

# City of Oregon City Community Survey

## Findings Report

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

2018

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

**By:**  
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**November 2018**





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# 2018 City of Oregon City Community Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Oregon City during the summer of 2018. The purpose of the survey was to help the City of Oregon City 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 of Oregon City.

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 307 residents completing the survey. The overall results for the sample of 307 households have a precision of at least  $\pm 5.57\%$  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,
- benchmarking data that shows 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 City’s public library services (83%), overall quality of police services (80%), and the overall quality of City sewer services (65%). Satisfaction with the overall quality of the City’s public library services ranked ten-percent (10%) above the national average for library services (Oregon City 84% versus the United States 74%). Satisfaction with the overall quality of police services also ranked ten-percent (10%) above both the national and regional average for police services (Oregon City 80% versus the United States 70% and Northwest Region 70%). The major categories of City services that respondent households indicated they felt should receive the most emphasis over the next two years, based on the sum of the top three choices, were: overall maintenance of City streets (51%), overall effectiveness of City economic development efforts (43%), and the overall quality of City parks/trails/open space (34%).

**Overall Satisfaction with Perceptions of the City**

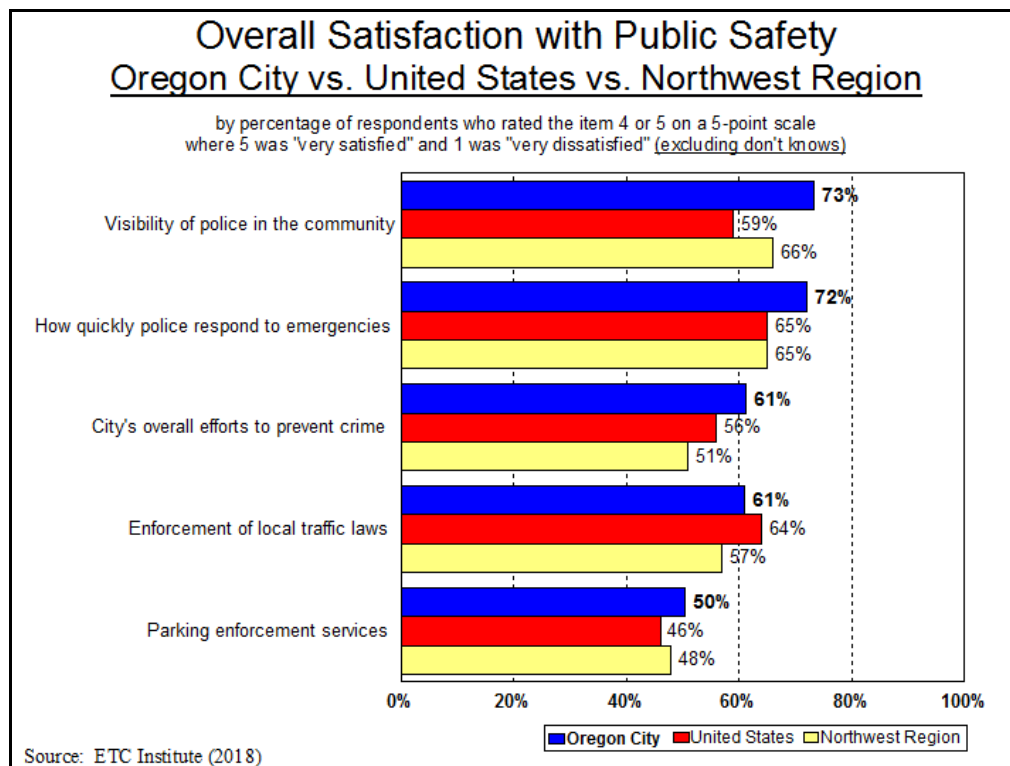
The highest levels of satisfaction with items that influence perceptions of the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of services provided by the City of Oregon City (64%), the overall feeling of safety in the City (57%), the overall image of the City (52%), and the availability of training or educational opportunities (51%).

**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 (84%), as a place to raise children (76%), and the overall quality of life in the City (69%). Oregon City’s ranking as being a place to live ranked eighteen percent (18%) above the regional average and fourteen percent (14%) above the national average (Oregon City 84% versus the United States 70% and Northwest Region 66%). Oregon City’s ranking as being a place to raise children also ranked above both national and regional averages (Oregon City 76% versus the United States 68% and the Northwest Region 61%).

## Satisfaction with Specific City Services

- 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 (73%), how quickly police respond to emergencies (72%), the City’s overall efforts to prevent crime (61%), and the enforcement of local traffic laws (61%). Satisfaction with the visibility of police in the community ranked fourteen percent (14%) above the national average (Oregon City 73% versus the United States 59%). The public safety services that respondent households felt should receive the most emphasis over the next two years, based on the sum of the top two choices, were: response to issues with transients (59%), the City’s overall efforts to prevent crime (26%), and the response to drug control (23%).



- 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: the proximity of parks to the home (72%), the quality of facilities (66%), and the appearance and maintenance of existing City parks (65%). The parks and recreation services that should receive the most emphasis over the next two years, based upon the sum of the respondent’s top two choices, were: appearance & maintenance of existing City parks (30%), quality of recreational areas for dogs (22%), the quantity of City trails (21%), and the quality of facilities (21%). Respondent household’s satisfaction with the quality of facilities ranked six-percent (6%) above the regional average (Oregon City 66% versus the Northwest Region 60%).

- **Customer Service.** Forty-four percent (44%) 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, thirty-nine percent (39%) indicated it was “very easy,” 38% indicated it was “somewhat easy,” 15% indicated it was “difficult,” and 5% indicated it was “very difficult” to contact the person they needed to reach. Of the households who contacted the City during the past year; thirty-seven percent (37%) contacted the code enforcement department, 31% contacted the public works department, and 25% contacted the police department. Over three-quarters (84%) of respondents who had contacted the City indicated that the City employees were always (55%) or usually (29%) courteous & polite.
- **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 & services (40%), the overall quality of the City’s website (39%), and the quality of content on social media (36%).
  - 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 (44%), friends (34%) and the TV local news (30%). The highest rated sources that respondent households indicated they would most prefer to receive their information from were: “Trail News” quarterly publication (44%) and social media (27%).
  - The most popular frequency that respondent households would like to receive information from the City, based on the sum of respondents’ top two choices, was monthly (73%).
  - The types of information that respondent households indicated they would like to receive from the City are: information about public safety (75%), special events (72%), and information about public works (67%).
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety (38%) and enforcing sign regulations (35%). The two code enforcement items that respondents indicated should receive the most emphasis over the next two years were: enforcing cleanup of litter & debris on private property (66%) and enforcing codes designed to protect public safety (49%).
- **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 (70%), maintenance of major City streets (55%), snow and ice response on major City streets (53%), and the maintenance of streets in neighborhoods (53%). The traffic and infrastructure services that respondents felt should receive the most emphasis over the next two years, based on the sum of the top two choices, were:

maintenance of major City streets (32%) and the maintenance of streets in neighborhoods (25%).

- **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: access to computers & library Wi-Fi (72%), selection of digital resources available online (69%), and selection of physical resources available (69%). The two highest rated public library items that respondents indicated should receive the most emphasis over the next two year were: selection of physical resources available (21%) and the outreach-programs and/or services in the community outside of library (14%).
  - Thirty-nine percent (39%) of respondent households indicated they receive their information about the library from “Trail News”.

## Additional Findings

- Respondent households were asked what their willingness to pay additional taxes/fees to acquire, develop, and maintain parks, recreation, and trail facilities. In which, ten percent (10%) indicated they were “very willing,” 27% were “willing,” 26% were “neutral,” 17% were “not willing,” and 20% were “not at all willing”.
- Survey respondents were asked how they would vote if there was a bond election to fund the acquisition, development, and maintenance of parks, recreation, and trail facilities that were most important to them. Twenty-eight percent (28%) indicated they would “vote in favor,” 29% indicated they “might vote in favor,” 20% indicated they were “not sure,” and 24% indicated they would “vote against”.
- The capital investment items that are of top priorities to respondent households, based upon the sum of the respondent’s five choices, were: road maintenance/pavement preservation (75%) and park improvements & maintenance (69%).
- 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 (75%), parks, trails, & open space (59%), and recreation facilities and programs (51%).
- Thirty-eight percent (38%) of respondent households indicated they would be willing to pay more in taxes or fees to support an increase in the service level, 31% respondent households indicated they would not be willing to pay additional taxes to support an increase in the service level, and 28% indicated they “don’t know”.
- 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 (57%), single family homes (45%), and apartments (44%).
- Over half (67%) of respondent households indicated they would be willing to pay more in taxes or fees to support a new community amenity that could be provided by the City.



## 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=0.2811)
- Overall effectiveness of City economic development efforts (IS=0.2686)
- Overall enforcement of City codes & ordinances (IS=0.1465)
- Overall quality of City parks/trails/open space (IS=0.1286)
- Overall effectiveness of City communication with the public (IS=0.1129)

The table below shows the importance-satisfaction rating for all 13 major categories of City services that were rated.

2018 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	51%	1	45%	9	0.2811	1
Overall effectiveness of City economic development efforts	43%	2	37%	12	0.2686	2
<b>High Priority (IS .10-.20)</b>						
Overall enforcement of City codes & ordinances	24%	4	39%	11	0.1465	3
Overall quality of City parks/trails/open space	34%	3	62%	4	0.1286	4
Overall effectiveness of City communication with the public	23%	6	51%	8	0.1129	5
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of permit process	12%	9	27%	13	0.0894	6
Overall quality of City's recreation programs	19%	7	58%	7	0.0777	7
Overall quality of City water utilities	15%	8	61%	5	0.0590	8
Overall quality of police services	24%	5	80%	2	0.0494	9
Overall quality of customer service you receive from City employees	7%	10	61%	6	0.0280	10
Overall quality of City sewer services	6%	11	65%	3	0.0194	11
Overall quality of Municipal Court services	2%	13	44%	10	0.0090	12
Overall quality of City's public library services	5%	12	84%	1	0.0073	13



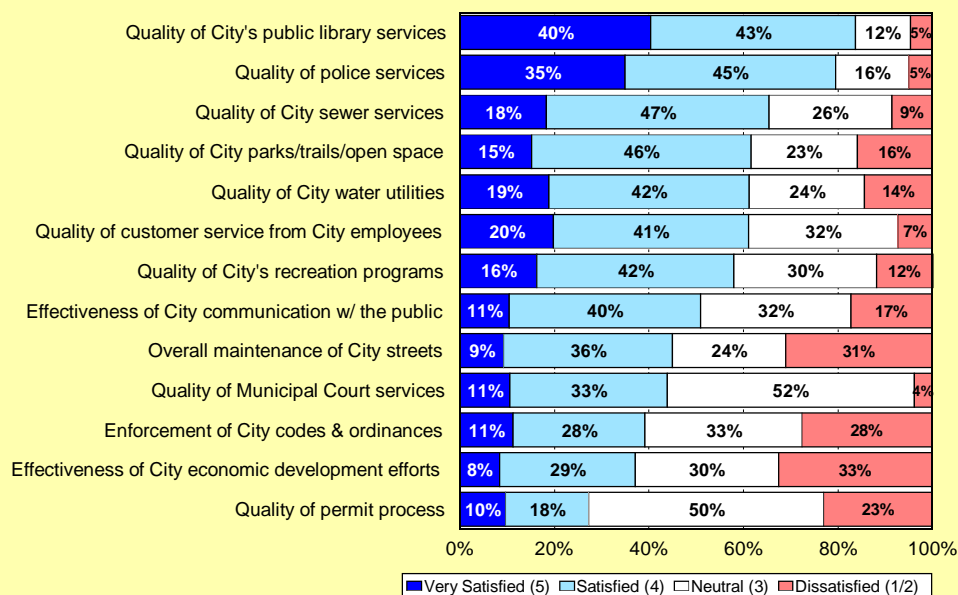
# Section 1

## *Charts and Graphs*

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## Q1. Overall Satisfaction with City Services by Major Category

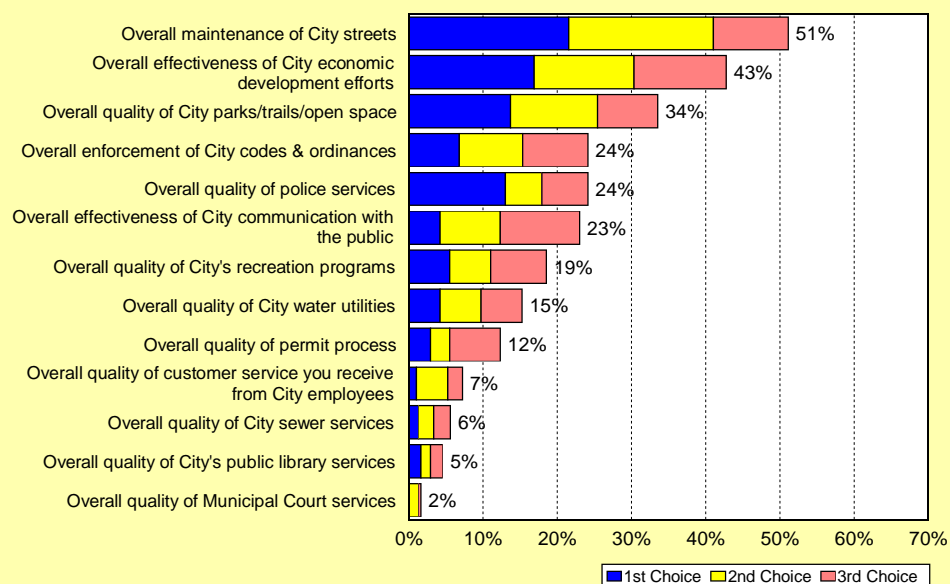
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

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

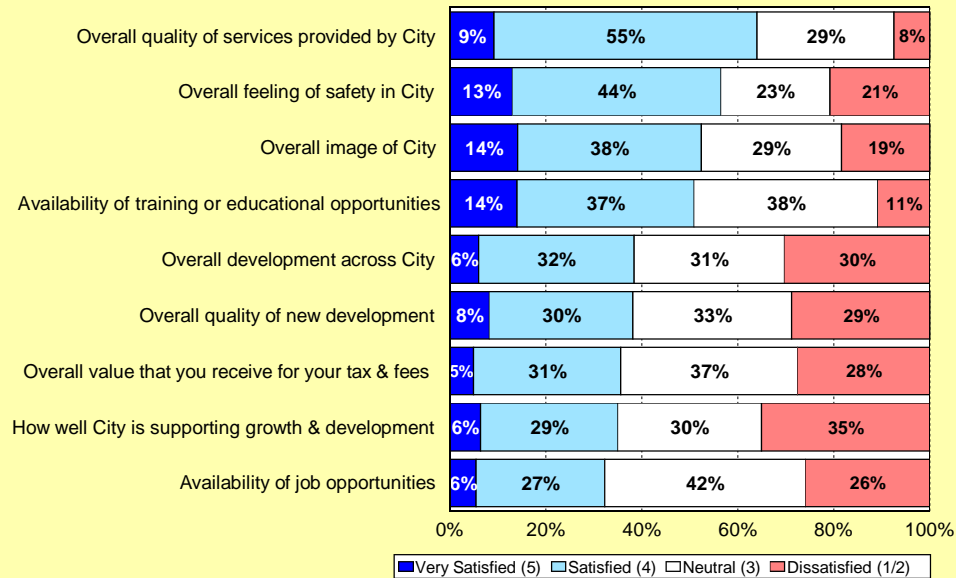
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

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

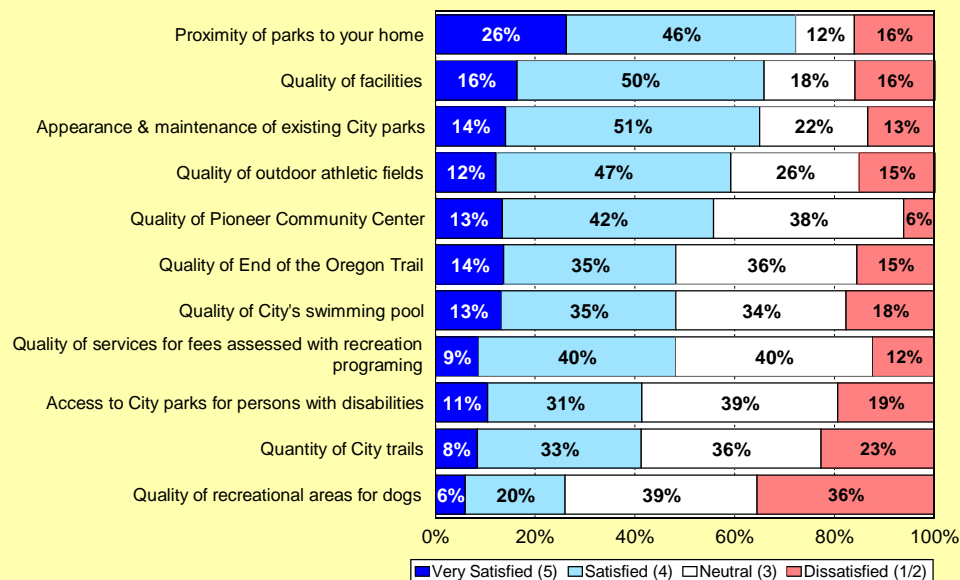
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q4. Satisfaction with Various Aspects of Parks and Recreation Services

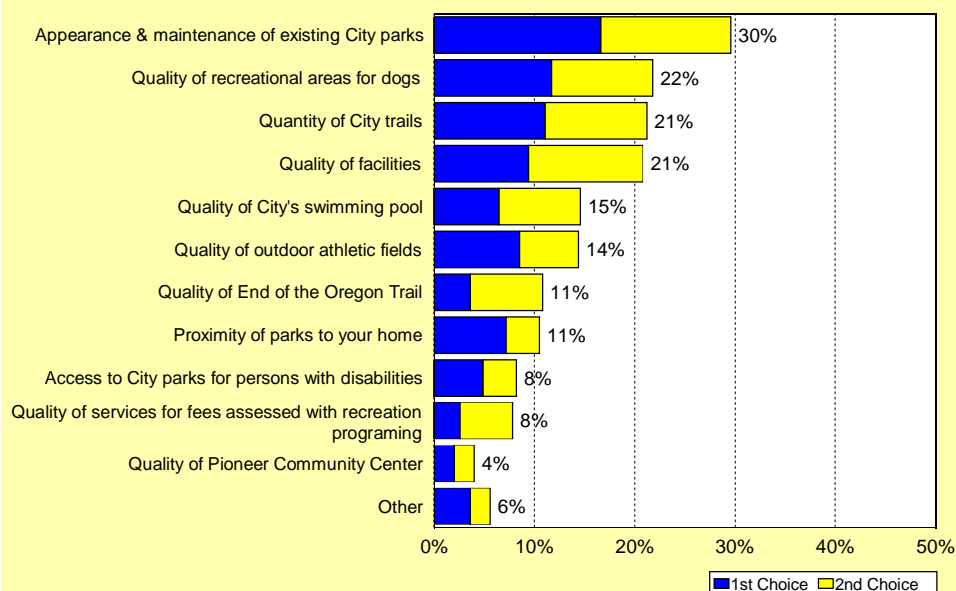
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

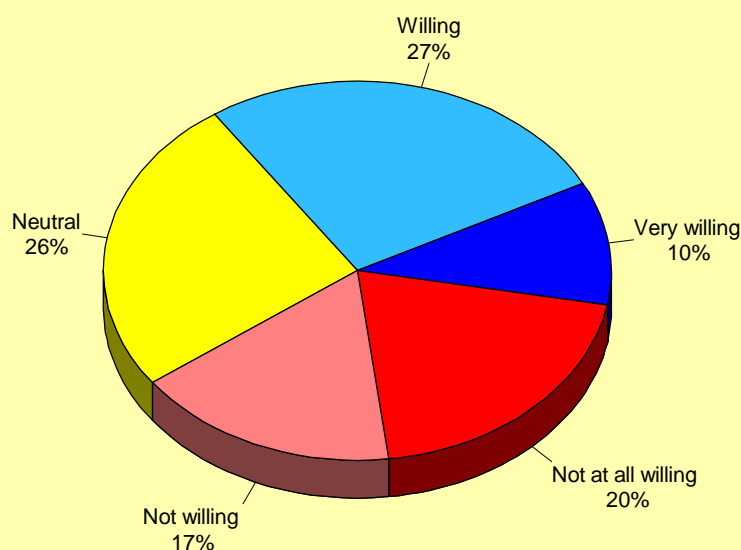
### Q5. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



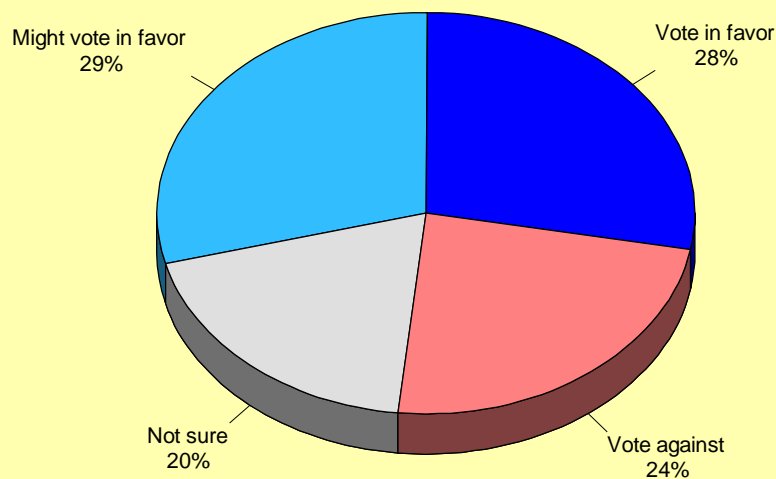
### Q6. Willingness to Pay Additional Taxes or Fees to Acquire, Develop, & Maintain Parks, Recreation, & Trail Facilities

by percentage of respondents



**Q7. How would you vote in a bond election to fund the acquisition, development, & maintenance of the types of parks, recreation & trail facilities most important to your household?**

