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## 2019 Portland Insights Survey

Final Report | August 2019

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## CITY OF PORTLAND, OREGON

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### Foreword to the 2019 Portland Insights Survey

This report represents the culmination of several months of collaborative work between the City Budget Office, City bureau staff, community leaders, and the people who work, live, and play in the city of Portland. As part of FY 2018-19 budget development, the City Budget Office received one-time General Fund resources to conduct the survey as a means of collecting valuable information on community satisfaction and perception of City services to inform bureau operations and decision-making.

From the beginning, the City Budget Office sought to utilize and build upon the value provided by the Auditor's Community Survey, which was conducted annually for 26 years until 2016. Through robust and iterative engagement with City leaders and bureau staff, we sought also to develop a survey that would be informative and actionable for City and program leaders. This survey was constructed to help us better understand Portlanders' priorities and recommendations for improvements to City services. It was designed to be easily understood by all Portlanders, regardless of familiarity with City government and its services. It was essential that the survey findings could be disaggregated by neighborhood and demographic group so that City leaders could understand better for whom City services are working – or not.

As a small but critical step forward in our efforts to equitably engage and serve all Portlanders, the City Budget Office hired multilingual community members to directly solicit feedback via canvassing from historically underrepresented community members – a first for this survey. This method proved vital: canvassing was the most popular way of hearing about the survey for Asian, Black, Hispanic, and Native Hawaiian or Pacific Islander respondents; and, even though canvassed surveys represented only 9% of total responses, more responses were collected in non-English languages via canvassing than from the 91% of responses provided via the translatable online survey. These types of methodological efforts dramatically increased the number of responses from communities of color when compared with the former Auditor's Survey, enabling the ability to responsibly disaggregate findings by race and ethnicity.

This type of disaggregated data is imperative to understanding and effectively addressing the service needs of all Portlanders. It is invaluable for City service providers to know where Portlanders agree, irrespective of demographic group or geography, and where perceptions and needs differ. Understanding this level of nuance is a first step in empowering the delivery of more

effective, tailored, and targeted services.

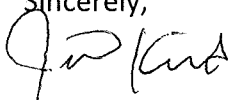
The report provides an overview of respondents and includes notable findings in the areas of civic participation, community sentiment, housing and economic development, safety, infrastructure, nature and parks. The report also includes key findings based upon respondents with disabilities and respondents who live outside of Portland. There is a wealth of information contained in this report that weaves together several Portland stories, illuminating near consensus in some areas and vastly different experiences in others; a Portland that is united in valuing and utilizing the access to outdoors and natural areas, and divided in their belief that we are making progress on becoming a city where a person's outcomes are not based upon their race. A Portland that is on the move – with 1 in 5 respondents having moved in the past two years – but for different reasons when one looks at race and income. A Portland that is generally civically active despite a majority of respondents not feeling they have the power to influence City decisions.

It is important to note that there are caveats and limitations to the conclusions one can draw from the findings in this report. For instance, decisions around question structure, wording and ordering, and interest in and ability to participate in a survey are just some features that affect the data. As another example, even with enhanced efforts to solicit feedback from historically underrepresented and engaged groups, the respondents to this survey skewed more heavily to White, female, well-educated and affluent. Citywide findings are appropriately weighted to correct for the racial imbalance of respondents, and the competitively solicited consultants authoring this report took several measures to address issues of bias. However, it is incumbent upon us to be responsible stewards of the data included in this report by using this information as a powerful and essential *supplement* to the many other narratives and data the City collects from community members in order to tell a more complete story of the perceptions and needs of Portlanders.

In some cases, information in this report may be used to immediately inform improvements to program design and delivery – such as with specific responses to how to improve services or programs in the Police and Parks bureaus. In other cases, there is a need to probe further to understand what types of interventions or actions are most needed to address community sentiment – such as with satisfaction levels with the City's response to homelessness. The City Budget Office is hosting a workshop with bureau and City leaders on Thursday, August 15<sup>th</sup> to discuss these results and identify how this information may be used to meaningfully improve services for Portlanders. We will also provide a report to Council with further recommendations on Wednesday, September 18<sup>th</sup>.

I am proud of the work of my staff and am thankful for the collaboration and hard work of our many partners and our consultant, HR&A Advisors, in completing this inaugural report. As the respondents indicate, there is ample opportunity for good work to be done to make a real difference in the lives of Portlanders, and I look forward to working with bureau and City leaders to responsibly use this information to make that difference.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jessica Kinard', written in a cursive style.

Jessica Kinard  
City Budget Director

## Special Thanks

The 2019 Portland Insights Survey was made possible with the support of Ms. Ping Khaw from PKS International LLC.



Special thanks to the 37 Data Fellows who offered their time, energy, and expertise to make the survey accessible to residents across Portland.

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## Executive Summary

This report is the culmination of several months of collaboration between Portland's City Budget Office and HR&A Advisors ("the survey team"), representatives from throughout Portland's government, community leaders, and most importantly, people who live, work, and play in the city of Portland.

8,814 complete responses were received from people across Portland.\* While the respondent pool was more White and more affluent than the general population of Portland residents, the 2019 survey increased representation from communities of color compared to the 2016 Auditor's Survey. The increased number of responses enabled the survey team to better understand the specific challenges experienced by some of these traditionally underrepresented communities.

The survey yielded the following overarching findings\*\*:

- **A majority of respondents are satisfied with Portland today as a place to live, raise children, work or go to school, or be part of a community.** However, longer-tenured residents and Black respondents are more likely to be dissatisfied (Q7-Q10).
- **Optimism about the future of Portland is mixed** – approximately 45% of citywide respondents feel positively about Portland's future, and another 45% do not. Respondents with disabilities are less optimistic about Portland's future compared to others (Q3).
- **Responses were evenly split between those who agreed they can find jobs in Portland sufficient to support themselves and/or their families, and those who disagreed.** Those with disabilities reported having more difficulty finding jobs that pay enough to support them or their families (Q15).
- **According to respondents, homelessness is perceived as the top challenge facing Portland.** This perspective was shared across every race and age group. Homelessness was cited in multiple sections of the survey; for example, it was mentioned as the reason why people moved and why people did not participate in Parks programs. In all, 88% of citywide respondents are dissatisfied with the City's response to homelessness – the highest level of dissatisfaction with any of the questions included in the survey (Q4, Q28).

- **Respondents mentioned the issue of drugs and mental health frequently in multiple sections of the survey.** For example, under the question of challenges facing Portland, at least 10% of respondents who provided open-ended responses mentioned drug use (Q4).
- **More than 40% of respondents in every race and residency length group identified the high cost of living as a top challenge facing Portland (Q4).**
- **Respondents, regardless of race and age, chose increasing housing affordability and addressing homelessness as a top budget priority.** This was identified as a priority for owners and renters alike, but residents in East Portland were most likely to be worried about losing their homes due to cost (Q6, Q17).
- **Investing in city streets, sidewalks, and transportation was the second-most cited budget priority citywide (Q6).**
- **The third most cited budget priority varied according to race.** White respondents chose police services. However, Asian, Black, and Hispanic respondents selected economic development (including job creation and enhancing residents' capacity to start new businesses) above police services, and those who identified as multiracial selected Parks programs as their third highest priority (Q6).
- **Sentiment is divided on the topic of racial equity.** Overall, 40% of respondents agree and 40% disagree with the statement, "In Portland, we are making progress on becoming a city where a person's outcomes are not based on their race." Black respondents were most likely to disagree, followed by those who identified as two or more races. Hispanic and White respondents gave similar responses, and Asians were more likely than others to agree (Q11).

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\* Prior to filtering out duplicate, incomplete, and test responses, over 10,000 responses were collected before and during the survey period. Details on data cleaning are included in the methodology section.

\*\* Survey questions are included in the appendix beginning on page 69.

- **On the topic of police services, 39% are dissatisfied with police protection from violent crime. When asked how the Police Bureau could improve police services, responses differed between Black and White respondents.** Black respondents placed discussing local concerns with police as their highest priority, while White respondents chose increased police personnel in their neighborhoods. Satisfaction with police protection from both violent and property crime is among the lowest for residents from East Portland (Q23-Q25).
- **Two-thirds of respondents feel that traffic or crowding is worse compared to last year, and approximately 40% feel their commutes are getting less reliable or safe.** Portlanders who commute by driving (the most common transportation mode) are the least satisfied with the safety, reliability, and traffic/crowding of their daily commutes (Q32-Q34).
- **Communities of color, as well as young and senior residents, value Portland's public transit.** Public transit users were also more likely to be satisfied with the reliability of their commutes (Q5, Q32).
- **Across the board, respondents' favorite part of where they live in Portland is access to outdoor and natural areas. Almost all respondents (97%) visit the City's parks and natural areas.** Furthermore, 70% of Portlanders are satisfied with the safety and cleanliness of Portland's parks. However, satisfaction levels for the safety and cleanliness of parks is lowest in East Portland (Q5, Q38, Q40, Q41).
- **Half of respondents participated in a parks program in the past year.** Respondents want the City to improve recreation programs by making them more welcoming to people of different cultures and more affordable. These choices were supported especially by non-White respondents and the 16-29 cohort. Furthermore, respondents raised the issues of homelessness and drug use as deterrents from participation in Parks programs (Q39, Q42).

- **Portlanders do not feel they have the power to influence City government decisions that affect them.** Responses were consistent across educational attainment, household income, and geography. On the topic of engagement, younger respondents (20-29) are least likely to engage in civic life, including attending meetings held by community-based organizations, supporting a candidate or ballot measure, or voting (Q12, Q14).
- **The youngest cohort is most concerned about climate change – 38% listed it as a budget priority compared to 21% citywide (Q6), and 18% identified this as one of the top three challenges facing Portland compared to 11% citywide (Q4).**
- **Respondents prefer to receive City information over email, regardless of race or age. 70% of those who accessed the survey online preferred email, twice as many as any other option.** However, those who accessed the survey through Data Fellows\* rated email, websites, mail, and social media similarly (Q56).

*In order to increase participation of underrepresented communities, the survey team conducted canvassing and other outreach efforts to target communities of color. While this yielded a higher number of responses from non-White Portlanders than the 2016 Auditor's Survey, people of color were still underrepresented in the respondent pool. Therefore, the survey team adjusted responses for race when reporting citywide results. More detail on this methodology is included on page 9.*

\* Canvassers hired to bring the survey directly into underrepresented communities

## Introduction

### What is the Portland Insights Survey?

The 2019 Portland Insights Survey\* is a new effort to build upon the legacy of Portland's long-running Community Survey, which was administered by the City of Portland Auditor's Office and was last conducted in 2016. This survey initiative explores new approaches to translating Portlanders' insights about the City and its municipal services into actionable data that can inform the City's budgeting and policy-making processes.

The City Budget Office and HR&A Advisors ("the survey team") incorporated extensive input from City bureaus and City leadership into the survey design to ensure it was a tool helpful to City decision-makers as well as those City staff responsible for executing services and programs. Furthermore, the survey design was informed by other City survey initiatives and best practices learned through these efforts.

### Actionability

The survey team designed the new survey to help City bureaus track and manage the performance of programs and services, address access and service disparities across Portland's diverse communities, and prepare to make strategic investments and budget decisions that realize an equitable vision of Portland.

The survey captured broad trends and priorities across Portland that will inform individual bureaus' efforts to conduct further analysis, and results should not be considered conclusive. Further limitations and considerations can be found on page 9.

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\* The Portland Insights Survey is formerly known as the Portland Community Insights Survey.

### Equity

The City of Portland has a commitment to embedding equity in government. The City's vision of racial equity, in particular, is expressed by the adopted Citywide Goals and Strategies in the Racial Equity Plan. The Portland Insights Survey supports the City's goals to end racial disparities in municipal services and strengthen engagement of communities of color and immigrant and refugee communities through several strategies:

- The survey was delivered in four non-English languages most commonly spoken by Portland residents with limited English proficiency: Spanish, Vietnamese, Chinese, and Russian.
- As much as possible, survey questions were designed with straightforward language and presented to be accessible to all Portlanders. Multiple City advisory bodies representing a range of communities in Portland reviewed the survey before dissemination to ensure clarity and accessibility.
- The survey effort included an in-person canvassing effort to bring the survey directly to underrepresented communities. The survey team recruited canvassers (Community Data Fellows) with the ability to navigate diverse cultural settings.
- The survey effort included focused outreach to underrepresented populations through civic groups, ethnic media, community leaders, and gathering places.
- The survey collected robust demographic data, designed to help the survey team spot meaningful differences in responses and illuminate areas where more should be done to realize Portland's equity goals.

While these strategies produced meaningful progress in collecting responses from a more representative group of Portlanders, there is still significant room for scaling these efforts. This may include increasing the number of canvassers and recruiting canvassers from more diverse communities. More information on how the pool of respondents differ from Portland's population can be found in the respondent overview section beginning on page 11.

## Methodology

### Survey Design

The survey included 56 questions in total. Of these, the first two were questions to screen whether respondents were 1) residents of the City of Portland, and 2) over 16 years old. The next 40 questions were on respondents' perceptions of City programs and services, and the last 14 questions asked about respondents' demographic and socioeconomic characteristics. The survey questions are included on page 69 in the Appendix.

The survey team had several goals that led the approach to survey design:

- **Equitable:** The survey should engage hard-to-reach populations and represent Portland's diverse perspectives. It should be an effective means to increase the participation of underrepresented populations in the budgeting and policy-making process.
- **Useful & Relevant:** The survey should provide insights into resident priorities and satisfaction levels around municipal services that City Bureaus can act upon.
- **Sustainable:** The survey team prioritized questions that can be asked again in future surveys so as to provide information on resident sentiment over time. Overall, the goal was also to create a framework for the survey that would make it adaptable and able to accommodate new questions while preserving the overall character of the survey.

These goals helped with decisions about which questions to include and how to collect the most robust and relevant responses. In designing the survey, the team worked to ensure the survey language used vocabulary that would be accessible and inclusive for all. That meant eliminating bureaucratic jargon, using simple language and explaining ideas where possible, and making a concerted effort to streamline the question types and answer scales to reduce the cognitive load on respondents. Also critical to question language and formatting is cultural competence expertise and input from Portland's various advisory bodies.

The survey team made the following considerations in the structure of the survey, in line with survey best practices:

- In the online survey, the survey team grouped questions on respondents' perceptions by common themes (parks, transportation, etc.) and randomized the order in which groups would be shown. For example, one respondent taking the online survey may be asked about parks

programs before transportation, while another would see the order reversed. This was done due to concerns that the length of the survey would deter respondents from completing it, and to ensure that the number of responses submitted would be generally consistent across themes even if respondents stopped in the middle of the survey. The survey team acknowledges that question ordering sometimes influences how respondents answer questions - a common concern in survey design - but given that pages were grouped by discrete themes, the team considered this risk to be low.

- In the online survey, the survey team randomized the order of response options for multiple choice questions. Respondents are more likely to choose options at the beginning of the list, and the randomization serves to minimize this skew in the data. Response options for Likert scale responses ("Very satisfied," "Somewhat satisfied," etc.) were not randomized.
- In both the online and paper surveys, the screening and demographic questions were kept at the beginning and end of the survey respectively. This follows a common practice to ensure that respondents remain engaged throughout the survey.

### Data Collection

The 2019 Portland Insights Survey was administered during the period of May 8th through May 31st and responses were collected through a combination of an online survey and canvassing effort.

#### Online survey

The survey team made the survey available online in five languages - English, Spanish, Vietnamese, Simplified Chinese, and Russian. The latter four languages are the most common languages spoken among Portlanders with limited English proficiency, according to Portland's [Office of Equity and Human Rights](#).<sup>\*</sup> The online survey was widely disseminated through the City Budget Office to City bureaus, Neighborhood Associations, organizations representing people with disabilities, the LGBTQ population, low-income residents, people of color, senior residents, and Neighborhood District Coalitions. The Mayor and City Commissioners disseminated the survey through their social media accounts. City Bureaus also distributed the survey link through their community contacts and networks.

<sup>\*</sup> City of Portland, Office of Equity and Human Rights.  
<https://www.portlandoregon.gov/oehr/67052>



In order to comply with the Americans with Disabilities Act, the survey team ensured the survey did not have images that blinked or flashed, did not have any images that communicated meaningful information, text fields were close to row labels, required questions had an asterisk, error messages were clear, and navigation buttons were clear. The survey team also adjusted the color contrast to be fully compliant with Section 508 standards.

#### *Canvassing by Data Fellows*

To ensure the survey team collected responses from as diverse a group of Portlanders as possible, a broad in-person canvassing effort supplemented the online survey. The survey team recruited 37 Community Data Fellows to deliver the surveys in person to communities of color. Additionally, the survey team hired a City-recommended community organizer to assist with recruiting and training the Data Fellows, as well as managing the Data Fellows during the survey outreach period.

The survey team recruited Community Data Fellows from Portland State University, Portland Community College, and from community-based groups identified through the canvassing coordinator. Preference was given to applicants who spoke Spanish, Vietnamese, Chinese, or Russian, those who belonged to underrepresented ethnic groups, and those who had ties to underrepresented communities or experience with outreach. This helped ensure that respondents were approached by canvassers with similar demographic or cultural characteristics and that they felt more comfortable filling out the survey. Furthermore, the in-person outreach enabled respondents to address questions or concerns about the survey directly to Community Data Fellows. Prior to the survey, all Community Data Fellows received training on canvassing best practices from the canvassing coordinator to ensure they would be able to appropriately engage with respondents.

Canvassing efforts targeted historically underserved populations including communities of color and people in low-income neighborhoods. The survey team identified canvassing “hotspot” locations. These locations included employment centers, community centers, libraries, and religious institutions, among others. Canvassers were also deployed to large community events, including the Latino Cultural Festival, Festival of Colors at Hillsboro, events at Portland Community College and Portland State University, and many others.

Canvassers used their personal smartphones to access the online survey and fill in verbal responses. When collecting responses at events with large numbers of potential respondents, canvassers handed out printed copies of the questions (in all five languages) for respondents to fill in. Paper surveys were also distributed to respondents who lacked access to the internet, or did not feel comfortable inputting their information into an online survey platform. The canvassers later uploaded each paper response into the online collection tool. Additionally, printed postcards with the link to the online survey were distributed at events, libraries, and other locations to enable recipients to access the survey online at their own convenience.

#### **Privacy**

To protect respondents’ privacy, all Community Data Fellows signed a non-disclosure agreement confirming they would not divulge any personally identifiable information about survey responses they received through the canvassing process. All paper responses received were shredded at the conclusion of the analysis.

HR&A Advisors, Inc. (HR&A), a consultant contracted through the City of Portland, collected online survey responses through a SurveyMonkey.com platform. HR&A employees had exclusive access to the online collector and did not share any personally identifiable information with the City.

To alert HR&A to irregular batched or automated responses, IP addresses were collected for those who took the survey online. IP addresses were destroyed at the conclusion of the analysis and never shared with the City of Portland.

## Data Cleaning

A total of 10,779 responses were submitted during the survey period. Of these, 1,955 respondents did not reach the end of the survey and left the entire demographic section blank. In order to understand the survey results in relation to the demographic characteristics of respondents, the survey team did not analyze responses that included no demographic information. This left 8,824 responses. The survey team also filtered out ten additional responses identified as duplicates,\* which left 8,814 survey responses. Of the respondents who completed at least some of the demographic questions,\*\* 8,027 were Portland residents over 16 years old.

Unless indicated otherwise, all analyses in this report are conducted on responses received from those who live in Portland and are over age sixteen. Responses from those who live outside City limits are analyzed separately starting on page 66.

## Online vs Canvassed Responses

Citywide, 9% of responses were collected by canvassers, individuals who interacted with respondents in person to collect responses. **While canvassing reached a smaller population compared to online, canvassing proved effective in reaching non-English speakers.** Canvassed surveys were more likely to be completed in non-English languages, and more responses were collected through canvassing than online for all non-English languages. The table below summarizes responses collected for each language:

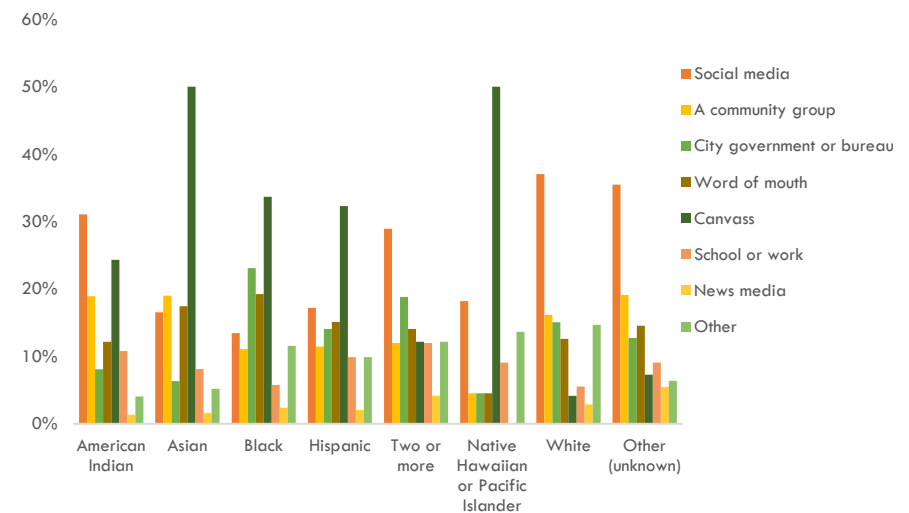
	Chinese	English	Russian	Spanish	Vietnamese	Total
<b>Total responses</b>	49	7898	23	15	42	<b>8027</b>
<b>% of all responses</b>	0.6%	98.4%	0.3%	0.2%	0.5%	<b>100%</b>
<b>% of canvassed responses</b>	69%	8%	87%	73%	83%	

\* Duplicates were defined as responses with identical answers for screening, demographic, and key multiple selection questions. While IP addresses were collected to detect automatic batch responses, they were not used to filter out duplicates to avoid excluding respondents who used the same machine (e.g. computers in public libraries).

**Canvassing was the most popular way of hearing about the survey for Asian, Black, Hispanic, and Native Hawaiian or Pacific Islander respondents.** Canvassing was within the top two common ways of hearing about the survey for all non-White racial groups except those who identified as multiracial. Word of mouth was also within the top three for Asian, Black, and Hispanic respondents.

**Citywide, social media, community groups, and City government or bureaus were the top three cited sources for hearing about the survey.**

How did you hear about this survey? Choose all that apply.



**Across age groups, younger residents were more likely to hear about the survey through canvassers, or through their school or work, whereas older residents heard about it through social media and community groups.** 2.5% of citywide respondents reported receiving direct emails from City agencies or Mayor Wheeler, and more than 0.7% reported learning about the survey through neighborhood-specific networking tools like NextDoor.com.

\*\* The survey team required responses to questions on zip code, neighborhood, and race/ethnicity. ("Decline to respond" was an accepted option, but we required that it be chosen proactively.) The race and ethnicity categories used in this report are informed by current best practices, Multnomah County's 'Data Collection Guidance and Minimum Data Standards', and the state of Oregon's HB2134 REAL+D data collection standard.

## Weighting and comparing different racial and ethnic groups

Given the underrepresentation of non-White groups among respondents, the survey team weighted responses using 2013-2017 American Community Survey data\*. **In the analyses in this report, results labeled “citywide (weighted)” indicate results that have been adjusted for the Census-reported racial composition of the city. Results labeled “citywide” have not been weighted for race. Both use the 8,027 responses collected from Portland residents over 16 years old.**

Furthermore, where relevant, the survey team compared the responses from Asian, Black or African American, Hispanic or Latino/a/x, and White (including Middle Eastern or Northern American) populations, and those who reported identifying as two or more races/ethnicities – groups from which there were enough responses to keep the margin of error at 8% or less at the 95% confidence level, following best practices in statistical analysis. For the purposes of this report, the following race and ethnicity categories and terminology apply. The bolded word(s) is how the group is referenced later in the report:

- **American Indian** or Alaska Native: American Indian; Alaska Native; Canadian Inuit, Metis or First Nation; Indigenous Mexican, Central or South American
- **Asian**: Chinese; Vietnamese; Korean; Hmong; Laotian; Filipino/a; Japanese; South Asian; Asian Indian; Other Asian
- **Black** or African American: Black or African American; African (Black); Caribbean (Black); Other Black
- **Hispanic\*\*** or Latino/a/x: Mexican; Central American; South American; Other Hispanic
- **Native Hawaiian or Pacific Islander**: Native Hawaiian; Guamanian or Chamorro; Micronesian; Samoan; Tongan; Other Pacific Islander
- **White**: Eastern European, Western European, Slavic, Other White, Middle Eastern or Northern African
- **Two or more races\*\*\***: All respondents who answered more than one racial category

\* The survey team used data from the U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, downloaded from Social Explorer (Table SE:A04001 “Hispanic or Latino by Race”) for the City of Portland, OR. This was the latest 5-year estimate data available as of May 2019.

\*\*According to the Census, non-Hispanic White residents account for 71% of the population, while those who identify as either non-Hispanic White or Hispanic/Latino/a/x comprise 78% of the population. Considering that close to 200 respondents identified as Hispanic alone, and to align with the 2016 Survey, the survey team analyzed these groups separately.

## Considerations

The 2019 Portland Insights Survey gathered over twice the number of responses as the 2016 Auditor’s Survey (see table below) and received more responses from all racial groups. However, the following characteristics of the respondent pool should be considered:

- **Despite the focus on collecting responses from communities of color, White respondents were overrepresented in the survey.** Future survey efforts may consider further canvassing to reach communities of color as this form of outreach proved most effective for non-White groups.
- **12% of Citywide respondents declined to record their race. The number of those who declined is larger than any other single racial group other than White respondents.** Their responses are not included for the citywide results weighted for race. However, these respondents were more likely to feel negatively about the future of Portland and be less satisfied with Portland as a place to live. They were also more likely to identify safety and trust toward government as challenges facing Portland.
- **Male respondents were underrepresented in the survey and female respondents overrepresented.** However, due to the lack of data on residents’ gender that includes categories other than male and female (gender expansive, transfeminine, transmasculine, two spirit, questioning, or other), the survey team did not adjust the data for gender.
- **Responses were skewed towards more affluent and well-educated residents.** Results should be interpreted with this in mind and this survey should complement other efforts to further understand the needs of residents whose voices were not captured in this survey.

	Caucasian / White	African American / Black	Asian or Pacific Islander	Native American / Indian	Hispanic / Latino	Other	Multi-racial	Total
<b>2019 Survey</b>	5,562	208	464	74	192	110	484	<b>7094</b>
<b>2016 Auditor’s Survey</b>	2,719	63	125	31	31	63	94	<b>3125</b>

(Racial categories are based on the 2016 Auditor’s Survey.)

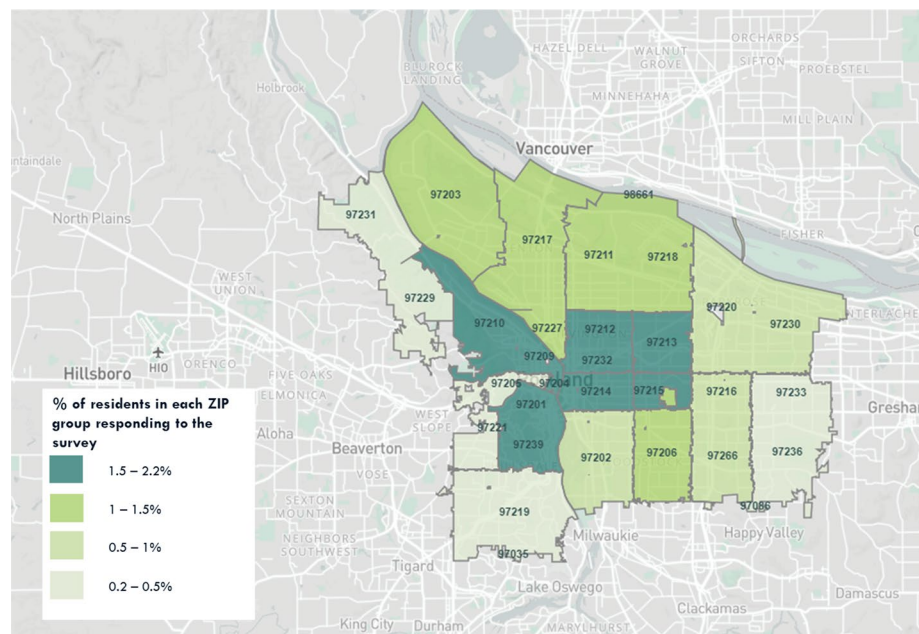
\*\*\* This includes respondents who identified as both White and Hispanic or Latino/a/x. This group comprises approximately 26% of those categorized as multiracial.

## Comparing neighborhoods

For comparisons across different neighborhoods, HR&A used ZIP code information collected through the survey. Of the respondents who live in Portland and are over 16 years old, 97% recorded their ZIP code. The survey team combined some adjacent ZIP codes so there would be enough responses collected per “ZIP group” to keep the margin of error under 5% at the 95% confidence level, in line with best practices for statistical analysis.

Ultimately, the city was divided into 16 ZIP groups. Responses per ZIP group ranged from 377 to 607, ranging from 0.2% to 2.2% of the population within each ZIP group. A list of ZIP codes included in each ZIP group is included in the Appendix. The survey team developed ZIP Group boundaries in collaboration with the Bureau of Planning and Sustainability to ensure that geographies were consistent with neighborhoods with similar demographic or socioeconomic characteristics.

Throughout this report, the survey team referred to specific ZIP Groups using the names of Neighborhood Coalitions (e.g. Northwest Portland, East Portland, etc.) closest to the ZIP Group in question. A map of ZIP Group and Neighborhood Coalition boundaries are included on page 67 of the Appendix.



For questions with Likert scale responses (Strongly agree/Somewhat agree, etc.) the survey team analyzed differences among ZIP groups by assigning numeric values to responses (summarized below) and calculating the average number for each ZIP group and mapping these average values. The maps in the Findings section visualize the average values using color scales.

Response	Strongly disagree / Very dissatisfied	Somewhat disagree / Somewhat dissatisfied	Neither agree nor disagree / Neither satisfied nor dissatisfied	Somewhat agree / Somewhat satisfied	Strongly agree / Very satisfied
Value	-2	-1	0	1	2

After calculating the average value per geography, the survey team re-coded the values as follows:

Average Value in ZIP Group	< -0.5	-0.5 – -0.1	-0.1 – 0.1	0.1 – 0.5	> 0.5
Value	Strongly disagree / Very dissatisfied	Somewhat disagree / Somewhat dissatisfied	Neither agree nor disagree / Neither satisfied nor dissatisfied	Somewhat agree / Somewhat satisfied	Strongly agree / Very satisfied
Color	Red	Orange	Yellow	Light green	Dark green

Where responses were very positive or very negative, the team used additional shades of green or red respectively to highlight the difference among geographies.

For the purposes of this report, unless otherwise specified, “satisfied” includes both “Very satisfied” and “Somewhat satisfied,” and “Agree” refers to both “Strongly agree” and “Somewhat agree.” The same rule applies to “dissatisfied” and “disagree.”

The margin of error at the 95% confidence level for the citywide sample is +/- 1%. However, for analyses comparing sub-groups, the margin of error is larger. Margins of error for racial/ethnic categories, age, income, and educational attainment are included in the Appendix starting on page 68.

## Findings

### RESPONDENT OVERVIEW

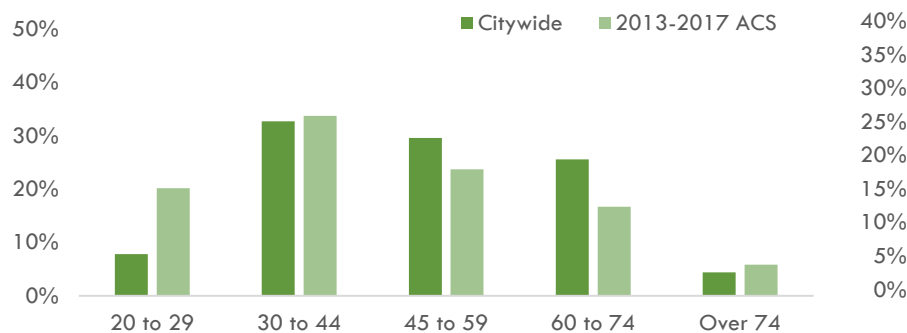
**Compared to the general Portland population, respondents are more likely to be White, older, female, higher income, and more educated.** 68% of respondents identify as White. Together with Middle Eastern or Northern African respondents, “White” respondents (as defined by the U.S. Census Bureau) make up 78% of citywide respondents who recorded their race. This is higher than the Census-reported “White Alone” population of 71%\*

62 respondents are enrolled members of a federal- or state-recognized American Indian Tribe or Alaskan Native Village/Corporation, and 92 identify as descendants (0.8 and 1.1% of citywide respectively).

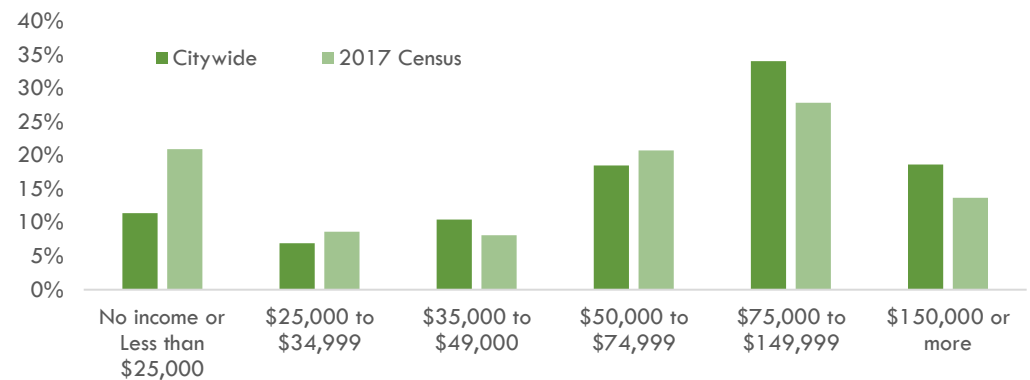
\* U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Downloaded May 2019 from Social Explorer (Table SE:A04001. Hispanic or Latino by Race) for the City of Portland, OR.

\*\* To make age categories consistent with the 2013-2017 ACS estimates, responses from the 16-19 cohort are omitted in this chart.

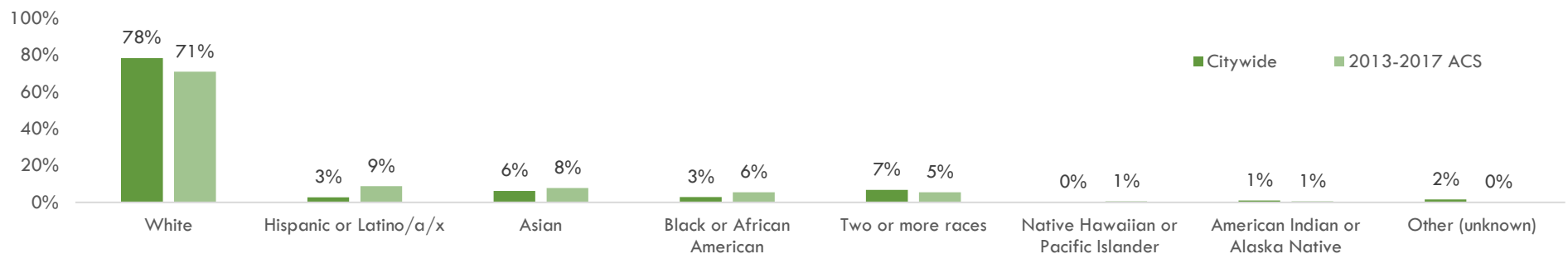
Age for citywide respondents twenty and above\*\*



Income for citywide respondents



Race for citywide respondents



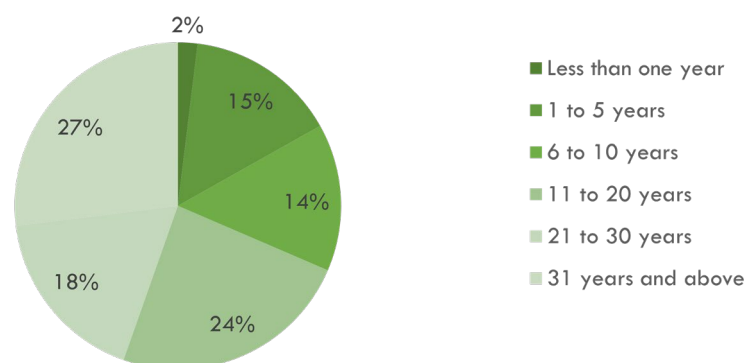


## Findings

### RESPONDENT OVERVIEW

**Long-term residents constitute the largest group among respondents when categorized by tenure.** Citywide, over 25% have lived in the City for over 30 years, and 69% of respondents have lived in Portland for over 10 years. Across race, Asian, Hispanic, Middle Eastern, and Native Hawaiian residents are more likely to have lived in the City for a shorter period.

