

A large, semi-transparent teal diagonal band runs from the top left to the bottom right of the cover. The background image is an aerial photograph of a residential neighborhood, showing houses, trees, and a bridge over a river.

# 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  $+/-5.2\%$  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.*"

# 2024 City of Oregon City Community Survey

## Executive Summary



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%).

# 2024 City of Oregon City Community Survey

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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%)

# 2024 City of Oregon City Community Survey

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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

# 2024 City of Oregon City Community Survey

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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

# 2024 City of Oregon City Community Survey

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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

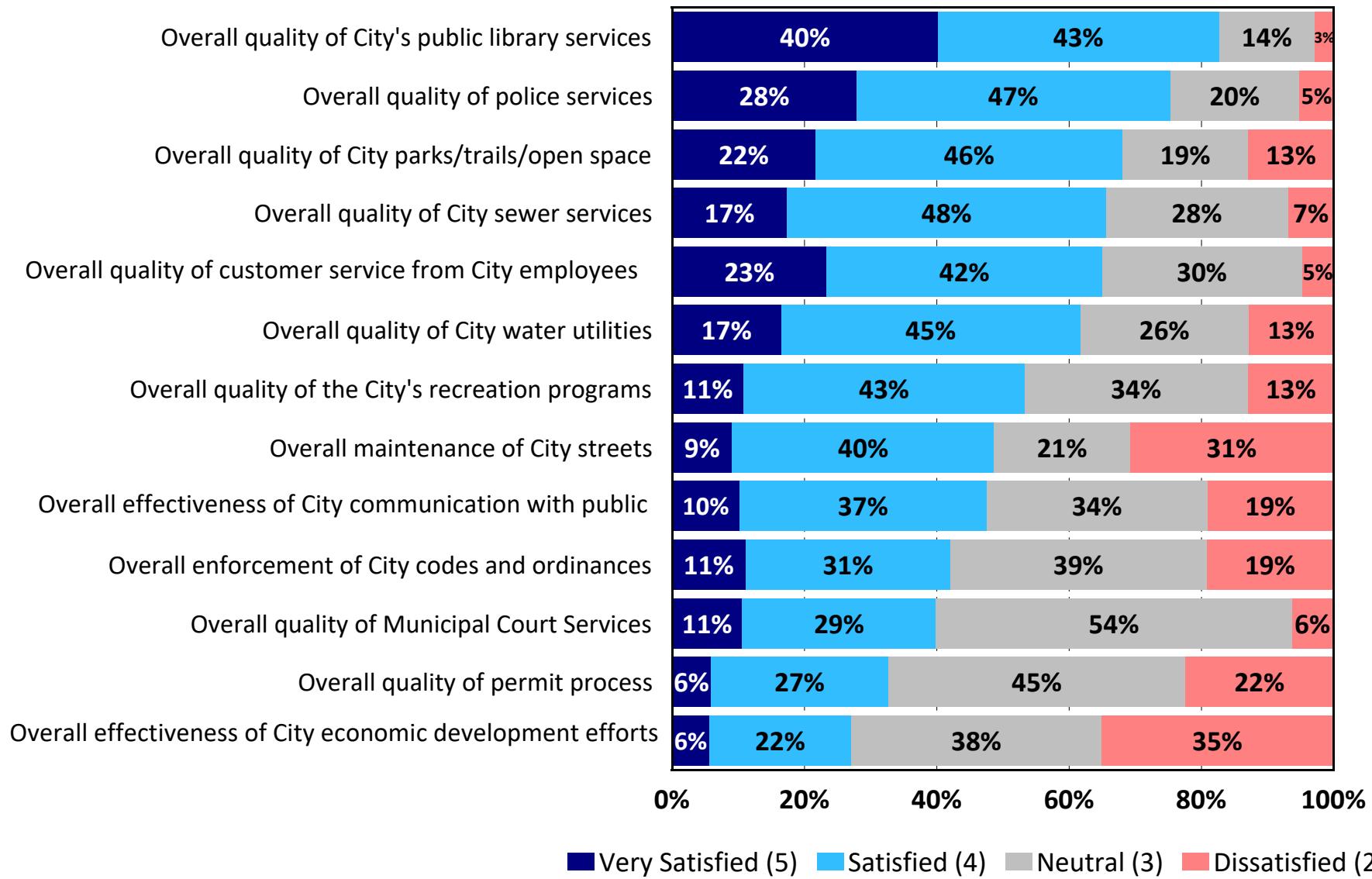
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall maintenance of City streets	56%	1	49%	8	0.2866	1
Overall effectiveness of City economic development efforts	38%	2	32%	13	0.2570	2
<b>High Priority (IS .10-.20)</b>						
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
<b>Medium Priority (IS &lt;.10)</b>						
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

# 1

## Charts and Graphs

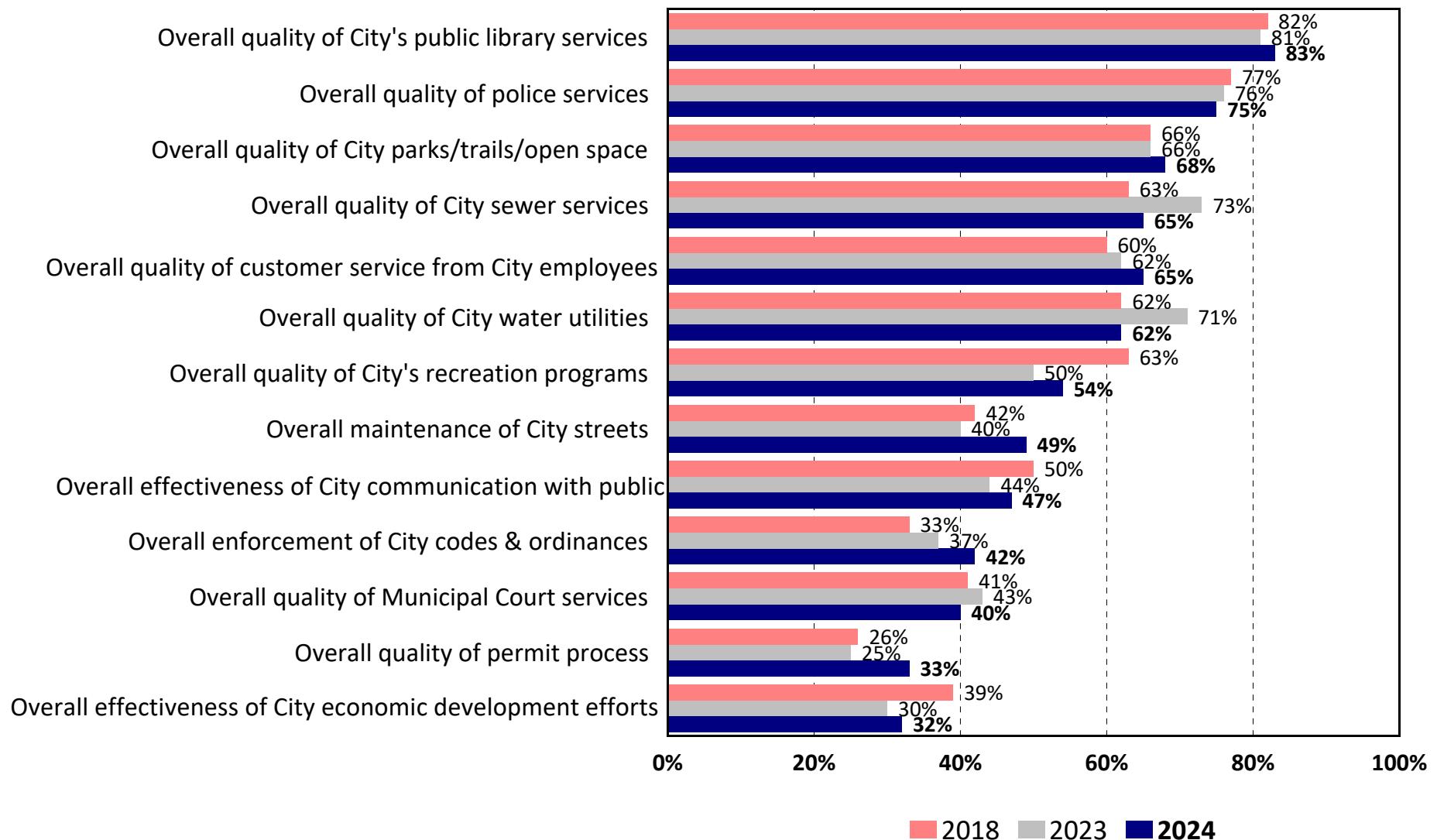
# Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding don't knows)



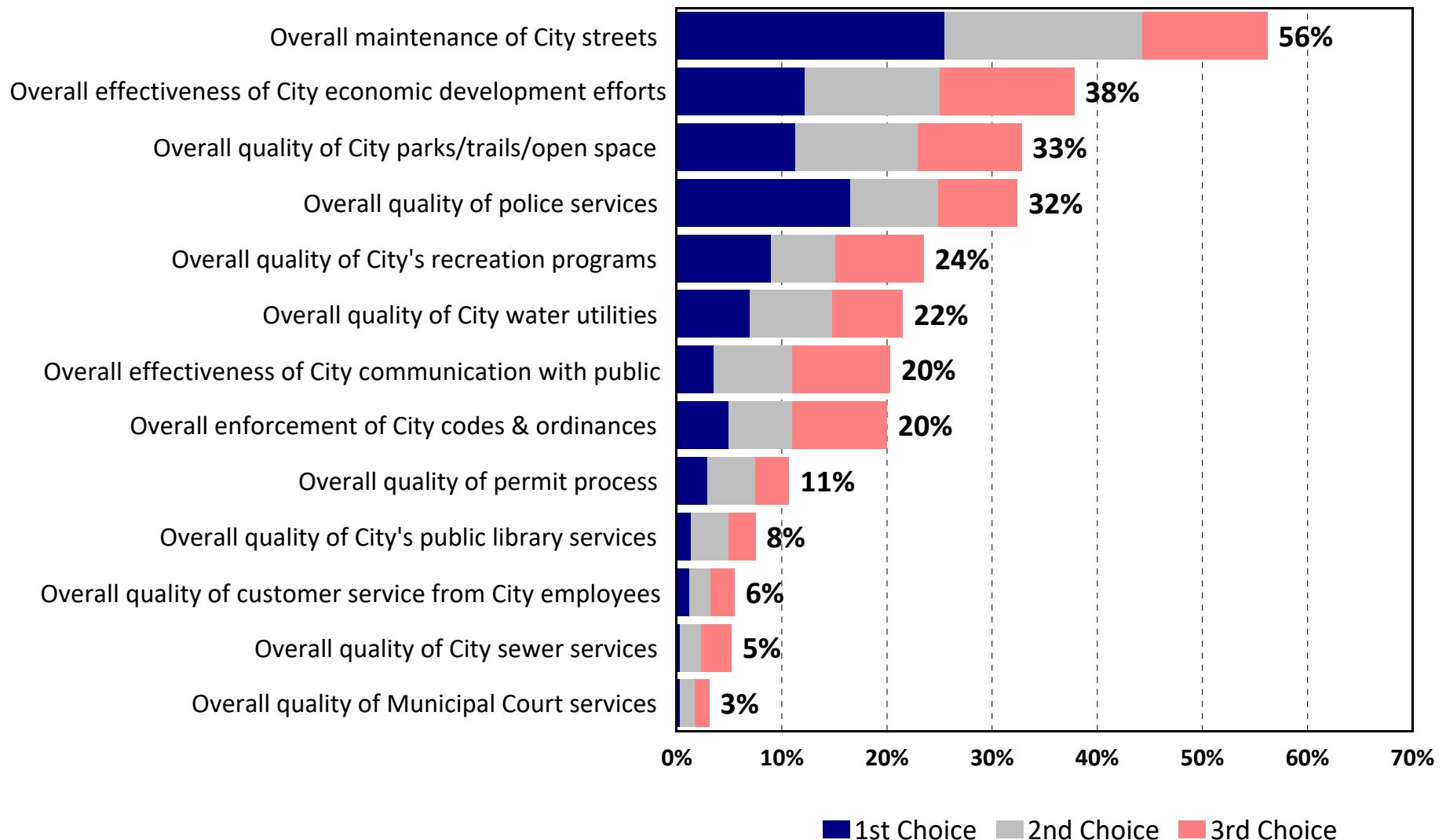
# TRENDS: Overall Satisfaction with City Services by Major Category - 2018 to 2024

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



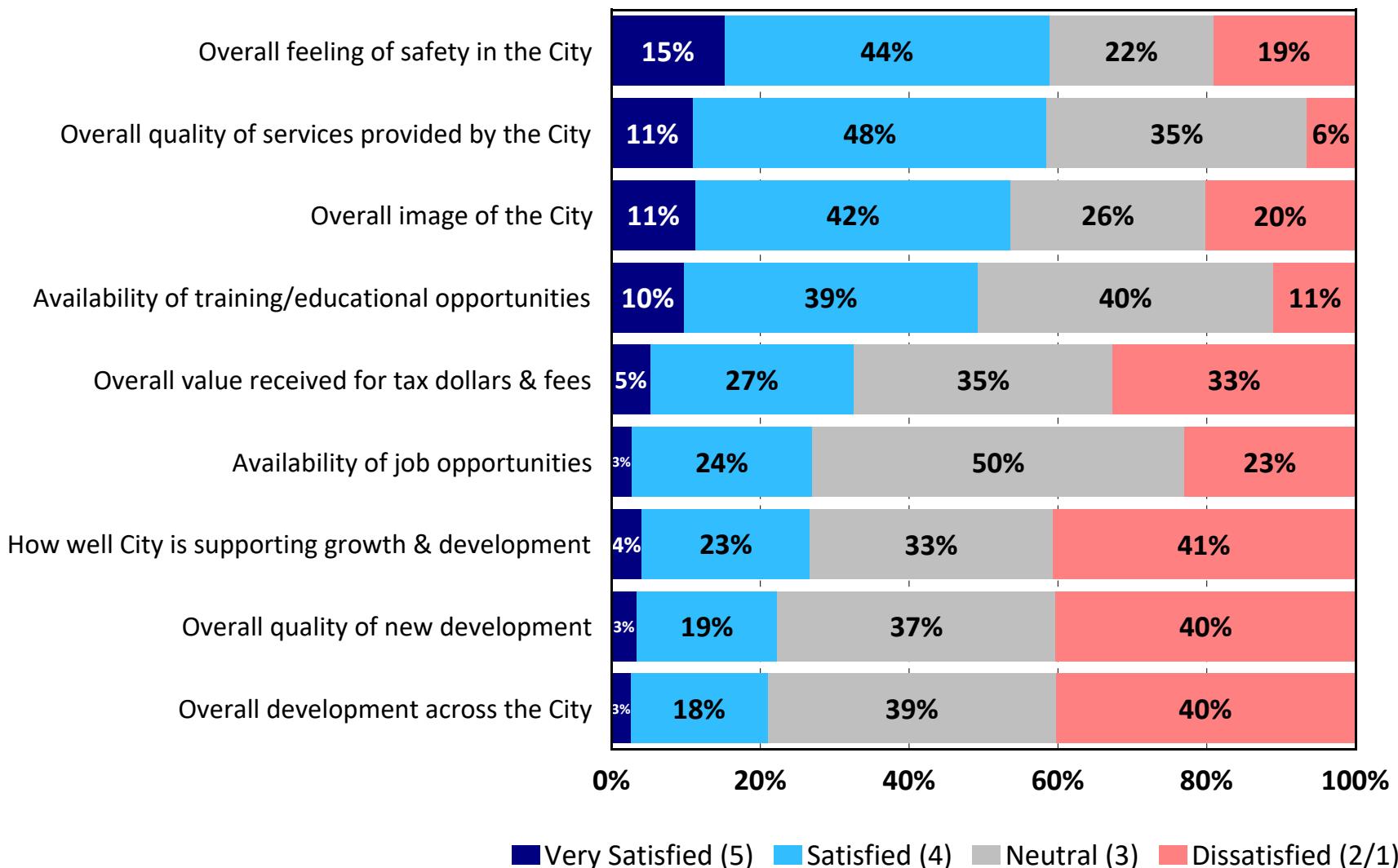
## Q2. City Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



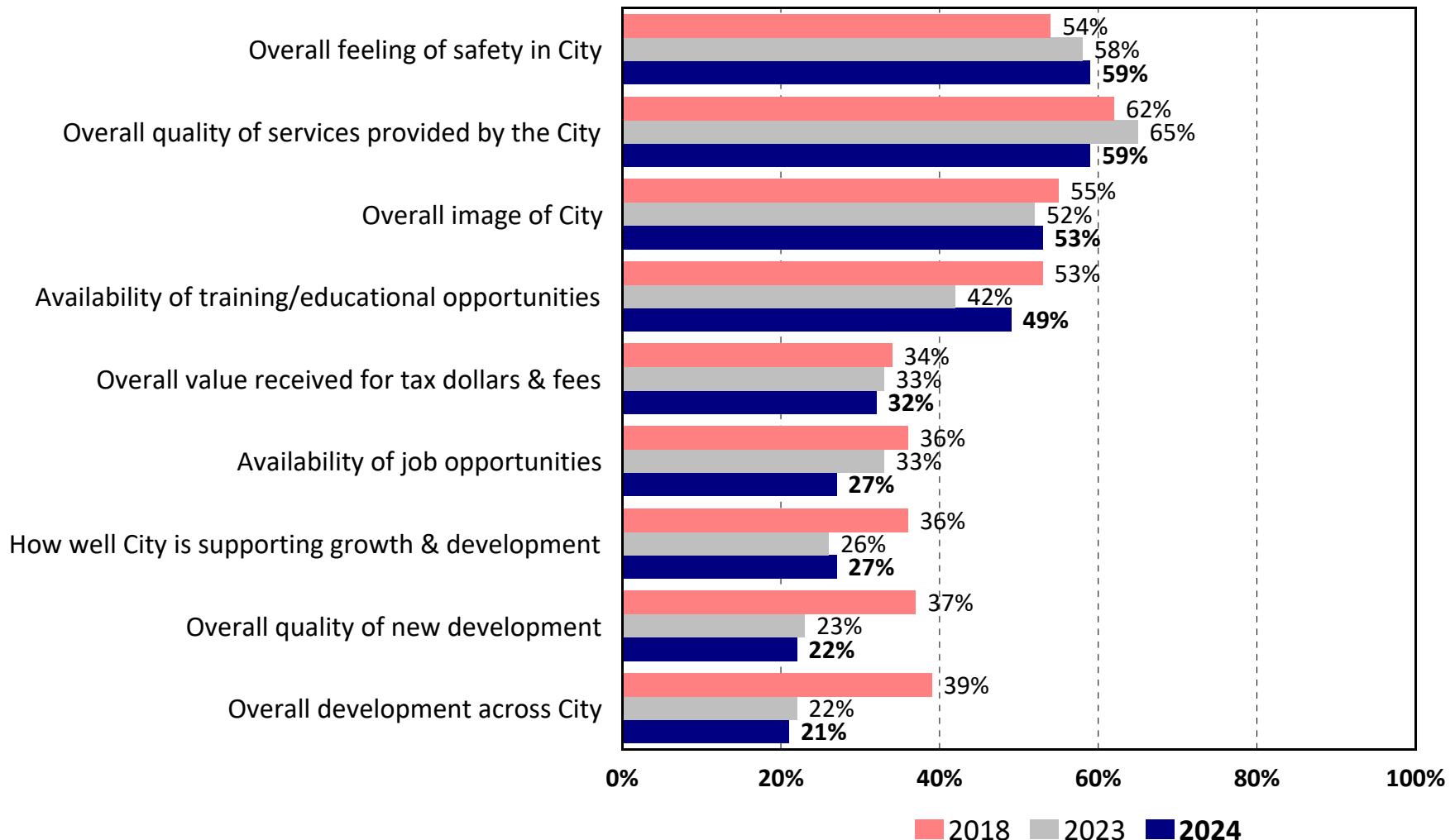
# Q3. Satisfaction With Items That Influence Perceptions of the City

by percentage of respondents (excluding don't knows)



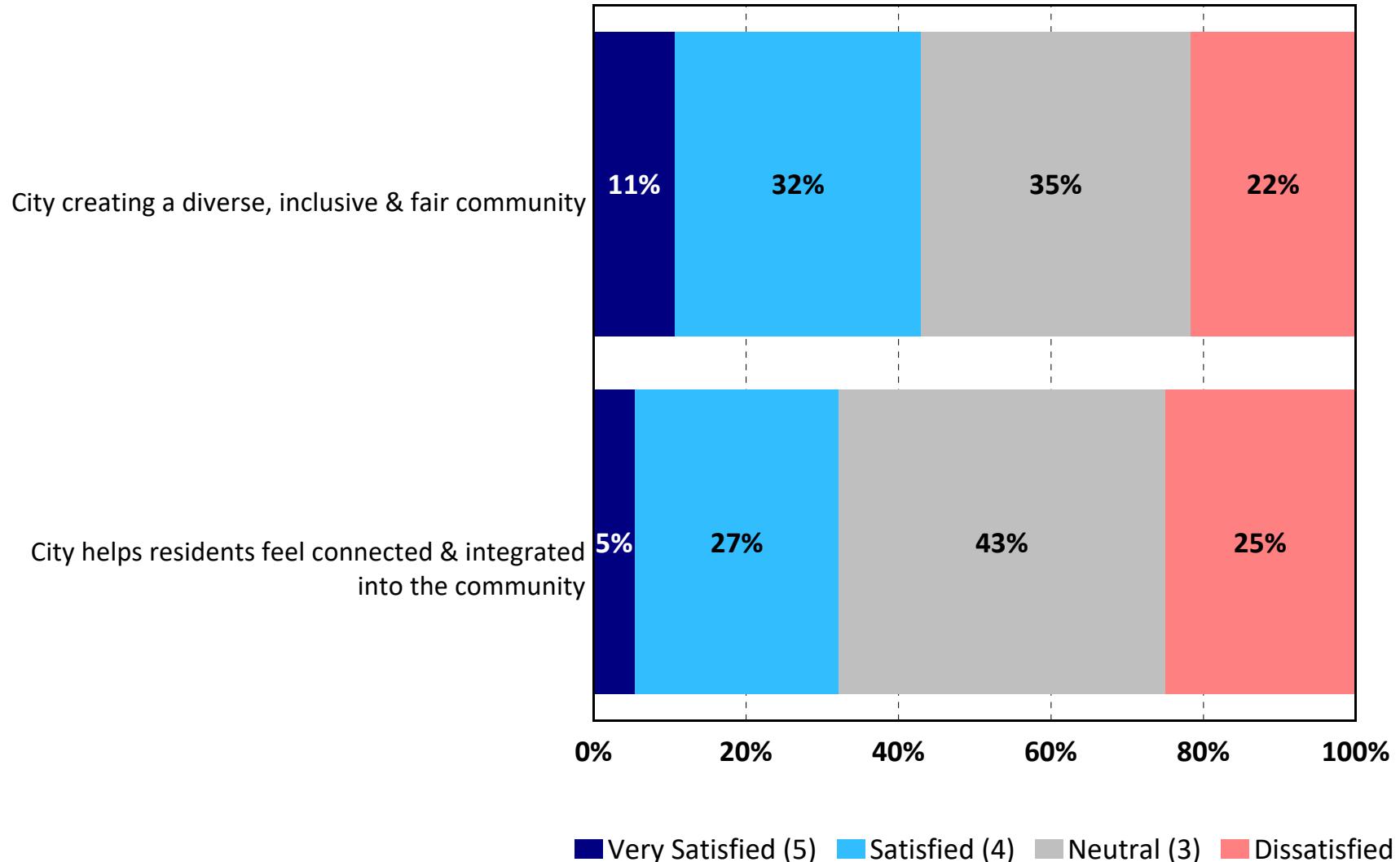
# TRENDS: Satisfaction With Items That Influence Perceptions of the City - 2018 to 2024

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

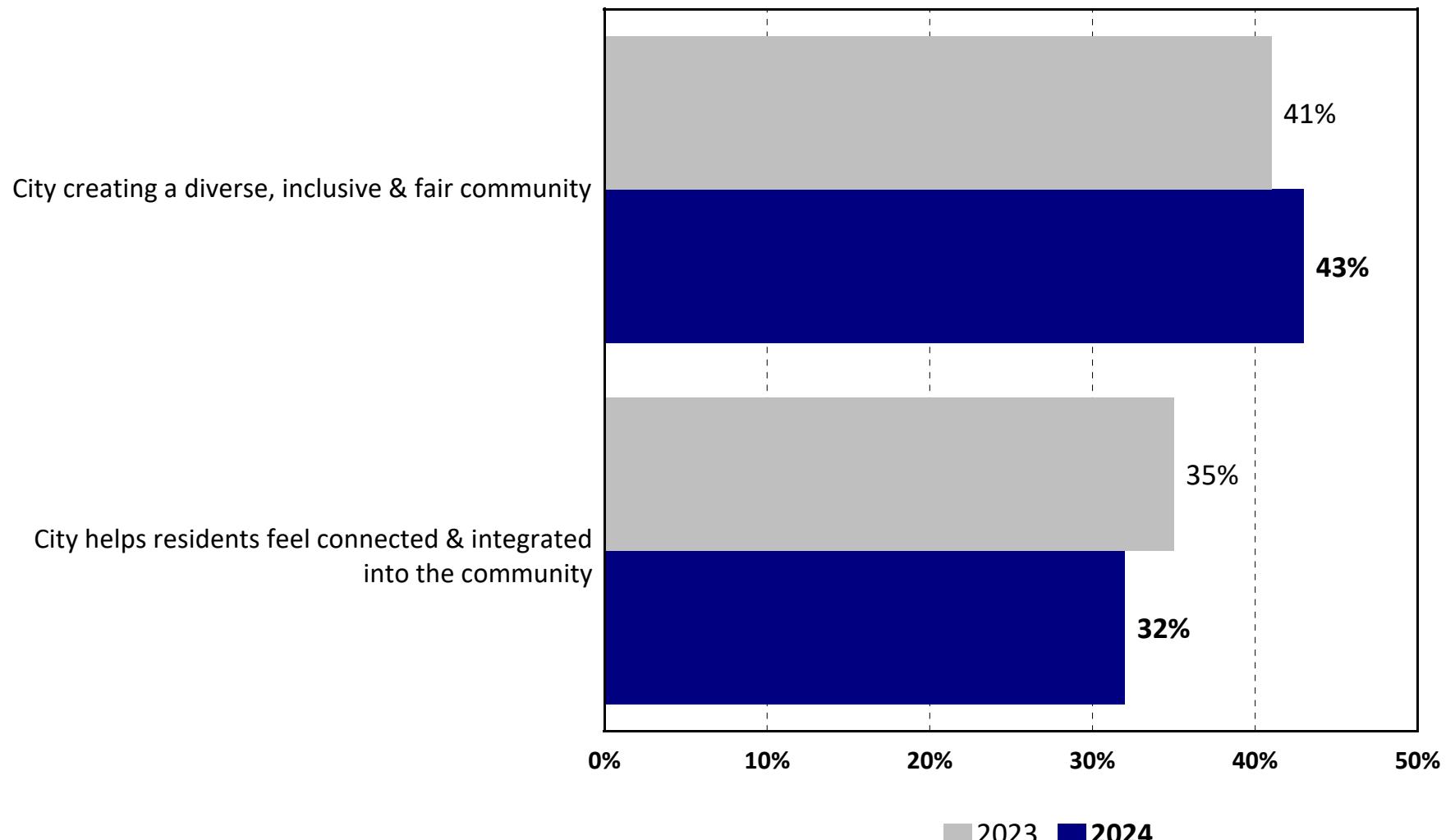
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction With Diversity and Inclusion

