

# City of Oregon City Community Survey

## Findings Report

*...helping organizations make better decisions since 1982*

2020

**Submitted to the City of Oregon City, Oregon**

**by:**

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**December 2020**



**ETC**  
INSTITUTE

# Contents

**Executive Summary**..... i

**Section 1:** Charts and Graphs ..... 1

**Section 2:** Benchmarking Analysis ..... 51

**Section 3:** Importance-Satisfaction Analysis ..... 62

**Section 4:** Tabular Data ..... 71

**Section 5:** Survey Instrument ..... 130

---

# 2020 City of Oregon City Community Survey

## Executive Summary

---

### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Oregon City during the fall of 2020. 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 second 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 and placed phone calls 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 exceeded, with a total of 321 residents completing the survey. The overall results for the sample of 321 households have a precision of at least  $\pm 5.4\%$  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.*"

**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 2018 survey,
- 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 police services (76%), the overall quality of the City’s public library services (75%), and the overall quality of City parks/trails/open space (69%). 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 (50%), the overall effectiveness of City economic development efforts (36%), and the overall quality of police services (31%).

**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 (66%), the overall feeling of safety in the City (64%), the overall image of the City (52%), and the availability of training or educational opportunities (39%).

**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: Oregon City as a place to live (86%), as a place to raise children (77%), the overall quality of life in the City (75%), and a place to connect & interact with neighbors (66%).

**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 (74%), the appearance and maintenance of existing City parks (71%), and the quality of facilities (66%).

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 (27%), quantity of City trails (27%), quality of recreational areas for dogs (21%), and quality of facilities (21%).

- **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 (71%), how quickly police respond to emergencies (65%), the City’s overall efforts to prevent crime (62%), and enforcement of local traffic laws (57%). 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 (57%), the City’s overall efforts to prevent crime (24%), and the level of community outreach (20%).
- **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 (36%) and the overall quality of the City’s website (35%).
  - The top four news and information sources that respondent households have used to receive information about city programs, services and events, were: “Trail News” quarterly publication (71%), social media (46%), friends (36%), and Nextdoor (34%). The sources from which respondents indicated they would most prefer to receive their information were: “Trail News” quarterly publication (39%) and social media (20%).
  - The most popular frequency that respondent households would like to receive information from the City, based on the sum of their top two choices, was monthly (73%).
  - The types of information that respondent households indicated they would like to receive from the City were: public safety (70%) and public works (70%).
- **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 sign regulation (36%) and enforcing codes designed to protect public safety (36%). 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 (62%) and enforcing codes designed to protect public safety (47%).
- **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: adequacy of City street lighting in neighborhoods (65%), snow and ice response on major City streets (61%) and

maintenance of neighborhood streets (52%). 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 (35%) and the maintenance of neighborhood streets (29%).

- **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 (70%), selection of digital resources available online (64%), and access to computers and library Wi-Fi (61%). The three highest rated items that respondents indicated should receive the most emphasis over the next two years were: selection of physical resources available (20%), selection of digital resources available online (14%), and the library as a hub of community information (14%).
  - Forty-one percent (41%) of respondent households indicated they receive their information about the library from “Trail News”.
- **Customer Service.** Thirty-eight percent (38%) of respondents indicated they have called, emailed, or visited the City with a question, problem, or complaint during the past year. Of those who contacted the City, 34% indicated it was “very easy,” 43% indicated it was “somewhat easy,” 13% indicated it was “difficult,” and 8% indicated it was “very difficult” to contact the person they needed to reach. Of the 38% of respondents who contacted the City during the past year, 40% contacted Code Enforcement, 24% contacted Public Works, and 23% contacted Building and Planning. Eighty-five percent (85%) of respondents who contacted the City indicated that City employees were always (45%) or usually (40%) 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 (89%), water clarity (84%), and water pressure (79%).
  - Forty percent (40%) of respondent households were “very willing” (11%) or “willing” (29%) to pay additional taxes or higher water rates to repair and replace the aging water system; 23% were “neutral,” 18% were “not willing,” and 18% were “not at all willing.”

## 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,” 30% were “willing,” 19% were “neutral,” 15% were “not willing,” and 28% were “not at all willing.”

- The capital investment items that are of top priorities to respondent households, based upon the sum of the respondents' five choices, were: road maintenance/pavement preservation (69%) and traffic congestion relief (53%).
- The highest levels of service expectations 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 (72%), parks, trails, & open space (58%), and utility infrastructure (48%).
- Forty-two percent (42%) of respondent households indicated they would be willing to pay more in taxes or fees to support an increase in the service level.
- The highest ratings for land development and growth management by the City, based upon the "just right" responses among residents *who had an opinion*, were: office development (63%), apartments (51%), and single family homes (50%).

## 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 (IS=0.2640)
- Overall effectiveness of City economic development efforts (IS=0.2365)
- Overall enforcement of City codes & ordinances (IS=0.1226)
- Overall effectiveness of City communication with the public (IS=0.1089)

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

## 2020 Importance-Satisfaction Rating

### Oregon City, OR

#### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall maintenance of city streets	50%	1	47%	9	0.2640	1
Overall effectiveness of City economic development efforts	36%	2	35%	12	0.2365	2
<b>High Priority (IS .10-.20)</b>						
Overall enforcement of City codes and ordinances	20%	6	38%	11	0.1226	3
Overall effectiveness of City communication with the public	21%	5	48%	8	0.1089	4
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of City parks/trails/open space	31%	4	69%	3	0.0952	5
Overall quality of permit process	11%	9	25%	13	0.0798	6
Overall quality of police services	31%	3	76%	1	0.0739	7
Overall quality of the City's recreation programs	14%	8	54%	7	0.0641	8
Overall quality of City water utilities	16%	7	69%	4	0.0488	9
Overall quality of Municipal Court Services	5%	13	41%	10	0.0270	10
Overall quality of City sewer services	7%	11	64%	5	0.0256	11
Overall quality of customer service from City employees	6%	12	64%	6	0.0213	12
Overall quality of City's public library services	8%	10	75%	2	0.0192	13



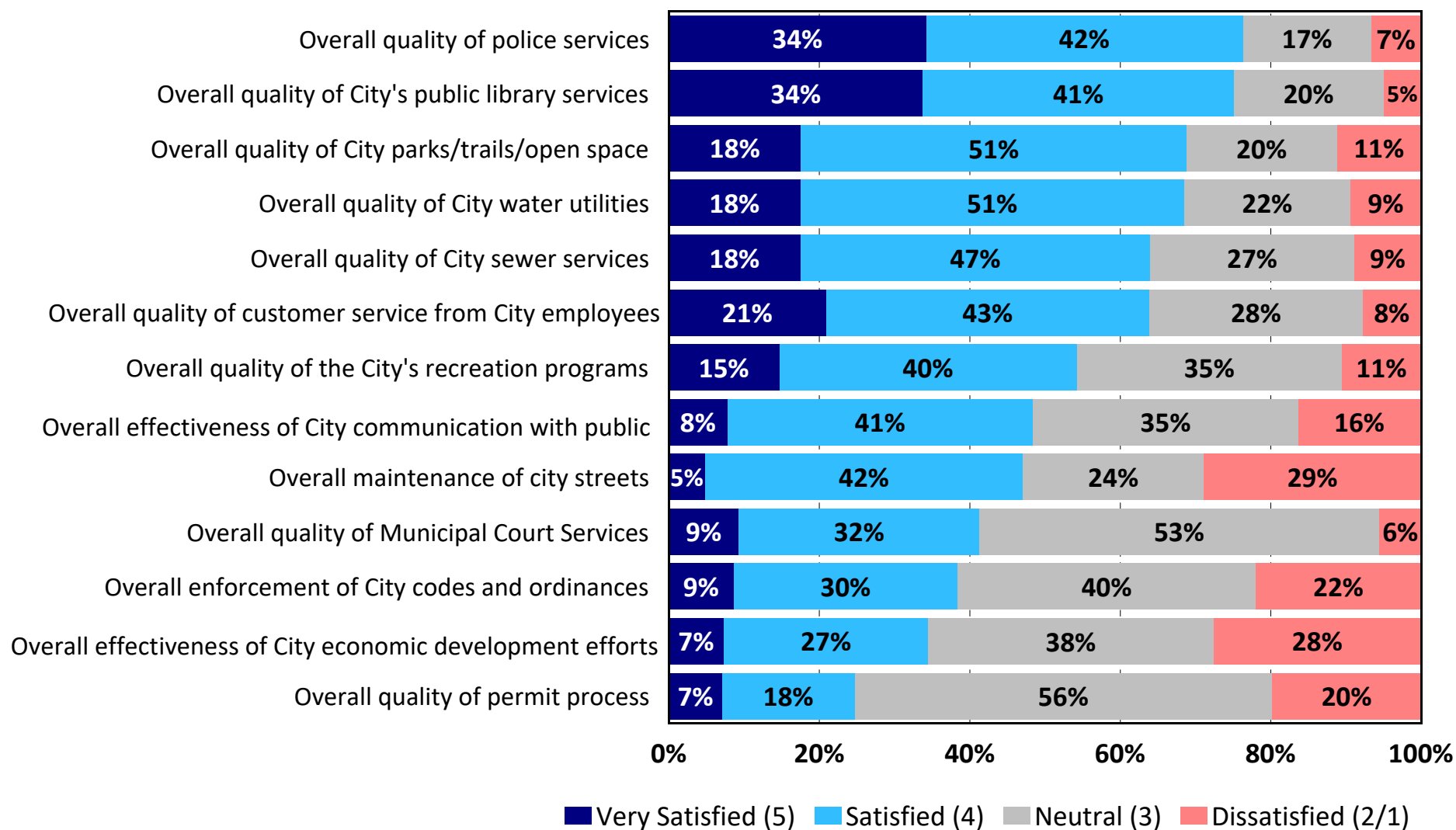
# Section 1

## *Charts and Graphs*

---

# Q1. Overall Satisfaction With City Services by Major Category

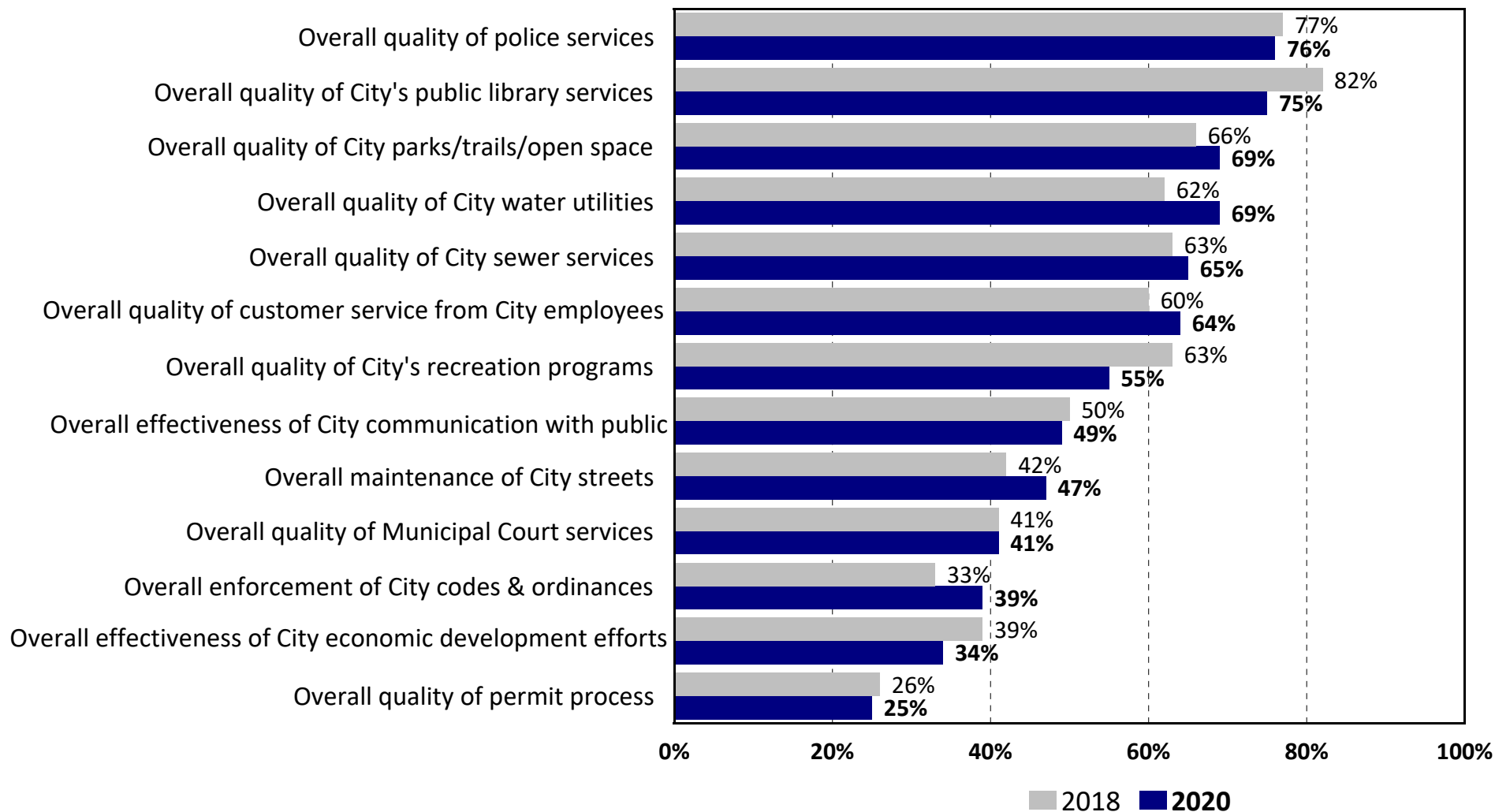
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: Overall Satisfaction with City Services by Major Category - 2018 vs. 2020**

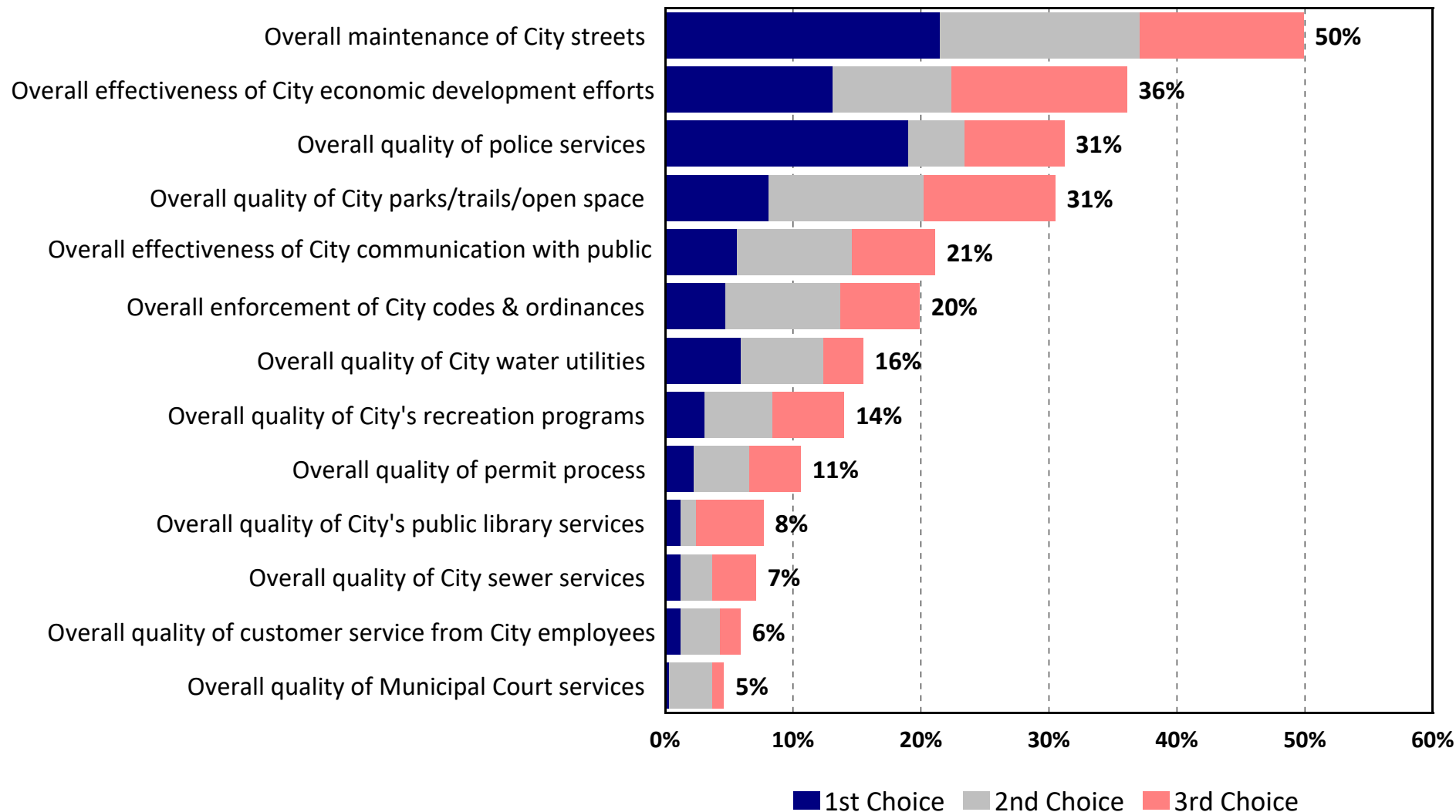
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

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

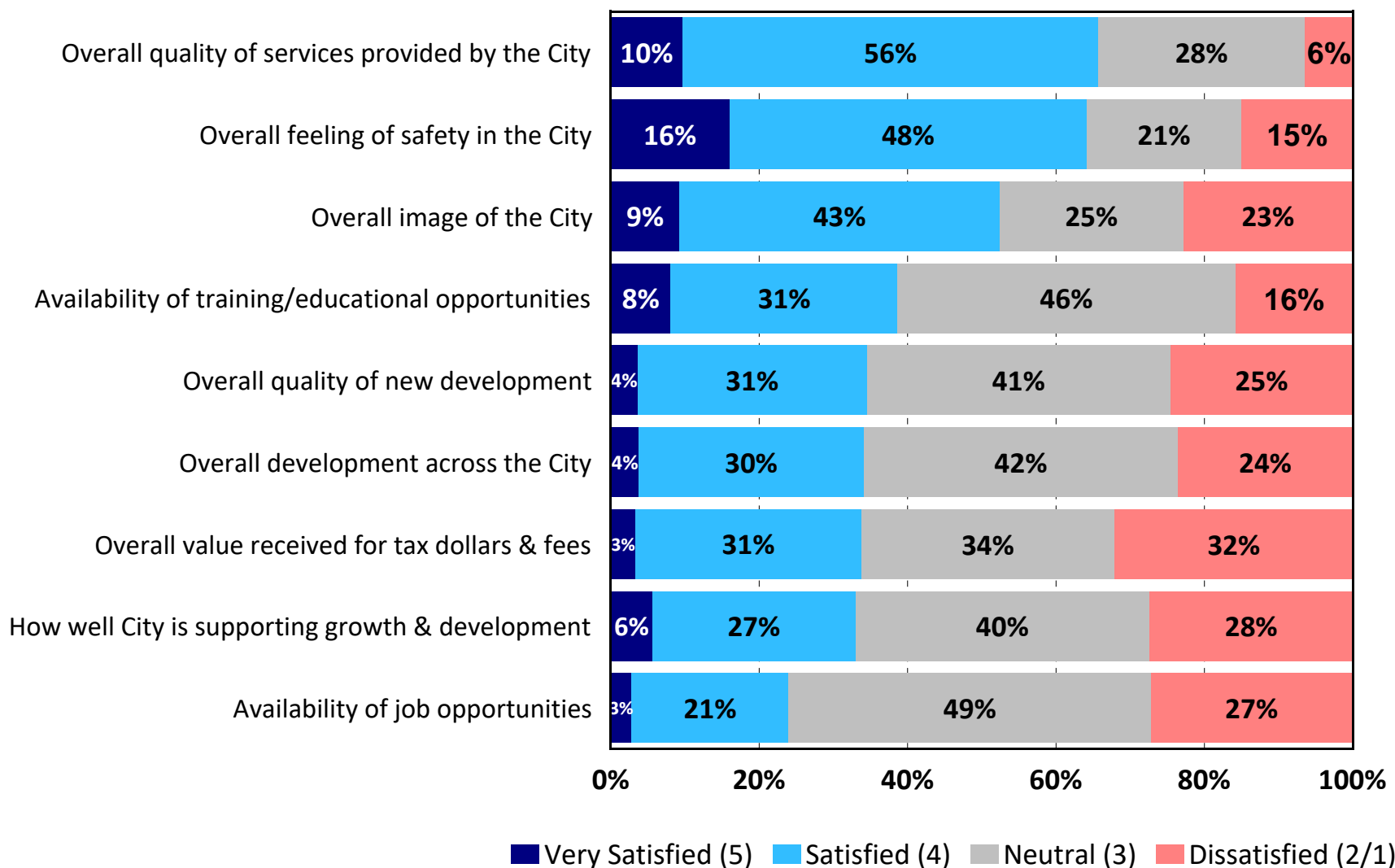
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020 - Oregon City, OR)

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

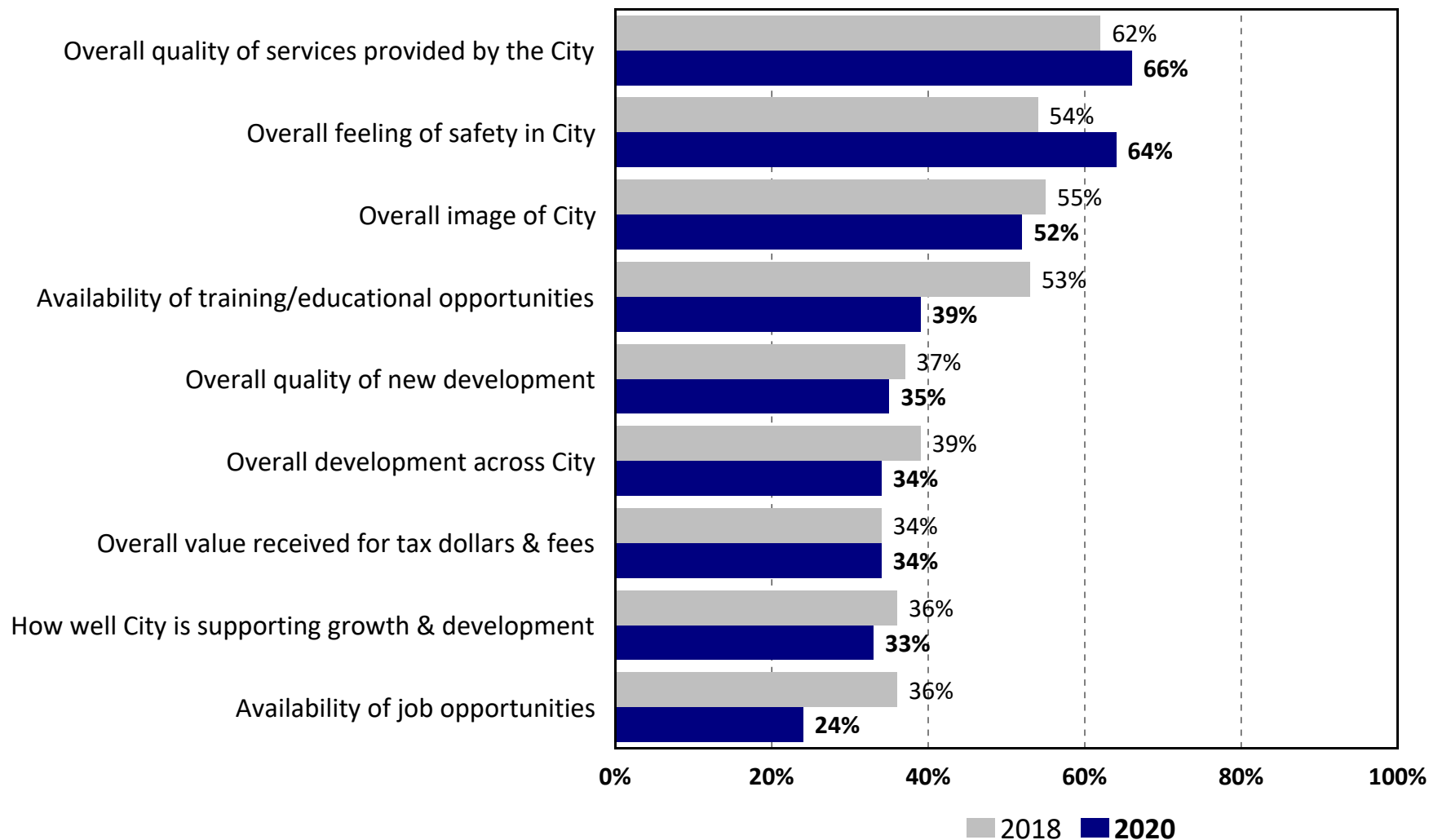
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

# **TRENDS: Satisfaction With Items That Influence Perceptions of the City - 2018 vs. 2020**

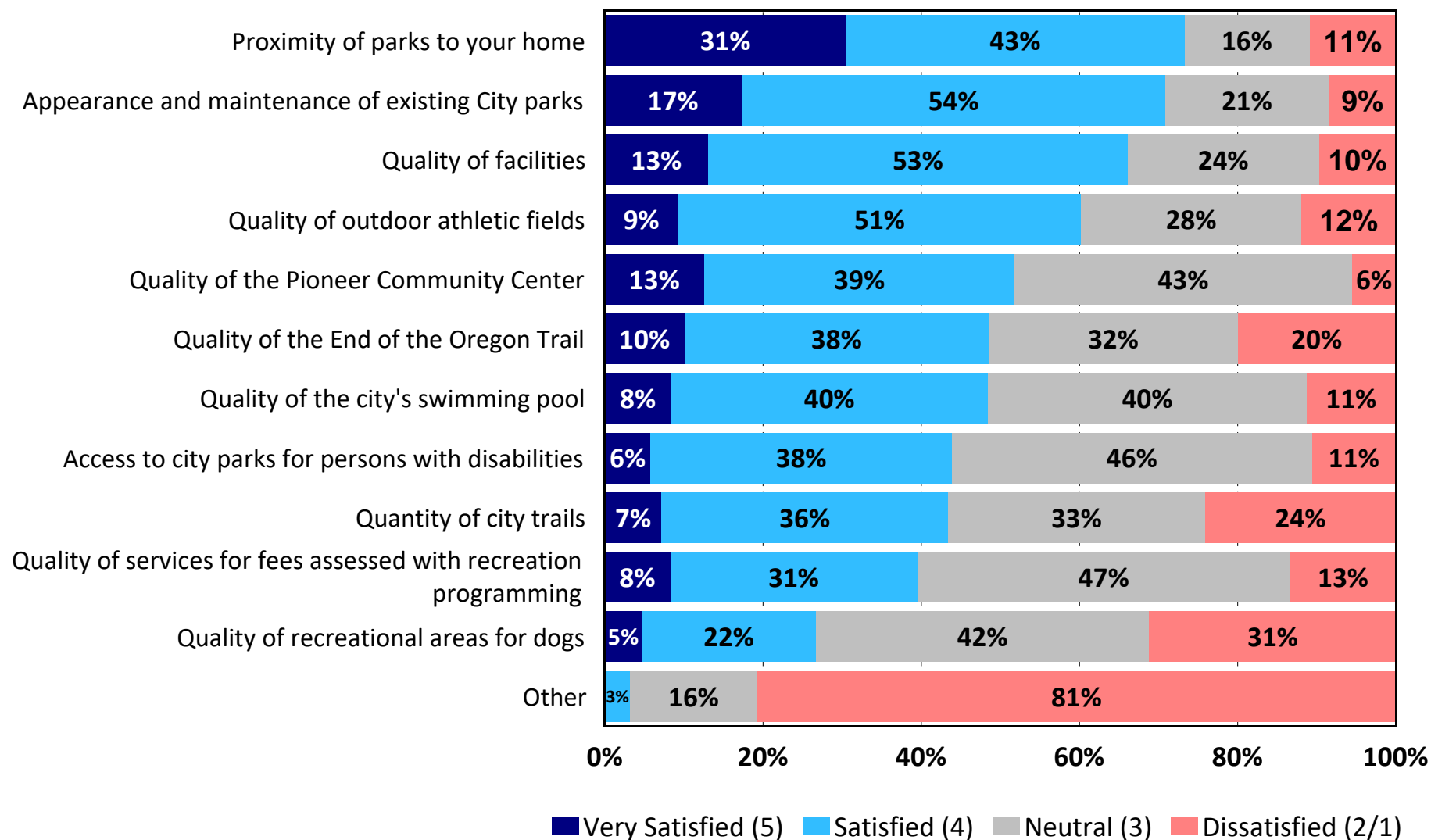
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## Q4. Satisfaction With Parks and Recreation Services

by percentage of respondents (excluding don't knows)

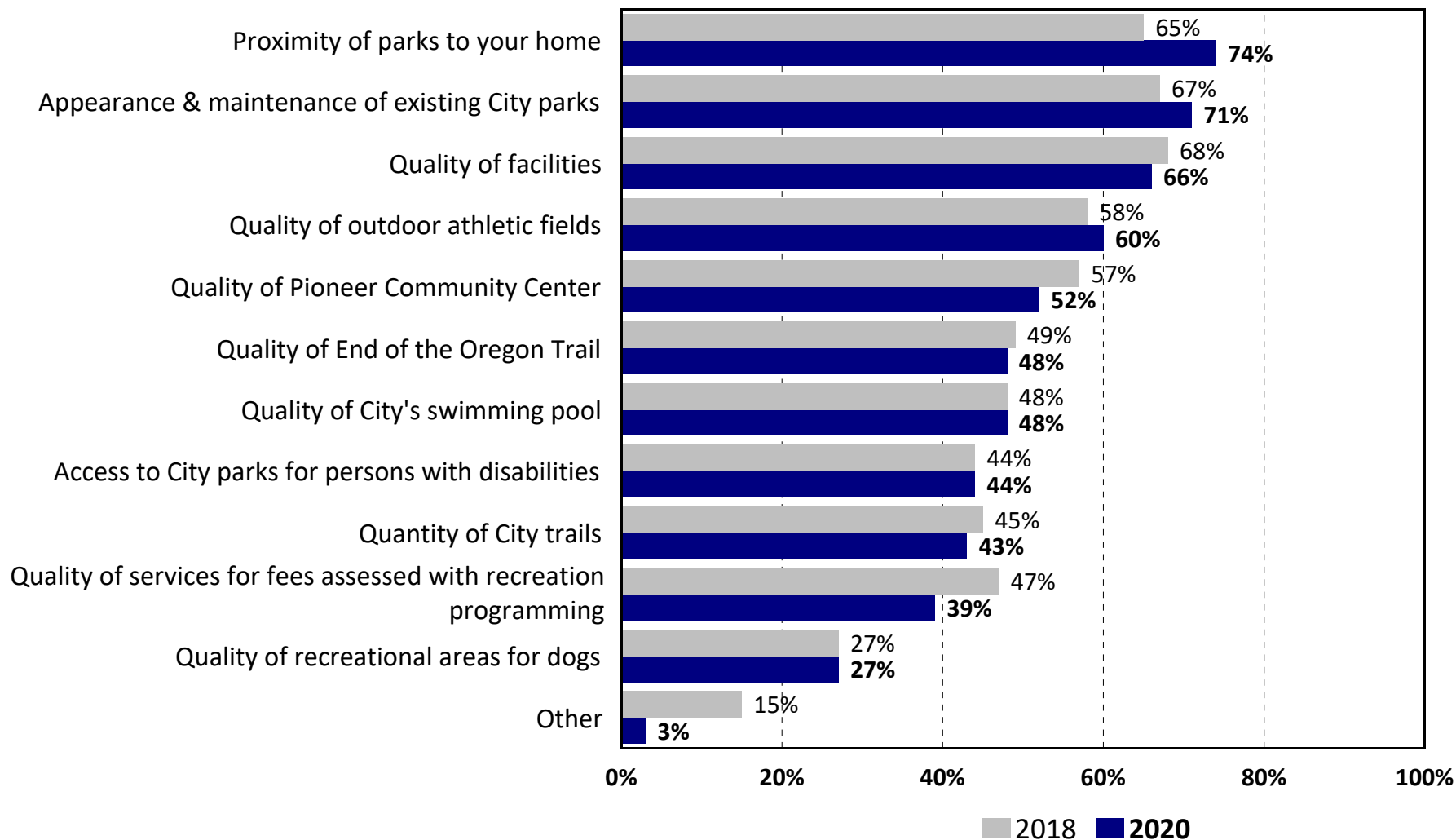


Source: ETC Institute (2020 - Oregon City, OR)

# **TRENDS: Satisfaction with Parks and Recreation Services**

## ***2018 vs. 2020***

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

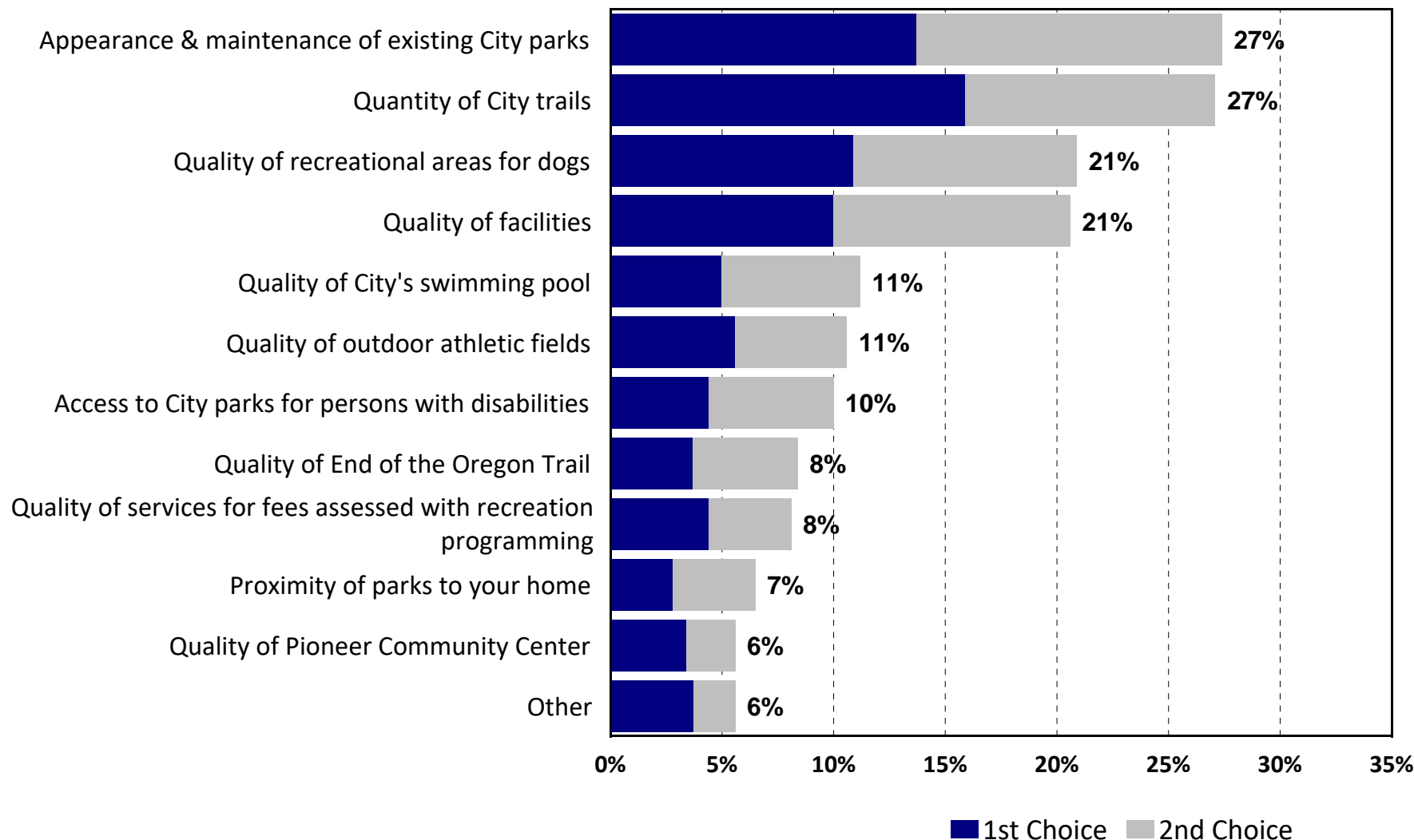


Source: ETC Institute (2020 - Oregon City, OR)



