CITY OF PORTLAND
21st ANNUAL COMMUNITY SURVEY RESULTS

December 2011

LaVonne Griffin-Valade
City Auditor

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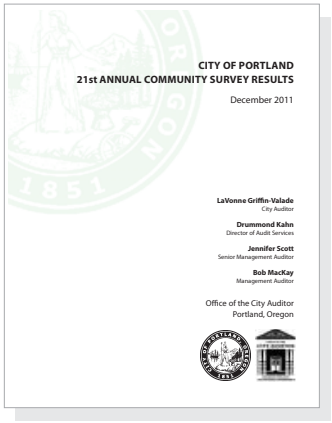
Office of the City Auditor
Portland, Oregon

Winner of 2012
Gold Hermes Creative Award
for Publication Design Overall



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CITY OF PORTLAND

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December 6, 2011

TO: Mayor Sam Adams
Commissioner Nick Fish
Commissioner Amanda Fritz
Commissioner Randy Leonard
Commissioner Dan Saltzman
Portland Development Commission

SUBJECT: *City of Portland 21st Annual Community Survey Results* (Report #409)

This report presents the results of our 21st annual Community Survey. During July and August, we asked Portlanders about their views on a variety of City services, and thousands of residents responded. In addition to reporting on citywide data, we report survey data specific to each of Portland's seven neighborhood coalitions.

Most Portlanders we surveyed felt positively about their city and their neighborhoods. While the majority of residents viewed some City services, such as Parks and Recreation, Water, Police, 911, and Fire and Emergency Response as very good or good in 2011, other services received less positive ratings. Residents reported less favorable ratings of the City's street maintenance, sewer and storm drainage services, housing and nuisance inspection services, and planning for future land use. Less than half of residents rated the overall job of City government positively – a six percentage point decrease from five years ago. Most residents we surveyed had not participated in a community project or public meeting during the last 12 months, and the majority of residents felt either neutral or negatively about their opportunities to influence government decisions.

We sent the survey to 10,150 randomly-selected households, and 38 percent were returned. We calculated the citywide survey accuracy to be ± 1.6 percent, while accuracy by neighborhood coalition ranged from ± 4.0 to ± 4.7 percent. In comparing the demographic information provided by survey respondents to 2010 Census data, we found that our survey respondents are older and more educated than the population as a whole. We also found that females are over-represented and minorities are under-represented among those who returned our survey.

This report provides the public and policy makers with valuable information regarding resident satisfaction with City services. We encourage Council and bureau managers to study differences in community perceptions and to consider ways to improve services based on these results. We want to thank the thousands of Portlanders who took the time to complete and return the survey.

LAVONNE GRIFFIN-VALADE
City Auditor

Audit Team: Drummond Kahn
Jennifer Scott
Bob MacKay

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SUMMARY

Summary

For the 21st year, the City Auditor conducted a survey of Portlanders to gather residents' opinions on City services. We sent 10,150 surveys to randomly selected residents in order to collect and report resident opinions in each of Portland's seven neighborhood coalition areas, and for the city overall. We only report percentage point changes that are statistically significant.

We anticipate that this report will be of interest to the public, to City Council, and to City managers, and that it will be useful to residents in tracking the City's progress in many important civic areas.

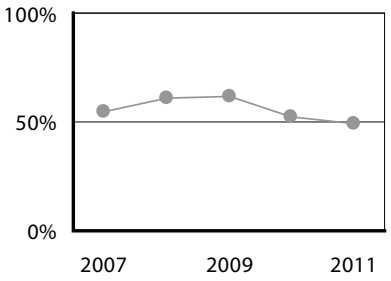
Portlanders have opinions about City government services from police and fire to community development, parks, water, and streets. These opinions, and changes in these opinions over time, can be studied by City managers and reviewed by elected officials to find areas for improvement as well as to identify programs with high public satisfaction.

Overall, most Portlanders love their city and their neighborhoods, but gave mixed ratings to many City services, and lower ratings to the overall job City government is doing.

- Citywide, 78 percent of residents felt positively about city livability and 86 percent felt positively about their neighborhood's livability.

- Residents rated City government's overall job lower. Five years ago, 55 percent of residents rated City government's overall job as very good or good, compared with 49 percent of residents in 2011.

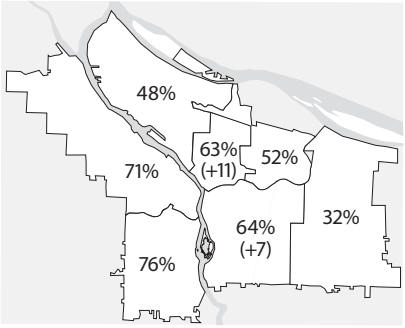
Rating of overall City government job in providing services
(percent very good or good)



- Ratings of the City's job in making downtown a good place for recreation, shopping, working and living dropped from 69 percent in 2008 to 58 percent in 2011.

- Resident feelings of nighttime safety varied by neighborhood coalition. Citywide, residents reported feeling safer at night in their neighborhoods and parks than they did in 2007.

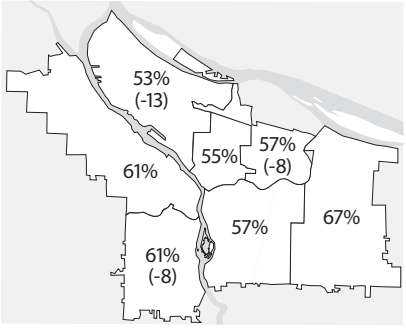
Rating of safety in neighborhood at night as very safe or safe
(and five-year change)



- Satisfaction with public safety services remained positive, although ratings of police services dropped. 59 percent of residents felt positively about police services in 2011, a six percentage point decrease from 2007. 76 percent of residents felt positively about 9-1-1 services, and 87 percent gave fire and emergency services positive ratings.

- Ratings of police services varied by neighborhood coalition, from a high of 67 percent in the East coalition to a low of 53 percent in the North coalition. The change was most notable in the North coalition, where residents' positive ratings of police services dropped 13 percentage points from 2007.

Rating of police service quality as very good or good
(and five-year change)



- Satisfaction with City parks and recreation services was high, with 85 percent of residents rating parks as very good or good, and 77 percent rating recreation services highly.

- In 2011, 41 percent of residents visited a City park near their home either daily or weekly. The highest rate of park visits – 57 percent – was in the Northwest/Downtown coalition, while the lowest rate – 20 percent – was in the East coalition.

Summary

- Few residents participated in community projects or public meetings. In 2011, 61 percent of residents reported that they did not participate in a community project or attend a public meeting in the last 12 months. When asked about their opportunities to influence government decisions, 41 percent of residents felt neutral and 33 percent felt negatively.

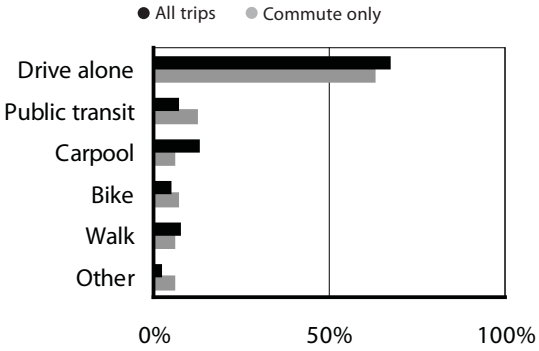
- Of the residents who reported owning a business in 2011, 49 percent felt that Portland was a very good or good place to do business.

- Ratings of water service quality in 2011 remained positive (71 percent very good or good), but less than half of residents rated sewer and storm drainage service quality positively (46 percent and 41 percent, respectively).

- In 2011, 78 percent of residents felt positively about garbage and recycling service quality. When evaluating the cost of the service, however, about half of residents felt positively.

- Resident ratings of street maintenance declined in the past five years. 35 percent of residents in 2011 rated street maintenance as very good or good, compared to 40 percent in 2007.

Primary means of transportation



- The majority of residents (63 percent) drove alone to work in 2011, while 12 percent took public transit. Considering all trips (commuting and non-commuting), two-thirds of residents (67 percent) drove alone, with 7 percent taking public transit.

This report contains sections reporting survey results on these important City service areas: Public Safety, Public Utilities, Transportation, Parks and Recreation, and Community Development. In addition, we include a section explaining how we conducted the community survey and prepared this report. Complete survey data begin on page 21.

SURVEY HIGHLIGHTS

Public Safety

OVERVIEW

Overall satisfaction with fire and emergency, police, and 9-1-1 services remained positive in 2011. Residents felt safer at night in their neighborhoods and parks in 2011 than they did five years ago. Residents reported being as prepared for a disaster in 2011 as they were the year before.

Overall resident ratings of Public Safety services
(percent very good or good)

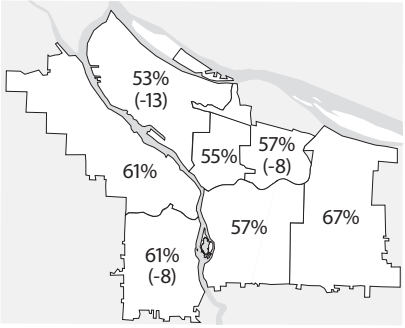
	2007	2008	2009	2010	2011
Police	64%	66%	70%	60%	59%
Fire & Emergency Services	91%	91%	91%	87%	87%
9-1-1	76%	80%	84%	80%	76%

TRENDS

Overall satisfaction with public safety services remained positive in 2011. 59 percent of residents felt positively about police services in 2011, about a six percentage point decrease from 2007. In 2011, 87 percent of residents rated fire and emergency services as very good or good, a four percentage point decrease from five years ago. 76 percent of residents felt positively about 9-1-1 services.

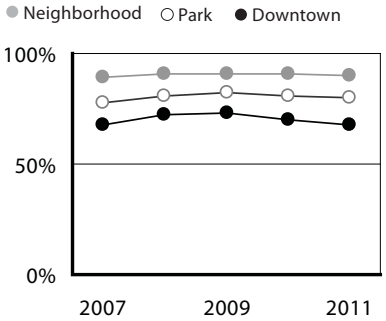
Ratings of police services vary by neighborhood coalition. In 2011, 67 percent of East coalition residents rated police services as very good or good, and 53 percent of residents of the North coalition rated it positively. The five-year change in police rating was most notable in the North coalition, where residents' positive rating of police services dropped 13 percentage points from 2007.

Rating of police service quality as very good or good
(and five-year change)



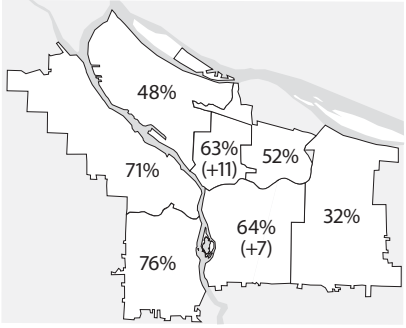
In 2011, 33 percent of residents rated both the Police Bureau's and the Auditor's Independent Police Review's efforts to regulate police conduct positively. While the majority of residents felt neutral about the Independent Police Review's efforts, resident feelings about the Police Bureau's efforts were almost equally split between positive, neutral, and negative.

