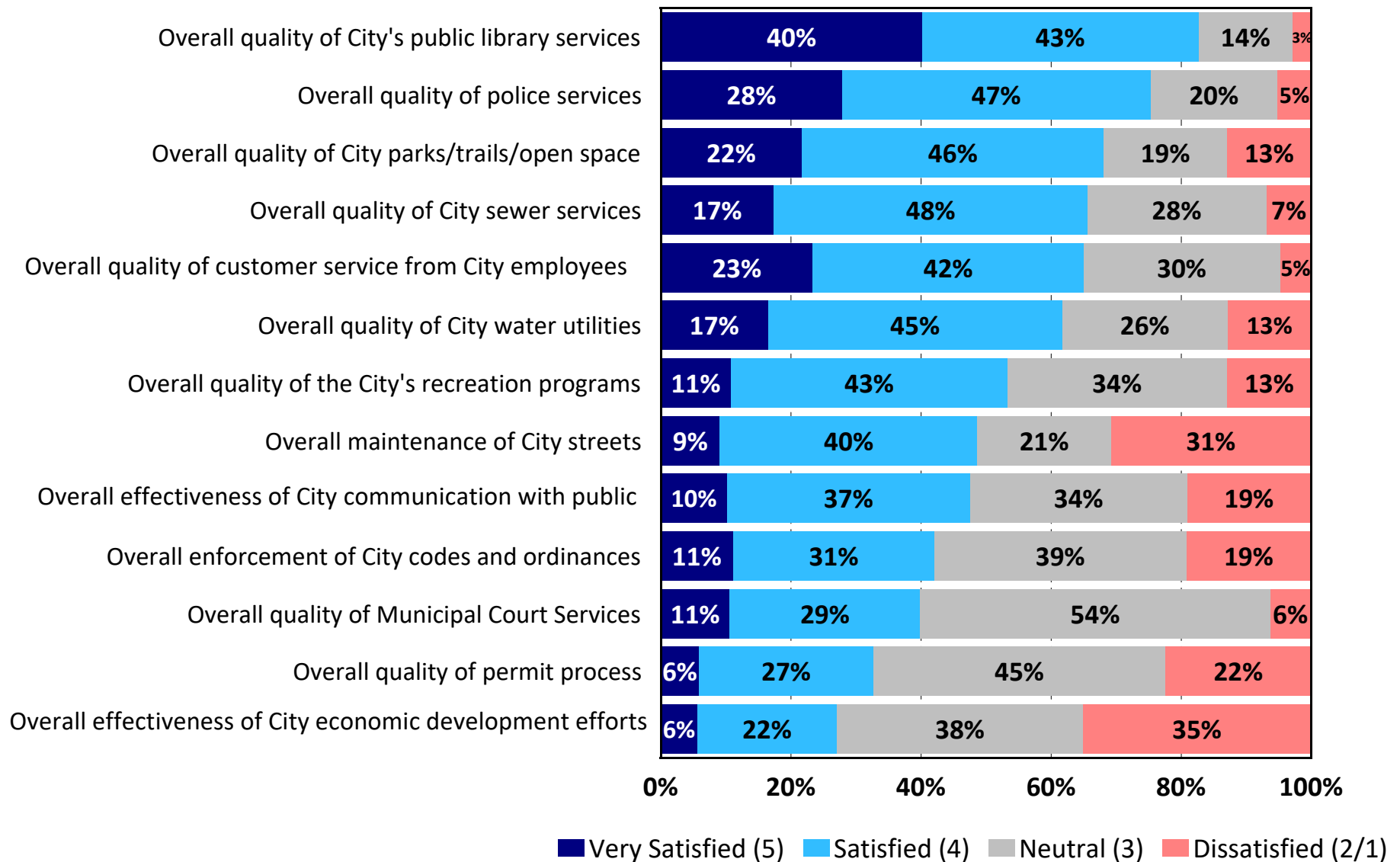
| Category of Service | Most Important % | MOST Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS > .20) | | | | | | |
| Overall maintenance of City streets | 56% | 1 | 49% | 8 | 0.2866 | 1 |
| Overall effectiveness of City economic development efforts | 38% | 2 | 32% | 13 | 0.2570 | 2 |
| High Priority (IS .10-.20) | | | | | | |
| Overall enforcement of City codes & ordinances | 20% | 8 | 42% | 10 | 0.1160 | 3 |
| Overall quality of City's recreation programs | 24% | 5 | 54% | 7 | 0.1081 | 4 |
| Overall effectiveness of City communication with public | 20% | 7 | 47% | 9 | 0.1076 | 5 |
| Overall quality of City parks/trails/open space | 33% | 3 | 68% | 3 | 0.1050 | 6 |
| Medium Priority (IS < .10) | | | | | | |
| Overall quality of City water utilities | 22% | 6 | 62% | 6 | 0.0817 | 7 |
| Overall quality of police services | 32% | 4 | 75% | 2 | 0.0810 | 8 |
| Overall quality of permit process | 11% | 9 | 33% | 12 | 0.0717 | 9 |
| Overall quality of customer service from City employees | 6% | 11 | 65% | 5 | 0.0193 | 10 |
| Overall quality of Municipal Court services | 3% | 13 | 40% | 11 | 0.0186 | 11 |
| Overall quality of City sewer services | 5% | 12 | 65% | 4 | 0.0182 | 12 |
| Overall quality of City's public library services | 8% | 10 | 83% | 1 | 0.0128 | 13 |



Charts and Graphs

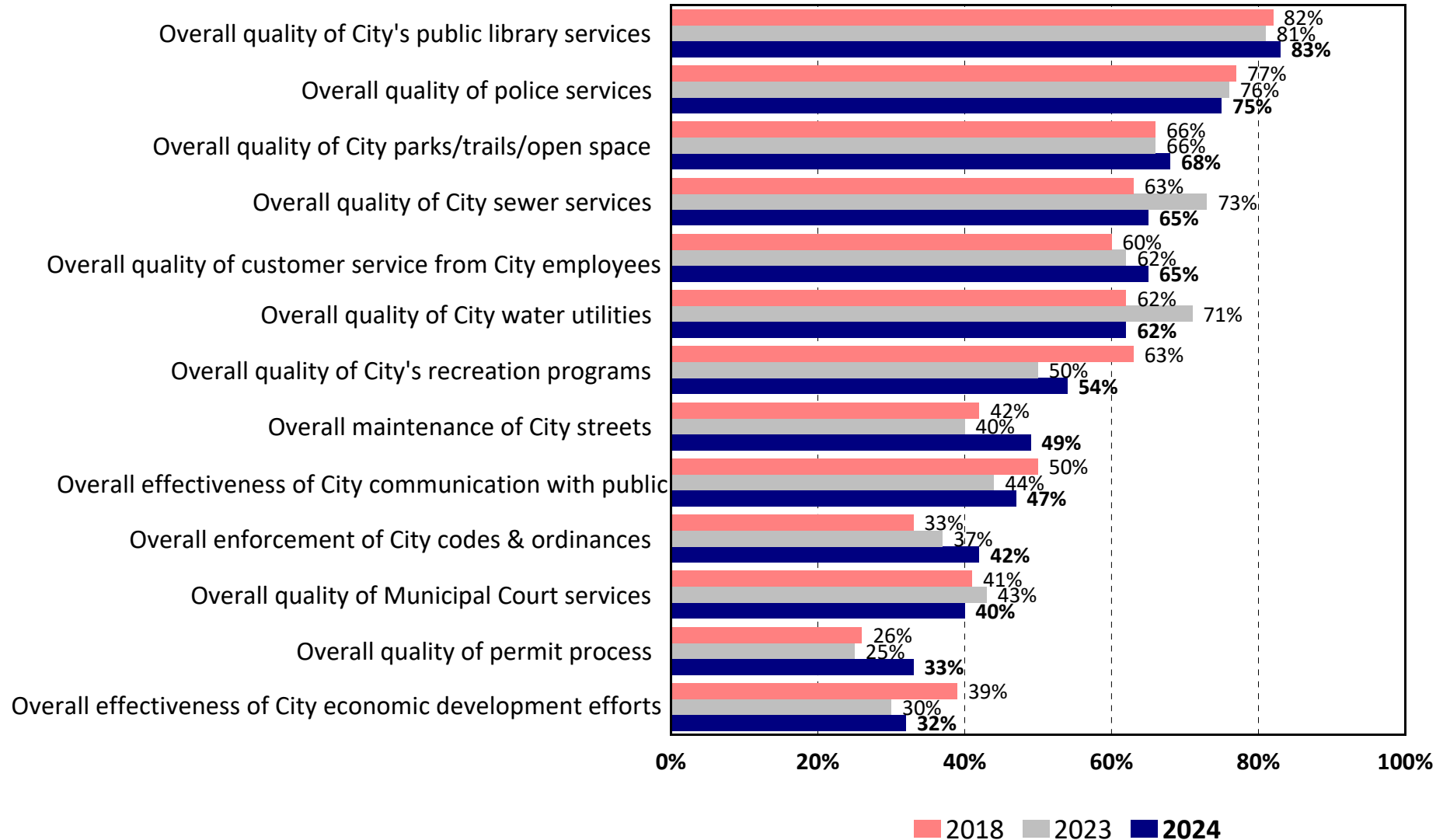
Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding don't knows)



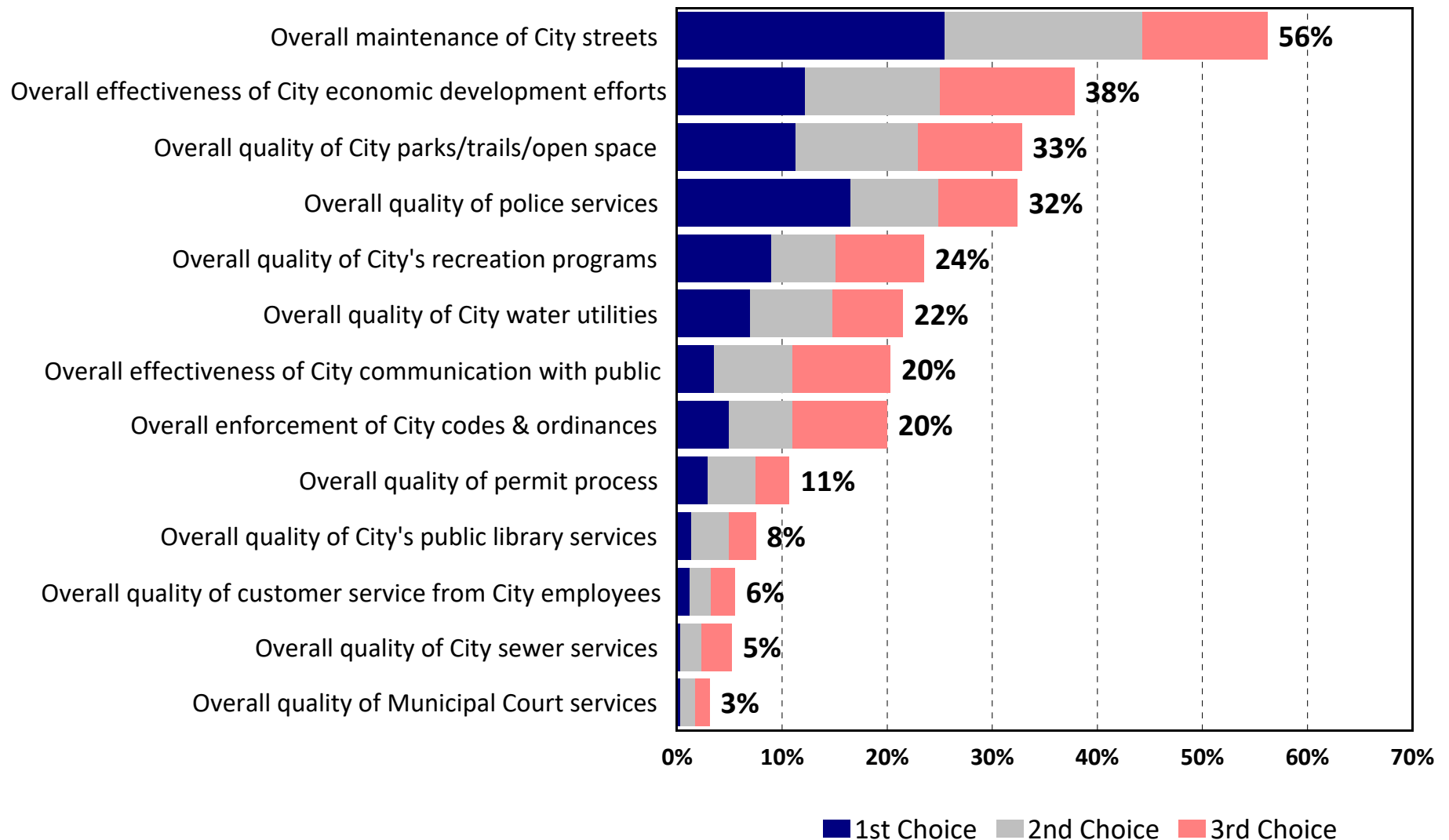
TRENDS: Overall Satisfaction with City Services by Major Category - 2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



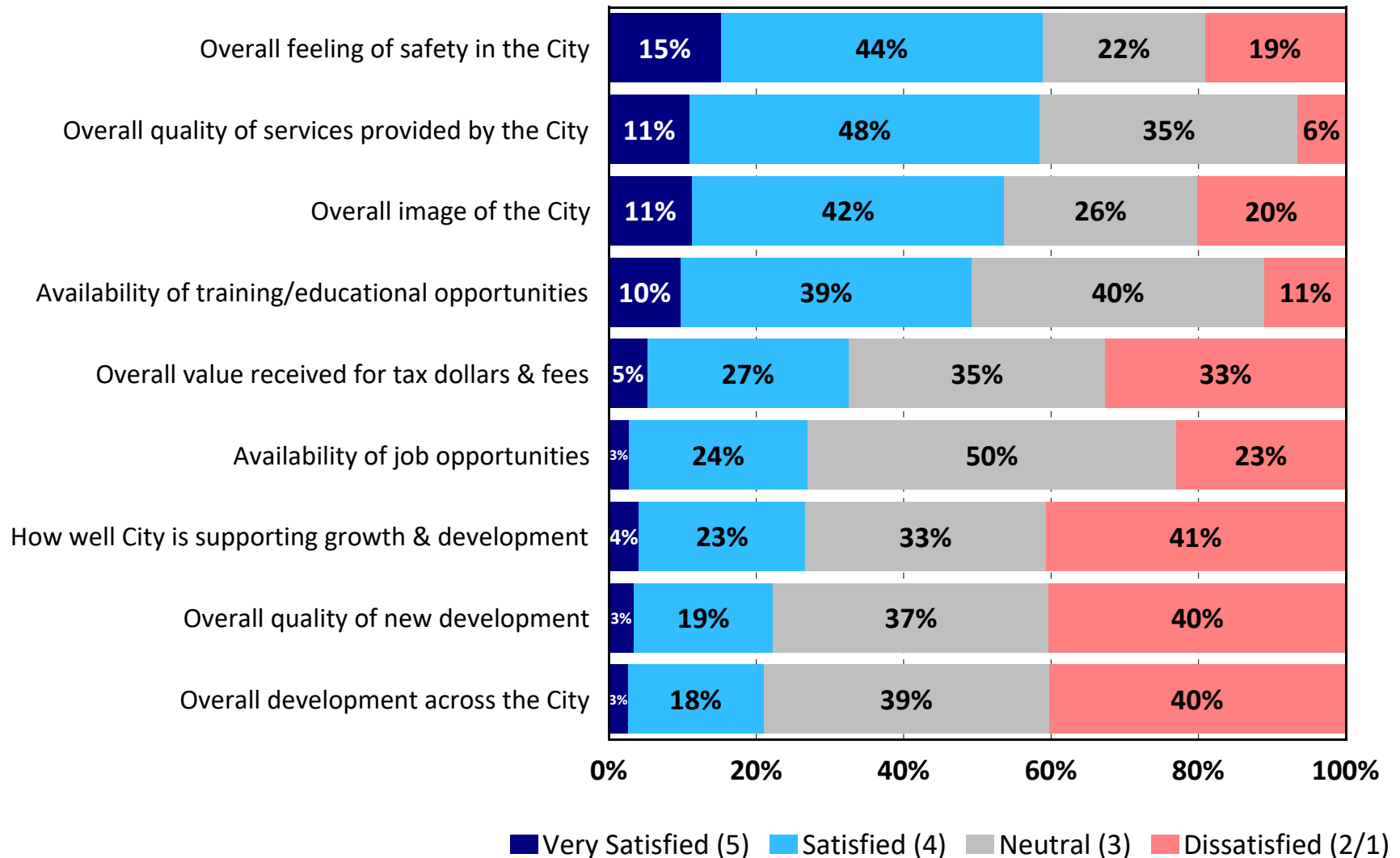
Q2. City Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



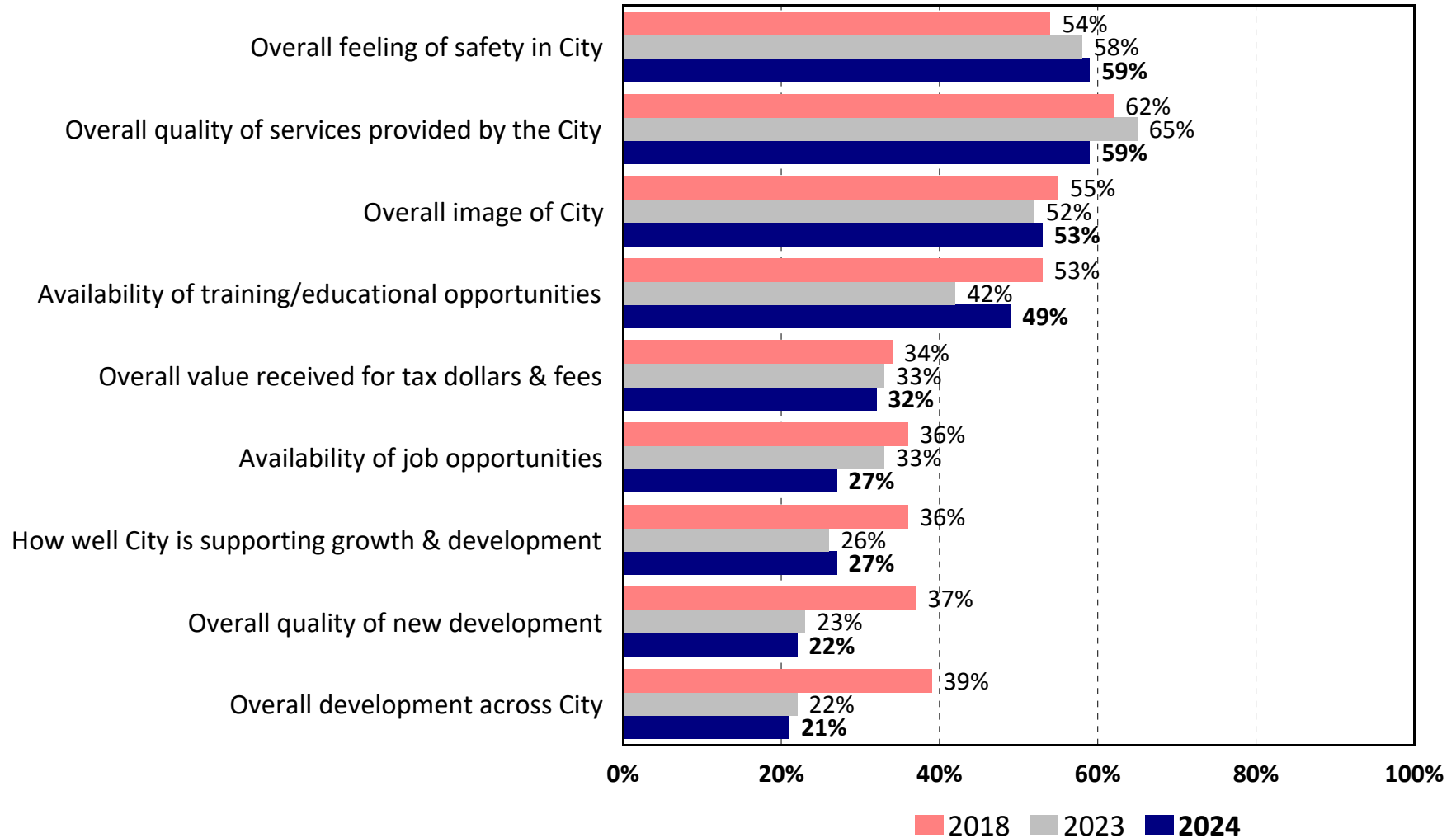
Q3. Satisfaction With Items That Influence Perceptions of the City

by percentage of respondents (excluding don't knows)



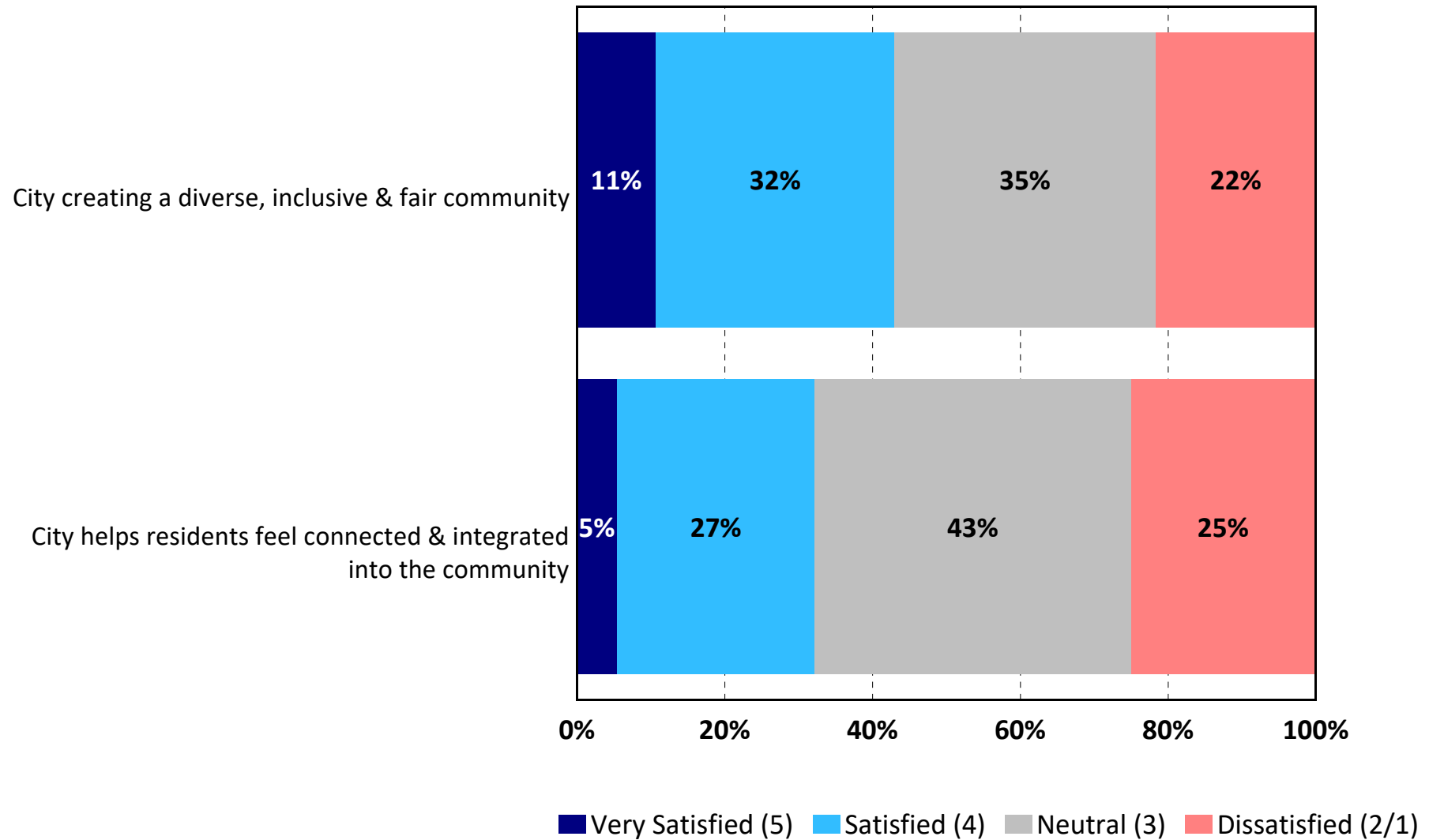
TRENDS: Satisfaction With Items That Influence Perceptions of the City - 2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q4. Satisfaction With Diversity and Inclusion

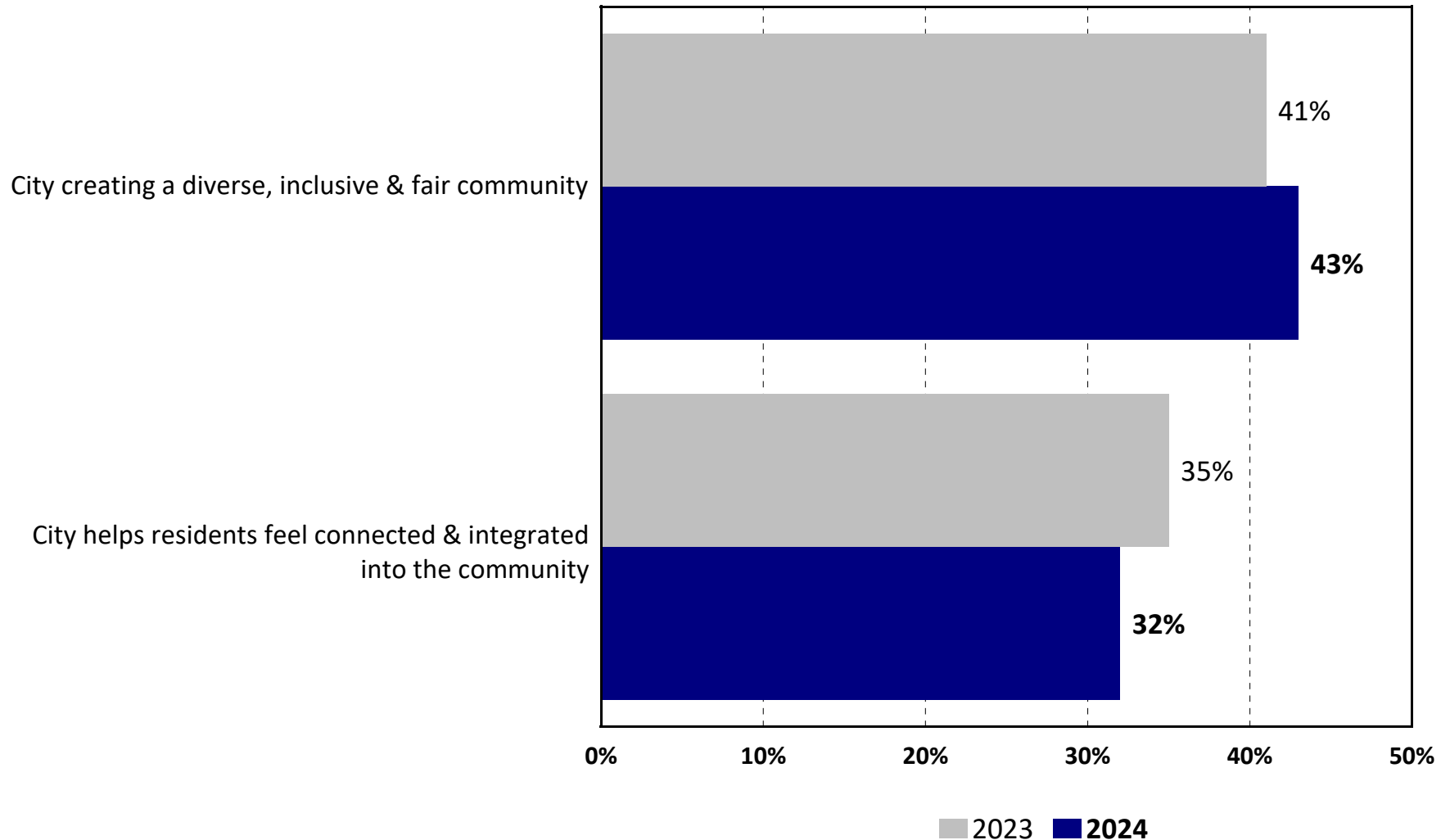
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Diversity and Inclusion

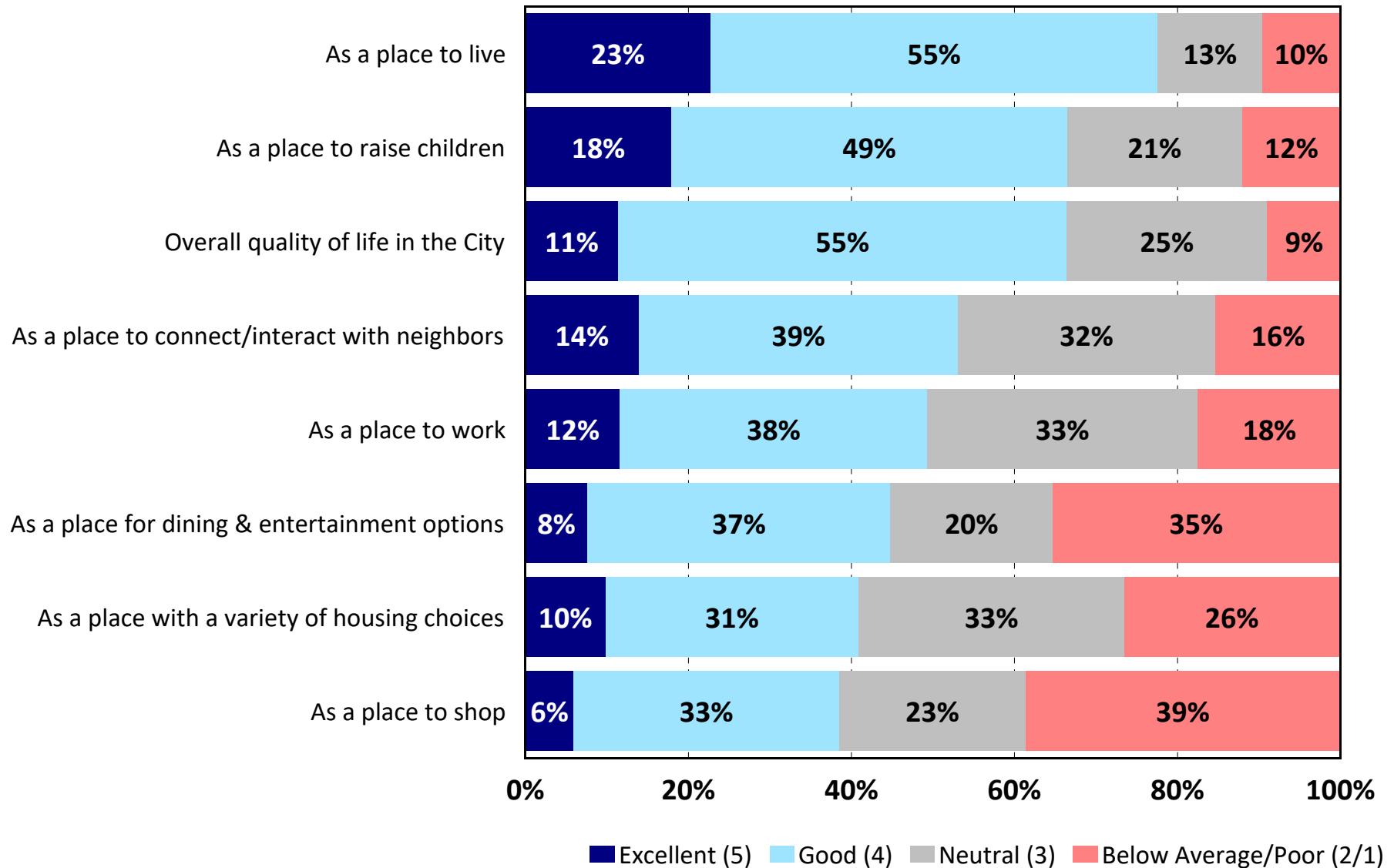
2023 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q5. Ratings of Oregon City

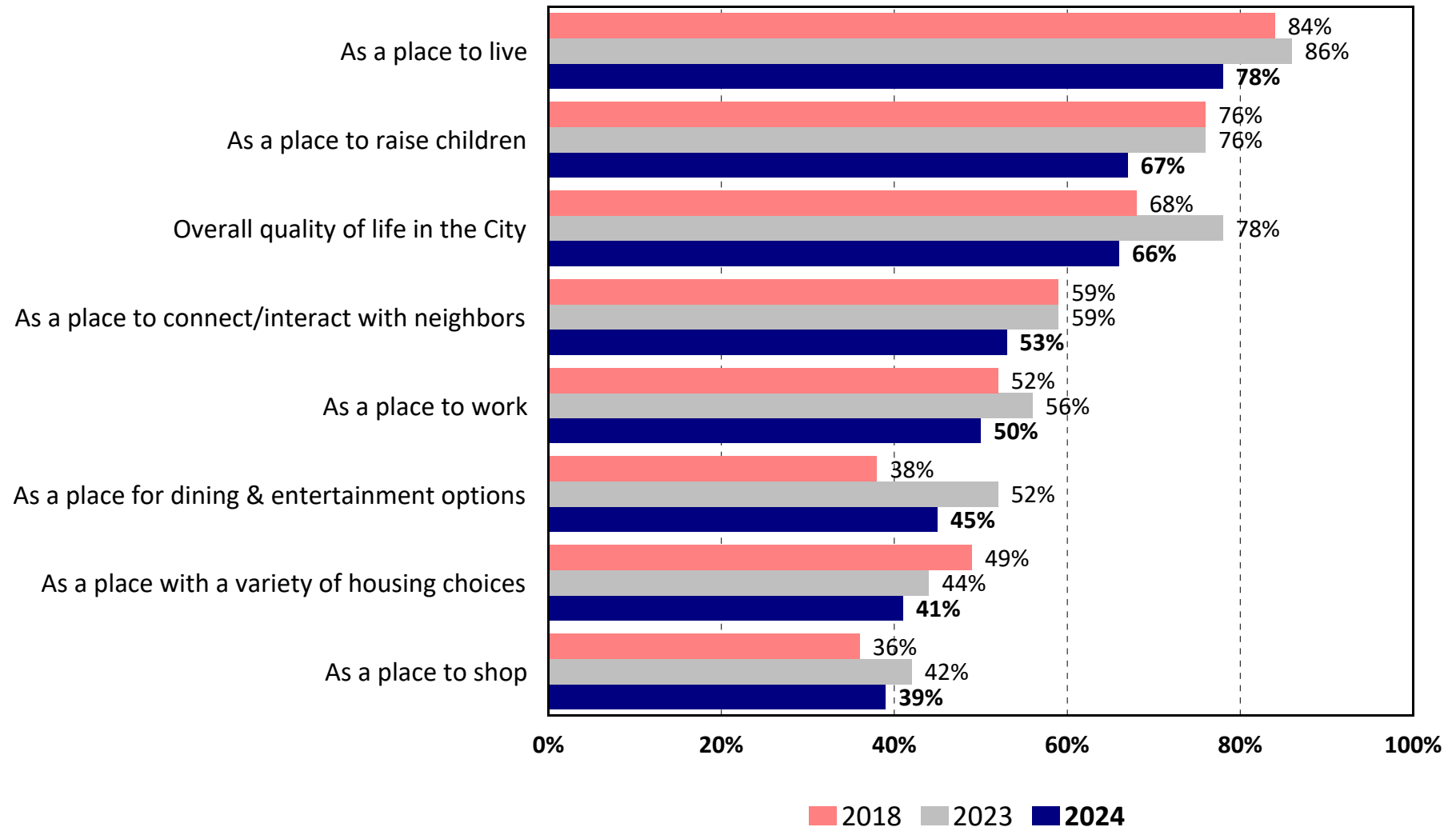
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Ratings of Oregon City

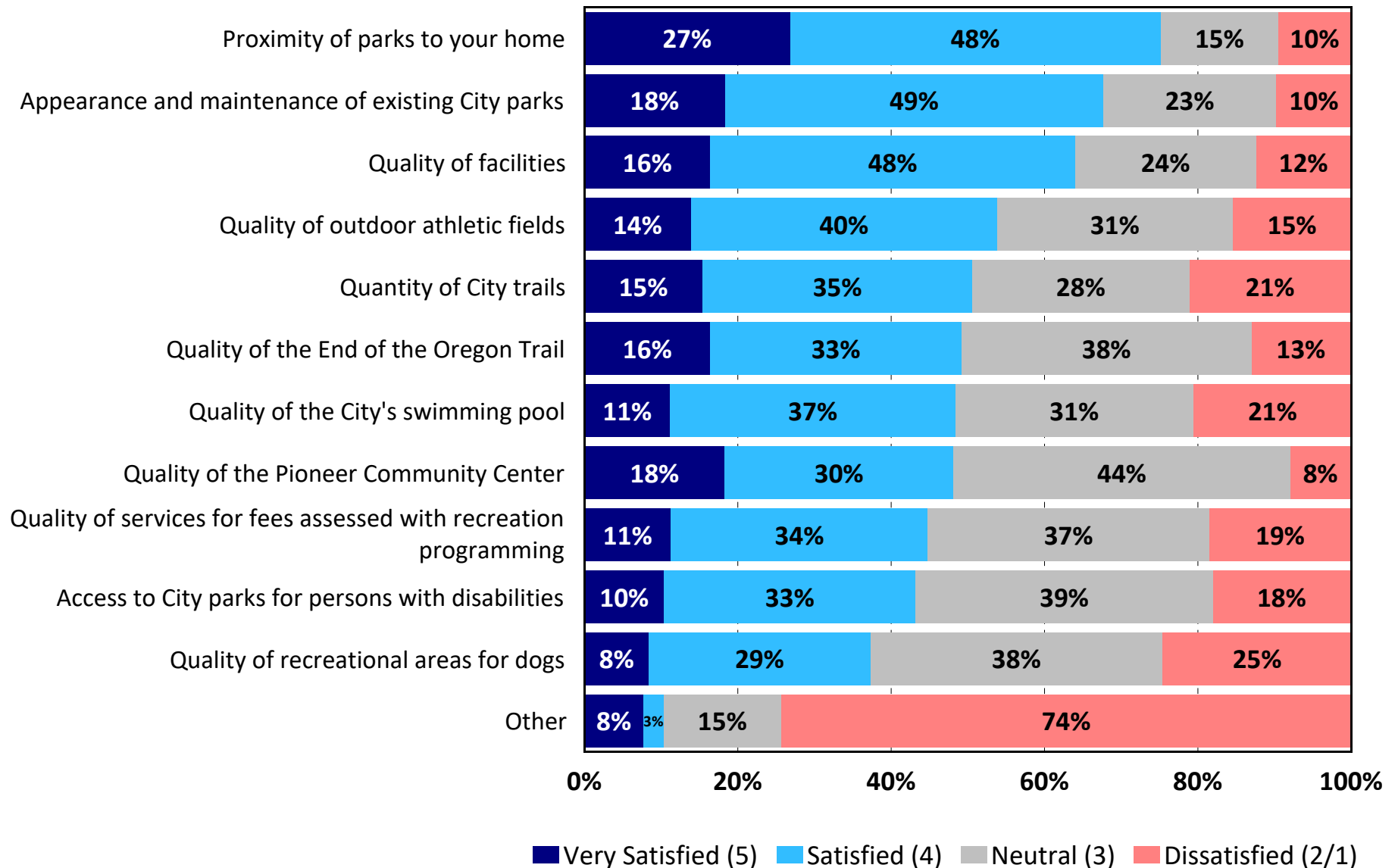
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q6. Satisfaction With Parks and Recreation Services