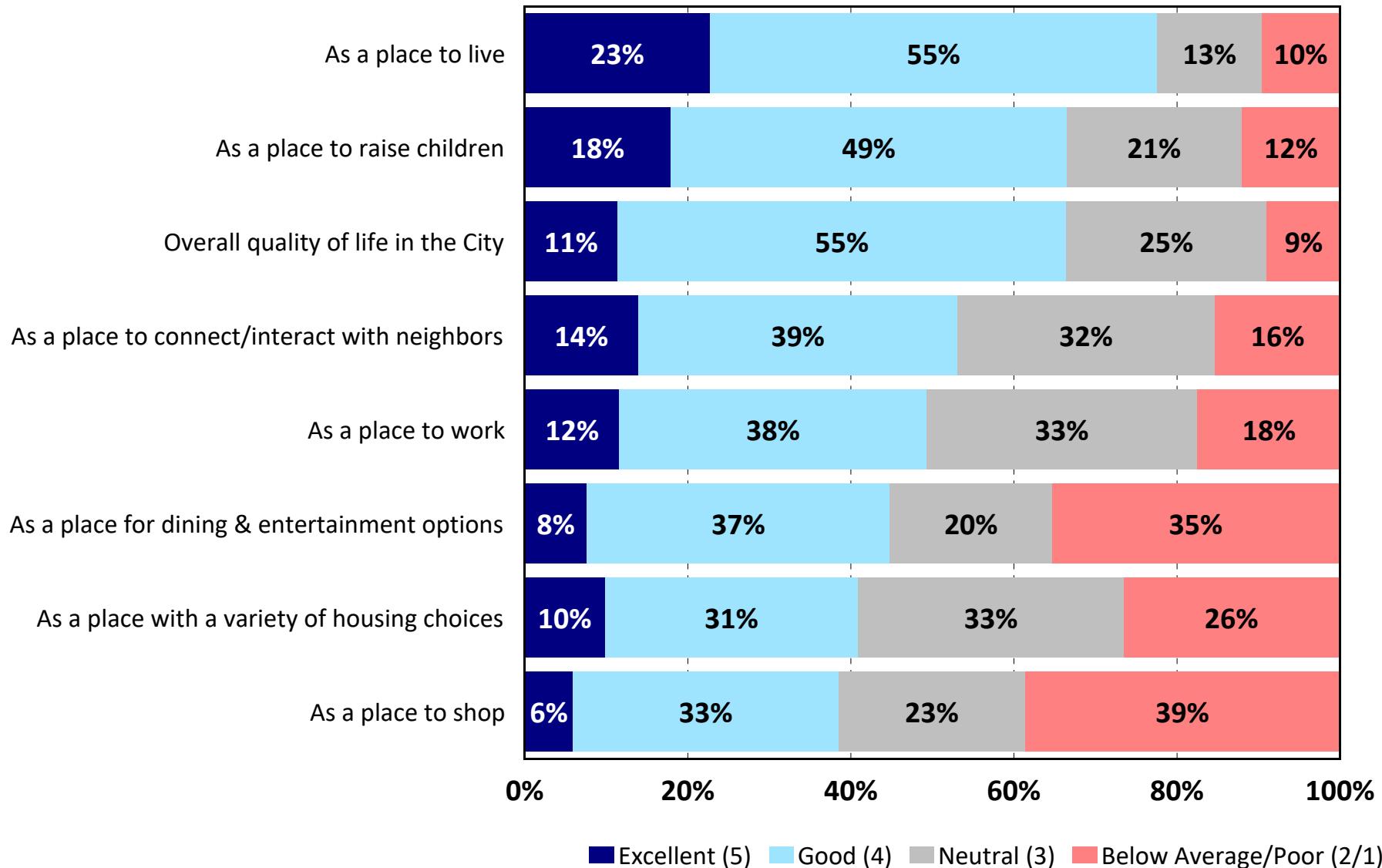
## 2023 vs. 2024

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

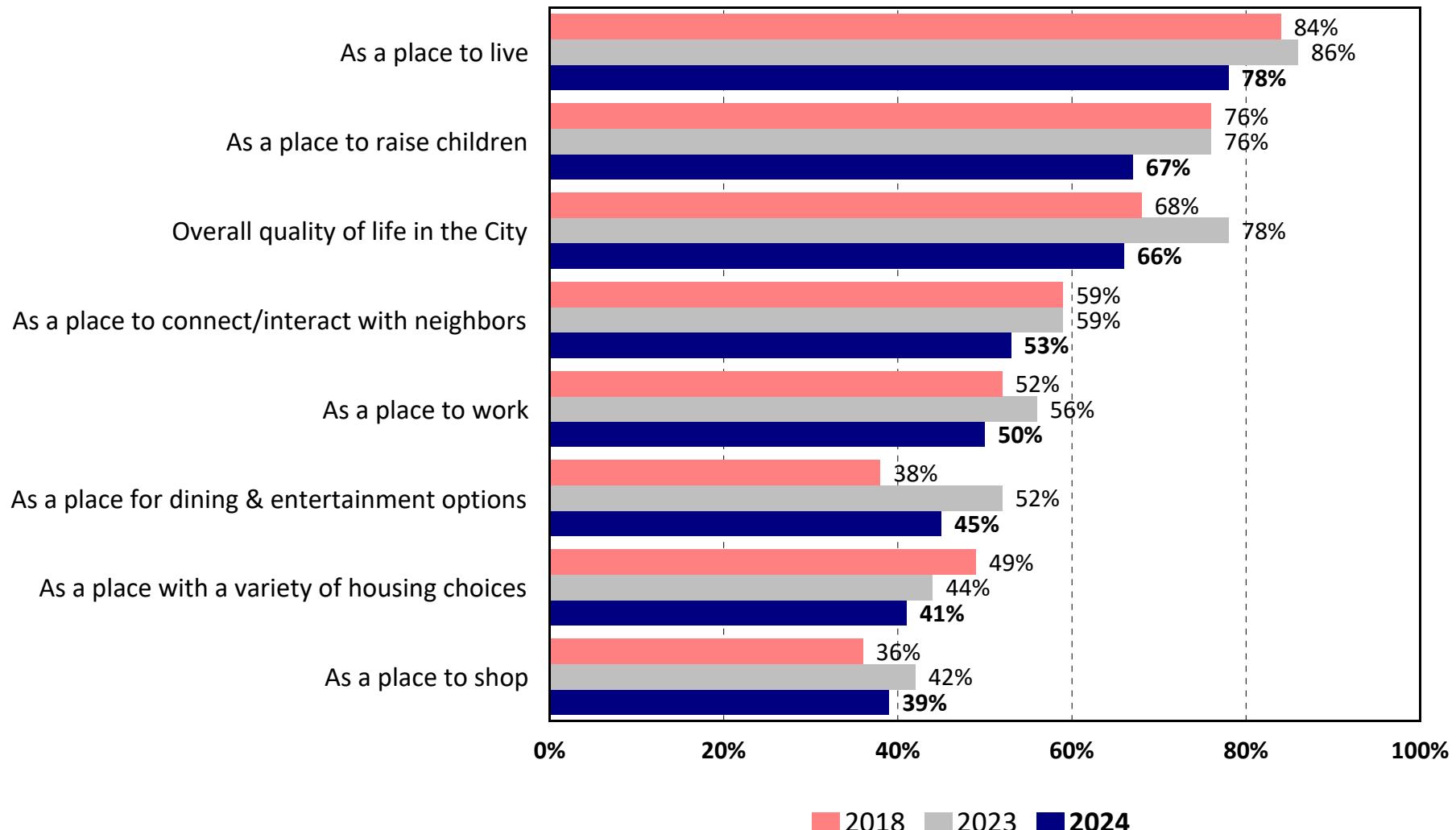
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



# TRENDS: Ratings of Oregon City

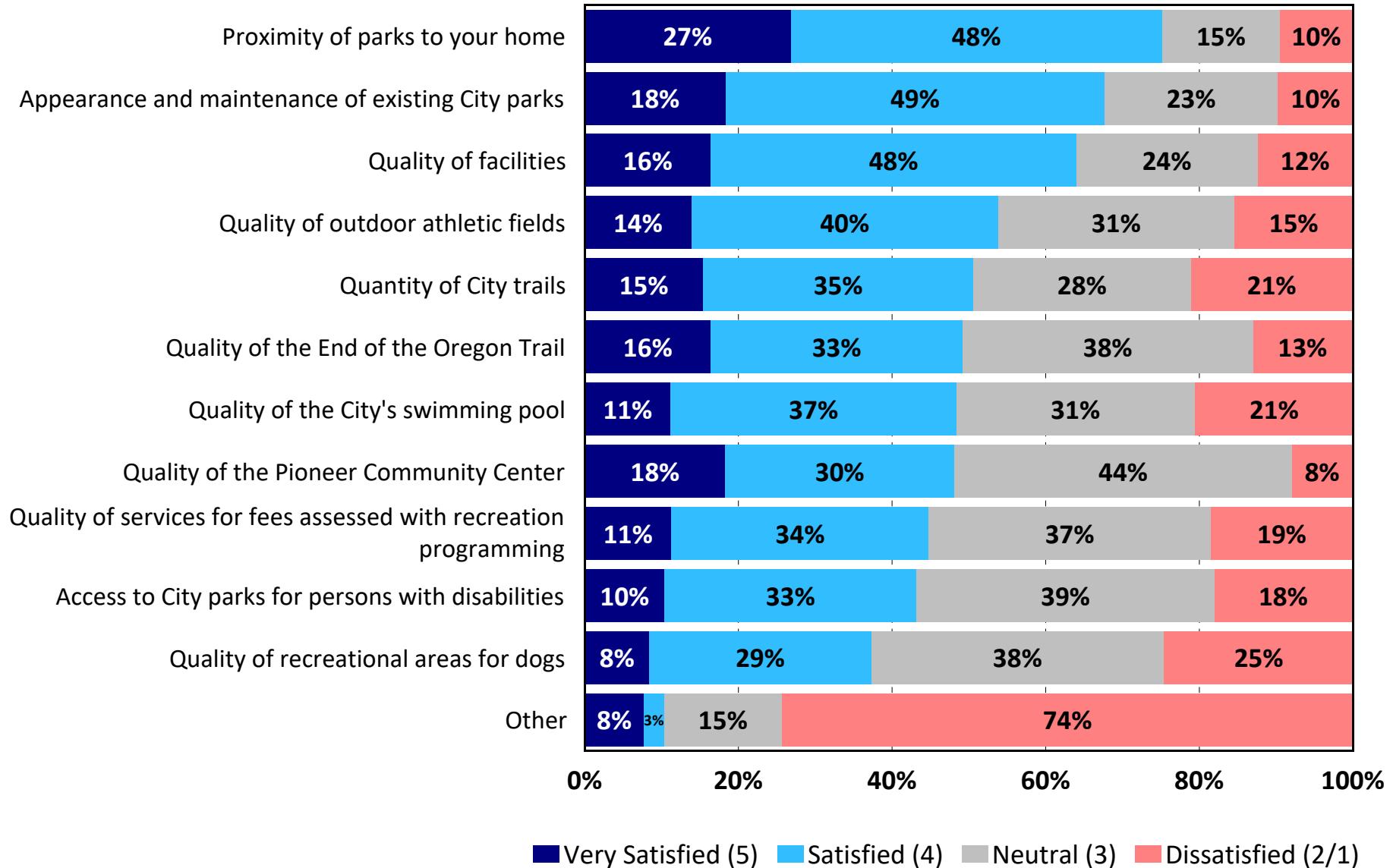
## **2018 to 2024**

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

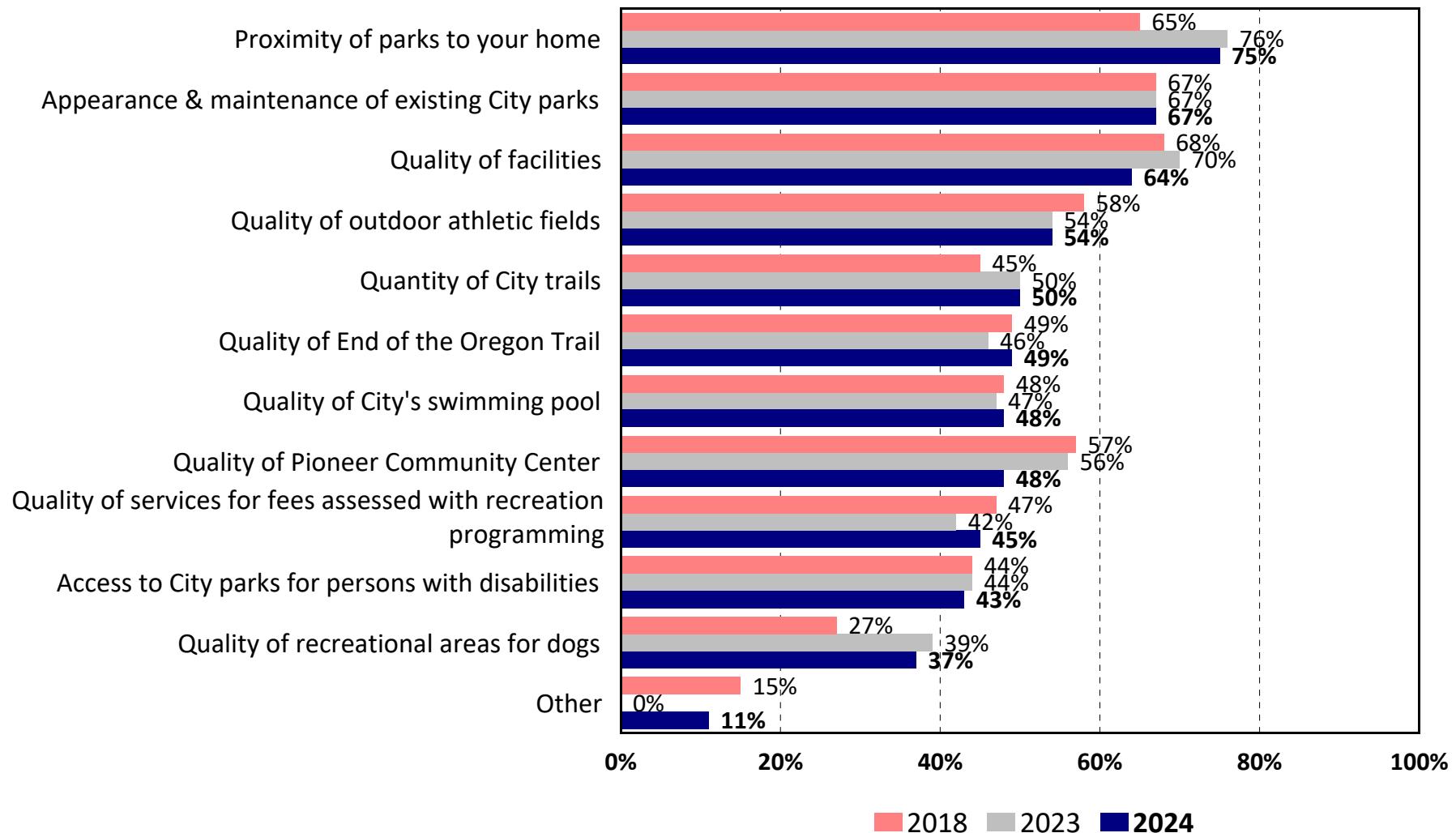
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction with Parks and Recreation Services

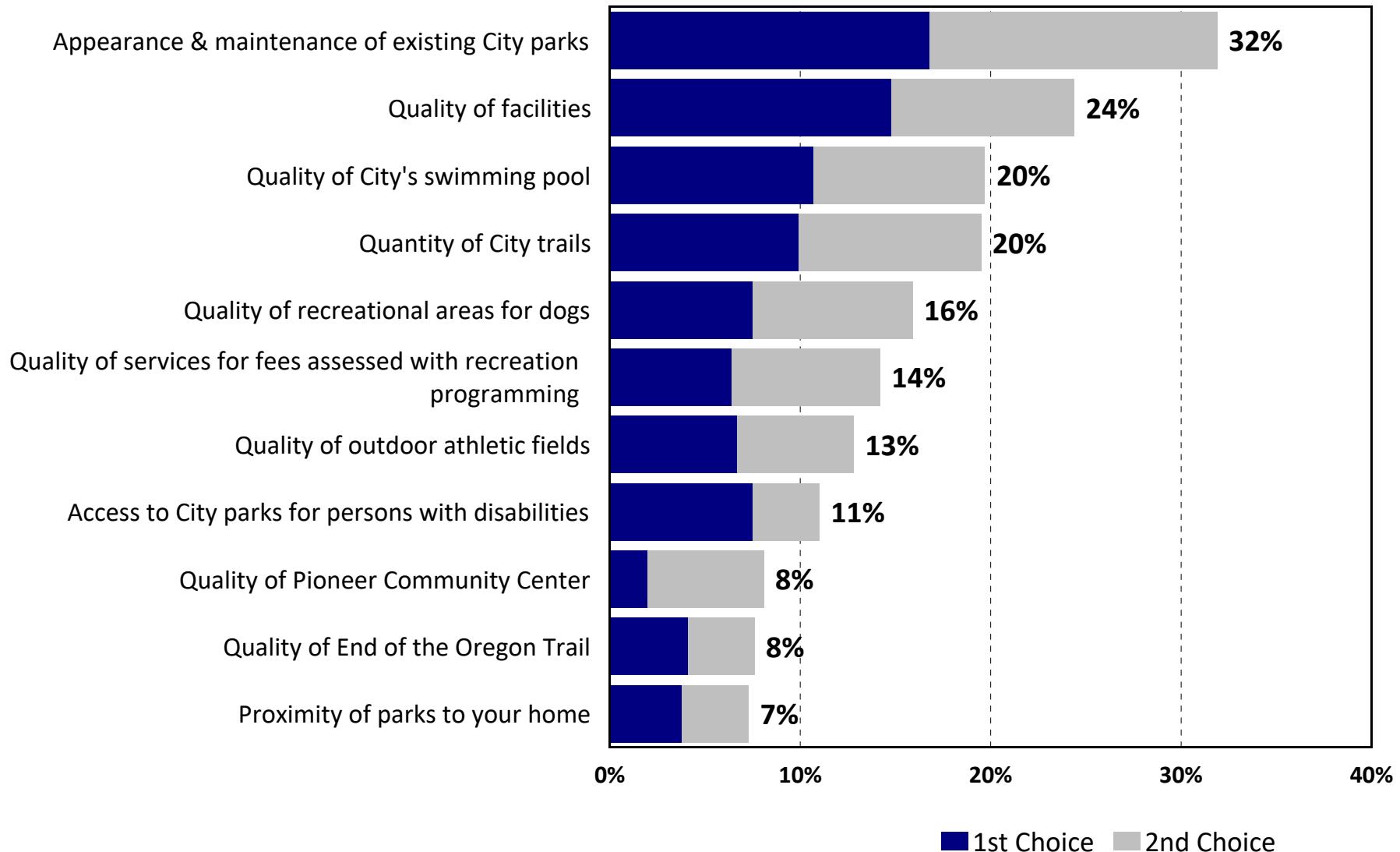
## 2018 to 2024

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

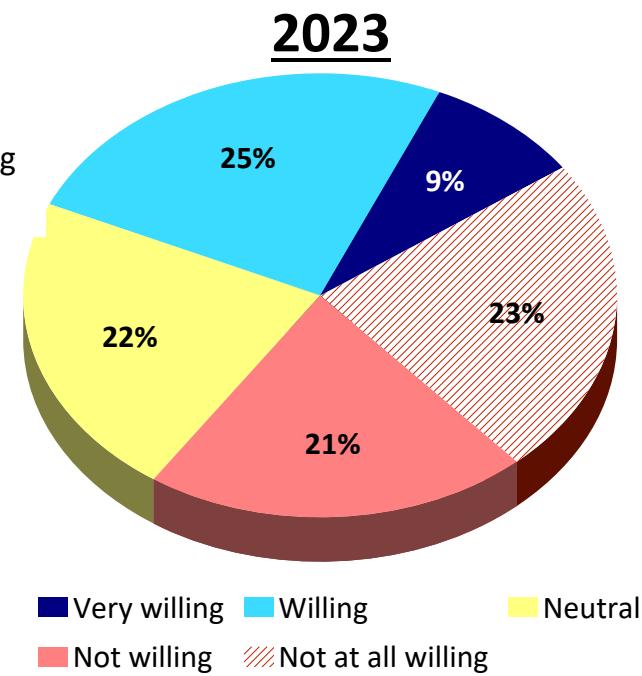
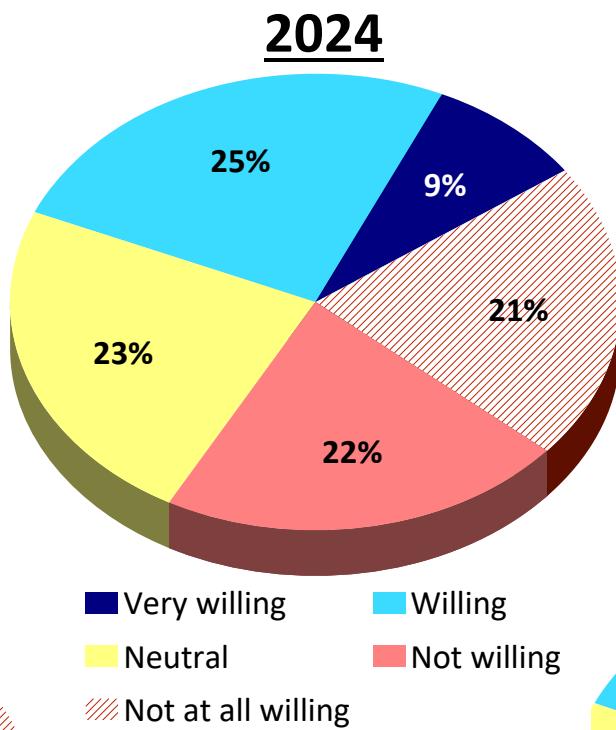
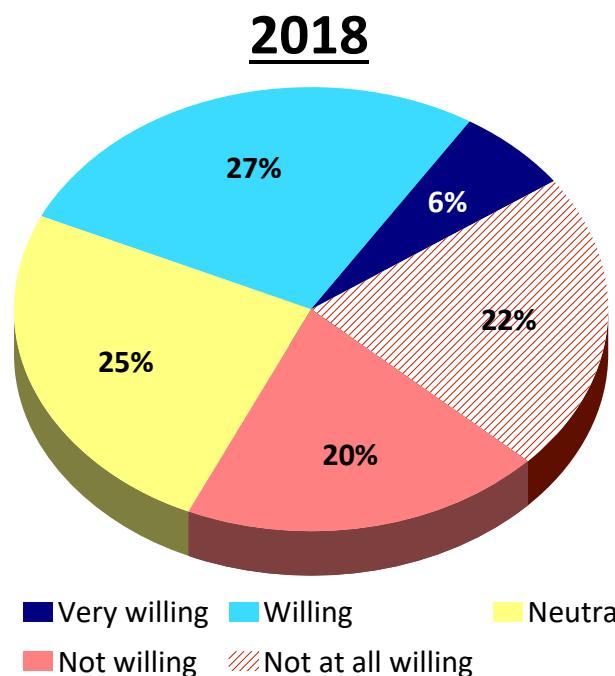
by percentage of respondents who selected the item as one of their top two choices



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

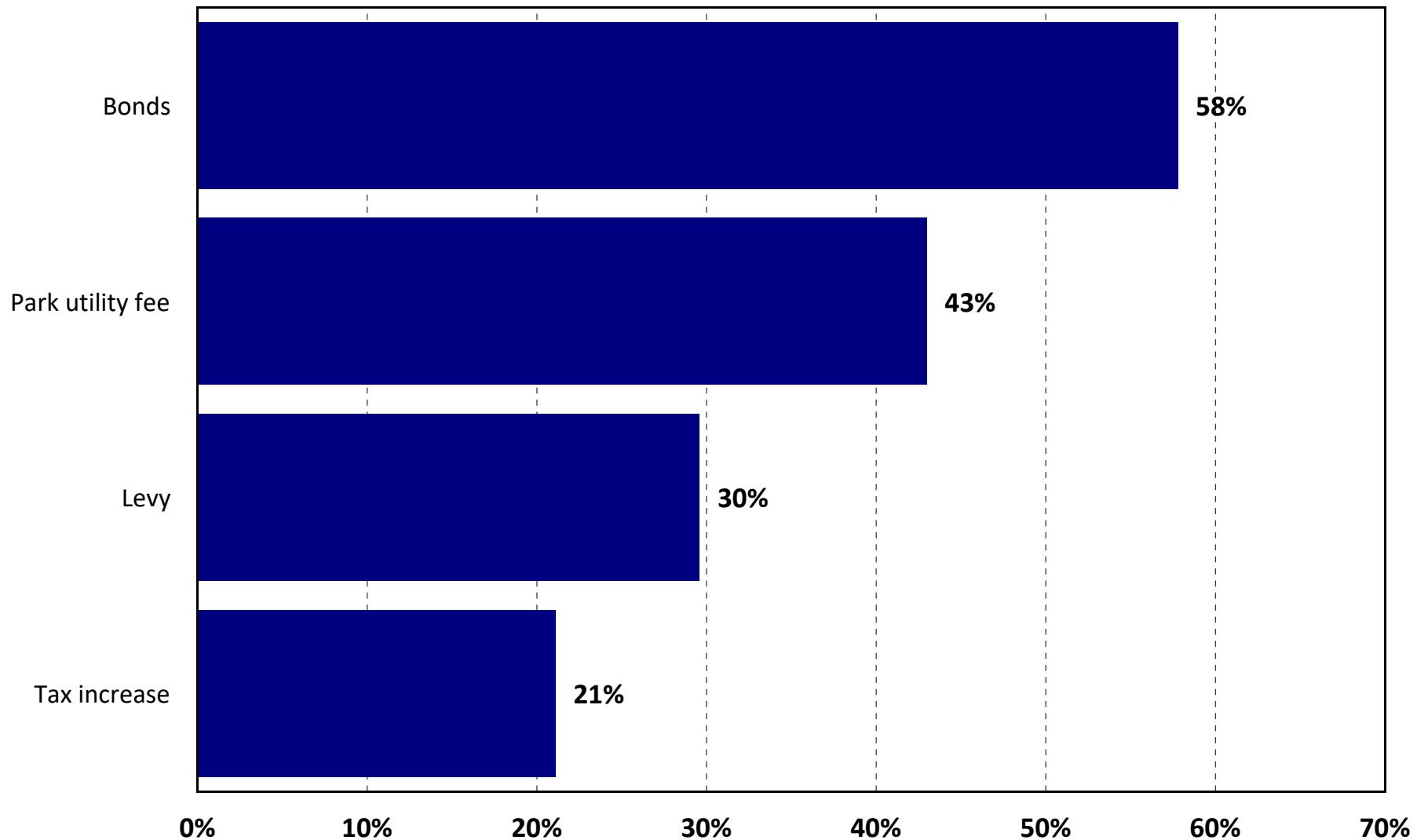
by percentage of respondents (excluding don't knows)

## TRENDS



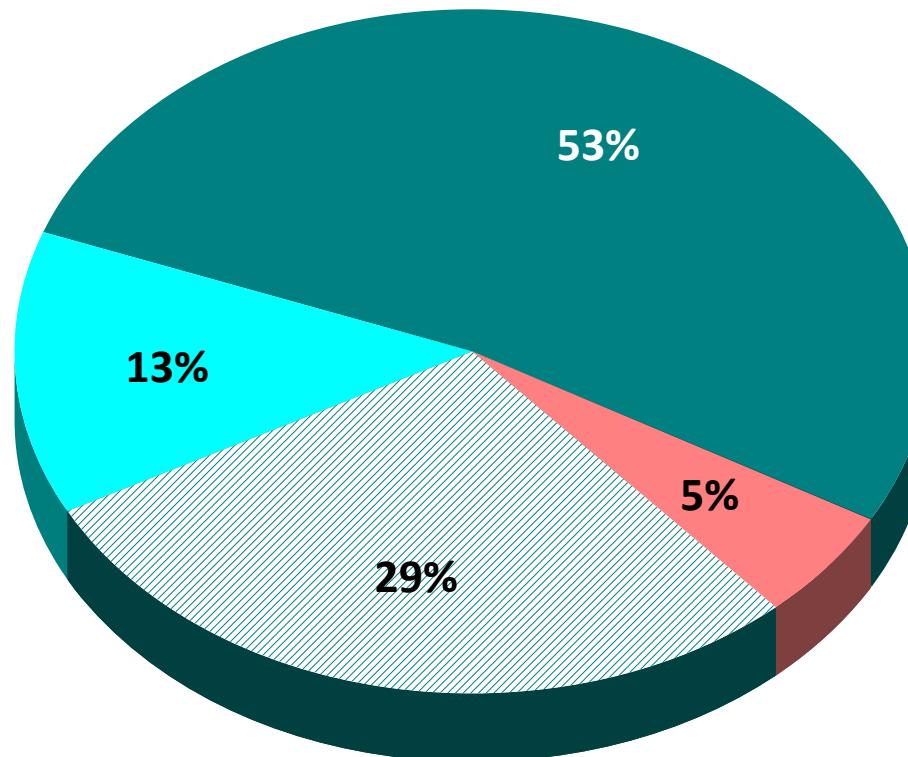
# Q9. Methods That Residents Would Support to Raise Funds for Constructing Parks Facilities