# 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

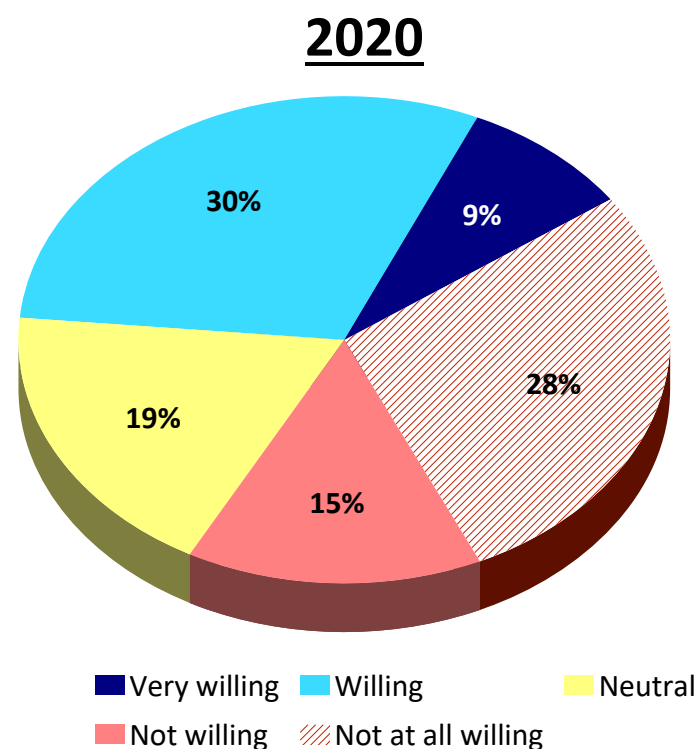
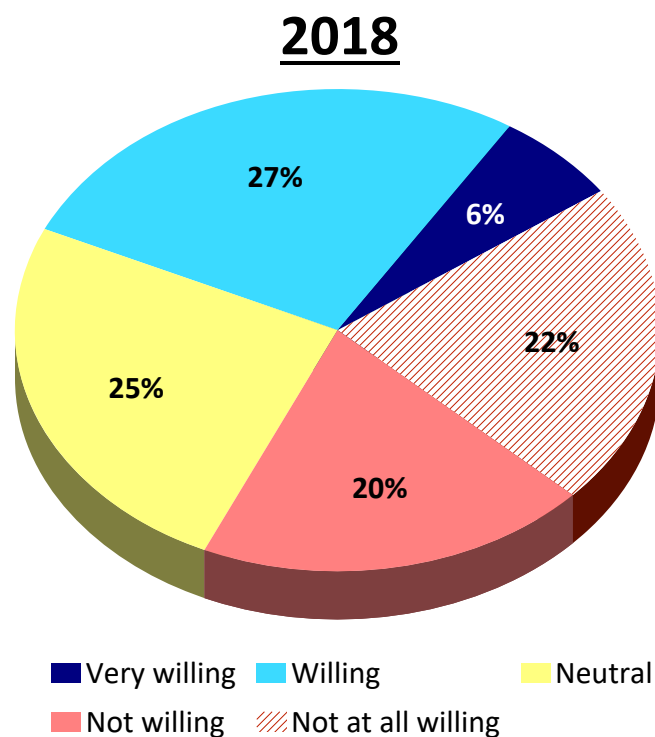


Source: ETC Institute (2020 - Oregon City, OR)

## 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)

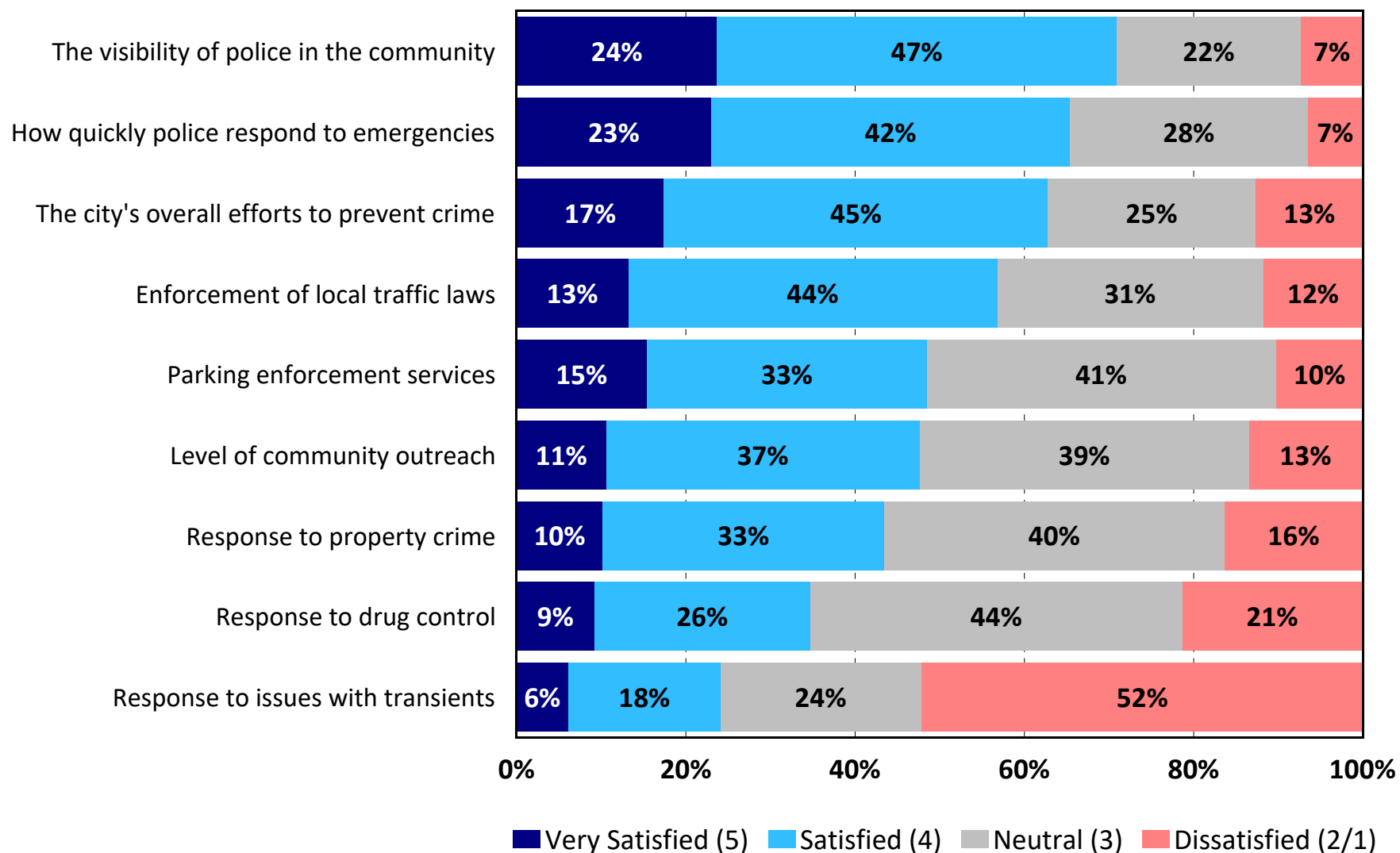
### TRENDS



Source: ETC Institute (2020 - Oregon City, OR)

## Q8. Satisfaction With Public Safety Services

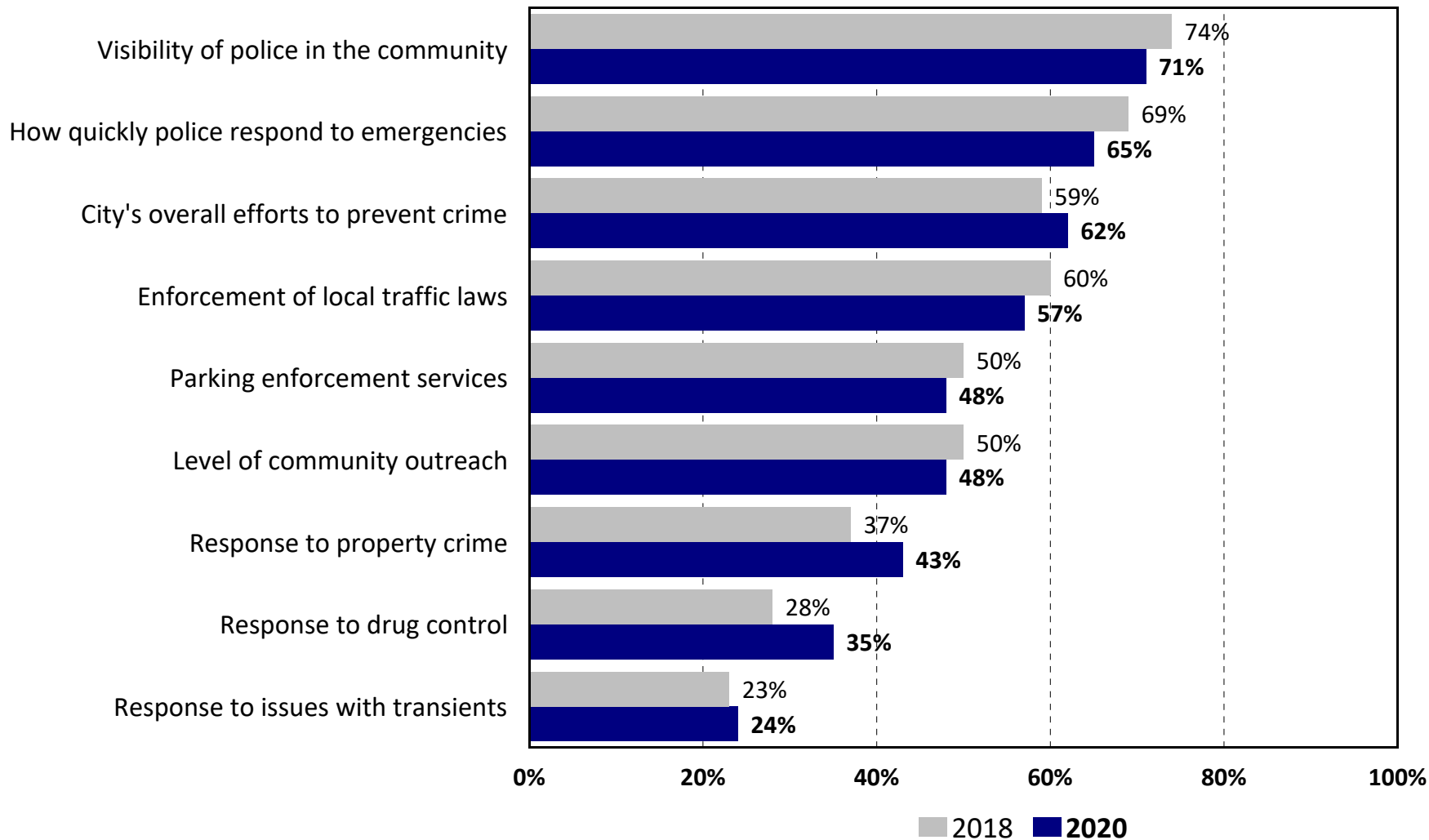
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: Satisfaction with Public Safety Services 2018 vs. 2020**

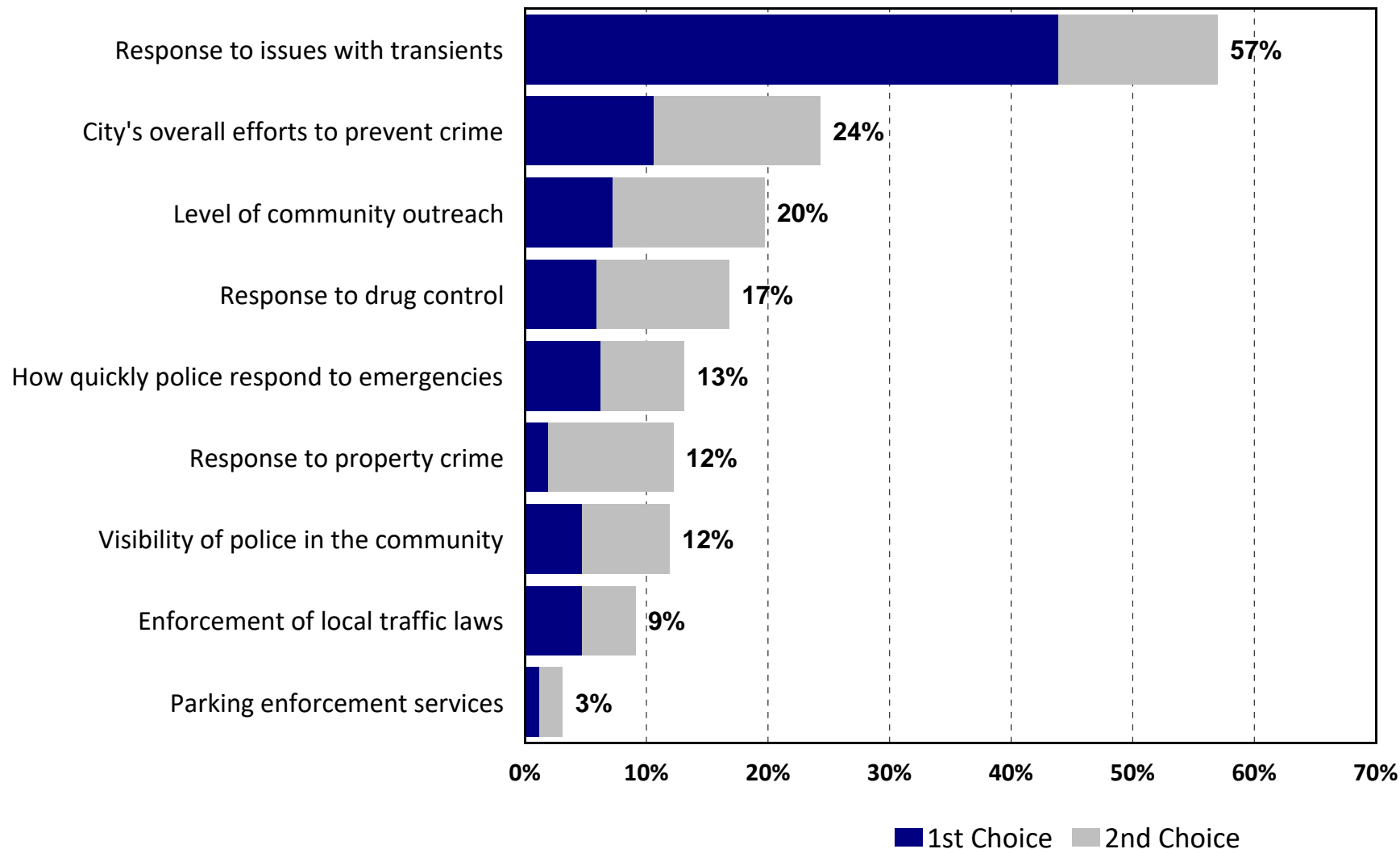
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

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

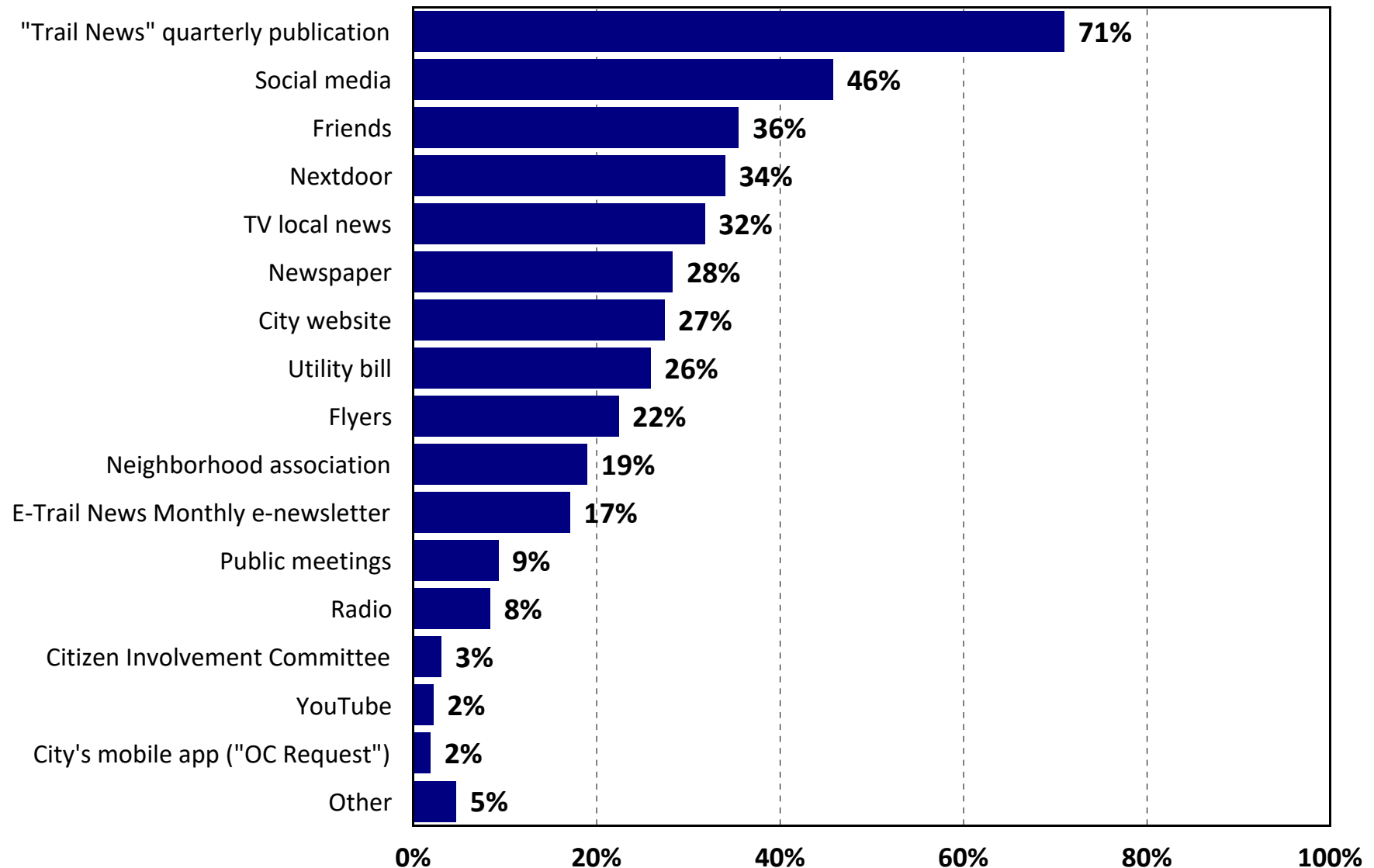
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 - Oregon City, OR)

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

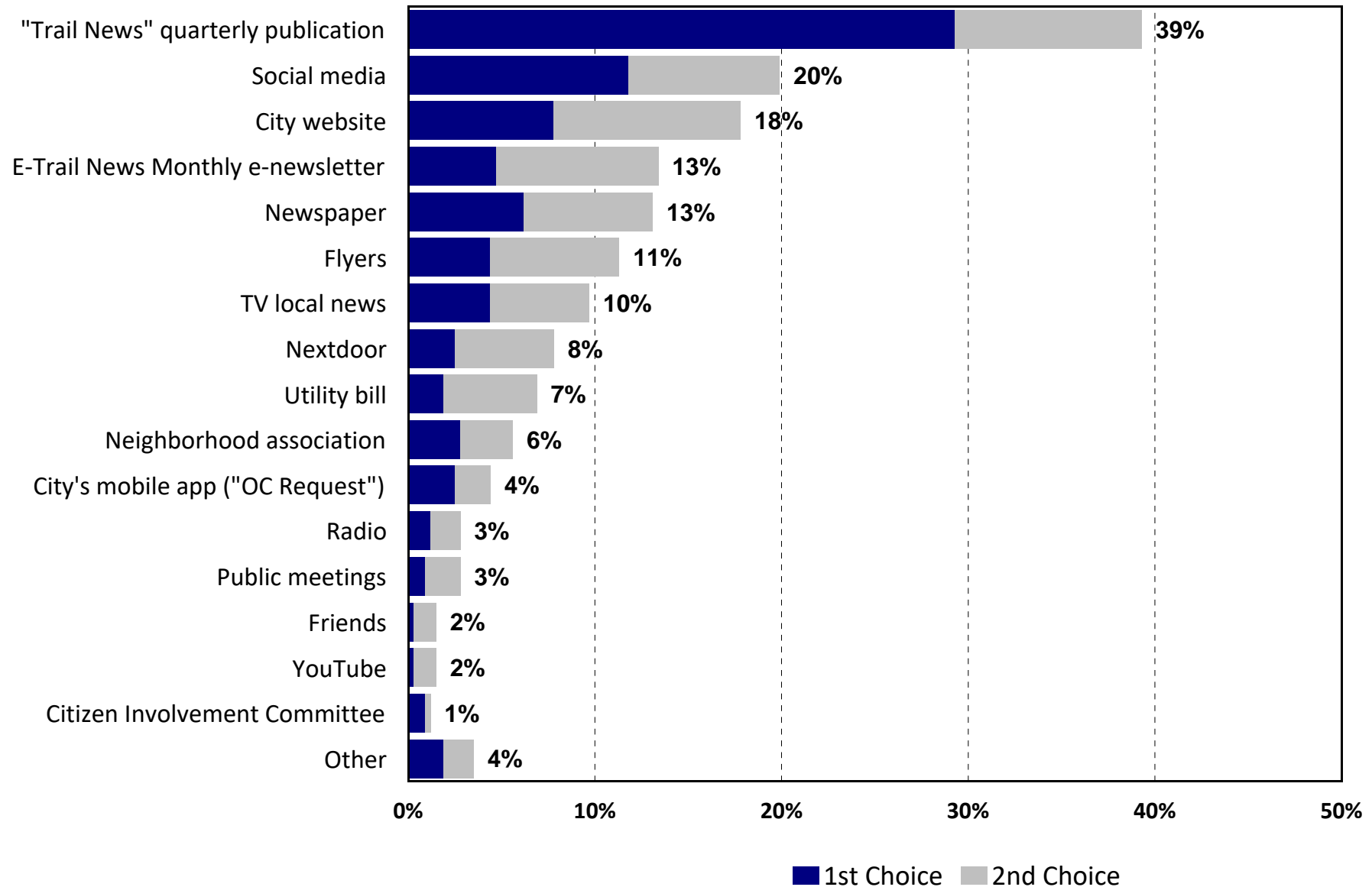
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020 - Oregon City, OR)

## Q10a. Most Preferred Way to Get Information From the City

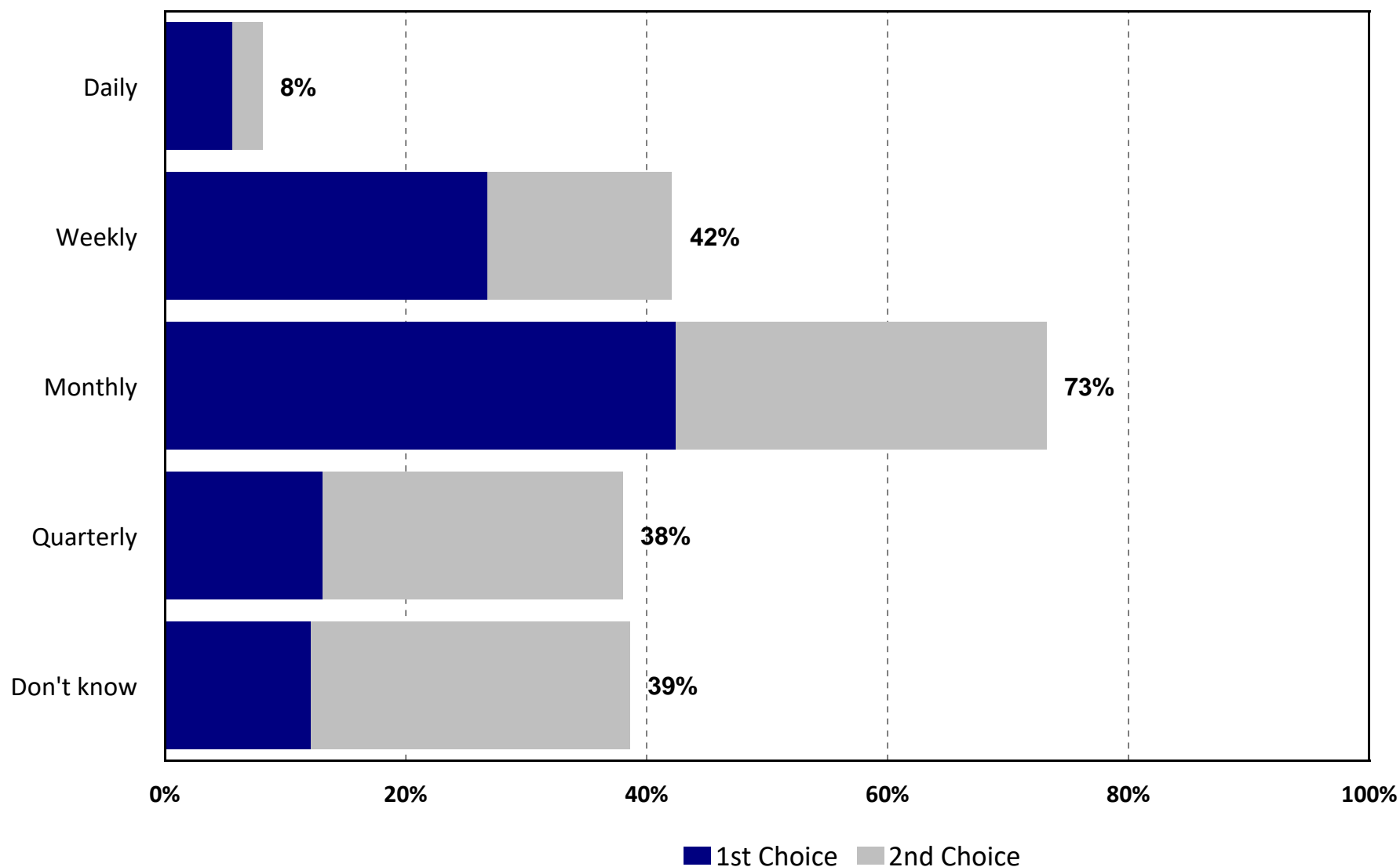
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 - Oregon City, OR)

## 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

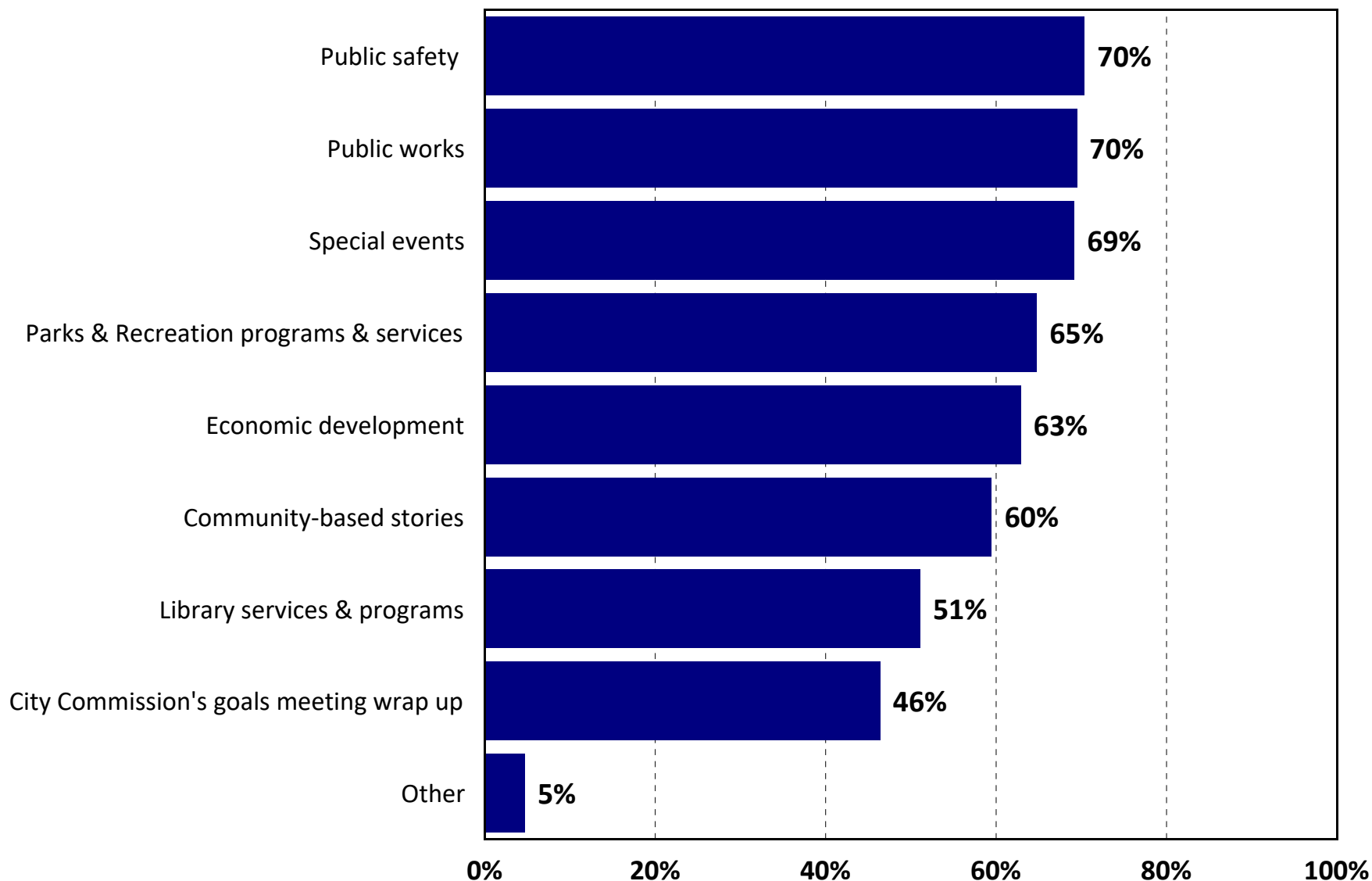


Source: ETC Institute (2020 - Oregon City, OR)



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

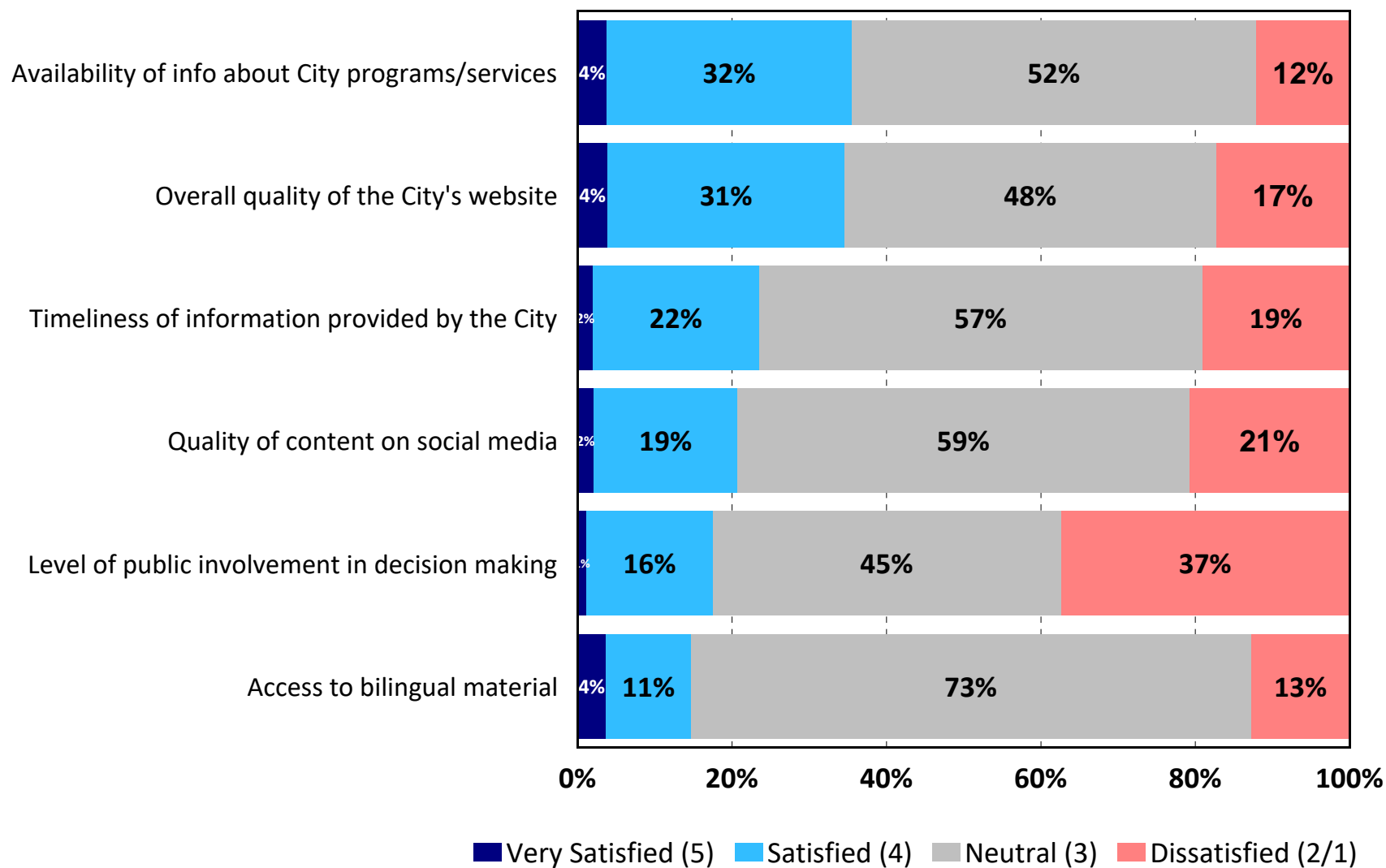
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020 - Oregon City, OR)