Length of residency for citywide respondents



Race	Over 10 years	Over 30 years
American Indian or Alaska Native	65%	24%
Asian	48%	9%
Black or African American	65%	25%
Hispanic or Latino/a/x	54%	12%
Middle Eastern or Northern African	34%	6%
Native Hawaiian or Pacific Islander	45%	14%
White	71%	29%
Two or more races	65%	21%
Unknown	76%	32%
Decline/Don't want to answer	72%	31%
<b>Citywide</b>	<b>69%</b>	<b>27%</b>

**A majority of respondents identify as female, and a third as male** (see table below). Overall, 3.5% of citywide respondents identified as a gender other than female or male (including gender expansive, transmasculine, transfeminine, two-spirit, questioning, or other). Given the low number of respondents who identified as a gender other than male or female, for the purposes of this report, the survey team will refer to these groups in aggregate.

Gender	Responses	% of citywide responses
Female	4636	58%
Male	2657	33%
Decline/Don't want to answer	403	5%
Gender expansive (e.g., non-binary, agender, gender fluid)	131	2%
Other (Please specify)	70	1%
Transmasculine	29	0.4%
Two spirit	19	0.2%
Transfeminine	15	0.2%
Questioning	12	0.2%
<b>Total</b>	<b>7972</b>	<b>100%</b>

**Citywide, 13% of respondents identify with having or living with a disability.** The most common type of disability identified is related to mobility or other physical disabilities, followed by mental health. Further analysis on respondents with disabilities is included on page 61.

Disability status for citywide respondents



## Findings

### RESPONDENT OVERVIEW

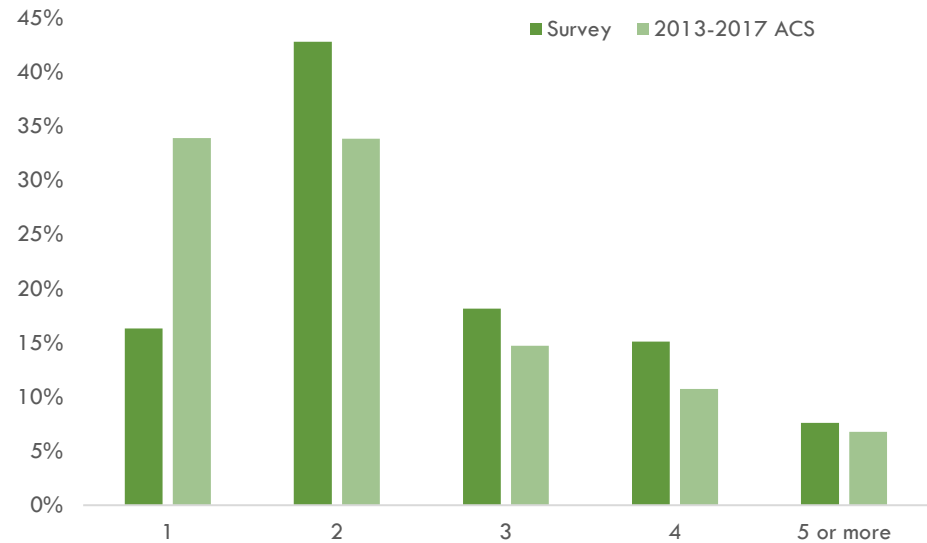
**Respondents are more likely to be homeowners compared to average Portlanders.** 71% of citywide respondents are homeowners, higher than the Census-reported citywide average of 53%\*. 26% of citywide respondents are renters.

**About three quarters of respondents live in single-family detached homes.** Citywide, respondents are more likely to be in multi-person households compared to the average resident according to the Census\*\*.

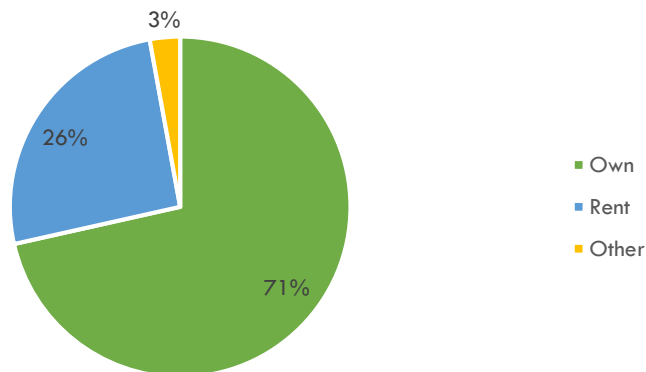
\* U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Downloaded May 2019 from Social Explorer (Table SE:A10060.Tenure) for the City of Portland, OR.

\*\* U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Downloaded May 2019 from Social Explorer (Table SE A10024: Housing Units by Household Size) for the City of Portland, OR.

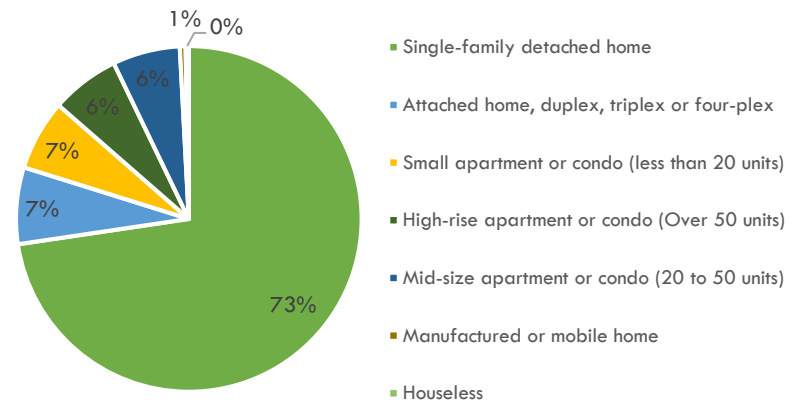
Household size for citywide respondents



Homeownership for citywide respondents



Type of residency for citywide respondents

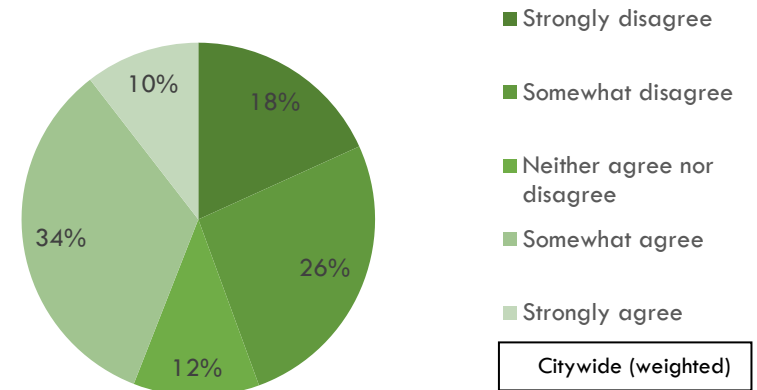


## Findings COMMUNITY SENTIMENT

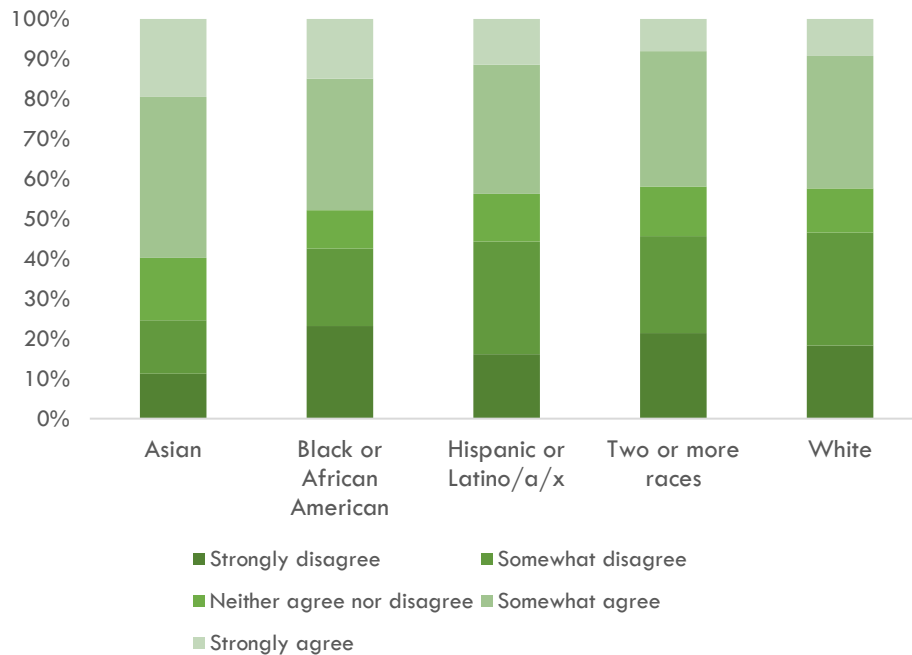
**Respondents are split evenly between feeling positively and negatively about the future of Portland (Q3).** Respondents in the 45-59 and 60-74 age brackets and those who have lived in the city longer tend to respond more negatively.

Across race, Black, Hispanic, and White respondents were more likely than Asian respondents to disagree with “Overall, I feel positive about the future of Portland.”

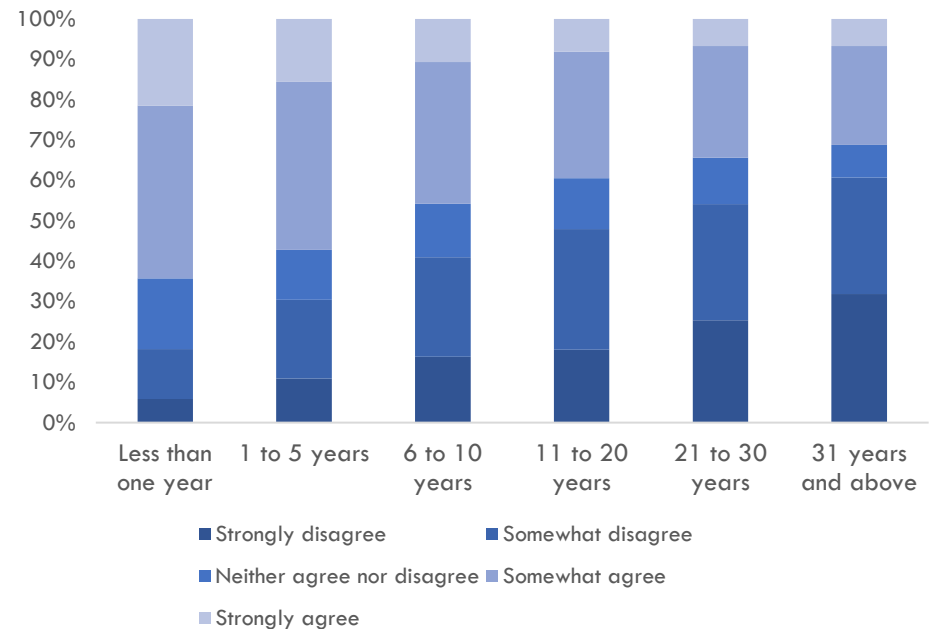
Overall, I feel positive about the future of Portland



Overall, I feel positive about the future of Portland

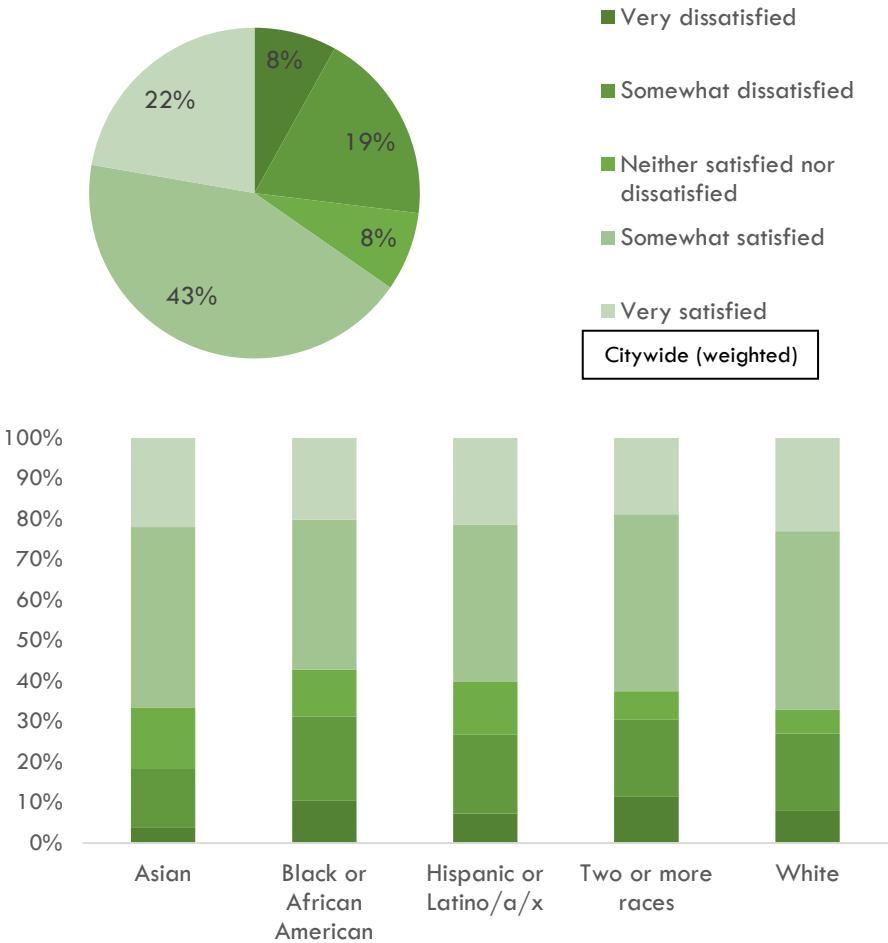


Overall, I feel positive about the future of Portland



Citywide, responses were more positive for the question “Overall, how satisfied or dissatisfied are you with Portland as a place to live?” with two-thirds of respondents feeling satisfied (Q7). However, Black respondents and longer-tenured residents were more likely to be dissatisfied with Portland as a place to live.

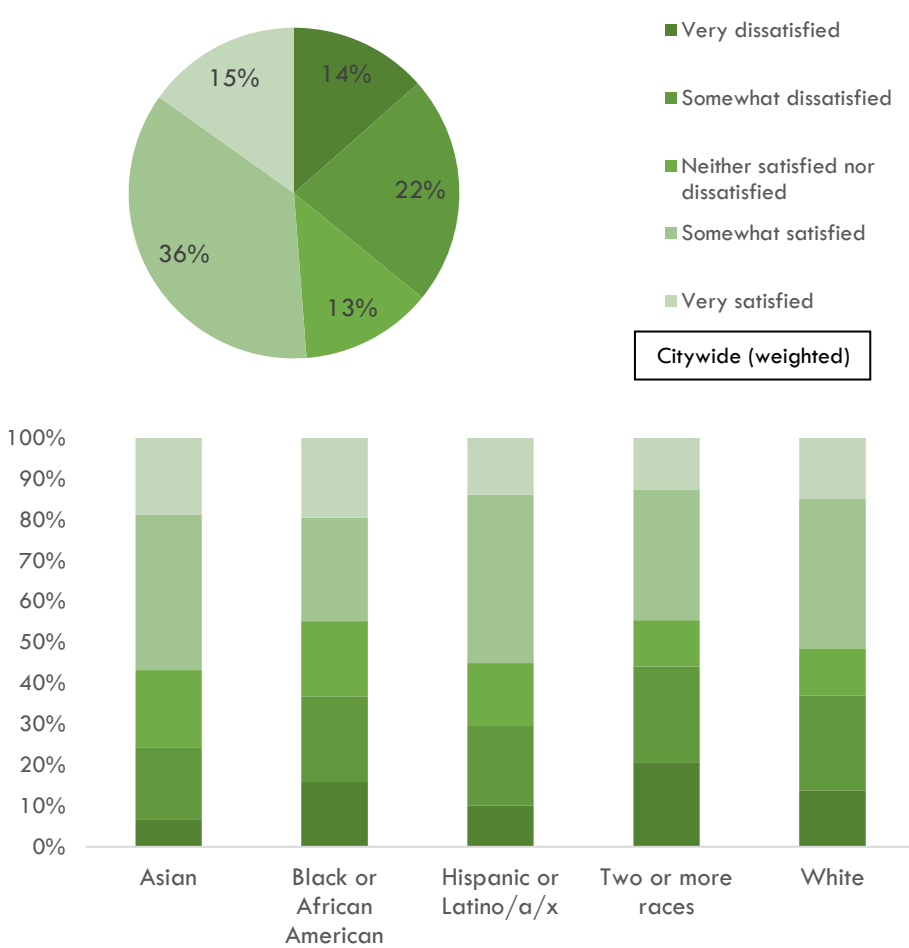
Overall, how satisfied or dissatisfied are you with Portland as a place to live?



Half of respondents were satisfied with Portland as a place to raise children (Q8).

Black and White respondents, as well as those who identified as two or more races were most likely to strongly disagree, and Asian residents were most likely to agree. Across gender, female respondents had the highest level of satisfaction, and those who identified as a gender other than male or female were almost twice as likely as females to disagree.

Overall, how satisfied or dissatisfied are you with Portland as a place to raise children?

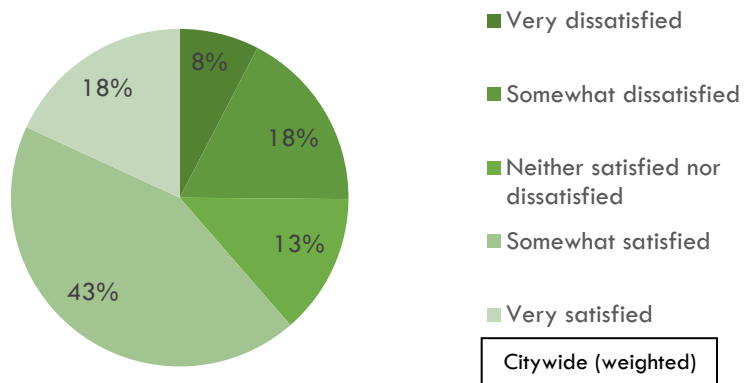


## Findings

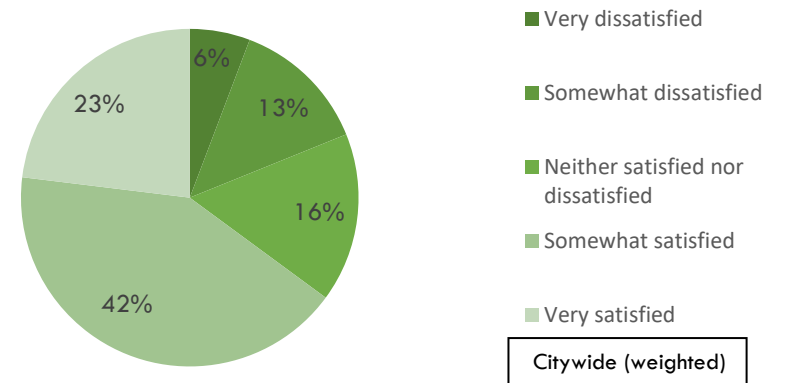
### COMMUNITY SENTIMENT

Over 60% of respondents are satisfied with Portland as a place to work or go to school, and as a place to be part of a community (Q9, Q10). The 45-59 and 60-74 cohorts had the lowest satisfaction levels.

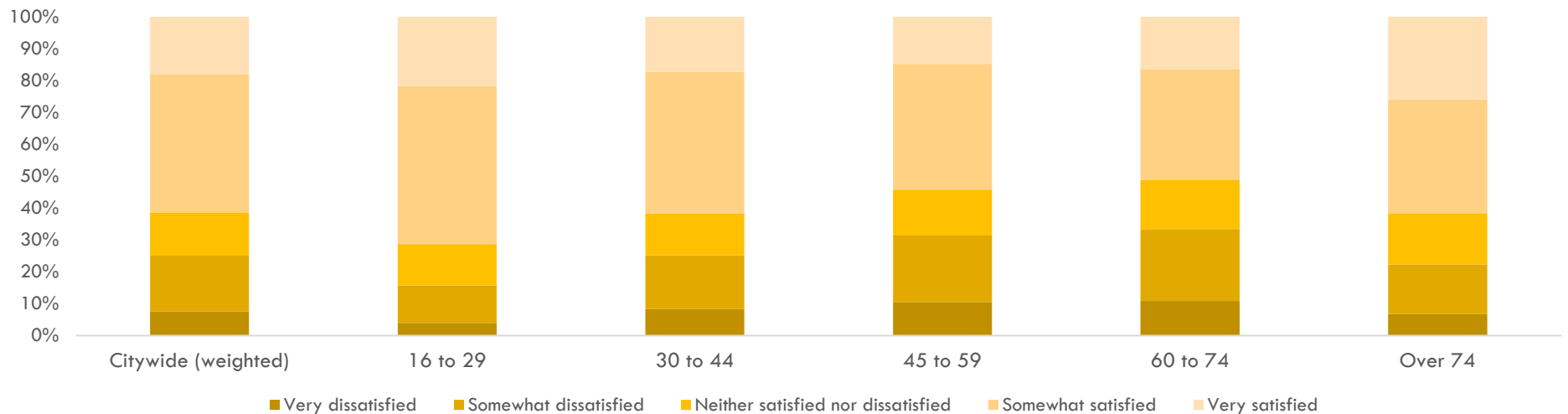
Overall, how satisfied or dissatisfied are you with Portland as a place to work/go to school?



Overall, how satisfied or dissatisfied are you with Portland as a place to be part of a community?



Overall, how satisfied or dissatisfied are you with Portland as a place to work/go to school?





## Findings

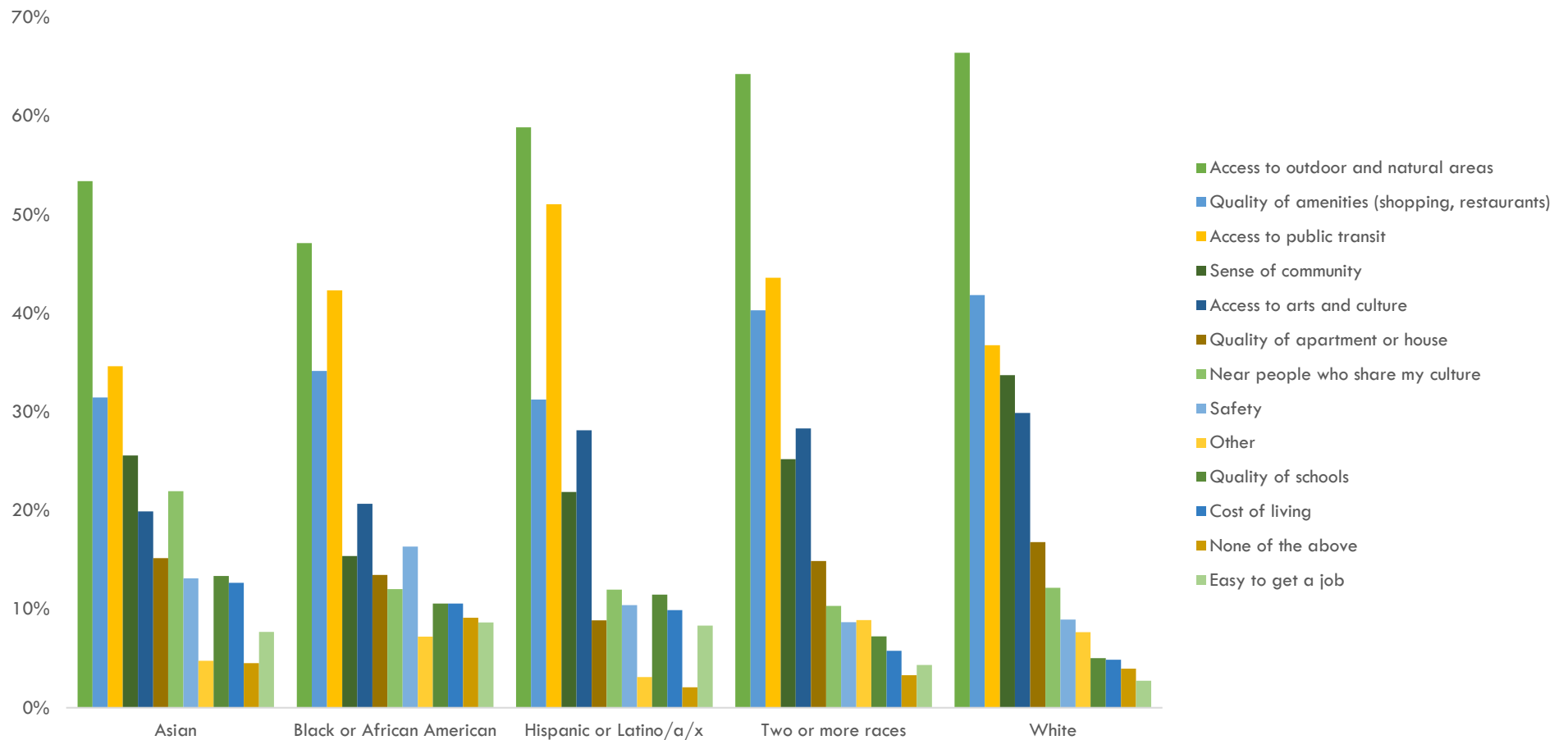
### COMMUNITY SENTIMENT

*What people like about living in Portland (Q5)*

**Citywide, regardless of race, age, and length of residency, access to the outdoors and natural areas is cited as what respondents like most about where they live in Portland.** In every demographic category this was selected by at least 45% of respondents.

For Asian, Black, and Hispanic respondents, public transit was the second-most popular aspect of where respondents live in Portland, and White respondents chose quality of amenities.

What do you like most about where you live in Portland? Please select the top three

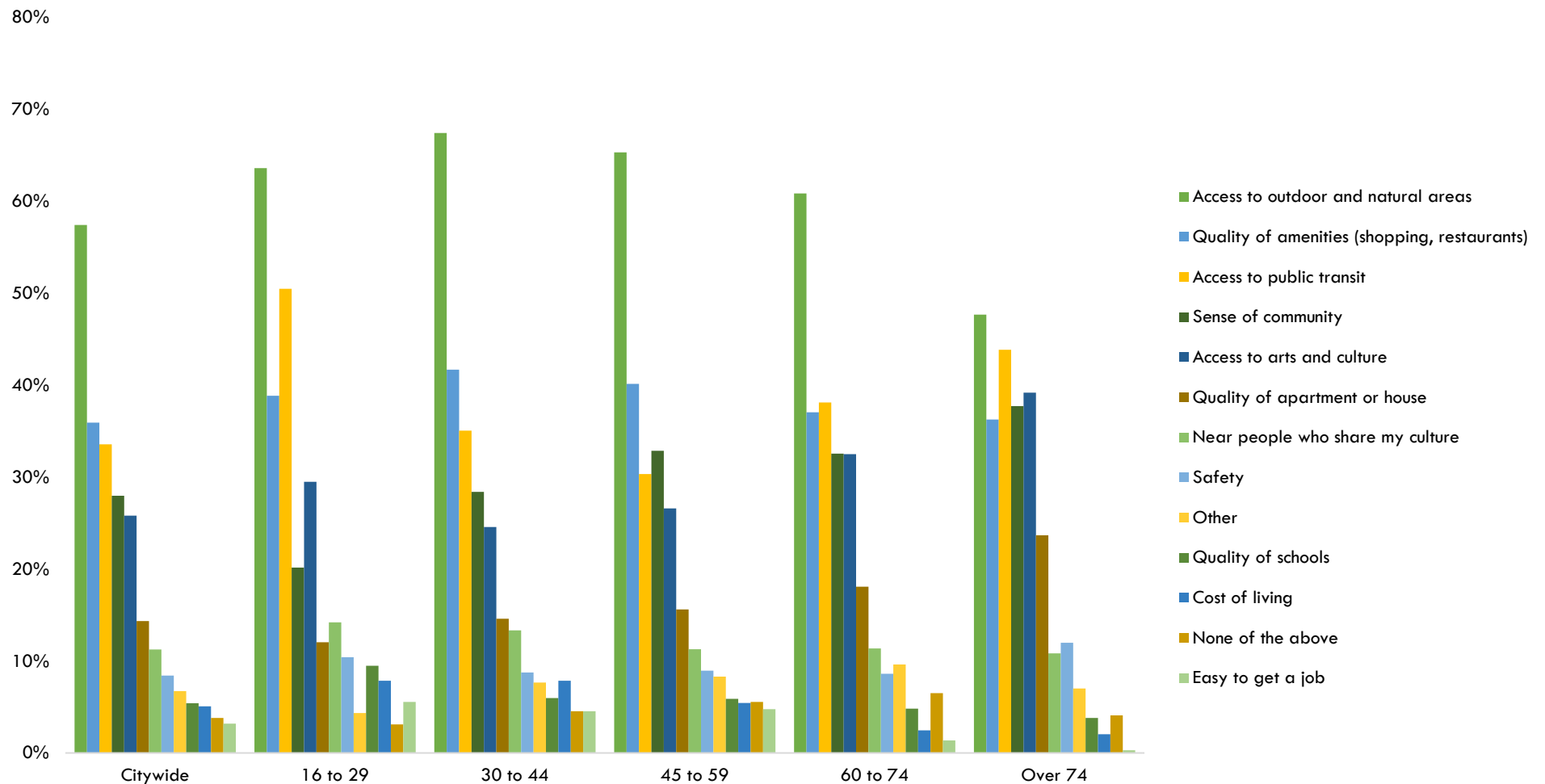


## Findings

### COMMUNITY SENTIMENT

Across age groups, **the youngest and oldest cohorts value public transit after natural areas, while the middle age cohorts value the quality of amenities (such as shopping and restaurants) as their second favorite aspect of living in Portland.** Respondents in Central Portland are more likely than those in other neighborhoods to enjoy the quality of amenities available to them. 5% or fewer respondents citywide chose cost of living and job access among the things they liked the most about where they live in Portland.

What do you like most about where you live in Portland? Please select the top three



## Findings

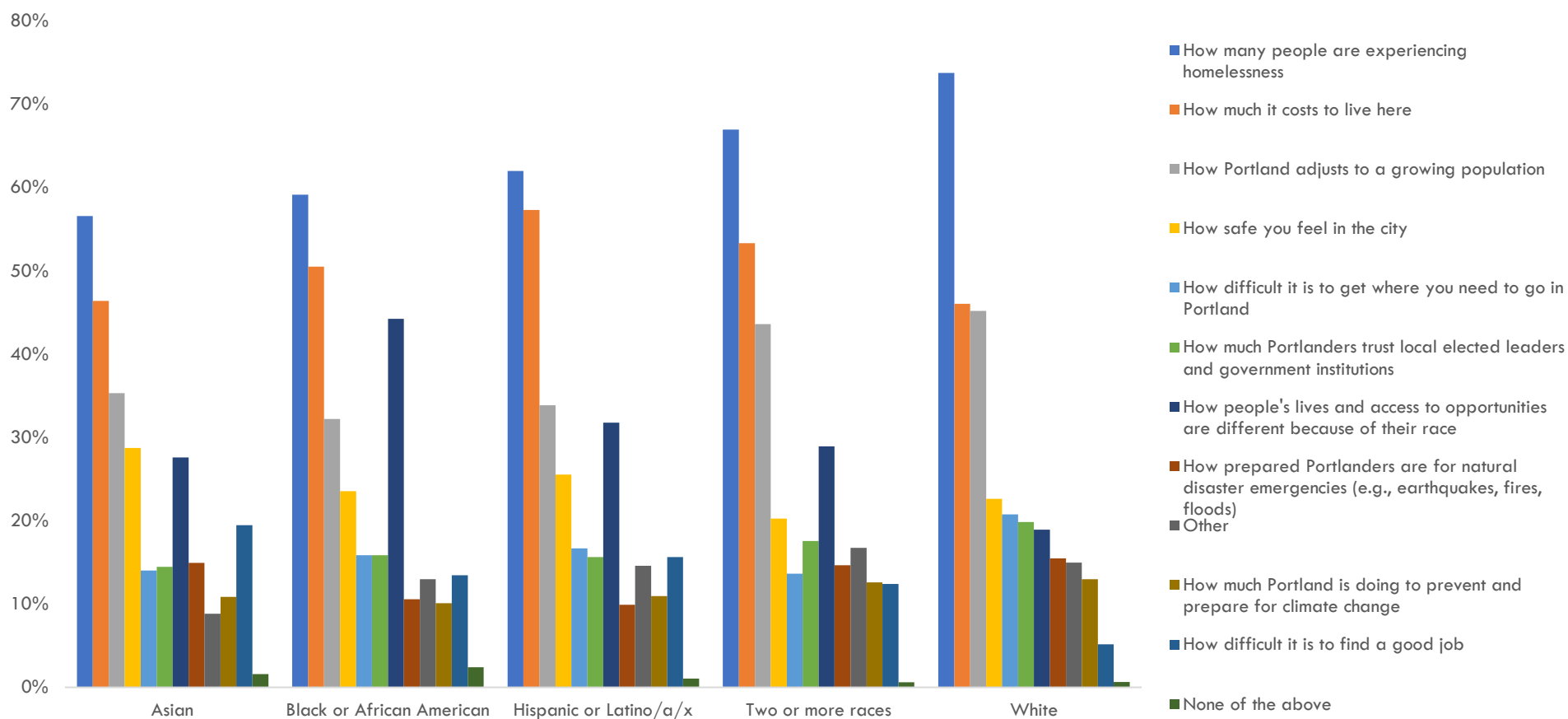
### COMMUNITY SENTIMENT

#### Challenges facing Portland (Q4)

There is consensus about the challenges facing Portland; **across the board, homelessness is the most-cited challenge regardless of race, age, and length of residency.** Of the 1,440 respondents (18% of citywide) who filled in the “Other (please specify)” field, homelessness and drugs were the most commonly mentioned topics, with over 300 and 140 of the 1,440 mentioning these issues respectively.

The high cost of living is the second most cited challenge. **Across races, Black residents scored lack of racial equity as the third most important challenge, citing this issue more than any other racial group.** On the other hand, challenges with population growth was the third most cited challenge among other racial groups.

What are the greatest challenges facing Portland? Please select the top three.