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



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

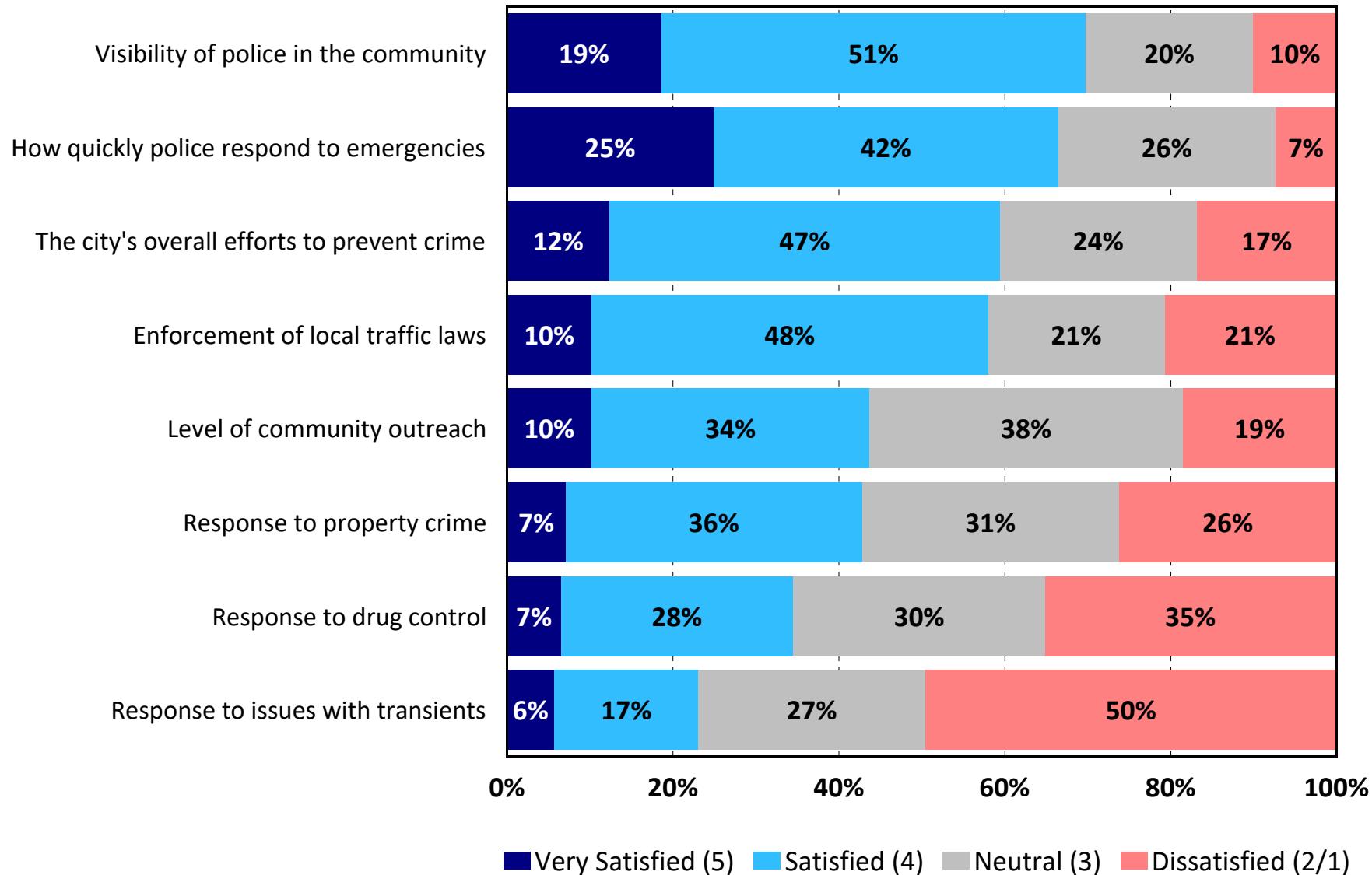
by percentage of respondents who would support additional costs (excluding “not provided”)



■ Pool/Recreation Center ■ End of the Oregon Trail ■ Both ■ Neither

# Q10. Satisfaction With Public Safety Services

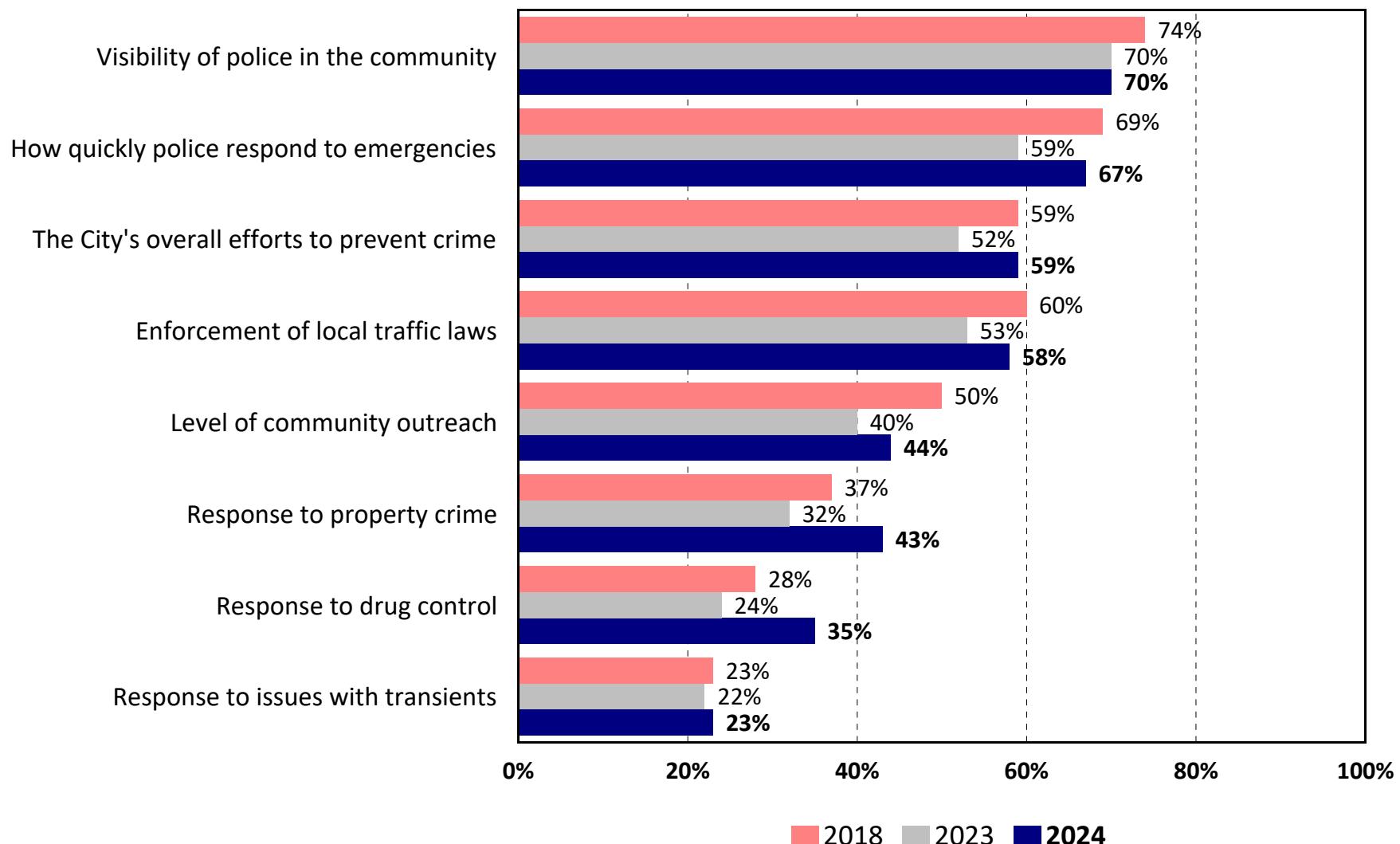
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction with Public Safety Services

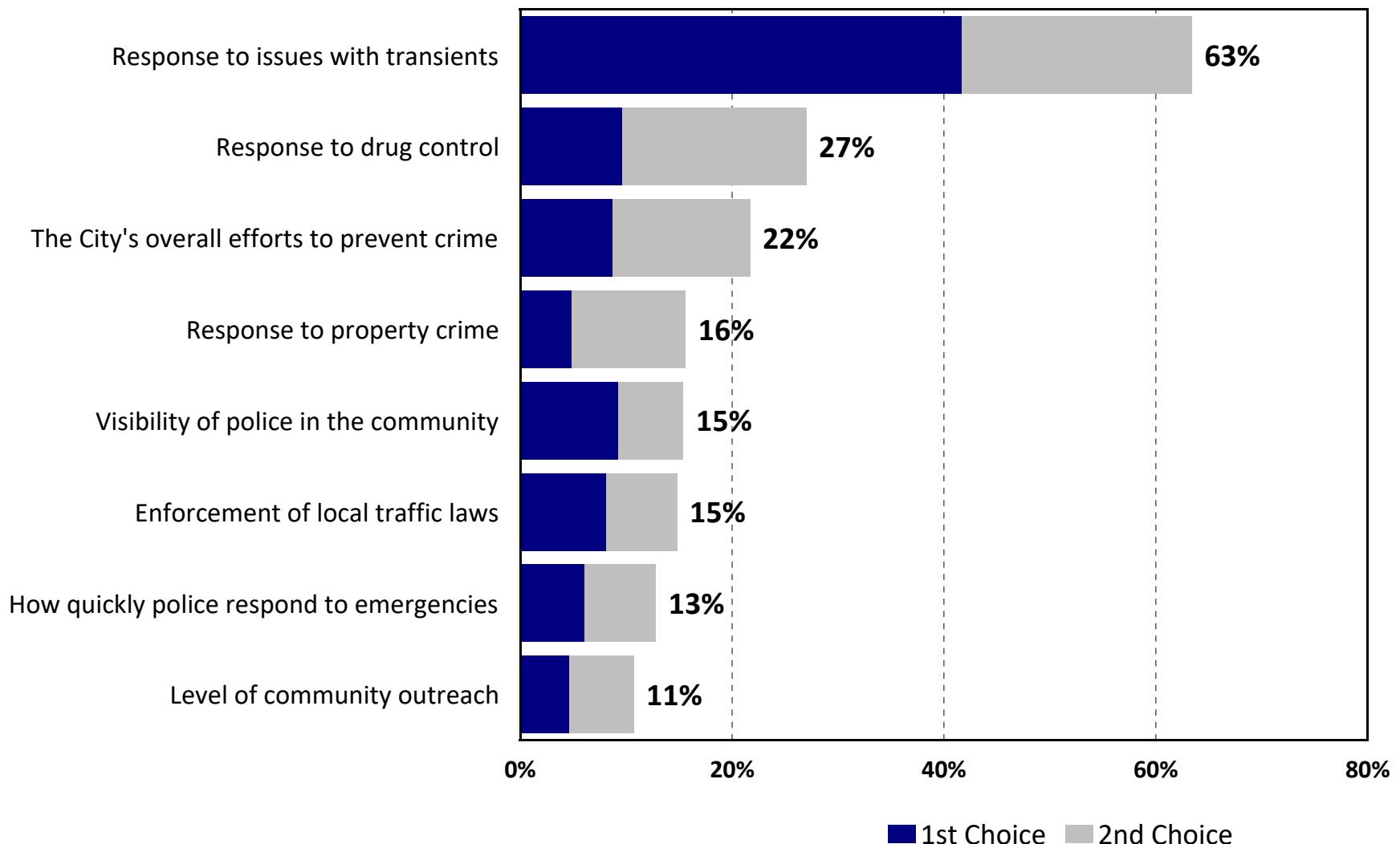
## **2018 to 2024**

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



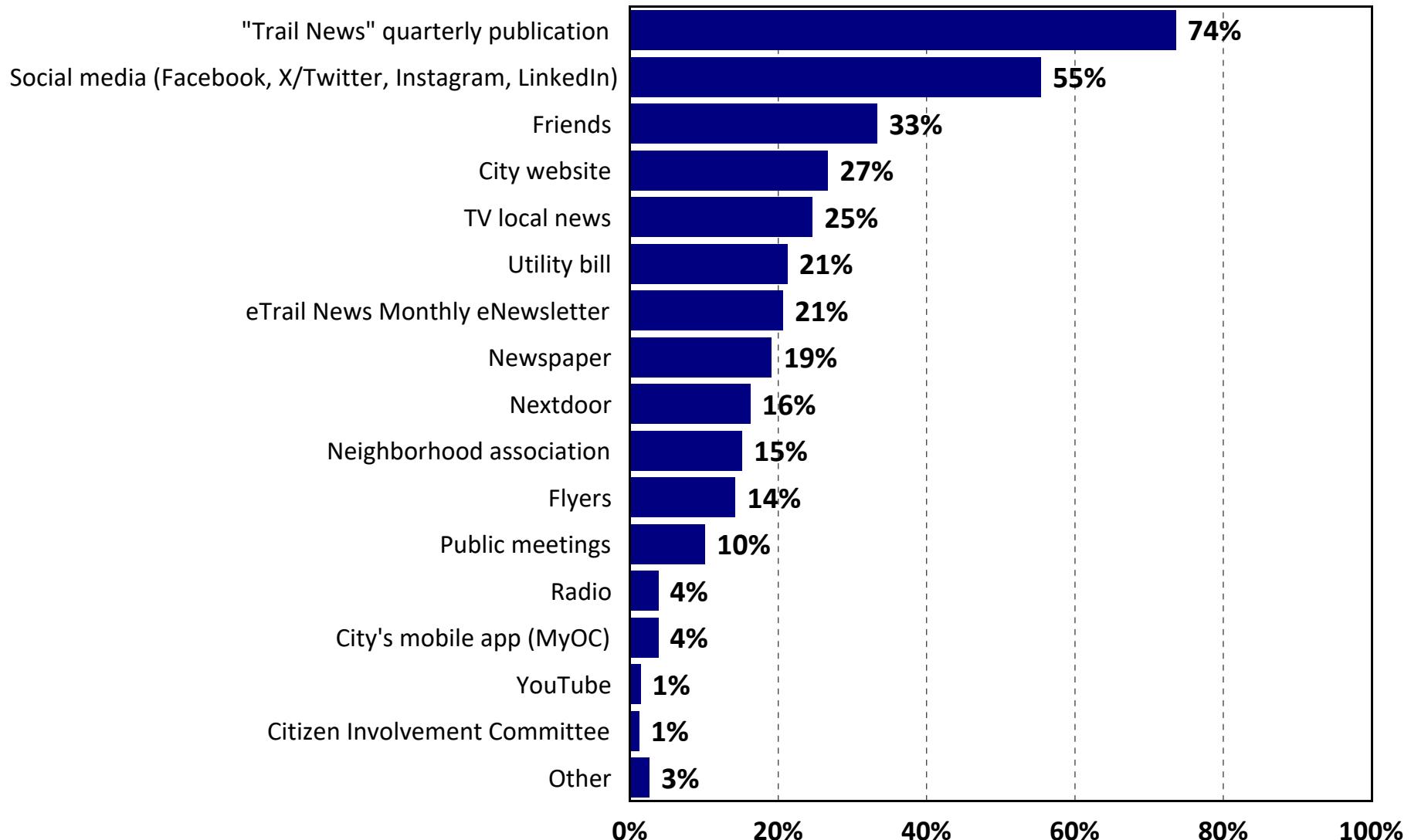
# Q11. Public Safety Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



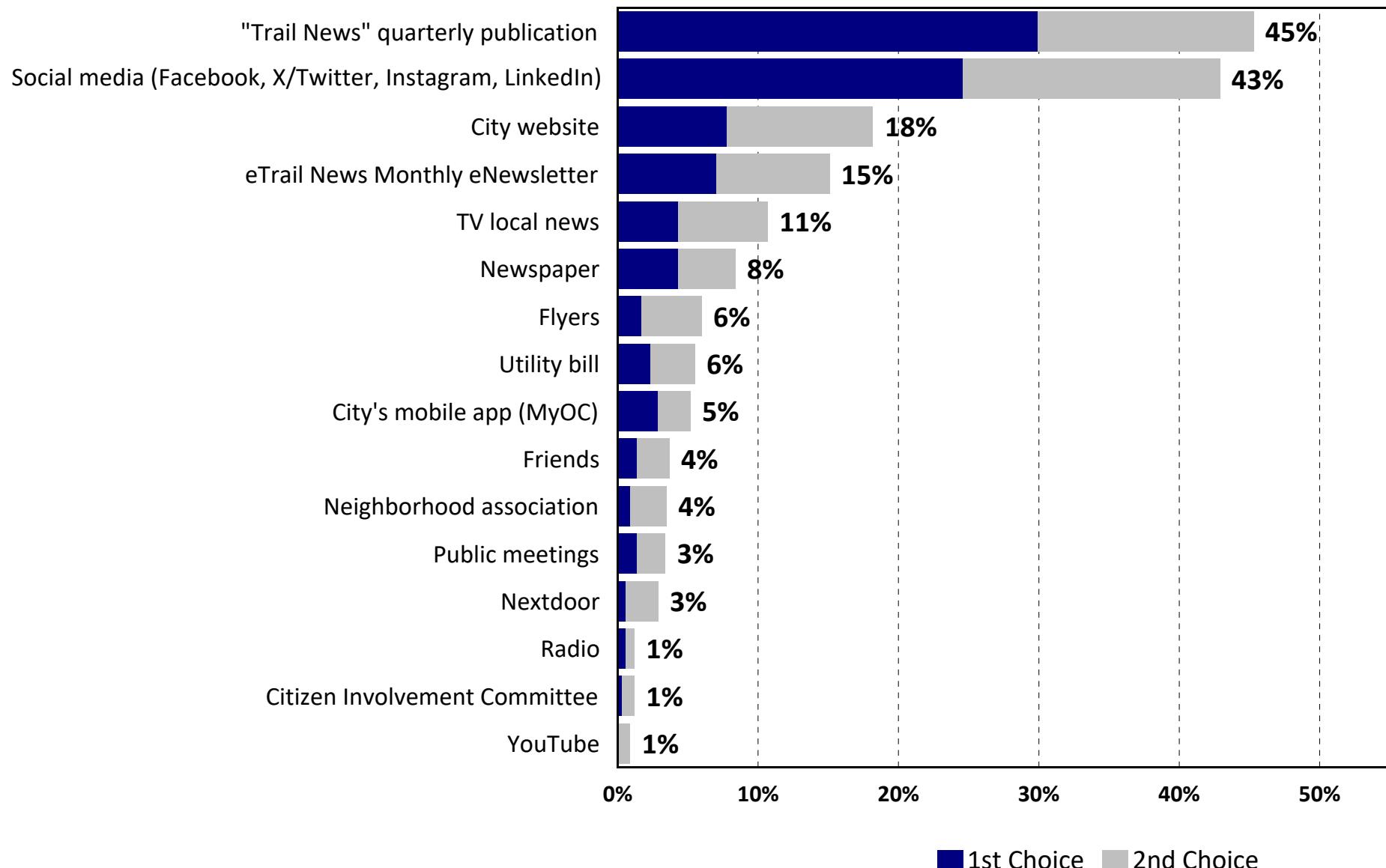
# Q12. Where do you currently get news and information about City programs, services, and events?

by percentage of respondents (multiple choices could be made)



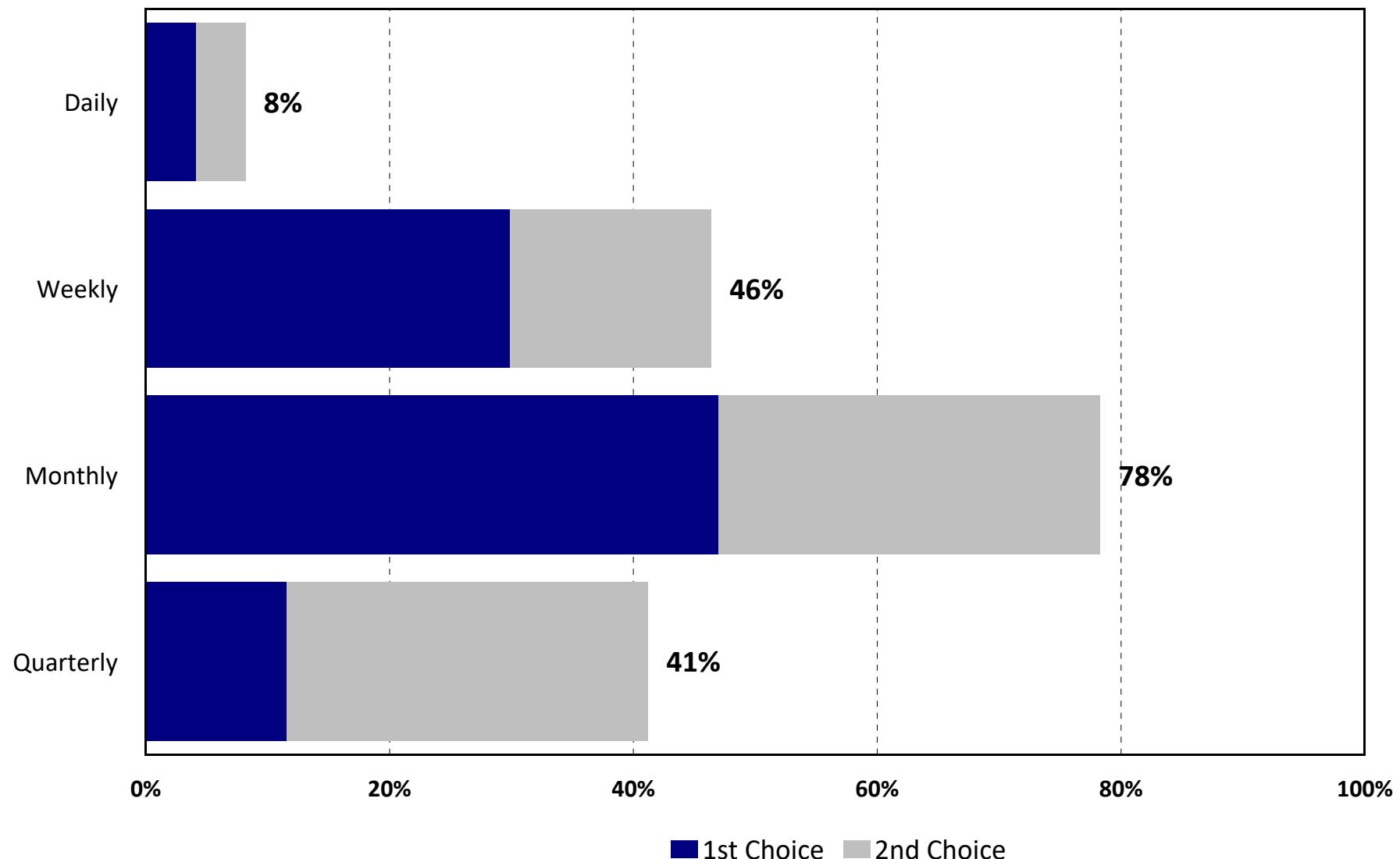
# Q12a. Most Preferred Way to Get Information From the City

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



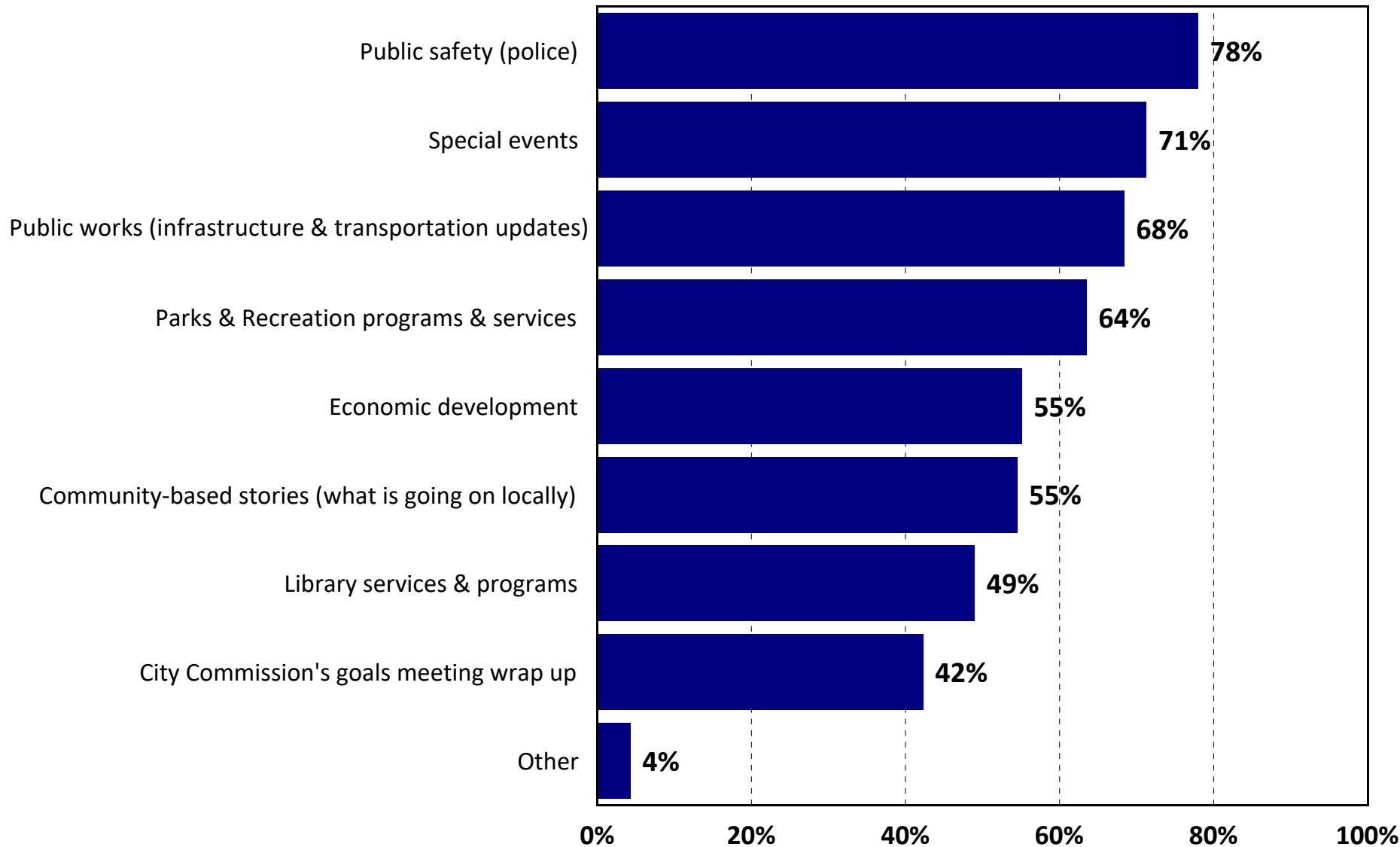
# Q12b. How Frequently Respondents Would Like to Receive Information From the City

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



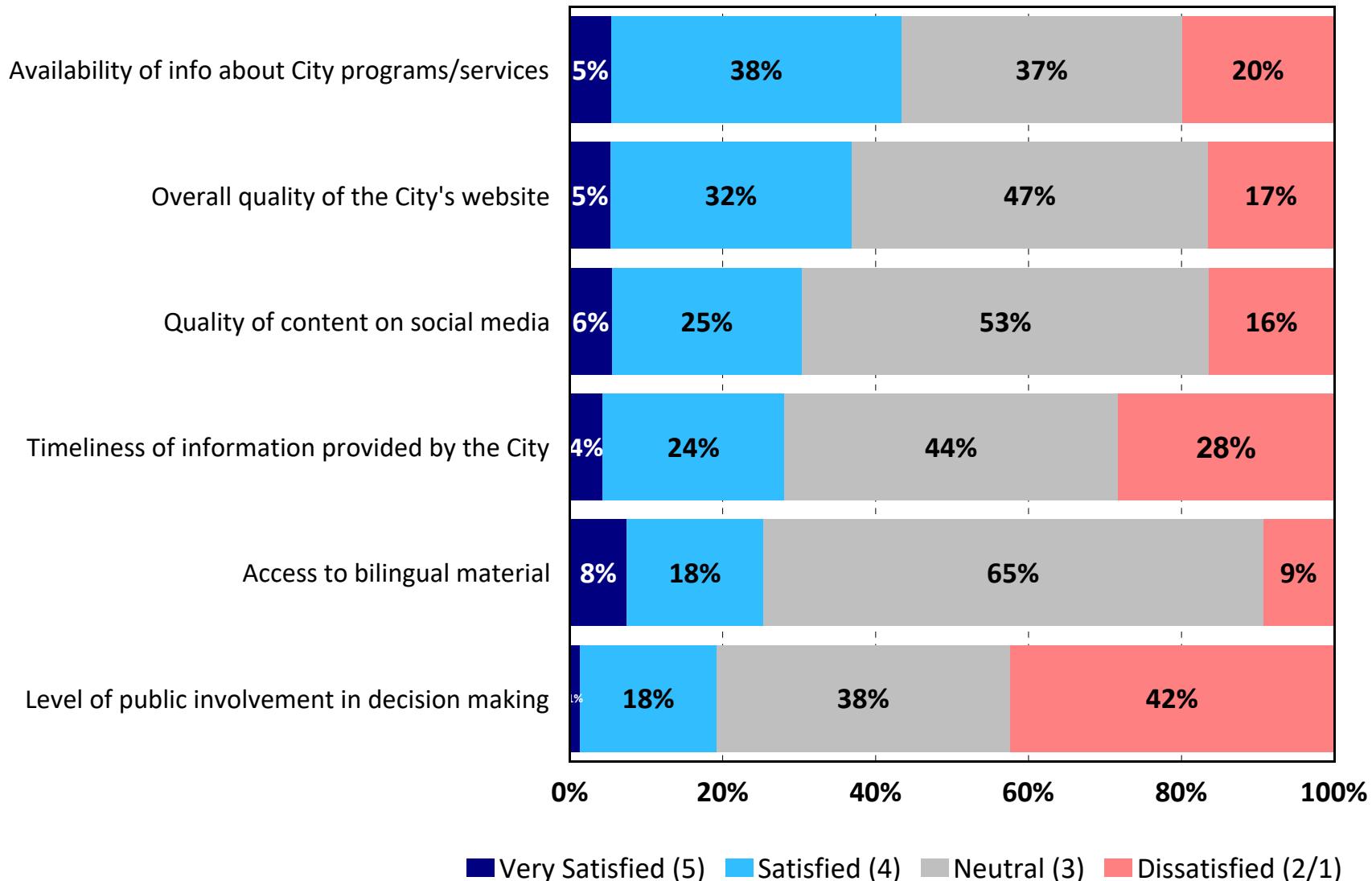
# Q13. Types of Information Respondents Would Like to Receive From the City of Oregon City

by percentage of respondents (multiple choices could be made)