## Q12. Satisfaction With City Communication

by percentage of respondents (excluding don't knows)

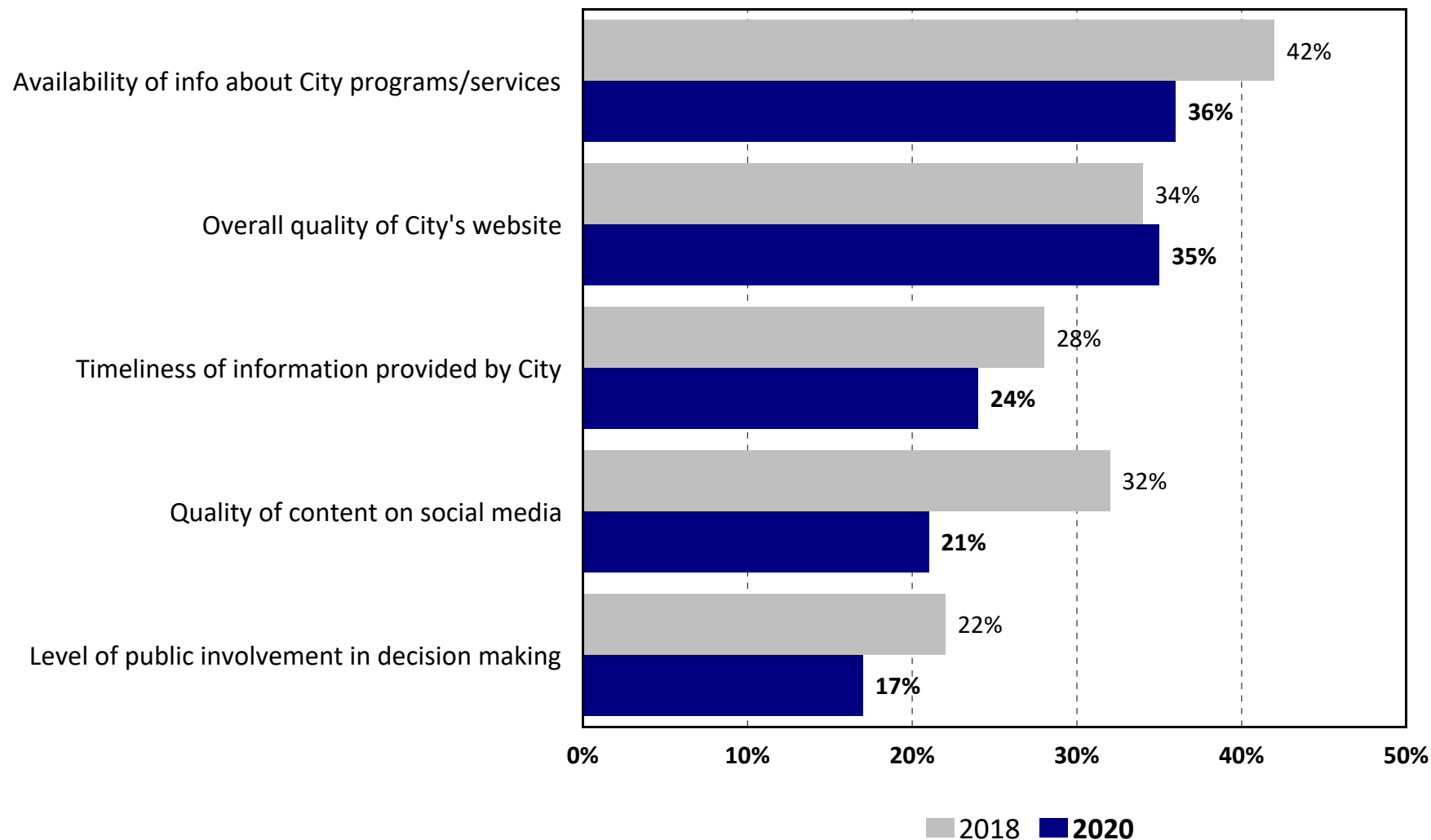


Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: Satisfaction With City Communication**

### ***2018 vs. 2020***

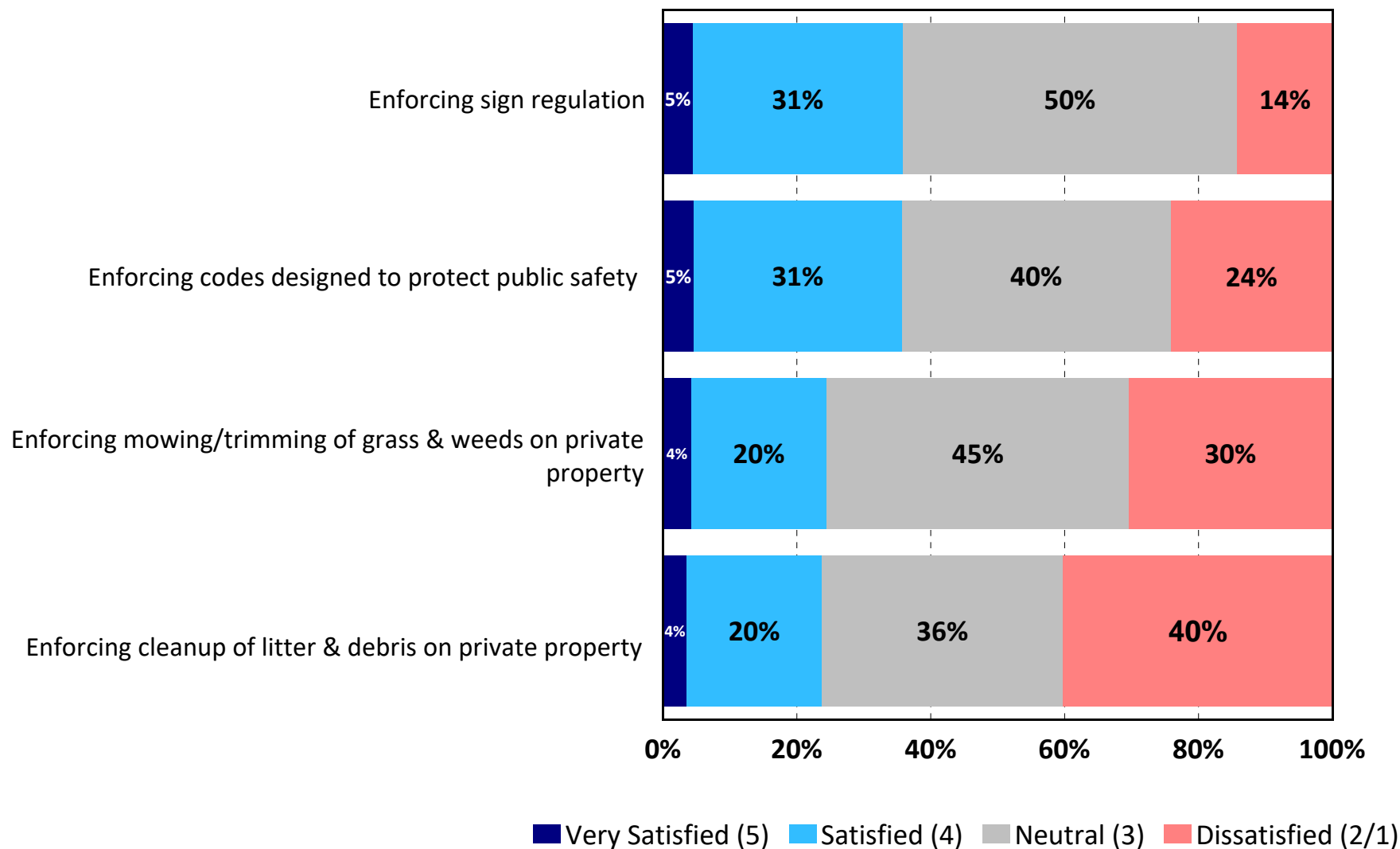
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## Q13. Satisfaction With Code Enforcement

by percentage of respondents (excluding don't knows)

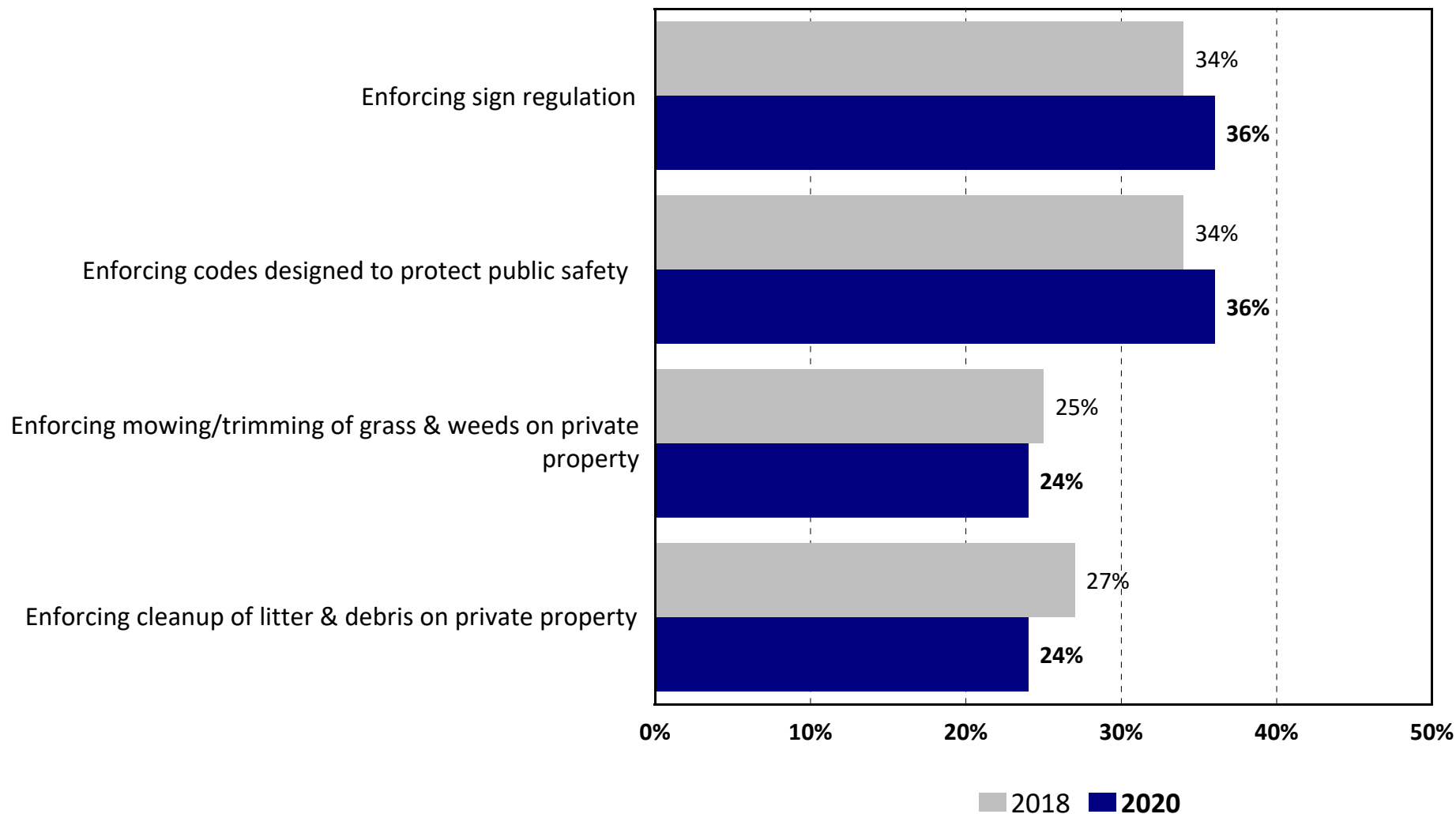


Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: Satisfaction With Code Enforcement**

### ***2018 vs. 2020***

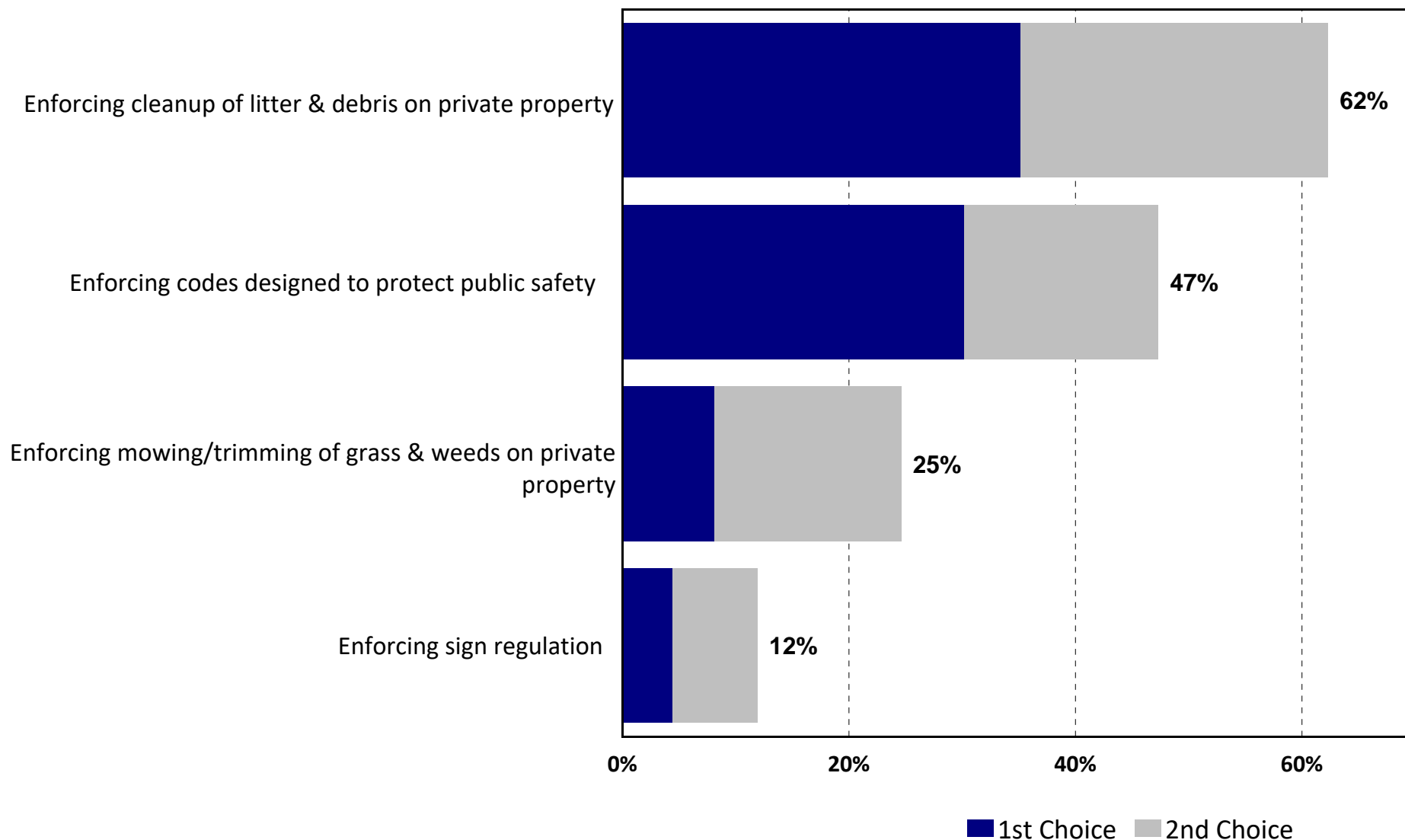
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

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

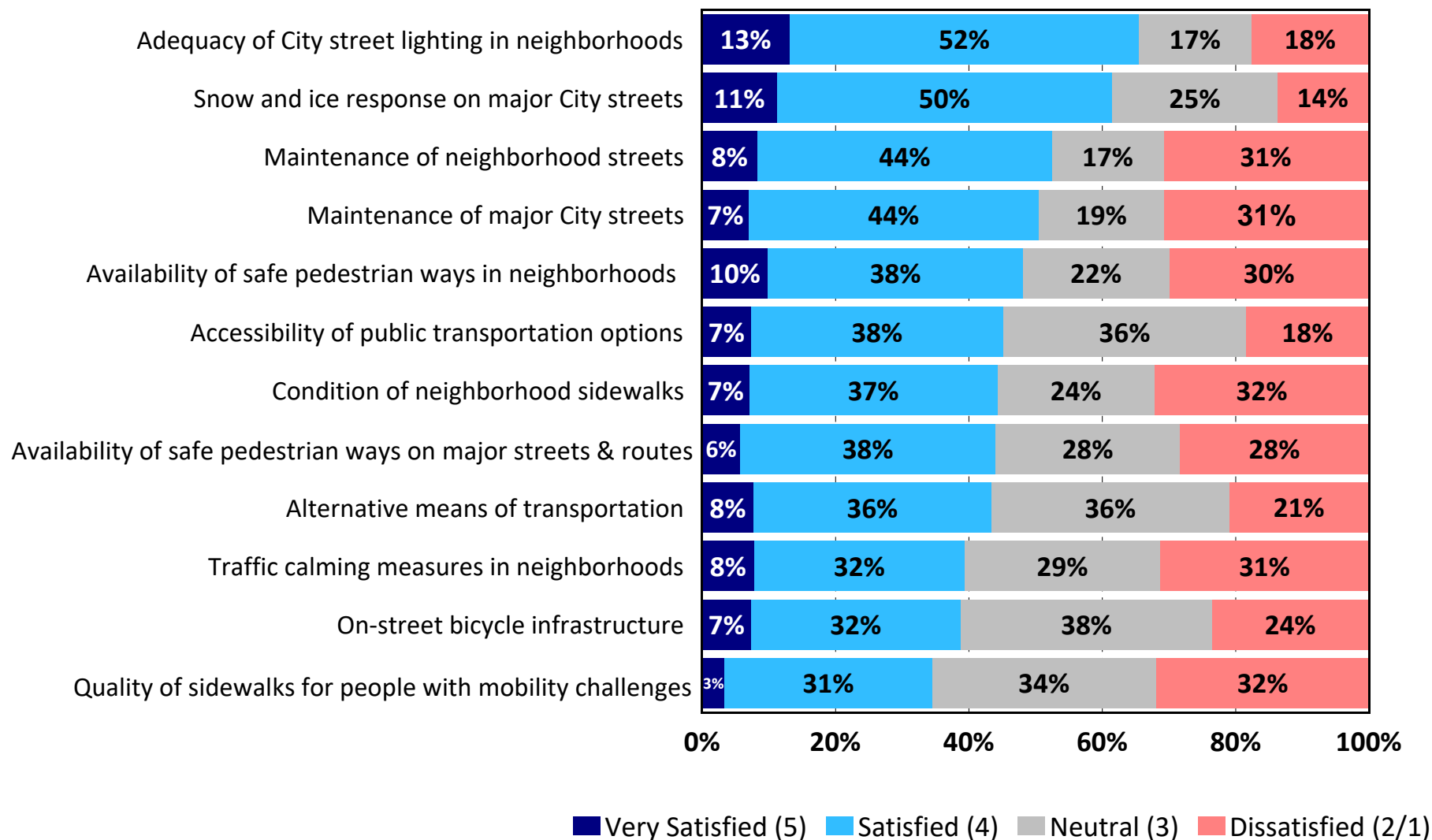
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 - Oregon City, OR)

## Q15. Satisfaction With Traffic and Infrastructure Services

by percentage of respondents (excluding don't knows)

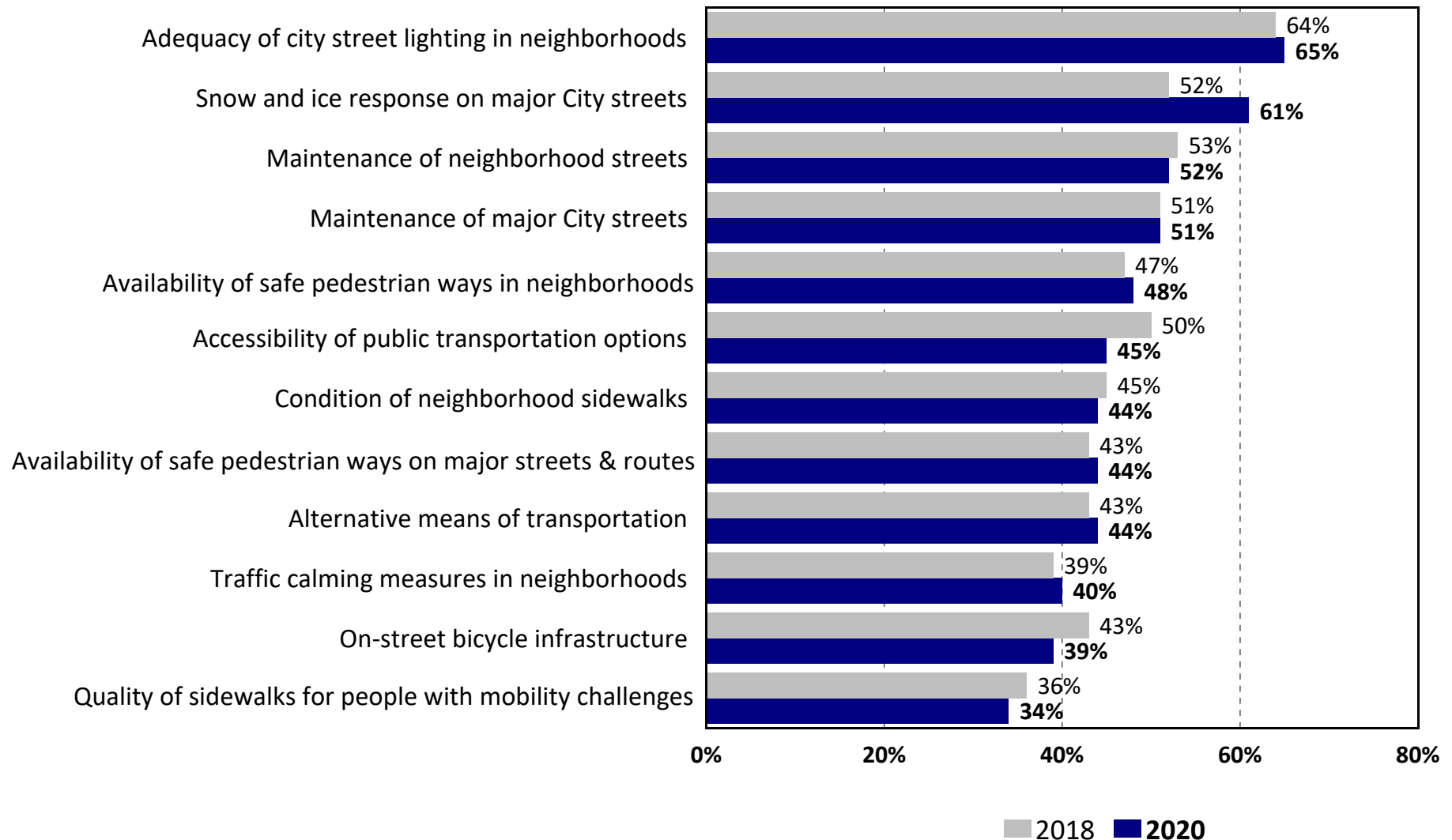


Source: ETC Institute (2020 - Oregon City, OR)

# **TRENDS: Satisfaction With Traffic and Infrastructure Services**

## **2018 vs. 2020**

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

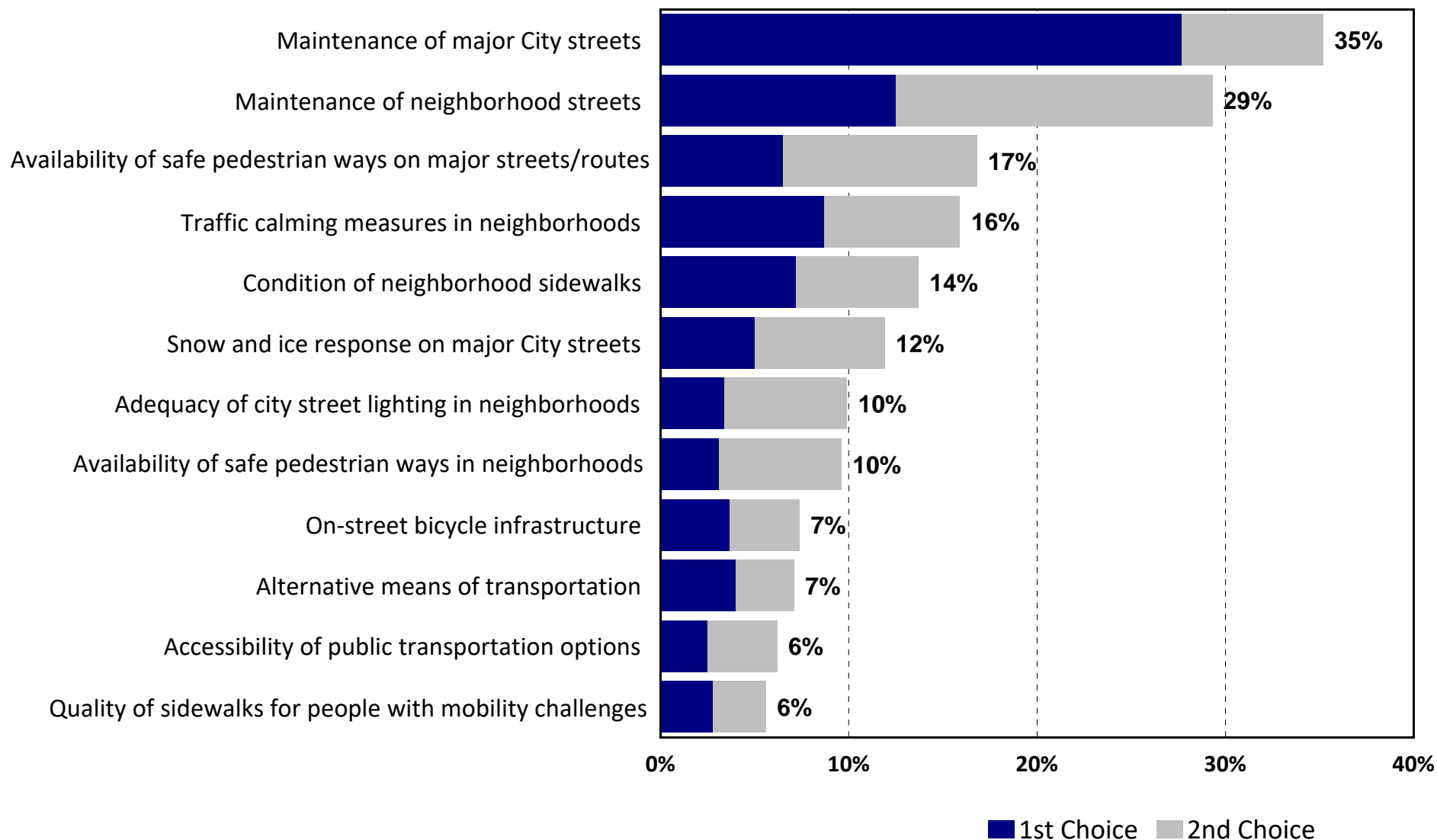


Source: ETC Institute (2020 - Oregon City, OR)



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

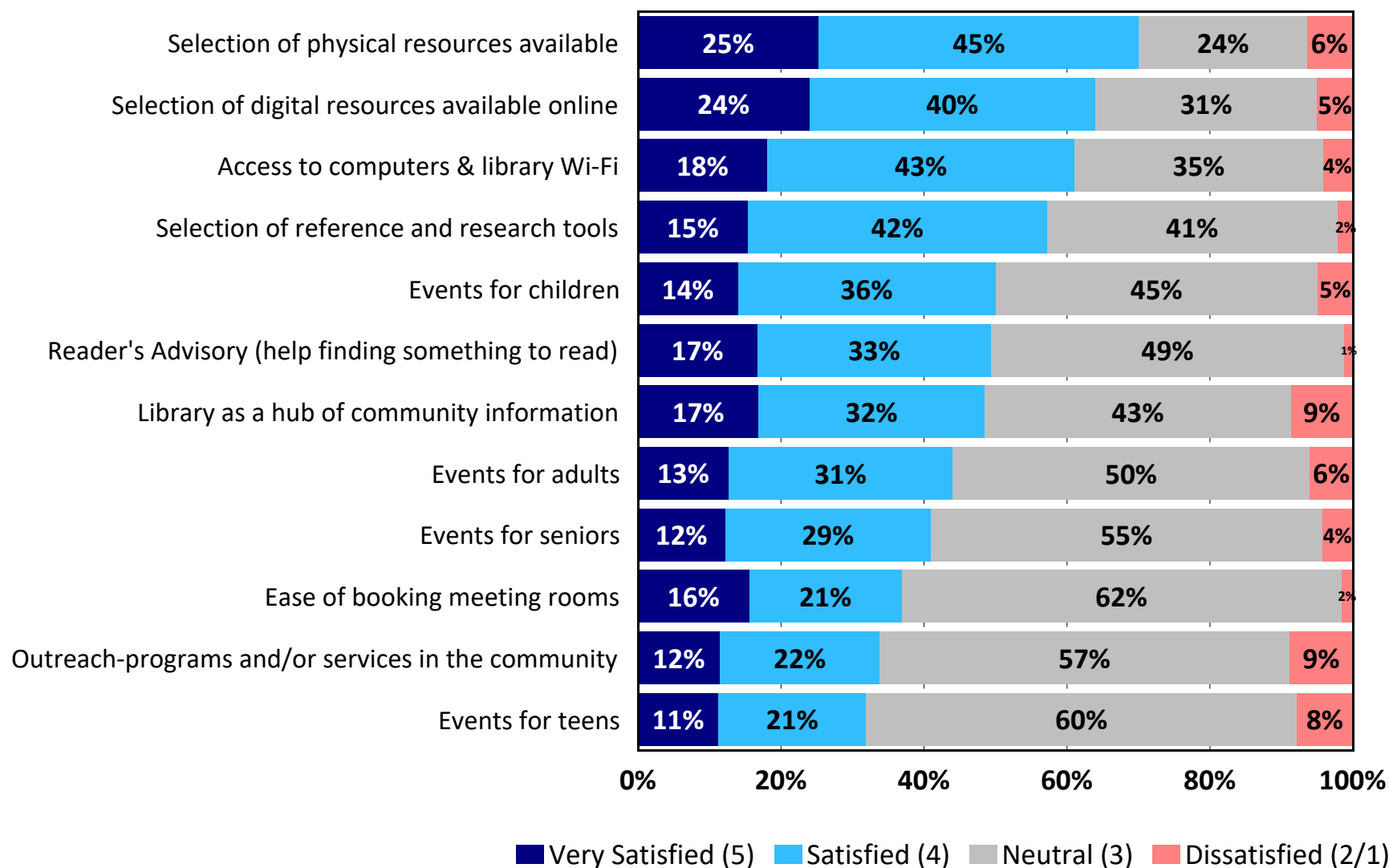
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 - Oregon City, OR)

## Q17. Satisfaction With Public Library Services

by percentage of respondents (excluding don't knows)

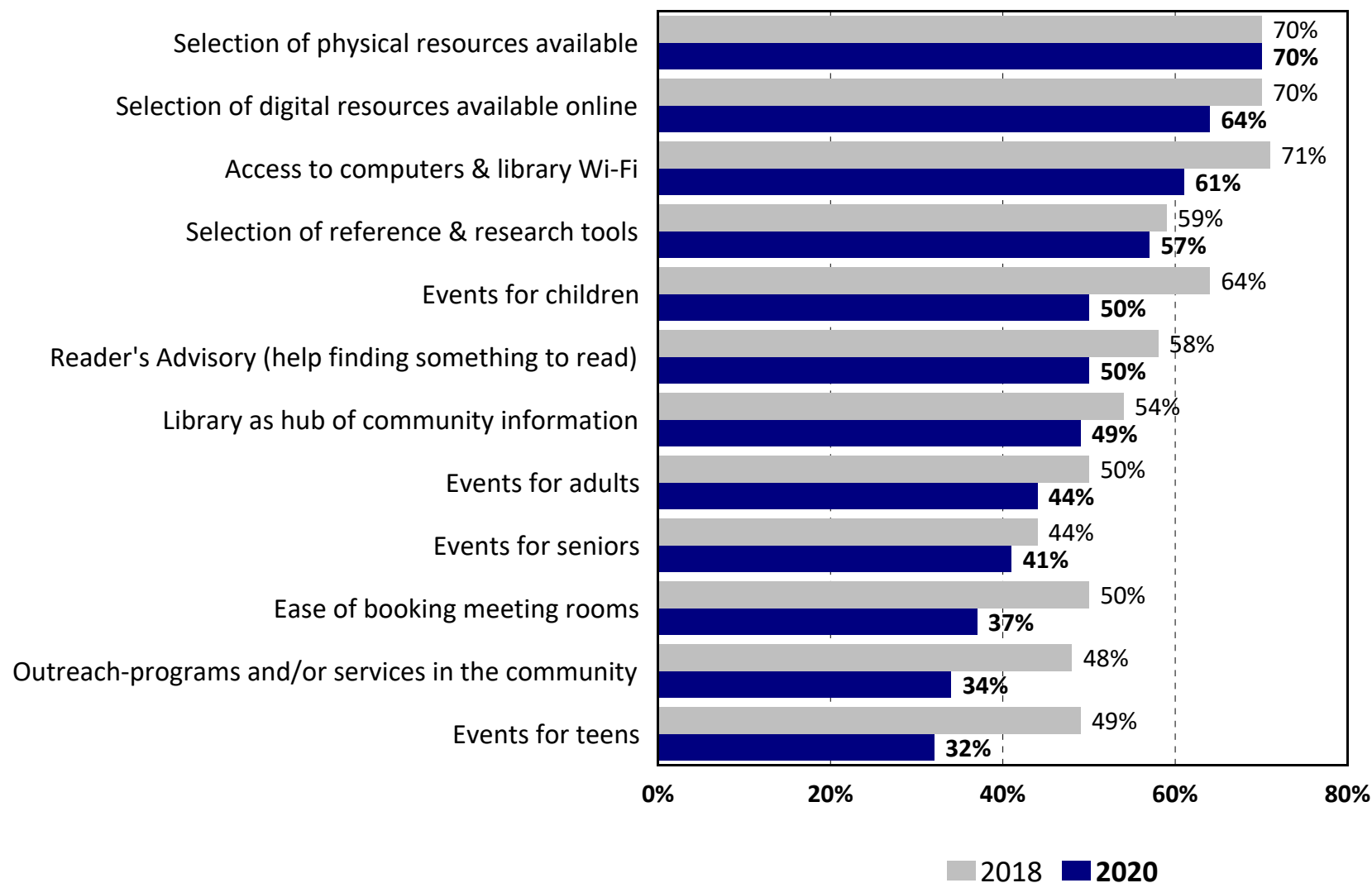


Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: Satisfaction With Public Library Services**