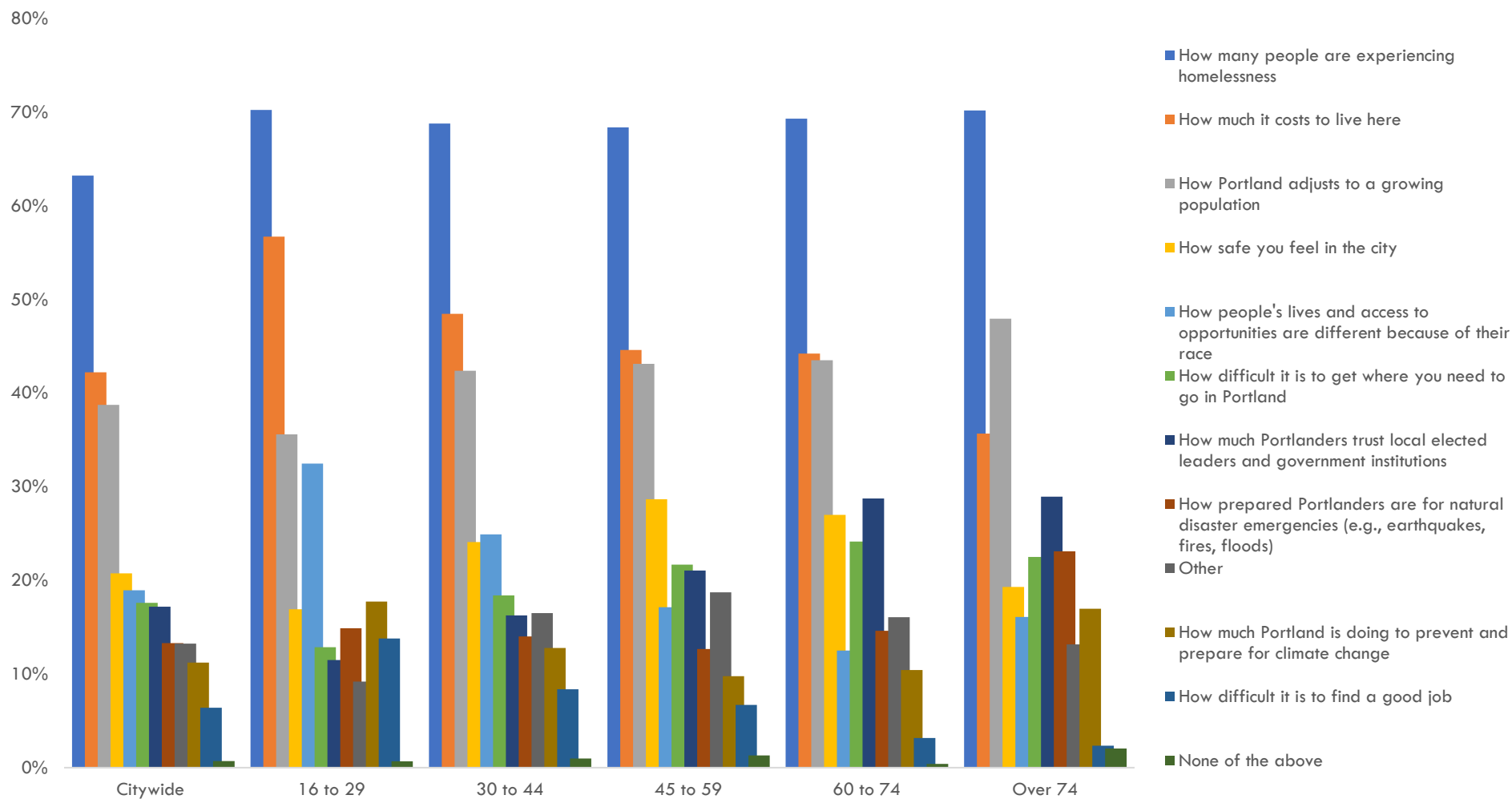


## Findings COMMUNITY SENTIMENT

### Challenges facing Portland (Q4)

The youngest cohort was most likely to cite cost of living as a challenge facing Portland. Racial equity is also a more serious concern among younger respondents. Older respondents care more about addressing the challenges of growth and residents' lack of trust toward government.

What are the greatest challenges facing Portland? Please select the top three.

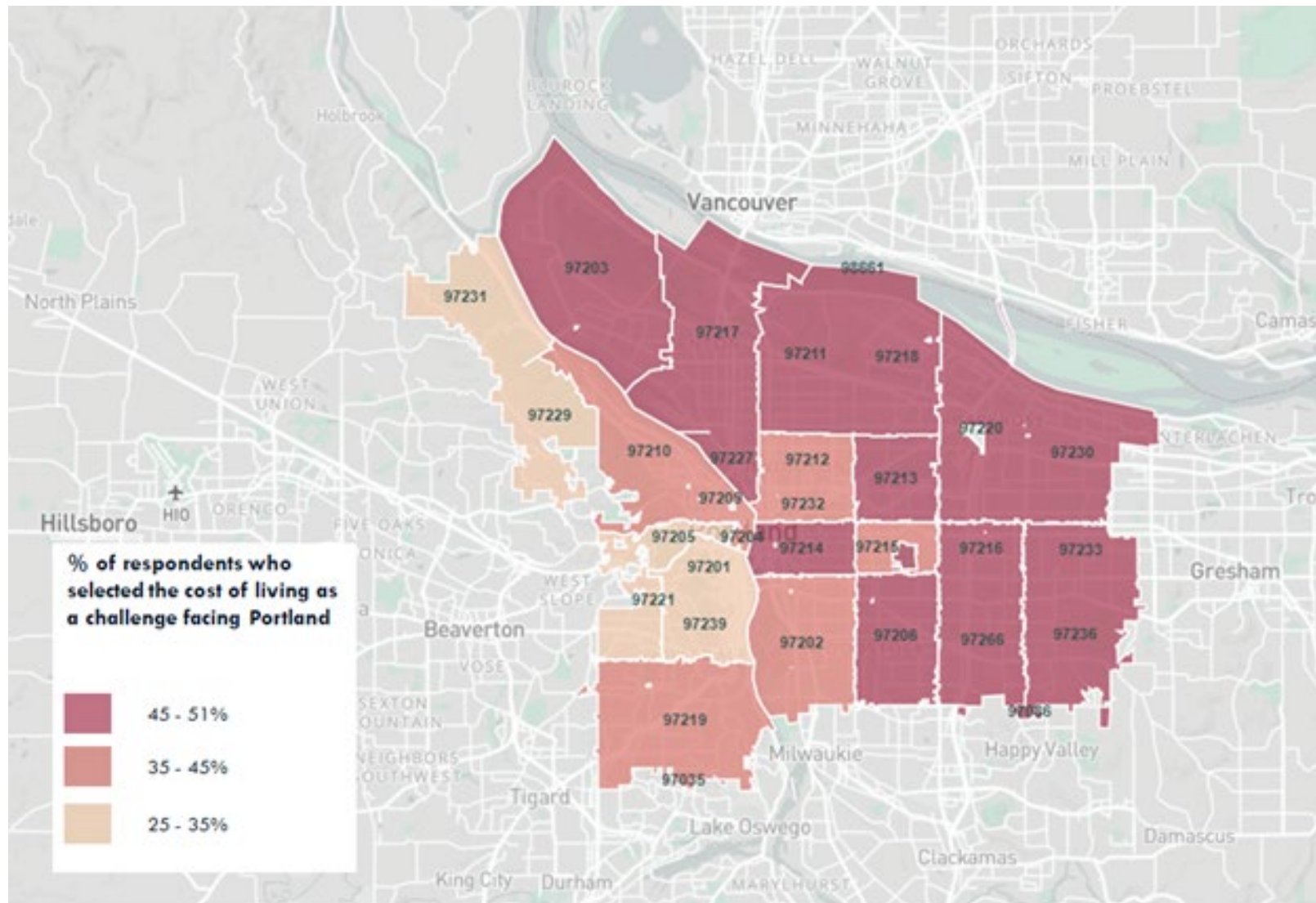


## Findings

### COMMUNITY SENTIMENT

#### Challenges facing Portland (Q4)

The cost of living was identified as a challenge by at least 40% of respondents regardless of race, age, or length of residency, and is more serious for residents in North and East Portland, as well as those living east of Downtown.





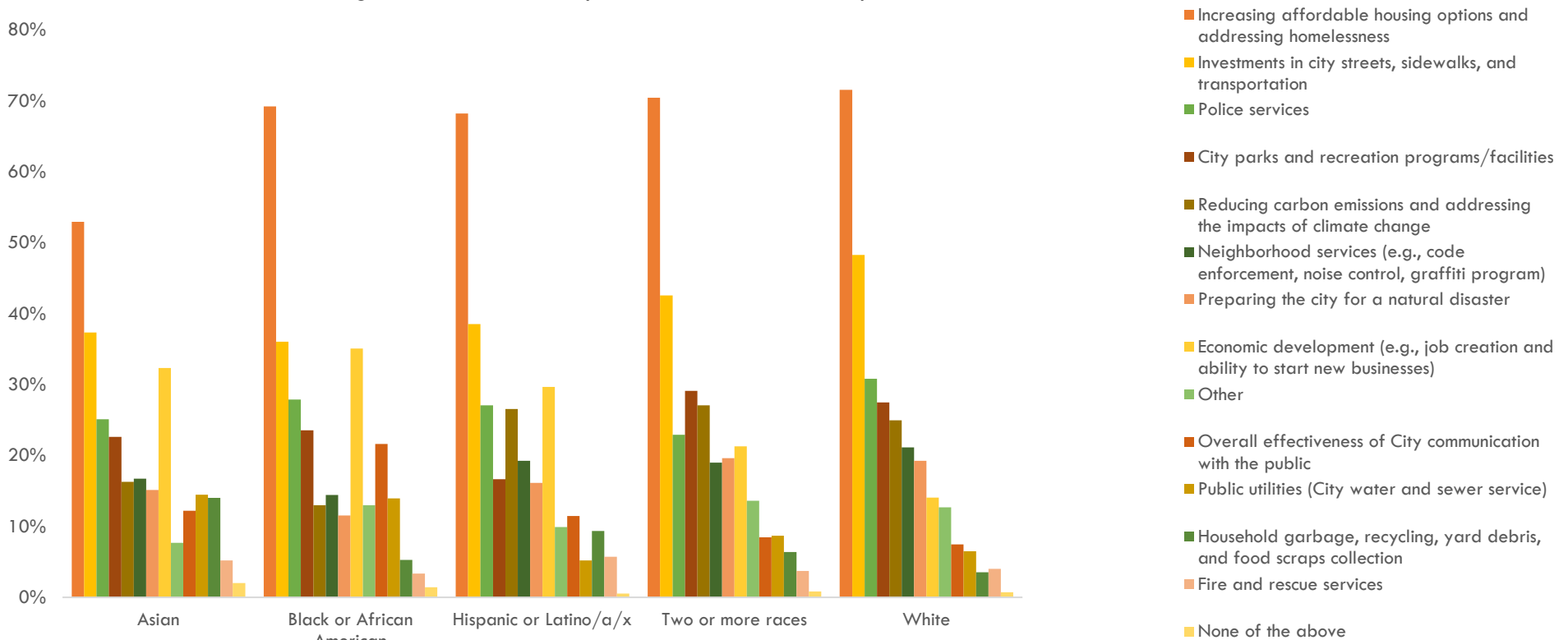
## Findings COMMUNITY SENTIMENT

### Budget priorities (Q6)

**Citywide, increasing affordable housing options and addressing homelessness was the most cited budget priority, selected by at least 50% of respondents in all racial groups and at least 61% of respondents in all age groups.** Additionally, of the 1,111 respondents who provided open-ended responses to this question, at least 280 mentioned homelessness. Of those who mentioned homelessness, at least 40 respondents stated that homelessness and affordable housing are issues that should be addressed separately.

**Investing in transportation and infrastructure such as city sidewalks was the second-most cited budget priority citywide. The third most cited budget priorities varied according to race.** White respondents chose police services. However, Asian, Black, and Hispanic respondents selected economic development (including job creation and enhancing residents' capacity to start new businesses) above police services, and those who identified as two or more races chose Parks programs and facilities.

Which of the following major categories of City services do you think should be priorities for the City of Portland budget over the next two years? Please select the top three.



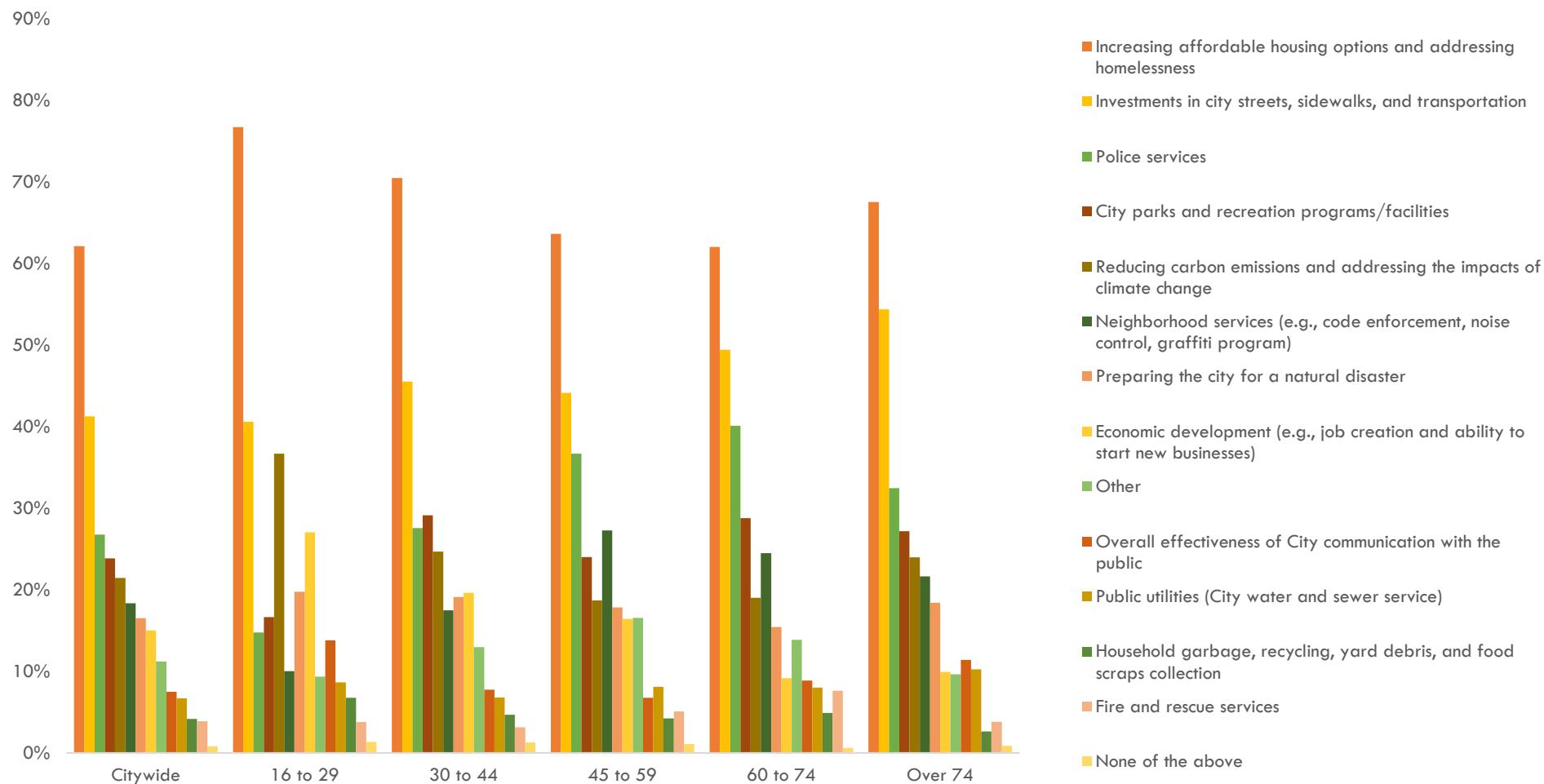
## Findings

### COMMUNITY SENTIMENT

#### Budget priorities (Q6)

**Across age groups, younger residents prioritize addressing climate change challenges and economic development** as the third and fourth most important budget priorities. Older residents are more likely to opt for neighborhood services than younger residents.

Which of the following major categories of City services do you think should be priorities for the City of Portland budget over the next two years? Please select the top three.

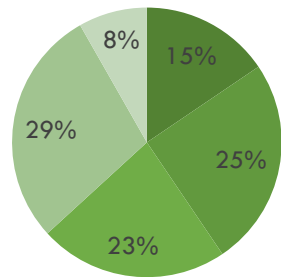


## Findings

### COMMUNITY SENTIMENT

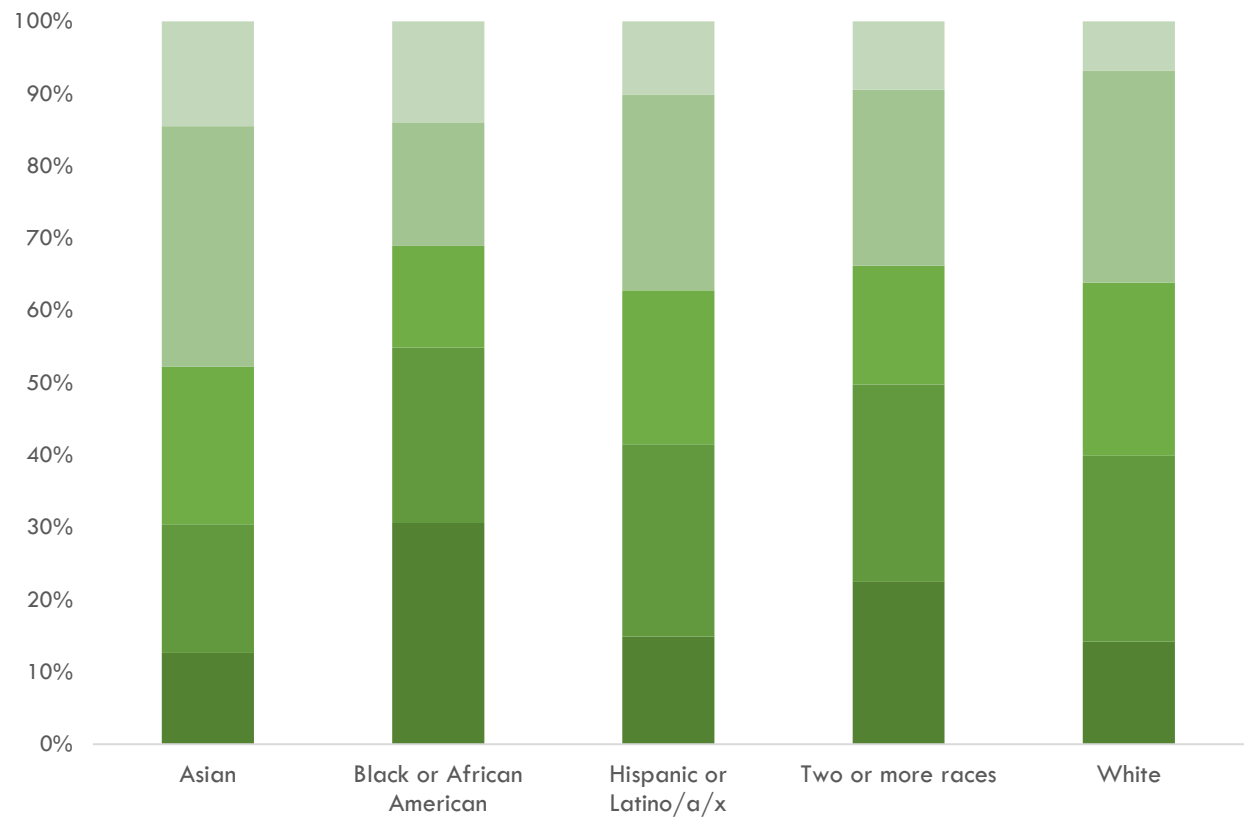
Responses were evenly split on Question 11, “In Portland, we are making progress on becoming a city where a person’s outcomes are not based on their race.” Approximately 40% agreed and another 40% disagreed. Black respondents and those identifying as a gender other than male or female were most likely to strongly disagree. There was no significant difference across age groups.

In Portland, we are making progress on becoming a city where a person’s outcomes are not based on their race.



- Strongly disagree
  - Somewhat disagree
  - Neither agree nor disagree
  - Somewhat agree
  - Strongly agree
- Citywide (weighted)

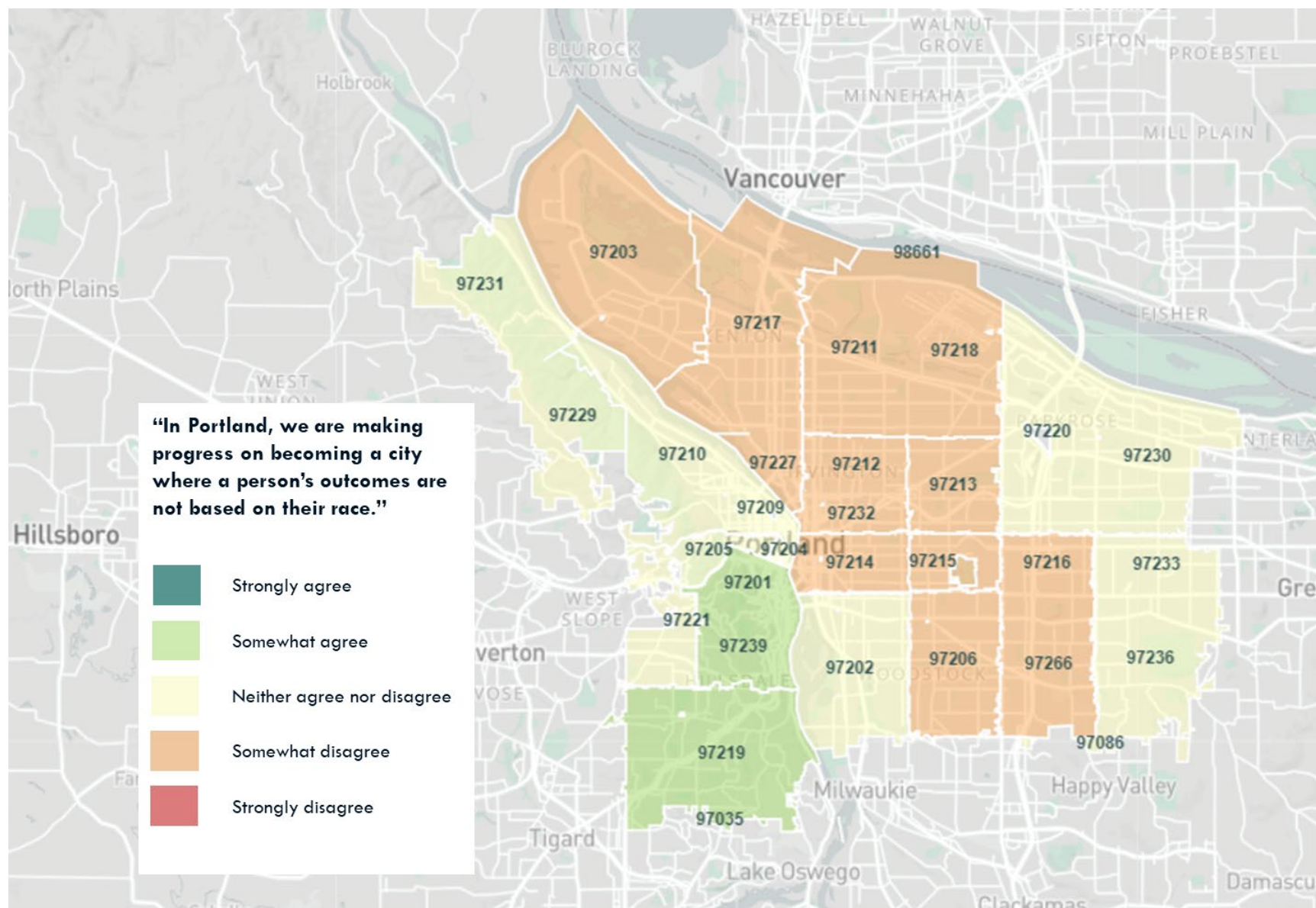
In Portland, we are making progress on becoming a city where a person’s outcomes are not based on their race.



## Findings

### COMMUNITY SENTIMENT

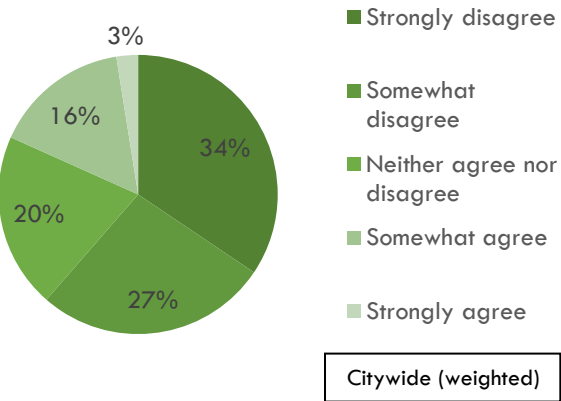
Respondents in Southwest Portland were most positive about making progress on racial equity, whereas those in North, Central North, Northeast, and Southeast Portland felt most negatively.



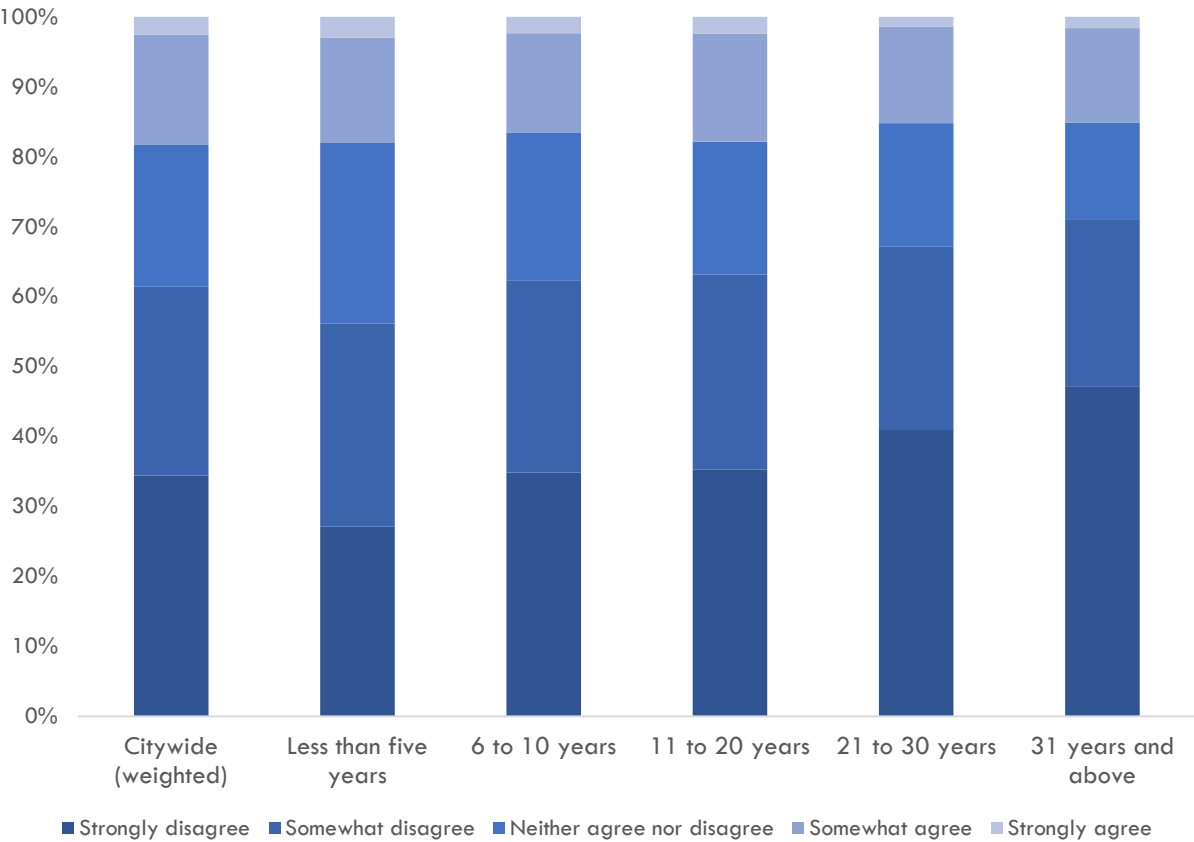
Findings  
CIVIC PARTICIPATION

A majority of respondents feel they do not have the power to influence City decisions about issues important to them (Q14). Responses were consistent across gender, educational attainment, household income, and geography. Responses were more negative among Black, Hispanic, and White respondents compared to Asian respondents. The 45 to 59 and 60 to 74 cohorts and those who have lived longer in Portland were more likely to respond negatively as well.

I have the power to influence City decisions about issues important to me.



I have the power to influence City decisions about issues important to me.



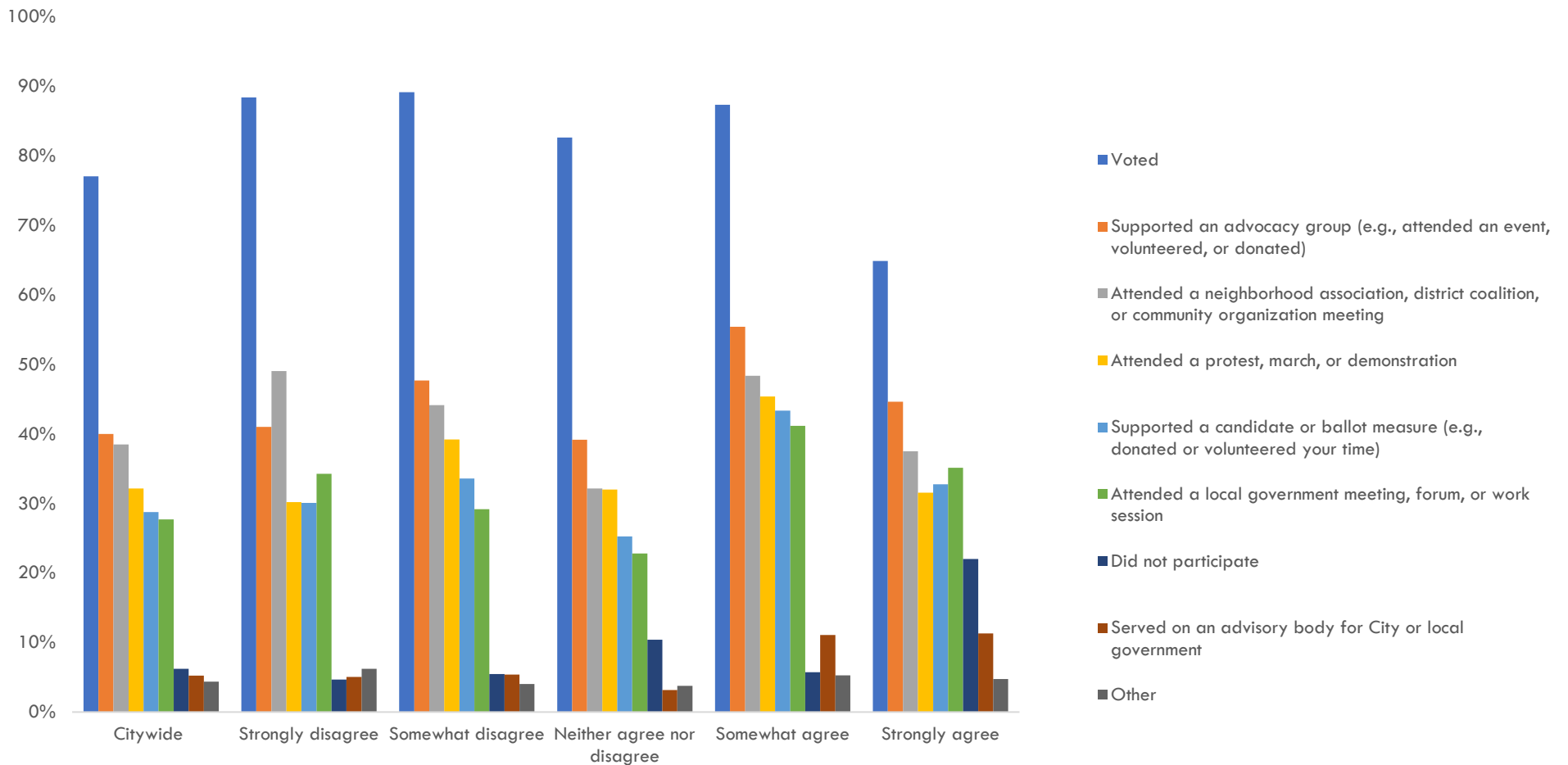


## Findings

### CIVIC PARTICIPATION

That said, **respondents generally participate in civic activities despite not feeling they have the power to influence City decisions (Q12).** In fact, those who feel they have less power are more likely to vote than those who feel more positively.

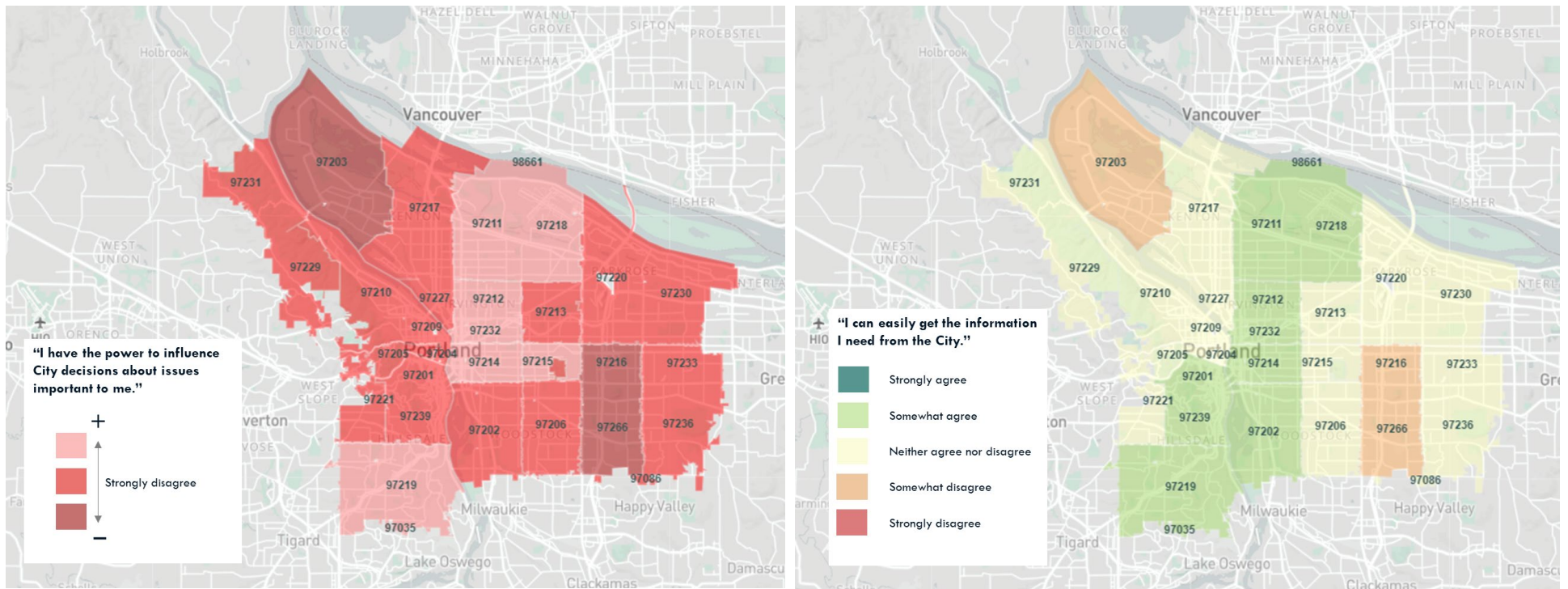
Did you participate in Portland civic life in the last 12 months by engaging in one of the following activities?  
(disaggregated by response to "I have the power to influence City decisions about issues important to me.")



## Findings

### CIVIC PARTICIPATION

Those who felt they did not have the power to influence City decisions tended to find it difficult to get information from the City (Q13). Responses for both questions were especially negative in North and East Portland.



Average responses in all ZIP Groups fell within the "Strongly disagree" range (described on page 9). The survey team used different shades of red to further distinguish between ZIP Groups. ZIP Groups in pink gave the least negative responses, while those in dark red gave the most negative.

