

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.

2023 City of Oregon City Community Survey Findings Report

Presented to the City of Oregon City,
Oregon

February 2023

Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis	52
Section 3: Importance-Satisfaction Analysis	62
Section 4: Tabular Data	71
Section 5: Survey Instrument	124



Executive Summary

2023 City of Oregon City Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Oregon City in January and February 2023. 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 third 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 emails to the households that received the survey to encourage participation. The emails 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 321 residents completing the survey. The overall results for the sample of 321 households have a precision of at least $+/-5.4\%$ 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.*"

2023 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 2020 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 (81%), the overall quality of police services (76%), the overall quality of City sewer services (73%), and the overall quality of City water utilities (71%). The major categories of City services that respondent households indicated should receive the most emphasis over the next two years were: the overall maintenance of City streets (58%), the overall quality of police services (33%), 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 quality of services provided by the City (65%), the overall feeling of safety in the City (58%), the overall image of the City (52%), and the availability of training or educational opportunities (42%).

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 (86%), overall quality of life in the City (78%), as a place to raise children (76%), and a place to connect & interact with neighbors (59%).

2023 City of Oregon City Community Survey

Executive Summary



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 (76%), the quality of facilities (70%), the appearance and maintenance of existing City parks (67%). 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 (29%), quality of facilities (26%), and quantity of City trails (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 (59%), enforcement of local traffic laws (53%), and the City’s overall efforts to prevent crime (52%). 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 (58%), the City’s overall efforts to prevent crime (29%), and response to drug control (21%).

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 (41%) and the overall quality of the City’s website (34%).

- 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 (68%), social media (59%), TV local news (36%), and Nextdoor (35%). The sources from which respondents indicated they would *most prefer* to receive their information were: “Trail News” quarterly publication (41%) and social media (36%).
- Based on the sum of their top two choices, the level of frequency that respondent households would like to receive information from the City was monthly (77%).
- The types of information that respondent households indicated they would like to receive from the City were: public safety (72%), special events (72%), and public works (66%).

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: enforcing codes designed to protect public safety (40%) and enforcing sign regulation (34%). The two code enforcement items that respondents indicated should receive the most emphasis over the next two years were: enforcing cleanup of litter & debris on private property (66%) and enforcing codes designed to protect public safety (61%).

2023 City of Oregon City Community Survey

Executive Summary



Transportation and Infrastructure. The highest levels of satisfaction with City street maintenance/service items, 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 (70%), adequacy of City street lighting in neighborhoods (67%), and availability of safe pedestrian ways in neighborhoods (53%). The two transportation and infrastructure services that respondents indicated should receive the most emphasis over the next two years were: the maintenance of major City streets (45%) and the maintenance of neighborhood streets (33%).

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 (78%), access to computers and library Wi-Fi (69%), and selection of digital resources available online (68%). 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: selection of physical resources available (20%), events for seniors (19%), and selection of digital resources available online (18%).

- Thirty-six percent (36%) of respondent households indicated they receive their information about the library from “Trail News”.

Customer Service. Thirty-seven percent (37%) 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, 37% indicated it was “very easy,” 40% indicated it was “somewhat easy,” 12% indicated it was “difficult,” and 9% indicated it was “very difficult” to contact the person they needed to reach. Of the 37% of respondents who contacted the City during the past year, 36% contacted Code Enforcement, 30% contacted Building and Planning, and 25% contacted the Police. Eighty-seven percent (87%) of respondents who contacted the City indicated that City employees were always (60%) or usually (27%) 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 (90%), water clarity (86%), and water pressure (81%).

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,” 22% were “neutral,” 21% were “not willing,” and 23% 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 (71%) and traffic congestion relief (50%).

2023 City of Oregon City Community Survey

Executive Summary



- 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 (70%), law enforcement (59%), and parks, trails, & open space (54%). Forty percent (40%) 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 development were: housing options for aging population (70%) and technology and other industry (60%). Respondents felt the pace of development was “too fast” or “much too fast” for townhomes/row houses (45%) and apartments (41%).

2023 City of Oregon City Community Survey

Executive Summary



How the City of Oregon City Compares to Other Communities Nationally

Satisfaction ratings for Oregon City **rated the same as or higher than the U.S. average in 17 of the 37 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 13 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	86%	50%	36%	Overall Ratings of the City
Overall quality of customer service from City employees	62%	41%	21%	Major Categories of City Services
Overall quality of police services	76%	55%	21%	Major Categories of City Services
Overall quality of City sewer services	73%	55%	18%	Major Categories of City Services
Overall quality of City water utilities	71%	54%	17%	Major Categories of City Services
Overall quality of City's public library services	81%	66%	15%	Major Categories of City Services
Visibility of police in the community	70%	55%	15%	Public Safety
Overall quality of services provided by the City	64%	51%	13%	Perceptions of the Community
As a place to raise children	75%	62%	13%	Overall Ratings of the City
Accessibility of public transportation options	49%	38%	11%	Transportation and Infrastructure
Snow and ice response on major City streets	69%	60%	9%	Transportation and Infrastructure
Adequacy of City street lighting in neighborhoods	67%	60%	7%	Transportation and Infrastructure
Overall effectiveness of City communication with public	43%	38%	5%	Major Categories of City Services
Enforcement of local traffic laws	53%	51%	2%	Public Safety
The city's overall efforts to prevent crime	52%	50%	2%	Public Safety
How quickly police respond to emergencies	58%	58%	0%	Public Safety
Condition of neighborhood sidewalks	48%	48%	0%	Transportation and Infrastructure
Overall quality of the City's recreation programs	50%	51%	-1%	Major Categories of City Services
Overall value received for tax dollars & fees	33%	34%	-1%	Perceptions of the Community
Maintenance of neighborhood streets	50%	51%	-1%	Transportation and Infrastructure
As a place to work	56%	58%	-2%	Overall Ratings of the City
Overall maintenance of city streets	39%	41%	-2%	Major Categories of City Services
Overall image of the City	53%	55%	-2%	Perceptions of the Community
On-street bicycle infrastructure	40%	43%	-3%	Transportation and Infrastructure
Maintenance of major City streets	48%	51%	-3%	Transportation and Infrastructure
Overall enforcement of City codes and ordinances	37%	42%	-5%	Major Categories of City Services
Availability of info about City programs/services	41%	48%	-7%	Communication
Quality of content on social media	32%	40%	-8%	Communication
Overall quality of the City's website	33%	43%	-10%	Communication
Overall feeling of safety in the City	58%	68%	-10%	Perceptions of the Community
Enforcing sign regulation	34%	47%	-13%	Code Enforcement
How well City is supporting growth & development	27%	40%	-13%	Perceptions of the Community
Level of public involvement in decision making	18%	34%	-16%	Communication
Enforcing mowing/trimming of grass & weeds on private property	30%	47%	-17%	Code Enforcement
Enforcing cleanup of litter & debris on private property	29%	46%	-17%	Code Enforcement
Quality of sidewalks for people with mobility challenges	36%	53%	-17%	Transportation and Infrastructure
Timeliness of information provided by the City	24%	44%	-20%	Communication

2023 City of Oregon City Community Survey

Executive Summary



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

Satisfaction ratings for Oregon City **rated the same as or higher than the Northwest regional average in 19 of the 37 areas** that were assessed. The City rated significantly higher than the Northwest Region (difference of 5% or more) in 11 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	86%	52%	34%	Overall Ratings of the City
Overall quality of customer service from City employees	62%	41%	21%	Major Categories of City Services
As a place to raise children	75%	54%	21%	Overall Ratings of the City
Overall quality of services provided by the City	64%	45%	19%	Perceptions of the Community
Snow and ice response on major City streets	69%	51%	18%	Transportation and Infrastructure
Overall quality of police services	76%	60%	16%	Major Categories of City Services
Overall quality of City's public library services	81%	66%	15%	Major Categories of City Services
Visibility of police in the community	70%	56%	14%	Public Safety
Overall quality of City sewer services	73%	61%	12%	Major Categories of City Services
Adequacy of City street lighting in neighborhoods	67%	60%	7%	Transportation and Infrastructure
Overall quality of City water utilities	71%	66%	5%	Major Categories of City Services
Enforcement of local traffic laws	53%	49%	4%	Public Safety
The city's overall efforts to prevent crime	52%	50%	2%	Public Safety
Overall effectiveness of City communication with public	43%	42%	1%	Major Categories of City Services
Overall enforcement of City codes and ordinances	37%	36%	1%	Major Categories of City Services
Overall quality of the City's recreation programs	50%	50%	0%	Major Categories of City Services
Overall image of the City	53%	53%	0%	Perceptions of the Community
Availability of info about City programs/services	41%	41%	0%	Communication
Accessibility of public transportation options	49%	49%	0%	Transportation and Infrastructure
Maintenance of neighborhood streets	50%	51%	-1%	Transportation and Infrastructure
Maintenance of major City streets	48%	49%	-1%	Transportation and Infrastructure
As a place to work	56%	58%	-2%	Overall Ratings of the City
How well City is supporting growth & development	27%	29%	-2%	Perceptions of the Community
On-street bicycle infrastructure	40%	42%	-2%	Transportation and Infrastructure
Overall value received for tax dollars & fees	33%	36%	-3%	Perceptions of the Community
Condition of neighborhood sidewalks	48%	52%	-4%	Transportation and Infrastructure
Overall quality of the City's website	33%	39%	-6%	Communication
Overall feeling of safety in the City	58%	64%	-6%	Perceptions of the Community
Quality of content on social media	32%	40%	-8%	Communication
Level of public involvement in decision making	18%	28%	-10%	Communication
How quickly police respond to emergencies	58%	69%	-11%	Public Safety
Timeliness of information provided by the City	24%	35%	-11%	Communication
Enforcing sign regulation	34%	45%	-11%	Code Enforcement
Overall maintenance of city streets	39%	52%	-13%	Major Categories of City Services
Enforcing cleanup of litter & debris on private property	29%	44%	-15%	Code Enforcement
Quality of sidewalks for people with mobility challenges	36%	56%	-20%	Transportation and Infrastructure
Enforcing mowing/trimming of grass & weeds on private property	30%	51%	-21%	Code Enforcement

2023 City of Oregon City Community Survey

Executive Summary



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=0.3509)
- Overall effectiveness of City economic development efforts (I-S=0.2309)
- Overall enforcement of City codes & ordinances (I-S=0.1560)
- Overall effectiveness of City communication with the public (I-S=0.1361)
- Overall quality of City parks, trails, and open space (I-S=0.1115)
- Overall quality of the City's recreation programs (I-S=0.1051)

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

2023 City of Oregon City Community Survey

Executive Summary



2023 Importance-Satisfaction Rating

Oregon City, OR

Major Categories of City Services

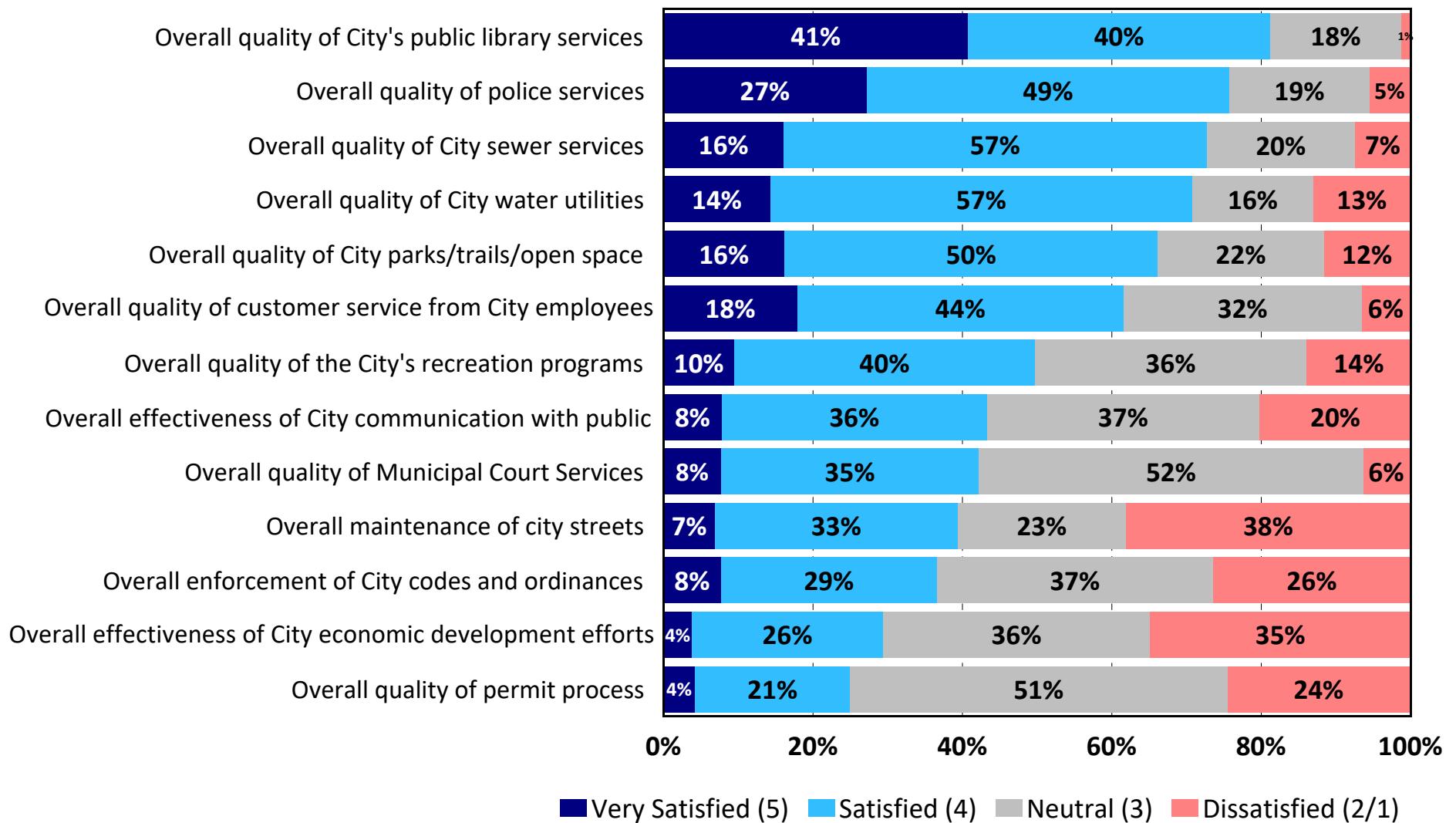
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of city streets	58%	1	39%	10	0.3509	1
Overall effectiveness of City economic development efforts	33%	4	29%	12	0.2309	2
High Priority (IS .10-.20)						
Overall enforcement of City codes and ordinances	25%	5	37%	11	0.1560	3
Overall effectiveness of City communication with public	24%	6	43%	8	0.1361	4
Overall quality of City parks/trails/open space	33%	3	66%	5	0.1115	5
Overall quality of the City's recreation programs	21%	7	50%	7	0.1051	6
Medium Priority (IS <.10)						
Overall quality of permit process	11%	9	25%	13	0.0840	7
Overall quality of police services	33%	2	76%	2	0.0808	8
Overall quality of City water utilities	13%	8	71%	4	0.0380	9
Overall quality of customer service from City employees	5%	11	62%	6	0.0204	10
Overall quality of Municipal Court Services	3%	12	42%	9	0.0179	11
Overall quality of City sewer services	7%	10	73%	3	0.0177	12
Overall quality of City's public library services	2%	13	81%	1	0.0028	13

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Charts and Graphs

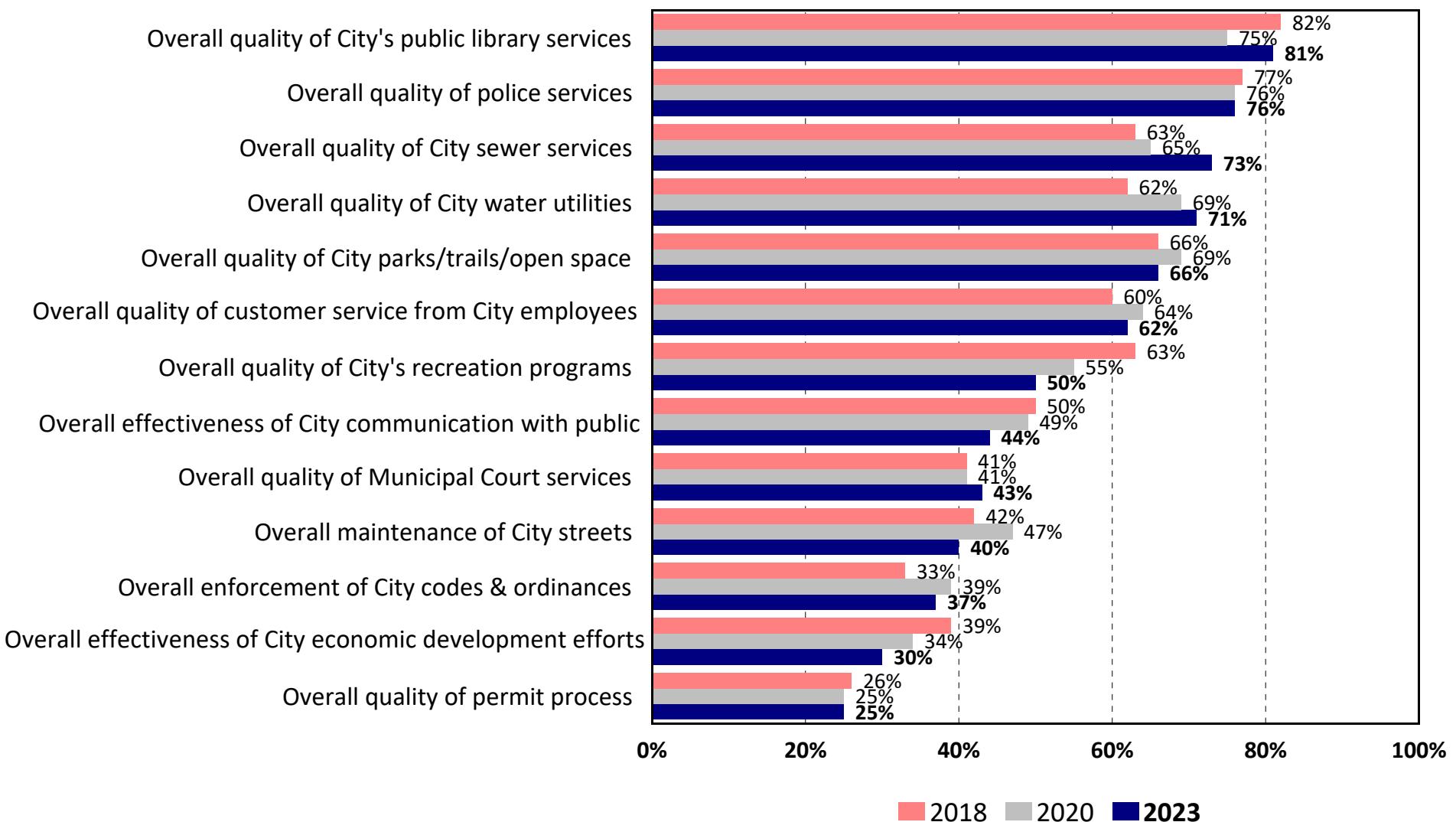
Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding don't knows)



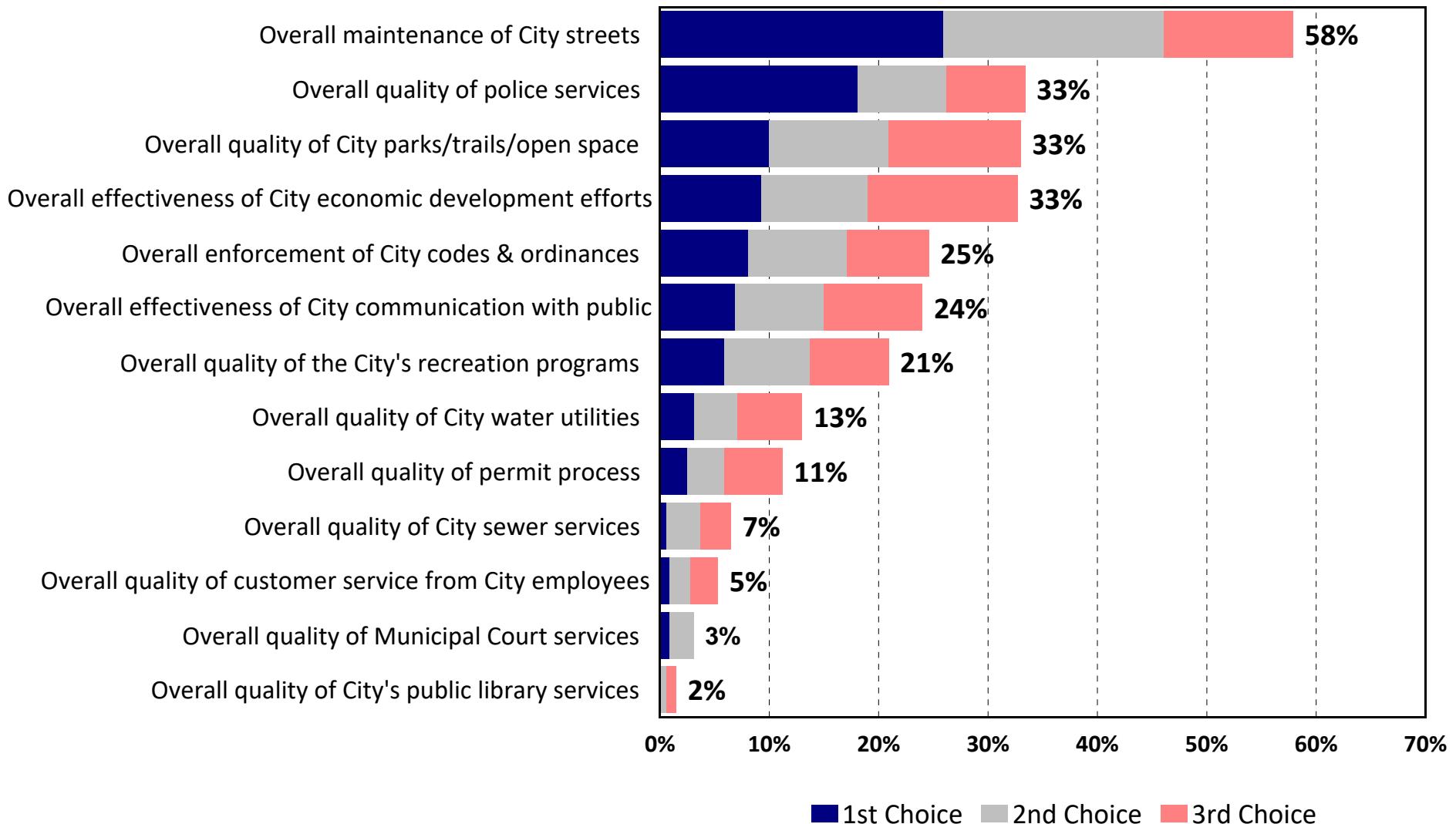
TRENDS: Overall Satisfaction with City Services by Major Category - 2018 to 2023

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



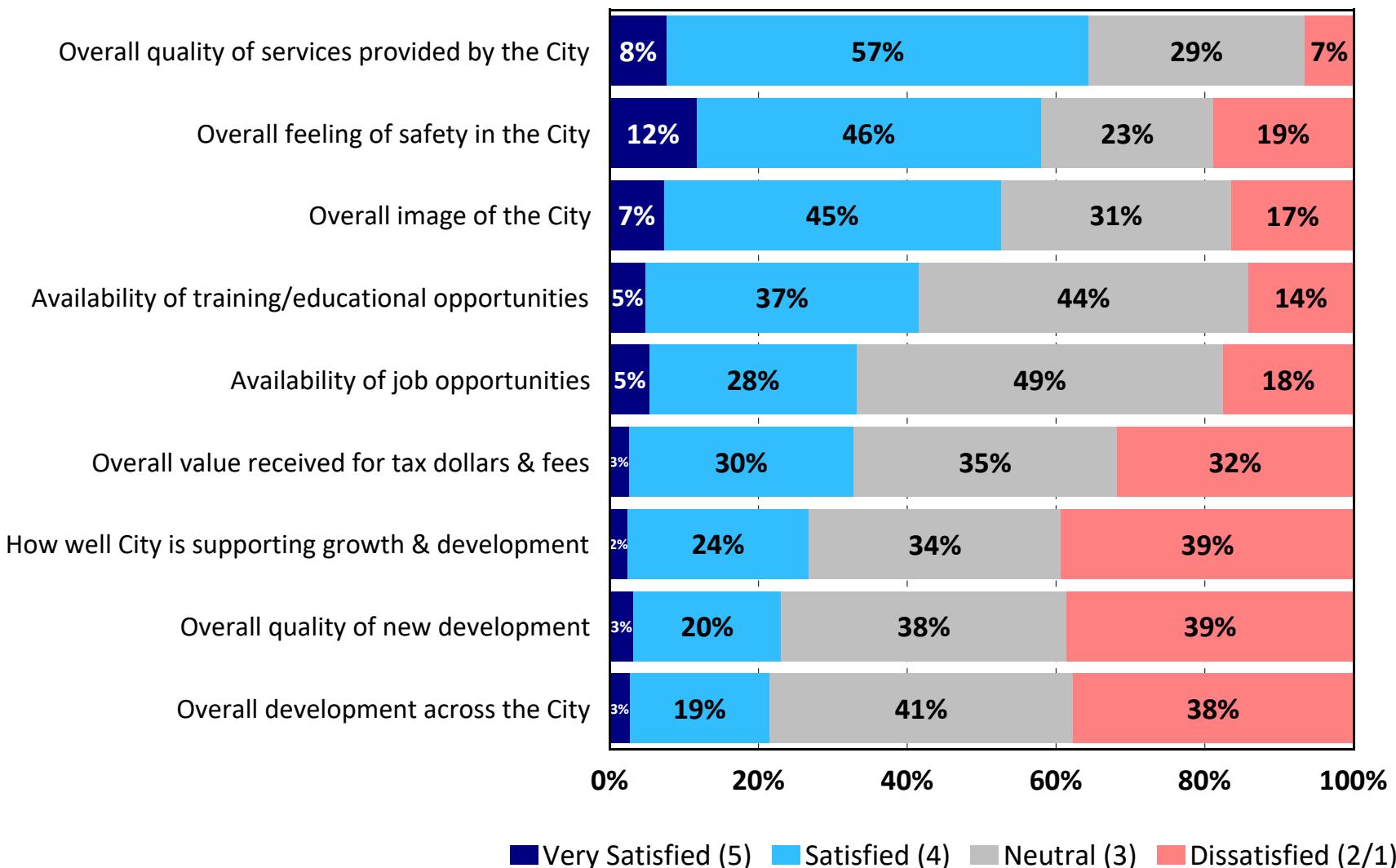
Q2. City Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



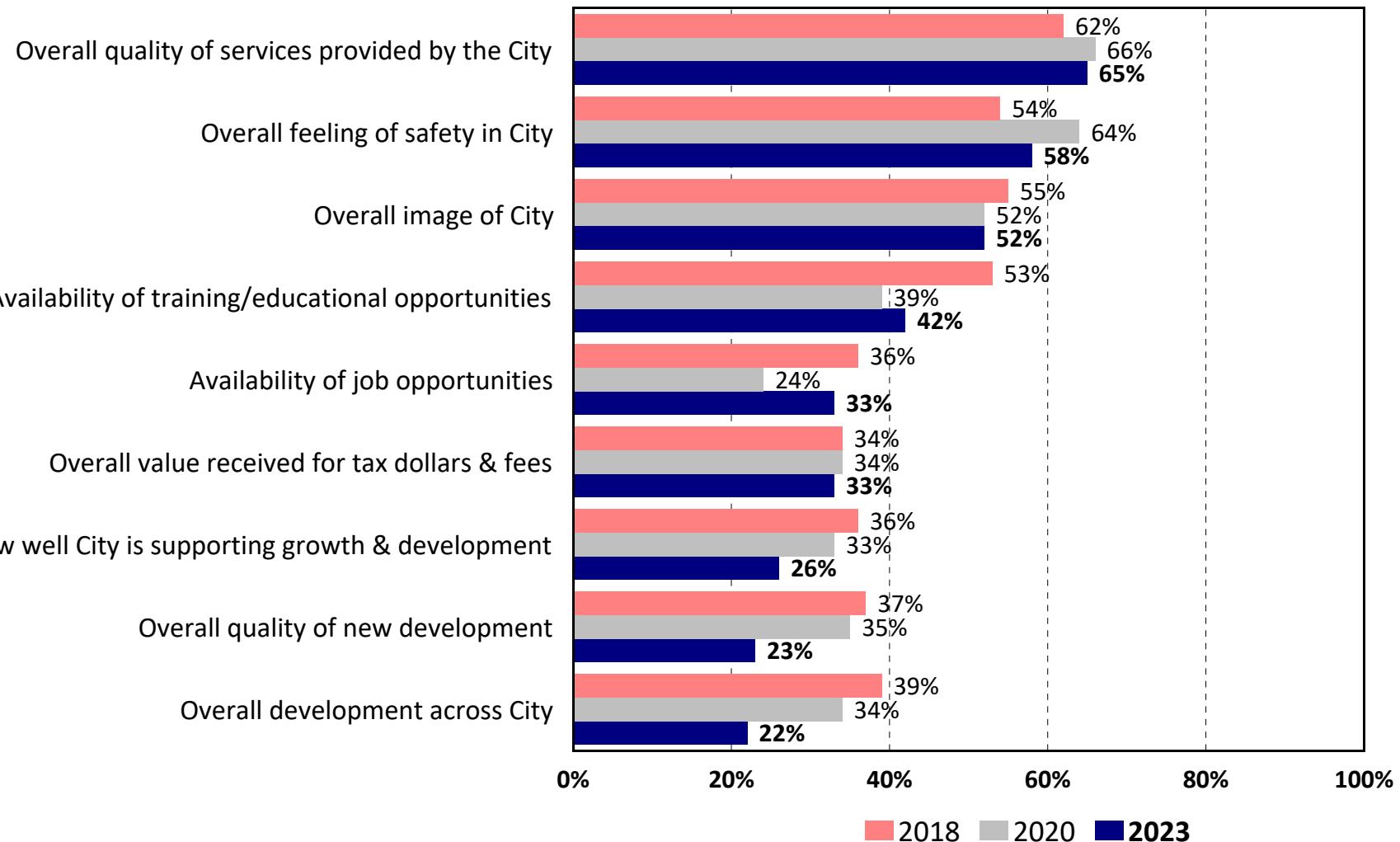
Q3. Satisfaction With Items That Influence Perceptions of the City

by percentage of respondents (excluding don't knows)



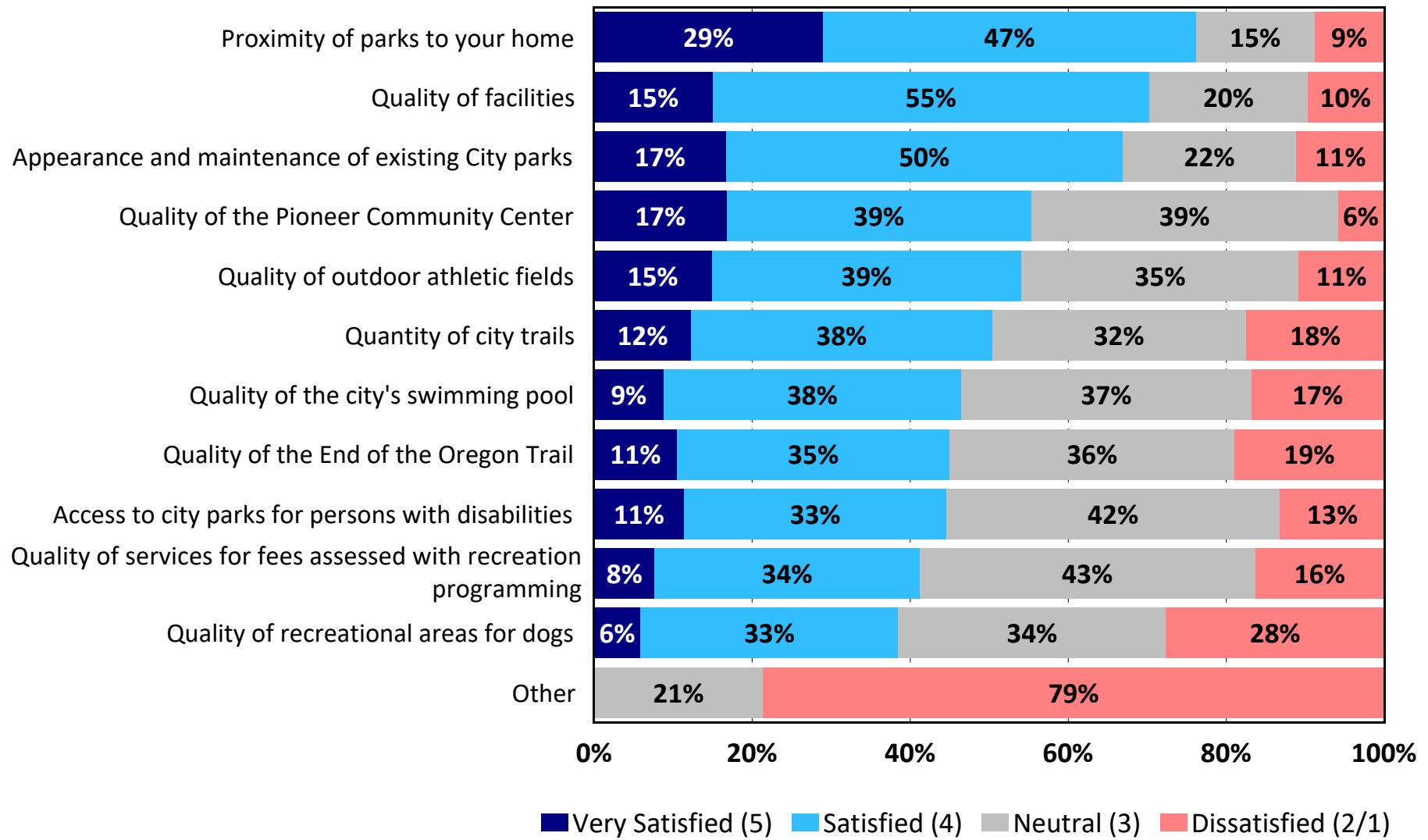
TRENDS: Satisfaction With Items That Influence Perceptions of the City - 2018 to 2023

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 Parks and Recreation Services

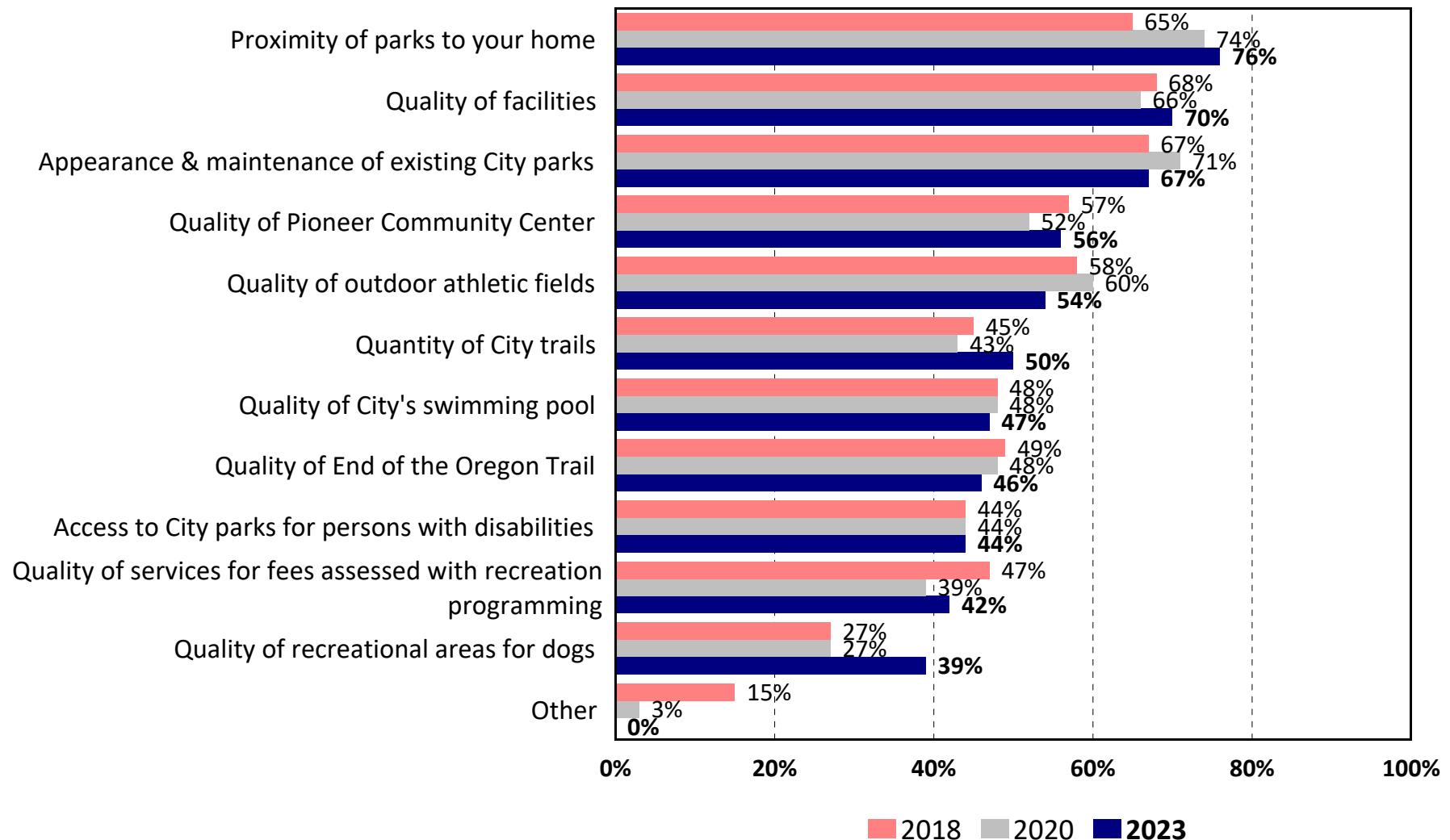
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Parks and Recreation Services