Rating of safety during day
(percent very good or good)



In 2011, residents reported feeling about as safe in their neighborhoods, parks, and downtown during the day as they did in 2007. In 2011, 90 percent of residents felt safe in their neighborhood during the day, 80 percent felt safe in their closest park, and 68 percent felt safe downtown.

Rating of safety in neighborhood at night as very safe or safe
(and five-year change)



Citywide, residents reported feeling safer at night in their neighborhoods and parks than they did in 2007, although ratings of nighttime safety downtown remained the same. Resident ratings of nighttime safety vary widely by coalition. 76 percent of residents in the Southwest coalition felt safe in their neighborhood at night, while 32 percent of residents in the East felt safe. Residents in Inner Northeast and Southeast reported feeling safer in their neighborhoods and parks at night than they did five years ago.

Residents reported being as prepared for a disaster in 2011 as they were the year before. 72 percent of residents reported that if a disaster were to occur, they have enough supplies to take care of their household for three days to one week, while 18 percent reported they have enough supplies for up to one month. Only 11 percent of residents reported having either no supplies or one day of supplies.

Public Utilities

OVERVIEW

Resident satisfaction with overall water service quality remained positive in 2011. However, less than half of residents had positive opinions of overall City sewer and storm drainage services. The quality of garbage and recycling services was rated highly in 2011, but the cost of garbage and recycling services was not.

Resident ratings of Public Utility services
(percent very good or good)

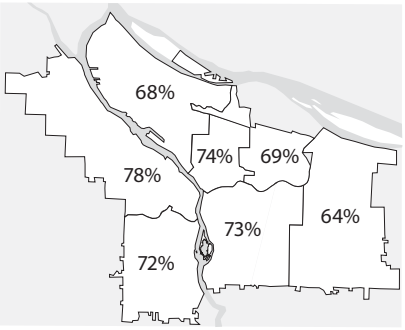
	2007	2008	2009	2010	2011
Water	74%	79%	80%	77%	71%
Sewer	53%	57%	55%	48%	46%
Storm drainage	45%	49%	48%	42%	41%

TRENDS

Resident ratings of City public utility services were mixed in 2011. While 71 percent of residents rated overall water service quality as very good or good, less than half of residents rated sewer and storm drainage services positively (46 and 41 percent, respectively).

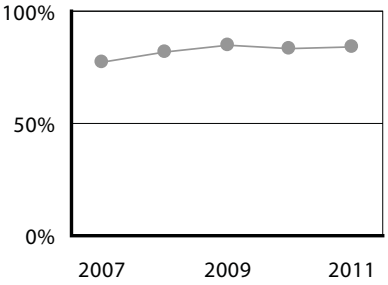
Resident ratings of the quality of water service varied by coalition. There was less variation in coalitions' rating of sewer and storm drainage services.

Rating of overall water service quality as very good or good

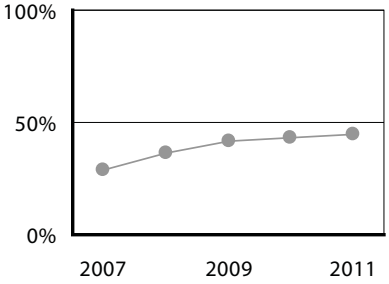


Citywide, 84 percent of residents felt positively about tap water, a 7 percentage point increase since 2007. 2011 ratings of tap water varied by neighborhood coalition, but were relatively unchanged from five years ago.

Rating of tap water
(percent very good or good)



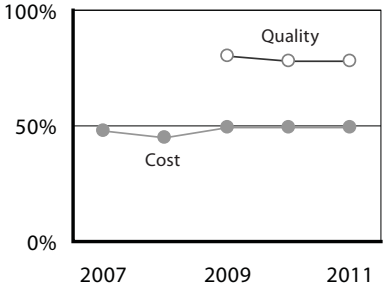
Rating of how well sewers and drainage systems protect rivers
(percent very good or good)



In 2011, less than half of residents felt positively about how well City sewer and storm drainage systems protected streams and rivers. This rating was an increase of 15 percentage points from 2007, when 29 percent of residents felt that sewer and storm drainage systems were very good or good at protecting local streams and rivers.

In 2011, 78 percent of residents felt positively about garbage and recycling service quality. However, when evaluating the cost of the service, about half of residents felt positively. Resident perception of garbage and recycling service quality and cost has been relatively steady from prior years.

Rating of garbage/recycling
(percent very good or good)



Transportation

OVERVIEW

Resident ratings of street maintenance, street smoothness, speeding vehicles and traffic flow during peak hours all declined in the past five years. During the same time frame, residents reported feeling more positive about street cleanliness. The majority of residents continued to drive alone in 2011.

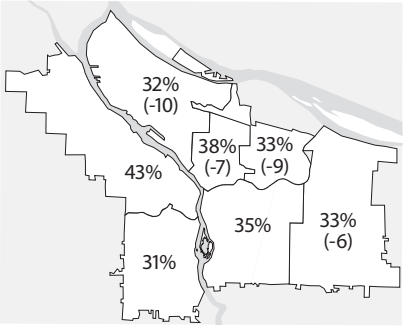
Resident ratings of Transportation services
(percent very good or good)

	2007	2008	2009	2010	2011
Street maintenance	40%	41%	39%	38%	35%
Street lighting	59%	61%	61%	60%	57%

TRENDS

In 2011, 35 percent of residents citywide rated City street maintenance services positively, a five percentage point decline from 2007. Ratings were lower and the five year change even more pronounced in most neighborhood coalitions.

Rating of city street maintenance as very good or good
(and five-year change)



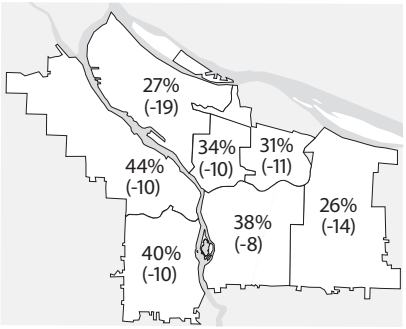
Street lighting ratings remained relatively consistent over five years, with 57 percent of residents feeling positive about the quality of the City's street lighting services in 2011.

Residents rated traffic flow on major streets during peak hours less positively than five years ago. In 2011, 21 percent of residents reported feeling very good or good about congestion on major streets during peak traffic hours, compared to 24 percent in 2007. Less positive ratings were also seen in three coalitions – North, Inner Northeast, and Central Northeast.

Considering neighborhood streets, residents reported increased satisfaction with street cleanliness, from 61 percent in 2007 to 64 percent in 2011. Residents felt less positively about street smoothness than they did five years ago. In 2011, 49 percent of residents felt positively about street smoothness in their neighborhoods, compared to 55 percent in 2007. Many neighborhood coalitions also reported declines in satisfaction. For example, North residents' ratings of street smoothness declined by 12 percentage points from 2007. The other coalitions reporting declines were Central Northeast, Inner Northeast, and Southeast.

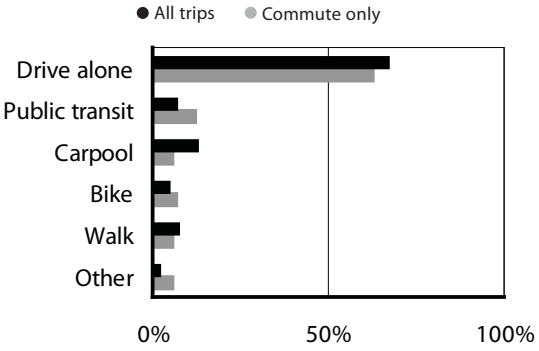
2011 ratings of both pedestrian and cyclist safety on neighborhood streets showed no change from 2007. However, residents gave less favorable ratings of vehicles speeding through neighborhood streets in 2011 compared to 2007 (35 percent and 45 percent, respectively). This negative trend was mirrored in every coalition.

Rating of speeding vehicles on neighborhood streets as very good or good (and five-year change)



In 2011, the majority of residents citywide (63 percent) indicated they drove to work alone, while 12 percent took public transit. Seven percent of residents commuted to work by bike, with six percent each either walking or traveling in a carpool. When considering all trips (shopping, errands, work, etc.), 67 percent drove alone, with seven percent taking public transit.

Primary means of transportation



The percentage of residents who reported driving alone to work varied among the coalitions. In 2011, residents in the East and Southwest coalitions had the highest rates (72 and 73 percent respectively) and the Northwest/Downtown coalition the lowest, with only 49 percent driving alone.

Parks and Recreation

OVERVIEW

In 2011, most residents rated the overall quality of both City parks and City recreation services positively. Over a third of residents reported visiting a City park near their home either daily or weekly during the last 12 months. Similarly, about a third reported household participation in a Portland Parks and Recreation activity during that time. Most residents continue to feel positively about the affordability, variety, and instructional quality of City recreation programs. East coalition residents reported fewer visits to City parks near their homes, less participation in recreation activities, and lower satisfaction with services than all other coalitions.

Resident ratings of Parks and Recreation services
(percent very good or good)

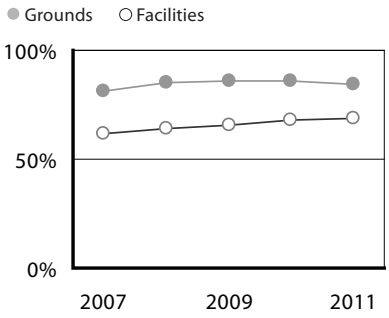
	2007	2008	2009	2010	2011
Parks	82%	86%	86%	86%	85%
Recreation	74%	75%	77%	76%	77%

TRENDS

Resident satisfaction with City Parks and Recreation services remained relatively steady from prior years. In 2011, 85 percent of residents felt very good or good about parks, and 77 percent felt positively about recreation services.

Residents rated the quality of park grounds and facilities near their homes positively in 2011. 69 percent of residents reported feeling positively about the condition of facilities in City parks near their homes, a seven percentage point change from 2007. 84 percent of residents rated the quality of parks' grounds near their homes positively.

Rating of neighborhood park qualities as very good or good

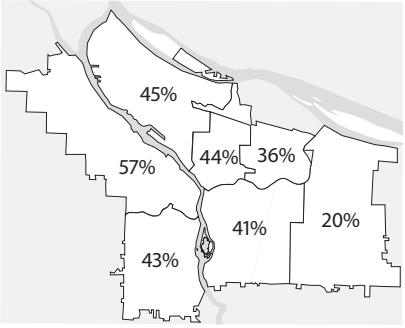


Northwest/Downtown coalition residents had the most positive ratings of both parks' grounds (88 percent) and facilities (76 percent). Residents in the East coalition had the least positive ratings of grounds and facilities (75 percent and 59 percent, respectively).