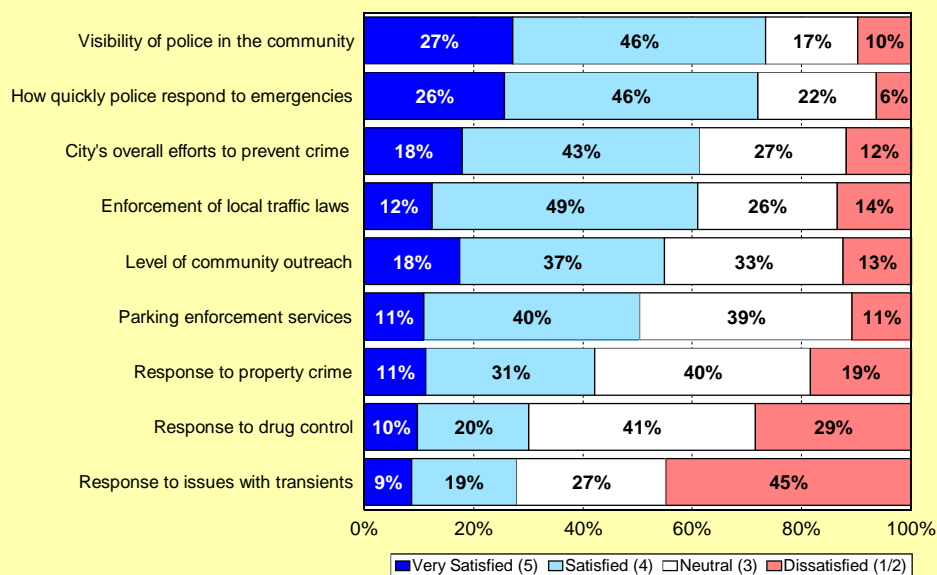
by percentage of respondents



Source: ETC Institute (2018)

**Q8. Satisfaction with Various Aspects of Public Safety Services**

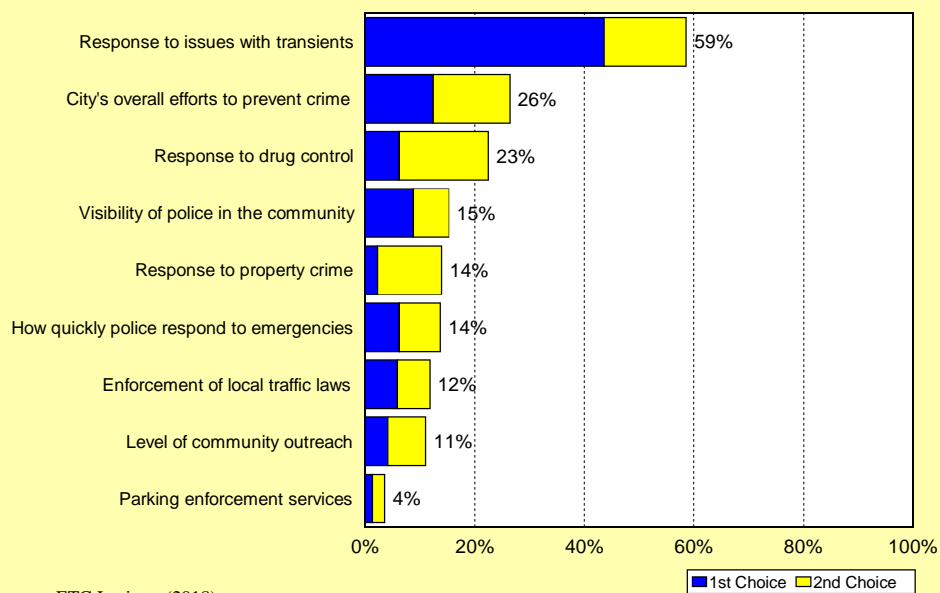
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

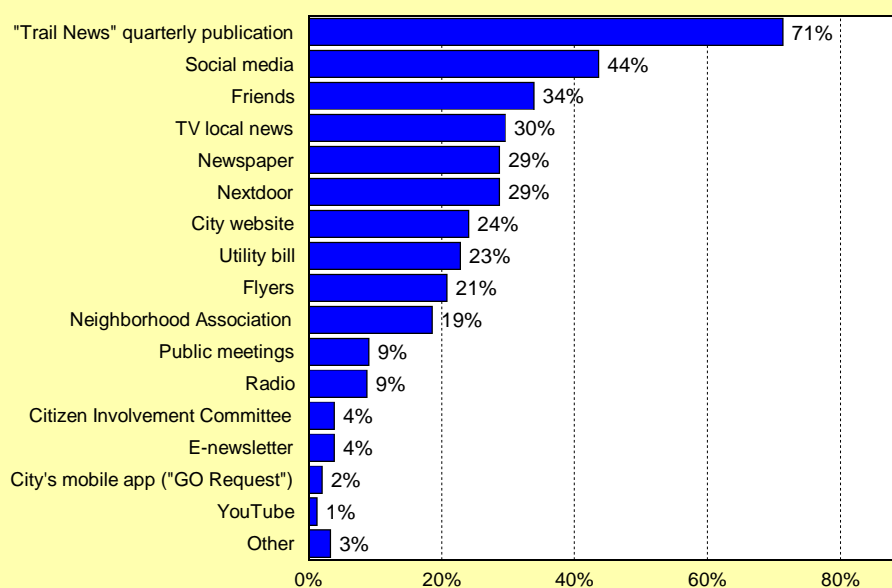
### Q9. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



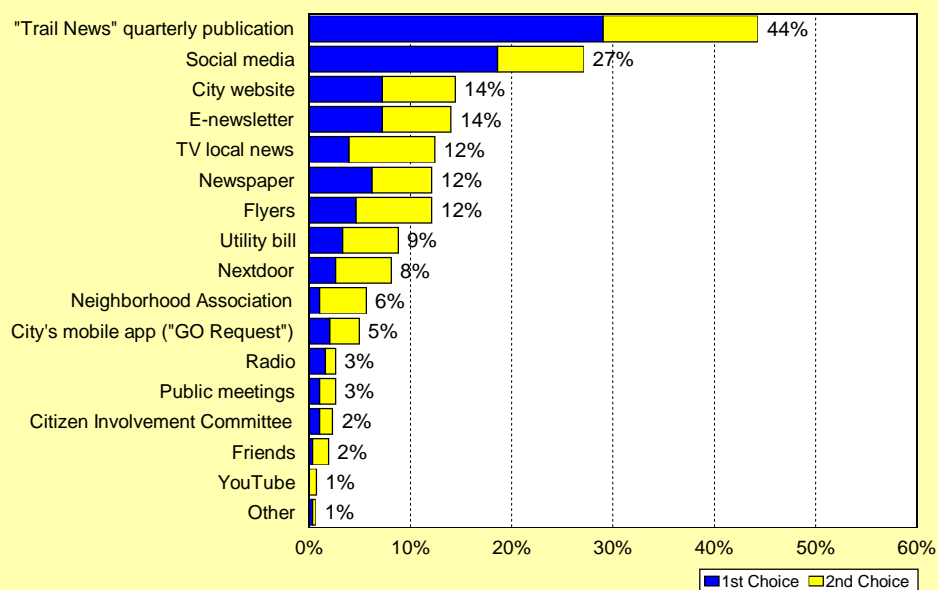
### Q10. Where do you currently get news & information about City programs, services, and events?

by percentage of respondents (multiple choices could be made)



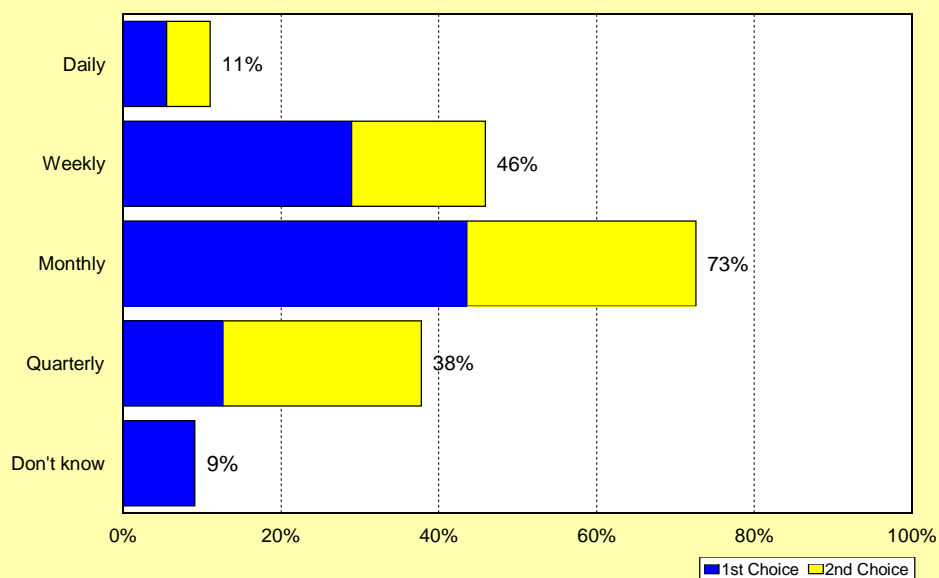
### Q10a. Most Preferred Ways to Get Information from the City

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



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

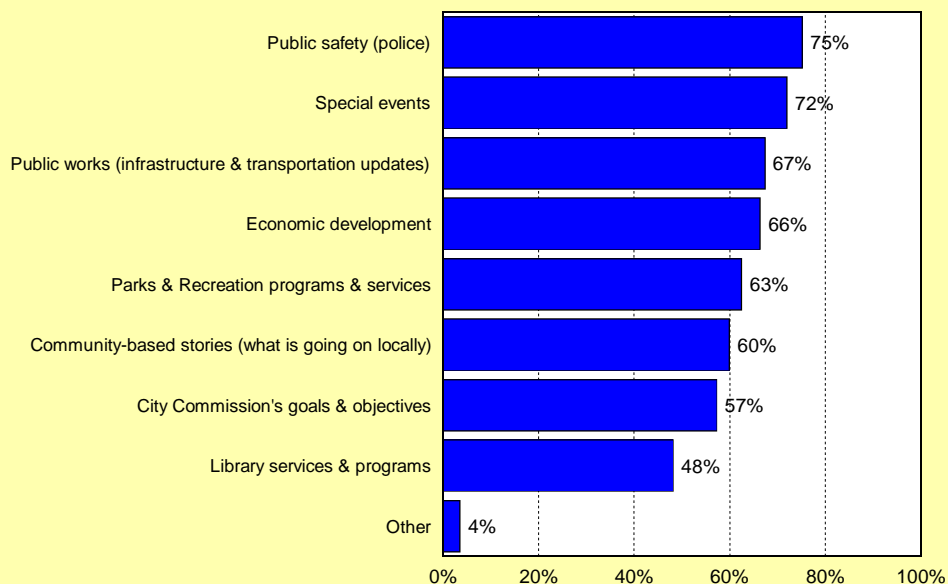
by percentage of respondents who selected the item as one of their top two choices





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

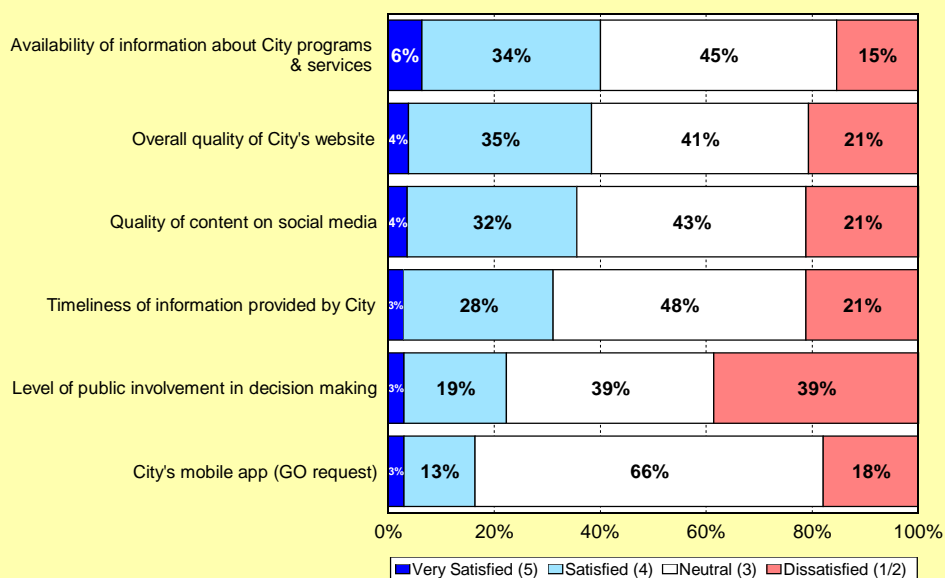
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

## Q12. Satisfaction with Various Aspects of City Communication

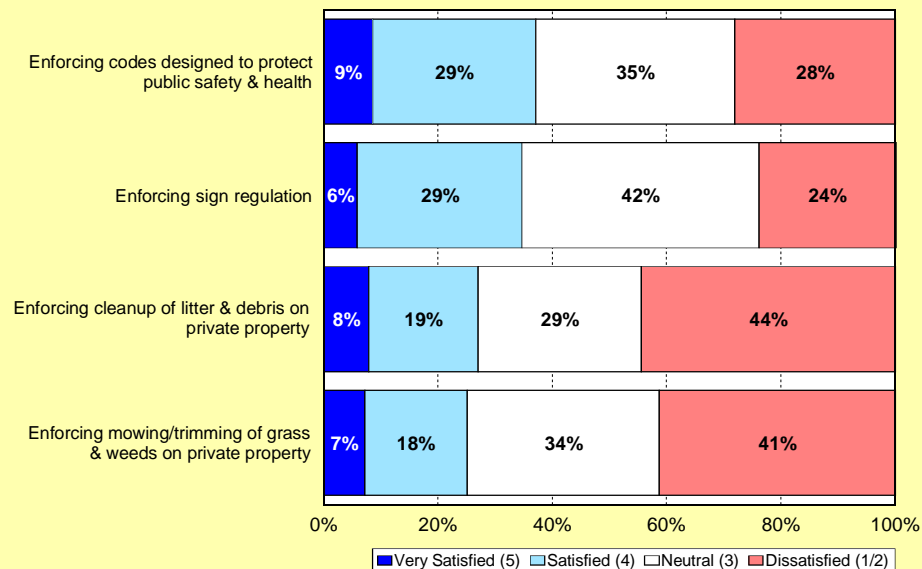
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

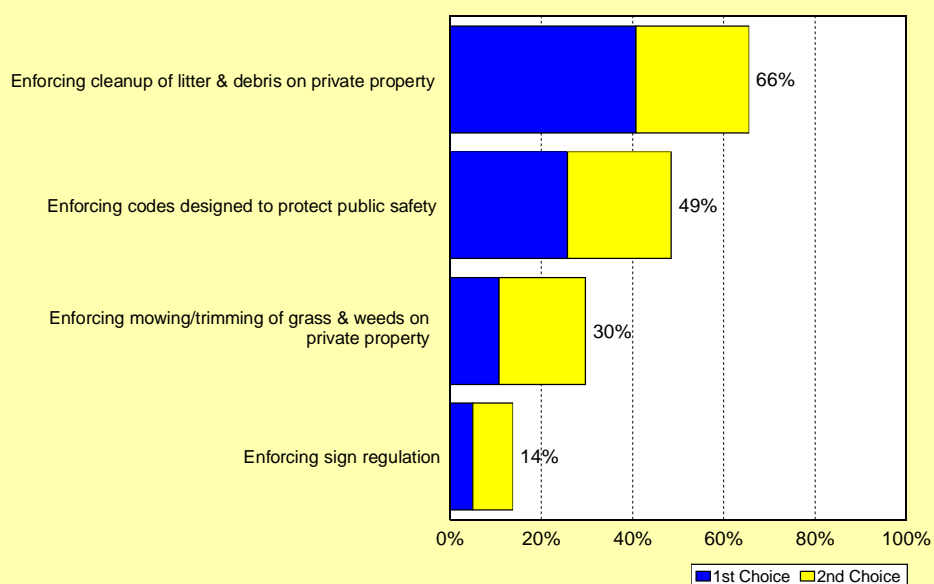
### Q13. Satisfaction with Various Aspects of Code Enforcement

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



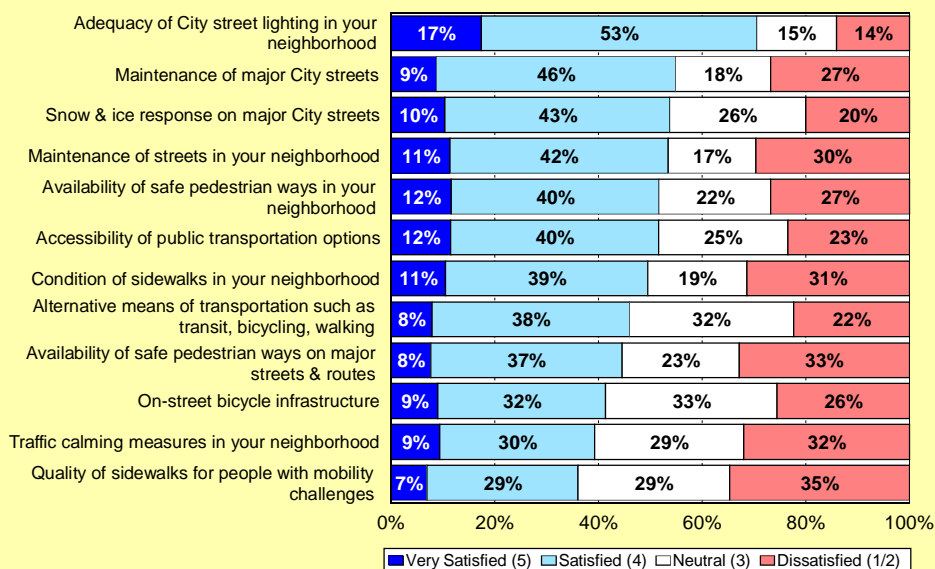
### Q14. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



## Q15. Satisfaction with Various Aspects of Transportation & Infrastructure Services

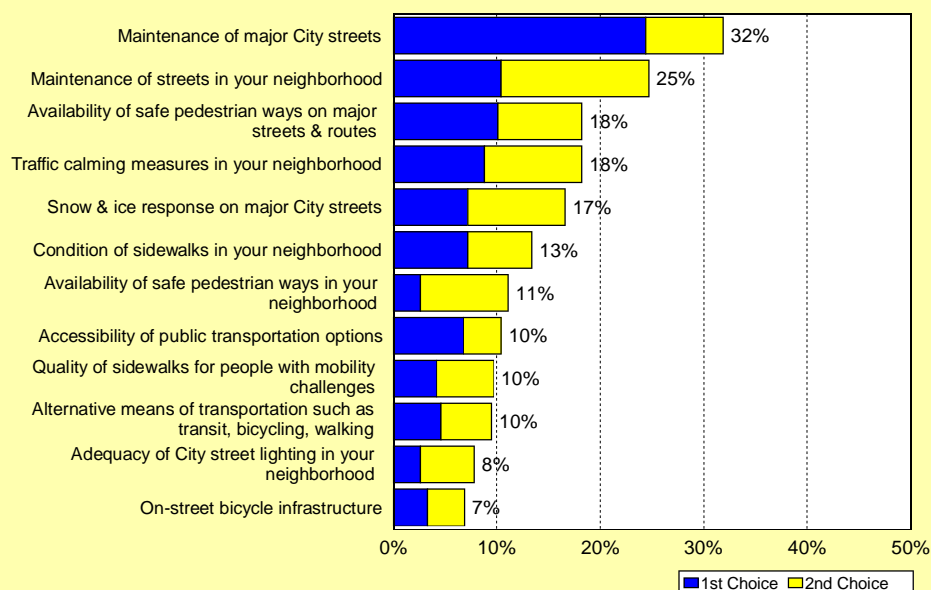
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

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

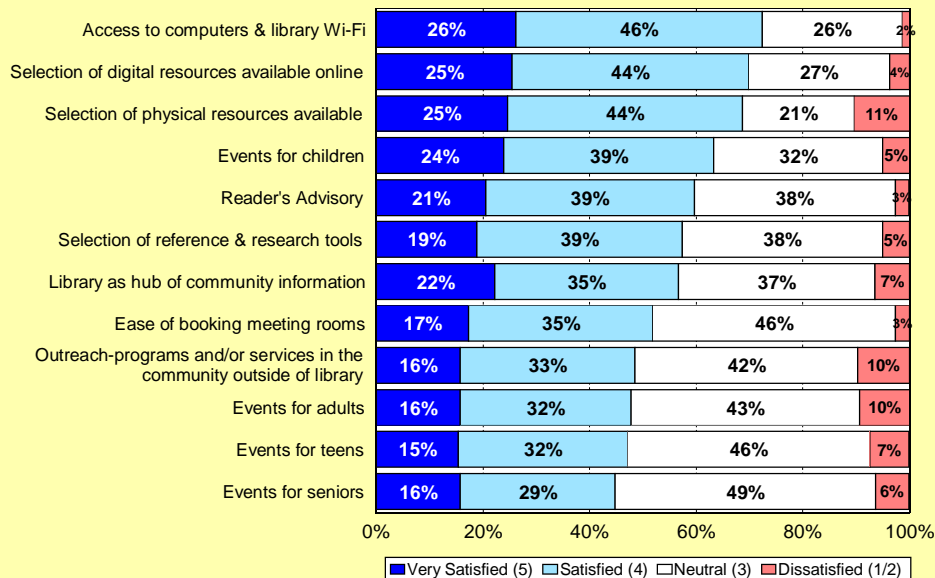
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