## Findings

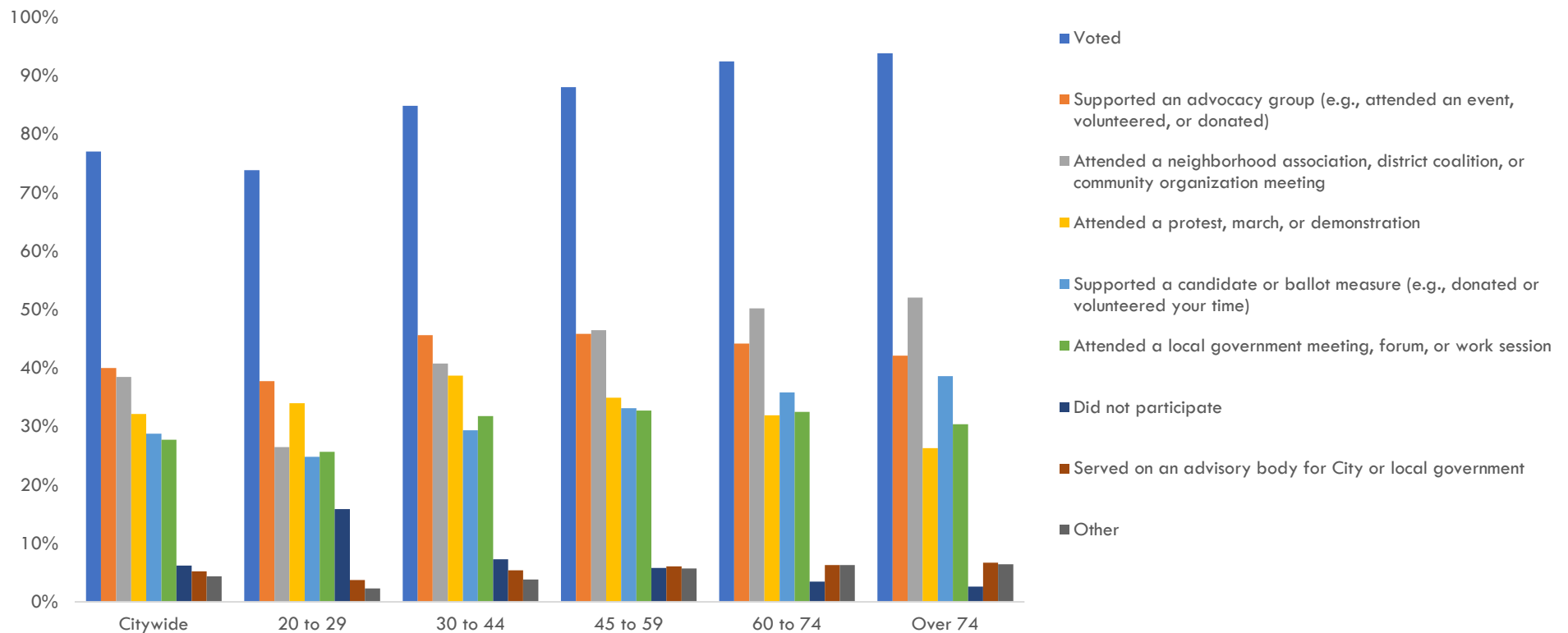
### CIVIC PARTICIPATION

**Portlanders overall are civically active – regardless of age or race, a quarter of citywide respondents attended a local government event in the past year, and a third of all age groups participated in a protest, march, or demonstration (Q12).** Voting is the most common form of participation in Portland civic life across all generations, with over 75% of respondents over 16 reporting having voted in the past year on the survey. This is comparable to Portland’s voter turnout for the November 2018 General Election, which was 74%\*.

Younger respondents (16-29) are less likely to engage in any type of civic life. Respondents between 16-29 were more likely to attend protests or marches than to participate in neighborhood associations or other community organization meetings. The 60-74 and over 74 cohorts are most likely to attend meetings held by community-based organizations such as neighborhood associations, or to support a candidate or ballot measure. The likelihood of not participating in any facet of civic life is highest among Asian and Hispanic respondents.

\*Portland City Auditor Elections Division. <https://www.portlandoregon.gov/auditor/article/705814>.

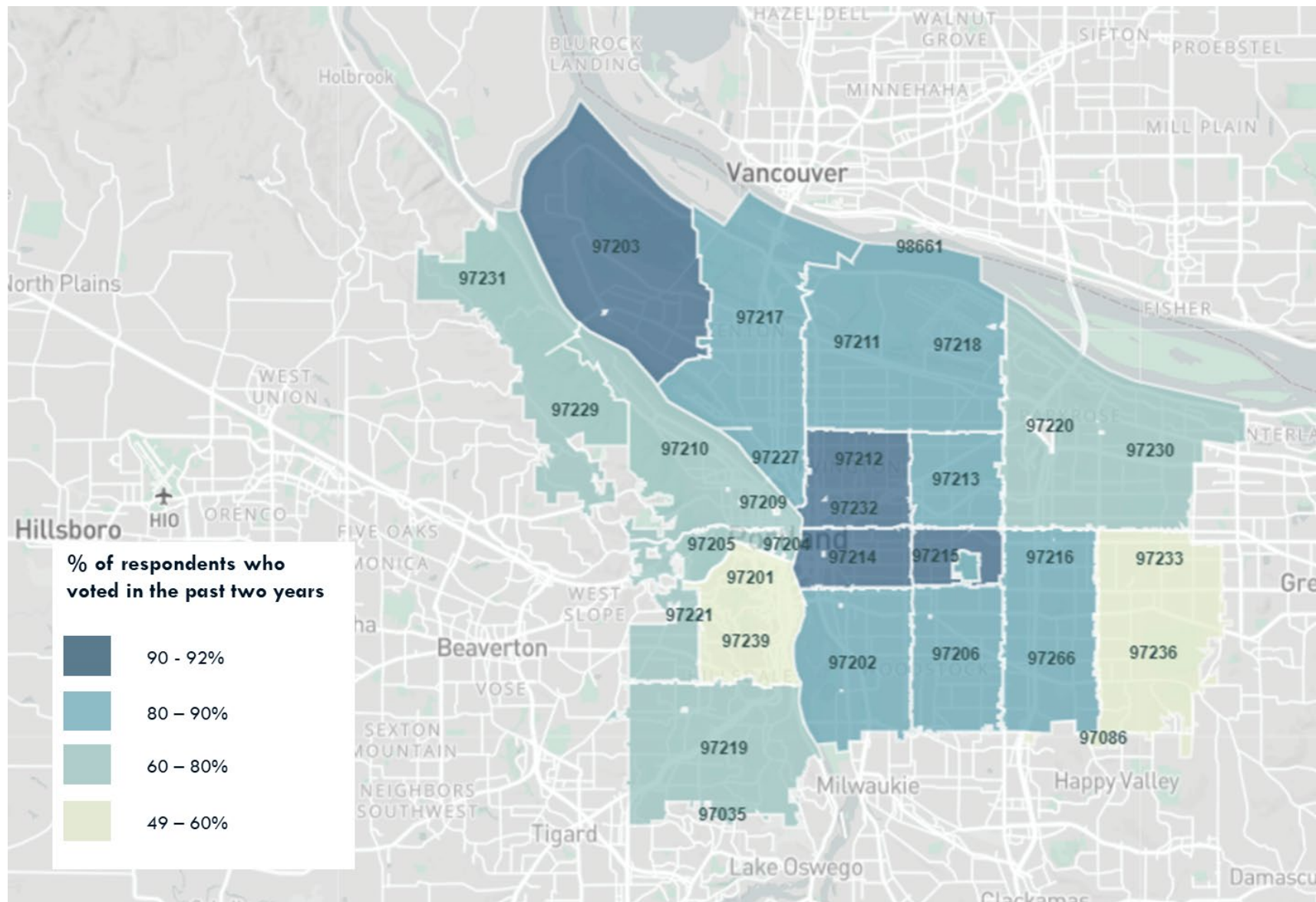
Did you participate in Portland civic life in the last 12 months by engaging in one of the following activities? Choose all that apply.



## Findings

### CIVIC PARTICIPATION

Those in Southwest and East Portland were least likely to have voted in the past year, while those in North, Southeast, and Northeast Portland had the highest voting rates.

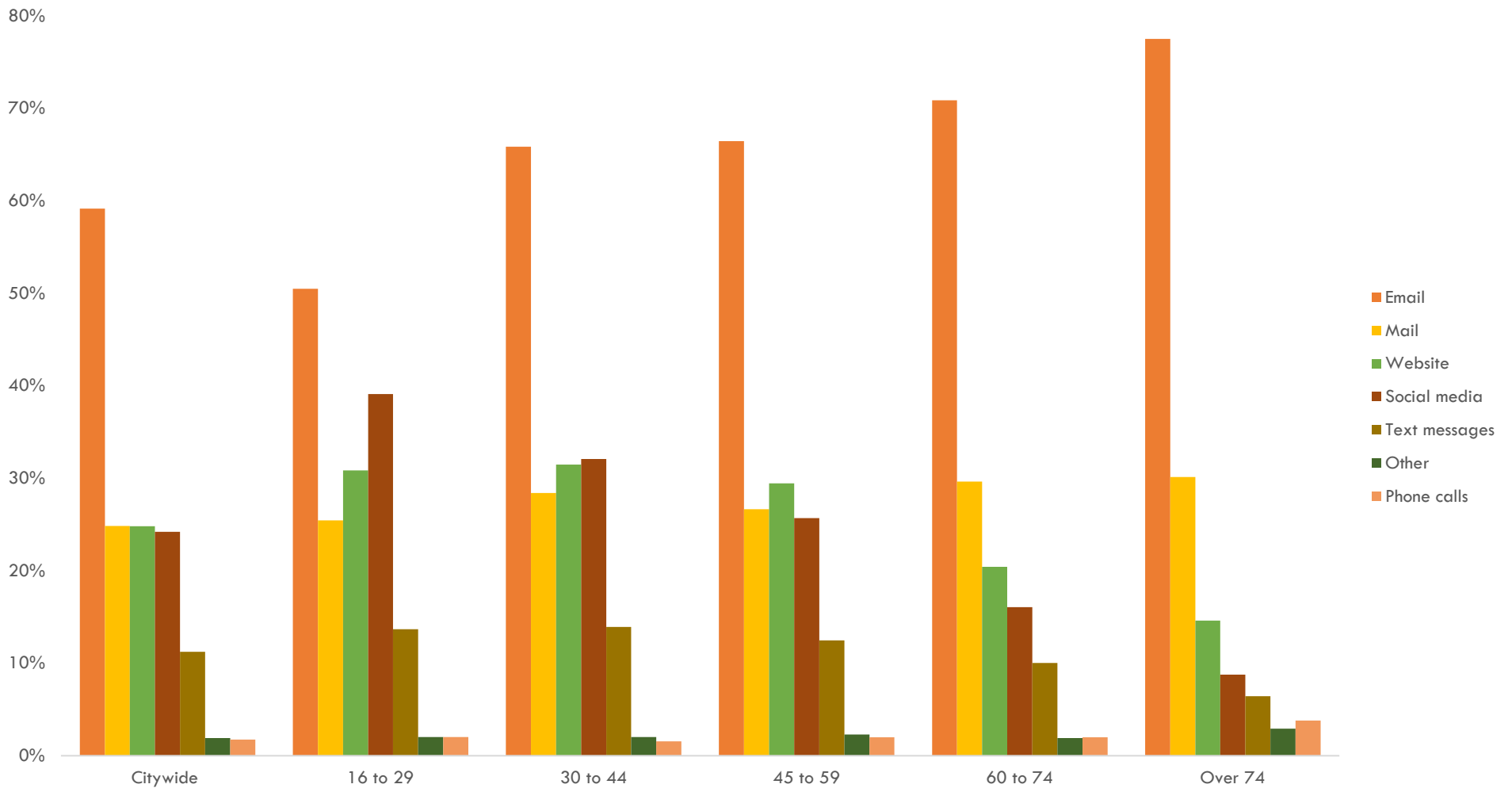


## Findings

### CIVIC PARTICIPATION

**When asked what their preferred method is for receiving City information, respondents overwhelmingly chose email (Q56).** Email is especially popular among seniors, with over 70% of respondents over 60 preferring email. Mail, City websites, and social media are the next most popular options citywide. Responses were consistent across race. Younger residents prefer social media over mail.

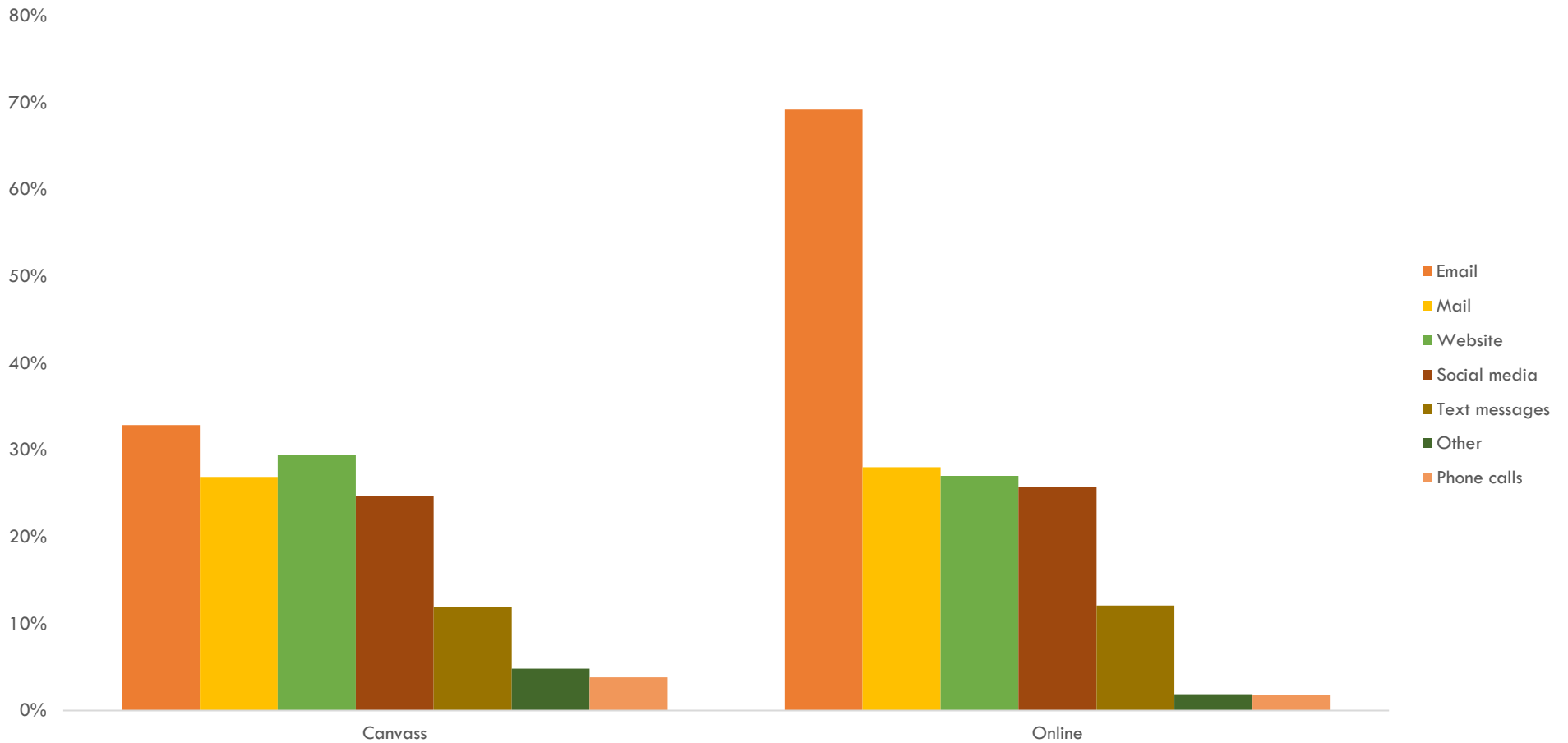
How do you prefer to receive information from the City? Choose all that apply.



Findings  
CIVIC PARTICIPATION

**Those who accessed the survey through Community Data Fellows are less likely to select email as their preferred method of receiving information from the City.** While email was still their top option, it was closely followed by mail, website, and social media.

How do you prefer to receive information from the City? Choose all that apply.



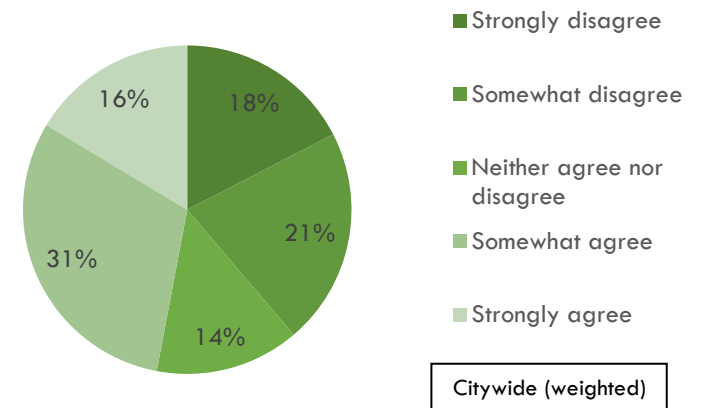
## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

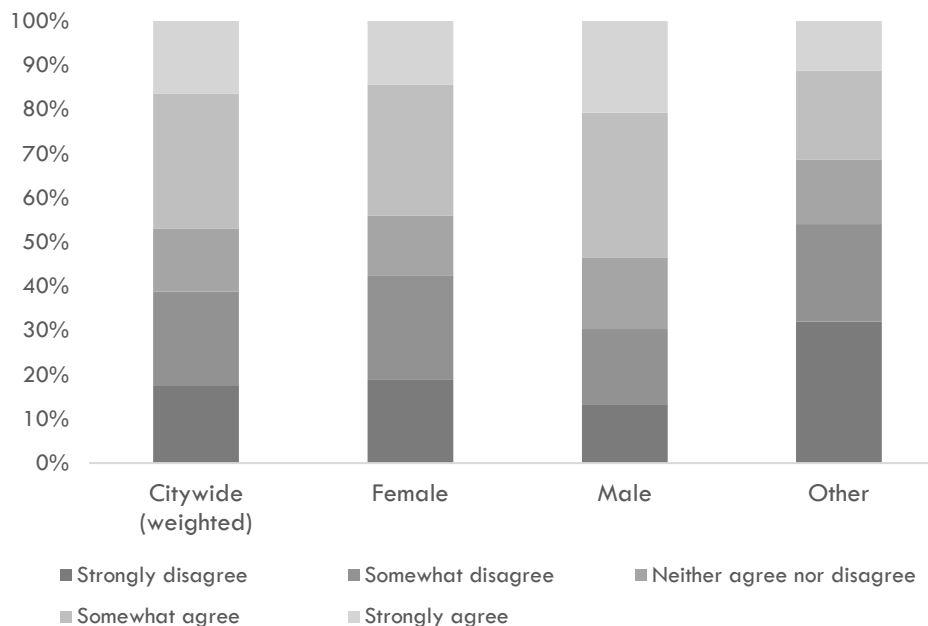
Responses were evenly split between those who agreed that they can find jobs in Portland that pay enough to support themselves and their families, and those who disagreed (Q15).

**Black and Hispanic respondents, those who identified as two or more races, and those who identified as a gender other than male or female were more likely to disagree compared to citywide respondents.** Respondents with higher educational attainment and income were more likely to agree they could find a self- or family-supporting job.

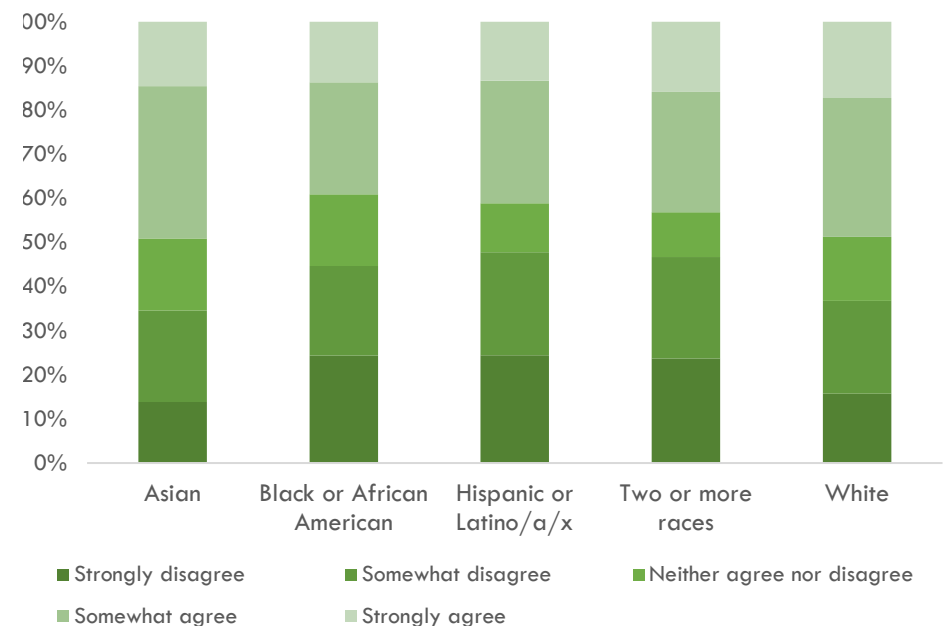
I can find a job in Portland that pays enough to support myself and my family.



I can find a job in Portland that pays enough to support myself and my family.



I can find a job in Portland that pays enough to support myself and my family.



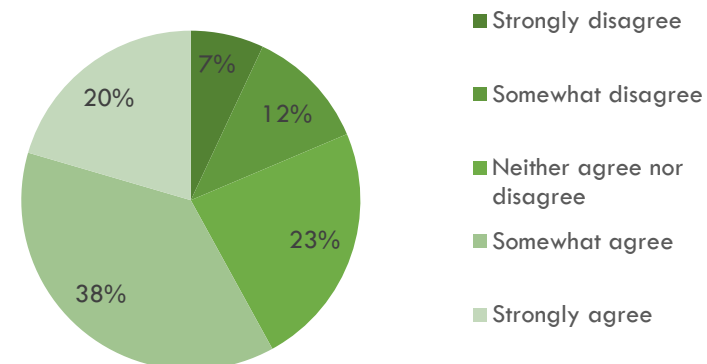


## Findings

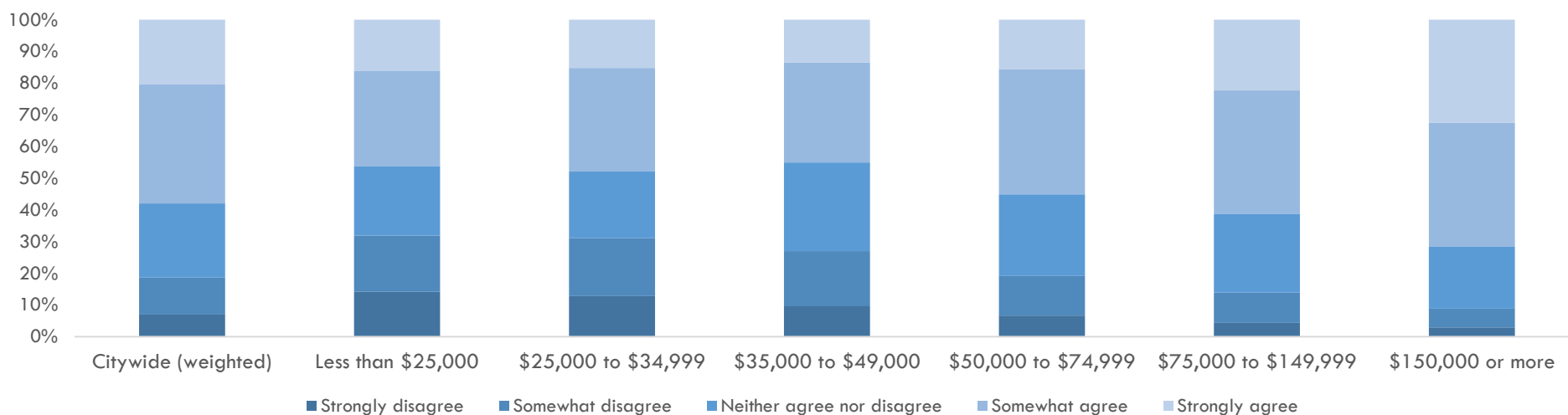
### HOUSING AND ECONOMIC DEVELOPMENT

**Citywide, 58% of respondents feel they have access to educational and training opportunities to get a better job (Q16).** Those with an associate degree or some college but no degree were more likely to disagree compared to respondents citywide, as were respondents whose annual household incomes were below \$35,000. Those who identified as a gender other than male or female were more likely to disagree compared to citywide respondents.

I have access to educational and training opportunities to get a better job.



I have access to educational and training opportunities to get a better job.



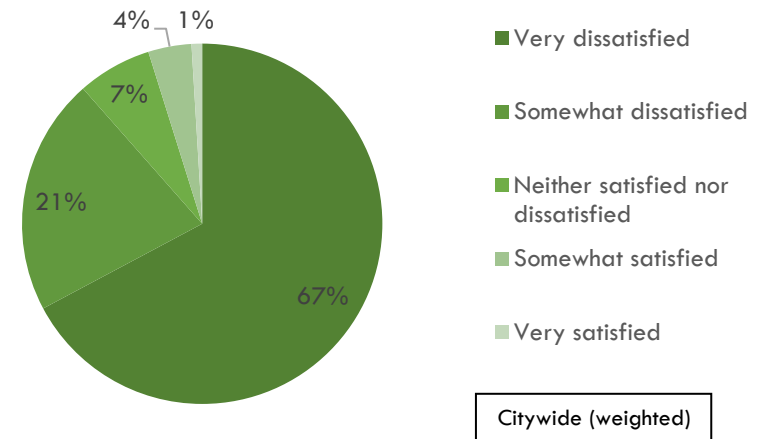
## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

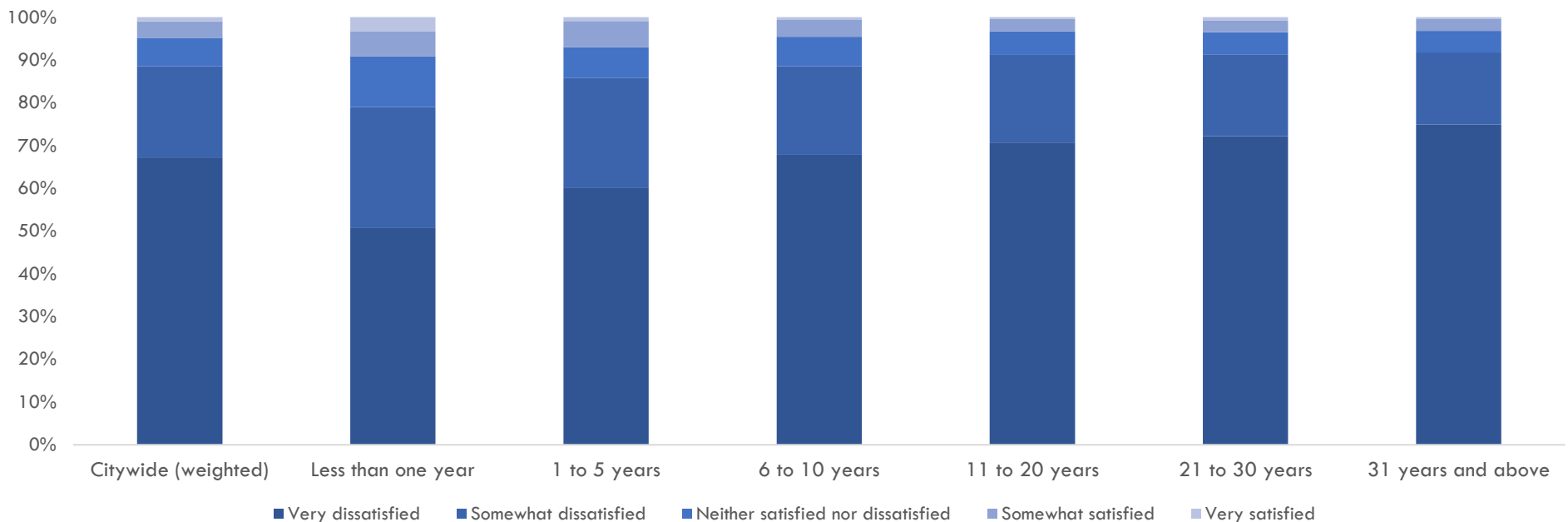
**88% of citywide respondents are dissatisfied with the City's response to homelessness. The percentage of respondents who are very dissatisfied was higher for this question than for any other question included in the survey.**

**Across gender, income, and educational attainment, and for Black, Hispanic, and White respondents, approximately 80% to over 90% in each group were dissatisfied. Those who have lived in Portland longer were more likely to be very dissatisfied.**

How satisfied are you with the City's response to homelessness?



How satisfied are you with the City's response to homelessness?



## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

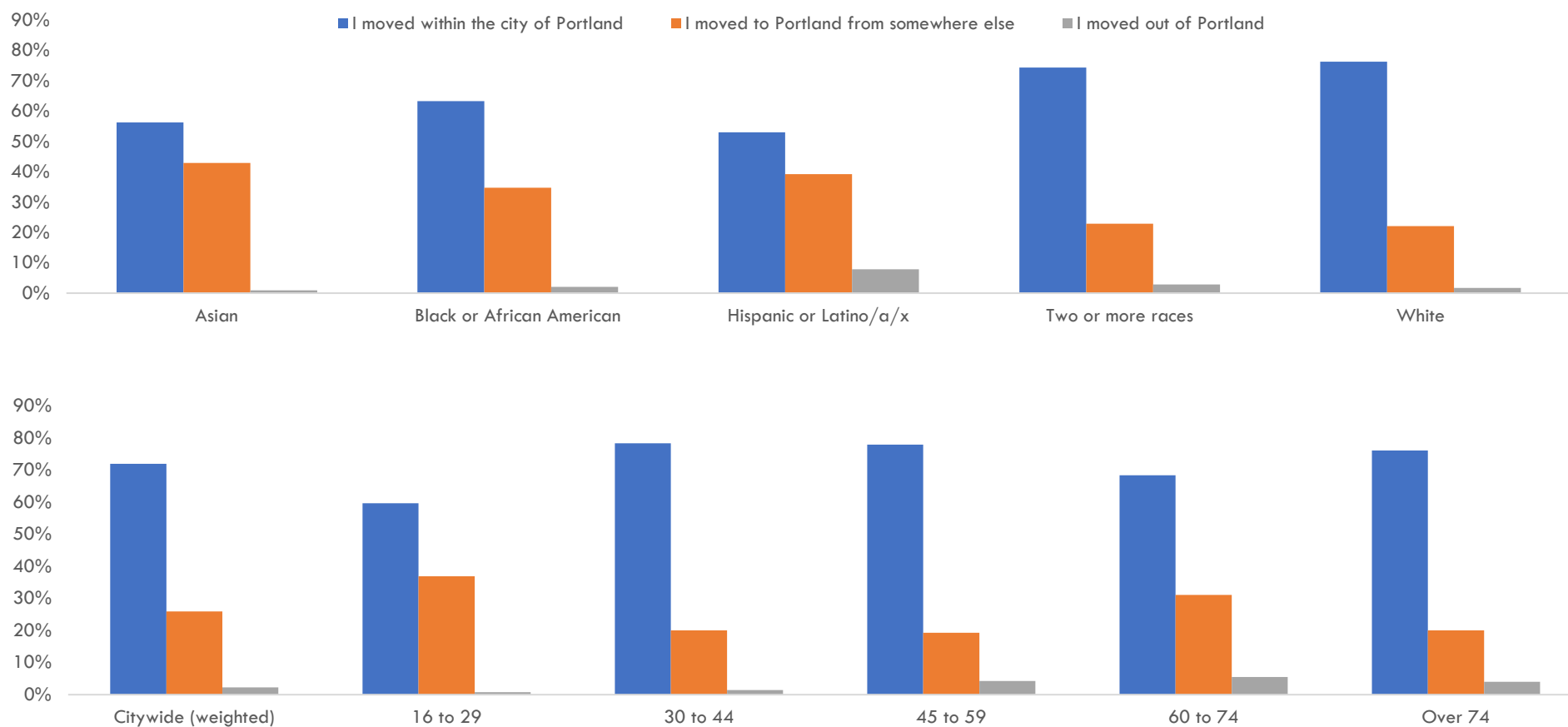
**Citywide, one in five respondents moved in the last two years\*. Younger respondents, residents earning below \$35,000/year, and renters were more likely to have moved (Q26).** There were no significant differences across races.

**Asian, Black, and Hispanic respondents were more likely than other respondents to have moved to Portland from outside the city.** Hispanic respondents were more likely to have moved out of Portland compared to any other racial group.

Across age, respondents under 30 were more likely to have moved to Portland compared to respondents citywide.

\*Results are shown for current Portland residents alone. Therefore, those who reported moving out of Portland likely returned to Portland. Responses from those living outside City limits are summarized on page 63.

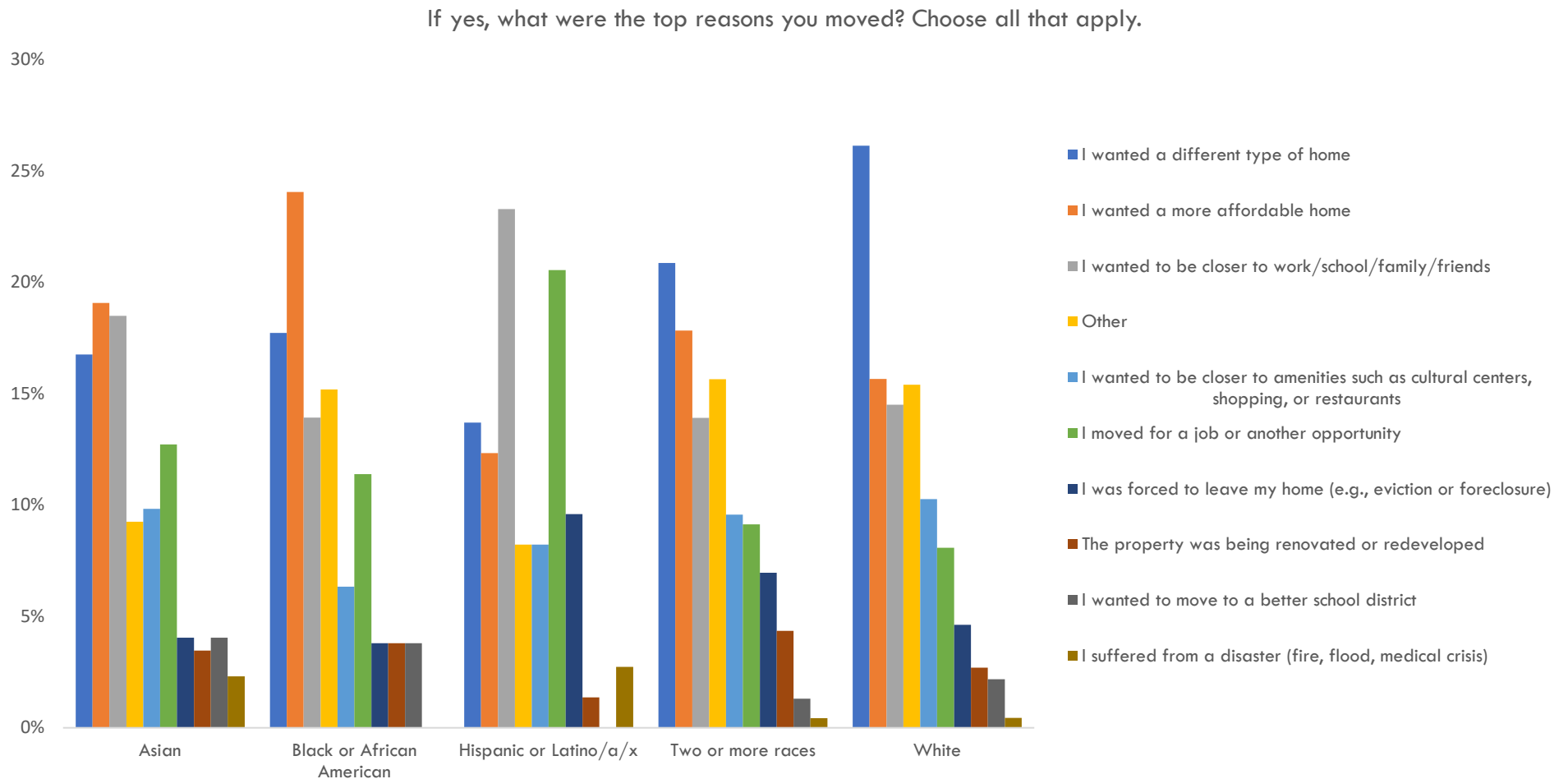
If yes, which of the following best describes your move? Choose one.



## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

**When asked why they moved, responses differed based on race and income.** Among White respondents and those who identified as two or more races, “I wanted a different type of home” was the most popular response, followed by “I wanted a more affordable home.” On the other hand, affordability was the most cited reason for moving among Asian and Black respondents. For Hispanic respondents, being close to work, school, family, and friends was the most cited motivation for moving, followed by pursuing a job opportunity.

