



CITY OF PORTLAND

22nd ANNUAL COMMUNITY SURVEY RESULTS

October 2012

LaVonne Griffin-Valade
City Auditor

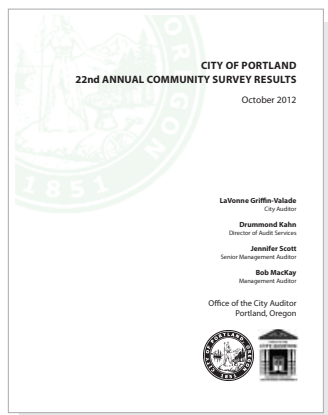
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October 30, 2012

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

SUBJECT: *City of Portland 22nd Annual Community Survey Results* (Report #428)

This report presents the results of our 22nd annual Community Survey. From June through August, we asked Portlanders about their views on the quality of a variety of City services, and thousands of residents responded. Most love their city and their neighborhoods, but gave mixed ratings to many City services.

Our report includes survey details specific to each of Portland's seven neighborhood coalitions, in addition to citywide data, and compares 2012 survey responses with results from years prior. We sent the survey to 9,800 randomly-selected households, and 3,468 valid surveys – or 37 percent – were returned. We calculated the citywide survey accuracy to be ± 1.7 percent, while accuracy by neighborhood coalition ranged from ± 4.2 to ± 4.9 percent.

The purpose of our community survey is to provide the public and policy makers with information regarding resident satisfaction with City services. We encourage Council and bureau managers to study differences in community perceptions included in the survey and to consider where improvements in services are needed. 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
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Attachment

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SUMMARY

Summary

This is the City Auditor's 22nd annual survey of Portlanders to gather their perceptions of City services. We sent surveys to 9,800 randomly selected households. This allowed us to collect resident opinions in each of Portland's seven neighborhood coalition areas and for the city overall.

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

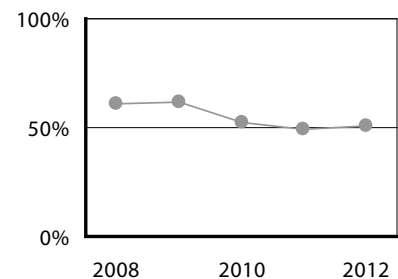
Portlanders have opinions about City government services, and any changes in these opinions over time can be studied by managers and elected officials to find areas for potential improvement, as well as to identify programs with high public satisfaction. Our report includes changes in ratings of City services only when those changes are statistically significant.

Most survey respondents feel positively about their city and their neighborhoods. While the majority of residents view some City services as very good or good in 2012, other services receive less positive ratings.

- Citywide, 79 percent of residents felt positively about city livability and 86 percent felt positively about their neighborhood's livability.

- Residents felt less positive about the overall job City government is doing in 2012 than they did in 2008. In 2008, 60 percent of residents rated City government's overall job as very good or good, compared to 51 percent of residents in 2012.

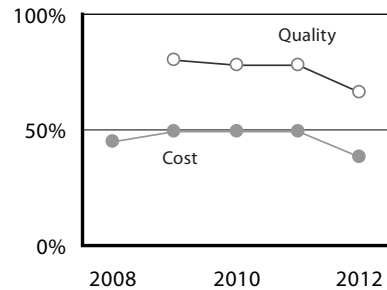
Rating of overall City government job in providing services
(percent very good or good)



- Ratings of the City's job in making downtown a good place for recreation, shopping, working and living went down from 69 percent in 2008 to 59 percent in 2012.

- Resident perception of garbage and recycling service quality and cost were lower in 2012, the first year we surveyed residents after the introduction of every-other-week garbage pick up and curbside composting. Between 2011 and 2012, ratings of garbage and recycling service quality declined 12 percentage points, and ratings of the cost dropped 11 percentage points.

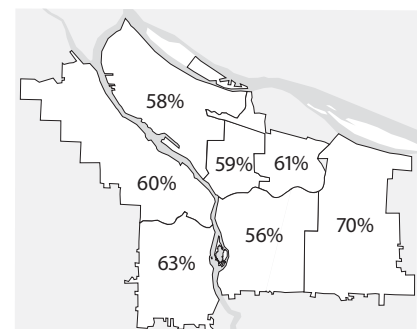
Rating of garbage/recycling
(percent very good or good)



- Overall satisfaction with fire and emergency, police, and 9-1-1 services remained positive in 2012, but the overall rating of police services was down from 2008. Residents felt as safe in their neighborhoods, parks and downtown as they did in 2008. Residents' disaster preparedness remained unchanged since 2010.

- Ratings of police services vary by neighborhood coalition. In 2012, 70 percent of East coalition residents rated police services as very good or good, compared to 56 percent of residents in the Southeast coalition who rated it positively.

Rating of police service quality
(as very good or good)



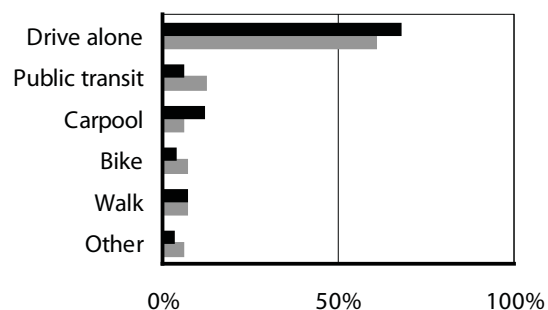
- Satisfaction with City parks and recreation services remained high, with 84 percent of residents rating parks as very good or good, and 72 percent rating recreation services highly.
- In 2012, 42 percent of residents visited a City park near their home either daily or weekly. The highest rate of park visits – 56 percent – was in the Northwest/Downtown coalition, while the lowest rate – 20 percent – was in the East coalition.

Summary

- Of the residents who reported owning a business in 2012, 50 percent felt that Portland was a very good or good place to do business.
- Although ratings of overall sewer and storm drainage services decreased since 2008, when asked how well the sewer and storm drainage systems protect water quality in local rivers, 55% of residents rated them positively in 2012, a 20 percentage point increase from 2008.
- Resident ratings of street maintenance, street smoothness, and street lighting all declined since 2008. 33 percent of residents in 2012 rated street maintenance as very good or good, compared to 41 percent in 2008.
- Residents reported feeling better about the speed of vehicles traveling on neighborhood streets.
- In 2012, the majority of residents citywide (61 percent) indicated they drove to work alone, while 12 percent took public transit.

Primary means of transportation

● All trips ● Commute only



Seven percent of residents commuted to work by bike and the same amount reported walking, while six percent indicated they traveled in a carpool. When considering all trips (shopping, errands, work, etc.), 68 percent drove alone, with six percent taking public transit and 12 percent carpooling.

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 22.

SURVEY HIGHLIGHTS

Public Safety

OVERVIEW

Overall satisfaction with fire and emergency, police, and 9-1-1 services remained positive in 2012, but overall rating of police services declined. Residents felt as safe in their neighborhoods, parks and downtown as they did in 2008. Residents' disaster preparedness remained unchanged since 2010.

Overall resident ratings of Public Safety services

(percent very good or good)

	2008	2009	2010	2011	2012
Police	66%	70%	60%	59%	61%
Fire & Emergency Services	91%	91%	87%	87%	87%
9-1-1	80%	84%	80%	76%	77%

TRENDS

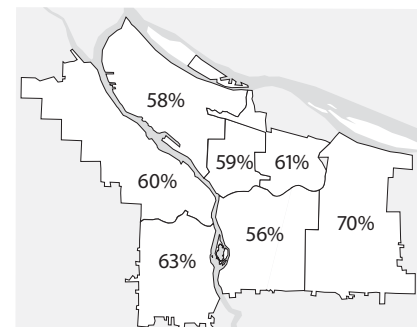
Overall satisfaction with public safety services remained positive in 2012. 61 percent of residents felt positively about police services in 2012, a five percentage point decrease from 2008. In 2012, 87 percent of residents rated fire and emergency services as very good or good, while 77 percent of residents felt positively about 9-1-1 services.