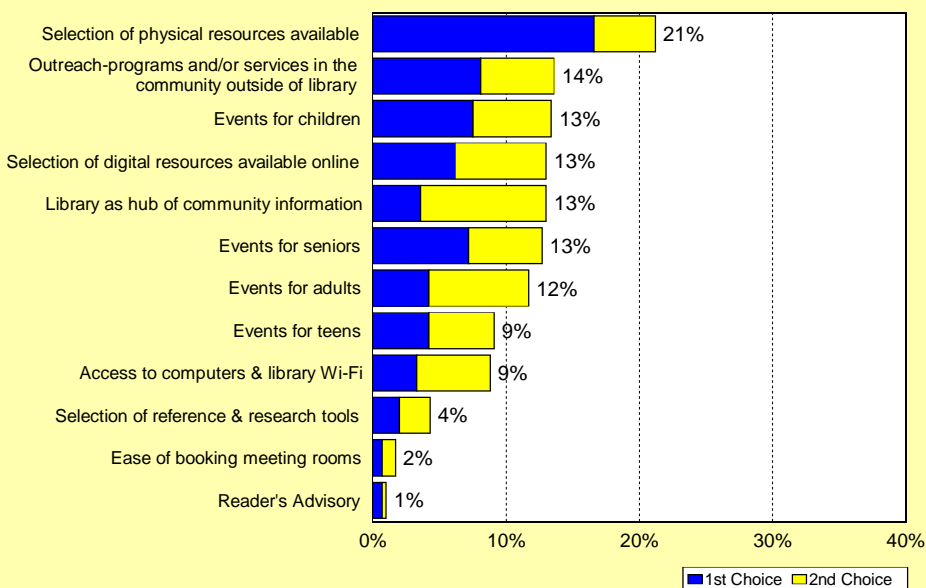
## Q17. Satisfaction with Various Aspects of Public Library Services

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



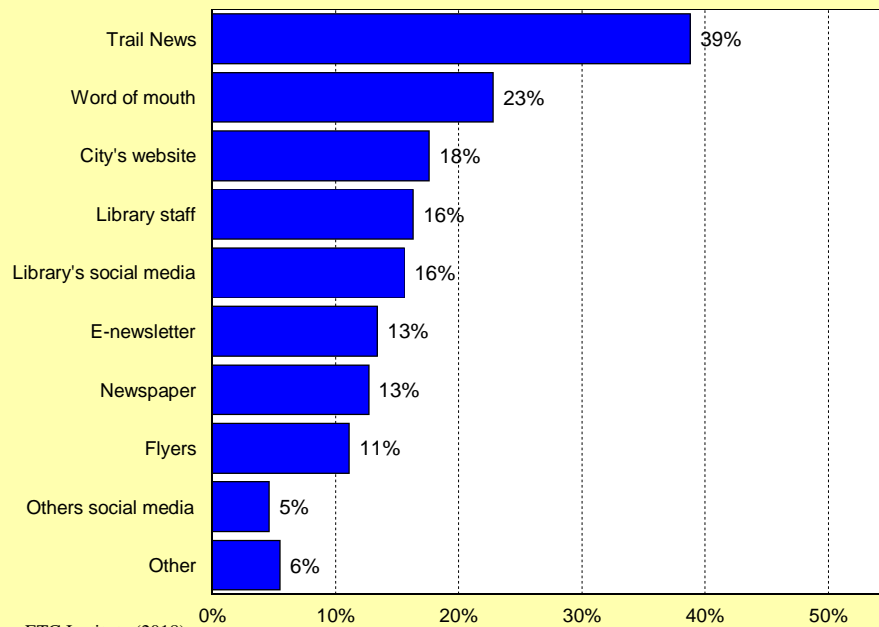
## Q18. Public Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



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

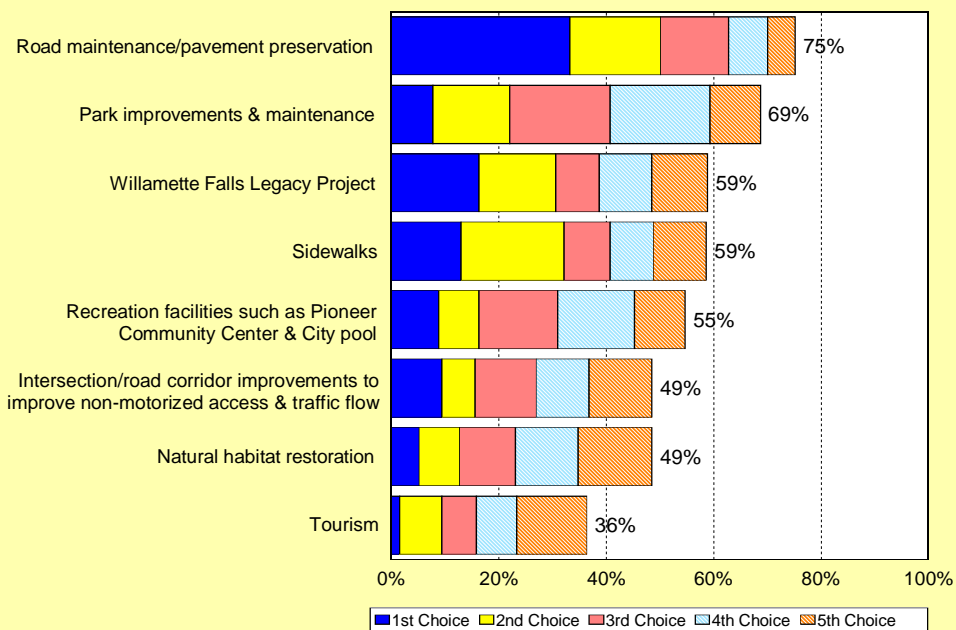
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

## Q20. Top Capital Investment Priorities

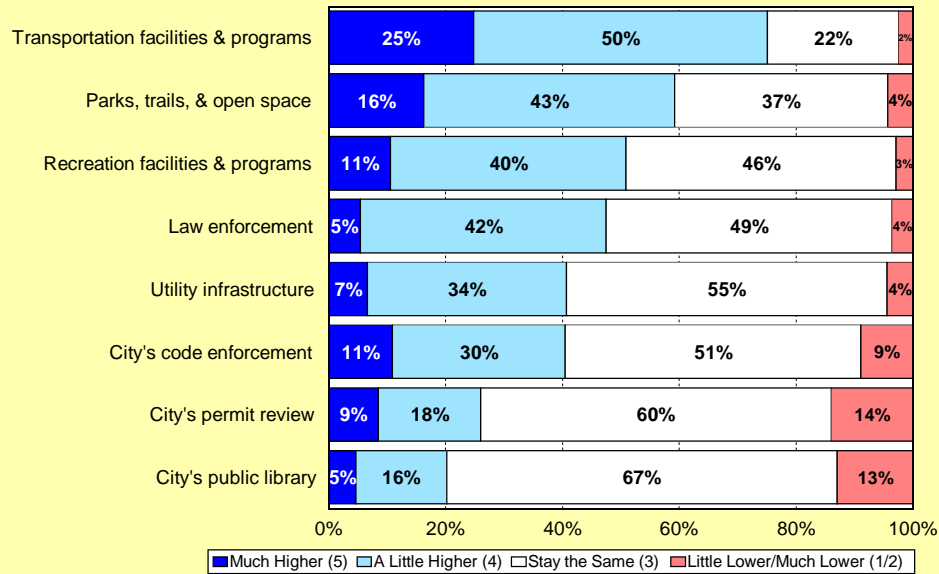
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2018)

## Q21. How Level of Service Should Change in Various Areas

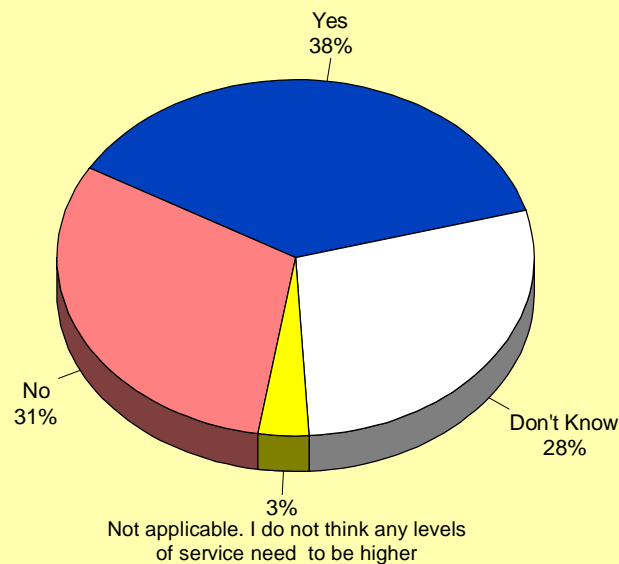
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

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

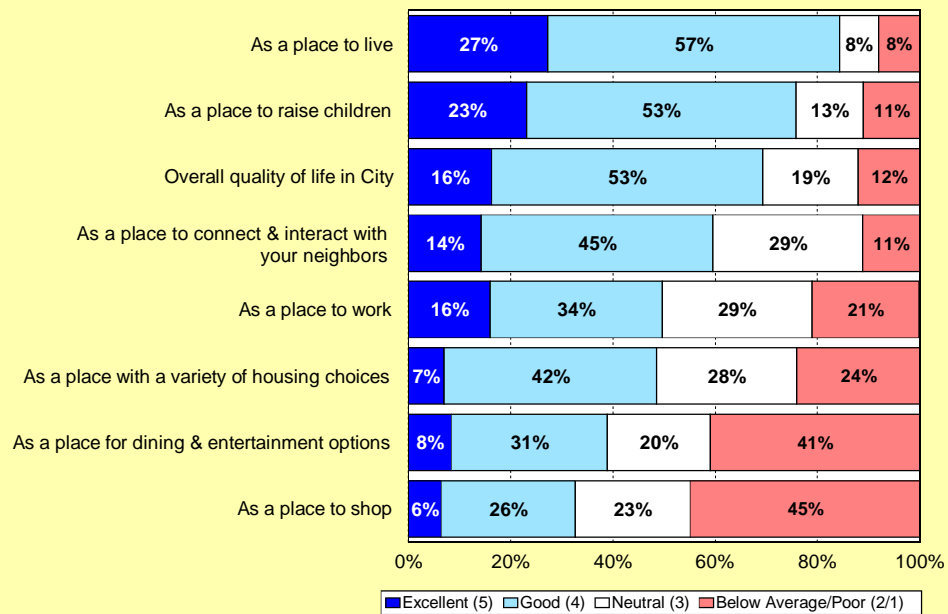
by percentage of respondents



Source: ETC Institute (2018)

## Q22. Ratings of Oregon City

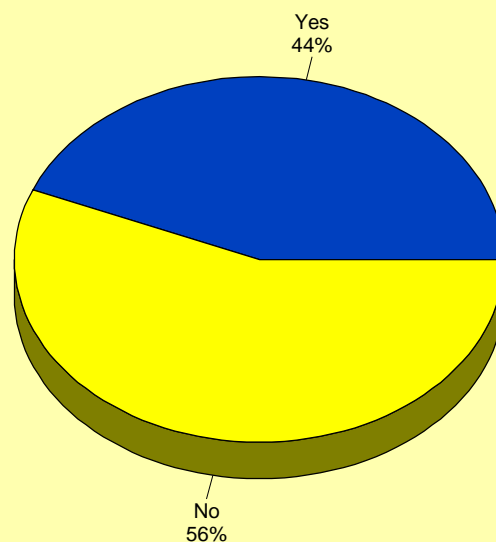
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

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

by percentage of respondents

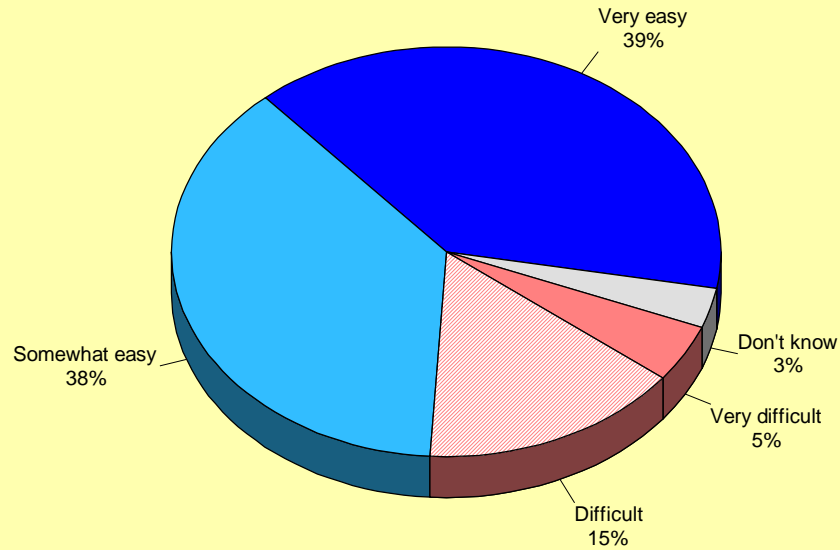


Source: ETC Institute (2018)



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

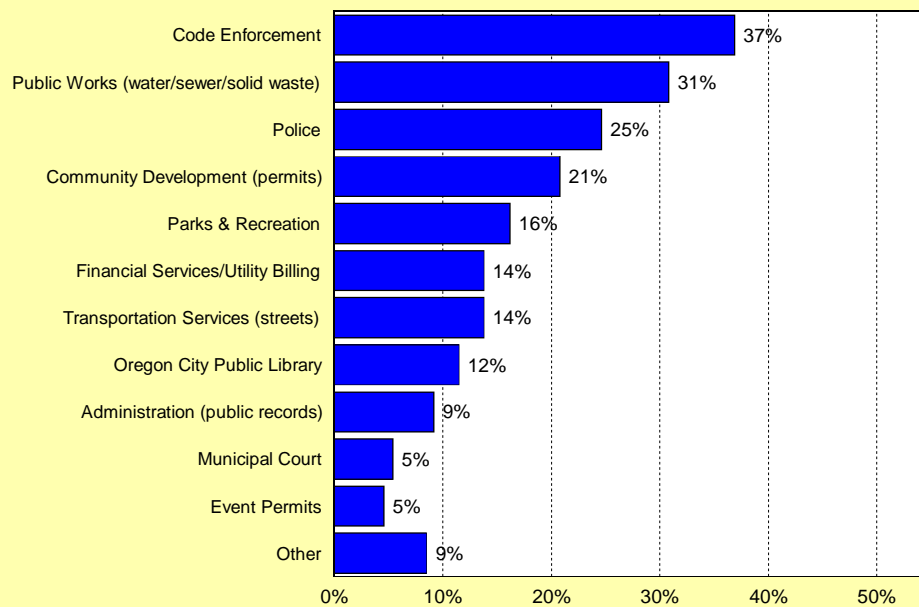
by percentage of respondents who have called, emailed, or visited the City in the past year



Source: ETC Institute (2018)

### Q23b. What department did you contact?

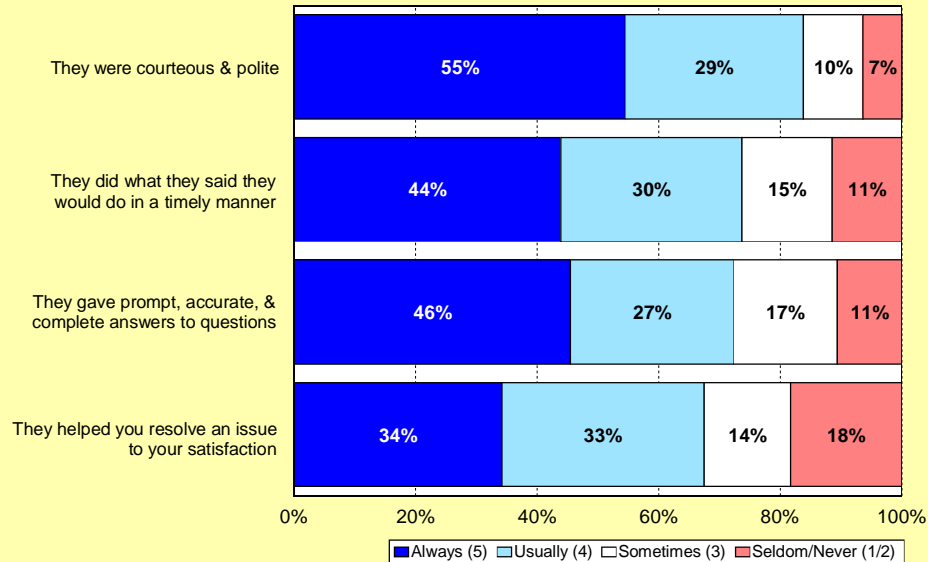
by percentage of respondents who have called, emailed, or visited the City in the past year  
(multiple choices could be made)



Source: ETC Institute (2018)

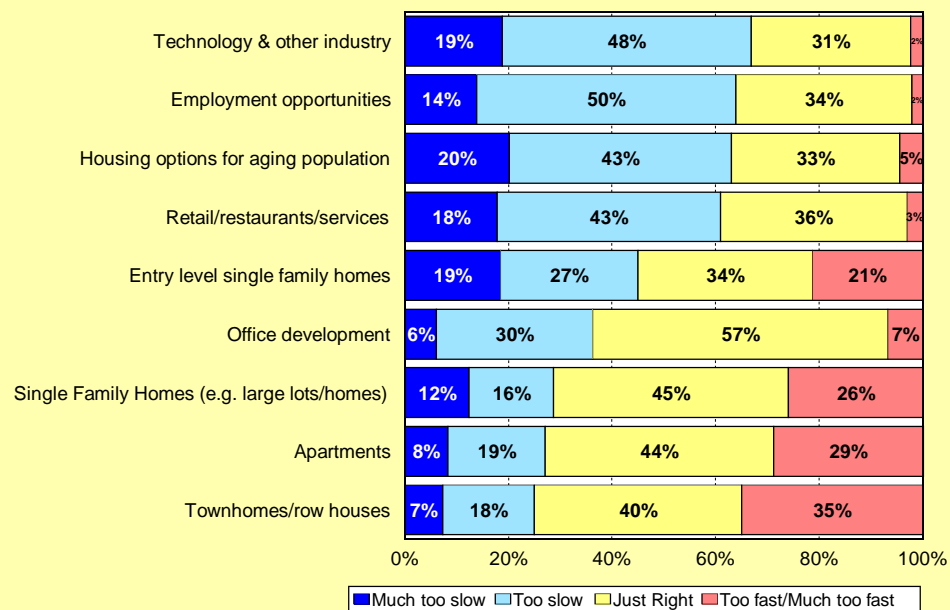
### Q23c. Perception of the Quality of Customer Service You Receive From City Employees

by percentage of respondents who called, emailed, or visited the city and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



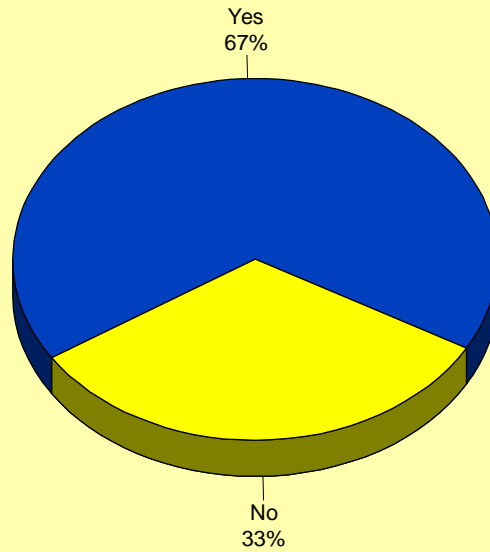
### Q24. Rating of City's Current Pace of Land Development

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



### Q25a. Would you be willing to pay more in taxes or fees to support this new community amenity?

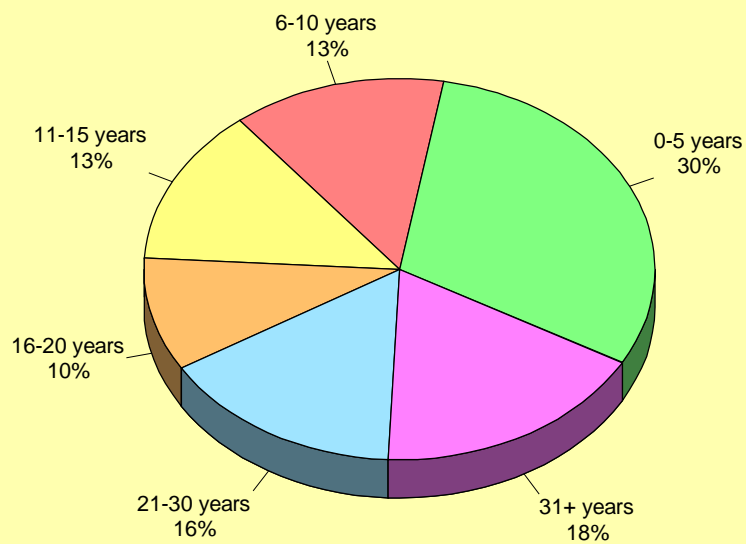
by percentage of respondents who listed something in Question 25