# Q14. Satisfaction With City Communication

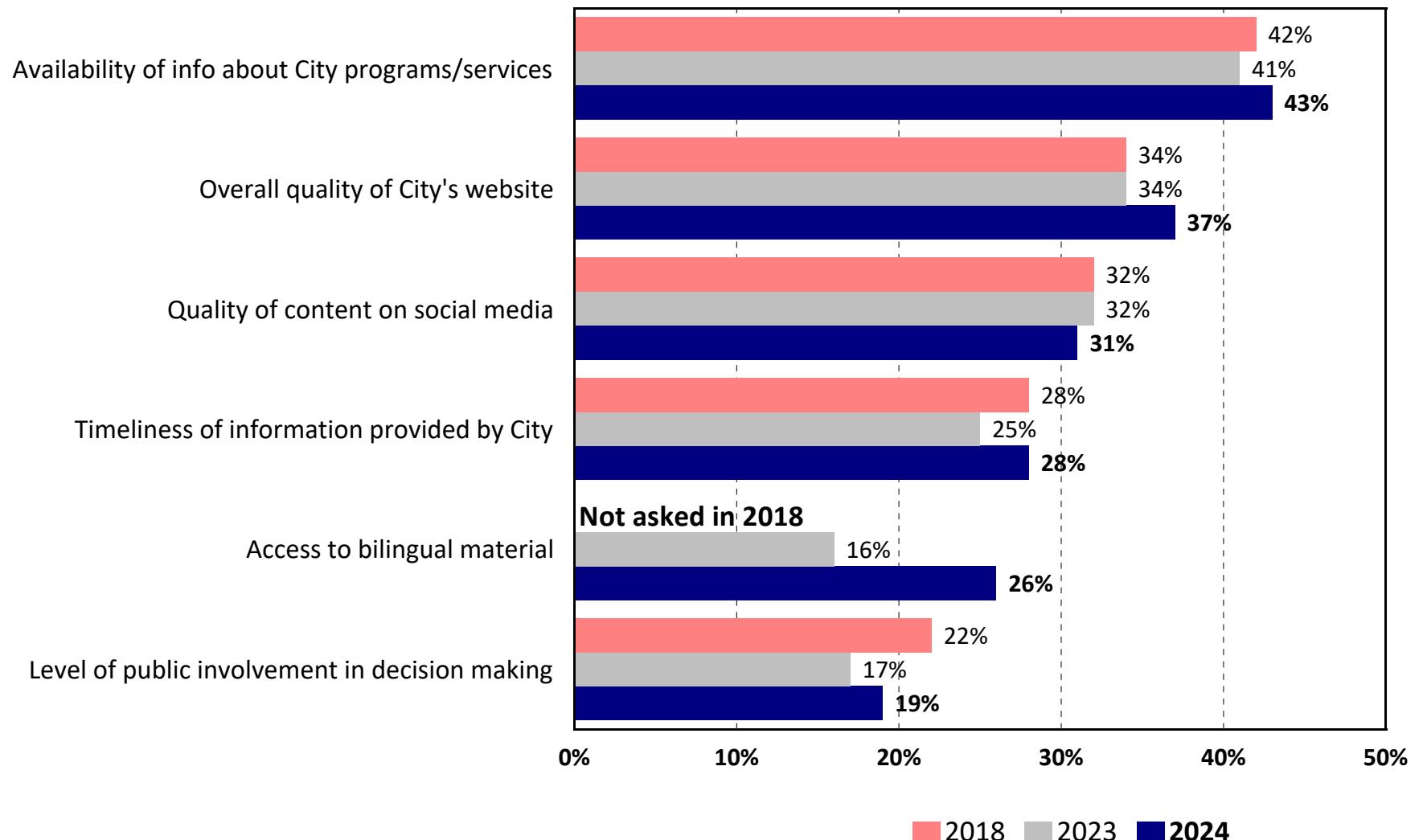
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction With City Communication

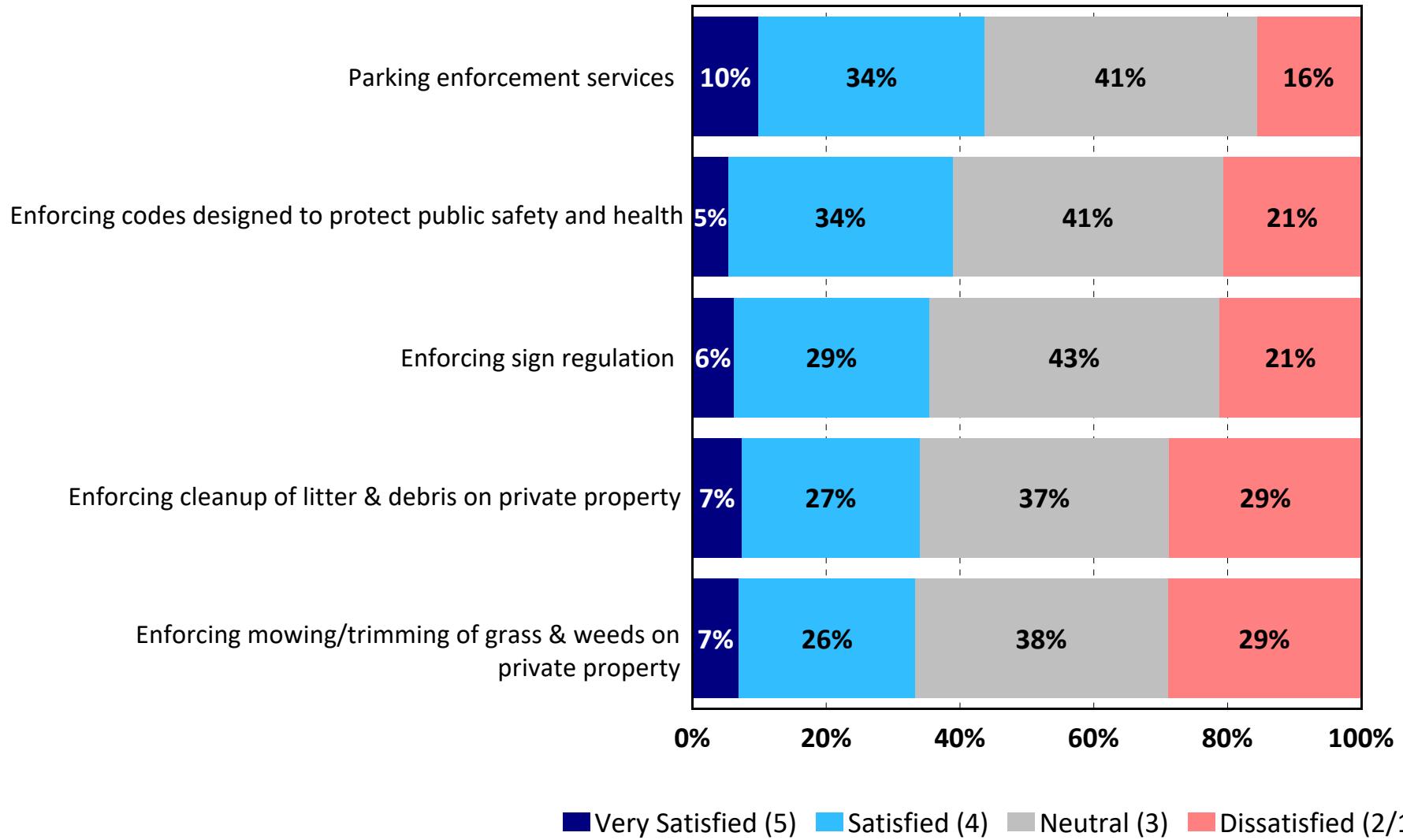
## **2018 to 2024**

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

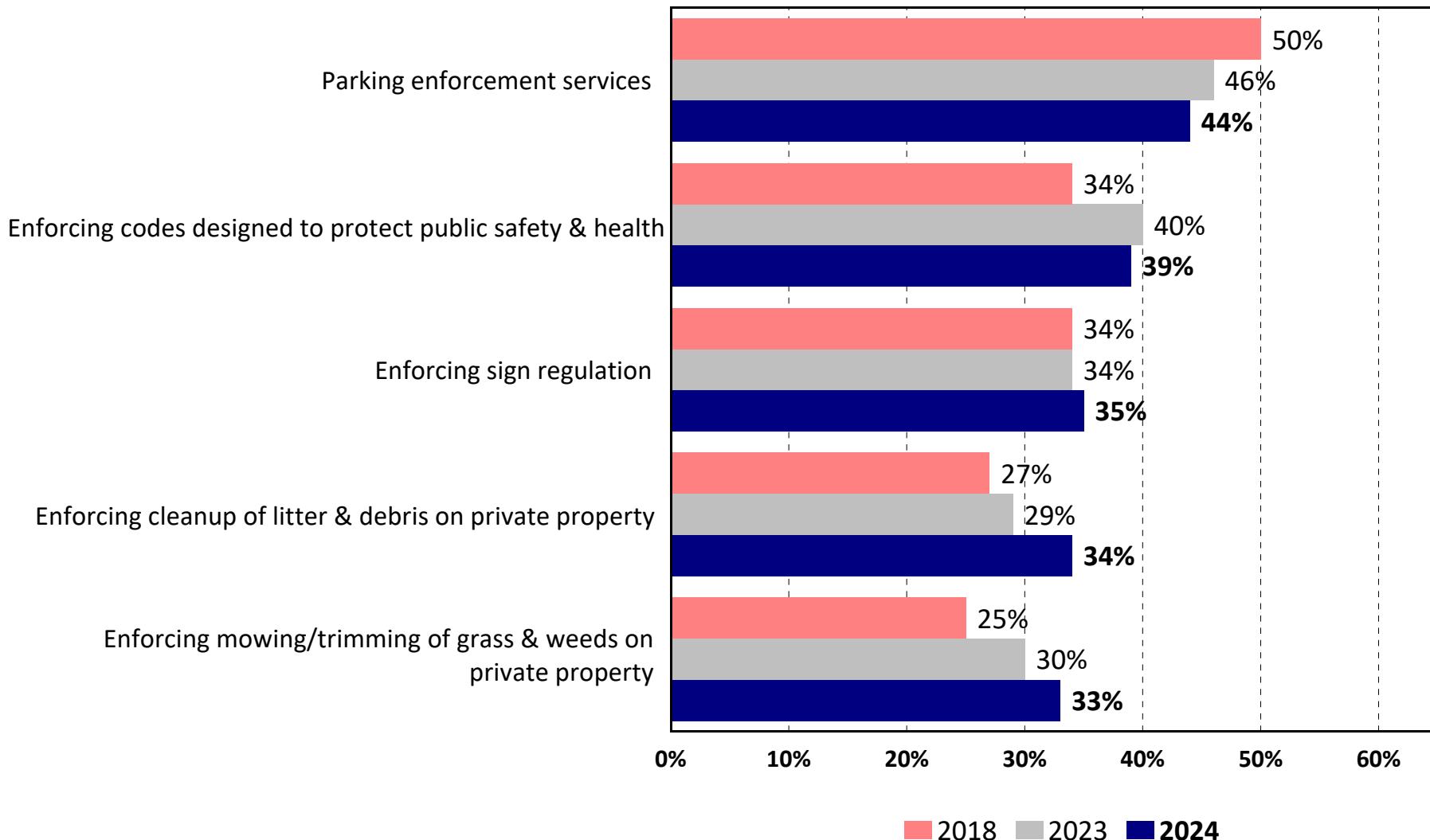
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction With Code Enforcement

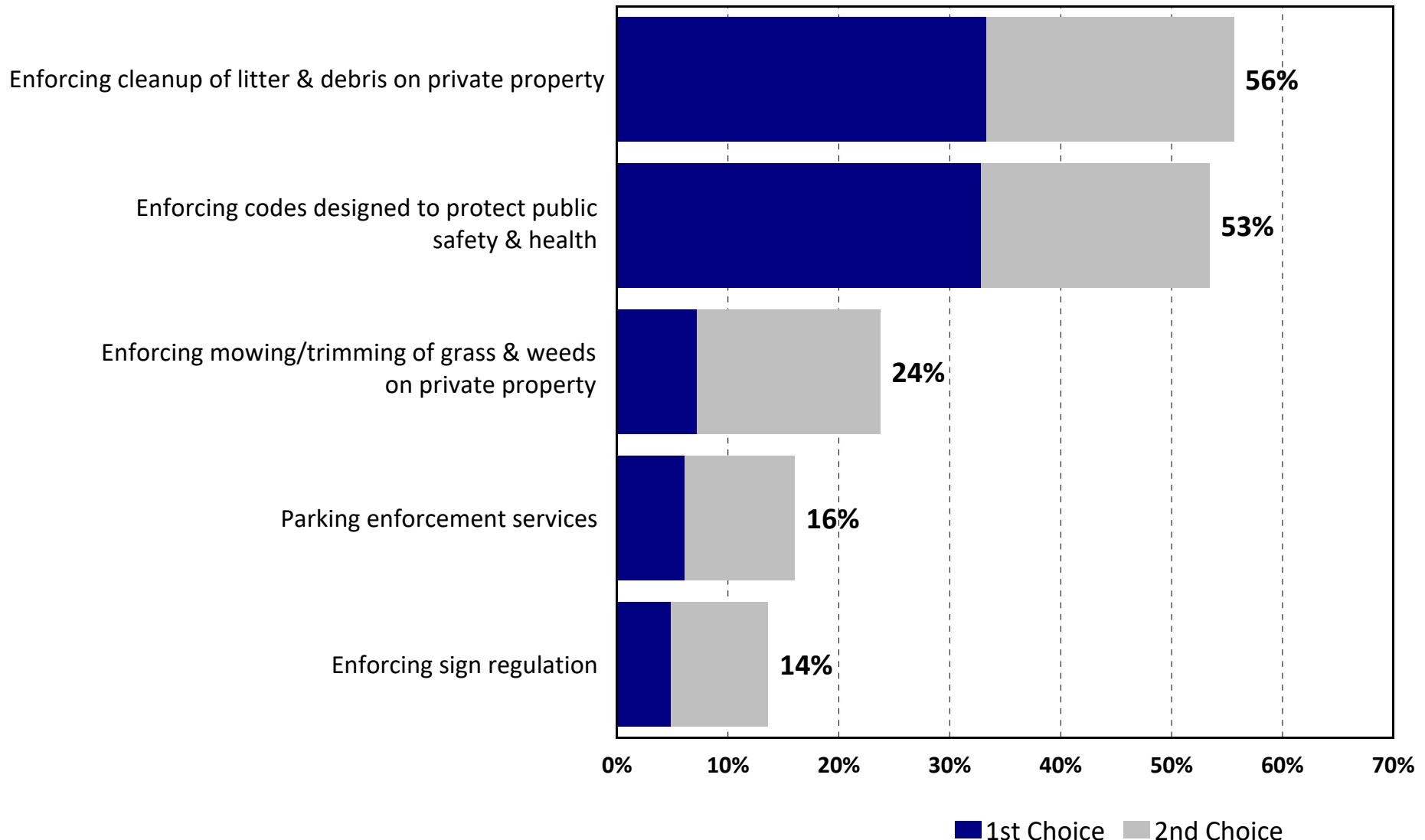
## **2018 to 2024**

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



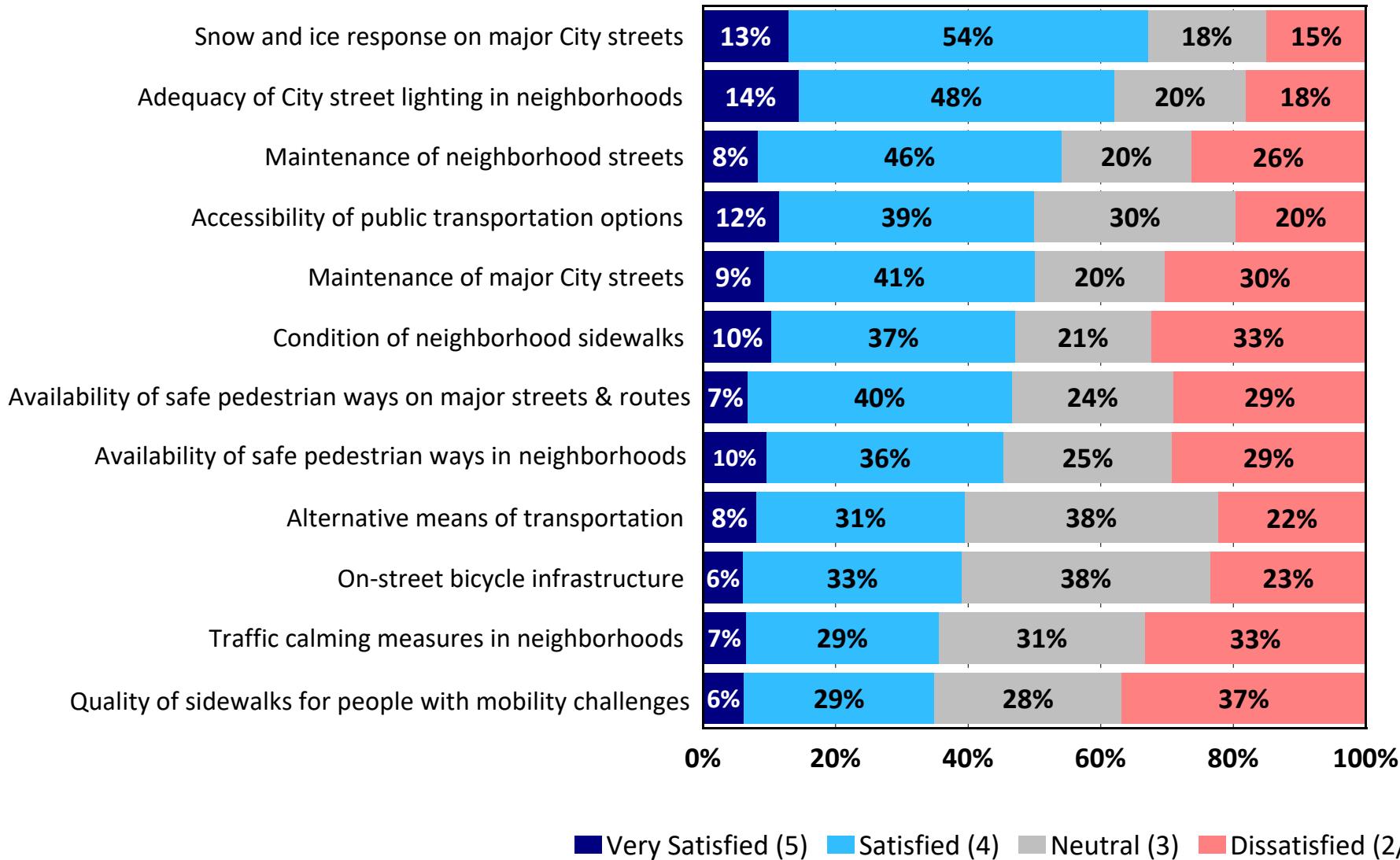
# Q16. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q17. Satisfaction With Traffic and Infrastructure Services

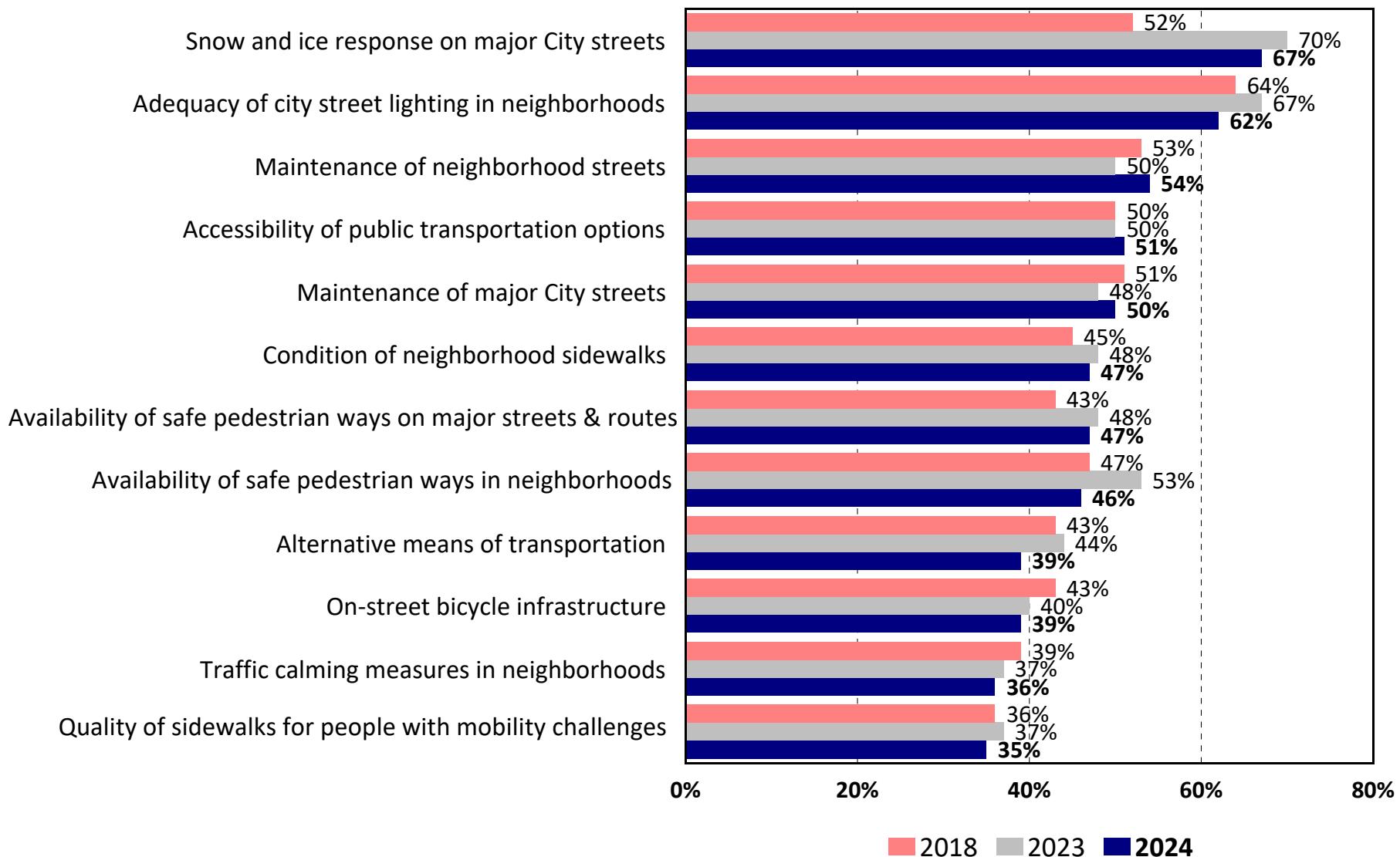
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction With Traffic and Infrastructure Services

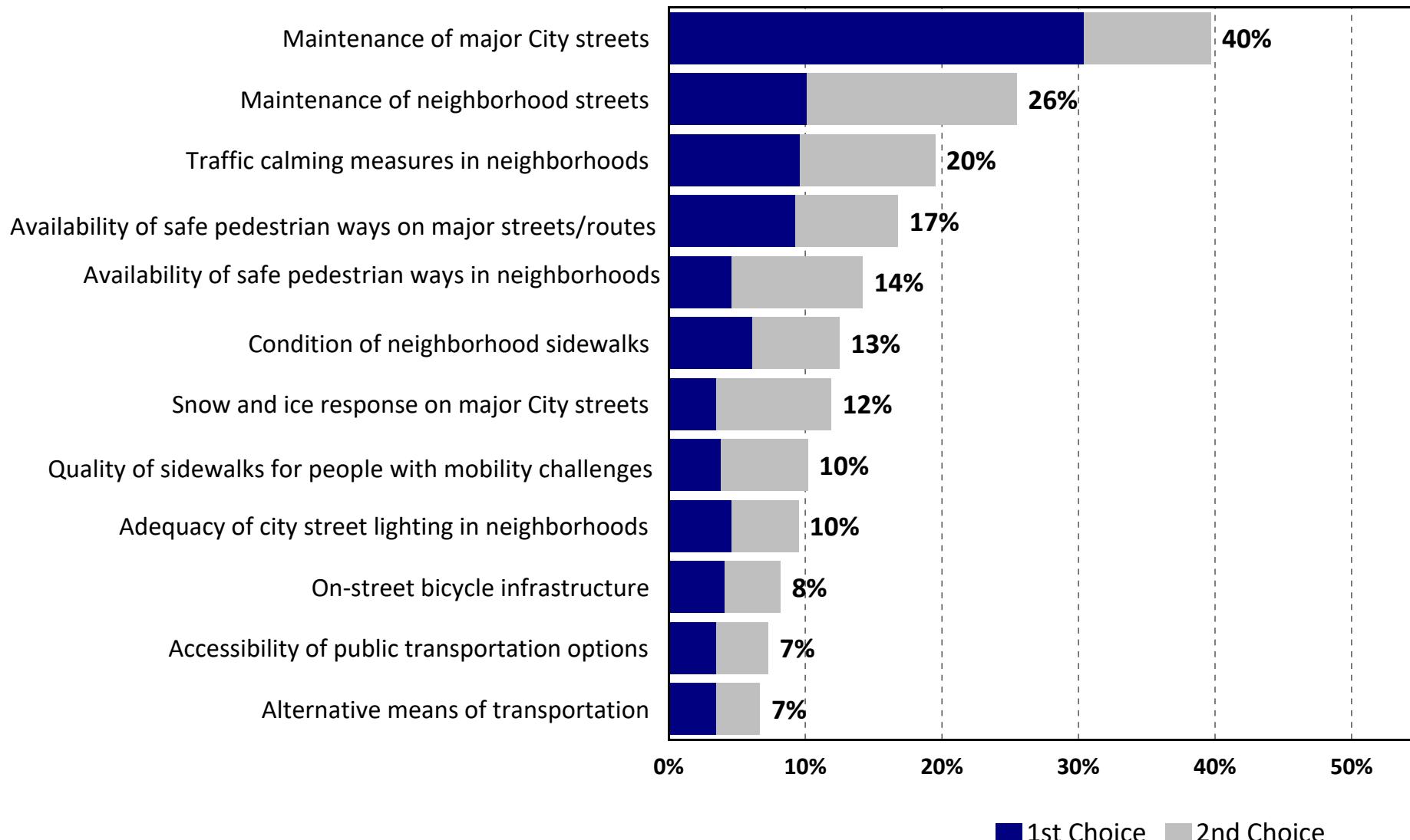
## **2018 to 2024**

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



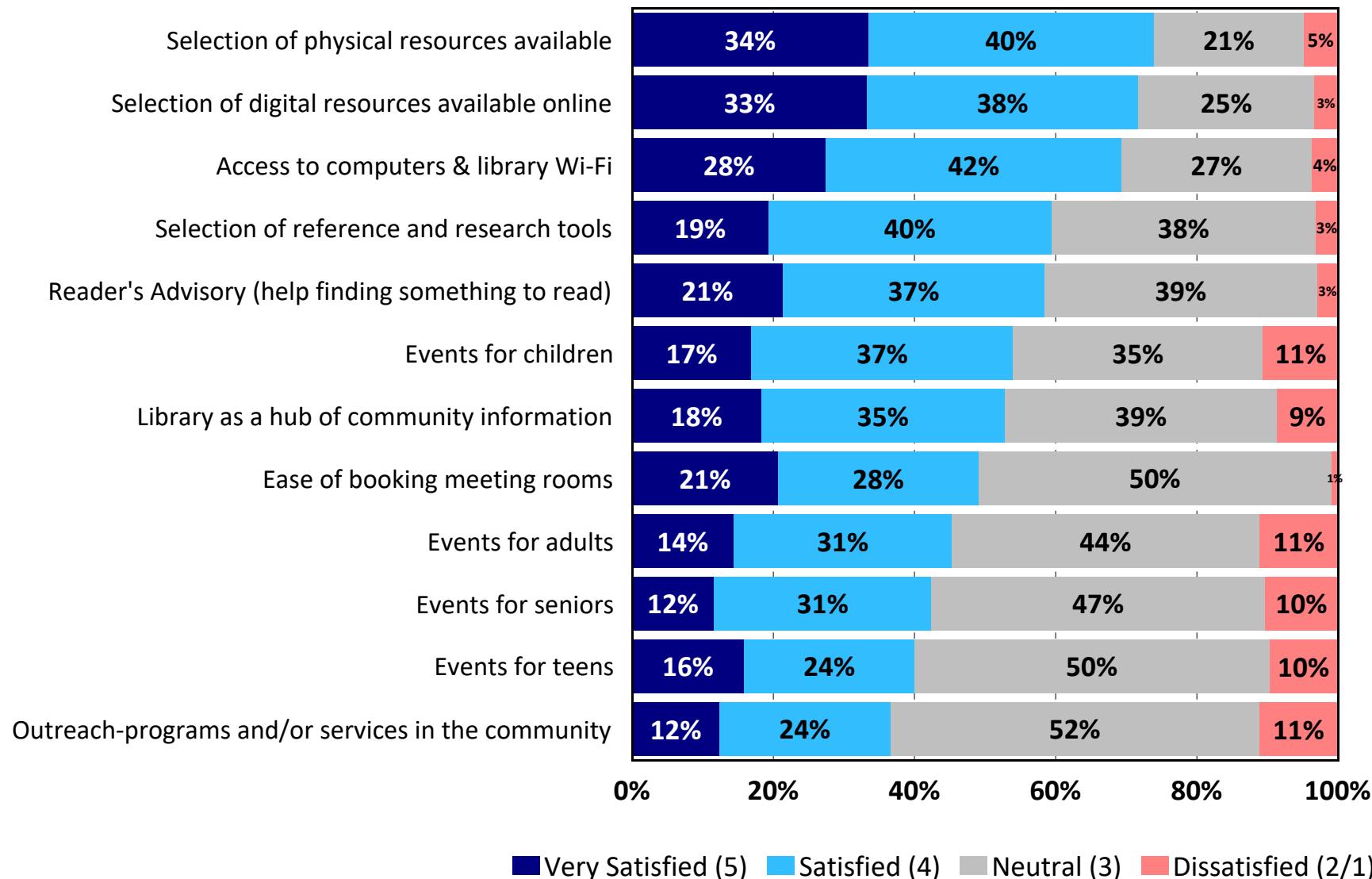
# Q18. Traffic and Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q19. Satisfaction With Public Library Services