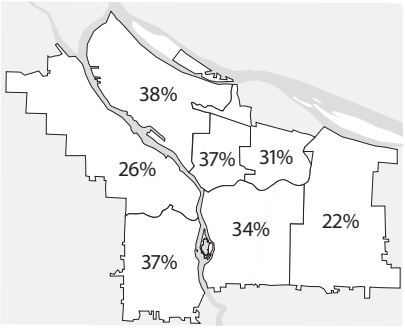
North coalition residents, however, reported an increase of nine percentage points from 60 percent in 2007 to 69 percent for 2011 in rating the quality of facilities in their neighborhood parks.

In 2011, 41 percent of residents citywide reported visiting a City park near their home either daily or weekly. The highest rate of park visits – 57 percent – was reported by residents in the Northwest/Downtown coalition; the lowest, at 20 percent, was reported by residents in the East.

Households reporting daily or weekly visits to city park near home (last 12 months)



Households participating in a City recreation activity
(last 12 months)



In 2011, 33 percent of residents indicated that someone in their household participated in a Portland Parks and Recreation activity in the last 12 months. North coalition residents had the highest percentage, with 38 percent reporting participation, while East coalition had the lowest, with 22 percent participating in a Parks and Recreation activity in the last 12 months.

Resident ratings of the affordability and variety of recreation programs remained largely steady from prior years. Resident ratings of the quality of instruction, coaching, and leadership in City recreation programs increased from 60 percent in 2007 to 64 percent in 2011. Residents whose household participated in a recreation activity had more positive feelings about the affordability, variety, and quality of instruction than residents whose households had no participation.

Community Development

OVERVIEW

Resident ratings of neighborhood livability and neighborhood housing affordability improved since 2007, while ratings of city livability remained steady. Over half of residents felt commercial development completed in the last 12 months enhanced the attractiveness of their neighborhood and their access to services, but ratings varied greatly by neighborhood coalition. Nearly half of residents who reported owning a business felt that Portland was a very good or good place to do business.

Resident ratings of livability
(percent very good or good)

	2007	2008	2009	2010	2011
City livability	79%	82%	83%	81%	78%
Neighborhood livability	82%	86%	88%	87%	86%

TRENDS

In 2011, resident views of neighborhood livability improved from five years ago, while views of city livability remained relatively unchanged. Citywide, 86 percent and 78 percent of residents felt positively about their neighborhood and the city's livability, respectively. In 2011, 58 percent of residents felt positively about downtown as a good place for recreation, shopping, working and living, down from 69 percent in 2008.

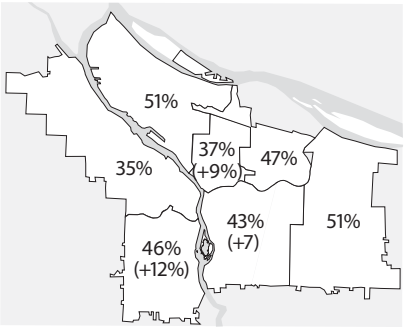
Citywide, resident feelings on neighborhood distance to transit, access to services, and on-street parking were relatively steady since 2007, while ratings of neighborhood proximity to parks improved. Opinions on factors that contribute to livable neighborhoods varied widely by coalition in 2011. Some of these factors include closeness to parks, distance to public transit and on-street parking.

Neighborhood livability factors
(percent very good or good)

	Close to parks	Close to transit	On-street Parking
Central NE	78%	87%	71%
East	69%	73%	50%
Inner NE	89%	94%	75%
North	87%	86%	65%
NW/Downtown	90%	82%	42%
Southeast	87%	93%	71%
Southwest	87%	77%	52%

Resident ratings of housing affordability improved since 2007, while ratings of the physical condition of housing remained the same. 44 percent of residents rated neighborhood housing affordability positively in 2011, up from 40 percent in 2007. 64 percent of residents felt positively about the physical condition of housing in neighborhoods in 2011. Three coalitions' rating of housing affordability improved since 2007.

Rating of housing affordability as very good or good
(and five-year change)



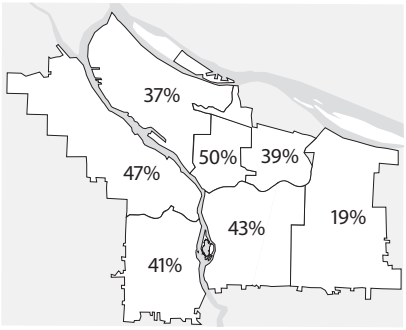
Though residents reported less commercial development in their neighborhoods than five years ago, over half rated the impact positively in 2011. 66 percent of residents felt new commercial development improved the attractiveness of their neighborhood and 51 percent felt it improved access to services.

61 percent of residents rated the attractiveness of residential development positively in 2011. 43 percent felt that completed development improved their neighborhood as a place to live.

In 2011, 61 percent of residents reported not being involved in a community project or attending a public meeting in the last 12 months. 41 percent of residents felt neutral and 33 percent felt negatively about their opportunities to influence government decisions.

In 2011, 29 and 23 percent of residents citywide felt positively about the quality of City housing inspection and nuisance inspection services, respectively. 40 percent of residents felt positively about planning for future land use, but responses varied greatly by coalition.

Rating of planning for future land use as very good or good



49 percent of residents who reported owning a business felt that Portland was a very good or good place to do business in 2011.

SURVEY METHODOLOGY

Survey Methodology

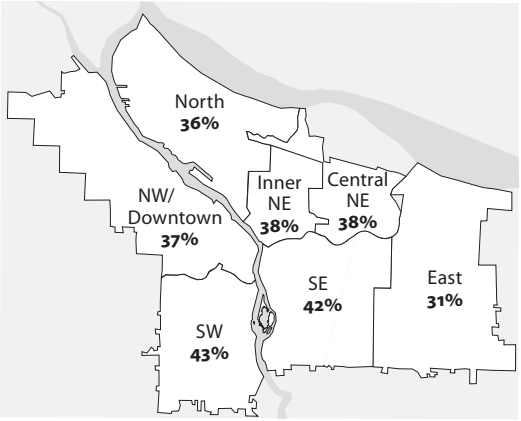
The City Auditor's Community Survey was conducted for the 21st year in July and August 2011. Questions on the survey request residents' perceptions of satisfaction with services the City of Portland provides. The results are intended to inform the public as well as to help City leaders better manage City services.

The survey was mailed to randomly selected addresses, with a letter from the City Auditor explaining the purpose of the survey and how to complete it. Survey responses are anonymous.

Response rate

In July 2011, we mailed 10,150 introductory postcards and surveys to households in each of the city's seven neighborhood coalition areas. Two weeks after the initial survey was sent, we sent a reminder postcard, with a reminder survey following two weeks later. There were 334 postcards or surveys returned to us as undeliverable (due to bad addresses, etc.), leaving a total of 9,816 usable addresses for our response rate calculation. 3,731 completed surveys were returned, resulting in a citywide response rate of 38 percent.

2011 COMMUNITY SURVEY RESPONSE RATE BY NEIGHBORHOOD COALITION AREAS



Survey reliability

The citywide survey accuracy, at the conventional 95 percent confidence level, is ±1.6 percent based on the 3,731 returns. Within each of the seven coalitions, the accuracy ranges from ± 4.0 to ± 4.7 percent.

Representativeness of respondents

We compared demographic information supplied by the respondents to 2010 Census data in order to assess how closely our sample matched official census demographics. On a citywide level, our survey respondents are older and more educated than the population as a whole. We found that females are over-represented and minorities are under-represented.

Survey analysis

In conducting this audit, we reviewed data from the 2011 Auditor's Community Survey and four years of prior survey data. We reviewed positive, neutral, and negative ratings, and largely focused our analysis on the change in positive ratings, except where warranted.

We reviewed the data by the City service areas of Public Safety, Public Utilities, Transportation, Parks and Recreation, and Community Development. This analysis included reviewing the five-year changes in citywide figures, as well as by coalition. In some cases, five-year changes were not available due to adjustments in how questions were worded or because the question had been in the survey for less than five years.

We calculated statistical significance, based on a 95 percent confidence level, for anything noted as a change. This was to determine if a change was real, and not due to chance in the sample selection. Any percentage point changes we report are those where the change was statistically significant.

In the table of survey results, the number of total respondents to each question is shown in parentheses. Due to rounding, percentages may not add to 100, and coalition totals may not add to the City total.

Survey comments

The 2011 City Auditor's Community Survey was sent to a random sample of 10,150 city residents. To help keep respondent identities anonymous, the City Auditor's Office designed the survey without a specific section for written comments. However, respondents wrote 577 comments on the survey form. More than half of the comments addressed overall government and community development issues.

Survey Methodology

Comments or complaints?

Residents with comments, concerns or complaints are encouraged to contact City of Portland bureaus directly. For bureau contact information, please see the City of Portland's website at www.portlandoregon.gov, or call the City and County Information and Referral line at (503) 823-4000.

In addition, the City Auditor's Office of the Ombudsman can assist the public with complaints or concerns about City agencies.

The Ombudsman's Office can be contacted at (503) 823-0144. The Ombudsman's e-mail address is: ombudsman@portlandoregon.gov. Their website is www.portlandoregon.gov/auditor/ombudsman.