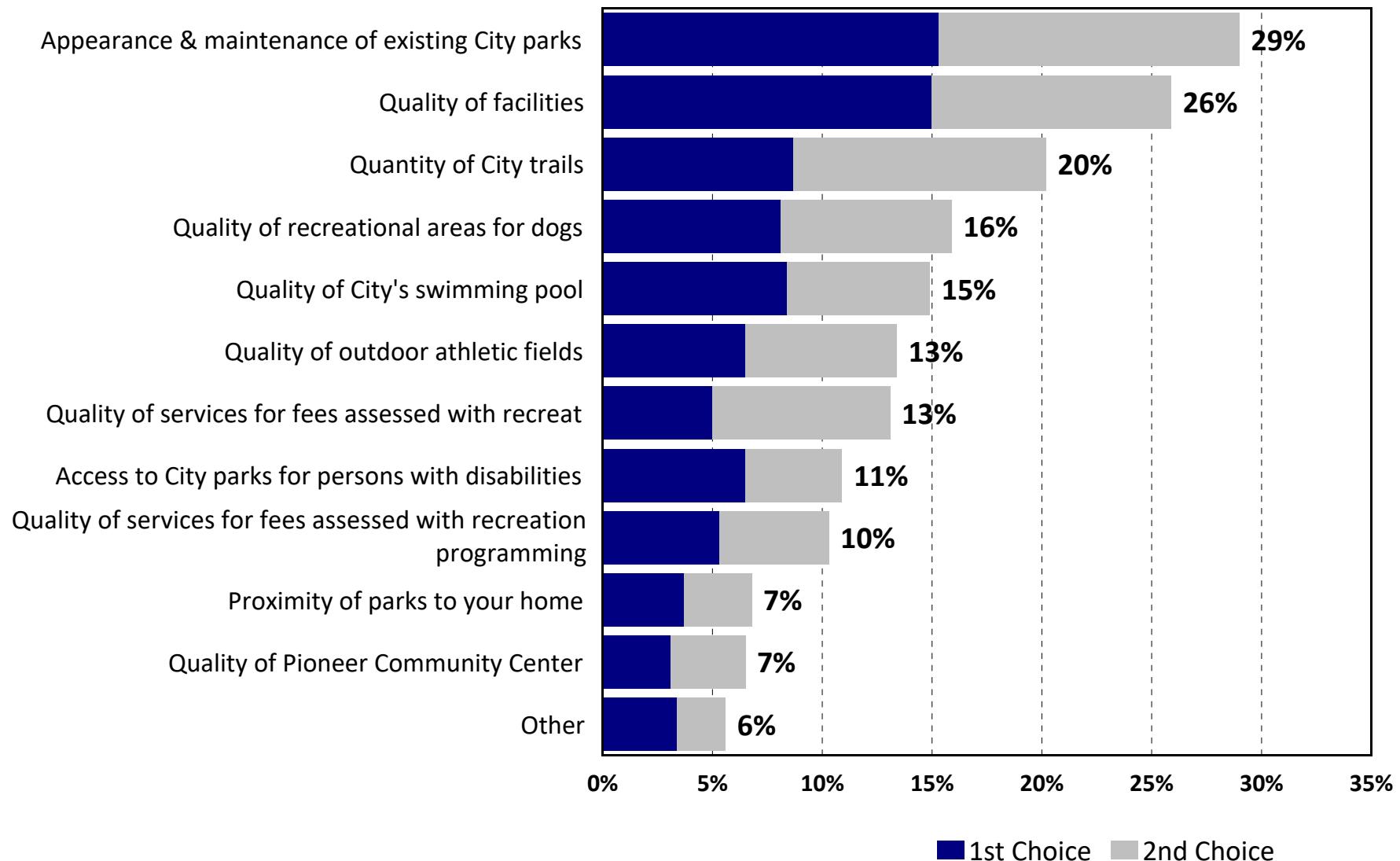
2018 to 2023

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



Q5. Parks and Recreation Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

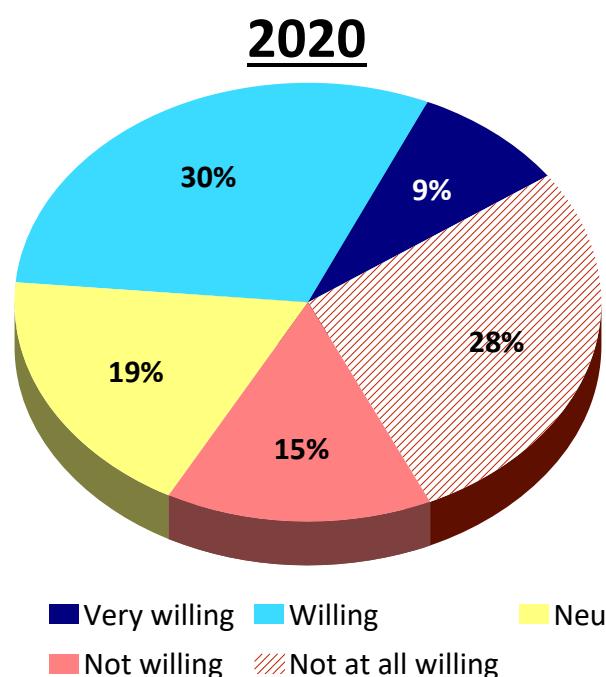
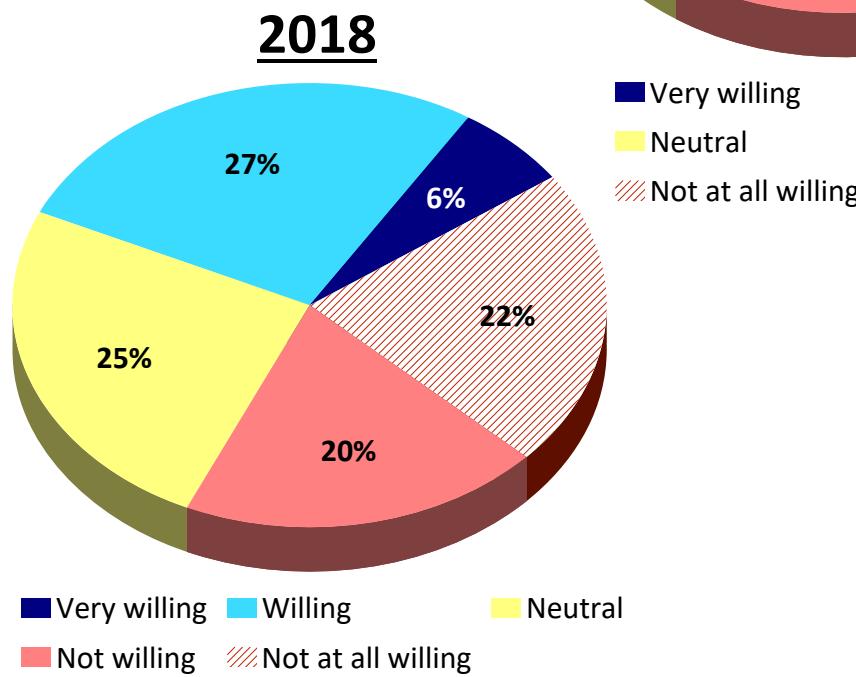
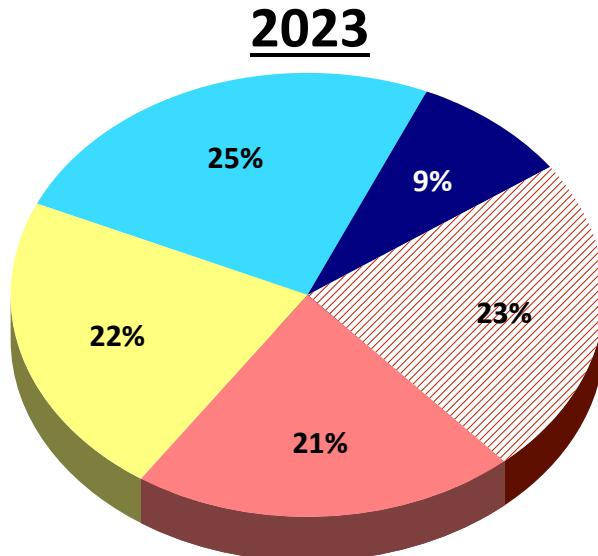
by percentage of respondents who selected the item as one of their top two choices



Q6. Willingness to Pay Additional Taxes or Fees to Acquire, Develop, and Maintain Parks, Recreation, and Trail Facilities

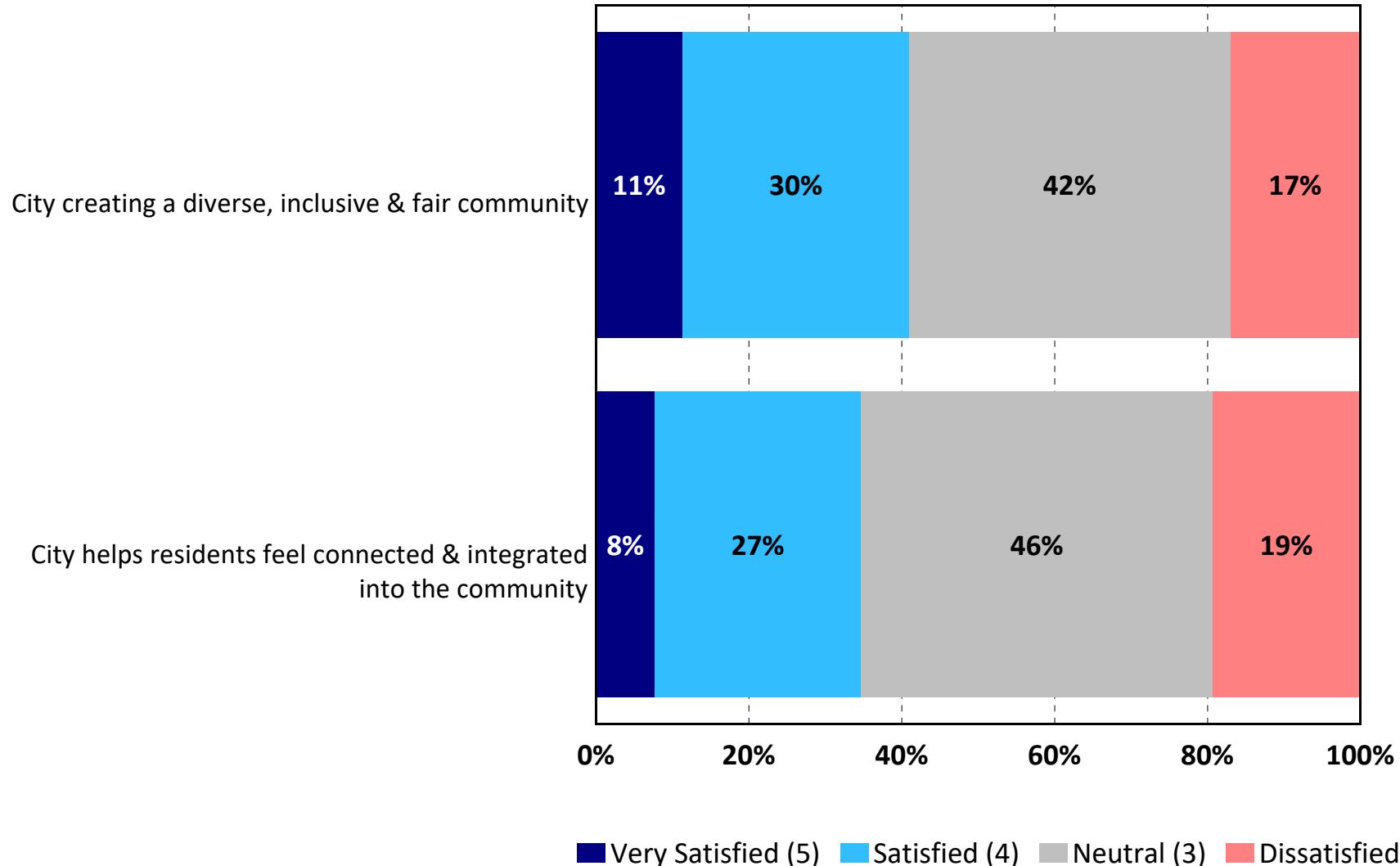
by percentage of respondents (excluding don't knows)

TRENDS



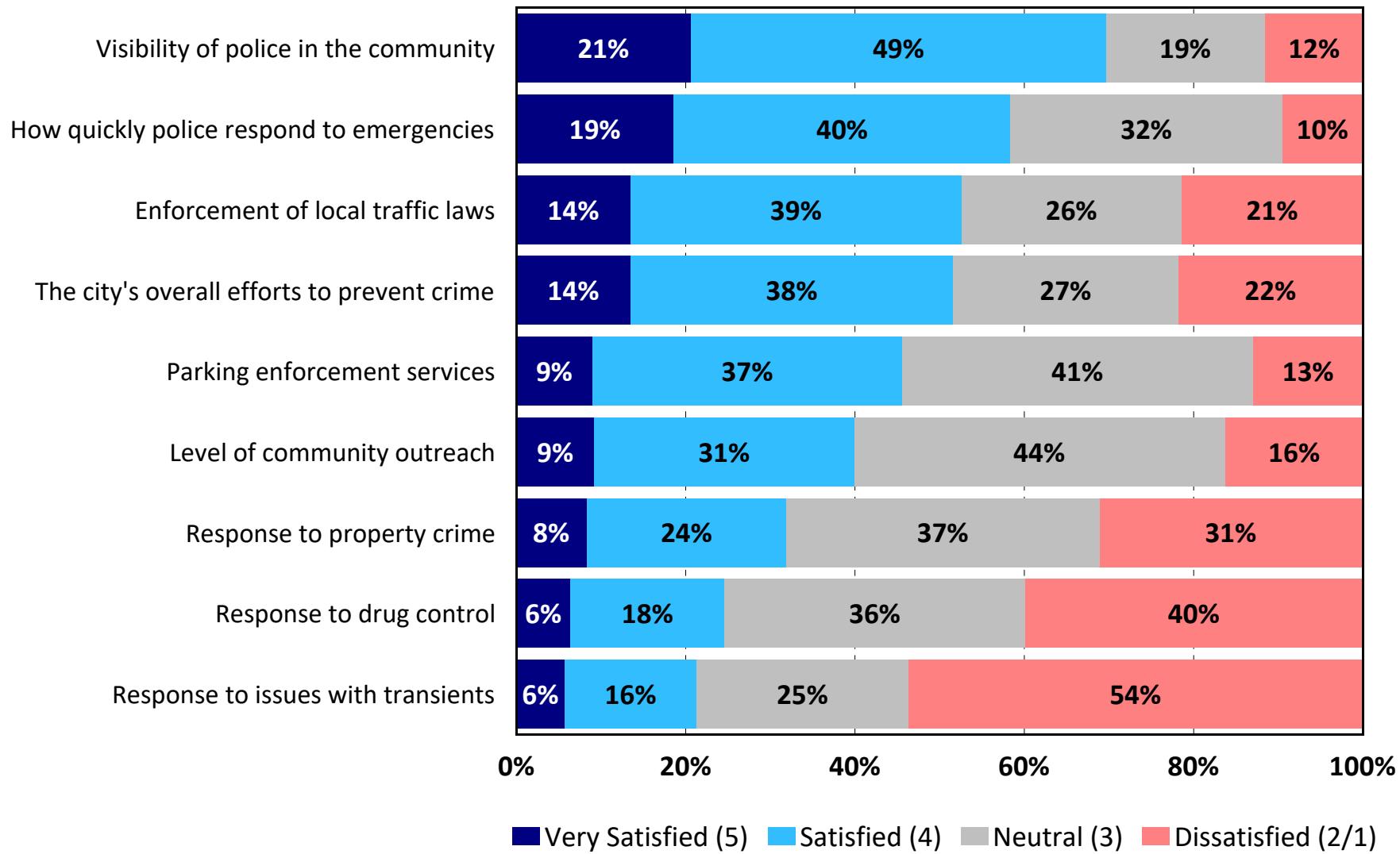
Q7. Satisfaction With Diversity and Inclusion

by percentage of respondents (excluding don't knows)



Q8. Satisfaction With Public Safety Services

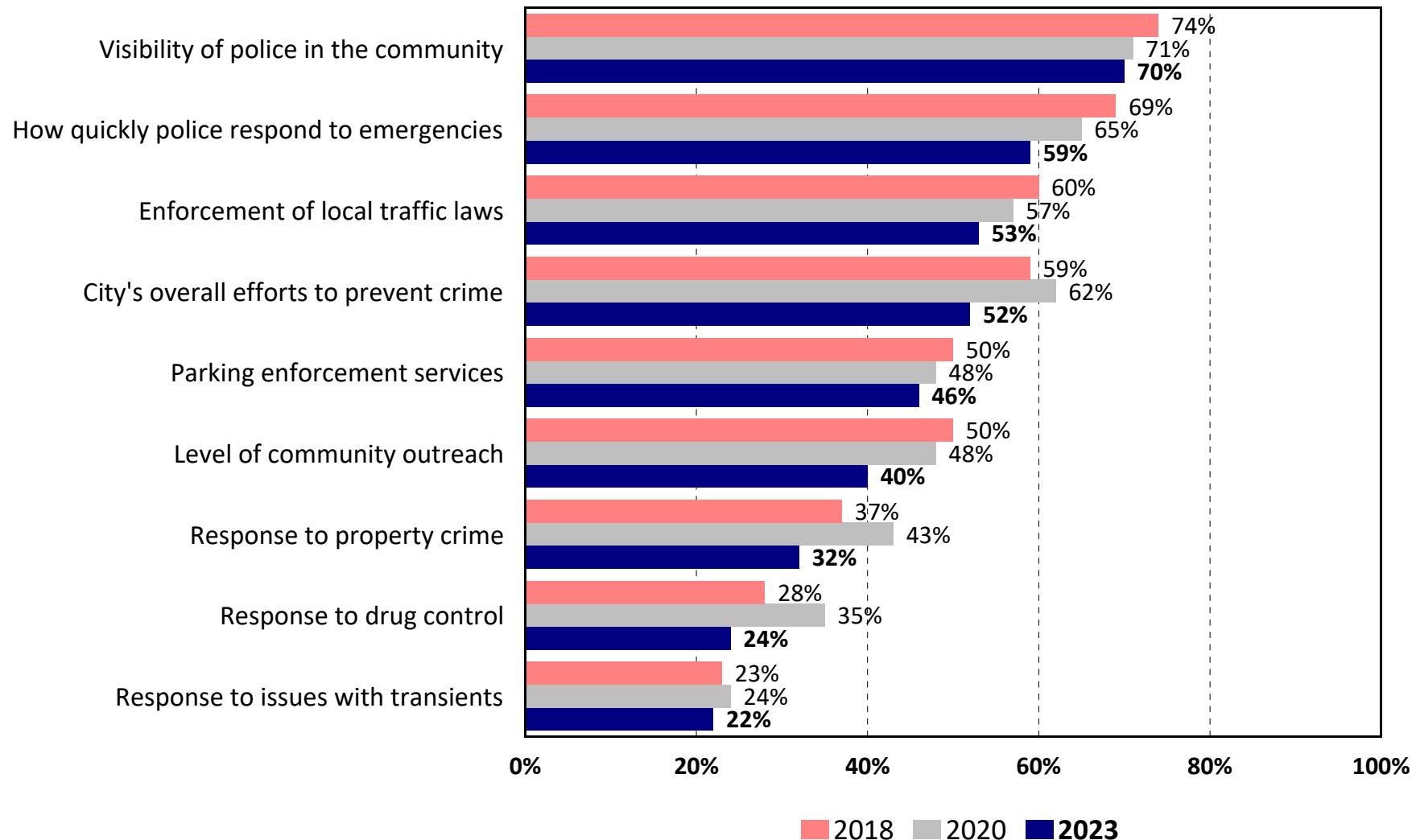
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Public Safety Services

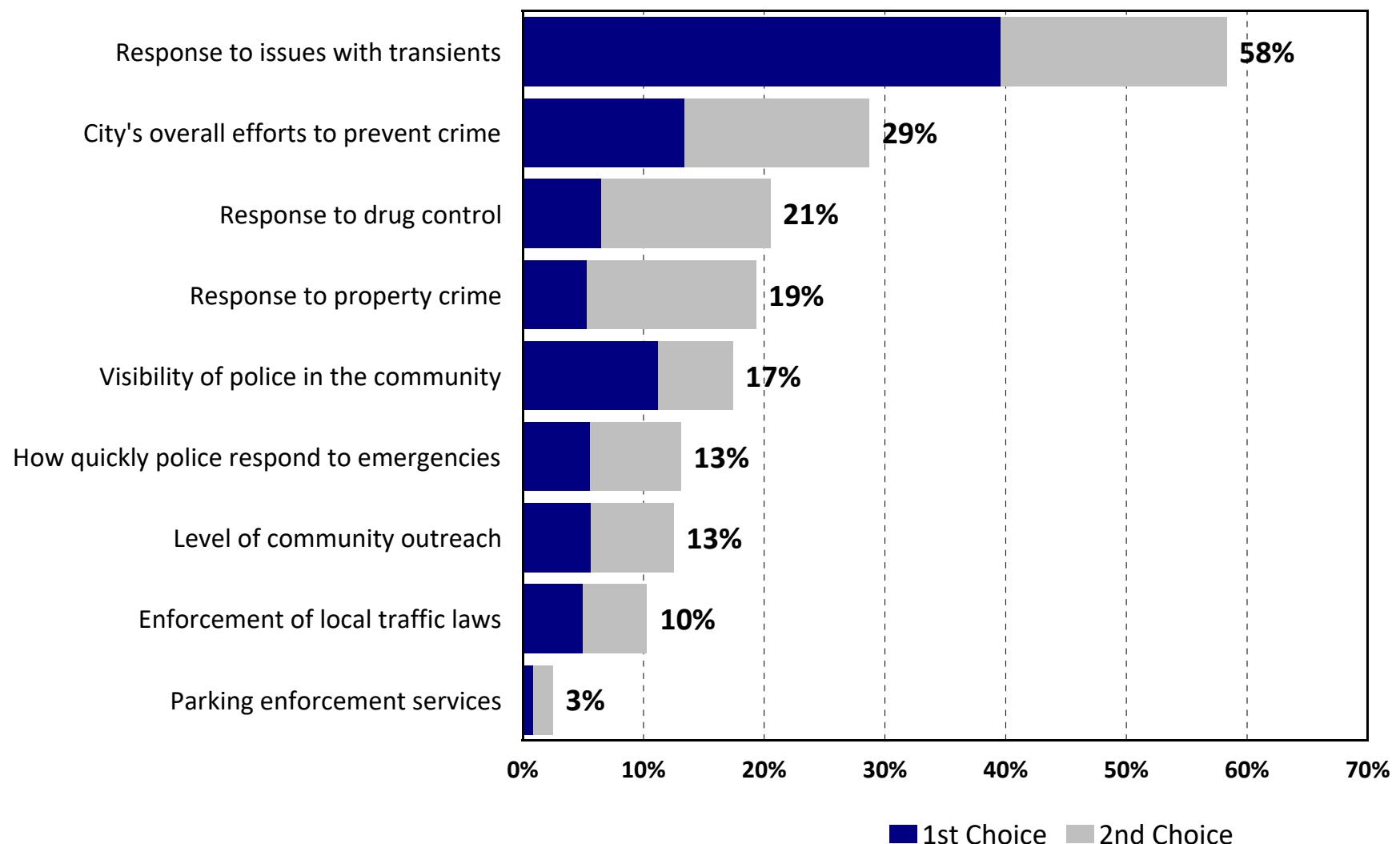
2018 to 2023

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



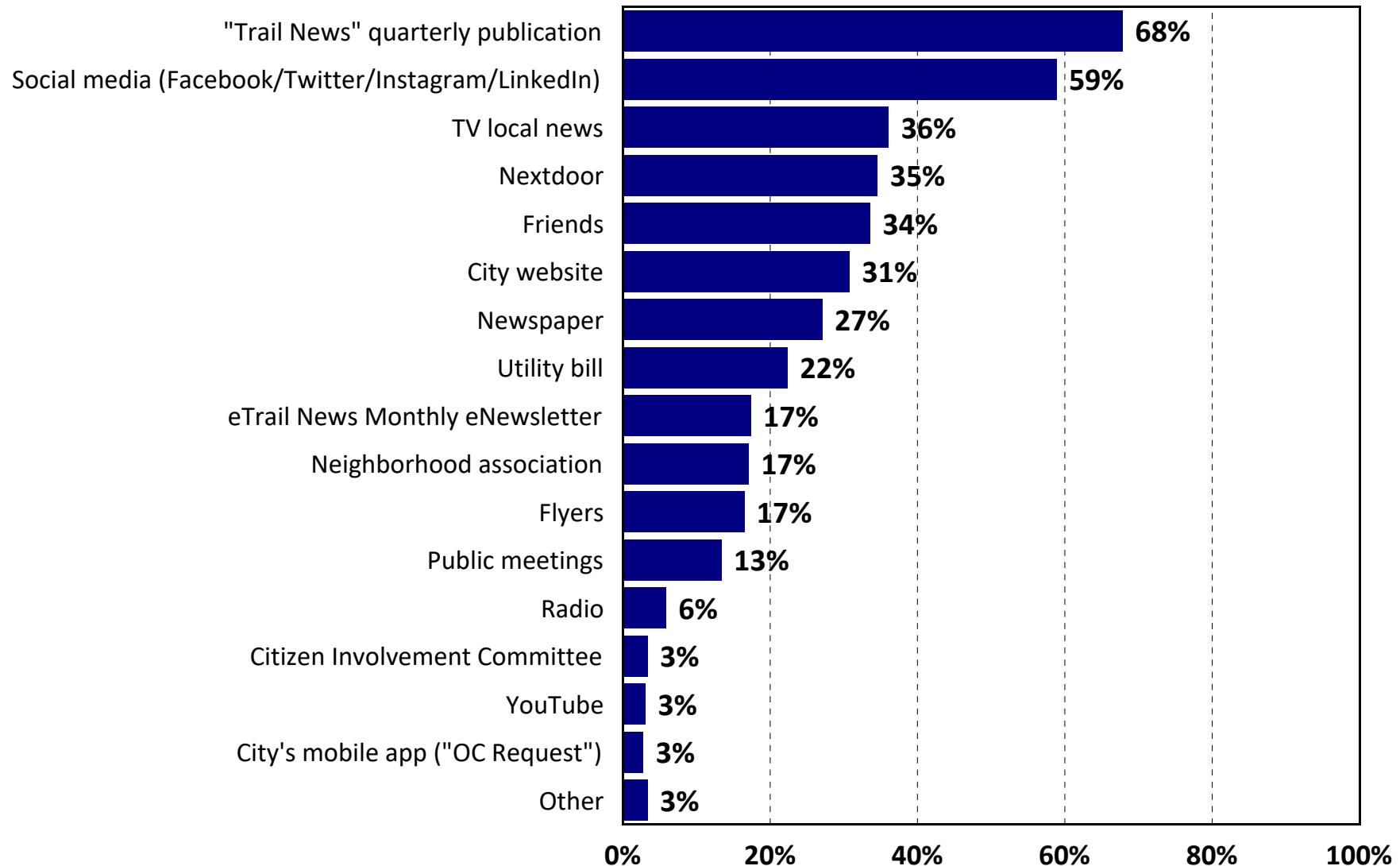
Q9. Public Safety Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



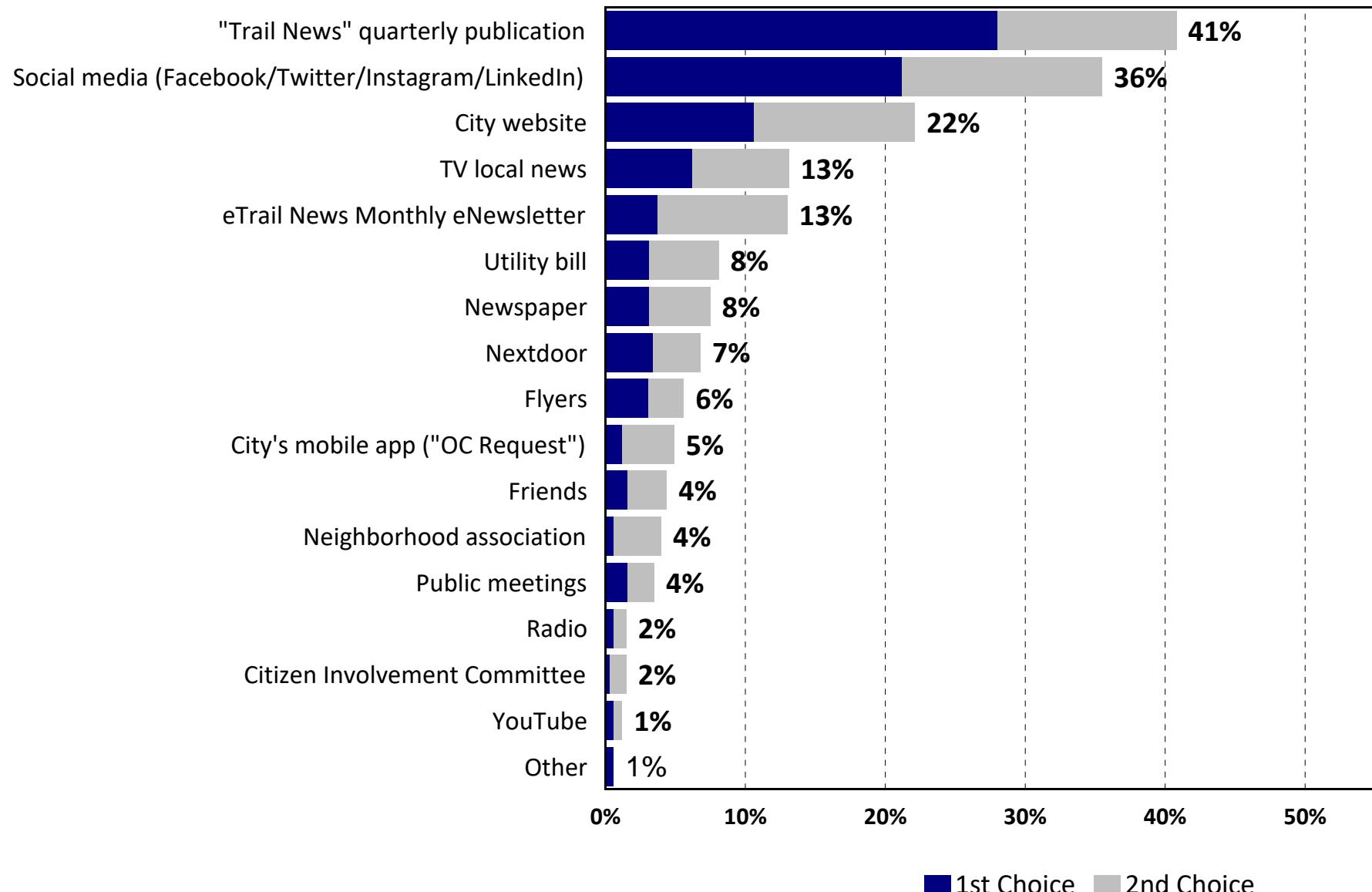
Q10. Where do you currently get news and information about City programs, services, and events?

by percentage of respondents (multiple choices could be made)



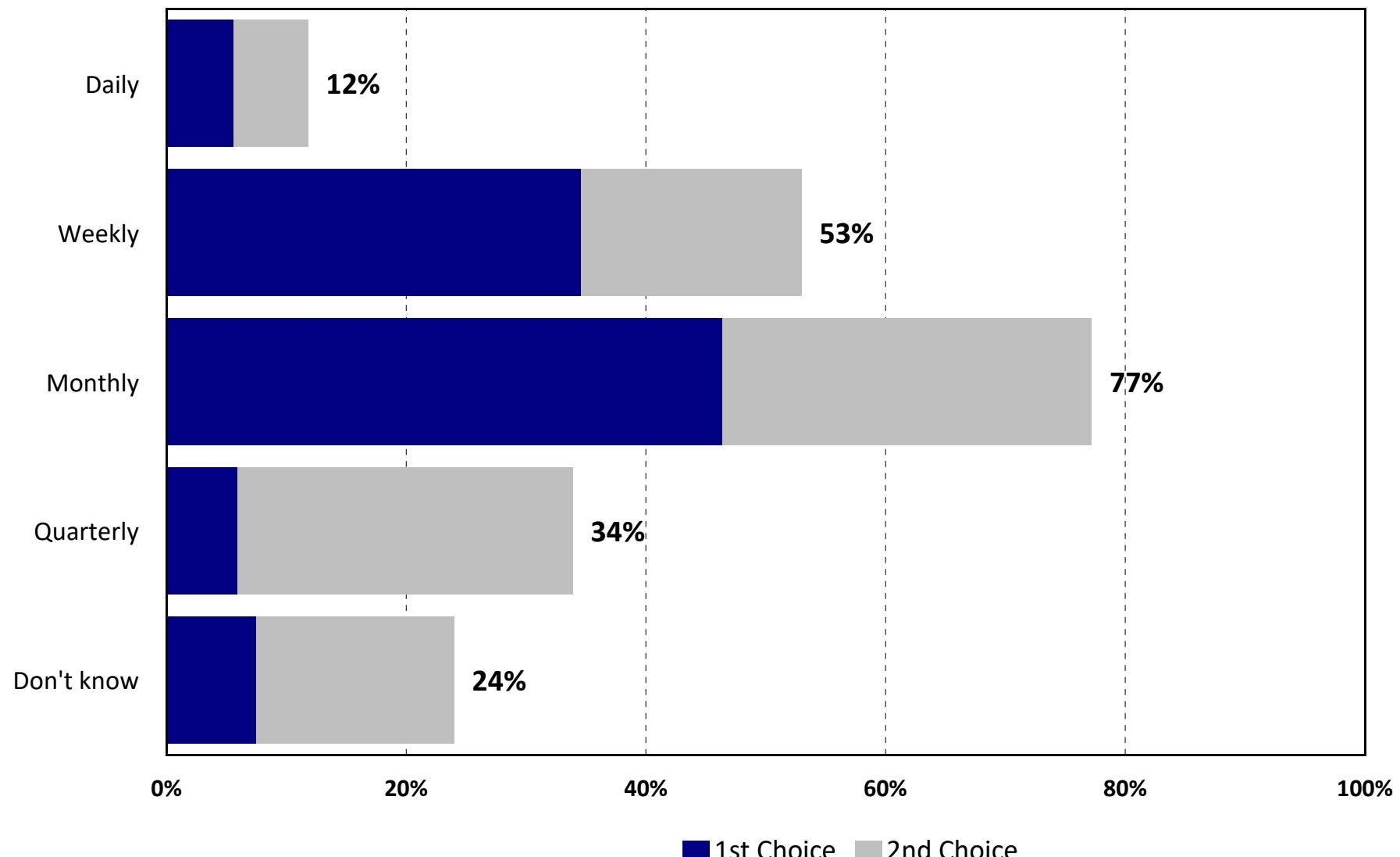
Q10a. Most Preferred Way to Get Information From the City