Source: ETC Institute (2018)

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

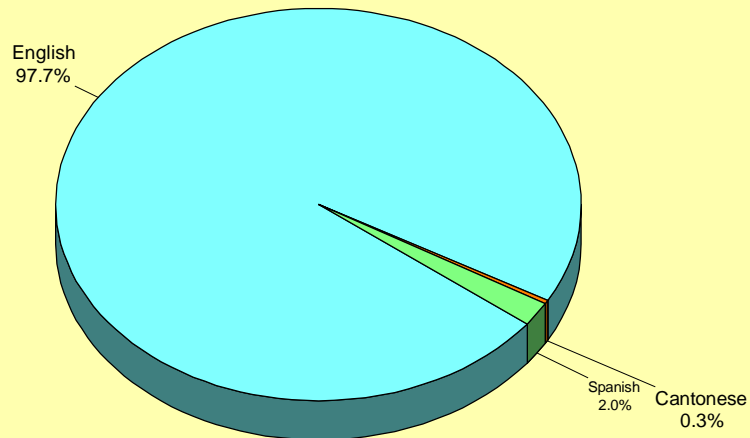
by percentage of respondents



Source: ETC Institute (2018)

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

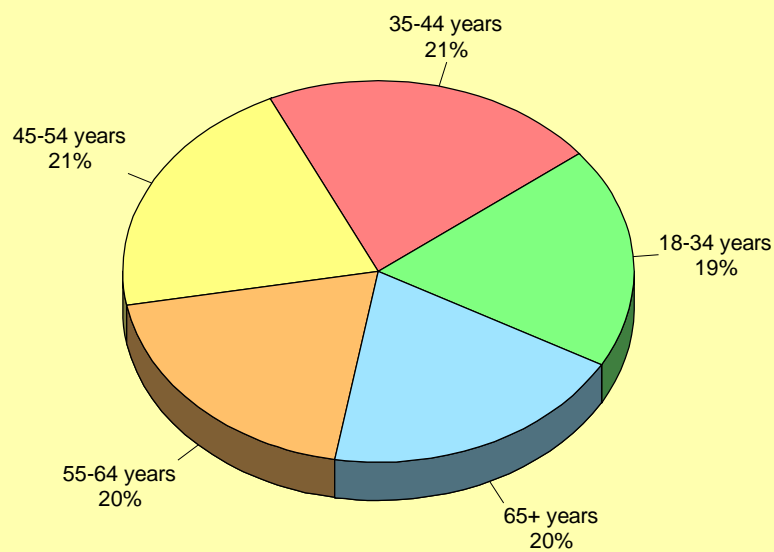
by percentage of respondents



Source: ETC Institute (2018)

### Q28. Demographics: What is your age?

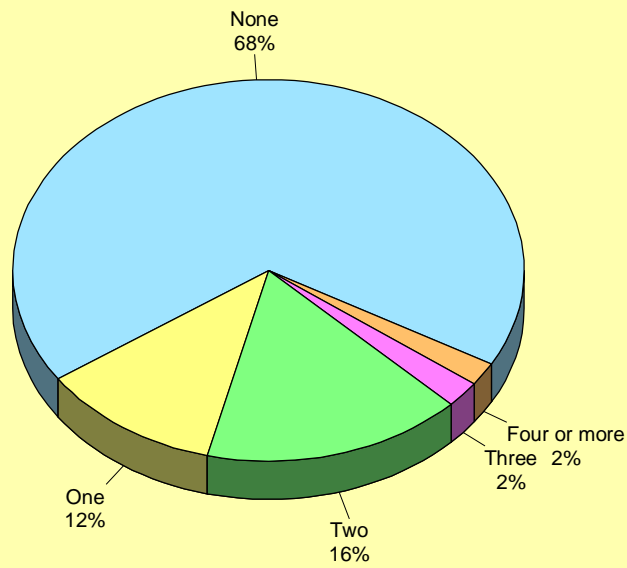
by percentage of respondents



Source: ETC Institute (2018)

### Q29. Demographics: How many children under age 18 live in your household?

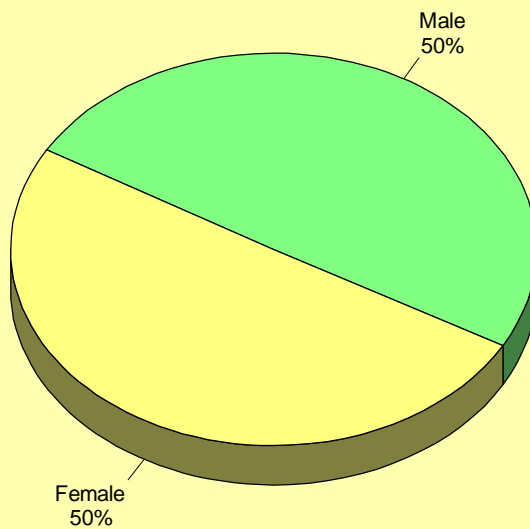
by percentage of respondents



Source: ETC Institute (2018)

### Q30. Demographics: Gender

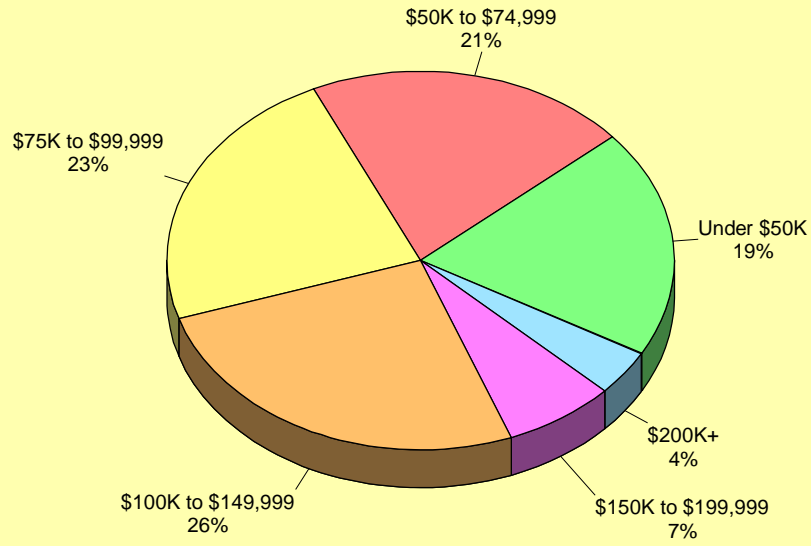
by percentage of respondents



Source: ETC Institute (2018)

### Q31. Demographics: Would you say your total annual household income is...

by percentage of respondents



Source: ETC Institute (2018)

## **Section 2**

# **Benchmarking Analysis**

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# Benchmarking Summary Report

## City of Oregon City, Oregon

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### 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 fall of 2017 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 2018 to over 350 residents living in the Northwest Region which includes Oregon and Washington.

### Interpreting the Charts

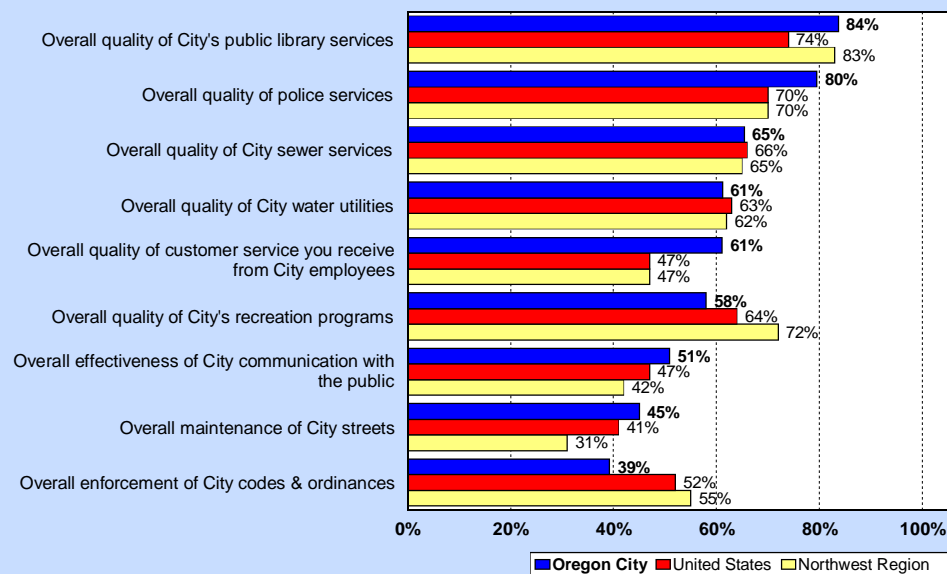
**National Benchmarks.** The charts on the following pages show how the overall ratings for Oregon City compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings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

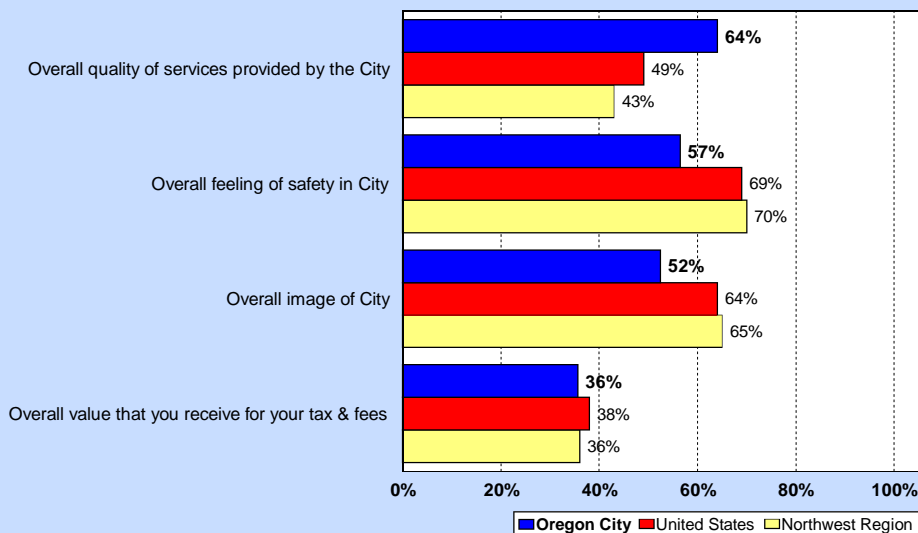
## Overall Satisfaction with Major Categories of City Services Oregon City vs. United States vs. Northwest Region

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)



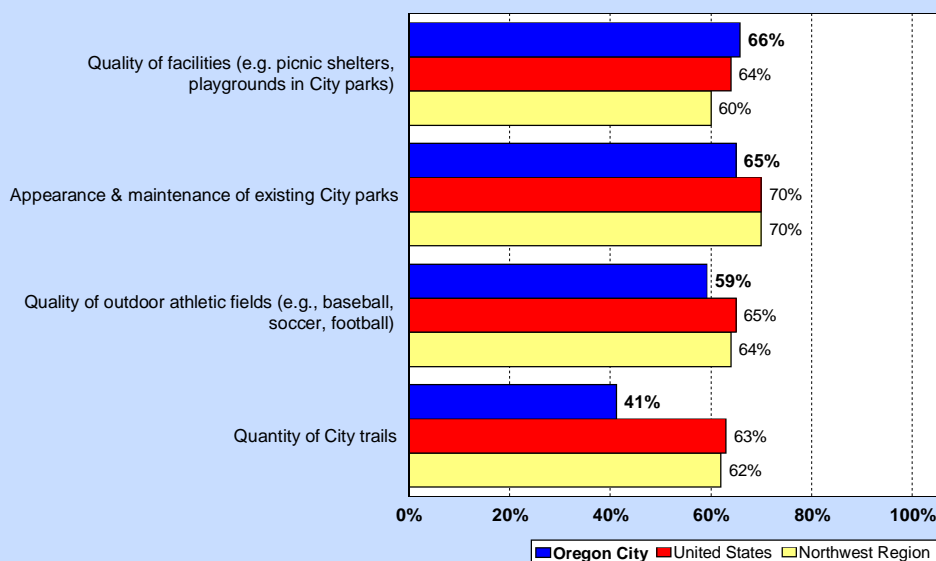
## Satisfaction with Items that Influence Perceptions of the City Oregon City vs. United States vs. Northwest Region

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



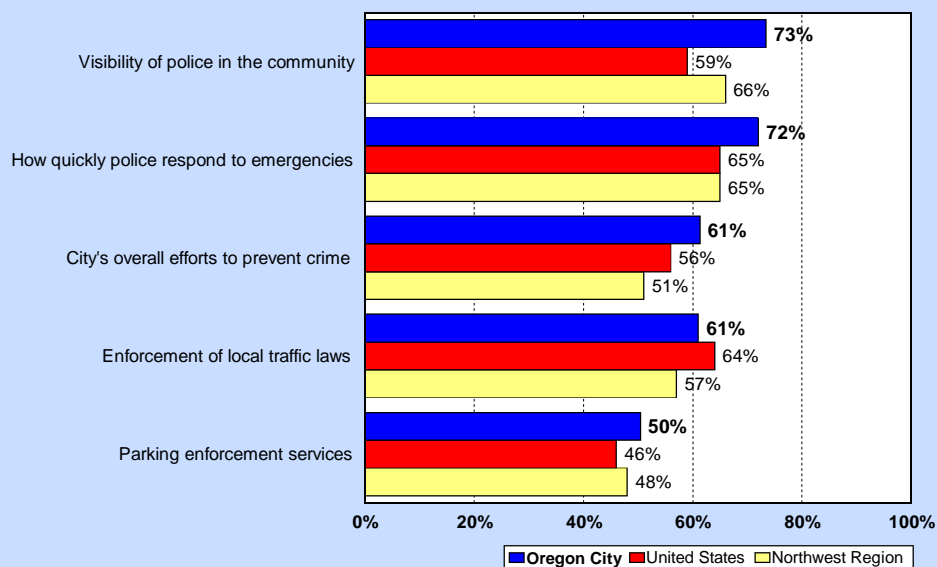
## Overall Satisfaction with Parks and Recreation Oregon City vs. United States vs. Northwest Region

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)



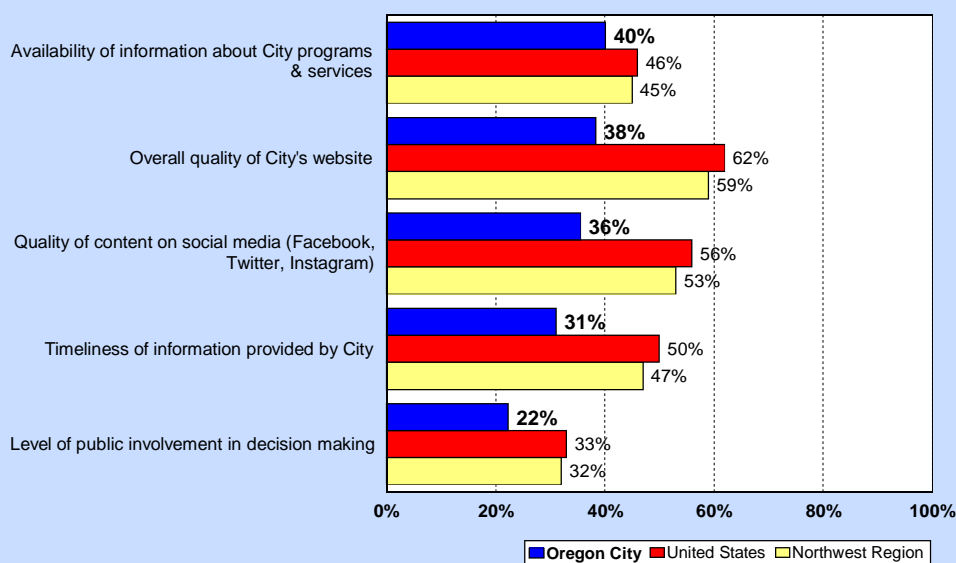
## Overall Satisfaction with Public Safety Oregon City vs. United States vs. Northwest Region

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



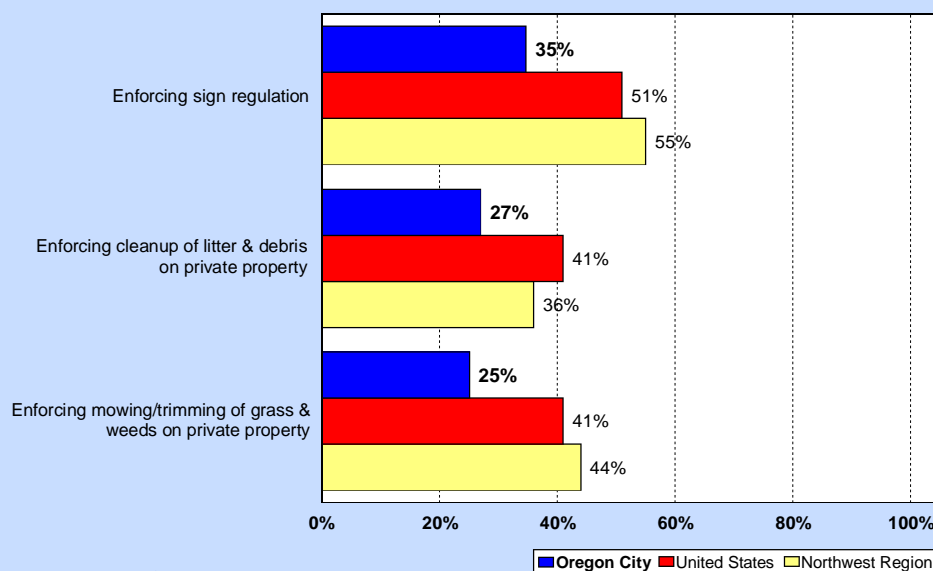
## Overall Satisfaction with Communication Oregon City vs. United States vs. Northwest Region

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



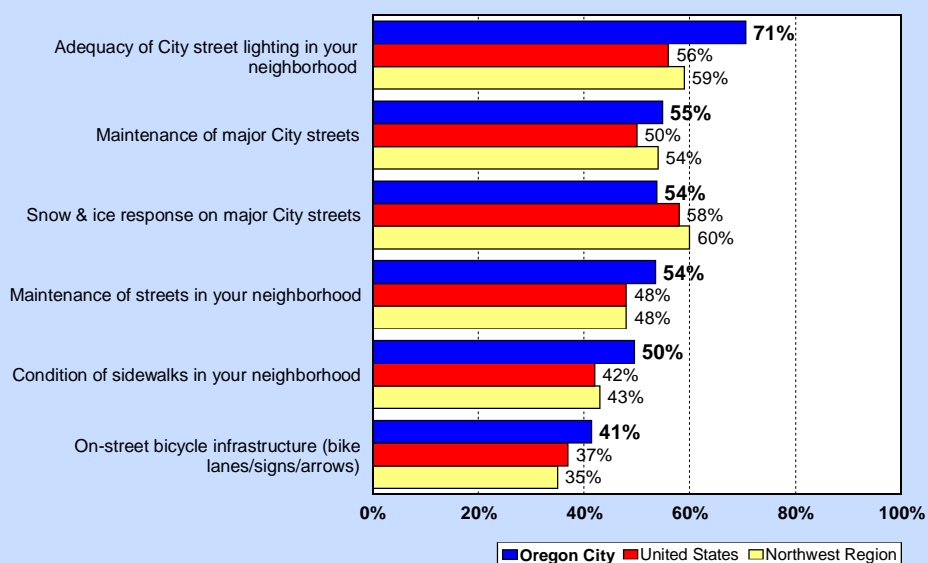
## Overall Satisfaction with Code Enforcement Oregon City vs. United States vs. Northwest Region

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



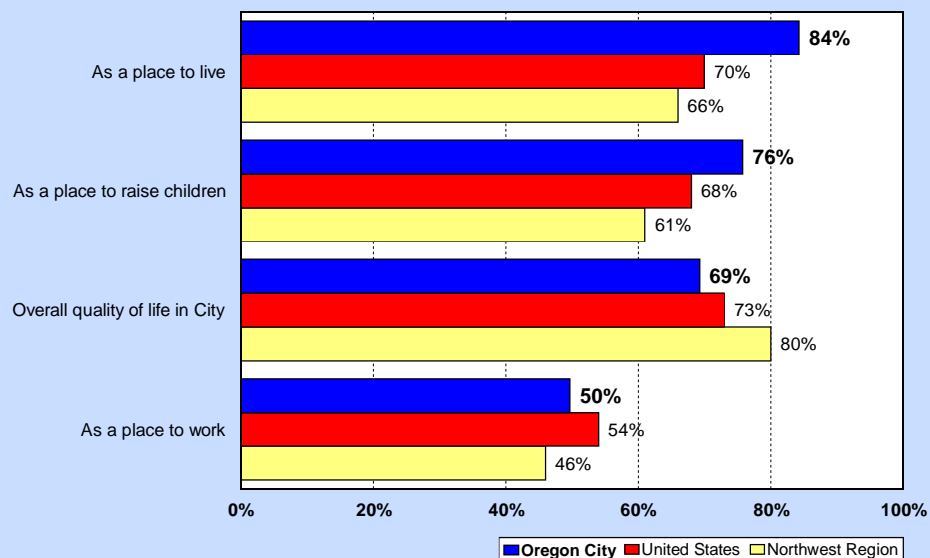
## Overall Satisfaction with Transportation and Infrastructure Oregon City vs. United States vs. Northwest Region

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



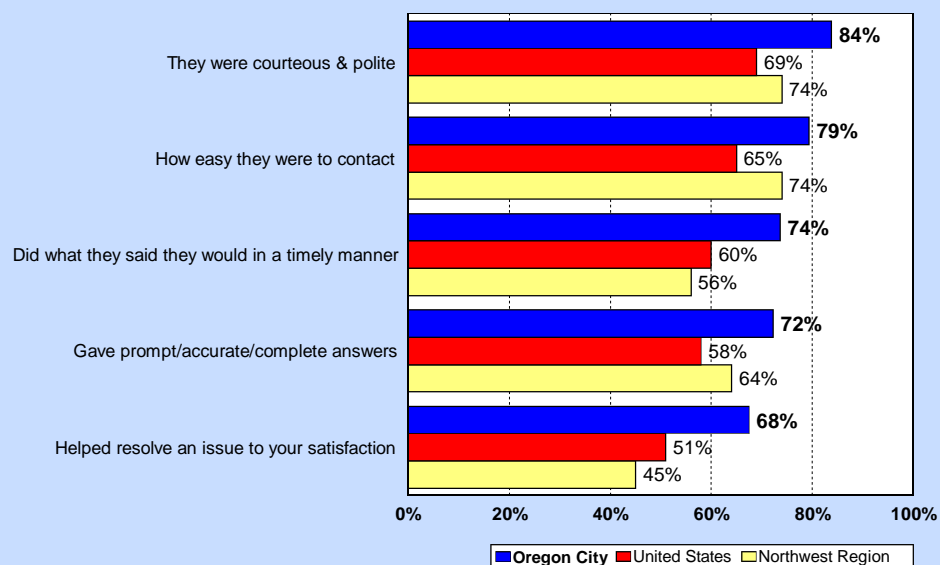
## Overall City Ratings Oregon City vs. United States vs. Northwest Region

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



## Overall Satisfaction with Customer Service 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)



## **Section 3**

# ***Importance-Satisfaction Analysis***

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# 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. Fifty-one percent (51%) of respondents selected *overall maintenance of City streets* as one of the most important services for the City to provide.