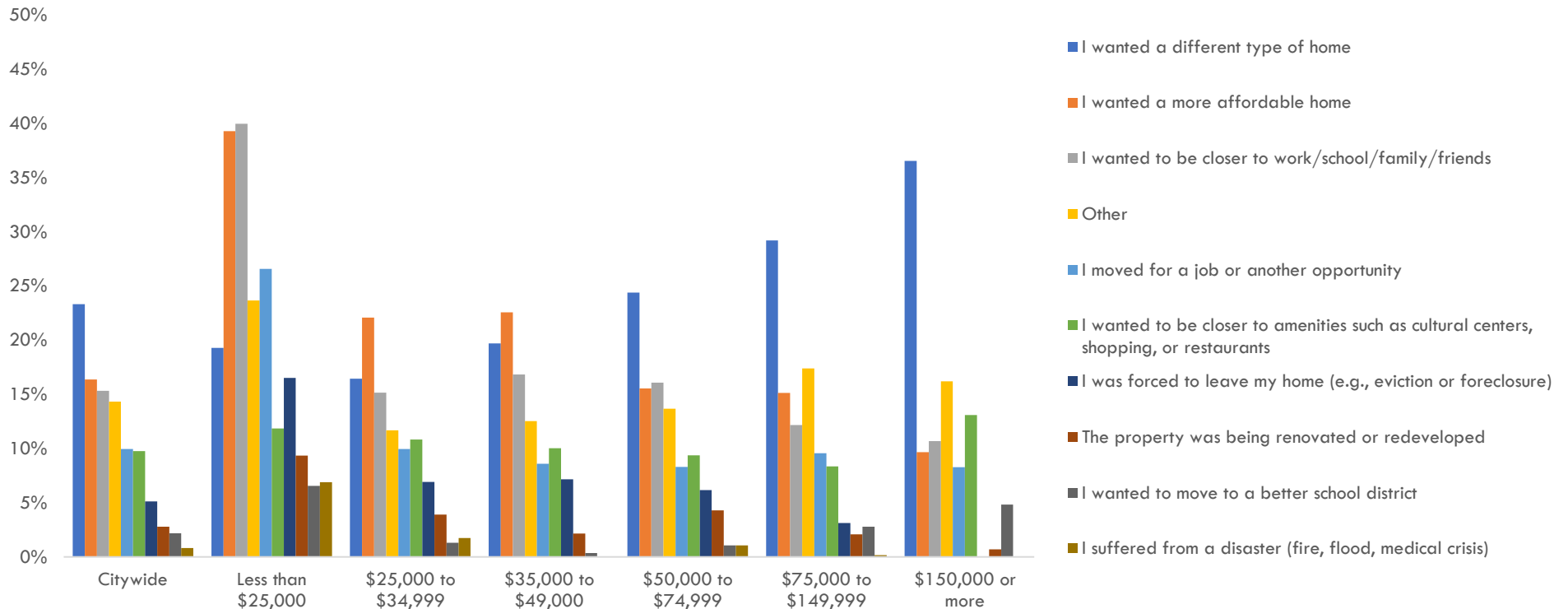


## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

**Respondents with higher income levels were more likely to answer that they wanted a different type of home, and those with lower income levels were more likely to report moving to be closer to work, school, family, or friends, or wanting a more affordable home (Q26).** Those earning less than \$25,000 were more likely to move for a job. Those who moved to live in a different type of home were more likely to live in a single-family detached home than those who moved for affordability issues.

What were the top reasons you moved? Choose all that apply.

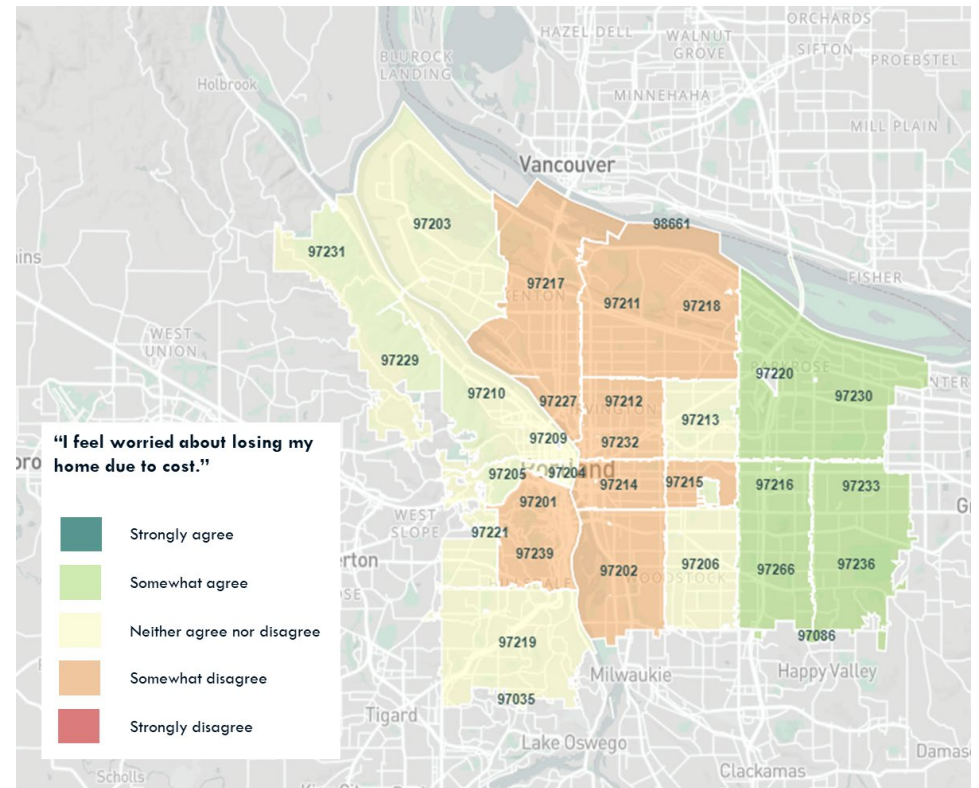
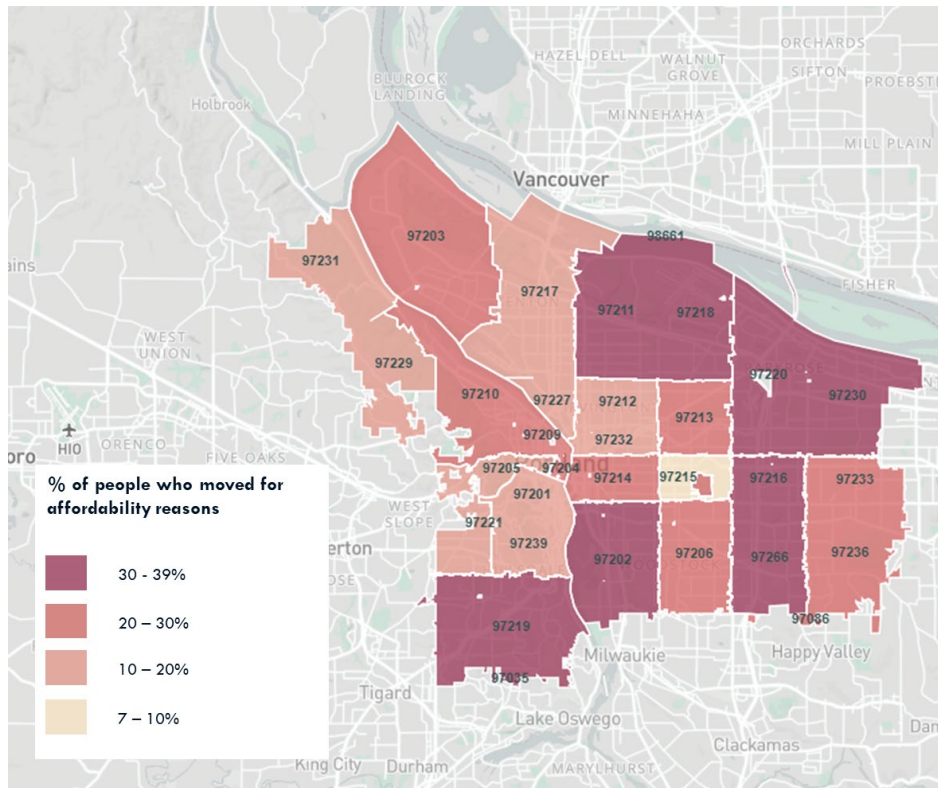


## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

Areas where respondents moved because of affordability issues are located in Northeast, East, and Southwest Portland - of these, Northeast and East Portland are areas where respondents were more likely to indicate they were worried about losing their homes due to cost. **This suggests that residents who moved due to housing costs are still facing affordability issues.**

Dissatisfaction with the safety and character of their neighborhoods pushed some respondents to move. Of the 368 responses in the “Other (please specify)” field, 30 and 11 mentioned some version of homelessness and safety respectively.

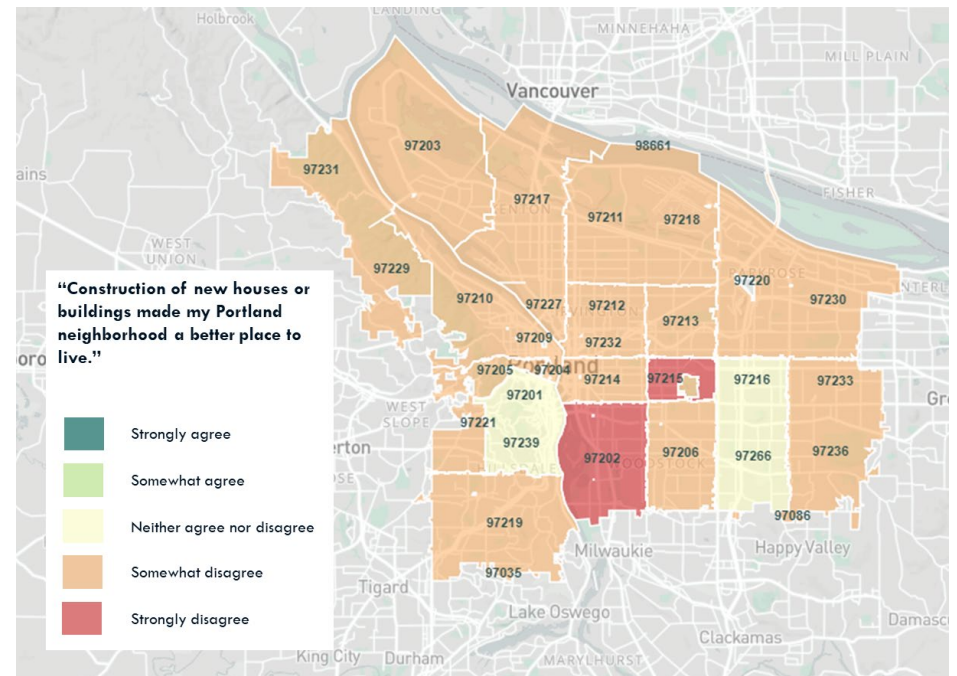
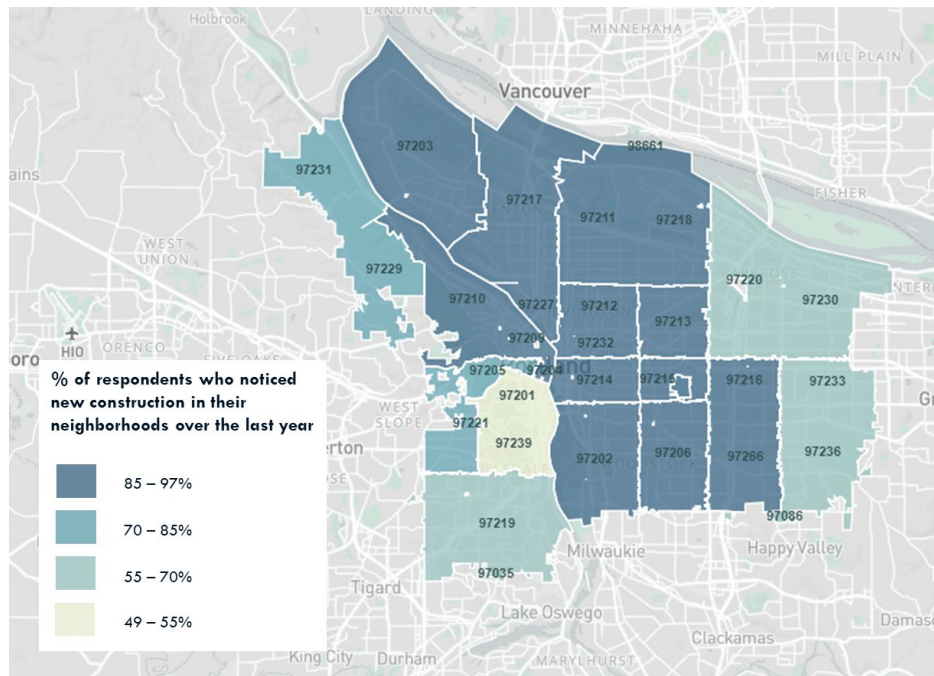


## Findings

### HOUSING AND ECONOMIC DEVELOPMENT

**90% of respondents noticed construction of new houses or buildings in their neighborhoods in the past year, and this pattern was consistent across race, age, length of residency, and income (Q27).** Respondents in North, Central Northeast, Northeast, and Southeast Portland were most likely to report noticing new construction.

Respondents in Southeast Portland were both most likely to notice new construction and least satisfied with the effect of new construction on their neighborhoods. These were areas where respondents were also less likely to report concerns with housing affordability (see right map on page 39).





## Findings

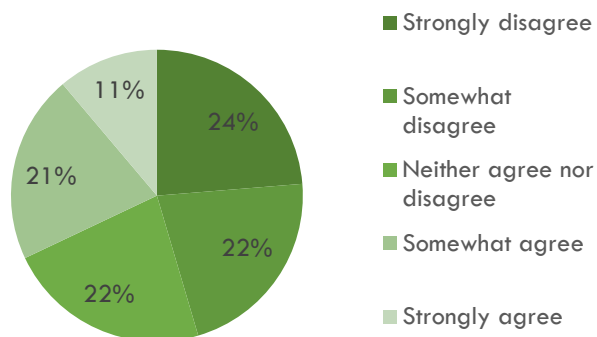
### HOUSING AND ECONOMIC DEVELOPMENT

**Respondents' satisfaction levels with new construction varied;** when asked if new construction made their neighborhoods a better place to live, a third of respondents answered positively, while half somewhat or strongly disagreed. Dissatisfaction with the impact of new construction is shared across most income levels and geographies.

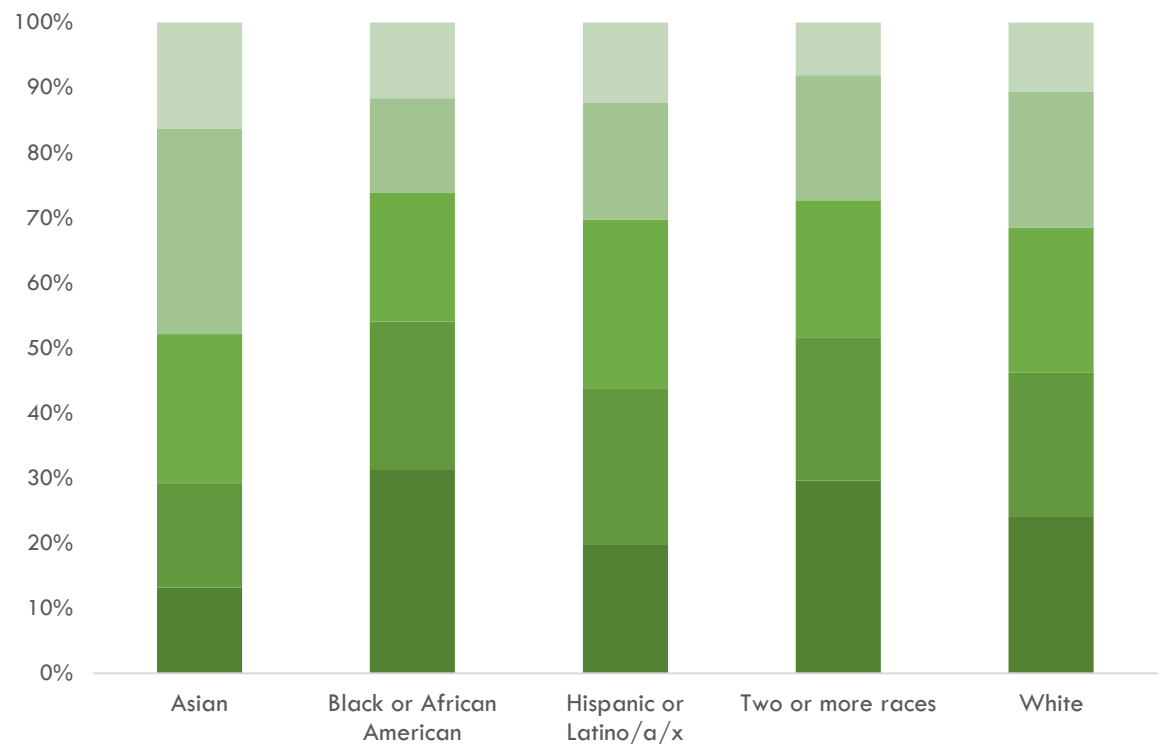
Responses were more negative among Black, Hispanic, multiracial, and White respondents compared to Asian respondents. Those who have lived in Portland longer, residents over 45 years old, and those who identified as a gender other than male or female were more likely to be dissatisfied.

It is possible that respondents are dissatisfied for various reasons – those struggling with housing affordability may be wary of gentrification and displacement, and homeowners with higher incomes may be displeased by the increase in density and the change in neighborhood character. Further dialogue and research are necessary to understand these causes of dissatisfaction.

Construction of new houses or buildings made my Portland neighborhood a better place to live.



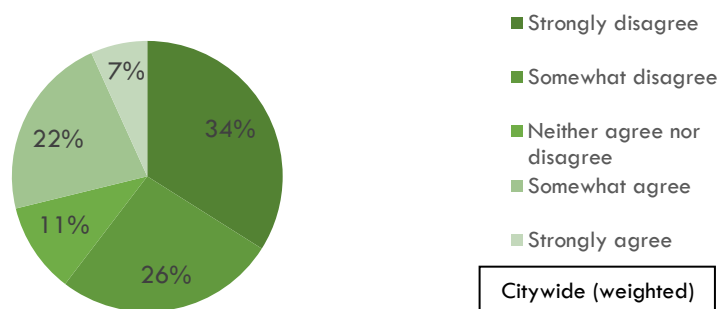
Construction of new houses or buildings made my Portland neighborhood a better place to live.



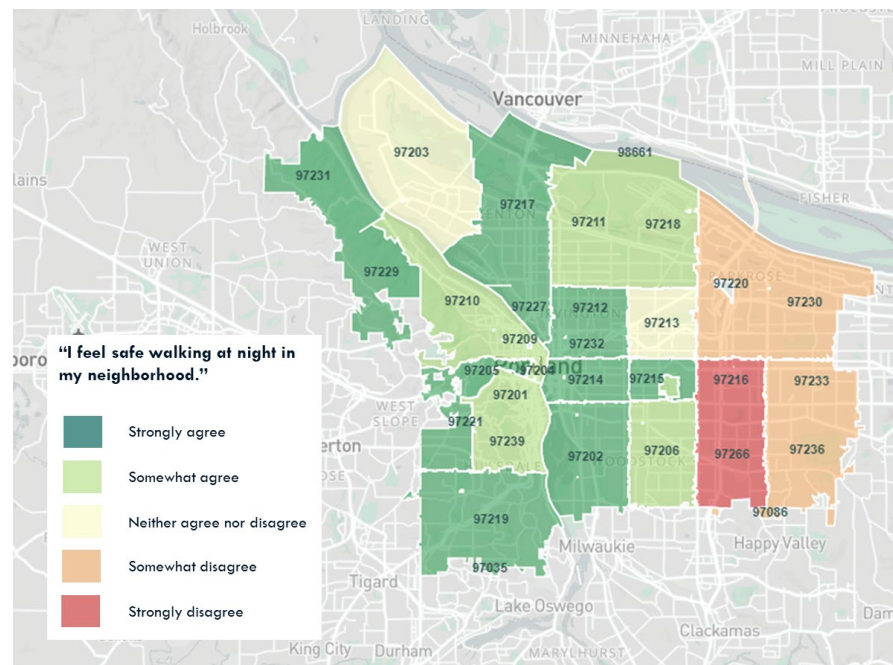
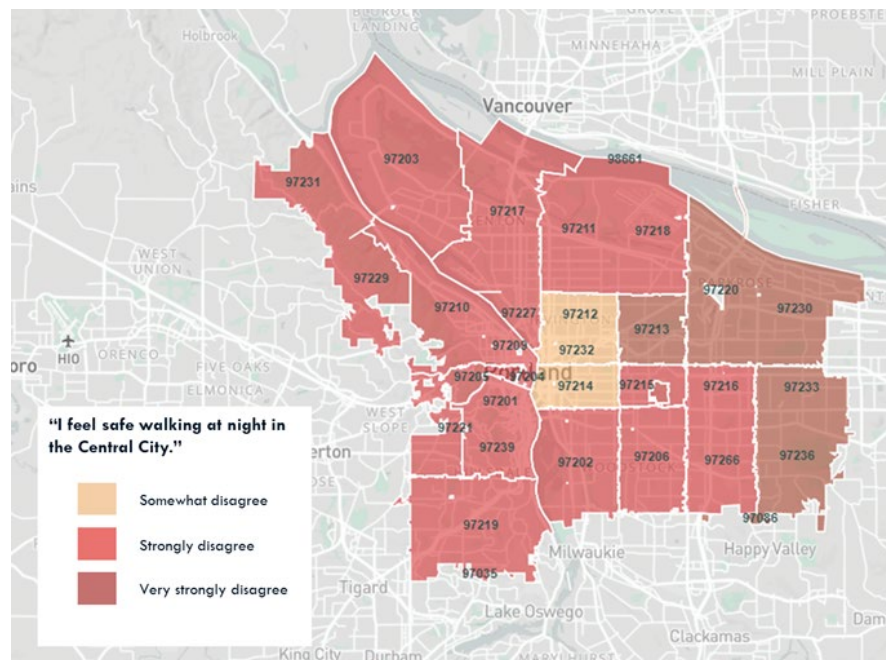
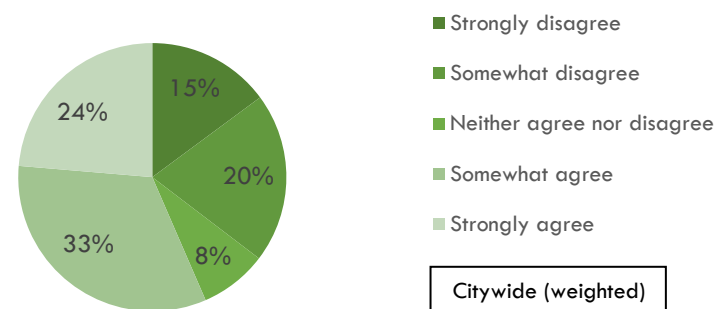
## Findings SAFETY

**A majority of Portlanders report feeling unsafe walking in the Central City at night, and 35% feel unsafe in their neighborhoods at night (Q18-21).** Compared with respondents living in other areas of Portland, those in East Portland were more likely to report feeling less safe in both their own neighborhood and the Central City.

I feel safe walking at night in the Central City.



I feel safe walking at night in my Portland neighborhood.

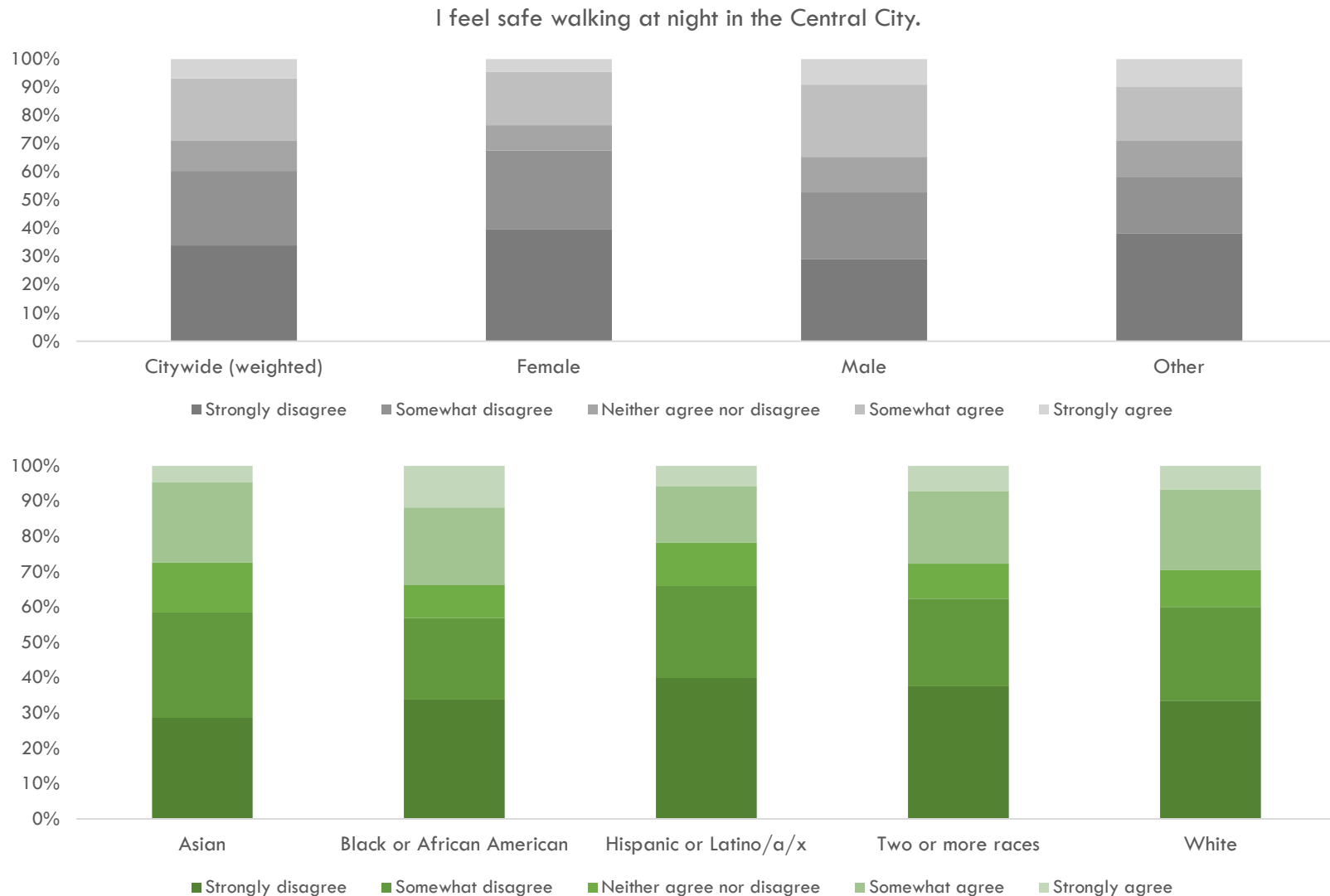


Average responses in all ZIP Groups fell within the "Somewhat disagree" or the "Strongly disagree" range (described on page 9). The survey team used different shades of red to further distinguish between ZIP Groups in the "Strongly disagree" category.

## Findings

### SAFETY

Perceptions of safety during the day were consistent across genders. At night, in the Central City, female respondents reported feeling less safe at a higher rate than males or those who identified as a gender other than male or female. In their own neighborhoods, female respondents and those who identified as a gender other than male or female were more likely to report feeling less safe compared to males. There were no significant differences in daytime safety perceptions by race, but **Hispanic respondents reported feeling less safe at a higher rate compared to other racial groups at night in both the Central City and their own neighborhoods.**



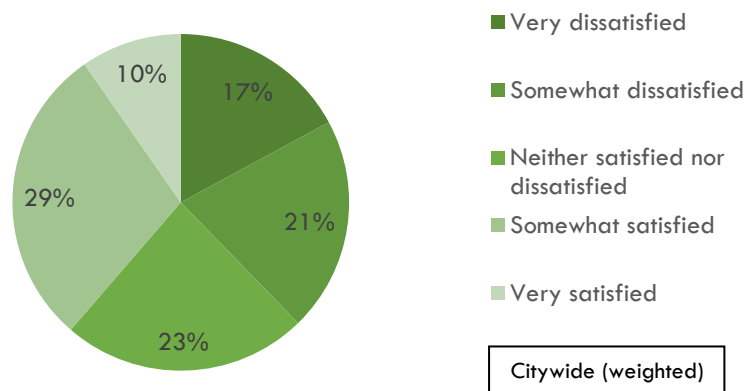
## Findings

### SAFETY

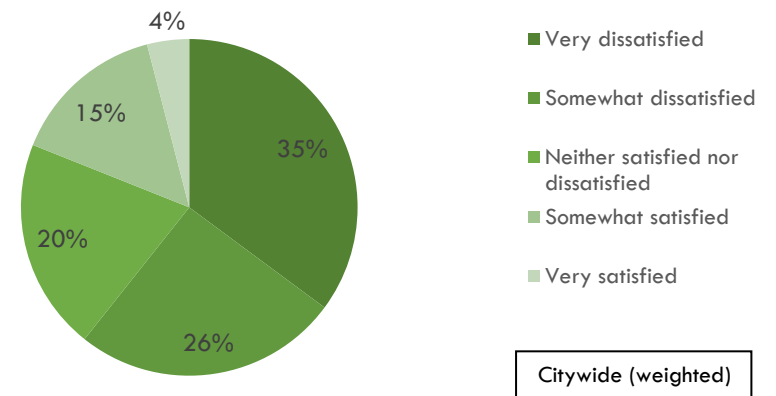
**Responses are mixed with regard to the ability of the police to protect Portlanders from crime (Q23, Q24).** Only 39% of citywide respondents are satisfied with police protection from violent crime. Black and Hispanic Portlanders are less satisfied than other racial groups with the police's ability to protect them from violent crime.

Less than one fifth of respondents citywide are satisfied with the ability of police to address issues regarding property crime.

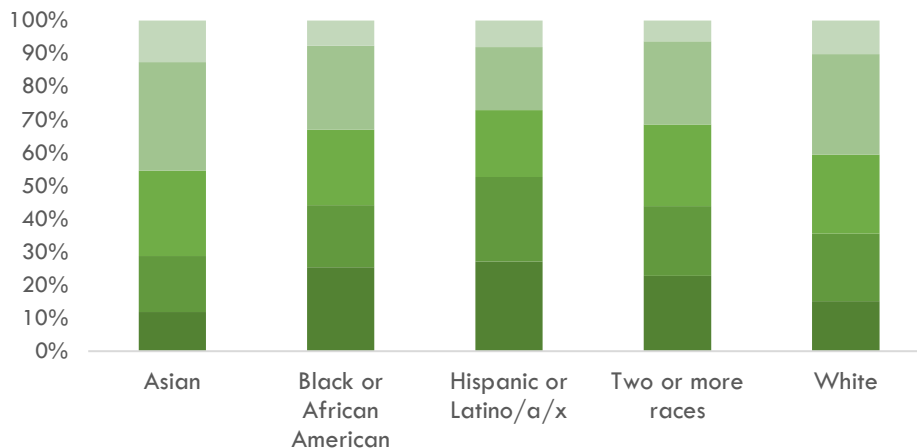
How satisfied are you with the ability of the police to protect you from violent crime?



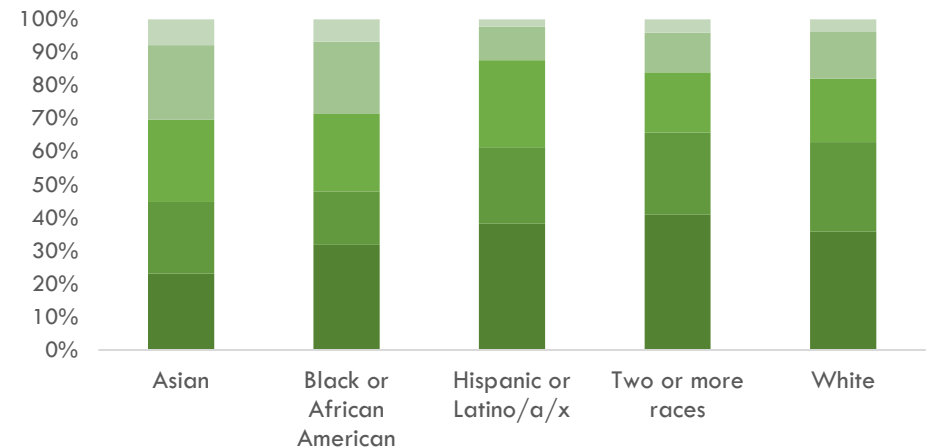
How satisfied are you with the ability of the police to address issues regarding property crime?



How satisfied are you with the ability of the police to protect you from violent crime?

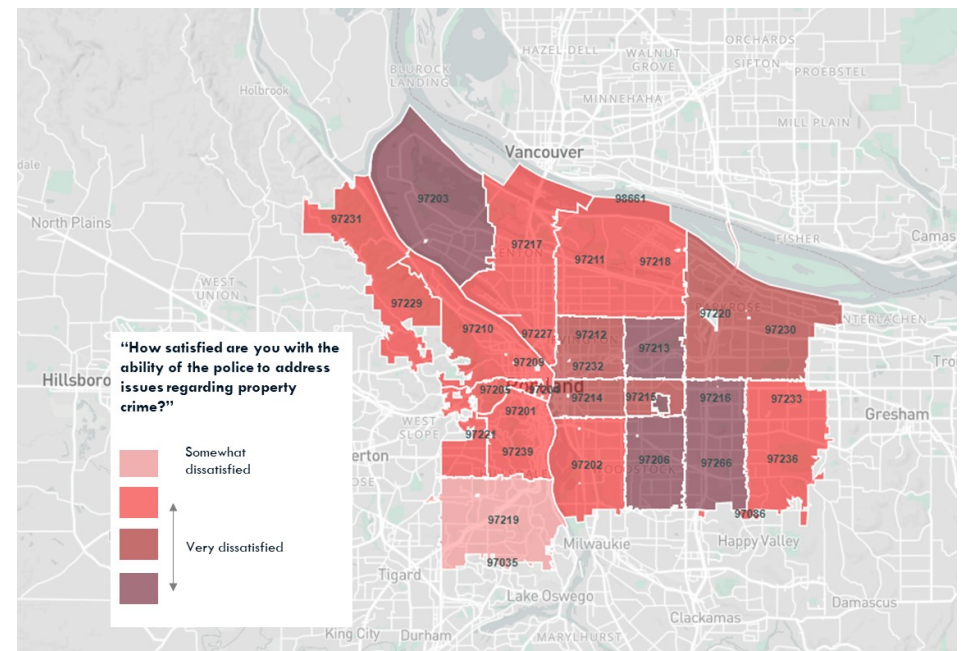
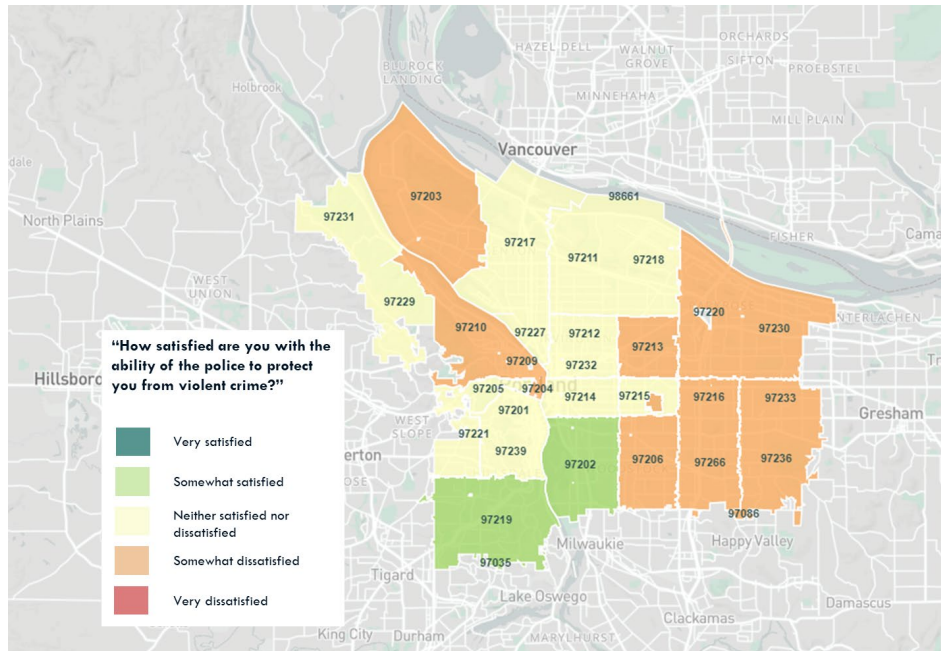


How satisfied are you with the ability of the police to address issues regarding property crime?