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



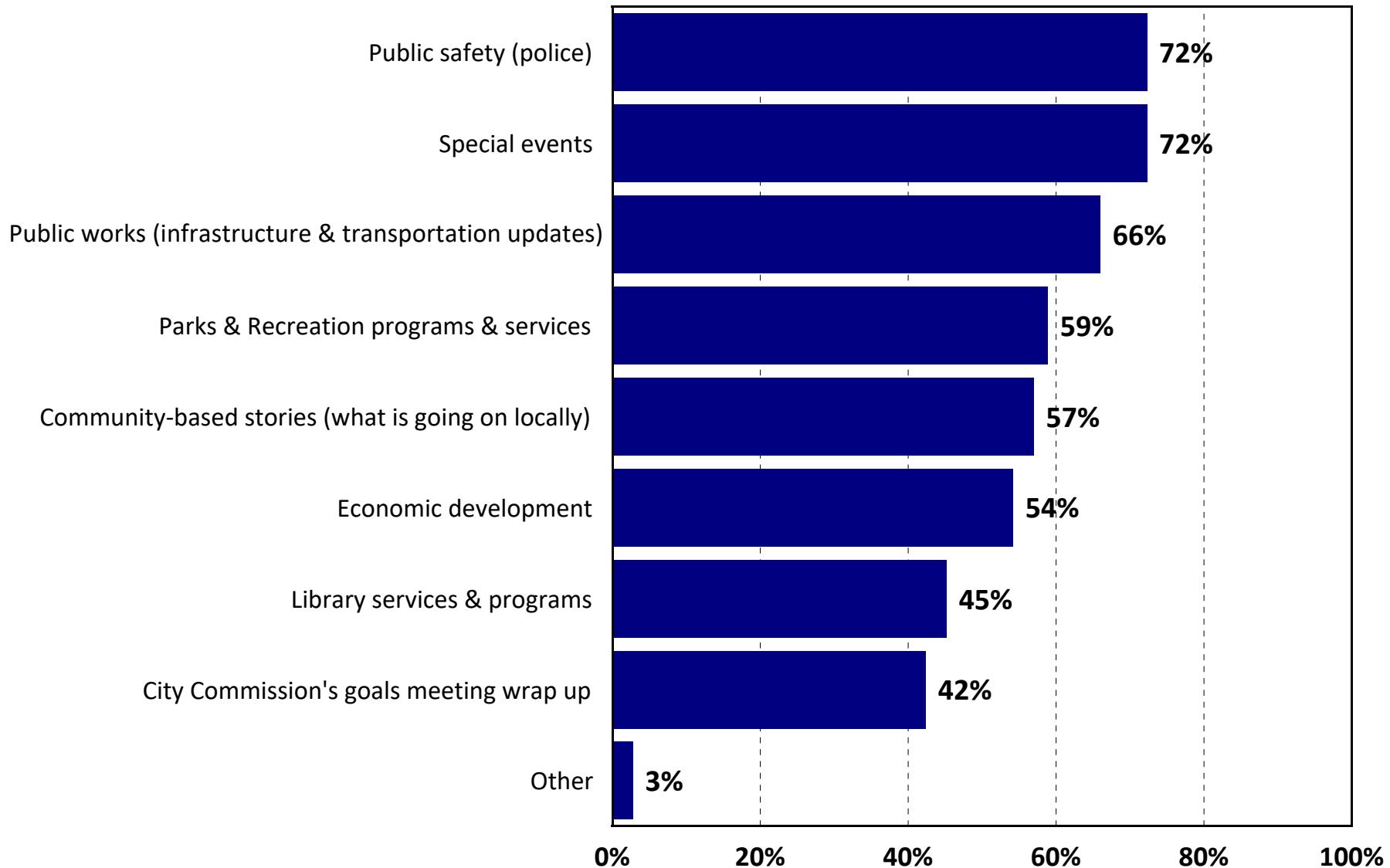
Q10b. How Frequently Respondents Would Like to Receive Information From the City

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



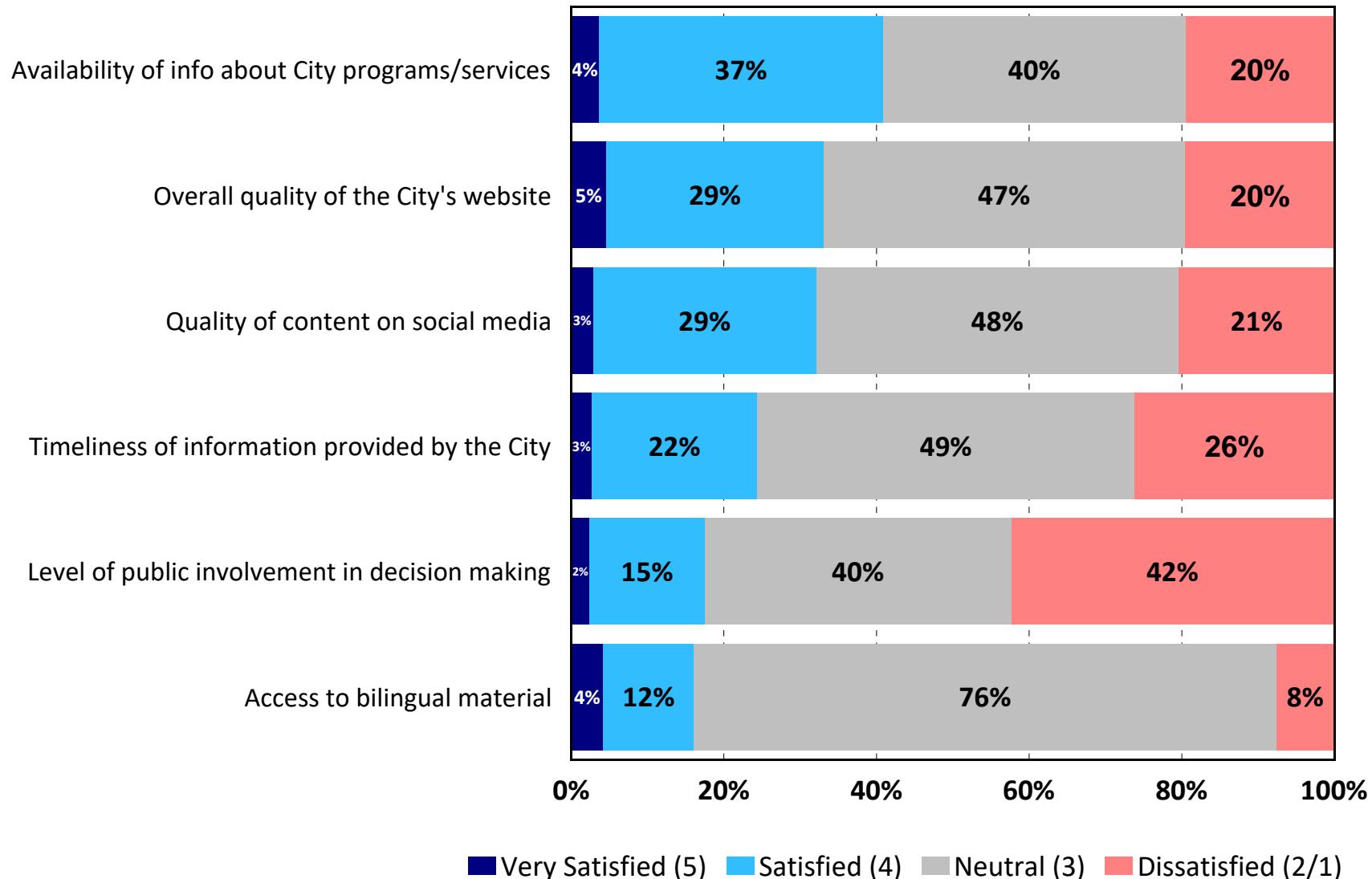
Q11. Types of Information Would Like to Receive From the City of Oregon City

by percentage of respondents (multiple choices could be made)



Q12. Satisfaction With City Communication

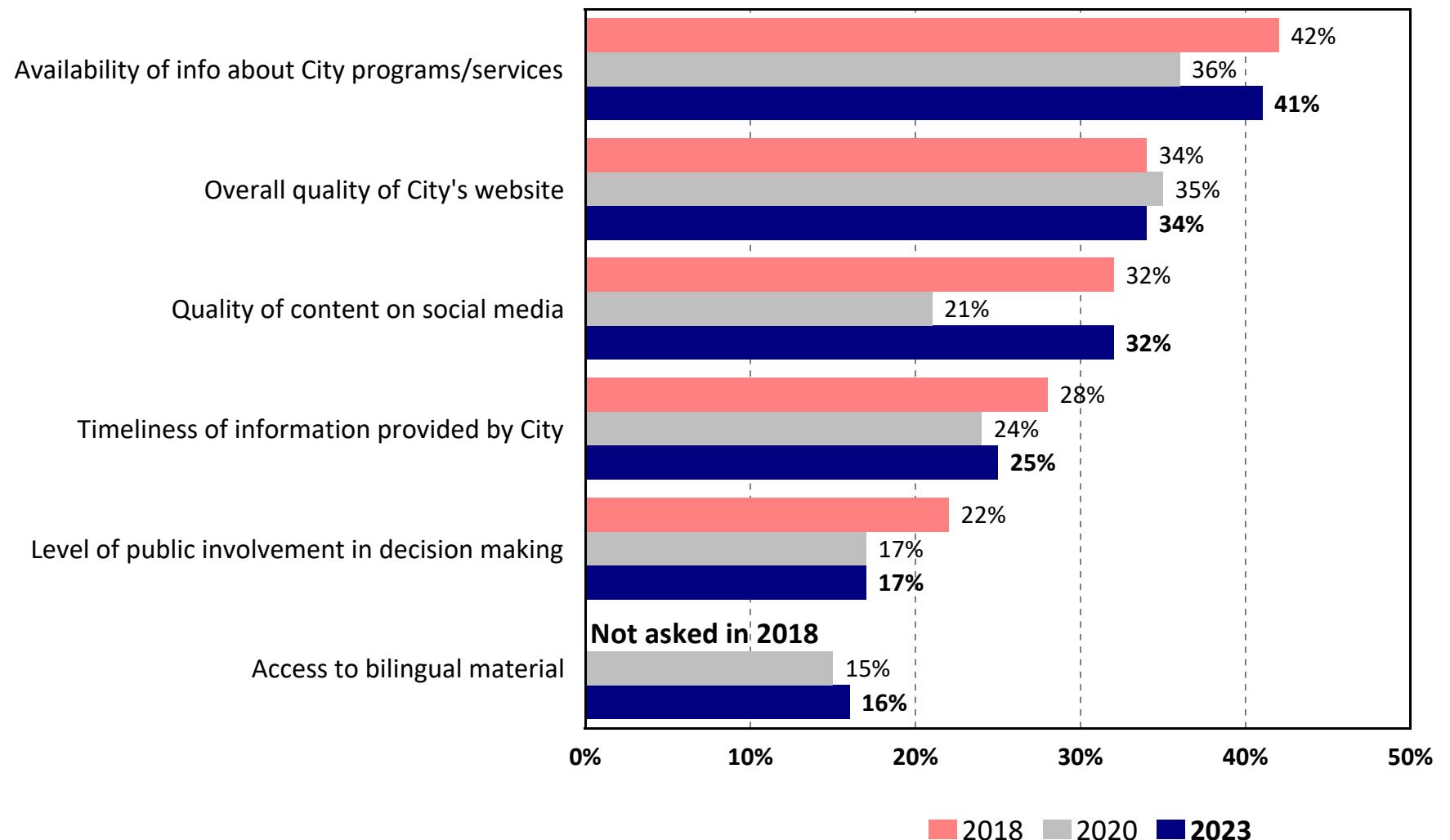
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With City Communication

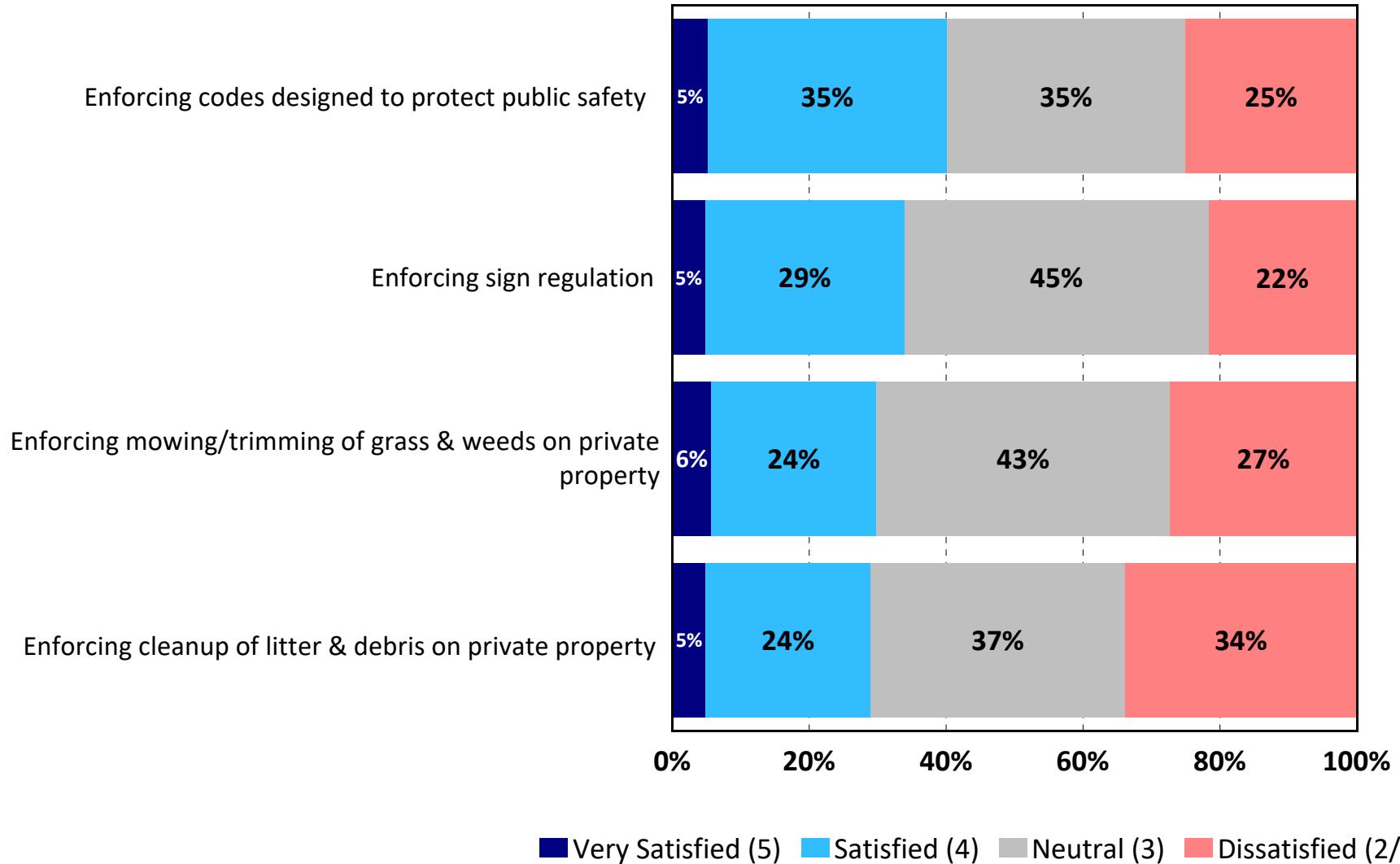
2018 to 2023

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



Q13. Satisfaction With Code Enforcement

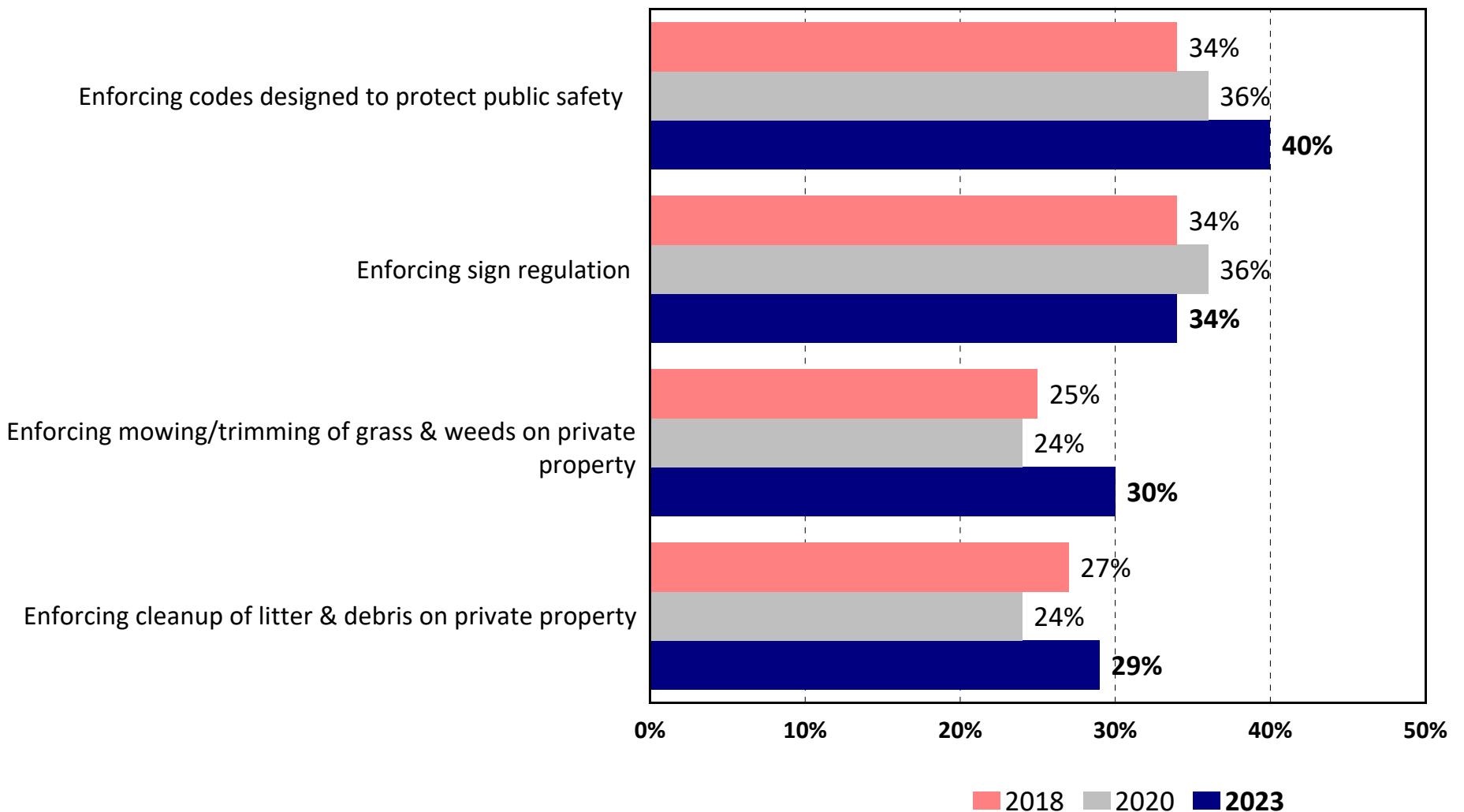
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Code Enforcement

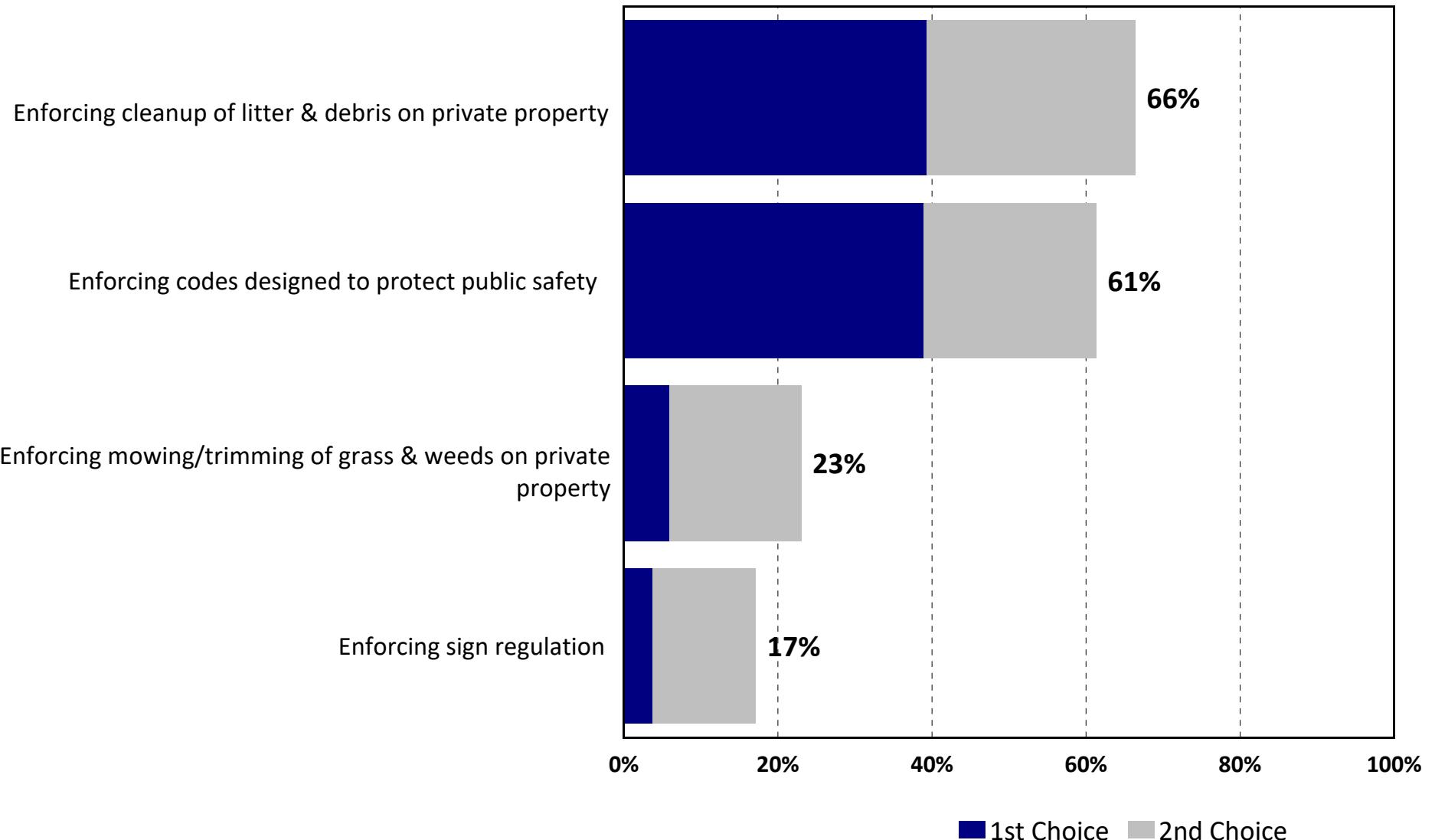
2018 to 2023

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



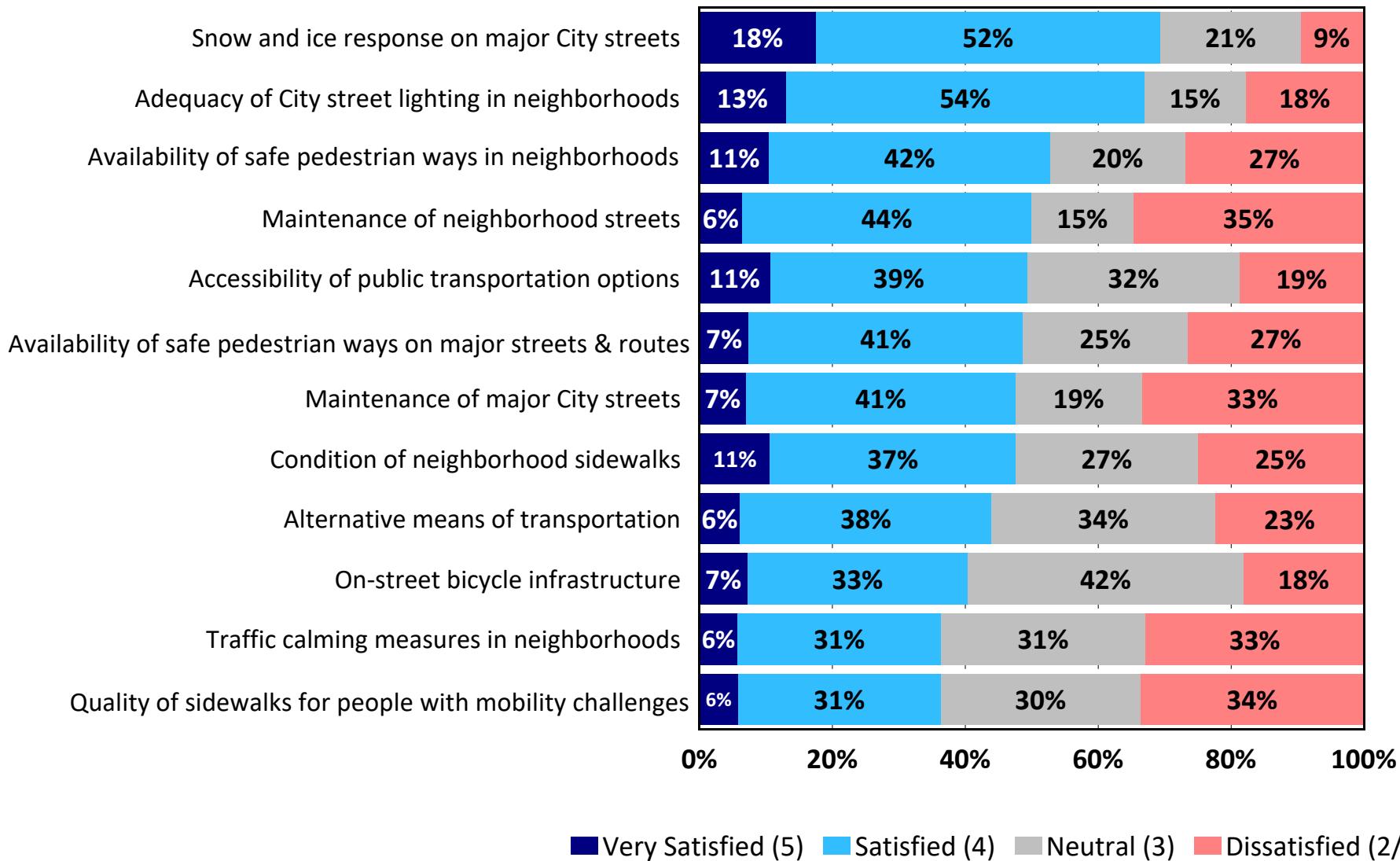
Q14. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q15. Satisfaction With Traffic and Infrastructure Services

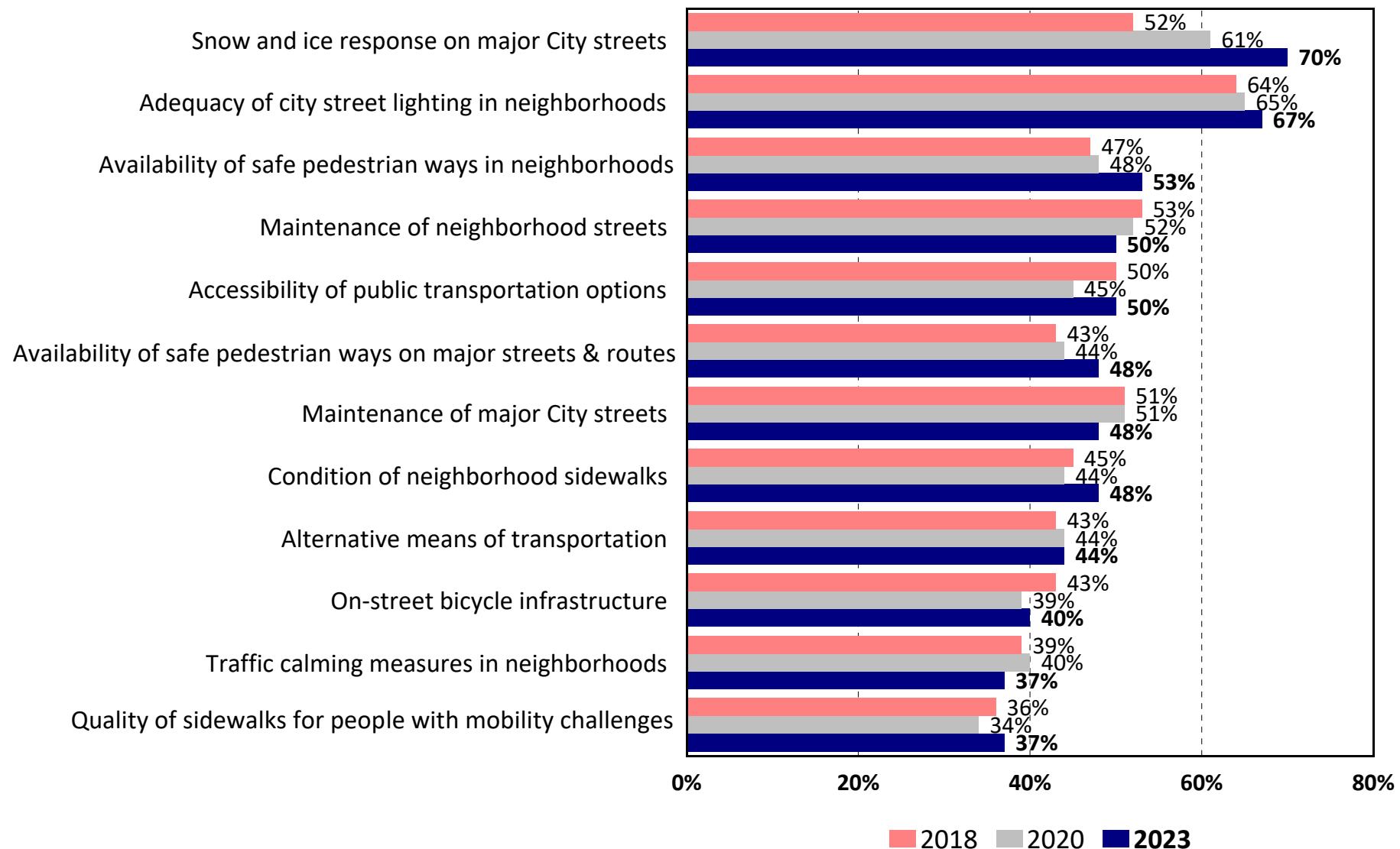
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Traffic and Infrastructure Services

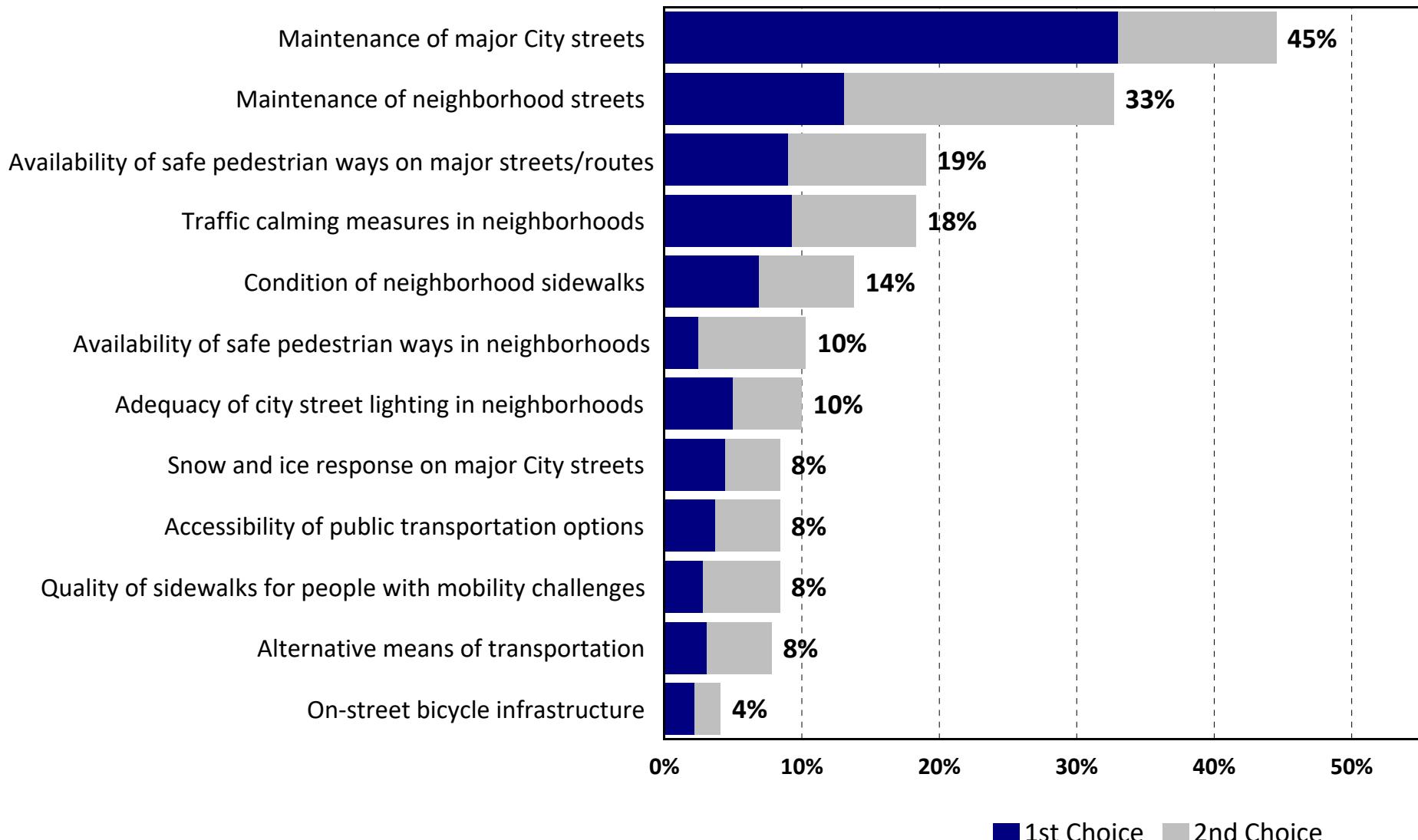
2018 to 2023

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



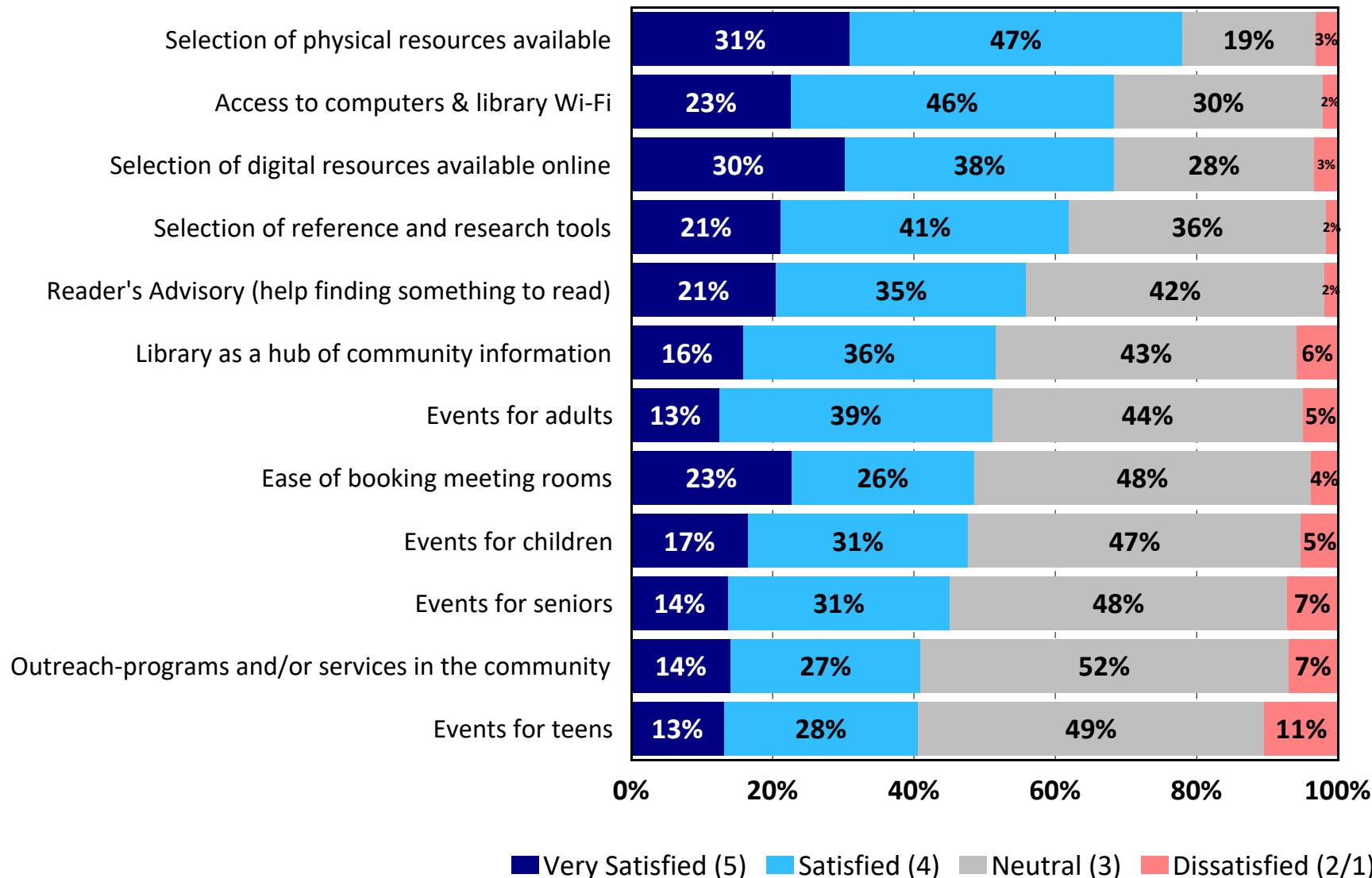
Q16. Traffic and Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q17. Satisfaction With Public Library Services