With regard to satisfaction, 45% of respondents surveyed rated the City's overall performance in 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 for the *overall maintenance of City streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 51% was multiplied by 55% (1-0.45). This calculation yielded an I-S rating of 0.2811 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.

## 2018 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	51%	1	45%	9	0.2811	1
Overall effectiveness of City economic development efforts	43%	2	37%	12	0.2686	2
<b>High Priority (IS .10-.20)</b>						
Overall enforcement of City codes & ordinances	24%	4	39%	11	0.1465	3
Overall quality of City parks/trails/open space	34%	3	62%	4	0.1286	4
Overall effectiveness of City communication with the public	23%	6	51%	8	0.1129	5
<b>Medium Priority (IS &lt; .10)</b>						
Overall quality of permit process	12%	9	27%	13	0.0894	6
Overall quality of City's recreation programs	19%	7	58%	7	0.0777	7
Overall quality of City water utilities	15%	8	61%	5	0.0590	8
Overall quality of police services	24%	5	80%	2	0.0494	9
Overall quality of customer service you receive from City employees	7%	10	61%	6	0.0280	10
Overall quality of City sewer services	6%	11	65%	3	0.0194	11
Overall quality of Municipal Court services	2%	13	44%	10	0.0090	12
Overall quality of City's public library services	5%	12	84%	1	0.0073	13

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 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>High Priority (IS .10-.20)</b>						
Quality of recreational areas for dogs	22%	2	26%	11	0.1613	1
Quantity of City trails	21%	3	41%	10	0.1247	2
Appearance & maintenance of existing City parks	30%	1	65%	3	0.1036	3
<b>Medium Priority (IS &lt;.10)</b>						
Quality of City's swimming pool	15%	5	48%	7	0.0756	4
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	21%	4	66%	2	0.0711	5
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	14%	6	59%	4	0.0588	6
Quality of End of the Oregon Trail	11%	7	48%	6	0.0559	7
Access to City parks for persons with disabilities	8%	9	41%	9	0.0481	8
Quality of services for fees assessed with recreation programming (e.g. pool programs, admission, & camps)	8%	10	48%	8	0.0405	9
Proximity of parks to your home	11%	8	72%	1	0.0292	10
Quality of Pioneer Community Center	4%	11	56%	5	0.0177	11

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 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	59%	1	28%	9	0.4231	1
<b><u>High Priority (IS .10-.20)</u></b>						
Response to drug control	23%	3	30%	8	0.1573	2
City's overall efforts to prevent crime	26%	2	61%	3	0.1022	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Response to property crime	14%	5	42%	7	0.0811	4
Level of community outreach	11%	8	55%	5	0.0496	5
Enforcement of local traffic laws	12%	7	61%	4	0.0460	6
Visibility of police in the community	15%	4	73%	1	0.0407	7
How quickly police respond to emergencies	14%	6	72%	2	0.0384	8
Parking enforcement services	4%	9	50%	6	0.0179	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.

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## 2018 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	66%	1	27%	3	0.4782	1
Enforcing codes designed to protect public safety & health	49%	2	37%	1	0.3051	2
Enforcing mowing/trimming of grass & weeds on private property	30%	3	25%	4	0.2217	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcing sign regulation	14%	4	35%	2	0.0895	4

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 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	32%	1	55%	2	0.1439	1
Maintenance of streets in your neighborhood	25%	2	54%	4	0.1149	2
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	18%	4	39%	11	0.1105	3
Availability of safe pedestrian ways on major streets & routes	18%	3	45%	9	0.1008	4
<b>Medium Priority (IS &lt;.10)</b>						
Snow & ice response on major City streets	17%	5	54%	3	0.0767	5
Condition of sidewalks in your neighborhood	13%	6	50%	7	0.0677	6
Quality of sidewalks for people with mobility challenges	10%	9	36%	12	0.0620	7
Availability of safe pedestrian ways in your neighborhood	11%	7	52%	5	0.0536	8
Alternative means of transportation such as transit, bicycling, walking	10%	10	46%	8	0.0513	9
Accessibility of public transportation options	10%	8	52%	6	0.0503	10
On-street bicycle infrastructure (bike lanes/signs/arrows)	7%	12	41%	10	0.0404	11
Adequacy of City street lighting in your neighborhood	8%	11	71%	1	0.0229	12

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2018 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>						
Events for seniors	13%	6	45%	12	0.0701	1
Outreach-programs and/or services in the community outside of library	14%	2	49%	9	0.0700	2
Selection of physical resources available (books, CD's, & DVD's)	21%	1	69%	3	0.0664	3
Events for adults (e.g. informational, literary, participatory, entertainment)	12%	7	48%	10	0.0611	4
Library as hub of community information	13%	5	57%	7	0.0563	5
Events for children (e.g. early literacy development, story times, summer reading program)	13%	3	63%	4	0.0492	6
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	9%	8	47%	11	0.0481	7
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	13%	4	70%	2	0.0393	8
Access to computers & library Wi-Fi	9%	9	72%	1	0.0243	9
Selection of reference & research tools	4%	10	57%	6	0.0183	10
Ease of booking meeting rooms	2%	11	52%	8	0.0082	11
Reader's Advisory (help finding something to read)	1%	12	60%	5	0.0040	12

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

**Most Important %:**

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

**Satisfaction %:**

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

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## **Section 4**

### ***Tabular Data***

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**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	32.2%	41.0%	14.3%	3.9%	0.7%	7.8%
Q1-2. Overall quality of City's recreation programs	13.4%	34.2%	24.8%	7.2%	2.6%	17.9%
Q1-3. Overall quality of City parks/trails/open space	14.3%	43.6%	21.2%	10.7%	4.2%	5.9%
Q1-4. Overall maintenance of City streets	9.1%	34.9%	23.5%	21.2%	9.1%	2.3%
Q1-5. Overall quality of City water utilities	17.9%	40.1%	23.1%	10.7%	2.9%	5.2%
Q1-6. Overall quality of City sewer services	17.3%	44.3%	24.4%	5.2%	2.9%	5.9%
Q1-7. Overall quality of Municipal Court services	6.2%	19.5%	30.6%	1.6%	0.7%	41.4%
Q1-8. Overall enforcement of City codes & ordinances	9.1%	22.5%	26.7%	15.6%	6.5%	19.5%
Q1-9. Overall quality of customer service you receive from City employees	16.0%	33.2%	25.4%	4.6%	1.3%	19.5%
Q1-10. Overall effectiveness of City communication with the public	9.4%	36.5%	28.7%	11.7%	3.9%	9.8%
Q1-11. Overall effectiveness of City economic development efforts	7.2%	24.4%	25.7%	16.6%	11.1%	15.0%
Q1-12. Overall quality of City's public library services	36.2%	38.8%	10.4%	3.3%	1.0%	10.4%
Q1-13. Overall quality of permit process	5.2%	9.4%	26.7%	7.5%	4.9%	46.3%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	35.0%	44.5%	15.5%	4.2%	0.7%
Q1-2. Overall quality of City's recreation programs	16.3%	41.7%	30.2%	8.7%	3.2%
Q1-3. Overall quality of City parks/trails/open space	15.2%	46.4%	22.5%	11.4%	4.5%
Q1-4. Overall maintenance of City streets	9.3%	35.7%	24.0%	21.7%	9.3%
Q1-5. Overall quality of City water utilities	18.9%	42.3%	24.4%	11.3%	3.1%
Q1-6. Overall quality of City sewer services	18.3%	47.1%	26.0%	5.5%	3.1%
Q1-7. Overall quality of Municipal Court services	10.6%	33.3%	52.2%	2.8%	1.1%
Q1-8. Overall enforcement of City codes & ordinances	11.3%	27.9%	33.2%	19.4%	8.1%
Q1-9. Overall quality of customer service you receive from City employees	19.8%	41.3%	31.6%	5.7%	1.6%
Q1-10. Overall effectiveness of City communication with the public	10.5%	40.4%	31.8%	13.0%	4.3%
Q1-11. Overall effectiveness of City economic development efforts	8.4%	28.7%	30.3%	19.5%	13.0%
Q1-12. Overall quality of City's public library services	40.4%	43.3%	11.6%	3.6%	1.1%
Q1-13. Overall quality of permit process	9.7%	17.6%	49.7%	13.9%	9.1%

**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	40	13.0 %
Overall quality of City's recreation programs	17	5.5 %
Overall quality of City parks/trails/open space	42	13.7 %
Overall maintenance of City streets	66	21.5 %
Overall quality of City water utilities	13	4.2 %
Overall quality of City sewer services	4	1.3 %
Overall enforcement of City codes & ordinances	21	6.8 %
Overall quality of customer service you receive from City employees	3	1.0 %
Overall effectiveness of City communication with the public	13	4.2 %
Overall effectiveness of City economic development efforts	52	16.9 %
Overall quality of City's public library services	5	1.6 %
Overall quality of permit process	9	2.9 %
None chosen	22	7.2 %
Total	307	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	15	4.9 %
Overall quality of City's recreation programs	17	5.5 %
Overall quality of City parks/trails/open space	36	11.7 %
Overall maintenance of City streets	60	19.5 %
Overall quality of City water utilities	17	5.5 %
Overall quality of City sewer services	6	2.0 %
Overall quality of Municipal Court services	4	1.3 %
Overall enforcement of City codes & ordinances	26	8.5 %
Overall quality of customer service you receive from City employees	13	4.2 %
Overall effectiveness of City communication with the public	25	8.1 %
Overall effectiveness of City economic development efforts	41	13.4 %
Overall quality of City's public library services	4	1.3 %
Overall quality of permit process	8	2.6 %
None chosen	35	11.4 %
Total	307	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	19	6.2 %
Overall quality of City's recreation programs	23	7.5 %
Overall quality of City parks/trails/open space	25	8.1 %
Overall maintenance of City streets	31	10.1 %
Overall quality of City water utilities	17	5.5 %
Overall quality of City sewer services	7	2.3 %
Overall quality of Municipal Court services	1	0.3 %
Overall enforcement of City codes & ordinances	27	8.8 %
Overall quality of customer service you receive from City employees	6	2.0 %
Overall effectiveness of City communication with the public	33	10.7 %
Overall effectiveness of City economic development efforts	38	12.4 %
Overall quality of City's public library services	5	1.6 %
Overall quality of permit process	21	6.8 %
None chosen	54	17.6 %
Total	307	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	74	24.1 %
Overall quality of City's recreation programs	57	18.6 %
Overall quality of City parks/trails/open space	103	33.6 %
Overall maintenance of City streets	157	51.1 %
Overall quality of City water utilities	47	15.3 %
Overall quality of City sewer services	17	5.5 %
Overall quality of Municipal Court services	5	1.6 %
Overall enforcement of City codes & ordinances	74	24.1 %
Overall quality of customer service you receive from City employees	22	7.2 %
Overall effectiveness of City communication with the public	71	23.1 %
Overall effectiveness of City economic development efforts	131	42.7 %
Overall quality of City's public library services	14	4.6 %
Overall quality of permit process	38	12.4 %
None chosen	22	7.2 %
Total	832	

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Oregon City	8.5%	50.5%	26.4%	5.2%	1.6%	7.8%
Q3-2. Overall value that you receive for your tax & fees	4.6%	28.7%	34.5%	18.2%	7.5%	6.5%
Q3-3. Overall image of City	13.7%	37.1%	28.3%	14.3%	3.6%	2.9%
Q3-4. How well City is supporting growth & development	5.9%	26.1%	27.4%	20.5%	11.4%	8.8%
Q3-5. Overall feeling of safety in City	12.7%	42.3%	22.1%	15.6%	4.6%	2.6%
Q3-6. Availability of job opportunities	3.9%	19.2%	30.0%	15.0%	3.6%	28.3%
Q3-7. Availability of training or educational opportunities	10.1%	26.7%	27.7%	5.9%	2.0%	27.7%
Q3-8. Overall quality of new development	7.2%	26.1%	28.7%	16.9%	8.1%	13.0%
Q3-9. Overall development across City	5.5%	29.6%	28.7%	19.2%	8.5%	8.5%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Oregon City	9.2%	54.8%	28.6%	5.7%	1.8%
Q3-2. Overall value that you receive for your tax & fees	4.9%	30.7%	36.9%	19.5%	8.0%
Q3-3. Overall image of City	14.1%	38.3%	29.2%	14.8%	3.7%
Q3-4. How well City is supporting growth & development	6.4%	28.6%	30.0%	22.5%	12.5%
Q3-5. Overall feeling of safety in City	13.0%	43.5%	22.7%	16.1%	4.7%
Q3-6. Availability of job opportunities	5.5%	26.8%	41.8%	20.9%	5.0%
Q3-7. Availability of training or educational opportunities	14.0%	36.9%	38.3%	8.1%	2.7%
Q3-8. Overall quality of new development	8.2%	30.0%	33.0%	19.5%	9.4%
Q3-9. Overall development across City	6.0%	32.4%	31.3%	21.0%	9.3%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q4-1. Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	15.3%	46.6%	17.3%	11.7%	3.3%	5.9%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	10.1%	39.4%	21.5%	10.4%	2.3%	16.3%
Q4-3. Appearance & maintenance of existing City parks	13.4%	48.5%	20.5%	9.8%	2.9%	4.9%
Q4-4. Proximity of parks to your home	25.4%	44.6%	11.4%	10.7%	4.9%	2.9%
Q4-5. Quantity of City trails	6.5%	25.4%	28.0%	13.7%	3.9%	22.5%
Q4-6. Access to City parks for persons with disabilities	6.2%	18.2%	23.1%	9.1%	2.3%	41.0%
Q4-7. Quality of Pioneer Community Center	8.5%	26.7%	24.1%	3.3%	0.7%	36.8%
Q4-8. Quality of End of the Oregon Trail	10.1%	25.4%	26.7%	8.8%	2.6%	26.4%
Q4-9. Quality of City's swimming pool	9.4%	25.1%	24.4%	10.4%	2.3%	28.3%
Q4-10. Quality of services for fees assessed with recreation programing (e.g. pool programs, admission, & camps)	5.9%	27.0%	27.0%	5.5%	2.9%	31.6%
Q4-11. Quality of recreational areas for dogs	3.9%	13.0%	25.1%	15.0%	8.1%	34.9%
Q4-12. Other	7.7%	3.8%	7.7%	19.2%	57.7%	3.8%



**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	16.3%	49.5%	18.3%	12.5%	3.5%
Q4-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	12.1%	47.1%	25.7%	12.5%	2.7%
Q4-3. Appearance & maintenance of existing City parks	14.0%	51.0%	21.6%	10.3%	3.1%
Q4-4. Proximity of parks to your home	26.2%	46.0%	11.7%	11.1%	5.0%
Q4-5. Quantity of City trails	8.4%	32.8%	36.1%	17.6%	5.0%
Q4-6. Access to City parks for persons with disabilities	10.5%	30.9%	39.2%	15.5%	3.9%
Q4-7. Quality of Pioneer Community Center	13.4%	42.3%	38.1%	5.2%	1.0%
Q4-8. Quality of End of the Oregon Trail	13.7%	34.5%	36.3%	11.9%	3.5%
Q4-9. Quality of City's swimming pool	13.2%	35.0%	34.1%	14.5%	3.2%
Q4-10. Quality of services for fees assessed with recreation programing (e.g. pool programs, admission, & camps)	8.6%	39.5%	39.5%	8.1%	4.3%
Q4-11. Quality of recreational areas for dogs	6.0%	20.0%	38.5%	23.0%	12.5%
Q4-12. Other	8.0%	4.0%	8.0%	20.0%	60.0%

**Q4-12. Other**

Q4-12. Other	Number	Percent
Acquire more land for parks for the future	1	3.8 %
Affordable housing	1	3.8 %
Amount of trails	1	3.8 %
Appearance and maintenance of cemetery	1	3.8 %
Bathrooms at Chapin park are horrible	1	3.8 %
Cemetery needs a lot of maintenance at the mausoleums	1	3.8 %
Cost of fees added to water bills when we don't approve	1	3.8 %
Enforcing leash law	1	3.8 %
Fees	1	3.8 %
Fireworks at Clackmette Park	1	3.8 %
Maintaining existing equipment	1	3.8 %
Maintenance code enforcement on natural terrain and habitat preservation	1	3.8 %
Need gated dog park	1	3.8 %
Notification of activities and events	1	3.8 %
Quality of preparedness for a natural disaster (earthquake, volcano)	1	3.8 %
Quality of trails/safety	1	3.8 %
Some neighborhoods have too many parks and others have none or very few	1	3.8 %
Speed of developing the Filbert Run park	1	3.8 %
Splash pads	1	3.8 %
The city needs more bike routes and lanes	1	3.8 %
Thursday music	1	3.8 %
Too many homeless crimes around my father/s house and other homeless encampments	1	3.8 %
Tree removal	1	3.8 %
Variety of programs offered	1	3.8 %
We need to be diligent with handling the ever growing homeless issue	1	3.8 %
Willamette Falls Park	1	3.8 %
Total	26	100.0 %

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

Q5. Top choice	Number	Percent
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	29	9.4 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	26	8.5 %
Appearance & maintenance of existing City parks	51	16.6 %
Proximity of parks to your home	22	7.2 %
Quantity of City trails	34	11.1 %
Access to City parks for persons with disabilities	15	4.9 %
Quality of Pioneer Community Center	6	2.0 %
Quality of End of the Oregon Trail	11	3.6 %
Quality of City's swimming pool	20	6.5 %
Quality of services for fees assessed with recreation programing (e.g. pool programs, admission, & camps)	8	2.6 %
Quality of recreational areas for dogs	36	11.7 %
Other	11	3.6 %
None chosen	38	12.4 %
Total	307	100.0 %

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

Q5. 2nd choice	Number	Percent
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	35	11.4 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	18	5.9 %
Appearance & maintenance of existing City parks	40	13.0 %
Proximity of parks to your home	10	3.3 %
Quantity of City trails	31	10.1 %
Access to City parks for persons with disabilities	10	3.3 %
Quality of Pioneer Community Center	6	2.0 %
Quality of End of the Oregon Trail	22	7.2 %
Quality of City's swimming pool	25	8.1 %
Quality of services for fees assessed with recreation programing (e.g. pool programs, admission, & camps)	16	5.2 %
Quality of recreational areas for dogs	31	10.1 %
Other	6	2.0 %
None chosen	57	18.6 %
Total	307	100.0 %

**SUM OF TOP 3 CHOICES****Q5. Which TWO of the Parks and Recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q5. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities (e.g. picnic shelters, playgrounds in City parks)	64	20.8 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	44	14.3 %
Appearance & maintenance of existing City parks	91	29.6 %
Proximity of parks to your home	32	10.4 %
Quantity of City trails	65	21.2 %
Access to City parks for persons with disabilities	25	8.1 %
Quality of Pioneer Community Center	12	3.9 %
Quality of End of the Oregon Trail	33	10.7 %
Quality of City's swimming pool	45	14.7 %
Quality of services for fees assessed with recreation programing (e.g. pool programs, admission, & camps)	24	7.8 %
Quality of recreational areas for dogs	67	21.8 %
Other	17	5.5 %
<u>None chosen</u>	<u>38</u>	<u>12.4 %</u>
Total	557	

**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

	Number	Percent
Very willing	30	9.8 %
Willing	78	25.4 %
Neutral	74	24.1 %
Not willing	49	16.0 %
Not at all willing	59	19.2 %
Don't know	17	5.5 %
Total	307	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 "dont know")**