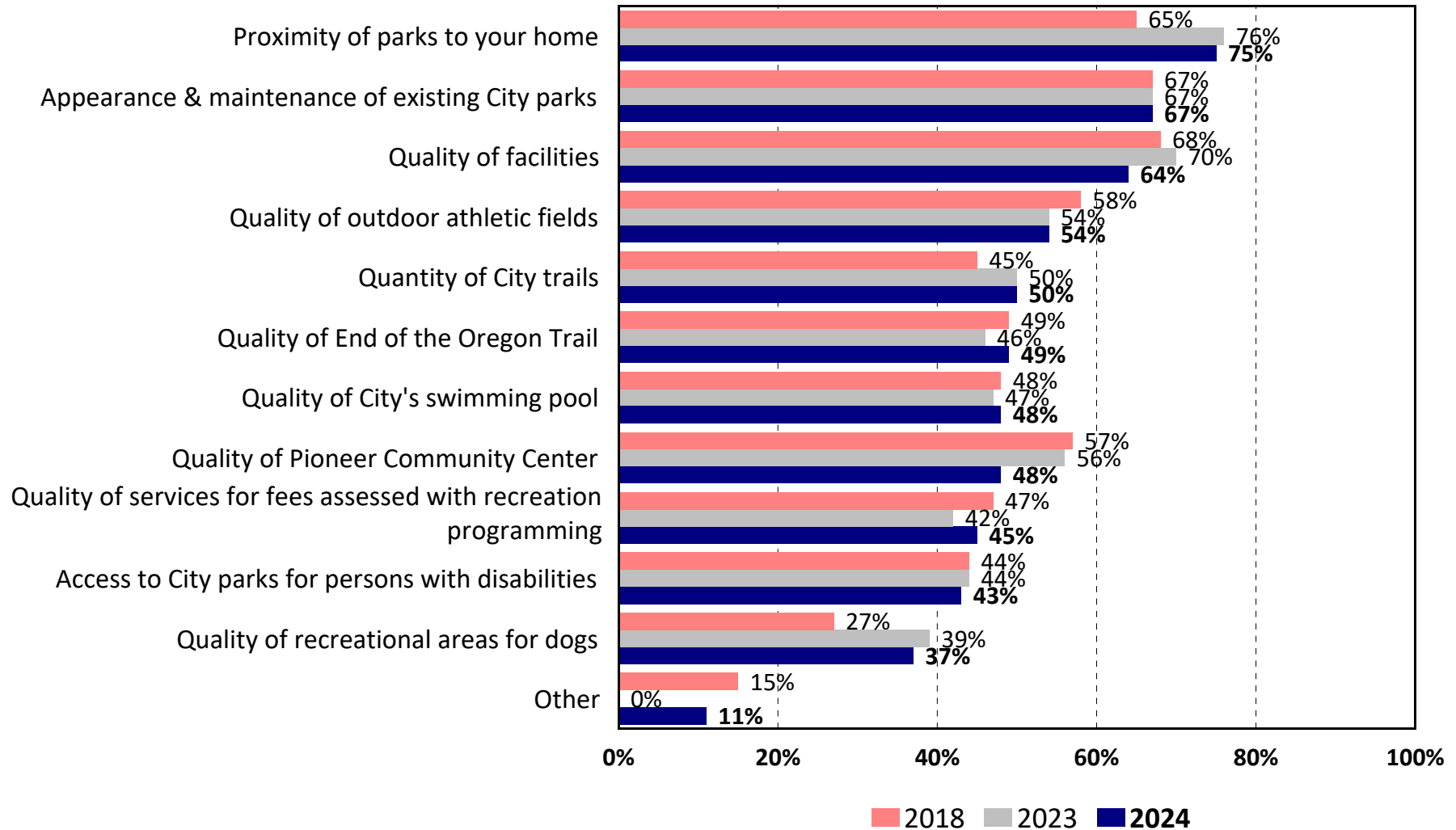
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Parks and Recreation Services

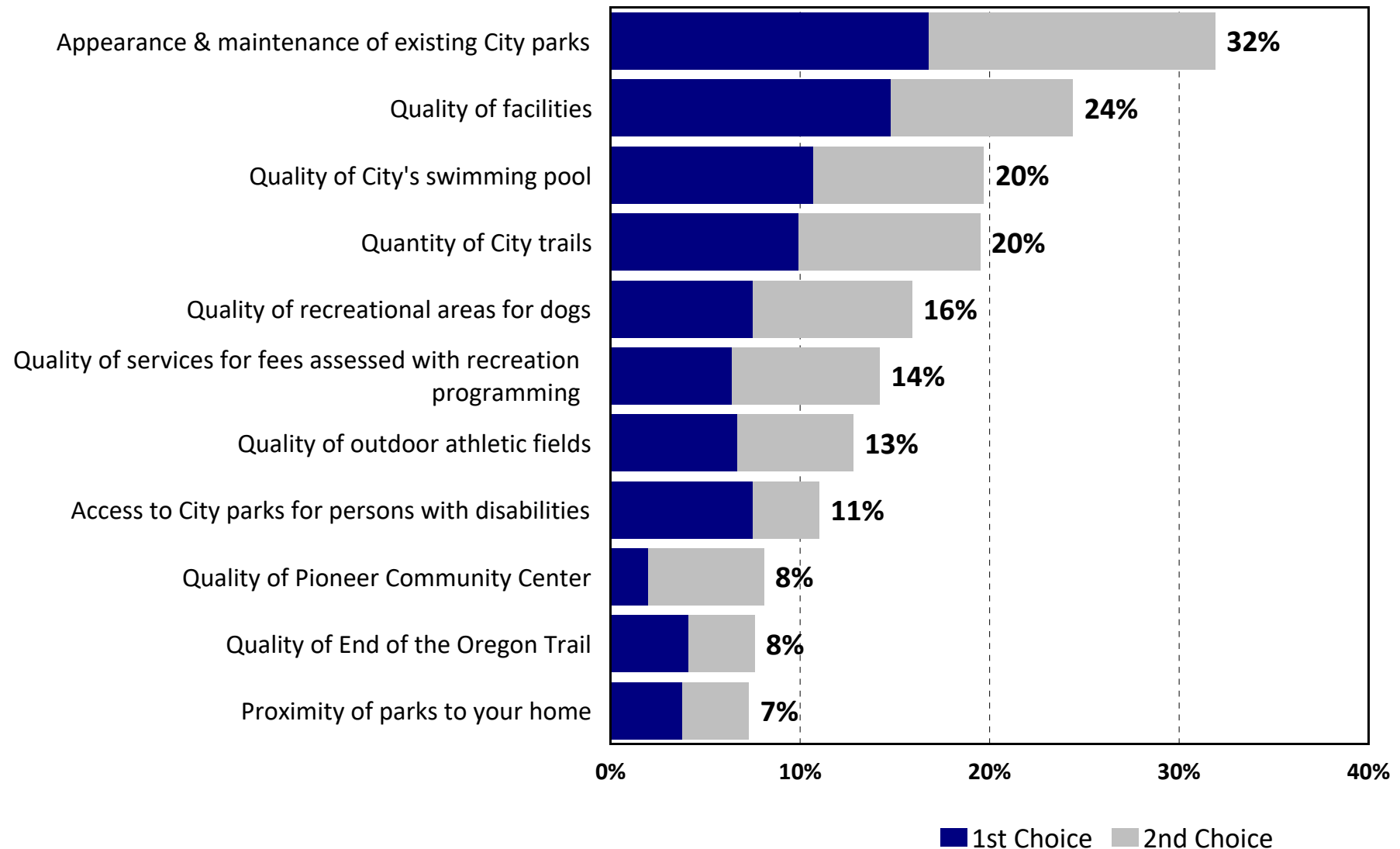
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q7. Parks and Recreation Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

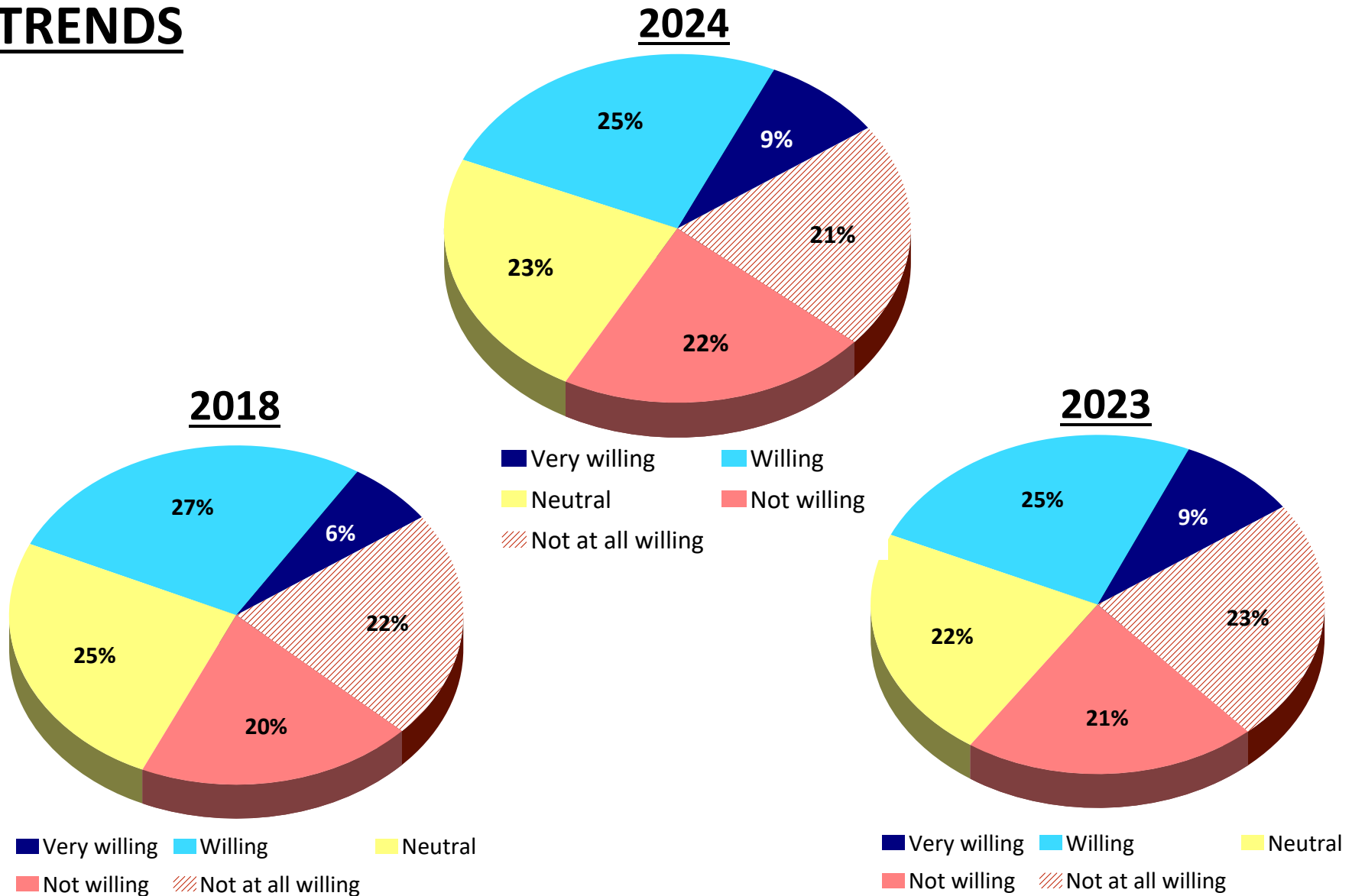
by percentage of respondents who selected the item as one of their top two choices



Q8. Willingness to Pay Additional Taxes or Fees to Acquire, Develop, and Maintain Parks, Recreation, and Trail Facilities

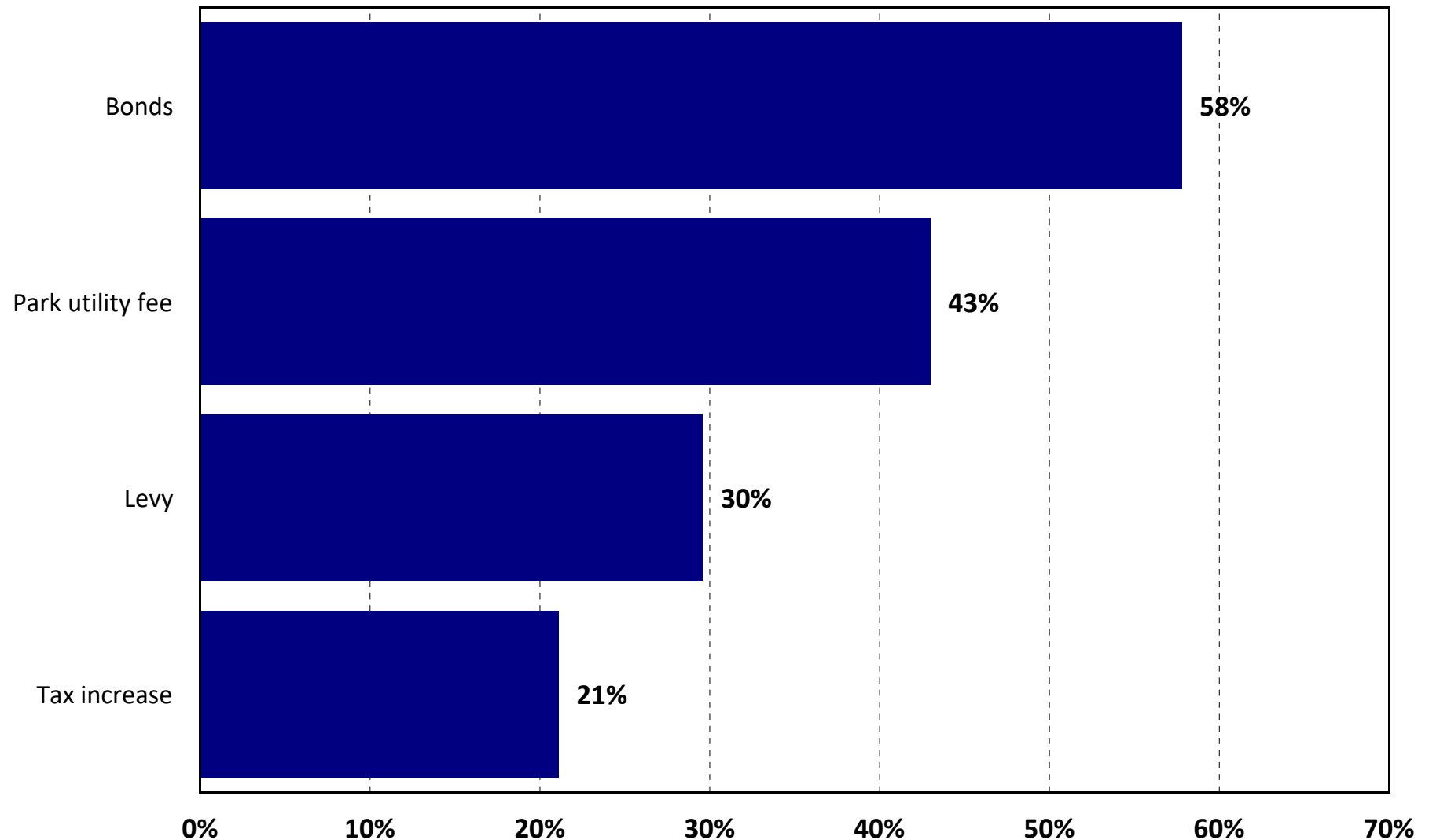
by percentage of respondents (excluding don't knows)

TRENDS



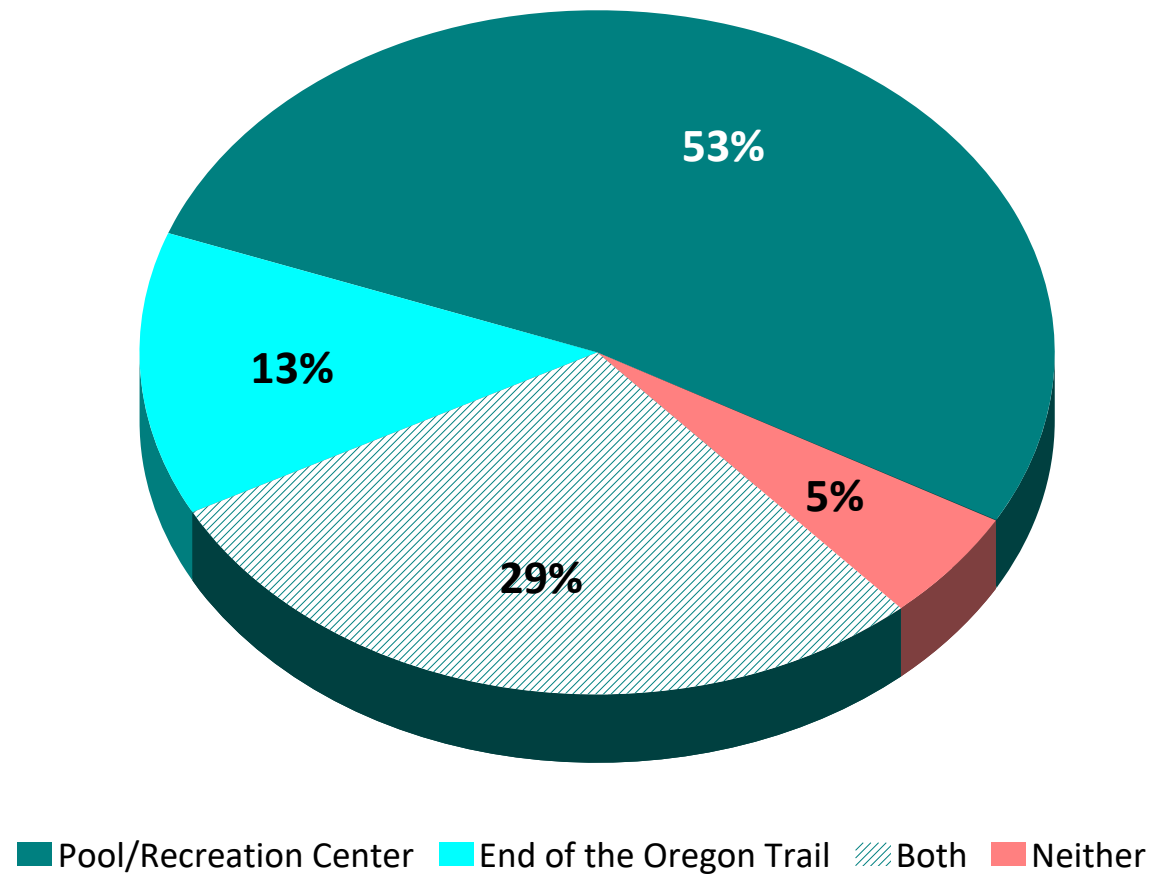
Q9. Methods That Residents Would Support to Raise Funds for Constructing Parks Facilities

by percentage of respondents (excluding "none" - multiple choices could be made)



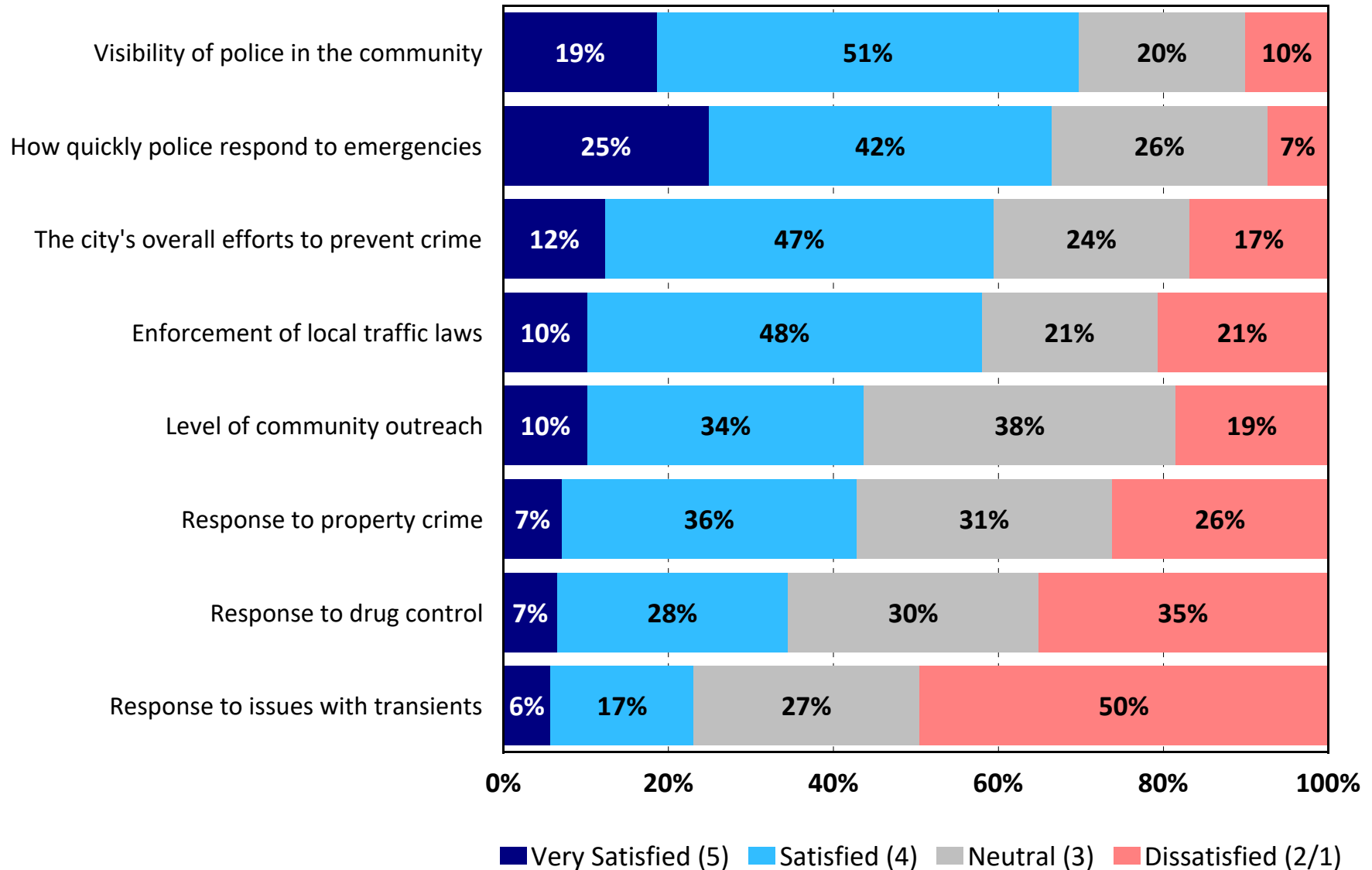
Q9a. Facilities That Residents Would Most Like to See the City Prioritize

by percentage of respondents who would support additional costs (excluding “not provided”)



Q10. Satisfaction With Public Safety Services

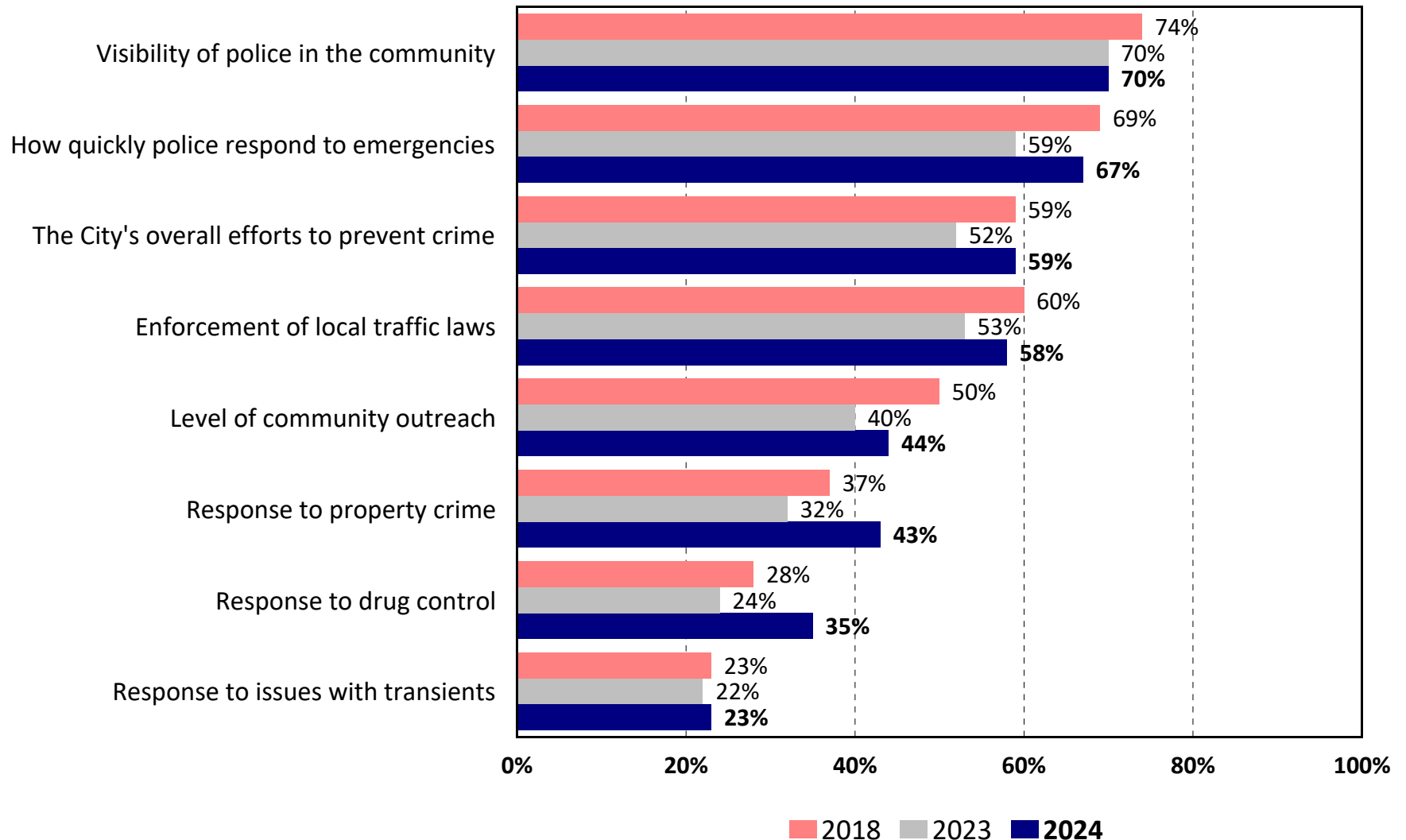
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Public Safety Services

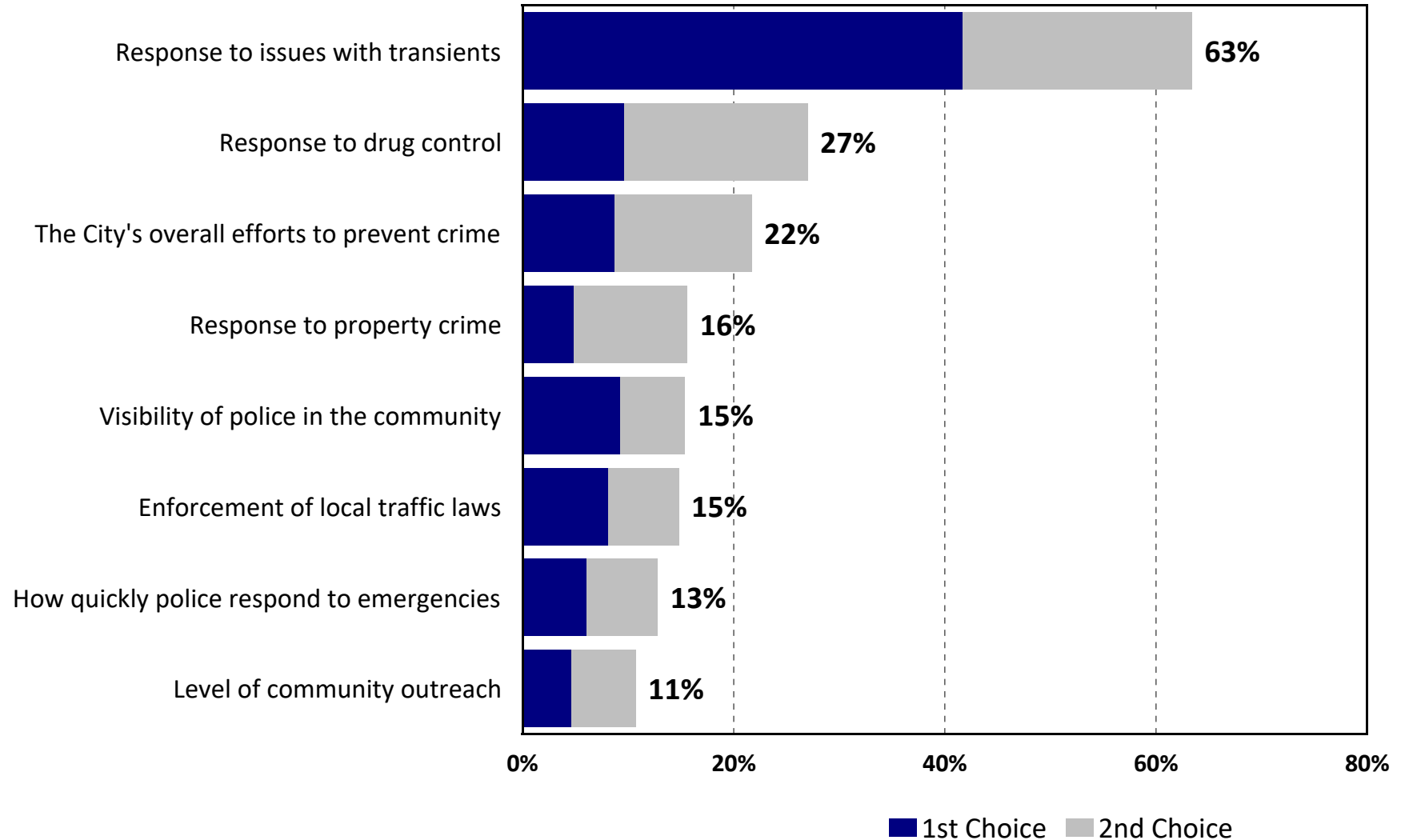
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



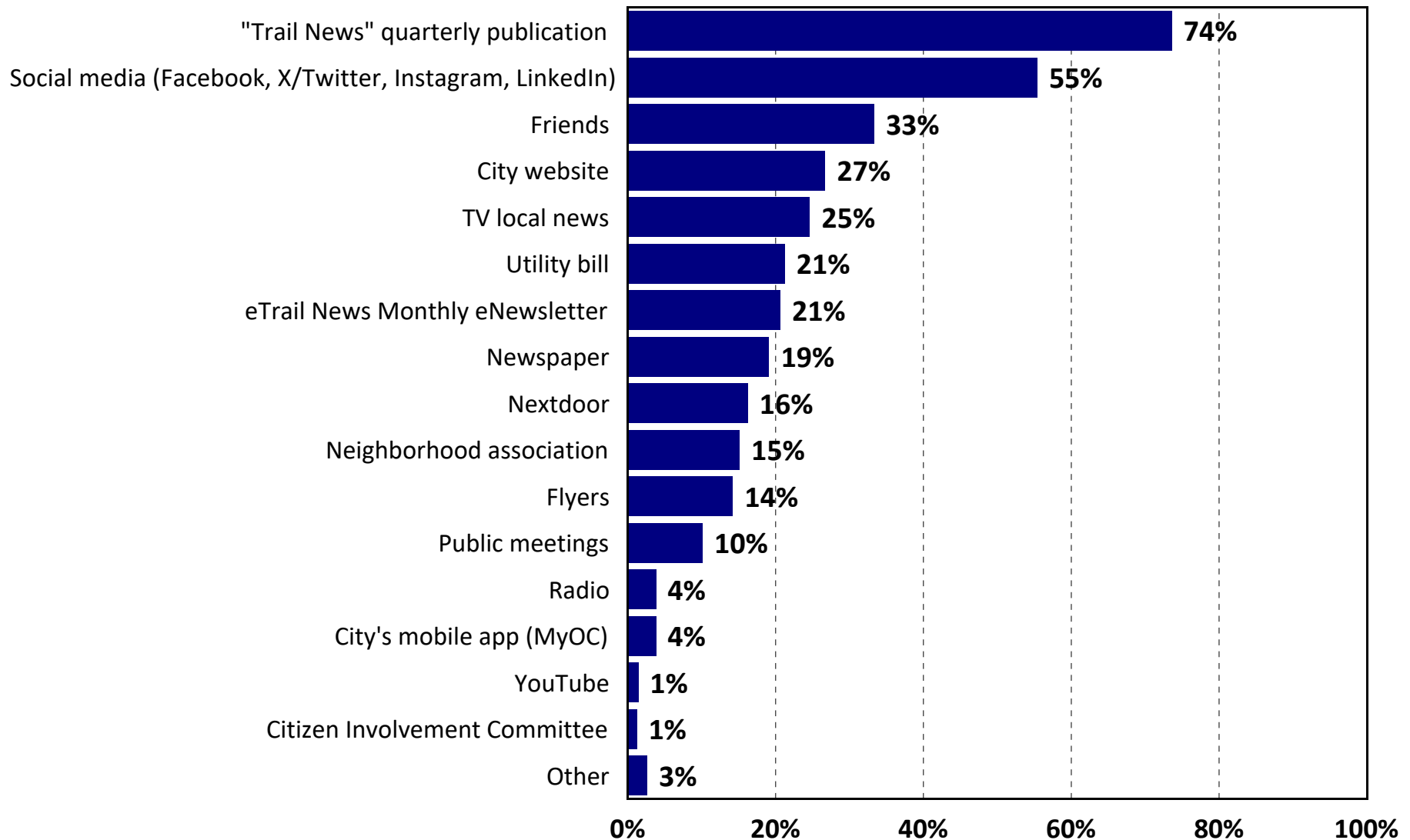
Q11. Public Safety Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



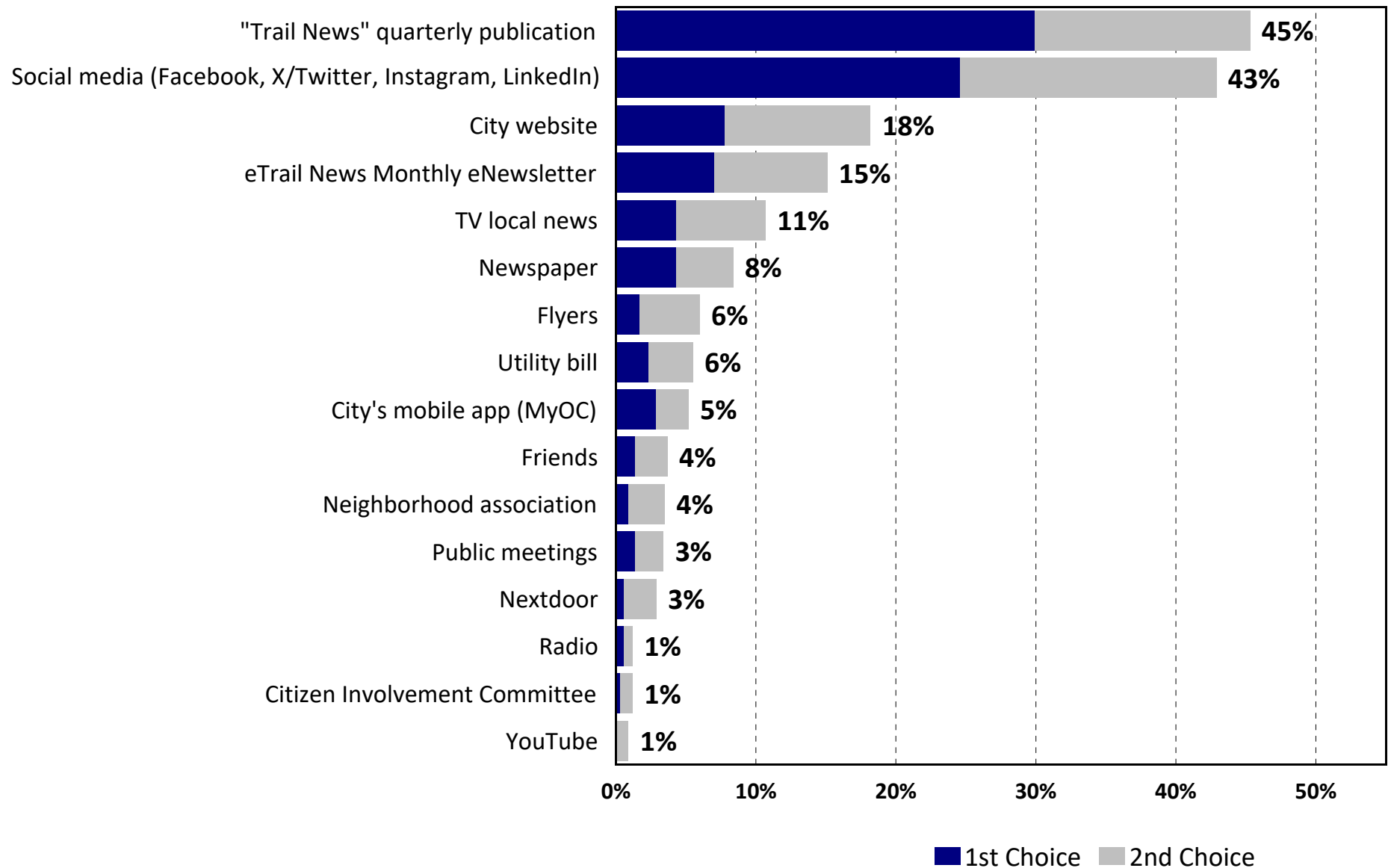
Q12. Where do you currently get news and information about City programs, services, and events?

by percentage of respondents (multiple choices could be made)



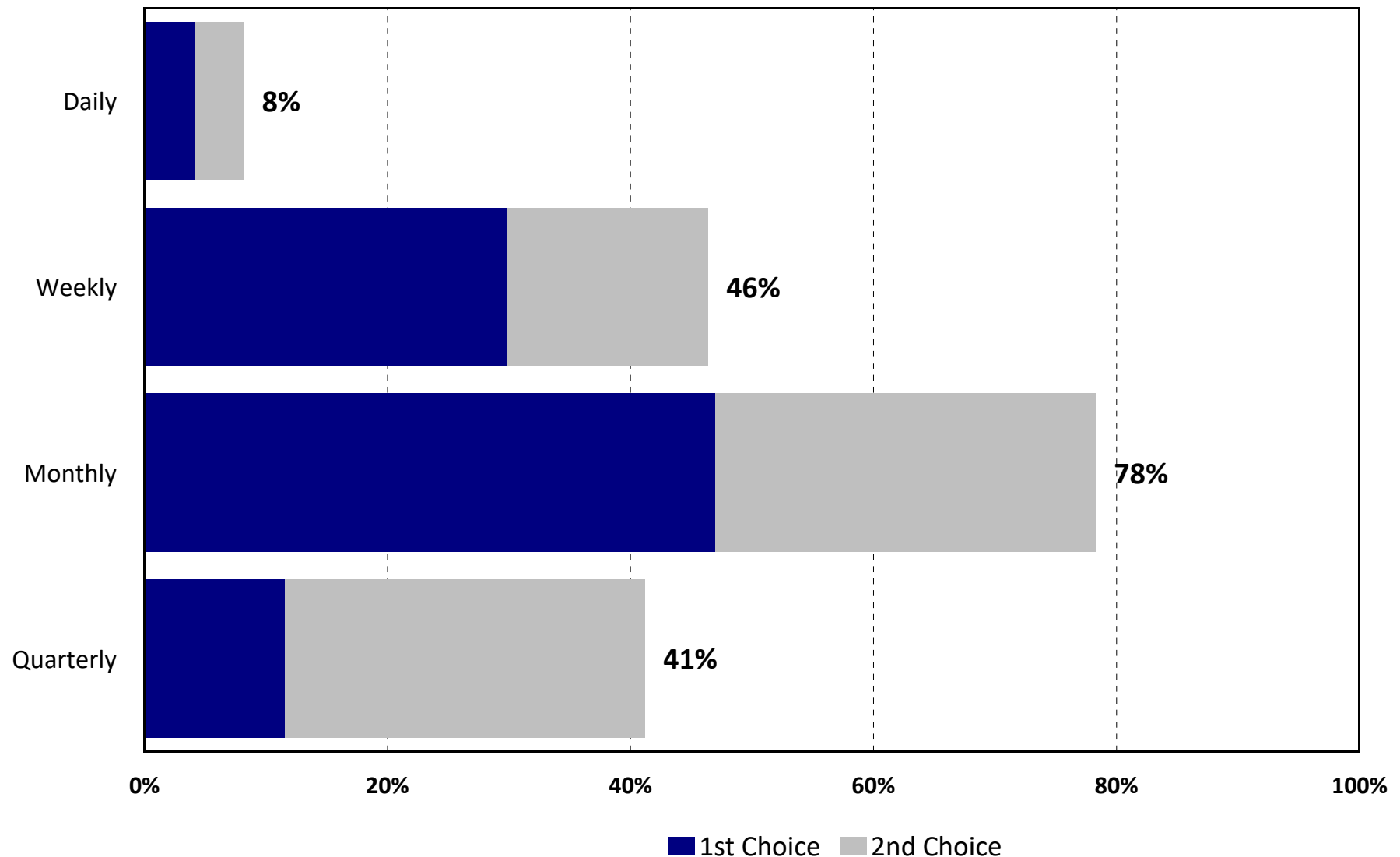
Q12a. Most Preferred Way to Get Information From the City

by percentage of respondents who selected the item as one of their top two choices