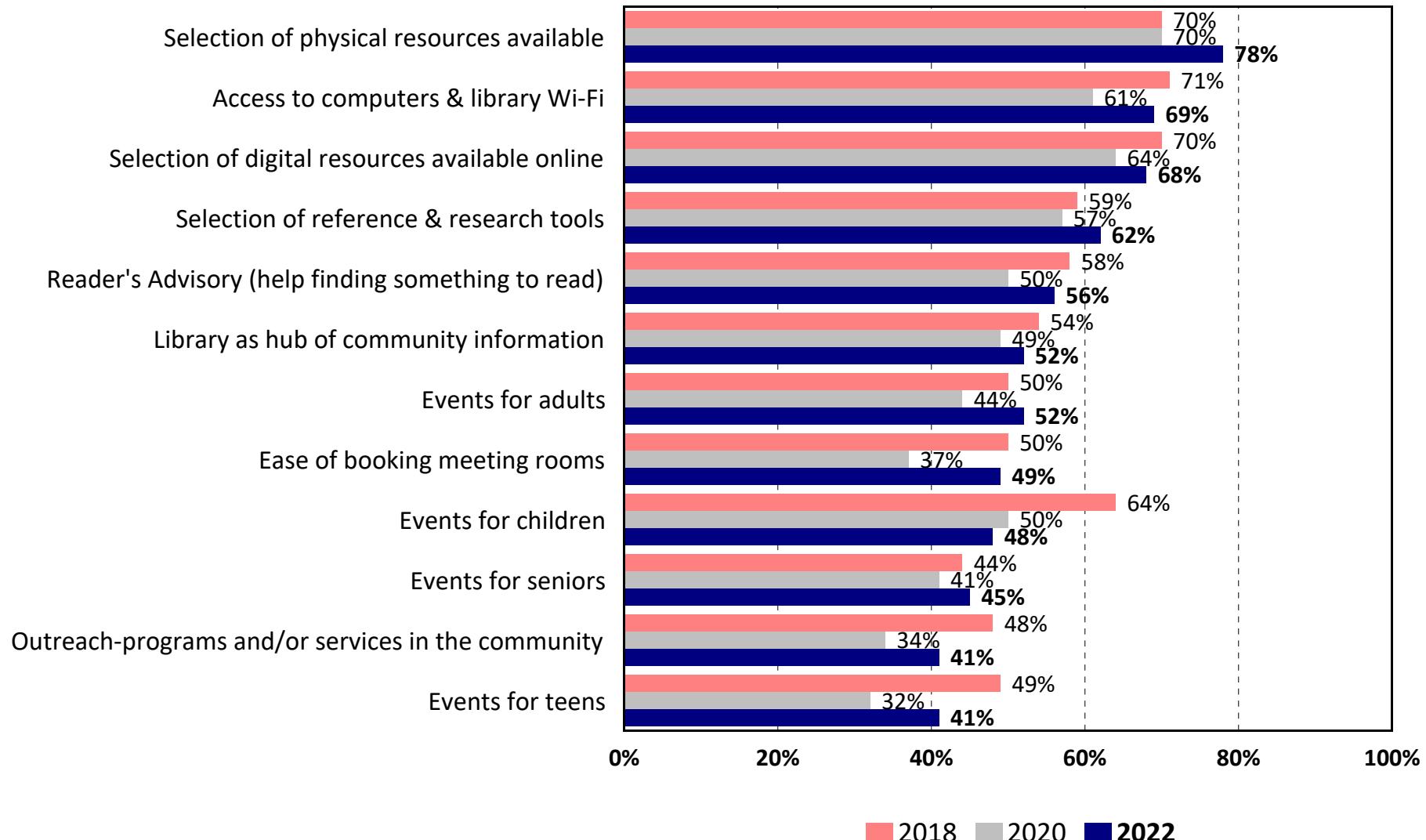
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Public Library Services

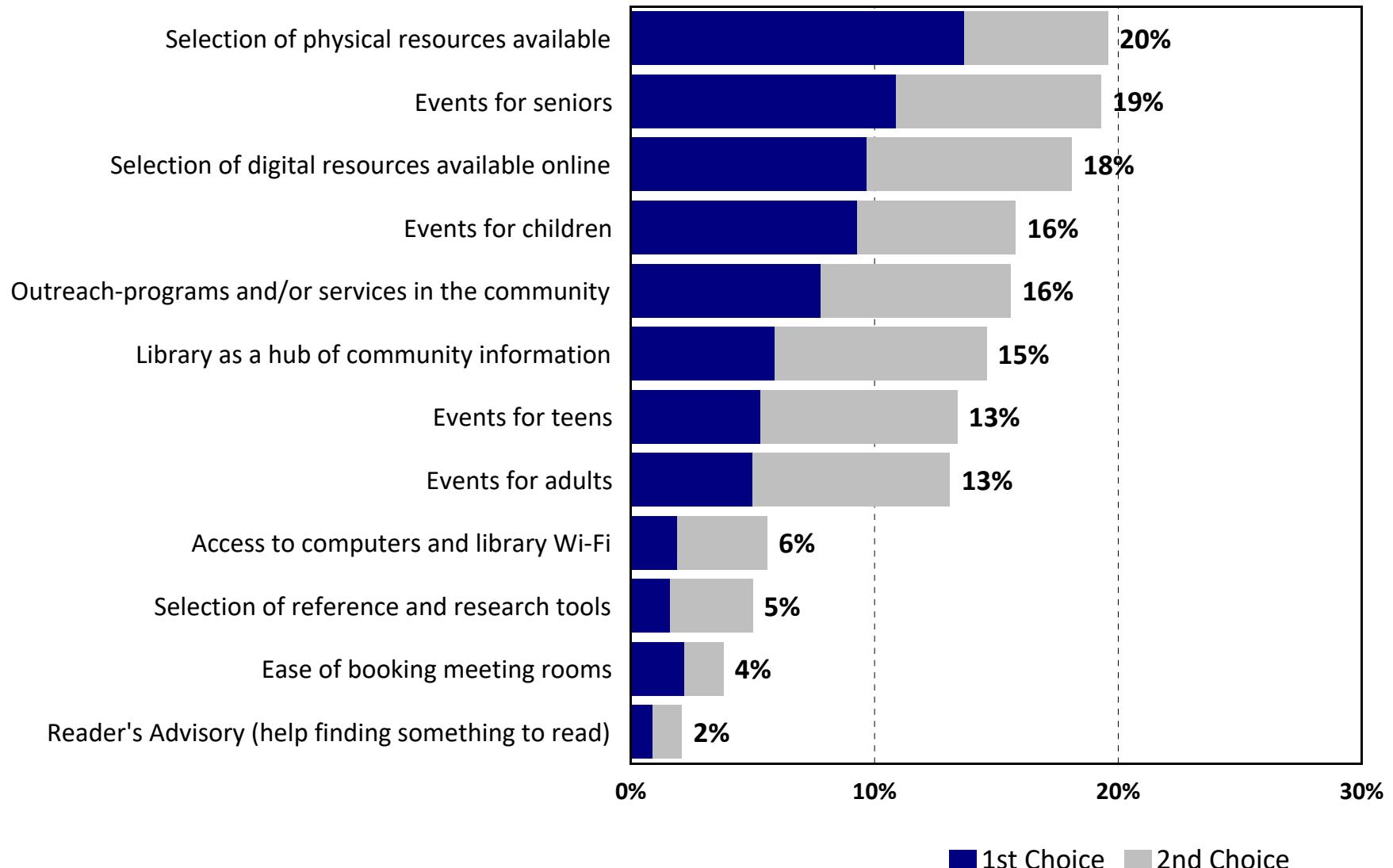
2018 to 2023

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



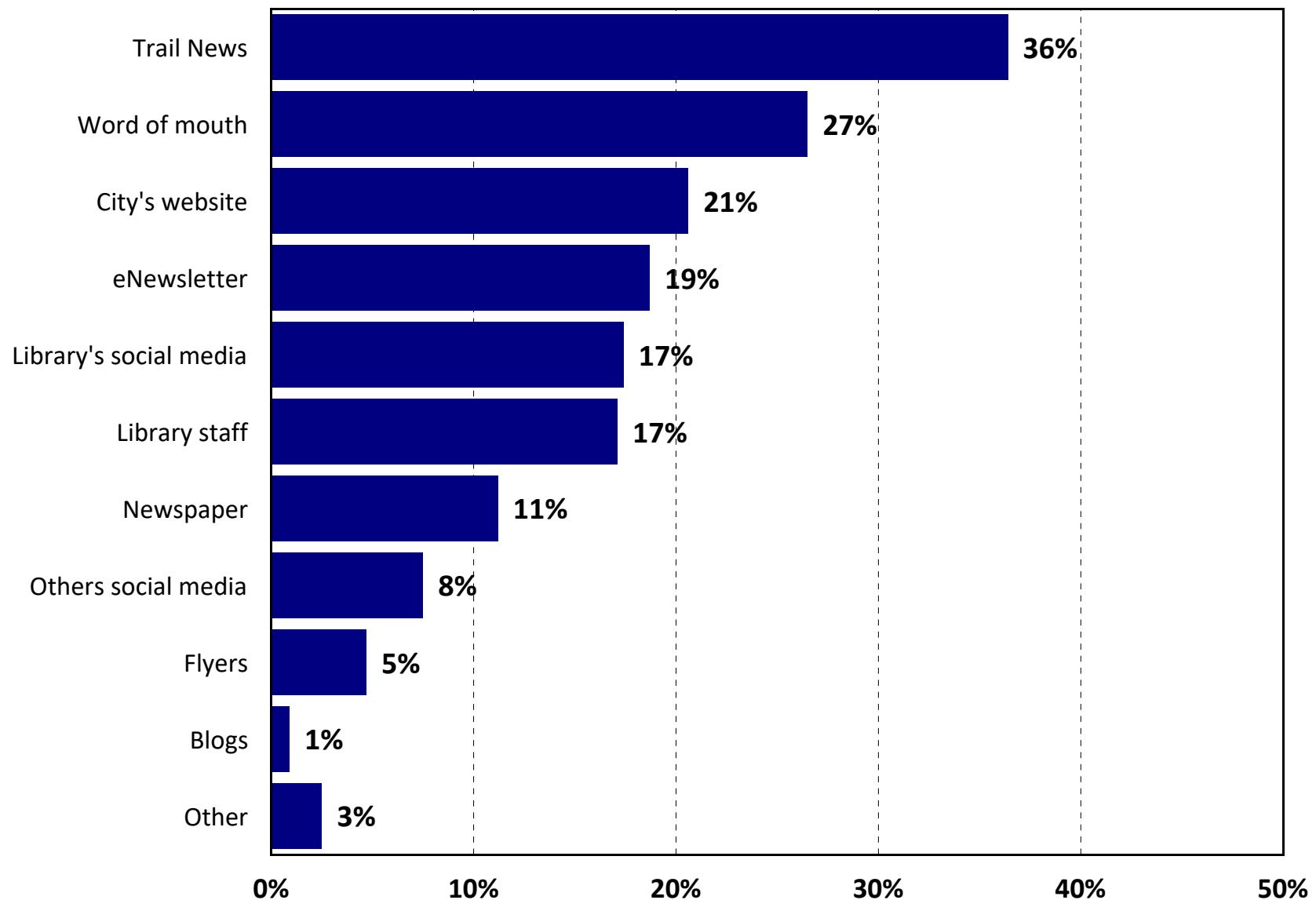
Q18. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



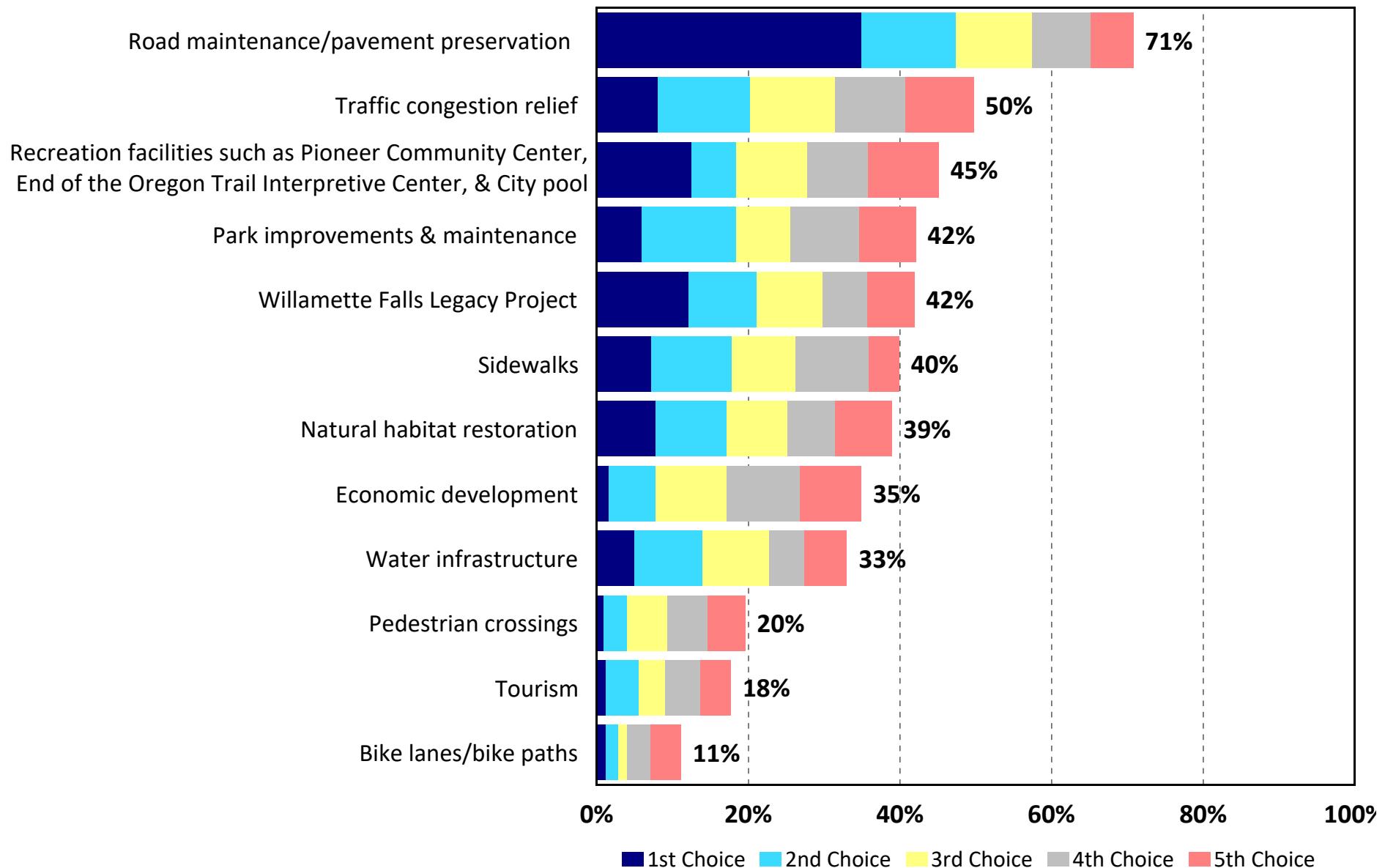
Q19. How do you get information about the library?

by percentage of respondents (multiple choices could be made)



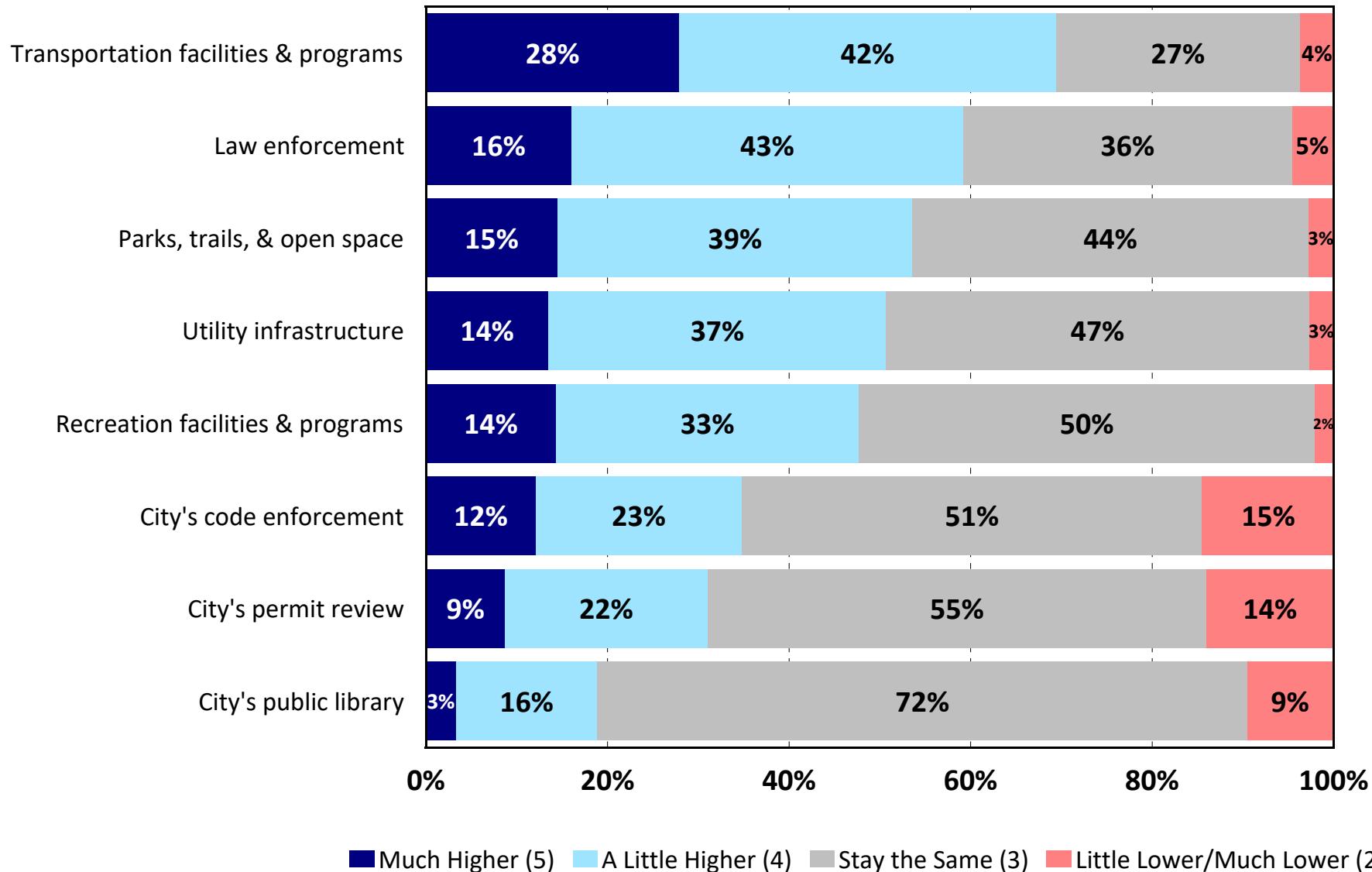
Q20. Top Capital Investment Priorities

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



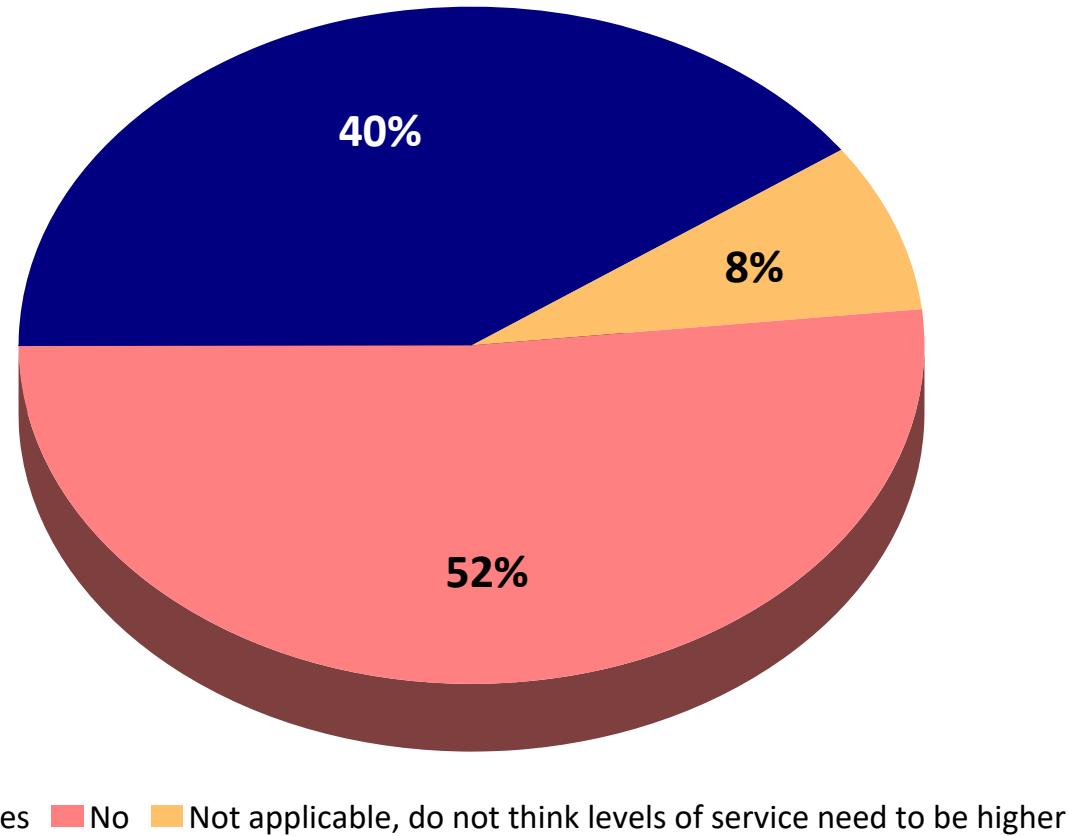
Q21. Level of Change in Service Expectations

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



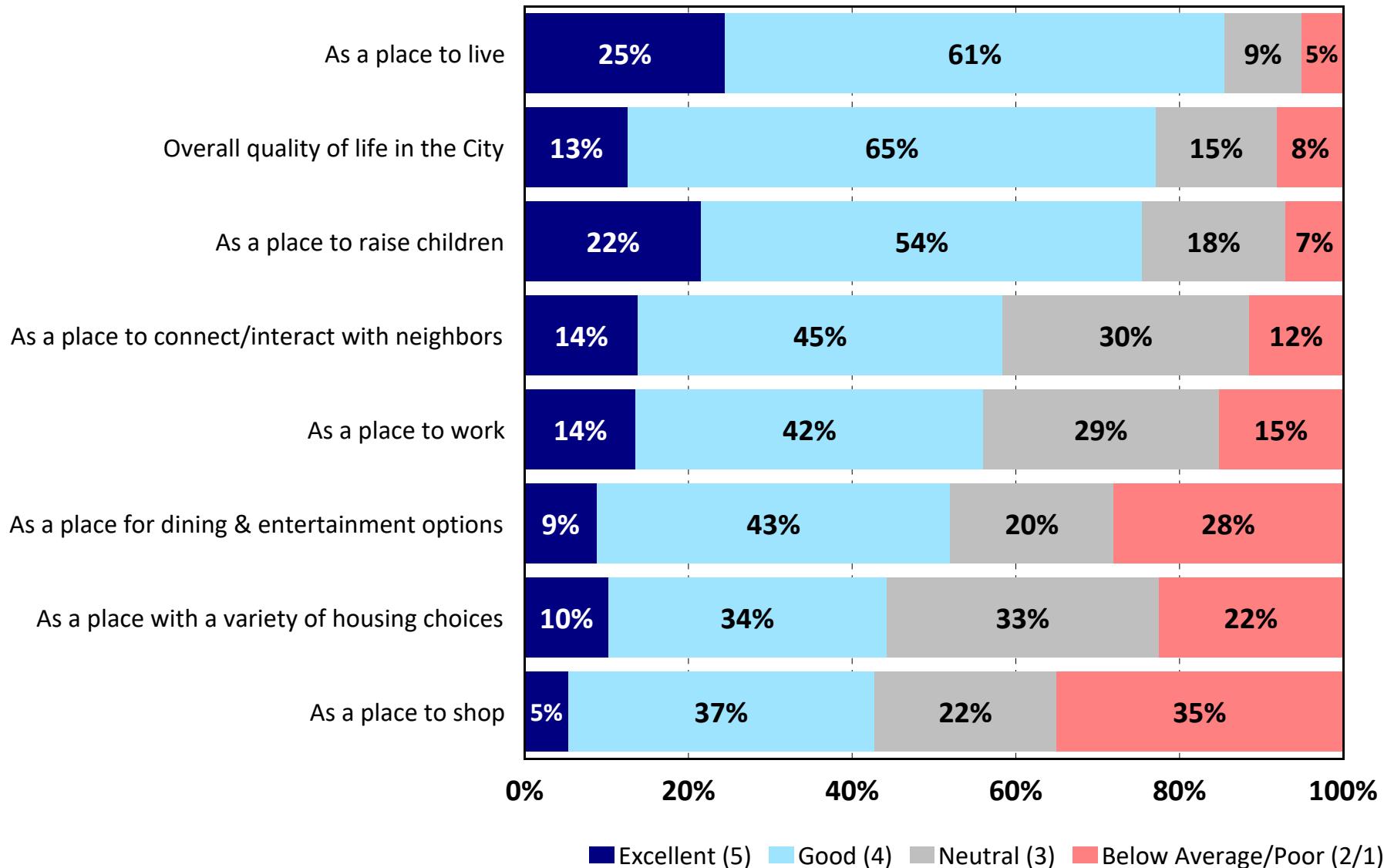
Q21a. Would you be willing to pay more in taxes or fees to support an increase in the service level?

by percentage of respondents



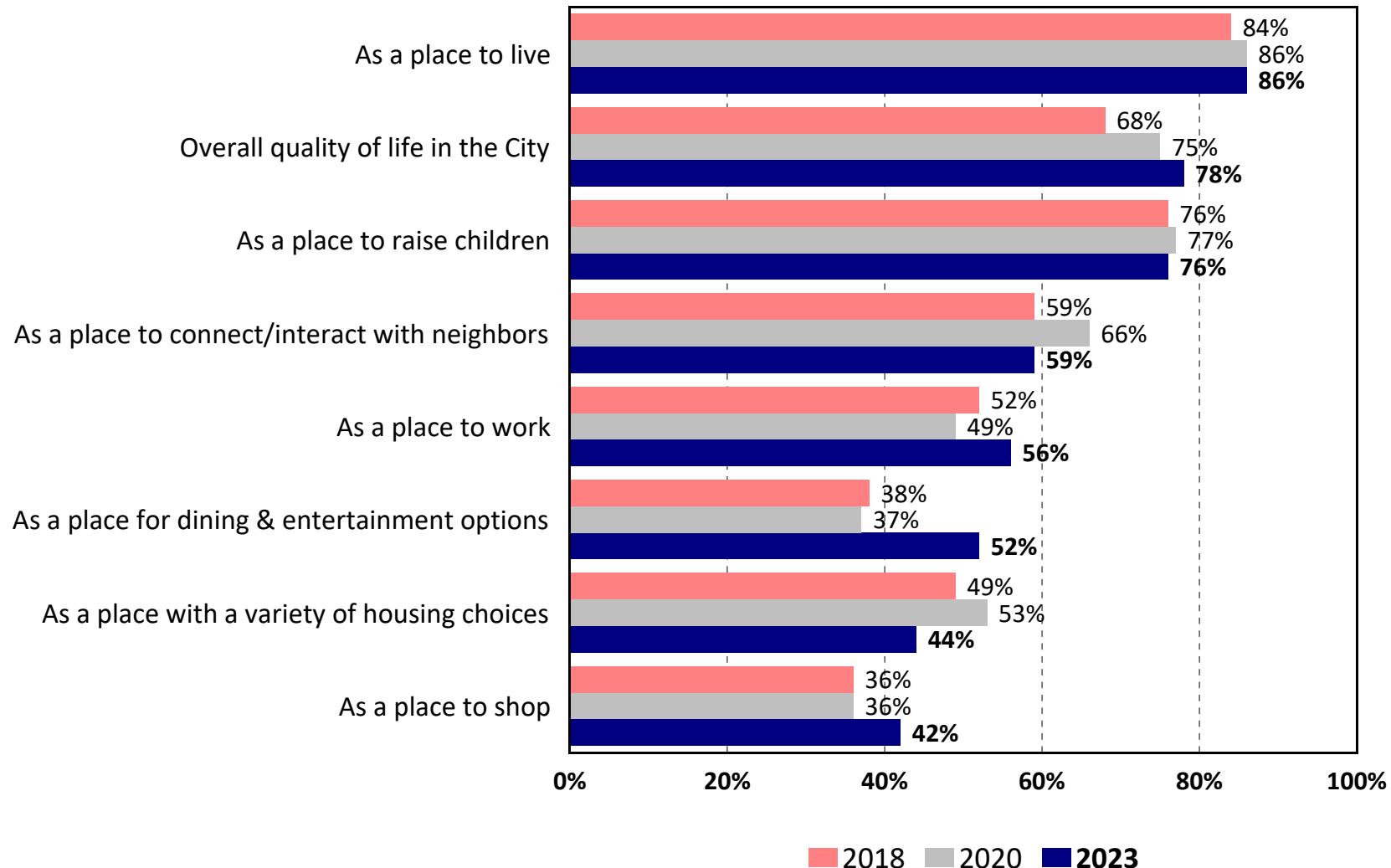
Q22. Ratings of Oregon City

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 2023**

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

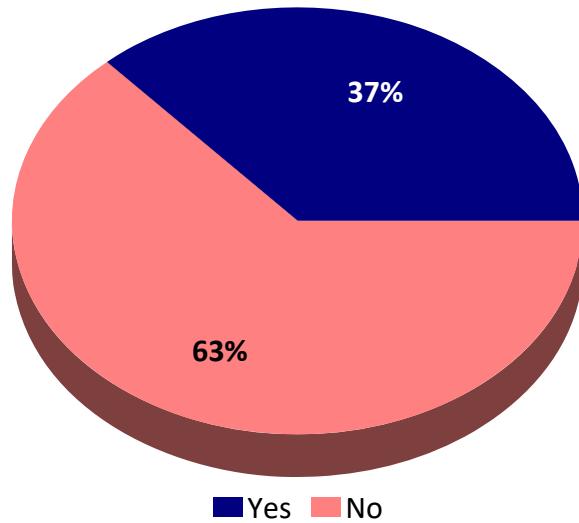


Q23. Have you called, emailed, or visited the city with a question, problem, or complaint during the past year?