Ratings of police services vary by neighborhood coalition. In 2012, 70 percent of East coalition residents rated police services as very good or good, compared to 56 percent of residents in the Southeast coalition who rated it positively.

In 2012, 35 percent of residents gave positive ratings to the efforts of both the Police

Bureau and the Auditor's Independent Police Review division (IPR) to regulate police conduct. The majority of residents felt neutral about IPR's efforts (44 percent), and 21 percent felt negatively. When rating the Police Bureau's efforts, 35 percent felt neutral and 30 percent felt negatively.

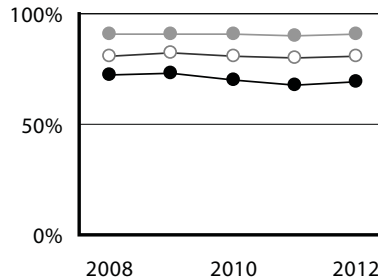
Rating of police service quality (percent very good or good)



Rating of safety during day

(percent very safe or safe)

● Neighborhood ○ Park ● Downtown

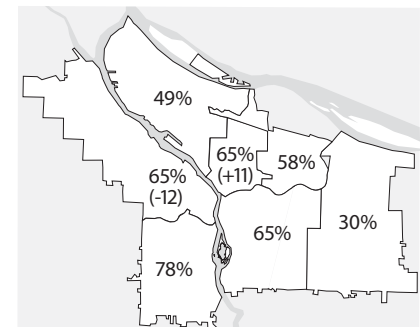


Residents reported feeling about as safe in their neighborhoods, parks, and downtown during the day as they did in 2008. In 2012, 91 percent of residents felt safe in their neighborhood during the day, 81 percent felt safe in their closest park, and 69 percent felt safe downtown.

Residents' feeling of safety at night in their neighborhoods, parks, and downtown did not change over our last five annual surveys. Citywide, the majority of residents reported feeling very safe or safe in their neighborhoods at night (60 percent). However, when rating their safety in parks or downtown at night, residents were less positive – 30 percent of residents reported feeling very safe or safe in their neighborhood parks and downtown at night.

Nighttime safety ratings varied by coalition. 78 percent of residents in the Southwest coalition felt very safe or safe in their neighborhood at night, while 30 percent of residents in the East felt very safe or safe. Residents in Inner Northeast reported feeling safer in their neighborhoods and parks at night than they did in 2008. Northwest/Downtown residents' feelings of safety in their neighborhoods went down 12 percentage points since 2008.

Rating of safety in neighborhood at night as very safe or safe (and change since 2008)



Residents reported being as prepared for a disaster in 2012 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 17 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. Since we began asking this question in 2010, residents' rating of household disaster preparedness has not changed.

Public Utilities

OVERVIEW

Resident satisfaction with overall water service quality remained positive in 2012. However, fewer residents had positive opinions of City sewer and storm drainage services than they did in 2008.

This is our first community survey since the City introduced every-other-week garbage pick up and curbside composting. The majority of residents viewed the quality of garbage and recycling service less positively than in past years. Ratings for the cost of garbage and recycling also declined in 2012.

Resident ratings of Public Utility services

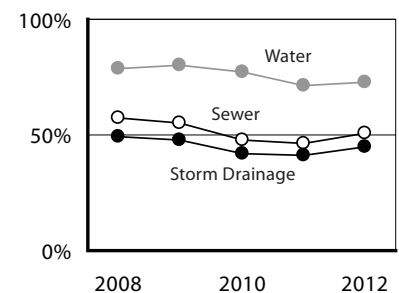
(percent very good or good)

	2008	2009	2010	2011	2012
Water	79%	80%	77%	71%	73%
Sewer	57%	55%	48%	46%	51%
Storm drainage	49%	48%	42%	41%	45%

TRENDS

Resident ratings of City public utility services were mixed in 2012 and were less positive than in 2008. 73 percent of residents rated overall water service quality as very good or good in 2012, a six percentage point reduction from 2008. 51 percent of residents rated sewer services positively, a more than five percentage point decrease from 2008. Less than half of residents (45%), rated storm drainage services positively, a four percentage point decline from 2008.

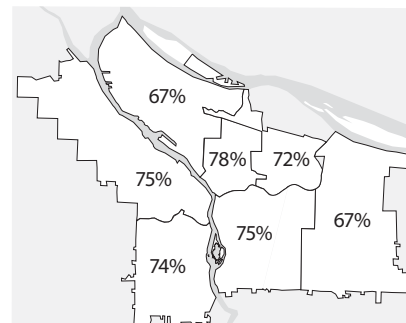
Rating of Public Utilities Service quality (percent very good or good)



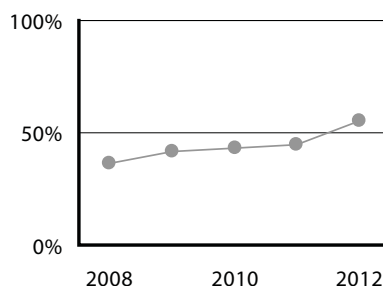
Citywide, 85 percent of residents felt positively about tap water in 2012, this rating has been relatively steady since 2008.

Resident ratings of the quality of water services varied by neighborhood coalition, but were relatively unchanged from 2008.

Rating of overall water service quality (percent very good or good)



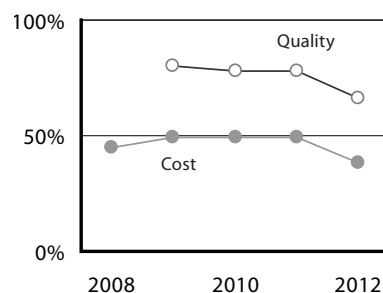
Rating of how well sewers and drainage systems protect rivers (percent very good or good)



Although ratings of overall sewer and storm drainage services decreased since 2008, when asked how well the sewer and storm drainage systems protect water quality in local rivers, 55% of residents rated them positively in 2012, a 20 percentage point increase from 2008.

In 2012, 66 percent of residents felt positively about garbage and recycling service quality. However, when evaluating the cost of the service, 38 percent of residents felt positively. Resident perception of garbage and recycling service quality and cost had been relatively steady, but ratings decreased in 2012, the first year we surveyed

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



residents after the introduction of every-other-week garbage pick up and curbside composting. Between 2011 and 2012, resident ratings of garbage and recycling service quality went down 12 percentage points, and ratings of the cost were 11 percentage points lower.

Transportation

OVERVIEW

Resident ratings of street maintenance, street smoothness, and street lighting all declined since 2008. During the same time frame, residents reported feeling better about the speed of vehicles traveling on neighborhood streets. The majority of residents continued to drive alone in 2012.

Resident ratings of Transportation services

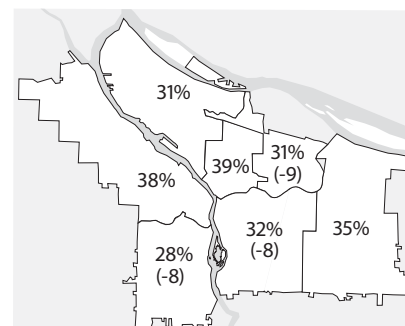
(percent very good or good)

	2008	2009	2010	2011	2012
Street maintenance	41%	39%	38%	35%	33%
Street lighting	61%	61%	60%	57%	56%

TRENDS

In 2012, 33 percent of residents citywide rated City street maintenance services positively, an eight percentage point decline from 2008. Ratings were also lower in the Southwest, Southeast, and Central Northeast neighborhood coalitions from 2008.

Rating of city street maintenance as very good or good (and change since 2008)

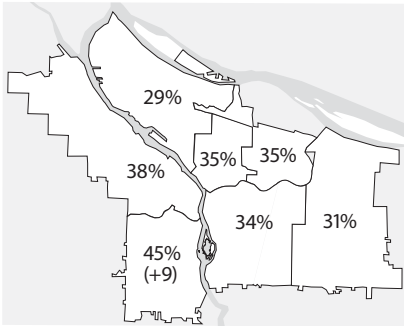


Street lighting ratings also declined since 2008 (five percentage points), with 56 percent of residents feeling positive about the quality of the City's street lighting services in 2012. The Northwest/Downtown neighborhood coalition reported the largest decline in ratings of street lighting, which went down 13 percentage points from 70 percent in 2008 to 57 percent in 2012.