## Findings SAFETY

Residents in North, East, and Southeast Portland are least satisfied with police protection from violent crime. Respondents in North and East Portland are least satisfied with police response to property crime. Those in East Portland are least satisfied with police protection from both violent crime and property crime.



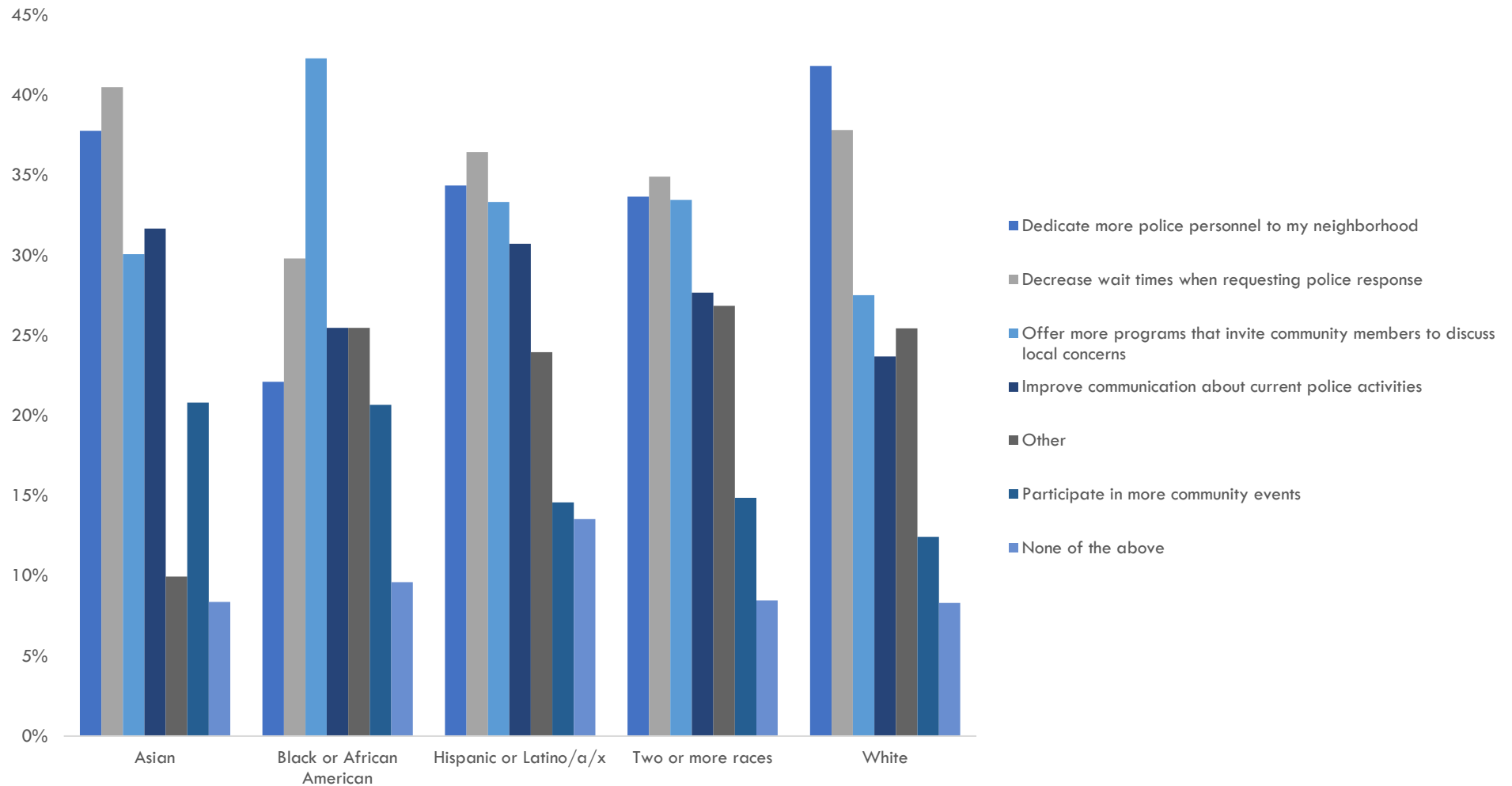
Average responses in all ZIP Groups fell within the "Somewhat dissatisfied" or the "Very dissatisfied" range (described on page 9). The survey team used different shades of red to further distinguish between ZIP Groups in the "Very dissatisfied" category.

## Findings

### SAFETY

**When asked how the Police bureau could improve police services (Q25), responses differed between Black and White respondents.** Overall, Black respondents chose offering programs that invite community members to discuss local concerns with police as their highest priority. White respondents chose increased police personnel in their neighborhoods as the highest priority.

What can the City do to improve police activities? Please select the top two.



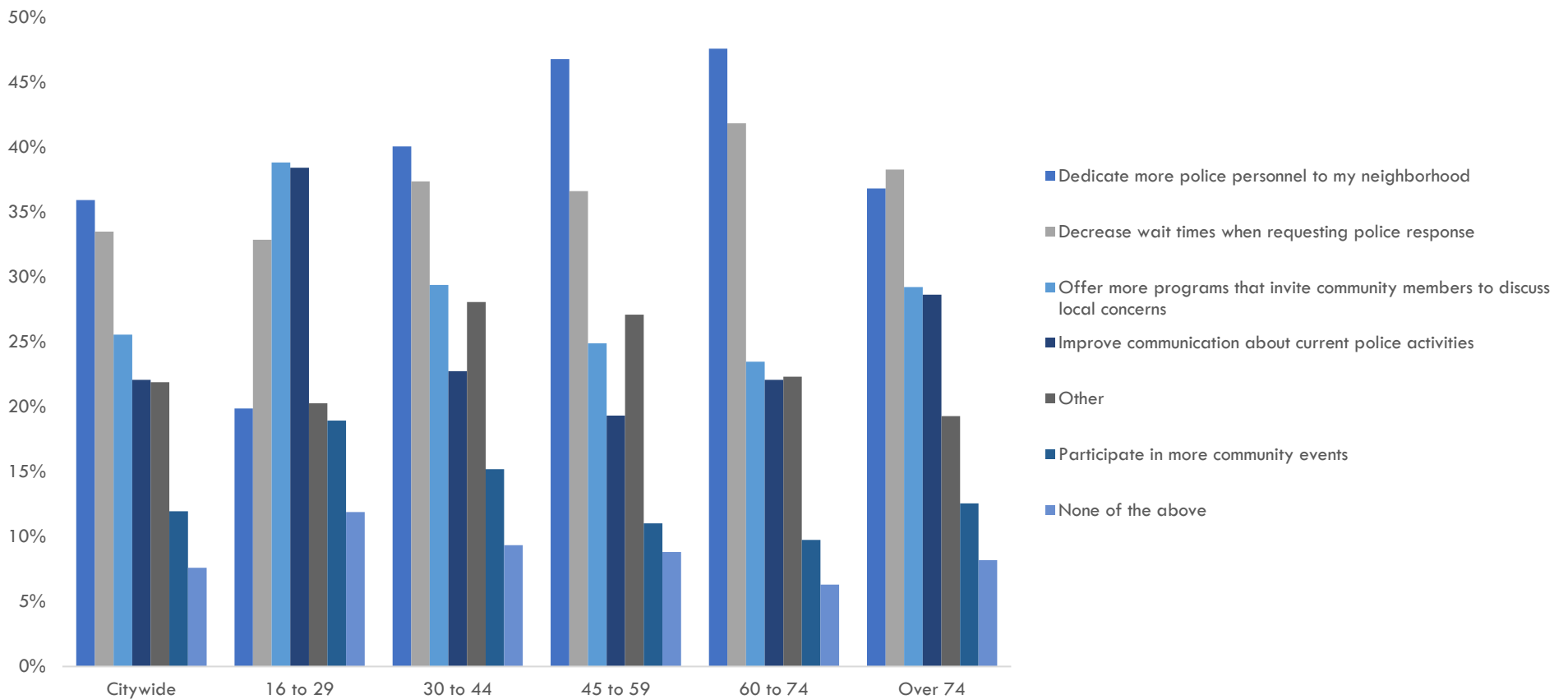
## Findings

### SAFETY

**Young Portlanders' (16-29) top suggestions for police services improvements are offering more community programs and improving communication about current police activities.**

Overall, of the 2,031 responses provided in the “Other (please specify)” field, over 200 each mentioned homelessness and mental health, and over 100 mentioned drug use.

What can the City do to improve police activities? Please select the top two.

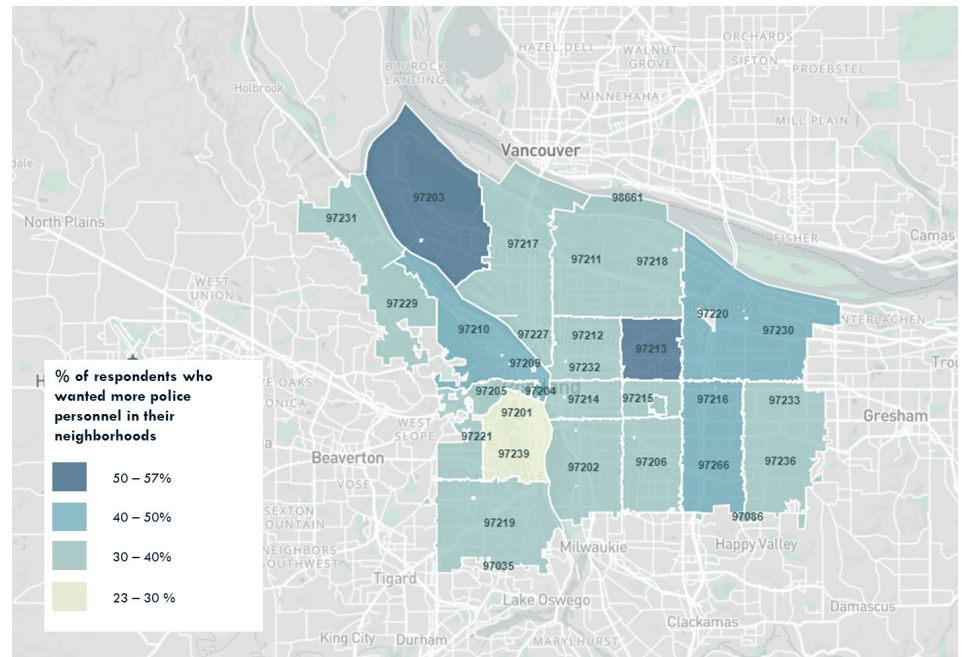
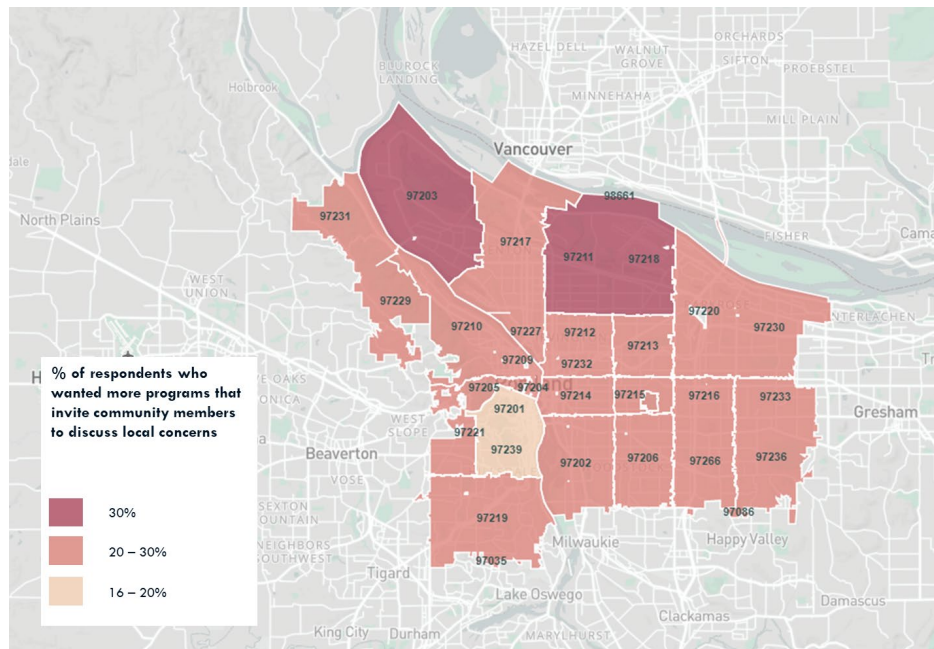




## Findings

### SAFETY

Of the ways to improve police services, increasing police personnel is most important to North and Central Northeast Portland residents. Inviting community members to discuss local concerns is especially important to North and Central Northeast Portland residents.

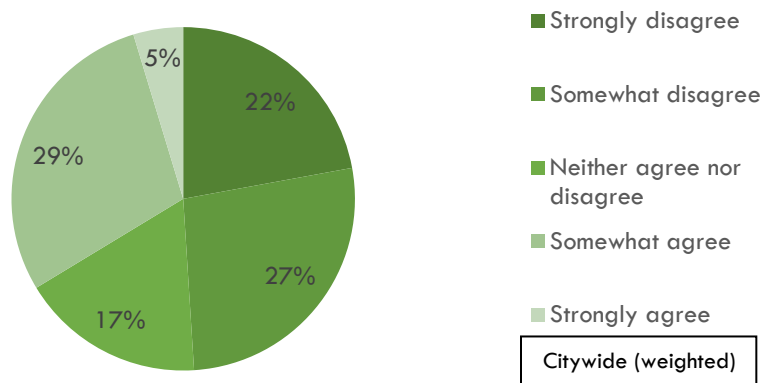


## Findings

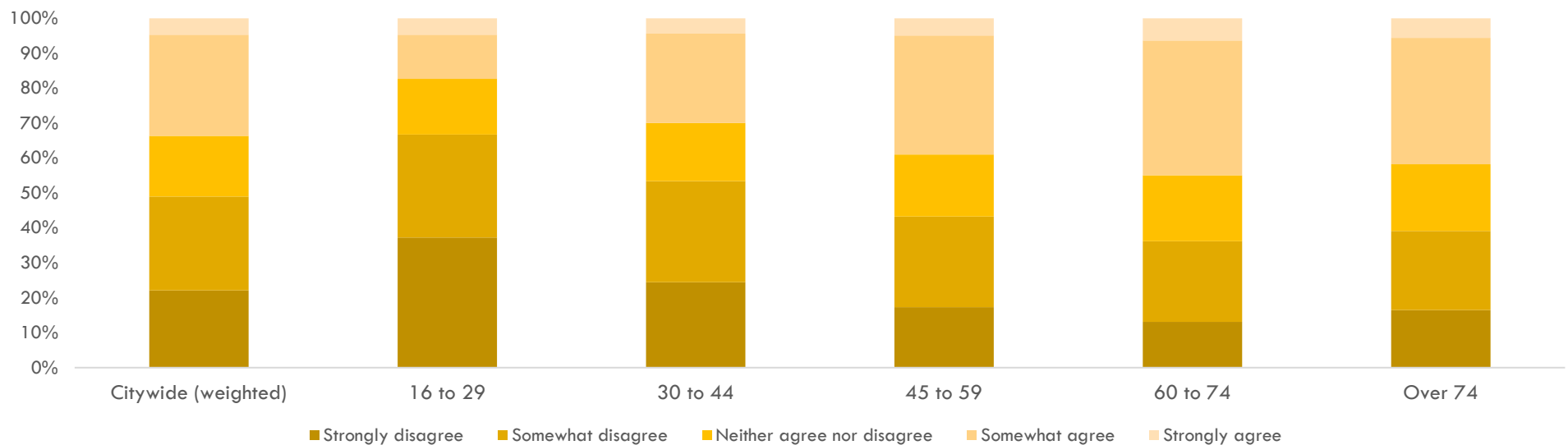
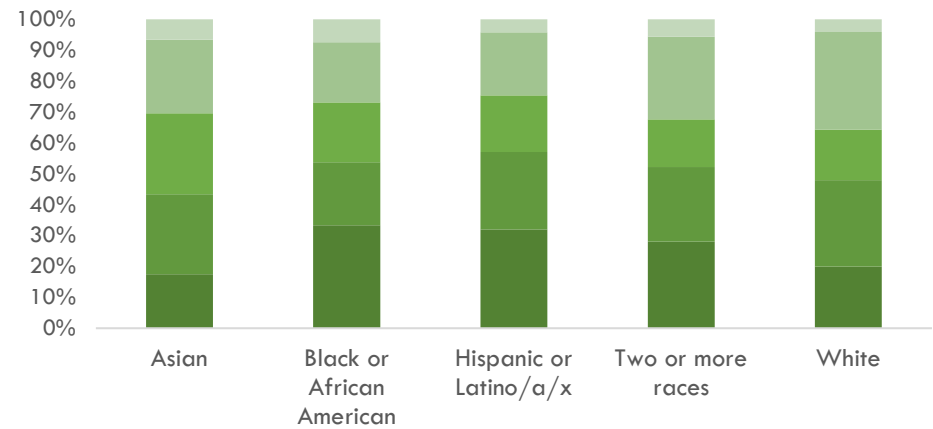
### SAFETY

**Only one-third of all respondents feel prepared for a natural disaster, such as an earthquake,** and even fewer (one-quarter) of Black and Hispanic respondents feel prepared (Q22). Responses were largely consistent across gender, length of residency, and educational attainment. Portlanders age 16-29 feel very unprepared – 66% of them somewhat or strongly disagree that they are ready for a natural disaster. Responses were generally consistent for those with disabilities and those without.

I feel prepared for a natural disaster, such as an earthquake.



I feel prepared for a natural disaster, such as an earthquake.



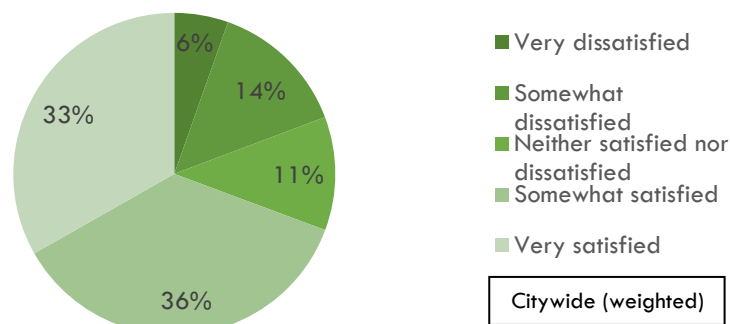
## Findings

### INFRASTRUCTURE

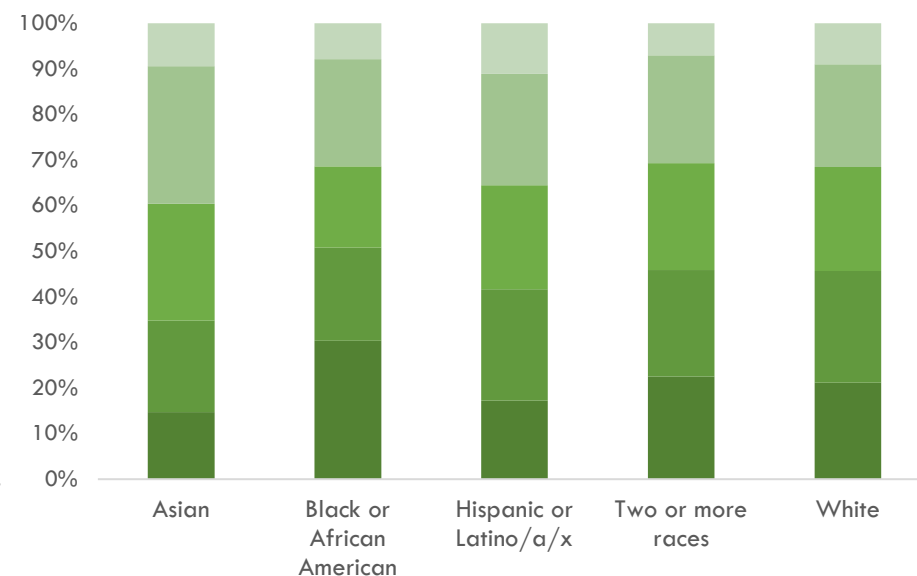
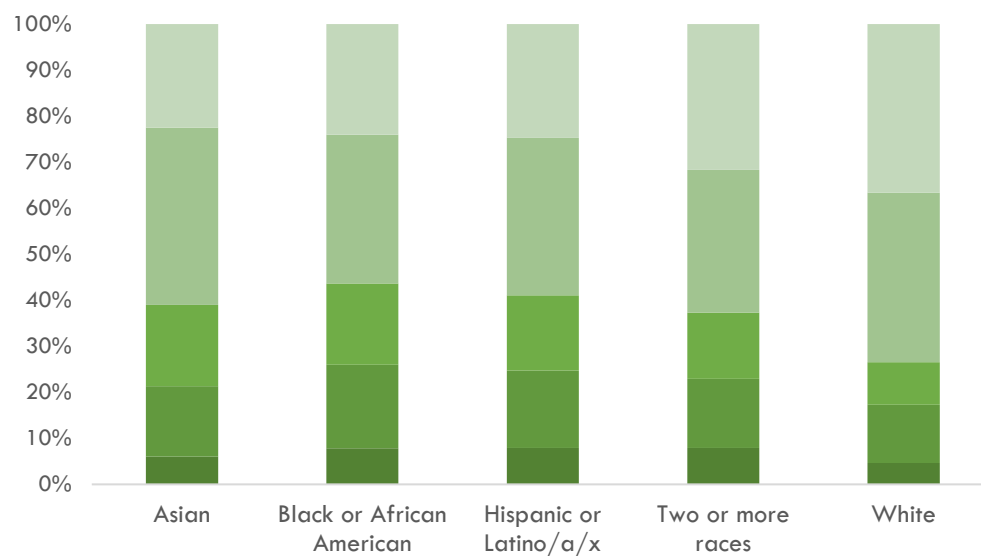
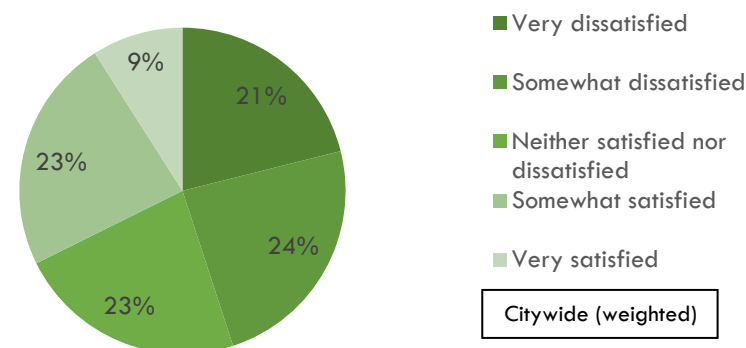
**Overall, nearly 70% of respondents are satisfied with the quality of garbage, recycling, and composting services (Q35). However, Black and Hispanic respondents were less satisfied compared to citywide respondents.** Responses were largely consistent across age, gender, income, educational attainment, and homeownership status.

**Only 32% of respondents are satisfied with the value of their utility bills (Q36).** Black respondents were more likely to strongly disagree than other respondents. There was no pattern across educational attainment or income.

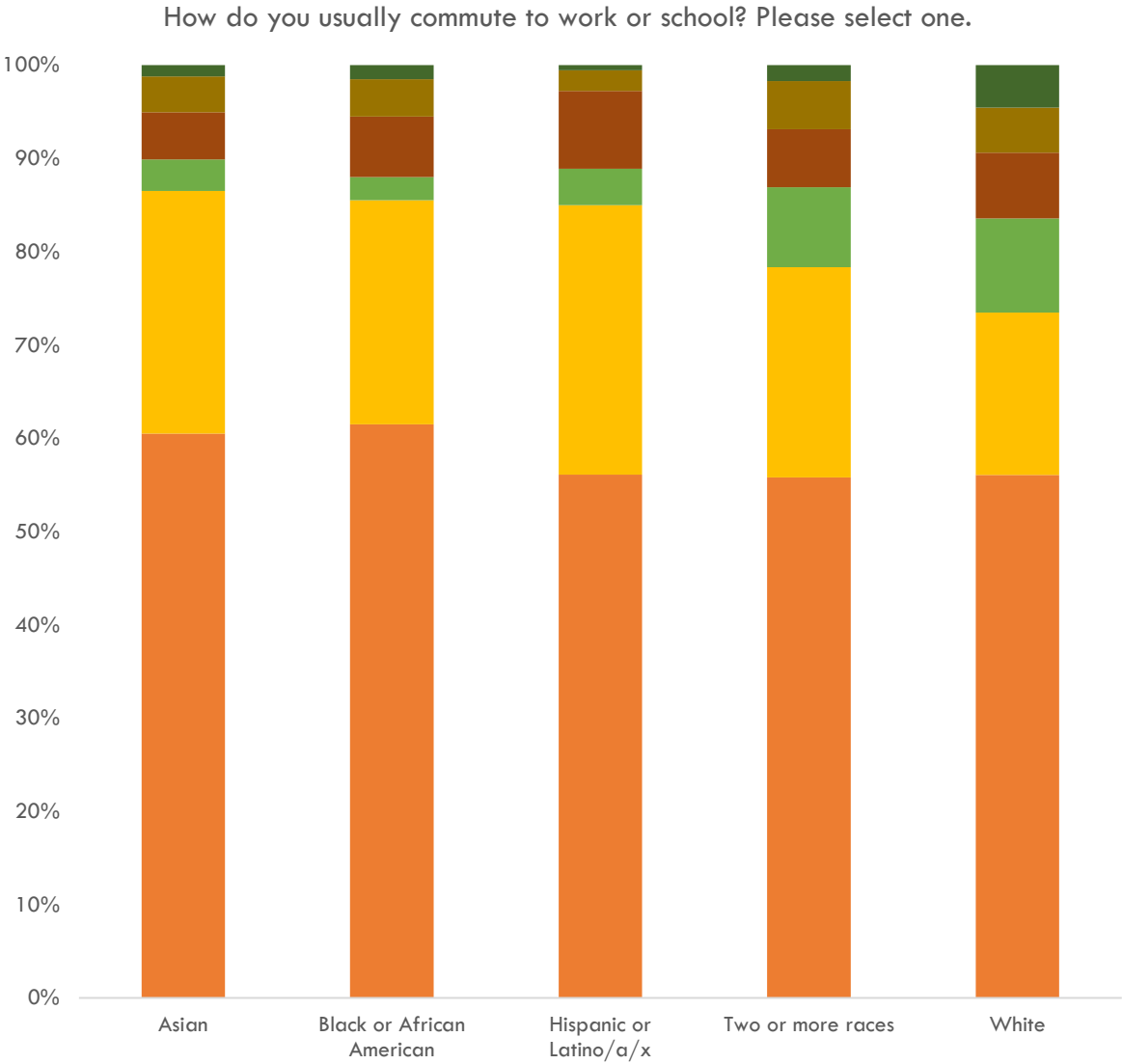
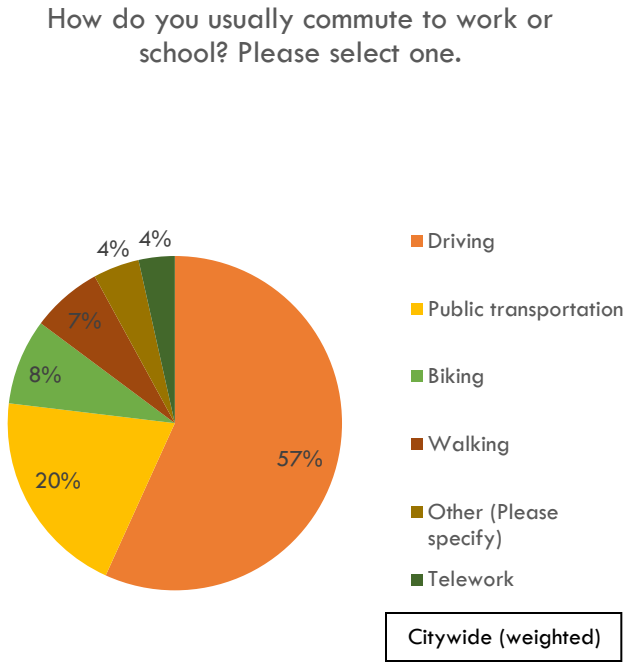
How satisfied are you with the quality of garbage, recycling, and composting services in your place of residence in Portland?



How satisfied are you with the value of your City of Portland utility bill (water and sewer)?



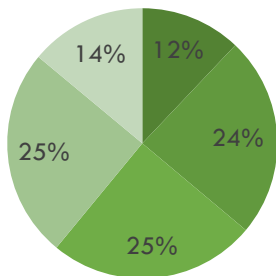
**While a majority of citywide respondents commute to work or school by driving, people of color are more likely to use public transit (Q31).** Across age, younger Portlanders (16 to 29) are more likely than citywide respondents to commute by public transportation.



## Findings INFRASTRUCTURE

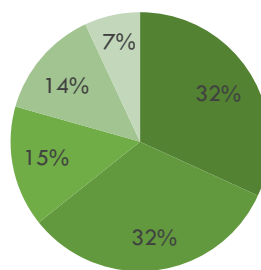
**Portlanders who commute to work by walking, biking, or using public transportation are more satisfied than drivers with the reliability of their daily commute compared to last year (Q32).** Drivers are more dissatisfied than any other group with the reliability and traffic and crowding on their commutes.

Compared to last year, how satisfied or dissatisfied are you with the **safety** of your daily commute?



Citywide (weighted)

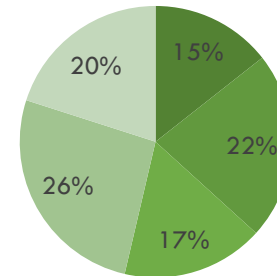
Compared to last year, how satisfied or dissatisfied are you with the **traffic or crowding** on your daily commute?



Very dissatisfied  
Somewhat dissatisfied  
Neither satisfied nor dissatisfied  
Somewhat satisfied  
Very satisfied

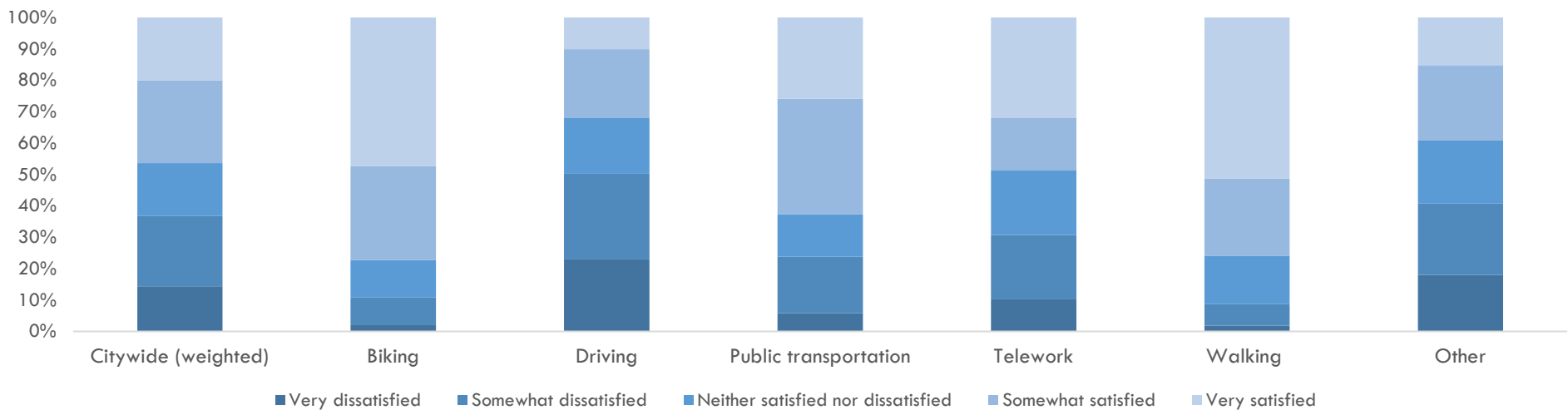
Citywide (weighted)

Compared to last year, how satisfied or dissatisfied are you with the **reliability** of your daily commute?



Citywide (weighted)

Compared to last year, how satisfied or dissatisfied are you with the reliability (e.g., length and predictability) of your daily commute?



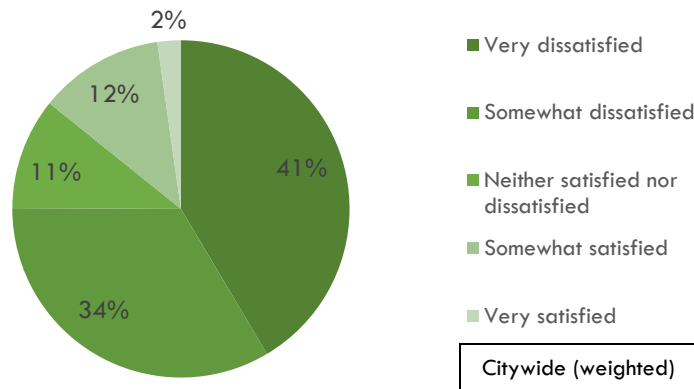
## Findings

### INFRASTRUCTURE

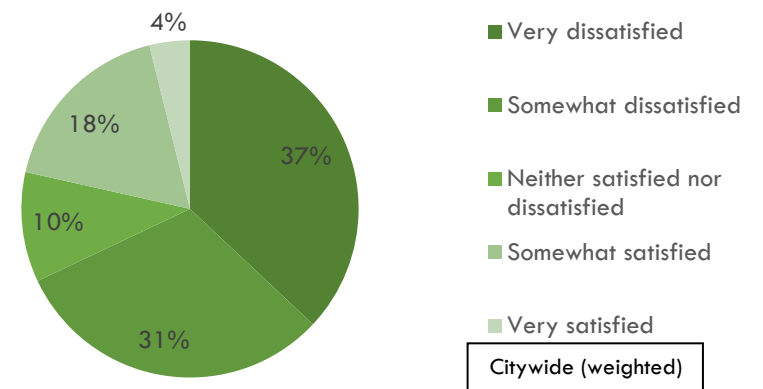
**Three-quarters of all respondents are dissatisfied with the physical conditions and maintenance of Portland's roads (Q30).** Respondents who drive to work are less satisfied with the roads than those who commute in other ways.

Two-thirds of respondents are dissatisfied with the cleanliness of streets, sidewalks, and other public spaces. Drivers are less satisfied compared to other groups.

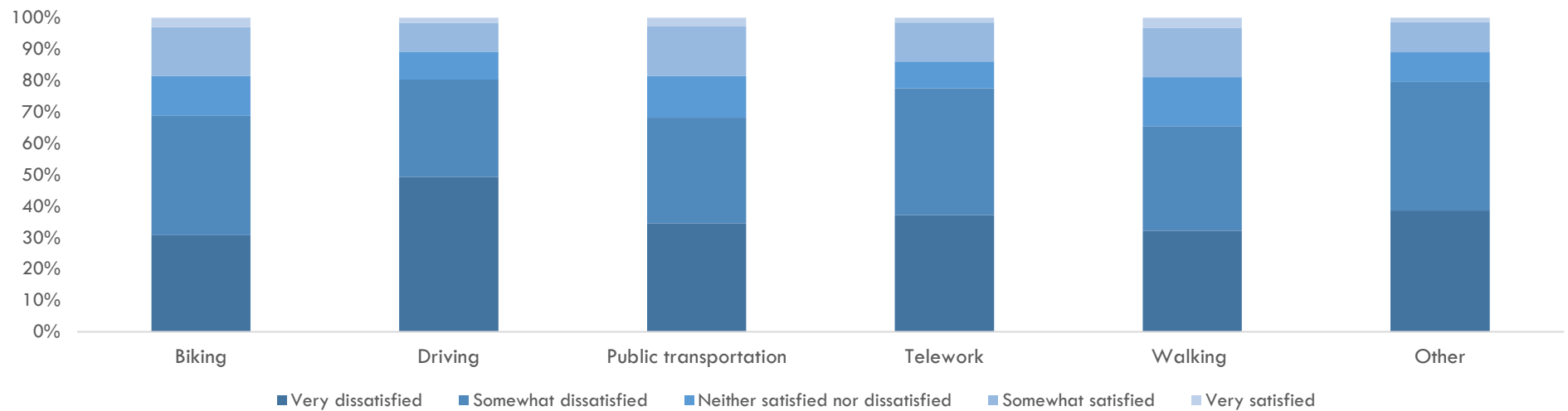
How satisfied are you with the physical condition of the roads?