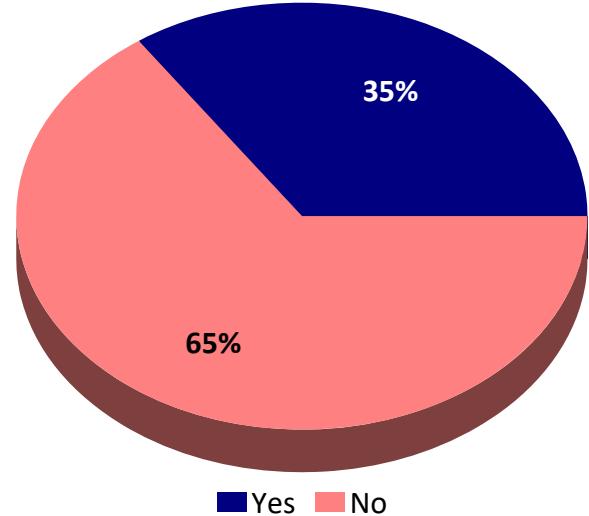
by percentage of respondents (excluding don't knows)

TRENDS

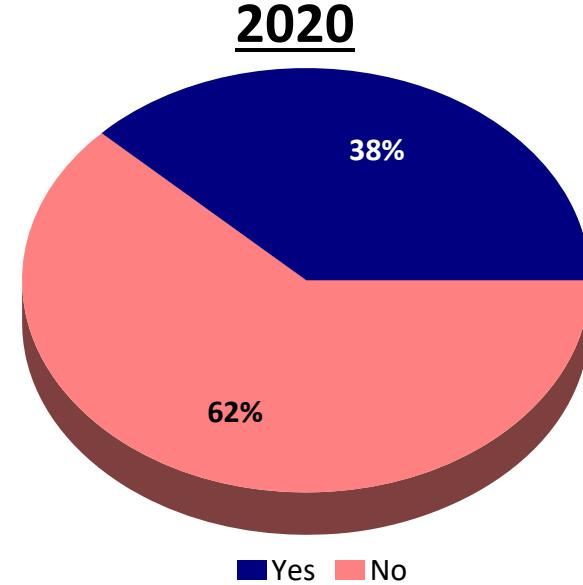
2023



2018



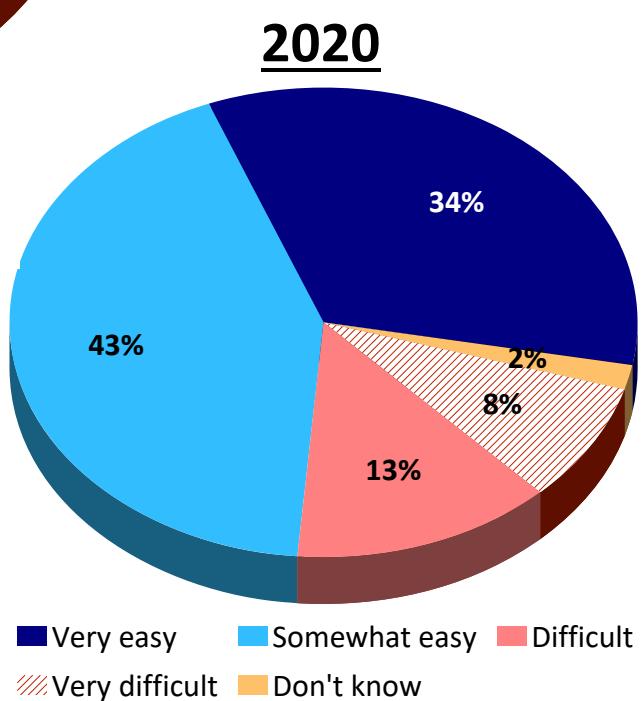
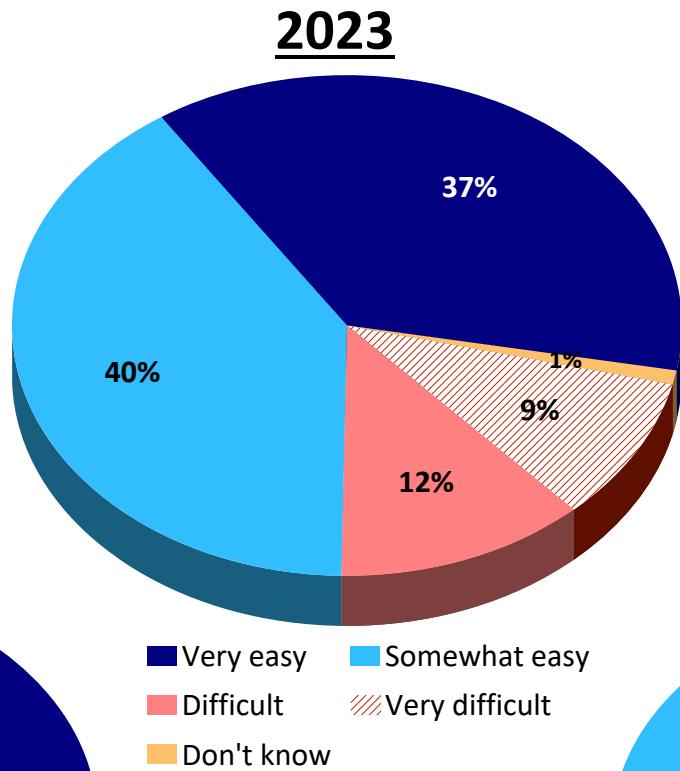
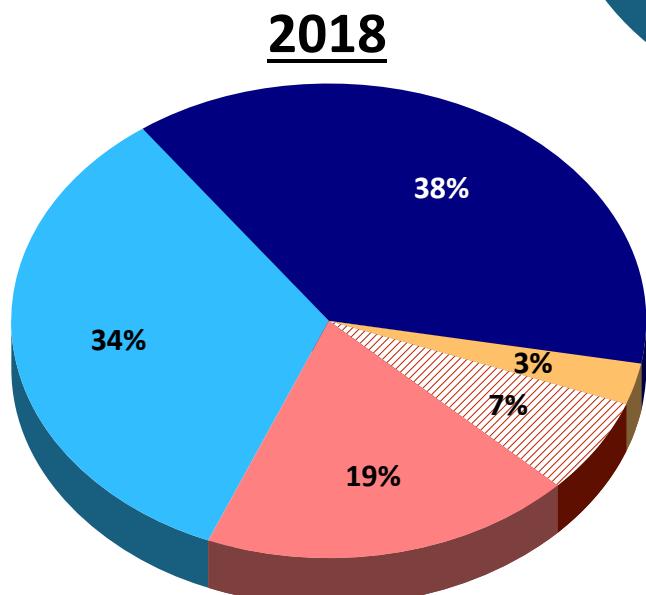
2020



Q23a. 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

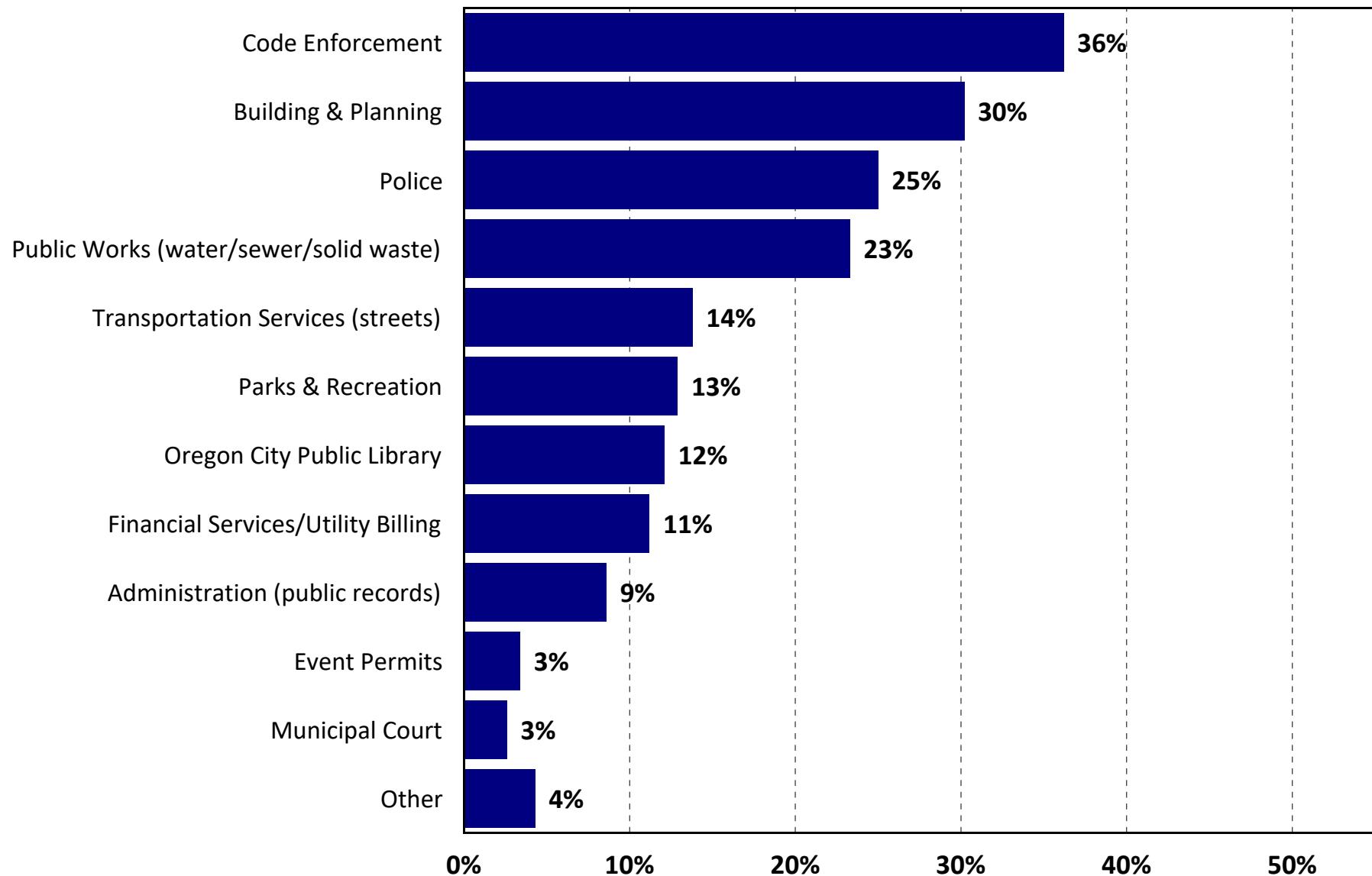


█ Very easy █ Somewhat easy █ Difficult
██ Very difficult █ Don't know

█ Very easy █ Somewhat easy █ Difficult
██ Very difficult █ Don't know

Q23b. What department did you contact?

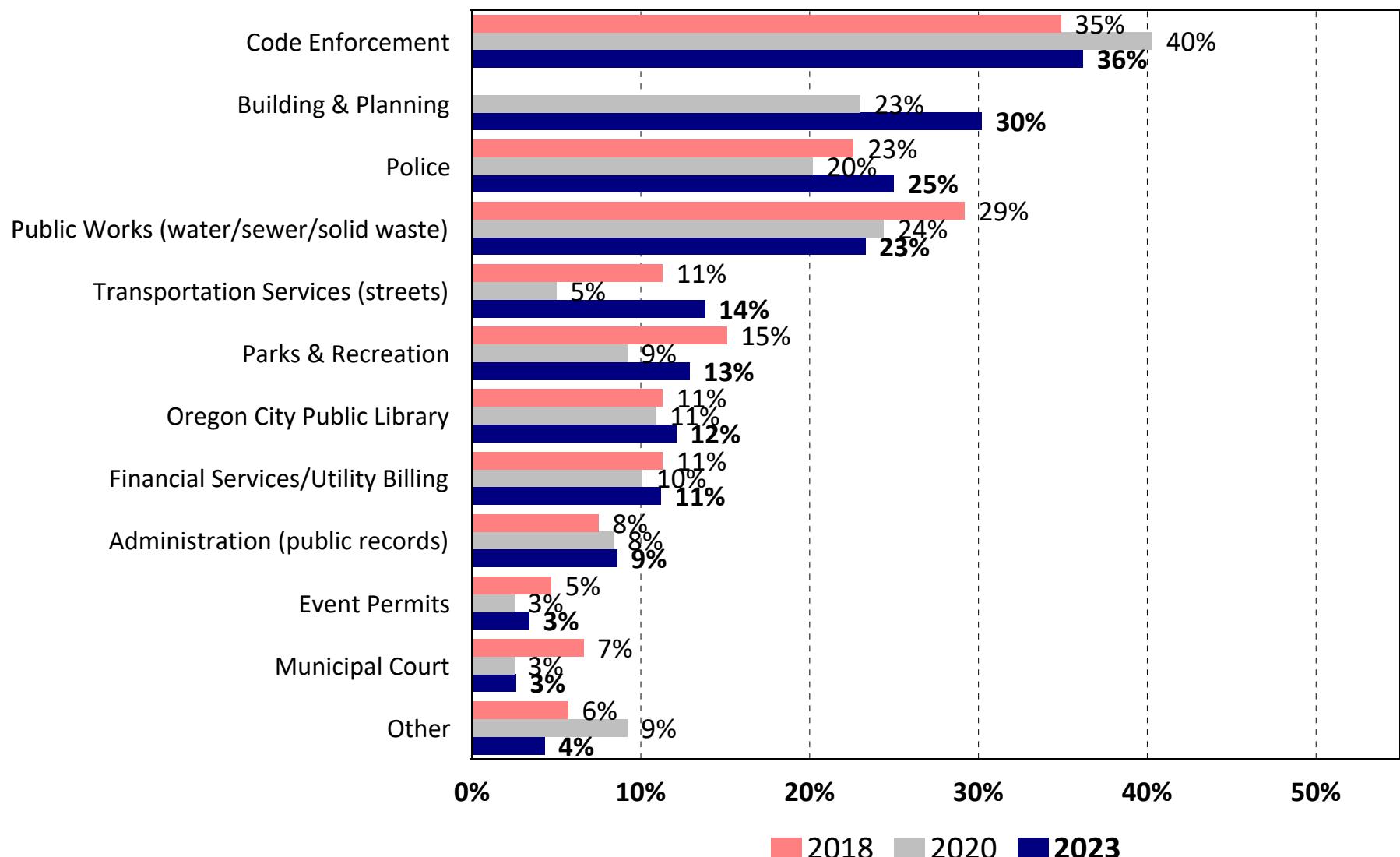
by percentage of respondents who have contacted the City in the past year
(multiple choices could be made)



TRENDS: What department did you contact?

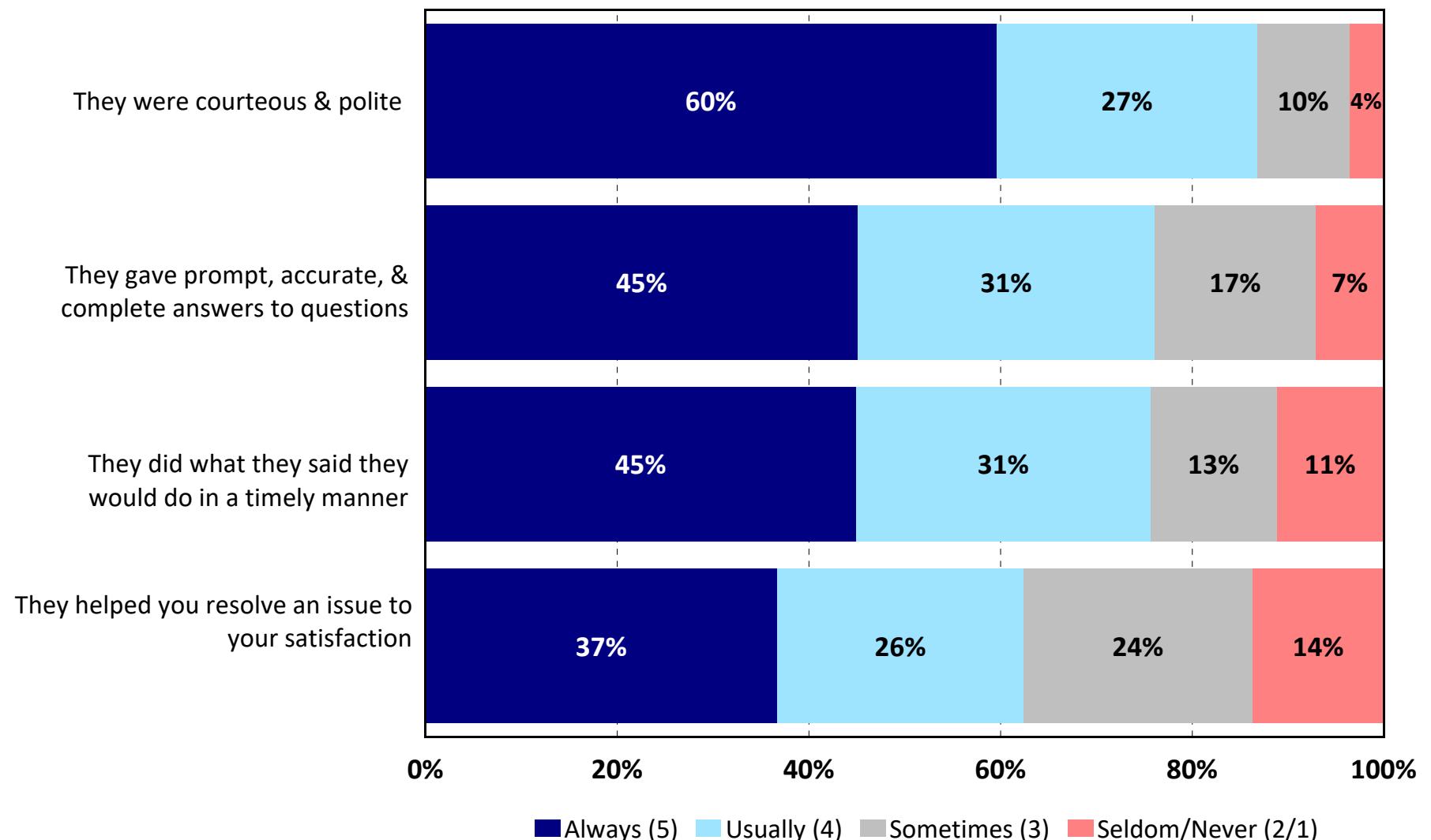
2018 to 2023

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



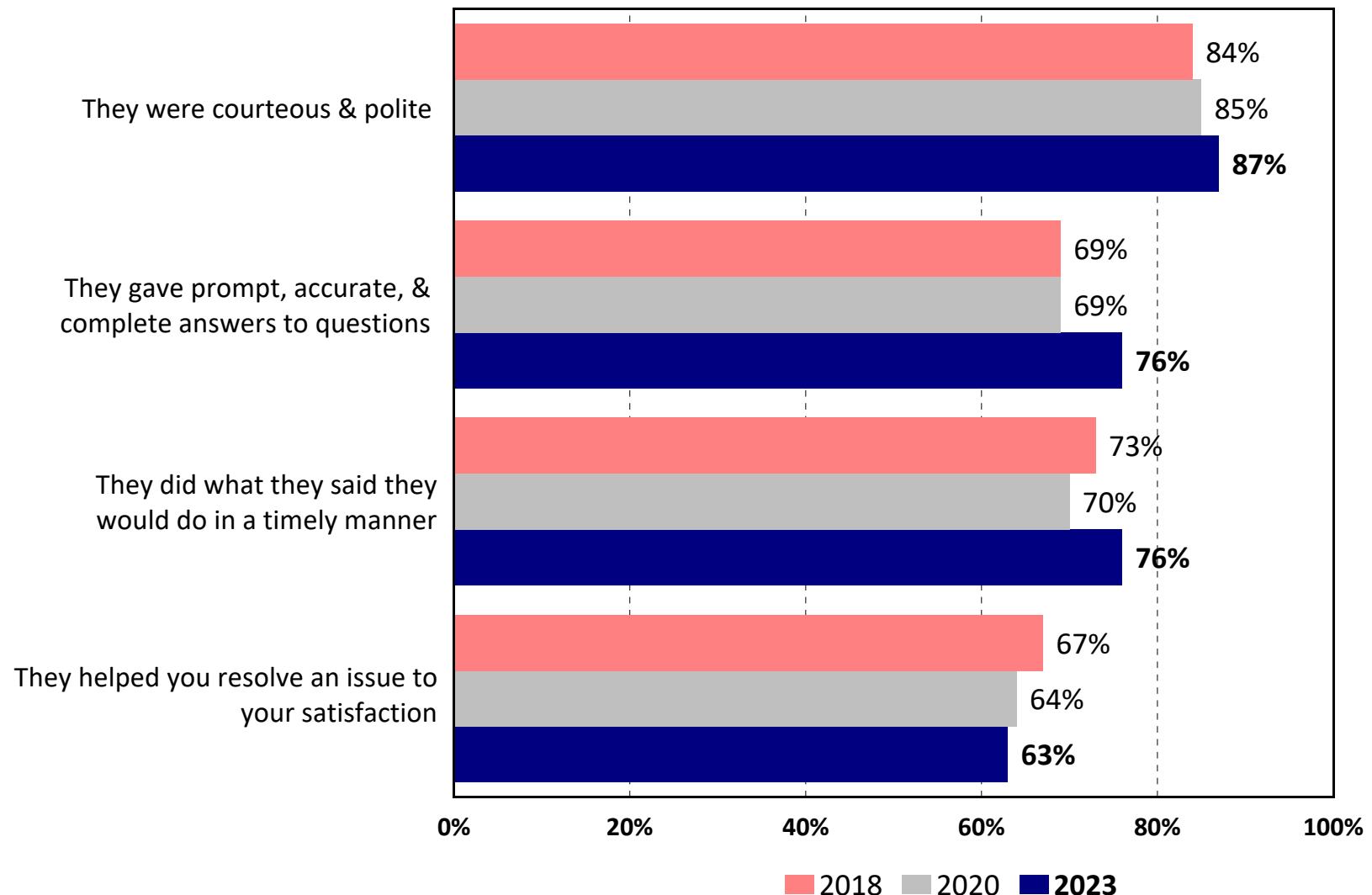
Q23c. Perception of the Quality of Customer Service From City Employees

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)



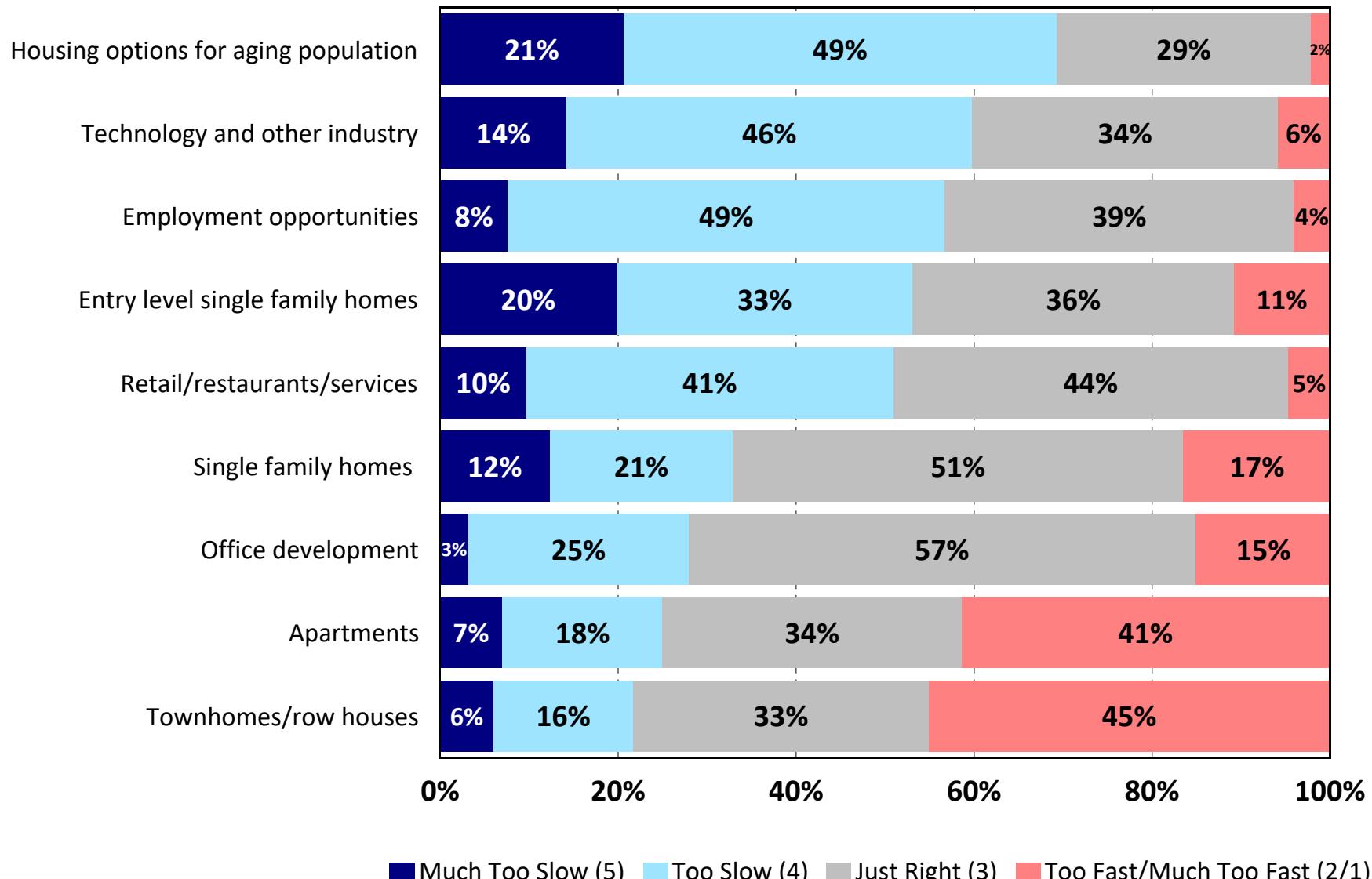
TRENDS: Perception of the Quality of Customer Service From City Employees *2018 to 2023*

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



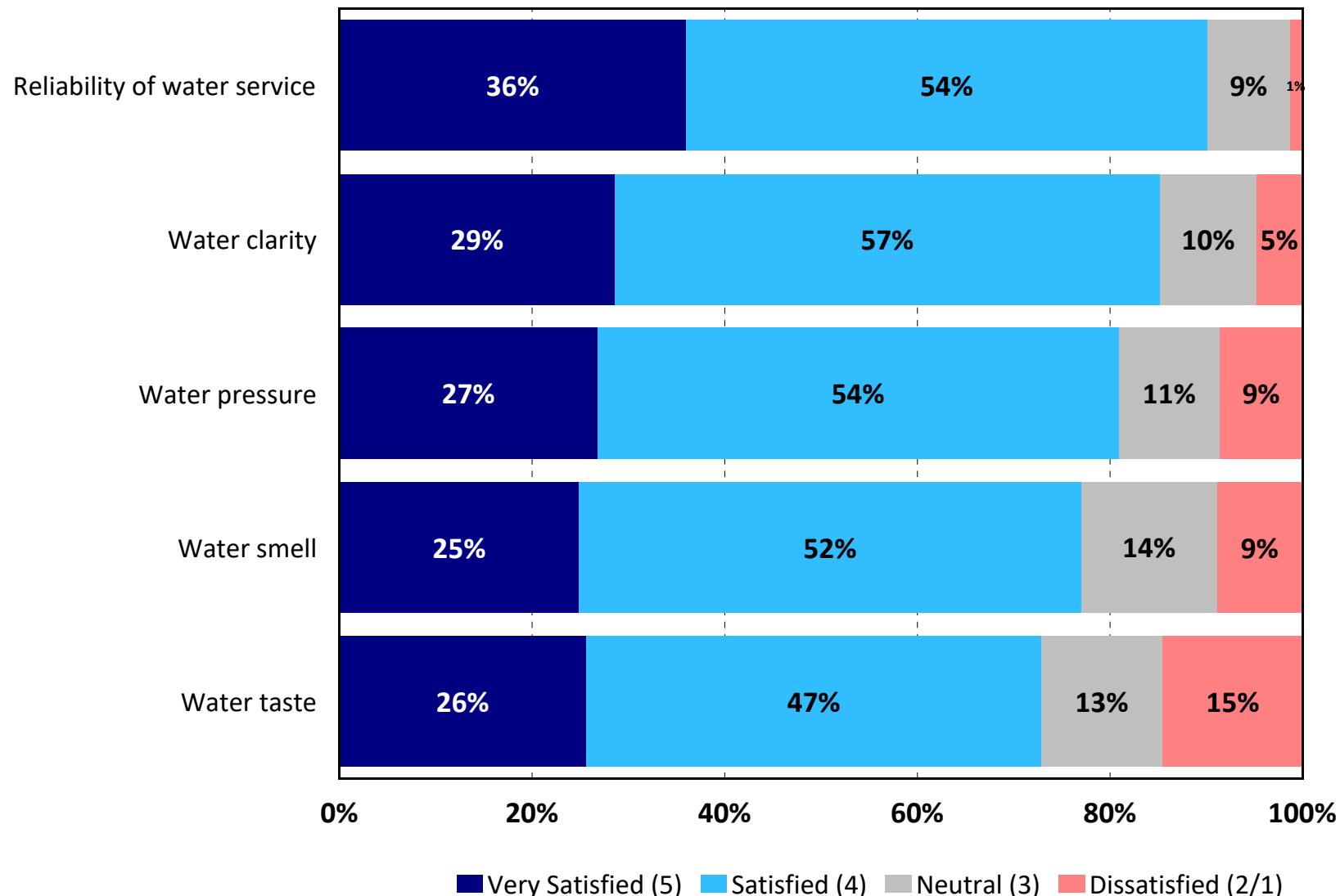
Q24. Ratings of City's Current Pace of Land Development

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



Q25. Satisfaction With Water Quality

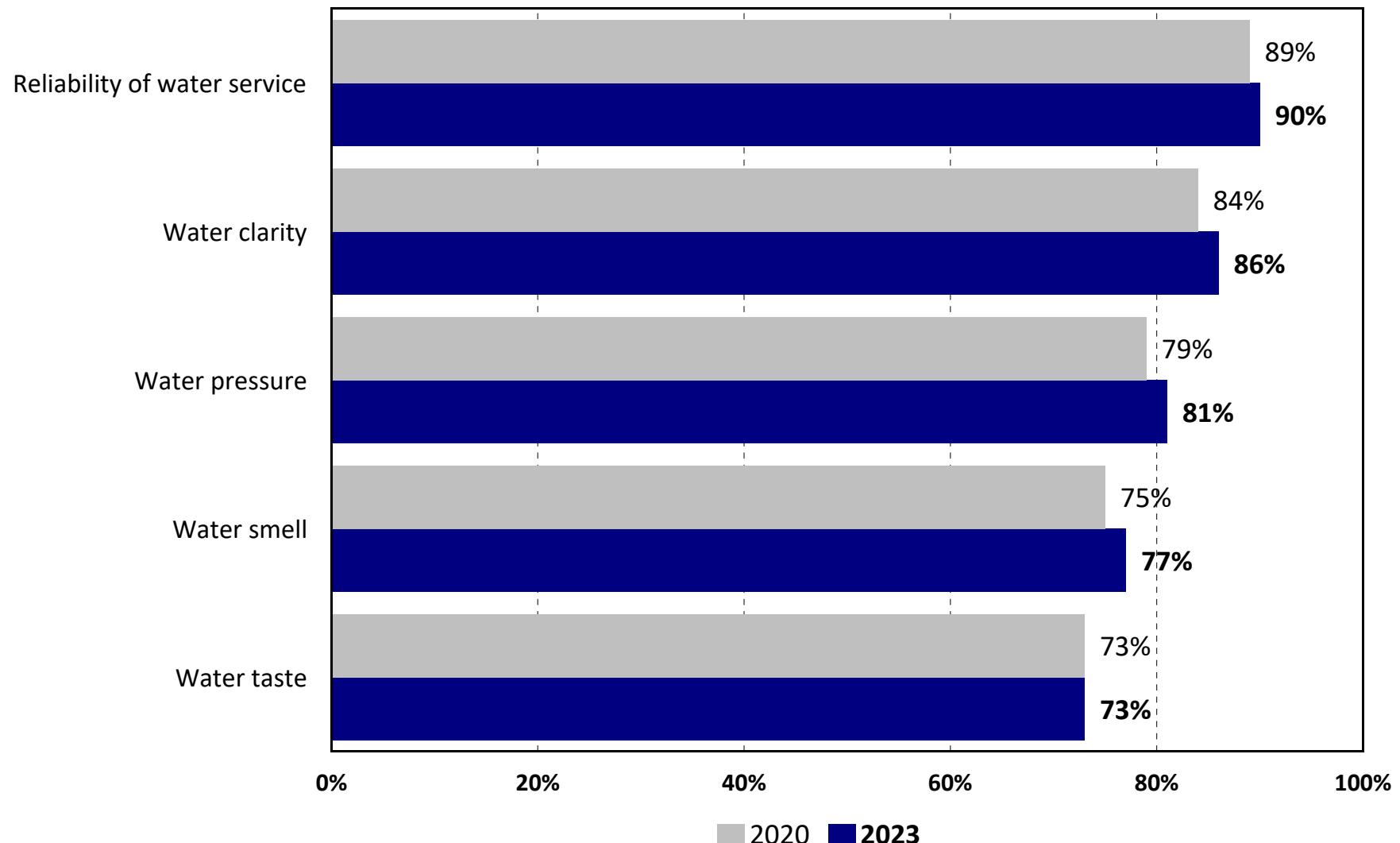
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Water Quality

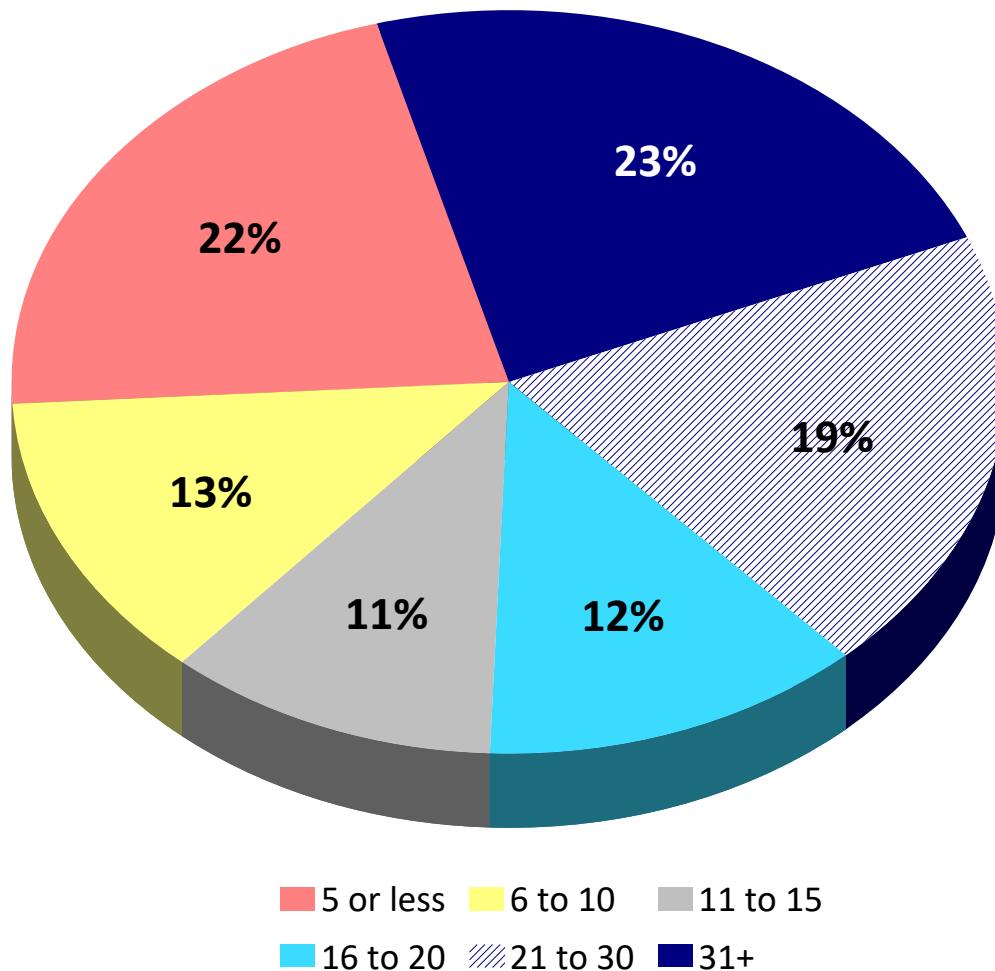
2020 vs. 2023

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



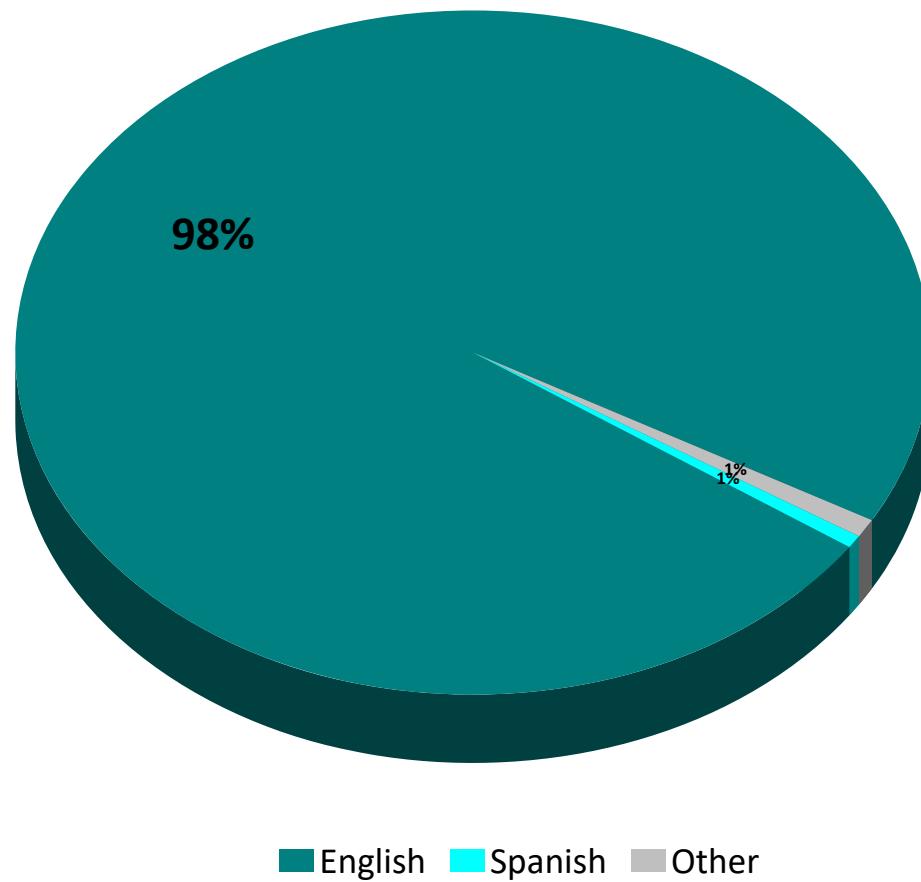
Q26. Demographics: Approximately how many years have you lived in Oregon City?

by percentage of respondents



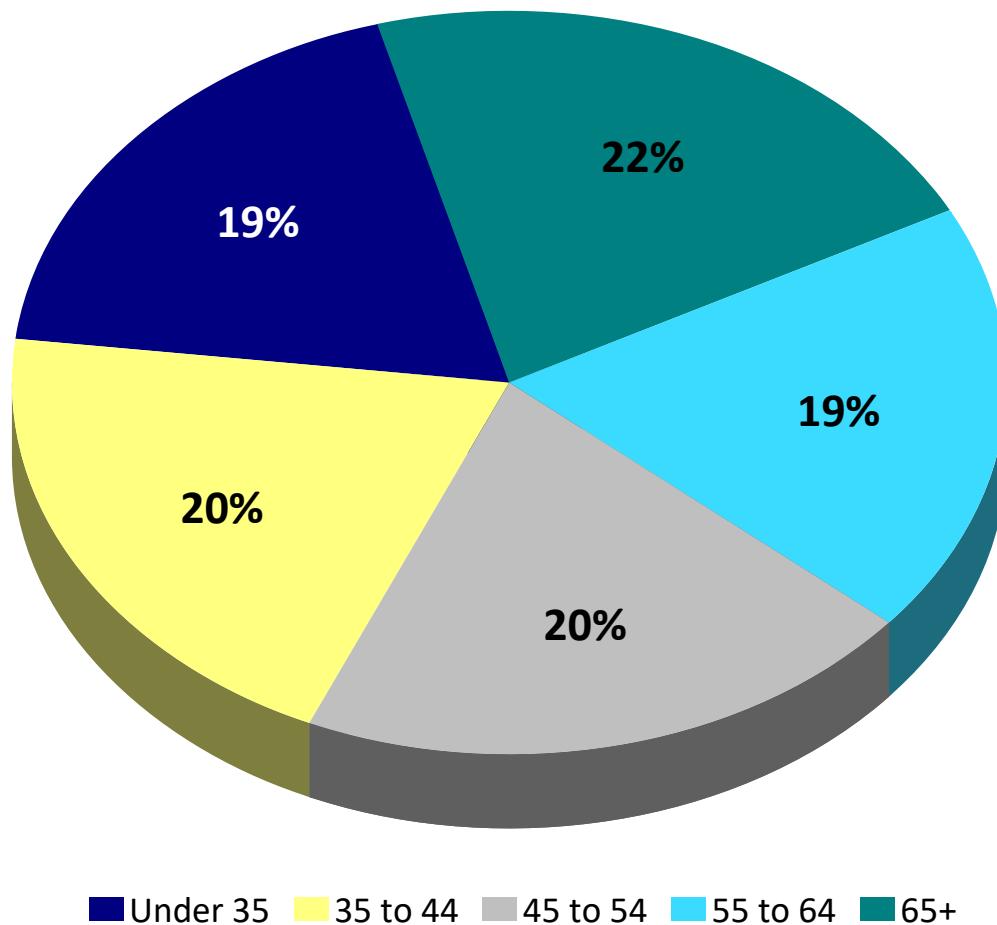
Q27. Demographics: What is the preferred language spoken in your home?