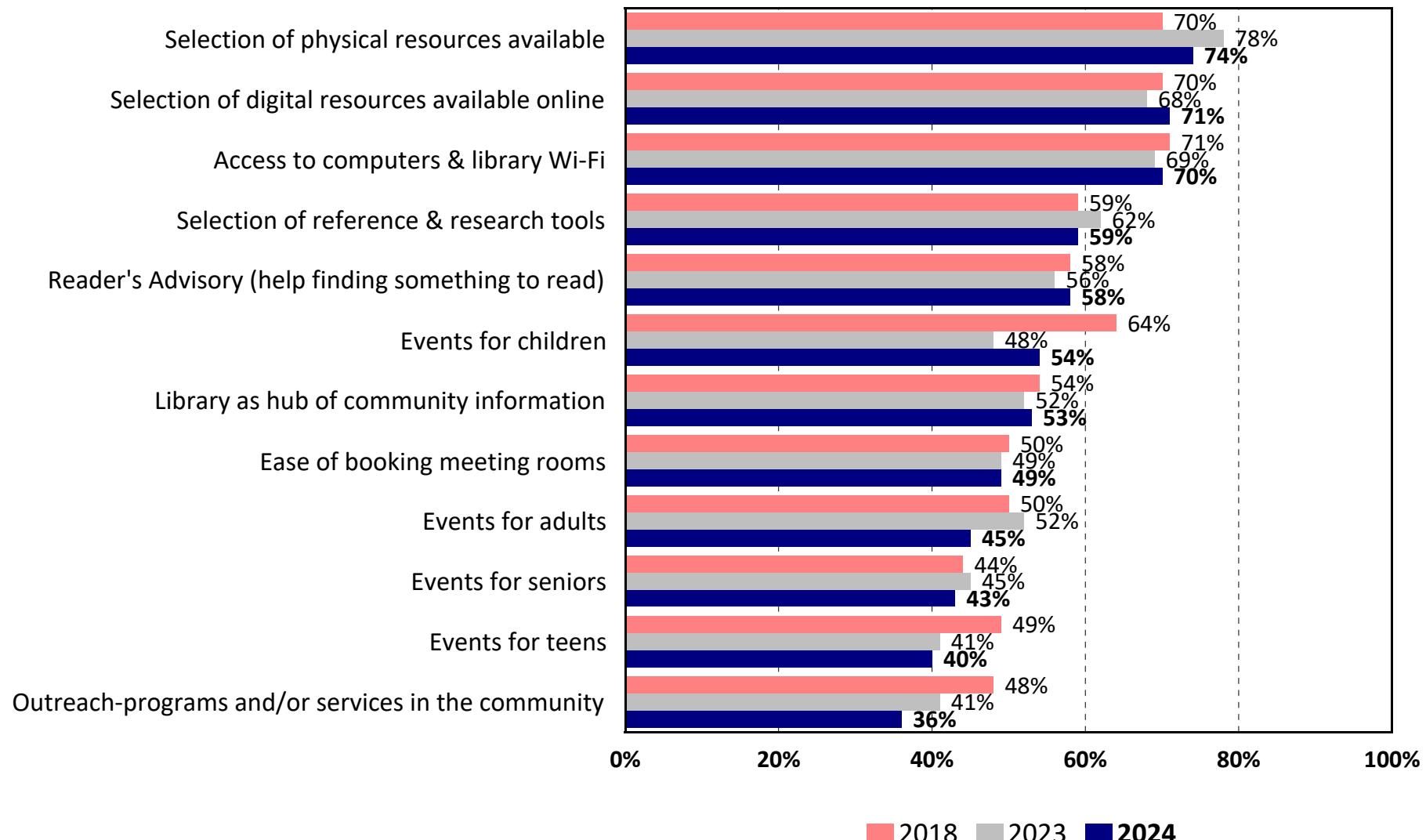
by percentage of respondents (excluding don't knows)



# TRENDS: Satisfaction With Public Library Services

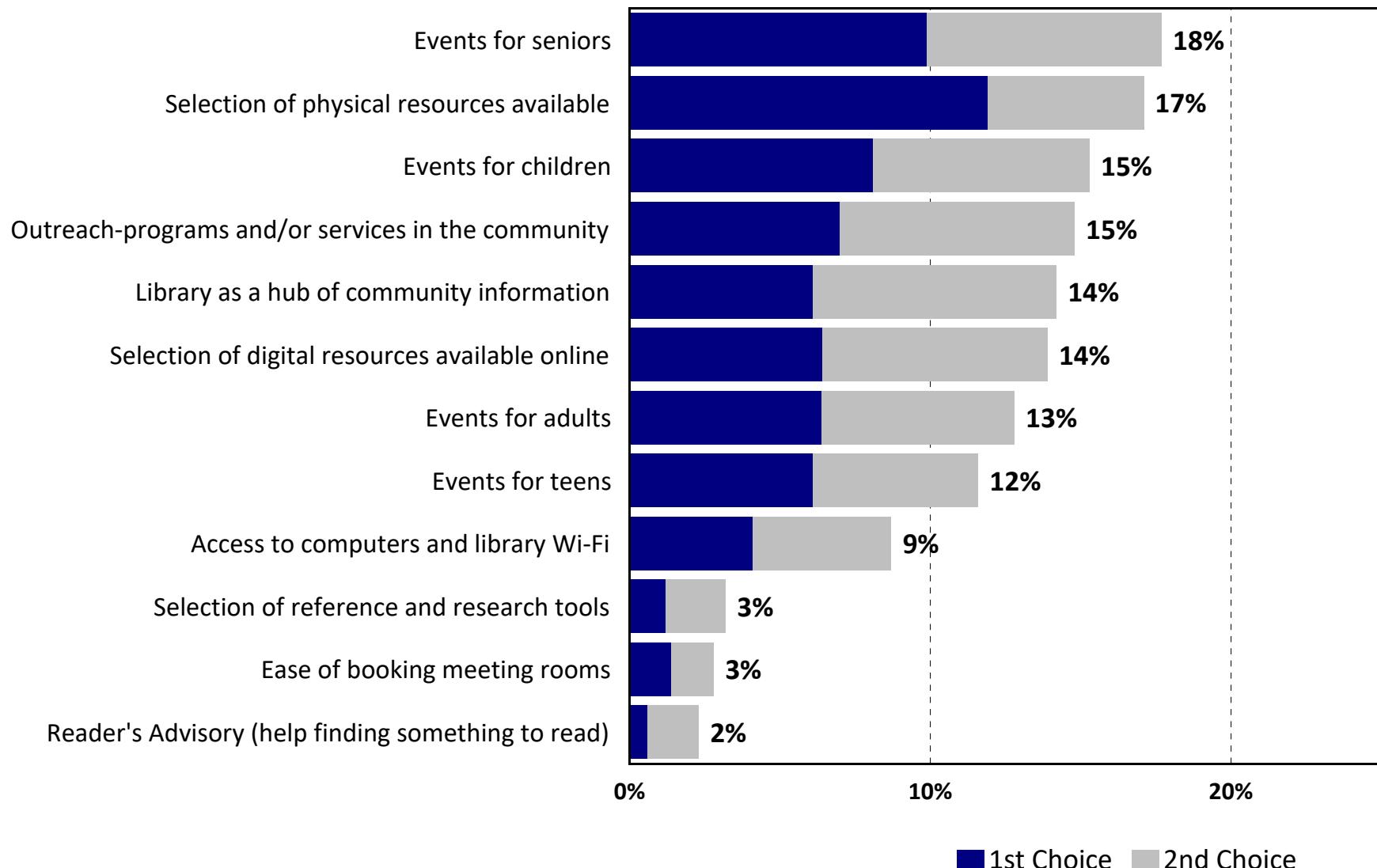
## **2018 to 2024**

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



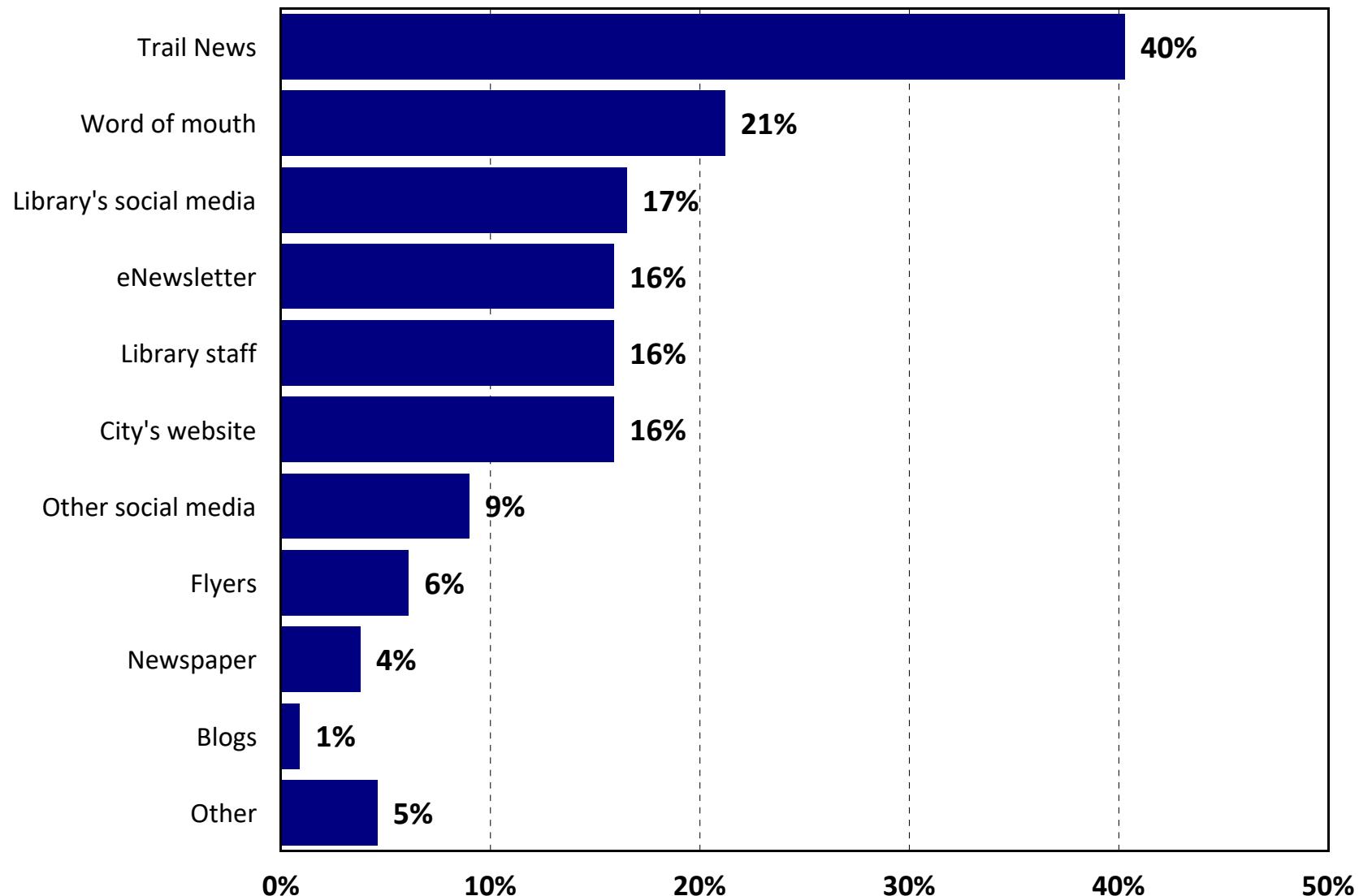
# Q20. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



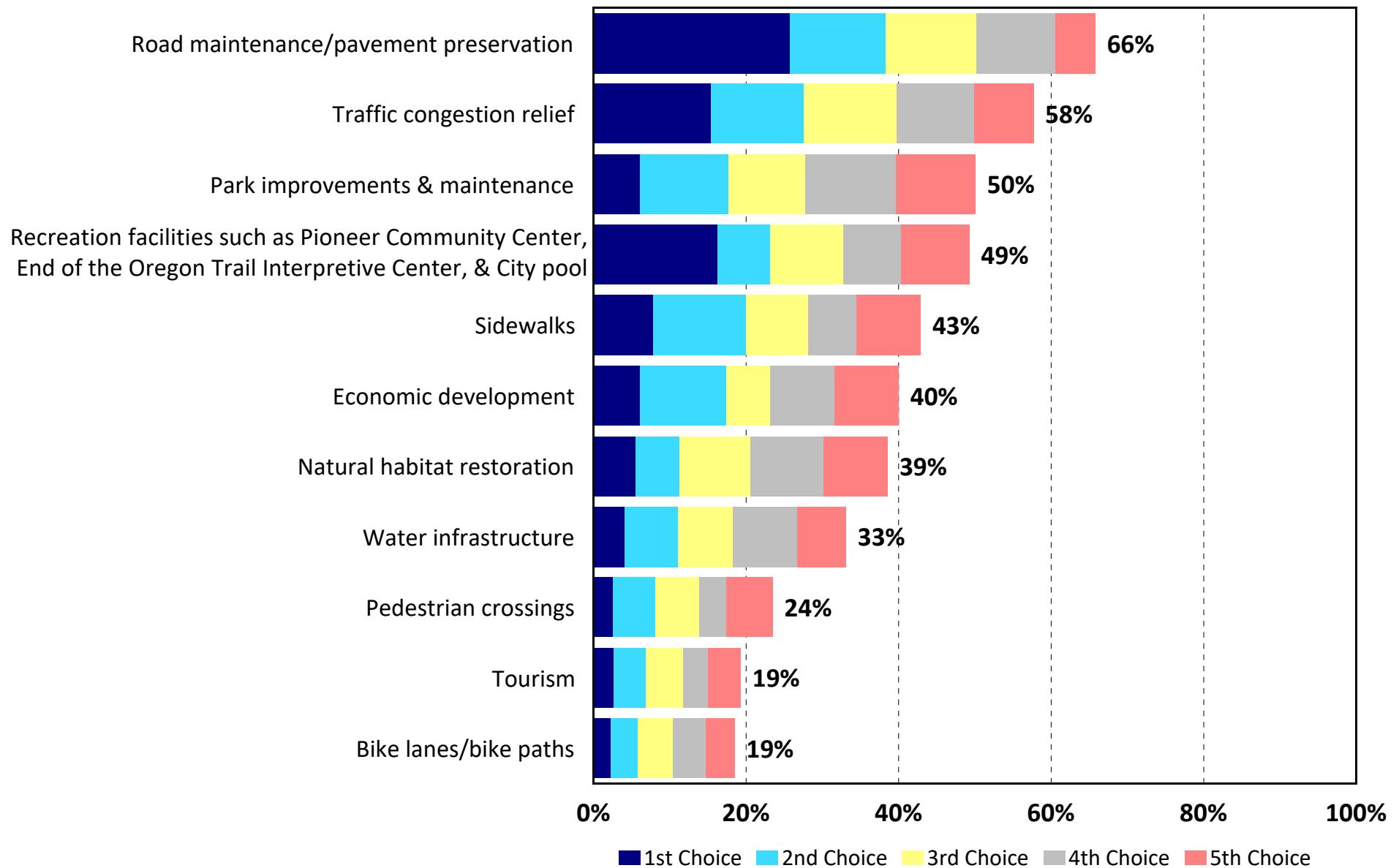
# Q21. How do you get information about the library?

by percentage of respondents (multiple choices could be made)



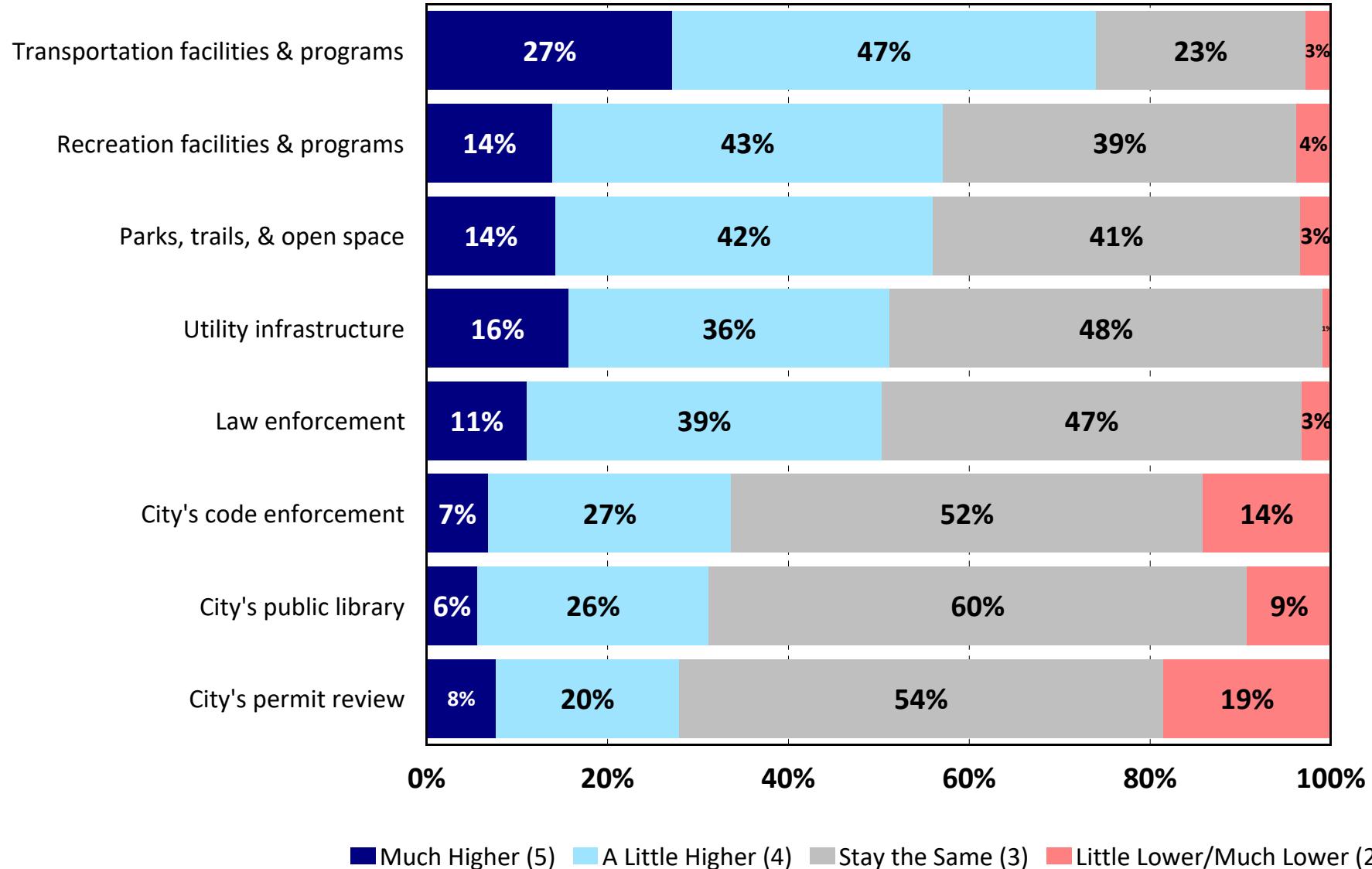
# Q22. Top Capital Investment Priorities

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



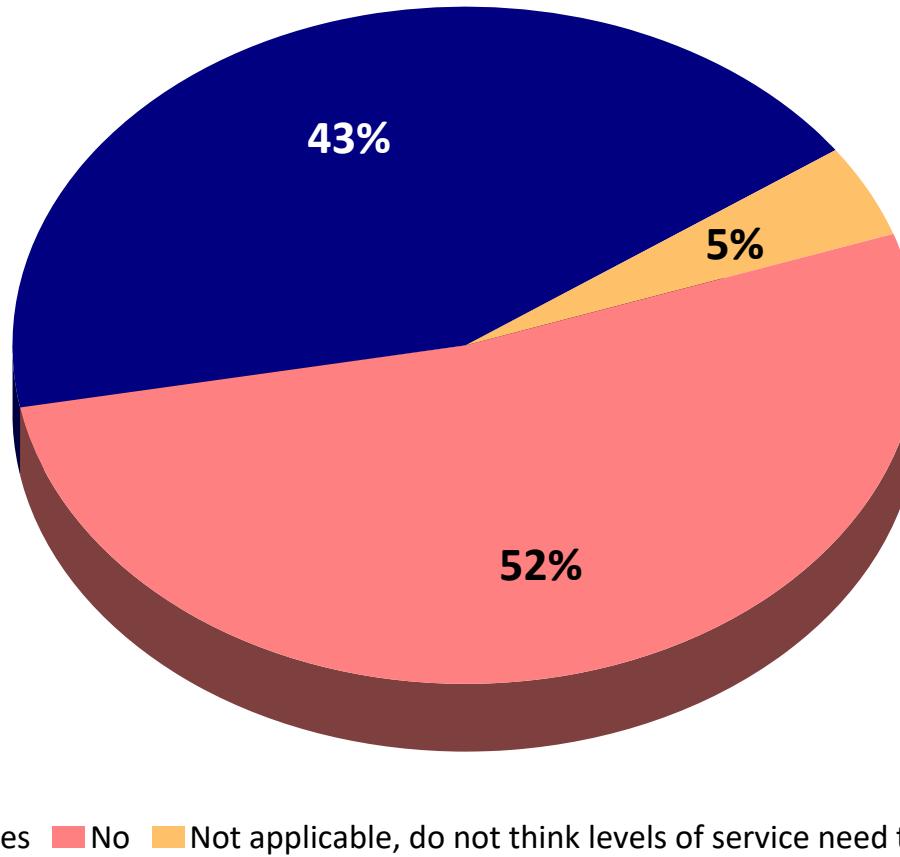
# Q23. Level of Change in Service Expectations

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?