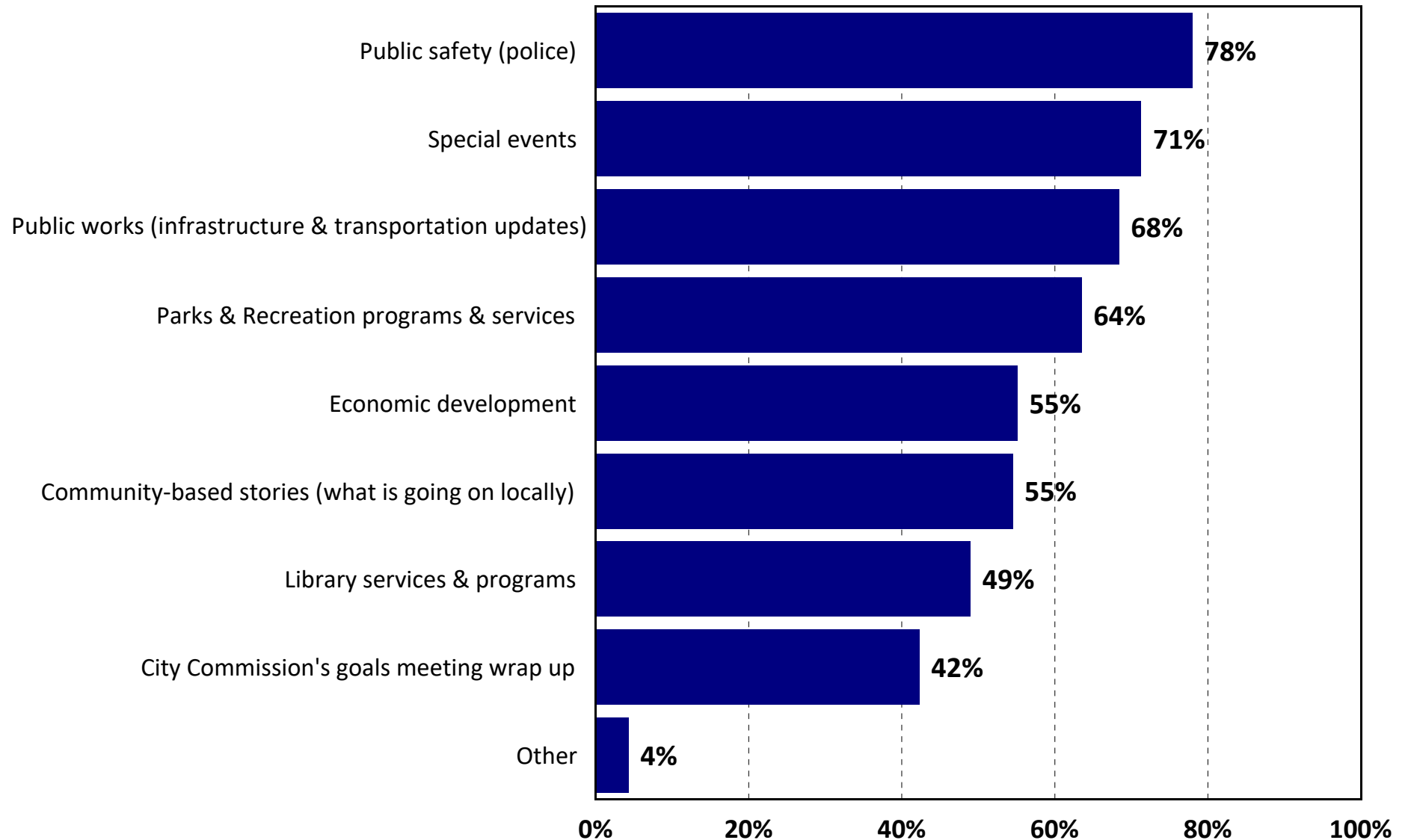
Q12b. How Frequently Respondents Would Like to Receive Information From the City

by percentage of respondents who selected the item as one of their top two choices



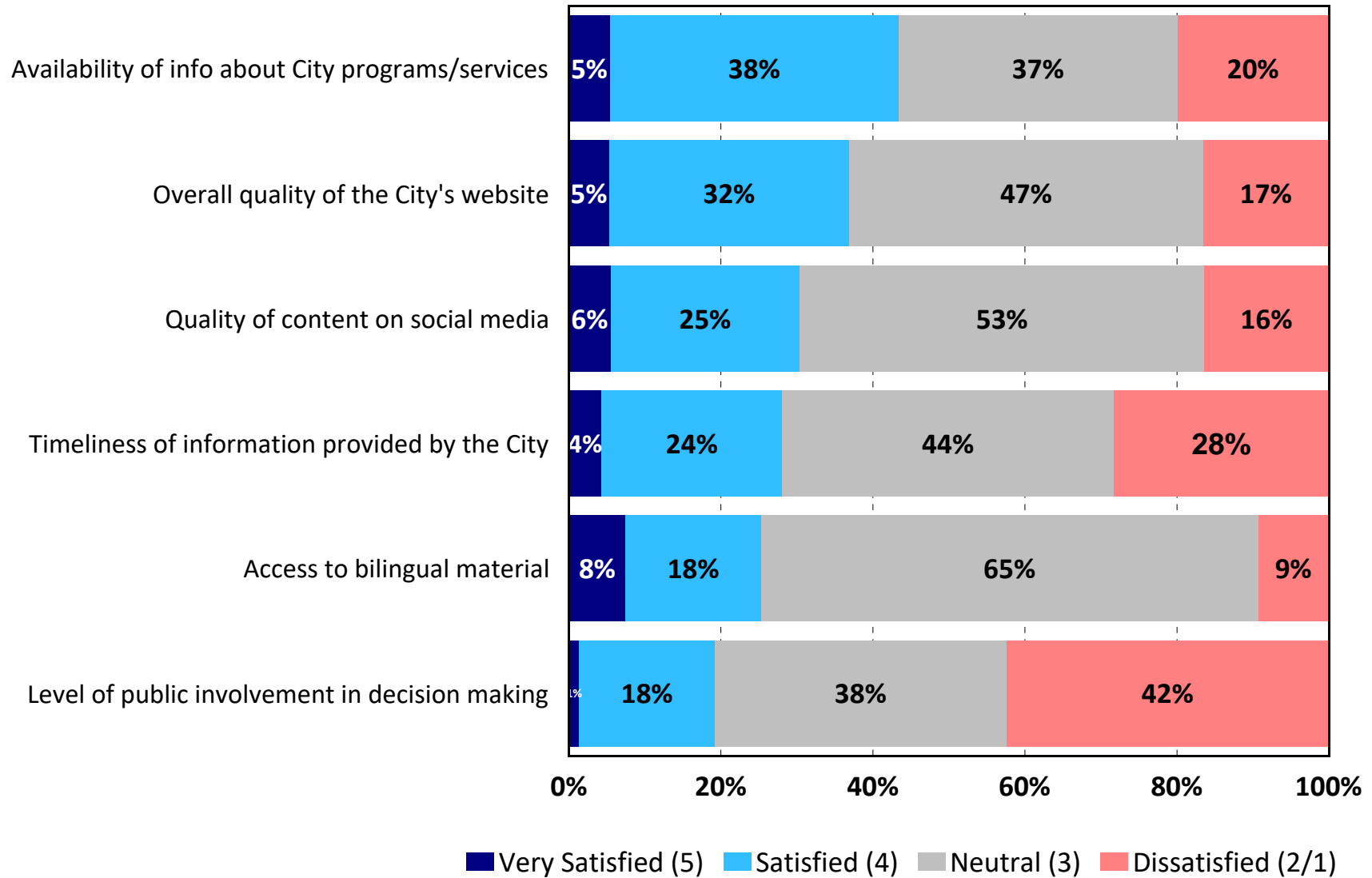
Q13. Types of Information Respondents Would Like to Receive From the City of Oregon City

by percentage of respondents (multiple choices could be made)



Q14. Satisfaction With City Communication

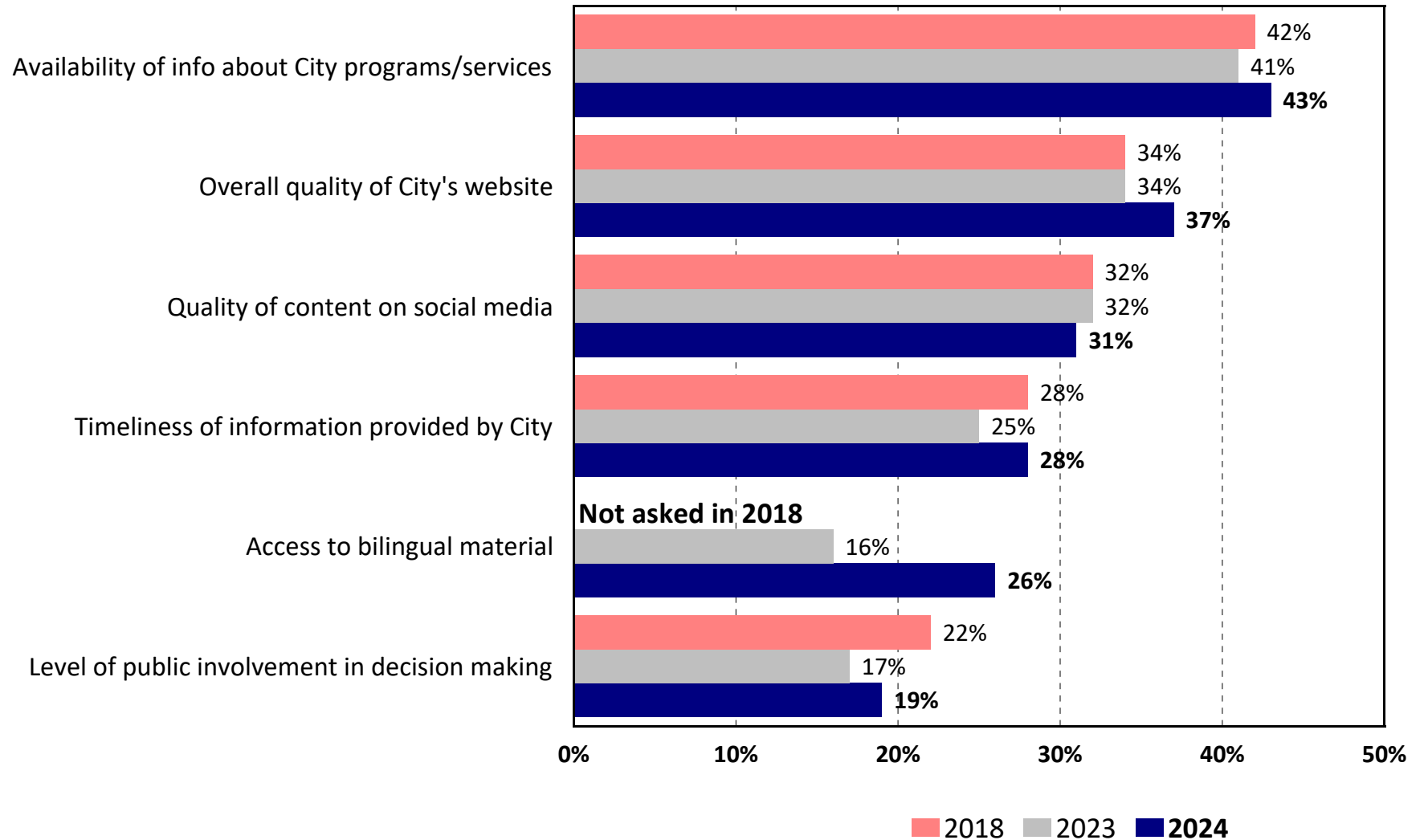
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With City Communication

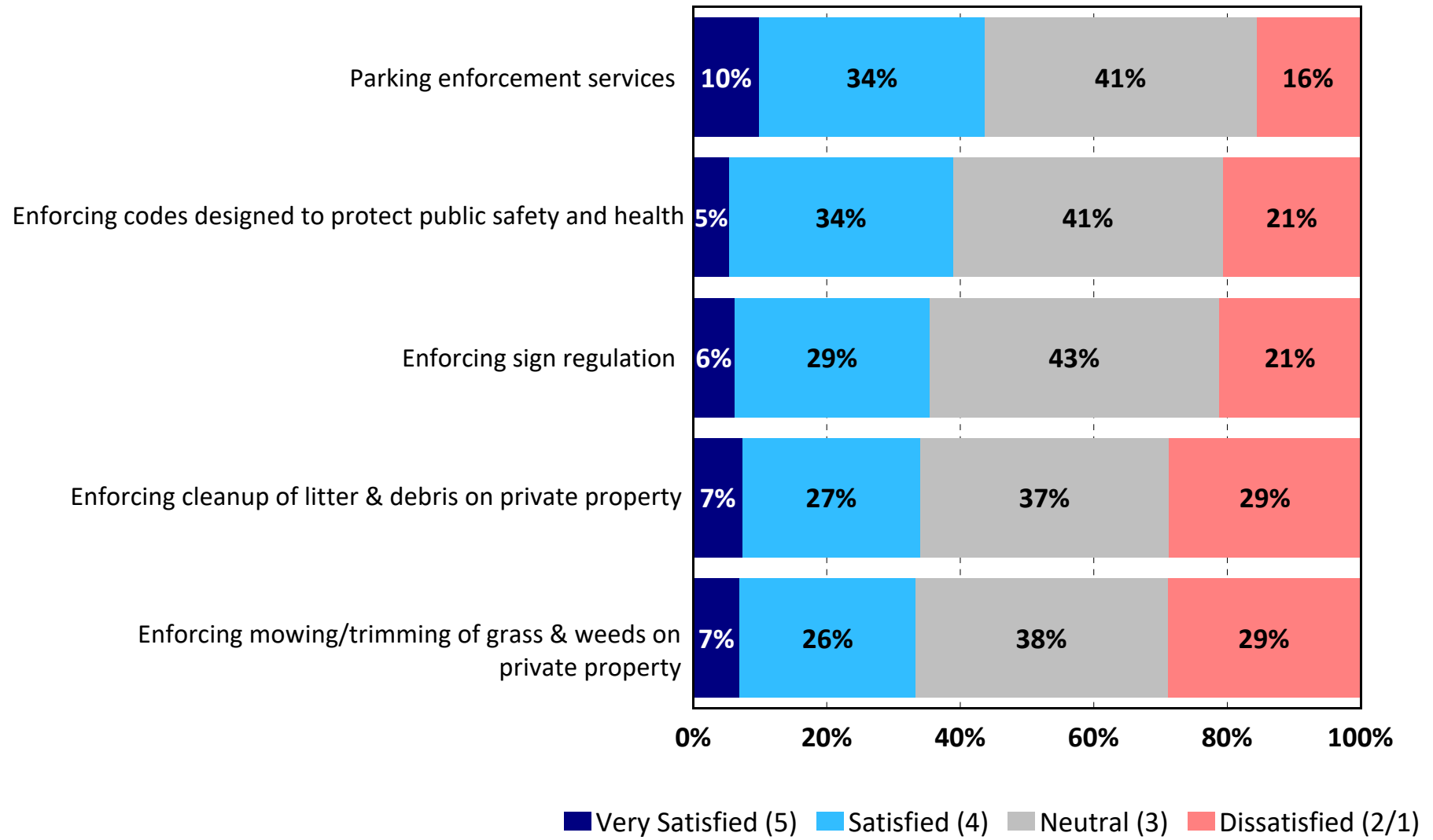
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q15. Satisfaction With Code Enforcement

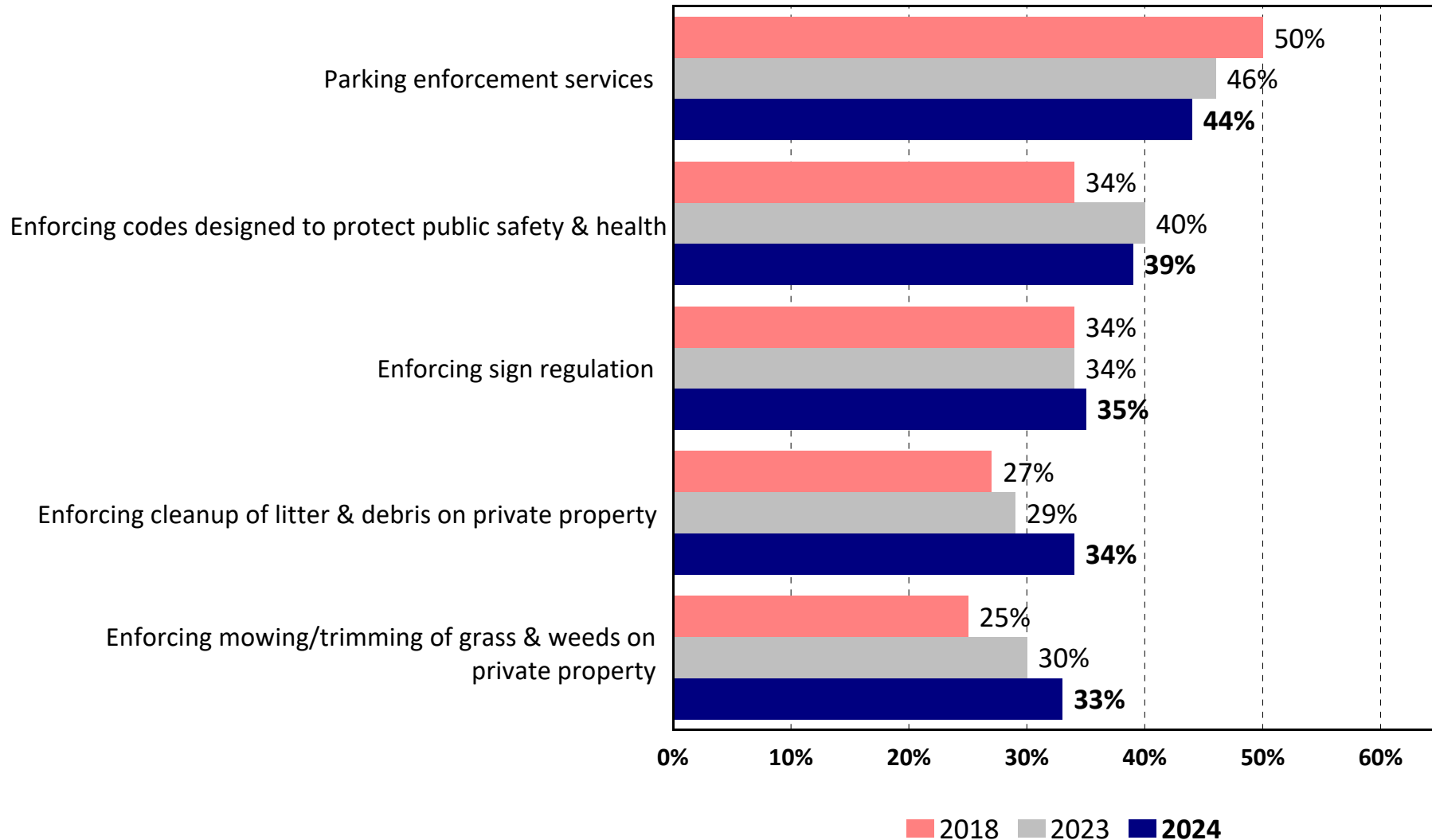
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Code Enforcement

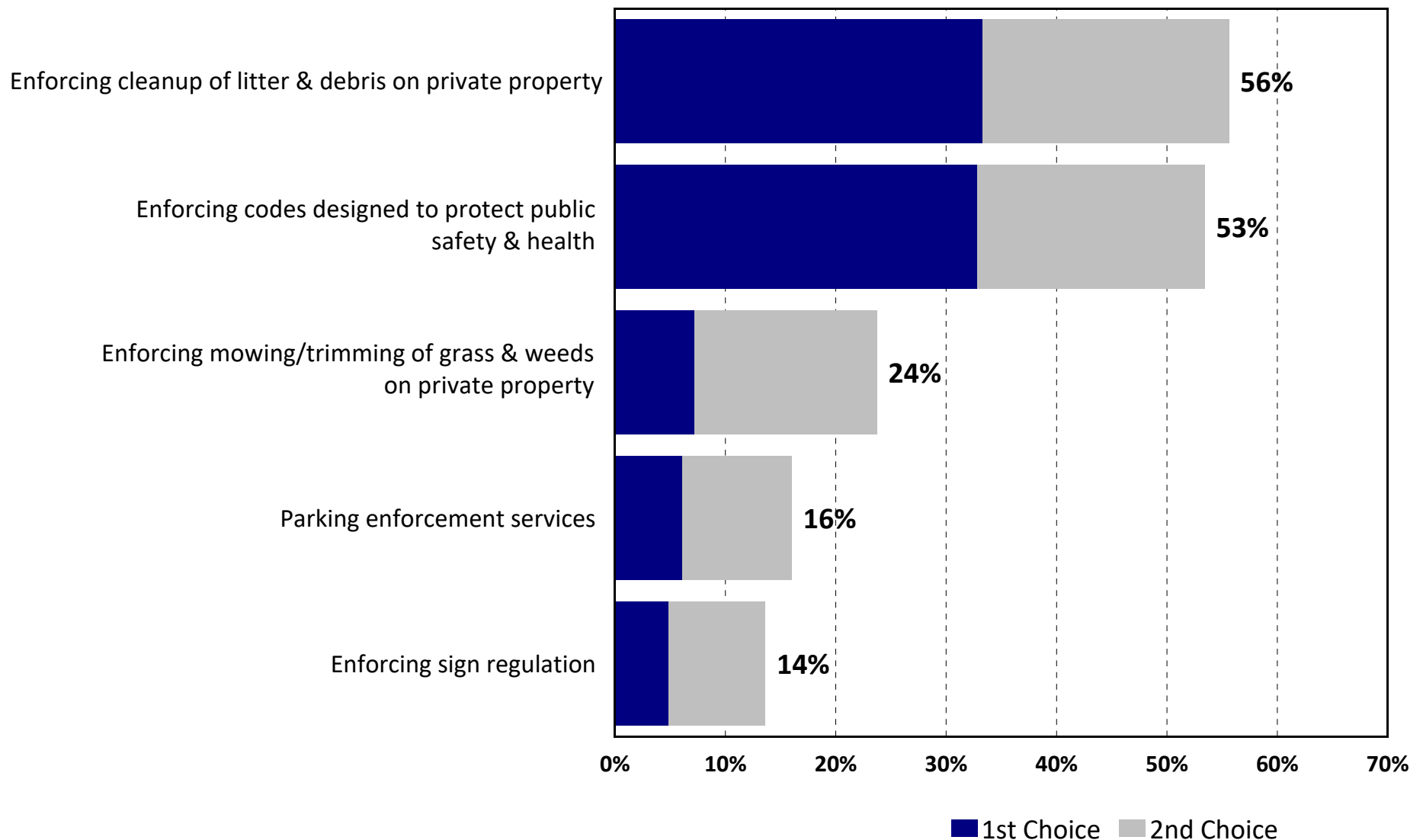
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



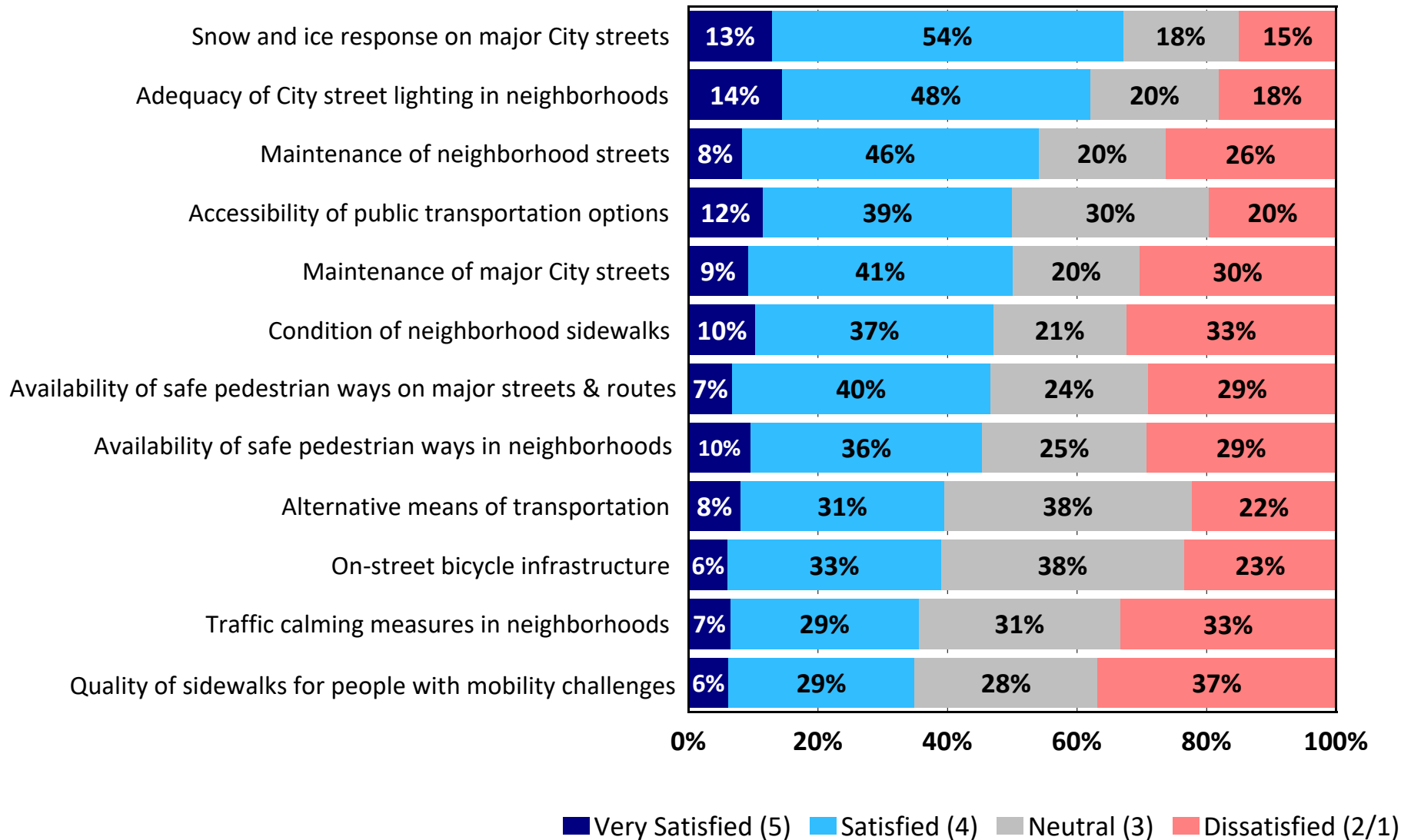
Q16. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q17. Satisfaction With Traffic and Infrastructure Services

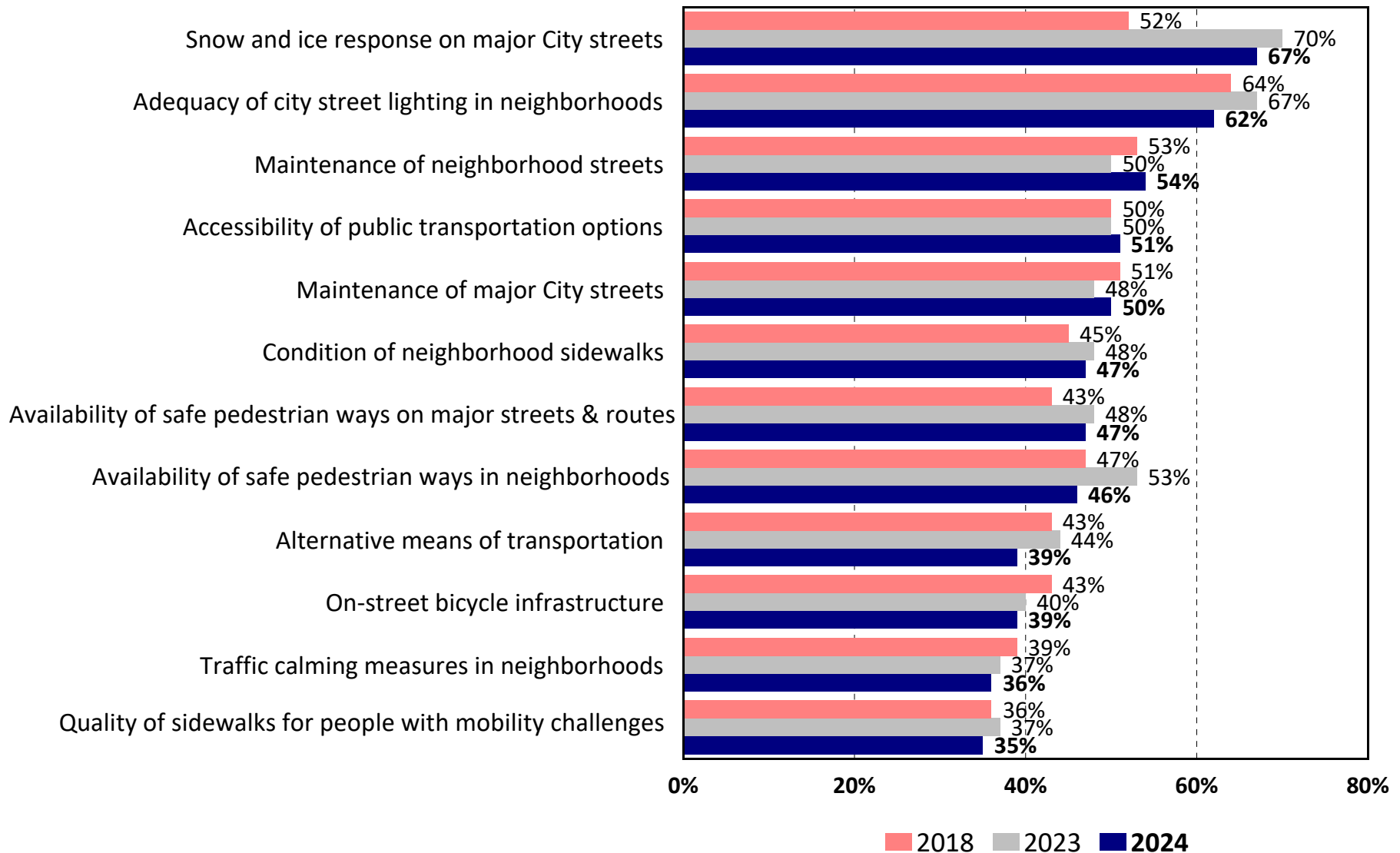
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Traffic and Infrastructure Services

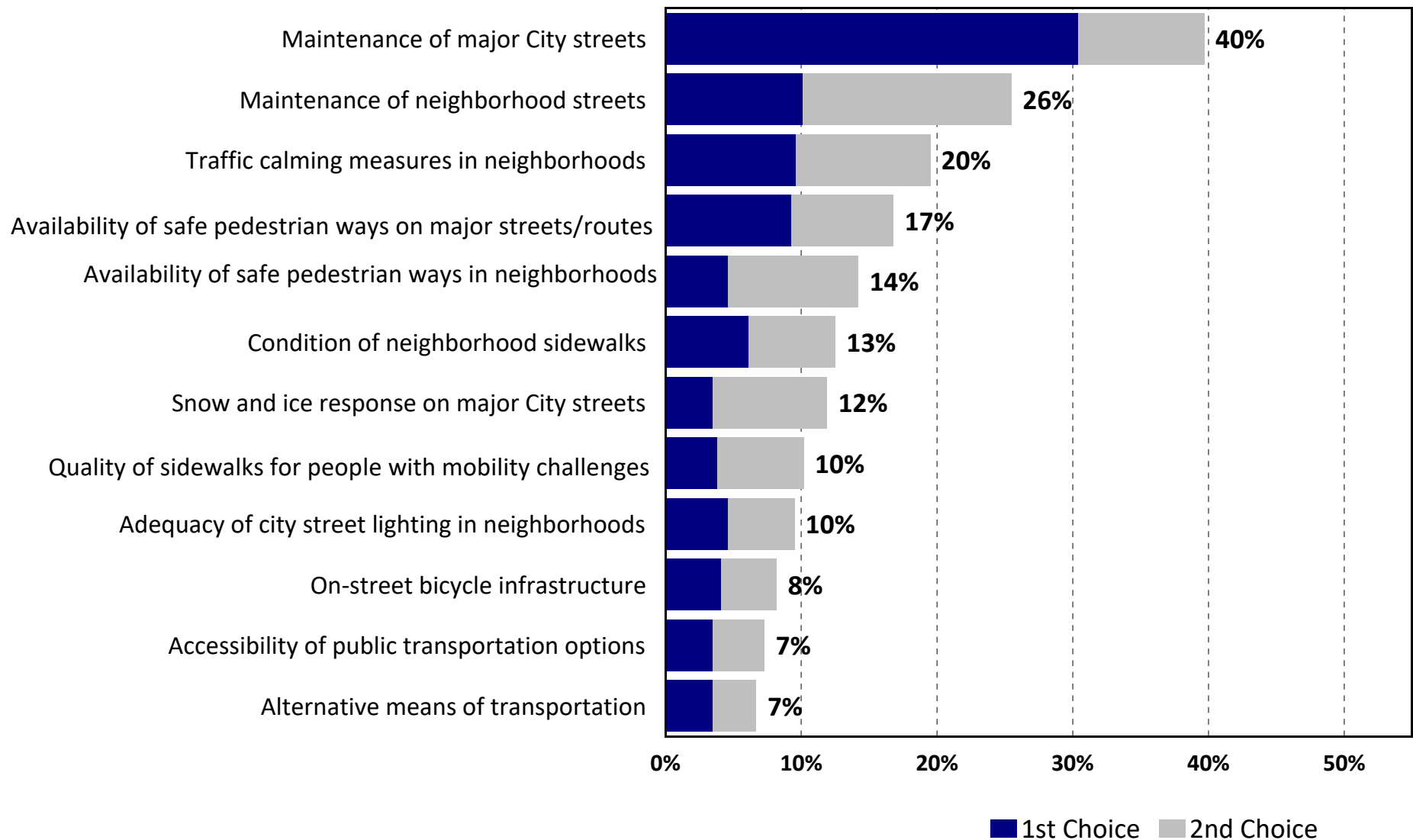
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



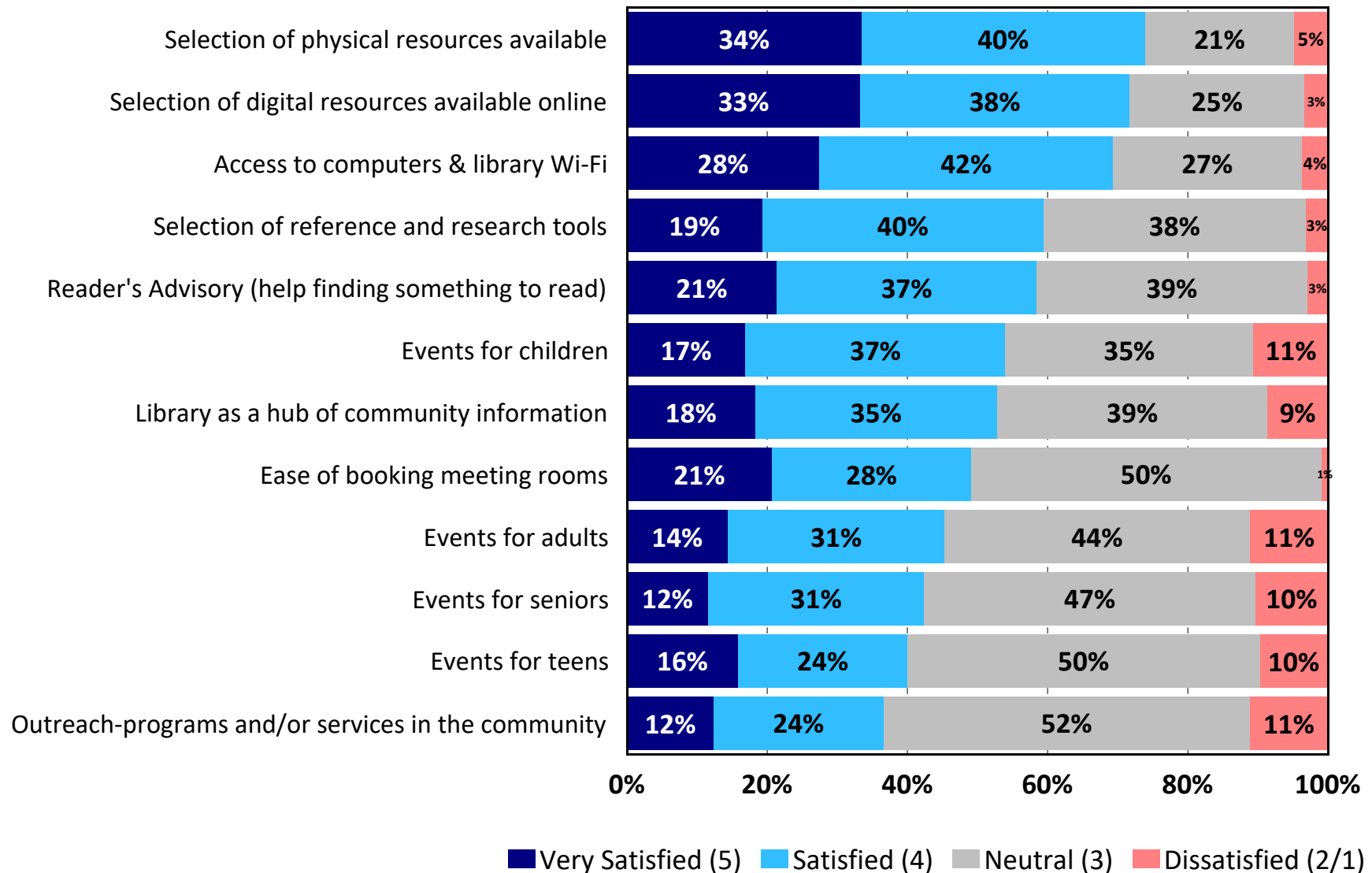
Q18. Traffic and Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q19. Satisfaction With Public Library Services

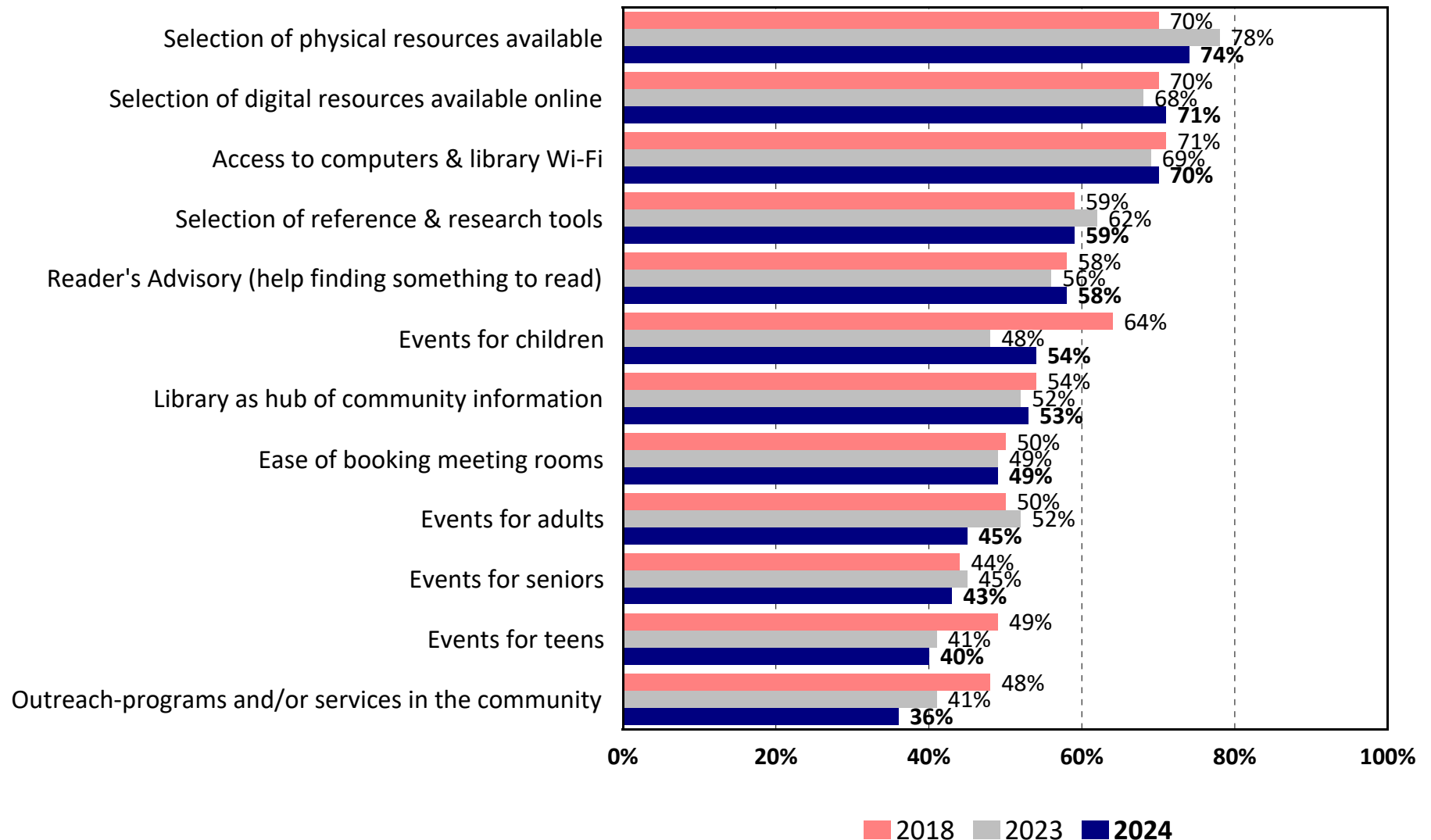
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Public Library Services