How satisfied are you with the cleanliness of streets, sidewalks, and other public spaces?



How satisfied are you with the physical condition (potholes, smoothness) of the roads?

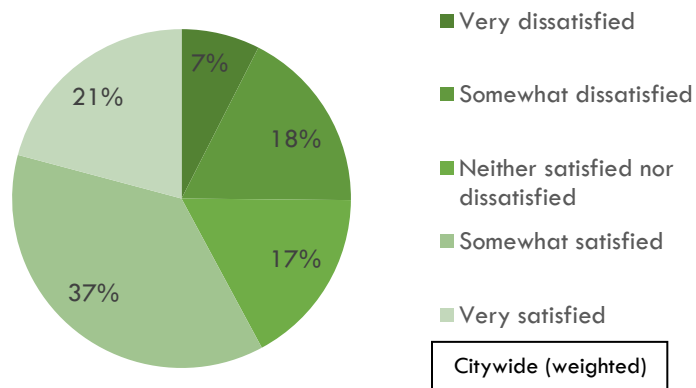


## Findings

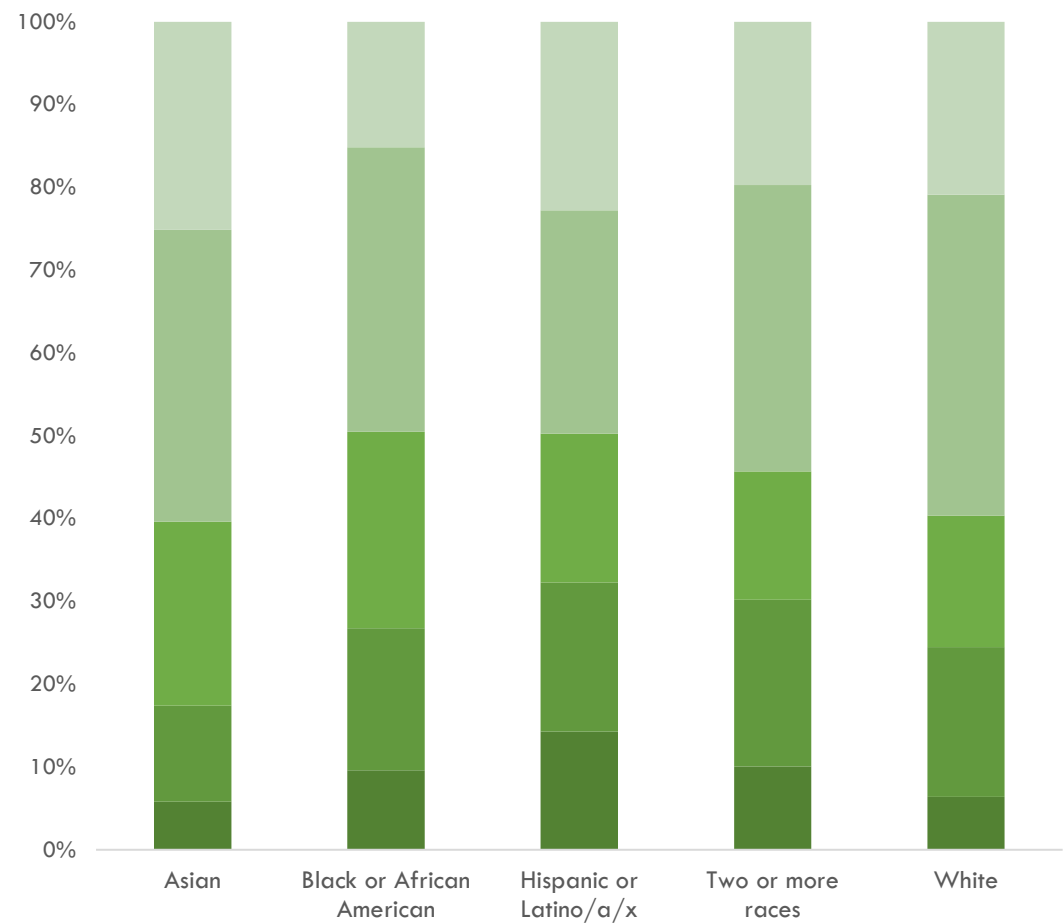
### NATURE AND PARKS

**58% of respondents are satisfied with the water quality of Portland's rivers and streams (Q37).** Hispanic respondents are less satisfied with the water quality than other racial groups. Respondents with higher income levels were more satisfied.

How satisfied are you with the water quality of Portland's rivers and streams?



How satisfied are you with the water quality of Portland's rivers and streams?

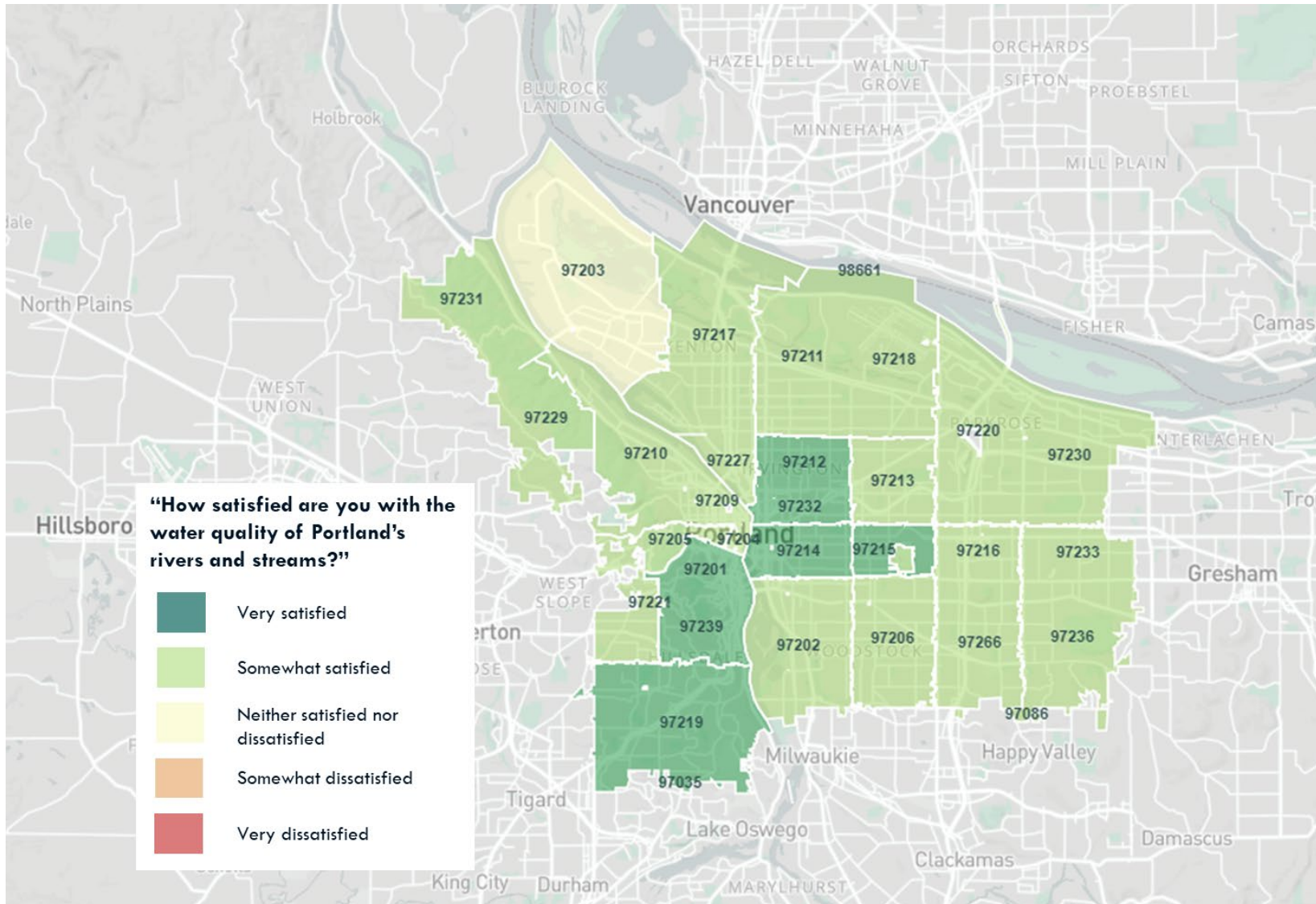




## Findings

### NATURE AND PARKS

**On the issue of the water quality of Portland's rivers and streams, respondents in North Portland were relatively less satisfied compared to those in other neighborhoods, and satisfaction levels were high in Northeast, Southeast, and Southwest Portland.** Responses varied among neighborhoods fronting the Willamette River; respondents in Southwest and Southeast Portland had the highest level of satisfaction, whereas those in North Portland were less satisfied.

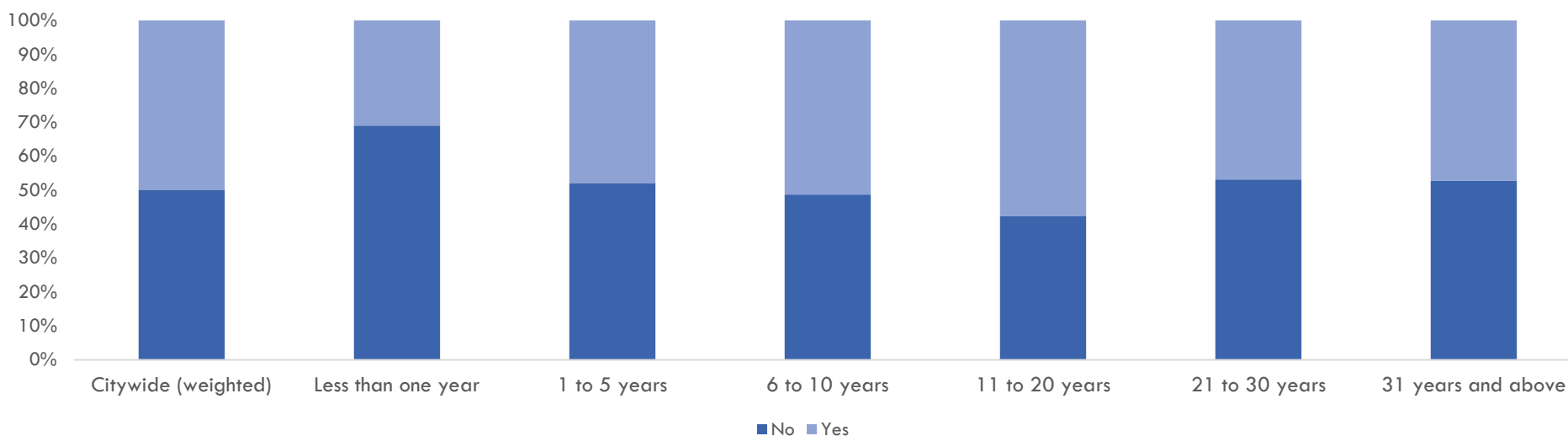
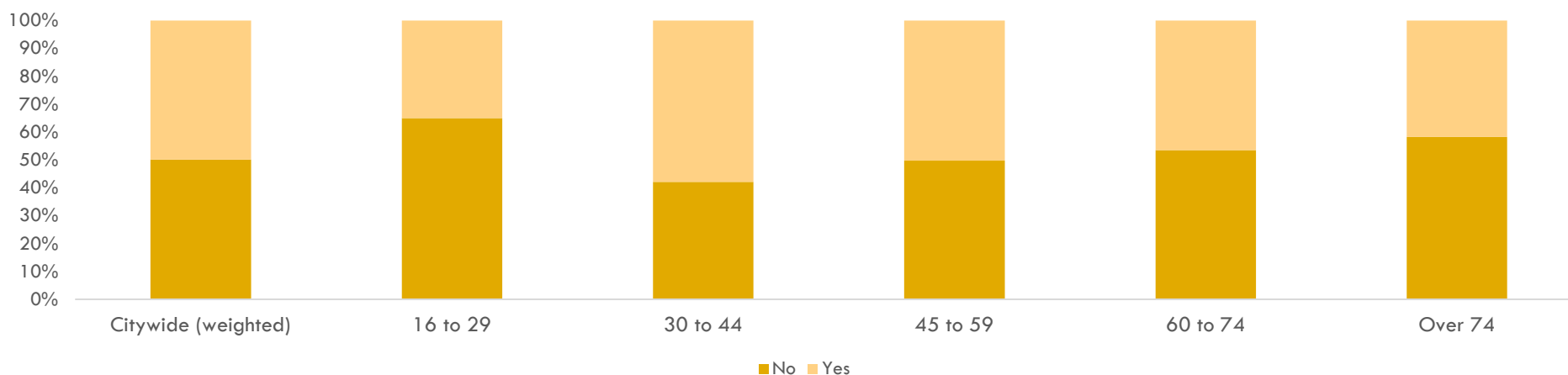


## Findings

### NATURE AND PARKS

**97% of respondents reported visiting a park or natural area in the last year (Q38)**, and there are no significant differences across race, gender, age, length of residency, educational attainment, or income. 50% of Citywide respondents report participating in a Portland Parks and Recreation program or activity in the past year (Q39), and responses were consistent across race. Young Portlanders (16-29) and those who have lived in Portland less than a year are less likely to participate in parks programs.

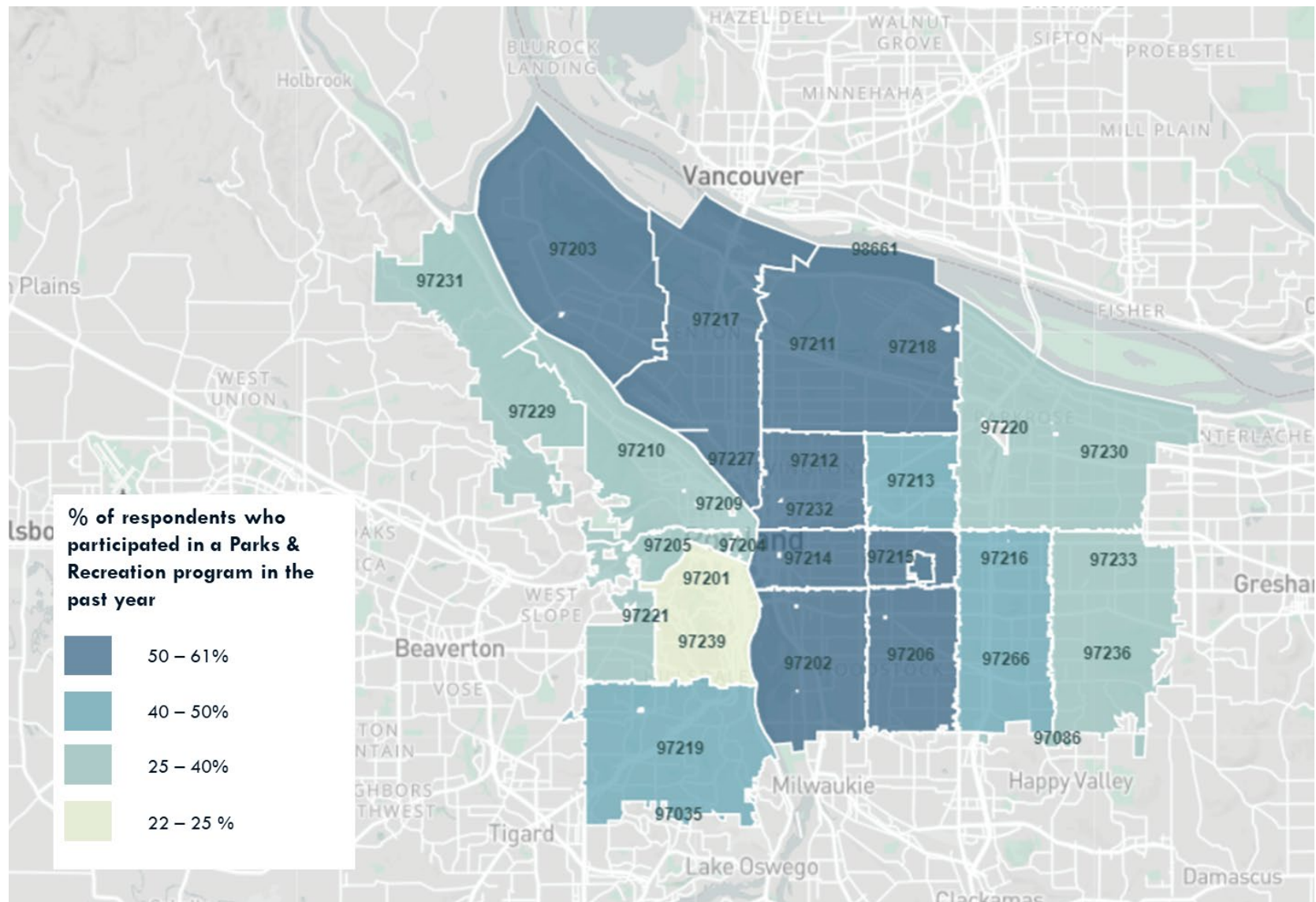
Have you participated in a Portland Parks & Recreation program or activity in the past year?



## Findings

### NATURE AND PARKS

Parks program and activity participation rates are highest for respondents who live in North, Northeast, Central Northeast, and Southeast Portland (Q39).

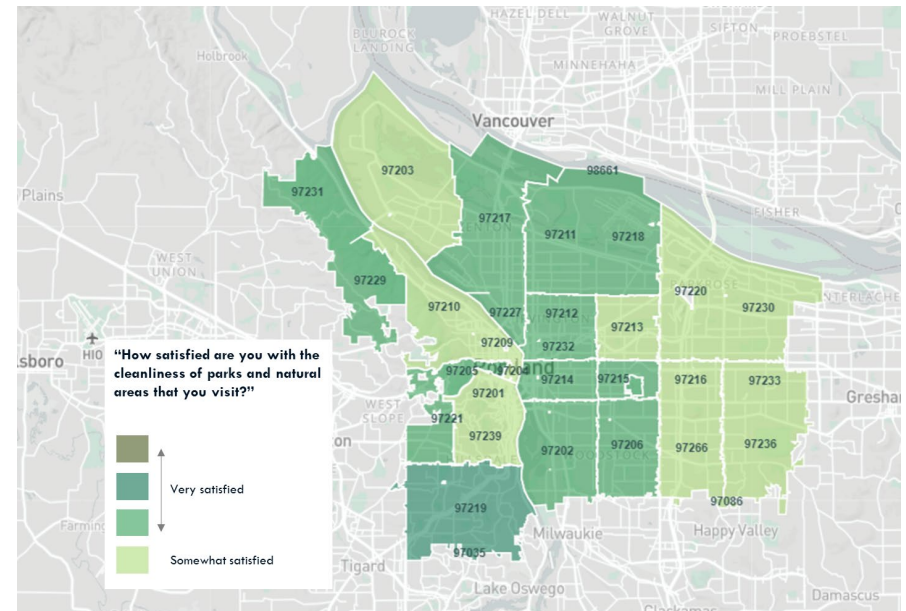
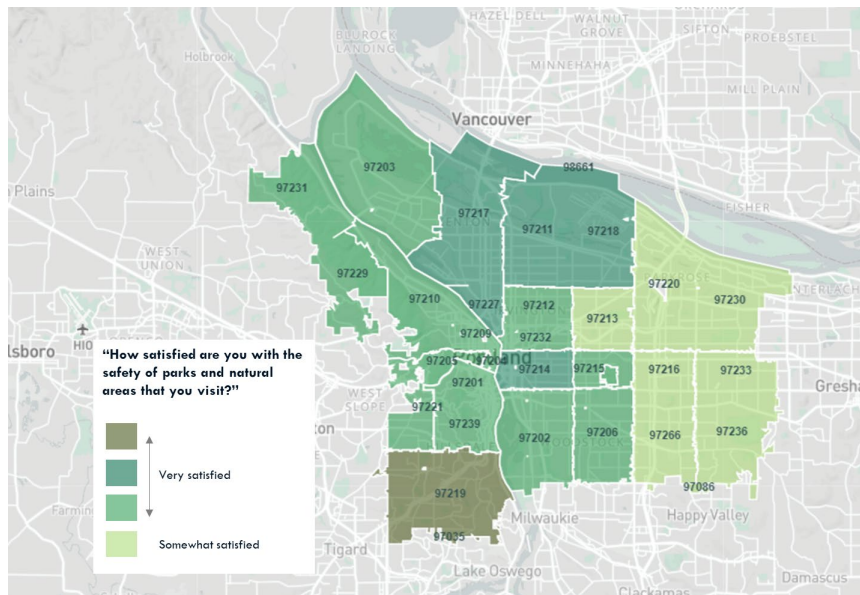


## Findings

### NATURE AND PARKS

**Most Portlanders are satisfied with the safety and cleanliness of Portland's parks (Q40, Q41).** Satisfaction levels for both measures are similar across race, gender, and household income level.

Respondents who had not participated in a Parks program or activity are less satisfied on cleanliness (67% participants vs. 60% non-participants) and safety (73% participants vs. 61% non-participants), which may be a reason for their non-participation. Residents of East Portland have among the lowest satisfaction ratings on both measures.



Average responses in all ZIP Groups fell within the “Very satisfied” or the “Somewhat satisfied” range (described on page 9). The survey team used different shades of green to further distinguish between ZIP Groups in the “Very satisfied” category.



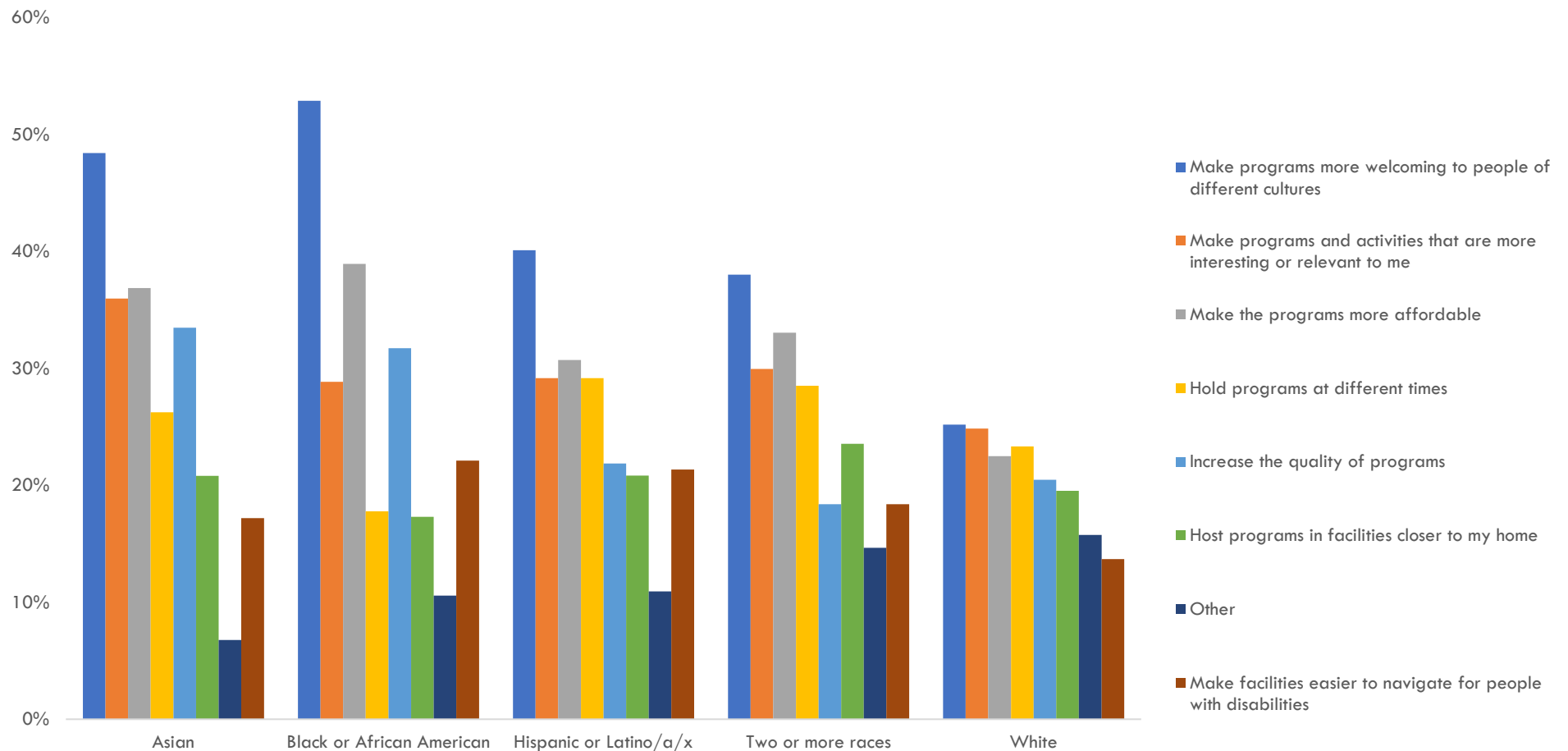
## Findings

### NATURE AND PARKS

**Citywide, respondents want the City to improve recreation programs by making them more welcoming to people of different cultures, making them more personally relevant, and making them more affordable (Q42).** Increasing the cultural inclusivity of programs was especially important to non-White respondents. Increasing affordability was the second highest priority for Asian, Black, and Hispanic respondents and for those who identified as two or more races.

For respondents identifying as a gender other than male or female, cultural inclusivity was as important as affordability; these improvements were tied as their top choices.

What can the City do to improve recreation programs?



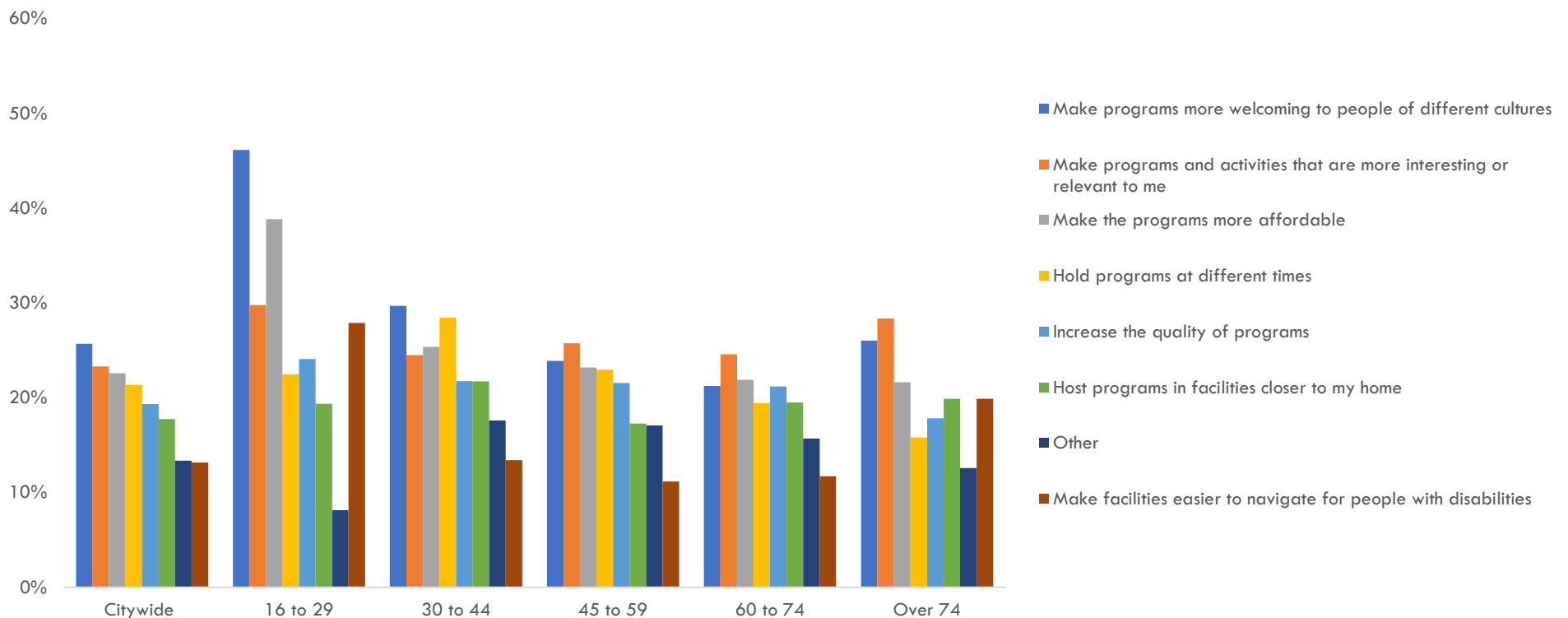
## Findings

### NATURE AND PARKS

**Cultural inclusivity and program affordability were more important than the citywide average for young Portlanders (16-29).**

**Among respondents who had participated in a parks program, affordability and accessibility to people with disabilities were the top choices. Among those who had not participated, cultural inclusivity and personally relevant activities were most important.** Among the 1,275 respondents who provided responses in the “Other (please specify)” section, over 60 emphasized their wish for Columbia pool to stay open, which was a point of discussion among City Council in the FY 2019-20 budget development process. Over 200 of those who provided an open-ended response mentioned that homelessness and drug use deterred them from participating in parks programs.

What can the City do to improve recreation programs?

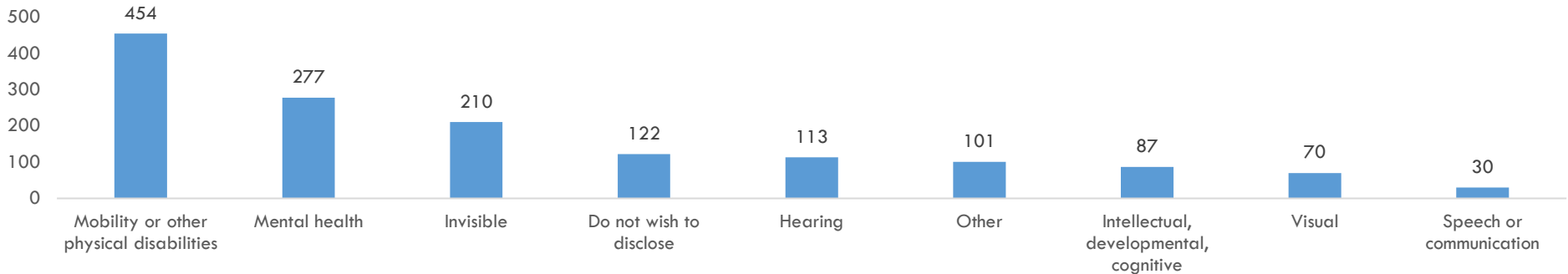


## Findings

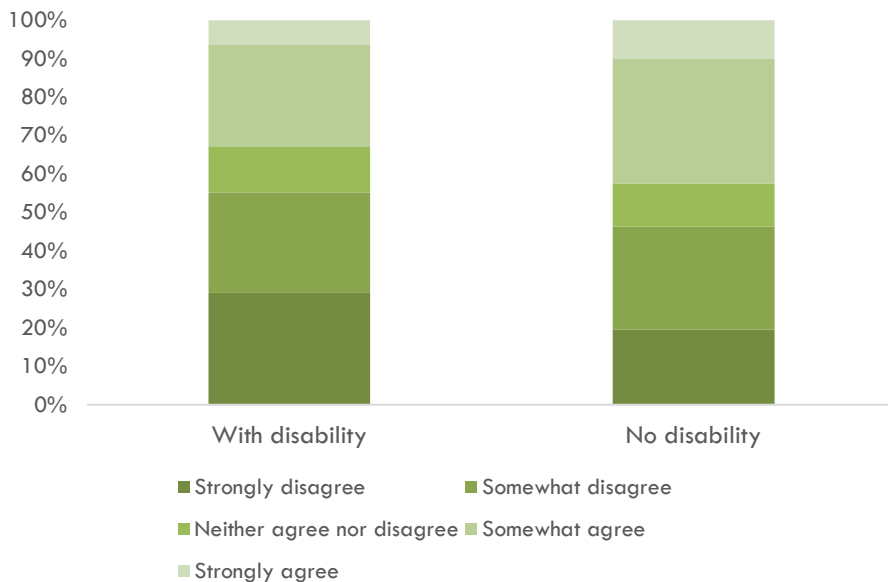
### RESPONDENTS WITH DISABILITIES

Of residents over 16, over 1,000 respondents identify as living with a disability. The most common types of disability reported by respondents are related to mobility, mental health, and other invisible disabilities. **Those with disabilities are less positive about the future of Portland, less satisfied with Portland as a city to live in, and less satisfied with the safety of their daily commutes, compared to citywide respondents.** Residents with disabilities are less likely to be able to find a sufficiently-paying job. Residents participate in civic life regardless of their disability status and identify the same challenges compared to others about the issues facing Portland.

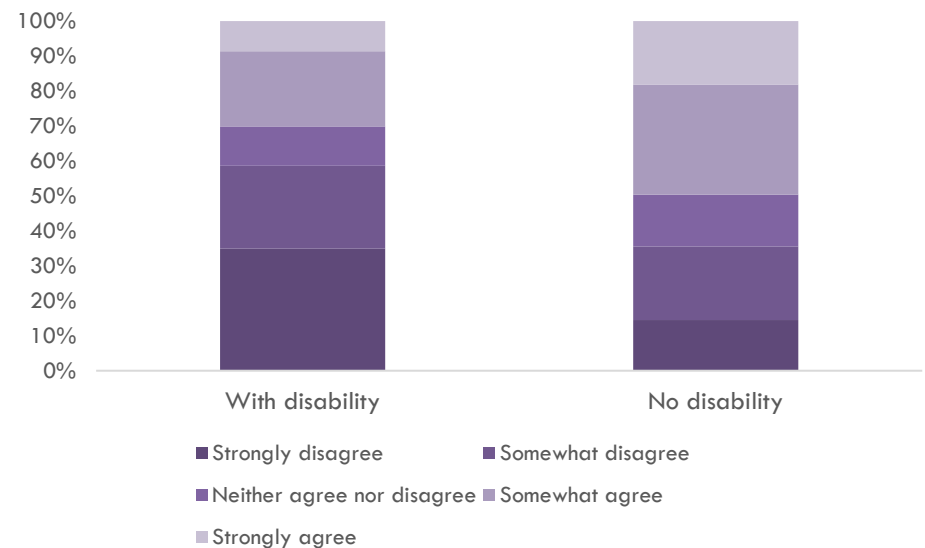
Type of disability for citywide respondents



Overall, I feel positive about the future of Portland.



I can find a job in Portland that pays enough to support myself and my family.