Resident ratings of traffic flow on major streets during peak hours remained flat. In both 2012 and 2008, 23 percent of residents reported feeling very good or good about congestion on major streets during peak traffic hours. Congestion on major streets during off-peak traffic hours also remained unchanged since 2008.

When considering neighborhood streets, residents rated street smoothness lower than they did in 2008. In 2012, 47 percent of residents felt positively about street smoothness in their neighborhoods, compared to 53 percent in 2008. However, residents reported feeling better about the speed of vehicles on neighborhood streets than they did in 2008. In 2012, 36 percent reported feeling very good or good about the speed of vehicles traveling on neighborhood streets, a five percentage point increase from 2008. Southwest was the only neighborhood coalition where this increase in favorable ratings was seen – 45 percent compared to 36 percent in 2008.

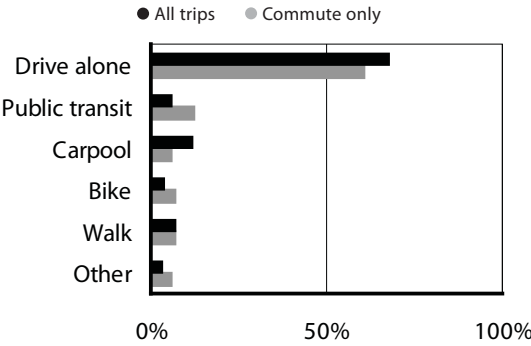
Rating of vehicle speed on neighborhood streets as very good or good (and change since 2008)



In 2012, the majority of residents citywide (61 percent) indicated they drove to work alone, while 12 percent took public transit. Seven percent of residents commuted to work by bike and the same amount reported walking, while six percent indicated they traveled

in a carpool. When considering all trips (shopping, errands, work, etc.), 68 percent drove alone, with six percent taking public transit and 12 percent carpooling. In the three years that we have asked these questions about commuting to work and general commuting, the numbers have remained unchanged.

Primary means of transportation



The percentage of residents who reported driving alone to work varied among the neighborhood coalitions. In 2012, residents in the Southwest and East coalitions had the highest rates (74 and 71 percent respectively) and the Northwest/Downtown coalition the lowest, with 44 percent driving alone.

Parks and Recreation

OVERVIEW

In 2012, most residents rated the overall quality of both City parks and City recreation services positively. 42 percent of residents reported visiting a City park near their home either daily or weekly, while 30 percent reported that someone from their household participated in a Portland Parks and Recreation activity. The majority of residents continue to feel positively about the affordability, variety, and instructional quality of City recreation programs.

Resident ratings of Parks and Recreation services

(percent very good or good)

	2008	2009	2010	2011	2012
Parks	86%	86%	86%	85%	84%
Recreation	76%	77%	76%	77%	72%

TRENDS

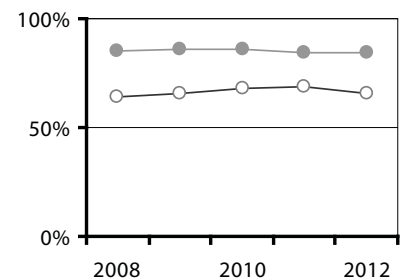
Resident satisfaction with City parks and recreation services remained relatively steady from prior years. In 2012, 84 percent of residents felt very good or good about parks, and 72 percent felt positively about recreation services.

Residents rated the quality of parks' grounds and facilities near their homes positively in 2012. 66 percent of residents felt very good or good about the condition of facilities in City parks near their homes. 84 percent of residents rated the quality of parks' grounds near their homes positively.

Rating of neighborhood park quality

(percent very good or good)

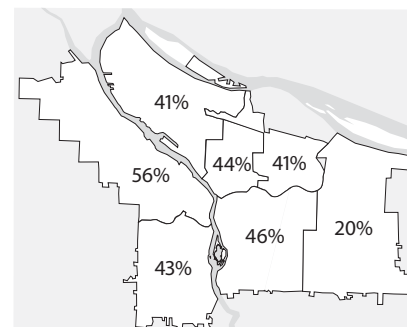
● Grounds ○ Facilities



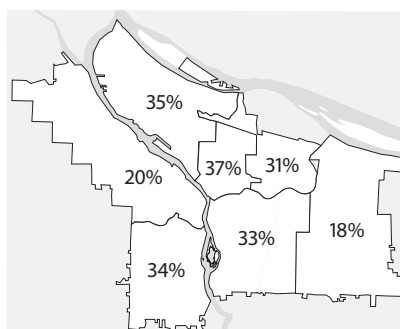
Inner Northeast coalition residents had the most positive ratings of parks' grounds (88 percent) while Southwest and Northwest/Downtown coalitions had the most positive ratings of parks' facilities (74 percent each). Residents in the East coalition had the least positive ratings of both parks' grounds and facilities (72 percent and 56 percent, respectively).

In 2012, 42 percent of residents citywide reported visiting a City park near their home either daily or weekly in the last 12 months. The highest rate at the neighborhood coalition-level was reported by residents in the Northwest/Downtown (56 percent). The lowest rate of daily or weekly visits was reported by residents in the East (20 percent).

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



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



30 percent of residents reported that at least one member of their household had participated in a Portland Parks and Recreation activity in the last 12 months. Two neighborhood coalitions had household participation below the citywide rate – 18 percent of residents in the East coalition, and 20 percent of residents in Northwest/Downtown.

Positive ratings of the affordability, variety, and the quality of instruction, coaching, and leadership in City recreation programs remained largely unchanged from prior years. Residents who had a household member participate in a recreation activity had more positive feelings about the affordability, variety, and quality of instruction than residents whose households had no member participate in a recreation activity.

Community Development

OVERVIEW

Resident ratings of neighborhood and city livability remained steady since 2008, while ratings of neighborhood housing affordability improved. Over half of residents felt new residential development enhanced the attractiveness of their neighborhood, but fewer felt that it improved their neighborhood's livability. Half of residents who own a business felt Portland was a very good or good place to do business.

Resident ratings of livability

(percent very good or good)

	2008	2009	2010	2011	2012
City livability	82%	83%	81%	78%	79%
Neighborhood livability	86%	88%	87%	86%	86%

TRENDS

In 2012, resident views of neighborhood and city livability remained relatively unchanged from 2008. Citywide, 86 and 79 percent of residents felt positively about the livability of their neighborhood and the city, respectively. When asked to rate the City's job in making downtown a good place to shop, work, live, and recreate, residents' positive ratings decreased from 69 percent in 2008 to 59 percent in 2012.

Citywide, resident feelings on neighborhood distance to transit, access to services, neighborhood proximity to parks, and on-street parking were relatively steady since 2008.

Opinions on factors that contribute to livable neighborhoods varied by coalition, some of these factors include closeness to parks, distance to public transit and on-street parking.

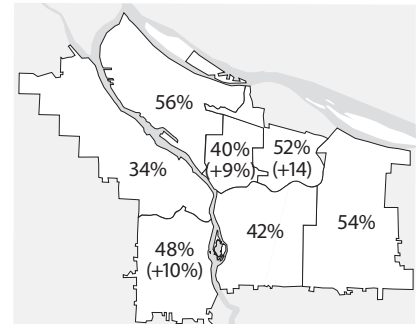
Neighborhood livability factors

(percent very good or good)

	Close to parks	Close to transit	On-street Parking
Central NE	78%	86%	68%
East	64%	80%	51%
Inner NE	88%	94%	76%
North	86%	88%	69%
NW/Downtown	89%	82%	41%
Southeast	89%	91%	68%
Southwest	87%	74%	52%

Resident ratings of housing affordability improved since 2008. 46 percent of residents rated neighborhood housing affordability positively in 2012, up from 39 percent in 2008. Three out of seven coalitions rated housing affordability higher than they did in 2008.