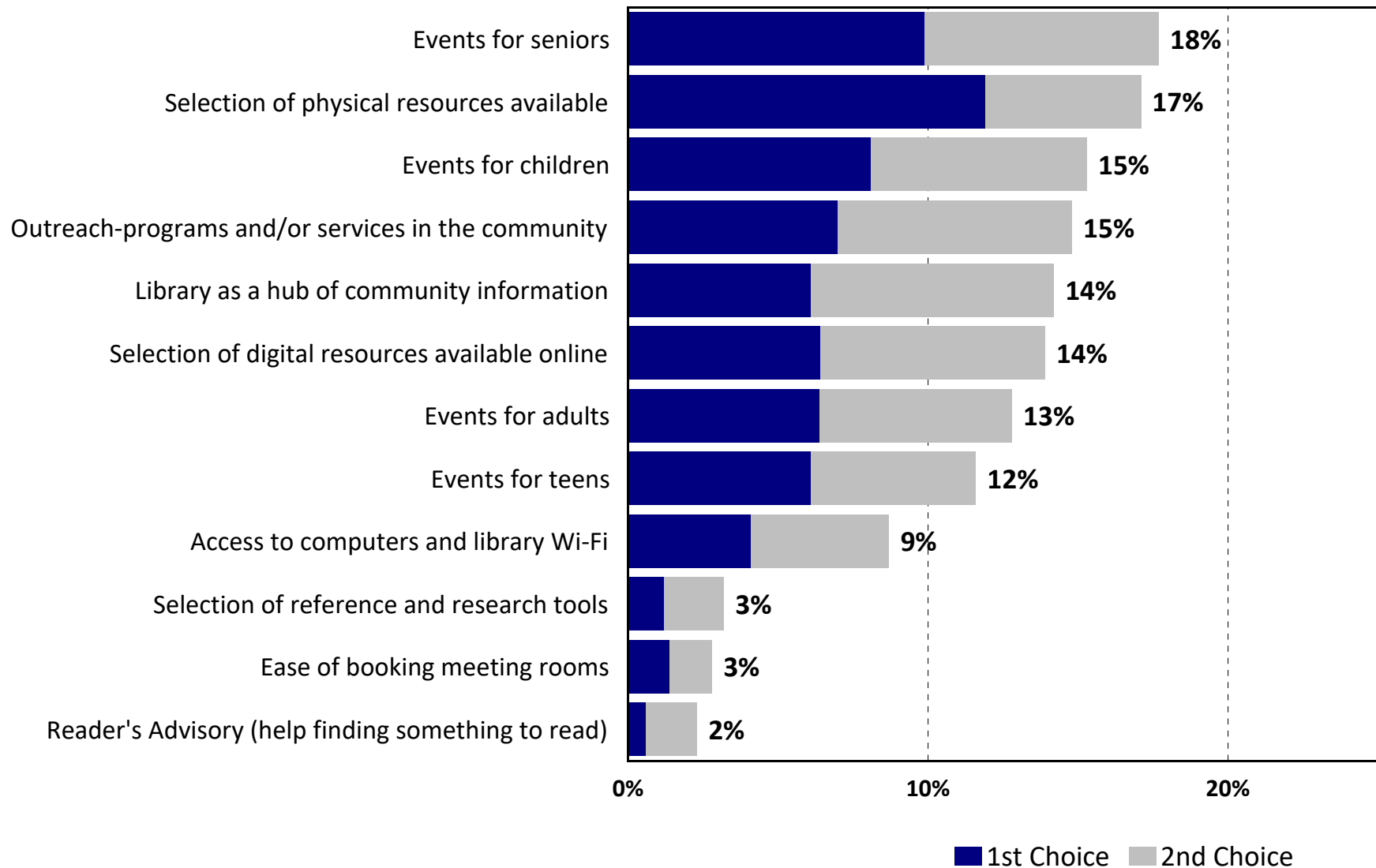
2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



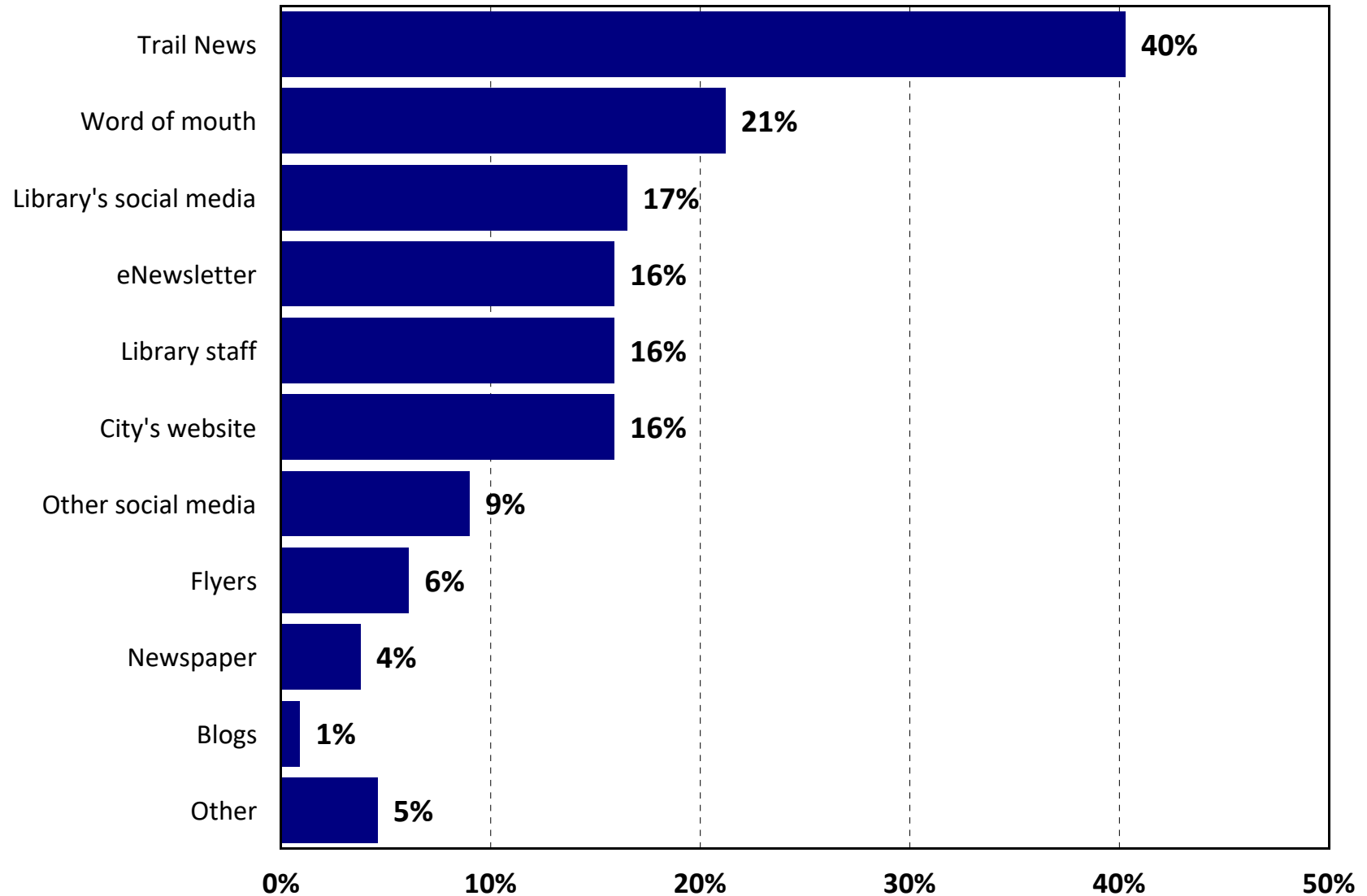
Q20. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



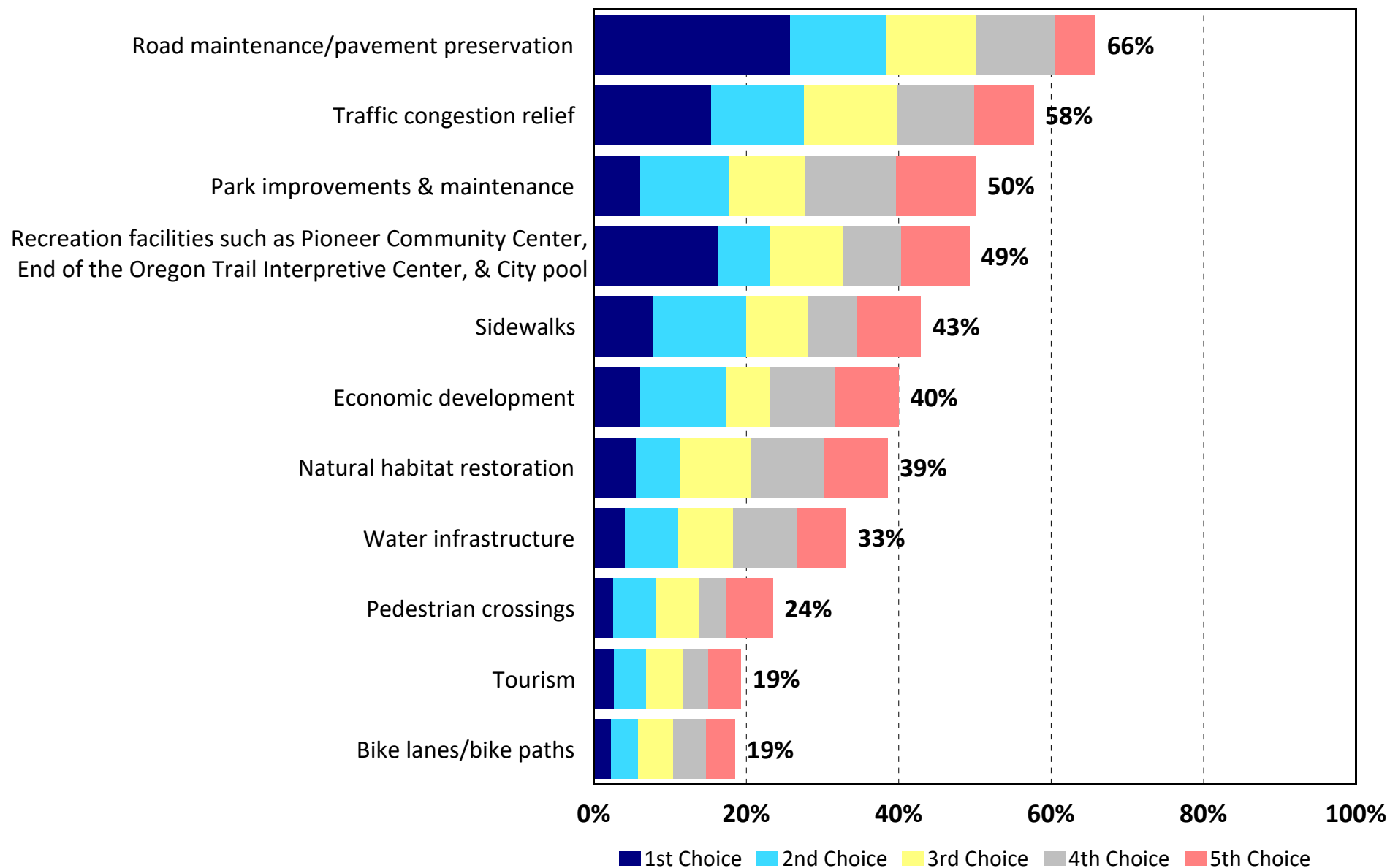
Q21. How do you get information about the library?

by percentage of respondents (multiple choices could be made)



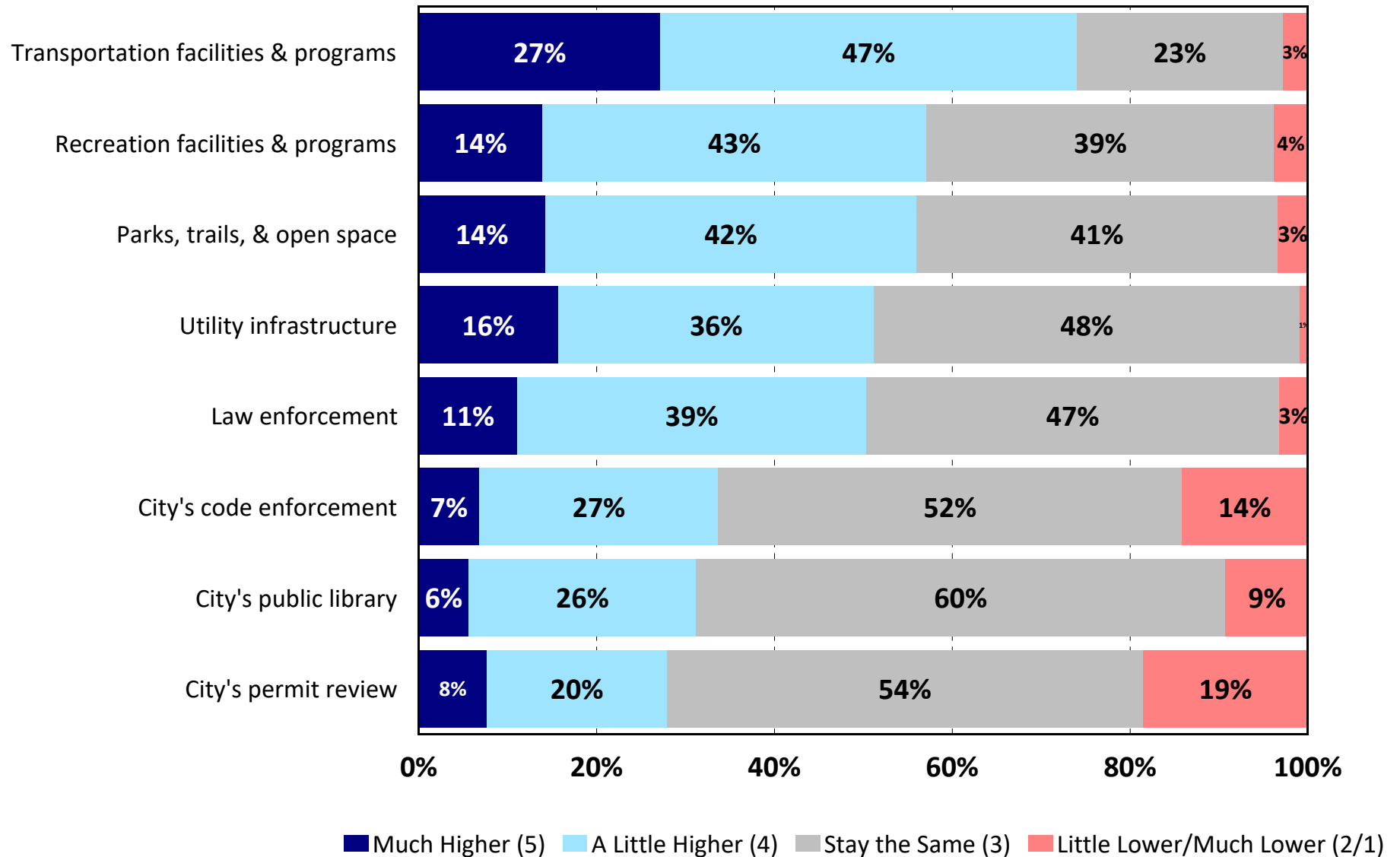
Q22. Top Capital Investment Priorities

by percentage of respondents who selected the item as one of their top five choices



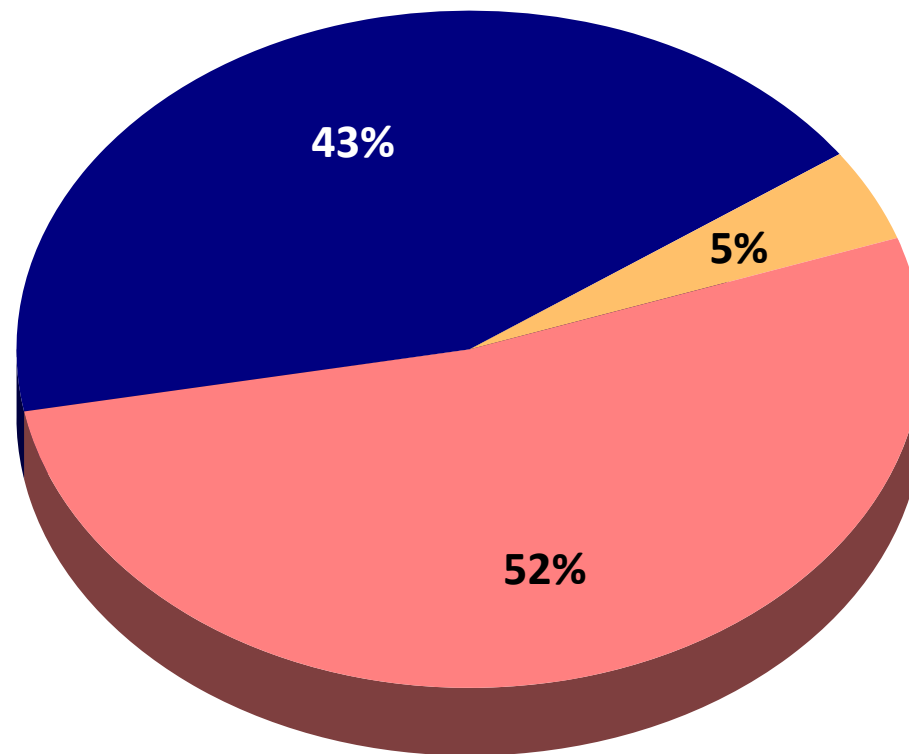
Q23. Level of Change in Service Expectations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q23a. Would you be willing to pay more in taxes or fees to support an increase in the service level?

by percentage of respondents (excluding don't knows)

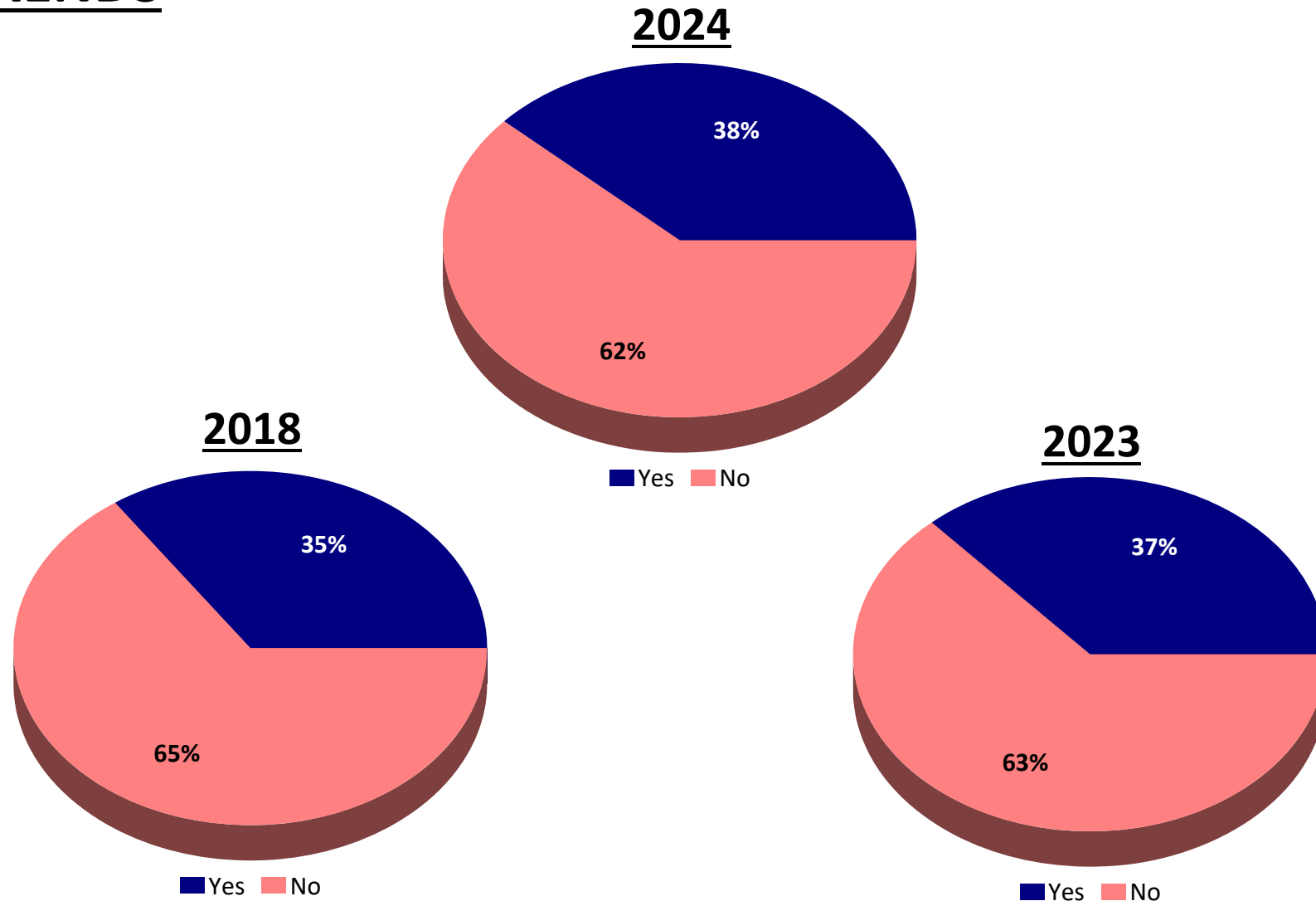


■ Yes ■ No ■ Not applicable, do not think levels of service need to be higher

Q24. Have you called, emailed, or visited the city with a question, problem, or complaint during the past year?

by percentage of respondents (excluding don't knows)

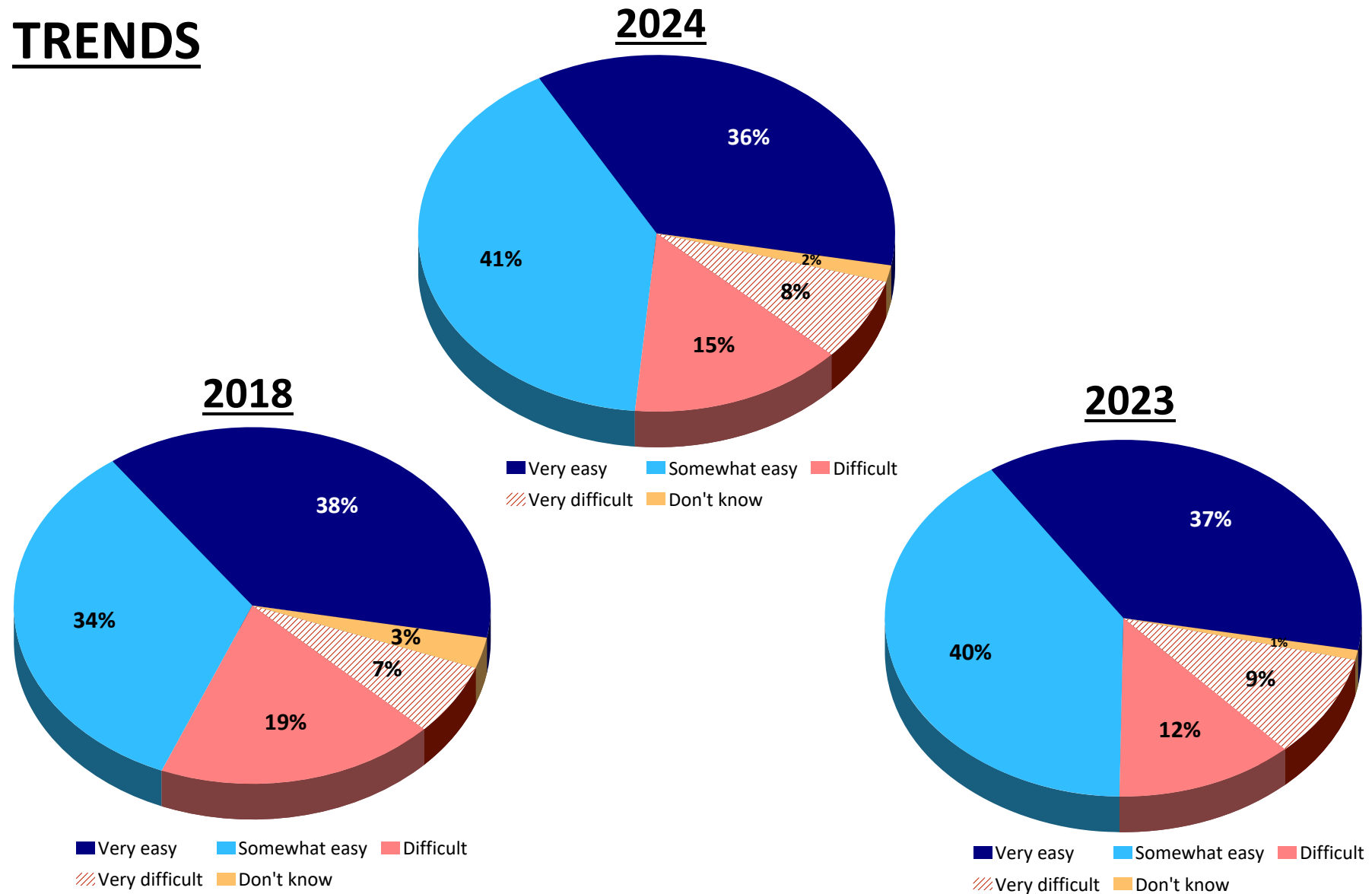
TRENDS



Q24a. How easy was it to contact the person you needed to reach?

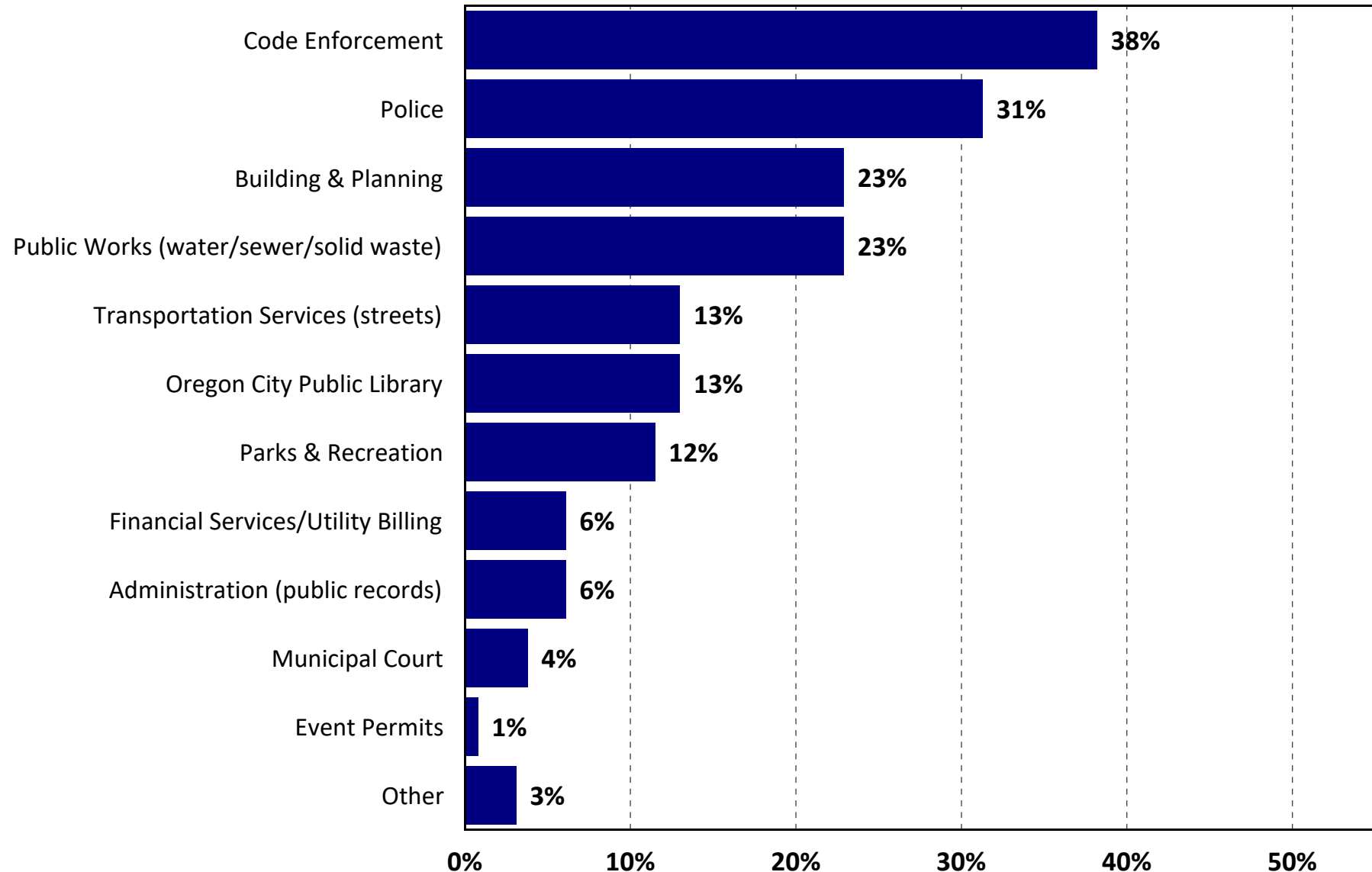
by percentage of respondents who have contacted the City in the past year

TRENDS



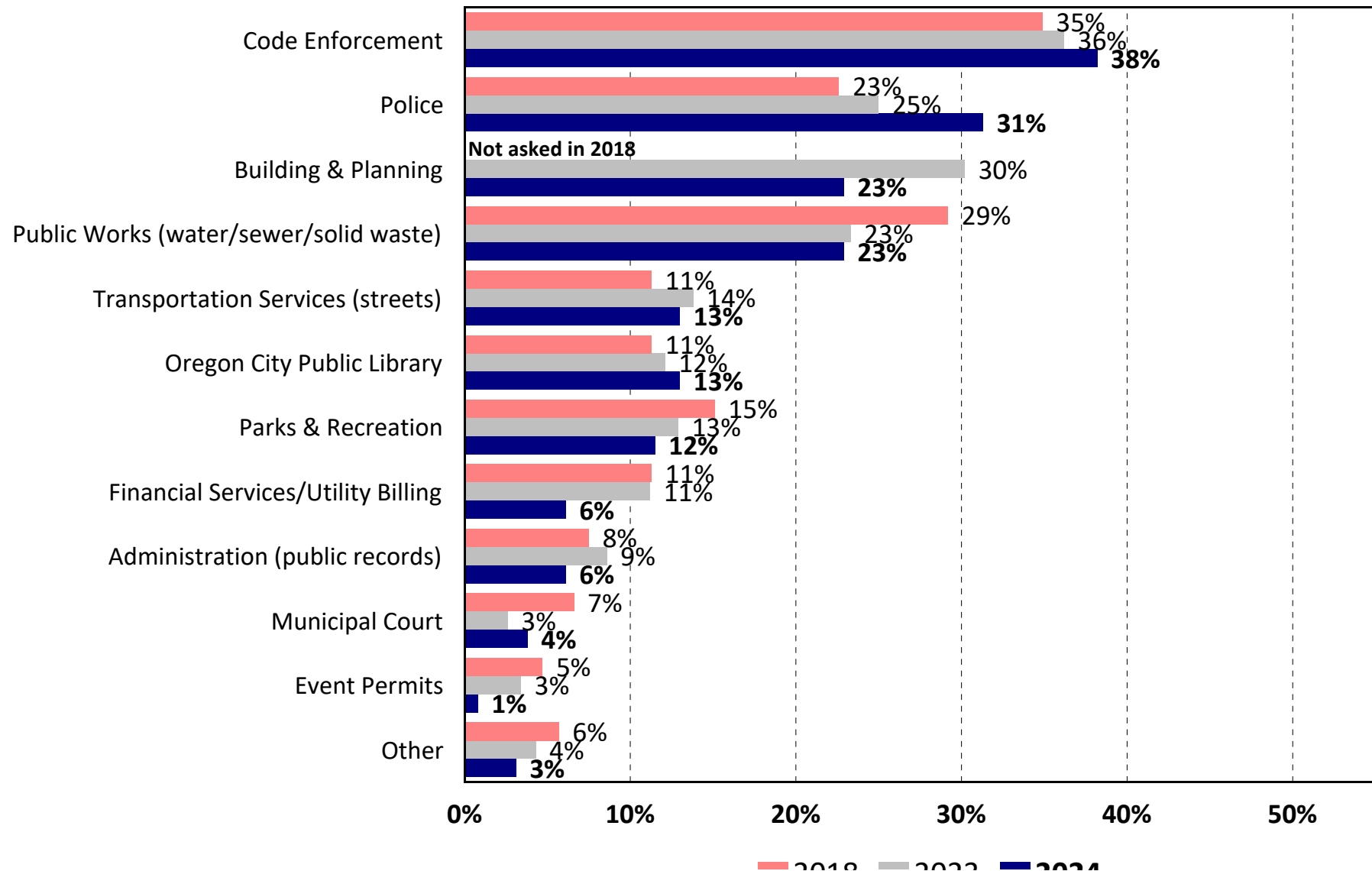
Q24b. What department did you contact?

by percentage of respondents who have contacted the City in the past year (multiple choices could be made)



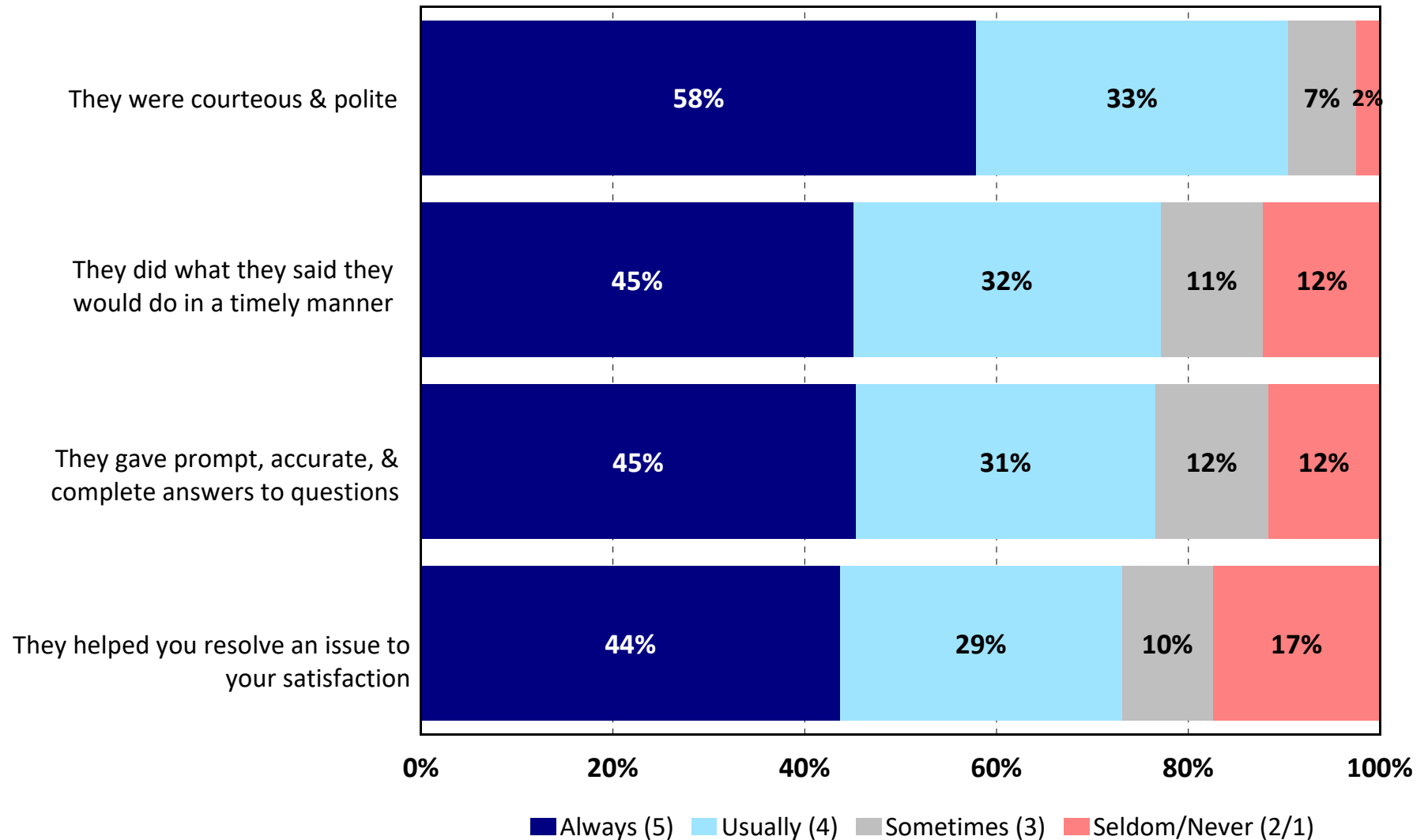
TRENDS: What department did you contact? **2018 to 2024**

by percentage of respondents who have contacted the City in the past year (multiple choices could be made)



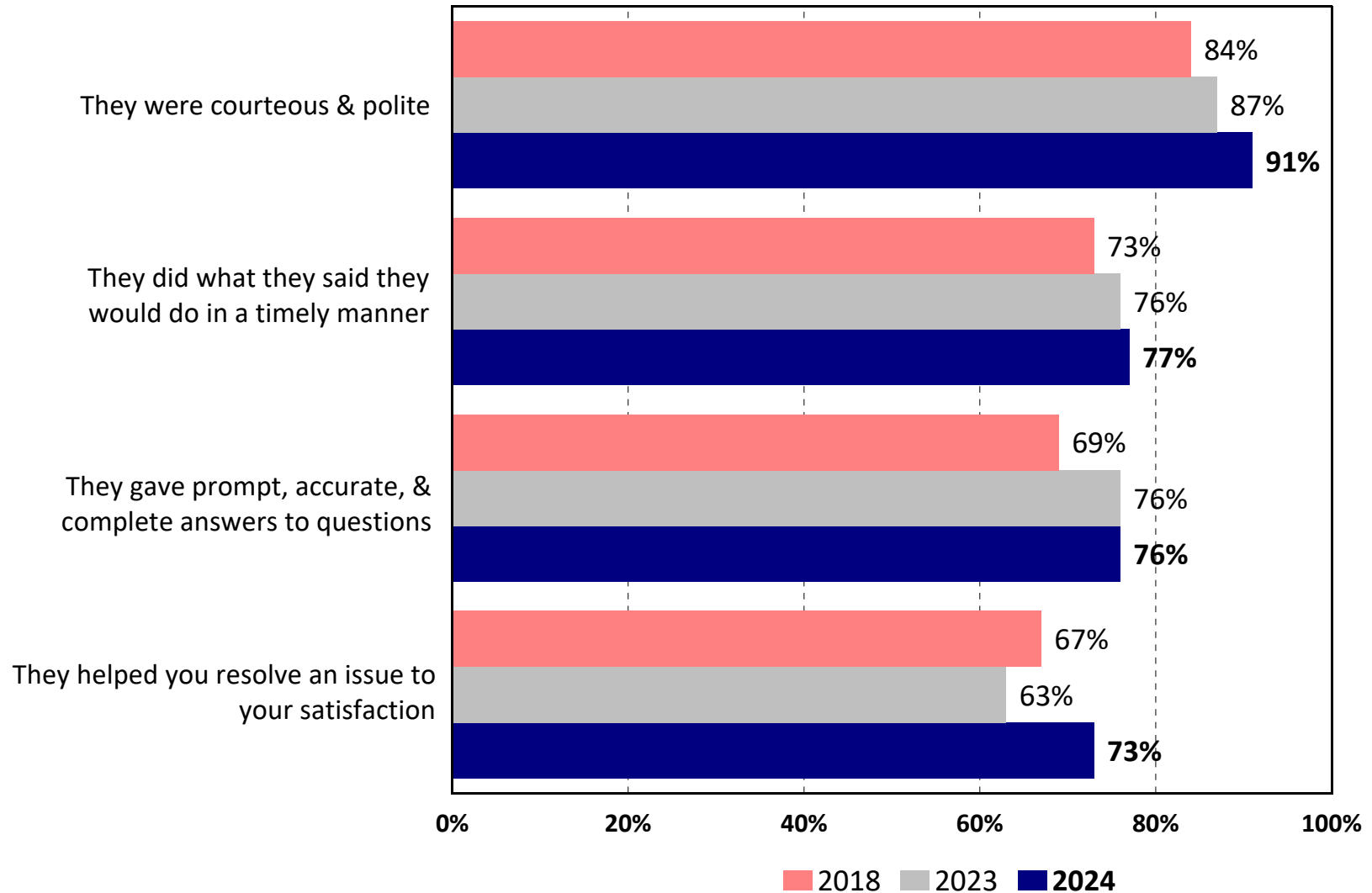
Q24c. Perception of the Quality of Customer Service From City Employees

by percentage of respondents who contacted the City in the past year and rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