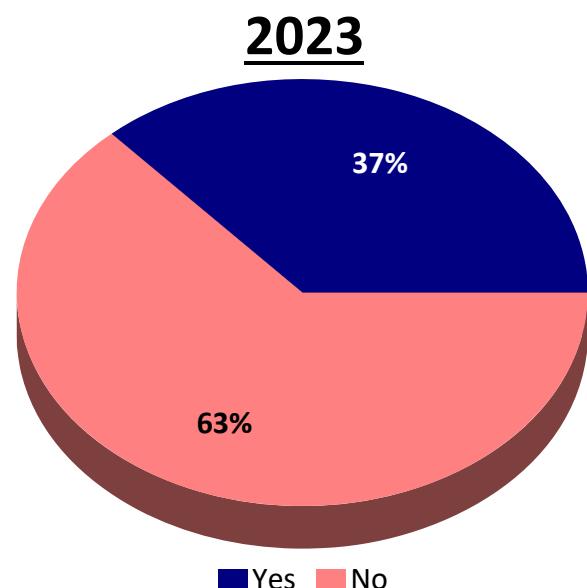
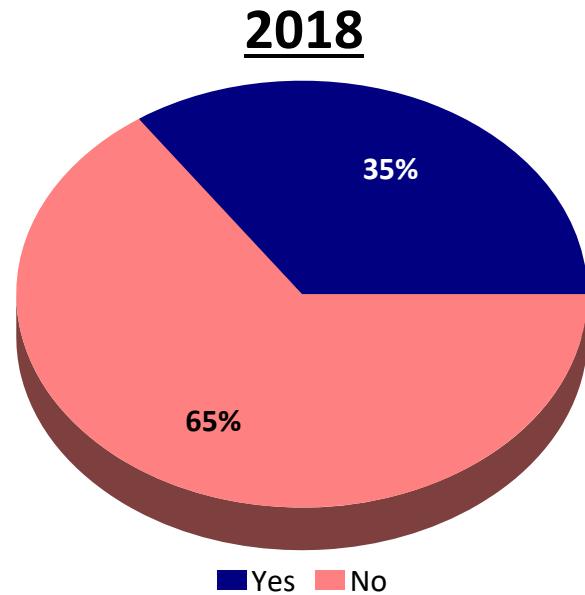
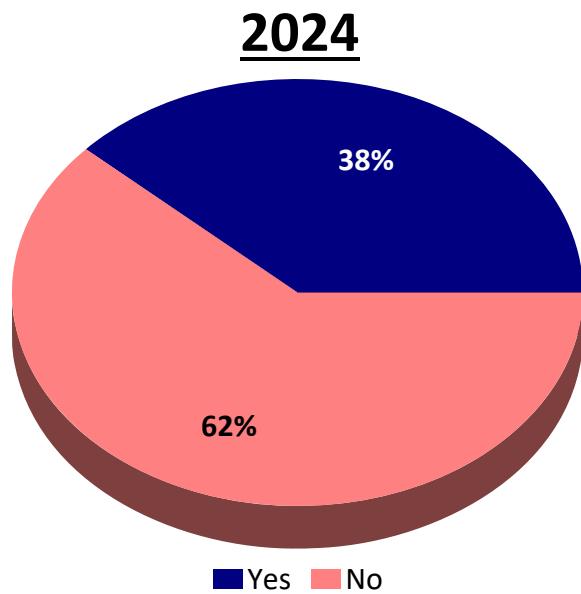
by percentage of respondents (excluding don't knows)



# 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)

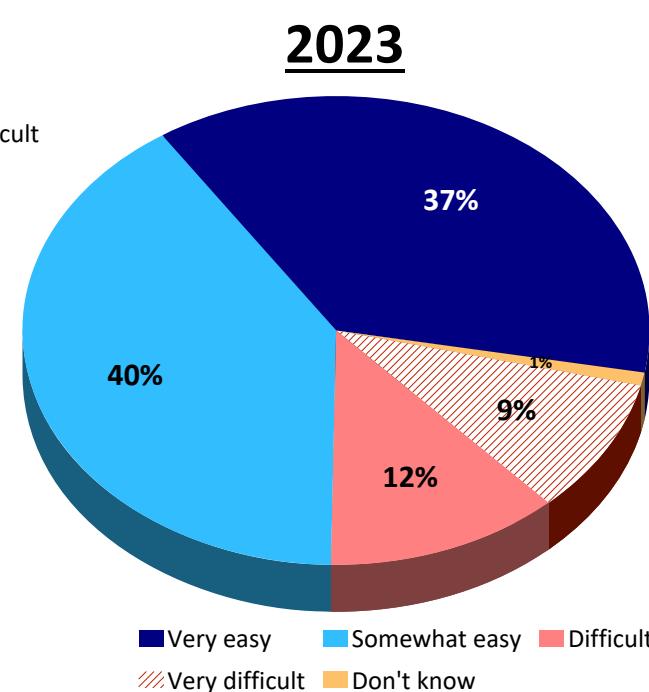
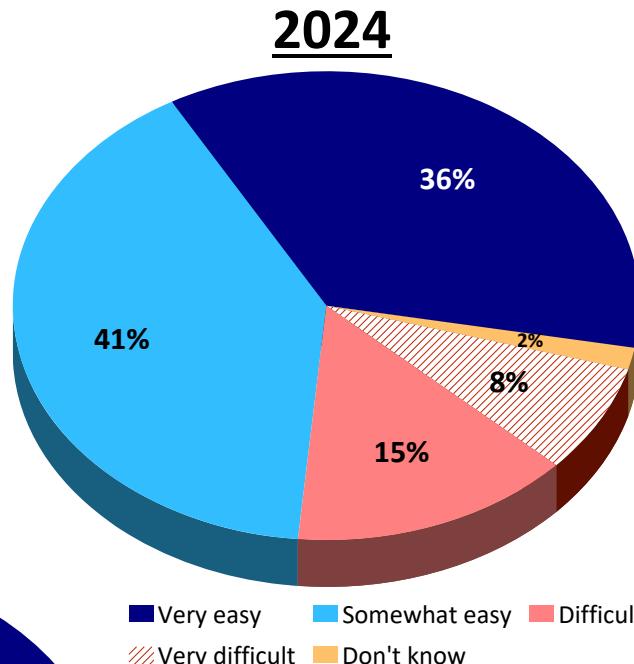
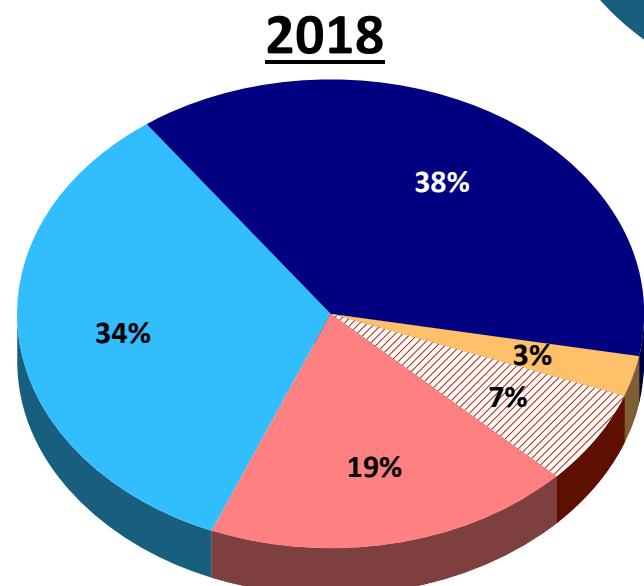
## TRENDS



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

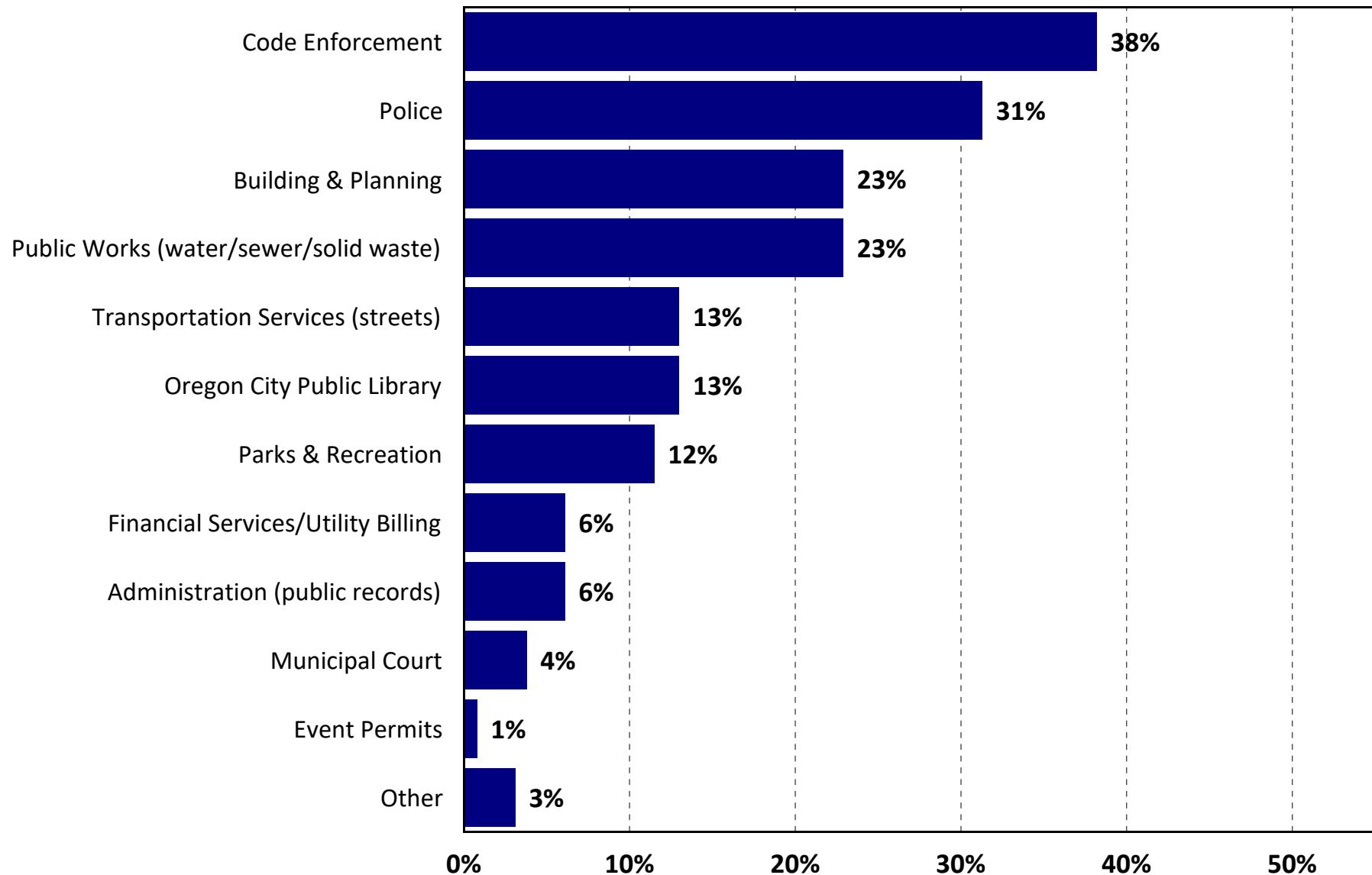
by percentage of respondents who have contacted the City in the past year

## TRENDS



# Q24b. What department did you contact?

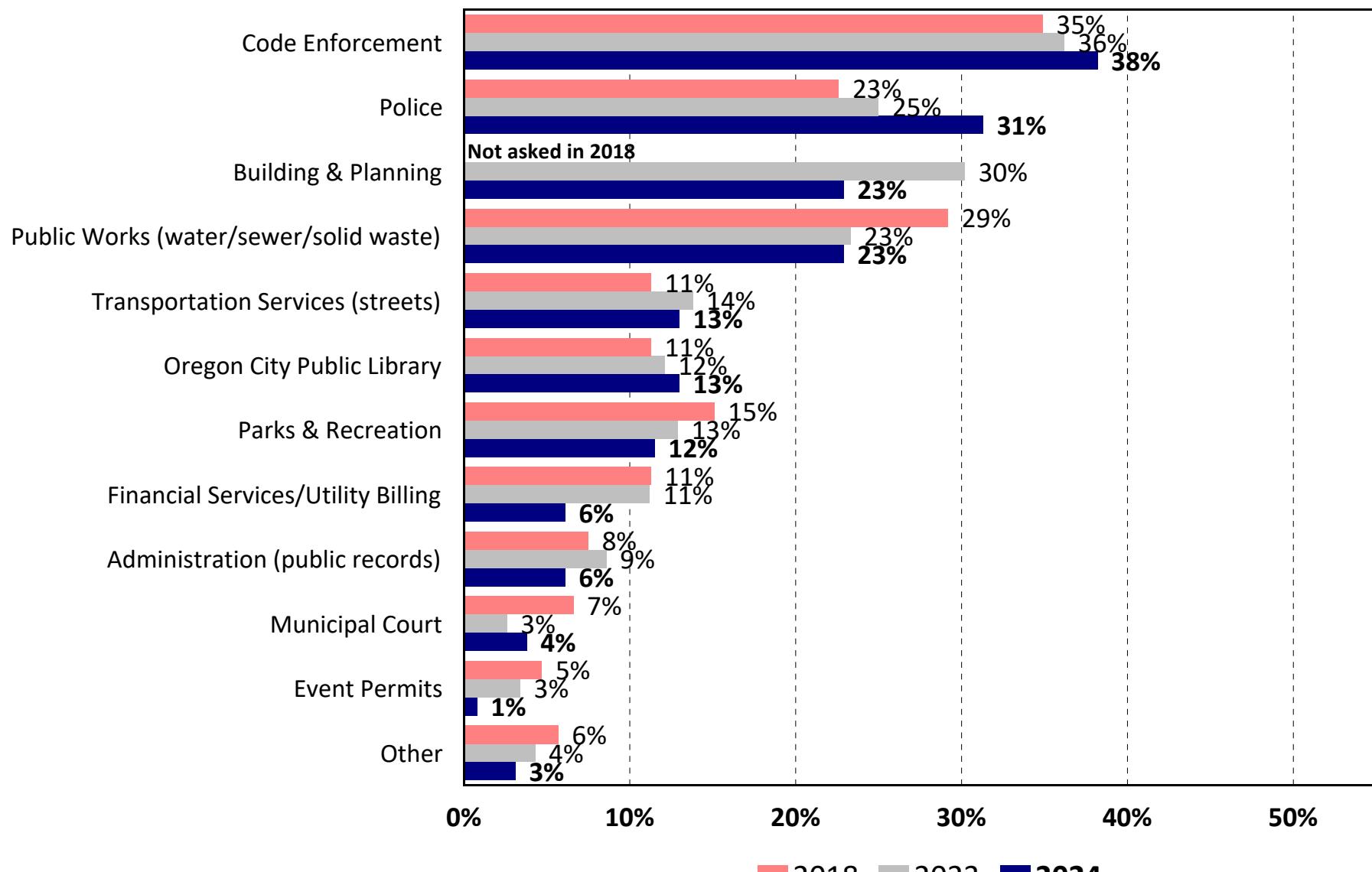
by percentage of respondents who have contacted the City in the past year (multiple choices could be made)



# TRENDS: What department did you contact?

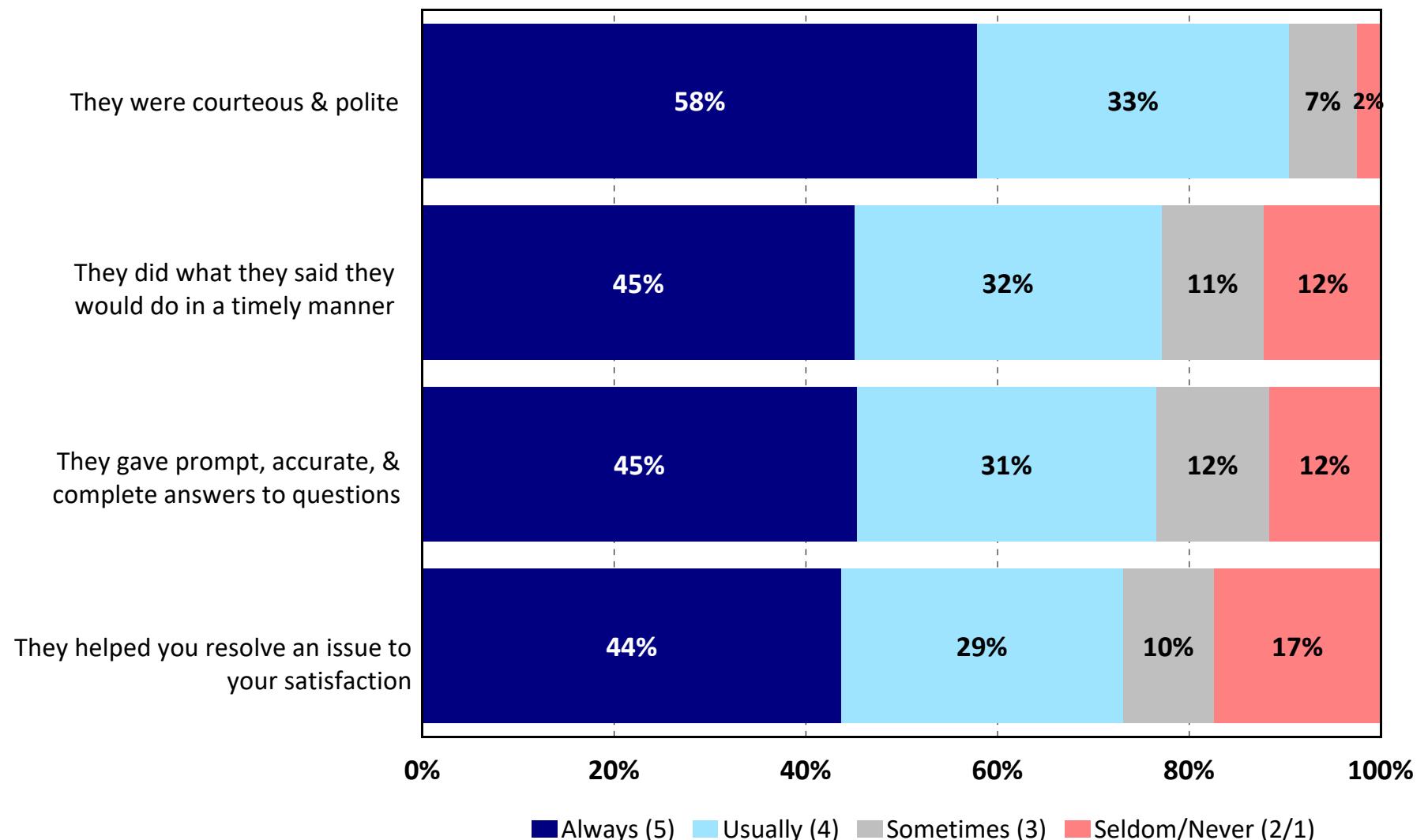
## 2018 to 2024

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



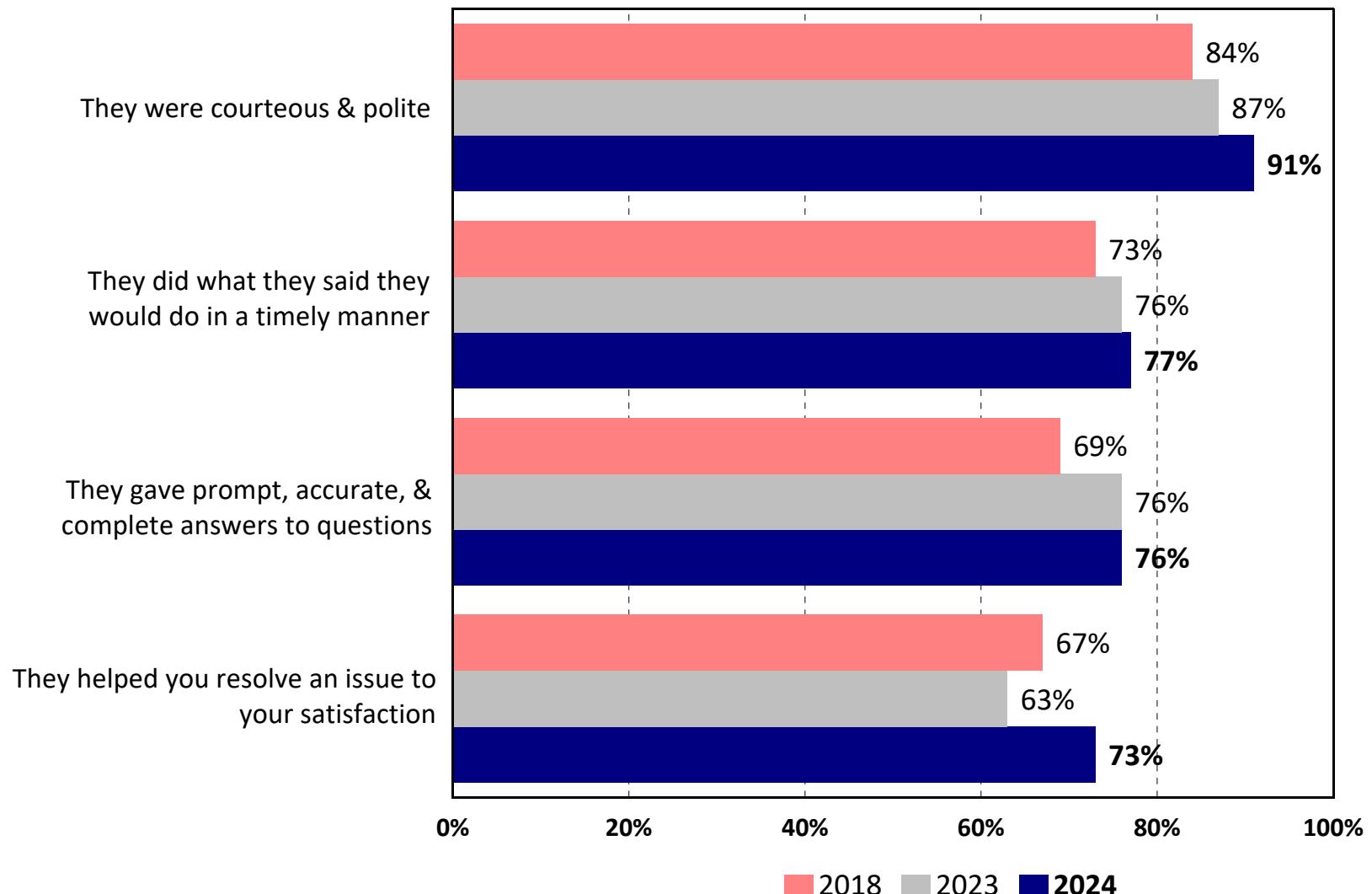
# Q24c. Perception of the Quality of Customer Service From City Employees

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)



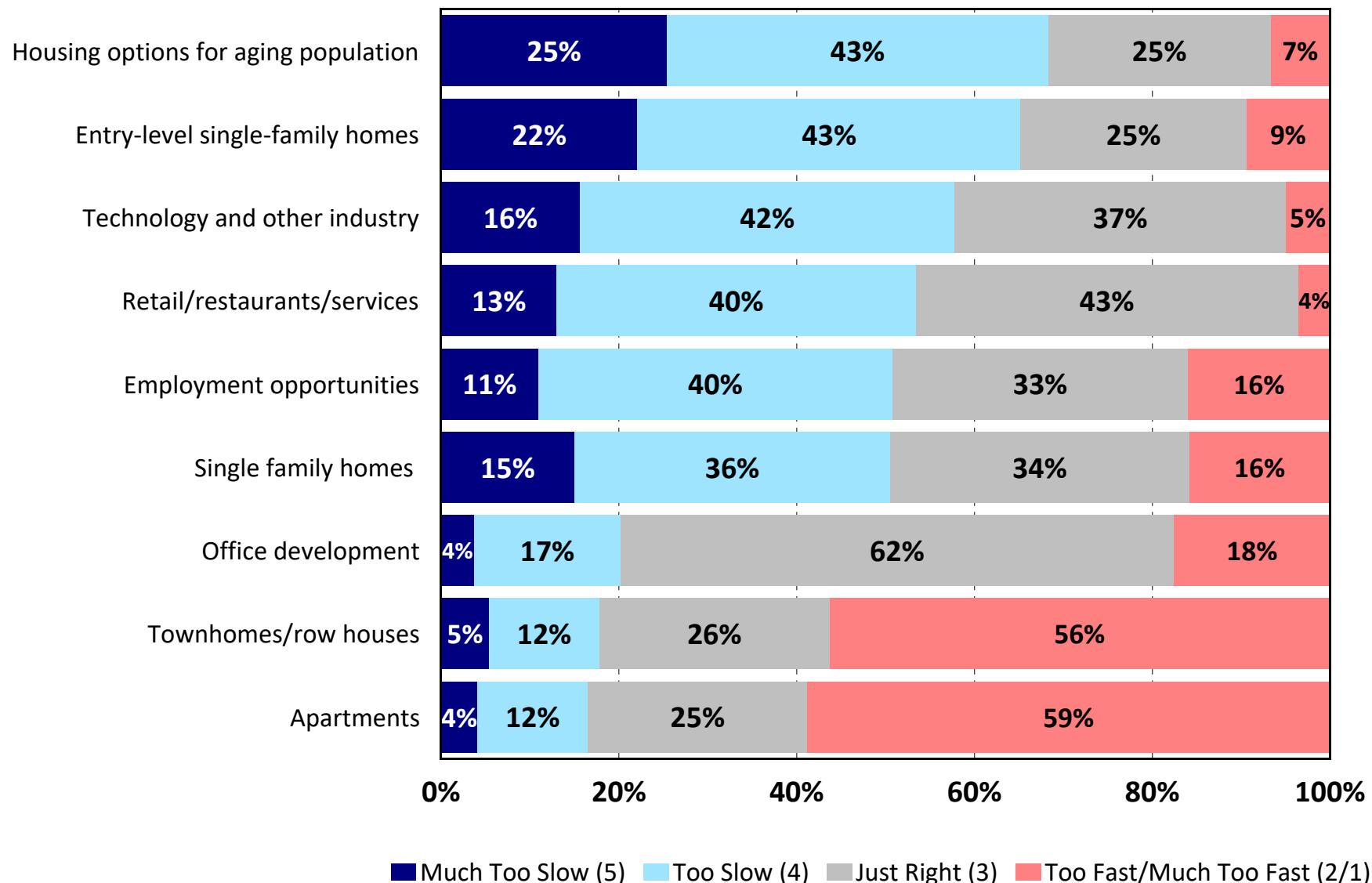
# TRENDS: Perception of the Quality of Customer Service From City Employees *2018 to 2024*

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



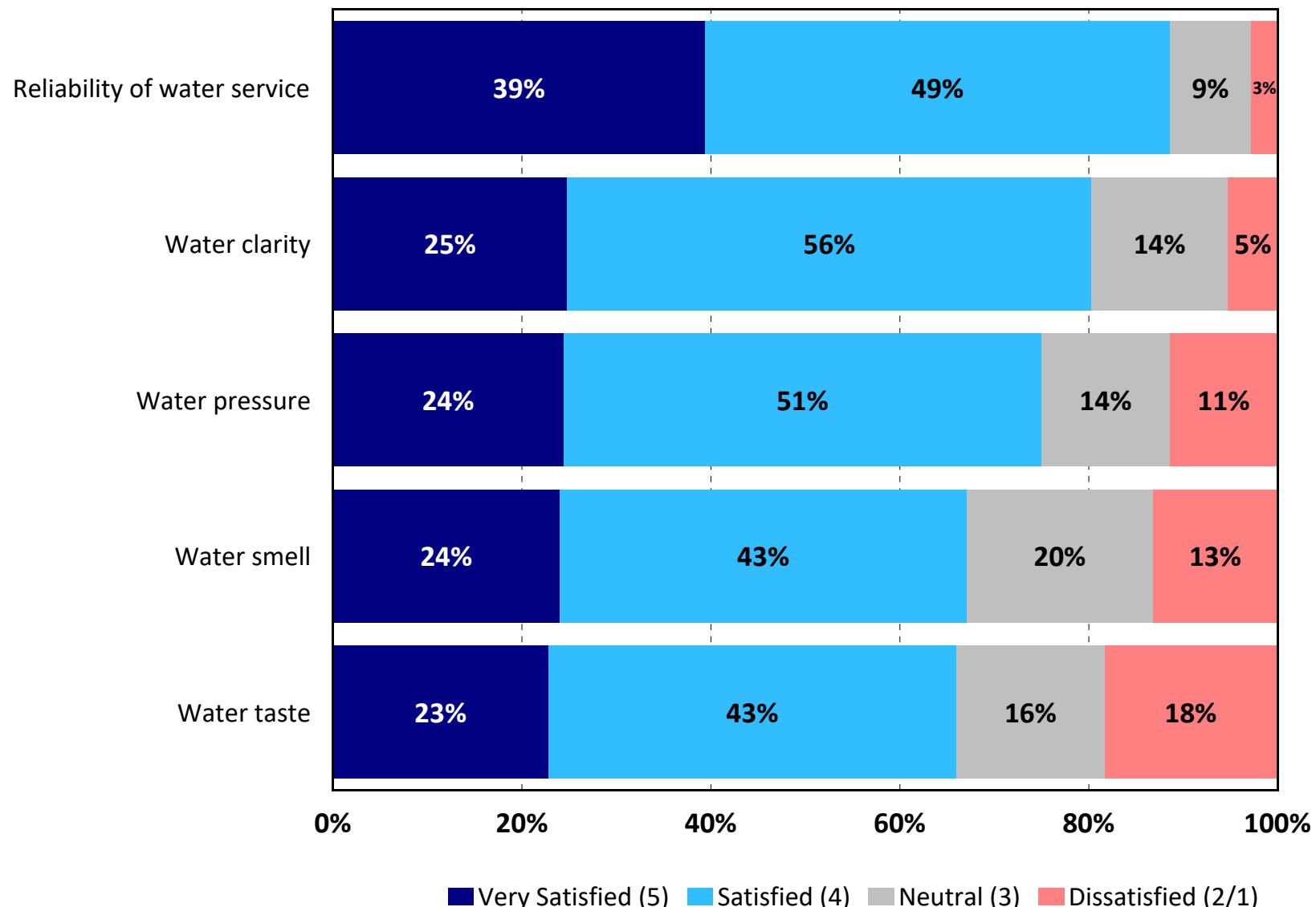
# Q25. Ratings of City's Current Pace of Land Development