Audit standards

We conducted this performance audit in accordance with generally accepted government auditing standards. These standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

SURVEY DATA

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
PUBLIC SAFETY												
1 How safe would you feel walking alone *during the day*:												
• in your neighborhood?												
Very safe	76%	68%	47%	63%	54%	58%	31%	58%	58%	58%	57%	51%
Safe	21%	25%	42%	30%	35%	33%	44%	32%	33%	33%	34%	38%
Neutral	3%	6%	10%	4%	8%	6%	15%	7%	6%	6%	6%	8%
Unsafe	0%	1%	2%	3%	3%	2%	7%	2%	2%	2%	3%	3%
Very unsafe	0%	0%	1%	0%	0%	1%	2%	1%	1%	1%	1%	1%
	(594)	(514)	(510)	(520)	(525)	(591)	(434)	(3,703)	(3,641)	(3,167)	(3,265)	(19,847)
• In the park closest to you?												
Very safe	54%	47%	29%	46%	40%	41%	19%	40%	42%	43%	41%	35%
Safe	33%	38%	47%	37%	39%	41%	42%	39%	39%	39%	40%	43%
Neutral	10%	11%	16%	10%	14%	11%	22%	13%	14%	12%	13%	14%
Unsafe	3%	4%	6%	7%	5%	7%	13%	6%	5%	6%	5%	7%
Very unsafe	1%	1%	2%	1%	2%	1%	3%	1%	1%	1%	2%	1%
	(580)	(507)	(489)	(509)	(503)	(572)	(403)	(3,578)	(3,504)	(3,059)	(3,134)	(19,019)
• Downtown?												
Very safe	24%	32%	20%	36%	24%	26%	12%	25%	28%	28%	29%	24%
Safe	45%	42%	45%	39%	45%	41%	38%	42%	41%	44%	43%	43%
Neutral	21%	18%	24%	17%	17%	22%	25%	21%	20%	17%	18%	20%
Unsafe	8%	7%	8%	7%	10%	8%	16%	9%	8%	8%	8%	9%
Very unsafe	2%	1%	3%	1%	4%	3%	9%	3%	3%	2%	2%	3%
	(579)	(500)	(474)	(501)	(486)	(561)	(391)	(3,506)	(3,473)	(2,989)	(3,073)	(18,655)
How safe would you feel walking alone *at night*:												
• in your neighborhood?												
Very safe	36%	25%	11%	21%	19%	22%	7%	21%	21%	22%	20%	16%
Safe	40%	46%	37%	42%	34%	42%	25%	39%	39%	38%	39%	35%
Neutral	14%	17%	24%	17%	22%	18%	28%	19%	20%	20%	19%	21%
Unsafe	9%	10%	22%	15%	19%	14%	28%	16%	15%	15%	16%	20%
Very unsafe	1%	2%	7%	5%	7%	5%	13%	5%	5%	6%	6%	7%
	(579)	(505)	(497)	(503)	(513)	(573)	(424)	(3,609)	(3,543)	(3,095)	(3,187)	(19,208)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• In the park closest to you?												
Very safe	10%	11%	4%	6%	5%	7%	3%	7%	8%	8%	7%	5%
Safe	33%	32%	19%	30%	20%	25%	11%	25%	23%	24%	23%	20%
Neutral	27%	26%	22%	23%	30%	31%	23%	26%	29%	27%	28%	25%
Unsafe	25%	24%	37%	29%	30%	26%	38%	29%	29%	28%	29%	33%
Very unsafe	6%	7%	19%	13%	16%	11%	25%	13%	12%	13%	13%	17%
	(556)	(489)	(481)	(495)	(481)	(553)	(398)	(3,468)	(3,390)	(2,966)	(3,051)	(18,466)
• Downtown?												
Very safe	3%	5%	3%	8%	3%	3%	2%	4%	5%	4%	5%	4%
Safe	27%	29%	21%	31%	24%	24%	11%	24%	24%	26%	26%	23%
Neutral	31%	32%	30%	30%	31%	34%	25%	31%	33%	31%	31%	29%
Unsafe	26%	26%	30%	22%	27%	25%	32%	27%	25%	26%	25%	28%
Very unsafe	13%	8%	16%	11%	16%	13%	30%	15%	13%	13%	13%	16%
	(565)	(498)	(475)	(487)	(480)	(559)	(395)	(3,474)	(3,418)	(2,976)	(3,031)	(18,339)
2 Do you know where to get assistance if you want to start or join a community group that works on crime issues?												
Yes	38%	31%	40%	39%	44%	36%	27%	36%	40%	-	-	-
No	62%	69%	61%	61%	56%	64%	73%	64%	60%	-	-	-
	(591)	(511)	(501)	(511)	(519)	(587)	(430)	(3,665)	(3,567)	-	-	-
3 Did anyone break into, or burglarize, your home during the last 12 months?												
Yes	2%	2%	6%	4%	6%	6%	8%	5%	4%	4%	4%	5%
No	99%	98%	94%	96%	94%	94%	92%	95%	96%	96%	96%	95%
	(595)	(514)	(511)	(520)	(526)	(587)	(437)	(3,705)	(3,644)	(3,172)	(3,271)	(19,750)
If yes, was it reported to police?												
Yes	44%	55%	77%	59%	81%	76%	64%	69%	66%	66%	67%	69%
No	56%	46%	23%	41%	19%	24%	36%	31%	34%	34%	33%	31%
	(9)	(11)	(30)	(22)	(31)	(33)	(33)	(170)	(145)	(127)	(135)	(1,033)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
4 Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?												
Yes	12%	9%	22%	19%	22%	20%	24%	18%	15%	13%	16%	17%
No	88%	91%	78%	81%	78%	80%	76%	82%	85%	87%	84%	83%
	(592)	(508)	(508)	(516)	(525)	(591)	(432)	(3,687)	(3,618)	(3,158)	(3,232)	(19,572)
If yes, was it reported to Police?												
Yes	53%	67%	32%	26%	42%	40%	54%	42%	44%	-	-	-
No	47%	33%	68%	74%	58%	60%	47%	58%	56%	-	-	-
	(68)	(46)	(112)	(99)	(111)	(117)	(101)	(656)	(538)	-	-	-
5 How do you rate the City of Portland's efforts to regulate conduct of Portland police officers?												
Internal Police Bureau efforts?												
Very good	7%	9%	6%	5%	10%	6%	9%	7%	9%	-	-	-
Good	26%	30%	23%	20%	25%	26%	36%	26%	28%	-	-	-
Neutral	38%	33%	39%	38%	35%	35%	31%	36%	31%	-	-	-
Bad	22%	21%	22%	26%	21%	22%	17%	22%	21%	-	-	-
Very bad	7%	8%	11%	12%	9%	11%	6%	9%	12%	-	-	-
	(455)	(386)	(394)	(405)	(406)	(440)	(345)	(2,845)	(2,909)	-	-	-
Auditor's Independent Police Review Division efforts?												
Very good	6%	8%	5%	4%	9%	6%	7%	6%	7%	-	-	-
Good	28%	31%	25%	22%	24%	26%	32%	27%	27%	-	-	-
Neutral	49%	42%	46%	50%	48%	46%	44%	46%	42%	-	-	-
Bad	12%	15%	18%	17%	12%	15%	13%	15%	16%	-	-	-
Very bad	5%	4%	6%	7%	8%	8%	5%	6%	8%	-	-	-
	(367)	(309)	(335)	(335)	(333)	(375)	(294)	(2,361)	(2,406)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
6 Did you call 9-1-1 for an emergency in the last 12 months?												
Yes	11%	12%	19%	16%	18%	16%	22%	16%	17%	16%	18%	20%
No	89%	88%	81%	84%	82%	84%	78%	84%	83%	84%	82%	80%
	(591)	(511)	(505)	(524)	(522)	(586)	(433)	(3,686)	(3,627)	(3,163)	(3,260)	(19,705)
If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?												
Very good	50%	48%	35%	32%	48%	41%	38%	41%	51%	48%	46%	40%
Good	38%	25%	44%	44%	36%	43%	46%	40%	35%	37%	34%	36%
Neutral	8%	14%	10%	17%	7%	11%	6%	10%	8%	8%	12%	13%
Bad	3%	5%	8%	5%	5%	2%	7%	5%	3%	5%	5%	7%
Very bad	2%	8%	3%	2%	4%	2%	2%	3%	3%	3%	3%	5%
	(64)	(63)	(98)	(82)	(93)	(90)	(94)	(588)	(600)	(487)	(574)	(3,806)
7 If a disaster were to occur, you would have enough supplies to take care of your household for:												
Up to 1 month	15%	15%	19%	15%	22%	15%	24%	18%	18%	-	-	-
Up to 1 week	51%	48%	44%	43%	45%	43%	46%	46%	47%	-	-	-
Up to 3 days	26%	25%	29%	30%	21%	30%	20%	26%	25%	-	-	-
1 day	4%	6%	4%	6%	6%	6%	4%	5%	5%	-	-	-
No supplies	3%	6%	5%	7%	7%	6%	7%	6%	5%	-	-	-
	(579)	(499)	(493)	(508)	(506)	(559)	(411)	(3,570)	(3,485)	-	-	-
PUBLIC UTILITIES												
8 How do you rate the tap water provided by the City?												
Very good	53%	46%	42%	48%	46%	45%	38%	46%	43%	46%	40%	32%
Good	35%	40%	39%	38%	38%	40%	39%	38%	40%	39%	42%	45%
Neutral	8%	11%	12%	11%	13%	12%	17%	12%	13%	10%	13%	15%
Bad	2%	2%	4%	2%	3%	3%	5%	3%	3%	4%	5%	6%
Very bad	1%	1%	3%	0%	0%	1%	2%	1%	1%	1%	1%	2%
	(592)	(506)	(505)	(517)	(521)	(585)	(421)	(3,662)	(3,602)	(3,117)	(3,223)	(17,914)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
9 How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?												
Very good	9%	9%	6%	6%	7%	7%	7%	7%	7%	6%	6%	4%
Good	36%	37%	35%	39%	38%	39%	38%	37%	35%	36%	30%	25%
Neutral	32%	30%	33%	33%	33%	34%	33%	33%	32%	31%	30%	32%
Bad	18%	18%	20%	17%	18%	15%	16%	17%	19%	21%	25%	27%
Very bad	5%	6%	7%	5%	5%	5%	6%	6%	6%	6%	10%	12%
	(507)	(421)	(445)	(432)	(445)	(500)	(374)	(3,138)	(3,087)	(2,335)	(2,557)	(14,891)
10 How do you rate garbage/ recycling service on:												
• Cost?												
Very good	9%	15%	10%	16%	12%	10%	9%	11%	12%	11%	9%	9%
Good	36%	40%	41%	40%	36%	39%	31%	38%	37%	38%	36%	39%
Neutral	32%	30%	32%	28%	31%	34%	30%	31%	31%	31%	34%	34%
Bad	18%	11%	13%	14%	15%	13%	22%	15%	15%	15%	16%	14%
Very bad	6%	3%	5%	3%	5%	4%	8%	5%	5%	4%	5%	4%
	(561)	(428)	(480)	(489)	(498)	(536)	(403)	(3,407)	(3,347)	(2,875)	(2,889)	(17,261)
• Quality?												
Very good	28%	27%	25%	30%	30%	24%	21%	27%	28%	29%	-	-
Good	52%	50%	53%	51%	47%	54%	51%	51%	49%	51%	-	-
Neutral	16%	21%	16%	16%	19%	19%	21%	18%	17%	15%	-	-
Bad	4%	1%	4%	3%	2%	2%	5%	3%	4%	4%	-	-
Very bad	0%	1%	2%	0%	1%	1%	2%	1%	2%	1%	-	-
	(560)	(444)	(479)	(493)	(493)	(557)	(404)	(3,444)	(3,448)	(3,005)	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
TRANSPORTATION												
11 How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways?												
• During peak traffic hours, 7-9 AM, and 3:30 - 6 PM												
Very good	0%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Good	20%	21%	18%	20%	20%	20%	18%	20%	21%	23%	21%	22%
Neutral	33%	29%	23%	29%	28%	26%	24%	28%	28%	30%	29%	27%
Bad	37%	40%	39%	38%	41%	40%	42%	39%	37%	34%	36%	36%
Very bad	10%	9%	18%	12%	9%	13%	15%	12%	13%	10%	12%	13%
	(585)	(485)	(499)	(499)	(499)	(566)	(421)	(3,569)	(3,521)	(3,035)	(3,138)	(19,254)
• During off peak traffic hours												
Very good	23%	21%	14%	19%	17%	17%	14%	18%	20%	21%	19%	18%
Good	55%	54%	50%	51%	54%	54%	48%	52%	50%	51%	53%	51%
Neutral	16%	17%	23%	19%	21%	19%	25%	20%	21%	19%	19%	20%
Bad	4%	7%	10%	8%	7%	8%	11%	8%	8%	7%	7%	9%
Very bad	2%	1%	3%	3%	1%	2%	2%	2%	2%	2%	2%	2%
	(591)	(487)	(500)	(500)	(499)	(568)	(415)	(3,574)	(3,532)	(3,041)	(3,153)	(18,792)
12 In the past 7 days, what was **primary** form of transportation?												
• To get to/from work:												
Drive alone	73%	49%	63%	55%	67%	61%	72%	63%	62%	-	-	-
Carpool	7%	4%	8%	7%	7%	6%	7%	6%	7%	-	-	-
Public transit	9%	17%	12%	13%	11%	12%	10%	12%	12%	-	-	-
Walk	2%	21%	4%	5%	3%	4%	3%	6%	6%	-	-	-
Bike	4%	4%	8%	14%	6%	10%	3%	7%	7%	-	-	-
Other	5%	6%	7%	6%	6%	7%	6%	6%	7%	-	-	-
	(508)	(449)	(458)	(456)	(448)	(517)	(359)	(3,207)	(3,161)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• For all trips - shopping, errands, work:												
Drive alone	82%	50%	66%	61%	71%	64%	77%	67%	66%	-	-	-
Carpool	12%	10%	15%	12%	15%	13%	13%	13%	14%	-	-	-
Public transit	3%	15%	7%	7%	4%	7%	5%	7%	6%	-	-	-
Walk	2%	22%	5%	7%	4%	8%	1%	7%	7%	-	-	-
Bike	1%	2%	5%	11%	4%	7%	1%	5%	4%	-	-	-
Other	1%	1%	3%	2%	2%	1%	3%	2%	3%	-	-	-
	(578)	(494)	(496)	(503)	(507)	(575)	(424)	(3,591)	(3,534)	-	-	-
13 How do you rate streets in your neighborhood on:												
• Smoothness?												
Very good	10%	13%	8%	8%	6%	6%	11%	9%	9%	9%	10%	10%
Good	38%	42%	37%	44%	39%	40%	42%	40%	42%	41%	43%	45%
Neutral	18%	20%	25%	25%	27%	26%	24%	23%	22%	23%	22%	23%
Bad	22%	19%	21%	19%	20%	20%	18%	20%	19%	19%	19%	15%
Very bad	13%	6%	9%	4%	8%	8%	6%	8%	7%	7%	6%	6%
	(591)	(510)	(506)	(517)	(521)	(584)	(434)	(3,678)	(3,613)	(3,133)	(3,234)	(19,710)
• Cleanliness?												
Very good	19%	19%	10%	12%	11%	11%	12%	13%	13%	12%	13%	12%
Good	53%	54%	45%	52%	50%	56%	44%	51%	52%	51%	52%	50%
Neutral	20%	15%	28%	24%	26%	21%	25%	23%	23%	23%	22%	23%
Bad	6%	10%	14%	10%	9%	10%	16%	11%	9%	11%	10%	12%
Very bad	3%	1%	3%	2%	4%	2%	4%	3%	3%	3%	3%	4%
	(591)	(513)	(507)	(518)	(520)	(583)	(435)	(3,682)	(3,612)	(3,143)	(3,236)	(19,531)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• Speeding vehicles?												
Very good	6%	6%	4%	5%	3%	5%	4%	5%	5%	4%	5%	-
Good	34%	38%	23%	29%	28%	33%	22%	30%	31%	29%	26%	-
Neutral	26%	27%	32%	31%	30%	31%	28%	29%	30%	30%	29%	-
Bad	27%	22%	28%	27%	29%	23%	30%	26%	25%	27%	29%	-
Very bad	6%	7%	13%	9%	11%	8%	16%	10%	10%	10%	11%	-
	(591)	(512)	(506)	(514)	(522)	(579)	(430)	(3,669)	(3,604)	(3,120)	(3,223)	-
• Safety of pedestrians?												
Very good	8%	12%	9%	13%	8%	12%	7%	10%	10%	9%	8%	9%
Good	33%	42%	44%	50%	48%	51%	35%	43%	45%	45%	43%	44%
Neutral	23%	23%	29%	24%	24%	21%	29%	25%	25%	23%	26%	23%
Bad	27%	17%	13%	10%	14%	13%	19%	16%	14%	16%	18%	17%
Very bad	10%	6%	6%	3%	6%	4%	10%	7%	6%	7%	6%	8%
	(593)	(513)	(504)	(513)	(517)	(579)	(430)	(3,664)	(3,589)	(3,119)	(3,222)	(19,463)
• Safety of bicyclists?												
Very good	6%	10%	10%	10%	8%	10%	7%	9%	9%	7%	7%	7%
Good	28%	39%	41%	46%	44%	46%	35%	40%	41%	41%	38%	40%
Neutral	33%	26%	32%	29%	31%	28%	33%	30%	30%	29%	32%	27%
Bad	24%	19%	13%	12%	13%	13%	17%	16%	14%	17%	18%	19%
Very bad	8%	6%	6%	3%	5%	3%	8%	6%	6%	7%	6%	8%
	(572)	(485)	(494)	(507)	(497)	(562)	(407)	(3,539)	(3,480)	(3,022)	(3,113)	(18,657)
PARKS & RECREATION												
14 In the past 12 months, how many times did you:												
• Visit any City park?												
Daily	9%	16%	12%	12%	7%	9%	5%	10%	10%	-	-	-
Weekly	35%	38%	33%	35%	32%	33%	15%	32%	28%	-	-	-
Monthly	17%	18%	14%	16%	17%	17%	13%	16%	15%	-	-	-
A few times	32%	22%	30%	27%	29%	30%	39%	30%	34%	-	-	-
Never	8%	7%	12%	11%	15%	11%	28%	13%	14%	-	-	-
	(587)	(508)	(500)	(515)	(521)	(586)	(426)	(3,658)	(3,589)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• Visit a City park near your home?												
Daily	10%	19%	13%	12%	9%	10%	4%	11%	11%	-	-	-
Weekly	33%	38%	32%	32%	27%	31%	16%	30%	27%	-	-	-
Monthly	15%	15%	13%	15%	16%	16%	11%	15%	13%	-	-	-
A few times	30%	19%	30%	28%	30%	28%	38%	29%	33%	-	-	-
Never	12%	9%	13%	13%	18%	15%	31%	15%	17%	-	-	-
	(577)	(496)	(499)	(512)	(515)	(581)	(414)	(3,609)	(3,544)	-	-	-
15 How do you rate the quality of the parks near your home in the following categories?												
• Well-maintained grounds												
Very Good	32%	38%	31%	33%	25%	28%	21%	30%	32%	32%	29%	26%
Good	55%	50%	53%	53%	57%	58%	54%	54%	54%	54%	56%	55%
Neutral	12%	9%	12%	11%	15%	12%	21%	13%	12%	12%	12%	15%
Bad	1%	3%	3%	3%	3%	1%	3%	2%	2%	2%	3%	3%
Very bad	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%
	(567)	(499)	(486)	(496)	(490)	(552)	(364)	(3,469)	(3,406)	(3,013)	(3,043)	(18,059)
• Well-maintained facilities												
Very Good	27%	28%	20%	17%	16%	19%	15%	21%	22%	20%	19%	17%
Good	47%	48%	48%	49%	48%	51%	44%	48%	46%	46%	45%	45%
Neutral	22%	19%	22%	25%	28%	25%	34%	25%	25%	26%	28%	28%
Bad	3%	4%	8%	7%	7%	4%	6%	6%	6%	6%	7%	8%
Very bad	1%	0%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%
	(536)	(453)	(443)	(451)	(444)	(501)	(327)	(3,168)	(3,082)	(2,762)	(2,764)	(16,475)
16 In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?												
Yes	37%	26%	38%	37%	31%	34%	22%	33%	31%	-	-	-
No	63%	74%	62%	64%	69%	66%	78%	68%	69%	-	-	-