by percentage of respondents



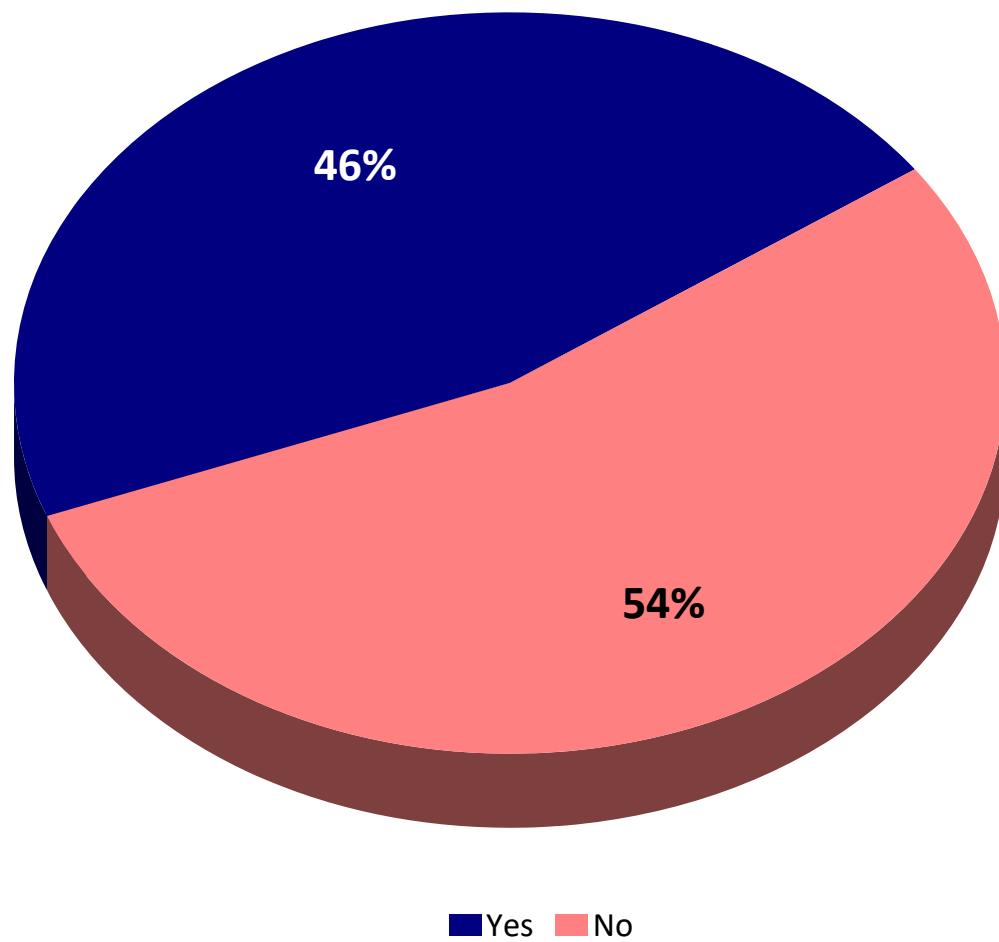
Q28. Demographics: Age of Respondent

by percentage of respondents



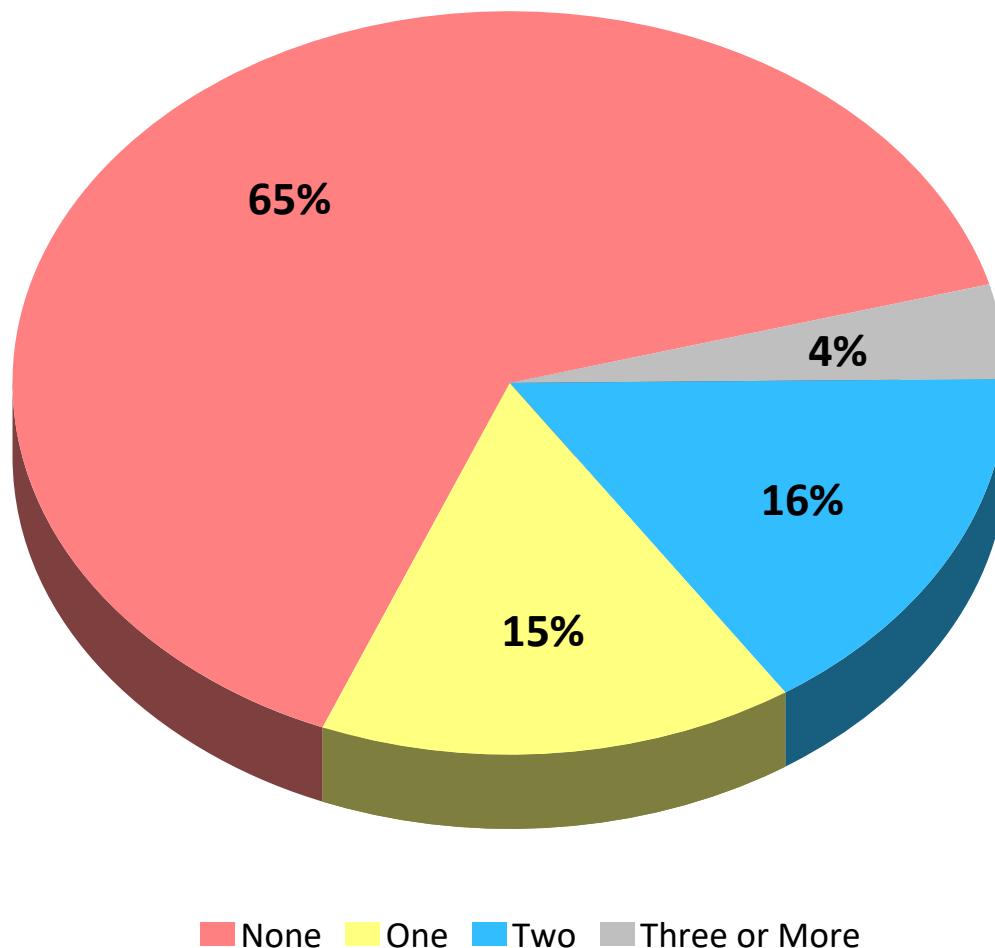
Q29. Do you work outside of Oregon City?

by percentage of respondents



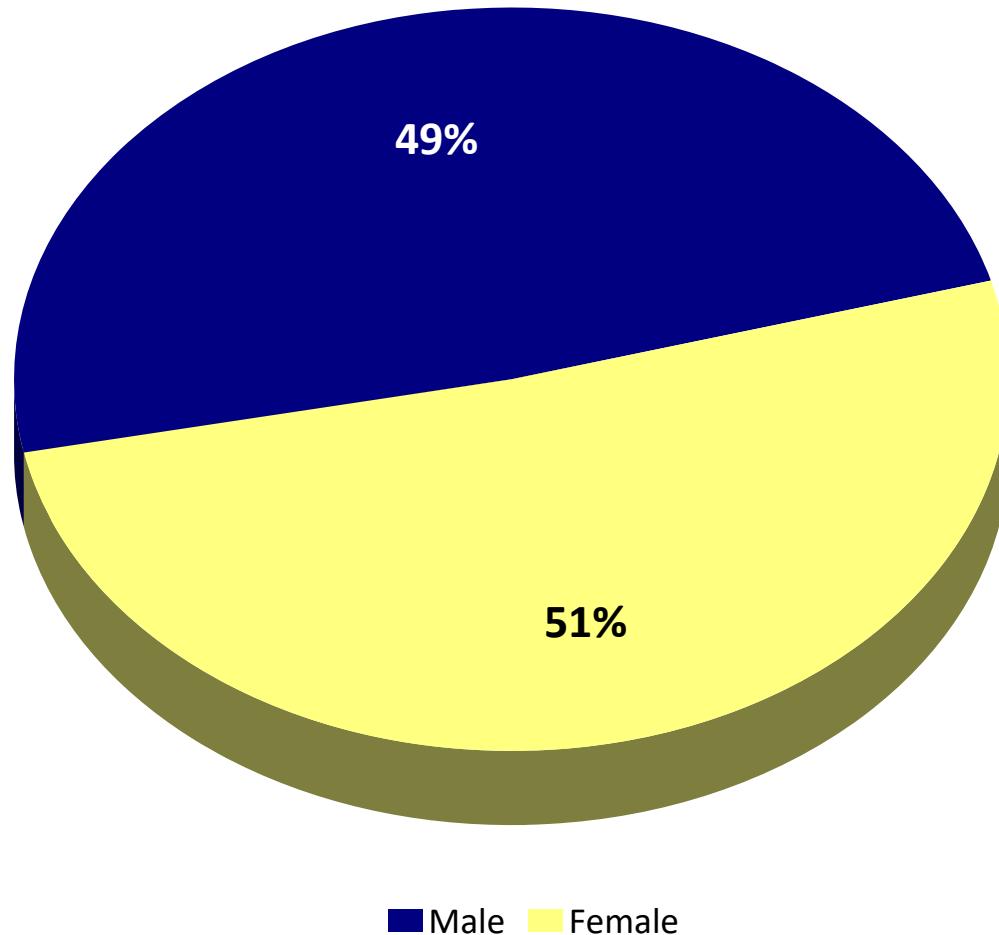
Q30. Demographics: How many children under age 18 live in your household?

by percentage of respondents



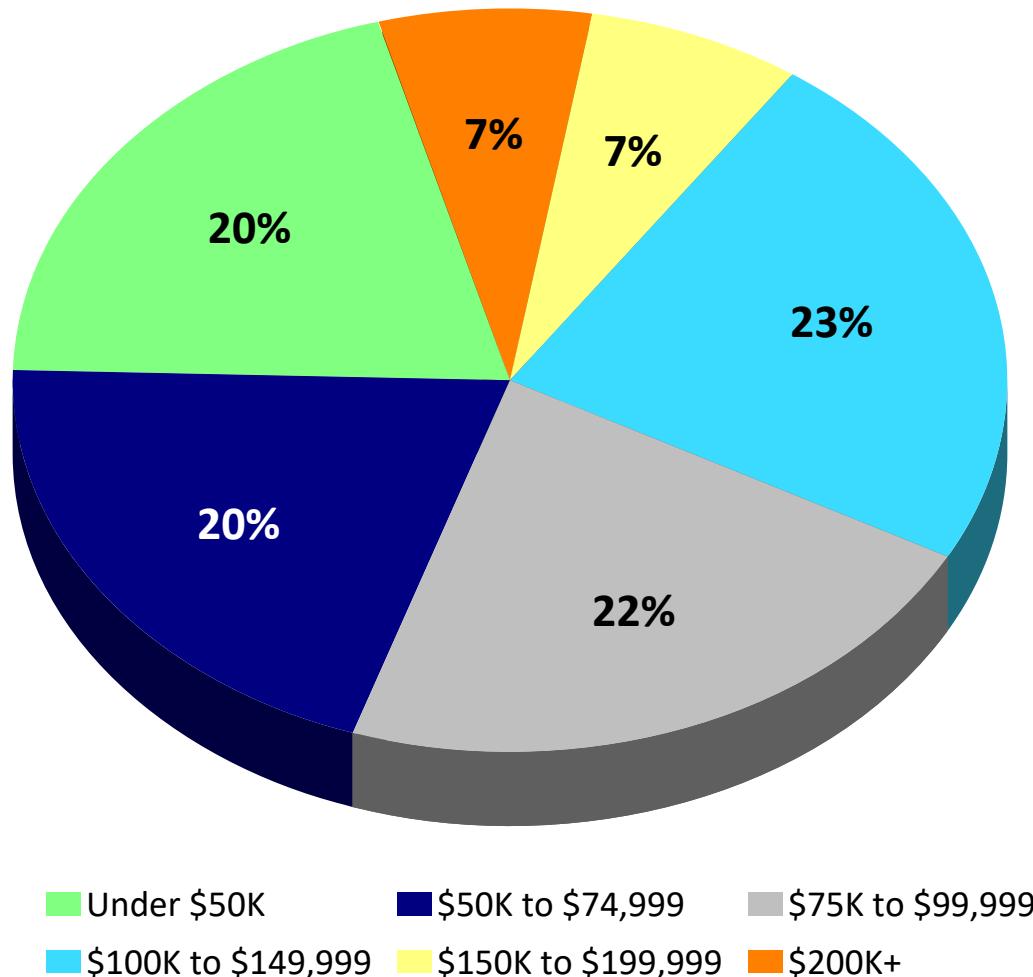
Q31. Demographics: Gender

by percentage of respondents



Q32. 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 fall of 2021 to a random sample of more than 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall of 2021 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.

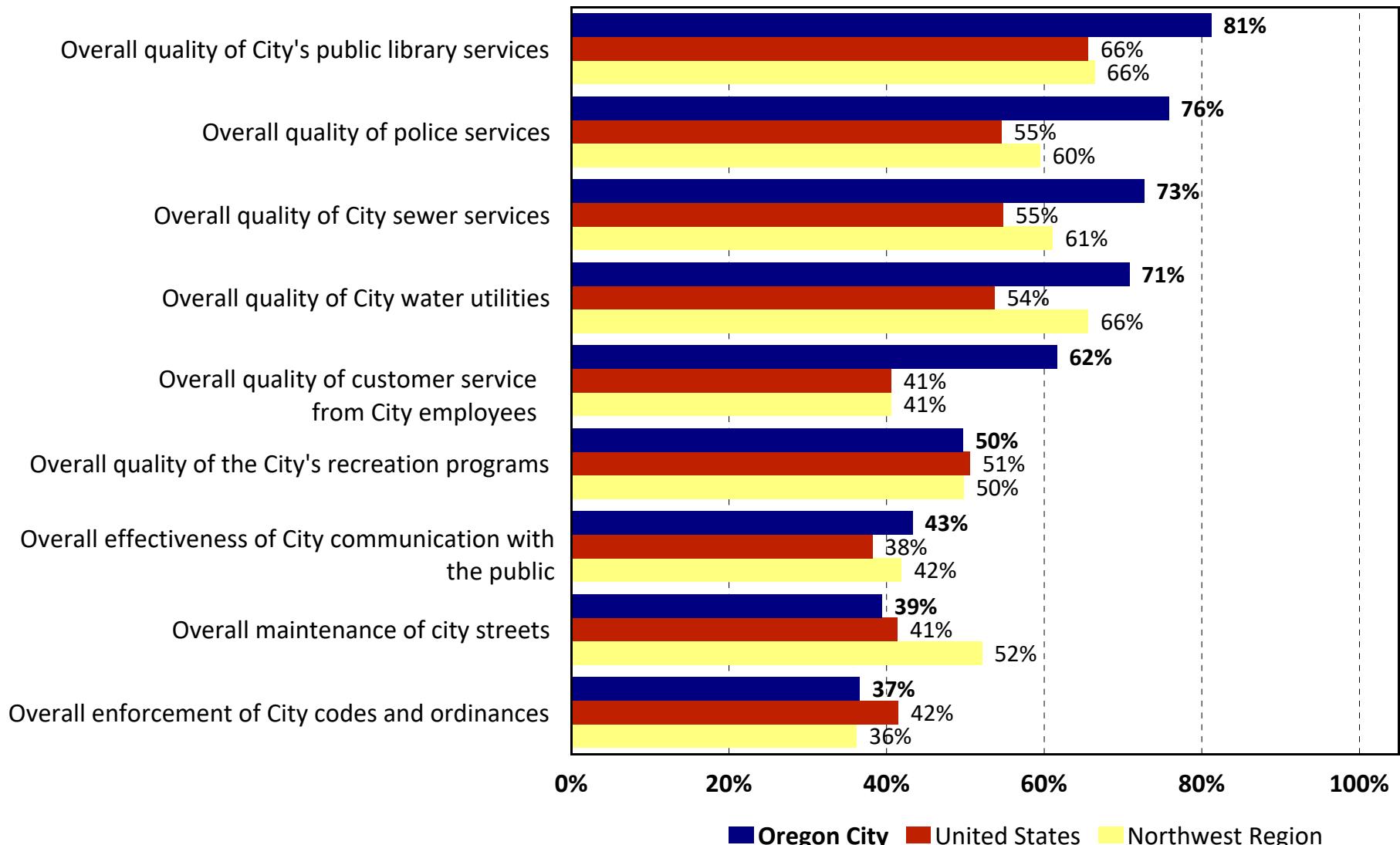
National and Regional Benchmarks

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

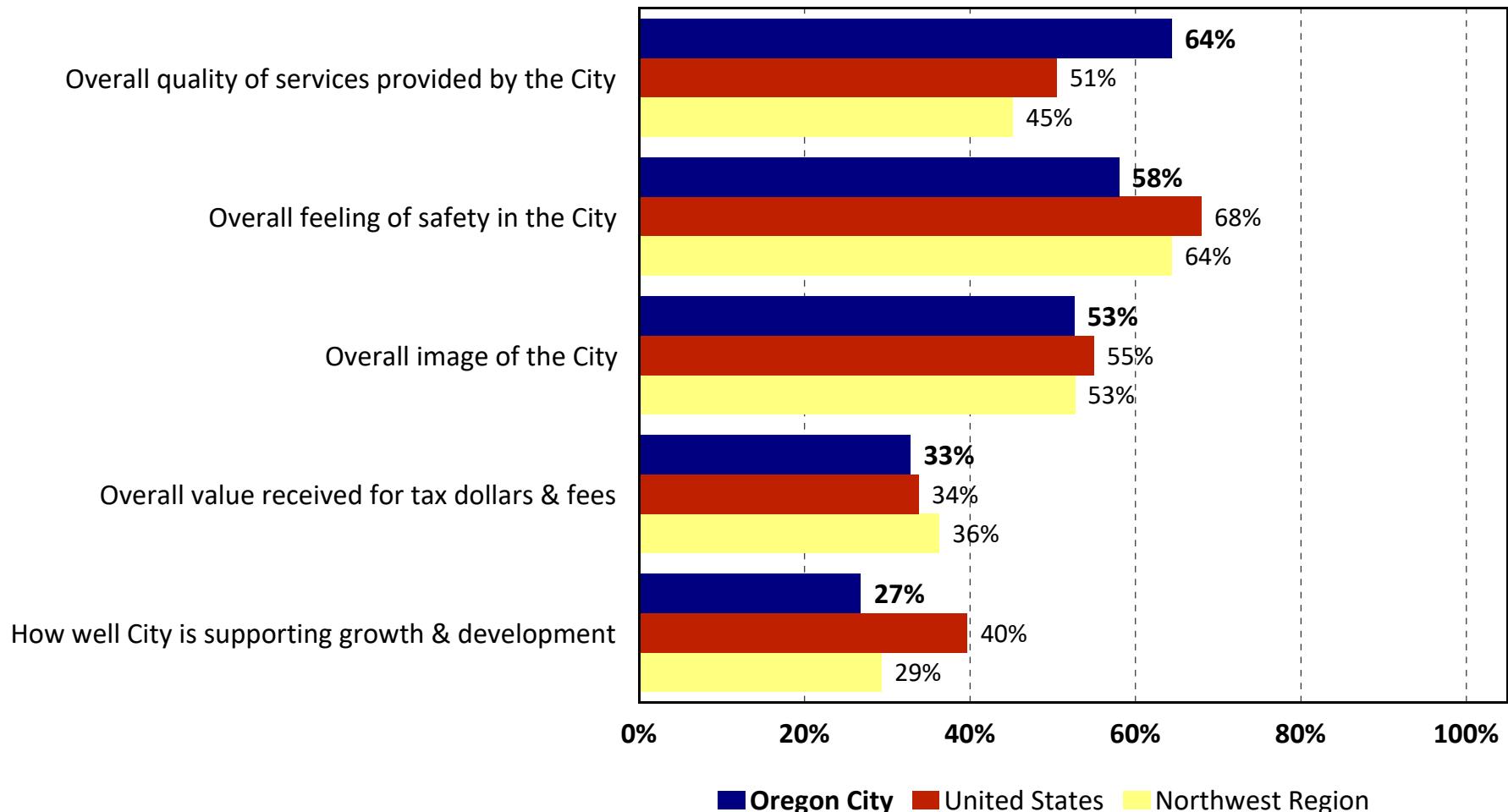
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Items that Influence Perceptions of the Community

Oregon City vs. United States vs. Northwest Region

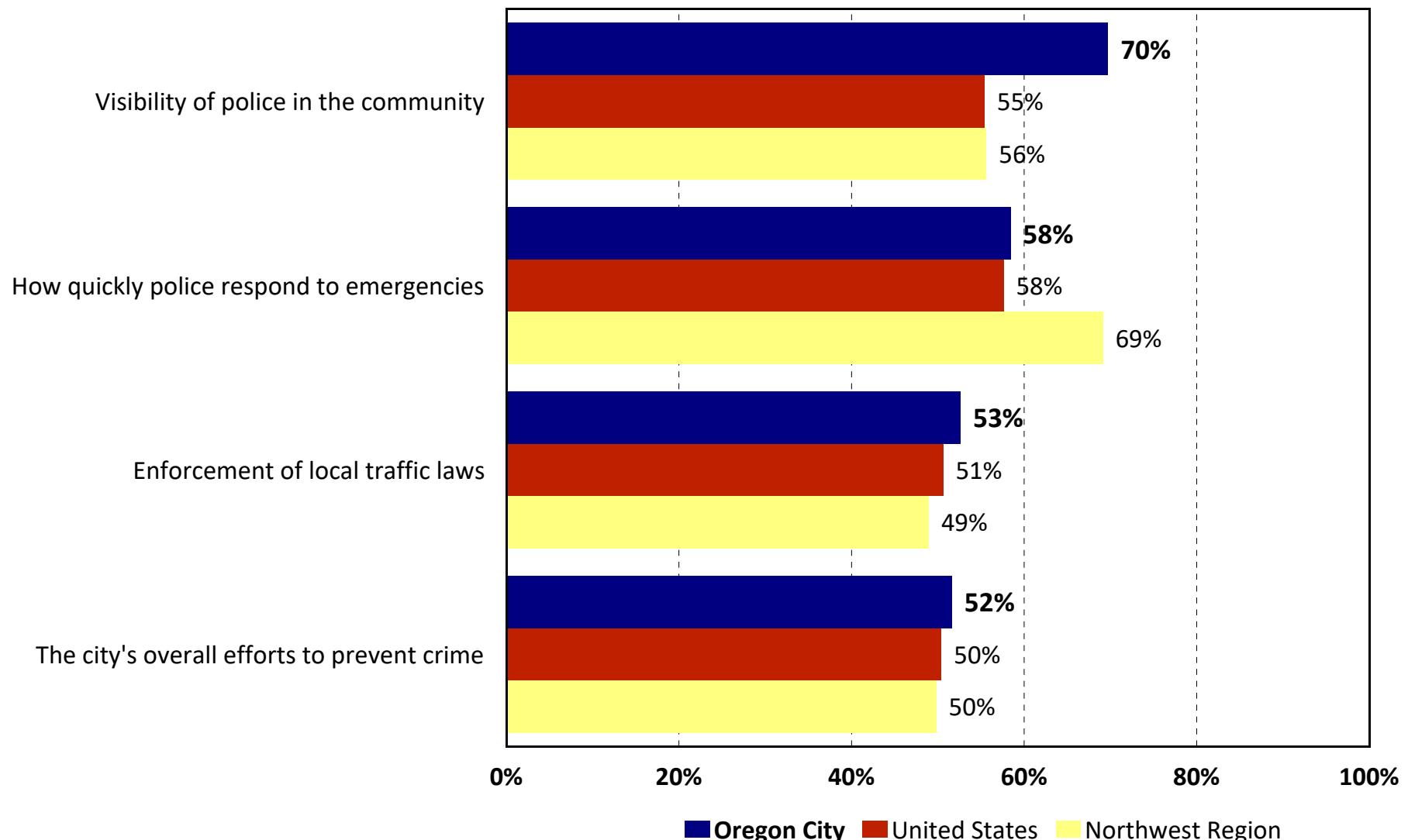
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

Oregon City vs. United States vs. Northwest Region

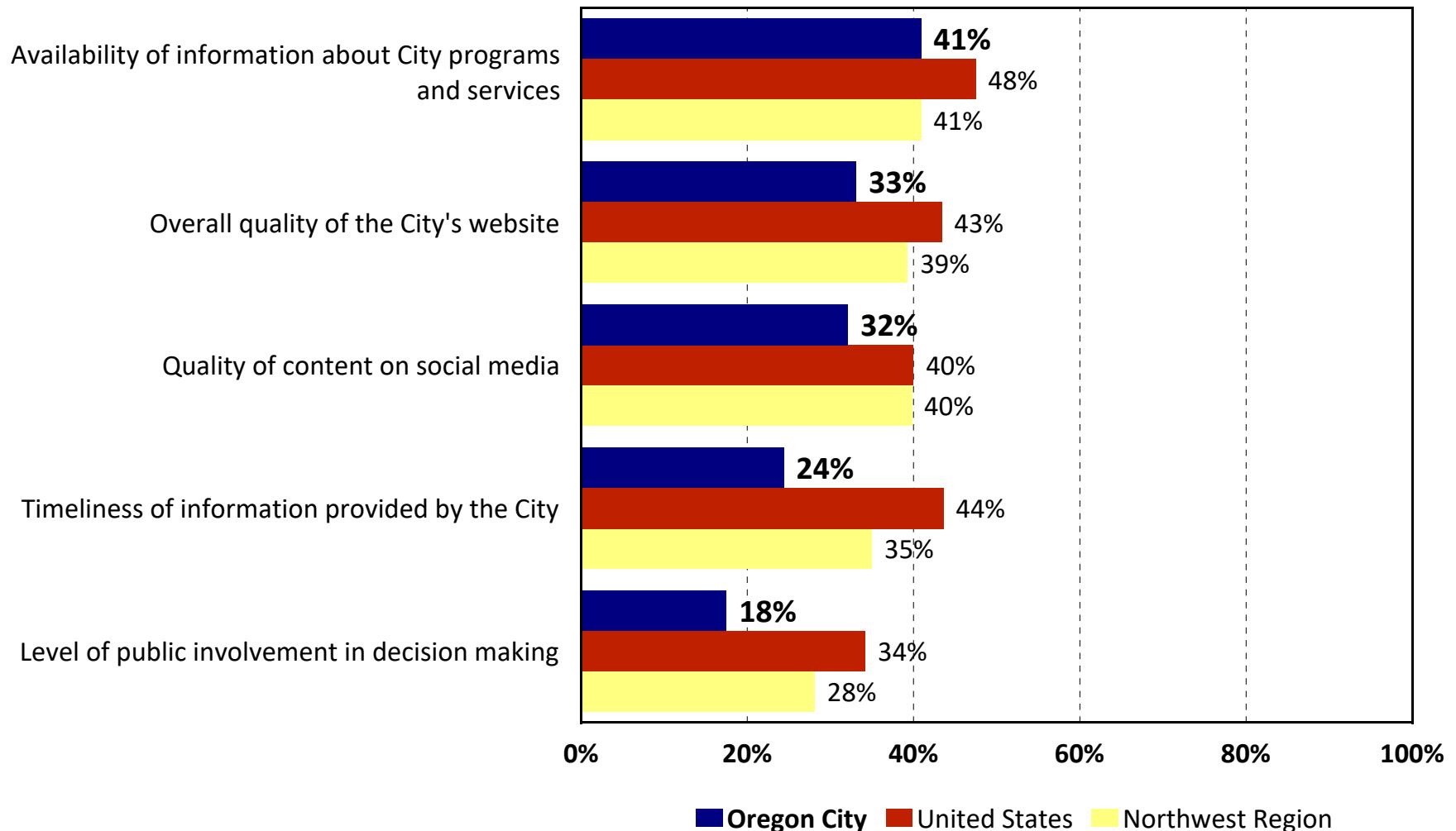
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

Oregon City vs. United States vs. Northwest Region

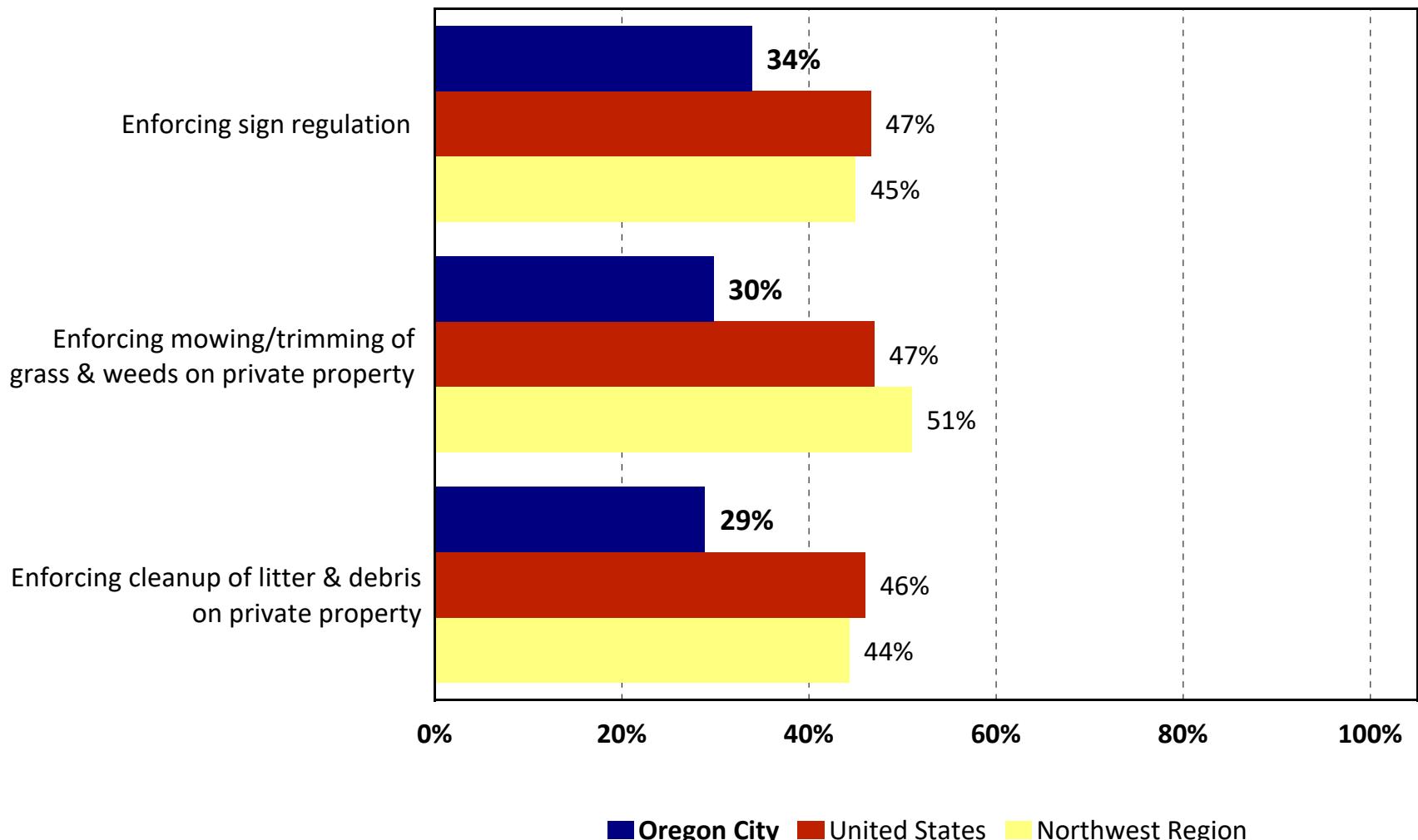
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Oregon City vs. United States vs. Northwest Region

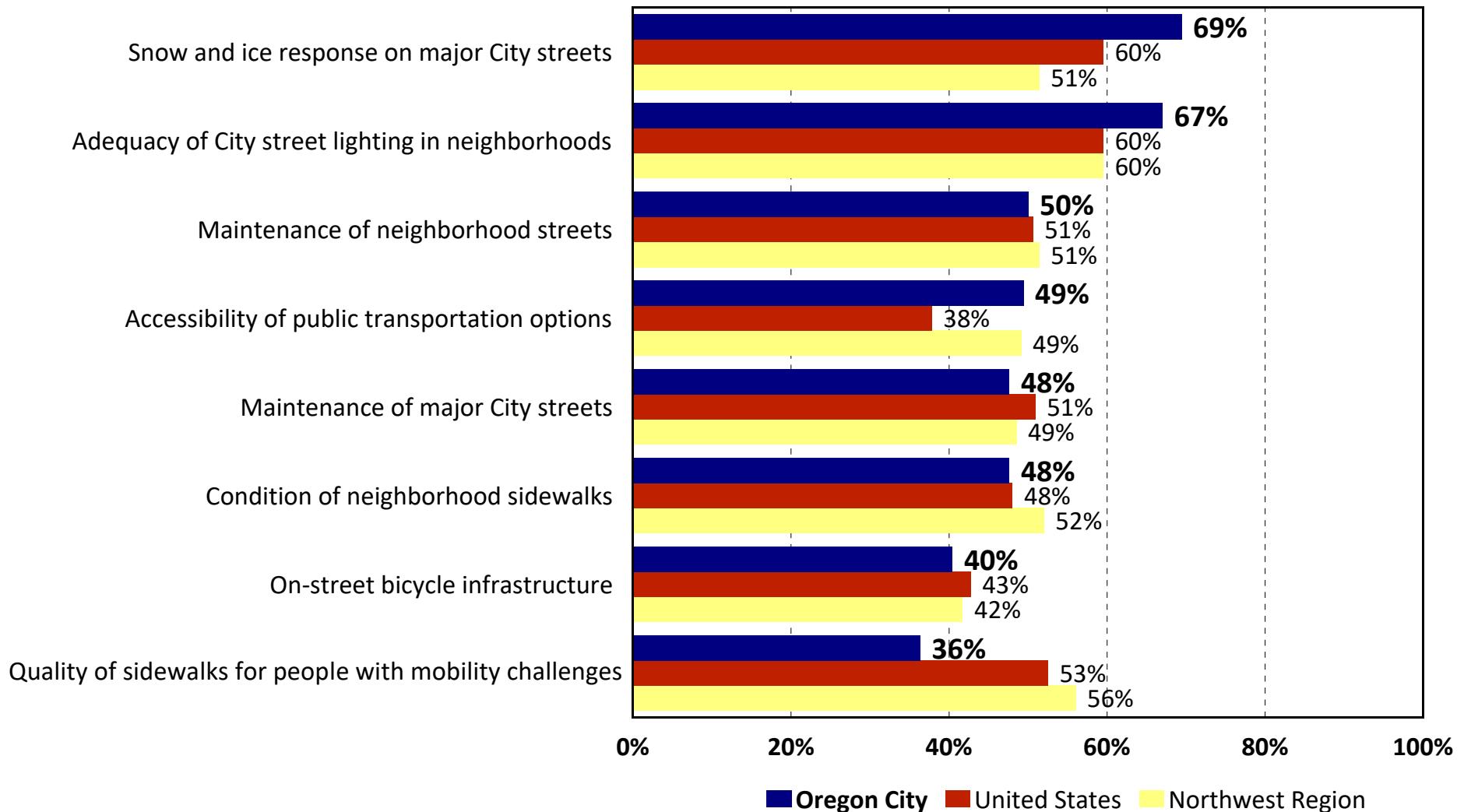
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Transportation and Infrastructure

Oregon City vs. United States vs. Northwest Region

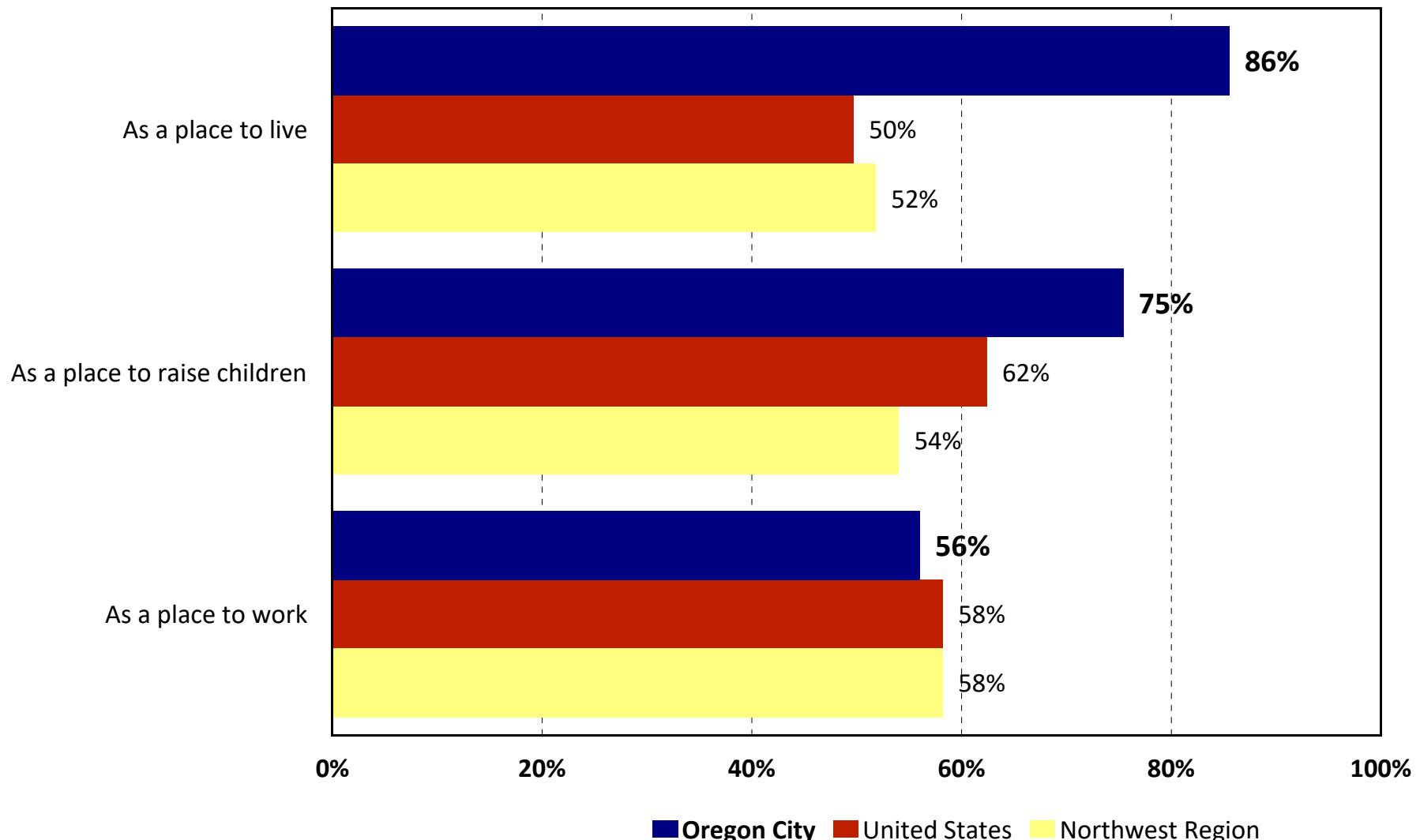
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



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)



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 (57.9%) 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, 39.4% 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, 57.9% was multiplied by 60.6% (1-0.394). This calculation yielded an I-S rating of 0.3509, 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.