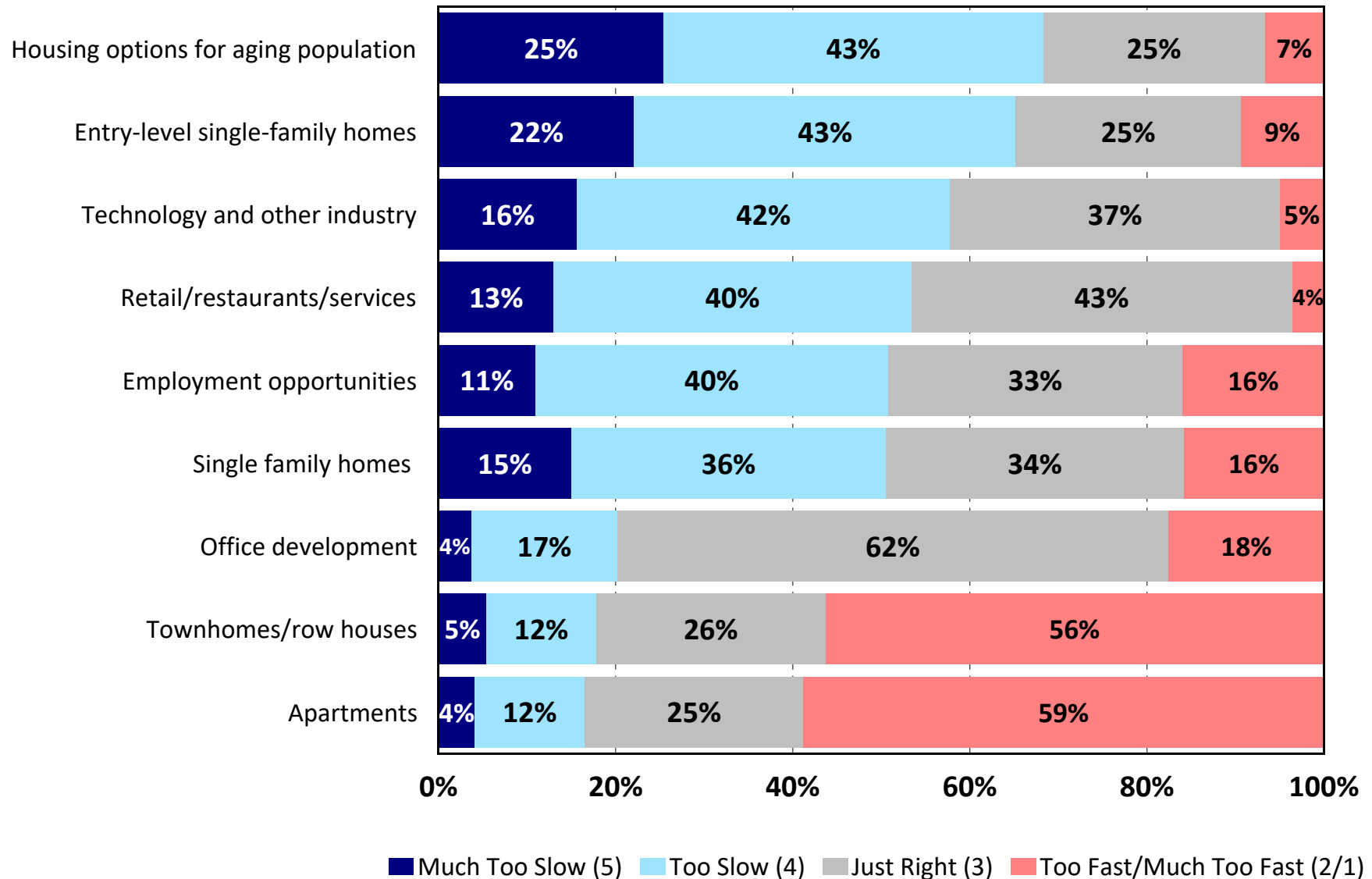
TRENDS: Perception of the Quality of Customer Service From City Employees 2018 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



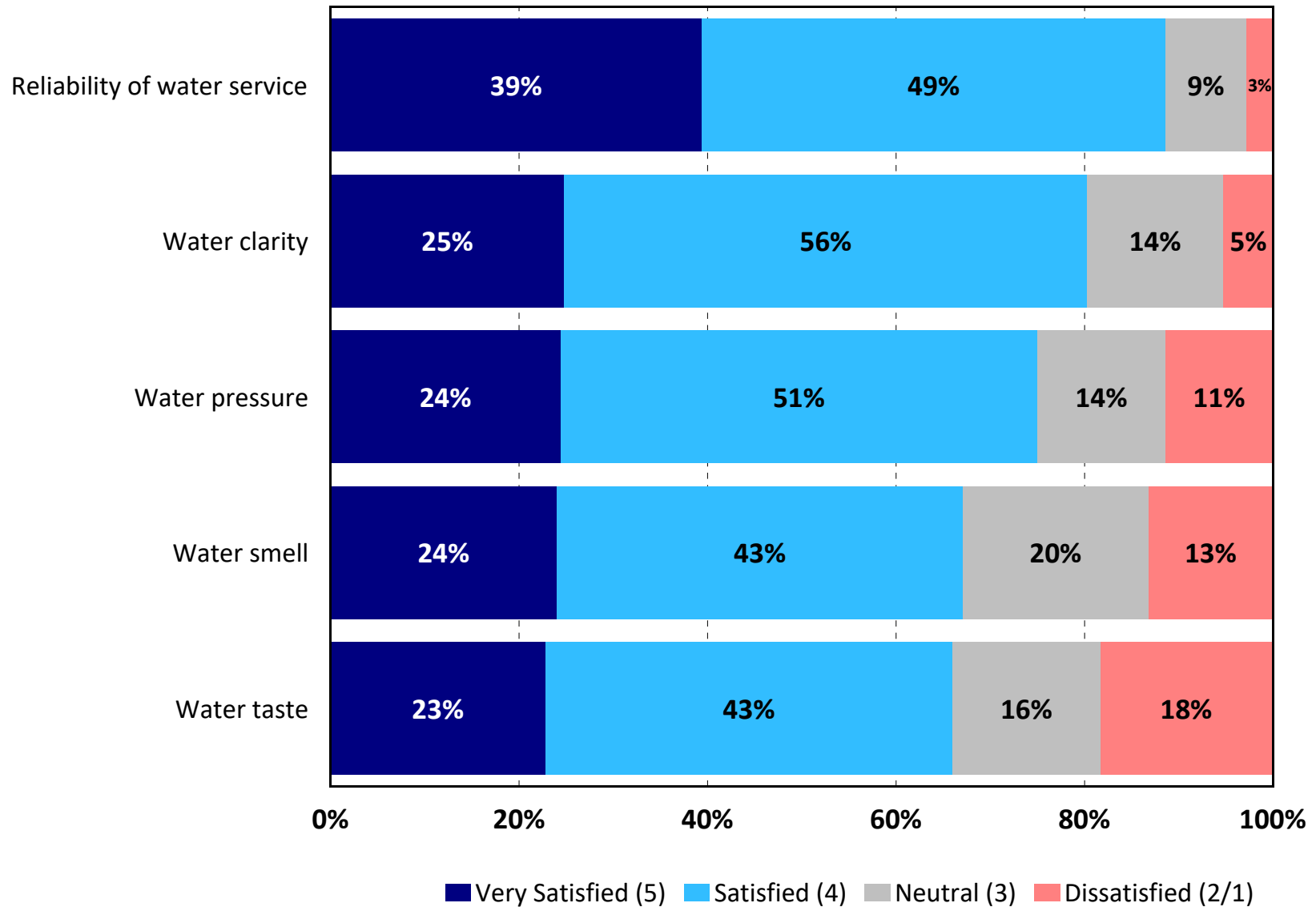
Q25. Ratings of City's Current Pace of Land Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q26. Satisfaction With Water Quality

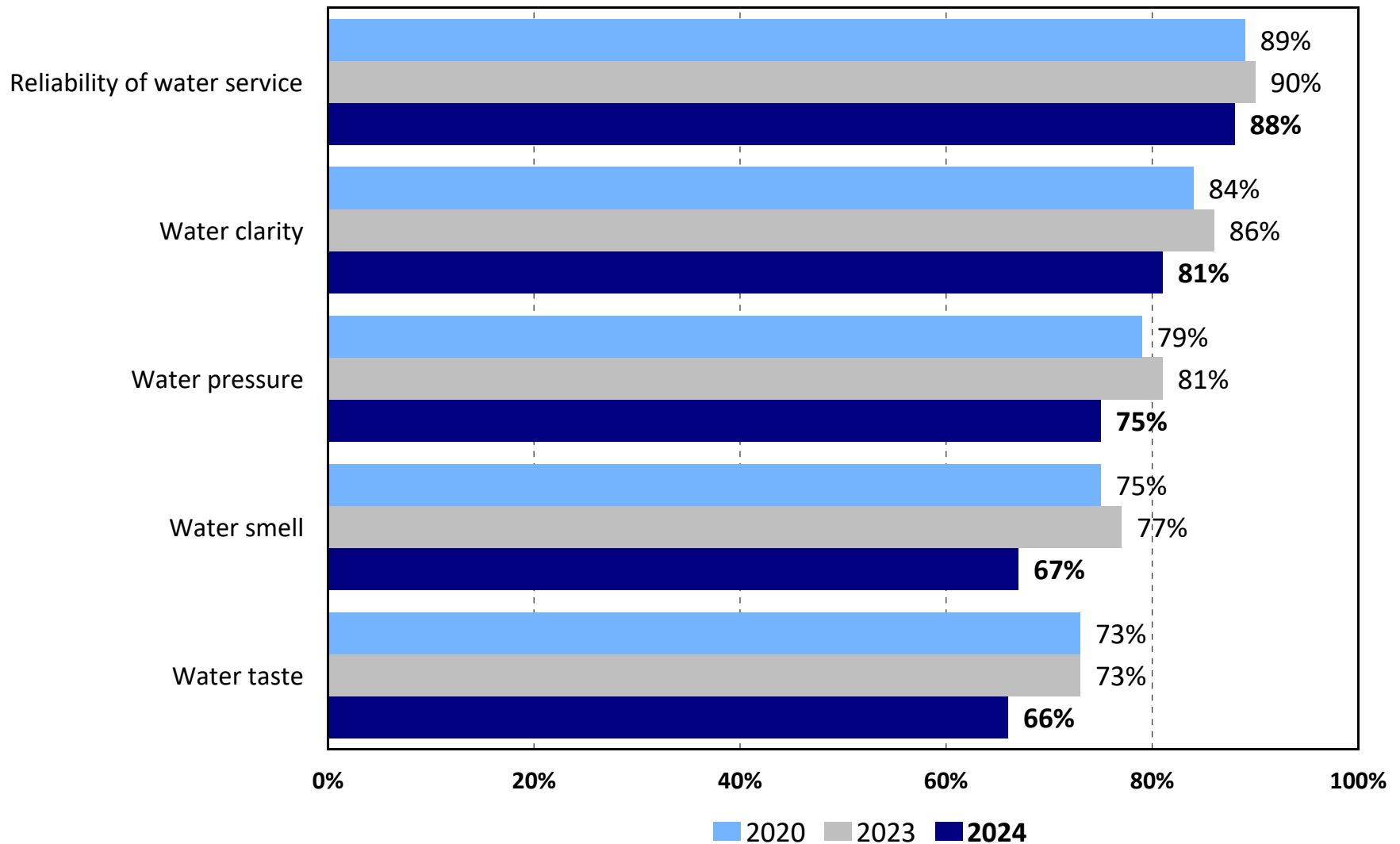
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Water Quality

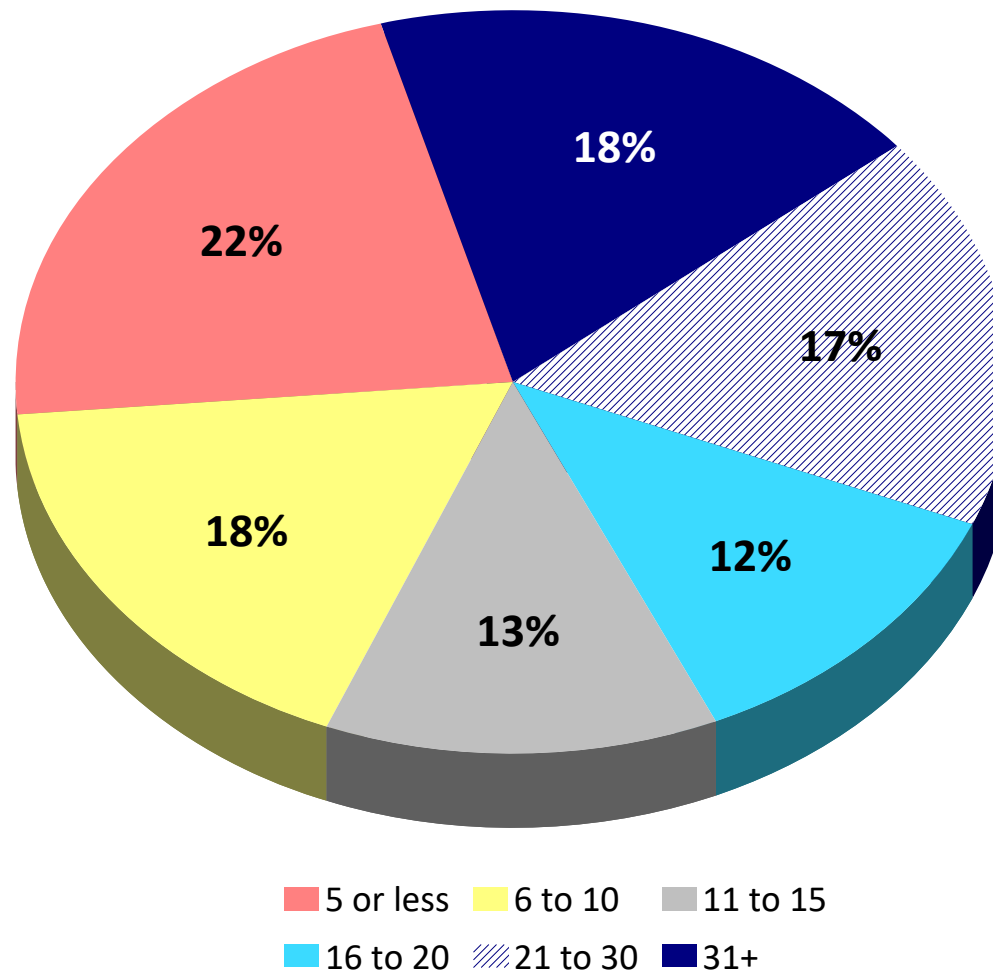
2020 to 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



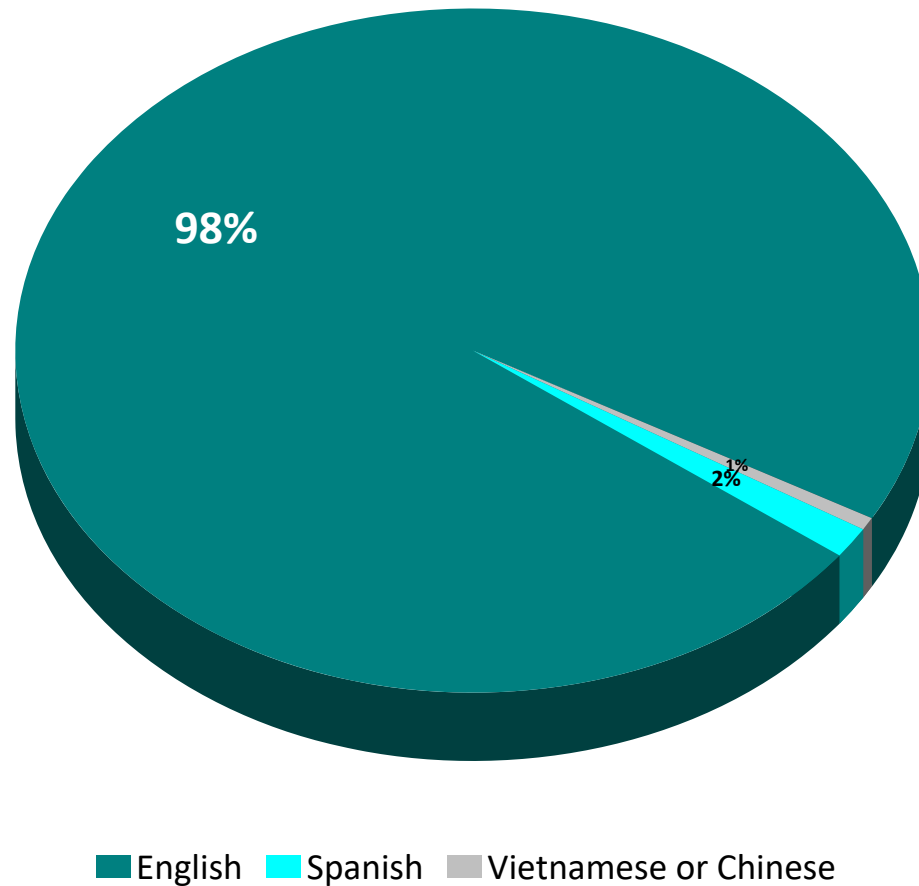
Q27. Demographics: Approximately how many years have you lived in Oregon City?

by percentage of respondents



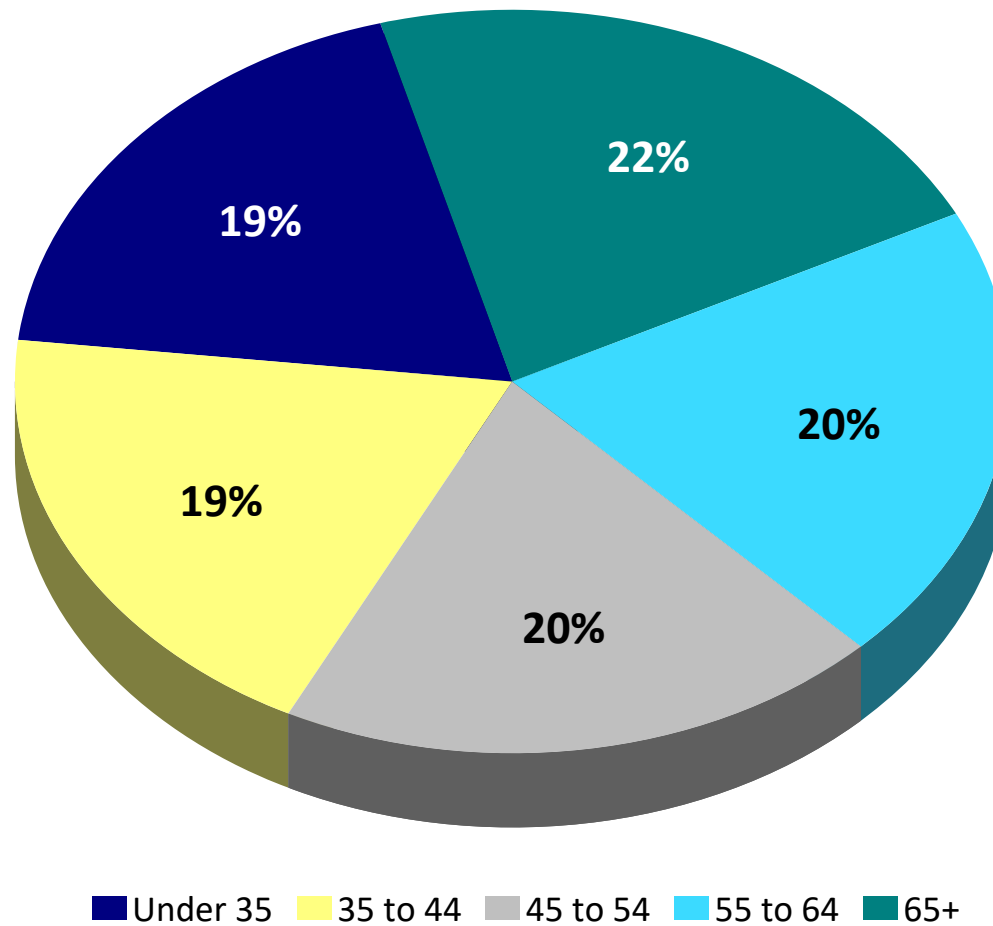
Q28. Demographics: What is the preferred language spoken in your home?

by percentage of respondents



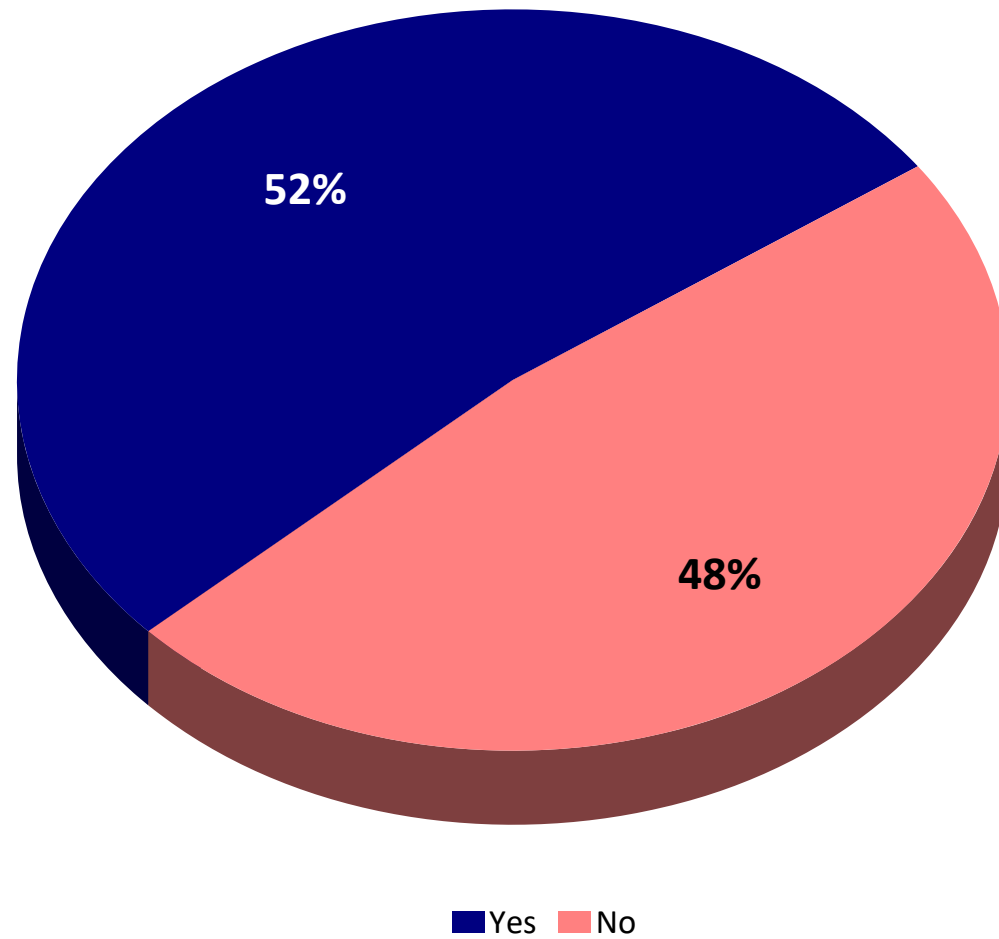
Q29. Demographics: Age of Respondent

by percentage of respondents



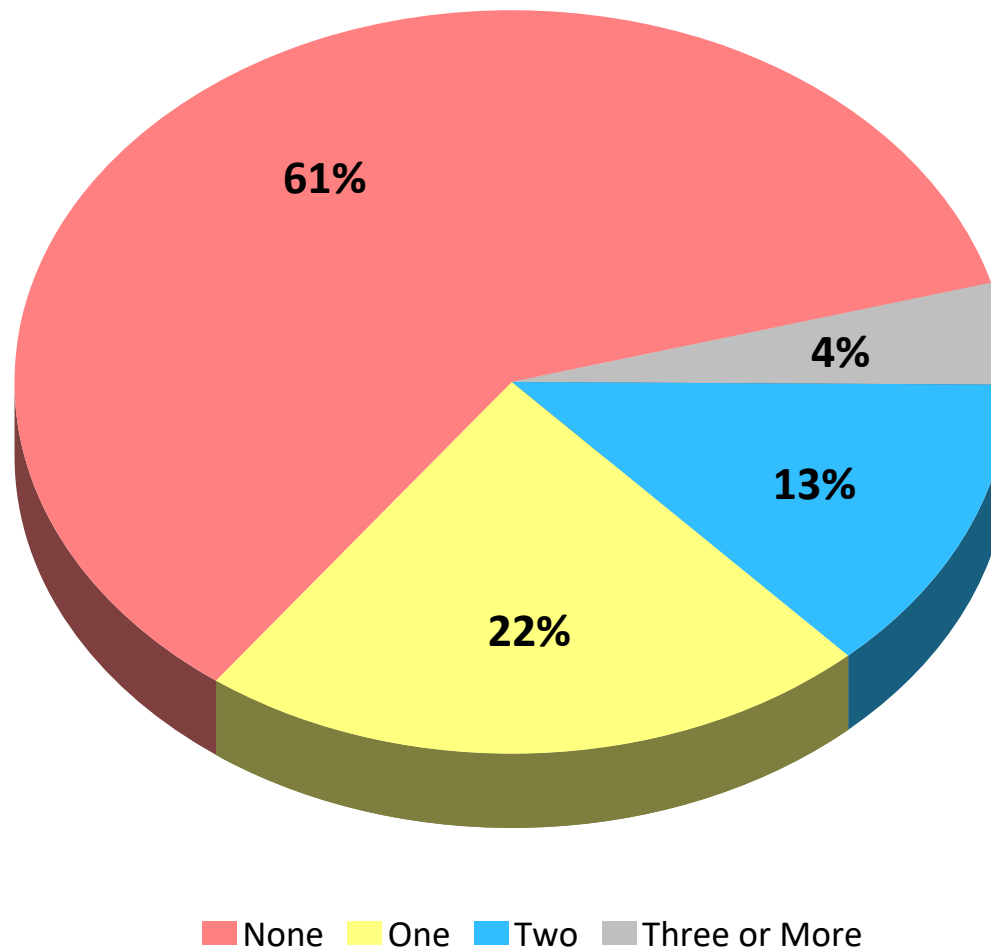
Q30. Do you work outside of Oregon City?

by percentage of respondents



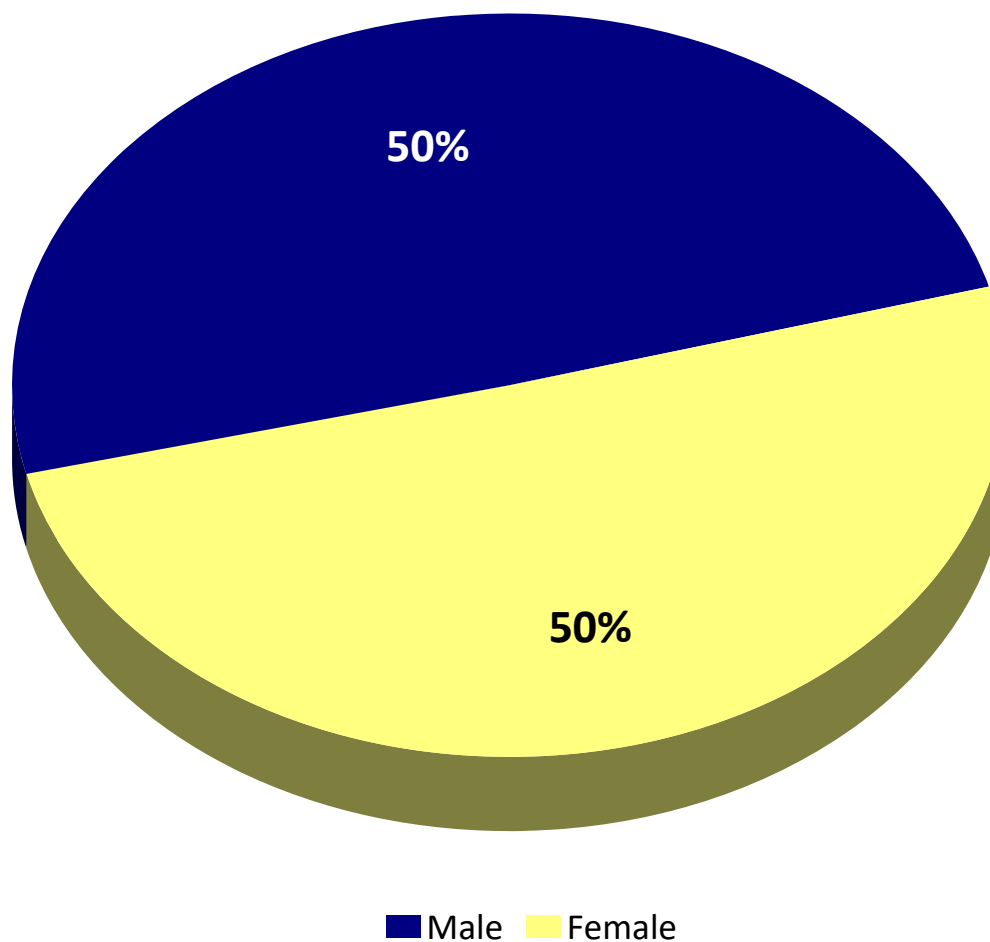
Q31. Demographics: How many children under age 18 live in your household?

by percentage of respondents



Q32. Demographics: Gender

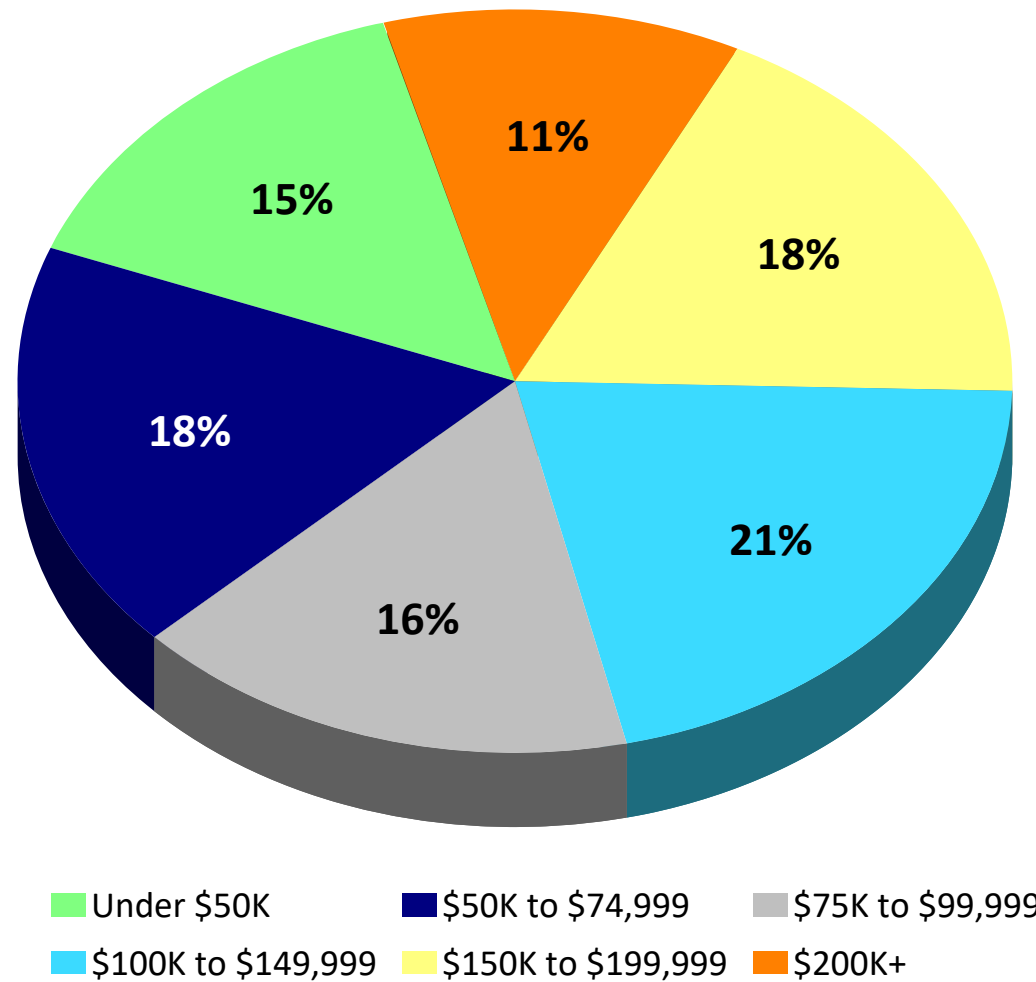
by percentage of respondents



0.3% self-identified as non-binary

Q33. Demographics: Annual Household Income

by percentage of respondents





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Northwest Region of the United States. The Northwest Region includes the states of Washington, Oregon, Idaho, and Montana.

The charts on the following pages show how the results for the City of Oregon City compare to the national average and the Northwest regional average. The blue bar shows the results for Oregon City, the red bar shows the national average, and the yellow bar shows the average for the Northwest Region.

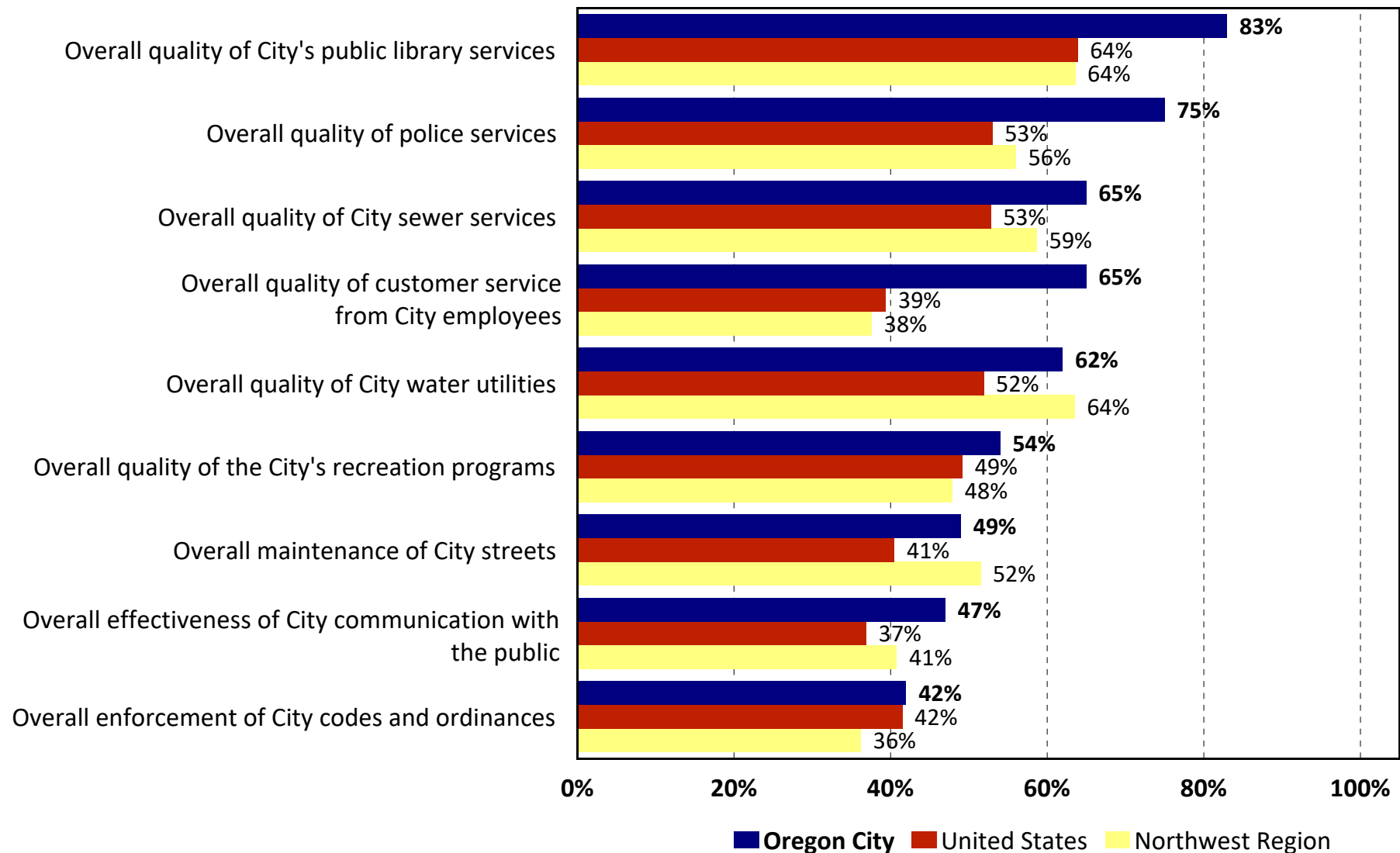
National and Regional Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Oregon City is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major Categories of City Services

Oregon City vs. United States vs. Northwest Region

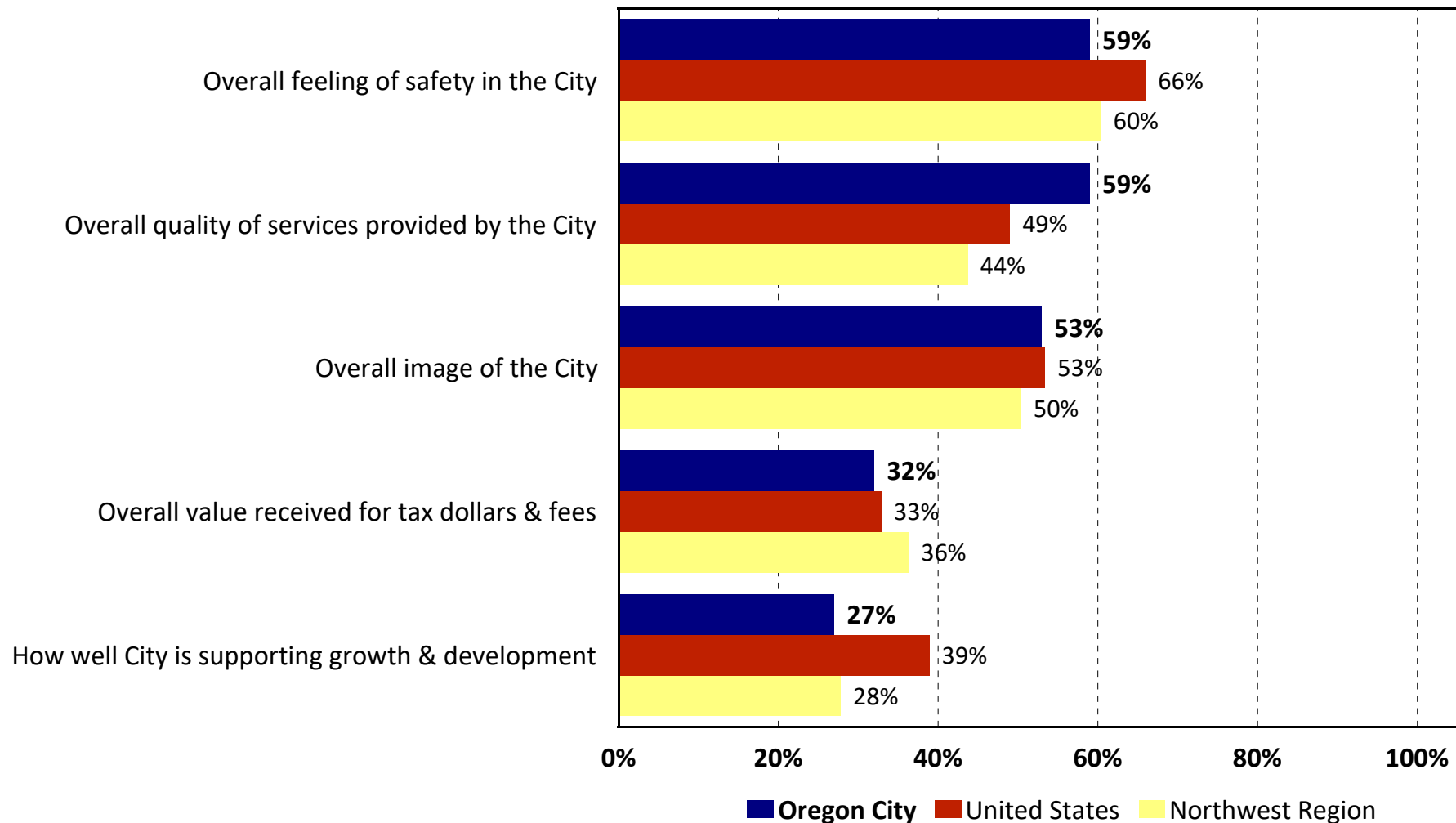
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Items that Influence Perceptions of the Community