	(583)	(510)	(504)	(515)	(513)	(583)	(428)	(3,651)	(3,569)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
17 How satisfied are you with the City's recreation programs, classes, and events held at community centers, pools, facilities, or art centers?												
• Affordability												
Very satisfied	26%	24%	20%	31%	29%	25%	19%	25%	24%	20%	19%	20%
Satisfied	49%	44%	46%	42%	41%	48%	37%	44%	44%	46%	48%	47%
Neutral	20%	28%	27%	24%	26%	24%	31%	25%	26%	25%	24%	25%
Dissatisfied	4%	4%	5%	2%	3%	4%	10%	4%	4%	7%	6%	6%
Very dissatisfied	2%	1%	2%	1%	1%	0%	3%	1%	2%	2%	2%	2%
	(391)	(261)	(349)	(329)	(319)	(360)	(240)	(2,257)	(2,160)	(2,057)	(2,076)	(12,565)
• Variety												
Very satisfied	25%	22%	19%	30%	24%	24%	19%	24%	24%	20%	18%	19%
Satisfied	52%	47%	49%	41%	47%	48%	43%	47%	46%	49%	50%	48%
Neutral	20%	27%	29%	26%	25%	25%	32%	26%	26%	26%	26%	26%
Dissatisfied	2%	4%	3%	3%	3%	3%	5%	3%	3%	5%	5%	5%
Very dissatisfied	0%	0%	1%	1%	1%	0%	1%	0%	1%	2%	2%	2%
	(386)	(256)	(346)	(331)	(316)	(351)	(233)	(2,227)	(2,157)	(2,039)	(2,055)	(12,386)
• Quality of instruction, coaching, leadership, etc.												
Very satisfied	24%	18%	16%	23%	21%	17%	17%	20%	21%	17%	15%	16%
Satisfied	48%	42%	46%	42%	43%	47%	41%	44%	43%	45%	45%	43%
Neutral	27%	38%	35%	31%	33%	35%	37%	33%	34%	34%	34%	35%
Dissatisfied	1%	2%	3%	3%	3%	1%	3%	2%	2%	4%	4%	4%
Very dissatisfied	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	2%	2%
	(339)	(220)	(296)	(291)	(279)	(316)	(209)	(1,957)	(1,877)	(1,677)	(1,684)	(10,358)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
COMMUNITY DEVELOPMENT												
18 Has a new *commercial* development been completed in, or near, your neighborhood in the last 12 months?												
Yes	19%	36%	41%	50%	26%	42%	21%	34%	33%	-	-	-
No	82%	64%	59%	50%	74%	58%	79%	66%	67%	-	-	-
	(572)	(484)	(485)	(493)	(489)	(539)	(398)	(3,473)	(3,425)	-	-	-
If yes, how do you rate it on the following:												
• Attractiveness												
Very good	28%	18%	21%	23%	28%	22%	23%	23%	22%	-	-	-
Good	44%	51%	33%	50%	38%	47%	37%	44%	46%	-	-	-
Neutral	22%	23%	30%	18%	22%	20%	28%	23%	23%	-	-	-
Bad	5%	6%	11%	6%	7%	7%	9%	7%	7%	-	-	-
Very bad	1%	2%	5%	3%	6%	4%	4%	4%	3%	-	-	-
	(102)	(172)	(196)	(243)	(125)	(223)	(82)	(1,146)	(1,101)	-	-	-
• Improvement in your access to services & shopping												
Very good	16%	11%	17%	20%	26%	16%	13%	17%	16%	-	-	-
Good	30%	32%	30%	38%	36%	33%	32%	33%	35%	-	-	-
Neutral	40%	46%	37%	33%	21%	41%	41%	37%	38%	-	-	-
Bad	13%	8%	10%	5%	12%	6%	9%	8%	7%	-	-	-
Very bad	1%	3%	6%	4%	7%	4%	5%	4%	4%	-	-	-
	(94)	(158)	(190)	(237)	(121)	(216)	(76)	(1,095)	(1,053)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
19 Has a new *residential* development been completed in, or near, your neighborhood in the last 12 months?												
Yes	21%	34%	42%	49%	23%	30%	21%	31%	35%	-	-	-
No	80%	66%	58%	51%	77%	70%	79%	69%	65%	-	-	-
	(576)	(484)	(492)	(499)	(497)	(550)	(407)	(3,518)	(3,448)	-	-	-
If yes, how do you rate it on the following:												
• Attractiveness												
Very good	31%	22%	14%	13%	15%	25%	13%	19%	22%	-	-	-
Good	35%	48%	44%	45%	47%	38%	36%	43%	39%	-	-	-
Neutral	25%	22%	24%	23%	19%	19%	29%	23%	24%	-	-	-
Bad	7%	7%	11%	12%	13%	12%	18%	11%	11%	-	-	-
Very bad	3%	2%	6%	8%	5%	6%	5%	5%	5%	-	-	-
	(116)	(162)	(202)	(240)	(112)	(163)	(84)	(1,080)	(1,195)	-	-	-
• Improvement to your neighborhood as a place to live												
Very good	22%	16%	12%	10%	15%	15%	8%	14%	17%	-	-	-
Good	25%	36%	27%	31%	26%	31%	20%	29%	31%	-	-	-
Neutral	31%	33%	37%	40%	42%	36%	28%	36%	33%	-	-	-
Bad	21%	13%	15%	12%	11%	10%	19%	14%	12%	-	-	-
Very bad	2%	3%	9%	7%	6%	8%	26%	8%	7%	-	-	-
	(114)	(160)	(185)	(223)	(106)	(157)	(80)	(1,026)	(1,153)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
20 Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?												
Very good	13%	19%	10%	14%	12%	12%	9%	13%	16%	16%	15%	-
Good	46%	47%	47%	48%	43%	47%	36%	45%	46%	50%	53%	-
Neutral	23%	19%	27%	25%	31%	28%	35%	26%	24%	22%	20%	-
Bad	13%	9%	10%	10%	9%	10%	15%	11%	10%	9%	7%	-
Very bad	5%	6%	6%	4%	5%	4%	6%	5%	5%	4%	4%	-
	(566)	(508)	(451)	(481)	(465)	(550)	(354)	(3,389)	(3,339)	(2,892)	(2,891)	-
21 How do you rate Portland as a place to do business:												
Very good	8%	11%	10%	11%	11%	11%	10%	10%	11%	-	-	-
Good	42%	42%	43%	49%	45%	46%	34%	43%	43%	-	-	-
Neutral	26%	24%	32%	28%	32%	29%	35%	29%	28%	-	-	-
Bad	15%	15%	10%	7%	8%	9%	15%	11%	12%	-	-	-
Very bad	9%	8%	5%	5%	4%	5%	7%	6%	7%	-	-	-
	(494)	(415)	(440)	(436)	(441)	(500)	(354)	(3,093)	(3,043)	-	-	-
Do you own a business in Portland?												
Yes	21%	21%	15%	19%	18%	19%	8%	18%	17%	-	-	-
No	79%	79%	85%	81%	82%	81%	92%	82%	83%	-	-	-
	(563)	(489)	(493)	(496)	(490)	(558)	(413)	(3,515)	(3,446)	-	-	-
If yes, how many employees does your business employ:												
Self	45%	42%	63%	67%	65%	74%	64%	59%	59%	-	-	-
1	11%	14%	11%	9%	9%	6%	6%	10%	8%	-	-	-
2 - 50	35%	38%	26%	23%	25%	18%	24%	28%	29%	-	-	-
51 - 100	5%	6%	0%	1%	1%	2%	3%	3%	2%	-	-	-
101 - 499	3%	0%	0%	0%	0%	0%	3%	1%	2%	-	-	-
500 +	1%	0%	0%	0%	0%	0%	0%	0%	0%	-	-	-
	(119)	(102)	(73)	(94)	(89)	(104)	(33)	(616)	(582)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
22 How do you rate your neighbhorhood on:												
• Housing affordability?												
Very good	5%	4%	7%	3%	5%	5%	6%	5%	5%	6%	5%	5%
Good	40%	31%	44%	34%	43%	38%	45%	39%	41%	39%	34%	35%
Neutral	32%	35%	34%	34%	34%	34%	32%	34%	32%	30%	30%	31%
Bad	19%	26%	12%	25%	16%	20%	13%	19%	18%	22%	24%	23%
Very bad	4%	4%	3%	4%	2%	4%	4%	4%	3%	4%	6%	7%
	(569)	(498)	(490)	(496)	(502)	(564)	(387)	(3,521)	(3,436)	(2,980)	(3,096)	(18,842)
• Physical condition of housing?												
Very good	16%	28%	6%	17%	11%	11%	6%	14%	14%	13%	13%	13%
Good	63%	53%	43%	51%	51%	50%	40%	50%	53%	55%	55%	52%
Neutral	18%	15%	39%	26%	31%	30%	33%	27%	26%	24%	24%	26%
Bad	3%	2%	11%	6%	7%	9%	17%	8%	7%	7%	7%	8%
Very bad	0%	0%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%
	(587)	(508)	(499)	(516)	(514)	(573)	(414)	(3,626)	(3,554)	(3,085)	(3,186)	(19,588)
• Closeness of parks or open spaces?												
Very good	35%	47%	30%	36%	28%	31%	17%	33%	35%	31%	29%	29%
Good	52%	43%	57%	53%	51%	55%	52%	52%	50%	53%	54%	51%
Neutral	10%	8%	10%	9%	15%	12%	22%	12%	11%	11%	12%	13%
Bad	2%	2%	2%	2%	5%	1%	7%	3%	3%	4%	4%	5%
Very bad	1%	0%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%
	(587)	(507)	(505)	(516)	(510)	(579)	(413)	(3,632)	(3,556)	(3,071)	(3,180)	(19,559)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• Walking distance to public transit?												
Very good	37%	56%	41%	55%	44%	53%	28%	45%	46%	46%	43%	43%
Good	40%	26%	45%	39%	44%	40%	46%	40%	41%	41%	44%	43%
Neutral	10%	6%	9%	5%	11%	6%	16%	9%	7%	7%	7%	8%
Bad	9%	8%	4%	1%	2%	2%	8%	5%	4%	4%	4%	4%
Very bad	4%	5%	1%	0%	1%	0%	2%	2%	2%	2%	2%	2%
	(585)	(506)	(507)	(516)	(513)	(579)	(421)	(3,642)	(3,592)	(3,106)	(3,201)	(19,602)
• Access to shopping and other services?												
Very good	20%	44%	22%	42%	29%	33%	15%	30%	31%	30%	27%	28%
Good	44%	36%	45%	44%	46%	50%	47%	45%	45%	44%	47%	47%
Neutral	24%	11%	21%	11%	18%	13%	24%	17%	16%	17%	17%	16%
Bad	9%	7%	10%	2%	6%	4%	11%	7%	6%	8%	7%	6%
Very bad	2%	2%	3%	1%	1%	1%	2%	2%	2%	2%	2%	2%
	(590)	(508)	(502)	(521)	(509)	(581)	(422)	(3,647)	(3,593)	(3,120)	(3,212)	(19,683)
• On-street parking?												
Very good	17%	13%	19%	30%	26%	21%	11%	20%	21%	20%	17%	19%
Good	35%	29%	46%	45%	45%	50%	40%	42%	43%	41%	44%	43%
Neutral	25%	25%	17%	15%	17%	18%	29%	21%	18%	19%	21%	19%
Bad	16%	22%	13%	8%	10%	10%	14%	13%	13%	13%	14%	13%
Very bad	7%	11%	5%	2%	2%	2%	7%	5%	6%	7%	6%	6%
	(585)	(484)	(497)	(517)	(509)	(576)	(417)	(3,599)	(3,532)	(3,050)	(3,158)	(19,259)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
23 OVERALL, how do you rate the livability of:												
• Your neighborhood?												
Very good	50%	56%	28%	50%	38%	42%	18%	41%	42%	41%	38%	33%
Good	45%	34%	55%	42%	45%	47%	48%	45%	45%	47%	48%	48%
Neutral	5%	7%	12%	5%	12%	7%	22%	9%	10%	9%	11%	13%
Bad	1%	2%	4%	2%	4%	3%	10%	4%	2%	2%	3%	4%
Very bad	0%	1%	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%
	(596)	(508)	(501)	(520)	(518)	(582)	(433)	(3,673)	(3,611)	(3,130)	(3,219)	(19,726)
• The City as a whole?												
Very good	27%	36%	22%	39%	26%	29%	12%	28%	30%	31%	31%	28%
Good	53%	47%	51%	48%	52%	53%	49%	51%	50%	52%	51%	51%
Neutral	15%	13%	21%	10%	17%	14%	30%	17%	15%	13%	14%	15%
Bad	4%	3%	3%	3%	4%	3%	7%	4%	3%	3%	3%	5%
Very bad	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%
	(580)	(499)	(495)	(512)	(504)	(571)	(418)	(3,594)	(3,524)	(3,029)	(3,127)	(19,225)
24 In the past 12 months, how often have you been involved in a community project or attended a public meeting?												
More than 10 times	3%	4%	5%	6%	3%	3%	2%	4%	3%	2%	-	-
6 to 10 times	3%	2%	2%	3%	3%	5%	2%	3%	2%	2%	-	-
3 to 5 times	8%	8%	8%	9%	6%	5%	5%	7%	7%	6%	-	-
Once or twice	27%	29%	29%	27%	26%	23%	19%	26%	26%	26%	-	-
Never	59%	57%	56%	56%	63%	64%	73%	61%	63%	63%	-	-
	(581)	(491)	(484)	(506)	(496)	(568)	(418)	(3,559)	(3,502)	(3,075)	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
OVERALL GOVERNMENT												
25 OVERALL, how do you rate City government's job in providing services?												
Very good	5%	6%	3%	6%	4%	5%	3%	4%	5%	7%	9%	7%
Good	43%	50%	43%	52%	43%	43%	34%	44%	47%	55%	52%	48%
Neutral	38%	31%	42%	31%	38%	38%	42%	37%	35%	28%	29%	31%
Bad	10%	9%	9%	8%	11%	9%	15%	10%	9%	7%	8%	10%
Very bad	4%	4%	3%	2%	5%	5%	6%	4%	4%	3%	3%	4%
	(532)	(436)	(448)	(466)	(457)	(519)	(365)	(3,237)	(3,208)	(2,893)	(2,795)	(18,374)
26 OVERALL, how do you rate the **quality** of each of the following City services?												
• Police												
Very good	12%	13%	12%	7%	12%	11%	14%	12%	14%	14%	13%	13%
Good	49%	48%	41%	48%	45%	46%	53%	47%	46%	57%	53%	51%
Neutral	28%	24%	32%	30%	32%	30%	21%	29%	25%	21%	24%	24%
Bad	8%	12%	9%	13%	9%	10%	9%	10%	10%	7%	8%	8%
Very bad	2%	3%	6%	2%	3%	3%	3%	3%	4%	2%	2%	3%
	(534)	(454)	(479)	(477)	(482)	(537)	(417)	(3,394)	(3,351)	(2,807)	(2,873)	(18,314)
• Fire & Emergency Services												
Very good	32%	32%	30%	27%	33%	28%	32%	30%	34%	34%	32%	33%
Good	54%	55%	54%	60%	56%	59%	55%	56%	53%	58%	59%	58%
Neutral	13%	12%	15%	13%	11%	12%	13%	13%	13%	8%	9%	9%
Bad	1%	1%	1%	1%	0%	1%	0%	1%	0%	0%	5%	1%
Very bad	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(486)	(396)	(441)	(419)	(429)	(487)	(369)	(3,068)	(3,038)	(2,577)	(2,664)	(16,260)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2010	2009	2008	2007
• 9-1-1												
Very good	23%	23%	20%	18%	27%	24%	24%	23%	29%	26%	24%	22%
Good	53%	52%	54%	56%	53%	54%	55%	54%	51%	58%	56%	54%
Neutral	22%	23%	23%	23%	15%	20%	18%	20%	18%	14%	17%	20%
Bad	2%	2%	3%	4%	3%	1%	2%	3%	2%	2%	2%	4%
Very bad	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
	(418)	(320)	(398)	(355)	(390)	(408)	(341)	(2,642)	(2,678)	(2,225)	(2,288)	(14,477)
• Water												
Very good	26%	24%	17%	24%	21%	21%	18%	22%	25%	24%	22%	19%
Good	46%	54%	51%	50%	48%	53%	46%	50%	52%	56%	57%	54%
Neutral	16%	15%	19%	18%	21%	16%	23%	18%	17%	15%	15%	18%
Bad	8%	5%	9%	5%	7%	7%	9%	7%	5%	4%	5%	7%
Very bad	4%	2%	5%	3%	3%	4%	4%	4%	2%	2%	2%	2%
	(575)	(477)	(500)	(499)	(502)	(561)	(416)	(3,545)	(3,486)	(2,983)	(3,116)	(18,844)
• Parks												
Very good	35%	34%	31%	38%	31%	32%	18%	32%	33%	30%	30%	26%
Good	53%	53%	55%	49%	55%	55%	53%	53%	53%	56%	56%	56%
Neutral	11%	11%	12%	11%	12%	12%	25%	13%	12%	12%	11%	15%
Bad	1%	2%	1%	2%	2%	1%	3%	2%	1%	2%	3%	2%
Very bad	0%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%
	(578)	(494)	(493)	(502)	(492)	(568)	(390)	(3,532)	(3,463)	(2,970)	(3,075)	(18,777)
• Recreation centers/activities												
Very good	32%	24%	23%	26%	24%	25%	15%	25%	24%	23%	21%	21%
Good	50%	50%	53%	52%	54%	56%	46%	52%	51%	55%	54%	53%
Neutral	16%	23%	23%	20%	18%	18%	33%	21%	22%	20%	21%	23%
Bad	2%	2%	1%	1%	3%	0%	4%	2%	2%	3%	3%	3%
Very bad	0%	1%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%
	(493)	(348)	(426)	(410)	(391)	(451)	(325)	(2,858)	(2,808)	(2,293)	(2,389)	(14,198)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• Sewers												
Very good	8%	10%	7%	6%	6%	6%	8%	7%	8%	9%	10%	8%
Good	39%	41%	39%	41%	38%	40%	37%	39%	41%	46%	47%	45%
Neutral	33%	29%	36%	36%	36%	34%	33%	34%	35%	31%	27%	30%
Bad	15%	16%	14%	13%	14%	14%	16%	15%	13%	11%	13%	13%
Very bad	6%	4%	4%	5%	6%	5%	6%	5%	4%	3%	3%	4%
	(518)	(398)	(454)	(440)	(460)	(514)	(393)	(3,191)	(3,173)	(2,672)	(2,851)	(17,281)
• Storm drainage												
Very good	6%	6%	7%	4%	7%	4%	6%	6%	7%	8%	8%	6%
Good	34%	37%	35%	39%	37%	35%	29%	35%	35%	40%	41%	39%
Neutral	35%	31%	37%	36%	33%	37%	36%	35%	35%	32%	29%	31%
Bad	18%	21%	16%	17%	18%	17%	21%	18%	18%	17%	17%	19%
Very bad	6%	5%	5%	5%	5%	6%	8%	6%	5%	4%	5%	6%
	(532)	(422)	(459)	(456)	(475)	(525)	(396)	(3,279)	(3,232)	(2,736)	(2,868)	(17,559)
• Street maintenance												
Very good	4%	7%	4%	4%	4%	3%	4%	4%	5%	5%	5%	5%
Good	27%	36%	29%	34%	29%	32%	30%	31%	33%	34%	36%	35%
Neutral	32%	29%	35%	35%	32%	34%	32%	33%	32%	32%	31%	32%
Bad	25%	21%	26%	23%	26%	21%	26%	24%	22%	21%	20%	20%
Very bad	13%	8%	6%	5%	10%	10%	9%	9%	7%	8%	8%	8%
	(583)	(496)	(501)	(511)	(507)	(562)	(419)	(3,594)	(3,530)	(3,046)	(3,148)	(19,351)
• Street lighting												
Very good	6%	11%	5%	6%	7%	7%	8%	7%	9%	8%	8%	8%
Good	47%	53%	49%	54%	49%	49%	47%	50%	51%	52%	53%	51%
Neutral	34%	27%	33%	30%	31%	32%	32%	31%	29%	28%	28%	28%
Bad	10%	7%	10%	10%	11%	10%	10%	10%	9%	9%	9%	10%
Very bad	3%	1%	3%	1%	1%	3%	3%	2%	2%	3%	2%	3%
	(573)	(488)	(501)	(507)	(508)	(569)	(420)	(3,580)	(3,524)	(3,031)	(3,173)	(19,485)