Rating of housing affordability as very good or good
(and change since 2008)

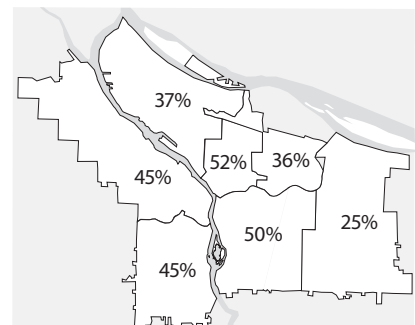


Though residents reported less commercial development in their neighborhoods than in 2008, the majority rated the impact positively in 2012. 65 percent of residents felt new commercial development improved the attractiveness of their neighborhood and 50 percent felt it improved access to services.

56 percent of residents citywide rated the attractiveness of residential development completed in the last 12 months positively in 2012, and 45 percent felt completed residential development improved their neighborhood as a place to live. Ratings of residential development varied between coalitions. For example, 66 percent of Northwest/Downtown residents felt positively about the attractiveness of new residential development and 50 percent felt that it improved their neighborhoods. On the other hand, 41 percent of East residents rated the attractiveness of new residential development positively, and 26 percent reported that it improved their neighborhoods.

In 2012, 29 and 22 percent of residents citywide felt positively about the quality of City housing inspection services and nuisance inspection services, respectively. Citywide, 42 percent of residents felt positive about planning for future land use, but responses varied greatly by coalition.

Rating of planning for future land use
(percent very good or good)



50 percent of residents who reported owning a business in Portland felt that Portland was a very good or good place to do business in 2012.

SURVEY METHODOLOGY

Survey Methodology

The City Auditor's annual Community Survey was conducted for the 22nd year in June through August, 2012. 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. We asked respondents to remove the address page of the survey so that survey responses would be anonymous.

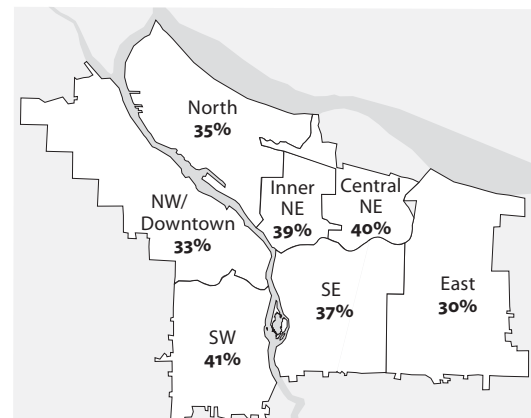
Response rate

In June 2012, we mailed 9,800 introductory postcards and surveys to residents representing households in each of the city's seven neighborhood district coalition areas. Three

weeks after the initial survey was sent, we sent a reminder postcard, with a reminder survey following two weeks later. There were 309 postcards or surveys returned to us as undeliverable (due to bad addresses, etc.), leaving a total of 9,491 usable addresses for our response rate

calculation. 3,468 completed surveys were returned, resulting in a citywide response rate of 37 percent.

2012 COMMUNITY SURVEY RESPONSE RATE BY NEIGHBORHOOD COALITION AREAS



Survey reliability

The citywide survey accuracy, at the conventional 95 percent confidence level, is ± 1.7 percent based on the 3,468 returns. Within each of the seven coalitions, the accuracy ranges from ± 4.2 to ± 4.9 percent.

Representativeness of respondents

We compared demographic information supplied by the respondents to 2010 Census data in order to assess how closely our sample matches 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.

Prior to conducting the 2012 survey, we weighted our 2011 Community Survey data to match 2010 Census race and ethnicity figures for Portland in order to assess the impact of race and ethnicity on survey results. We did not see any differences between our 2011 survey data, where minorities were under-represented, and in the weighted results, where the race and ethnicity representation matched Census figures.

Survey analysis

In conducting this audit, we reviewed data from the 2012 Auditor's Community Survey and four years of prior survey data. We reviewed positive (very good and good responses combined), neutral, and negative (bad and very bad responses combined), but 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, Parks and Recreation, Transportation, Public Utilities, and Community Development. This analysis included reviewing citywide and coalition figures over our last five annual surveys. 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 addition, any percentage point changes we report are those where the change was statistically significant.

Survey Methodology

In the table of survey results, where each response category is reported individually, the number of total respondents to each question is shown in parentheses. Due to rounding, coalition totals may not add to the citywide total, and percentages may not add to 100 or may not add to the positive or negative ratings discussed in the report.

Survey comments

The City Auditor's Community Survey is a survey sent to a random sample of 9,800 city residents. To help keep respondent identities anonymous, the City Auditor's Office designed the survey without a section for comments.

In 2012, residents provided 368 comments on a variety of City services and community matters. The City service area receiving the most comments – 26 percent – was Public Utilities, which includes: water; sewer; storm drainage; garbage and recycling.