### **2018 vs. 2020**

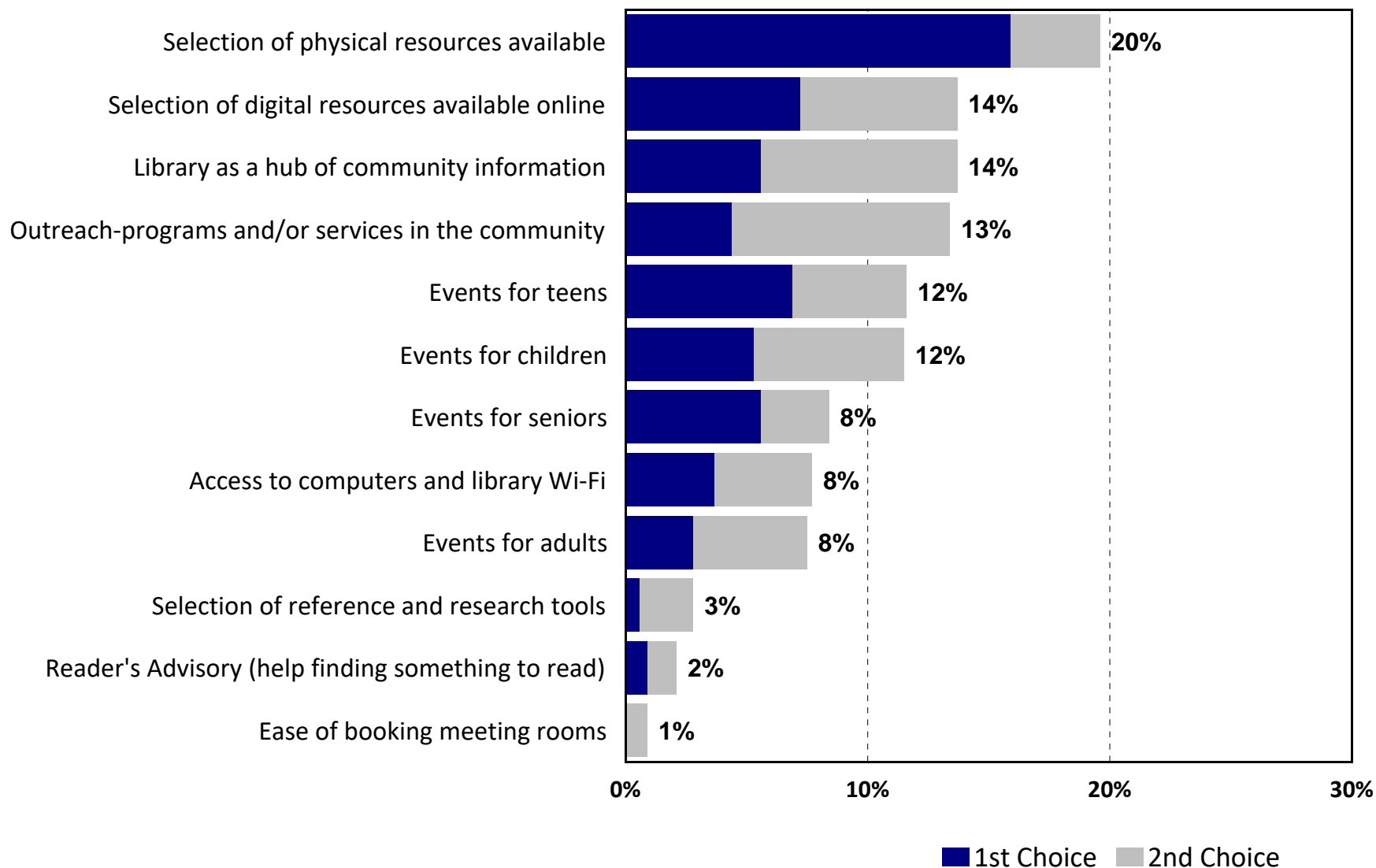
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

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

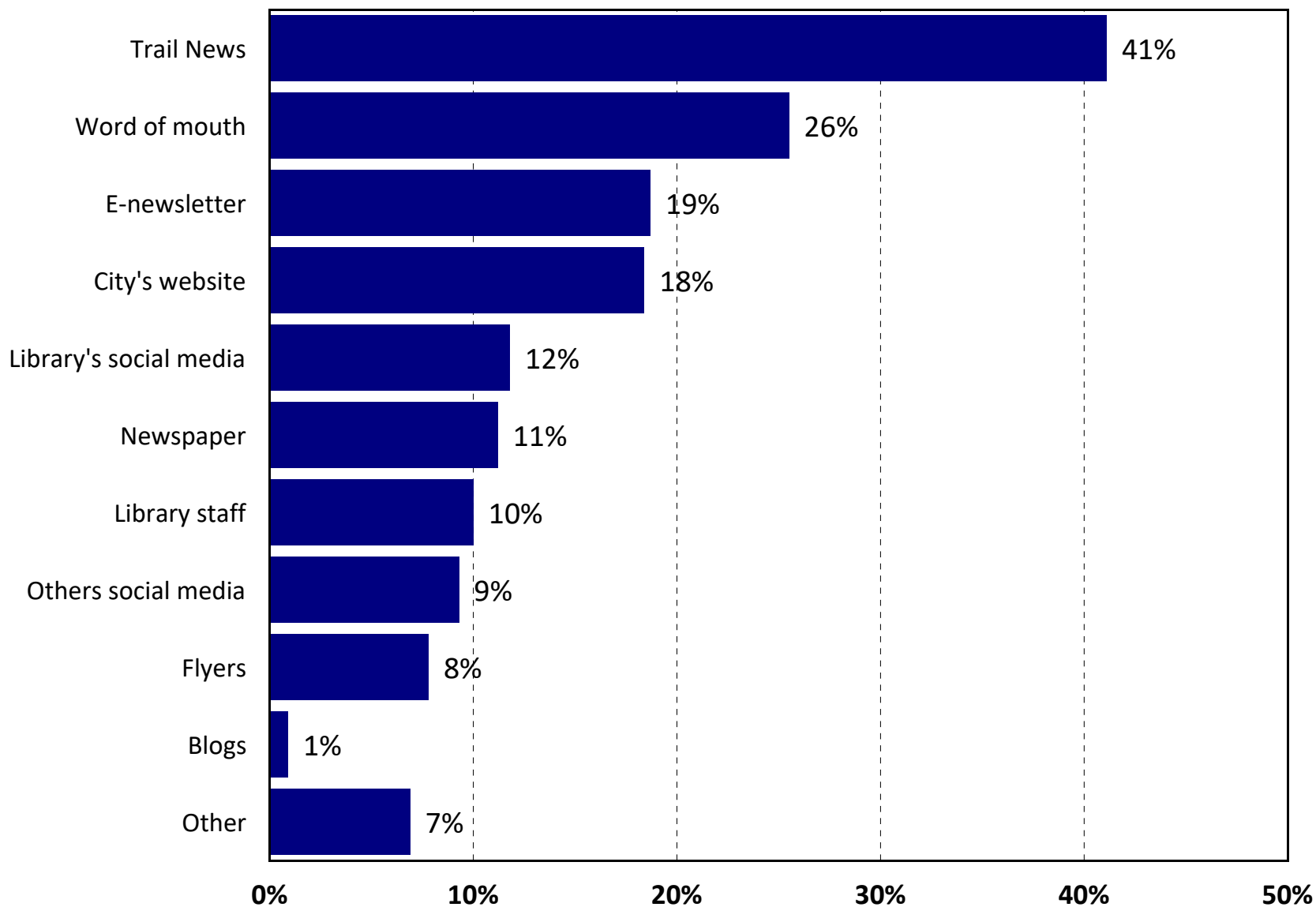
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020 - Oregon City, OR)

## Q19. How do you get information about the library?

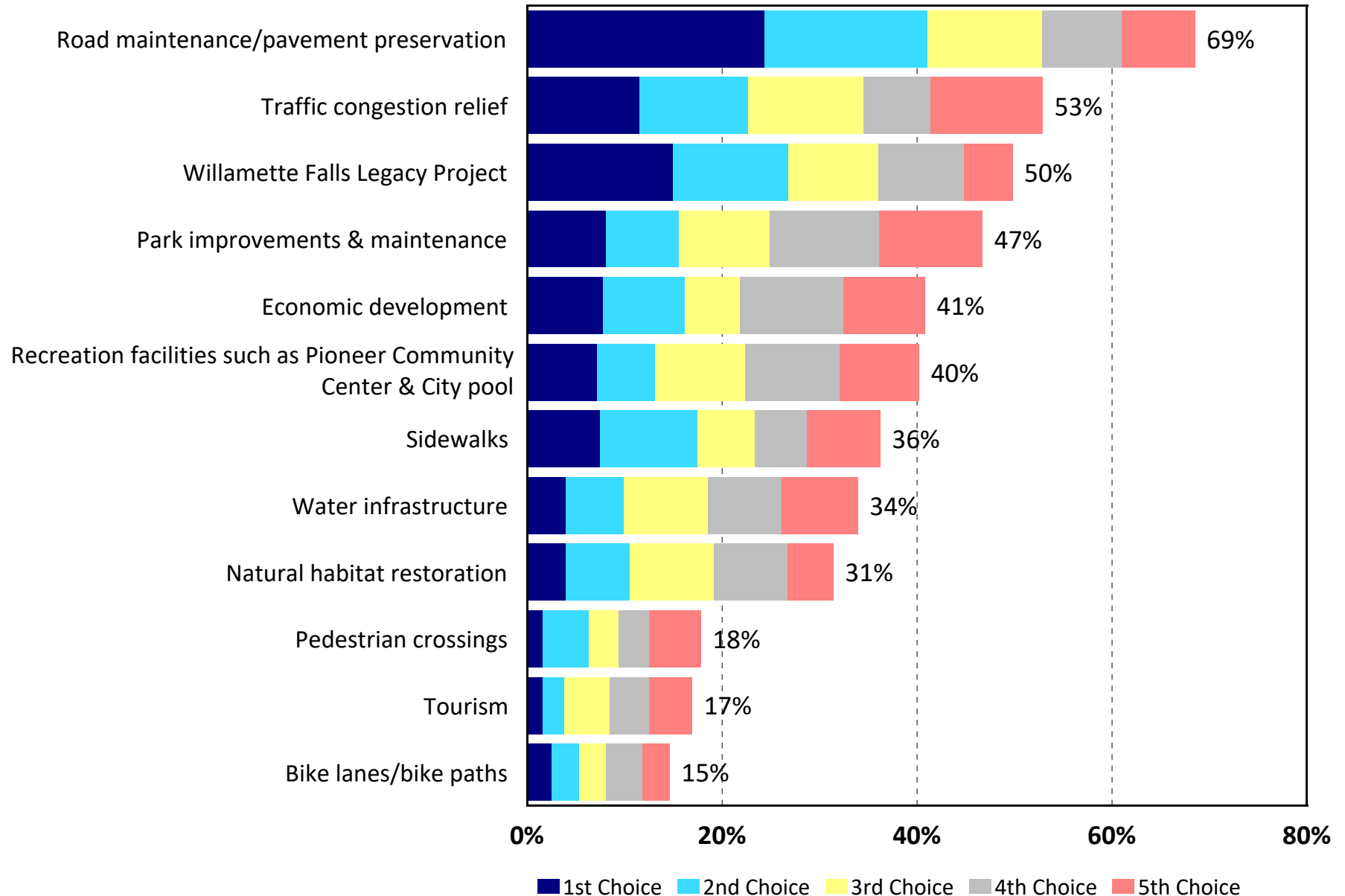
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020 - Oregon City, OR)

## Q20. Top Capital Investment Priorities

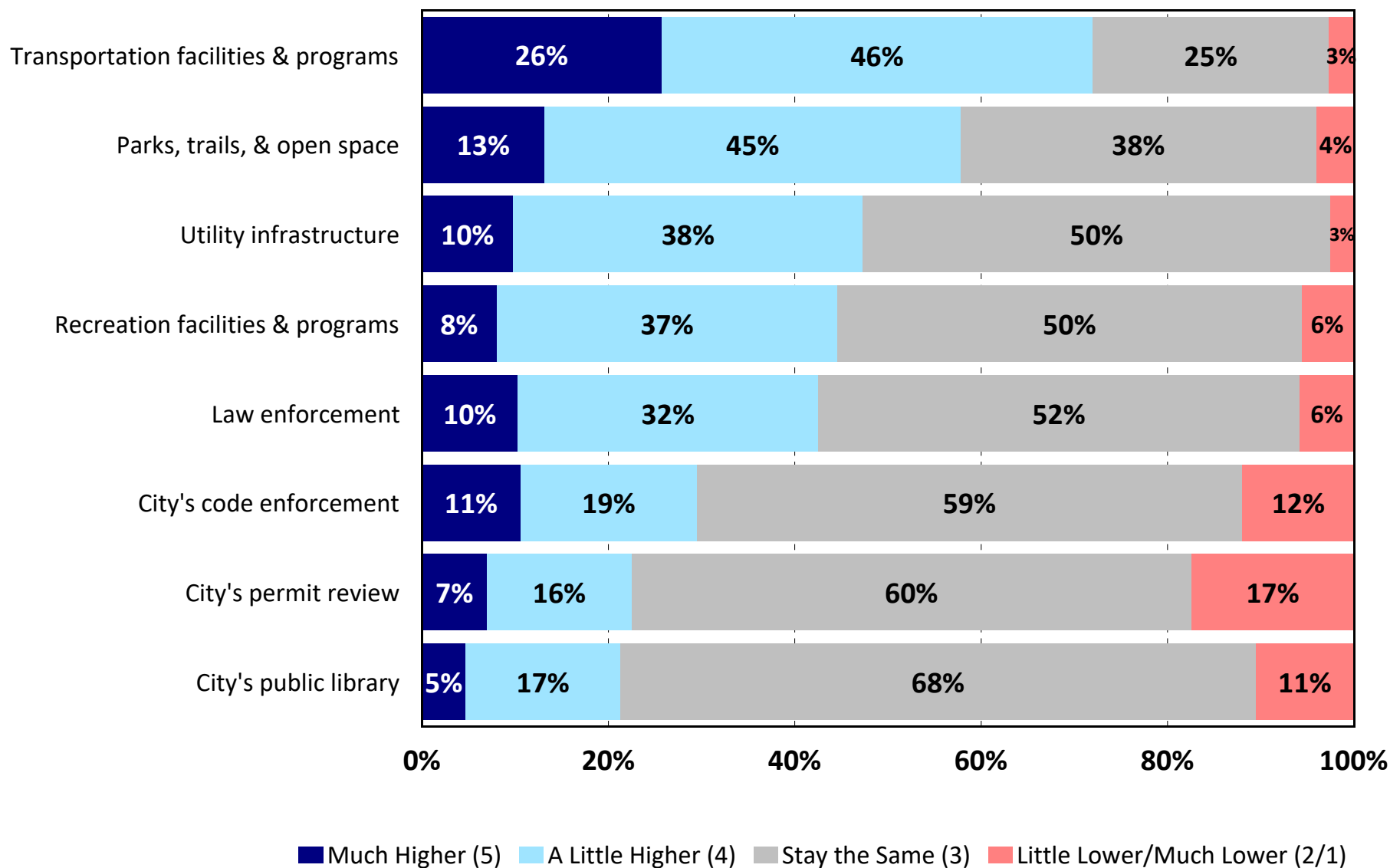
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2020 - Oregon City, OR)

## Q21. Level of Change in Service Expectations

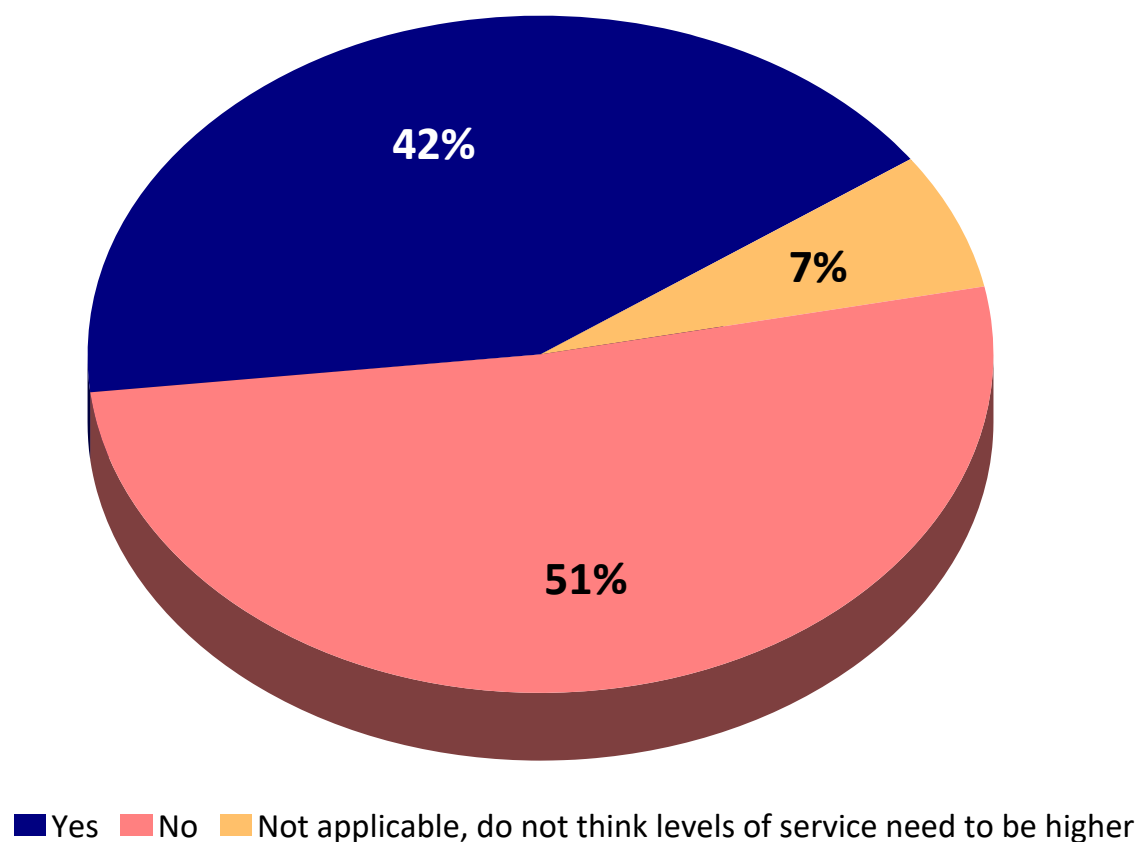
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

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

by percentage of respondents

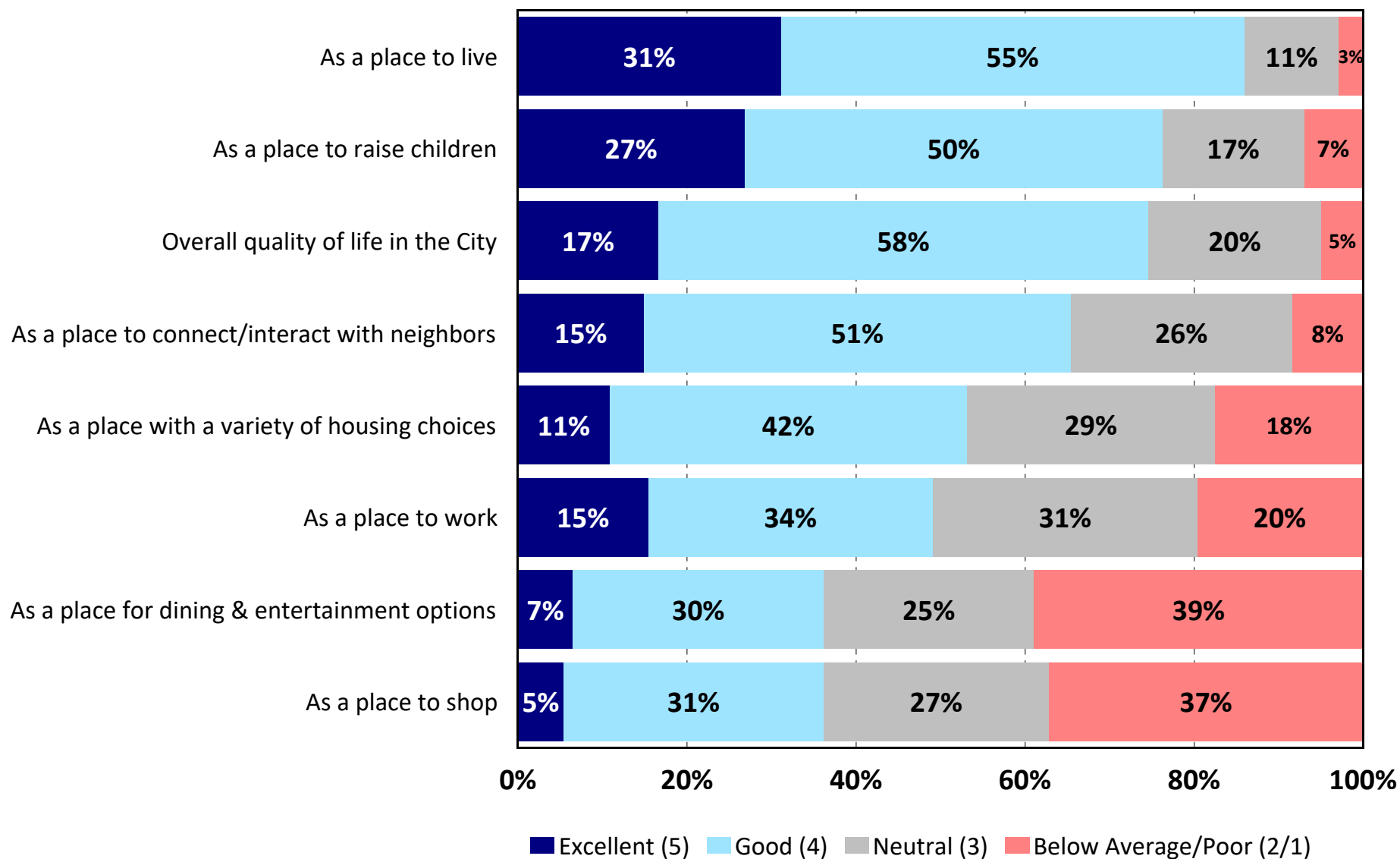


Source: ETC Institute (2020 - Oregon City, OR)



## Q22. Ratings of Oregon City

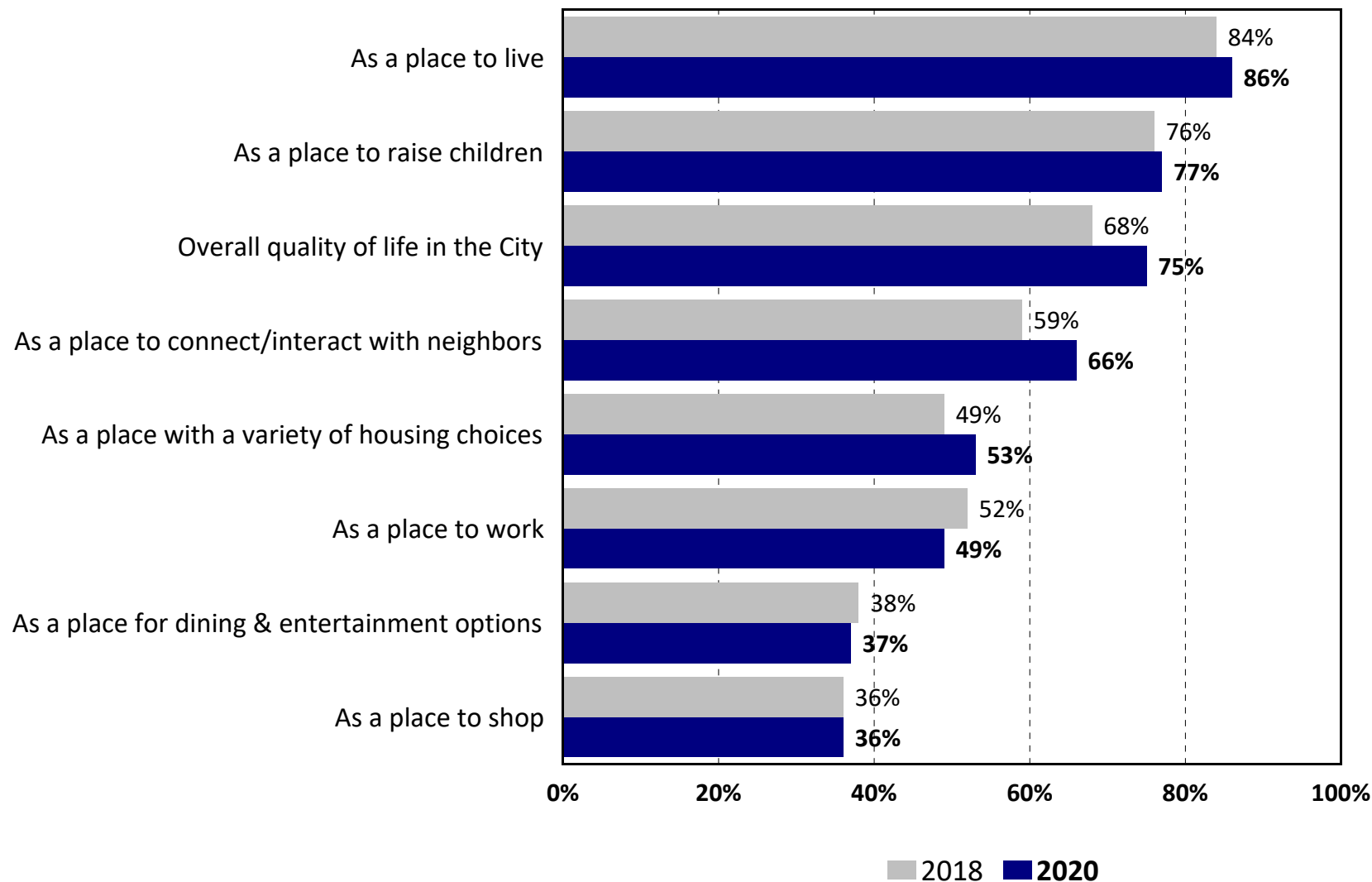
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: Ratings of Oregon City 2018 vs. 2020**

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

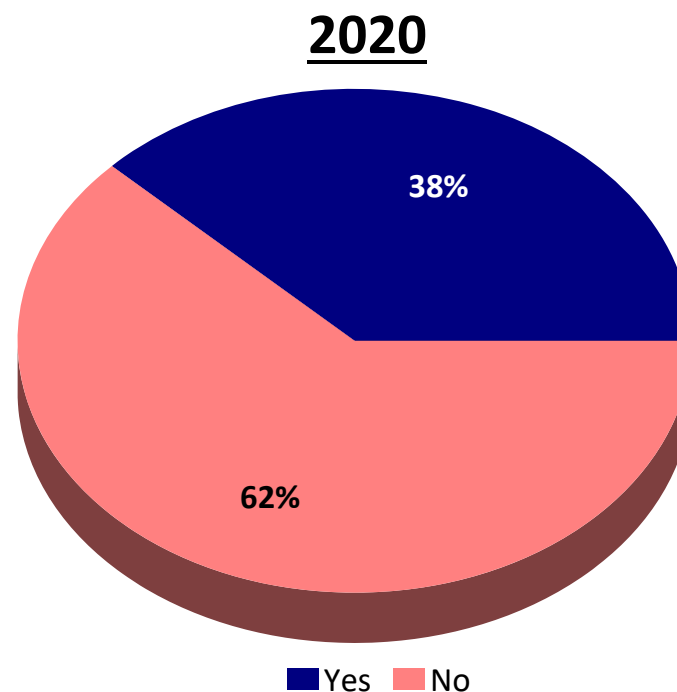
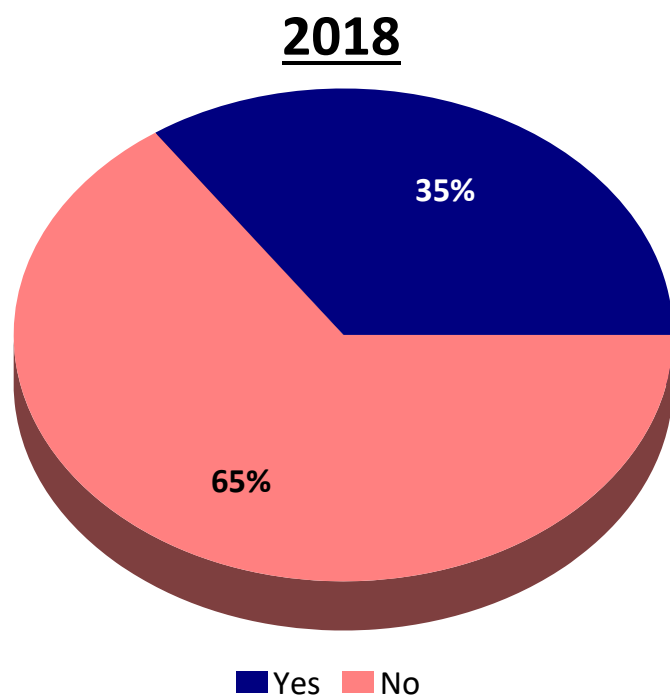


Source: ETC Institute (2020 - Oregon City, OR)

## 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



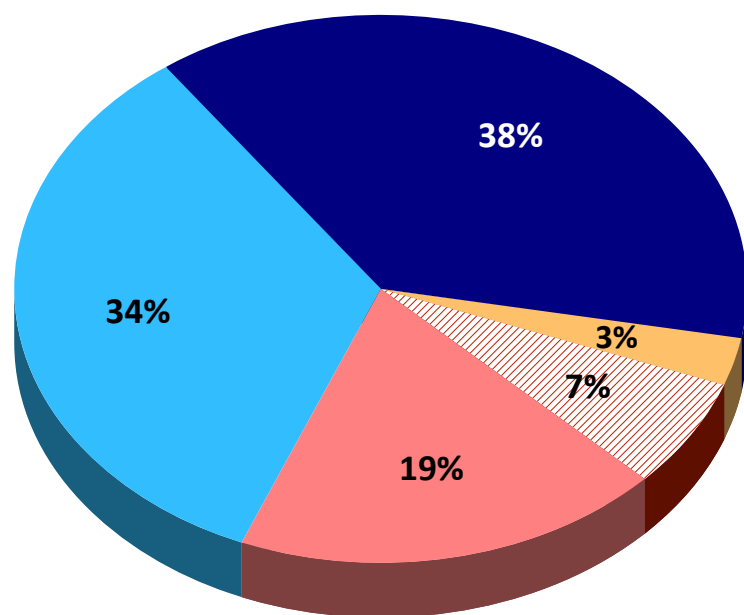
Source: ETC Institute (2020 - Oregon City, OR)

## 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

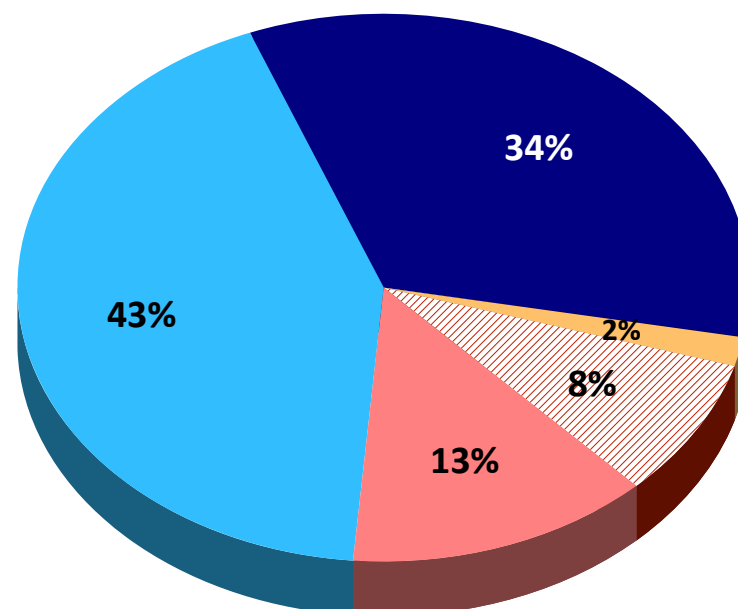
### TRENDS

2018



■ Very easy   
 ■ Somewhat easy   
 ■ Difficult  
▨ Very difficult   
 ■ Don't know