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

	Number	Percent
Very willing	30	10.3 %
Willing	78	26.9 %
Neutral	74	25.5 %
Not willing	49	16.9 %
Not at all willing	59	20.3 %
Total	290	100.0 %

**Q7. How would you vote in a bond election to fund the acquisition, development, and maintenance of the types of parks, recreation, and trail facilities that are most important to your household?**

Q7. How would you vote in a bond election to  
fund acquisition, development, & maintenance of  
types of parks, recreation, & trail facilities

	Number	Percent
Vote in favor	84	27.4 %
Might vote in favor	88	28.7 %
Not sure	59	19.2 %
Vote against	72	23.5 %
Not provided	4	1.3 %
Total	307	100.0 %

**WITHOUT NOT PROVIDED**

**Q7. How would you vote in a bond election to fund the acquisition, development, and maintenance of the types of parks, recreation, and trail facilities that are most important to your household? (without "not provided")**

Q7. How would you vote in a bond election to  
fund acquisition, development, & maintenance of  
types of parks, recreation, & trail facilities

	Number	Percent
Vote in favor	84	27.7 %
Might vote in favor	88	29.0 %
Not sure	59	19.5 %
Vote against	72	23.8 %
Total	303	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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q8-1. Visibility of police in the community	26.7%	45.3%	16.6%	6.8%	2.6%	2.0%
Q8-2. City's overall efforts to prevent crime	16.3%	39.4%	24.4%	8.8%	2.0%	9.1%
Q8-3. Enforcement of local traffic laws	11.7%	45.9%	24.1%	7.8%	4.9%	5.5%
Q8-4. Parking enforcement services	9.1%	33.2%	32.6%	6.2%	2.9%	16.0%
Q8-5. How quickly police respond to emergencies	17.3%	31.3%	14.7%	3.6%	0.7%	32.6%
Q8-6. Response to drug control	5.9%	12.4%	25.1%	13.0%	4.2%	39.4%
Q8-7. Response to property crime	7.2%	19.5%	25.1%	10.1%	1.6%	36.5%
Q8-8. Level of community outreach	14.7%	31.3%	27.4%	7.2%	3.3%	16.3%
Q8-9. Response to issues with transients	6.5%	14.3%	20.5%	15.6%	17.9%	25.1%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Visibility of police in the community	27.2%	46.2%	16.9%	7.0%	2.7%
Q8-2. City's overall efforts to prevent crime	17.9%	43.4%	26.9%	9.7%	2.2%
Q8-3. Enforcement of local traffic laws	12.4%	48.6%	25.5%	8.3%	5.2%
Q8-4. Parking enforcement services	10.9%	39.5%	38.8%	7.4%	3.5%
Q8-5. How quickly police respond to emergencies	25.6%	46.4%	21.7%	5.3%	1.0%
Q8-6. Response to drug control	9.7%	20.4%	41.4%	21.5%	7.0%
Q8-7. Response to property crime	11.3%	30.8%	39.5%	15.9%	2.6%
Q8-8. Level of community outreach	17.5%	37.4%	32.7%	8.6%	3.9%
Q8-9. Response to issues with transients	8.7%	19.1%	27.4%	20.9%	23.9%



**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	27	8.8 %
City's overall efforts to prevent crime	38	12.4 %
Enforcement of local traffic laws	18	5.9 %
Parking enforcement services	4	1.3 %
How quickly police respond to emergencies	19	6.2 %
Response to drug control	19	6.2 %
Response to property crime	7	2.3 %
Level of community outreach	13	4.2 %
Response to issues with transients	134	43.6 %
None chosen	28	9.1 %
Total	307	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	20	6.5 %
City's overall efforts to prevent crime	43	14.0 %
Enforcement of local traffic laws	18	5.9 %
Parking enforcement services	7	2.3 %
How quickly police respond to emergencies	23	7.5 %
Response to drug control	50	16.3 %
Response to property crime	36	11.7 %
Level of community outreach	21	6.8 %
Response to issues with transients	46	15.0 %
None chosen	43	14.0 %
Total	307	100.0 %

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

<u>Q9. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in the community	47	15.3 %
City's overall efforts to prevent crime	81	26.4 %
Enforcement of local traffic laws	36	11.7 %
Parking enforcement services	11	3.6 %
How quickly police respond to emergencies	42	13.7 %
Response to drug control	69	22.5 %
Response to property crime	43	14.0 %
Level of community outreach	34	11.1 %
Response to issues with transients	180	58.6 %
<u>None chosen</u>	<u>28</u>	<u>9.1 %</u>
Total	571	

**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	219	71.3 %
City website	74	24.1 %
Newspaper	88	28.7 %
Friends	104	33.9 %
Radio	27	8.8 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	134	43.6 %
Public meetings	28	9.1 %
City's mobile app ("GO Request")	6	2.0 %
YouTube	4	1.3 %
Citizen Involvement Committee	12	3.9 %
TV local news	91	29.6 %
Nextdoor	88	28.7 %
Neighborhood Association	57	18.6 %
Utility bill	70	22.8 %
Flyers	64	20.8 %
E-newsletter	12	3.9 %
Other	10	3.3 %
Total	1088	

**Q10. Other**

Q10-17. Other	Number	Percent
Library	1	11.1 %
Library boards	1	11.1 %
Library web page	1	11.1 %
No publications at all	1	11.1 %
Oregon City Chit Chat, the City Hall FB posts, Police FB posts	1	11.1 %
Pioneer Center	1	11.1 %
School members	1	11.1 %
Search engine	1	11.1 %
Swimming pool	1	11.1 %
Total	9	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	89	29.0 %
City website	22	7.2 %
Newspaper	19	6.2 %
Friends	1	0.3 %
Radio	5	1.6 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	57	18.6 %
Public meetings	3	1.0 %
City's mobile app ("GO Request")	6	2.0 %
Citizen Involvement Committee	3	1.0 %
TV local news	12	3.9 %
Nextdoor	8	2.6 %
Neighborhood Association	3	1.0 %
Utility bill	10	3.3 %
Flyers	14	4.6 %
E-newsletter	22	7.2 %
Other	1	0.3 %
None chosen	32	10.4 %
Total	307	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	47	15.3 %
City website	22	7.2 %
Newspaper	18	5.9 %
Friends	5	1.6 %
Radio	3	1.0 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	26	8.5 %
Public meetings	5	1.6 %
City's mobile app ("GO Request")	9	2.9 %
YouTube	2	0.7 %
Citizen Involvement Committee	4	1.3 %
TV local news	26	8.5 %
Nextdoor	17	5.5 %
Neighborhood Association	14	4.6 %
Utility bill	17	5.5 %
Flyers	23	7.5 %
E-newsletter	21	6.8 %
Other	1	0.3 %
None chosen	47	15.3 %
Total	307	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	136	44.3 %
City website	44	14.3 %
Newspaper	37	12.1 %
Friends	6	2.0 %
Radio	8	2.6 %
Social media (Facebook, Twitter, Instagram, LinkedIn)	83	27.0 %
Public meetings	8	2.6 %
City's mobile app ("GO Request")	15	4.9 %
YouTube	2	0.7 %
Citizen Involvement Committee	7	2.3 %
TV local news	38	12.4 %
Nextdoor	25	8.1 %
Neighborhood Association	17	5.5 %
Utility bill	27	8.8 %
Flyers	37	12.1 %
E-newsletter	43	14.0 %
Other	2	0.7 %
None chosen	32	10.4 %
Total	567	

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

Q10b. Top choice	Number	Percent
Daily	17	5.5 %
Weekly	89	29.0 %
Monthly	134	43.6 %
Quarterly	39	12.7 %
Don't know	28	9.1 %
Total	307	100.0 %

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

Q10b. 2nd choice	Number	Percent
Daily	17	5.5 %
Weekly	52	16.9 %
Monthly	89	29.0 %
Quarterly	77	25.1 %
Don't know	72	23.5 %
Total	307	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	34	11.1 %
Weekly	141	45.9 %
Monthly	223	72.6 %
Quarterly	116	37.8 %
Don't know	28	9.1 %
Total	542	

**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	Number	Percent
City Commission's goals & objectives	176	57.3 %
Public safety (police)	231	75.2 %
Public works (infrastructure & transportation updates)	207	67.4 %
Special events	221	72.0 %
Community-based stories (what is going on locally)	184	59.9 %
Economic development	204	66.4 %
Library services & programs	148	48.2 %
Parks & Recreation programs & services	192	62.5 %
Other	11	3.6 %
Total	1574	

**Q11. Other**

Q11-9. Other	Number	Percent
Code changes that affect my property	1	9.1 %
Land use changes	1	9.1 %
Land use planning	1	9.1 %
More items for low income children to participate in	1	9.1 %
School events	1	9.1 %
Services for the elderly	1	9.1 %
Upcoming events/activities before they occur to plan to attend	1	9.1 %
Volunteer opportunities	1	9.1 %
What we are doing about over crowded and run down elementary schools	1	9.1 %
What's being done about transients	1	9.1 %
Willamette Falls	1	9.1 %
Total	11	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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q12-1. Availability of information about City programs & services	5.5%	30.0%	39.4%	12.1%	1.6%	11.4%
Q12-2. Overall quality of City's website	2.6%	23.5%	27.7%	12.7%	1.3%	32.2%
Q12-3. Level of public involvement in decision making	2.3%	14.7%	29.6%	20.8%	8.5%	24.1%
Q12-4. Timeliness of information provided by City	2.3%	22.1%	37.5%	13.7%	2.9%	21.5%
Q12-5. Quality of content on social media (Facebook, Twitter, Instagram)	2.0%	17.6%	23.8%	8.5%	3.3%	45.0%
Q12-6. City's mobile app (GO request)	0.7%	2.9%	14.3%	2.6%	1.3%	78.2%

**WITHOUT DON'T KNOW**

**Q12. Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Availability of information about City programs & services	6.3%	33.8%	44.5%	13.6%	1.8%
Q12-2. Overall quality of City's website	3.8%	34.6%	40.9%	18.8%	1.9%
Q12-3. Level of public involvement in decision making	3.0%	19.3%	39.1%	27.5%	11.2%
Q12-4. Timeliness of information provided by City	2.9%	28.2%	47.7%	17.4%	3.7%
Q12-5. Quality of content on social media (Facebook, Twitter, Instagram)	3.6%	32.0%	43.2%	15.4%	5.9%
Q12-6. City's mobile app (GO request)	3.0%	13.4%	65.7%	11.9%	6.0%



**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q13-1. Enforcing cleanup of litter & debris on private property	6.2%	15.0%	22.5%	27.0%	7.8%	21.5%
Q13-2. Enforcing mowing/trimming of grass & weeds on private property	5.5%	13.7%	25.7%	23.8%	7.8%	23.5%
Q13-3. Enforcing codes designed to protect public safety & health	6.2%	20.5%	25.1%	14.0%	6.2%	28.0%
Q13-4. Enforcing sign regulation	3.9%	19.2%	27.7%	13.4%	2.6%	33.2%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing cleanup of litter & debris on private property	7.9%	19.1%	28.6%	34.4%	10.0%
Q13-2. Enforcing mowing/trimming of grass & weeds on private property	7.2%	17.9%	33.6%	31.1%	10.2%
Q13-3. Enforcing codes designed to protect public safety & health	8.6%	28.5%	34.8%	19.5%	8.6%
Q13-4. Enforcing sign regulation	5.9%	28.8%	41.5%	20.0%	3.9%

**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	125	40.7 %
Enforcing mowing/trimming of grass & weeds on private property	33	10.7 %
Enforcing codes designed to protect public safety & health	79	25.7 %
Enforcing sign regulation	15	4.9 %
None chosen	55	17.9 %
Total	307	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	76	24.8 %
Enforcing mowing/trimming of grass & weeds on private property	58	18.9 %
Enforcing codes designed to protect public safety & health	70	22.8 %
Enforcing sign regulation	27	8.8 %
None chosen	76	24.8 %
Total	307	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	201	65.5 %
Enforcing mowing/trimming of grass & weeds on private property	91	29.6 %
Enforcing codes designed to protect public safety & health	149	48.5 %
Enforcing sign regulation	42	13.7 %
None chosen	55	17.9 %
Total	538	

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q15-1. Maintenance of major City streets	8.5%	45.0%	17.9%	21.8%	4.2%	2.6%
Q15-2. Maintenance of streets in your neighborhood	11.1%	41.4%	16.6%	16.9%	12.1%	2.0%
Q15-3. Snow & ice response on major City streets	9.4%	39.4%	23.8%	13.7%	4.6%	9.1%
Q15-4. Adequacy of City street lighting in your neighborhood	16.9%	51.8%	15.0%	10.1%	3.6%	2.6%
Q15-5. Condition of sidewalks in your neighborhood	9.8%	36.5%	17.9%	16.3%	13.0%	6.5%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	8.1%	29.3%	30.0%	17.6%	5.5%	9.4%
Q15-7. Accessibility of public transportation options	9.4%	32.9%	20.5%	11.7%	7.5%	17.9%
Q15-8. Availability of safe pedestrian ways on major streets & routes	7.2%	34.5%	21.2%	21.5%	9.1%	6.5%
Q15-9. Availability of safe pedestrian ways in your neighborhood	11.1%	38.1%	20.5%	15.0%	10.4%	4.9%
Q15-10. Quality of sidewalks for people with mobility challenges	5.2%	22.1%	22.1%	16.9%	9.4%	24.1%
Q15-11. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	8.5%	27.0%	26.1%	17.3%	11.7%	9.4%
Q15-12. Alternative means of transportation such as transit, bicycling, walking	6.8%	32.9%	27.4%	12.1%	7.2%	13.7%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of major City streets	8.7%	46.2%	18.4%	22.4%	4.3%
Q15-2. Maintenance of streets in your neighborhood	11.3%	42.2%	16.9%	17.3%	12.3%
Q15-3. Snow & ice response on major City streets	10.4%	43.4%	26.2%	15.1%	5.0%
Q15-4. Adequacy of City street lighting in your neighborhood	17.4%	53.2%	15.4%	10.4%	3.7%
Q15-5. Condition of sidewalks in your neighborhood	10.5%	39.0%	19.2%	17.4%	13.9%
Q15-6. On-street bicycle infrastructure (bike lanes/signs/arrows)	9.0%	32.4%	33.1%	19.4%	6.1%
Q15-7. Accessibility of public transportation options	11.5%	40.1%	25.0%	14.3%	9.1%
Q15-8. Availability of safe pedestrian ways on major streets & routes	7.7%	36.9%	22.6%	23.0%	9.8%
Q15-9. Availability of safe pedestrian ways in your neighborhood	11.6%	40.1%	21.6%	15.8%	11.0%
Q15-10. Quality of sidewalks for people with mobility challenges	6.9%	29.2%	29.2%	22.3%	12.4%
Q15-11. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	9.4%	29.9%	28.8%	19.1%	12.9%
Q15-12. Alternative means of transportation such as transit, bicycling, walking	7.9%	38.1%	31.7%	14.0%	8.3%

**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	75	24.4 %
Maintenance of streets in your neighborhood	32	10.4 %
Snow & ice response on major City streets	22	7.2 %
Adequacy of City street lighting in your neighborhood	8	2.6 %
Condition of sidewalks in your neighborhood	22	7.2 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	10	3.3 %
Accessibility of public transportation options	21	6.8 %
Availability of safe pedestrian ways on major streets & routes	31	10.1 %
Availability of safe pedestrian ways in your neighborhood	8	2.6 %
Quality of sidewalks for people with mobility challenges	13	4.2 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	27	8.8 %
Alternative means of transportation such as transit, bicycling, walking	14	4.6 %
None chosen	24	7.8 %
Total	307	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	23	7.5 %
Maintenance of streets in your neighborhood	44	14.3 %
Snow & ice response on major City streets	29	9.4 %
Adequacy of City street lighting in your neighborhood	16	5.2 %
Condition of sidewalks in your neighborhood	19	6.2 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	11	3.6 %
Accessibility of public transportation options	11	3.6 %
Availability of safe pedestrian ways on major streets & routes	25	8.1 %
Availability of safe pedestrian ways in your neighborhood	26	8.5 %
Quality of sidewalks for people with mobility challenges	17	5.5 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	29	9.4 %
Alternative means of transportation such as transit, bicycling, walking	15	4.9 %
None chosen	42	13.7 %
Total	307	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)**

<u>Q16. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	98	31.9 %
Maintenance of streets in your neighborhood	76	24.8 %
Snow & ice response on major City streets	51	16.6 %
Adequacy of City street lighting in your neighborhood	24	7.8 %
Condition of sidewalks in your neighborhood	41	13.4 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	21	6.8 %
Accessibility of public transportation options	32	10.4 %
Availability of safe pedestrian ways on major streets & routes	56	18.2 %
Availability of safe pedestrian ways in your neighborhood	34	11.1 %
Quality of sidewalks for people with mobility challenges	30	9.8 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	56	18.2 %
Alternative means of transportation such as transit, bicycling, walking	29	9.4 %
None chosen	24	7.8 %
Total	572	

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q17-1. Selection of physical resources available (books, CD's, & DVD's)	16.9%	30.3%	14.3%	5.5%	1.6%	31.3%
Q17-2. Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	15.6%	27.4%	16.3%	2.0%	0.3%	38.4%
Q17-3. Events for seniors	6.5%	12.1%	20.2%	2.3%	0.3%	58.6%
Q17-4. Events for adults (e.g. informational, literary, participatory, entertainment)	8.1%	16.6%	22.1%	4.2%	0.7%	48.2%
Q17-5. Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	6.2%	12.7%	18.2%	2.0%	1.0%	59.9%
Q17-6. Events for children (e.g. early literacy development, story times, summer reading program)	12.1%	19.9%	16.0%	2.0%	0.7%	49.5%
Q17-7. Reader's Advisory (help finding something to read)	10.1%	19.2%	18.6%	0.7%	0.7%	50.8%
Q17-8. Selection of reference & research tools	10.7%	22.1%	21.5%	1.6%	1.3%	42.7%
Q17-9. Access to computers & library Wi-Fi	16.6%	29.3%	16.6%	0.3%	0.7%	36.5%
Q17-10. Ease of booking meeting rooms	6.2%	12.4%	16.3%	0.3%	0.7%	64.2%
Q17-11. Library as hub of community information	12.4%	19.2%	20.5%	2.6%	1.0%	44.3%
Q17-12. Outreach-programs and/or services in the community outside of library	6.8%	14.3%	18.2%	2.9%	1.3%	56.4%

**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=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Selection of physical resources available (books, CD's, & DVD's)	24.6%	44.1%	20.9%	8.1%	2.4%
Q17-2. Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	25.4%	44.4%	26.5%	3.2%	0.5%
Q17-3. Events for seniors	15.7%	29.1%	48.8%	5.5%	0.8%
Q17-4. Events for adults (e.g. informational, literary, participatory, entertainment)	15.7%	32.1%	42.8%	8.2%	1.3%
Q17-5. Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	15.4%	31.7%	45.5%	4.9%	2.4%
Q17-6. Events for children (e.g. early literacy development, story times, summer reading program)	23.9%	39.4%	31.6%	3.9%	1.3%
Q17-7. Reader's Advisory (help finding something to read)	20.5%	39.1%	37.7%	1.3%	1.3%
Q17-8. Selection of reference & research tools	18.8%	38.6%	37.5%	2.8%	2.3%
Q17-9. Access to computers & library Wi-Fi	26.2%	46.2%	26.2%	0.5%	1.0%
Q17-10. Ease of booking meeting rooms	17.3%	34.5%	45.5%	0.9%	1.8%
Q17-11. Library as hub of community information	22.2%	34.5%	36.8%	4.7%	1.8%
Q17-12. Outreach-programs and/or services in the community outside of library	15.7%	32.8%	41.8%	6.7%	3.0%



**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. Top choice	Number	Percent
Selection of physical resources available (books, CD's, & DVD's)	51	16.6 %
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	19	6.2 %
Events for seniors	22	7.2 %
Events for adults (e.g. informational, literary, participatory, entertainment)	13	4.2 %
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	13	4.2 %
Events for children (e.g. early literacy development, story times, summer reading program)	23	7.5 %
Reader's Advisory (help finding something to read)	2	0.7 %
Selection of reference & research tools	6	2.0 %
Access to computers & library Wi-Fi	10	3.3 %
Ease of booking meeting rooms	2	0.7 %
Library as hub of community information	11	3.6 %
Outreach-programs and/or services in the community outside of library	25	8.1 %
None chosen	110	35.8 %
Total	307	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)	14	4.6 %
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	21	6.8 %
Events for seniors	17	5.5 %
Events for adults (e.g. informational, literary, participatory, entertainment)	23	7.5 %
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	15	4.9 %
Events for children (e.g. early literacy development, story times, summer reading program)	18	5.9 %
Reader's Advisory (help finding something to read)	1	0.3 %
Selection of reference & research tools	7	2.3 %
Access to computers & library Wi-Fi	17	5.5 %
Ease of booking meeting rooms	3	1.0 %
Library as hub of community information	29	9.4 %
Outreach-programs and/or services in the community outside of library	17	5.5 %
None chosen	125	40.7 %
Total	307	100.0 %