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

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals			
		SW	N	Inner	Central	SE	E		2011	2010	2009	2008
PUBLIC SAFETY												
How safe would you feel walking alone <i>during the day</i> :												
• In your neighborhood?												
Very safe	78%	63%	49%	65%	58%	62%	30%	59%	58%	58%	58%	57%
Safe	19%	31%	41%	29%	31%	30%	47%	32%	32%	33%	33%	34%
Neutral	2%	4%	7%	3%	9%	7%	15%	7%	7%	6%	6%	6%
Unsafe	1%	1%	2%	2%	2%	1%	7%	2%	2%	2%	2%	3%
Very unsafe	0%	1%	1%	0%	0%	0%	2%	1%	1%	1%	1%	1%
	(550)	(439)	(474)	(526)	(536)	(505)	(400)	(3,441)	(3,703)	(3,641)	(3,167)	(3,265)
• In the park closest to you?												
Very safe	57%	46%	36%	48%	43%	48%	17%	43%	40%	42%	43%	41%
Safe	33%	39%	42%	37%	39%	36%	38%	38%	39%	39%	39%	40%
Neutral	8%	11%	14%	10%	13%	12%	28%	13%	13%	14%	12%	13%
Unsafe	2%	4%	6%	4%	5%	5%	14%	5%	6%	5%	6%	5%
Very unsafe	0%	1%	2%	1%	1%	0%	4%	1%	1%	1%	1%	2%
	(539)	(428)	(459)	(517)	(517)	(491)	(375)	(3,337)	(3,578)	(3,504)	(3,059)	(3,134)
• Downtown?												
Very safe	29%	31%	25%	36%	28%	33%	10%	28%	25%	28%	28%	29%
Safe	39%	47%	40%	42%	39%	43%	33%	40%	42%	41%	44%	43%
Neutral	20%	15%	23%	15%	23%	14%	28%	20%	21%	20%	17%	18%
Unsafe	10%	4%	10%	4%	8%	8%	20%	9%	9%	8%	8%	8%
Very unsafe	2%	2%	2%	3%	3%	2%	9%	3%	3%	3%	2%	2%
	(528)	(423)	(450)	(504)	(507)	(479)	(363)	(3,265)	(3,506)	(3,473)	(2,989)	(3,073)
How safe would you feel walking alone <i>at night</i> :												
• In your neighborhood?												
Very safe	38%	24%	11%	20%	19%	23%	7%	21%	21%	21%	22%	20%
Safe	41%	42%	38%	45%	39%	42%	23%	39%	39%	39%	38%	39%
Neutral	13%	22%	28%	19%	20%	20%	24%	21%	19%	20%	20%	19%
Unsafe	7%	11%	17%	13%	17%	11%	28%	14%	16%	15%	15%	16%
Very unsafe	1%	3%	7%	4%	5%	4%	18%	5%	5%	5%	6%	6%
	(538)	(427)	(463)	(518)	(528)	(488)	(384)	(3,358)	(3,609)	(3,543)	(3,095)	(3,187)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2011	2010	2009	2008
• In the park closest to you?	Very safe	15%	8%	3%	6%	6%	8%	2%	7%	7%	8%	8%	7%
	Safe	27%	27%	18%	26%	21%	27%	11%	23%	25%	23%	24%	23%
	Neutral	30%	30%	30%	27%	28%	29%	23%	28%	26%	29%	27%	28%
	Unsafe	22%	25%	32%	32%	33%	27%	34%	29%	29%	29%	28%	29%
	Very unsafe	6%	10%	17%	10%	12%	10%	30%	13%	13%	12%	13%	13%
		(521)	(414)	(452)	(506)	(503)	(470)	(365)	(3,240)	(3,468)	(3,390)	(2,966)	(3,051)
• Downtown?	Very safe	6%	5%	3%	6%	5%	6%	2%	5%	4%	5%	4%	5%
	Safe	29%	29%	23%	32%	22%	29%	11%	26%	24%	24%	26%	26%
	Neutral	28%	35%	36%	30%	32%	33%	23%	31%	31%	33%	31%	31%
	Unsafe	25%	20%	22%	23%	28%	21%	31%	24%	27%	25%	26%	25%
	Very unsafe	12%	11%	16%	9%	14%	12%	33%	15%	15%	13%	13%	13%
		(524)	(418)	(444)	(501)	(508)	(471)	(358)	(3,236)	(3,474)	(3,418)	(2,976)	(3,031)
2 Do you know where to get assistance if you want to start or join a community group that works on crime issues?	Yes	46%	31%	44%	40%	46%	38%	28%	39%	36%	40%	-	-
	No	55%	69%	57%	60%	54%	62%	72%	61%	64%	60%	-	-
		(538)	(435)	(460)	(517)	(528)	(498)	(394)	(3,381)	(3,665)	(3,567)	-	-
3 Did anyone break into, or burglarize, your home during the last 12 months?	Yes	3%	5%	7%	5%	5%	5%	6%	5%	5%	4%	4%	4%
	No	97%	96%	93%	95%	95%	95%	95%	95%	95%	96%	96%	96%
		(548)	(442)	(475)	(528)	(538)	(507)	(401)	(3,451)	(3,705)	(3,644)	(3,172)	(3,271)
If yes, was it reported to police?													
Yes		67%	68%	77%	61%	62%	65%	67%	67%	69%	66%	66%	67%
No		33%	32%	23%	39%	39%	35%	33%	33%	31%	34%	34%	33%
		(15)	(19)	(31)	(28)	(26)	(26)	(21)	(167)	(170)	(145)	(127)	(135)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2011	2010	2009	2008
4	Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?												
	Yes	9%	12%	21%	19%	17%	17%	22%	17%	18%	15%	13%	16%
	No	91%	88%	79%	82%	83%	83%	78%	84%	82%	85%	87%	84%
		(543)	(433)	(469)	(525)	(536)	(505)	(400)	(3,422)	(3,687)	(3,618)	(3,158)	(3,232)
<i>If yes, was it reported to Police?</i>													
	Yes	45%	37%	51%	38%	46%	40%	44%	44%	42%	44%	-	-
	No	55%	63%	50%	62%	54%	60%	56%	57%	58%	56%	-	-
		(47)	(51)	(95)	(95)	(89)	(85)	(86)	(550)	(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	10%	9%	7%	8%	7%	7%	12%	9%	7%	9%	-	-
	Good	27%	24%	28%	26%	25%	20%	34%	26%	26%	28%	-	-
	Neutral	36%	38%	37%	30%	34%	37%	34%	35%	36%	31%	-	-
	Bad	19%	21%	17%	23%	25%	24%	12%	20%	22%	21%	-	-
	Very bad	9%	8%	11%	12%	9%	12%	7%	10%	9%	12%	-	-
		(408)	(297)	(367)	(409)	(424)	(389)	(331)	(2,633)	(2,845)	(2,909)	-	-
	Auditor's Independent Police Review Division efforts?												
	Very good	9%	10%	6%	9%	6%	6%	9%	8%	6%	7%	-	-
	Good	33%	23%	26%	30%	27%	20%	29%	27%	27%	27%	-	-
	Neutral	41%	50%	43%	39%	44%	48%	45%	44%	46%	42%	-	-
	Bad	12%	13%	17%	16%	16%	16%	12%	15%	15%	16%	-	-
	Very bad	5%	5%	7%	7%	6%	9%	6%	7%	6%	8%	-	-
		(326)	(250)	(304)	(329)	(359)	(329)	(260)	(2,165)	(2,361)	(2,406)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2011	2010	2009	2008
6	Did you call 9-1-1 for an emergency in the last 12 months?												
	Yes	13%	15%	23%	18%	15%	14%	22%	17%	16%	17%	16%	18%
	No	87%	85%	77%	82%	85%	86%	78%	83%	84%	83%	84%	82%
		(548)	(435)	(472)	(528)	(533)	(499)	(395)	(3,422)	(3,686)	(3,627)	(3,163)	(3,260)
	<i>If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?</i>												
	Very good	61%	38%	36%	52%	48%	40%	50%	46%	41%	51%	48%	46%
	Good	25%	47%	44%	24%	38%	36%	35%	36%	40%	35%	37%	34%
	Neutral	10%	9%	10%	17%	7%	10%	11%	11%	10%	8%	8%	12%
	Bad	1%	2%	5%	3%	4%	9%	4%	4%	5%	3%	5%	5%
	Very bad	3%	5%	5%	4%	3%	5%	1%	4%	3%	3%	3%	3%
		(72)	(64)	(107)	(95)	(73)	(67)	(86)	(568)	(588)	(600)	(487)	(574)
7	If a disaster were to occur, you would have enough supplies to take care of your household for:												
	Up to 1 month	19%	12%	18%	16%	15%	14%	26%	17%	18%	18%	-	-
	Up to 1 week	48%	48%	41%	41%	47%	41%	50%	45%	46%	47%	-	-
	Up to 3 days	26%	26%	30%	30%	27%	33%	16%	27%	26%	25%	-	-
	1 day	5%	7%	6%	6%	6%	7%	5%	6%	5%	5%	-	-
	No supplies	4%	7%	6%	8%	6%	5%	3%	5%	6%	5%	-	-
		(535)	(432)	(451)	(505)	(513)	(485)	(378)	(3,311)	(3,570)	(3,485)	-	-
PUBLIC UTILITIES													
8	How do you rate the tap water provided by the City?												
	Very good	52%	46%	41%	54%	52%	54%	40%	49%	46%	43%	46%	40%
	Good	34%	38%	43%	33%	35%	32%	38%	36%	38%	40%	39%	42%
	Neutral	9%	10%	11%	10%	11%	11%	14%	11%	12%	13%	10%	13%
	Bad	4%	3%	4%	3%	2%	2%	7%	3%	3%	3%	4%	5%
	Very bad	1%	2%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%
		(543)	(438)	(468)	(523)	(532)	(505)	(396)	(3,417)	(3,662)	(3,602)	(3,117)	(3,223)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals				
		SW		N	Inner	Central	SE		E	2011	2010	2009	2008
9	How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?												
	Very good	12%	13%	10%	11%	13%	13%	9%	12%	7%	7%	6%	6%
	Good	44%	43%	42%	43%	47%	43%	41%	43%	37%	35%	36%	30%
	Neutral	28%	27%	30%	33%	24%	29%	34%	29%	33%	32%	31%	30%
	Bad	14%	15%	13%	11%	14%	12%	12%	13%	17%	19%	21%	25%
	Very bad	3%	2%	5%	2%	3%	4%	5%	3%	6%	6%	6%	10%
		(473)	(349)	(404)	(458)	(464)	(433)	(341)	(2,930)	(3,138)	(3,087)	(2,335)	(2,557)
10	How do you rate garbage/recycling service on:												
	• Cost?												
	Very good	9%	12%	9%	12%	8%	9%	7%	9%	11%	12%	11%	9%
	Good	29%	30%	24%	33%	32%	30%	25%	29%	38%	37%	38%	36%
	Neutral	30%	35%	34%	29%	28%	30%	31%	31%	31%	31%	31%	34%
	Bad	21%	18%	22%	19%	21%	20%	21%	20%	15%	15%	15%	16%
	Very bad	12%	5%	11%	7%	11%	11%	15%	10%	5%	5%	4%	5%
		(522)	(351)	(451)	(496)	(525)	(460)	(383)	(3,199)	(3,407)	(3,347)	(2,875)	(2,889)
	• Quality?												
	Very good	27%	20%	24%	29%	25%	27%	16%	25%	27%	28%	29%	-
	Good	39%	47%	37%	40%	43%	42%	43%	41%	51%	49%	51%	-
	Neutral	21%	23%	23%	19%	18%	19%	20%	20%	18%	17%	15%	-
	Bad	8%	7%	9%	8%	8%	7%	11%	8%	3%	4%	4%	-
	Very bad	5%	4%	7%	4%	6%	6%	10%	6%	1%	2%	1%	-
		(526)	(385)	(447)	(502)	(515)	(485)	(367)	(3,238)	(3,444)	(3,448)	(3,005)	-