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2010	2009	2008	2007
• Housing inspections												
Very good	6%	8%	4%	3%	6%	4%	5%	5%	5%	-	-	-
Good	22%	29%	24%	30%	20%	28%	17%	24%	26%	-	-	-
Neutral	63%	49%	52%	49%	57%	54%	54%	54%	55%	-	-	-
Bad	6%	8%	14%	14%	9%	8%	18%	11%	9%	-	-	-
Very bad	3%	6%	6%	5%	9%	6%	7%	6%	5%	-	-	-
	(277)	(223)	(270)	(267)	(257)	(282)	(222)	(1,808)	(1,785)	-	-	-
• Nuisance inspections												
Very good	5%	3%	3%	3%	5%	4%	5%	4%	4%	-	-	-
Good	16%	24%	16%	23%	16%	22%	16%	19%	21%	-	-	-
Neutral	63%	46%	43%	47%	53%	47%	47%	49%	50%	-	-	-
Bad	10%	14%	25%	19%	15%	17%	23%	18%	17%	-	-	-
Very bad	7%	13%	13%	8%	12%	9%	10%	10%	9%	-	-	-
	(230)	(209)	(272)	(254)	(250)	(289)	(232)	(1,748)	(1,770)	-	-	-
• Planning for future land use												
Very good	7%	11%	6%	11%	8%	8%	3%	8%	8%	7%	9%	7%
Good	34%	36%	31%	39%	31%	35%	16%	32%	32%	36%	36%	32%
Neutral	40%	34%	42%	34%	42%	37%	46%	39%	40%	34%	33%	34%
Bad	11%	14%	14%	11%	11%	15%	21%	14%	13%	15%	13%	17%
Very bad	8%	5%	7%	6%	7%	6%	14%	7%	7%	8%	8%	11%
	(385)	(330)	(351)	(341)	(337)	(373)	(240)	(2,370)	(2,376)	(2,084)	(2,259)	(15,513)
• Opportunities to influence government decisions												
Very good	5%	5%	2%	7%	4%	5%	4%	4%	4%	5%	-	-
Good	22%	29%	24%	27%	20%	23%	10%	22%	24%	27%	-	-
Neutral	40%	39%	39%	42%	44%	39%	43%	41%	42%	39%	-	-
Bad	18%	14%	22%	14%	18%	17%	22%	18%	17%	17%	-	-
Very bad	15%	13%	14%	11%	15%	16%	21%	15%	13%	13%	-	-
	(396)	(334)	(349)	(337)	(365)	(385)	(268)	(2,447)	(2,483)	(2,115)	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2010	2009	2008	2007
DEMOGRAPHICS												
What is your sex?												
Male	41%	47%	39%	34%	33%	39%	40%	39%	39%	40%	41%	39%
Female	59%	53%	61%	66%	67%	61%	60%	61%	61%	60%	59%	61%
	(587)	(506)	(501)	(516)	(513)	(581)	(431)	(3,650)	(3,566)	(3,117)	(3,227)	(19,525)
What is your age?												
Under 20	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
20-29	5%	9%	6%	8%	4%	7%	6%	6%	8%	8%	8%	9%
30-44	22%	21%	34%	36%	28%	32%	22%	28%	28%	28%	27%	28%
45-59	37%	33%	28%	25%	34%	28%	32%	31%	31%	30%	34%	31%
60-74	27%	29%	25%	23%	24%	23%	26%	25%	24%	23%	21%	21%
Over 74	9%	7%	8%	8%	10%	10%	15%	9%	9%	12%	10%	11%
	(588)	(506)	(505)	(517)	(518)	(582)	(431)	(3,662)	(3,585)	(3,080)	(3,187)	(19,869)
In the past 12 months what was your pre-tax income?												
No income	4%	3%	3%	3%	4%	5%	5%	4%	4%	-	-	-
Less than $20,000	7%	12%	16%	16%	13%	12%	18%	13%	14%	-	-	-
$20,000 - $34,999	13%	12%	23%	18%	24%	23%	27%	20%	21%	-	-	-
$35,000 - $74,999	33%	25%	41%	33%	36%	37%	38%	35%	35%	-	-	-
75,000 - $149,999	30%	29%	15%	22%	20%	18%	13%	21%	20%	-	-	-
$150,000 +	14%	19%	2%	8%	4%	5%	1%	8%	7%	-	-	-
	(556)	(479)	(477)	(499)	(495)	(561)	(401)	(3,481)	(3,383)	-	-	-