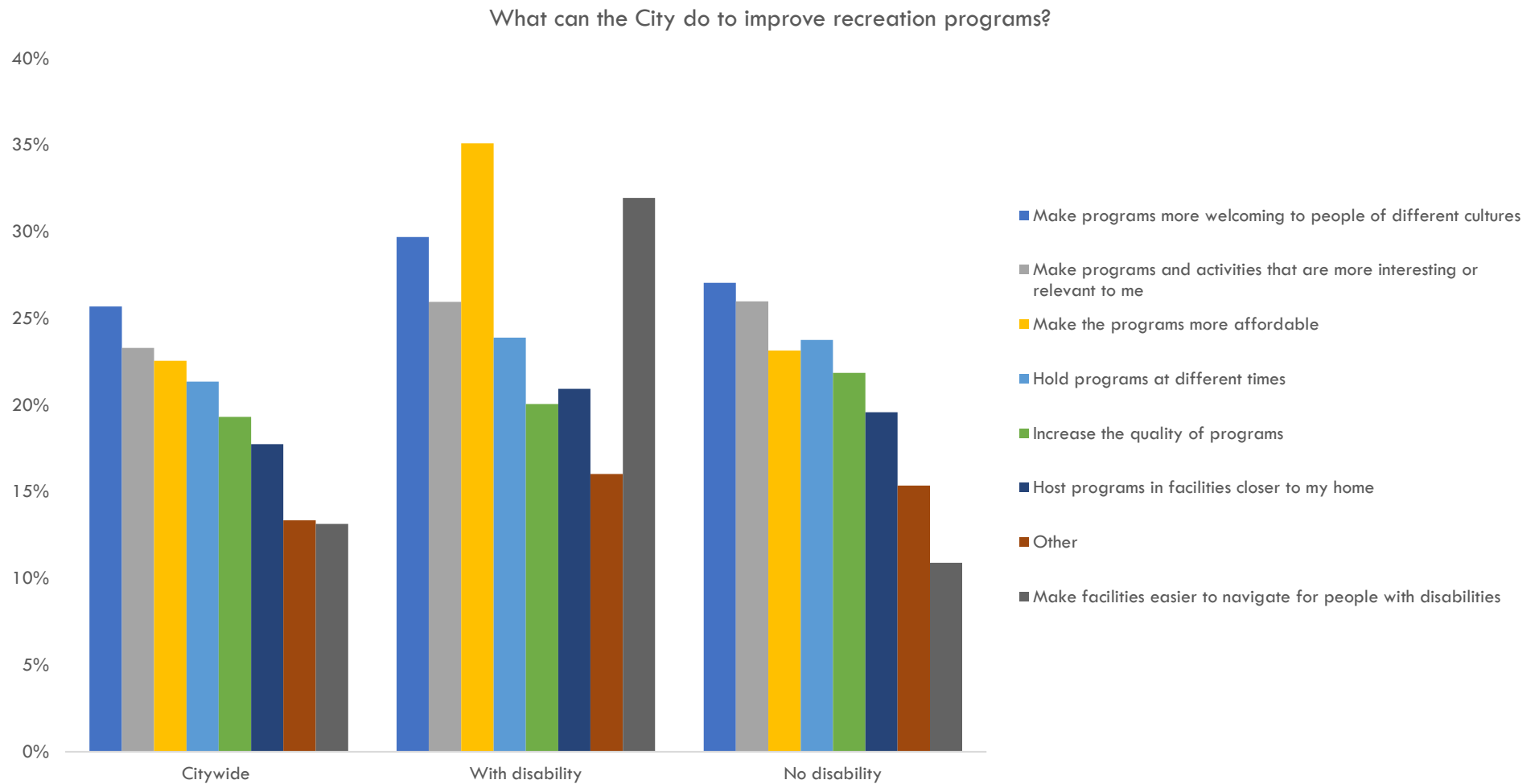




## Findings

### RESPONDENTS WITH DISABILITIES

When asked how parks programs could be improved, in addition to making facilities easier to navigate for people with disabilities, respondents with disabilities were more likely to favor more affordable parks programs.



## RESPONDENTS WHO LIVE OUTSIDE OF PORTLAND

In addition to Portland residents, 762 people living beyond city limits (referred to as “non-residents” below) filled out the survey, representing 9% of all complete responses received. Of the 762 responses, 759 were over age sixteen. All analyses in this section are conducted for non-residents over sixteen. Unlike the citywide set, they are not adjusted for race.

70% work in Portland, and 30% identify with a community group in Portland (place of worship, social organization, community center, etc.). The table below illustrates the breakdown of non-residents.

	I work in the city of Portland	I go to school in the city of Portland	I identify with a community group in the city of Portland	Other
Total responses	536	82	215	155
% of non-Portland respondents	70%	11%	28%	20%

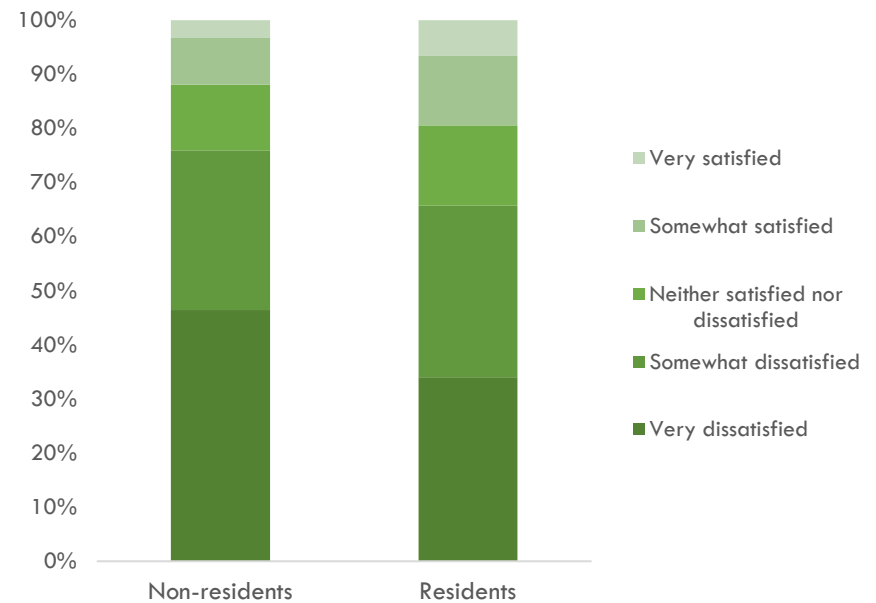
Compared to residents, non-residents are less likely to be White. There is no significant difference in income, tenure, or housing type.

	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a/x	Two or more races	Native Hawaiian or Pacific Islander	White	Other (unknown)	Decline
Citywide respondents	1%	6%	3%	2%	6%	0.3%	69%	1%	12%
Non-resident respondents	2%	7%	3%	7%	7%	1%	53%	2%	19%

Non-residents are more likely to commute to work or school by driving and less likely to bike or walk. Their satisfaction with traffic or crowding on their daily commute is lower compared to citywide respondents.

	Driving	Public transportation	Biking	Walking	Other	Telework
Citywide respondents	57%	20%	8%	7%	4%	3%
Non-resident respondents	72%	22%	1%	1%	3%	1%

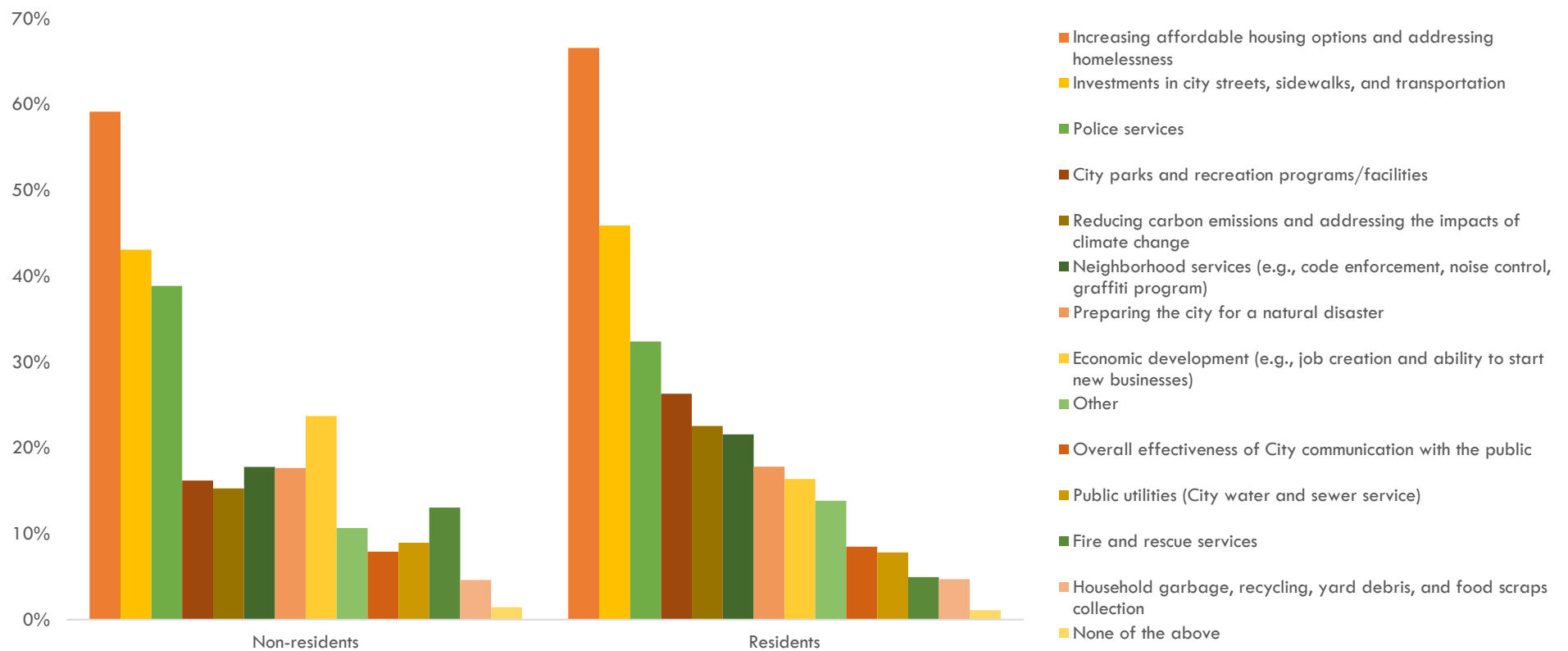
Compared to last year, how satisfied or dissatisfied are you with the traffic or crowding on your daily commute?



**Overall, non-residents and citywide respondents gave similar responses for how positively they felt about the future of Portland, and about the state of racial equity in the City.**

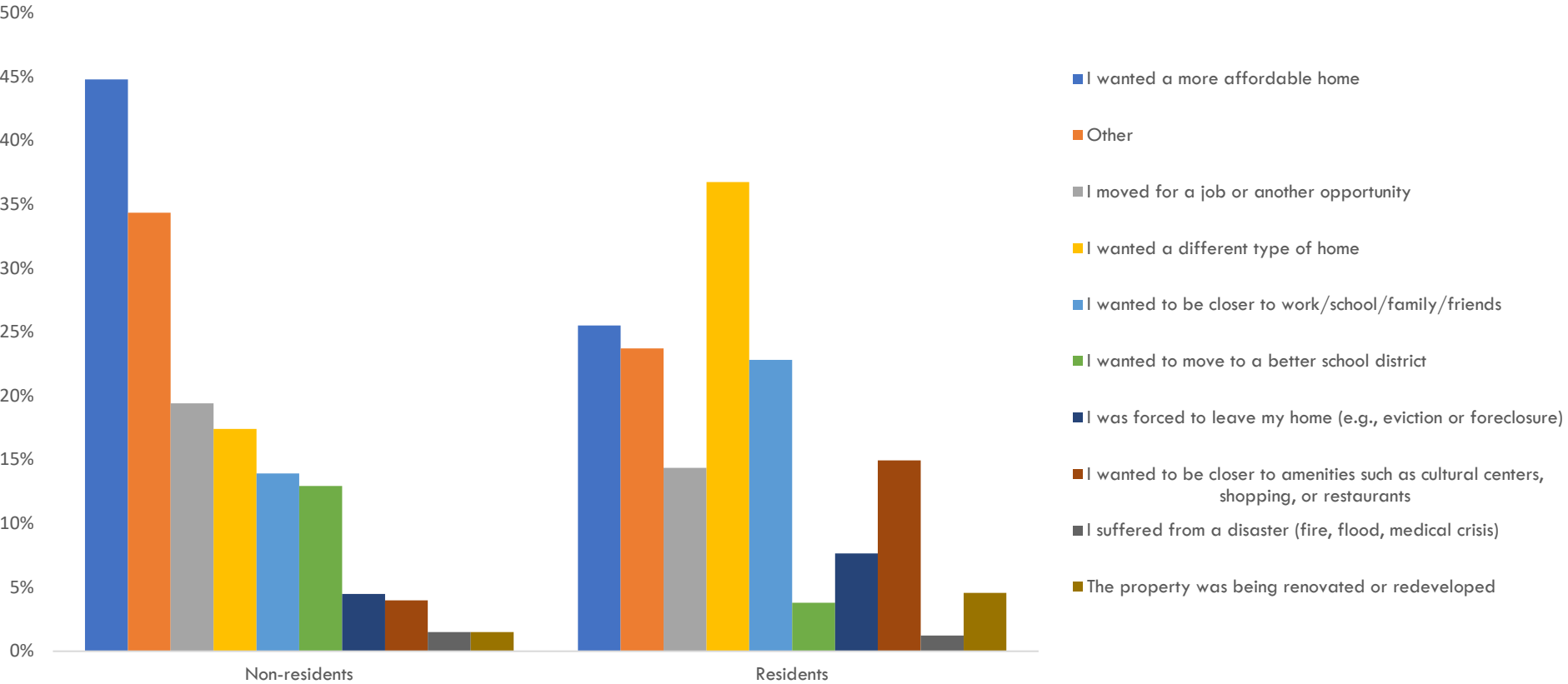
However, the two groups have different budget priorities – **non-residents valued economic development (job creation and supporting new business creation) more than residents.**

Which of the following major categories of City services do you think should be priorities for the City of Portland budget over the next two years? Please select the top three.



Of those who moved in the past two years, **non-residents were more likely to have moved due to affordability reasons compared to residents**, suggesting that they were potentially priced out of Portland. Furthermore, non-residents were just as likely as resident respondents to indicate that they were worried about losing their homes due to cost.

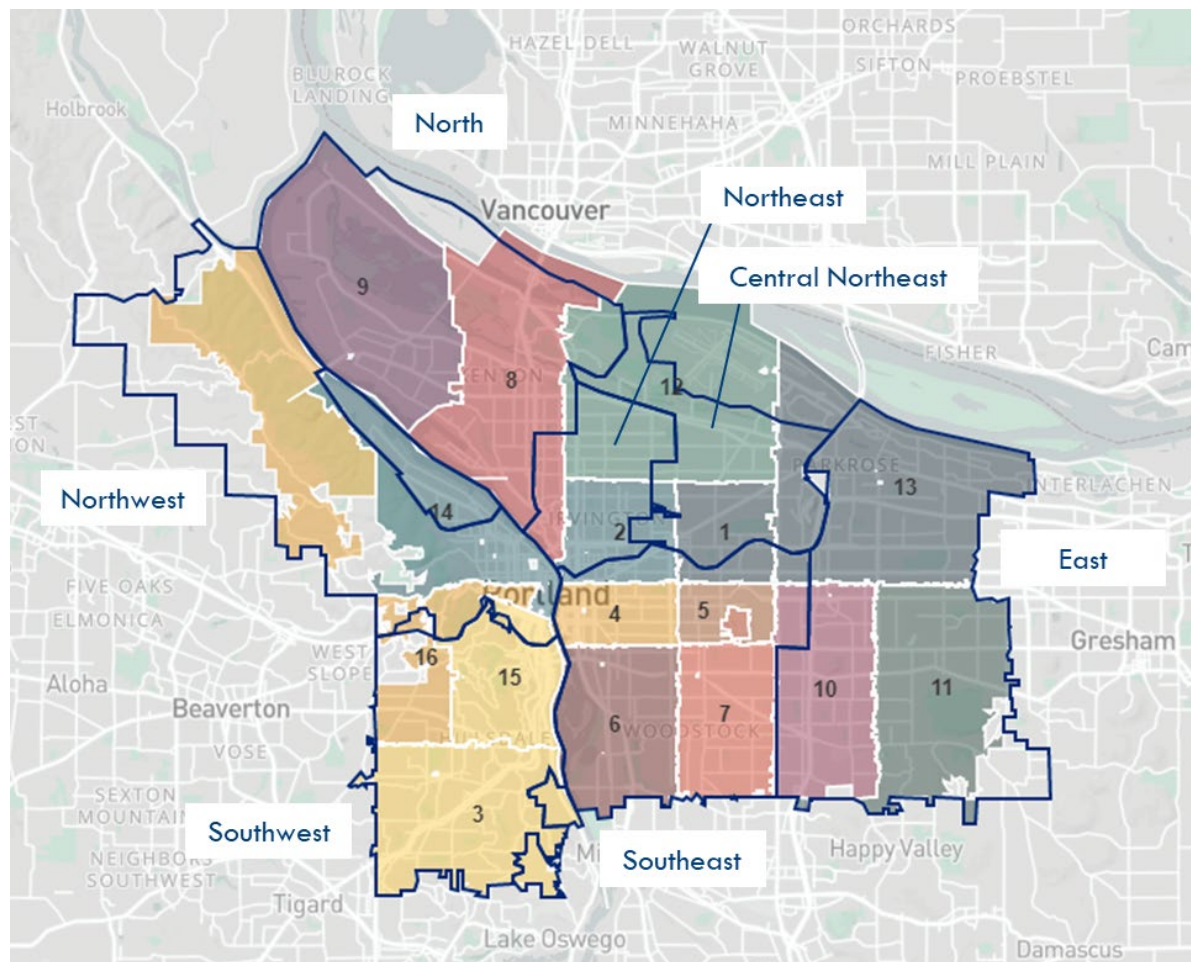
If yes, what were the top reasons you moved? Choose all that apply.



## Appendix

### ZIP Codes by ZIP Group

ZIP Groups	ZIP Codes
1	97213
2	97212, 97232
3	97223, 97219, 97034, 97035
4	97214
5	97215
6	97202, 97222
7	97206
8	97227, 97217
9	97203
10	97266, 97216
11	97236, 97233, 97030, 97080, 97086
12	97211, 97218
13	97220, 97230
14	97210, 97204, 97209
15	97239, 97201, 97201
16	97231, 97229, 97225, 97205, 97221



**ZIP Groups and Neighborhood Coalitions**

**Margin of Error** (using 95% confidence level)

	<b>Residents over 16</b>	<b>2017 ACS 5-year Estimates</b>	<b>MOE</b>
<b>Race and Ethnicity</b>			
American Indian or Alaska Native	74	3,513	11%
Asian	442	48,815	5%
Black or African American	208	35,091	7%
Hispanic or Latino/a/x	192	55,338	7%
Two or more races	484	34,358	4%
Native Hawaiian or Pacific Islander	22	3,787	21%
White	5,562	447,488	1%
Other (unknown)	110	35,091	9%
<b>Age</b>			
20 to 29	612	101,266	4%
30 to 44	2,557	169,233	2%
45 to 59	2,312	118,861	2%
60 to 74	1,997	83,697	2%
Over 74	342	29,145	5%
<b>Household Income</b>			
No income or Less than \$25,000	759	54,615	4%
\$25,000 to \$34,999	460	22,576	5%
\$35,000 to \$49,000	695	21,218	4%
\$50,000 to \$74,999	1,231	54,127	3%
\$75,000 to \$149,999	2,264	72,685	2%
\$150,000 or more	1,241	35,728	3%
<b>Educational Attainment</b>			
Less than High School	97	37,778	10%
High School Graduate (Includes Equivalency)	348	72,662	5%
Some College	1,647	129,248	2%
Bachelor's Degree	2,833	133,190	2%
Graduate or professional degree	3,012	89,484	2%



## 2019 Portland Community Insights Survey

The Portland Community Insights Survey is a citywide initiative from the City of Portland's Budget Office. Insights from the survey will be shared with City Bureaus and Commissioners to help them make decisions that reflect Portlanders' diverse perspectives. You can find out more about the survey here:

<https://www.portlandoregon.gov/cbo/79177>

Please note, the City of Portland is unable to respond to any specific issues disclosed or concerns raised through this survey. If you would like to speak with a City of Portland representative on any of the survey topics, please contact the Office of Community & Civic Life at 503-823-4000 or submit a general service request here: <https://www.portlandoregon.gov/32304>

Participation in this survey is completely voluntary and you may stop at any time. The City will never receive any personally-identifiable information from your responses. State and federal law prohibit use of any information you provide to discriminate against you. You can learn more about how we are using and protecting your data here: <https://www.portlandoregon.gov/cbo/79177>

**1. Do you currently live in the city of Portland?** (Please respond to this question)

- ☐ Yes
- ☐ No

**If yes, how many years have you lived in the city of Portland?** \_\_\_\_\_

**If no, please check any of the following that apply to you.**

- ☐ I work in the city of Portland
- ☐ I go to school in the city of Portland
- ☐ I identify with a community group in the city of Portland (e.g., place of worship, social organization, community center)
- ☐ Other (Please specify) \_\_\_\_\_

**2. Are you 16 or older?** (Please respond to this question)

- ☐ Yes
- ☐ No



**3. Please indicate the degree to which you agree/disagree with the following statement:**

**Overall, I feel positive about the future of Portland.**

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. What are the greatest challenges facing Portland? Please select the top three.**

(Please respond to this question)

- ☐ How difficult it is to find a good job
- ☐ How difficult it is to get where you need to go in Portland
- ☐ How many people are experiencing homelessness
- ☐ How much it costs to live here
- ☐ How much Portland is doing to prevent and prepare for climate change
- ☐ How much Portlanders trust local elected leaders and government institutions
- ☐ How people's lives and access to opportunities are different because of their race
- ☐ How Portland adjusts to a growing population
- ☐ How prepared Portlanders are for natural disaster emergencies (e.g., earthquakes, fires, floods)
- ☐ How safe you feel in the city
- ☐ None of the above
- ☐ Other(s) – Please Specify: \_\_\_\_\_

**5. What do you like most about where you live in Portland? Please select the top three.**

(Please respond to this question)

- |                                                              |                                                                       |
|--------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Access to arts and culture          | <input type="checkbox"/> Quality of amenities (shopping, restaurants) |
| <input type="checkbox"/> Access to outdoor and natural areas | <input type="checkbox"/> Quality of apartment or house                |
| <input type="checkbox"/> Access to public transit            | <input type="checkbox"/> Quality of schools                           |
| <input type="checkbox"/> Cost of living                      | <input type="checkbox"/> Safety                                       |
| <input type="checkbox"/> Easy to get a job                   | <input type="checkbox"/> Sense of community                           |
| <input type="checkbox"/> Near people who share my culture    | <input type="checkbox"/> None of the above                            |
| <input type="checkbox"/> Other(s) – Please Specify: _____    |                                                                       |

**6. Which of the following major categories of City services do you think should be priorities for the City of Portland budget over the next two years? Please select the top three.** (Please respond to this question)

- ☐ City parks and recreation programs/facilities
- ☐ Economic development (e.g., job creation and ability to start new businesses)
- ☐ Fire and rescue services
- ☐ Household garbage, recycling, yard debris, and food scraps collection
- ☐ Increasing affordable housing options and addressing homelessness
- ☐ Investments in city streets, sidewalks, and transportation
- ☐ Neighborhood services (e.g., code enforcement, noise control, graffiti program)
- ☐ Overall effectiveness of City communication with the public
- ☐ Police services
- ☐ Preparing the city for a natural disaster
- ☐ Public utilities (City water and sewer service)
- ☐ Reducing carbon emissions and addressing the impacts of climate change
- ☐ None of the above
- ☐ Other(s) – Please Specify: \_\_\_\_\_

**7. Overall, how satisfied or dissatisfied are you with Portland as a place to live?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. Overall, how satisfied or dissatisfied are you with Portland as a place to raise children?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Overall, how satisfied or dissatisfied are you with Portland as a place to work/go to school?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10. Overall, how satisfied or dissatisfied are you with Portland as a place to be part of a community?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11. Please indicate the degree to which you agree/disagree with the following statement: **In Portland, we are making progress on becoming a city where a person's outcomes are not based on their race.****

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**12. Did you participate in Portland civic life in the last 12 months by engaging in one of the following activities? Choose all that apply.**

- ☐ Attended a local government meeting, forum, or work session
- ☐ Attended a neighborhood association, district coalition, or community organization meeting
- ☐ Attended a protest, march, or demonstration
- ☐ Served on an advisory body for City or local government
- ☐ Supported a candidate or ballot measure (e.g., donated or volunteered your time)
- ☐ Supported an advocacy group (e.g., attended an event, volunteered, or donated)
- ☐ Voted
- ☐ Did not participate
- ☐ Other(s) – Please Specify: \_\_\_\_\_

Please indicate the degree to which you agree/disagree with the following statements:

Mark the appropriate box for each row.

	Strongly disagree	Somewhat disagree	Neither	Somewhat agree	Strongly agree	Not Applicable
13. I can easily get the information I need from the City.						
14. I have the power to influence City decisions about issues important to me.						

15. I can find a job in Portland that pays enough to support myself and my family.						
16. I have access to educational and training opportunities to get a better job.						
17. I feel worried about losing my home due to cost.						

18. I feel safe walking during the <i>day</i> in my Portland <i>neighborhood</i> .						
19. I feel safe walking during the <i>day</i> in the <i>Central City</i> .						
20. I feel safe walking at <i>night</i> in my Portland <i>neighborhood</i> .						
21. I feel safe walking at <i>night</i> in the <i>Central City</i> .						

22. I feel prepared for a natural disaster, such as an earthquake.						
	Strongly disagree	Somewhat disagree	Neither	Somewhat agree	Strongly agree	Not Applicable

**23. How satisfied are you with the ability of the police to protect you from *violent crime*?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**24. How satisfied are you with the ability of the police to address issues regarding *property crime* (e.g., burglary or car break-ins)?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**25. What can the City do to improve police activities? Please select the top two.**

(Please respond to this question)

- ☐ Decrease wait times when requesting police response
- ☐ Dedicate more police personnel to my neighborhood
- ☐ Improve communication about current police activities
- ☐ Offer more programs that invite community members to discuss local concerns
- ☐ Participate in more community events
- ☐ None of the above
- ☐ Other(s) – Please Specify: \_\_\_\_\_

**26. Have you moved in the last two years?**

- ☐ Yes
- ☐ No

If yes, which of the following best describes your move? Choose one.

- ☐ I moved to Portland from somewhere else
- ☐ I moved out of Portland
- ☐ I moved within the city of Portland

If yes, what were the top reasons you moved? Choose all that apply.

- ☐ I moved for a job or another opportunity
- ☐ I suffered from a disaster (fire, flood, medical crisis)
- ☐ I wanted a different type of home
- ☐ I wanted a more affordable home
- ☐ I wanted to be closer to amenities such as cultural centers, shopping, or restaurants
- ☐ I wanted to be closer to work/school/family/friends
- ☐ I wanted to move to a better school district
- ☐ I was forced to leave my home (e.g., eviction or foreclosure)
- ☐ The property was being renovated or redeveloped
- ☐ Other (Please specify) \_\_\_\_\_

**27. Have you noticed construction of new houses or buildings in your neighborhood in Portland over the last year?**

- ☐ Yes
- ☐ No

If yes, please indicate the degree to which you agree/disagree with the following statement: **Construction of new houses or buildings made my Portland neighborhood a better place to live.**

- | Strongly disagree     | Somewhat disagree     | Neither agree nor disagree | Somewhat agree        | Strongly agree        | Not applicable        |
|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**28. How satisfied are you with the City's response to homelessness?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**29. How satisfied are you with the cleanliness of streets, sidewalks, and other public spaces?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**30. How satisfied are you with the physical condition (potholes, smoothness) of the roads?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**31. How do you usually commute to work or school? Please select one.**

- |                                             |                                              |
|---------------------------------------------|----------------------------------------------|
| <input type="radio"/> Walking               | <input type="radio"/> Telework               |
| <input type="radio"/> Biking                | <input type="radio"/> Not applicable         |
| <input type="radio"/> Driving               | <input type="radio"/> Other (Please specify) |
| <input type="radio"/> Public transportation | _____                                        |

**32. Compared to last year, how satisfied or dissatisfied are you with the reliability (e.g., length and predictability) of your daily commute?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**33. Compared to last year, how satisfied or dissatisfied are you with the traffic or crowding on your daily commute?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**34. Compared to last year, how satisfied or dissatisfied are you with the safety of your daily commute?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**35. How satisfied are you with the quality of garbage, recycling, and composting services in your place of residence in Portland?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**36. How satisfied are you with the value of your City of Portland utility bill (water and sewer)?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**37. How satisfied are you with the water quality of Portland's rivers and streams?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**38. Have you visited a park or natural area in Portland in the past year?**

- ☐ Yes
- ☐ No

**39. Have you participated in a Portland Parks & Recreation program or activity in the past year?**

- ☐ Yes
- ☐ No



**40. How satisfied are you with the safety of parks and natural areas that you visit?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**41. How satisfied are you with the cleanliness of parks and natural areas that you visit?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**42. What can the City do to improve recreation programs?** Please select the top three.

(Please respond to this question)

- |                                                                                                   |                                                                                       |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input type="checkbox"/> Hold programs at different times                                         | <input type="checkbox"/> Make programs more welcoming to people of different cultures |
| <input type="checkbox"/> Host programs in facilities closer to my home                            | <input type="checkbox"/> Make the programs more affordable                            |
| <input type="checkbox"/> Increase the quality of programs                                         | <input type="checkbox"/> Not applicable                                               |
| <input type="checkbox"/> Make facilities easier to navigate for people with disabilities          | <input type="checkbox"/> Other(s) – Please specify:                                   |
| <input type="checkbox"/> Make programs and activities that are more interesting or relevant to me | _____                                                                                 |

---

**Demographic Questions**

We ask about race, ethnicity, gender, and disability in order to ensure representation in the work we do, provide the best services and policies, and to reduce inequities and disparities. All questions are self-identified and voluntary. For additional explanations of demographic categories, please go here: <https://www.portlandoregon.gov/cbo/79177>

**43. What is your five-digit zip code?** \_\_\_\_\_ (Please respond to this question)

**44. What best describes the neighborhood or area you live in?** (Please respond to this question)

\_\_\_\_\_

**45. Which of these is closest to describing your race and ethnicity? Choose all that apply.**  
(Please respond to this question)

**American Indian or Alaska Native**

- ☐ American Indian
- ☐ Alaska Native
- ☐ Canadian Inuit, Metis or First Nation
- ☐ Indigenous Mexican, Central or South American

**Asian**

- ☐ Chinese
- ☐ Vietnamese
- ☐ Korean
- ☐ Hmong
- ☐ Laotian
- ☐ Filipino/a
- ☐ Japanese
- ☐ South Asian
- ☐ Asian Indian
- ☐ Other Asian

**Black or African American**

- ☐ Black or African American
- ☐ African (Black)
- ☐ Caribbean (Black)
- ☐ Other Black

**Hispanic or Latino/a/x**

- ☐ Mexican
- ☐ Central American
- ☐ South American
- ☐ Other

**Native Hawaiian or Pacific Islander**

- ☐ Native Hawaiian
- ☐ Guamanian or Chamorro
- ☐ Micronesian
- ☐ Samoan
- ☐ Tongan
- ☐ Other Pacific Islander

**Middle Eastern or Northern African**

- ☐ Middle Eastern
- ☐ Northern African

**White**

- ☐ Eastern European
  - ☐ Western European
  - ☐ Slavic
  - ☐ Other White
  
  - ☐ Unknown/Don't know
  - ☐ Decline/Don't want to answer
  - ☐ Other (Please specify)
-

**46. What is your gender? Please select one.**

- ☐ Female
- ☐ Male
- ☐ Gender expansive (e.g., non-binary, agender, gender fluid)
- ☐ Transfeminine
- ☐ Transmasculine
- ☐ Two spirit
- ☐ Questioning
- ☐ Decline/Don't want to answer
- ☐ Other (Please specify) \_\_\_\_\_

**47. What is your age? Please select one.**

- ☐ Under 16
- ☐ 16 to 19
- ☐ 20 to 29
- ☐ 30 to 44
- ☐ 45 to 59
- ☐ 60 to 74
- ☐ Over 74

**48. In the past 12 months, what was your pre-tax household income?**

- ☐ No income
- ☐ Less than \$25,000
- ☐ \$25,000 to \$34,999
- ☐ \$35,000 to \$49,000
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$149,999
- ☐ \$150,000 or more
- ☐ Decline/Don't want to answer

**49. What is the highest level of education you have completed? Please select one.**

- ☐ Elementary
- ☐ Some high school
- ☐ High school graduate
- ☐ Some college (no degree)
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Graduate or professional degree

**50. Do you identify with having or living with a disability? Please select one.**

- ☐ Yes
- ☐ No
- ☐ Decline/Don't want to answer

**If yes, please describe the nature of your disability.** Choose all that apply.

- ☐ Mobility or other physical disabilities
- ☐ Visual
- ☐ Hearing
- ☐ Intellectual, developmental, cognitive
- ☐ Speech or communication
- ☐ Mental health
- ☐ Invisible
- ☐ Do not wish to disclose
- ☐ Other (Please specify) \_\_\_\_\_

**51. Which best describes your current housing situation? Please select one.**

- ☐ Rent
- ☐ Own
- ☐ Other (Please specify) \_\_\_\_\_

**52. How would you describe your current residence?**

- ☐ Single-family detached home
- ☐ Attached home, duplex, triplex or four-plex
- ☐ Small apartment or condo (less than 20 units)
- ☐ Mid-size apartment or condo (20 to 50 units)
- ☐ High-rise apartment or condo (Over 50 units)
- ☐ Manufactured or mobile home
- ☐ Houseless
- ☐ Other (Please specify) \_\_\_\_\_

**53. How many people live in your household? \_\_\_\_\_**

**54. Are you an enrolled member and/or a descendant of a federal or state-recognized American Indian Tribe or Alaskan Native Village/Corporation? Please describe all that apply.**

- ☐ Yes, I am an enrolled member. Tribal affiliations: \_\_\_\_\_
- ☐ Yes, I am a descendant. Tribal affiliations: \_\_\_\_\_

**55. How did you hear about this survey? Choose all that apply.**

- ☐ Word of mouth
- ☐ A community group
- ☐ Social media
- ☐ News media
- ☐ City government or bureau
- ☐ School or work
- ☐ Other (Please specify) \_\_\_\_\_

**56. How do you prefer to receive information from the City? Choose all that apply.**

- ☐ Phone calls
- ☐ Text messages
- ☐ Email
- ☐ Mail
- ☐ Website
- ☐ Social media
- ☐ Other (Please specify) \_\_\_\_\_

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**Thank you for taking the 2019 Portland Community Insights Survey and making your voice heard.**

For additional information on the survey and how the data will be used, please see the City Budget Office website at <https://www.portlandoregon.gov/cbo/79177>.

If you would like to speak to a City representative about any of the topics asked about in this survey, please contact the Office of Community & Civic Life at 503-823-4000 or submit a general service request at <https://www.portlandoregon.gov/32304>.

Specific budget concerns may be submitted through the City Budget Office website at <https://www.portlandoregon.gov/cbo/61969>.

Agenda No.  
**REPORT**  
Title

2019 Portland Insights Survey Final Report (Report)

<p><b>INTRODUCED BY</b> Commissioner/Auditor: <b>Mayor Ted Wheeler</b></p>	<p>CLERK USE: DATE FILED <u><b>SEP 10 2019</b></u></p>
<p><b>COMMISSIONER APPROVAL</b></p> <p>Mayor—Finance &amp; Administration - Wheeler </p> <p>Position 1/Utilities - Fritz</p> <p>Position 2/Works - Fish</p> <p>Position 3/Affairs - Hardesty</p> <p>Position 4/Safety - Eudaly</p>	<p style="text-align: right;">Mary Hull Caballero Auditor of the City of Portland</p> <p>By:  Deputy</p>
<p><b>BUREAU APPROVAL</b></p> <p>Bureau: City Budget Office Bureau Head: Jessica Kinard</p>	<p><b>ACTION TAKEN:</b> <b>SEP 18 2019</b> <b>ACCEPTED</b></p>
<p>Prepared by: Michelle Rubin Date Prepared: 9/9/19</p>	
<p>Impact Statement</p> <p>Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	
<p><b>City Auditor Office Approval:</b> required for Code Ordinances</p>	
<p><b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan</p>	
<p>Council Meeting Date <b>9/18/19</b></p>	

<b>AGENDA</b>
<p><b>TIME CERTAIN</b> <input checked="" type="checkbox"/></p> <p><b>Start time: 10:15 am</b></p> <p><b>Total amount of time needed: 30 minutes</b> (for presentation, testimony and discussion)</p>
<p><b>CONSENT</b> <input type="checkbox"/></p>
<p><b>REGULAR</b> <input type="checkbox"/></p> <p><b>Total amount of time needed:</b> _____ (for presentation, testimony and discussion)</p>

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:		
		YEAS	NAYS
1. Fritz	1. Fritz	✓	
2. Fish	2. Fish	✓	
3. Hardesty	3. Hardesty	✓	
4. Eudaly	4. Eudaly	_____	_____
Wheeler	Wheeler	✓	