2020

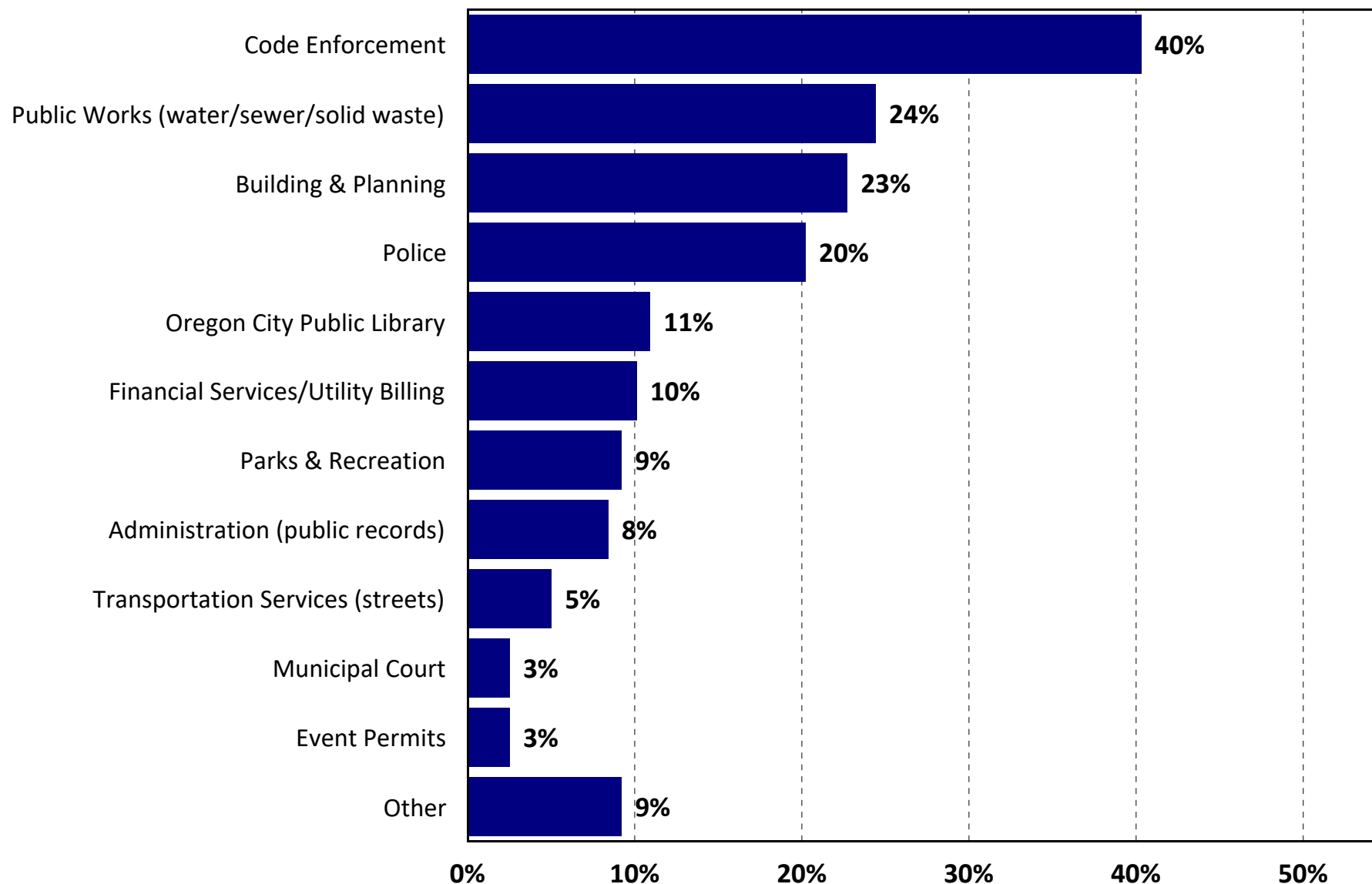


■ Very easy   
 ■ Somewhat easy   
 ■ Difficult  
▨ Very difficult   
 ■ Don't know

Source: ETC Institute (2020 - Oregon City, OR)

## Q23b. What department did you contact?

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

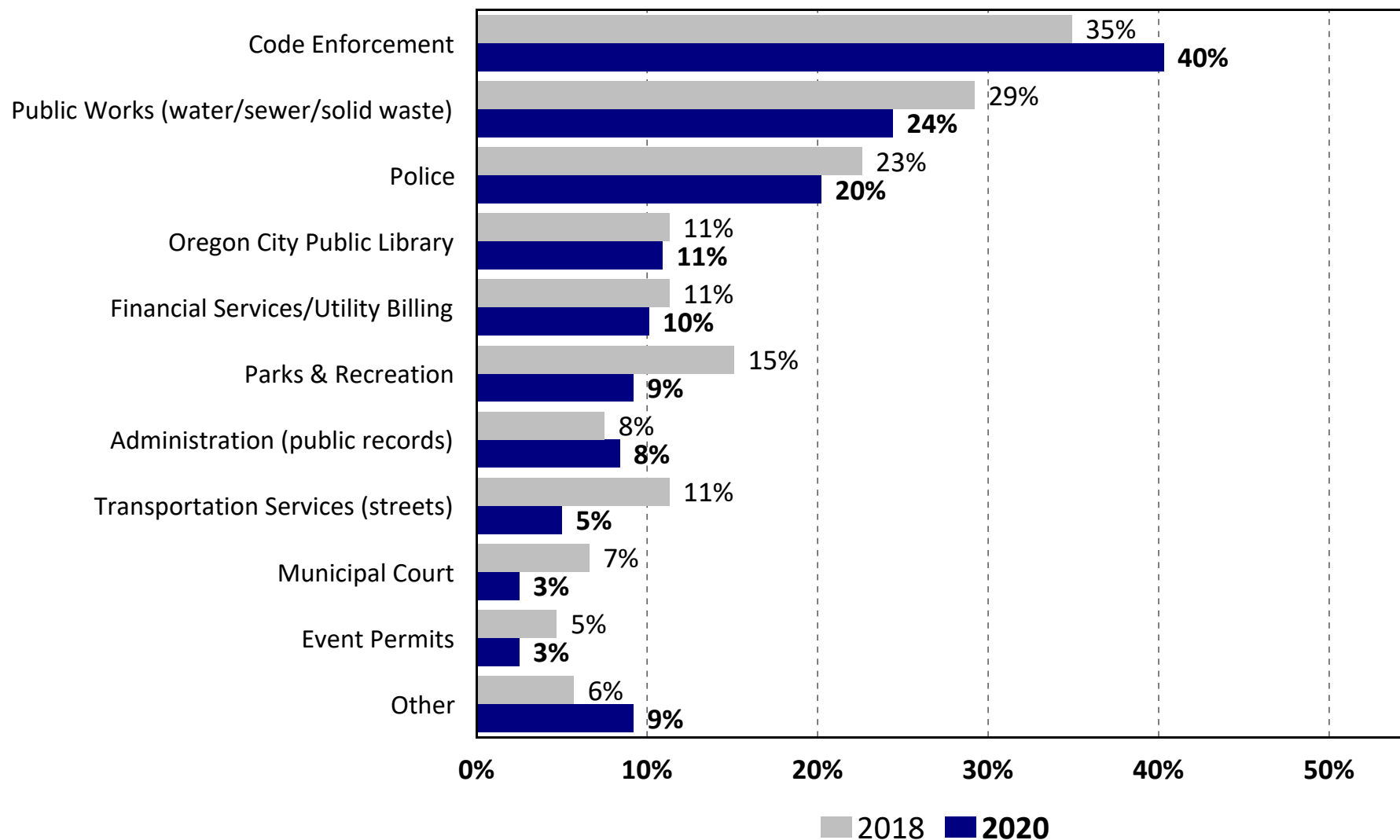


Source: ETC Institute (2020 - Oregon City, OR)

## **TRENDS: What department did you contact?**

### ***2018 vs. 2020***

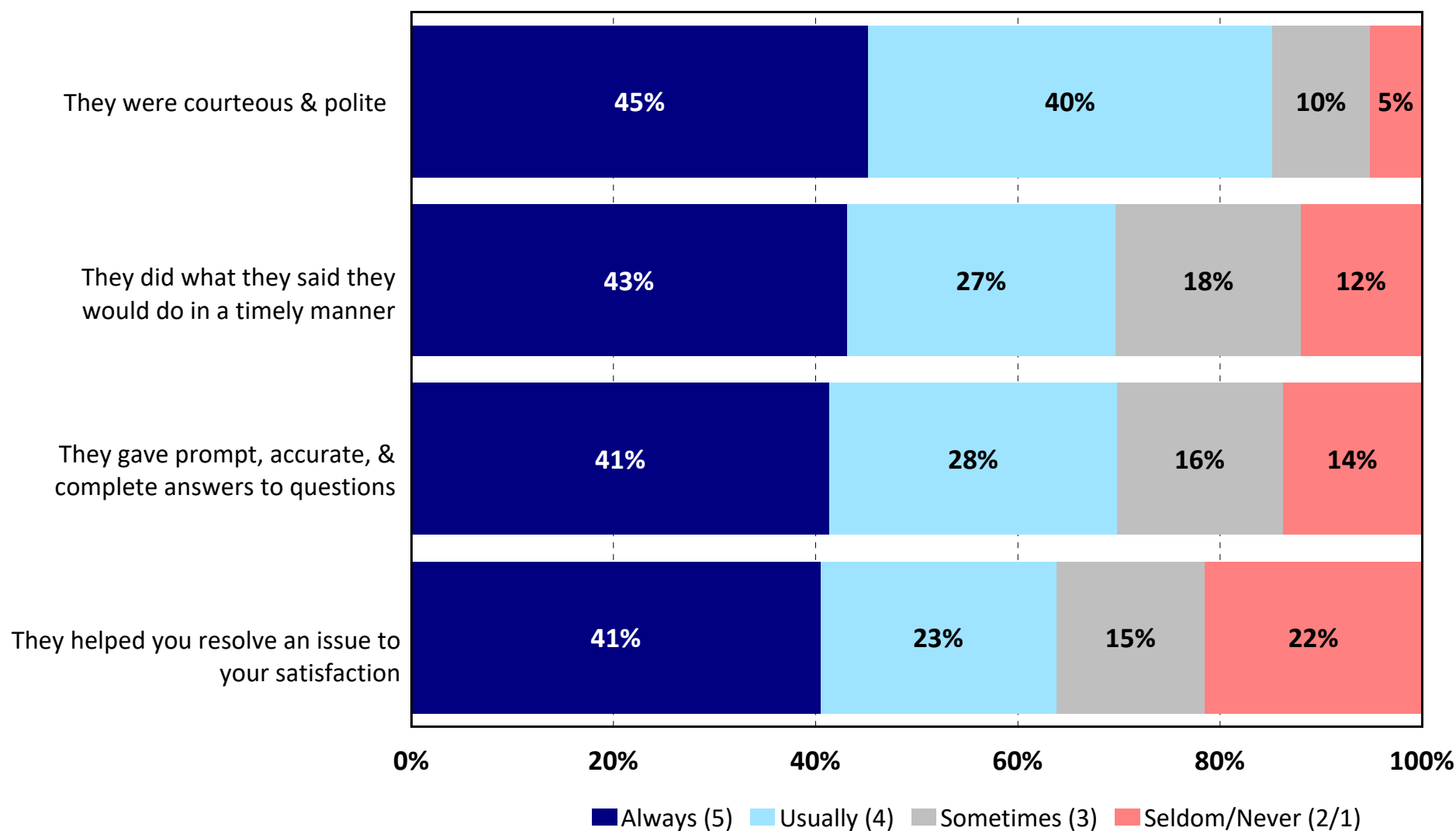
by percentage of respondents who have contacted the City in the past year (multiple choices could be made)



Source: ETC Institute (2020 - Oregon City, OR)

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

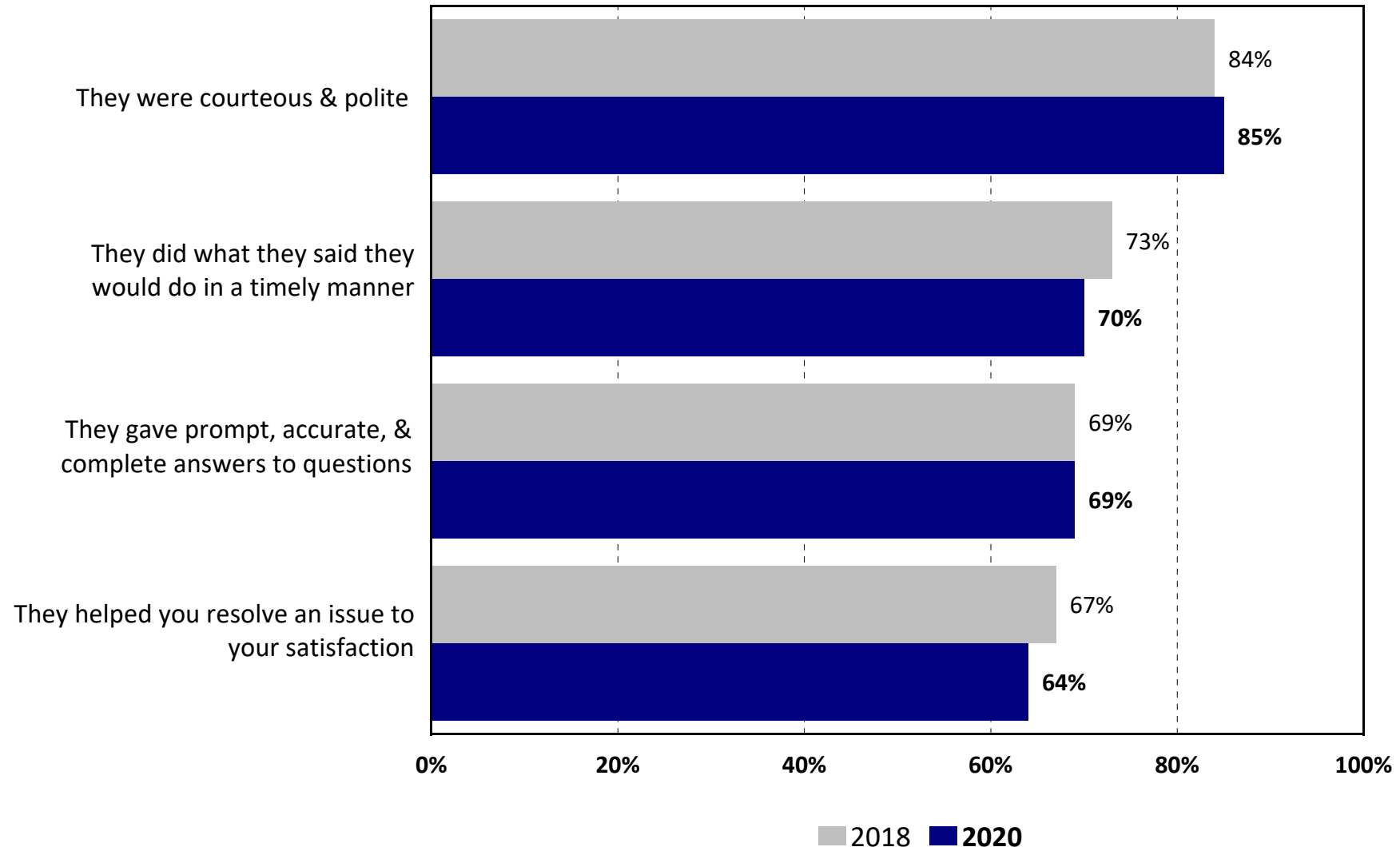
by percentage of respondents who contacted the City in the past year and rated the item as a 1 to 5 on a 5-point scale  
(excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

# **TRENDS: Perception of the Quality of Customer Service From City Employees 2018 vs. 2020**

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

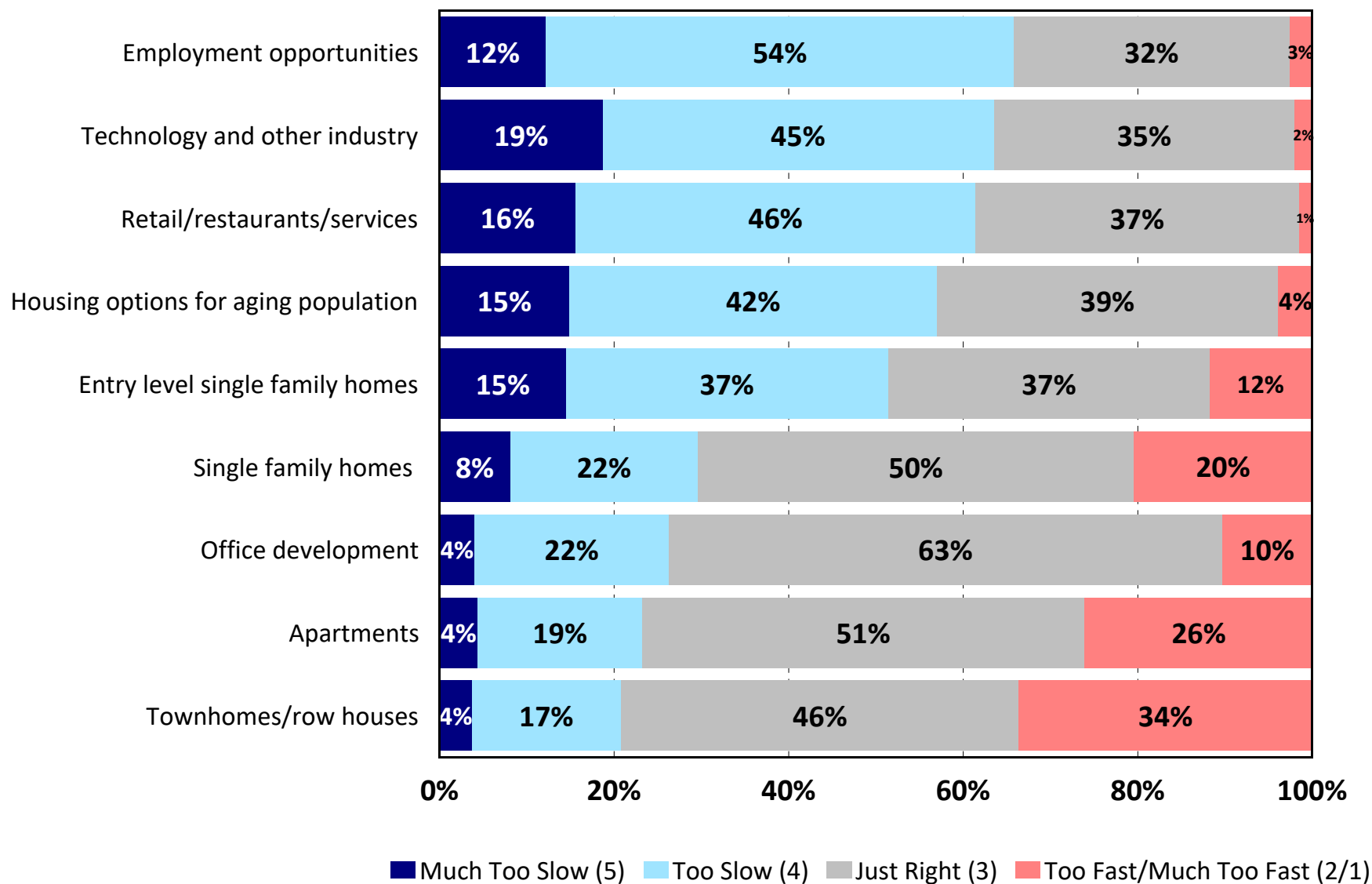


Source: ETC Institute (2020 - Oregon City, OR)



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

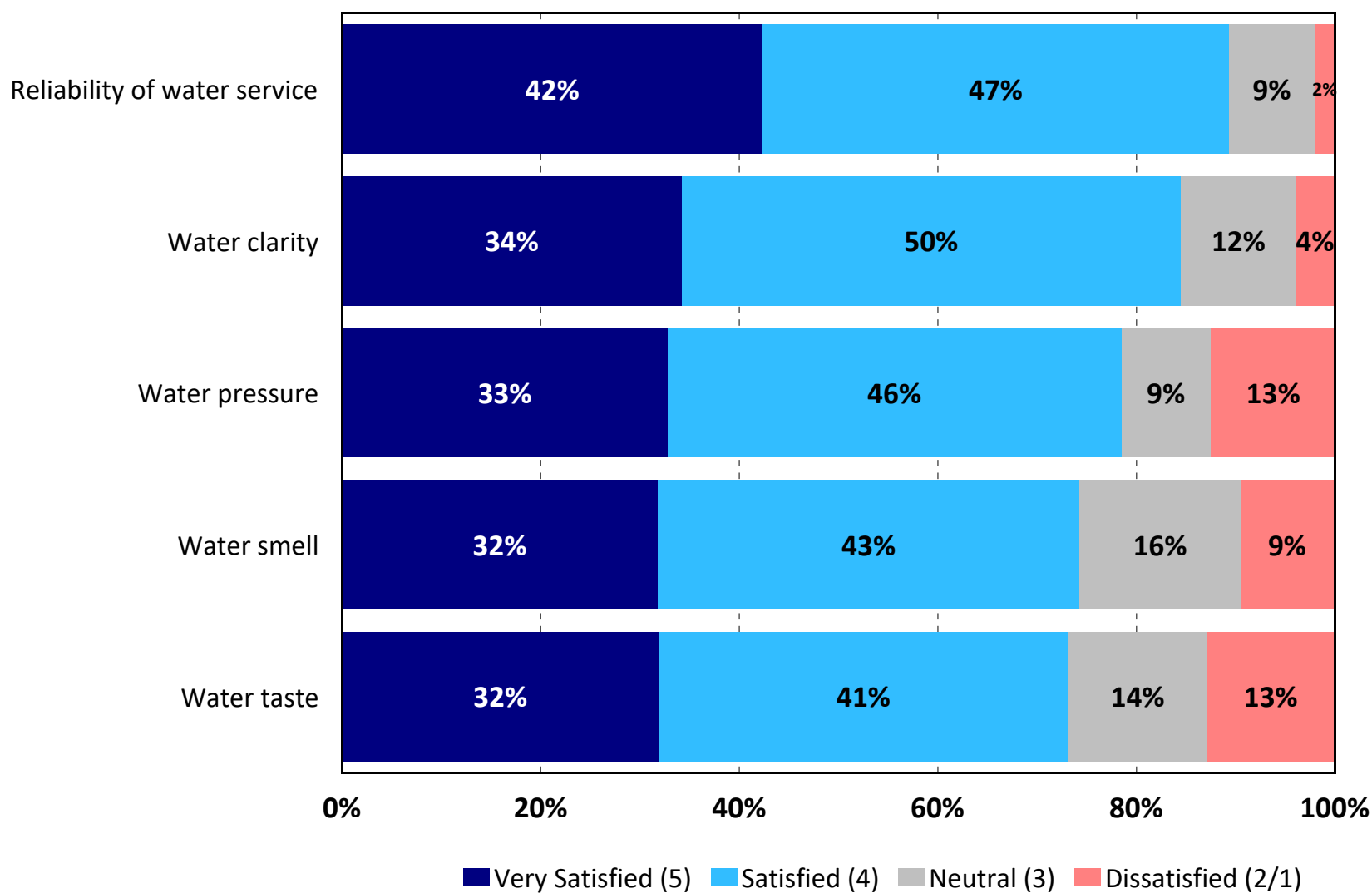
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## Q25. Satisfaction With Water Quality

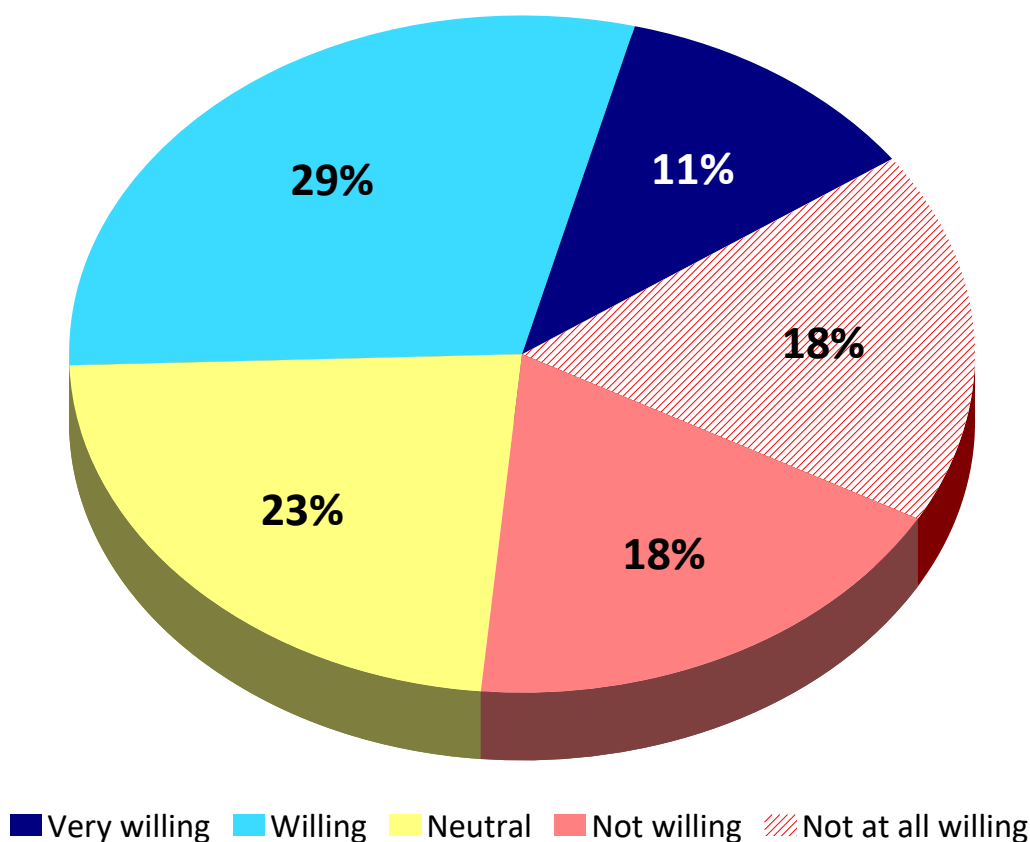
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020 - Oregon City, OR)

## Q25a. Willingness to Pay Additional Taxes or Higher Water Rates to Repair and Replace Aging Water System

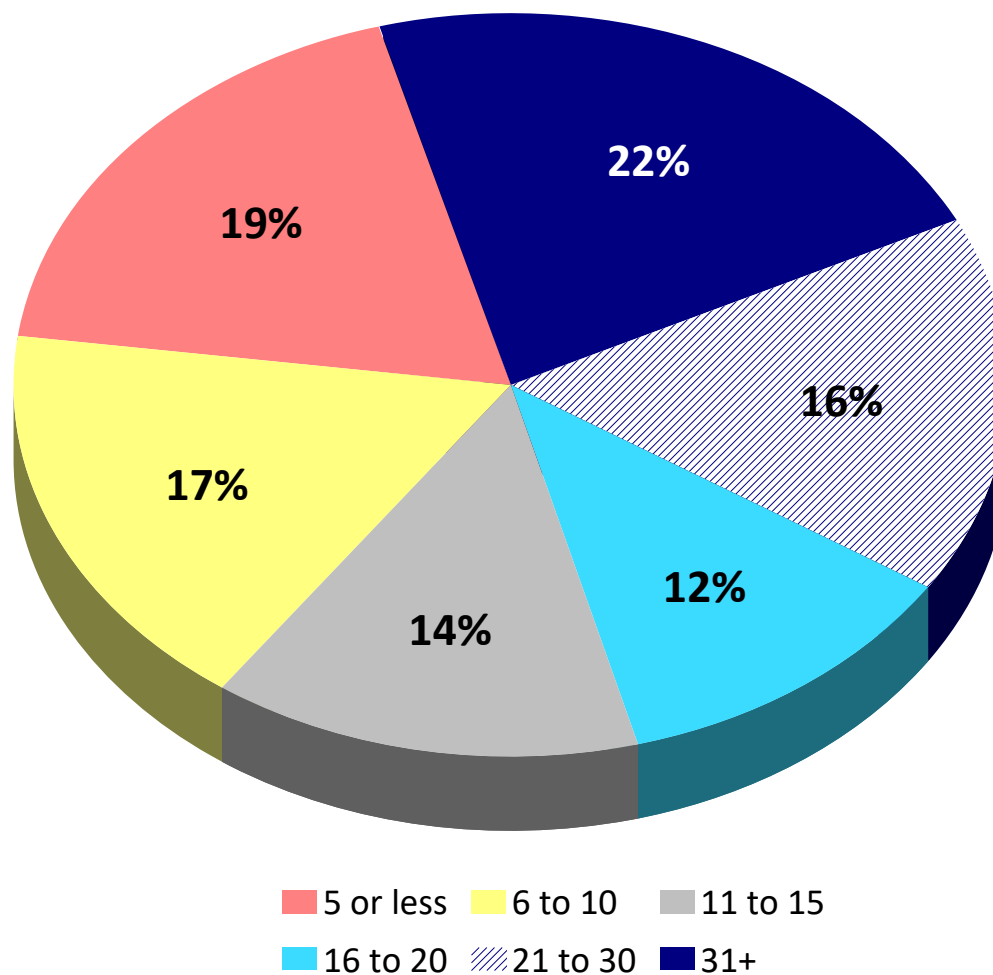
by percentage of respondents



Source: ETC Institute (2020 - Oregon City, OR)

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

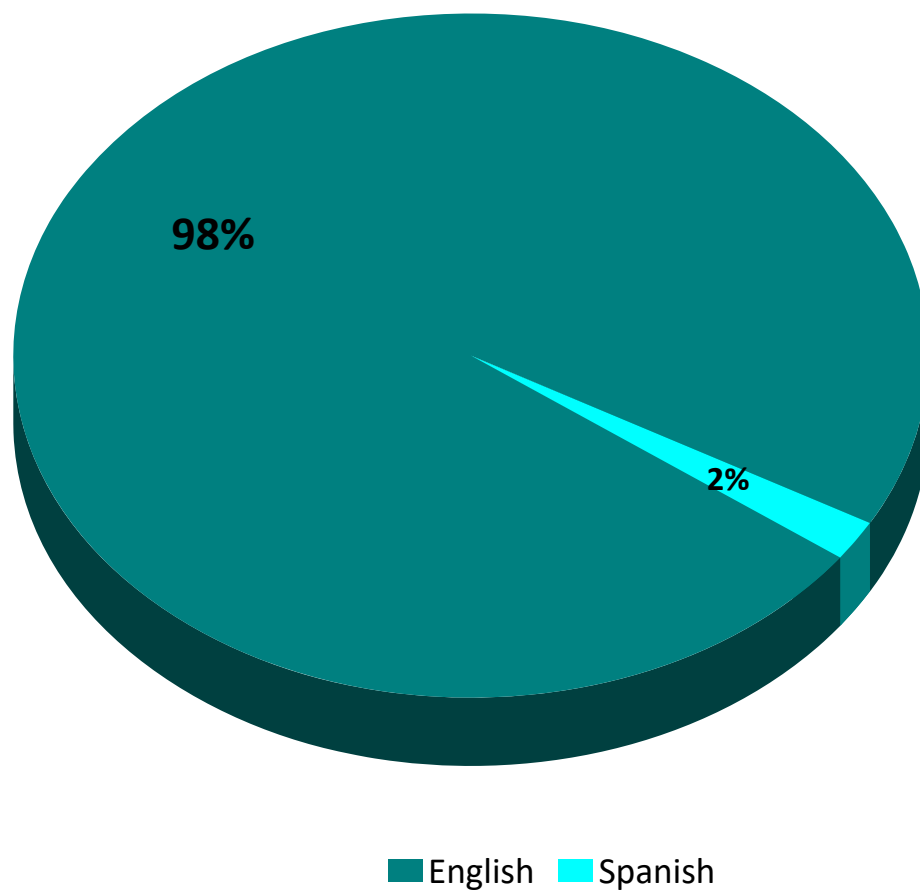
by percentage of respondents



Source: ETC Institute (2020 - Oregon City, OR)

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

by percentage of respondents

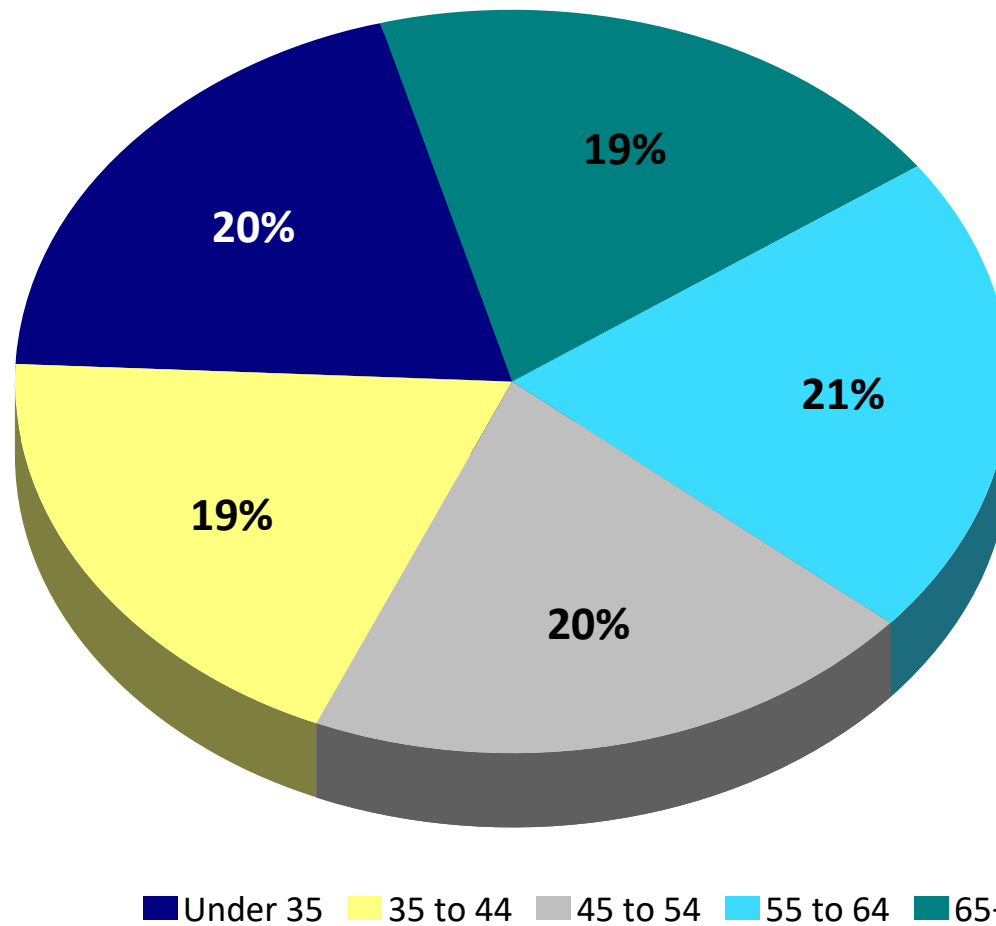


*Arabic was selected by 0.3% of respondents*

Source: ETC Institute (2020 - Oregon City, OR)