Oregon City vs. United States vs. Northwest Region

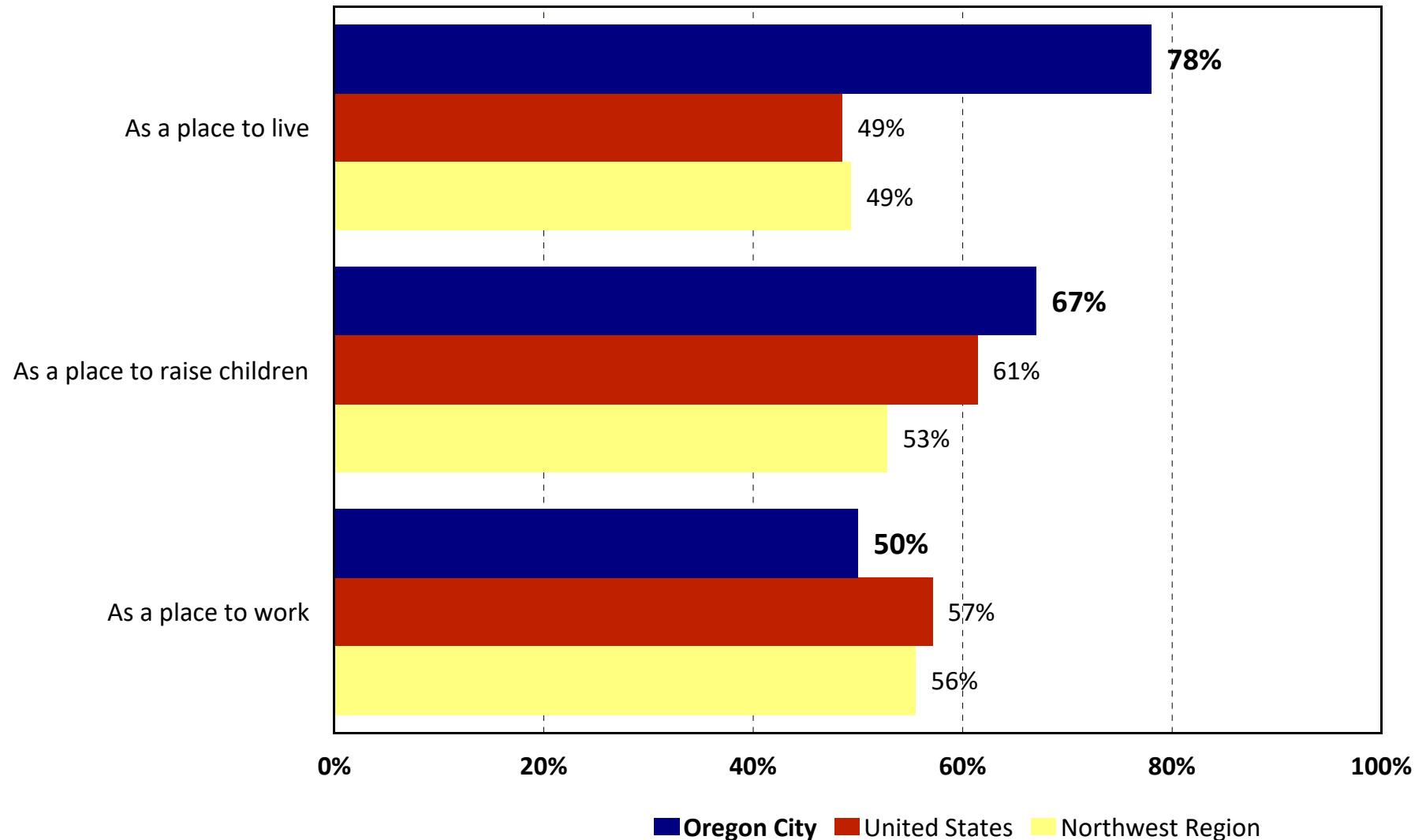
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Ratings of the City

Oregon City vs. United States vs. Northwest Region

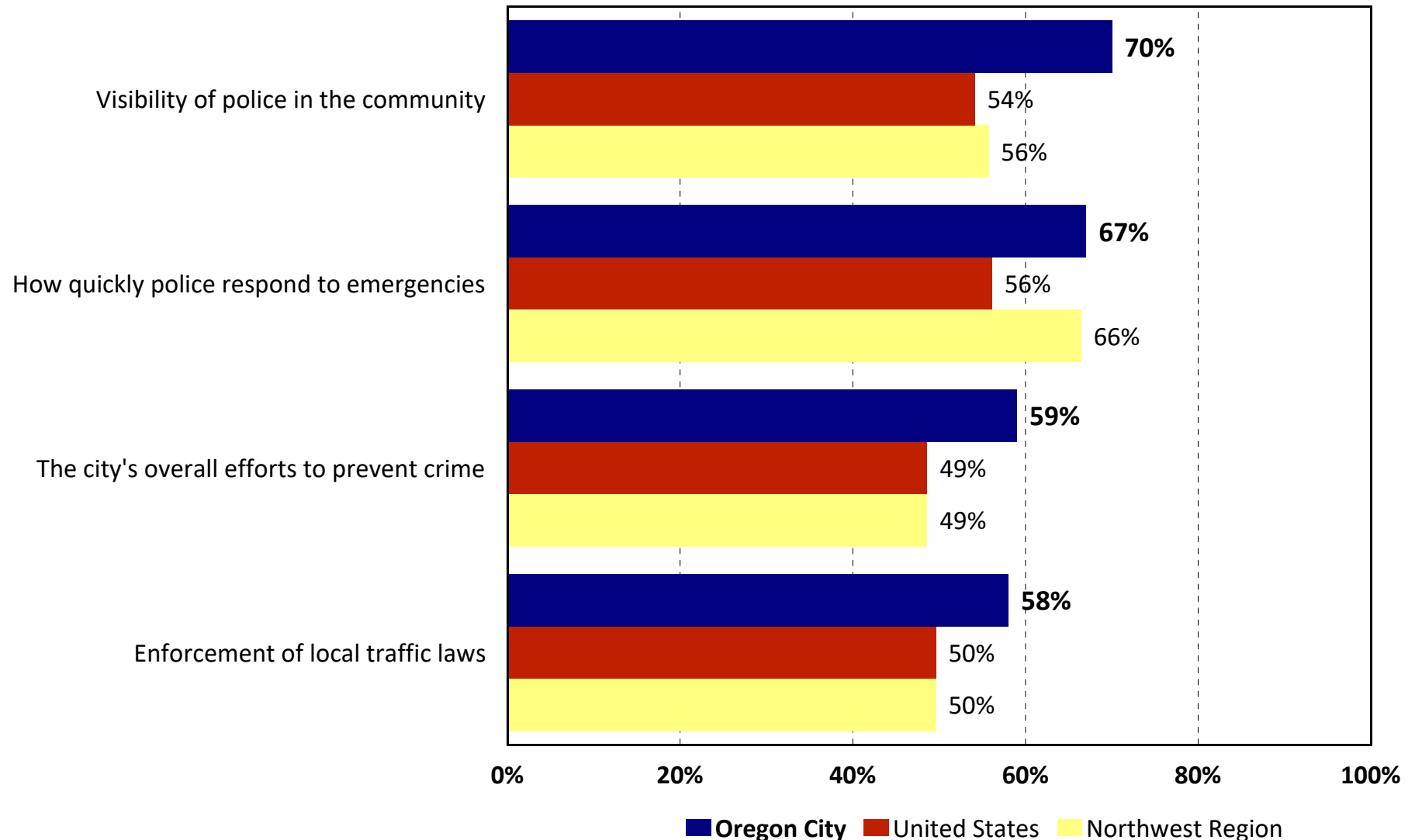
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Overall Satisfaction with Public Safety

Oregon City vs. United States vs. Northwest Region

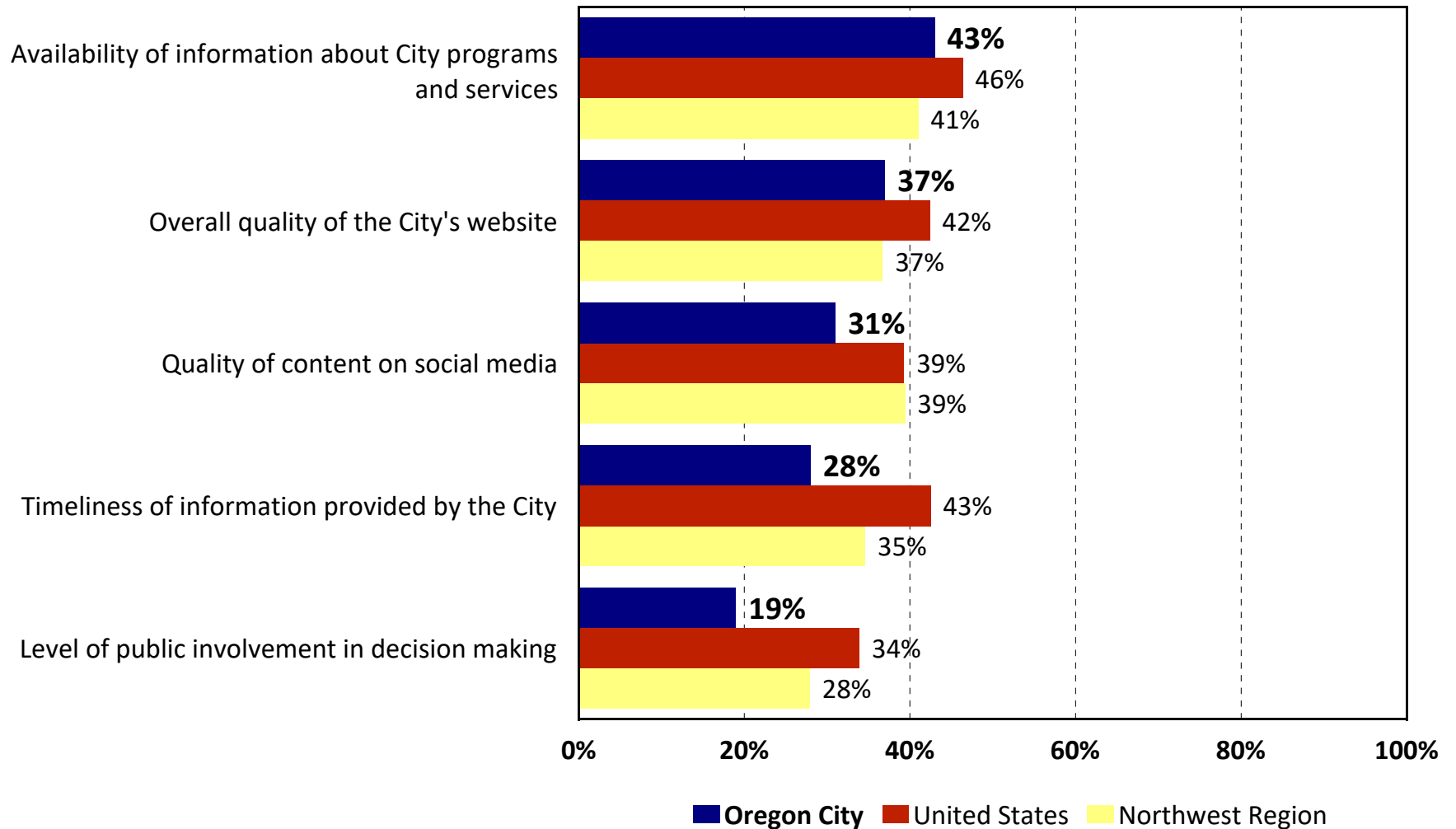
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Oregon City vs. United States vs. Northwest Region

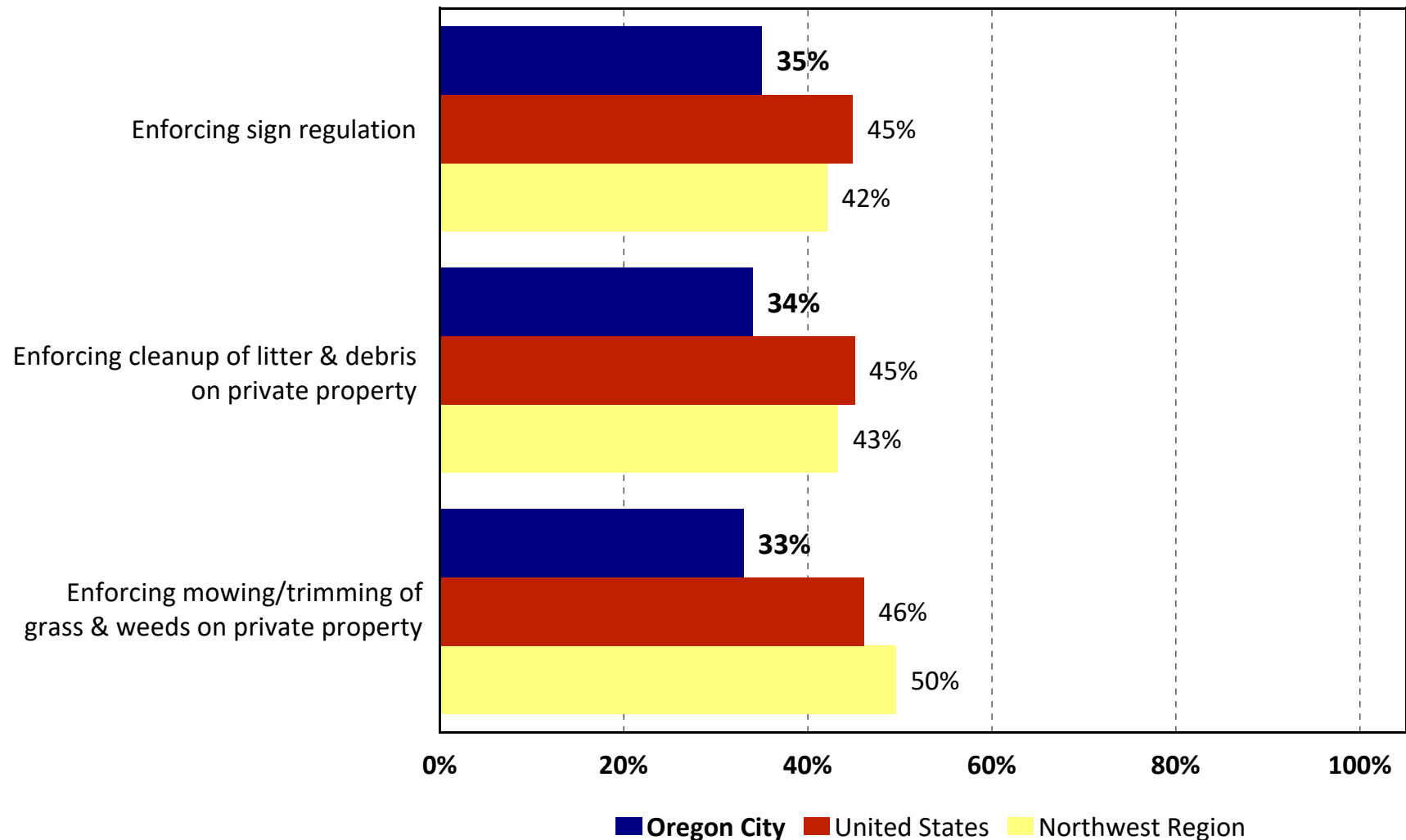
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Oregon City vs. United States vs. Northwest Region

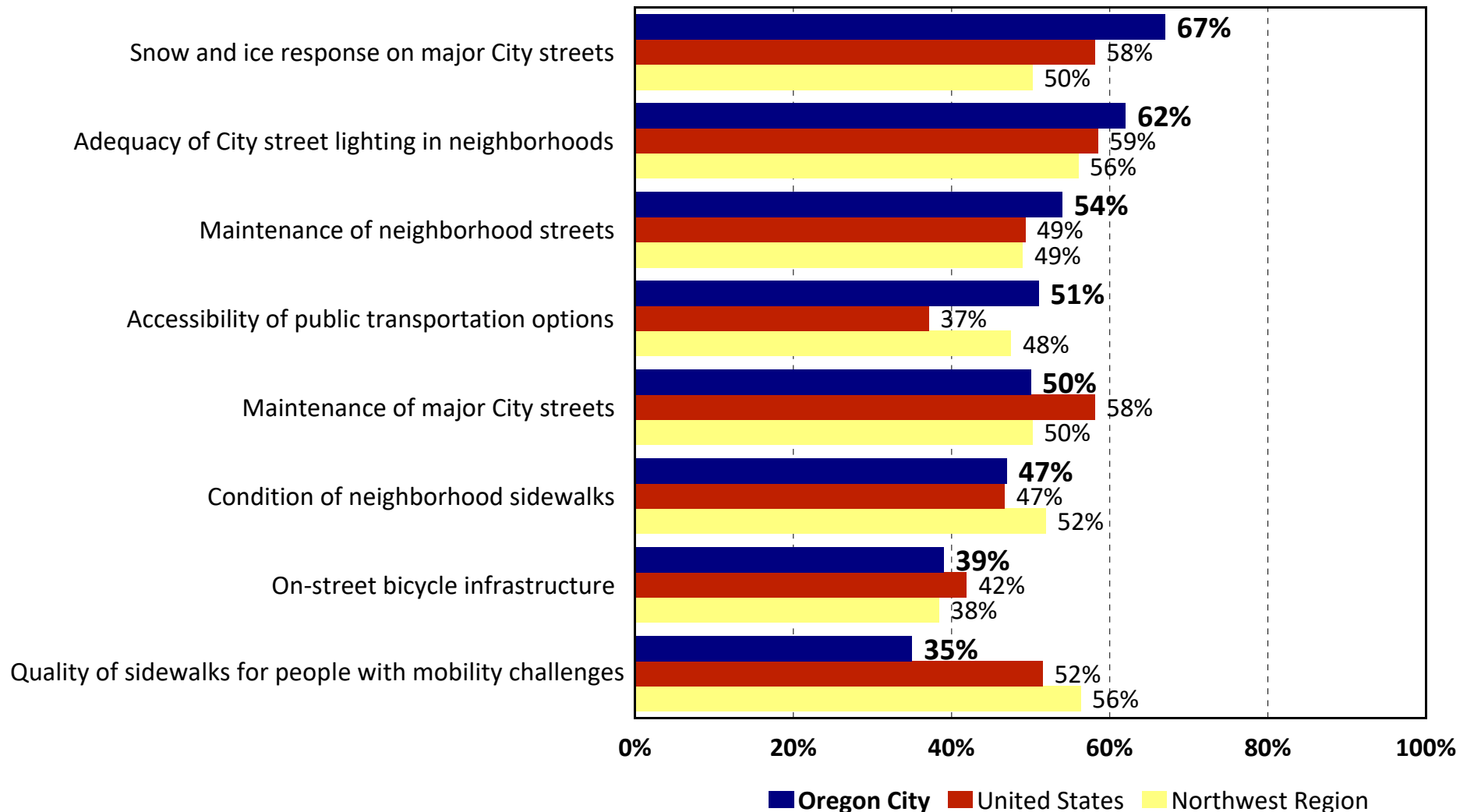
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Transportation and Infrastructure

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to emphasize over the next two years. More than half (56.2%) of the respondent households selected *"overall maintenance of City streets"* as one of the most important services for the City to emphasize.

With regard to satisfaction, 49% of respondents surveyed rated *"overall maintenance of City streets"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 56.2% was multiplied by 51% (1-0.49). This calculation yielded an I-S rating of 0.2866, which ranked first out of thirteen major categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Oregon City are provided on the following pages.

2024 Importance-Satisfaction Rating

Oregon City, OR

Major Categories of City Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Overall maintenance of City streets | 56% | 1 | 49% | 8 | 0.2866 | 1 |
| Overall effectiveness of City economic development efforts | 38% | 2 | 32% | 13 | 0.2570 | 2 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Overall enforcement of City codes & ordinances | 20% | 8 | 42% | 10 | 0.1160 | 3 |
| Overall quality of City's recreation programs | 24% | 5 | 54% | 7 | 0.1081 | 4 |
| Overall effectiveness of City communication with public | 20% | 7 | 47% | 9 | 0.1076 | 5 |
| Overall quality of City parks/trails/open space | 33% | 3 | 68% | 3 | 0.1050 | 6 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Overall quality of City water utilities | 22% | 6 | 62% | 6 | 0.0817 | 7 |
| Overall quality of police services | 32% | 4 | 75% | 2 | 0.0810 | 8 |
| Overall quality of permit process | 11% | 9 | 33% | 12 | 0.0717 | 9 |
| Overall quality of customer service from City employees | 6% | 11 | 65% | 5 | 0.0193 | 10 |
| Overall quality of Municipal Court services | 3% | 13 | 40% | 11 | 0.0186 | 11 |
| Overall quality of City sewer services | 5% | 12 | 65% | 4 | 0.0182 | 12 |
| Overall quality of City's public library services | 8% | 10 | 83% | 1 | 0.0128 | 13 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Oregon City, OR

Parks and Recreation

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|-------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| High Priority (IS .10-.20) | | | | | | |
| Appearance & maintenance of existing City parks | 32% | 1 | 67% | 2 | 0.1053 | 1 |
| Quality of City's swimming pool | 20% | 3 | 48% | 7 | 0.1024 | 2 |
| Quality of recreational areas for dogs | 16% | 5 | 37% | 11 | 0.1002 | 3 |
| Medium Priority (IS <.10) | | | | | | |
| Quantity of City trails | 20% | 4 | 50% | 5 | 0.0975 | 4 |
| Quality of facilities | 24% | 2 | 64% | 3 | 0.0878 | 5 |
| Quality of services for fees assessed with recreation programming | 14% | 6 | 45% | 9 | 0.0781 | 6 |
| Access to City parks for persons with disabilities | 11% | 8 | 43% | 10 | 0.0627 | 7 |
| Quality of outdoor athletic fields | 13% | 7 | 54% | 4 | 0.0589 | 8 |
| Quality of Pioneer Community Center | 8% | 9 | 48% | 8 | 0.0421 | 9 |
| Quality of End of the Oregon Trail | 8% | 10 | 49% | 6 | 0.0388 | 10 |
| Proximity of parks to your home | 7% | 11 | 75% | 1 | 0.0183 | 11 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Oregon City, OR

Public Safety

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|-----------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Response to issues with transients | 63% | 1 | 23% | 8 | 0.4882 | 1 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Response to drug control | 27% | 2 | 35% | 7 | 0.1755 | 2 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| The City's overall efforts to prevent crime | 22% | 3 | 59% | 3 | 0.0890 | 3 |
| Response to property crime | 16% | 4 | 43% | 6 | 0.0889 | 4 |
| Enforcement of local traffic laws | 15% | 6 | 58% | 4 | 0.0622 | 5 |
| Level of community outreach | 11% | 8 | 44% | 5 | 0.0599 | 6 |
| Visibility of police in the community | 15% | 5 | 70% | 1 | 0.0462 | 7 |
| How quickly police respond to emergencies | 13% | 7 | 67% | 2 | 0.0422 | 8 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Oregon City, OR

Code Enforcement

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|----------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Enforcing cleanup of litter & debris on private property | 56% | 1 | 34% | 4 | 0.3670 | 1 |
| Enforcing codes designed to protect public safety & health | 53% | 2 | 39% | 2 | 0.3257 | 2 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Enforcing mowing/trimming of grass & weeds on private property | 24% | 3 | 33% | 5 | 0.1588 | 3 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Parking enforcement services | 16% | 4 | 44% | 1 | 0.0896 | 4 |
| Enforcing sign regulation | 14% | 5 | 35% | 3 | 0.0884 | 5 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Oregon City, OR

Transportation and Infrastructure

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|----------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| High Priority (IS .10-.20) | | | | | | |
| Maintenance of major City streets | 40% | 1 | 50% | 5 | 0.1985 | 1 |
| Traffic calming measures in neighborhoods | 20% | 3 | 36% | 11 | 0.1248 | 2 |
| Maintenance of neighborhood streets | 26% | 2 | 54% | 3 | 0.1173 | 3 |
| Medium Priority (IS <.10) | | | | | | |
| Availability of safe pedestrian ways on major streets & routes | 17% | 4 | 47% | 7 | 0.0890 | 4 |
| Availability of safe pedestrian ways in neighborhoods | 14% | 5 | 46% | 8 | 0.0767 | 5 |
| Quality of sidewalks for people with mobility challenges | 10% | 8 | 35% | 12 | 0.0663 | 6 |
| Condition of neighborhood sidewalks | 13% | 6 | 47% | 6 | 0.0663 | 7 |
| On-street bicycle infrastructure | 8% | 10 | 39% | 10 | 0.0500 | 8 |
| Alternative means of transportation | 7% | 12 | 39% | 9 | 0.0409 | 9 |
| Snow and ice response on major City streets | 12% | 7 | 67% | 1 | 0.0393 | 10 |
| Adequacy of city street lighting in neighborhoods | 10% | 9 | 62% | 2 | 0.0361 | 11 |
| Accessibility of public transportation options | 7% | 11 | 51% | 4 | 0.0358 | 12 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Oregon City, OR

Public Library Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|----------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Events for seniors | 18% | 1 | 43% | 10 | 0.1009 | 1 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Outreach-programs and/or services in the community | 15% | 4 | 36% | 12 | 0.0947 | 2 |
| Events for adults | 13% | 7 | 45% | 9 | 0.0704 | 3 |
| Events for children | 15% | 3 | 54% | 6 | 0.0704 | 4 |
| Events for teens | 12% | 8 | 40% | 11 | 0.0696 | 5 |
| Library as hub of community information | 14% | 5 | 53% | 7 | 0.0667 | 6 |
| Selection of physical resources available | 17% | 2 | 74% | 1 | 0.0445 | 7 |
| Selection of digital resources available online | 14% | 6 | 71% | 2 | 0.0403 | 8 |
| Access to computers & library Wi-Fi | 9% | 9 | 70% | 3 | 0.0261 | 9 |
| Ease of booking meeting rooms | 3% | 11 | 49% | 8 | 0.0143 | 10 |
| Selection of reference & research tools | 3% | 10 | 59% | 4 | 0.0131 | 11 |
| Reader's Advisory (help finding something to read) | 2% | 12 | 58% | 5 | 0.0097 | 12 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Tabular Data

Q1. Perception of the City. Please rate each of the following major categories of services provided by the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q1-1. Overall quality of police services | 26.1% | 44.3% | 18.3% | 3.8% | 1.2% | 6.4% |
| Q1-2. Overall quality of City's recreation programs | 9.6% | 37.7% | 29.9% | 9.9% | 1.7% | 11.3% |
| Q1-3. Overall quality of City parks/trails/open space | 20.9% | 44.6% | 18.3% | 10.4% | 2.0% | 3.8% |
| Q1-4. Overall maintenance of City streets | 9.0% | 39.1% | 20.3% | 23.5% | 7.0% | 1.2% |
| Q1-5. Overall quality of City water utilities | 15.4% | 42.0% | 23.8% | 9.0% | 2.9% | 7.0% |
| Q1-6. Overall quality of City sewer services | 15.4% | 42.6% | 24.3% | 4.3% | 1.7% | 11.6% |
| Q1-7. Overall quality of Municipal Court services | 6.4% | 17.7% | 32.5% | 2.3% | 1.4% | 39.7% |
| Q1-8. Overall enforcement of City codes & ordinances | 9.6% | 26.7% | 33.3% | 12.8% | 3.8% | 13.9% |
| Q1-9. Overall quality of customer service you receive from City employees | 19.7% | 35.1% | 25.5% | 3.5% | 0.6% | 15.7% |
| Q1-10. Overall effectiveness of City communication with the public | 9.6% | 34.8% | 31.3% | 14.8% | 2.9% | 6.7% |
| Q1-11. Overall effectiveness of City economic development efforts | 4.6% | 18.0% | 31.6% | 21.4% | 7.8% | 16.5% |
| Q1-12. Overall quality of City's public library services | 35.7% | 37.7% | 12.8% | 2.0% | 0.6% | 11.3% |
| Q1-13. Overall quality of permit process | 3.5% | 15.9% | 26.7% | 9.6% | 3.8% | 40.6% |

WITHOUT "DON'T KNOW"

Q1. Perception of the City. Please rate each of the following major categories of services provided by the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of police services | 27.9% | 47.4% | 19.5% | 4.0% | 1.2% |
| Q1-2. Overall quality of City's recreation programs | 10.8% | 42.5% | 33.7% | 11.1% | 2.0% |
| Q1-3. Overall quality of City parks/trails/open space | 21.7% | 46.4% | 19.0% | 10.8% | 2.1% |
| Q1-4. Overall maintenance of City streets | 9.1% | 39.6% | 20.5% | 23.8% | 7.0% |
| Q1-5. Overall quality of City water utilities | 16.5% | 45.2% | 25.5% | 9.7% | 3.1% |
| Q1-6. Overall quality of City sewer services | 17.4% | 48.2% | 27.5% | 4.9% | 2.0% |
| Q1-7. Overall quality of Municipal Court services | 10.6% | 29.3% | 53.8% | 3.8% | 2.4% |
| Q1-8. Overall enforcement of City codes & ordinances | 11.1% | 31.0% | 38.7% | 14.8% | 4.4% |
| Q1-9. Overall quality of customer service you receive from City employees | 23.4% | 41.6% | 30.2% | 4.1% | 0.7% |
| Q1-10. Overall effectiveness of City communication with the public | 10.2% | 37.3% | 33.5% | 15.8% | 3.1% |
| Q1-11. Overall effectiveness of City economic development efforts | 5.6% | 21.5% | 37.8% | 25.7% | 9.4% |
| Q1-12. Overall quality of City's public library services | 40.2% | 42.5% | 14.4% | 2.3% | 0.7% |
| Q1-13. Overall quality of permit process | 5.9% | 26.8% | 44.9% | 16.1% | 6.3% |

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q2. Top choice | Number | Percent |
|---------------------------------------------------------------------|--------|---------|
| Overall quality of police services | 57 | 16.5 % |
| Overall quality of City's recreation programs | 31 | 9.0 % |
| Overall quality of City parks/trails/open space | 39 | 11.3 % |
| Overall maintenance of City streets | 88 | 25.5 % |
| Overall quality of City water utilities | 24 | 7.0 % |
| Overall quality of City sewer services | 1 | 0.3 % |
| Overall quality of Municipal Court services | 1 | 0.3 % |
| Overall enforcement of City codes & ordinances | 17 | 4.9 % |
| Overall quality of customer service you receive from City employees | 4 | 1.2 % |
| Overall effectiveness of City communication with the public | 12 | 3.5 % |
| Overall effectiveness of City economic development efforts | 42 | 12.2 % |
| Overall quality of City's public library services | 5 | 1.4 % |
| Overall quality of permit process | 10 | 2.9 % |
| None chosen | 14 | 4.1 % |
| Total | 345 | 100.0 % |

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q2. 2nd choice | Number | Percent |
|---------------------------------------------------------------------|--------|---------|
| Overall quality of police services | 29 | 8.4 % |
| Overall quality of City's recreation programs | 21 | 6.1 % |
| Overall quality of City parks/trails/open space | 40 | 11.6 % |
| Overall maintenance of City streets | 65 | 18.8 % |
| Overall quality of City water utilities | 27 | 7.8 % |
| Overall quality of City sewer services | 7 | 2.0 % |
| Overall quality of Municipal Court services | 5 | 1.4 % |
| Overall enforcement of City codes & ordinances | 21 | 6.1 % |
| Overall quality of customer service you receive from City employees | 7 | 2.0 % |
| Overall effectiveness of City communication with the public | 26 | 7.5 % |
| Overall effectiveness of City economic development efforts | 44 | 12.8 % |
| Overall quality of City's public library services | 12 | 3.5 % |
| Overall quality of permit process | 16 | 4.6 % |
| None chosen | 25 | 7.2 % |
| Total | 345 | 100.0 % |

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q2. 3rd choice | Number | Percent |
|---------------------------------------------------------------------|--------|---------|
| Overall quality of police services | 26 | 7.5 % |
| Overall quality of City's recreation programs | 29 | 8.4 % |
| Overall quality of City parks/trails/open space | 34 | 9.9 % |
| Overall maintenance of City streets | 41 | 11.9 % |
| Overall quality of City water utilities | 23 | 6.7 % |
| Overall quality of City sewer services | 10 | 2.9 % |
| Overall quality of Municipal Court services | 5 | 1.4 % |
| Overall enforcement of City codes & ordinances | 31 | 9.0 % |
| Overall quality of customer service you receive from City employees | 8 | 2.3 % |
| Overall effectiveness of City communication with the public | 32 | 9.3 % |
| Overall effectiveness of City economic development efforts | 44 | 12.8 % |
| Overall quality of City's public library services | 9 | 2.6 % |
| Overall quality of permit process | 11 | 3.2 % |
| None chosen | 42 | 12.2 % |
| Total | 345 | 100.0 % |

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

| Q2. Sum of top 3 choices | Number | Percent |
|---------------------------------------------------------------------|--------|---------|
| Overall quality of police services | 112 | 32.5 % |
| Overall quality of City's recreation programs | 81 | 23.5 % |
| Overall quality of City parks/trails/open space | 113 | 32.8 % |
| Overall maintenance of City streets | 194 | 56.2 % |
| Overall quality of City water utilities | 74 | 21.4 % |
| Overall quality of City sewer services | 18 | 5.2 % |
| Overall quality of Municipal Court services | 11 | 3.2 % |
| Overall enforcement of City codes & ordinances | 69 | 20.0 % |
| Overall quality of customer service you receive from City employees | 19 | 5.5 % |
| Overall effectiveness of City communication with the public | 70 | 20.3 % |
| Overall effectiveness of City economic development efforts | 130 | 37.7 % |
| Overall quality of City's public library services | 26 | 7.5 % |
| Overall quality of permit process | 37 | 10.7 % |
| None chosen | 14 | 4.1 % |
| Total | 968 | |

Q3. Please rate each of the following items that may influence your perception of the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q3-1. Overall quality of services provided by City of Oregon City | 10.4% | 44.9% | 33.0% | 5.2% | 0.9% | 5.5% |
| Q3-2. Overall value that you receive for your tax dollars & fees | 4.9% | 26.1% | 33.0% | 24.9% | 6.1% | 4.9% |
| Q3-3. Overall image of City | 11.0% | 41.4% | 25.5% | 16.5% | 3.2% | 2.3% |
| Q3-4. How well City is supporting growth & development | 3.8% | 20.9% | 30.1% | 26.4% | 11.3% | 7.5% |
| Q3-5. Overall feeling of safety in City | 15.1% | 43.2% | 21.7% | 15.4% | 3.5% | 1.2% |
| Q3-6. Availability of job opportunities | 1.7% | 15.9% | 32.8% | 12.8% | 2.3% | 34.5% |
| Q3-7. Availability of training or educational opportunities | 7.2% | 29.0% | 29.3% | 6.7% | 1.4% | 26.4% |
| Q3-8. Overall quality of new development | 2.9% | 16.2% | 32.2% | 24.3% | 10.4% | 13.9% |
| Q3-9. Overall development across City | 2.3% | 16.5% | 34.8% | 28.1% | 7.8% | 10.4% |

WITHOUT "DON'T KNOW"

Q3. Please rate each of the following items that may influence your perception of the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q3-1. Overall quality of services provided by City of Oregon City | 11.0% | 47.5% | 35.0% | 5.5% | 0.9% |
| Q3-2. Overall value that you receive for your tax dollars & fees | 5.2% | 27.4% | 34.8% | 26.2% | 6.4% |
| Q3-3. Overall image of City | 11.3% | 42.4% | 26.1% | 16.9% | 3.3% |
| Q3-4. How well City is supporting growth & development | 4.1% | 22.6% | 32.6% | 28.5% | 12.2% |
| Q3-5. Overall feeling of safety in City | 15.2% | 43.7% | 22.0% | 15.5% | 3.5% |
| Q3-6. Availability of job opportunities | 2.7% | 24.3% | 50.0% | 19.5% | 3.5% |
| Q3-7. Availability of training or educational opportunities | 9.8% | 39.4% | 39.8% | 9.1% | 2.0% |
| Q3-8. Overall quality of new development | 3.4% | 18.9% | 37.4% | 28.3% | 12.1% |
| Q3-9. Overall development across City | 2.6% | 18.4% | 38.8% | 31.4% | 8.7% |

Q4. Please rate each of the following aspects of the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q4-1. City creating a diverse, inclusive, & fair community | 9.3% | 28.1% | 30.7% | 12.2% | 6.7% | 13.0% |
| Q4-2. City helps residents feel connected & integrated into the community | 4.9% | 24.3% | 38.8% | 19.1% | 3.5% | 9.3% |

WITHOUT "DON'T KNOW"

Q4. Please rate each of the following aspects of the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q4-1. City creating a diverse, inclusive, & fair community | 10.7% | 32.3% | 35.3% | 14.0% | 7.7% |
| Q4-2. City helps residents feel connected & integrated into the community | 5.4% | 26.8% | 42.8% | 21.1% | 3.8% |

Q5. Please rate Oregon City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

(N=345)

| | Excellent | Good | Neutral | Below average | Poor | Don't know |
|------------------------------------------------------------|-----------|-------|---------|---------------|------|------------|
| Q5-1. As a place to live | 22.6% | 54.8% | 12.8% | 8.4% | 1.2% | 0.3% |
| Q5-2. As a place to raise children | 16.2% | 44.1% | 19.4% | 9.9% | 1.2% | 9.3% |
| Q5-3. As a place to work | 9.0% | 29.3% | 25.8% | 9.0% | 4.6% | 22.3% |
| Q5-4. As a place with a variety of housing choices | 9.3% | 29.3% | 30.7% | 19.7% | 5.2% | 5.8% |
| Q5-5. As a place to shop | 5.8% | 32.2% | 22.6% | 29.9% | 8.1% | 1.4% |
| Q5-6. As a place for dining & entertainment options | 7.5% | 36.8% | 19.7% | 27.0% | 7.8% | 1.2% |
| Q5-7. Overall quality of life in City | 11.3% | 54.5% | 24.3% | 8.1% | 0.9% | 0.9% |
| Q5-8. As a place to connect & interact with your neighbors | 13.6% | 38.3% | 30.7% | 12.2% | 2.9% | 2.3% |

WITHOUT "DON'T KNOW"

Q5. Please rate Oregon City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")

(N=345)

| | Excellent | Good | Neutral | Below average | Poor |
|------------------------------------------------------------|-----------|-------|---------|---------------|------|
| Q5-1. As a place to live | 22.7% | 54.9% | 12.8% | 8.4% | 1.2% |
| Q5-2. As a place to raise children | 17.9% | 48.6% | 21.4% | 10.9% | 1.3% |
| Q5-3. As a place to work | 11.6% | 37.7% | 33.2% | 11.6% | 6.0% |
| Q5-4. As a place with a variety of housing choices | 9.8% | 31.1% | 32.6% | 20.9% | 5.5% |
| Q5-5. As a place to shop | 5.9% | 32.6% | 22.9% | 30.3% | 8.2% |
| Q5-6. As a place for dining & entertainment options | 7.6% | 37.2% | 19.9% | 27.3% | 7.9% |
| Q5-7. Overall quality of life in City | 11.4% | 55.0% | 24.6% | 8.2% | 0.9% |
| Q5-8. As a place to connect & interact with your neighbors | 13.9% | 39.2% | 31.5% | 12.5% | 3.0% |

Q6. Parks and Recreation. Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q6-1. Quality of facilities (e.g., picnic shelters, playgrounds in City parks) | 15.7% | 45.5% | 22.6% | 9.3% | 2.6% | 4.3% |
| Q6-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football) | 11.0% | 31.6% | 24.3% | 9.6% | 2.6% | 20.9% |
| Q6-3. Appearance & maintenance of existing City parks | 17.7% | 47.8% | 21.7% | 7.5% | 2.0% | 3.2% |
| Q6-4. Proximity of parks to your home | 26.4% | 47.5% | 15.1% | 7.5% | 1.7% | 1.7% |
| Q6-5. Quantity of City trails | 13.0% | 29.9% | 24.1% | 14.2% | 3.8% | 15.1% |
| Q6-6. Access to City parks for persons with disabilities | 6.1% | 19.1% | 22.6% | 8.7% | 1.7% | 41.7% |
| Q6-7. Quality of Pioneer Community Center | 11.6% | 18.8% | 27.8% | 4.1% | 0.9% | 36.8% |
| Q6-8. Quality of End of the Oregon Trail | 12.5% | 24.9% | 28.7% | 7.2% | 2.6% | 24.1% |
| Q6-9. Quality of City's swimming pool | 7.8% | 26.1% | 21.7% | 10.1% | 4.3% | 29.9% |
| Q6-10. Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps) | 8.1% | 24.1% | 26.4% | 10.4% | 2.9% | 28.1% |
| Q6-11. Quality of recreational areas for dogs | 5.8% | 20.0% | 26.4% | 10.7% | 6.4% | 30.7% |
| Q6-12. Other | 0.9% | 0.3% | 1.7% | 2.0% | 6.4% | 88.7% |

WITHOUT "DON'T KNOW"

Q6. Parks and Recreation. Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q6-1. Quality of facilities (e.g., picnic shelters, playgrounds in City parks) | 16.4% | 47.6% | 23.6% | 9.7% | 2.7% |
| Q6-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football) | 13.9% | 39.9% | 30.8% | 12.1% | 3.3% |
| Q6-3. Appearance & maintenance of existing City parks | 18.3% | 49.4% | 22.5% | 7.8% | 2.1% |
| Q6-4. Proximity of parks to your home | 26.8% | 48.4% | 15.3% | 7.7% | 1.8% |
| Q6-5. Quantity of City trails | 15.4% | 35.2% | 28.3% | 16.7% | 4.4% |
| Q6-6. Access to City parks for persons with disabilities | 10.4% | 32.8% | 38.8% | 14.9% | 3.0% |
| Q6-7. Quality of Pioneer Community Center | 18.3% | 29.8% | 44.0% | 6.4% | 1.4% |
| Q6-8. Quality of End of the Oregon Trail | 16.4% | 32.8% | 37.8% | 9.5% | 3.4% |
| Q6-9. Quality of City's swimming pool | 11.2% | 37.2% | 31.0% | 14.5% | 6.2% |
| Q6-10. Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps) | 11.3% | 33.5% | 36.7% | 14.5% | 4.0% |
| Q6-11. Quality of recreational areas for dogs | 8.4% | 28.9% | 38.1% | 15.5% | 9.2% |
| Q6-12. Other | 7.7% | 2.6% | 15.4% | 17.9% | 56.4% |

Q6-12. Other

- access to parks
- Adult leagues and facilities for sports
- Allocating funds for the construction of the center at the old fiberglass company that will increase the amount of people in need arriving from outside our community, but not increasing funding or programs for the safety and wellbeing of those of us that live and work here is irresponsible.
- Away-from-cars biking and Running trails
- Becoming unaffordable for seniors to stay in their homes. High taxes and utilities. Homes are unaffordable
- Building maintenance
- City commission does not listen to or take staff issues with management seriously. The mayor over reaches her authority. The mayor is abusive to many people in citizen comments or public testimony, particularly if she disagrees. Investigations of City staff complaints aren't investigated by reliable investigators and management gets away with blatant lies to investigators. City shirks it's responsibility for heritage tourism, and economic development and is farming it out to a yet unknown private entity. Commission gives up too easily on the issues at times and let's management manipulate the commission. The city doesn't promote diversity well. Homeless issues aren't well addressed. Not enough scrutiny is given to developers.
- Community center
- Community center, recreation opportunities for kids, walking trails are lacking.
- fenced in dog parks and trails
- Homeless people downtown Oregon city that are creeping up into the city, who leave their garbage and drugs on our streets, sleep in our car ports, by our court house downtown and just the city not doing anything about it.
- I live near the Pioneer Athletic Field on Van Buren, and it is quite loud sometimes. Nice to sit in my yard without Van Halen playing sometimes.
- I would very much like a large, wooded green space for walking. I mostly walk in my neighborhood (McCloughlin) or at Clackamas Community College. I would love a park away from car traffic for walking and cycling. The old dump site would be great. I'm also hoping the old mill site will have some options. I also love the Pioneer Center but it'd be great if the offered more for working adults and not just retirees.
- It would be nice to have more classes available for young children. My friend in West Linn has her 4 year old in ballet through a community center. Would love to see that or a gymnastics class.
- Ivy kills our parks
- lower water bill
- Maintenance issues are not acceptable. Dog areas should all be fenced. I'm tired of being accosted by out of control dogs in my park.
- Many new apartments, MANY!! Streets have not changed, taking quiet communities and packing people and the REAL PROBLEM. CARS into communities with the same old streets and intersections, traffic has gotten MUCH WORSE !!!!! Making it a nightmare like Tigard and Beaverton communities.
- Need better signage regarding off leash, dogs in parks
- Need more "free swim" time.
- need skatepark, boys and girls clubs
- Need to have working restrooms in the parks as wells as water fountains.
- Not informed enough
- Overall good.
- PARKS NEED LESS GRASS AND MORE NATIVES
- Pickle ball courts for all.