2023 Importance-Satisfaction Rating

Oregon City, OR

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of city streets	58%	1	39%	10	0.3509	1
Overall effectiveness of City economic development efforts	33%	4	29%	12	0.2309	2
<u>High Priority (IS .10-.20)</u>						
Overall enforcement of City codes and ordinances	25%	5	37%	11	0.1560	3
Overall effectiveness of City communication with public	24%	6	43%	8	0.1361	4
Overall quality of City parks/trails/open space	33%	3	66%	5	0.1115	5
Overall quality of the City's recreation programs	21%	7	50%	7	0.1051	6
<u>Medium Priority (IS <.10)</u>						
Overall quality of permit process	11%	9	25%	13	0.0840	7
Overall quality of police services	33%	2	76%	2	0.0808	8
Overall quality of City water utilities	13%	8	71%	4	0.0380	9
Overall quality of customer service from City employees	5%	11	62%	6	0.0204	10
Overall quality of Municipal Court Services	3%	12	42%	9	0.0179	11
Overall quality of City sewer services	7%	10	73%	3	0.0177	12
Overall quality of City's public library services	2%	13	81%	1	0.0028	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.

2023 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
<u>High Priority (IS .10-.20)</u>						
Quantity of city trails	20%	3	50%	6	0.1002	1
<u>Medium Priority (IS <.10)</u>						
Quality of recreational areas for dogs	16%	4	39%	11	0.0978	2
Appearance and maintenance of existing City parks	29%	1	67%	3	0.0960	3
Quality of the city's swimming pool	15%	5	47%	7	0.0797	4
Quality of services for fees assessed with recreation programming	13%	7	41%	10	0.0770	5
Quality of facilities	26%	2	70%	2	0.0769	6
Quality of outdoor athletic fields	13%	6	54%	5	0.0615	7
Access to city parks for persons with disabilities	11%	8	45%	9	0.0604	8
Quality of the End of the Oregon Trail	10%	9	45%	8	0.0567	9
Other	6%	12	0%	12	0.0560	10
Quality of the Pioneer Community Center	7%	11	55%	4	0.0291	11
Proximity of parks to your home	7%	10	76%	1	0.0162	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.

2023 Importance-Satisfaction Rating

Oregon City, OR

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Response to issues with transients	58%	1	21%	9	0.4588	1
<u>High Priority (IS .10-.20)</u>						
Response to drug control	21%	3	25%	8	0.1546	2
The city's overall efforts to prevent crime	29%	2	52%	4	0.1389	3
Response to property crime	19%	4	32%	7	0.1314	4
<u>Medium Priority (IS <.10)</u>						
Level of community outreach	13%	7	40%	6	0.0751	5
How quickly police respond to emergencies	13%	6	58%	2	0.0545	6
Visibility of police in the community	17%	5	70%	1	0.0527	7
Enforcement of local traffic laws	10%	8	53%	3	0.0488	8
Parking enforcement services	3%	9	46%	5	0.0136	9

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.

2023 Importance-Satisfaction Rating

Oregon City, OR Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing cleanup of litter & debris on private property	66%	1	29%	4	0.4721	1
Enforcing codes designed to protect public safety and health	61%	2	40%	1	0.3672	2
<u>High Priority (IS .10-.20)</u>						
Enforcing mowing/trimming of grass & weeds on private property	23%	3	30%	3	0.1615	3
Enforcing sign regulation	17%	4	34%	2	0.1130	4

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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2023 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
<u>Very High Priority (IS >.20)</u>						
Maintenance of major City streets	45%	1	48%	7	0.2332	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of neighborhood streets	33%	2	50%	4	0.1635	2
Traffic calming measures in neighborhoods	18%	4	36%	11	0.1164	3
<u>Medium Priority (IS <.10)</u>						
Availability of safe pedestrian ways on major streets & routes	19%	3	49%	6	0.0975	4
Condition of neighborhood sidewalks	14%	5	48%	8	0.0723	5
Quality of sidewalks for people with mobility challenges	8%	10	36%	12	0.0535	6
Availability of safe pedestrian ways in neighborhoods	10%	6	53%	3	0.0486	7
Alternative means of transportation	8%	11	44%	9	0.0437	8
Accessibility of public transportation options	8%	9	49%	5	0.0425	9
Adequacy of City street lighting in neighborhoods	10%	7	67%	2	0.0330	10
Snow and ice response on major City streets	8%	8	69%	1	0.0257	11
On-street bicycle infrastructure	4%	12	40%	10	0.0244	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.

2023 Importance-Satisfaction Rating

Oregon City, OR

Public Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Events for seniors	19%	2	45%	10	0.1060	1
<u>Medium Priority (IS <.10)</u>						
Outreach-programs and/or services in the community	16%	5	41%	11	0.0922	2
Events for children	16%	4	48%	9	0.0826	3
Events for teens	13%	7	41%	12	0.0796	4
Library as a hub of community information	15%	6	52%	6	0.0707	5
Events for adults	13%	8	51%	7	0.0641	6
Selection of digital resources available online	18%	3	68%	3	0.0574	7
Selection of physical resources available	20%	1	78%	1	0.0431	8
Ease of booking meeting rooms	4%	11	49%	8	0.0196	9
Selection of reference and research tools	5%	10	62%	4	0.0190	10
Access to computers & library Wi-Fi	6%	9	68%	2	0.0178	11
Reader's Advisory (help finding something to read)	2%	12	56%	5	0.0093	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.



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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	24.9%	44.5%	17.1%	4.7%	0.3%	8.4%
Q1-2. Overall quality of the City's recreation programs	7.8%	33.0%	29.9%	10.0%	1.6%	17.8%
Q1-3. Overall quality of City parks/trails/open space	15.3%	47.0%	20.9%	9.0%	1.9%	5.9%
Q1-4. Overall maintenance of City streets	6.9%	32.4%	22.4%	25.9%	12.1%	0.3%
Q1-5. Overall quality of City water utilities	14.0%	55.5%	15.9%	10.3%	2.5%	1.9%
Q1-6. Overall quality of City sewer services	15.6%	54.8%	19.3%	5.9%	1.2%	3.1%
Q1-7. Overall quality of Municipal Court services	4.7%	20.9%	31.2%	2.8%	0.9%	39.6%
Q1-8. Overall enforcement of City codes & ordinances	6.5%	24.6%	31.5%	17.8%	4.7%	15.0%
Q1-9. Overall quality of customer service you receive from City employees	14.6%	35.8%	26.2%	4.0%	1.2%	18.1%
Q1-10. Overall effectiveness of City communication with the public	7.2%	32.7%	33.6%	14.0%	4.7%	7.8%
Q1-11. Overall effectiveness of City economic development efforts	3.1%	21.2%	29.6%	18.7%	10.3%	17.1%
Q1-12. Overall quality of City's public library services	34.6%	34.3%	15.0%	0.9%	0.0%	15.3%
Q1-13. Overall quality of permit process	2.5%	12.5%	30.2%	9.7%	5.0%	40.2%

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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	27.2%	48.6%	18.7%	5.1%	0.3%
Q1-2. Overall quality of the City's recreation programs	9.5%	40.2%	36.4%	12.1%	1.9%
Q1-3. Overall quality of City parks/trails/open space	16.2%	50.0%	22.2%	9.6%	2.0%
Q1-4. Overall maintenance of City streets	6.9%	32.5%	22.5%	25.9%	12.2%
Q1-5. Overall quality of City water utilities	14.3%	56.5%	16.2%	10.5%	2.5%
Q1-6. Overall quality of City sewer services	16.1%	56.6%	19.9%	6.1%	1.3%
Q1-7. Overall quality of Municipal Court services	7.7%	34.5%	51.5%	4.6%	1.5%
Q1-8. Overall enforcement of City codes & ordinances	7.7%	28.9%	37.0%	20.9%	5.5%
Q1-9. Overall quality of customer service you receive from City employees	17.9%	43.7%	31.9%	4.9%	1.5%
Q1-10. Overall effectiveness of City communication with the public	7.8%	35.5%	36.5%	15.2%	5.1%
Q1-11. Overall effectiveness of City economic development efforts	3.8%	25.6%	35.7%	22.6%	12.4%
Q1-12. Overall quality of City's public library services	40.8%	40.4%	17.6%	1.1%	0.0%
Q1-13. Overall quality of permit process	4.2%	20.8%	50.5%	16.1%	8.3%

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	58	18.1 %
Overall quality of the City's recreation programs	19	5.9 %
Overall quality of City parks/trails/open space	32	10.0 %
Overall maintenance of City streets	83	25.9 %
Overall quality of City water utilities	10	3.1 %
Overall quality of City sewer services	2	0.6 %
Overall quality of Municipal Court services	3	0.9 %
Overall enforcement of City codes & ordinances	26	8.1 %
Overall quality of customer service you receive from City employees	3	0.9 %
Overall effectiveness of City communication with the public	22	6.9 %
Overall effectiveness of City economic development efforts	30	9.3 %
Overall quality of permit process	8	2.5 %
<u>None chosen</u>	25	7.8 %
Total	321	100.0 %

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

<u>Q2. 2nd choice</u>	Number	Percent
Overall quality of police services	26	8.1 %
Overall quality of the City's recreation programs	25	7.8 %
Overall quality of City parks/trails/open space	35	10.9 %
Overall maintenance of City streets	65	20.2 %
Overall quality of City water utilities	13	4.0 %
Overall quality of City sewer services	10	3.1 %
Overall quality of Municipal Court services	7	2.2 %
Overall enforcement of City codes & ordinances	29	9.0 %
Overall quality of customer service you receive from City employees	6	1.9 %
Overall effectiveness of City communication with the public	26	8.1 %
Overall effectiveness of City economic development efforts	31	9.7 %
Overall quality of City's public library services	2	0.6 %
Overall quality of permit process	11	3.4 %
<u>None chosen</u>	35	10.9 %
Total	321	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	23	7.2 %
Overall quality of the City's recreation programs	23	7.2 %
Overall quality of City parks/trails/open space	39	12.1 %
Overall maintenance of City streets	38	11.8 %
Overall quality of City water utilities	19	5.9 %
Overall quality of City sewer services	9	2.8 %
Overall enforcement of City codes & ordinances	24	7.5 %
Overall quality of customer service you receive from City employees	8	2.5 %
Overall effectiveness of City communication with the public	29	9.0 %
Overall effectiveness of City economic development efforts	44	13.7 %
Overall quality of City's public library services	3	0.9 %
Overall quality of permit process	17	5.3 %
<u>None chosen</u>	<u>45</u>	<u>14.0 %</u>
Total	321	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	107	33.3 %
Overall quality of the City's recreation programs	67	20.9 %
Overall quality of City parks/trails/open space	106	33.0 %
Overall maintenance of City streets	186	57.9 %
Overall quality of City water utilities	42	13.1 %
Overall quality of City sewer services	21	6.5 %
Overall quality of Municipal Court services	10	3.1 %
Overall enforcement of City codes & ordinances	79	24.6 %
Overall quality of customer service you receive from City employees	17	5.3 %
Overall effectiveness of City communication with the public	77	24.0 %
Overall effectiveness of City economic development efforts	105	32.7 %
Overall quality of City's public library services	5	1.6 %
Overall quality of permit process	36	11.2 %
<u>None chosen</u>	<u>25</u>	<u>7.8 %</u>
Total	883	

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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Oregon City	7.2%	53.0%	27.1%	5.6%	0.6%	6.5%
Q3-2. Overall value that you receive for your tax dollars & fees	2.5%	28.7%	33.6%	21.5%	8.7%	5.0%
Q3-3. Overall image of City	7.2%	44.5%	30.5%	14.6%	1.6%	1.6%
Q3-4. How well City is supporting growth & development	2.2%	22.4%	31.2%	26.8%	9.3%	8.1%
Q3-5. Overall feeling of safety in City	11.5%	45.5%	22.7%	14.6%	3.7%	1.9%
Q3-6. Availability of job opportunities	3.4%	17.8%	31.5%	9.0%	2.2%	36.1%
Q3-7. Availability of training or educational opportunities	3.4%	26.2%	31.5%	7.8%	2.2%	29.0%
Q3-8. Overall quality of new development	2.8%	17.4%	33.6%	24.3%	9.7%	12.1%
Q3-9. Overall development across City	2.5%	17.1%	37.1%	26.5%	7.8%	9.0%

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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Oregon City	7.7%	56.7%	29.0%	6.0%	0.7%
Q3-2. Overall value that you receive for your tax dollars & fees	2.6%	30.2%	35.4%	22.6%	9.2%
Q3-3. Overall image of City	7.3%	45.3%	31.0%	14.9%	1.6%
Q3-4. How well City is supporting growth & development	2.4%	24.4%	33.9%	29.2%	10.2%
Q3-5. Overall feeling of safety in City	11.7%	46.3%	23.2%	14.9%	3.8%
Q3-6. Availability of job opportunities	5.4%	27.8%	49.3%	14.1%	3.4%
Q3-7. Availability of training or educational opportunities	4.8%	36.8%	44.3%	11.0%	3.1%
Q3-8. Overall quality of new development	3.2%	19.9%	38.3%	27.7%	11.0%
Q3-9. Overall development across City	2.7%	18.8%	40.8%	29.1%	8.6%

Q4. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Quality of facilities (e.g., picnic shelters, playgrounds in City parks)	14.0%	51.7%	18.7%	7.8%	1.2%	6.5%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	12.5%	32.7%	29.3%	7.8%	1.2%	16.5%
Q4-3. Appearance & maintenance of existing City parks	15.9%	47.7%	20.9%	10.0%	0.6%	5.0%
Q4-4. Proximity of parks to your home	27.7%	45.2%	14.3%	5.9%	2.5%	4.4%
Q4-5. Quantity of City trails	10.3%	31.8%	26.8%	12.1%	2.5%	16.5%
Q4-6. Access to City parks for persons with disabilities	7.5%	21.8%	27.7%	7.5%	1.2%	34.3%
Q4-7. Quality of Pioneer Community Center	10.9%	24.9%	25.2%	2.8%	0.9%	35.2%
Q4-8. Quality of End of the Oregon Trail	7.8%	25.5%	26.8%	11.2%	2.8%	25.9%
Q4-9. Quality of City's swimming pool	5.9%	25.2%	24.6%	9.3%	1.9%	33.0%
Q4-10. Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps)	5.3%	23.1%	29.3%	8.4%	2.8%	31.2%
Q4-11. Quality of recreational areas for dogs	4.0%	22.4%	23.4%	14.6%	4.4%	31.2%
Q4-12. Other	0.0%	0.0%	1.9%	3.7%	3.1%	91.3%

WITHOUT "DON'T KNOW"

Q4. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Quality of facilities (e.g., picnic shelters, playgrounds in City parks)	15.0%	55.3%	20.0%	8.3%	1.3%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	14.9%	39.2%	35.1%	9.3%	1.5%
Q4-3. Appearance & maintenance of existing City parks	16.7%	50.2%	22.0%	10.5%	0.7%
Q4-4. Proximity of parks to your home	29.0%	47.2%	15.0%	6.2%	2.6%
Q4-5. Quantity of City trails	12.3%	38.1%	32.1%	14.6%	3.0%
Q4-6. Access to City parks for persons with disabilities	11.4%	33.2%	42.2%	11.4%	1.9%
Q4-7. Quality of Pioneer Community Center	16.8%	38.5%	38.9%	4.3%	1.4%
Q4-8. Quality of End of the Oregon Trail	10.5%	34.5%	36.1%	15.1%	3.8%
Q4-9. Quality of City's swimming pool	8.8%	37.7%	36.7%	14.0%	2.8%
Q4-10. Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps)	7.7%	33.5%	42.5%	12.2%	4.1%
Q4-11. Quality of recreational areas for dogs	5.9%	32.6%	33.9%	21.3%	6.3%
Q4-12. Other	0.0%	0.0%	21.4%	42.9%	35.7%

Q4-12. Other

- Central point roads needs paving or friend blew out their tire on that road. The current admin is wasting tax payer money. We should not be spending money on quieting a railroad and tax payers should not be contributing to buildings downtown being turned into housing. There is no parking down there for this. People from all over frequent Main Street in Oregon city don't ruin it by creating parking.
- Disappointed with enforcement of city codes in parks, people smoke in the city parks, let their dogs off leash in on leash parks, dog poop in parks, homeless smoking, sleeping in our parks, drinking and using drugs by homeless and teens in city parks.
- Downtown parking, I'm hopeful that when Blue Heron is completed there will be parking.
- EXPAND PARK HOST PROGRAM
- FENCED DOG PLAY AREA NEEDED
- Homeless
- Homeless and Teens improperly using the parks and facilities
- Homeless folks are creating hazards, garbage, and menacing. Many of these individuals are aggressive to the point of menacing. I have had several incidents of individuals coming onto my property, and I have stopped shopping at Fred Meyer because of the harassment. I spoke to the FM management and they said they can't ban them from the store. I also used to regularly walk the trails at CCC but I just didn't feel safe. The college seems to have increased security so I think it's better. There needs to be a better plan and location for those displaced individuals. I have had multiple near misses while driving on Hwy 213 with individuals walking/weaving on the side of the road dressed all in black. I realize most these incidents are on property not owned by the city, but the camps are in the city. I also understand that there is no easy solution, but my frustration with feeling unsafe, and the theft, as well as the garbage are real.
- I am extremely disappointed with the approach taken by the city towards Sports craft Marina. The city has done everything in its power to hinder the continued operations of the Marina. Sports craft is the only publicly available covered recreational docks on the lower Willamette River. Should the facility be forced out of business, Oregon City would lose valuable river access. Parking at the boat launch is already notoriously tight. Parking and traffic would get significantly worse without the montage. The treatment of the facility operators by city personnel is unconscionable.
- I believe the issue with many of the outdoor recreation areas such as , Newell Creek Trails west of Hwy 213, are unsafe to use.
- Internet services, no fiber we are 2 centuries behind, it is horrible and the monopoly with Comcast is abusing...
- NEED MORE ATHLETIC FIELDS FOR SOFTBALL, BASEBALL, SOCCER AND PICKLEBALL-FIELDS THAT ALLOW FOR ATHLETIC PRACTICE
- OC needs more sports courts. We have two tennis courts that are accessible to the public. When the weather is nice, it is difficult to get court time. It would be great to have indoor courts at a reasonable price. Also, OC is behind Gladstone, Clackamas, West Linn in not having pickleball courts. Phase 2 at Tyrone was supposed to include them and wasn't completed.
- Quality of transportation and road congestion. City's vision of growth on the overall quality of life of those who already live in Oregon City. Growth versus quality of life. Growth won and to who's benefits? Are any studies performed on the impact on the community's quality of life?
- Some parks are obviously well kept, others look just terrible.
- Staffing for Parks maintenance
- Taxes too high. Homeless causing a lot of crime
- The city needs to focus my tax dollars on infrastructure improvements like fix the roads instead of the parks.

Q4-12. Other

- The first sentence in the city commissions goals stating. The Commission has adopted the following goals for the City which are to: Promote diversity, equity, and inclusion for a safe, inclusive community, and organization. Because that is a left wing agenda used to create divisiveness and promote racism.
- The homeless and graffiti are here. We left Portland because if it. It's creeping in. The theft, fires, mentally unstable, garbage, it needs to be a top priority! Along 213, beside our lovely trails and along the water are becoming unsafe!
- The signs with our park names could be re-done to where it looks updated, inviting and fresh. Lake Oswego Parks and Rec did that and it looks great.
- Tolling is my number one issue it has to stop being forced down the community's throats with no voting. That is not how this works the people/communities need to decide. It needs to stop until the people have spoken.
- Tolls coming. City isn't doing enough to help us fight this. We can't afford it and our roads are already over used now it will be far worse.
- Trimet Transit Center needs to be policed and cleaned up. Not safe for public transportation riders. Lots of drugs, crimes, and garbage.

Q5. Which TWO of the Parks and Recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Quality of facilities (e.g., picnic shelters, playgrounds in City parks)	48	15.0 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	21	6.5 %
Appearance & maintenance of existing City parks	49	15.3 %
Proximity of parks to your home	12	3.7 %
Quantity of City trails	28	8.7 %
Access to City parks for persons with disabilities	21	6.5 %
Quality of Pioneer Community Center	10	3.1 %
Quality of End of the Oregon Trail	17	5.3 %
Quality of City's swimming pool	27	8.4 %
Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps)	16	5.0 %
Quality of recreational areas for dogs	26	8.1 %
Other	11	3.4 %
<u>None chosen</u>	35	10.9 %
Total	321	100.0 %

Q5. Which TWO of the Parks and Recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Quality of facilities (e.g., picnic shelters, playgrounds in City parks)	35	10.9 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	22	6.9 %
Appearance & maintenance of existing City parks	44	13.7 %
Proximity of parks to your home	10	3.1 %
Quantity of City trails	37	11.5 %
Access to City parks for persons with disabilities	14	4.4 %
Quality of Pioneer Community Center	11	3.4 %
Quality of End of the Oregon Trail	16	5.0 %
Quality of City's swimming pool	21	6.5 %
Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps)	26	8.1 %
Quality of recreational areas for dogs	25	7.8 %
Other	7	2.2 %
<u>None chosen</u>	53	16.5 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES**Q5. Which TWO of the Parks and Recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q5. Sum of top 2 choices</u>	Number	Percent
Quality of facilities (e.g., picnic shelters, playgrounds in City parks)	83	25.9 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	43	13.4 %
Appearance & maintenance of existing City parks	93	29.0 %
Proximity of parks to your home	22	6.9 %
Quantity of City trails	65	20.2 %
Access to City parks for persons with disabilities	35	10.9 %
Quality of Pioneer Community Center	21	6.5 %
Quality of End of the Oregon Trail	33	10.3 %
Quality of City's swimming pool	48	15.0 %
Quality of services for fees assessed with recreation programing (e.g., pool programs, admission, & camps)	42	13.1 %
Quality of recreational areas for dogs	51	15.9 %
Other	18	5.6 %
<u>None chosen</u>	35	10.9 %
Total	589	

Q6. 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?

Q6. How willing would you be to pay additional taxes or fees to acquire, develop, & maintain parks, recreation, & trail facilities

	Number	Percent
Very willing	27	8.4 %
Willing	76	23.7 %
Neutral	68	21.2 %
Not willing	64	19.9 %
Not at all willing	71	22.1 %
<u>Don't know</u>	15	4.7 %
Total	321	100.0 %

WITHOUT "DON'T KNOW"

Q6. 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")

Q6. How willing would you be to pay additional taxes or fees to acquire, develop, & maintain parks, recreation, & trail facilities

	Number	Percent
Very willing	27	8.8 %
Willing	76	24.8 %
Neutral	68	22.2 %
Not willing	64	20.9 %
<u>Not at all willing</u>	71	23.2 %
Total	306	100.0 %

Q7. How satisfied are you with...

(N=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City creating a diverse, inclusive, & fair community	10.0%	26.2%	37.1%	10.0%	5.0%	11.8%
Q7-2. City helps residents feel connected & integrated into the community	6.9%	24.0%	40.8%	11.8%	5.3%	11.2%

WITHOUT "DON'T KNOW"**Q7. How satisfied are you with... (without "don't know")**

(N=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City creating a diverse, inclusive, & fair community	11.3%	29.7%	42.0%	11.3%	5.7%
Q7-2. City helps residents feel connected & integrated into the community	7.7%	27.0%	46.0%	13.3%	6.0%

Q8. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Visibility of police in the community	20.2%	48.3%	18.4%	9.7%	1.9%	1.6%
Q8-2. City's overall efforts to prevent crime	12.1%	34.3%	24.0%	14.6%	5.0%	10.0%
Q8-3. Enforcement of local traffic laws	12.8%	37.1%	24.6%	14.0%	6.2%	5.3%
Q8-4. Parking enforcement services	7.5%	30.5%	34.6%	5.9%	5.0%	16.5%
Q8-5. How quickly police respond to emergencies	12.8%	27.4%	22.1%	5.3%	1.2%	31.2%
Q8-6. Response to drug control	4.0%	11.5%	22.4%	15.0%	10.3%	36.8%
Q8-7. Response to property crime	5.6%	15.9%	24.9%	12.8%	8.1%	32.7%
Q8-8. Level of community outreach	7.2%	24.0%	34.3%	8.7%	4.0%	21.8%
Q8-9. Response to issues with transients	4.4%	11.8%	19.0%	23.4%	17.4%	24.0%

WITHOUT "DON'T KNOW"**Q8. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Visibility of police in the community	20.6%	49.1%	18.7%	9.8%	1.9%
Q8-2. City's overall efforts to prevent crime	13.5%	38.1%	26.6%	16.3%	5.5%
Q8-3. Enforcement of local traffic laws	13.5%	39.1%	26.0%	14.8%	6.6%
Q8-4. Parking enforcement services	9.0%	36.6%	41.4%	7.1%	6.0%
Q8-5. How quickly police respond to emergencies	18.6%	39.8%	32.1%	7.7%	1.8%
Q8-6. Response to drug control	6.4%	18.2%	35.5%	23.6%	16.3%
Q8-7. Response to property crime	8.3%	23.6%	37.0%	19.0%	12.0%
Q8-8. Level of community outreach	9.2%	30.7%	43.8%	11.2%	5.2%
Q8-9. Response to issues with transients	5.7%	15.6%	25.0%	30.7%	23.0%

Q9. Which TWO of the public safety items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q9. Top choice</u>	Number	Percent
Visibility of police in the community	36	11.2 %
City's overall efforts to prevent crime	43	13.4 %
Enforcement of local traffic laws	16	5.0 %
Parking enforcement services	3	0.9 %
How quickly police respond to emergencies	18	5.6 %
Response to drug control	21	6.5 %
Response to property crime	17	5.3 %
Level of community outreach	18	5.6 %
Response to issues with transients	127	39.6 %
<u>None chosen</u>	22	6.9 %
Total	321	100.0 %

Q9. Which TWO of the public safety items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q9. 2nd choice</u>	Number	Percent
Visibility of police in the community	20	6.2 %
City's overall efforts to prevent crime	49	15.3 %
Enforcement of local traffic laws	17	5.3 %
Parking enforcement services	5	1.6 %
How quickly police respond to emergencies	24	7.5 %
Response to drug control	45	14.0 %
Response to property crime	45	14.0 %
Level of community outreach	22	6.9 %
Response to issues with transients	60	18.7 %
<u>None chosen</u>	34	10.6 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES

Q9. Which TWO of the public safety items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q9. Sum of top 2 choices</u>	Number	Percent
Visibility of police in the community	56	17.4 %
City's overall efforts to prevent crime	92	28.7 %
Enforcement of local traffic laws	33	10.3 %
Parking enforcement services	8	2.5 %
How quickly police respond to emergencies	42	13.1 %
Response to drug control	66	20.6 %
Response to property crime	62	19.3 %
Level of community outreach	40	12.5 %
Response to issues with transients	187	58.3 %
<u>None chosen</u>	22	6.9 %
Total	608	

Q10. Communication. Where do you currently get news and information about City programs, services, and events?

Q10. Where do you currently get news & information

about City programs, services, & events

	Number	Percent
"Trail News" quarterly publication	218	67.9 %
City website	99	30.8 %
Newspaper	87	27.1 %
Friends	108	33.6 %
Radio	19	5.9 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	189	58.9 %
Public meetings	43	13.4 %
City's mobile app ("OC Request")	9	2.8 %
YouTube	10	3.1 %
Citizen Involvement Committee	11	3.4 %
TV local news	116	36.1 %
Nextdoor	111	34.6 %
Neighborhood association	55	17.1 %
Utility bill	72	22.4 %
Flyers	53	16.5 %
eTrail News Monthly eNewsletter	56	17.4 %
<u>Other</u>	11	3.4 %
Total	1267	

Q10-17. Other

- Community Organizations
- email
- Friends/neighbors
- Library emails
- neighbor
- Newsletters
- Newsletters from other organizations such as the Chamber of Commerce, Three Rivers Artist Guild and Friends of the Library newsletters and weekly Eblasts.
- OC CHIT CHAT
- OC CITY NEWS
- OPTIMIST CLUB INVOLVEMENT

Q10a. From which TWO sources listed in Question 10 would you MOST PREFER to get information from the City?

Q10a. Top choice	Number	Percent
"Trail News" quarterly publication	90	28.0 %
City website	34	10.6 %
Newspaper	10	3.1 %
Friends	5	1.6 %
Radio	2	0.6 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	68	21.2 %
Public meetings	5	1.6 %
City's mobile app ("OC Request")	4	1.2 %
YouTube	2	0.6 %
Citizen Involvement Committee	1	0.3 %
TV local news	20	6.2 %
Nextdoor	11	3.4 %
Neighborhood association	2	0.6 %
Utility bill	10	3.1 %
Flyers	10	3.1 %
eTrail News Monthly eNewsletter	12	3.7 %
Other	2	0.6 %
<u>None chosen</u>	33	10.3 %
Total	321	100.0 %

Q10a. From which TWO sources listed in Question 10 would you MOST PREFER to get information from the City?

Q10a. 2nd choice	Number	Percent
"Trail News" quarterly publication	41	12.8 %
City website	37	11.5 %
Newspaper	14	4.4 %
Friends	9	2.8 %
Radio	3	0.9 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	46	14.3 %
Public meetings	6	1.9 %
City's mobile app ("OC Request")	12	3.7 %
YouTube	2	0.6 %
Citizen Involvement Committee	4	1.2 %
TV local news	22	6.9 %
Nextdoor	11	3.4 %
Neighborhood association	11	3.4 %
Utility bill	16	5.0 %
Flyers	8	2.5 %
eTrail News Monthly eNewsletter	30	9.3 %
<u>None chosen</u>	49	15.3 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES**Q10a. From which TWO sources listed in Question 10 would you MOST PREFER to get information from the City? (top 2)**

<u>Q10a. Sum of top 2 choices</u>	Number	Percent
"Trail News" quarterly publication	131	40.8 %
City website	71	22.1 %
Newspaper	24	7.5 %
Friends	14	4.4 %
Radio	5	1.6 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	114	35.5 %
Public meetings	11	3.4 %
City's mobile app ("OC Request")	16	5.0 %
YouTube	4	1.2 %
Citizen Involvement Committee	5	1.6 %
TV local news	42	13.1 %
Nextdoor	22	6.9 %
Neighborhood association	13	4.0 %
Utility bill	26	8.1 %
Flyers	18	5.6 %
eTrail News Monthly eNewsletter	42	13.1 %
Other	2	0.6 %
<u>None chosen</u>	33	10.3 %
Total	593	

Q10b. How frequently would you like to receive information from the City?

<u>Q10b. Top choice</u>	Number	Percent
Daily	18	5.6 %
Weekly	111	34.6 %
Monthly	149	46.4 %
Quarterly	19	5.9 %
<u>Don't know</u>	24	7.5 %
Total	321	100.0 %

Q10b. How frequently would you like to receive information from the City?

<u>Q10b. 2nd choice</u>	Number	Percent
Daily	20	6.2 %
Weekly	59	18.4 %
Monthly	99	30.8 %
Quarterly	90	28.0 %
<u>Don't know</u>	53	16.5 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES**Q10b. How frequently would you like to receive information from the City? (top 2)**

<u>Q10b. Sum of top 2 choices</u>	Number	Percent
Daily	38	11.8 %
Weekly	170	53.0 %
Monthly	248	77.3 %
Quarterly	109	34.0 %
<u>Don't know</u>	24	7.5 %
Total	589	

Q11. Which of the following types of information would you like to receive from the City of Oregon City?