2012 Community Survey Data

Number of total respondents are in parentheses

Number of total respondents are in parentheses													
		SW	NW/ Downtown	N	NE		SE	E	City Total	2011	Prior City totals		
					Inner	Central				2010	2009	2008	
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	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
	Good	21%	23%	19%	23%	22%	22%	22%	22%	20%	21%	23%	21%
	Neutral	31%	30%	31%	31%	27%	31%	23%	29%	28%	28%	30%	29%
	Bad	37%	37%	34%	36%	39%	38%	42%	38%	39%	37%	34%	36%
	Very bad	10%	8%	13%	7%	10%	8%	12%	10%	12%	13%	10%	12%
		(532)	(405)	(466)	(508)	(515)	(487)	(388)	(3,312)	(3,569)	(3,521)	(3,035)	(3,138)
	• During off peak traffic hours												
	Very good	25%	25%	20%	25%	21%	21%	13%	21%	18%	20%	21%	19%
	Good	52%	51%	51%	54%	50%	54%	52%	52%	52%	50%	51%	53%
	Neutral	16%	20%	19%	16%	22%	18%	24%	19%	20%	21%	19%	19%
Bad	5%	3%	7%	4%	7%	7%	9%	6%	8%	8%	7%	7%	
Very bad	2%	1%	3%	1%	2%	0%	2%	1%	2%	2%	2%	2%	
	(539)	(408)	(461)	(509)	(519)	(487)	(382)	(3,316)	(3,574)	(3,532)	(3,041)	(3,153)	
12	In the past 7 days, what was <i>primary</i> form of transportation?												
	• To get to/from work:												
	Drive alone	74%	44%	63%	53%	66%	57%	71%	61%	63%	62%	-	-
	Carpool	5%	5%	7%	6%	7%	7%	7%	6%	6%	7%	-	-
	Public transit	8%	18%	14%	14%	11%	13%	8%	12%	12%	12%	-	-
	Walk	3%	22%	3%	9%	4%	5%	2%	7%	6%	6%	-	-
	Bike	3%	5%	7%	13%	6%	13%	1%	7%	7%	7%	-	-
	Other	6%	6%	6%	5%	6%	4%	10%	6%	6%	7%	-	-
		(472)	(376)	(419)	(461)	(467)	(446)	(342)	(2,990)	(3,207)	(3,161)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2011	2010	2009	2008
- For all trips - shopping, errands, work: - Drive alone - Carpool - Public transit - Walk - Bike - Other		81%	49%	68%	64%	69%	64%	75%	68%	67%	66%	-	-
		12%	7%	15%	10%	14%	11%	15%	12%	13%	14%	-	-
		3%	14%	5%	7%	5%	8%	4%	6%	7%	6%	-	-
		1%	24%	5%	7%	5%	8%	2%	7%	7%	7%	-	-
		2%	4%	4%	9%	4%	7%	1%	4%	5%	4%	-	-
		2%	2%	3%	3%	3%	3%	3%	3%	2%	3%	-	-
		(541)	(423)	(461)	(505)	(524)	(491)	(384)	(3,340)	(3,591)	(3,534)	-	-
13 How do you rate streets in your neighborhood on: - Smoothness? - Very good - Good - Neutral - Bad - Very bad - Cleanliness? - Very good - Good - Neutral - Bad - Very bad		10%	14%	8%	7%	5%	9%	9%	9%	9%	9%	9%	10%
		33%	32%	38%	46%	40%	39%	44%	39%	40%	42%	41%	43%
		19%	21%	24%	22%	25%	27%	19%	23%	23%	22%	23%	22%
		24%	24%	20%	21%	21%	19%	20%	21%	20%	19%	19%	19%
		15%	9%	10%	3%	9%	7%	8%	9%	8%	7%	7%	6%
		(551)	(428)	(469)	(524)	(534)	(503)	(397)	(3,418)	(3,678)	(3,613)	(3,133)	(3,234)
		19%	20%	10%	13%	11%	15%	10%	14%	13%	13%	12%	13%
		52%	48%	46%	59%	54%	51%	42%	51%	51%	52%	51%	52%
		22%	22%	29%	19%	23%	23%	28%	24%	23%	23%	23%	22%
		5%	8%	14%	8%	9%	9%	15%	9%	11%	9%	11%	10%
		2%	2%	2%	2%	3%	2%	5%	3%	3%	3%	3%	3%
		(548)	(430)	(470)	(520)	(533)	(505)	(394)	(3,412)	(3,682)	(3,612)	(3,143)	(3,236)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2011	2010	2009	2008
•	Speeding vehicles?												
	Very good	7%	8%	6%	2%	3%	4%	6%	5%	5%	5%	4%	5%
	Good	38%	30%	23%	33%	31%	30%	25%	31%	30%	31%	29%	26%
	Neutral	24%	32%	31%	32%	30%	32%	26%	30%	29%	30%	30%	29%
	Bad	24%	24%	29%	24%	26%	28%	29%	26%	26%	25%	27%	29%
	Very bad	8%	5%	12%	8%	9%	6%	15%	9%	10%	10%	10%	11%
		(545)	(427)	(470)	(518)	(528)	(497)	(393)	(3,387)	(3,669)	(3,604)	(3,120)	(3,223)
•	Safety of pedestrians?												
	Very good	9%	13%	10%	13%	7%	11%	7%	10%	10%	10%	9%	8%
	Good	33%	38%	44%	51%	46%	50%	36%	43%	43%	45%	45%	43%
	Neutral	22%	25%	26%	25%	25%	24%	28%	25%	25%	25%	23%	26%
	Bad	24%	18%	15%	9%	16%	12%	20%	16%	16%	14%	16%	18%
	Very bad	12%	6%	5%	2%	5%	3%	10%	6%	7%	6%	7%	6%
		(547)	(434)	(470)	(519)	(531)	(495)	(391)	(3,398)	(3,664)	(3,589)	(3,119)	(3,222)
•	Safety of bicyclists?												
	Very good	8%	8%	9%	9%	8%	10%	8%	9%	9%	9%	7%	7%
	Good	30%	32%	40%	46%	42%	46%	36%	39%	40%	41%	41%	38%
	Neutral	29%	32%	32%	30%	32%	30%	31%	31%	30%	30%	29%	32%
	Bad	24%	21%	15%	13%	14%	11%	15%	16%	16%	14%	17%	18%
	Very bad	10%	7%	4%	2%	4%	4%	9%	6%	6%	6%	7%	6%
		(533)	(403)	(457)	(497)	(513)	(482)	(376)	(3,272)	(3,539)	(3,480)	(3,022)	(3,113)
PARKS & RECREATION													
14	In the past 12 months, how many times did you:												
•	Visit any City park?												
	Daily	10%	19%	11%	11%	8%	9%	4%	10%	10%	10%	-	-
	Weekly	35%	37%	31%	34%	33%	36%	13%	32%	32%	28%	-	-
	Monthly	18%	13%	15%	18%	16%	17%	12%	16%	16%	15%	-	-
	A few times	29%	25%	32%	29%	29%	26%	41%	30%	30%	34%	-	-
	Never	8%	6%	11%	9%	14%	12%	30%	12%	13%	14%	-	-
		(547)	(439)	(468)	(523)	(527)	(504)	(392)	(3,412)	(3,658)	(3,589)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals			
		SW	N	Inner	Central	SE	E		2011	2010	2009	2008
15	• Visit a City park near your home?											
	Daily	10%	21%	13%	12%	11%	6%	12%	11%	11%	-	-
	Weekly	33%	34%	28%	32%	35%	14%	30%	30%	27%	-	-
	Monthly	17%	14%	15%	17%	15%	11%	15%	15%	13%	-	-
	A few times	28%	23%	30%	28%	27%	33%	28%	29%	33%	-	-
	Never	12%	8%	15%	12%	13%	36%	15%	15%	17%	-	-
		(534)	(434)	(456)	(506)	(498)	(379)	(3,341)	(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	36%	40%	31%	33%	28%	15%	31%	30%	32%	32%	29%
	Good	48%	46%	54%	54%	54%	57%	53%	54%	54%	54%	56%
	Neutral	13%	11%	13%	11%	15%	23%	13%	13%	12%	12%	12%
	Bad	2%	2%	2%	1%	3%	2%	2%	2%	2%	2%	3%
	Very bad	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	1%
		(516)	(433)	(448)	(504)	(507)	(478)	(3,242)	(3,469)	(3,406)	(3,013)	(3,043)
	• Well-maintained facilities											
	Very Good	30%	29%	17%	18%	16%	10%	20%	21%	22%	20%	19%
	Good	44%	45%	44%	48%	46%	47%	46%	48%	46%	46%	45%
	Neutral	22%	21%	29%	28%	29%	31%	27%	25%	25%	26%	28%
	Bad	4%	4%	8%	6%	7%	9%	6%	6%	6%	6%	7%
	Very bad	1%	1%	2%	1%	1%	4%	2%	1%	1%	2%	2%
		(475)	(381)	(405)	(454)	(454)	(445)	(2,933)	(3,168)	(3,082)	(2,762)	(2,764)
16	In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?											
	Yes	34%	20%	35%	37%	31%	33%	18%	33%	31%	-	-
	No	66%	80%	65%	63%	69%	67%	82%	68%	69%	-	-
		(547)	(434)	(463)	(518)	(531)	(496)	(3,396)	(3,651)	(3,569)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