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

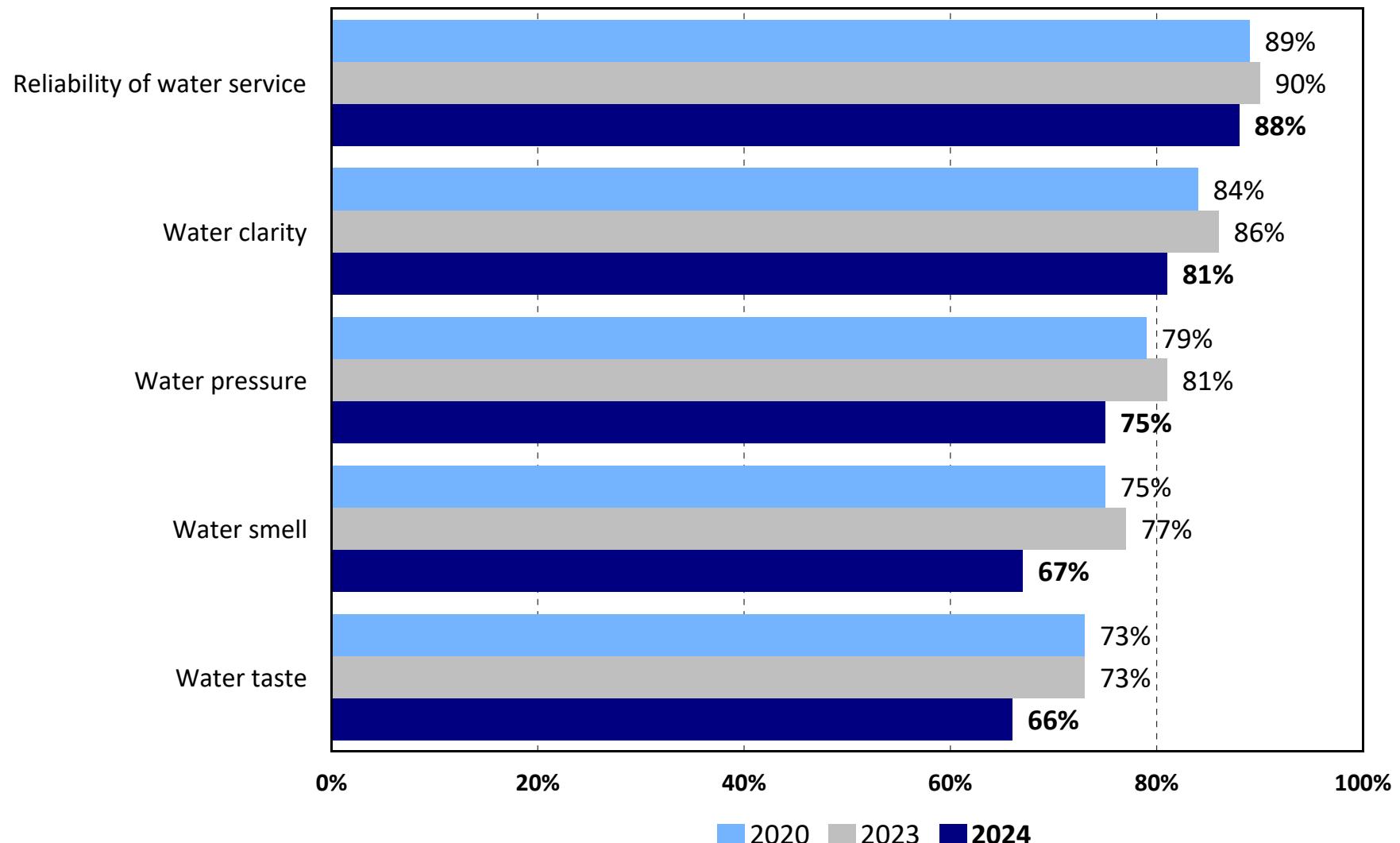
by percentage of respondents (excluding don't knows)



# **TRENDS: Satisfaction With Water Quality**

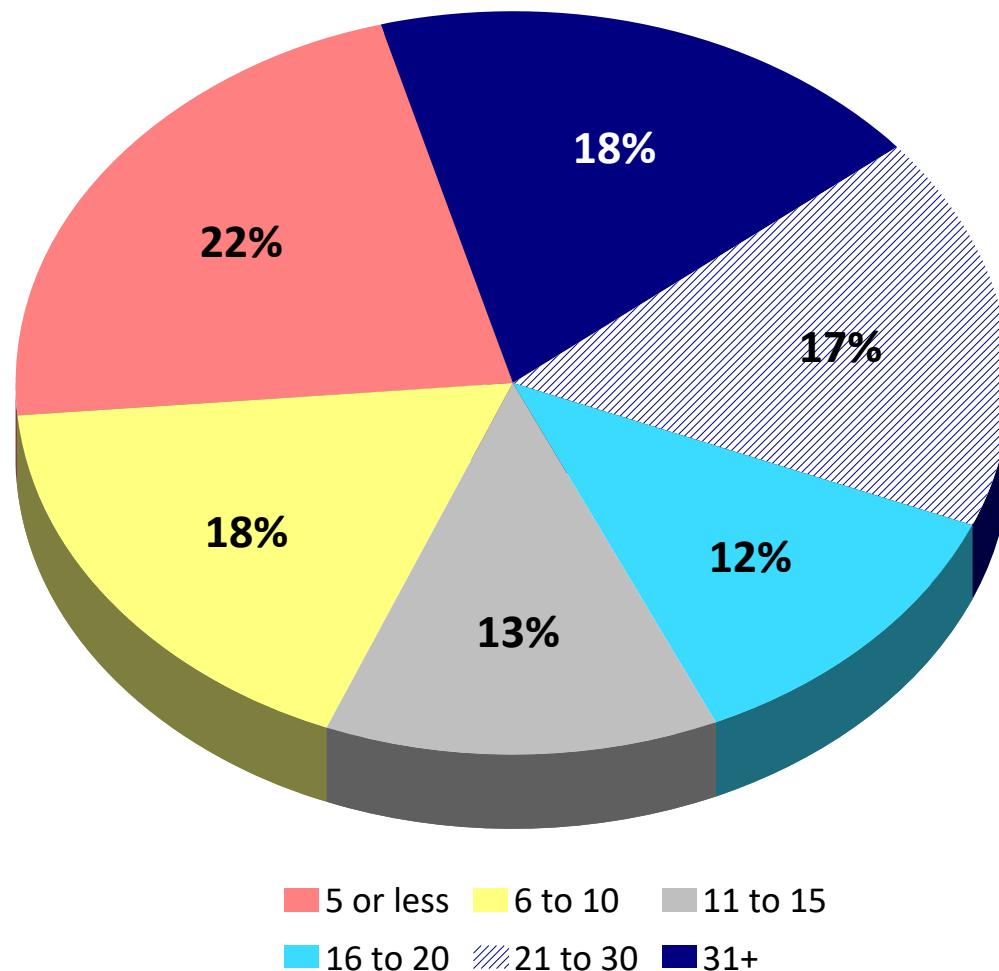
## ***2020 to 2024***

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



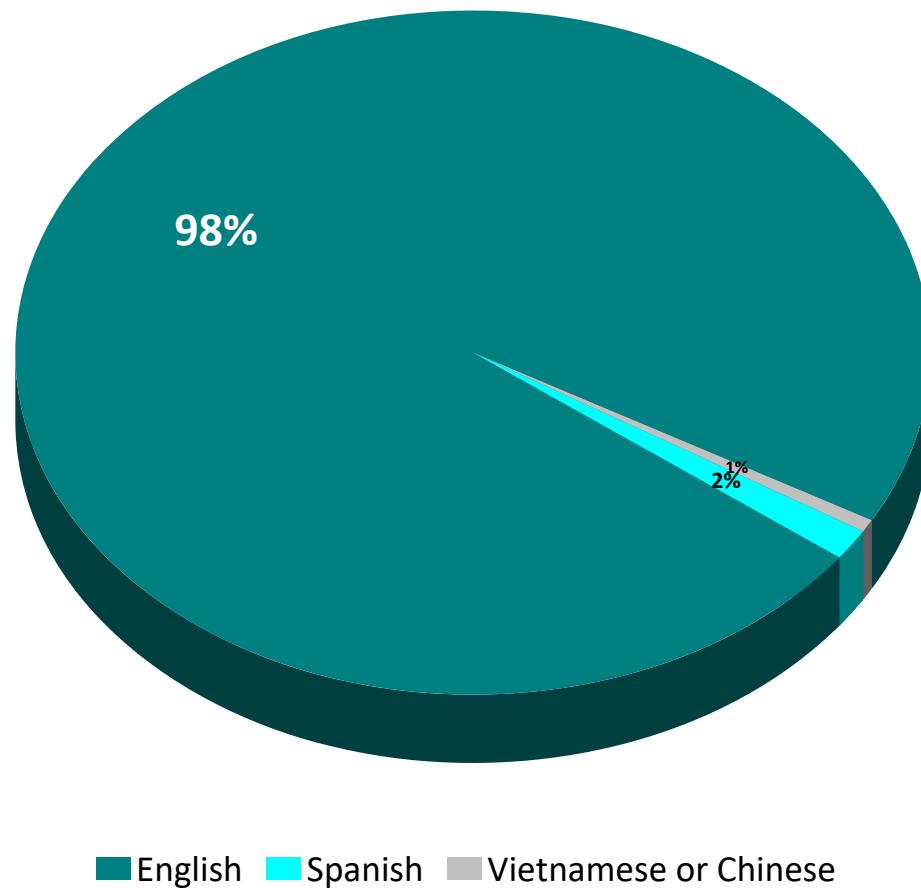
# Q27. Demographics: Approximately how many years have you lived in Oregon City?

by percentage of respondents



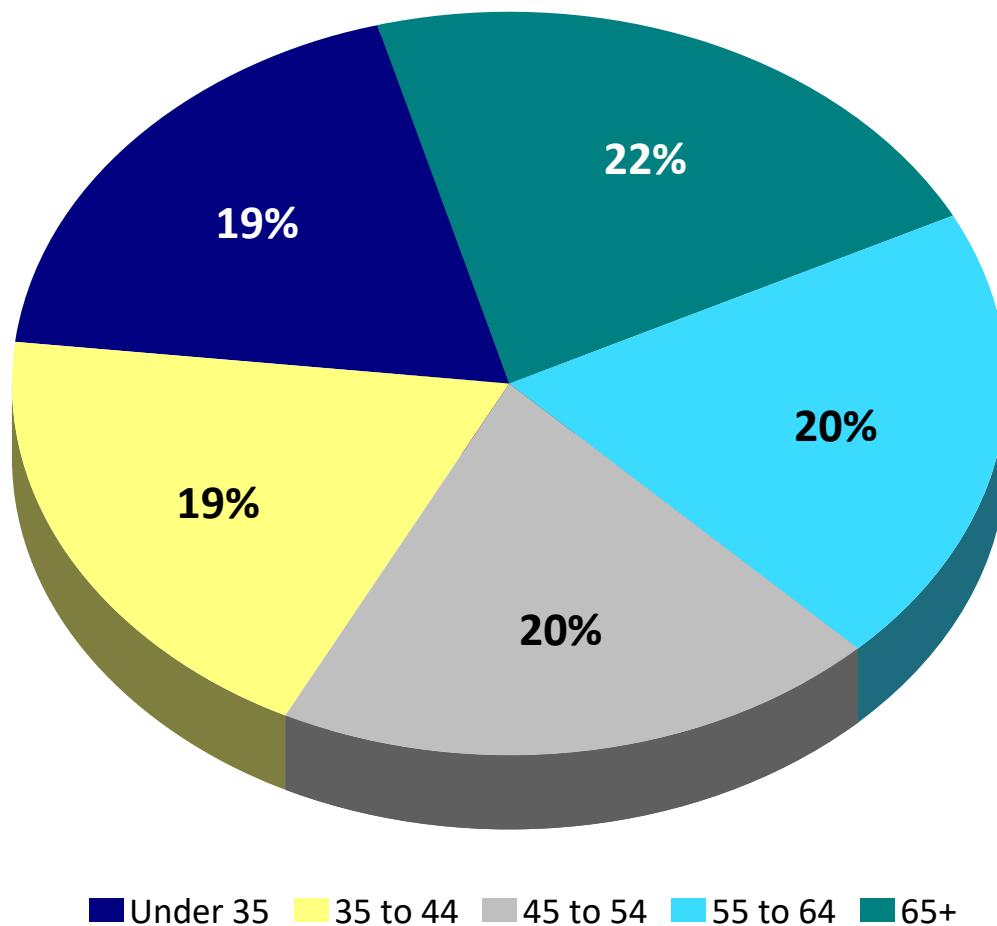
# Q28. Demographics: What is the preferred language spoken in your home?

by percentage of respondents



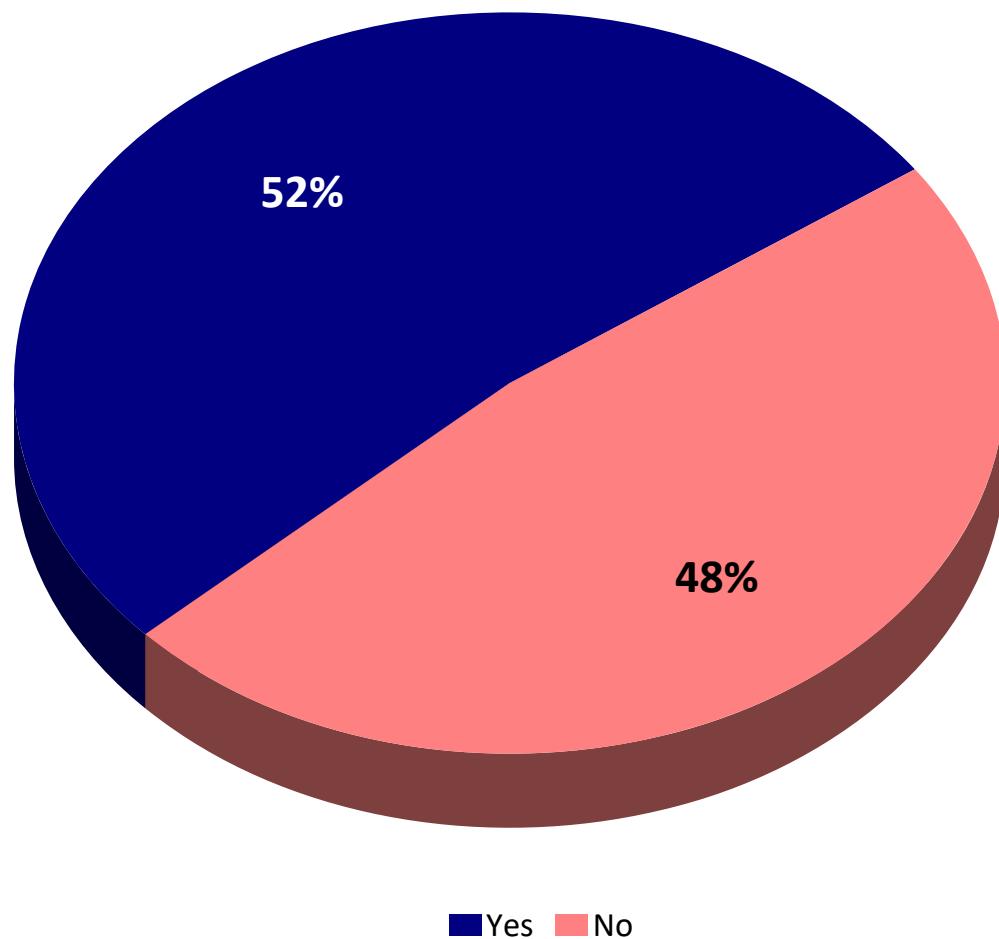
# Q29. Demographics: Age of Respondent

by percentage of respondents



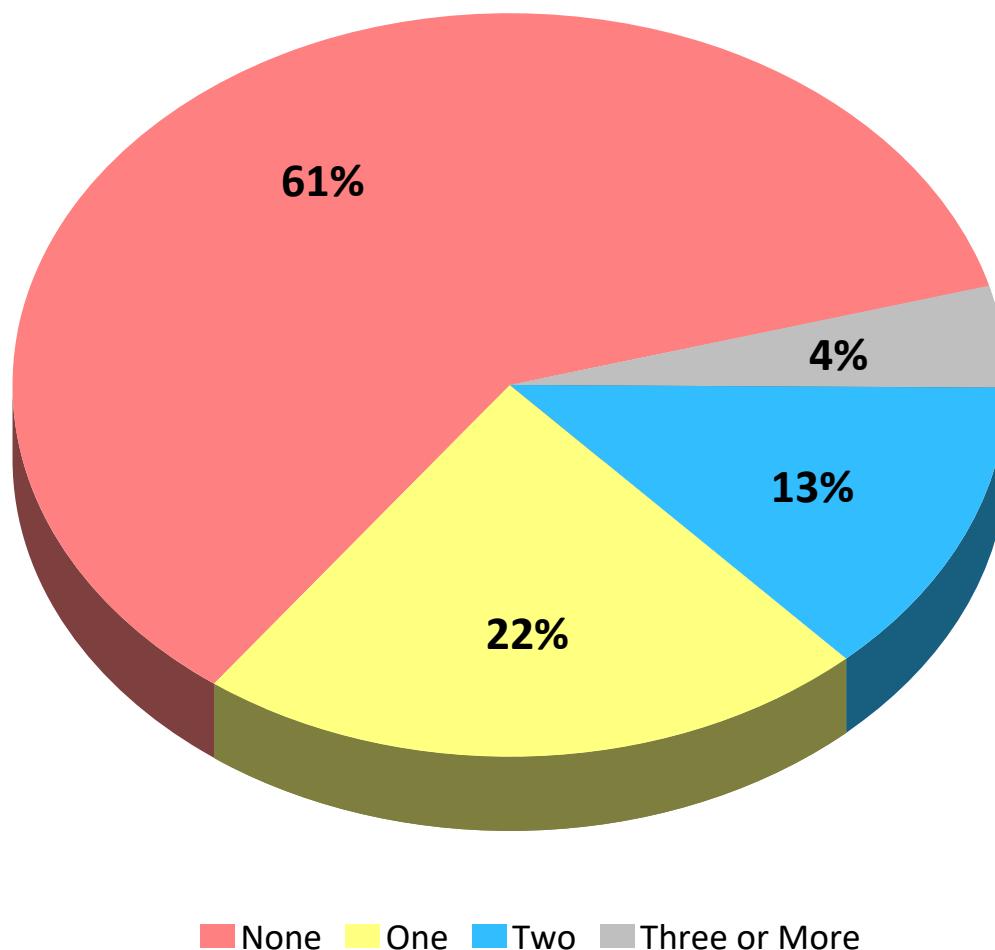
## Q30. Do you work outside of Oregon City?

by percentage of respondents



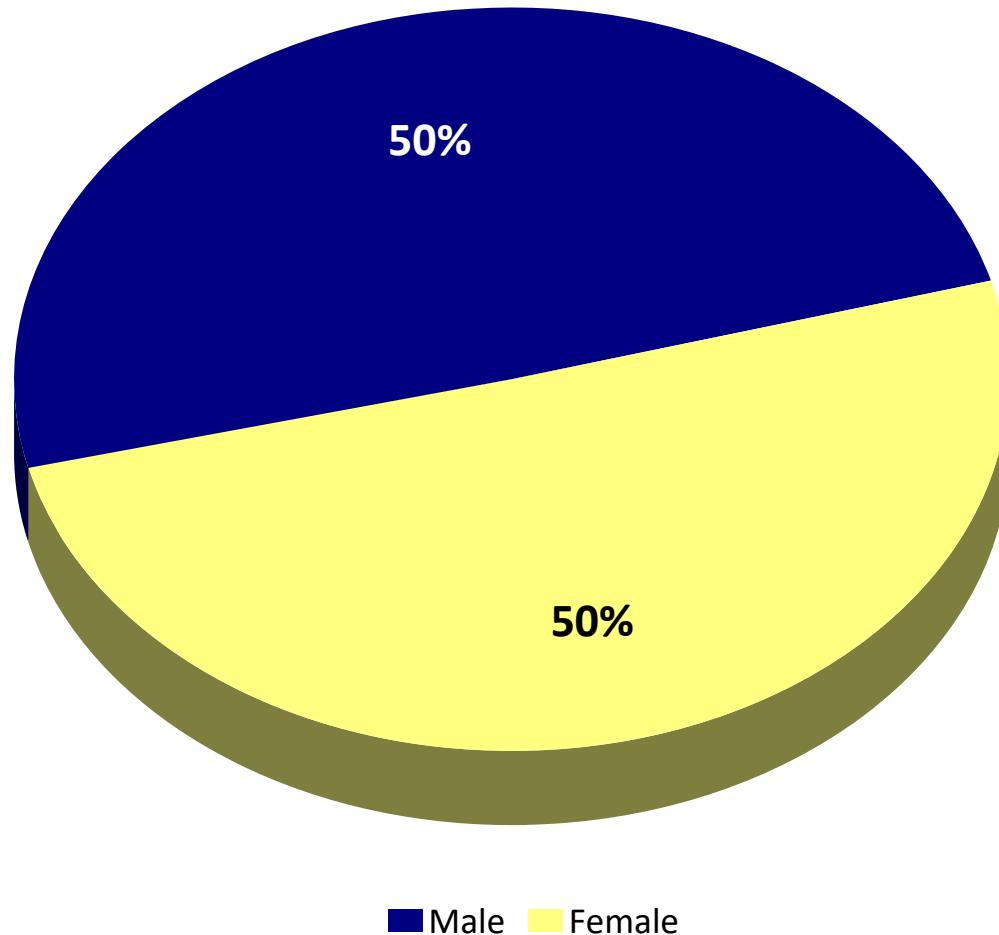
# Q31. Demographics: How many children under age 18 live in your household?

by percentage of respondents



## Q32. Demographics: Gender

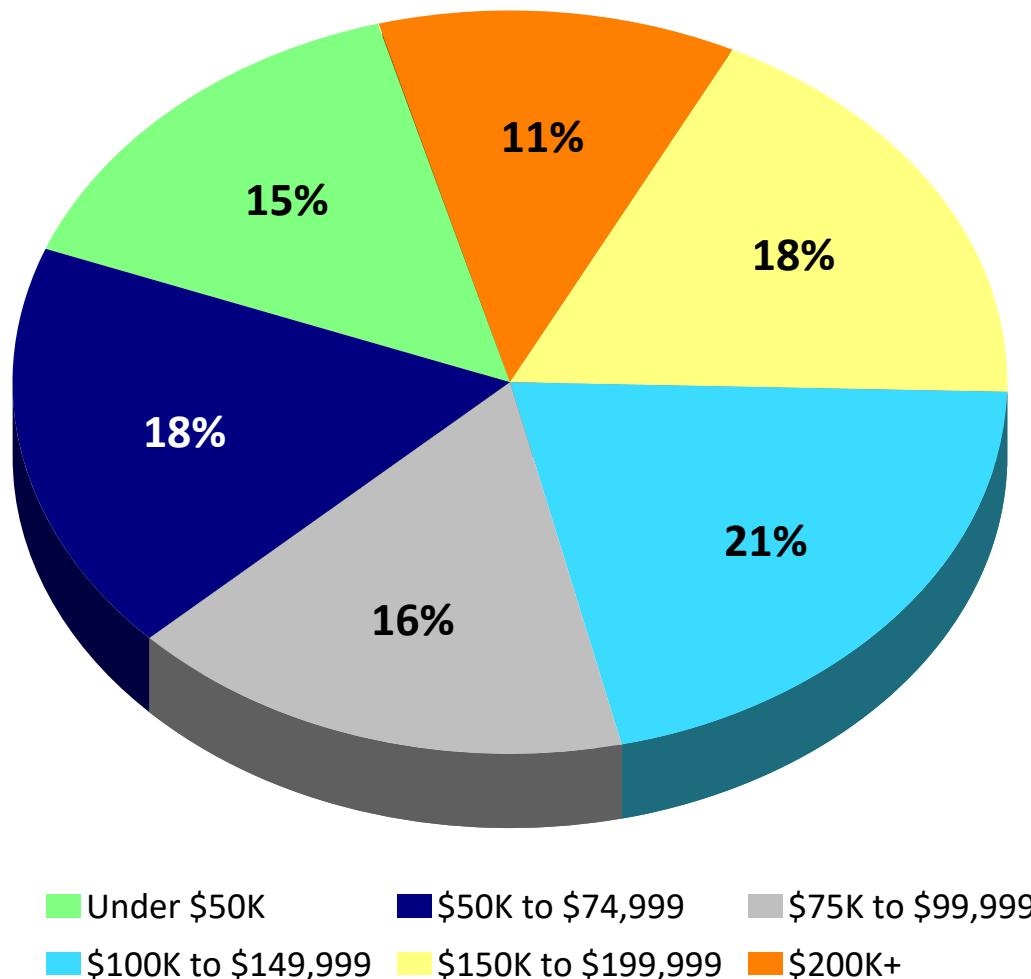
by percentage of respondents



*0.3% self-identified as non-binary*

# Q33. Demographics: Annual Household Income

by percentage of respondents



2

## 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.

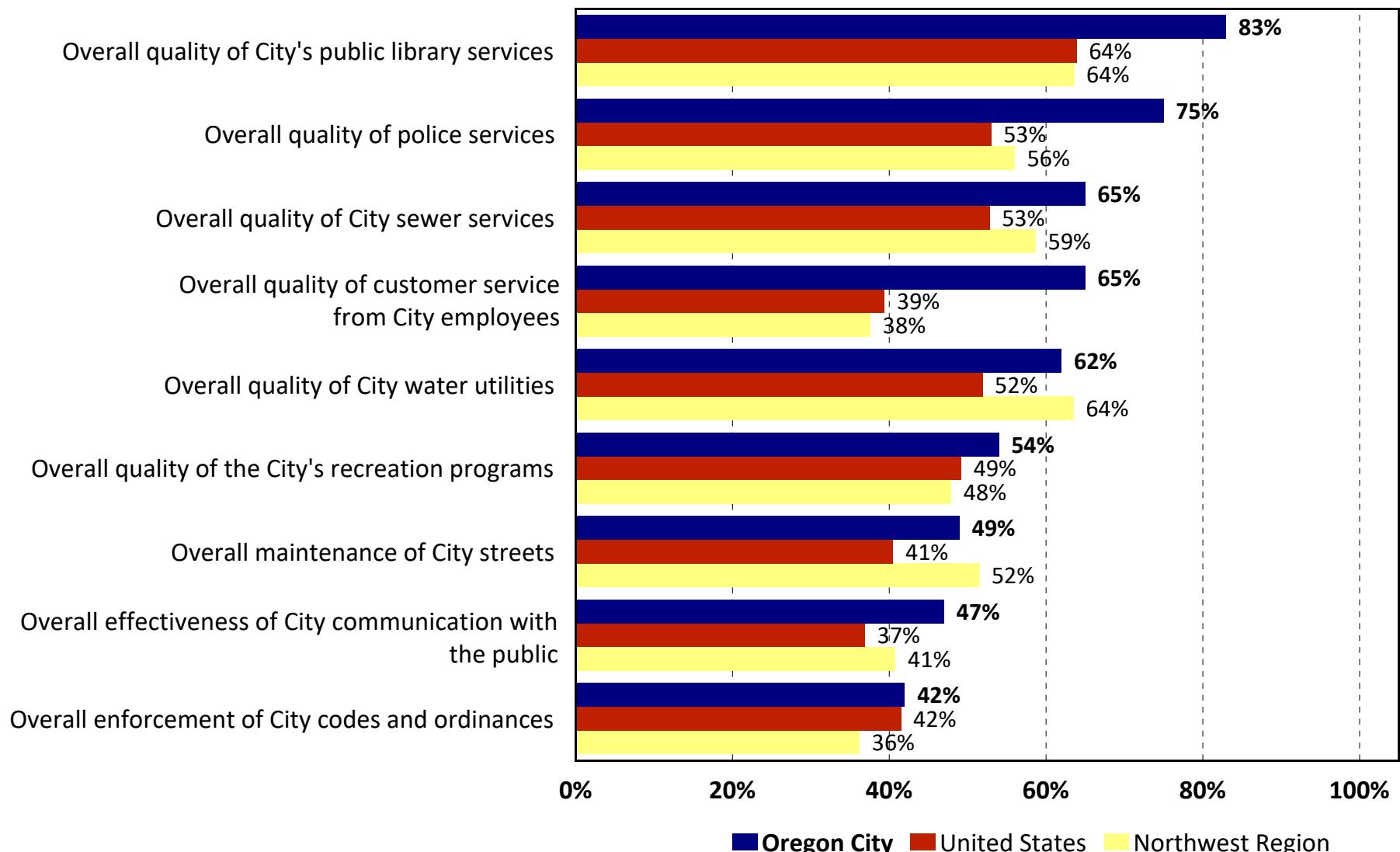
# National and Regional Benchmarks

**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

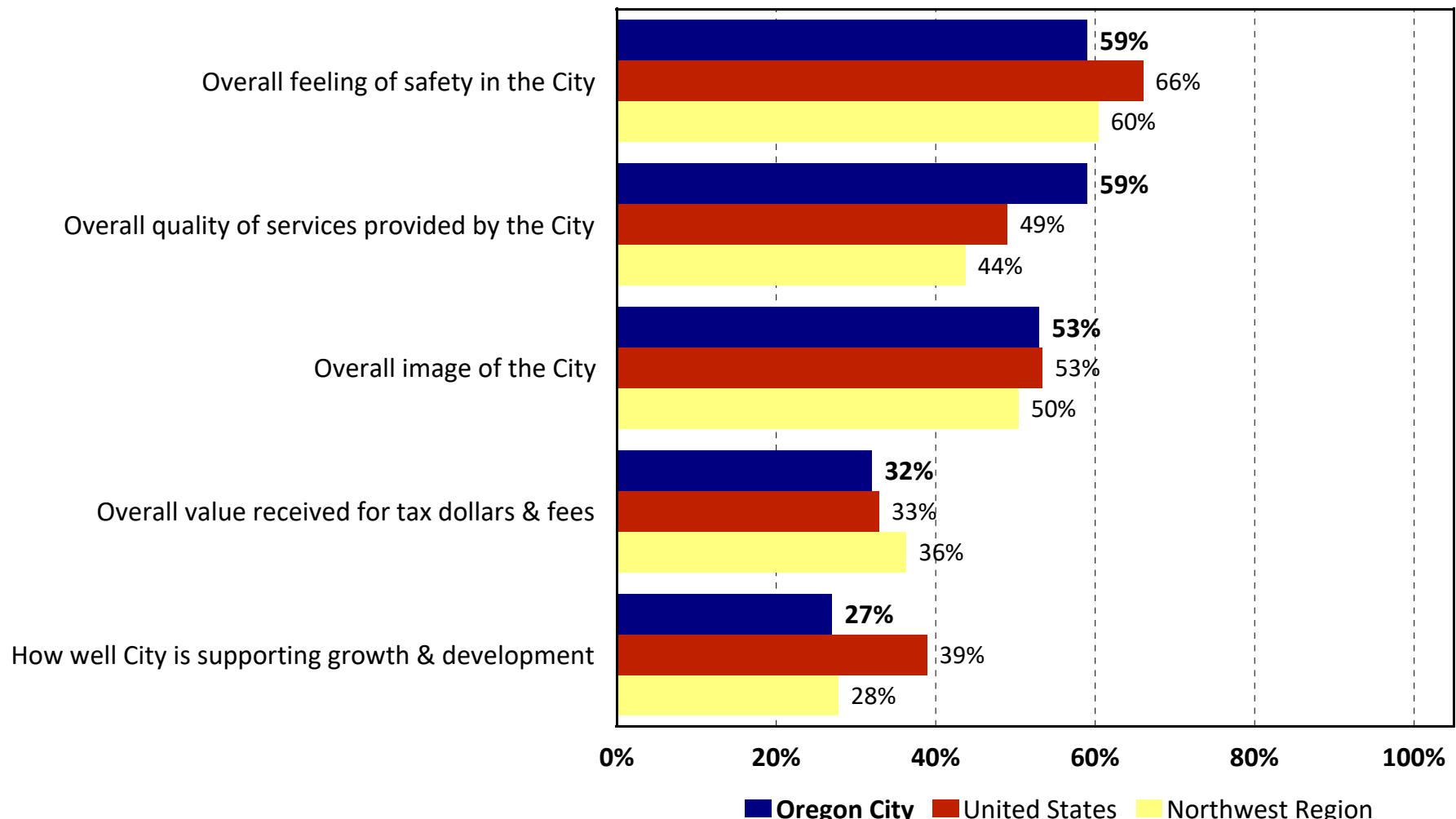
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Items that Influence Perceptions of the Community