2011 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2010	2009	2008	2007
Which of these is closest to describing your ethnic background?												
Caucasian/White	90%	89%	85%	79%	87%	88%	82%	86%	86%	86%	85%	87%
African American/Black	0%	1%	7%	10%	3%	1%	2%	3%	3%	3%	4%	3%
Asian or Pacific Islander	5%	6%	3%	3%	5%	5%	9%	5%	5%	5%	5%	5%
Native American/Indian	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
Hispanic/Latino	1%	1%	3%	3%	2%	2%	3%	2%	2%	2%	2%	2%
Other	3%	4%	3%	4%	2%	4%	3%	3%	3%	4%	4%	4%
	(580)	(498)	(495)	(505)	(514)	(572)	(426)	(3,605)	(3,530)	(3,069)	(3,194)	(19,659)
How much education have you completed?												
Elementary school	0%	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%	0%
Some high school	1%	0%	2%	1%	4%	2%	4%	2%	2%	2%	3%	2%
High school grad	4%	3%	15%	7%	12%	13%	22%	11%	11%	11%	10%	10%
Some college	18%	16%	28%	21%	29%	24%	37%	24%	26%	26%	26%	32%
College grad or more	77%	80%	55%	70%	55%	61%	36%	63%	61%	62%	62%	56%
	(592)	(506)	(506)	(520)	(521)	(583)	(429)	(3,672)	(3,593)	(3,134)	(3,223)	(19,895)