## Q28. Demographics: Age of Respondent

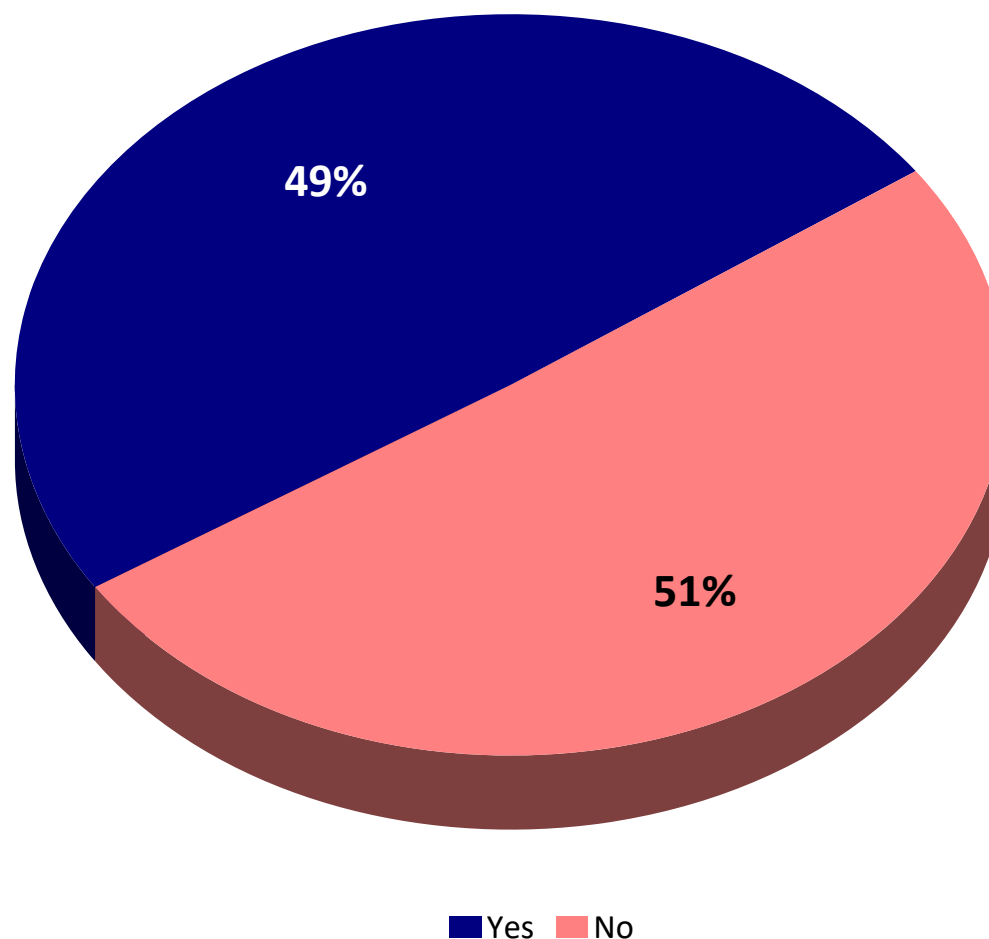
by percentage of respondents



Source: ETC Institute (2020 - Oregon City, OR)

## Q29. Do you work outside of Oregon City?

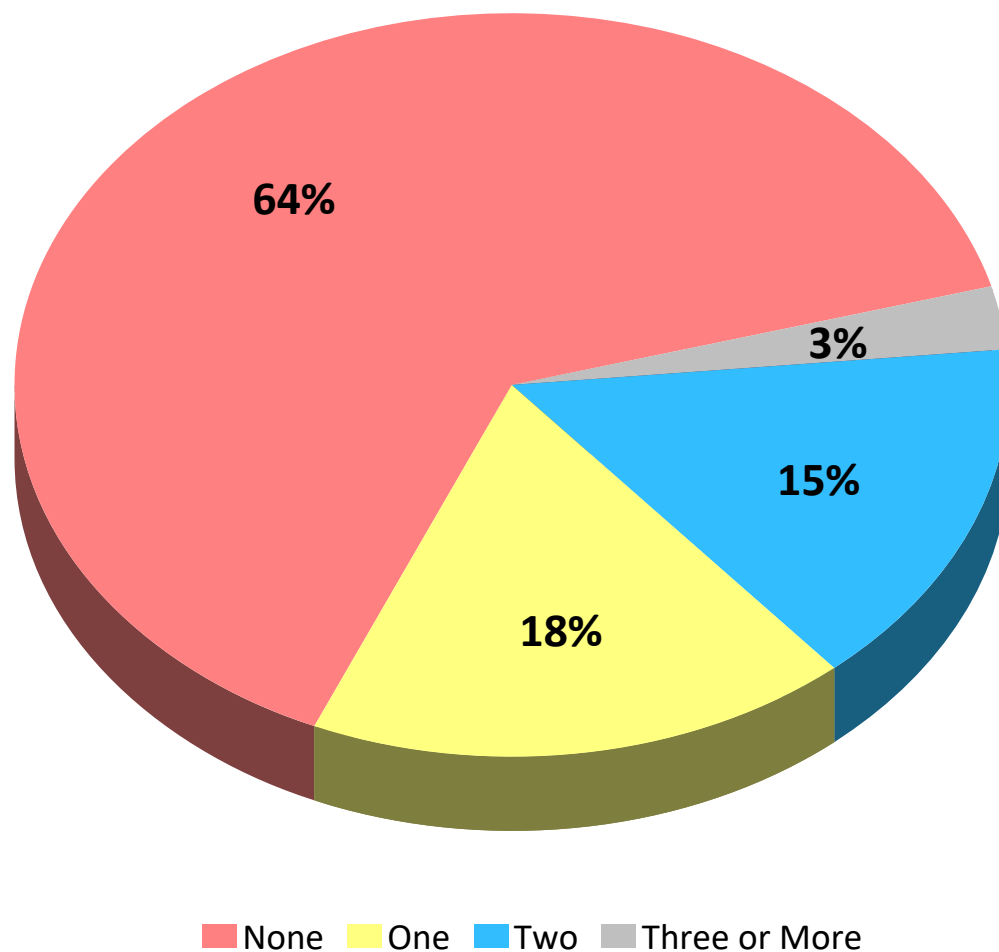
by percentage of respondents



Source: ETC Institute (2020 - Oregon City, OR)

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

by percentage of respondents

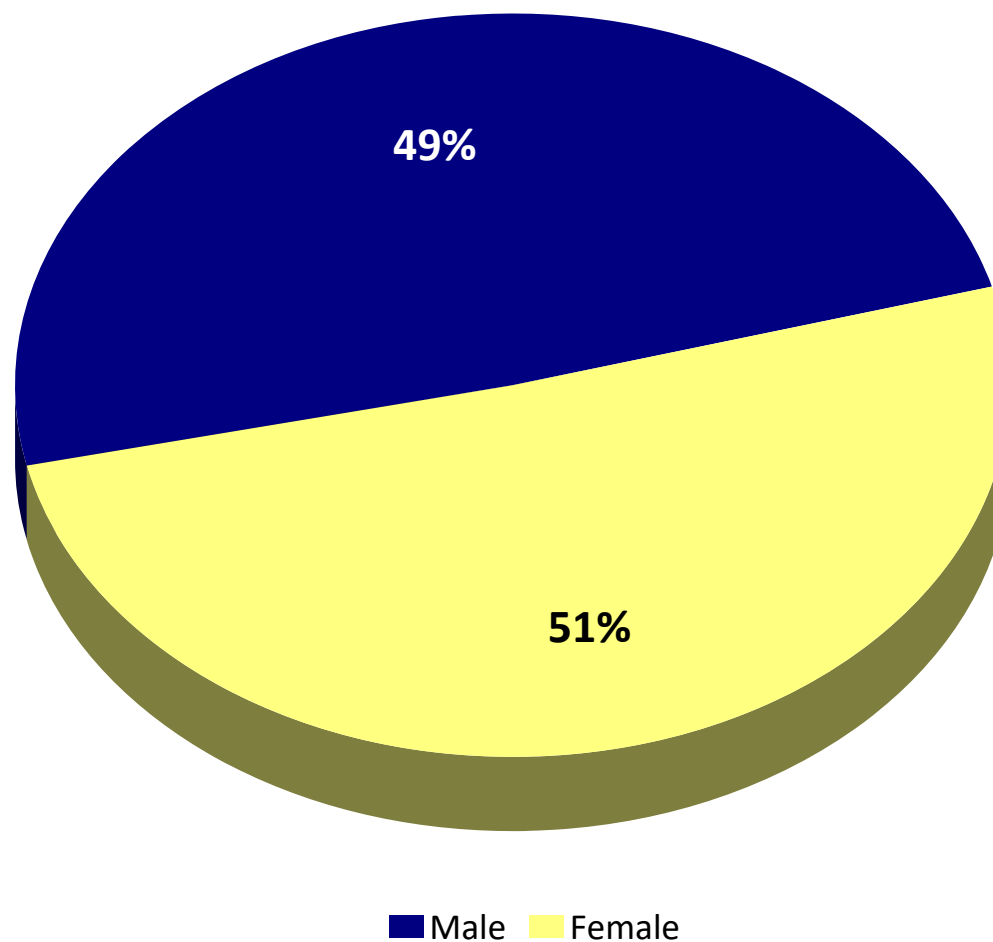


Source: ETC Institute (2020 - Oregon City, OR)



## Q31. Demographics: Gender

by percentage of respondents

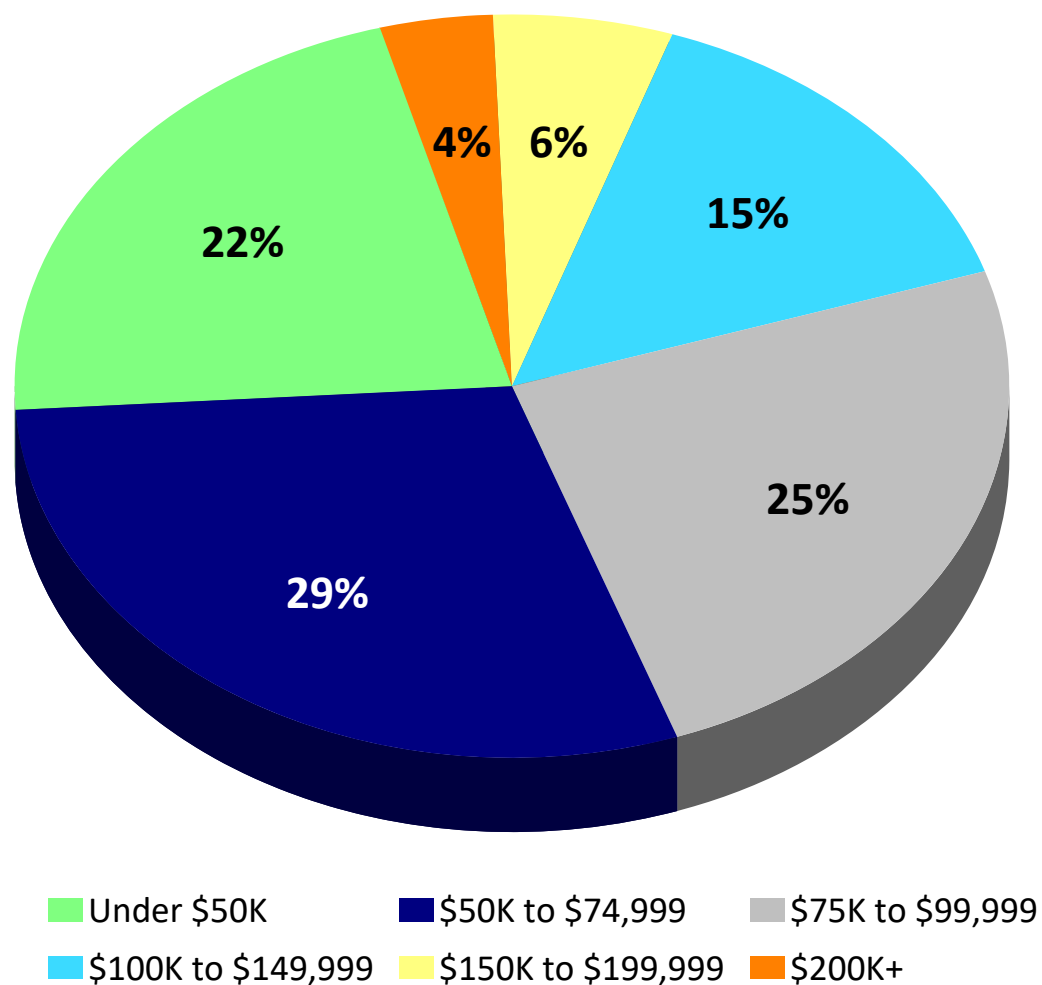


*Non-binary was selected by 0.3% of respondents*

*Source: ETC Institute (2020 - Oregon City, OR)*

## Q32. Demographics: Annual Household Income

by percentage of respondents



Source: ETC Institute (2020 - Oregon City, OR)

## **Section 2**

# ***Benchmarking Analysis***

---

---

# Benchmarking Summary Report

## City of Oregon City, Oregon

---

### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States, and (2) a survey administered by ETC Institute in the summer of 2019 to over 300 residents living in the Northwest Region, which includes Oregon and Washington.

### Interpreting the Charts

**National Benchmarks.** The charts on the following pages show how the overall ratings for Oregon City compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for Oregon City, the red bar for the United States, and the yellow bar for the Northwest Region.

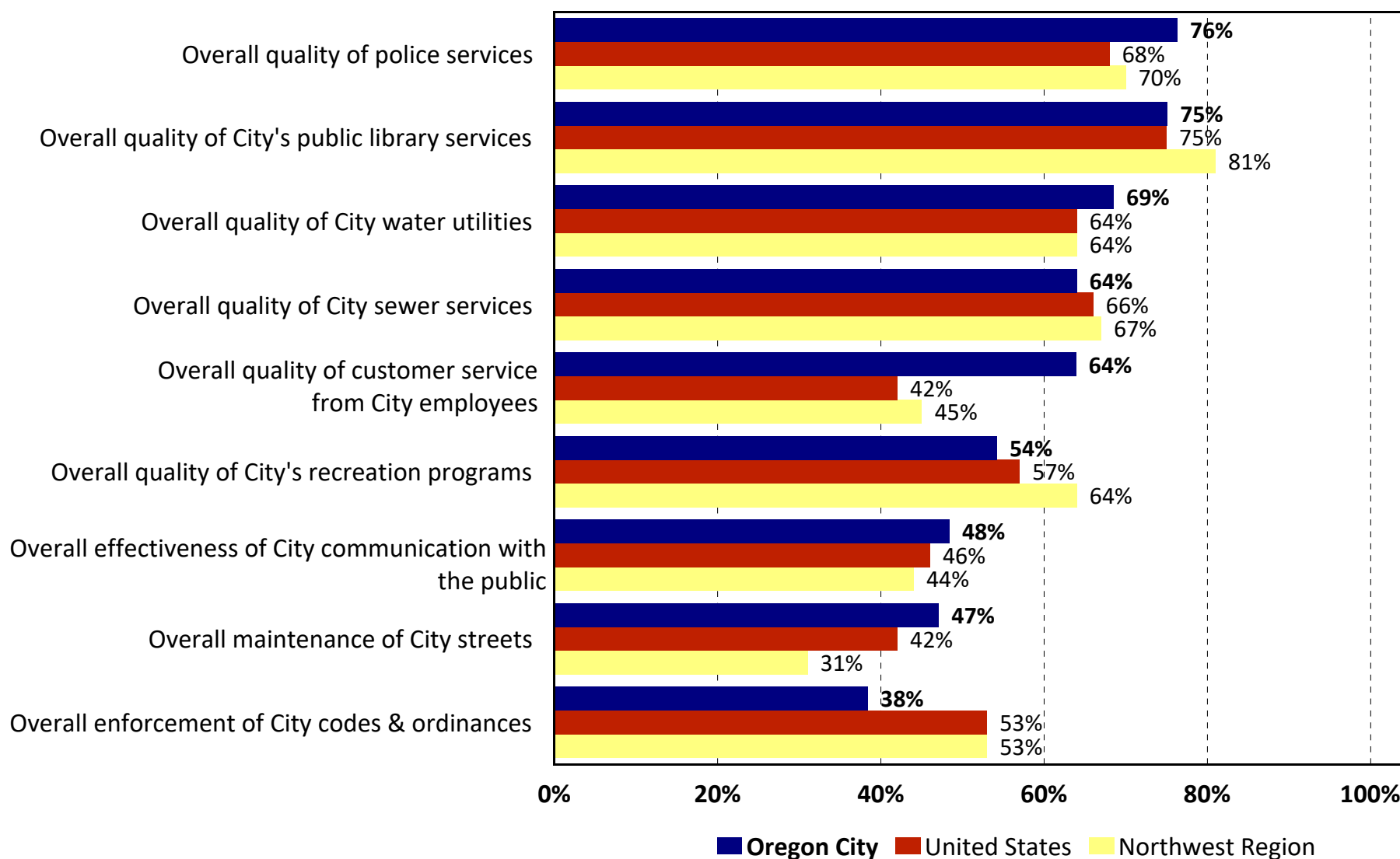
# **National and Regional Benchmarks**

**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)

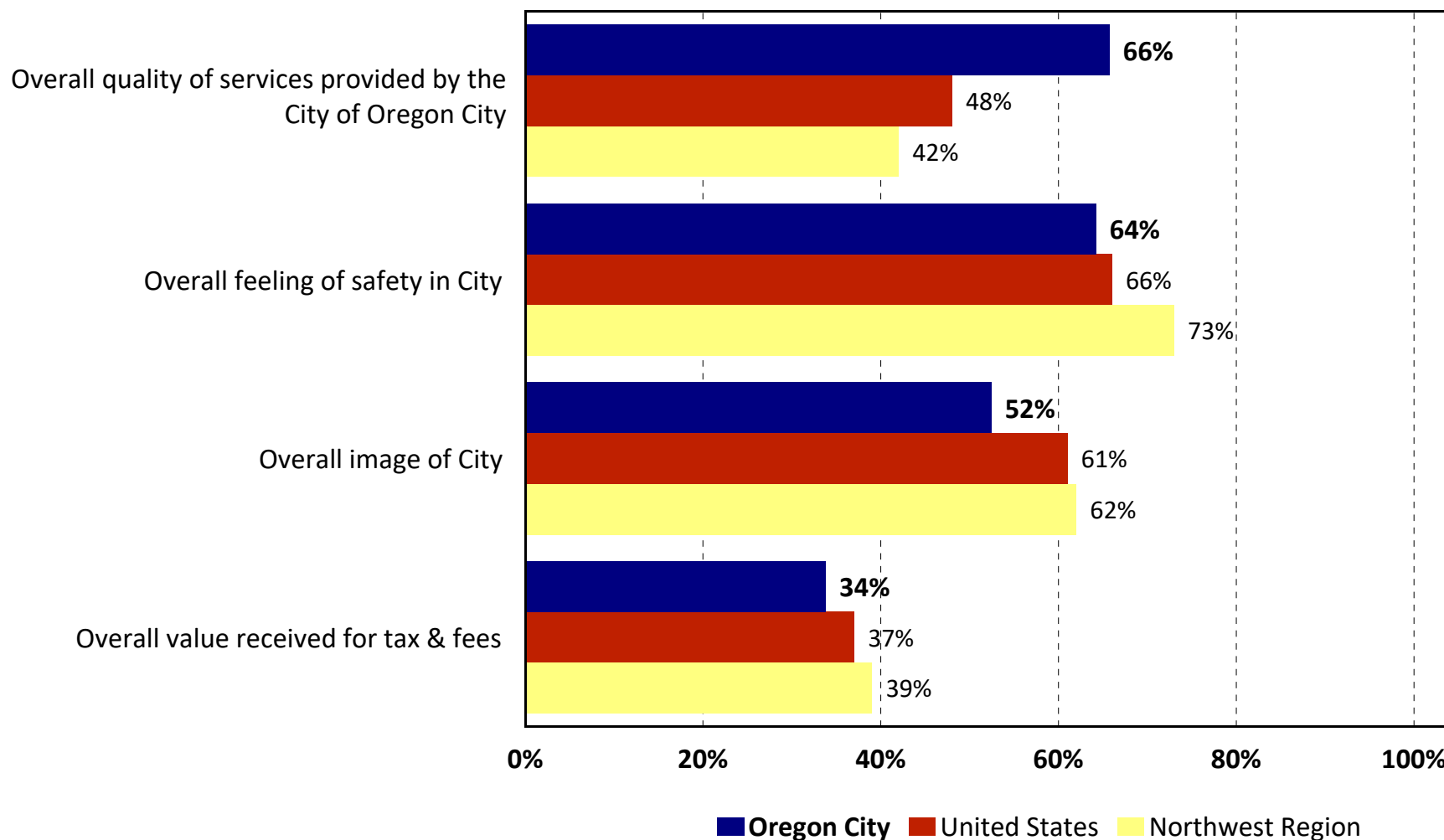


Source: ETC Institute (2020)

# 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)

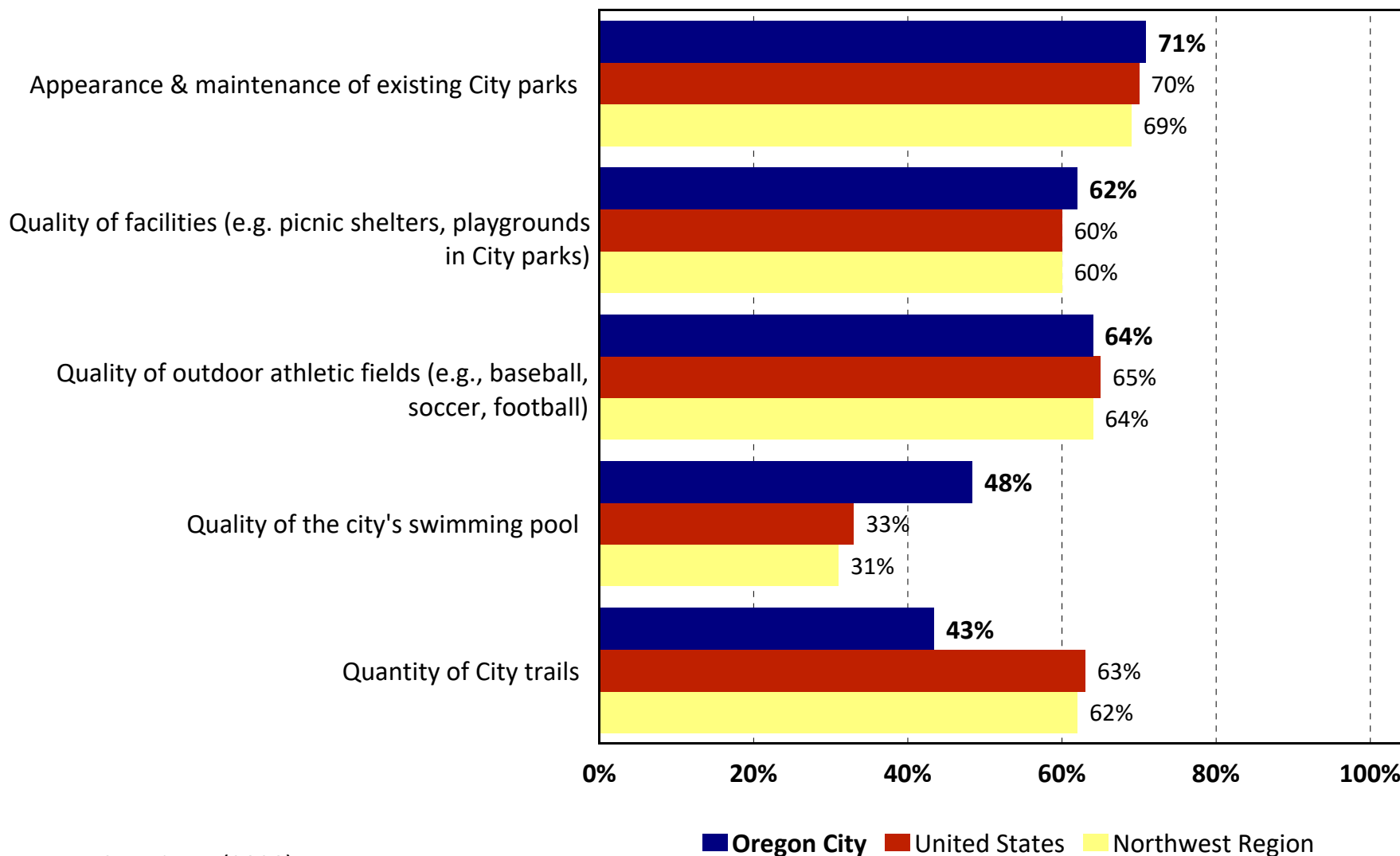


Source: ETC Institute (2020)

# Overall Satisfaction with Parks and Recreation

## 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)



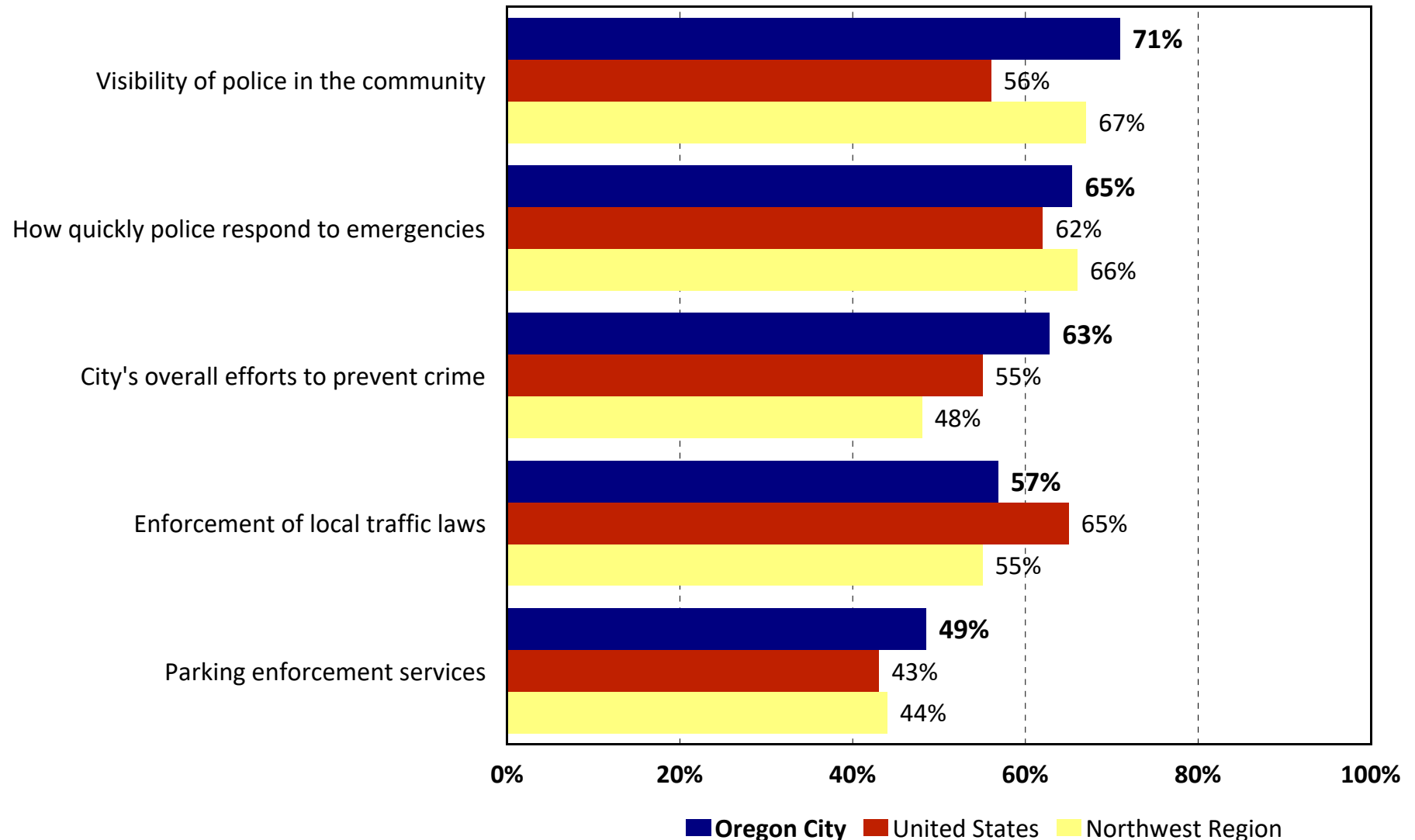
Source: ETC Institute (2020)



# 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)

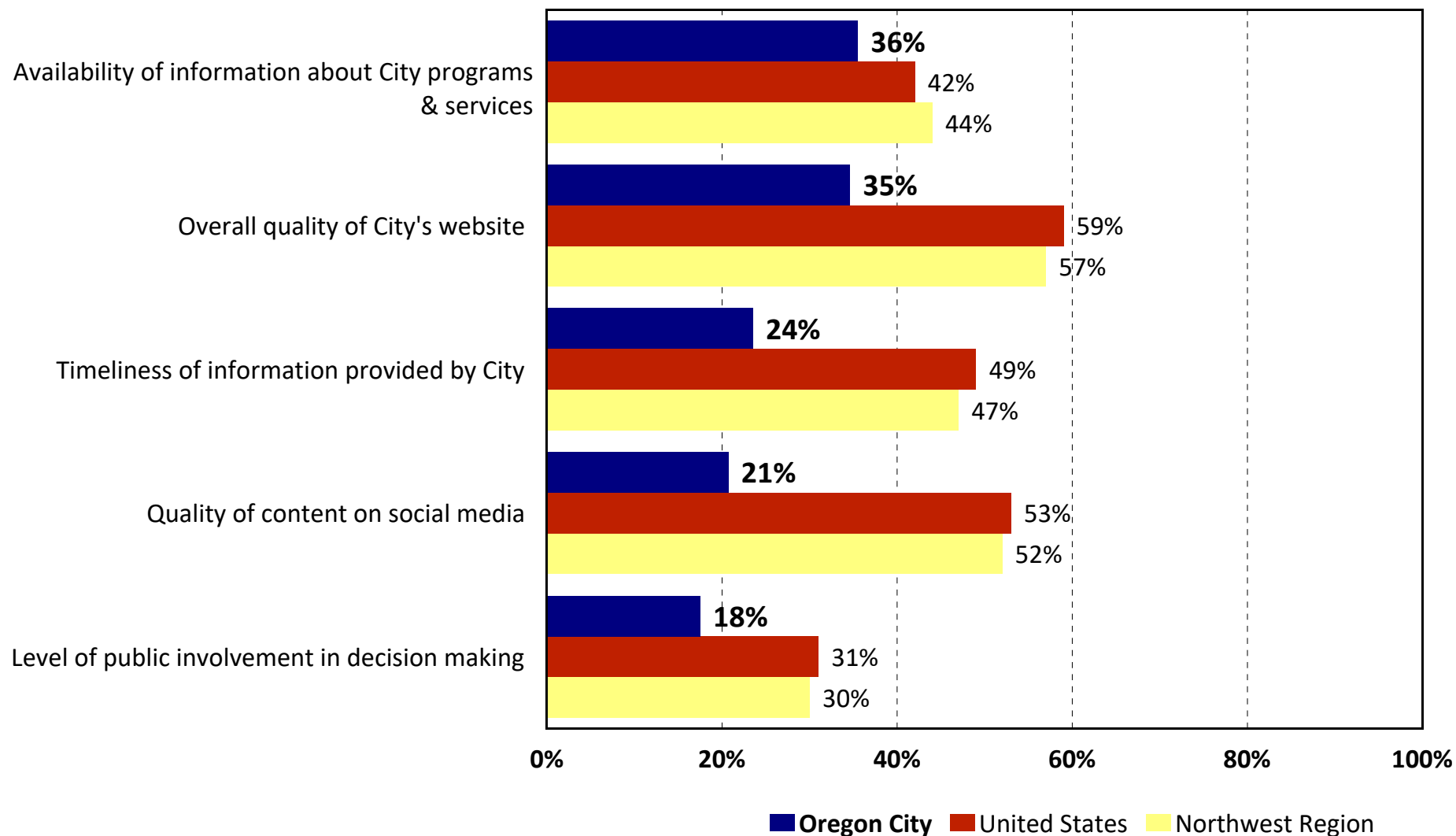


Source: ETC Institute (2020)

# 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)

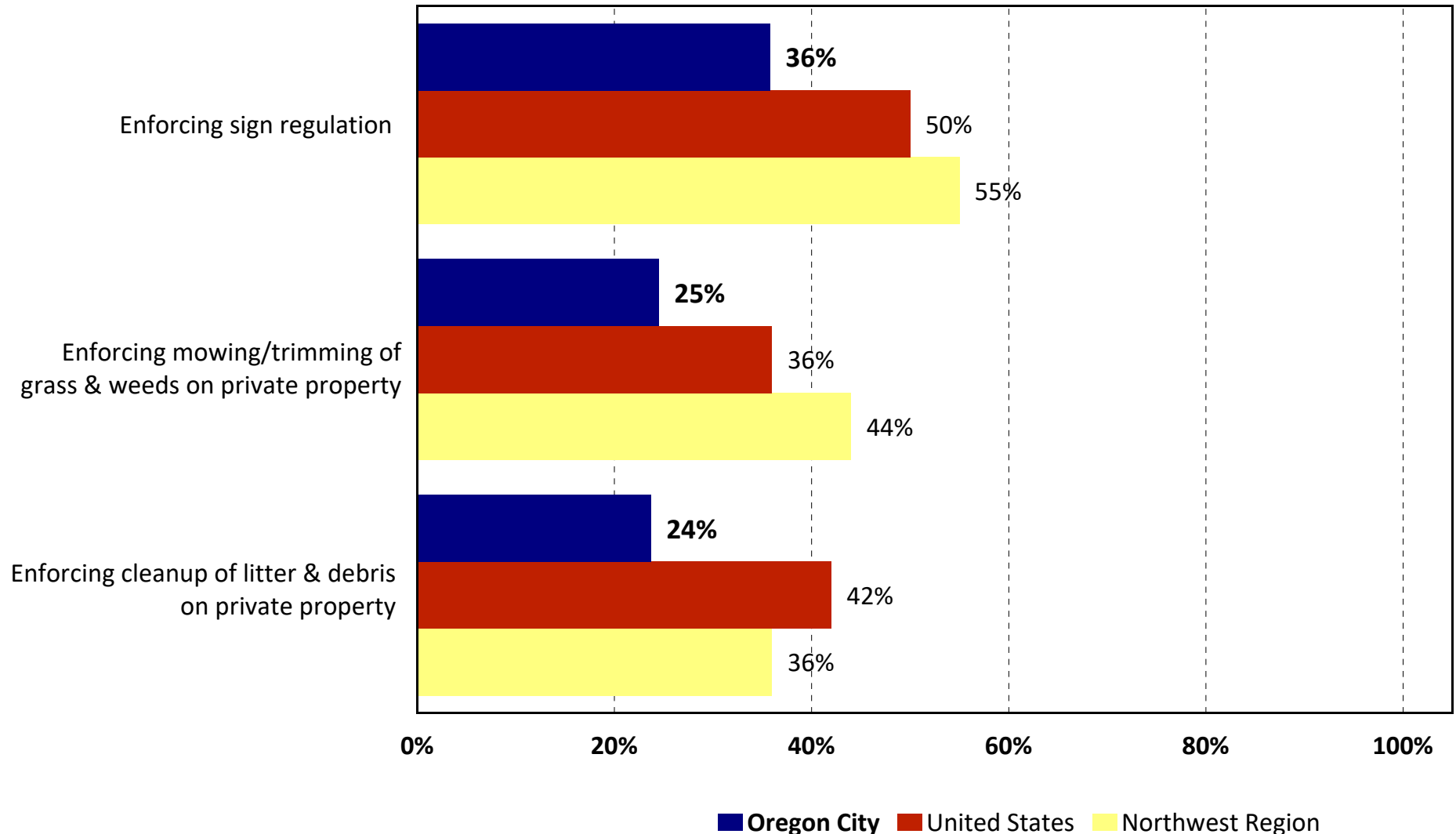


Source: ETC Institute (2020)