Q6-12. Other

- Police failed to give tickets to drivers
- Road projects are horrible! The roads are all torn up and all of them seem to be focused on making it really difficult to get around the city as they all seem to happen at the same time! The roads haven't been maintained with our "fees" while other roads with very little traffic have been repaved. Other roads haven't been repaved in 20 years that get more traffic than a dead end road. And projects are taking MONTHS to get finished. Whether this is part of the permitting process or just contractors, it makes it very difficult to get around the city during the day and long traffic lines. Let's get the infrastructure finished and roads repaved and be DONE! Some projects have been completed in 3 days and gone leaving the place better than before, but other projects....how long does it take to pave a sidewalk? I mean really? I'm not talking about a homeowner project (which is another issue I have with the city).
- safe access from Caulfield to CCC
- Schools
- Seeing too much homeless and drugs / mental health issues walking the streets bringing the community down. I actually saw a guy stand on the sidewalk on Molalla Ave with his pants down around his ankles urinating in traffic.
- Sidewalks
- The City allows new subdivision contractors to do what they want with no regard to existing residents, streets, utilities, or public safety.
- The city is doing nothing to address the issue of homelessness. Basic economic principles dictate NOT funding or allowing homeless services in suburbs of large metropolitan areas struggling with homeless populations with rampant drug and mental health issues. The famous quote from Field of Dreams, "If you build it, they will come." is accurate for homeless services too. The city of Oregon City rejected the concerns from the tax paying citizens of the McLoughlin neighborhood and are saddling the residents with an expansion of homeless services that will be occur with the rebuild of the old Miles Fiberglass site. I have spent the last 28 years in the Historic neighborhood, I was planning to retire in my home. I am now faced with a difficult decision of stay and watch my equity evaporate or start anew elsewhere. The city had a great record of combating the plague from Multnomah County for years, unfortunately they are now inviting the plague with open arms.
- The city's parks department does a good job of maintaining what they have but there should be much more library programs from a rec perspective. The city's pool is embarrassingly outdated and the hours are absurd
- The overall parks package in OC is outstanding.
- The people pruning the shrubs and trees don't appear to know what they are doing. At the Japanese Sister City planting at the Pioneer Center they turn every plant into a popsicle. (I cringe imagining what our Sister City would think of the way the plants are pruned). They would opt to cut down a perfectly good mature tree because it's too hard to mow around (at the Pool). There's an excellent horticulture program at the community college: send the parks dept pruners there. The little garden at the top of Singer Hill in front of City Hall where the Welcome to OC sign needs mulch and someone who is a gardener. And again, the shrubs are all pruned into squares and balls. Who owns the cliff along the promenade? There are big leaf maples taking hold that will eventually cause the rocks to break off as the roots expand. Maybe the Parks dept needs a consultant?
- Too many homeless
- TRAILS TO WALK DOGS
- Water pressure
- Would prefer more dog friendly natural areas, dissatisfied with Newell Creek not allowing dogs even on leash.

Q7. Which TWO of the Parks and Recreation items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q7. Top choice | Number | Percent |
|-------------------------------------------------------------------------------------------------------------|--------|---------|
| Quality of facilities (e.g., picnic shelters, playgrounds in City parks) | 51 | 14.8 % |
| Quality of outdoor athletic fields (e.g., baseball, soccer, football) | 23 | 6.7 % |
| Appearance & maintenance of existing City parks | 58 | 16.8 % |
| Proximity of parks to your home | 13 | 3.8 % |
| Quantity of City trails | 34 | 9.9 % |
| Access to City parks for persons with disabilities | 26 | 7.5 % |
| Quality of Pioneer Community Center | 7 | 2.0 % |
| Quality of End of the Oregon Trail | 14 | 4.1 % |
| Quality of City's swimming pool | 37 | 10.7 % |
| Quality of services for fees assessed with recreation programming (e.g., pool programs, admission, & camps) | 22 | 6.4 % |
| Quality of recreational areas for dogs | 26 | 7.5 % |
| None chosen | 34 | 9.9 % |
| Total | 345 | 100.0 % |

Q7. Which TWO of the Parks and Recreation items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q7. 2nd choice | Number | Percent |
|-------------------------------------------------------------------------------------------------------------|--------|---------|
| Quality of facilities (e.g., picnic shelters, playgrounds in City parks) | 33 | 9.6 % |
| Quality of outdoor athletic fields (e.g., baseball, soccer, football) | 21 | 6.1 % |
| Appearance & maintenance of existing City parks | 52 | 15.1 % |
| Proximity of parks to your home | 12 | 3.5 % |
| Quantity of City trails | 33 | 9.6 % |
| Access to City parks for persons with disabilities | 12 | 3.5 % |
| Quality of Pioneer Community Center | 21 | 6.1 % |
| Quality of End of the Oregon Trail | 12 | 3.5 % |
| Quality of City's swimming pool | 31 | 9.0 % |
| Quality of services for fees assessed with recreation programming (e.g., pool programs, admission, & camps) | 27 | 7.8 % |
| Quality of recreational areas for dogs | 29 | 8.4 % |
| None chosen | 62 | 18.0 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES**Q7. Which TWO of the Parks and Recreation items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| <u>Q7. Sum of top 2 choices</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------------------------------------------------------------------|---------------|----------------|
| Quality of facilities (e.g., picnic shelters, playgrounds in City parks) | 84 | 24.3 % |
| Quality of outdoor athletic fields (e.g., baseball, soccer, football) | 44 | 12.8 % |
| Appearance & maintenance of existing City parks | 110 | 31.9 % |
| Proximity of parks to your home | 25 | 7.2 % |
| Quantity of City trails | 67 | 19.4 % |
| Access to City parks for persons with disabilities | 38 | 11.0 % |
| Quality of Pioneer Community Center | 28 | 8.1 % |
| Quality of End of the Oregon Trail | 26 | 7.5 % |
| Quality of City's swimming pool | 68 | 19.7 % |
| Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps) | 49 | 14.2 % |
| Quality of recreational areas for dogs | 55 | 15.9 % |
| None chosen | 34 | 9.9 % |
| Total | 628 | |

Q8. How willing would you be to pay additional taxes or fees to acquire, develop, and maintain the types of parks, recreation, and trail facilities that are most important to your household?

Q8. How willing would you be to pay additional taxes or fees

| | Number | Percent |
|--------------------|--------|---------|
| Very willing | 27 | 7.8 % |
| Willing | 80 | 23.2 % |
| Neutral | 74 | 21.4 % |
| Not willing | 68 | 19.7 % |
| Not at all willing | 66 | 19.1 % |
| Don't know | 30 | 8.7 % |
| Total | 345 | 100.0 % |

WITHOUT "DON'T KNOW"

Q8. How willing would you be to pay additional taxes or fees to acquire, develop, and maintain the types of parks, recreation, and trail facilities that are most important to your household? (without "don't know")

Q8. How willing would you be to pay additional taxes or fees

| | Number | Percent |
|--------------------|--------|---------|
| Very willing | 27 | 8.6 % |
| Willing | 80 | 25.4 % |
| Neutral | 74 | 23.5 % |
| Not willing | 68 | 21.6 % |
| Not at all willing | 66 | 21.0 % |
| Total | 315 | 100.0 % |

Q9. Recent evaluations have shown that some of Oregon City's parks facilities, such as the pool and the End of the Oregon Trail, are unable to meet residents' needs due to the facilities' age and size. Additional funds would be needed for the specific purpose of constructing facilities capable of meeting the demands of residents now and in the future. Please indicate if you would support any of the following methods to raise those funds if they were specifically dedicated to those projects.

| Q9. What methods would you support to raise funds | Number | Percent |
|-------------------------------------------------------------|--------|---------|
| Park utility fee | 96 | 27.8 % |
| Bonds | 129 | 37.4 % |
| Tax increase | 47 | 13.6 % |
| Levy | 66 | 19.1 % |
| None. I don't support additional funding for these projects | 122 | 35.4 % |
| Total | 460 | |

WITHOUT “NONE”

Q9. Recent evaluations have shown that some of Oregon City's parks facilities, such as the pool and the End of the Oregon Trail, are unable to meet residents' needs due to the facilities' age and size. Additional funds would be needed for the specific purpose of constructing facilities capable of meeting the demands of residents now and in the future. Please indicate if you would support any of the following methods to raise those funds if they were specifically dedicated to those projects. (without "none")

| Q9. What methods would you support to raise funds | Number | Percent |
|---------------------------------------------------|--------|---------|
| Bonds | 129 | 57.8 % |
| Park utility fee | 96 | 43.0 % |
| Levy | 66 | 29.6 % |
| Tax increase | 47 | 21.1 % |
| Total | 338 | |

Q9a. If you would support additional costs, which facility would you most like to see the City prioritize?

| Q9a. Which facility would you most like to see City prioritize | Number | Percent |
|-------------------------------------------------------------------|--------|---------|
| Pool/Recreation Center | 107 | 48.0 % |
| End of the Oregon Trail | 27 | 12.1 % |
| Both | 59 | 26.5 % |
| Neither | 11 | 4.9 % |
| Not provided | 19 | 8.5 % |
| Total | 223 | 100.0 % |

WITHOUT “NOT PROVIDED”

**Q9a. If you would support additional costs, which facility would you most like to see the City prioritize?
(without "not provided")**

| Q9a. Which facility would you most like to see City prioritize | Number | Percent |
|-------------------------------------------------------------------|--------|---------|
| Pool/Recreation Center | 107 | 52.5 % |
| End of the Oregon Trail | 27 | 13.2 % |
| Both | 59 | 28.9 % |
| Neither | 11 | 5.4 % |
| Total | 204 | 100.0 % |

Q10. Public Safety. Please rate each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q10-1. Visibility of police in the community | 18.0% | 49.6% | 19.4% | 8.7% | 1.2% | 3.2% |
| Q10-2. City's overall efforts to prevent crime | 11.3% | 42.9% | 21.7% | 10.4% | 4.9% | 8.7% |
| Q10-3. Enforcement of local traffic laws | 9.6% | 44.9% | 20.0% | 14.8% | 4.6% | 6.1% |
| Q10-4. How quickly police respond to emergencies | 17.7% | 29.6% | 18.6% | 3.2% | 2.0% | 29.0% |
| Q10-5. Response to drug control | 4.1% | 17.4% | 18.8% | 13.0% | 8.7% | 38.0% |
| Q10-6. Response to property crime | 4.3% | 21.7% | 18.8% | 8.1% | 7.8% | 39.1% |
| Q10-7. Level of community outreach | 7.5% | 24.6% | 27.8% | 10.1% | 3.5% | 26.4% |
| Q10-8. Response to issues with transients | 4.3% | 13.3% | 20.9% | 19.7% | 18.3% | 23.5% |

WITHOUT "DON'T KNOW"

Q10. Public Safety. Please rate each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q10-1. Visibility of police in the community | 18.6% | 51.2% | 20.1% | 9.0% | 1.2% |
| Q10-2. City's overall efforts to prevent crime | 12.4% | 47.0% | 23.8% | 11.4% | 5.4% |
| Q10-3. Enforcement of local traffic laws | 10.2% | 47.8% | 21.3% | 15.7% | 4.9% |
| Q10-4. How quickly police respond to emergencies | 24.9% | 41.6% | 26.1% | 4.5% | 2.9% |
| Q10-5. Response to drug control | 6.5% | 28.0% | 30.4% | 21.0% | 14.0% |
| Q10-6. Response to property crime | 7.1% | 35.7% | 31.0% | 13.3% | 12.9% |
| Q10-7. Level of community outreach | 10.2% | 33.5% | 37.8% | 13.8% | 4.7% |
| Q10-8. Response to issues with transients | 5.7% | 17.4% | 27.3% | 25.8% | 23.9% |

Q11. Which TWO of the public safety items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q11. Top choice | Number | Percent |
|-------------------------------------------|--------|---------|
| Visibility of police in the community | 32 | 9.3 % |
| City's overall efforts to prevent crime | 30 | 8.7 % |
| Enforcement of local traffic laws | 28 | 8.1 % |
| How quickly police respond to emergencies | 21 | 6.1 % |
| Response to drug control | 33 | 9.6 % |
| Response to property crime | 17 | 4.9 % |
| Level of community outreach | 16 | 4.6 % |
| Response to issues with transients | 144 | 41.7 % |
| None chosen | 24 | 7.0 % |
| Total | 345 | 100.0 % |

Q11. Which TWO of the public safety items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q11. 2nd choice | Number | Percent |
|-------------------------------------------|--------|---------|
| Visibility of police in the community | 21 | 6.1 % |
| City's overall efforts to prevent crime | 45 | 13.0 % |
| Enforcement of local traffic laws | 23 | 6.7 % |
| How quickly police respond to emergencies | 23 | 6.7 % |
| Response to drug control | 60 | 17.4 % |
| Response to property crime | 37 | 10.7 % |
| Level of community outreach | 21 | 6.1 % |
| Response to issues with transients | 75 | 21.7 % |
| None chosen | 40 | 11.6 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES

Q11. Which TWO of the public safety items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| Q11. Sum of top 2 choices | Number | Percent |
|-------------------------------------------|--------|---------|
| Visibility of police in the community | 53 | 15.4 % |
| City's overall efforts to prevent crime | 75 | 21.7 % |
| Enforcement of local traffic laws | 51 | 14.8 % |
| How quickly police respond to emergencies | 44 | 12.8 % |
| Response to drug control | 93 | 27.0 % |
| Response to property crime | 54 | 15.7 % |
| Level of community outreach | 37 | 10.7 % |
| Response to issues with transients | 219 | 63.5 % |
| None chosen | 24 | 7.0 % |
| Total | 650 | |

Q12. Communication. Where do you currently get news and information about City programs, services, and events?

| Q12. Where do you currently get news & information about City programs, services, & events | Number | Percent |
|--------------------------------------------------------------------------------------------|--------|---------|
| "Trail News" quarterly publication | 254 | 73.6 % |
| City website | 92 | 26.7 % |
| Newspaper | 66 | 19.1 % |
| Friends | 115 | 33.3 % |
| Radio | 13 | 3.8 % |
| Social media (Facebook, X/Twitter, Instagram, LinkedIn) | 191 | 55.4 % |
| Public meetings | 35 | 10.1 % |
| City's mobile app (MyOC) | 13 | 3.8 % |
| YouTube | 5 | 1.4 % |
| Citizen Involvement Committee | 4 | 1.2 % |
| TV local news | 85 | 24.6 % |
| Nextdoor | 56 | 16.2 % |
| Neighborhood association | 52 | 15.1 % |
| Utility bill | 73 | 21.2 % |
| Flyers | 49 | 14.2 % |
| eTrail News Monthly eNewsletter | 71 | 20.6 % |
| Other | 9 | 2.6 % |
| Total | 1183 | |

Q12-17. Other

- Email announcements
- Facebook Oregon City chat
- I don't get nearly enough news and it's not easy to find answers on the Oregon city home page
- I google anything I am interested in but am frequently deterred from entering or spending excess time anywhere in the city because of the homeless population that is clearly a danger given the erratic behavior openly exhibited every time I drive anywhere in OC. Very frustrating, we chose this location in hopes that walking around town would be an option, it is not.
- library website
- OCSD
- Talking to neighbors directly.
- Talking with neighbors! Living in OC and seeing the pros and big cons.
- Word of mouth

Q12a. From which TWO sources listed in Question 12 would you MOST PREFER to get information from the City?

| Q12a. Top choice | Number | Percent |
|---------------------------------------------------------|--------|---------|
| "Trail News" quarterly publication | 103 | 29.9 % |
| City website | 27 | 7.8 % |
| Newspaper | 15 | 4.3 % |
| Friends | 5 | 1.4 % |
| Radio | 2 | 0.6 % |
| Social media (Facebook, X/Twitter, Instagram, LinkedIn) | 85 | 24.6 % |
| Public meetings | 5 | 1.4 % |
| City's mobile app (MyOC) | 10 | 2.9 % |
| Citizen Involvement Committee | 1 | 0.3 % |
| TV local news | 15 | 4.3 % |
| Nextdoor | 2 | 0.6 % |
| Neighborhood association | 3 | 0.9 % |
| Utility bill | 8 | 2.3 % |
| Flyers | 6 | 1.7 % |
| eTrail News Monthly eNewsletter | 24 | 7.0 % |
| None chosen | 34 | 9.9 % |
| Total | 345 | 100.0 % |

Q12a. From which TWO sources listed in Question 12 would you MOST PREFER to get information from the City?

| Q12a. 2nd choice | Number | Percent |
|---------------------------------------------------------|--------|---------|
| "Trail News" quarterly publication | 53 | 15.4 % |
| City website | 36 | 10.4 % |
| Newspaper | 14 | 4.1 % |
| Friends | 8 | 2.3 % |
| Radio | 2 | 0.6 % |
| Social media (Facebook, X/Twitter, Instagram, LinkedIn) | 63 | 18.3 % |
| Public meetings | 7 | 2.0 % |
| City's mobile app (MyOC) | 8 | 2.3 % |
| YouTube | 3 | 0.9 % |
| Citizen Involvement Committee | 3 | 0.9 % |
| TV local news | 22 | 6.4 % |
| Nextdoor | 8 | 2.3 % |
| Neighborhood association | 9 | 2.6 % |
| Utility bill | 11 | 3.2 % |
| Flyers | 15 | 4.3 % |
| eTrail News Monthly eNewsletter | 28 | 8.1 % |
| None chosen | 55 | 15.9 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES

Q12a. From which TWO sources listed in Question 12 would you MOST PREFER to get information from the City? (top 2)

| <u>Q12a. Sum of top 2 choices</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------------|---------------|----------------|
| "Trail News" quarterly publication | 156 | 45.2 % |
| City website | 63 | 18.3 % |
| Newspaper | 29 | 8.4 % |
| Friends | 13 | 3.8 % |
| Radio | 4 | 1.2 % |
| Social media (Facebook, X/Twitter, Instagram, LinkedIn) | 148 | 42.9 % |
| Public meetings | 12 | 3.5 % |
| City's mobile app (MyOC) | 18 | 5.2 % |
| YouTube | 3 | 0.9 % |
| Citizen Involvement Committee | 4 | 1.2 % |
| TV local news | 37 | 10.7 % |
| Nextdoor | 10 | 2.9 % |
| Neighborhood association | 12 | 3.5 % |
| Utility bill | 19 | 5.5 % |
| Flyers | 21 | 6.1 % |
| eTrail News Monthly eNewsletter | 52 | 15.1 % |
| <u>None chosen</u> | <u>34</u> | <u>9.9 %</u> |
| Total | 635 | |

Q12b. How frequently would you like to receive information from the City?

| Q12b. Top choice | Number | Percent |
|------------------|--------|---------|
| Daily | 14 | 4.1 % |
| Weekly | 103 | 29.9 % |
| Monthly | 162 | 47.0 % |
| Quarterly | 40 | 11.6 % |
| None chosen | 26 | 7.5 % |
| Total | 345 | 100.0 % |

Q12b. How frequently would you like to receive information from the City?

| Q12b. 2nd choice | Number | Percent |
|------------------|--------|---------|
| Daily | 14 | 4.1 % |
| Weekly | 57 | 16.5 % |
| Monthly | 108 | 31.3 % |
| Quarterly | 102 | 29.6 % |
| None chosen | 64 | 18.6 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES**Q12b. How frequently would you like to receive information from the City? (top 2)**

| Q12b. Sum of top 2 choices | Number | Percent |
|----------------------------|--------|---------|
| Daily | 28 | 8.1 % |
| Weekly | 160 | 46.4 % |
| Monthly | 270 | 78.3 % |
| Quarterly | 142 | 41.2 % |
| None chosen | 26 | 7.5 % |
| Total | 626 | |

Q13. Which of the following types of information would you like to receive from the City of Oregon City?

Q13. Types of information you would like to receive
from City

| | Number | Percent |
|--------------------------------------------------------|--------|---------|
| City Commission's goals meeting wrap up | 146 | 42.3 % |
| Public safety (police) | 269 | 78.0 % |
| Public works (infrastructure & transportation updates) | 236 | 68.4 % |
| Special events | 246 | 71.3 % |
| Community-based stories (what is going on locally) | 188 | 54.5 % |
| Economic development | 190 | 55.1 % |
| Library services & programs | 169 | 49.0 % |
| Parks & Recreation programs & services | 219 | 63.5 % |
| Other | 15 | 4.3 % |
| Total | 1678 | |

Q13-9. Other

- ARTS COMMISSIONER NEWS
- Clackamas county information that affects Oregon City
- development applications, comprehensive planning work
- History and other draws
- How we are dealing with our growing homeless population and problems involved with the (terrible) idea of expanding or creating more homeless resources. That's the #1 concern for our family. Expanding the homeless shelter and/or allowing more high density housing is not good for our city. My family has been harassed at Fred Meyer and downtown by homeless people and we don't enjoy downtown nearly as much.
- How you will move the homeless out of the city!
- Local government accomplished? What are you doing and working on?
- Mailings
- Mayor McGriff Tik Tok updates.
- Opportunity for input
- skatepark updates events
- traffic plans
- traffic safety issues
- Unfettered development , no plans for new parks, new schools to accommodate growth. Good schools are critical to promoting good communities. Open spaces are critical to quality of life
- When streets are set for cleaning

Q14. Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q14-1. Availability of information about City programs & services | 4.9% | 34.8% | 33.6% | 16.2% | 2.0% | 8.4% |
| Q14-2. Overall quality of City's website | 4.1% | 24.3% | 35.9% | 11.6% | 1.2% | 22.9% |
| Q14-3. Level of public involvement in decision making | 1.2% | 14.2% | 30.7% | 27.0% | 7.0% | 20.0% |
| Q14-4. Timeliness of information provided by City | 3.5% | 19.4% | 35.7% | 20.9% | 2.3% | 18.3% |
| Q14-5. Quality of content on social media (Facebook, Instagram) | 3.8% | 17.1% | 36.5% | 9.6% | 1.7% | 31.3% |
| Q14-6. Access to bilingual material | 2.3% | 5.5% | 20.3% | 2.0% | 0.9% | 69.0% |

WITHOUT “DON’T KNOW”

Q14. Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q14-1. Availability of information about City programs & services | 5.4% | 38.0% | 36.7% | 17.7% | 2.2% |
| Q14-2. Overall quality of City's website | 5.3% | 31.6% | 46.6% | 15.0% | 1.5% |
| Q14-3. Level of public involvement in decision making | 1.4% | 17.8% | 38.4% | 33.7% | 8.7% |
| Q14-4. Timeliness of information provided by City | 4.3% | 23.8% | 43.6% | 25.5% | 2.8% |
| Q14-5. Quality of content on social media (Facebook, Instagram) | 5.5% | 24.9% | 53.2% | 13.9% | 2.5% |
| Q14-6. Access to bilingual material | 7.5% | 17.8% | 65.4% | 6.5% | 2.8% |

Q15. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following code enforcement items.

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-----------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q15-1. Enforcing cleanup of litter & debris on private property | 5.8% | 20.9% | 29.3% | 15.9% | 6.7% | 21.4% |
| Q15-2. Enforcing mowing/trimming of grass & weeds on private property | 5.5% | 20.6% | 29.6% | 16.8% | 5.8% | 21.7% |
| Q15-3. Enforcing codes designed to protect public safety & health | 4.1% | 24.9% | 30.1% | 10.1% | 5.2% | 25.5% |
| Q15-4. Enforcing sign regulation | 4.1% | 19.1% | 28.4% | 11.3% | 2.6% | 34.5% |
| Q15-5. Parking enforcement services | 7.5% | 25.8% | 31.0% | 6.7% | 5.2% | 23.8% |

WITHOUT "DON'T KNOW"

Q15. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following code enforcement items. (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-----------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q15-1. Enforcing cleanup of litter & debris on private property | 7.4% | 26.6% | 37.3% | 20.3% | 8.5% |
| Q15-2. Enforcing mowing/trimming of grass & weeds on private property | 7.0% | 26.3% | 37.8% | 21.5% | 7.4% |
| Q15-3. Enforcing codes designed to protect public safety & health | 5.4% | 33.5% | 40.5% | 13.6% | 7.0% |
| Q15-4. Enforcing sign regulation | 6.2% | 29.2% | 43.4% | 17.3% | 4.0% |
| Q15-5. Parking enforcement services | 9.9% | 33.8% | 40.7% | 8.7% | 6.8% |

Q16. Which TWO of the code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q16. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------------------|---------------|----------------|
| Enforcing cleanup of litter & debris on private property | 115 | 33.3 % |
| Enforcing mowing/trimming of grass & weeds on private property | 25 | 7.2 % |
| Enforcing codes designed to protect public safety & health | 113 | 32.8 % |
| Enforcing sign regulation | 17 | 4.9 % |
| Parking enforcement services | 21 | 6.1 % |
| None chosen | 54 | 15.7 % |
| Total | 345 | 100.0 % |

Q16. Which TWO of the code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q16. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------------------|---------------|----------------|
| Enforcing cleanup of litter & debris on private property | 77 | 22.3 % |
| Enforcing mowing/trimming of grass & weeds on private property | 57 | 16.5 % |
| Enforcing codes designed to protect public safety & health | 71 | 20.6 % |
| Enforcing sign regulation | 30 | 8.7 % |
| Parking enforcement services | 34 | 9.9 % |
| None chosen | 76 | 22.0 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES

Q16. Which TWO of the code enforcement items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| <u>Q16. Sum of top 2 choices</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------------------|---------------|----------------|
| Enforcing cleanup of litter & debris on private property | 192 | 55.7 % |
| Enforcing mowing/trimming of grass & weeds on private property | 82 | 23.8 % |
| Enforcing codes designed to protect public safety & health | 184 | 53.3 % |
| Enforcing sign regulation | 47 | 13.6 % |
| Parking enforcement services | 55 | 15.9 % |
| None chosen | 54 | 15.7 % |
| Total | 614 | |

Q17. Transportation and Infrastructure. Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-----------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q17-1. Maintenance of major City streets | 9.0% | 40.0% | 19.1% | 23.5% | 6.1% | 2.3% |
| Q17-2. Maintenance of streets in your neighborhood | 8.1% | 44.6% | 19.1% | 15.9% | 9.6% | 2.6% |
| Q17-3. Snow & ice response on major City streets | 11.9% | 50.1% | 16.5% | 9.9% | 4.1% | 7.5% |
| Q17-4. Adequacy of City street lighting in your neighborhood | 13.9% | 46.1% | 19.1% | 13.6% | 3.8% | 3.5% |
| Q17-5. Condition of sidewalks in your neighborhood | 9.3% | 32.8% | 18.3% | 18.3% | 10.7% | 10.7% |
| Q17-6. On-street bicycle infrastructure (bike lanes/signs/arrows) | 5.2% | 28.1% | 32.2% | 14.2% | 5.8% | 14.5% |
| Q17-7. Accessibility of public transportation options | 9.0% | 30.1% | 23.8% | 11.9% | 3.5% | 21.7% |
| Q17-8. Availability of safe pedestrian ways on major streets & routes | 6.4% | 37.4% | 22.9% | 20.3% | 7.0% | 6.1% |
| Q17-9. Availability of safe pedestrian ways in your neighborhood | 9.0% | 33.6% | 23.8% | 16.8% | 10.7% | 6.1% |
| Q17-10. Quality of sidewalks for people with mobility challenges | 4.6% | 21.4% | 21.2% | 16.8% | 10.7% | 25.2% |
| Q17-11. Traffic calming measures in your neighborhood, e.g., traffic circles, speed humps, or radar speed signs | 5.8% | 26.1% | 27.8% | 19.7% | 10.1% | 10.4% |
| Q17-12. Alternative means of transportation, such as transit, bicycling, walking | 7.0% | 27.0% | 32.8% | 13.6% | 5.5% | 14.2% |

WITHOUT "DON'T KNOW"

Q17. Transportation and Infrastructure. Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-----------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q17-1. Maintenance of major City streets | 9.2% | 40.9% | 19.6% | 24.0% | 6.2% |
| Q17-2. Maintenance of streets in your neighborhood | 8.3% | 45.8% | 19.6% | 16.4% | 9.8% |
| Q17-3. Snow & ice response on major City streets | 12.9% | 54.2% | 17.9% | 10.7% | 4.4% |
| Q17-4. Adequacy of City street lighting in your neighborhood | 14.4% | 47.7% | 19.8% | 14.1% | 3.9% |
| Q17-5. Condition of sidewalks in your neighborhood | 10.4% | 36.7% | 20.5% | 20.5% | 12.0% |
| Q17-6. On-street bicycle infrastructure (bike lanes/ signs/arrows) | 6.1% | 32.9% | 37.6% | 16.6% | 6.8% |
| Q17-7. Accessibility of public transportation options | 11.5% | 38.5% | 30.4% | 15.2% | 4.4% |
| Q17-8. Availability of safe pedestrian ways on major streets & routes | 6.8% | 39.8% | 24.4% | 21.6% | 7.4% |
| Q17-9. Availability of safe pedestrian ways in your neighborhood | 9.6% | 35.8% | 25.3% | 17.9% | 11.4% |
| Q17-10. Quality of sidewalks for people with mobility challenges | 6.2% | 28.7% | 28.3% | 22.5% | 14.3% |
| Q17-11. Traffic calming measures in your neighborhood, e.g., traffic circles, speed humps, or radar speed signs | 6.5% | 29.1% | 31.1% | 22.0% | 11.3% |
| Q17-12. Alternative means of transportation, such as transit, bicycling, walking | 8.1% | 31.4% | 38.2% | 15.9% | 6.4% |

Q18. Which TWO of the transportation and infrastructure items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q18. Top choice | Number | Percent |
|---------------------------------------------------------------------------------------------------------|--------|---------|
| Maintenance of major City streets | 105 | 30.4 % |
| Maintenance of streets in your neighborhood | 35 | 10.1 % |
| Snow & ice response on major City streets | 12 | 3.5 % |
| Adequacy of City street lighting in your neighborhood | 16 | 4.6 % |
| Condition of sidewalks in your neighborhood | 21 | 6.1 % |
| On-street bicycle infrastructure (bike lanes/signs/arrows) | 14 | 4.1 % |
| Accessibility of public transportation options | 12 | 3.5 % |
| Availability of safe pedestrian ways on major streets & routes | 32 | 9.3 % |
| Availability of safe pedestrian ways in your neighborhood | 16 | 4.6 % |
| Quality of sidewalks for people with mobility challenges | 13 | 3.8 % |
| Traffic calming measures in your neighborhood, e.g., traffic circles, speed humps, or radar speed signs | 33 | 9.6 % |
| Alternative means of transportation, such as transit, bicycling, walking | 12 | 3.5 % |
| None chosen | 24 | 7.0 % |
| Total | 345 | 100.0 % |

Q18. Which TWO of the transportation and infrastructure items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q18. 2nd choice | Number | Percent |
|---------------------------------------------------------------------------------------------------------|--------|---------|
| Maintenance of major City streets | 32 | 9.3 % |
| Maintenance of streets in your neighborhood | 53 | 15.4 % |
| Snow & ice response on major City streets | 29 | 8.4 % |
| Adequacy of City street lighting in your neighborhood | 17 | 4.9 % |
| Condition of sidewalks in your neighborhood | 22 | 6.4 % |
| On-street bicycle infrastructure (bike lanes/signs/arrows) | 14 | 4.1 % |
| Accessibility of public transportation options | 13 | 3.8 % |
| Availability of safe pedestrian ways on major streets & routes | 26 | 7.5 % |
| Availability of safe pedestrian ways in your neighborhood | 33 | 9.6 % |
| Quality of sidewalks for people with mobility challenges | 22 | 6.4 % |
| Traffic calming measures in your neighborhood, e.g., traffic circles, speed humps, or radar speed signs | 34 | 9.9 % |
| Alternative means of transportation, such as transit, bicycling, walking | 11 | 3.2 % |
| None chosen | 39 | 11.3 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES

Q18. Which TWO of the transportation and infrastructure items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| <u>Q18. Sum of top 2 choices</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------------------------------------------------------------|---------------|----------------|
| Maintenance of major City streets | 137 | 39.7 % |
| Maintenance of streets in your neighborhood | 88 | 25.5 % |
| Snow & ice response on major City streets | 41 | 11.9 % |
| Adequacy of City street lighting in your neighborhood | 33 | 9.6 % |
| Condition of sidewalks in your neighborhood | 43 | 12.5 % |
| On-street bicycle infrastructure (bike lanes/signs/arrows) | 28 | 8.1 % |
| Accessibility of public transportation options | 25 | 7.2 % |
| Availability of safe pedestrian ways on major streets & routes | 58 | 16.8 % |
| Availability of safe pedestrian ways in your neighborhood | 49 | 14.2 % |
| Quality of sidewalks for people with mobility challenges | 35 | 10.1 % |
| Traffic calming measures in your neighborhood, e.g., traffic circles, speed humps, or radar speed signs | 67 | 19.4 % |
| Alternative means of transportation, such as transit, bicycling, walking | 23 | 6.7 % |
| <u>None chosen</u> | <u>24</u> | <u>7.0 %</u> |
| Total | 651 | |

Q19. Public Library Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following Public Library services.