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

<u>Q18. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Selection of physical resources available (books, CD's, & DVD's)	65	21.2 %
Selection of digital resources available online (e.g. eBooks, downloadable audio, streaming films)	40	13.0 %
Events for seniors	39	12.7 %
Events for adults (e.g. informational, literary, participatory, entertainment)	36	11.7 %
Events for teens (e.g. Teen Advisory Council, crafts, summer reading)	28	9.1 %
Events for children (e.g. early literacy development, story times, summer reading program)	41	13.4 %
Reader's Advisory (help finding something to read)	3	1.0 %
Selection of reference & research tools	13	4.2 %
Access to computers & library Wi-Fi	27	8.8 %
Ease of booking meeting rooms	5	1.6 %
Library as hub of community information	40	13.0 %
Outreach-programs and/or services in the community outside of library	42	13.7 %
<u>None chosen</u>	<u>110</u>	<u>35.8 %</u>
Total	489	

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

Q19. How do you get information about the library	Number	Percent
E-newsletter	41	13.4 %
Library staff	50	16.3 %
Word of mouth	70	22.8 %
City's website	54	17.6 %
Flyers	34	11.1 %
Newspaper	39	12.7 %
Library's social media	48	15.6 %
Others social media	14	4.6 %
Trail News	119	38.8 %
Other	17	5.5 %
Total	486	

**Q19. Other**

Q19-11. Other	Number	Percent
Drive by the library	1	6.3 %
Driving past it	1	6.3 %
Going to library	9	56.3 %
Library website	1	6.3 %
Neighborhood association	1	6.3 %
School	1	6.3 %
UNCC	1	6.3 %
Website	1	6.3 %
Total	16	100.0 %

**Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, 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 & City pool	27	8.8 %
Park improvements & maintenance	24	7.8 %
Road maintenance/pavement preservation (such as overlay projects)	102	33.2 %
Sidewalks	40	13.0 %
Intersection/road corridor improvements to improve non-motorized access & traffic flow	29	9.4 %
Willamette Falls Legacy Project	50	16.3 %
Tourism	5	1.6 %
Natural habitat restoration	16	5.2 %
None chosen	14	4.6 %
Total	307	100.0 %

**Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, 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 & City pool	23	7.5 %
Park improvements & maintenance	44	14.3 %
Road maintenance/pavement preservation (such as overlay projects)	52	16.9 %
Sidewalks	59	19.2 %
Intersection/road corridor improvements to improve non-motorized access & traffic flow	19	6.2 %
Willamette Falls Legacy Project	44	14.3 %
Tourism	24	7.8 %
Natural habitat restoration	23	7.5 %
None chosen	19	6.2 %
Total	307	100.0 %

**Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, 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 & City pool	45	14.7 %
Park improvements & maintenance	57	18.6 %
Road maintenance/pavement preservation (such as overlay projects)	39	12.7 %
Sidewalks	26	8.5 %
Intersection/road corridor improvements to improve non-motorized access & traffic flow	35	11.4 %
Willamette Falls Legacy Project	25	8.1 %
Tourism	20	6.5 %
Natural habitat restoration	32	10.4 %
None chosen	28	9.1 %
Total	307	100.0 %

**Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, 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. 4th choice	Number	Percent
Recreation facilities such as Pioneer Community Center & City pool	44	14.3 %
Park improvements & maintenance	57	18.6 %
Road maintenance/pavement preservation (such as overlay projects)	22	7.2 %
Sidewalks	25	8.1 %
Intersection/road corridor improvements to improve non-motorized access & traffic flow	30	9.8 %
Willamette Falls Legacy Project	30	9.8 %
Tourism	23	7.5 %
Natural habitat restoration	36	11.7 %
None chosen	40	13.0 %
Total	307	100.0 %

**Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.**

Q20. 5th choice	Number	Percent
Recreation facilities such as Pioneer Community Center & City pool	29	9.4 %
Park improvements & maintenance	29	9.4 %
Road maintenance/pavement preservation (such as overlay projects)	16	5.2 %
Sidewalks	30	9.8 %
Intersection/road corridor improvements to improve non-motorized access & traffic flow	36	11.7 %
Willamette Falls Legacy Project	32	10.4 %
Tourism	40	13.0 %
Natural habitat restoration	42	13.7 %
None chosen	53	17.3 %
Total	307	100.0 %

### **SUM OF TOP 5 CHOICES**

**Q20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements or sidewalk maintenance, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES. (top 5)**

Q20. Sum of Top 5 Choices	Number	Percent
Recreation facilities such as Pioneer Community Center & City pool	168	54.7 %
Park improvements & maintenance	211	68.7 %
Road maintenance/pavement preservation (such as overlay projects)	231	75.2 %
Sidewalks	180	58.6 %
Intersection/road corridor improvements to improve non-motorized access & traffic flow	149	48.5 %
Willamette Falls Legacy Project	181	59.0 %
Tourism	112	36.5 %
Natural habitat restoration	149	48.5 %
None chosen	14	4.6 %
Total	1395	

**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=307)

	Much higher	A little higher	Stay the same	Little lower	Much lower	Don't know
Q21-1. Law enforcement	4.9%	38.1%	44.3%	2.3%	1.0%	9.4%
Q21-2. Parks, trails, & open space	15.0%	39.4%	33.6%	2.0%	2.0%	8.1%
Q21-3. Recreation facilities & programs	9.4%	35.8%	41.0%	2.0%	0.7%	11.1%
Q21-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes)	23.1%	46.9%	20.8%	1.3%	1.0%	6.8%
Q21-5. Utility infrastructure (water, sewer, & drainage system upgrades)	5.9%	30.3%	48.9%	2.9%	1.0%	11.1%
Q21-6. City's public library	3.9%	13.4%	57.0%	8.5%	2.6%	14.7%
Q21-7. City's code enforcement	9.1%	24.8%	42.3%	5.9%	1.6%	16.3%
Q21-8. City's permit review	5.5%	11.4%	39.1%	5.2%	3.9%	34.9%



**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=307)

	Much higher	A little higher	Stay the same	Little lower	Much lower
Q21-1. Law enforcement	5.4%	42.1%	48.9%	2.5%	1.1%
Q21-2. Parks, trails, & open space	16.3%	42.9%	36.5%	2.1%	2.1%
Q21-3. Recreation facilities & programs	10.6%	40.3%	46.2%	2.2%	0.7%
Q21-4. Transportation facilities & programs (street maintenance, new sidewalks, added bike lanes)	24.8%	50.3%	22.4%	1.4%	1.0%
Q21-5. Utility infrastructure (water, sewer, & drainage system upgrades)	6.6%	34.1%	54.9%	3.3%	1.1%
Q21-6. City's public library	4.6%	15.6%	66.8%	9.9%	3.1%
Q21-7. City's code enforcement	10.9%	29.6%	50.6%	7.0%	1.9%
Q21-8. City's permit review	8.5%	17.5%	60.0%	8.0%	6.0%

**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 service level	Number	Percent
Yes	115	37.5 %
No	95	30.9 %
Not applicable. I do not think any levels of service need to be higher	10	3.3 %
Don't know	87	28.3 %
Total	307	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 service level	Number	Percent
Yes	115	52.3 %
No	95	43.2 %
Not applicable. I do not think any levels of service need to be higher	10	4.5 %
Total	220	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=307)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q22-1. As a place to live	26.7%	55.7%	7.5%	5.9%	2.0%	2.3%
Q22-2. As a place to raise children	21.2%	48.2%	12.1%	7.2%	2.9%	8.5%
Q22-3. As a place to work	12.7%	26.7%	23.1%	10.7%	5.9%	20.8%
Q22-4. As a place with a variety of housing choices	6.5%	38.4%	25.4%	14.3%	7.8%	7.5%
Q22-5. As a place to shop	6.2%	25.4%	21.8%	31.6%	12.1%	2.9%
Q22-6. As a place for dining & entertainment options	8.1%	29.6%	19.5%	28.0%	11.7%	2.9%
Q22-7. Overall quality of life in City	16.0%	51.8%	18.2%	9.8%	2.0%	2.3%
Q22-8. As a place to connect & interact with your neighbors	13.7%	43.6%	28.0%	7.2%	3.6%	3.9%

**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=307)

	Excellent	Good	Neutral	Below average	Poor
Q22-1. As a place to live	27.3%	57.0%	7.7%	6.0%	2.0%
Q22-2. As a place to raise children	23.1%	52.7%	13.2%	7.8%	3.2%
Q22-3. As a place to work	16.0%	33.7%	29.2%	13.6%	7.4%
Q22-4. As a place with a variety of housing choices	7.0%	41.5%	27.5%	15.5%	8.5%
Q22-5. As a place to shop	6.4%	26.2%	22.5%	32.6%	12.4%
Q22-6. As a place for dining & entertainment options	8.4%	30.5%	20.1%	28.9%	12.1%
Q22-7. Overall quality of life in City	16.3%	53.0%	18.7%	10.0%	2.0%
Q22-8. As a place to connect & interact with your neighbors	14.2%	45.4%	29.2%	7.5%	3.7%

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

Q23. Have you called, emailed, or visited City during past year	Number	Percent
Yes	130	42.3 %
No	166	54.1 %
Don't know	11	3.6 %
Total	307	100.0 %

**WITHOUT DON'T KNOW**

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

Q23. Have you called, emailed, or visited City during past year	Number	Percent
Yes	130	43.9 %
No	166	56.1 %
Total	296	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	51	39.2 %
Somewhat easy	49	37.7 %
Difficult	20	15.4 %
Very difficult	6	4.6 %
Don't know	4	3.1 %
Total	130	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	51	40.5 %
Somewhat easy	49	38.9 %
Difficult	20	15.9 %
Very difficult	6	4.8 %
Total	126	100.0 %

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

<u>Q23b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	32	24.6 %
Code Enforcement	48	36.9 %
Community Development (permits)	27	20.8 %
Parks & Recreation	21	16.2 %
Oregon City Public Library	15	11.5 %
Event Permits	6	4.6 %
Financial Services/Utility Billing	18	13.8 %
Transportation Services (streets)	18	13.8 %
Administration (public records)	12	9.2 %
Public Works (water/sewer/solid waste)	40	30.8 %
Municipal Court	7	5.4 %
Other	11	8.5 %
Total	255	

**Q23b. Other**

<u>Q23b-12. Other</u>	<u>Number</u>	<u>Percent</u>
Building permits	1	9.1 %
CITY COUNCIL	1	9.1 %
City Commission, Planning Commission	1	9.1 %
City Commission	1	9.1 %
Disaster preparedness	1	9.1 %
Fire Dept	1	9.1 %
Fire department, smoke alarms, Health dept. mold	1	9.1 %
MEDICAL WASTE	1	9.1 %
Permitting, taxes	1	9.1 %
Person to donate to seniors (community services)	1	9.1 %
Rent	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=130)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q23c-1. They were courteous & polite	51.5%	27.7%	9.2%	5.4%	0.8%	5.4%
Q23c-2. They gave prompt, accurate, & complete answers to questions	43.1%	25.4%	16.2%	6.9%	3.1%	5.4%
Q23c-3. They did what they said they would do in a timely manner	38.5%	26.2%	13.1%	7.7%	2.3%	12.3%
Q23c-4. They helped you resolve an issue to your satisfaction	31.5%	30.8%	13.1%	10.0%	6.9%	7.7%

**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=130)

	Always	Usually	Sometimes	Seldom	Never
Q23c-1. They were courteous & polite	54.5%	29.3%	9.8%	5.7%	0.8%
Q23c-2. They gave prompt, accurate, & complete answers to questions	45.5%	26.8%	17.1%	7.3%	3.3%
Q23c-3. They did what they said they would do in a timely manner	43.9%	29.8%	14.9%	8.8%	2.6%
Q23c-4. They helped you resolve an issue to your satisfaction	34.2%	33.3%	14.2%	10.8%	7.5%

**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=307)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q24-1. Employment opportunities	8.8%	31.6%	21.5%	0.0%	1.3%	36.8%
Q24-2. Office development	3.6%	17.6%	33.2%	2.9%	1.0%	41.7%
Q24-3. Retail/restaurants/services	15.3%	37.1%	30.9%	1.6%	1.0%	14.0%
Q24-4. Technology & other industry	12.7%	32.6%	20.8%	0.7%	1.0%	32.2%
Q24-5. Housing options for aging population	13.4%	28.3%	21.5%	2.0%	1.0%	33.9%
Q24-6. Apartments	6.2%	14.0%	32.9%	12.1%	9.4%	25.4%
Q24-7. Townhomes/row houses	5.5%	13.4%	30.3%	15.0%	11.4%	24.4%
Q24-8. Entry level single family homes	15.0%	21.5%	27.4%	11.1%	6.2%	18.9%
Q24-9. Single Family Homes (e.g. large lots/homes)	10.1%	13.4%	37.1%	11.7%	9.4%	18.2%



**WITHOUT DON'T KNOW**

**Q24. Land Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")**

(N=307)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q24-1. Employment opportunities	13.9%	50.0%	34.0%	0.0%	2.1%
Q24-2. Office development	6.1%	30.2%	57.0%	5.0%	1.7%
Q24-3. Retail/restaurants/services	17.8%	43.2%	36.0%	1.9%	1.1%
Q24-4. Technology & other industry	18.8%	48.1%	30.8%	1.0%	1.4%
Q24-5. Housing options for aging population	20.2%	42.9%	32.5%	3.0%	1.5%
Q24-6. Apartments	8.3%	18.8%	44.1%	16.2%	12.7%
Q24-7. Townhomes/row houses	7.3%	17.7%	40.1%	19.8%	15.1%
Q24-8. Entry level single family homes	18.5%	26.5%	33.7%	13.7%	7.6%
Q24-9. Single Family Homes (e.g. large lots/homes)	12.4%	16.3%	45.4%	14.3%	11.6%

**Q25. Community amenities provided by the city can enhance the quality of life in Oregon City. If you could identify ONE new community amenity that could be provided by the city, what would it be?**

- 4th Of July Celebration
- 4th Of July Fireworks Show on River.
- 55 and older adult community area like Tigard has.
- A fenced dog park preferably with an area for large dogs and one for small dogs
- A new recreation center pool/daycare/sport
- A new transit center where people can feel safe any time of day.
- A nice waterfront area.
- A place for youth to gather in a constructive way, i.e. Boys and Girls Club, YMCA, Big Al's Bowling
- A program or building that can accommodate the homeless and mentally ill people who tend to camp and wander the city.
- A great local dog park
- A safe place for teens to gather
- A second bottle drop.
- Allow food carts.
- Allow tiny homes on private property
- Allowing tiny homes on existing properties with houses
- Alternative recreation options
- Alternative transportation system, primarily light rail, bikes, and walking.
- An education/entertainment venue
- An extended arts and crafts fair.
- Another public elementary school
- Artisan bagel shop
- Athletic center
- Attention to Meyers road from Leland to 213
- Available parking spaces
- Benches and covered areas for transit
- Better access to pickle ball courts - need open courts (i.e. - very difficult to use based on time restrictions).
- Better and safer bike paths - and a lot more of them.
- Better pool
- Better quality restaurants, better shops
- Better roads
- Better selection of retail stores
- Better shopping
- Build more starter homes
- Building fewer homes.
- Building to the historic codes
- Business licenses. Decrease pot shops on Molalla Ave
- Camping areas like koa
- Change the location of sign "end of the Oregon Trail" away from metro transfer.
- City code enforcement

- City outdoor pool
- Community center with things for families to do including aquatic center, indoor sports
- Community dog park (McLaughlin district)
- Community garden
- Complete development of blue heron mill.
- Complete the Glenn oaks dog park, there are no fenced dog parks currently available.
- Complete the Willamette falls heritage project.
- Connecting parents with childcare options
- Control of indigent, homeless population
- Disaster preparedness (earthquake, volcano, etc.)
- Disc golf course - improve singer hill park
- Do something about the homeless, they are destroying small business and keeping visitors away, crime seems to be at a high with car break-ins and homes being broken into.
- Dog parks
- Dollar tree in Oregon City by the hilltop mall.
- Downtown indoor market
- Downtown parking.
- Electric-assist bikeshare program
- Employment opportunities
- Enclosed dog park
- Enclosed dog park
- Enforce the city codes and ordinances. The parks, trails, etc. Are full of dog poop. Dogs are allowed to run around without leashes and children have been jumped on by dogs not on a leash at parks!!!
- Entry level housing townhomes
- Expand downtown- add parking mill site
- Fenced dog park
- Fenced off-leash dog park.
- Fill up the library with books! I still have to go to west Linn or Tigard to find actual books. We don't need events, we need books and some sound baffling to block the noisy lobby.
- Focus on cleaning up Molalla Ave
- Focus on the historical importance of oc to the development of portland metro area.
- Free Wi-Fi
- Full service rec center
- Get rid of father's heart. It is bringing an unfair burden of homeless people.
- Help for people in need.
- I would like to see the city pay more attention to code violations and overgrowth on city maintained property
- Improve educational system to make one of top 10 in state
- Improve the paper mill site!
- Improved pool with added water recreation/water park features
- Improving the traffic flow and parking on main street
- Increased investment in all parks
- Indoor children activities
- Indoor multisport recreation facility

- Indoor play/discovery center for kids, Oregon City's own omsi
- Jobs, good paying/private industry
- Large community center for all ages
- Larger housing lots
- Larger restaurants
- Liberty square as a city park
- Light rail
- Limit the number of new houses being built on lots.
- Looking forward to the Willamette falls project - that should be a high priority for now
- Low cost housing/apartments
- Lower housing and stop taking up land for subdivisions!
- Lower my taxes.
- Make the falls a great family recreation site and tourist site.
- Max train service
- More dining options in Meyers rd area
- More downtown parking
- More law enforcement and community crime awareness and prevention.
- More parking downtown.
- More parks for kids in the new developments, like Holcomb!
- More recreation for small kids
- More senior activities
- More trails
- More wheel chair options-public restrooms on main!
- Motorized scooters
- Multipurpose sports complex (baseball, softball, soccer, football)
- Municipal offices providing a sense of identity and that are not split up in various locations
- Nature park
- Neighborhood Parks, I've Lived in Caufield Neighborhood, Not Much Close By For Young Children.
- New bigger pool
- New sidewalks connecting the city with the college.
- Nicer parks
- Offer more shred days, and free garbage pickup days
- Our population is aging, and we do in fact need more services for this population. The baby boomers are entering their senior years and will need affordable housing and reduced taxes to stay in their homes. I have talked to seniors that wonder how long they can afford to live in their Oregon City homes as they are being taxed out as well as paying the costs for increased utilities. This is sad as they could help with many volunteer needs in the community.
- Parking garage for downtown
- Parking, build a structure near the city core. Provide transportation to events from offsite parking - revive the trolley idea?
- Parking, especially downtown
- Parks and livability
- Parks in underserved areas. They are concentrated in older parts of the town only
- Parks, trail systems, hiking
- Police outreach to youth

- Programs encouraging diversity and more inclusionary employment options for more diverse segments
- Public restrooms
- Public unit development
- Recreation for teens
- Recreation programs for kids
- Recreational facility
- Repair Caufield St
- Restaurant and retail space - healthier fast-casual options such as Panera or Chipotle
- Restaurants and entertainment
- Restaurants and shops
- Roads, sidewalks, streetlights in all neighborhoods
- Safe streets, peds, bikes, speed bumps, etc.
- Safe walking/hiking trails.
- Seamless sidewalks, when going between neighborhoods there are too many places where there are no sidewalks or they start and stop.
- Select an lgbtq liaison. Birmingham, al is an example of a city that has done this.
- Senior community living
- Shopping
- Shopping and entertainment
- Shuttle service connecting Oregon City Gladstone and west Linn.
- Slow down land development. Keep our city smaller.
- Slow traffic. Greater enforcement of traffic laws
- Slow/wisely - Oregon City is too crowded.
- Spending our money wisely.
- Splash pad
- Stop inhibiting the paper mill from being developed to start. Allow old useless properties to be developed.
- Surf pool
- Theatre/concert hall, public event space
- To finally, without further excuses, move forward with access to Willamette falls in our lifetime. Too much politics involved.
- Tourism
- Traffic management
- Trails connecting main street to multiple different residential neighborhoods
- We are not getting quality schools for the taxes already paid. No more taxes.
- Wilderness/preserve like stub Stewart.
- Willamette falls development
- Willamette falls legacy
- Willamette falls legacy project
- Willamette falls legacy project
- Willamette falls legacy project
- YMCA or boys and girls club

**Q25a. If you listed something in Question 25, Would you be willing to pay more in taxes or fees to support this new community amenity?**

Q25a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	106	34.5 %
No	52	16.9 %
Not provided	149	48.5 %
Total	307	100.0 %

**WITHOUT NOT PROVIDED**

**Q25a. If you listed something in Question 25, Would you be willing to pay more in taxes or fees to support this new community amenity? (without "not provided")**

Q25a. Would you be willing to pay more in taxes or fees to support this new community amenity	Number	Percent
Yes	106	67.1 %
No	52	32.9 %
Total	158	100.0 %

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

Q26. How many years have you lived in Oregon

<u>City</u>	<u>Number</u>	<u>Percent</u>
0-5	93	30.3 %
6-10	41	13.4 %
11-15	41	13.4 %
16-20	29	9.4 %
21-30	48	15.6 %
31+	54	17.6 %
Not provided	1	0.3 %
Total	307	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

<u>City</u>	<u>Number</u>	<u>Percent</u>
0-5	93	30.4 %
6-10	41	13.4 %
11-15	41	13.4 %
16-20	29	9.5 %
21-30	48	15.7 %
31+	54	17.6 %
Total	306	100.0 %

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

<u>your home</u>	<u>Number</u>	<u>Percent</u>
Cantonese	1	0.3 %
English	294	97.7 %
Spanish	6	2.0 %
Total	301	100.0 %