Q11. Which following types of information would you like to receive from City of Oregon City

	Number	Percent
City Commission's goals meeting wrap up	136	42.4 %
Public safety (police)	232	72.3 %
Public works (infrastructure & transportation updates)	212	66.0 %
Special events	232	72.3 %
Community-based stories (what is going on locally)	183	57.0 %
Economic development	174	54.2 %
Library services & programs	145	45.2 %
Parks & Recreation programs & services	189	58.9 %
Other	9	2.8 %
Total	1512	

Q11-9. Other

- How the city is dealing with the drug and homeless problem. What improvements is the city making. Is code enforcement doing their job. Is it legal to have people living in their trailers on your property? Control taxes for seniors.
- Internet and tech development
- Land use plans and how a neighborhood can be a part of the process very early on before it's too late. In general, when the blue signs go up for a proposed use of land it's really too late and the proposal goes through in spite of the neighborhood opinions
- LOCAL IMPACTS OF WEATHER-LIKE ICE STORMS AND FIRES EMERGENCY RESPONSES
- new restaurants
- Other activities, volunteer opportunities, community education
- Places to volunteer
- Response to Proud Boys and Patriot Front gatherings at Albertsons corner on Fridays.
- toll project

Q12. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Availability of information about City programs & services	3.4%	35.2%	37.4%	15.3%	3.1%	5.6%
Q12-2. Overall quality of City's website	3.4%	21.2%	35.2%	11.5%	3.1%	25.5%
Q12-3. Level of public involvement in decision making	1.9%	11.8%	31.5%	23.1%	10.0%	21.8%
Q12-4. Timeliness of information provided by City	2.2%	17.8%	40.5%	16.8%	4.7%	18.1%
Q12-5. Quality of content on social media (Facebook, Twitter, Instagram)	2.2%	21.8%	35.5%	14.0%	1.2%	25.2%
Q12-6. Access to bilingual material	1.6%	4.4%	28.0%	2.5%	0.3%	63.2%

WITHOUT "DON'T KNOW"

Q12. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Availability of information about City programs & services	3.6%	37.3%	39.6%	16.2%	3.3%
Q12-2. Overall quality of City's website	4.6%	28.5%	47.3%	15.5%	4.2%
Q12-3. Level of public involvement in decision making	2.4%	15.1%	40.2%	29.5%	12.7%
Q12-4. Timeliness of information provided by City	2.7%	21.7%	49.4%	20.5%	5.7%
Q12-5. Quality of content on social media (Facebook, Twitter, Instagram)	2.9%	29.2%	47.5%	18.8%	1.7%
Q12-6. Access to bilingual material	4.2%	11.9%	76.3%	6.8%	0.8%

Q13. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Enforcing cleanup of litter & debris on private property	4.0%	19.6%	30.5%	18.7%	9.0%	18.1%
Q13-2. Enforcing mowing/trimming of grass & weeds on private property	4.4%	18.4%	32.7%	15.6%	5.3%	23.7%
Q13-3. Enforcing codes designed to protect public safety & health	4.0%	27.4%	27.4%	14.3%	5.3%	21.5%
Q13-4. Enforcing sign regulation	3.4%	20.6%	31.5%	10.3%	5.0%	29.3%

WITHOUT "DON'T KNOW"

Q13. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing cleanup of litter & debris on private property	4.9%	24.0%	37.3%	22.8%	11.0%
Q13-2. Enforcing mowing/trimming of grass & weeds on private property	5.7%	24.1%	42.9%	20.4%	6.9%
Q13-3. Enforcing codes designed to protect public safety & health	5.2%	34.9%	34.9%	18.3%	6.7%
Q13-4. Enforcing sign regulation	4.8%	29.1%	44.5%	14.5%	7.0%

Q14. Which TWO of the code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	126	39.3 %
Enforcing mowing/trimming of grass & weeds on private property	19	5.9 %
Enforcing codes designed to protect public safety & health	125	38.9 %
Enforcing sign regulation	12	3.7 %
<u>None chosen</u>	39	12.1 %
Total	321	100.0 %

Q14. Which TWO of the code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	87	27.1 %
Enforcing mowing/trimming of grass & weeds on private property	55	17.1 %
Enforcing codes designed to protect public safety & health	72	22.4 %
Enforcing sign regulation	43	13.4 %
<u>None chosen</u>	64	19.9 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES

Q14. Which TWO of the code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q14. Sum of top 2 choices	Number	Percent
Enforcing cleanup of litter & debris on private property	213	66.4 %
Enforcing mowing/trimming of grass & weeds on private property	74	23.1 %
Enforcing codes designed to protect public safety & health	197	61.4 %
Enforcing sign regulation	55	17.1 %
<u>None chosen</u>	39	12.1 %
Total	578	

Q15. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of major City streets	6.9%	39.9%	18.7%	20.2%	12.5%	1.9%
Q15-2. Maintenance of streets in your neighborhood	6.2%	42.7%	15.0%	20.9%	13.1%	2.2%
Q15-3. Snow & ice response on major City streets	16.8%	49.8%	20.2%	6.5%	2.5%	4.0%
Q15-4. Adequacy of City street lighting in your neighborhood	12.8%	53.0%	15.0%	13.7%	3.7%	1.9%
Q15-5. Condition of sidewalks in your neighborhood	9.7%	33.6%	24.9%	14.6%	8.1%	9.0%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	6.2%	28.7%	35.8%	13.1%	2.5%	13.7%
Q15-7. Accessibility of public transportation options	9.0%	33.0%	27.1%	11.8%	4.0%	15.0%
Q15-8. Availability of safe pedestrian ways on major streets & routes	6.9%	38.3%	23.1%	18.4%	6.2%	7.2%
Q15-9. Availability of safe pedestrian ways in your neighborhood	10.0%	40.2%	19.3%	17.4%	8.1%	5.0%
Q15-10. Quality of sidewalks for people with mobility challenges	4.7%	24.6%	24.3%	18.1%	9.0%	19.3%
Q15-11. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	5.3%	28.7%	28.7%	19.3%	11.5%	6.5%
Q15-12. Alternative means of transportation such as transit, bicycling, walking	5.3%	33.0%	29.3%	15.9%	3.7%	12.8%

WITHOUT "DON'T KNOW"

Q15. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of major City streets	7.0%	40.6%	19.0%	20.6%	12.7%
Q15-2. Maintenance of streets in your neighborhood	6.4%	43.6%	15.3%	21.3%	13.4%
Q15-3. Snow & ice response on major City streets	17.5%	51.9%	21.1%	6.8%	2.6%
Q15-4. Adequacy of City street lighting in your neighborhood	13.0%	54.0%	15.2%	14.0%	3.8%
Q15-5. Condition of sidewalks in your neighborhood	10.6%	37.0%	27.4%	16.1%	8.9%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	7.2%	33.2%	41.5%	15.2%	2.9%
Q15-7. Accessibility of public transportation options	10.6%	38.8%	31.9%	13.9%	4.8%
Q15-8. Availability of safe pedestrian ways on major streets & routes	7.4%	41.3%	24.8%	19.8%	6.7%
Q15-9. Availability of safe pedestrian ways in your neighborhood	10.5%	42.3%	20.3%	18.4%	8.5%
Q15-10. Quality of sidewalks for people with mobility challenges	5.8%	30.5%	30.1%	22.4%	11.2%
Q15-11. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	5.7%	30.7%	30.7%	20.7%	12.3%
Q15-12. Alternative means of transportation such as transit, bicycling, walking	6.1%	37.9%	33.6%	18.2%	4.3%

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

Q16. Top choice	Number	Percent
Maintenance of major City streets	106	33.0 %
Maintenance of streets in your neighborhood	42	13.1 %
Snow & ice response on major City streets	14	4.4 %
Adequacy of City street lighting in your neighborhood	16	5.0 %
Condition of sidewalks in your neighborhood	22	6.9 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	7	2.2 %
Accessibility of public transportation options	12	3.7 %
Availability of safe pedestrian ways on major streets & routes	29	9.0 %
Availability of safe pedestrian ways in your neighborhood	8	2.5 %
Quality of sidewalks for people with mobility challenges	9	2.8 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	30	9.3 %
Alternative means of transportation such as transit, bicycling, walking	10	3.1 %
None chosen	16	5.0 %
Total	321	100.0 %

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

Q16. 2nd choice	Number	Percent
Maintenance of major City streets	37	11.5 %
Maintenance of streets in your neighborhood	63	19.6 %
Snow & ice response on major City streets	13	4.0 %
Adequacy of City street lighting in your neighborhood	16	5.0 %
Condition of sidewalks in your neighborhood	22	6.9 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	6	1.9 %
Accessibility of public transportation options	15	4.7 %
Availability of safe pedestrian ways on major streets & routes	32	10.0 %
Availability of safe pedestrian ways in your neighborhood	25	7.8 %
Quality of sidewalks for people with mobility challenges	18	5.6 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	29	9.0 %
Alternative means of transportation such as transit, bicycling, walking	15	4.7 %
None chosen	30	9.3 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES**Q16. Which TWO of the transportation and infrastructure items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q16. Sum of top 2 choices	Number	Percent
Maintenance of major City streets	143	44.5 %
Maintenance of streets in your neighborhood	105	32.7 %
Snow & ice response on major City streets	27	8.4 %
Adequacy of City street lighting in your neighborhood	32	10.0 %
Condition of sidewalks in your neighborhood	44	13.7 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	13	4.0 %
Accessibility of public transportation options	27	8.4 %
Availability of safe pedestrian ways on major streets & routes	61	19.0 %
Availability of safe pedestrian ways in your neighborhood	33	10.3 %
Quality of sidewalks for people with mobility challenges	27	8.4 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	59	18.4 %
Alternative means of transportation such as transit, bicycling, walking	25	7.8 %
<u>None chosen</u>	16	5.0 %
Total	612	

Q17. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Selection of physical resources available (books, CD's, and DVD's)	21.5%	32.7%	13.1%	2.2%	0.0%	30.5%
Q17-2. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	19.6%	24.6%	18.4%	1.6%	0.6%	35.2%
Q17-3. Events for seniors	6.5%	15.0%	22.7%	3.1%	0.3%	52.3%
Q17-4. Events for adults (e.g., informational, literary, participatory, entertainment)	7.2%	22.1%	25.2%	2.2%	0.6%	42.7%
Q17-5. Events for teens (e.g., Teen Advisory Council, crafts, summer reading)	6.2%	13.1%	23.4%	4.0%	0.9%	52.3%
Q17-6. Events for children (e.g., early literacy development, story times, summer reading program)	8.7%	16.5%	24.9%	2.5%	0.3%	47.0%
Q17-7. Reader's Advisory (help finding something to read)	10.3%	17.8%	21.2%	0.9%	0.0%	49.8%
Q17-8. Selection of reference & research tools	11.8%	22.7%	20.2%	0.9%	0.0%	44.2%
Q17-9. Access to computers & library Wi-Fi	14.0%	28.3%	18.4%	0.9%	0.3%	38.0%
Q17-10. Ease of booking meeting rooms	9.0%	10.3%	19.0%	0.9%	0.6%	60.1%
Q17-11. Library as hub of community information	9.3%	21.2%	25.2%	3.1%	0.3%	40.8%
Q17-12. Outreach-programs and/or services in the community outside of the library	6.2%	11.8%	23.1%	2.2%	0.9%	55.8%

WITHOUT "DON'T KNOW"

Q17. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Selection of physical resources available (books, CD's, and DVD's)	30.9%	47.1%	18.8%	3.1%	0.0%
Q17-2. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	30.3%	38.0%	28.4%	2.4%	1.0%
Q17-3. Events for seniors	13.7%	31.4%	47.7%	6.5%	0.7%
Q17-4. Events for adults (e.g., informational, literary, participatory, entertainment)	12.5%	38.6%	44.0%	3.8%	1.1%
Q17-5. Events for teens (e.g., Teen Advisory Council, crafts, summer reading)	13.1%	27.5%	49.0%	8.5%	2.0%
Q17-6. Events for children (e.g., early literacy development, story times, summer reading program)	16.5%	31.2%	47.1%	4.7%	0.6%
Q17-7. Reader's Advisory (help finding something to read)	20.5%	35.4%	42.2%	1.9%	0.0%
Q17-8. Selection of reference & research tools	21.2%	40.8%	36.3%	1.7%	0.0%
Q17-9. Access to computers & library Wi-Fi	22.6%	45.7%	29.6%	1.5%	0.5%
Q17-10. Ease of booking meeting rooms	22.7%	25.8%	47.7%	2.3%	1.6%
Q17-11. Library as hub of community information	15.8%	35.8%	42.6%	5.3%	0.5%
Q17-12. Outreach-programs and/or services in the community outside of the library	14.1%	26.8%	52.1%	4.9%	2.1%

Q18. Which TWO of the public library 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
Selection of physical resources available (books, CD's, and DVD's)	44	13.7 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	31	9.7 %
Events for seniors	35	10.9 %
Events for adults (e.g., informational, literary, participatory, entertainment)	16	5.0 %
Events for teens (e.g., Teen Advisory Council, crafts, summer reading)	17	5.3 %
Events for children (e.g., early literacy development, story times, summer reading program)	30	9.3 %
Reader's Advisory (help finding something to read)	3	0.9 %
Selection of reference & research tools	5	1.6 %
Access to computers & library Wi-Fi	6	1.9 %
Ease of booking meeting rooms	7	2.2 %
Library as hub of community information	19	5.9 %
Outreach-programs and/or services in the community outside of the library	25	7.8 %
<u>None chosen</u>	83	25.9 %
Total	321	100.0 %

Q18. Which TWO of the public library 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
Selection of physical resources available (books, CD's, and DVD's)	19	5.9 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	27	8.4 %
Events for seniors	27	8.4 %
Events for adults (e.g., informational, literary, participatory, entertainment)	26	8.1 %
Events for teens (e.g., Teen Advisory Council, crafts, summer reading)	26	8.1 %
Events for children (e.g., early literacy development, story times, summer reading program)	21	6.5 %
Reader's Advisory (help finding something to read)	4	1.2 %
Selection of reference & research tools	11	3.4 %
Access to computers & library Wi-Fi	12	3.7 %
Ease of booking meeting rooms	5	1.6 %
Library as hub of community information	28	8.7 %
Outreach-programs and/or services in the community outside of the library	25	7.8 %
<u>None chosen</u>	90	28.0 %
Total	321	100.0 %

SUM OF TOP 2 CHOICES**Q18. Which TWO of the public library items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q18. Sum of top 2 choices</u>	Number	Percent
Selection of physical resources available (books, CD's, and DVD's)	63	19.6 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	58	18.1 %
Events for seniors	62	19.3 %
Events for adults (e.g., informational, literary, participatory, entertainment)	42	13.1 %
Events for teens (e.g., Teen Advisory Council, crafts, summer reading)	43	13.4 %
Events for children (e.g., early literacy development, story times, summer reading program)	51	15.9 %
Reader's Advisory (help finding something to read)	7	2.2 %
Selection of reference & research tools	16	5.0 %
Access to computers & library Wi-Fi	18	5.6 %
Ease of booking meeting rooms	12	3.7 %
Library as hub of community information	47	14.6 %
Outreach-programs and/or services in the community outside of the library	50	15.6 %
<u>None chosen</u>	<u>83</u>	<u>25.9 %</u>
Total	552	

Q19. How do you get information about the library?

<u>Q19. How do you get information about the library</u>	Number	Percent
eNewsletter	60	18.7 %
Library staff	55	17.1 %
Word of mouth	85	26.5 %
City's website	66	20.6 %
Blogs	3	0.9 %
Flyers	15	4.7 %
Newspaper	36	11.2 %
Library's social media	56	17.4 %
Other social media	24	7.5 %
Trail News	117	36.4 %
<u>Other</u>	8	2.5 %
Total	525	

Q19-11. Other

<u>Q19-11. Other</u>	Number	Percent
Library website	3	37.5 %
In person visits	2	25.0 %
Online calendar on library website	1	12.5 %
City Citizens	1	12.5 %
<u>Visit library</u>	1	12.5 %
Total	8	100.0 %

Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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.

Q20. Top choice	Number	Percent
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	40	12.5 %
Park improvements & maintenance	19	5.9 %
Road maintenance/pavement preservation (such as overlay projects)	112	34.9 %
Sidewalks	23	7.2 %
Bike lanes/bike paths	4	1.2 %
Willamette Falls Legacy Project	39	12.1 %
Tourism	4	1.2 %
Natural habitat restoration	25	7.8 %
Economic development	5	1.6 %
Water infrastructure	16	5.0 %
Pedestrian crossings	3	0.9 %
Traffic congestion relief	26	8.1 %
<u>None chosen</u>	5	1.6 %
Total	321	100.0 %

Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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.

Q20. 2nd choice	Number	Percent
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	19	5.9 %
Park improvements & maintenance	40	12.5 %
Road maintenance/pavement preservation (such as overlay projects)	40	12.5 %
Sidewalks	34	10.6 %
Bike lanes/bike paths	5	1.6 %
Willamette Falls Legacy Project	29	9.0 %
Tourism	14	4.4 %
Natural habitat restoration	30	9.3 %
Economic development	20	6.2 %
Water infrastructure	29	9.0 %
Pedestrian crossings	10	3.1 %
Traffic congestion relief	39	12.1 %
<u>None chosen</u>	12	3.7 %
Total	321	100.0 %

Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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>Q20. 3rd choice</u>	Number	Percent
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	30	9.3 %
Park improvements & maintenance	23	7.2 %
Road maintenance/pavement preservation (such as overlay projects)	32	10.0 %
Sidewalks	27	8.4 %
Bike lanes/bike paths	4	1.2 %
Willamette Falls Legacy Project	28	8.7 %
Tourism	11	3.4 %
Natural habitat restoration	26	8.1 %
Economic development	30	9.3 %
Water infrastructure	28	8.7 %
Pedestrian crossings	17	5.3 %
Traffic congestion relief	36	11.2 %
<u>None chosen</u>	29	9.0 %
Total	321	100.0 %

Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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>Q20. 4th choice</u>	Number	Percent
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	26	8.1 %
Park improvements & maintenance	29	9.0 %
Road maintenance/pavement preservation (such as overlay projects)	25	7.8 %
Sidewalks	31	9.7 %
Bike lanes/bike paths	10	3.1 %
Willamette Falls Legacy Project	19	5.9 %
Tourism	15	4.7 %
Natural habitat restoration	20	6.2 %
Economic development	31	9.7 %
Water infrastructure	15	4.7 %
Pedestrian crossings	17	5.3 %
Traffic congestion relief	30	9.3 %
<u>None chosen</u>	53	16.5 %
Total	321	100.0 %

Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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.

Q20. 5th choice	Number	Percent
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	30	9.3 %
Park improvements & maintenance	24	7.5 %
Road maintenance/pavement preservation (such as overlay projects)	18	5.6 %
Sidewalks	13	4.0 %
Bike lanes/bike paths	13	4.0 %
Willamette Falls Legacy Project	20	6.2 %
Tourism	13	4.0 %
Natural habitat restoration	24	7.5 %
Economic development	26	8.1 %
Water infrastructure	18	5.6 %
Pedestrian crossings	16	5.0 %
Traffic congestion relief	29	9.0 %
<u>None chosen</u>	77	24.0 %
Total	321	100.0 %

SUM OF TOP 5 CHOICES

Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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)

Q20. Sum of top 5 choices	Number	Percent
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	145	45.2 %
Park improvements & maintenance	135	42.1 %
Road maintenance/pavement preservation (such as overlay projects)	227	70.7 %
Sidewalks	128	39.9 %
Bike lanes/bike paths	36	11.2 %
Willamette Falls Legacy Project	135	42.1 %
Tourism	57	17.8 %
Natural habitat restoration	125	38.9 %
Economic development	112	34.9 %
Water infrastructure	106	33.0 %
Pedestrian crossings	63	19.6 %
Traffic congestion relief	160	49.8 %
<u>None chosen</u>	5	1.6 %
Total	1434	

Q21. 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=321)

	Much higher	A little higher	Stay the same	A little lower	Much lower	Don't know
Q21-1. Law enforcement	14.3%	38.6%	32.4%	1.9%	2.2%	10.6%
Q21-2. Parks, trails, & open space	13.1%	35.2%	39.3%	1.2%	1.2%	10.0%
Q21-3. Recreation facilities & programs	12.8%	29.9%	44.9%	1.6%	0.3%	10.6%
Q21-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes)	26.2%	38.9%	25.2%	2.8%	0.6%	6.2%
Q21-5. Utility infrastructure (water, sewer, & drainage system upgrades)	12.5%	34.3%	43.0%	2.5%	0.0%	7.8%
Q21-6. City's public library	2.8%	13.4%	61.4%	5.6%	2.5%	14.3%
Q21-7. City's code enforcement	10.6%	19.9%	44.5%	7.8%	5.0%	12.1%
Q21-8. City's permit review	6.2%	15.9%	39.3%	6.5%	3.4%	28.7%

WITHOUT "DON'T KNOW"

Q21. 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=321)

	Much higher	A little higher	Stay the same	A little lower	Much lower
Q21-1. Law enforcement	16.0%	43.2%	36.2%	2.1%	2.4%
Q21-2. Parks, trails, & open space	14.5%	39.1%	43.6%	1.4%	1.4%
Q21-3. Recreation facilities & programs	14.3%	33.4%	50.2%	1.7%	0.3%
Q21-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes)	27.9%	41.5%	26.9%	3.0%	0.7%
Q21-5. Utility infrastructure (water, sewer, & drainage system upgrades)	13.5%	37.2%	46.6%	2.7%	0.0%
Q21-6. City's public library	3.3%	15.6%	71.6%	6.5%	2.9%
Q21-7. City's code enforcement	12.1%	22.7%	50.7%	8.9%	5.7%
Q21-8. City's permit review	8.7%	22.3%	55.0%	9.2%	4.8%

Q21a. Would you be willing to pay more in taxes or fees to support an increase in the service level?

Q21a. Would you be willing to pay more in taxes or fees

to support an increase in the service level

	Number	Percent
Yes	104	32.4 %
No	133	41.4 %
Not applicable. I do not think any levels of service need to be higher	21	6.5 %
Don't know	63	19.6 %
Total	321	100.0 %

WITHOUT "DON'T KNOW"**Q21a. Would you be willing to pay more in taxes or fees to support an increase in the service level? (without
"don't know")**

Q21a. Would you be willing to pay more in taxes or fees

to support an increase in the service level

	Number	Percent
Yes	104	40.3 %
No	133	51.6 %
Not applicable. I do not think any levels of service need to be higher	21	8.1 %
Total	258	100.0 %

Q22. 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=321)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q22-1. As a place to live	24.3%	60.4%	9.3%	4.0%	0.9%	0.9%
Q22-2. As a place to raise children	19.6%	48.9%	15.9%	5.6%	0.9%	9.0%
Q22-3. As a place to work	10.6%	33.0%	22.4%	8.4%	3.4%	22.1%
Q22-4. As a place with a variety of housing choices	9.3%	31.2%	30.5%	13.4%	7.2%	8.4%
Q22-5. As a place to shop	5.3%	37.1%	22.1%	24.9%	9.7%	0.9%
Q22-6. As a place for dining & entertainment options	8.7%	42.7%	19.6%	21.2%	6.5%	1.2%
Q22-7. Overall quality of life in City	12.5%	63.9%	14.6%	6.9%	1.2%	0.9%
Q22-8. As a place to connect & interact with your neighbors	13.4%	43.3%	29.3%	9.7%	1.6%	2.8%

WITHOUT "DON'T KNOW"

Q22. 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=321)

	Excellent	Good	Neutral	Below average	Poor
Q22-1. As a place to live	24.5%	61.0%	9.4%	4.1%	0.9%
Q22-2. As a place to raise children	21.6%	53.8%	17.5%	6.2%	1.0%
Q22-3. As a place to work	13.6%	42.4%	28.8%	10.8%	4.4%
Q22-4. As a place with a variety of housing choices	10.2%	34.0%	33.3%	14.6%	7.8%
Q22-5. As a place to shop	5.3%	37.4%	22.3%	25.2%	9.7%
Q22-6. As a place for dining & entertainment options	8.8%	43.2%	19.9%	21.5%	6.6%
Q22-7. Overall quality of life in City	12.6%	64.5%	14.8%	6.9%	1.3%
Q22-8. As a place to connect & interact with your neighbors	13.8%	44.6%	30.1%	9.9%	1.6%

Q23. Customer Service. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?

Q23. Have you called, emailed, or visited City with a

<u>question, problem, or complaint during past year</u>	Number	Percent
Yes	116	36.1 %
No	201	62.6 %
<u>Don't know</u>	4	1.2 %
Total	321	100.0 %

WITHOUT "DON'T KNOW"

Q23. Customer Service. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year? (without "don't know")

Q23. Have you called, emailed, or visited City with a

<u>question, problem, or complaint during past year</u>	Number	Percent
Yes	116	36.6 %
No	201	63.4 %
Total	317	100.0 %

Q23a. How easy was it to contact the person you needed to reach?

Q23a. How easy was it to contact the person you

<u>needed to reach</u>	Number	Percent
Very easy	43	37.1 %
Somewhat easy	47	40.5 %
Difficult	14	12.1 %
Very difficult	11	9.5 %
<u>Don't know</u>	1	0.9 %
Total	116	100.0 %

WITHOUT "DON'T KNOW"

Q23a. How easy was it to contact the person you needed to reach? (without "don't know")

Q23a. How easy was it to contact the person you
needed to reach

	Number	Percent
Very easy	43	37.4 %
Somewhat easy	47	40.9 %
Difficult	14	12.2 %
Very difficult	11	9.6 %
Total	115	100.0 %

Q23b. What department did you contact?

Q23b. What department did you contact	Number	Percent
Police	29	25.0 %
Code Enforcement	42	36.2 %
Building & Planning	35	30.2 %
Parks & Recreation	15	12.9 %
Oregon City Public Library	14	12.1 %
Event Permits	4	3.4 %
Financial Services/Utility Billing	13	11.2 %
Transportation Services (streets)	16	13.8 %
Administration (public records)	10	8.6 %
Public Works (water/sewer/solid waste)	27	23.3 %
Municipal Court	3	2.6 %
Other	5	4.3 %
Total	213	

Q23b-12. Other:

Q23b-12. Other	Number	Percent
Animal	1	20.0 %
Traffic	1	20.0 %
Arts and entertainment	1	20.0 %
Street lights	1	20.0 %
<u>City Manager</u>	1	20.0 %
Total	5	100.0 %

Q23c. 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=116)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q23c-1. They were courteous & polite	58.6%	26.7%	9.5%	2.6%	0.9%	1.7%
Q23c-2. They gave prompt, accurate, & complete answers to questions	44.0%	30.2%	16.4%	5.2%	1.7%	2.6%
Q23c-3. They did what they said they would do in a timely manner	41.4%	28.4%	12.1%	6.9%	3.4%	7.8%
Q23c-4. They helped you resolve an issue to your satisfaction	34.5%	24.1%	22.4%	6.9%	6.0%	6.0%

WITHOUT "DON'T KNOW"

Q23c. 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=116)

	Always	Usually	Sometimes	Seldom	Never
Q23c-1. They were courteous & polite	59.6%	27.2%	9.6%	2.6%	0.9%
Q23c-2. They gave prompt, accurate, & complete answers to questions	45.1%	31.0%	16.8%	5.3%	1.8%
Q23c-3. They did what they said they would do in a timely manner	44.9%	30.8%	13.1%	7.5%	3.7%
Q23c-4. They helped you resolve an issue to your satisfaction	36.7%	25.7%	23.9%	7.3%	6.4%

Q24. 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=321)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q24-1. Employment opportunities	4.0%	26.2%	20.9%	1.6%	0.6%	46.7%
Q24-2. Office development	1.6%	12.1%	28.0%	4.7%	2.8%	50.8%
Q24-3. Retail/restaurants/services	8.4%	35.8%	38.6%	3.7%	0.3%	13.1%
Q24-4. Technology & other industry	9.0%	29.0%	21.8%	3.1%	0.6%	36.4%
Q24-5. Housing options for aging population	14.6%	34.6%	20.2%	0.9%	0.6%	29.0%
Q24-6. Apartments	5.3%	13.7%	25.5%	20.6%	10.9%	24.0%
Q24-7. Townhomes/row houses	4.4%	11.5%	24.3%	21.2%	11.8%	26.8%
Q24-8. Entry-level single-family homes	15.6%	26.2%	28.3%	4.7%	3.7%	21.5%
Q24-9. Single family homes	9.7%	16.2%	39.9%	9.7%	3.4%	21.2%

WITHOUT "DON'T KNOW"

Q24. 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=321)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q24-1. Employment opportunities	7.6%	49.1%	39.2%	2.9%	1.2%
Q24-2. Office development	3.2%	24.7%	57.0%	9.5%	5.7%
Q24-3. Retail/restaurants/services	9.7%	41.2%	44.4%	4.3%	0.4%
Q24-4. Technology & other industry	14.2%	45.6%	34.3%	4.9%	1.0%
Q24-5. Housing options for aging population	20.6%	48.7%	28.5%	1.3%	0.9%
Q24-6. Apartments	7.0%	18.0%	33.6%	27.0%	14.3%
Q24-7. Townhomes/row houses	6.0%	15.7%	33.2%	28.9%	16.2%
Q24-8. Entry-level single-family homes	19.8%	33.3%	36.1%	6.0%	4.8%
Q24-9. Single family homes	12.3%	20.6%	50.6%	12.3%	4.3%

Q25. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Water pressure	26.2%	53.0%	10.3%	6.2%	2.2%	2.2%
Q25-2. Water clarity	27.7%	54.8%	9.7%	4.0%	0.6%	3.1%
Q25-3. Water taste	24.9%	46.1%	12.1%	11.5%	2.8%	2.5%
Q25-4. Water smell	24.3%	50.8%	13.7%	6.9%	1.9%	2.5%
Q25-5. Reliability of water service	35.2%	53.0%	8.4%	0.6%	0.6%	2.2%

WITHOUT "DON'T KNOW"

Q25. 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=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Water pressure	26.8%	54.1%	10.5%	6.4%	2.2%
Q25-2. Water clarity	28.6%	56.6%	10.0%	4.2%	0.6%
Q25-3. Water taste	25.6%	47.3%	12.5%	11.8%	2.9%
Q25-4. Water smell	24.9%	52.1%	14.1%	7.0%	1.9%
Q25-5. Reliability of water service	36.0%	54.1%	8.6%	0.6%	0.6%

Q26. Approximately how many years have you lived in Oregon City?

Q26. How many years have you lived in Oregon City	Number	Percent
0-5	68	21.2 %
6-10	40	12.5 %
11-15	34	10.6 %
16-20	39	12.1 %
21-30	61	19.0 %
31+	72	22.4 %
<u>Not provided</u>	7	2.2 %
Total	321	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Approximately how many years have you lived in Oregon City? (without "not provided")**

Q26. How many years have you lived in Oregon City	Number	Percent
0-5	68	21.7 %
6-10	40	12.7 %
11-15	34	10.8 %
16-20	39	12.4 %
21-30	61	19.4 %
31+	72	22.9 %
Total	314	100.0 %

Q27. What is the preferred language spoken in your home?

Q27. Preferred language spoken in your home	Number	Percent
English	311	98.4 %
Spanish	2	0.6 %
German	1	0.3 %
Hindi	1	0.3 %
Fillipino	1	0.3 %
Total	316	100.0 %

Q28. What is your age?

<u>Q28. Your age</u>	Number	Percent
18-34	59	18.4 %
35-44	63	19.6 %
45-54	63	19.6 %
55-64	58	18.1 %
65+	67	20.9 %
<u>Not provided</u>	11	3.4 %
Total	321	100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

<u>Q28. Your age</u>	Number	Percent
18-34	59	19.0 %
35-44	63	20.3 %
45-54	63	20.3 %
55-64	58	18.7 %
65+	67	21.6 %
Total	310	100.0 %

Q29. Do you work outside of Oregon City?

<u>Q29. Do you work outside of Oregon City</u>	Number	Percent
Yes	144	44.9 %
No	169	52.6 %
<u>Not provided</u>	8	2.5 %
Total	321	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you work outside of Oregon City? (without "not provided")**

<u>Q29. Do you work outside of Oregon City</u>	Number	Percent
Yes	144	46.0 %
No	169	54.0 %
Total	313	100.0 %

Q30. How many children under age 18 live in your household?

Q30. How many children under age 18 live in your household

	Number	Percent
0	208	64.8 %
1	49	15.3 %
2	51	15.9 %
3+	13	4.0 %
Total	321	100.0 %

Q31. What is your gender?

Q31. Your gender

	Number	Percent
Male	156	48.6 %
Female	163	50.8 %
Not provided	2	0.6 %
Total	321	100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your gender? (without "not provided")**

Q31. Your gender

	Number	Percent
Male	156	48.9 %
Female	163	51.1 %
Total	319	100.0 %

Q32. Would you say your total annual household income is...

<u>Q32. Your total annual household income</u>	Number	Percent
Under \$50K	58	18.1 %
\$50K to \$74,999	58	18.1 %
\$75K to \$99,999	63	19.6 %
\$100K to \$149,999	66	20.6 %
\$150K to \$199,999	20	6.2 %
\$200K+	19	5.9 %
<u>Not provided</u>	37	11.5 %
Total	321	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Would you say your total annual household income is... (without "not provided")**

<u>Q32. Your total annual household income</u>	Number	Percent
Under \$50K	58	20.4 %
\$50K to \$74,999	58	20.4 %
\$75K to \$99,999	63	22.2 %
\$100K to \$149,999	66	23.2 %
\$150K to \$199,999	20	7.0 %
<u>\$200K+</u>	<u>19</u>	<u>6.7 %</u>
Total	284	100.0 %



Survey Instrument



Office of the City Manager

625 Center Street | PO Box 3040 | Oregon City OR 97045

Ph (503) 657-0891 | Fax (503) 657-7026

Dear Oregon City Resident,

The City Commission and Oregon City staff believe it is crucial to ask our residents whether they are satisfied with the services we provide. Asking questions ensures that the City's priorities are aligned with the needs of our residents; we need to know what you think.

Your household was one of a limited number selected at random to receive this survey, and your participation is necessary to make the survey a success.

We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is essential. The time you invest in this survey will influence decisions that will be made about the City's future. 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.

2021-2023 City Commission Goals. The City Commission goals prioritize significant projects and help to shape the budget we operate under. The Commission has adopted the following goals for the City; which 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 March or April. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061 or go to oregoncitysurvey.org to complete the survey online. If you have any questions, please contact 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,

Tony Konkol

City of Oregon City, City Manager



2023 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. **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

5. **Which TWO of the Parks and Recreation items listed in Question 4 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 4.]**

1st: _____ 2nd: _____

6. **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

7. **How satisfied are you with...**

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

8. **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.	Parking enforcement services	5	4	3	2	1	9
5.	How quickly police respond to emergencies	5	4	3	2	1	9
6.	Response to drug control	5	4	3	2	1	9
7.	Response to property crime	5	4	3	2	1	9
8.	Level of community outreach	5	4	3	2	1	9
9.	Response to issues with transients	5	4	3	2	1	9

9. **Which TWO of the public safety items listed in Question 8 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 8.]**

1st: _____ 2nd: _____

10. 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"/> (10) Citizen Involvement Committee
<input type="checkbox"/> (02) City website	<input type="checkbox"/> (11) TV local news
<input type="checkbox"/> (03) Newspaper	<input type="checkbox"/> (12) Nextdoor
<input type="checkbox"/> (04) Friends	<input type="checkbox"/> (13) Neighborhood Association
<input type="checkbox"/> (05) Radio	<input type="checkbox"/> (14) Utility bill
<input type="checkbox"/> (06) Social media (Facebook, Twitter, Instagram, LinkedIn)	<input type="checkbox"/> (15) Flyers
<input type="checkbox"/> (07) Public meetings	<input type="checkbox"/> (16) E-Trail News Monthly e-newsletter
<input type="checkbox"/> (08) City's mobile app ("OC Request")	<input type="checkbox"/> (17) Other: _____
<input type="checkbox"/> (09) YouTube	

10a. From which TWO sources listed in Question 10 would you MOST PREFER to get information from the city? [Write in your answers below using the numbers from the list in Question 10.]

1st: _____ 2nd: _____

10b. 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

11. 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"/> (6) Economic development
<input type="checkbox"/> (2) Public safety (police)	<input type="checkbox"/> (7) Library services and programs
<input type="checkbox"/> (3) Public works (infrastructure and transportation updates)	<input type="checkbox"/> (8) Parks and Recreation programs and services
<input type="checkbox"/> (4) Special events	<input type="checkbox"/> (9) Other: _____
<input type="checkbox"/> (5) Community-based stories (what is going on locally)	

12. 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, Twitter, Instagram)	5	4	3	2	1	9
6.	Access to bilingual material	5	4	3	2	1	9

13. 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

14. Which TWO of the code enforcement items listed in Question 13 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 13.]

1st: _____ 2nd: _____

15. 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, for example 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

16. Which TWO of the transportation and infrastructure 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. 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

18. Which TWO of the public library 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. **How do you get information about the library? [Check all that apply.]**

<input type="checkbox"/> (01) E-newsletter	<input type="checkbox"/> (05) Blogs	<input type="checkbox"/> (09) Others social media
<input type="checkbox"/> (02) Library staff	<input type="checkbox"/> (06) Flyers	<input type="checkbox"/> (10) Trail News
<input type="checkbox"/> (03) Word of mouth	<input type="checkbox"/> (07) Newspaper	<input type="checkbox"/> (11) Other: _____
<input type="checkbox"/> (04) City's website	<input type="checkbox"/> (08) Library's social media	

20. **Capital Investments. Funding for capital investments is limited. For some projects, such as Molalla Avenue Streetscape 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. Willamette Falls Legacy Project
02. Park improvements and maintenance	07. Tourism
03. Road maintenance/pavement preservation (such as overlay projects)	08. Natural habitat restoration
04. Sidewalks	09. Economic development
05. Bike lanes/bike paths	10. Water infrastructure
	11. Pedestrian crossings
	12. Traffic congestion relief

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

21. **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

21a. **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

22. 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

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

(1) Yes [Answer Q23a-c.] (2) No [Skip to Q24.] (9) Don't know [Skip to Q24.]

23a. 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

23b. What department did you contact? [Check all that apply.]

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

23c. 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

24. **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

25. **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

Demographics

26. **Approximately how many years have you lived in Oregon City?** _____ years

27. **What is the preferred language spoken in your home?** _____

28. **What is your age?** _____ years

29. **Do you work outside of Oregon City?** _____(1) Yes _____(2) No

30. **How many children under age 18 live in your household?** _____ children

31. **What is your gender?** _____(1) Male _____(2) Female

32. **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

33. **If you have suggestions for improving the quality of city programs, facilities, or services, please write your suggestions in the space below.**

34. **Would you be willing to participate in future surveys sponsored by the City of Oregon City?**
 _____(1) Yes [Please answer Q34a.] _____(2) No

34a. Please provide your contact information.

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.