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q19-1. Selection of physical resources available (books, CD's, & DVD's) | 22.3% | 27.0% | 14.2% | 2.9% | 0.3% | 33.3% |
| Q19-2. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 20.9% | 24.1% | 15.7% | 1.2% | 0.9% | 37.4% |
| Q19-3. Events for seniors | 4.9% | 13.0% | 20.0% | 4.1% | 0.3% | 57.7% |
| Q19-4. Events for adults (e.g., informational, literary, participatory, entertainment) | 7.8% | 16.8% | 23.8% | 5.5% | 0.6% | 45.5% |
| Q19-5. Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 6.7% | 10.1% | 21.2% | 3.2% | 0.9% | 58.0% |
| Q19-6. Events for children (e.g., early literacy development, story times, summer reading program) | 8.7% | 19.1% | 18.3% | 4.1% | 1.4% | 48.4% |
| Q19-7. Reader's Advisory (help finding something to read) | 10.7% | 18.6% | 19.4% | 0.6% | 0.9% | 49.9% |
| Q19-8. Selection of reference & research tools | 10.7% | 22.3% | 20.9% | 1.2% | 0.6% | 44.3% |
| Q19-9. Access to computers & library Wi-Fi | 15.1% | 22.9% | 14.8% | 1.4% | 0.6% | 45.2% |
| Q19-10. Ease of booking meeting rooms | 7.0% | 9.6% | 16.8% | 0.3% | 0.0% | 66.4% |
| Q19-11. Library as hub of community information | 10.4% | 19.7% | 22.0% | 4.6% | 0.3% | 42.9% |
| Q19-12. Outreach programs and/or services in the community outside of library | 5.5% | 10.7% | 23.2% | 3.8% | 1.2% | 55.7% |

WITHOUT "DON'T KNOW"

Q19. Public Library Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following Public Library services. (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q19-1. Selection of physical resources available (books, CD's, & DVD's) | 33.5% | 40.4% | 21.3% | 4.3% | 0.4% |
| Q19-2. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 33.3% | 38.4% | 25.0% | 1.9% | 1.4% |
| Q19-3. Events for seniors | 11.6% | 30.8% | 47.3% | 9.6% | 0.7% |
| Q19-4. Events for adults (e.g., informational, literary, participatory, entertainment) | 14.4% | 30.9% | 43.6% | 10.1% | 1.1% |
| Q19-5. Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 15.9% | 24.1% | 50.3% | 7.6% | 2.1% |
| Q19-6. Events for children (e.g., early literacy development, story times, summer reading program) | 16.9% | 37.1% | 35.4% | 7.9% | 2.8% |
| Q19-7. Reader's Advisory (help finding something to read) | 21.4% | 37.0% | 38.7% | 1.2% | 1.7% |
| Q19-8. Selection of reference & research tools | 19.3% | 40.1% | 37.5% | 2.1% | 1.0% |
| Q19-9. Access to computers & library Wi-Fi | 27.5% | 41.8% | 27.0% | 2.6% | 1.1% |
| Q19-10. Ease of booking meeting rooms | 20.7% | 28.4% | 50.0% | 0.9% | 0.0% |
| Q19-11. Library as hub of community information | 18.3% | 34.5% | 38.6% | 8.1% | 0.5% |
| Q19-12. Outreach programs and/or services in the community outside of library | 12.4% | 24.2% | 52.3% | 8.5% | 2.6% |

Q20. Which TWO of the public library items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q20. Top choice | Number | Percent |
|-----------------------------------------------------------------------------------------------------|--------|---------|
| Selection of physical resources available (books, CD's, & DVD's) | 41 | 11.9 % |
| Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 22 | 6.4 % |
| Events for seniors | 34 | 9.9 % |
| Events for adults (e.g., informational, literary, participatory, entertainment) | 22 | 6.4 % |
| Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 21 | 6.1 % |
| Events for children (e.g., early literacy development, story times, summer reading program) | 28 | 8.1 % |
| Reader's Advisory (help finding something to read) | 2 | 0.6 % |
| Selection of reference & research tools | 4 | 1.2 % |
| Access to computers & library Wi-Fi | 14 | 4.1 % |
| Ease of booking meeting rooms | 5 | 1.4 % |
| Library as hub of community information | 21 | 6.1 % |
| Outreach-programs and/or services in the community outside of library | 24 | 7.0 % |
| None chosen | 107 | 31.0 % |
| Total | 345 | 100.0 % |

Q20. Which TWO of the public library items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q20. 2nd choice | Number | Percent |
|-----------------------------------------------------------------------------------------------------|--------|---------|
| Selection of physical resources available (books, CD's, & DVD's) | 18 | 5.2 % |
| Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 26 | 7.5 % |
| Events for seniors | 27 | 7.8 % |
| Events for adults (e.g., informational, literary, participatory, entertainment) | 22 | 6.4 % |
| Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 19 | 5.5 % |
| Events for children (e.g., early literacy development, story times, summer reading program) | 25 | 7.2 % |
| Reader's Advisory (help finding something to read) | 6 | 1.7 % |
| Selection of reference & research tools | 7 | 2.0 % |
| Access to computers & library Wi-Fi | 16 | 4.6 % |
| Ease of booking meeting rooms | 5 | 1.4 % |
| Library as hub of community information | 28 | 8.1 % |
| Outreach-programs and/or services in the community outside of library | 27 | 7.8 % |
| None chosen | 119 | 34.5 % |
| Total | 345 | 100.0 % |

SUM OF TOP 2 CHOICES

Q20. Which TWO of the public library items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| <u>Q20. Sum of top 2 choices</u> | <u>Number</u> | <u>Percent</u> |
|-----------------------------------------------------------------------------------------------------|---------------|----------------|
| Selection of physical resources available (books, CD's, & DVD's) | 59 | 17.1 % |
| Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 48 | 13.9 % |
| Events for seniors | 61 | 17.7 % |
| Events for adults (e.g., informational, literary, participatory, entertainment) | 44 | 12.8 % |
| Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 40 | 11.6 % |
| Events for children (e.g., early literacy development, story times, summer reading program) | 53 | 15.4 % |
| Reader's Advisory (help finding something to read) | 8 | 2.3 % |
| Selection of reference & research tools | 11 | 3.2 % |
| Access to computers & library Wi-Fi | 30 | 8.7 % |
| Ease of booking meeting rooms | 10 | 2.9 % |
| Library as hub of community information | 49 | 14.2 % |
| Outreach-programs and/or services in the community outside of library | 51 | 14.8 % |
| <u>None chosen</u> | <u>107</u> | <u>31.0 %</u> |
| Total | 571 | |

Q21. How do you get information about the library?

| <u>Q21. How do you get information about the library</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------------|---------------|----------------|
| eNewsletter | 55 | 15.9 % |
| Library staff | 55 | 15.9 % |
| Word of mouth | 73 | 21.2 % |
| City's website | 55 | 15.9 % |
| Blogs | 3 | 0.9 % |
| Flyers | 21 | 6.1 % |
| Newspaper | 13 | 3.8 % |
| Library's social media | 57 | 16.5 % |
| Other social media | 31 | 9.0 % |
| Trail News | 139 | 40.3 % |
| <u>Other</u> | <u>16</u> | <u>4.6 %</u> |
| Total | 518 | |

Q21-11. Other

- bulletin boards at community center
- Facebook
- Going to the library
- I visit the library.
- library website
- Library website
- Library website & Libby app
- O go to the library
- Personal library account.
- school emails
- Self involvement
- Talk on street
- The use of computers is a challenge
- Visit
- website
- wife

Q22. Capital Investments. Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.

| Q22. Top choice | Number | Percent |
|------------------------------------------------------------------------------------------------------------------|--------|---------|
| Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool | 56 | 16.2 % |
| Park improvements & maintenance | 21 | 6.1 % |
| Road maintenance/pavement preservation (such as overlay projects) | 89 | 25.8 % |
| Sidewalks | 27 | 7.8 % |
| Bike lanes/bike paths | 8 | 2.3 % |
| Tourism | 9 | 2.6 % |
| Natural habitat restoration | 19 | 5.5 % |
| Economic development | 21 | 6.1 % |
| Water infrastructure | 14 | 4.1 % |
| Pedestrian crossings | 9 | 2.6 % |
| Traffic congestion relief | 53 | 15.4 % |
| None chosen | 19 | 5.5 % |
| Total | 345 | 100.0 % |

Q22. Capital Investments. Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.

| Q22. 2nd choice | Number | Percent |
|------------------------------------------------------------------------------------------------------------------|--------|---------|
| Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool | 24 | 7.0 % |
| Park improvements & maintenance | 40 | 11.6 % |
| Road maintenance/pavement preservation (such as overlay projects) | 43 | 12.5 % |
| Sidewalks | 42 | 12.2 % |
| Bike lanes/bike paths | 12 | 3.5 % |
| Tourism | 15 | 4.3 % |
| Natural habitat restoration | 20 | 5.8 % |
| Economic development | 39 | 11.3 % |
| Water infrastructure | 24 | 7.0 % |
| Pedestrian crossings | 19 | 5.5 % |
| Traffic congestion relief | 42 | 12.2 % |
| None chosen | 25 | 7.2 % |
| Total | 345 | 100.0 % |

Q22. Capital Investments. Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.

| Q22. 3rd choice | Number | Percent |
|------------------------------------------------------------------------------------------------------------------|--------|---------|
| Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool | 33 | 9.6 % |
| Park improvements & maintenance | 35 | 10.1 % |
| Road maintenance/pavement preservation (such as overlay projects) | 41 | 11.9 % |
| Sidewalks | 28 | 8.1 % |
| Bike lanes/bike paths | 16 | 4.6 % |
| Tourism | 17 | 4.9 % |
| Natural habitat restoration | 32 | 9.3 % |
| Economic development | 20 | 5.8 % |
| Water infrastructure | 25 | 7.2 % |
| Pedestrian crossings | 20 | 5.8 % |
| Traffic congestion relief | 42 | 12.2 % |
| None chosen | 36 | 10.4 % |
| Total | 345 | 100.0 % |

Q22. Capital Investments. Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.

| Q22. 4th choice | Number | Percent |
|------------------------------------------------------------------------------------------------------------------|--------|---------|
| Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool | 26 | 7.5 % |
| Park improvements & maintenance | 41 | 11.9 % |
| Road maintenance/pavement preservation (such as overlay projects) | 36 | 10.4 % |
| Sidewalks | 22 | 6.4 % |
| Bike lanes/bike paths | 15 | 4.3 % |
| Tourism | 11 | 3.2 % |
| Natural habitat restoration | 33 | 9.6 % |
| Economic development | 29 | 8.4 % |
| Water infrastructure | 29 | 8.4 % |
| Pedestrian crossings | 12 | 3.5 % |
| Traffic congestion relief | 35 | 10.1 % |
| None chosen | 56 | 16.2 % |
| Total | 345 | 100.0 % |

Q22. Capital Investments. Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.

| Q22. 5th choice | Number | Percent |
|------------------------------------------------------------------------------------------------------------------|--------|---------|
| Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool | 31 | 9.0 % |
| Park improvements & maintenance | 36 | 10.4 % |
| Road maintenance/pavement preservation (such as overlay projects) | 18 | 5.2 % |
| Sidewalks | 29 | 8.4 % |
| Bike lanes/bike paths | 13 | 3.8 % |
| Tourism | 15 | 4.3 % |
| Natural habitat restoration | 29 | 8.4 % |
| Economic development | 29 | 8.4 % |
| Water infrastructure | 22 | 6.4 % |
| Pedestrian crossings | 21 | 6.1 % |
| Traffic congestion relief | 27 | 7.8 % |
| None chosen | 75 | 21.7 % |
| Total | 345 | 100.0 % |

SUM OF TOP 5 CHOICES

Q22. Capital Investments. Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.
(top 5)

| Q22. Sum of top 5 choices | Number | Percent |
|------------------------------------------------------------------------------------------------------------------|--------|---------|
| Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool | 170 | 49.3 % |
| Park improvements & maintenance | 173 | 50.1 % |
| Road maintenance/pavement preservation (such as overlay projects) | 227 | 65.8 % |
| Sidewalks | 148 | 42.9 % |
| Bike lanes/bike paths | 64 | 18.6 % |
| Tourism | 67 | 19.4 % |
| Natural habitat restoration | 133 | 38.6 % |
| Economic development | 138 | 40.0 % |
| Water infrastructure | 114 | 33.0 % |
| Pedestrian crossings | 81 | 23.5 % |
| Traffic congestion relief | 199 | 57.7 % |
| None chosen | 19 | 5.5 % |
| Total | 1533 | |

Q23. Service Expectations. Using a scale of 1 to 5, where 5 means the level of service provided by the City should be "Much Higher" than it is now and 1 means it should be "Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below.

(N=345)

| | Much higher | A little higher | Stay the same | A little lower | Much lower | Don't know |
|---------------------------------------------------------------------------------------------------|-------------|-----------------|---------------|----------------|------------|------------|
| Q23-1. Law enforcement | 10.1% | 35.9% | 42.6% | 1.7% | 1.2% | 8.4% |
| Q23-2. Parks, trails, & open space | 13.0% | 38.6% | 37.4% | 2.3% | 0.9% | 7.8% |
| Q23-3. Recreation facilities & programs | 12.8% | 39.7% | 35.9% | 2.3% | 1.2% | 8.1% |
| Q23-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes) | 25.8% | 44.3% | 22.0% | 1.7% | 0.9% | 5.2% |
| Q23-5. Utility infrastructure (water, sewer, & drainage system upgrades) | 14.2% | 32.2% | 43.5% | 0.6% | 0.3% | 9.3% |
| Q23-6. City's public library | 4.9% | 22.3% | 51.9% | 4.1% | 4.1% | 12.8% |
| Q23-7. City's code enforcement | 6.1% | 24.1% | 46.7% | 9.0% | 3.8% | 10.4% |
| Q23-8. City's permit review | 5.2% | 13.6% | 36.2% | 7.8% | 4.6% | 32.5% |

WITHOUT “DON’T KNOW”

Q23. Service Expectations. Using a scale of 1 to 5, where 5 means the level of service provided by the City should be "Much Higher" than it is now and 1 means it should be "Much Lower," please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

(N=345)

| | Much higher | A little higher | Stay the same | A little lower | Much lower |
|------------------------------------------------------------------------------------------------------|-------------|-----------------|---------------|----------------|------------|
| Q23-1. Law enforcement | 11.1% | 39.2% | 46.5% | 1.9% | 1.3% |
| Q23-2. Parks, trails, & open space | 14.2% | 41.8% | 40.6% | 2.5% | 0.9% |
| Q23-3. Recreation facilities & programs | 13.9% | 43.2% | 39.1% | 2.5% | 1.3% |
| Q23-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes) | 27.2% | 46.8% | 23.2% | 1.8% | 0.9% |
| Q23-5. Utility infrastructure (water, sewer, & drainage system upgrades) | 15.7% | 35.5% | 47.9% | 0.6% | 0.3% |
| Q23-6. City's public library | 5.6% | 25.6% | 59.5% | 4.7% | 4.7% |
| Q23-7. City's code enforcement | 6.8% | 26.9% | 52.1% | 10.0% | 4.2% |
| Q23-8. City's permit review | 7.7% | 20.2% | 53.6% | 11.6% | 6.9% |

Q23a. Would you be willing to pay more in taxes or fees to support an increase in the service level?

| | | |
|-------------------------------------------------------------------------------------------------|--------|---------|
| Q23a. Would you be willing to pay more in taxes or fees to support an increase in service level | Number | Percent |
| Yes | 115 | 33.3 % |
| No | 140 | 40.6 % |
| Not applicable. I do not think any levels of service need to be higher | 12 | 3.5 % |
| Don't know | 78 | 22.6 % |
| Total | 345 | 100.0 % |

WITHOUT "DON'T KNOW"**Q23a. Would you be willing to pay more in taxes or fees to support an increase in the service level? (without "don't know")**

| | | |
|-------------------------------------------------------------------------------------------------|--------|---------|
| Q23a. Would you be willing to pay more in taxes or fees to support an increase in service level | Number | Percent |
| Yes | 115 | 43.1 % |
| No | 140 | 52.4 % |
| Not applicable. I do not think any levels of service need to be higher | 12 | 4.5 % |
| Total | 267 | 100.0 % |

Q24. Customer Service. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?

| | | |
|--------------------------------------------------------------------------------------------------------|--------|---------|
| Q24. Have you called, emailed, or visited City with a question, problem, or complaint during past year | Number | Percent |
| Yes | 131 | 38.0 % |
| No | 211 | 61.2 % |
| Don't know | 3 | 0.9 % |
| Total | 345 | 100.0 % |

WITHOUT "DON'T KNOW"**Q24. Customer Service. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year? (without "don't know")**

| | | |
|--------------------------------------------------------------------------------------------------------|--------|---------|
| Q24. Have you called, emailed, or visited City with a question, problem, or complaint during past year | Number | Percent |
| Yes | 131 | 38.3 % |
| No | 211 | 61.7 % |
| Total | 342 | 100.0 % |

Q24a. How easy was it to contact the person you needed to reach?

| Q24a. How easy was it to contact the person you needed to reach | Number | Percent |
|-----------------------------------------------------------------|--------|---------|
| Very easy | 47 | 35.9 % |
| Somewhat easy | 53 | 40.5 % |
| Difficult | 19 | 14.5 % |
| Very difficult | 10 | 7.6 % |
| Don't know | 2 | 1.5 % |
| Total | 131 | 100.0 % |

WITHOUT "DON'T KNOW"**Q24a. How easy was it to contact the person you needed to reach? (without "don't know")**

| Q24a. How easy was it to contact the person you needed to reach | Number | Percent |
|-----------------------------------------------------------------|--------|---------|
| Very easy | 47 | 36.4 % |
| Somewhat easy | 53 | 41.1 % |
| Difficult | 19 | 14.7 % |
| Very difficult | 10 | 7.8 % |
| Total | 129 | 100.0 % |

Q24b. What department did you contact?

| Q24b. Which department did you contact | Number | Percent |
|----------------------------------------|--------|---------|
| Police | 41 | 31.3 % |
| Code Enforcement | 50 | 38.2 % |
| Building & Planning | 30 | 22.9 % |
| Parks & Recreation | 15 | 11.5 % |
| Oregon City Public Library | 17 | 13.0 % |
| Event Permits | 1 | 0.8 % |
| Financial Services/Utility Billing | 8 | 6.1 % |
| Transportation Services (streets) | 17 | 13.0 % |
| Administration (public records) | 8 | 6.1 % |
| Public Works (water/sewer/solid waste) | 30 | 22.9 % |
| Municipal Court | 5 | 3.8 % |
| Other | 4 | 3.1 % |
| Total | 226 | |

Q24b-12. Other

- City Hall
- Pioneer center. Kathy Wiseman set up a strong foundation with excellent, well-trained staff. Shirley Ryan had been an invaluable source of assistance. Debbie and Neil have always been outstanding. John, he was a bus driver and left when Kathy retired was great.
- Property tax
- Street lighting

Q24c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=131)

| | Always | Usually | Sometimes | Seldom | Never | Don't know |
|---------------------------------------------------------------------|--------|---------|-----------|--------|-------|------------|
| Q24c-1. They were courteous & polite | 55.7% | 31.3% | 6.9% | 0.8% | 1.5% | 3.8% |
| Q24c-2. They gave prompt, accurate, & complete answers to questions | 44.3% | 30.5% | 11.5% | 7.6% | 3.8% | 2.3% |
| Q24c-3. They did what they said they would do in a timely manner | 42.0% | 29.8% | 9.9% | 6.1% | 5.3% | 6.9% |
| Q24c-4. They helped you resolve an issue to your satisfaction | 42.0% | 28.2% | 9.2% | 6.9% | 9.9% | 3.8% |

WITHOUT "DON'T KNOW"

Q24c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=131)

| | Always | Usually | Sometimes | Seldom | Never |
|---------------------------------------------------------------------|--------|---------|-----------|--------|-------|
| Q24c-1. They were courteous & polite | 57.9% | 32.5% | 7.1% | 0.8% | 1.6% |
| Q24c-2. They gave prompt, accurate, & complete answers to questions | 45.3% | 31.3% | 11.7% | 7.8% | 3.9% |
| Q24c-3. They did what they said they would do in a timely manner | 45.1% | 32.0% | 10.7% | 6.6% | 5.7% |
| Q24c-4. They helped you resolve an issue to your satisfaction | 43.7% | 29.4% | 9.5% | 7.1% | 10.3% |

Q25. Land Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

(N=345)

| | Much too slow | Too slow | Just right | Too fast | Much too fast | Don't know |
|---------------------------------------------|---------------|----------|------------|----------|---------------|------------|
| Q25-1. Employment opportunities | 6.1% | 22.3% | 18.6% | 4.9% | 4.1% | 44.1% |
| Q25-2. Office development | 1.7% | 7.8% | 29.6% | 6.7% | 1.7% | 52.5% |
| Q25-3. Retail/restaurants/services | 10.4% | 32.5% | 34.5% | 1.2% | 1.7% | 19.7% |
| Q25-4. Technology & other industry | 9.0% | 24.3% | 21.4% | 1.7% | 1.2% | 42.3% |
| Q25-5. Housing options for aging population | 16.5% | 27.8% | 16.2% | 2.3% | 2.0% | 35.1% |
| Q25-6. Apartments | 3.2% | 9.6% | 19.1% | 20.9% | 24.6% | 22.6% |
| Q25-7. Townhomes/row houses | 4.1% | 9.3% | 19.4% | 22.3% | 20.0% | 24.9% |
| Q25-8. Entry-level single-family homes | 17.7% | 34.5% | 20.3% | 2.9% | 4.6% | 20.0% |
| Q25-9. Single family homes | 11.9% | 28.1% | 26.7% | 6.4% | 6.1% | 20.9% |

WITHOUT “DON’T KNOW”

Q25. Land Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")

(N=345)

| | Much too slow | Too slow | Just right | Too fast | Much too fast |
|---------------------------------------------|---------------|----------|------------|----------|---------------|
| Q25-1. Employment opportunities | 10.9% | 39.9% | 33.2% | 8.8% | 7.3% |
| Q25-2. Office development | 3.7% | 16.5% | 62.2% | 14.0% | 3.7% |
| Q25-3. Retail/restaurants/services | 13.0% | 40.4% | 43.0% | 1.4% | 2.2% |
| Q25-4. Technology & other industry | 15.6% | 42.2% | 37.2% | 3.0% | 2.0% |
| Q25-5. Housing options for aging population | 25.4% | 42.9% | 25.0% | 3.6% | 3.1% |
| Q25-6. Apartments | 4.1% | 12.4% | 24.7% | 27.0% | 31.8% |
| Q25-7. Townhomes/row houses | 5.4% | 12.4% | 25.9% | 29.7% | 26.6% |
| Q25-8. Entry-level single-family homes | 22.1% | 43.1% | 25.4% | 3.6% | 5.8% |
| Q25-9. Single family homes | 15.0% | 35.5% | 33.7% | 8.1% | 7.7% |

Q26. Water Quality. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q26-1. Water pressure | 22.9% | 47.5% | 12.8% | 8.1% | 2.6% | 6.1% |
| Q26-2. Water clarity | 22.9% | 51.3% | 13.3% | 3.8% | 1.2% | 7.5% |
| Q26-3. Water taste | 21.4% | 40.6% | 14.8% | 14.2% | 2.9% | 6.1% |
| Q26-4. Water smell | 22.6% | 40.6% | 18.6% | 9.0% | 3.5% | 5.8% |
| Q26-5. Reliability of water service | 37.1% | 46.4% | 8.1% | 2.0% | 0.6% | 5.8% |

WITHOUT "DON'T KNOW"

Q26. Water Quality. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=345)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q26-1. Water pressure | 24.4% | 50.6% | 13.6% | 8.6% | 2.8% |
| Q26-2. Water clarity | 24.8% | 55.5% | 14.4% | 4.1% | 1.3% |
| Q26-3. Water taste | 22.8% | 43.2% | 15.7% | 15.1% | 3.1% |
| Q26-4. Water smell | 24.0% | 43.1% | 19.7% | 9.5% | 3.7% |
| Q26-5. Reliability of water service | 39.4% | 49.2% | 8.6% | 2.2% | 0.6% |

Q27. Approximately how many years have you lived in Oregon City?

| <u>Q27. How many years have you lived in Oregon City</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------------|---------------|----------------|
| 0-5 | 74 | 21.4 % |
| 6-10 | 59 | 17.1 % |
| 11-15 | 42 | 12.2 % |
| 16-20 | 41 | 11.9 % |
| 21-30 | 57 | 16.5 % |
| 31+ | 61 | 17.7 % |
| Not provided | 11 | 3.2 % |
| Total | 345 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q27. Approximately how many years have you lived in Oregon City? (without "not provided")**

| <u>Q27. How many years have you lived in Oregon City</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------------|---------------|----------------|
| 0-5 | 74 | 22.2 % |
| 6-10 | 59 | 17.7 % |
| 11-15 | 42 | 12.6 % |
| 16-20 | 41 | 12.3 % |
| 21-30 | 57 | 17.1 % |
| 31+ | 61 | 18.3 % |
| Total | 334 | 100.0 % |

Q28. What is the preferred language spoken in your home?

| <u>Q28. Preferred language spoken in your home</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------------------------|---------------|----------------|
| English | 328 | 97.9 % |
| Spanish | 5 | 1.5 % |
| Vietnamese | 1 | 0.3 % |
| Chinese | 1 | 0.3 % |
| Total | 335 | 100.0 % |

Q29. What is your age?

| Q29. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 63 | 18.3 % |
| 35-44 | 64 | 18.6 % |
| 45-54 | 65 | 18.8 % |
| 55-64 | 66 | 19.1 % |
| 65+ | 72 | 20.9 % |
| Not provided | 15 | 4.3 % |
| Total | 345 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q29. What is your age? (without "not provided")**

| Q29. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 63 | 19.1 % |
| 35-44 | 64 | 19.4 % |
| 45-54 | 65 | 19.7 % |
| 55-64 | 66 | 20.0 % |
| 65+ | 72 | 21.8 % |
| Total | 330 | 100.0 % |

Q30. Do you work outside of Oregon City?

| Q30. Do you work outside of Oregon City | Number | Percent |
|-----------------------------------------|--------|---------|
| Yes | 172 | 49.9 % |
| No | 158 | 45.8 % |
| Not provided | 15 | 4.3 % |
| Total | 345 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q30. Do you work outside of Oregon City? (without "not provided")**

| Q30. Do you work outside of Oregon City | Number | Percent |
|-----------------------------------------|--------|---------|
| Yes | 172 | 52.1 % |
| No | 158 | 47.9 % |
| Total | 330 | 100.0 % |

Q31. How many children under age 18 live in your household?

| Q31. How many children under 18 live in your household | Number | Percent |
|--------------------------------------------------------|--------|---------|
| 0 | 200 | 58.0 % |
| 1 | 72 | 20.9 % |
| 2 | 43 | 12.5 % |
| 3+ | 14 | 4.1 % |
| Not provided | 16 | 4.6 % |
| Total | 345 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q31. How many children under age 18 live in your household? (without "not provided")**

| Q31. How many children under 18 live in your household | Number | Percent |
|--------------------------------------------------------|--------|---------|
| 0 | 200 | 60.8 % |
| 1 | 72 | 21.9 % |
| 2 | 43 | 13.1 % |
| 3+ | 14 | 4.3 % |
| Total | 329 | 100.0 % |

Q32. What is your gender?

| Q32. Your gender | Number | Percent |
|------------------------|--------|---------|
| Male | 169 | 49.0 % |
| Female | 172 | 49.9 % |
| Non-binary | 1 | 0.3 % |
| Prefer not to disclose | 3 | 0.9 % |
| Total | 345 | 100.0 % |

WITHOUT "PREFER NOT TO DISCLOSE"**Q32. What is your gender? (without "prefer not to disclose")**

| Q32. Your gender | Number | Percent |
|------------------|--------|---------|
| Male | 169 | 49.4 % |
| Female | 172 | 50.3 % |
| Non-binary | 1 | 0.3 % |
| Total | 342 | 100.0 % |

Q33. Would you say your total annual household income is...

| <u>Q33. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------|---------------|----------------|
| Under \$50K | 45 | 13.0 % |
| \$50K to \$74,999 | 53 | 15.4 % |
| \$75K to \$99,999 | 49 | 14.2 % |
| \$100K to \$149,999 | 63 | 18.3 % |
| \$150K to \$199,999 | 54 | 15.7 % |
| \$200K+ | 34 | 9.9 % |
| Not provided | 47 | 13.6 % |
| Total | 345 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q33. Would you say your total annual household income is... (without "not provided")**

| <u>Q33. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------|---------------|----------------|
| Under \$50K | 45 | 15.1 % |
| \$50K to \$74,999 | 53 | 17.8 % |
| \$75K to \$99,999 | 49 | 16.4 % |
| \$100K to \$149,999 | 63 | 21.1 % |
| \$150K to \$199,999 | 54 | 18.1 % |
| \$200K+ | 34 | 11.4 % |
| Total | 298 | 100.0 % |



Survey Instrument



Office of the City Manager

625 Center Street | Oregon City OR 97045

Ph (503) 496-1582

Dear Oregon City Resident,

The City Commission and Oregon City staff believe that resident input is a crucial element when planning for the future. Asking these questions ensures the City's priorities are aligned with those of the community.

Your household was one of a limited number selected at random to receive this survey, and your participation is a vital element to its success.

We greatly appreciate your time. We realize that this survey takes time out of your already busy schedule, but we wouldn't ask this of you if we didn't believe it to be a critical element in the process. Your responses will also help the City Commissioners gauge the success of their or the City's efforts to carry out the community's vision for the City of Oregon City and to address the many opportunities and challenges it faces. Oregon City's adopted *vision* is to embrace and advance Oregon City's historic role as a regional leader, and our *mission* is to build a dynamic community that leads the State in safety, economic opportunity, livability, and historic significance.

2023-2025 City Commission Goals. The City Commission goals prioritize significant projects and help to shape the budget that guides the City's operations. The Commission will soon start the process of setting the goals for the upcoming biennium. The current goals, set in 2023, are to Promote diversity, equity, and inclusion for a safe, inclusive community, and organization; Invest in current and future capital needs for safe, sustainable infrastructure and city services; Improve the City's engagement efforts to reach the broader Oregon City community and inform the policy process; Adopt and implement a homelessness strategy for Oregon City; Promote tourism and support economic development to foster community sustainability; Support diverse housing options in Oregon City; and Support improvements and partnerships that contribute to our hometown feel and showcase Oregon City's unique community identity.

Please return your survey or complete it online sometime during the next week. We have selected ETC Institute to administer this survey. Your responses will remain confidential. ETC Institute will present the results to the City in the first quarter of 2025. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061 or go to oregoncitysurvey.org to complete it online. If you have any questions, please contact Jarrod Lyman at the City of Oregon City at (503) 657-0891. Thank you very much for taking the time to provide your valuable input to help us understand your priorities, concerns, and insights, and the opportunities that we have in this wonderful City; it is greatly appreciated.

Sincerely,

Anthony J. Konkol III
City of Oregon City, City Manager



Please take a few minutes to complete this survey. Your input is important to help Oregon City identify and respond to citizen concerns. If you have questions, please call 503-496-1547.

1. **Perception of the City.** Please rate each of the following major categories of services provided by the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of police services | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Overall quality of the city's recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Overall quality of city parks/trails/open space | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Overall maintenance of city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Overall quality of city water utilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Overall quality of city sewer services | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Overall quality of Municipal Court Services | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Overall enforcement of city codes and ordinances | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Overall quality of customer service you receive from city employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Overall effectiveness of city communication with the public | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Overall effectiveness of city economic development efforts | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Overall quality of the city's public library services | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Overall quality of permit process | 5 | 4 | 3 | 2 | 1 | 9 |

2. **Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: _____ 2nd: _____ 3rd: _____

3. **Please rate each of the following items that may influence your perception of the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall quality of services provided by the City of Oregon City | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Overall value that you receive for your tax dollars and fees | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Overall image of the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. How well the city is supporting growth and development | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Overall feeling of safety in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Availability of job opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Availability of training or educational opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. Overall quality of new development | 5 | 4 | 3 | 2 | 1 | 9 |
| 9. Overall development across the city | 5 | 4 | 3 | 2 | 1 | 9 |

4. **Please rate each of the following aspects of the City of Oregon City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The City creating a diverse, inclusive, and fair community | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. The City helps residents feel connected and integrated into the community | 5 | 4 | 3 | 2 | 1 | 9 |

5. Please rate Oregon City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

| How would you rate Oregon City... | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|-----------------------------------------------------------|-----------|------|---------|---------------|------|------------|
| 1. As a place to live | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. As a place to raise children | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. As a place to work | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. As a place with a variety of housing choices | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. As a place to shop | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. As a place for dining and entertainment options | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Overall quality of life in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. As a place to connect and interact with your neighbors | 5 | 4 | 3 | 2 | 1 | 9 |

6. **Parks and Recreation.** Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Quality of facilities (e.g., picnic shelters, playgrounds in city parks) | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Quality of outdoor athletic fields (e.g., baseball, soccer, football) | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Appearance and maintenance of existing city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Proximity of parks to your home | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Quantity of city trails | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Access to city parks for persons with disabilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Quality of the Pioneer Community Center | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Quality of the End of the Oregon Trail | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Quality of the city's swimming pool | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Quality of services for fees assessed with recreation programming (e.g., pool programs, admission, and camps) | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Quality of recreational areas for dogs | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Other: | 5 | 4 | 3 | 2 | 1 | 9 |

7. Which TWO of the Parks and Recreation items listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 6.]

1st: ____ 2nd: ____

8. How willing would you be to pay additional taxes or fees to acquire, develop, and maintain the types of parks, recreation, and trail facilities that are most important to your household?

____(5) Very willing ____ (3) Neutral ____ (1) Not at all willing
 ____ (4) Willing ____ (2) Not willing ____ (9) Don't know

9. Recent evaluations have shown that some of Oregon City's parks facilities, such as the pool and the End of the Oregon Trail, are unable to meet residents' needs due to the facilities' age and size. Additional funds would be needed for the specific purpose of constructing facilities capable of meeting the demands of residents now and in the future. Please indicate if you would support any of the following methods to raise those funds if they were specifically dedicated to those projects. [Check all that apply.]

____ (1) Park utility fee ____ (4) Levy
 ____ (2) Bonds ____ (5) None; I don't support additional funding for these projects [Skip to Q10.]
 ____ (3) Tax increase

9a. If you would support additional costs, which facility would you most like to see the City prioritize?

____(1) Pool/Recreation Center ____ (2) End of the Oregon Trail ____ (3) Both ____ (4) Neither

10. Public Safety. Please rate each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The visibility of police in the community | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. The city's overall efforts to prevent crime | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Enforcement of local traffic laws | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. How quickly police respond to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Response to drug control | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Response to property crime | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Level of community outreach | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. Response to issues with transients | 5 | 4 | 3 | 2 | 1 | 9 |

11. Which TWO of the public safety items listed in Question 10 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____

12. Communication. Where do you currently get news and information about city programs, services, and events? [Check all that apply.]

- | | |
|--------------------------------------------------------------------------------------------|--------------------------------------------|
| ____(01) "Trail News" quarterly publication | ____(09) YouTube |
| ____(02) City website | ____(10) Citizen Involvement Committee |
| ____(03) Newspaper | ____(11) TV local news |
| ____(04) Friends | ____(12) Nextdoor |
| ____(05) Radio | ____(13) Neighborhood Association |
| ____(06) Social media (e.g., Facebook, X (formerly known as Twitter), Instagram, LinkedIn) | ____(14) Utility bill |
| ____(07) Public meetings | ____(15) Flyers |
| ____(08) City's mobile app (MyOC) | ____(16) E-Trail News Monthly e-newsletter |
| | ____(17) Other: _____ |

12a. From which TWO sources listed in Question 12 would you MOST PREFER to get information from the city? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____

12b. How frequently would you like to receive information from the city? [Write in your top two choices using numbers from the list below, or circle "Don't Know."]

1. Daily 2. Weekly 3. Monthly 4. Quarterly

1st: ____ 2nd: ____ Don't Know

13. Which of the following types of information would you like to receive from the City of Oregon City? [Check all that apply.]

- | | |
|------------------------------------------------------------------|------------------------------------------------------------|
| ____(1) The City Commission's goals meeting wrap-up | ____(5) Community-based stories (what is going on locally) |
| ____(2) Public safety (police) | ____(6) Economic development |
| ____(3) Public works (infrastructure and transportation updates) | ____(7) Library services and programs |
| ____(4) Special events | ____(8) Parks and Recreation programs and services |
| | ____(9) Other: _____ |

14. Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The availability of information about city programs and services | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Overall quality of the city's website | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. The level of public involvement in decision making | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Timeliness of information provided by the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. The quality of content on social media (Facebook, Instagram) | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Access to bilingual material | 5 | 4 | 3 | 2 | 1 | 9 |

15. **Code Enforcement.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following code enforcement items.

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Enforcing the cleanup of litter and debris on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Enforcing the mowing/trimming of grass and weeds on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Enforcing codes designed to protect public safety and health | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Enforcing sign regulation | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Parking enforcement services | 5 | 4 | 3 | 2 | 1 | 9 |

16. Which TWO of the code enforcement items listed in Question 15 do you think should receive the **MOST EMPHASIS** from city leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 15.]*

1st: ____ 2nd: ____

17. **Transportation and Infrastructure.** Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Maintenance of major city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Maintenance of streets in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Snow and ice response on major city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Adequacy of city street lighting in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Condition of sidewalks in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. On-street bicycle infrastructure (bike lanes/signs/arrows) | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Accessibility of public transportation options | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Availability of safe pedestrian ways on major streets and routes | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Availability of safe pedestrian ways in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Quality of sidewalks for people with mobility challenges | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Traffic calming measures in your neighborhood, e.g., traffic circles, speed humps, or radar speed signs | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Alternative means of transportation such as transit, bicycling, walking | 5 | 4 | 3 | 2 | 1 | 9 |

18. Which TWO of the transportation and infrastructure items listed in Question 17 do you think should receive the **MOST EMPHASIS** from city leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 17.]*

1st: ____ 2nd: ____

19. **Public Library Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following Public Library services.

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Selection of physical resources available (books, CD's, and DVD's) | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films) | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Events for seniors | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Events for adults (e.g., informational, literary, participatory, entertainment) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Events for teens (e.g., Teen Advisory Council, crafts, summer reading) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Events for children (e.g., early literacy development, story times, summer reading program) | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Reader's Advisory (help finding something to read) | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Selection of reference and research tools | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Access to computers and library Wi-Fi | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Ease of booking meeting rooms | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Library as hub of community information | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Outreach programs and/or services in the community outside of the library | 5 | 4 | 3 | 2 | 1 | 9 |

20. **Which TWO of the public library items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 19.]*

1st: _____ 2nd: _____

21. **How do you get information about the library?** *[Check all that apply.]*

_____(01) E-newsletter _____(05) Blogs _____(09) Other social media
 _____(02) Library staff _____(06) Flyers _____(10) Trail News
 _____(03) Word of mouth _____(07) Newspaper _____(11) Other: _____
 _____(04) City's website _____(08) Library's social media

22. **Capital Investments.** Funding for capital investments is limited. For some projects, such as McLoughlin Blvd. Enhancement Project, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES. *[Write in your answers using the numbers from the list below.]*

01. Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, and city pool
 02. Park improvements and maintenance
 03. Road maintenance/pavement preservation (such as overlay projects)
 04. Sidewalks
 05. Bike lanes/bike paths
 06. Tourism
 07. Natural habitat restoration
 08. Economic development
 09. Water infrastructure
 10. Pedestrian crossings
 11. Traffic congestion relief

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____

23. **Service Expectations.** Using a scale of 1 to 5, where 5 means the level of service provided by the city should be "Much Higher" than it is now and 1 means it should be "Much Lower," please indicate how the level of service provided by the city should change in each of the areas listed below.

| | | Much Higher | A Little Higher | Stay the Same | A Little Lower | Much Lower | Don't Know |
|----|----------------------------------------------------------------------------------------------|-------------|-----------------|---------------|----------------|------------|------------|
| 1. | Law enforcement | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Parks, trails, and open space | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Recreation facilities and programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Transportation facilities and programs (street maintenance, new sidewalks, added bike lanes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Utility infrastructure (water, sewer, and drainage system upgrades) | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | City's public library | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | City's code enforcement | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. | City's permit review | 5 | 4 | 3 | 2 | 1 | 9 |

- 23a. **Would you be willing to pay more in taxes or fees to support an increase in the service level?**

☐ (1) Yes
☐ (2) No
☐ (3) Not applicable; I do not think any levels of service need to be higher
☐ (9) Don't know

24. **Customer Service.** Have you called, emailed, or visited the city with a question, problem, or complaint during the past year?

☐ (1) Yes [Answer Q24a-c.] ☐ (2) No [Skip to Q25.] ☐ (9) Don't know [Skip to Q25.]

- 24a. **How easy was it to contact the person you needed to reach?**

☐ (4) Very easy ☐ (2) Difficult ☐ (9) Don't know
☐ (3) Somewhat easy ☐ (1) Very difficult

- 24b. **Which department did you contact? [Check all that apply.]**

☐ (01) Police ☐ (07) Financial Services/Utility Billing
☐ (02) Code Enforcement ☐ (08) Transportation Services (streets)
☐ (03) Building and Planning ☐ (09) Administration (public records)
☐ (04) Parks and Recreation ☐ (10) Public Works (water/sewer/solid waste)
☐ (05) Oregon City Public Library ☐ (11) Municipal Court
☐ (06) Event Permits ☐ (12) Other: _____

- 24c. **Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

| | Frequency that... | Always | Usually | Sometimes | Seldom | Never | Don't Know |
|----|---------------------------------------------------------------|--------|---------|-----------|--------|-------|------------|
| 1. | They were courteous and polite | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | They gave prompt, accurate, and complete answers to questions | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | They did what they said they would do in a timely manner | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | They helped you resolve an issue to your satisfaction | 5 | 4 | 3 | 2 | 1 | 9 |

25. **Land Development.** Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the city's current pace of development in each of the following areas.

| | Growth Management | Much Too Slow | Too Slow | Just Right | Too Fast | Much Too Fast | Don't Know |
|----|--------------------------------------|---------------|----------|------------|----------|---------------|------------|
| 1. | Employment opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Office development | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Retail/Restaurants/Services | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Technology and other industry | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Housing options for aging population | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Apartments | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | Townhomes/Row houses | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. | Entry-level single-family homes | 5 | 4 | 3 | 2 | 1 | 9 |
| 9. | Single Family Homes | 5 | 4 | 3 | 2 | 1 | 9 |

26. **Water Quality.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

| | How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|-------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Water pressure | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Water clarity | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Water taste | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Water smell | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Reliability of water service | 5 | 4 | 3 | 2 | 1 | 9 |

27. **Approximately how many years have you lived in Oregon City?** _____ years
28. **What is the preferred language spoken in your home?** _____
29. **What is your age?** _____ years
30. **Do you work outside of Oregon City?** ____ (1) Yes ____ (2) No
31. **How many children under age 18 live in your household?** _____ children
32. **What is your gender?**
 ____ (1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Prefer not to disclose
33. **Would you say your total annual household income is...**
 ____ (1) Under \$50,000 ____ (3) \$75,000 to \$99,999 ____ (5) \$150,000 to \$199,999
 ____ (2) \$50,000 to \$74,999 ____ (4) \$100,000 to \$149,999 ____ (6) \$200,000 or more
34. **If you have suggestions for improving the quality of city programs, facilities, or services, please write your suggestions in the space below.**

35. **If you would like to participate in future surveys sponsored by Oregon City, please provide your contact information below.**

Mobile Phone Number: _____ Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the city are having difficulties with city services. If your address is not correct, please provide the correct information. Thank you.