NOTES:

1) The survey accuracy of 2011 City Total figures is +/- 1.6 percent.

2) The survey accuracy in any of the coalitions for 2011 ranges from +/- 4.0 to +/- 4.7 percent.

3) Total number of respondents shown in parentheses.

4) Percents may not add to 100 due to rounding.

5) Coalition totals may not add to City Total.

SURVEY FORM

2011 Portland Community Survey

For each question, darken the **one** bubble that best fits your opinion, like this: ● , with a **black** or **blue** pen if possible.

PUBLIC SAFETY

	VERY SAFE	SAFE	NEUTRAL	UNSAFE	VERY UNSAFE	DON'T KNOW
1. How safe would you feel walking alone **during the day**:						
• in your neighborhood?	○	○	○	○	○	○
• in the park closest to you?	○	○	○	○	○	○
• downtown?	○	○	○	○	○	○
How safe would you feel walking alone **at night**:						
• in your neighborhood?	○	○	○	○	○	○
• in the park closest to you?	○	○	○	○	○	○
• downtown?	○	○	○	○	○	○

2. Do you know where to get assistance if you want to start or join a community group that works on crime issues?	○ YES	○ NO
3. Did anyone break into, or burglarize, your home during the last 12 months?	○ YES	○ NO
If yes: Was it reported to the police?	○ YES	○ NO
4. Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?	○ YES	○ NO
If yes: Was it reported to the police?	○ YES	○ NO

	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
5. How do you rate the City of Portland's efforts to regulate conduct of Portland police officers:						
• Internal Police Bureau efforts?	○	○	○	○	○	○
• Auditor's Independent Police Review Division efforts?	○	○	○	○	○	○

6. Did you call 9-1-1 for an emergency in the last 12 months?	○ YES	○ NO

	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
If yes: How do you rate the services you received on the phone from the 9-1-1 calltaker?	○	○	○	○	○	○

	UP TO 1 MONTH	UP TO 1 WEEK	UP TO 3 DAYS	1 DAY	NO SUPPLIES	DON'T KNOW
7. If a disaster were to occur, you would have enough supplies to take care of your household for:	○	○	○	○	○	○

PUBLIC UTILITIES

	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
8. How do you rate the tap water provided by the City?	○	○	○	○	○	○
9. How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?	○	○	○	○	○	○
10. How do you rate garbage/recycling service:						
• cost?	○	○	○	○	○	○
• quality?	○	○	○	○	○	○

TRANSPORT.

	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
11. How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:						
• during peak traffic hours, that is 7-9 a.m. and 3:30 - 6:00 p.m.?	○	○	○	○	○	○
• during off-peak traffic hours?	○	○	○	○	○	○

TRANSPORTATION

12. In the past 7 days, what was your **primary** form of transportation?	DRIVE ALONE	CARPOOL	PUBLIC TRANSIT	WALK	BIKE	OTHER
• To get to and from work only (choose one):	○	○	○	○	○	○
• For all trips - shopping, errands, work (choose one):	○	○	○	○	○	○

13. How do you rate streets in your neighborhood on:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• smoothness?	○	○	○	○	○	○
• cleanliness?	○	○	○	○	○	○
• speeding vehicles?	○	○	○	○	○	○
• safety of pedestrians?	○	○	○	○	○	○
• safety of bicyclists?	○	○	○	○	○	○

PARKS & RECREATION

14. In the past 12 months, how many times did you:	DAILY	WEEKLY	MONTHLY	A FEW TIMES	NEVER	DON'T KNOW
• visit any City park?	○	○	○	○	○	○
• visit a City park near your home?	○	○	○	○	○	○

15. How do you rate the quality of the parks near your home in the following categories?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• well-maintained grounds	○	○	○	○	○	○
• well-maintained facilities	○	○	○	○	○	○

16. In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity? ○ YES ○ NO

17. How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, sports facilities or art centers?	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATIS.	DON'T KNOW
• affordability	○	○	○	○	○	○
• variety	○	○	○	○	○	○
• quality of instruction, coaching, leadership, etc.	○	○	○	○	○	○

COMMUNITY DEVELOPMENT

18. Has a new **commercial** development been completed in, or near, your neighborhood in the last 12 months? ○ YES ○ NO

If yes: How do you rate it on the following?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• attractiveness	○	○	○	○	○	○
• improvement in your access to services & shopping	○	○	○	○	○	○

19. Has a new **residential** development been completed in, or near, your neighborhood in the last 12 months? ○ YES ○ NO

If yes: How do you rate it on the following?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• attractiveness	○	○	○	○	○	○
• improvement to your neighborhood as a place to live	○	○	○	○	○	○

20. **Overall**, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	○	○	○	○	○	○

21. How do you rate Portland as a place to do business?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	○	○	○	○	○	○

• Do you own a business in Portland? ○ YES ○ NO

If yes: How many employees does your business employ?	SELF	1	2-50	51-100	101-499	500+
	○	○	○	○	○	○

COMMUNITY DEVELOPMENT

22. How do you rate your neighborhood on:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• housing affordability?	○	○	○	○	○	○
• physical condition of housing?	○	○	○	○	○	○
• closeness of parks or open spaces?	○	○	○	○	○	○
• walking distance to public transit?	○	○	○	○	○	○
• access to shopping and other services?	○	○	○	○	○	○
• on-street parking?	○	○	○	○	○	○

23. **Overall**, how do you rate the livability of:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• your neighborhood?	○	○	○	○	○	○
• the City as a whole?	○	○	○	○	○	○

24. In the past 12 months, how often have you been involved in a community project or attended a public meeting?	MORE THAN 10 TIMES	6 TO 10 TIMES	3 TO 5 TIMES	ONCE OR TWICE	NEVER	DON'T KNOW
	○	○	○	○	○	○

OVERALL GOVERNMENT

25. **Overall**, how do you rate City government's job in providing services?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	○	○	○	○	○	○

26. **Overall**, how do you rate the **quality** of each of the following City services?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
• Police	○	○	○	○	○	○
• Fire & Emergency Services	○	○	○	○	○	○
• 9-1-1	○	○	○	○	○	○
• Water	○	○	○	○	○	○
• Parks	○	○	○	○	○	○
• Recreation centers/activities	○	○	○	○	○	○
• Sewers	○	○	○	○	○	○
• Storm drainage	○	○	○	○	○	○
• Street maintenance	○	○	○	○	○	○
• Street lighting	○	○	○	○	○	○
• Housing inspections	○	○	○	○	○	○
• Nuisance inspections	○	○	○	○	○	○
• Planning for future land use	○	○	○	○	○	○
• Opportunities to influence government decisions	○	○	○	○	○	○

DEMOGRAPHICS

Your survey is **anonymous**. The following questions are included only to help us know how well our results represent all residents.

What is your sex?	○ Male	○ Female				
What is your age?	Under 20 ○	20-29 ○	30-44 ○	45-59 ○	60-74 ○	Over 74 ○
In the past 12 months what was your pre-tax income?	No income ○		$20,000 - $34,999 ○		$75,000 - $149,000 ○	
	Less than $20,000 ○		$35,000 - $74,999 ○		$150,000 or more ○	
Which of these is closest to describing your ethnic background?	○ Caucasian/White		○ Asian or Pacific Islander		○ Hisp./Latino	
	○ African-American/Black		○ Native American/Indian		○ Other	
How much education have you completed?	○ Elementary		○ High school graduate		○ College grad or more	
	○ Some high school		○ Some college			

End of survey – THANK YOU VERY MUCH!

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City of Portland 21st Annual Community Survey Results

(Report #409, December 2011)

Audit Team: Jennifer Scott, Bob MacKay

LaVonne Griffin-Valade, City Auditor
Drummond Kahn, Director of Audit Services

Other recent audit reports:

Span of Control: Although numbers are reported, bureaus lack organizational structure goals (#397, August 2011)

Portland's Fiscal Sustainability and Financial Condition: Actions now can reduce risk of future problems (#399, July 2011)

Portland Center for the Performing Arts: Outsourced management good for the City, but agreements and oversight need improvement (#393, June 2011)

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