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How satisfied are you with the City's recreation programs, classes, and events held at community centers, pools, facilities, or art centers?

- Affordability

	SW	NW/ Downtown	N	NE		SE	E	City Total	2011	2010	2009	2008
				Inner	Central							
Very satisfied	29%	21%	26%	32%	26%	30%	16%	26%	25%	24%	20%	19%
Satisfied	46%	38%	38%	46%	41%	41%	39%	42%	44%	44%	46%	48%
Neutral	21%	38%	27%	17%	28%	26%	38%	27%	25%	26%	25%	24%
Dissatisfied	3%	2%	8%	4%	4%	3%	4%	4%	4%	4%	7%	6%
Very dissatisfied	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	2%
	(349)	(198)	(307)	(333)	(330)	(304)	(237)	(2,066)	(2,257)	(2,160)	(2,057)	(2,076)

- Variety

	SW	NW/ Downtown	N	NE		SE	E	City Total	2011	2010	2009	2008
				Inner	Central							
Very satisfied	31%	18%	22%	26%	23%	25%	15%	24%	24%	24%	20%	18%
Satisfied	46%	37%	43%	51%	45%	47%	44%	45%	47%	46%	49%	50%
Neutral	21%	43%	30%	21%	28%	27%	38%	28%	26%	26%	26%	26%
Dissatisfied	1%	2%	4%	2%	2%	2%	3%	2%	3%	3%	5%	5%
Very dissatisfied	1%	1%	1%	0%	1%	0%	0%	1%	0%	1%	2%	2%
	(353)	(189)	(307)	(331)	(329)	(303)	(236)	(2,056)	(2,227)	(2,157)	(2,039)	(2,055)

- Quality of instruction, coaching, leadership, etc.

	SW	NW/ Downtown	N	NE		SE	E	City Total	2011	2010	2009	2008
				Inner	Central							
Very satisfied	28%	20%	14%	22%	21%	24%	14%	21%	20%	21%	17%	15%
Satisfied	45%	33%	43%	46%	42%	44%	40%	42%	44%	43%	45%	45%
Neutral	25%	47%	37%	28%	35%	31%	42%	34%	33%	34%	34%	34%
Dissatisfied	1%	1%	6%	3%	2%	1%	3%	2%	2%	2%	4%	4%
Very dissatisfied	1%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	2%
	(305)	(175)	(260)	(285)	(295)	(261)	(218)	(1,807)	(1,957)	(1,877)	(1,677)	(1,684)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2011	2010	2009	2008
COMMUNITY DEVELOPMENT													
18	Has a new <i>commercial</i> development been completed in, or near, your neighborhood in the last 12 months?												
	Yes	27%	32%	48%	52%	31%	37%	23%	36%	34%	33%	-	-
	No	73%	68%	52%	48%	69%	63%	78%	64%	66%	67%	-	-
		(523)	(416)	(439)	(488)	(505)	(473)	(365)	(3,220)	(3,473)	(3,425)	-	-
	<i>If yes, how do you rate it on the following:</i>												
	• Attractiveness												
	Very good	31%	21%	15%	22%	18%	21%	14%	20%	23%	22%	-	-
	Good	47%	44%	40%	48%	48%	42%	48%	45%	44%	46%	-	-
	Neutral	16%	23%	31%	21%	26%	22%	30%	24%	23%	23%	-	-
	Bad	6%	9%	8%	7%	5%	9%	5%	7%	7%	7%	-	-
	Very bad	1%	2%	6%	3%	3%	6%	3%	4%	4%	3%	-	-
		(141)	(126)	(206)	(244)	(156)	(171)	(77)	(1,126)	(1,146)	(1,101)	-	-
	• Improvement in your access to services & shopping												
	Very good	24%	17%	9%	21%	17%	15%	8%	16%	17%	16%	-	-
	Good	33%	24%	39%	35%	31%	34%	40%	34%	33%	35%	-	-
	Neutral	31%	44%	36%	34%	39%	39%	44%	37%	37%	38%	-	-
	Bad	7%	12%	9%	7%	9%	7%	4%	8%	8%	7%	-	-
	Very bad	6%	4%	8%	4%	3%	5%	5%	5%	4%	4%	-	-
		(140)	(119)	(198)	(232)	(151)	(166)	(78)	(1,088)	(1,095)	(1,053)	-	-