## Oregon City vs. United States vs. Northwest Region

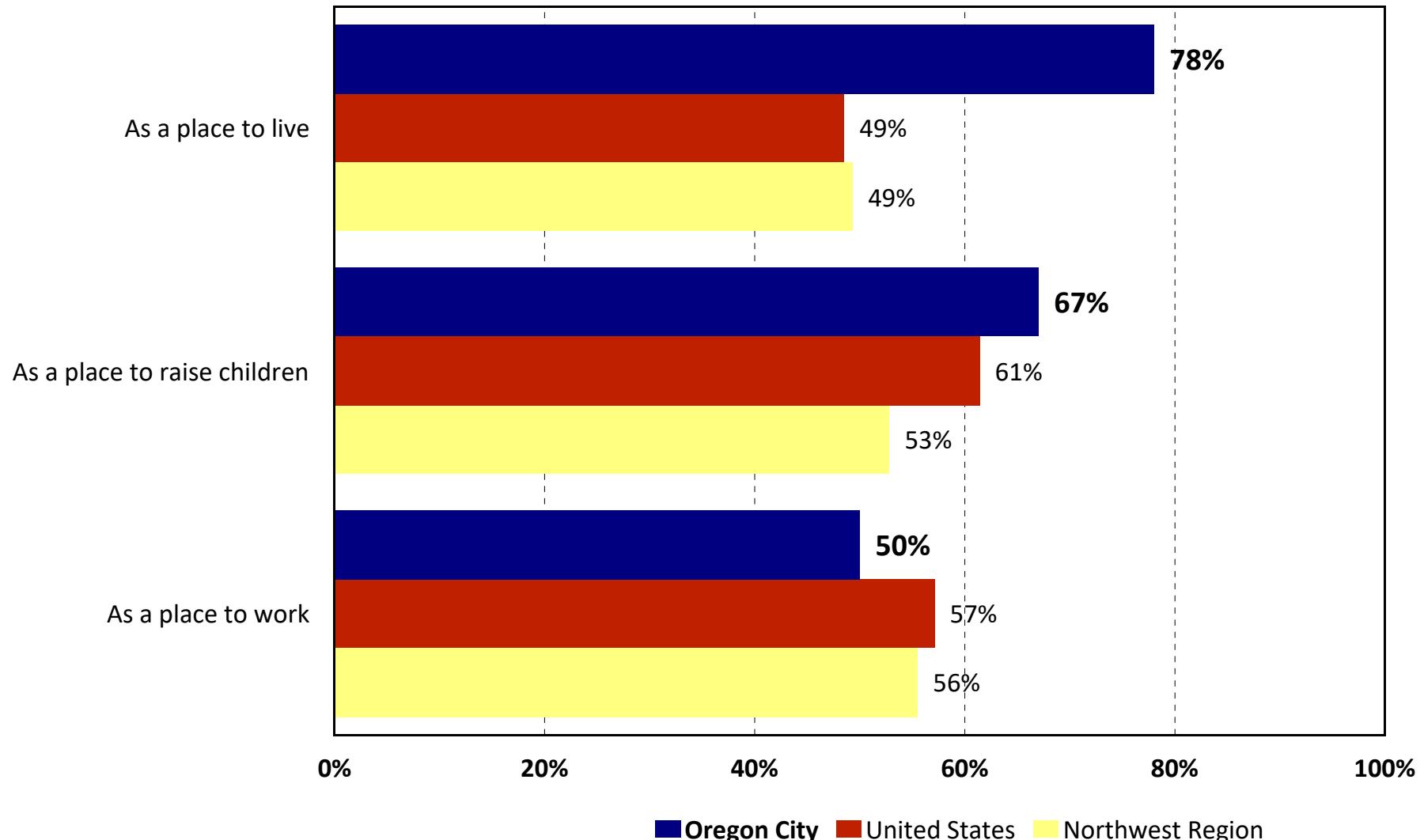
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Ratings of the City

## Oregon City vs. United States vs. Northwest Region

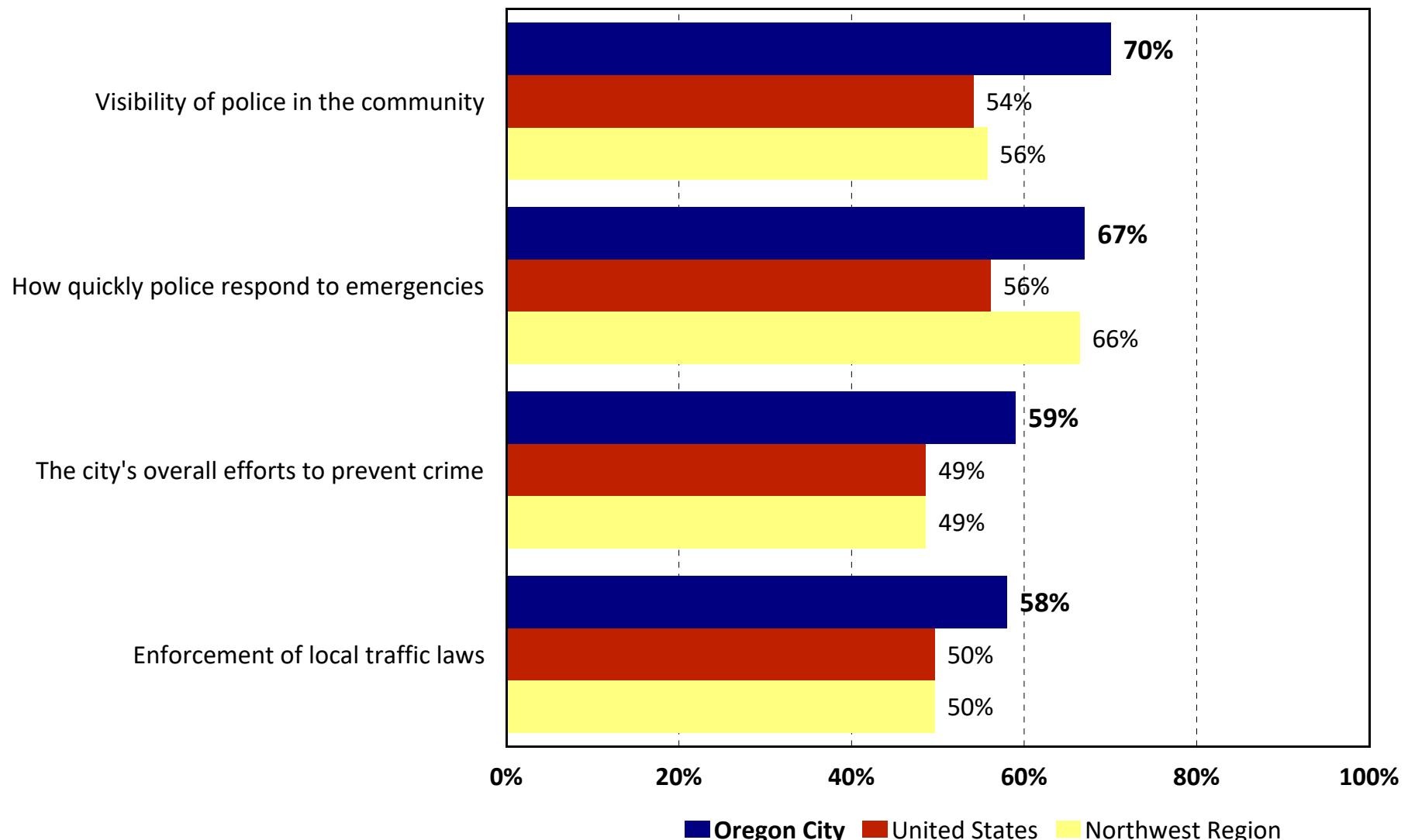
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



# Overall Satisfaction with Public Safety

## Oregon City vs. United States vs. Northwest Region

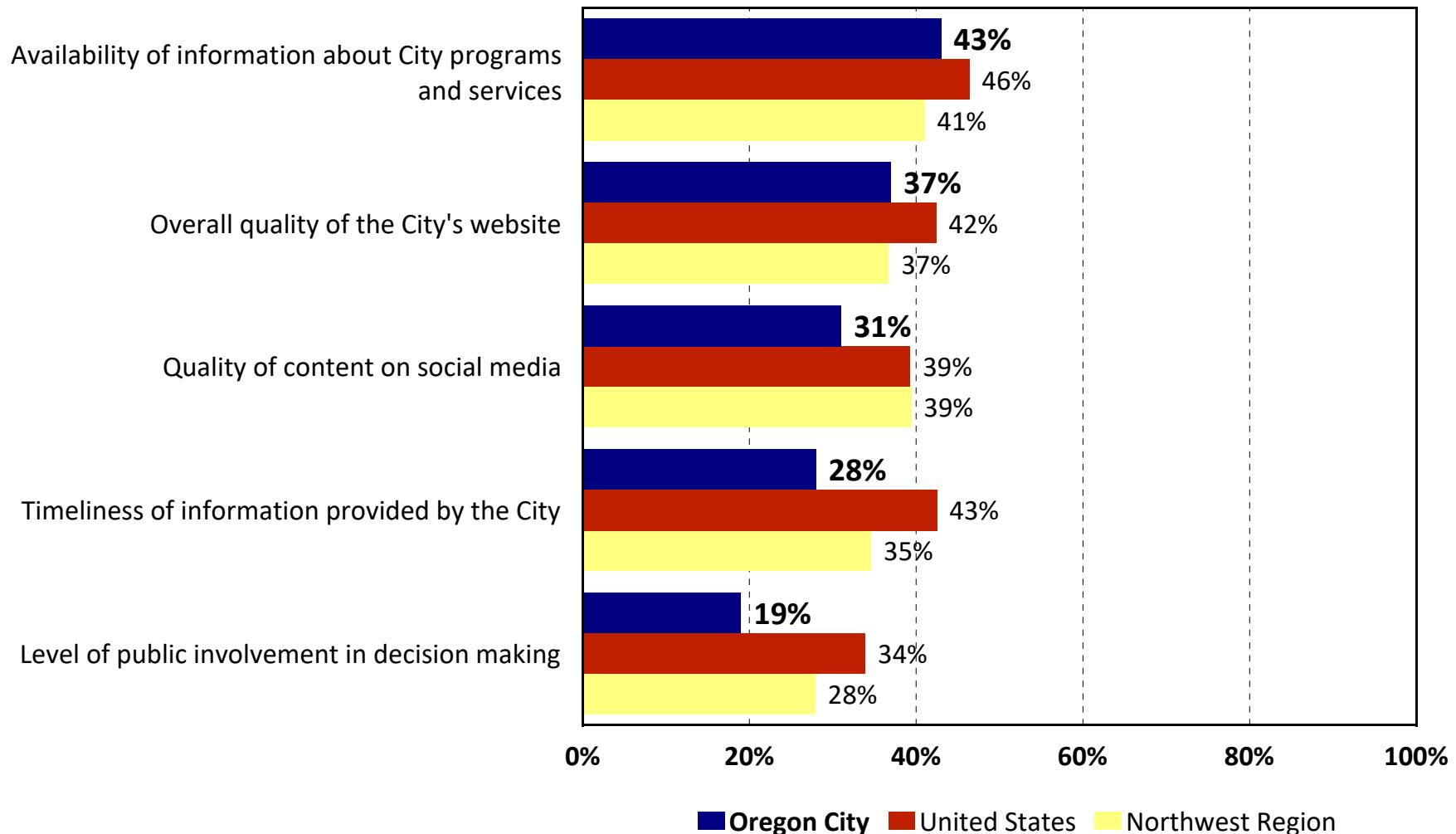
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Communication

## Oregon City vs. United States vs. Northwest Region

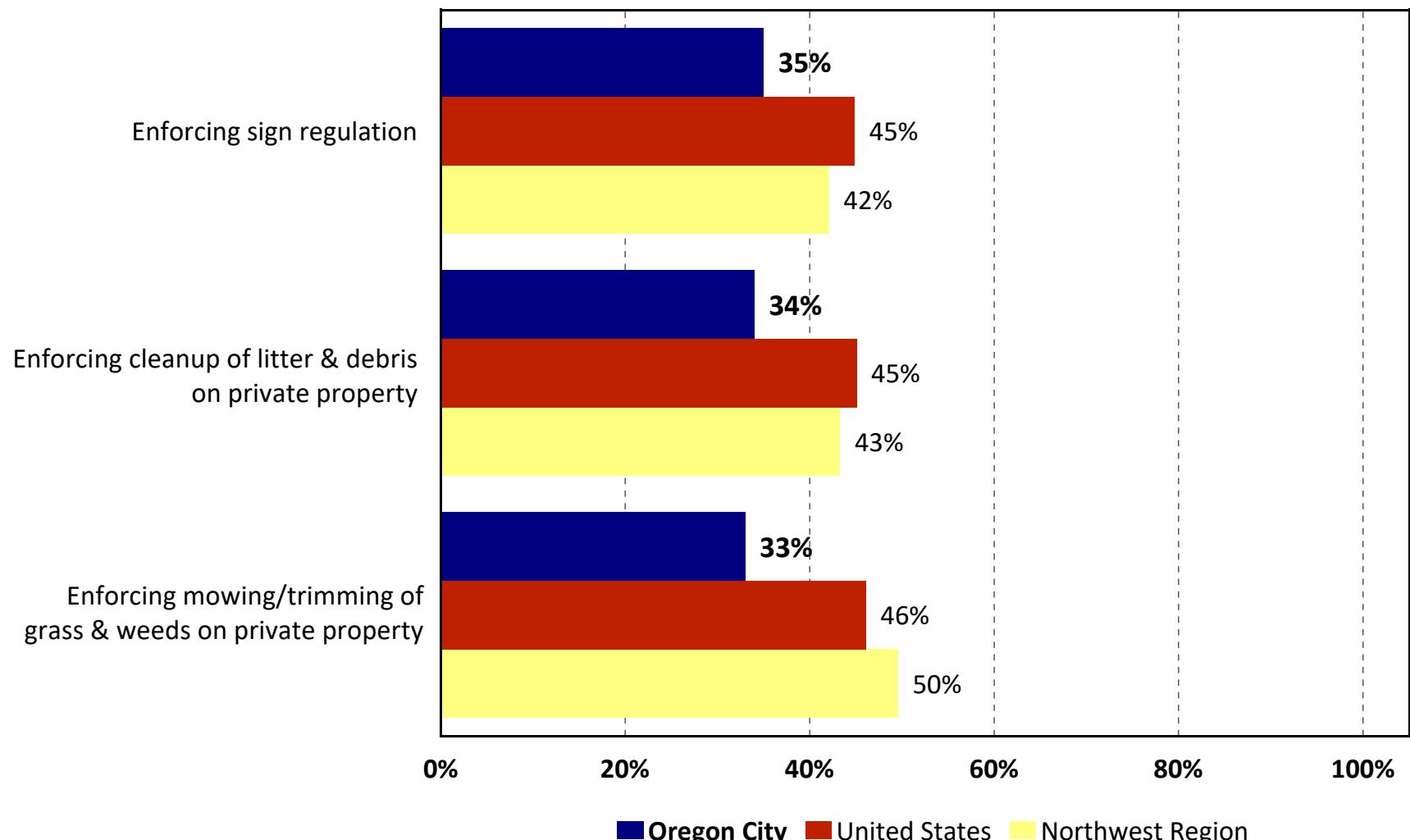
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Code Enforcement

## Oregon City vs. United States vs. Northwest Region

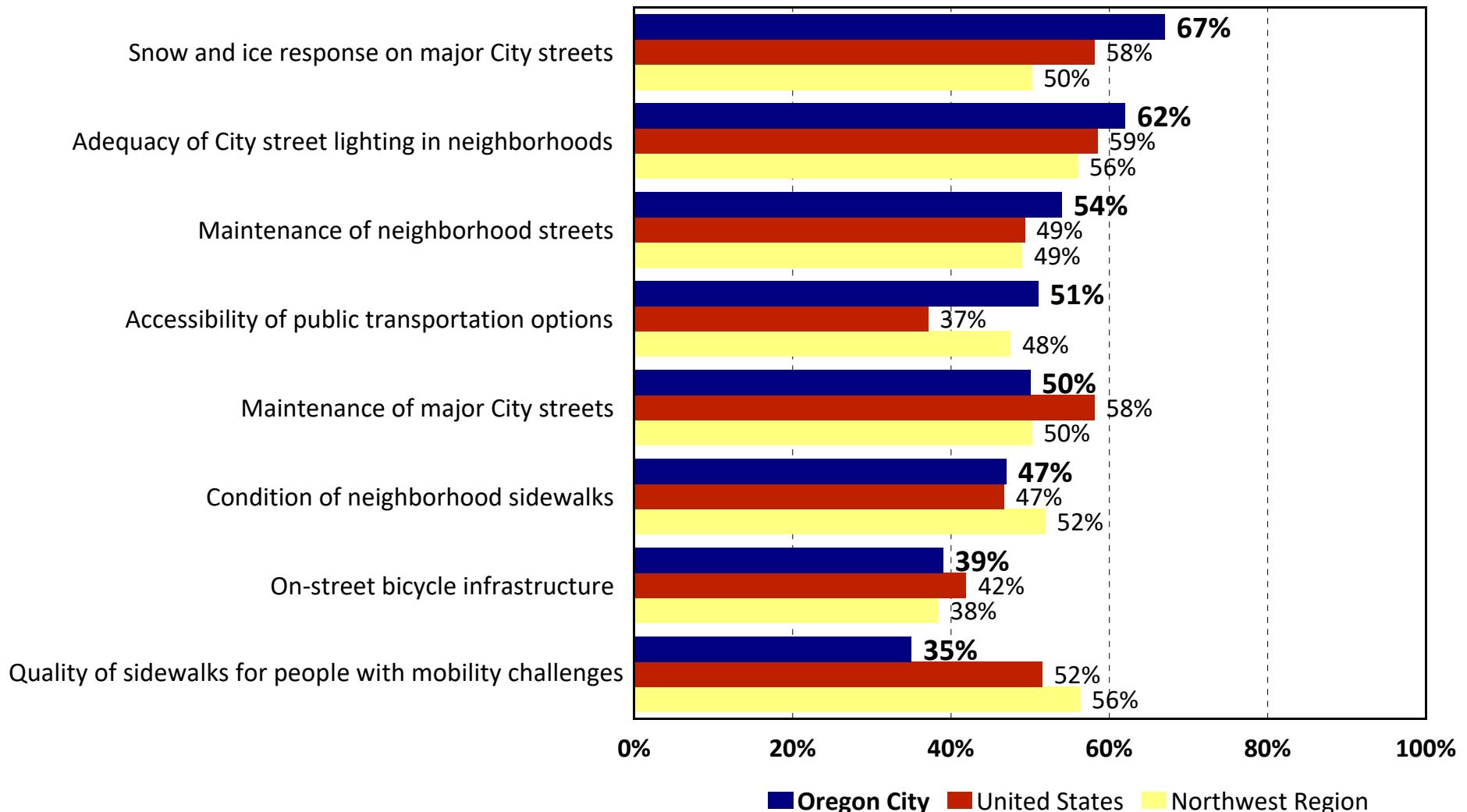
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# 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)



3

## 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
<b>Very High Priority (IS &gt;.20)</b>						
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
<b>High Priority (IS .10-.20)</b>						
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
<b>Medium Priority (IS &lt;.10)</b>						
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.

# 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
<b><u>High Priority (IS .10-.20)</u></b>						
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
<b><u>Medium Priority (IS &lt;.10)</u></b>						
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
<b>Very High Priority (IS &gt;.20)</b>						
Response to issues with transients	63%	1	23%	8	0.4882	1
<b>High Priority (IS .10-.20)</b>						
Response to drug control	27%	2	35%	7	0.1755	2
<b>Medium Priority (IS &lt;.10)</b>						
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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
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
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing mowing/trimming of grass & weeds on private property	24%	3	33%	5	0.1588	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
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
<b>High Priority (IS .10-.20)</b>						
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
<b>Medium Priority (IS &lt;.10)</b>						
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
<b>High Priority (IS .10-.20)</b>						
Events for seniors	18%	1	43%	10	0.1009	1
<b>Medium Priority (IS &lt;.10)</b>						
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?**

<u>Q2. Top choice</u>	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 %
<u>None chosen</u>	14	4.1 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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?**

<u>Q2. 2nd choice</u>	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 %
<u>None chosen</u>	25	7.2 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
<u>None chosen</u>	42	12.2 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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)**

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
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 %
<u>None chosen</u>	14	4.1 %
<b>Total</b>	<b>968</b>	

**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 its 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 (McLoughlin) 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 it 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 well 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 to 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 programing (e.g., pool programs, admission, & camps)	22	6.4 %
Quality of recreational areas for dogs	26	7.5 %
<b>None chosen</b>	<b>34</b>	<b>9.9 %</b>
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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 programing (e.g., pool programs, admission, & camps)	27	7.8 %
Quality of recreational areas for dogs	29	8.4 %
<b>None chosen</b>	<b>62</b>	<b>18.0 %</b>
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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 %
<b>None chosen</b>	<b>34</b>	<b>9.9 %</b>
<b>Total</b>	<b>628</b>	

**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 %
<u>Don't know</u>	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 %
<u>None. I don't support additional funding for these projects</u>	122	35.4 %
<b>Total</b>	<b>460</b>	

#### **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 %
<b>Total</b>	<b>338</b>	

**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 %
<u>Not provided</u>	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 %
<u>None chosen</u>	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 %
<u>None chosen</u>	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 %
<u>None chosen</u>	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 %
<u>Other</u>	9	2.6 %
<b>Total</b>	<b>1183</b>	

## **Q12-17. Other**

- Email announcements
- Facebook Oregon City chit 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 %
<u>None chosen</u>	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 %
<u>None chosen</u>	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>	Number	Percent
"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>	34	9.9 %
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>	Number	Percent
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 %
<u>None chosen</u>	54	15.7 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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>	Number	Percent
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 %
<u>None chosen</u>	76	22.0 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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>	Number	Percent
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 %
<u>None chosen</u>	54	15.7 %
<b>Total</b>	<b>614</b>	

**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 %
<b>None chosen</b>	<b>24</b>	<b>7.0 %</b>
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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 %
<b>None chosen</b>	<b>39</b>	<b>11.3 %</b>
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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)**

Q18. Sum of top 2 choices	Number	Percent
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 %
<b>None chosen</b>	<b>24</b>	<b>7.0 %</b>
<b>Total</b>	<b>651</b>	

**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?**

<u>Q20. Top choice</u>	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 %
<u>None chosen</u>	107	31.0 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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?**

<u>Q20. 2nd choice</u>	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 %
<u>None chosen</u>	119	34.5 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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>	Number	Percent
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 %
<b>None chosen</b>	<b>107</b>	<b>31.0 %</b>
<b>Total</b>	<b>571</b>	

**Q21. How do you get information about the library?**

Q21. How do you get information about the library	Number	Percent
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>	16	4.6 %
<b>Total</b>	<b>518</b>	

**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 %
<u>None chosen</u>	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 %
<u>None chosen</u>	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.**

<u>Q22. 3rd choice</u>	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 %
<u>None chosen</u>	36	10.4 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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.**

<u>Q22. 4th choice</u>	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 %
<u>None chosen</u>	56	16.2 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

**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 %
<u>None chosen</u>	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 %
<u>None chosen</u>	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 %
<u>Don't know</u>	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 %
<u>Don't know</u>	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 %
<u>Don't know</u>	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>	Number	Percent
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 %
<u>Not provided</u>	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>	Number	Percent
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>	Number	Percent
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?**

<u>Q29. Your age</u>	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 %
<u>Not provided</u>	15	4.3 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

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

<u>Q29. Your age</u>	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 %
<b>Total</b>	<b>330</b>	<b>100.0 %</b>

**Q30. Do you work outside of Oregon City?**

<u>Q30. Do you work outside of Oregon City</u>	Number	Percent
Yes	172	49.9 %
No	158	45.8 %
<u>Not provided</u>	15	4.3 %
<b>Total</b>	<b>345</b>	<b>100.0 %</b>

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

<u>Q30. Do you work outside of Oregon City</u>	Number	Percent
Yes	172	52.1 %
No	158	47.9 %
<b>Total</b>	<b>330</b>	<b>100.0 %</b>

**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 %
<u>Not provided</u>	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 %
<u>Prefer not to disclose</u>	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>	Number	Percent
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 %
<u>Not provided</u>	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>	Number	Percent
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 %
<u>\$200K+</u>	34	11.4 %
Total	298	100.0 %



## Survey Instrument



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, so 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](http://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,

A handwritten signature in blue ink that reads "Anthony J. Konkol III".

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



## 2024 City of Oregon City Community Survey

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.]

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

<input type="checkbox"/> (1) The City Commission's goals meeting wrap-up	<input type="checkbox"/> (5) Community-based stories (what is going on locally)
<input type="checkbox"/> (2) Public safety (police)	<input type="checkbox"/> (6) Economic development
<input type="checkbox"/> (3) Public works (infrastructure and transportation updates)	<input type="checkbox"/> (7) Library services and programs
<input type="checkbox"/> (4) Special events	<input type="checkbox"/> (8) Parks and Recreation programs and services
	<input type="checkbox"/> (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	06. Tourism
02. Park improvements and maintenance	07. Natural habitat restoration
03. Road maintenance/pavement preservation (such as overlay projects)	08. Economic development
04. Sidewalks	09. Water infrastructure
05. Bike lanes/bike paths	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.]**

<input type="checkbox"/> (01) Police	<input type="checkbox"/> (07) Financial Services/Utility Billing
<input type="checkbox"/> (02) Code Enforcement	<input type="checkbox"/> (08) Transportation Services (streets)
<input type="checkbox"/> (03) Building and Planning	<input type="checkbox"/> (09) Administration (public records)
<input type="checkbox"/> (04) Parks and Recreation	<input type="checkbox"/> (10) Public Works (water/sewer/solid waste)
<input type="checkbox"/> (05) Oregon City Public Library	<input type="checkbox"/> (11) Municipal Court
<input type="checkbox"/> (06) Event Permits	<input type="checkbox"/> (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.