# 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)

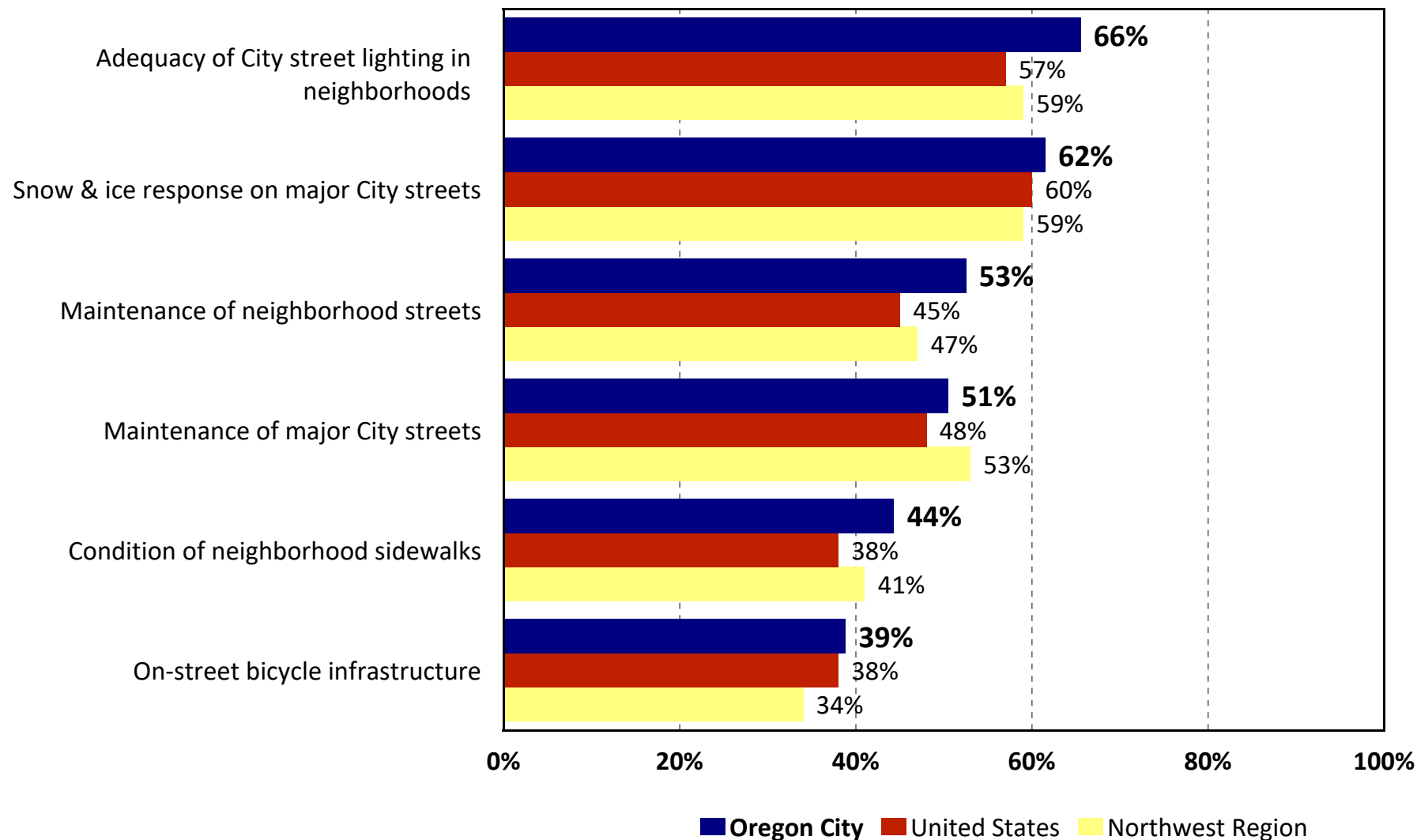


Source: ETC Institute (2020)

# 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)

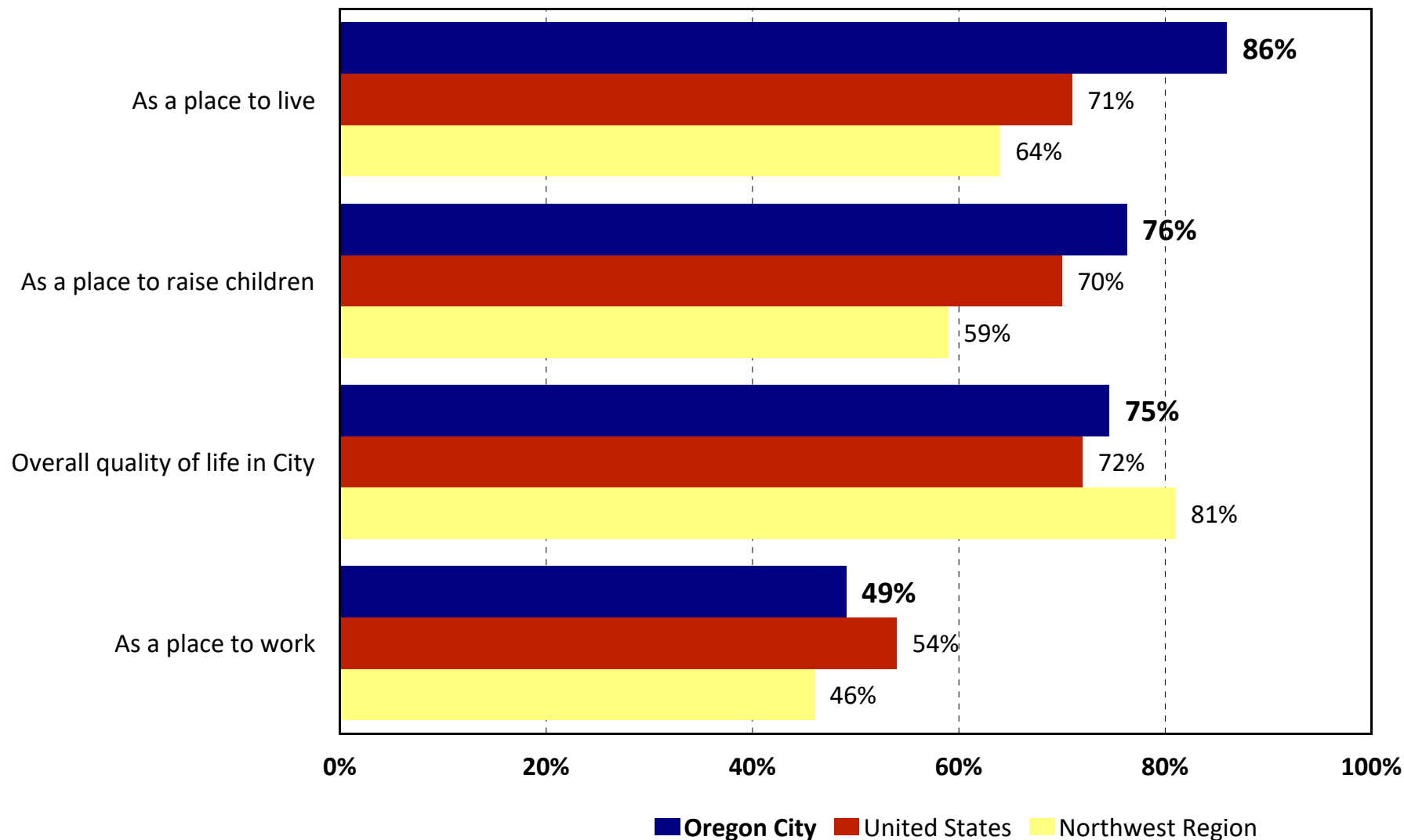


Source: ETC Institute (2020)

# Overall City Ratings

## 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)



Source: ETC Institute (2020)

## **Section 3**

# ***Importance-Satisfaction Analysis***

---

# Importance-Satisfaction Analysis

## City of Oregon City, Oregon

### Overview

Today, City officials 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 (IS) 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 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.

### Overview

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 provide. 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.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately half of the respondents (49.9%) of respondents selected *overall maintenance of City streets* as one of the most important services for the City to provide.

With regard to satisfaction, 47.1% of respondents surveyed rated the *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 1 minus the sum of the satisfaction percentages. In this example 49.9% was multiplied by 52.9% (1-0.471). This calculation yielded an I-S rating of 0.2640, which ranked first out of 13 major service categories.

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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

## 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* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

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



## 2020 Importance-Satisfaction Rating

### Oregon City, OR

#### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall maintenance of city streets	50%	1	47%	9	0.2640	1
Overall effectiveness of City economic development efforts	36%	2	35%	12	0.2365	2
<b><u>High Priority (IS .10-.20)</u></b>						
Overall enforcement of City codes and ordinances	20%	6	38%	11	0.1226	3
Overall effectiveness of City communication with the public	21%	5	48%	8	0.1089	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall quality of City parks/trails/open space	31%	4	69%	3	0.0952	5
Overall quality of permit process	11%	9	25%	13	0.0798	6
Overall quality of police services	31%	3	76%	1	0.0739	7
Overall quality of the City's recreation programs	14%	8	54%	7	0.0641	8
Overall quality of City water utilities	16%	7	69%	4	0.0488	9
Overall quality of Municipal Court Services	5%	13	41%	10	0.0270	10
Overall quality of City sewer services	7%	11	64%	5	0.0256	11
Overall quality of customer service from City employees	6%	12	64%	6	0.0213	12
Overall quality of City's public library services	8%	10	75%	2	0.0192	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.

## 2020 Importance-Satisfaction Rating

### Oregon City, OR

#### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Quantity of City trails	27%	2	43%	9	0.1534	1
Quality of recreational areas for dogs	21%	3	27%	11	0.1532	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Appearance & maintenance of existing City parks	27%	1	71%	2	0.0797	3
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	21%	4	66%	3	0.0698	4
Quality of City's swimming pool	11%	5	48%	7	0.0578	5
Access to City parks for persons with disabilities	10%	7	44%	8	0.0561	6
Other	6%	12	3%	12	0.0542	7
Quality of services for fees assessed with recreation programming (e.g. pool programs, admission, & camps)	8%	9	40%	10	0.0490	8
Quality of End of the Oregon Trail	8%	8	49%	6	0.0433	9
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	11%	6	60%	4	0.0422	10
Quality of Pioneer Community Center	6%	11	52%	5	0.0270	11
Proximity of parks to your home	7%	10	73%	1	0.0174	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.

© 2020 DirectionFinder by ETC Institute

## 2020 Importance-Satisfaction Rating

### Oregon City, OR

#### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Response to issues with transients	57%	1	24%	9	0.4326	1
<b><u>High Priority (IS .10-.20)</u></b>						
Response to drug control	17%	4	35%	8	0.1097	2
Level of community outreach	20%	3	48%	6	0.1032	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
The city's overall efforts to prevent crime	24%	2	63%	3	0.0904	4
Response to property crime	12%	6	43%	7	0.0691	5
How quickly police respond to emergencies	13%	5	65%	2	0.0453	6
Enforcement of local traffic laws	9%	8	57%	4	0.0393	7
The visibility of police in the community	12%	7	71%	1	0.0346	8
Parking enforcement services	3%	9	49%	5	0.0160	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.

© 2020 DirectionFinder by ETC Institute

## 2020 Importance-Satisfaction Rating Oregon City, OR Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing cleanup of litter & debris on private property	62%	1	24%	4	0.4753	1
Enforcing codes designed to protect public safety & health	47%	2	36%	2	0.3041	2
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing mowing/trimming of grass & weeds on private property	25%	3	25%	3	0.1857	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcing sign regulation	12%	4	36%	1	0.0764	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.

© 2020 DirectionFinder by ETC Institute

## 2020 Importance-Satisfaction Rating

### Oregon City, OR

#### Transportation and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Maintenance of major City streets	35%	1	51%	4	0.1742	1
Maintenance of neighborhood streets	29%	2	53%	3	0.1392	2
<b>Medium Priority (IS &lt;.10)</b>						
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	16%	4	39%	10	0.0964	3
Availability of safe pedestrian ways on major streets & routes	17%	3	44%	8	0.0941	4
Condition of neighborhood sidewalks	14%	5	44%	7	0.0763	5
Availability of safe pedestrian ways in your neighborhood	10%	8	48%	5	0.0498	6
Snow & ice response on major City streets	12%	6	62%	2	0.0458	7
On-street bicycle infrastructure (bike lanes/signs/arrows)	7%	9	39%	11	0.0453	8
Alternative means of transportation such as transit, bicycling, walking	7%	10	43%	9	0.0402	9
Quality of sidewalks for people with mobility challenges	6%	12	35%	12	0.0367	10
Adequacy of City street lighting in neighborhoods	10%	7	66%	1	0.0342	11
Accessibility of public transportation options	6%	11	45%	6	0.0340	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.

© 2020 DirectionFinder by ETC Institute

## 2020 Importance-Satisfaction Rating

### Oregon City, OR

#### Public Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt; .10)</b>						
Outreach-programs and/or services in the community	13%	4	34%	11	0.0887	1
Events for teens	12%	5	32%	12	0.0790	2
Library as a hub of community information	14%	3	49%	7	0.0706	3
Selection of physical resources available	20%	1	70%	1	0.0586	4
Events for children	12%	6	50%	5	0.0575	5
Events for seniors	8%	7	41%	9	0.0496	6
Selection of digital resources available online	14%	2	64%	2	0.0493	7
Events for adults	8%	9	44%	8	0.0420	8
Access to computers & library Wi-Fi	8%	8	61%	3	0.0300	9
Selection of reference and research tools	3%	10	57%	4	0.0120	10
Reader's Advisory (help finding something to read)	2%	11	49%	6	0.0106	11
Ease of booking meeting rooms	1%	12	37%	10	0.0057	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.

© 2020 DirectionFinder by ETC Institute

## **Section 4**

### ***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	Dissatisfi- ed	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	31.2%	38.3%	15.6%	3.1%	2.8%	9.0%
Q1-2. Overall quality of City's recreation programs	12.1%	32.7%	29.3%	7.5%	1.2%	17.1%
Q1-3. Overall quality of City parks/trails/open space	16.2%	47.0%	18.4%	9.0%	1.2%	8.1%
Q1-4. Overall maintenance of City streets	4.7%	41.1%	23.4%	19.3%	8.7%	2.8%
Q1-5. Overall quality of City water utilities	16.8%	48.9%	21.2%	5.9%	3.1%	4.0%
Q1-6. Overall quality of City sewer services	16.5%	43.9%	25.5%	6.5%	1.9%	5.6%
Q1-7. Overall quality of Municipal Court services	5.6%	19.3%	32.1%	1.6%	1.9%	39.6%
Q1-8. Overall enforcement of City codes & ordinances	6.9%	23.7%	31.5%	11.8%	5.6%	20.6%
Q1-9. Overall quality of customer service you receive from City employees	16.8%	34.6%	22.7%	5.0%	1.2%	19.6%
Q1-10. Overall effectiveness of City communication with the public	6.9%	35.8%	31.2%	11.2%	3.1%	11.8%
Q1-11. Overall effectiveness of City economic development efforts	5.9%	22.1%	30.8%	16.2%	6.2%	18.7%
Q1-12. Overall quality of City's public library services	29.6%	36.1%	17.4%	2.8%	1.6%	12.5%
Q1-13. Overall quality of permit process	4.0%	10.0%	31.5%	5.0%	6.2%	43.3%



**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	34.2%	42.1%	17.1%	3.4%	3.1%
Q1-2. Overall quality of City's recreation programs	14.7%	39.5%	35.3%	9.0%	1.5%
Q1-3. Overall quality of City parks/trails/open space	17.6%	51.2%	20.0%	9.8%	1.4%
Q1-4. Overall maintenance of City streets	4.8%	42.3%	24.0%	19.9%	9.0%
Q1-5. Overall quality of City water utilities	17.5%	51.0%	22.1%	6.2%	3.2%
Q1-6. Overall quality of City sewer services	17.5%	46.5%	27.1%	6.9%	2.0%
Q1-7. Overall quality of Municipal Court services	9.3%	32.0%	53.1%	2.6%	3.1%
Q1-8. Overall enforcement of City codes & ordinances	8.6%	29.8%	39.6%	14.9%	7.1%
Q1-9. Overall quality of customer service you receive from City employees	20.9%	43.0%	28.3%	6.2%	1.6%
Q1-10. Overall effectiveness of City communication with the public	7.8%	40.6%	35.3%	12.7%	3.5%
Q1-11. Overall effectiveness of City economic development efforts	7.3%	27.2%	37.9%	19.9%	7.7%
Q1-12. Overall quality of City's public library services	33.8%	41.3%	19.9%	3.2%	1.8%
Q1-13. Overall quality of permit process	7.1%	17.6%	55.5%	8.8%	11.0%

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

Q2. Top choice	Number	Percent
Overall quality of police services	61	19.0 %
Overall quality of City's recreation programs	10	3.1 %
Overall quality of City parks/trails/open space	26	8.1 %
Overall maintenance of City streets	69	21.5 %
Overall quality of City water utilities	19	5.9 %
Overall quality of City sewer services	4	1.2 %
Overall quality of Municipal Court services	1	0.3 %
Overall enforcement of City codes & ordinances	15	4.7 %
Overall quality of customer service you receive from City employees	4	1.2 %
Overall effectiveness of City communication with the public	18	5.6 %
Overall effectiveness of City economic development efforts	42	13.1 %
Overall quality of City's public library services	4	1.2 %
Overall quality of permit process	7	2.2 %
None chosen	41	12.8 %
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?**

Q2. 2nd choice	Number	Percent
Overall quality of police services	14	4.4 %
Overall quality of City's recreation programs	17	5.3 %
Overall quality of City parks/trails/open space	39	12.1 %
Overall maintenance of City streets	50	15.6 %
Overall quality of City water utilities	21	6.5 %
Overall quality of City sewer services	8	2.5 %
Overall quality of Municipal Court services	11	3.4 %
Overall enforcement of City codes & ordinances	29	9.0 %
Overall quality of customer service you receive from City employees	10	3.1 %
Overall effectiveness of City communication with the public	29	9.0 %
Overall effectiveness of City economic development efforts	30	9.3 %
Overall quality of City's public library services	4	1.2 %
Overall quality of permit process	14	4.4 %
None chosen	45	14.0 %
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?**

Q2. 3rd choice	Number	Percent
Overall quality of police services	25	7.8 %
Overall quality of City's recreation programs	18	5.6 %
Overall quality of City parks/trails/open space	33	10.3 %
Overall maintenance of City streets	41	12.8 %
Overall quality of City water utilities	10	3.1 %
Overall quality of City sewer services	11	3.4 %
Overall quality of Municipal Court services	3	0.9 %
Overall enforcement of City codes & ordinances	20	6.2 %
Overall quality of customer service you receive from City employees	5	1.6 %
Overall effectiveness of City communication with the public	21	6.5 %
Overall effectiveness of City economic development efforts	44	13.7 %
Overall quality of City's public library services	17	5.3 %
Overall quality of permit process	13	4.0 %
None chosen	60	18.7 %
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)**

Q2. Sum of Top 3 Choices	Number	Percent
Overall quality of police services	100	31.2 %
Overall quality of City's recreation programs	45	14.0 %
Overall quality of City parks/trails/open space	98	30.5 %
Overall maintenance of City streets	160	49.8 %
Overall quality of City water utilities	50	15.6 %
Overall quality of City sewer services	23	7.2 %
Overall quality of Municipal Court services	15	4.7 %
Overall enforcement of City codes & ordinances	64	19.9 %
Overall quality of customer service you receive from City employees	19	5.9 %
Overall effectiveness of City communication with the public	68	21.2 %
Overall effectiveness of City economic development efforts	116	36.1 %
Overall quality of City's public library services	25	7.8 %
Overall quality of permit process	34	10.6 %
None chosen	41	12.8 %
Total	858	

**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Oregon City	9.0%	52.0%	25.9%	5.0%	0.9%	7.2%
Q3-2. Overall value that you receive for your tax dollars & fees	3.1%	28.7%	32.1%	19.6%	10.6%	5.9%
Q3-3. Overall image of City	9.0%	41.7%	24.0%	17.4%	4.7%	3.1%
Q3-4. How well City is supporting growth & development	5.0%	24.6%	35.5%	15.6%	9.0%	10.3%
Q3-5. Overall feeling of safety in City	15.6%	47.0%	20.2%	10.9%	3.7%	2.5%
Q3-6. Availability of job opportunities	1.9%	14.3%	33.0%	14.3%	4.0%	32.4%
Q3-7. Availability of training or educational opportunities	5.6%	21.2%	31.5%	8.1%	2.8%	30.8%
Q3-8. Overall quality of new development	3.1%	26.8%	35.5%	15.0%	6.2%	13.4%
Q3-9. Overall development across City	3.4%	27.4%	38.3%	15.0%	6.2%	9.7%

**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	9.7%	56.0%	27.9%	5.4%	1.0%
Q3-2. Overall value that you receive for your tax dollars & fees	3.3%	30.5%	34.1%	20.9%	11.3%
Q3-3. Overall image of City	9.3%	43.1%	24.8%	18.0%	4.8%
Q3-4. How well City is supporting growth & development	5.6%	27.4%	39.6%	17.4%	10.1%
Q3-5. Overall feeling of safety in City	16.0%	48.2%	20.8%	11.2%	3.8%
Q3-6. Availability of job opportunities	2.8%	21.2%	48.8%	21.2%	6.0%
Q3-7. Availability of training or educational opportunities	8.1%	30.6%	45.5%	11.7%	4.1%
Q3-8. Overall quality of new development	3.6%	30.9%	41.0%	17.3%	7.2%
Q3-9. Overall development across City	3.8%	30.3%	42.4%	16.6%	6.9%

**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q4-1. Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	12.1%	49.2%	22.4%	7.8%	1.2%	7.2%
Q4-2. Quality of outdoor athletic fields (e.g. baseball, soccer, football)	7.8%	42.7%	23.4%	8.4%	1.6%	16.2%
Q4-3. Appearance & maintenance of existing City parks	16.5%	51.1%	19.6%	6.9%	1.2%	4.7%
Q4-4. Proximity of parks to your home	29.6%	41.4%	15.3%	9.3%	1.2%	3.1%
Q4-5. Quantity of City trails	5.9%	29.9%	26.8%	16.2%	3.7%	17.4%
Q4-6. Access to City parks for persons with disabilities	3.4%	22.4%	26.8%	5.0%	1.2%	41.1%
Q4-7. Quality of Pioneer Community Center	7.8%	24.3%	26.5%	2.8%	0.6%	38.0%
Q4-8. Quality of End of the Oregon Trail	7.5%	28.3%	23.4%	11.5%	3.1%	26.2%
Q4-9. Quality of City's swimming pool	5.9%	28.0%	28.3%	5.0%	2.8%	29.9%
Q4-10. Quality of services for fees assessed with recreation programming (e.g. pool programs, admission, camps)	5.6%	21.2%	32.1%	5.9%	3.1%	32.1%
Q4-11. Quality of recreational areas for dogs	3.1%	14.6%	28.0%	15.3%	5.6%	33.3%
Q4-12. Other	0.0%	3.1%	15.6%	21.9%	56.3%	3.1%

**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)	13.1%	53.0%	24.2%	8.4%	1.3%
Q4-2. Quality of outdoor athletic fields (e.g. baseball, soccer, football)	9.3%	50.9%	27.9%	10.0%	1.9%
Q4-3. Appearance & maintenance of existing City parks	17.3%	53.6%	20.6%	7.2%	1.3%
Q4-4. Proximity of parks to your home	30.5%	42.8%	15.8%	9.6%	1.3%
Q4-5. Quantity of City trails	7.2%	36.2%	32.5%	19.6%	4.5%
Q4-6. Access to City parks for persons with disabilities	5.8%	38.1%	45.5%	8.5%	2.1%
Q4-7. Quality of Pioneer Community Center	12.6%	39.2%	42.7%	4.5%	1.0%
Q4-8. Quality of End of the Oregon Trail	10.1%	38.4%	31.6%	15.6%	4.2%
Q4-9. Quality of City's swimming pool	8.4%	40.0%	40.4%	7.1%	4.0%
Q4-10. Quality of services for fees assessed with recreation programming (e.g. pool programs, admission, camps)	8.3%	31.2%	47.2%	8.7%	4.6%
Q4-11. Quality of recreational areas for dogs	4.7%	22.0%	42.1%	22.9%	8.4%
Q4-12. Other	0.0%	3.2%	16.1%	22.6%	58.1%

**Q4-12. Other**

- AVAILABILITY OF BIKE PATHS
- Bike paths and trails.
- BUMS LIVING IN PARKS
- Clean up the homeless issue. The tent cities are ridiculous. The mess scattered all over the city is ridiculous. Please stop encouraging the disgusting growth by ignoring the problem.
- CLEANLINESS IN GENERAL
- Clear access along easements.
- Cost of monthly water bill is far too high. I understand from staff when I called to inquire that even if we use ZERO water in our house for the month, our minimum monthly bill will be at least \$100. This is very unsustainable for many people, including my household. City must work to reduce this cost.
- DEVELOPMENT OF PAPER MILL
- DT AND MCLAUGHLIN PLANTINGS
- Fenced dog parks.
- FOOD CARTS
- Home owners need tax relief.
- I do not like all of the extra fees, that you are charging me on my water and sewer bill.
- I love OC. The only thing is the homeless on 213.
- IRRESPONSIBLE DOG OWNERS
- KEEP TRANSIENTS AWAY FROM PARKS
- MAINTENANCE OF TRAILS.
- MAKE THE POOL WARM WATER.
- MORE DOG FRIENDLY AREAS
- More trash cans in parks.
- NEW PARK OFF 213- NO SIGNS AT PARK.
- OPEN THE SCHOOLS
- PARKING AT PARKS
- Parking for park areas could be improved. Clackamette park is a good example of a great park with not enough parking space.
- Sidewalks near me.
- SKATE PARKS AND BIKE PUMP TRACK
- The downtown riverside trails and park areas don't feel safe due to homeless camps and trash and make our city look bad.
- The homeless
- The number of options is limited and income directly affects access.
- Too many homeless people in parks.
- UNDEVELOPED PARKS

**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?**

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	32	10.0 %
Quality of outdoor athletic fields (e.g. baseball, soccer, football)	18	5.6 %
Appearance & maintenance of existing City parks	44	13.7 %
Proximity of parks to your home	9	2.8 %
Quantity of City trails	51	15.9 %
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	12	3.7 %
Quality of City's swimming pool	16	5.0 %
Quality of services for fees assessed with recreation programming (e.g. pool programs, admission, camps)	14	4.4 %
Quality of recreational areas for dogs	35	10.9 %
Other	12	3.7 %
None chosen	53	16.5 %
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?**

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	34	10.6 %
Quality of outdoor athletic fields (e.g. baseball, soccer, football)	16	5.0 %
Appearance & maintenance of existing City parks	44	13.7 %
Proximity of parks to your home	12	3.7 %
Quantity of City trails	36	11.2 %
Access to City parks for persons with disabilities	18	5.6 %
Quality of Pioneer Community Center	7	2.2 %
Quality of End of the Oregon Trail	15	4.7 %
Quality of City's swimming pool	20	6.2 %
Quality of services for fees assessed with recreation programming (e.g. pool programs, admission, camps)	12	3.7 %
Quality of recreational areas for dogs	32	10.0 %
Other	6	1.9 %
None chosen	69	21.5 %
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)**

Q5. Sum of Top 2 Choices	Number	Percent
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	66	20.6 %
Quality of outdoor athletic fields (e.g. baseball, soccer, football)	34	10.6 %
Appearance & maintenance of existing City parks	88	27.4 %
Proximity of parks to your home	21	6.5 %
Quantity of City trails	87	27.1 %
Access to City parks for persons with disabilities	32	10.0 %
Quality of Pioneer Community Center	18	5.6 %
Quality of End of the Oregon Trail	27	8.4 %
Quality of City's swimming pool	36	11.2 %
Quality of services for fees assessed with recreation programing (e.g. pool programs, admission, camps)	26	8.1 %
Quality of recreational areas for dogs	67	20.9 %
Other	18	5.6 %
None chosen	53	16.5 %
Total	573	

**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 types of parks, recreation, & trail facilities most important to your household

	Number	Percent
Very willing	27	8.4 %
Willing	94	29.3 %
Neutral	58	18.1 %
Not willing	45	14.0 %
Not at all willing	87	27.1 %
Don't know	10	3.1 %
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 types of parks, recreation, & trail facilities most important to your household

	Number	Percent
Very willing	27	8.7 %
Willing	94	30.2 %
Neutral	58	18.6 %
Not willing	45	14.5 %
Not at all willing	87	28.0 %
Total	311	100.0 %

**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q8-1. Visibility of police in the community	23.4%	46.4%	21.5%	7.2%	0.0%	1.6%
Q8-2. City's overall efforts to prevent crime	15.3%	39.9%	21.5%	9.7%	1.6%	12.1%
Q8-3. Enforcement of local traffic laws	12.5%	41.1%	29.6%	8.4%	2.8%	5.6%
Q8-4. Parking enforcement services	12.5%	26.8%	33.3%	6.5%	1.9%	19.0%
Q8-5. How quickly police respond to emergencies	15.6%	28.7%	19.0%	2.5%	1.9%	32.4%
Q8-6. Response to drug control	5.3%	14.6%	25.2%	8.4%	3.7%	42.7%
Q8-7. Response to property crime	6.2%	20.2%	24.6%	7.2%	2.8%	38.9%
Q8-8. Level of community outreach	8.4%	29.3%	30.8%	8.1%	2.5%	20.9%
Q8-9. Response to issues with transients	4.7%	13.7%	18.1%	21.5%	18.4%	23.7%

**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	23.7%	47.2%	21.8%	7.3%	0.0%
Q8-2. City's overall efforts to prevent crime	17.4%	45.4%	24.5%	11.0%	1.8%
Q8-3. Enforcement of local traffic laws	13.2%	43.6%	31.4%	8.9%	3.0%
Q8-4. Parking enforcement services	15.4%	33.1%	41.2%	8.1%	2.3%
Q8-5. How quickly police respond to emergencies	23.0%	42.4%	28.1%	3.7%	2.8%
Q8-6. Response to drug control	9.2%	25.5%	44.0%	14.7%	6.5%
Q8-7. Response to property crime	10.2%	33.2%	40.3%	11.7%	4.6%
Q8-8. Level of community outreach	10.6%	37.0%	39.0%	10.2%	3.1%
Q8-9. Response to issues with transients	6.1%	18.0%	23.7%	28.2%	24.1%

**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?**

Q9. Top choice	Number	Percent
Visibility of police in the community	15	4.7 %
City's overall efforts to prevent crime	34	10.6 %
Enforcement of local traffic laws	15	4.7 %
Parking enforcement services	4	1.2 %
How quickly police respond to emergencies	20	6.2 %
Response to drug control	19	5.9 %
Response to property crime	6	1.9 %
Level of community outreach	23	7.2 %
Response to issues with transients	141	43.9 %
None chosen	44	13.7 %
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?**

Q9. 2nd choice	Number	Percent
Visibility of police in the community	23	7.2 %
City's overall efforts to prevent crime	44	13.7 %
Enforcement of local traffic laws	14	4.4 %
Parking enforcement services	6	1.9 %
How quickly police respond to emergencies	22	6.9 %
Response to drug control	35	10.9 %
Response to property crime	33	10.3 %
Level of community outreach	40	12.5 %
Response to issues with transients	42	13.1 %
None chosen	62	19.3 %
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)**

Q9. Sum of Top 2 Choices	Number	Percent
Visibility of police in the community	38	11.8 %
City's overall efforts to prevent crime	78	24.3 %
Enforcement of local traffic laws	29	9.0 %
Parking enforcement services	10	3.1 %
How quickly police respond to emergencies	42	13.1 %
Response to drug control	54	16.8 %
Response to property crime	39	12.1 %
Level of community outreach	63	19.6 %
Response to issues with transients	183	57.0 %
None chosen	44	13.7 %
Total	580	

**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	228	71.0 %
City website	88	27.4 %
Newspaper	91	28.3 %
Friends	114	35.5 %
Radio	27	8.4 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	147	45.8 %
Public meetings	30	9.3 %
City's mobile app ("OC Request")	6	1.9 %
YouTube	7	2.2 %
Citizen Involvement Committee	10	3.1 %
TV local news	102	31.8 %
Nextdoor	109	34.0 %
Neighborhood association	61	19.0 %
Utility bill	83	25.9 %
Flyers	72	22.4 %
E-Trail News Monthly e-newsletter	55	17.1 %
Other	15	4.7 %
Total	1245	

**Q10-17. Other**

Q10-17. Other	Number	Percent
Email	3	20.0 %
Mail	3	20.0 %
NEXTDOOR APP	1	6.7 %
OC CHIT CHAT FB PAGE	1	6.7 %
OC NEWSPAPER	1	6.7 %
Online	2	13.3 %
Online news, not social media	1	6.7 %
Oregon City Library	1	6.7 %
Ring alerts	1	6.7 %
Websites	1	6.7 %
Total	15	100.0 %



**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	94	29.3 %
City website	25	7.8 %
Newspaper	20	6.2 %
Friends	1	0.3 %
Radio	4	1.2 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	38	11.8 %
Public meetings	3	0.9 %
City's mobile app ("OC Request")	8	2.5 %
YouTube	1	0.3 %
Citizen Involvement Committee	3	0.9 %
TV local news	14	4.4 %
Nextdoor	8	2.5 %
Neighborhood association	9	2.8 %
Utility bill	6	1.9 %
Flyers	14	4.4 %
E-Trail News Monthly e-newsletter	15	4.7 %
Other	6	1.9 %
None chosen	52	16.2 %
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	32	10.0 %
City website	32	10.0 %
Newspaper	22	6.9 %
Friends	4	1.2 %
Radio	5	1.6 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	26	8.1 %
Public meetings	6	1.9 %
City's mobile app ("OC Request")	6	1.9 %
YouTube	4	1.2 %
Citizen Involvement Committee	1	0.3 %
TV local news	17	5.3 %
Nextdoor	17	5.3 %
Neighborhood association	9	2.8 %
Utility bill	16	5.0 %
Flyers	22	6.9 %
E-Trail News Monthly e-newsletter	28	8.7 %
Other	5	1.6 %
None chosen	69	21.5 %
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)**

Q10a. Sum of Top 2 Choices	Number	Percent
"Trail News" quarterly publication	126	39.3 %
City website	57	17.8 %
Newspaper	42	13.1 %
Friends	5	1.6 %
Radio	9	2.8 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	64	19.9 %
Public meetings	9	2.8 %
City's mobile app ("OC Request")	14	4.4 %
YouTube	5	1.6 %
Citizen Involvement Committee	4	1.2 %
TV local news	31	9.7 %
Nextdoor	25	7.8 %
Neighborhood association	18	5.6 %
Utility bill	22	6.9 %
Flyers	36	11.2 %
E-Trail News Monthly e-newsletter	43	13.4 %
Other	11	3.4 %
None chosen	52	16.2 %
Total	573	

