



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

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

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

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

1st: ____ 2nd: ____ 3rd: ____

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

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

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

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

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

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

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

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

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

1st: _____ 2nd: _____

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

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

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

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

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

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

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

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

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

1st: ____ 2nd: ____

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

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

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

1st: ____ 2nd: ____

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

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

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

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

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

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

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

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

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

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

1st: _____ 2nd: _____

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

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

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

1st: _____ 2nd: _____

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

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

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

1st: _____ 2nd: _____

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

35. **If you would like to participate in future surveys sponsored by Oregon City, please provide your contact information below.**
 Mobile Phone Number: _____ Email Address: _____

This concludes the survey. Thank you for your time!

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

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