**Q28. What is your age?**

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	56	18.2 %
35-44	64	20.8 %
45-54	63	20.5 %
55-64	59	19.2 %
65+	59	19.2 %
Not provided	6	2.0 %
Total	307	100.0 %

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

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	56	18.6 %
35-44	64	21.3 %
45-54	63	20.9 %
55-64	59	19.6 %
65+	59	19.6 %
Total	301	100.0 %



**Q29. How many children under age 18 live in your household?**

Q29. How many children under age 18 live in your household	Number	Percent
0	202	65.8 %
1	35	11.4 %
2	49	16.0 %
3	7	2.3 %
4+	6	2.0 %
Not provided	8	2.6 %
Total	307	100.0 %

**WITHOUT NOT PROVIDED****Q29. How many children under age 18 live in your household? (without "not provided")**

Q29. How many children under age 18 live in your household	Number	Percent
0	202	67.6 %
1	35	11.7 %
2	49	16.4 %
3	7	2.3 %
4+	6	2.0 %
Total	299	100.0 %

**Q30. What is your gender?**

Q30. Your gender	Number	Percent
Male	151	49.2 %
Female	153	49.8 %
Not provided	3	1.0 %
Total	307	100.0 %

**WITHOUT NOT PROVIDED****Q30. What is your gender? (without "not provided")**

Q30. Your gender	Number	Percent
Male	151	49.7 %
Female	153	50.3 %
Total	304	100.0 %

**Q31. Would you say your total annual household income is...**

Q31. Your total annual household income	Number	Percent
Under \$50K	54	17.6 %
\$50K to \$74,999	57	18.6 %
\$75K to \$99,999	64	20.8 %
\$100K to \$149,999	72	23.5 %
\$150K to \$199,999	20	6.5 %
\$200K+	11	3.6 %
Not provided	29	9.4 %
Total	307	100.0 %

**WITHOUT NOT PROVIDED****Q31. Would you say your total annual household income is... (without "not provided")**

Q31. Your total annual household income	Number	Percent
Under \$50K	54	19.4 %
\$50K to \$74,999	57	20.5 %
\$75K to \$99,999	64	23.0 %
\$100K to \$149,999	72	25.9 %
\$150K to \$199,999	20	7.2 %
\$200K+	11	4.0 %
Total	278	100.0 %

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

- Affordable housing and Services like a shelter/Services to help homeless and domestic violence survivors. We need better hospital services for People with mental health issues. The waiting list for help with housing in Clackamas County is impossible!!
- As a renter, it's hard to feel involved in anything going on within the city. Though as someone who is LGBT, it would be nice if the city reached out more to this group to ensure our needs are being met since most people who live here are quite hostile it feels like.
- Athletic programs for adults and seniors
- Available apartments for disabled. Parking for lower income housing. Ensure renters are safe.
- Be mindful that many people who pay property taxes (pretty much the only funding source in the city) are retirees and on fixed incomes and if you keep up this pace of bond measures for everything you're going to force us to move because we can't afford higher and higher property taxes.
- Better alternative transportation modes and Neighborhood safety
- Better communication of city projects, what's happening
- Bring more retail and restaurant development on top of the hill where everyone lives.
- Bring more shopping/ tourism to main street.
- Center at old Kmart store for the youth and homeless would be nice. One big community center location, not five.
- Code enforcement was a problem. I had to go to the office and the person there was great and fixed the problem incurred by the person handing out cease a no desist orders. Person handing out violations should have a basic level of knowledge regarding rules in the McLaughlin district. Also, the lady I spoke with in the office re: tree replacement was great. Police officers have been terrific
- Code restriction of small restaurants/food carts.
- Community rec center for all ages, outdoor pool, sports for lower income families, sidewalks on Salmonberry. There is no safe route for kids that walk to school.
- Consider new parks and better traffic planning before approving new development
- Continue to make improvements to public school physical safety and security.
- Cut the bureaucracy. Make things easier when dealing with the city. Let people live and use their own property. Transients are not homeless-they are drug addicts and criminals and should be treated as such by the city.
- Development with a strong vision of future focus. Visionary city leaders are needed...
- Distribute funds equally and where needed.
- Do not spend your way out of trouble
- Downtown Oregon City has improved quite a bit. Now it's time to spruce up Molalla Ave.
- Due to spikes in crime I think the City needs more of a police presence. Wishful thinking perhaps but if the City could budget for more police staff to combat property crimes/theft. Obviously more resources for mental health and the homeless as well.
- Educating homeowners on helping assist with maintaining strips adjacent to each home. (i.e. Central Point Road from Kellinger to Wrestling Farms).

- Employ contractors that perform quality work. Resurfacing of Meyers Road is poor quality. The new is worse than the old.
- Encourage new businesses and light industries to increase employment opportunities. (not talking about opening more pot stores).
- Enforce codes which currently exist.
- Enforce noise pollution from cars. Create more recreation/trail opportunities. Better community policing.
- Enforce the off-leash dog laws in the city parks, this would provide the funding for dog parks.
- Fees ARE CRAZY. INSTEAD OF EXPANDING BUSINESS, WE MOVED IT INSTEAD DUE TO FEES.
- -Fenced dog park
- -More options for high quality restaurants
- -Access to light rail
- -New Seasons!!!
- -More parks
- Fix Central Point Rd., require new housing to pay for ruined streets dug up during development then left patched and rough. Require heavy trucks to use major roads not cut through neighborhood streets violate weigh limits on South End road. Enforce neighborhood speed limits with saturation patrols and if necessary use speed bumps and roundabouts to stop reckless driving and speeding.
- Fix roads! Patrol more side streets. I appreciate code enforcement on dog barking. They do an excellent job!
- Fix showers at the pool. Make sure that water treatment meets the increasing demand.
- Fix sidewalks for Wells Fargo and Bimart and area behind the Goodwill. Please add a ramp for pedestrians in wheelchairs.
- Fix the roads!
- Funding source for parks maintenance
- Get a real library that supports a city this size.
- Greater emphasis on dealing with the homeless. Eliminate problem properties and replace them with homes and businesses that are good for the city. Why so many pot shops? There should be city regulations on how they can advertise.
- Have noticed both police and transit police being extremely aggressive on multiple occasions, especially with the homeless, and honestly, it's terrifying. Three guys chasing down a 60-year-old man trying to make his connecting bus because he didn't hear that they wanted to see his pass, appearing to anyone looking like they're going to get physical if this person doesn't stop--that's not worth \$2.50. He had a pass. He showed it to them. Only then did it look like they weren't going to grab him and chuck him onto the concrete. That's alarming, not to mention unnecessary.
- Help with rent for the older people living below the poverty level.
- Hire more police officers.
- Homelessness is becoming an increasing concern.
- Housing is growing too fast. We need another elementary school for the amount of families living into OC. I would pay higher taxes to improve the existing schools and add another. We would also love food carts! Chapin Park bathrooms are terrible and need updating. Pedestrian cross walks along Molalla Ave are still not safe enough and need flashers. Especially at Barclay hills/ grocery outlet. Thank you

- How about condos, shops, restaurants, marina?
- I am a bike rider, as are many people especially children. Many people get around on skate boards and scooters and other non-powered vehicles. The bike routes and paths are often too close to auto traffic or are not available at all. Gas prices are only going to go up. More people will be looking for ways to get around town without using gasoline. Making Oregon City a more bike friendly town needs to be a priority. Benefits include a healthier, safer population, less traffic congestion on the streets and cleaner air. Less auto traffic would lower street maintenance costs. Making safer, easily accessible alternative routes for bikes will encourage more bike riders to leave their gas guzzlers in the garage.
- I like the neighborhood association. We have an excellent chair who keeps me informed more than anyone or anything else. She is very effective, honest and even-handed.
- I live car-free in Oregon City, so I would like to see more focus on pedestrian, bicycle, transit, and carsharing facilities.
- I love the dog parks. Please add a fence to at least one.
- I love the flower baskets, would love to see more perennial planters along streets. Clean up neglected thoughts.
- I would like to see programs that working adults could participate in. I can't take a water class at the pool or anything at the Pioneer Center as they are mostly daytime activities. Holding an "evening class" at 6 PM is very difficult for anyone working outside of OC to get to with traffic and working.
- I would really like advance communication about events, classes, public amenities available before they occur, so we can plan to attend, sign up for a class or inform someone who might enjoy the service/activity. We always hear about it after, when news reports it. OK when we drive by, such as the Police Night Out off Warner Parrot in August. We would have loved to take our granddaughter to it.
- I would suggest doing whatever it takes to speed up the process for building new homes. My wife and I are currently priced out of the housing market our income combined is over \$110,000. There is definitely a housing bubble in Oregon city and we will wait till it pops before we buy a home. Houses that historically averaged \$180,000 gained 48% in two years' time. That growth is unhealthy and unsustainable. I would suggest preparing for the next economic trouble coming in the next year or two. They will slow growth and cause the bubble to pop.
- If police or other city services are contacted, their personnel follow through to complete tasks.
- Improve roads and infrastructure before allowing any more housing developments. Would love to have the Green Line and the Orange Line come to the city and include the hilltop area in mass transit. Sidewalks and the traffic circle on Meyers Blvd.
- Improve services/housing for homeless. Connectivity. Fix potholes and roads. Widen roads to accommodate new housing.
- Improve shopping options such as a higher end grocery store, more locally owned restaurants, more options for healthier fast food (i.e. Cafe Yum, Chipotle, etc.)
- It is time to officially declare Water Board Park a sanctioned city park, making it off limits to any city development!
- It seems a shame to me that there is so much emphasis on restaurants and entertainment, while there is a dearth of availability of practical retailers such as office supplies and department stores, clothing, etc. Also, I am appalled at the number of permits that I've been granted for Cannabis retail stores!

- It seems that development only happens if it profits certain individuals. Tax payers shouldn't be responsible for supporting that. Provide services with all of the taxes and fees we pay. This town doesn't offer much for the money we pay.
- Let big business in and food carts. We need more opportunities and more choices.
- Listen
- Love the swimming pool Water bill is too high.
- Lower taxes and fees.
- Lower taxes and fees.
- Lower the utility fees they get higher and higher every month it seems. The utility bill is getting out of hand. I pay way too much for something that should be way less
- Maintain regular hours of operation (in which you are open to the public), M-F 8 am to 5 pm
- Molalla Ave is an embarrassment to our entire city. The schools are very bad. I had to remove our children from the area to get a good education.
- More available and affordable single-family homes would be appreciated
- More books and movies in the library, Willamette Falls Legacy Project, Broader selection of arts and crafts activities.
- More low-income housing options. Police training on domestic dispute/violence situations. More cultural programs through library.
- More options for the disabled and aging to keep and stay in their family homes without fear of loosening their home
- More restaurants
- More sidewalks, such as down the hill on South End. More people would utilize trimmed if they could safely walk from the top of South End to the nearest bus stop on 2nd. Fix the potholes, like on Molalla and Warner-Milne.
- More things for seniors in education and recreation.
- More trails and public parks. Strengthen infrastructure before allowing future development.
- More trips for seniors and more transportation at reduced rate. If/when a neighborhood is built, leave 1-2 house lots to some kind of plan structure. Also, enclosed dog park. As far as I know, there are no fenced-in dog parks. So, I have to go to Happy Valley, West Linn or Wilsonville!
- My answers regarding water are mostly due to the fact that my water here has a funny taste, so I need to filter it. It would be nice to have great tasting water straight out of the tap. Water utility bill is also high compared to last home (Seattle area) so I dinged it accordingly. Many other questions were hard to answer given my short time as a resident. Love the community in general though!!
- My biggest complaint is traffic calming. My second complaint is traffic volume.
- Need better neighborhood appearance. More code enforcement in re-planting trees that have fallen and keeping up the appearance of private homes. Home owners that leave old, unused cars, trucks, etc. Should be required to remove them. Garbage cans should be required to be put in garage or backyards!
- Need sidewalks on South End Road, from Finnegan's Way north towards John McLoughlin Elementary. Kids are walking on the busy road. Tons of folks use South End Road to jog and bike. A complete bike lane and sidewalks is a priority.
- Neighborhood noise ordinances, services for the homeless, more sidewalks.

- New to the city, running, walking or biking are not strengths as far as the city is concerned. Sidewalks and bike paths would be an added improvement, and older areas should be brought up to speed with sidewalks at a minimum.
- News coverage make elected leaders seem un-friendly. Not feeling like I am invited to participate. Need to get 20-30-year old's more involved.
- Noise ordinance enforcement. Quiet enjoyment enforcement, i.e. Transients disturbances, non-muffled vehicles. Train whistle signals need to stop in downtown area.
- Oregon City has been overrun with pot dispensers since the legalization of marijuana. There are over ten shops, and this is a small town. It is destroying our town. I WILL LEAVE THE CITY LIMITS if the city does not limit how many pot shops they will allow.
- Oregon City must have the highest ratio or marijuana shops per capita of any city in Oregon.
- Oregon City needs to look at the future of traffic congestion before deciding to build anymore housing, or what to do with the old paper mill land!!
- Parking accessibility and size
- Parks
- Plan for a sustainable, super low impact community where people can be happy with far less of those things that make life more stressful and resource wasting. A place our children would never want to leave, thereby a community that is more cohesive, empathetic, and involved. It's not all about a super charged economy. It is quality of life that matters over the long term.
- Please get rid of the paper mill. This could be developed for so much tourism, water recreation, and money into the city.
- Please remodel/rebuild pool facility. More daycare options. Maybe new rec center.
- Please slow down the development of apartment complexes and new homes. The city is becoming overcrowded and losing its neighborhood and family feel. We need more time to adapt and absorb all the people moving in. The more tightly you pack the people together, the more problems we will have. Is there any way to stop investment firms from buying up houses and turning them into rentals? Our young people can't find houses they can afford to buy and are forced to rent. They will not have the opportunity for home ownership their parents had.
- Please solve the crime, homeless and meth issues! Continue to grow the city and communities to raise property values! More parking options downtown!
- Please start the Willamette Falls Legacy project!!! Not enough childcare options. Cars go too fast in residential areas.
- Post no parking signs on the south end of Pease Rd. Traffic has to stop for oncoming traffic because cars are parked in the road.
- Quit building and annexing land into the city at a high rate. Traffic is already horrible on Highway 213. Do not add more housing off Redland Road. The schools are already crowded enough.
- Receiving incorrect and incomplete information from the Building Department, especially the Engineering Dept. Extremely rude and unhelpful employees.
- Recreation for young teens. Cheaper housing, more restaurants.
- Re-design intersection of Molalla and Gaffney Ln to include a right-hand turning lane between Burgerville and the Get n Go on Gaffney Lane. Also, left hand turning lanes with signals.



- Reevaluate homeless services. Create more affordable housing, open shelters, jobs for the underprivileged.
- Remove trees from neighborhoods. Fix sidewalks. Replace with appropriate vegetation. There is no parking available at restaurants, so I can never meet my friends and family after work.
- Repair Caufield St
- Quit building on roads that are already too crowded. Replace the city's traffic engineer with someone who will report truthfully about traffic. Improve communication using social media.
- Several questions had combined answers which made my response difficult. For example, my complaint about transit is that Tri-Met is too central in the City. One bus should go around South-end and Myers Rd. That area is under represented. However, I'm not necessarily suggesting more Transit. Just more equitable transit. I feel Commissioners do not promote more equity in our city to Tri-Met Enough. Local businesses pay taxes for this service and the Commission should advocate for equity across our city.

Another example was to improve traffic at intersections and non-motorized movements. I am in favor of improving vehicular traffic issues, but not the added pork of huge non-motorized improvements via transportation funding.

Third, I believe the city has a problem that no one wants to address. This has to do with adding development in areas with county-maintained roads. In my area, I have to take a county neighborhood road to get to my development. No one really wants to maintain it and the city always passes the buck. I believe it should be a condition of development, the city MUST assume the roads and treat them with the same equity... Or don't allow the development.

- Sidewalks along Central Point. Cross walk from new neighborhood across Central Point.
- Sidewalks connecting Park Place and Downtown. Sidewalks on Holcomb. Slowing down speed to 25-30 on Holcomb, since so many homes have their driveway on the major roadway.
- Sidewalks on both sides of Central Point Road
- Spend energy unifying the city, not dividing it to upper and lower.
- Stop asking to raise my taxes and start letting good businesses develop properties and generate revenue.

I am dissatisfied with the city in this area very much!

- Stop developing the city. The crime is increasing rapidly and will only increase as the city grows. This is supposed to be a small town and it's not, and not safe anymore.
- Stop pushing city limits out. Need schools to support all the growth. Keep Oregon City smaller. Let public have voices.
- Stop spending so much on constituents. Improve city attitude towards citizen involvement in a meaningful way.
- Surveys are great.
- Televising neighborhood meetings.
- Thanks to fire/police for prompt response to calls. You guys keep us safe. Just work on crosswalk safety and cell phone use.
- The city has many lovely parks but almost none on my side of town, off Holcomb. You are allowing massive building in this area with no new parks, it is absurd to me. We need to be able to support all

The families you want to attract to these new homes with parks and sidewalks on Holcomb.

- The city should take advantage of existing resources like involving and better supporting the local college. I've felt like the city and community college are way too separate from each other.
- The city's water/sewer rate is outrageous. There are shady fees that the city commission use for funding non-water/sewer related projects. These pet projects or funding should be cited on and not hidden in the water bills. Not fail to the customer.
- The McLoughlin neighborhood needs a decent park.
- The police need to be more visible. More driving around patrolling, and letting the criminals know that they are being watched.
- The project on blue Herron paper plant I would like to see a total tear down of the old buildings and make parks, food shops, out seating, and no parking there, make parking down by KFC and all along down by the Oregon Trail Center and have a trolley hop on and off system for the city and put like \$5.00 all day fee.
- The transient population is out of control. Too many new housing developments. The roads cannot accommodate. As soon as I can, I am moving out of here.
- The water bill is too high. Need to do away with the special assessment fees.
- There are many people here skilled in crafts and art, a forum for showing this to the wider community would be good.
- There is a lot of growth development opportunity that is passing Oregon City. I would like to see more of the above in the correct areas, and capture growth where we want it!
- Too crowded and too much traffic. City taxes are too expensive - pushing us old timers to the country, out of city limits.
- Too many empty spaces like where Kmart use to be. Too many large grocery stores and not enough like Trader Joe's, and no clothing stores. Too many dentists. Not enough medical clinics for the elderly. Dutch Brothers entrance hinders the flow of traffic.
- Too many homeless people living in the woods and fields in oc. Talking to people I know from west linn and lake Oswego it would appear oc is the dumping ground for transients. My opinion, sorry.
- Water bills are too high!
- Way too many hidden utility (gas, electric) fees! Focus on things that bring in more tax revenue, so you can do more of things you want to.
- We appreciate the opportunity to be heard!!
- We need trails connecting the whole city - from the falls, to main street, to residential neighborhoods.
- We really need a large venue for live music with great parking.
- When my kids were younger, we frequently envied the awesome activities offered by Portland Parks and Rec, for after school and summer programs. They even have an inclusion program for kids with disabilities. We could never participate in camps etc. Because they were limited in scope and also not disability-friendly. Looking at the Portland programs would give you great ideas.
- Wider variety of stores, restaurants on Hilltop area.
- Work with neighborhoods, listen to them, assist them. Everyone wants a safe, quiet neighborhood. Take care of infrastructure and allow for development. Reduce the permits and fees to make renovations to homes within city limits.

- Would like multiple fenced separate small dog and large dog parks. Would like to see covers put back on the wagons at the end of the Oregon Trail.
- You need better funding. Sales tax is needed to help fund government.

## **Section 5**

# ***Survey Instrument***

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## 2018 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, and camps)	5	4	3	2	1	9
11. Quality of recreational areas for dogs	5	4	3	2	1	9
12. Other: _____	5	4	3	2	1	9

5. Which TWO of the Parks and Recreation items listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

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

7. How would you vote in a bond election to fund the acquisition, development, and maintenance of the types of parks, recreation, and trail facilities that are most important to your household?

\_\_\_\_(1) Vote in favor      \_\_\_\_ (2) Might vote in favor      \_\_\_\_ (3) Not sure      \_\_\_\_ (4) Vote against

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-Newsletter                  |
| <input type="checkbox"/> (08) City's mobile app ("GO 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 and objectives               | <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. City's mobile app (GO request)	5	4	3	2	1	9

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

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

**14. Which TWO of the code enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 13.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

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

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

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

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

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

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_



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

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

**20. Capital Investments. Funding for capital investments is limited. For some projects, such as Meyers Road and Highway 213, 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.]**

- |   |   |
|---|---|
| 1. Recreation facilities such as Pioneer Community Center and city pool | 5. Intersection/Road corridor improvements to improve non-motorized access and traffic flow |
| 2. Park improvements and maintenance                                    | 6. Willamette Falls Legacy Project  |
| 3. Road maintenance/pavement preservation (such as overlay projects)    | 7. Tourism  |
| 4. Sidewalks  | 8. Natural habitat restoration  |

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	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) Community Development (permits)      \_\_\_\_ (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 (e.g. large lots/homes)	5	4	3	2	1	9

**25. Community amenities provided by the city can enhance the quality of life in Oregon City. If you could identify ONE new community amenity that could be provided by the city, what would it be?**

\_\_\_\_\_

**25a. If you listed something in Question 25, Would you be willing to pay more in taxes or fees to support this new community amenity?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

<b>Demographics</b>
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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. How many children under age 18 live in your household? \_\_\_\_\_ children
30. What is your gender? \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female
31. 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      |
32. If you have suggestions for improving the quality of city programs, facilities, or services, please write your suggestions in the space below.

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**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.