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

Q10b. Top choice	Number	Percent
Daily	18	5.6 %
Weekly	86	26.8 %
Monthly	136	42.4 %
Quarterly	42	13.1 %
Don't know	39	12.1 %
Total	321	100.0 %

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

Q10b. 2nd choice	Number	Percent
Daily	8	2.5 %
Weekly	49	15.3 %
Monthly	99	30.8 %
Quarterly	80	24.9 %
Don't know	85	26.5 %
Total	321	100.0 %

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

Q10b. Sum of Top 2 Choices	Number	Percent
Daily	26	8.1 %
Weekly	135	42.1 %
Monthly	235	73.2 %
Quarterly	122	38.0 %
Don't know	124	38.6 %
Total	642	

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

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

	Number	Percent
City Commission's goals meeting wrap up	149	46.4 %
Public safety (police)	226	70.4 %
Public works (infrastructure & transportation updates)	223	69.5 %
Special events	222	69.2 %
Community-based stories (what is going on locally)	191	59.5 %
Economic development	202	62.9 %
Library services & programs	164	51.1 %
Parks & Recreation programs & services	208	64.8 %
Other	15	4.7 %
Total	1600	

**Q11-9. Other**

Q11-9. Other	Number	Percent
ANYTHING PERTAINING TO RESIDENTS	1	6.7 %
BLUE HERON STATUS	1	6.7 %
BUDGET ALLOCATIONS	1	6.7 %
I HAVE GIVEN UP, OUR CITY POLITICS ARE A JOKE	1	6.7 %
IMPORTANT NEWS	1	6.7 %
Proposed land development	1	6.7 %
Public health	1	6.7 %
ROAD CONSTRUCTION	1	6.7 %
ROAD WORK GOING ON IN CITY	1	6.7 %
STEPS BEING TAKEN TO MAKE PROGRESS IN DIVERSITY	1	6.7 %
Spotlight on citizens doing good things	1	6.7 %
TAX DOLLAR SPENDING	1	6.7 %
Trails	1	6.7 %
VOLUNTEER OPPS TO HELP COMMUNITY	1	6.7 %
Would like to see a police crime report, like other cities have	1	6.7 %
Total	15	100.0 %

**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q12-1. Availability of information about City programs & services	3.4%	28.7%	47.4%	10.3%	0.6%	9.7%
Q12-2. Overall quality of City's website	2.8%	22.1%	34.6%	10.6%	1.9%	28.0%
Q12-3. Level of public involvement in decision making	0.9%	13.1%	36.1%	23.4%	6.5%	19.9%
Q12-4. Timeliness of information provided by City	1.6%	16.8%	44.9%	12.1%	2.8%	21.8%
Q12-5. Quality of content on social media (Facebook, Twitter, Instagram)	1.2%	10.9%	34.3%	9.3%	2.8%	41.4%
Q12-6. Access to bilingual material	1.2%	3.7%	24.6%	3.4%	0.9%	66.0%

**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	3.8%	31.7%	52.4%	11.4%	0.7%
Q12-2. Overall quality of City's website	3.9%	30.7%	48.1%	14.7%	2.6%
Q12-3. Level of public involvement in decision making	1.2%	16.3%	45.1%	29.2%	8.2%
Q12-4. Timeliness of information provided by City	2.0%	21.5%	57.4%	15.5%	3.6%
Q12-5. Quality of content on social media (Facebook, Twitter, Instagram)	2.1%	18.6%	58.5%	16.0%	4.8%
Q12-6. Access to bilingual material	3.7%	11.0%	72.5%	10.1%	2.8%

**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q13-1. Enforcing cleanup of litter & debris on private property	2.8%	15.6%	28.0%	20.6%	10.6%	22.4%
Q13-2. Enforcing mowing/trimming of grass & weeds on private property	3.1%	15.0%	33.3%	14.3%	8.1%	26.2%
Q13-3. Enforcing codes designed to protect public safety & health	3.4%	23.4%	30.2%	11.5%	6.5%	24.9%
Q13-4. Enforcing sign regulation	3.1%	21.8%	34.9%	7.2%	2.8%	30.2%

**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	3.6%	20.1%	36.1%	26.5%	13.7%
Q13-2. Enforcing mowing/trimming of grass & weeds on private property	4.2%	20.3%	45.1%	19.4%	11.0%
Q13-3. Enforcing codes designed to protect public safety & health	4.6%	31.1%	40.2%	15.4%	8.7%
Q13-4. Enforcing sign regulation	4.5%	31.3%	50.0%	10.3%	4.0%

**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	113	35.2 %
Enforcing mowing/trimming of grass & weeds on private property	26	8.1 %
Enforcing codes designed to protect public safety & health	97	30.2 %
Enforcing sign regulation	14	4.4 %
None chosen	71	22.1 %
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	53	16.5 %
Enforcing codes designed to protect public safety & health	55	17.1 %
Enforcing sign regulation	24	7.5 %
None chosen	102	31.8 %
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	200	62.3 %
Enforcing mowing/trimming of grass & weeds on private property	79	24.6 %
Enforcing codes designed to protect public safety & health	152	47.4 %
Enforcing sign regulation	38	11.8 %
None chosen	71	22.1 %
Total	540	



**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q15-1. Maintenance of major City streets	6.9%	42.4%	18.4%	22.4%	7.5%	2.5%
Q15-2. Maintenance of streets in your neighborhood	8.1%	43.0%	16.2%	20.2%	9.7%	2.8%
Q15-3. Snow & ice response on major City streets	10.0%	44.9%	22.1%	9.0%	3.1%	10.9%
Q15-4. Adequacy of City street lighting in your neighborhood	12.8%	51.1%	16.5%	12.5%	4.7%	2.5%
Q15-5. Condition of sidewalks in your neighborhood	6.5%	34.3%	21.8%	20.2%	9.3%	7.8%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	6.5%	28.3%	34.0%	15.9%	5.3%	10.0%
Q15-7. Accessibility of public transportation options	5.9%	30.8%	29.6%	10.0%	5.0%	18.7%
Q15-8. Availability of safe pedestrian ways on major streets & routes	5.3%	35.8%	25.9%	20.9%	5.6%	6.5%
Q15-9. Availability of safe pedestrian ways in your neighborhood	9.3%	36.1%	20.9%	20.9%	7.5%	5.3%
Q15-10. Quality of sidewalks for people with mobility challenges	2.5%	23.1%	24.9%	16.5%	7.2%	25.9%
Q15-11. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	7.2%	29.0%	26.8%	18.1%	10.6%	8.4%
Q15-12. Alternative means of transportation such as transit, bicycling, walking	6.9%	31.8%	31.8%	12.1%	6.5%	10.9%

**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%	43.5%	18.8%	23.0%	7.7%
Q15-2. Maintenance of streets in your neighborhood	8.3%	44.2%	16.7%	20.8%	9.9%
Q15-3. Snow & ice response on major City streets	11.2%	50.3%	24.8%	10.1%	3.5%
Q15-4. Adequacy of City street lighting in your neighborhood	13.1%	52.4%	16.9%	12.8%	4.8%
Q15-5. Condition of sidewalks in your neighborhood	7.1%	37.2%	23.6%	22.0%	10.1%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	7.3%	31.5%	37.7%	17.6%	5.9%
Q15-7. Accessibility of public transportation options	7.3%	37.9%	36.4%	12.3%	6.1%
Q15-8. Availability of safe pedestrian ways on major streets & routes	5.7%	38.3%	27.7%	22.3%	6.0%
Q15-9. Availability of safe pedestrian ways in your neighborhood	9.9%	38.2%	22.0%	22.0%	7.9%
Q15-10. Quality of sidewalks for people with mobility challenges	3.4%	31.1%	33.6%	22.3%	9.7%
Q15-11. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	7.8%	31.6%	29.3%	19.7%	11.6%
Q15-12. Alternative means of transportation such as transit, bicycling, walking	7.7%	35.7%	35.7%	13.6%	7.3%

**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	89	27.7 %
Maintenance of streets in your neighborhood	40	12.5 %
Snow & ice response on major City streets	16	5.0 %
Adequacy of City street lighting in your neighborhood	11	3.4 %
Condition of sidewalks in your neighborhood	23	7.2 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	12	3.7 %
Accessibility of public transportation options	8	2.5 %
Availability of safe pedestrian ways on major streets & routes	21	6.5 %
Availability of safe pedestrian ways in your neighborhood	10	3.1 %
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	28	8.7 %
Alternative means of transportation such as transit, bicycling, walking	13	4.0 %
None chosen	41	12.8 %
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	24	7.5 %
Maintenance of streets in your neighborhood	54	16.8 %
Snow & ice response on major City streets	22	6.9 %
Adequacy of City street lighting in your neighborhood	21	6.5 %
Condition of sidewalks in your neighborhood	21	6.5 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	12	3.7 %
Accessibility of public transportation options	12	3.7 %
Availability of safe pedestrian ways on major streets & routes	33	10.3 %
Availability of safe pedestrian ways in your neighborhood	21	6.5 %
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	23	7.2 %
Alternative means of transportation such as transit, bicycling, walking	10	3.1 %
None chosen	59	18.4 %
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	113	35.2 %
Maintenance of streets in your neighborhood	94	29.3 %
Snow & ice response on major City streets	38	11.8 %
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)	24	7.5 %
Accessibility of public transportation options	20	6.2 %
Availability of safe pedestrian ways on major streets & routes	54	16.8 %
Availability of safe pedestrian ways in your neighborhood	31	9.7 %
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	51	15.9 %
Alternative means of transportation such as transit, bicycling, walking	23	7.2 %
None chosen	41	12.8 %
Total	583	

**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	Dissatisfi- ed	Very dissatisfied	Don't know
Q17-1. Selection of physical resources available (books, CD's, & DVD's)	17.4%	30.8%	16.2%	3.7%	0.6%	31.2%
Q17-2. Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	15.0%	24.9%	19.3%	2.5%	0.6%	37.7%
Q17-3. Events for seniors	5.3%	12.5%	23.7%	1.6%	0.3%	56.7%
Q17-4. Events for adults (e.g. informational, literary, participatory, entertainment)	6.5%	16.2%	25.9%	2.8%	0.3%	48.3%
Q17-5. Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	5.0%	9.0%	26.5%	1.9%	1.6%	56.1%
Q17-6. Events for children (e.g. early literacy development, story times, summer reading program)	7.2%	18.4%	23.1%	2.5%	0.0%	48.9%
Q17-7. Reader's Advisory (help finding something to read)	8.1%	15.9%	24.0%	0.6%	0.0%	51.4%
Q17-8. Selection of reference & research tools	8.7%	23.7%	23.1%	1.2%	0.0%	43.3%
Q17-9. Access to computers & library Wi-Fi	10.9%	25.9%	20.9%	1.9%	0.6%	39.9%
Q17-10. Ease of booking meeting rooms	5.9%	8.1%	23.4%	0.3%	0.3%	62.0%
Q17-11. Library as a hub of community information	9.3%	17.4%	23.7%	4.4%	0.3%	44.9%
Q17-12. Outreach-programs and/or services in the community outside of the library	5.3%	10.3%	26.5%	3.7%	0.3%	53.9%

**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, & DVD's)	25.3%	44.8%	23.5%	5.4%	0.9%
Q17-2. Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	24.0%	40.0%	31.0%	4.0%	1.0%
Q17-3. Events for seniors	12.2%	28.8%	54.7%	3.6%	0.7%
Q17-4. Events for adults (e.g. informational, literary, participatory, entertainment)	12.7%	31.3%	50.0%	5.4%	0.6%
Q17-5. Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	11.3%	20.6%	60.3%	4.3%	3.5%
Q17-6. Events for children (e.g. early literacy development, story times, summer reading program)	14.0%	36.0%	45.1%	4.9%	0.0%
Q17-7. Reader's Advisory (help finding something to read)	16.7%	32.7%	49.4%	1.3%	0.0%
Q17-8. Selection of reference & research tools	15.4%	41.8%	40.7%	2.2%	0.0%
Q17-9. Access to computers & library Wi-Fi	18.1%	43.0%	34.7%	3.1%	1.0%
Q17-10. Ease of booking meeting rooms	15.6%	21.3%	61.5%	0.8%	0.8%
Q17-11. Library as a hub of community information	16.9%	31.6%	42.9%	7.9%	0.6%
Q17-12. Outreach-programs and/or services in the community outside of the library	11.5%	22.3%	57.4%	8.1%	0.7%

**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?**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Selection of physical resources available (books, CD's, & DVD's)	51	15.9 %
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	23	7.2 %
Events for seniors	18	5.6 %
Events for adults (e.g. informational, literary, participatory, entertainment)	9	2.8 %
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	22	6.9 %
Events for children (e.g. early literacy development, story times, summer reading program)	17	5.3 %
Reader's Advisory (help finding something to read)	3	0.9 %
Selection of reference & research tools	2	0.6 %
Access to computers & library Wi-Fi	12	3.7 %
Library as a hub of community information	18	5.6 %
Outreach-programs and/or services in the community outside of the library	14	4.4 %
<u>None chosen</u>	<u>132</u>	<u>41.1 %</u>
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, & DVD's)	12	3.7 %
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	21	6.5 %
Events for seniors	9	2.8 %
Events for adults (e.g. informational, literary, participatory, entertainment)	15	4.7 %
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	15	4.7 %
Events for children (e.g. early literacy development, story times, summer reading program)	20	6.2 %
Reader's Advisory (help finding something to read)	4	1.2 %
Selection of reference & research tools	7	2.2 %
Access to computers & library Wi-Fi	13	4.0 %
Ease of booking meeting rooms	3	0.9 %
Library as a hub of community information	26	8.1 %
Outreach-programs and/or services in the community outside of the library	29	9.0 %
None chosen	147	45.8 %
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)**

Q18. Sum of Top 2 Choices	Number	Percent
Selection of physical resources available (books, CD's, & DVD's)	63	19.6 %
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	44	13.7 %
Events for seniors	27	8.4 %
Events for adults (e.g. informational, literary, participatory, entertainment)	24	7.5 %
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	37	11.5 %
Events for children (e.g. early literacy development, story times, summer reading program)	37	11.5 %
Reader's Advisory (help finding something to read)	7	2.2 %
Selection of reference & research tools	9	2.8 %
Access to computers & library Wi-Fi	25	7.8 %
Ease of booking meeting rooms	3	0.9 %
Library as a hub of community information	44	13.7 %
Outreach-programs and/or services in the community outside of the library	43	13.4 %
None chosen	132	41.1 %
Total	495	

**Q19. How do you get information about the library?**

Q19. How do you get information about the library	Number	Percent
E-newsletter	60	18.7 %
Library staff	32	10.0 %
Word of mouth	82	25.5 %
City's website	59	18.4 %
Blogs	3	0.9 %
Flyers	25	7.8 %
Newspaper	36	11.2 %
Library's social media	38	11.8 %
Other social media	30	9.3 %
Trail News	132	41.1 %
Other	22	6.9 %
Total	519	

**Q19-11. Other**

Q19-11. Other	Number	Percent
DRIVING BY	2	9.1 %
Email	1	4.5 %
FACEBOOK	1	4.5 %
FLYER POSTED AT LIBRARY	1	4.5 %
FRIENDS OF LIBRARY AND PRINTED MAILINGS	1	4.5 %
Friends	1	4.5 %
GOING TO THE LIBRARY	3	13.6 %
I CONTRIBUTE TO IT	1	4.5 %
IN PERSON	1	4.5 %
LINCC WEBSITE	3	13.6 %
Live by it	1	4.5 %
NEXTDOOR	2	9.1 %
Not aware of any information from library except through Trail News	1	4.5 %
Outdoor signage	1	4.5 %
Presentations at OC Optimist Club	1	4.5 %
THE LIBRARY	1	4.5 %
Total	22	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	23	7.2 %
Park improvements & maintenance	26	8.1 %
Road maintenance/pavement preservation (such as overlay projects)	78	24.3 %
Sidewalks	24	7.5 %
Bike lanes/bike paths	8	2.5 %
Willamette Falls Legacy Project	48	15.0 %
Tourism	5	1.6 %
Natural habitat restoration	13	4.0 %
Economic development	25	7.8 %
Water infrastructure	13	4.0 %
Pedestrian crossings	5	1.6 %
Traffic congestion relief	37	11.5 %
None chosen	16	5.0 %
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.**

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	24	7.5 %
Road maintenance/pavement preservation (such as overlay projects)	54	16.8 %
Sidewalks	32	10.0 %
Bike lanes/bike paths	9	2.8 %
Willamette Falls Legacy Project	38	11.8 %
Tourism	7	2.2 %
Natural habitat restoration	21	6.5 %
Economic development	27	8.4 %
Water infrastructure	19	5.9 %
Pedestrian crossings	15	4.7 %
Traffic congestion relief	36	11.2 %
None chosen	20	6.2 %
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. 3rd 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	30	9.3 %
Road maintenance/pavement preservation (such as overlay projects)	38	11.8 %
Sidewalks	19	5.9 %
Bike lanes/bike paths	9	2.8 %
Willamette Falls Legacy Project	30	9.3 %
Tourism	15	4.7 %
Natural habitat restoration	28	8.7 %
Economic development	18	5.6 %
Water infrastructure	28	8.7 %
Pedestrian crossings	10	3.1 %
Traffic congestion relief	38	11.8 %
None chosen	28	8.7 %
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. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	31	9.7 %
Park improvements & maintenance	36	11.2 %
Road maintenance/pavement preservation (such as overlay projects)	26	8.1 %
Sidewalks	17	5.3 %
Bike lanes/bike paths	12	3.7 %
Willamette Falls Legacy Project	28	8.7 %
Tourism	13	4.0 %
Natural habitat restoration	24	7.5 %
Economic development	34	10.6 %
Water infrastructure	24	7.5 %
Pedestrian crossings	10	3.1 %
Traffic congestion relief	22	6.9 %
None chosen	44	13.7 %
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. 5th choice</u>	<u>Number</u>	<u>Percent</u>
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	26	8.1 %
Park improvements & maintenance	34	10.6 %
Road maintenance/pavement preservation (such as overlay projects)	24	7.5 %
Sidewalks	24	7.5 %
Bike lanes/bike paths	9	2.8 %
Willamette Falls Legacy Project	16	5.0 %
Tourism	14	4.4 %
Natural habitat restoration	15	4.7 %
Economic development	27	8.4 %
Water infrastructure	25	7.8 %
Pedestrian crossings	17	5.3 %
Traffic congestion relief	37	11.5 %
None chosen	53	16.5 %
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)**

<u>Q20. Sum of Top 5 Choices</u>	<u>Number</u>	<u>Percent</u>
Recreation facilities such as Pioneer Community Center, End of the Oregon Trail Interpretive Center, & City pool	129	40.2 %
Park improvements & maintenance	150	46.7 %
Road maintenance/pavement preservation (such as overlay projects)	220	68.5 %
Sidewalks	116	36.1 %
Bike lanes/bike paths	47	14.6 %
Willamette Falls Legacy Project	160	49.8 %
Tourism	54	16.8 %
Natural habitat restoration	101	31.5 %
Economic development	131	40.8 %
Water infrastructure	109	34.0 %
Pedestrian crossings	57	17.8 %
Traffic congestion relief	170	53.0 %
None chosen	16	5.0 %
Total	1460	



**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	9.3%	29.3%	47.0%	2.8%	2.5%	9.0%
Q21-2. Parks, trails, & open space	12.1%	41.1%	35.2%	2.5%	1.2%	7.8%
Q21-3. Recreation facilities & programs	7.2%	32.7%	44.5%	4.0%	0.9%	10.6%
Q21-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes)	24.0%	43.3%	23.7%	1.6%	0.9%	6.5%
Q21-5. Utility infrastructure (water, sewer, & drainage system upgrades)	8.7%	33.3%	44.5%	1.6%	0.6%	11.2%
Q21-6. City's public library	4.0%	14.3%	58.9%	4.7%	4.4%	13.7%
Q21-7. City's code enforcement	8.7%	15.6%	48.3%	5.9%	4.0%	17.4%
Q21-8. City's permit review	4.7%	10.3%	39.9%	8.4%	3.1%	33.6%

**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	10.3%	32.2%	51.7%	3.1%	2.7%
Q21-2. Parks, trails, & open space	13.2%	44.6%	38.2%	2.7%	1.4%
Q21-3. Recreation facilities & programs	8.0%	36.6%	49.8%	4.5%	1.0%
Q21-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes)	25.7%	46.3%	25.3%	1.7%	1.0%
Q21-5. Utility infrastructure (water, sewer, & drainage system upgrades)	9.8%	37.5%	50.2%	1.8%	0.7%
Q21-6. City's public library	4.7%	16.6%	68.2%	5.4%	5.1%
Q21-7. City's code enforcement	10.6%	18.9%	58.5%	7.2%	4.9%
Q21-8. City's permit review	7.0%	15.5%	60.1%	12.7%	4.7%

**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	102	31.8 %
No	125	38.9 %
Not applicable, I do not think any levels of service need to be higher	16	5.0 %
Don't know	78	24.3 %
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	102	42.0 %
No	125	51.4 %
Not applicable, I do not think any levels of service need to be higher	16	6.6 %
Total	243	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	30.5%	53.9%	10.9%	1.6%	1.2%	1.9%
Q22-2. As a place to raise children	24.0%	44.2%	15.0%	4.7%	1.6%	10.6%
Q22-3. As a place to work	11.8%	25.9%	24.0%	10.6%	4.4%	23.4%
Q22-4. As a place with a variety of housing choices	10.3%	39.9%	27.7%	11.8%	4.7%	5.6%
Q22-5. As a place to shop	5.3%	29.9%	25.9%	28.3%	7.8%	2.8%
Q22-6. As a place for dining & entertainment options	6.2%	28.7%	24.0%	25.5%	12.1%	3.4%
Q22-7. Overall quality of life in City	16.2%	56.7%	19.9%	3.4%	1.6%	2.2%
Q22-8. As a place to connect & interact with your neighbors	14.3%	48.6%	25.2%	6.5%	1.6%	3.7%

**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	31.1%	54.9%	11.1%	1.6%	1.3%
Q22-2. As a place to raise children	26.8%	49.5%	16.7%	5.2%	1.7%
Q22-3. As a place to work	15.4%	33.7%	31.3%	13.8%	5.7%
Q22-4. As a place with a variety of housing choices	10.9%	42.2%	29.4%	12.5%	5.0%
Q22-5. As a place to shop	5.4%	30.8%	26.6%	29.2%	8.0%
Q22-6. As a place for dining & entertainment options	6.5%	29.7%	24.8%	26.5%	12.6%
Q22-7. Overall quality of life in City	16.6%	58.0%	20.4%	3.5%	1.6%
Q22-8. As a place to connect & interact with your neighbors	14.9%	50.5%	26.2%	6.8%	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 the City  
with a question, problem, or complaint during past  
year

	Number	Percent
Yes	119	37.1 %
No	196	61.1 %
Don't know	6	1.9 %
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 the City  
with a question, problem, or complaint during past  
year

	Number	Percent
Yes	119	37.8 %
No	196	62.2 %
Total	315	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  
needed to reach

	Number	Percent
Very easy	40	33.6 %
Somewhat easy	51	42.9 %
Difficult	16	13.4 %
Very difficult	10	8.4 %
Don't know	2	1.7 %
Total	119	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	40	34.2 %
Somewhat easy	51	43.6 %
Difficult	16	13.7 %
Very difficult	10	8.5 %
Total	117	100.0 %

**Q23b. What department did you contact?**

<u>Q23b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	24	20.2 %
Code Enforcement	48	40.3 %
Building & Planning	27	22.7 %
Parks & Recreation	11	9.2 %
Oregon City Public Library	13	10.9 %
Event Permits	3	2.5 %
Financial Services/Utility Billing	12	10.1 %
Transportation Services (streets)	6	5.0 %
Administration (public records)	10	8.4 %
Public Works (water/sewer/solid waste)	29	24.4 %
Municipal Court	3	2.5 %
Other	11	9.2 %
Total	197	

**Q23b-12. Other**

<u>Q23b-12. Other</u>	<u>Number</u>	<u>Percent</u>
CITY COMMISSION	1	9.1 %
CITY MANAGER	1	9.1 %
Cars parked in neighborhood appear to be abandoned	1	9.1 %
City Commissioner	1	9.1 %
ENGINEERING	1	9.1 %
Economic development	1	9.1 %
HISTORIC REVIEW	1	9.1 %
Maintenance	1	9.1 %
Planning	1	9.1 %
SIDEWALK PERMITS AND TREES	1	9.1 %
School	1	9.1 %
Total	11	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=119)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q23c-1. They were courteous & polite	43.7%	38.7%	9.2%	0.8%	4.2%	3.4%
Q23c-2. They gave prompt, accurate, & complete answers to questions	40.3%	27.7%	16.0%	6.7%	6.7%	2.5%
Q23c-3. They did what they said they would do in a timely manner	39.5%	24.4%	16.8%	5.0%	5.9%	8.4%
Q23c-4. They helped you resolve an issue to your satisfaction	39.5%	22.7%	14.3%	10.9%	10.1%	2.5%

#### **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=119)

	Always	Usually	Sometimes	Seldom	Never
Q23c-1. They were courteous & polite	45.2%	40.0%	9.6%	0.9%	4.3%
Q23c-2. They gave prompt, accurate, & complete answers to questions	41.4%	28.4%	16.4%	6.9%	6.9%
Q23c-3. They did what they said they would do in a timely manner	43.1%	26.6%	18.3%	5.5%	6.4%
Q23c-4. They helped you resolve an issue to your satisfaction	40.5%	23.3%	14.7%	11.2%	10.3%

**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	7.5%	32.7%	19.3%	0.6%	0.9%	38.9%
Q24-2. Office development	2.2%	12.1%	34.6%	4.0%	1.6%	45.5%
Q24-3. Retail/restaurants/services	13.4%	39.3%	31.8%	0.6%	0.6%	14.3%
Q24-4. Technology & other industry	11.8%	28.3%	21.8%	0.0%	1.2%	36.8%
Q24-5. Housing options for aging population	9.3%	26.5%	24.6%	1.6%	0.9%	37.1%
Q24-6. Apartments	3.1%	13.4%	36.1%	12.1%	6.5%	28.7%
Q24-7. Townhomes/row houses	2.5%	11.5%	30.8%	15.6%	7.2%	32.4%
Q24-8. Entry level single family homes	11.2%	28.7%	28.7%	5.3%	3.7%	22.4%
Q24-9. Single family homes	6.5%	17.4%	40.5%	10.9%	5.6%	19.0%

**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	12.2%	53.6%	31.6%	1.0%	1.5%
Q24-2. Office development	4.0%	22.3%	63.4%	7.4%	2.9%
Q24-3. Retail/restaurants/services	15.6%	45.8%	37.1%	0.7%	0.7%
Q24-4. Technology & other industry	18.7%	44.8%	34.5%	0.0%	2.0%
Q24-5. Housing options for aging population	14.9%	42.1%	39.1%	2.5%	1.5%
Q24-6. Apartments	4.4%	18.8%	50.7%	17.0%	9.2%
Q24-7. Townhomes/row houses	3.7%	17.1%	45.6%	23.0%	10.6%
Q24-8. Entry level single family homes	14.5%	36.9%	36.9%	6.8%	4.8%
Q24-9. Single family homes	8.1%	21.5%	50.0%	13.5%	6.9%

**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 water quality items.**

(N=321)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q25-1. Water pressure	31.8%	44.2%	8.7%	10.0%	2.2%	3.1%
Q25-2. Water clarity	33.0%	48.6%	11.2%	3.1%	0.6%	3.4%
Q25-3. Water taste	30.8%	39.9%	13.4%	10.0%	2.5%	3.4%
Q25-4. Water smell	30.5%	40.8%	15.6%	6.9%	2.2%	4.0%
Q25-5. Reliability of water service	40.8%	45.2%	8.4%	1.6%	0.3%	3.7%

**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 water quality items. (without "don't know")**

(N=321)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Water pressure	32.8%	45.7%	9.0%	10.3%	2.3%
Q25-2. Water clarity	34.2%	50.3%	11.6%	3.2%	0.6%
Q25-3. Water taste	31.9%	41.3%	13.9%	10.3%	2.6%
Q25-4. Water smell	31.8%	42.5%	16.2%	7.1%	2.3%
Q25-5. Reliability of water service	42.4%	46.9%	8.7%	1.6%	0.3%

**Q25a. Oregon City has a great water supply and an effective but aging water distribution system. Within 7 years, major investments in the existing water system are required. The investments are needed to repair, replace, and operate the existing water system to provide sufficient water supply on a reliable basis to meet our current water customer needs. Investments funded through rates are not for infrastructure to serve new development. How willing would you be to pay additional taxes or higher water rates to repair and replace our aging water system?**

Q25a. How willing would you be to pay additional taxes or higher water rates to repair & replace our aging water system

	Number	Percent
Very willing	34	10.6 %
Willing	88	27.4 %
Neutral	69	21.5 %
Not willing	55	17.1 %
Not at all willing	53	16.5 %
Don't know	22	6.9 %
Total	321	100.0 %

#### **WITHOUT DON'T KNOW**

**Q25a. Oregon City has a great water supply and an effective but aging water distribution system. Within 7 years, major investments in the existing water system are required. The investments are needed to repair, replace, and operate the existing water system to provide sufficient water supply on a reliable basis to meet our current water customer needs. Investments funded through rates are not for infrastructure to serve new development. How willing would you be to pay additional taxes or higher water rates to repair and replace our aging water system? (without "don't know")**

Q25a. How willing would you be to pay additional taxes or higher water rates to repair & replace our aging water system

	Number	Percent
Very willing	34	11.4 %
Willing	88	29.4 %
Neutral	69	23.1 %
Not willing	55	18.4 %
Not at all willing	53	17.7 %
Total	299	100.0 %

**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	60	18.7 %
6-10	55	17.1 %
11-15	44	13.7 %
16-20	38	11.8 %
21-30	52	16.2 %
31+	70	21.8 %
Not provided	2	0.6 %
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	60	18.8 %
6-10	55	17.2 %
11-15	44	13.8 %
16-20	38	11.9 %
21-30	52	16.3 %
31+	70	21.9 %
Total	319	100.0 %

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

	Number	Percent
Arabic	1	0.3 %
English	303	97.7 %
Spanish	6	1.9 %
Total	310	100.0 %

**Q28. What is your age?**

Q28. Your age	Number	Percent
18-34	62	19.3 %
35-44	60	18.7 %
45-54	62	19.3 %
55-64	65	20.2 %
65+	60	18.7 %
Not provided	12	3.7 %
Total	321	100.0 %

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

Q28. Your age	Number	Percent
18-34	62	20.1 %
35-44	60	19.4 %
45-54	62	20.1 %
55-64	65	21.0 %
65+	60	19.4 %
Total	309	100.0 %

**Q29. Do you work outside of Oregon City?**

Q29. Do you work outside of Oregon City	Number	Percent
Yes	154	48.0 %
No	158	49.2 %
Not provided	9	2.8 %
Total	321	100.0 %

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

Q29. Do you work outside of Oregon City	Number	Percent
Yes	154	49.4 %
No	158	50.6 %
Total	312	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	194	60.4 %

1	53	16.5 %
2	46	14.3 %
3	5	1.6 %
4+	3	0.9 %
Not provided	20	6.2 %
Total	321	100.0 %

**WITHOUT NOT PROVIDED****Q30. How many children under age 18 live in your household? (without "not provided")**

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

	Number	Percent
0	194	64.5 %
1	53	17.6 %
2	46	15.3 %
3	5	1.7 %
4+	3	1.0 %
Total	301	100.0 %

**Q31. What is your gender?**

Q31. Your gender	Number	Percent
Male	155	48.3 %
Female	160	49.8 %
Non-binary	1	0.3 %
Not provided	5	1.6 %
Total	321	100.0 %

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

Q31. Your gender	Number	Percent
Male	155	49.1 %
Female	160	50.6 %
Non-binary	1	0.3 %
Total	316	100.0 %

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

Q32. Your total annual household income	Number	Percent
Under \$50K	61	19.0 %
\$50K to \$74,999	82	25.5 %
\$75K to \$99,999	69	21.5 %
\$100K to \$149,999	42	13.1 %



\$150K to \$199,999	16	5.0 %
\$200K+	10	3.1 %
Not provided	41	12.8 %
Total	321	100.0 %

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

Q32. Your total annual household income	Number	Percent
Under \$50K	61	21.8 %
\$50K to \$74,999	82	29.3 %
\$75K to \$99,999	69	24.6 %
\$100K to \$149,999	42	15.0 %
\$150K to \$199,999	16	5.7 %
\$200K+	10	3.6 %
Total	280	100.0 %

## **Section 5**

### ***Survey Instrument***

---



# OREGON CITY

## 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,

**We are living in unprecedented times and, with COVID-19, the City has had to change services and programs to maintain the health and safety of residents and staff. City staff has quickly pivoted to offering online programs and services as well as virtual meetings and inspections. We continue to look for ways to support our community now and prioritize future needs which is why your input on the enclosed survey is important.**

The City Commission and 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.

**2019-2021 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: Cultivate an environment for successful economic development; Address critical facility needs; Enhance the livability of the community; Pursue opportunities to increase transparency and encourage citizen participation; and Maintain fiscal health and long-term stability.

**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 October or November. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061 or go to [www.oregoncitysurvey.org](http://www.oregoncitysurvey.org) to complete the survey online. If you have any questions, please contact Kristin Brown with the City of Oregon City at [kbrown@orc.org](mailto:kbrown@orc.org) or (503) 496-1547. 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



## 2020 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 Kristin Brown 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 programing (e.g. pool programs, admission, 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?

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

7. What makes Oregon City special? \_\_\_\_\_

- 7a. What about Oregon City would you like to change in the future? \_\_\_\_\_

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 a 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?**

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (3) Not applicable; I do not think any levels of service need to be higher |
| <input type="checkbox"/> (2) No  | <input type="checkbox"/> (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?

\_\_\_\_(1) Very easy      \_\_\_\_ (3) Difficult      \_\_\_\_ (9) Don't know  
 \_\_\_\_ (2) Somewhat easy      \_\_\_\_ (4) 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 water quality 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

- 25a. **Oregon City has a great water supply and an effective but aging water distribution system. Within 7 years, major investments in the existing water system are required. The investments are needed to repair, replace, and operate the existing water system to provide sufficient water supply on a reliable basis to meet our current water customer needs. Investments funded through rates are not for infrastructure to serve new development.**

**How willing would you be to pay additional taxes or higher water rates to repair and replace our aging water system?**

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

### **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 ☐ (3) Non-binary
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.**

---



---



---

**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.