Number of total respondents are in parentheses

Number of total respondents are in parentheses

		NE							Prior City totals				
		SW	NW/ Downtown	N	Inner	Central	SE	E	City Total	2011	2010	2009	2008
19	Has a new <i>residential</i> development been completed in, or near, your neighborhood in the last 12 months?												
	Yes	18%	30%	44%	46%	30%	39%	18%	32%	31%	35%	-	-
	No	82%	70%	56%	54%	70%	61%	82%	68%	69%	65%	-	-
		(523)	(424)	(434)	(487)	(511)	(480)	(374)	(3,243)	(3,518)	(3,448)	-	-
If yes, how do you rate it on the following:													
	• Attractiveness												
	Very good	23%	21%	13%	19%	16%	17%	12%	17%	19%	22%	-	-
	Good	35%	45%	42%	36%	45%	38%	29%	39%	43%	39%	-	-
	Neutral	26%	19%	28%	26%	18%	25%	36%	25%	23%	24%	-	-
	Bad	10%	10%	13%	15%	16%	13%	18%	14%	11%	11%	-	-
	Very bad	7%	5%	5%	3%	5%	7%	5%	5%	5%	5%	-	-
		(92)	(122)	(190)	(220)	(148)	(183)	(66)	(1,025)	(1,080)	(1,195)	-	-
	• Improvement to your neighborhood as a place to live												
	Very good	12%	21%	8%	17%	14%	14%	12%	14%	14%	17%	-	-
	Good	33%	29%	33%	32%	35%	29%	14%	31%	29%	31%	-	-
	Neutral	34%	29%	44%	31%	32%	34%	36%	35%	36%	33%	-	-
	Bad	9%	13%	10%	14%	14%	15%	20%	13%	14%	12%	-	-
	Very bad	12%	9%	4%	6%	6%	8%	18%	8%	8%	7%	-	-
		(91)	(119)	(184)	(217)	(147)	(176)	(66)	(1,004)	(1,026)	(1,153)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2011	2010	2009	2008
20	Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?												
	Very good	19%	19%	12%	19%	12%	12%	10%	15%	13%	16%	16%	15%
	Good	43%	47%	42%	45%	46%	49%	36%	44%	45%	46%	50%	53%
	Neutral	23%	21%	31%	27%	27%	27%	35%	27%	26%	24%	22%	20%
	Bad	10%	11%	10%	7%	10%	9%	12%	10%	11%	10%	9%	7%
	Very bad	6%	3%	5%	2%	5%	3%	6%	4%	5%	5%	4%	4%
		(530)	(437)	(421)	(485)	(489)	(460)	(340)	(3,173)	(3,389)	(3,339)	(2,892)	(2,891)
21	How do you rate Portland as a place to do business:												
	Very good	14%	12%	10%	16%	9%	12%	11%	12%	10%	11%	-	-
	Good	41%	44%	46%	49%	46%	47%	37%	45%	43%	43%	-	-
	Neutral	27%	21%	32%	24%	33%	28%	36%	29%	29%	28%	-	-
	Bad	11%	11%	9%	7%	8%	10%	10%	9%	11%	12%	-	-
	Very bad	7%	6%	4%	3%	4%	4%	6%	5%	6%	7%	-	-
		(464)	(354)	(390)	(429)	(453)	(403)	(335)	(2,838)	(3,093)	(3,043)	-	-
	Do you own a business in Portland?												
	Yes	24%	20%	18%	19%	18%	17%	10%	18%	18%	17%	-	-
	No	76%	80%	82%	81%	82%	83%	90%	82%	82%	83%	-	-
		(515)	(421)	(458)	(509)	(516)	(485)	(380)	(3,296)	(3,515)	(3,446)	-	-
	If yes, how many employees does your business employ:												
	Self	51%	51%	70%	59%	65%	79%	54%	62%	59%	59%	-	-
	1	9%	12%	4%	10%	10%	4%	5%	8%	10%	8%	-	-
	2 - 50	37%	34%	23%	28%	24%	17%	38%	28%	28%	29%	-	-
	51 - 100	1%	1%	1%	1%	1%	0%	3%	1%	3%	2%	-	-
	101 - 499	1%	1%	2%	1%	0%	0%	0%	1%	1%	2%	-	-
	500 +	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	-	-
		(123)	(82)	(84)	(96)	(92)	(81)	(37)	(598)	(616)	(582)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

22

How do you rate your neighborhood on:

- Housing affordability?

	SW	NW/ Downtown	N	NE		SE	E	City Total	2011	2010	2009	2008
				Inner	Central							
Very good	6%	5%	8%	5%	7%	4%	7%	6%	5%	5%	6%	5%
Good	42%	29%	47%	35%	45%	38%	47%	40%	39%	41%	39%	34%
Neutral	33%	32%	30%	32%	32%	35%	32%	32%	34%	32%	30%	30%
Bad	16%	28%	13%	24%	14%	20%	11%	18%	19%	18%	22%	24%
Very bad	3%	5%	2%	5%	2%	3%	3%	3%	4%	3%	4%	6%
	(528)	(431)	(449)	(505)	(513)	(476)	(372)	(3,284)	(3,521)	(3,436)	(2,980)	(3,096)

- Physical condition of housing?

Very good	21%	27%	6%	20%	11%	11%	8%	15%	14%	14%	13%	13%
Good	60%	53%	47%	51%	62%	54%	41%	53%	50%	53%	55%	55%
Neutral	17%	15%	36%	23%	20%	26%	31%	24%	27%	26%	24%	24%
Bad	3%	3%	11%	6%	6%	9%	17%	7%	8%	7%	7%	7%
Very bad	0%	1%	1%	1%	2%	1%	4%	1%	1%	1%	1%	1%
	(546)	(437)	(467)	(520)	(525)	(495)	(384)	(3,385)	(3,626)	(3,554)	(3,085)	(3,186)

- Closeness of parks or open spaces?

Very good	37%	49%	33%	45%	26%	39%	13%	35%	33%	35%	31%	29%
Good	50%	40%	52%	42%	52%	50%	51%	48%	52%	50%	53%	54%
Neutral	10%	8%	11%	9%	13%	9%	26%	12%	12%	11%	11%	12%
Bad	3%	3%	3%	3%	6%	2%	8%	4%	3%	3%	4%	4%
Very bad	1%	1%	0%	1%	3%	0%	2%	1%	1%	1%	1%	1%
	(548)	(438)	(473)	(520)	(524)	(494)	(379)	(3,387)	(3,632)	(3,556)	(3,071)	(3,180)

2012 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2011	2010	2009	2008
• Walking distance to public transit?												
Very good	37%	58%	45%	61%	37%	54%	24%	46%	45%	46%	46%	43%
Good	37%	24%	42%	34%	49%	37%	55%	39%	40%	41%	41%	44%
Neutral	11%	6%	10%	5%	10%	7%	13%	9%	9%	7%	7%	7%
Bad	9%	7%	2%	1%	4%	2%	5%	4%	5%	4%	4%	4%
Very bad	5%	6%	0%	0%	1%	0%	2%	2%	2%	2%	2%	2%
	(544)	(441)	(472)	(524)	(526)	(503)	(389)	(3,411)	(3,642)	(3,592)	(3,106)	(3,201)
• Access to shopping and other services?												
Very good	22%	48%	20%	45%	26%	37%	14%	30%	30%	31%	30%	27%
Good	41%	30%	50%	44%	47%	43%	50%	44%	45%	45%	44%	47%
Neutral	24%	13%	20%	9%	18%	14%	22%	17%	17%	16%	17%	17%
Bad	10%	6%	8%	3%	7%	7%	11%	7%	7%	6%	8%	7%
Very bad	4%	3%	3%	0%	3%	0%	4%	2%	2%	2%	2%	2%
	(547)	(439)	(470)	(525)	(525)	(501)	(391)	(3,410)	(3,647)	(3,593)	(3,120)	(3,212)
• On-street parking?												
Very good	16%	13%	27%	33%	22%	25%	12%	22%	20%	21%	20%	17%
Good	37%	29%	42%	43%	46%	42%	39%	40%	42%	43%	41%	44%
Neutral	23%	20%	15%	12%	20%	18%	25%	19%	21%	18%	19%	21%
Bad	18%	24%	12%	9%	9%	11%	18%	14%	13%	13%	13%	14%
Very bad	7%	14%	4%	4%	3%	3%	6%	6%	5%	6%	7%	6%
	(537)	(416)	(461)	(520)	(522)	(496)	(366)	(3,329)	(3,599)	(3,532)	(3,050)	(3,158)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2011	2010	2009	2008
23	OVERALL, how do you rate the livability of:												
	• Your neighborhood?												
	Very good	53%	55%	32%	55%	40%	46%	23%	44%	41%	42%	41%	38%
	Good	42%	37%	50%	38%	46%	42%	43%	42%	45%	45%	47%	48%
	Neutral	5%	7%	13%	6%	11%	9%	21%	10%	9%	10%	9%	11%
	Bad	1%	1%	4%	1%	2%	3%	11%	3%	4%	2%	2%	3%
	Very bad	0%	1%	1%	0%	1%	1%	3%	1%	1%	1%	1%	1%
		(548)	(439)	(474)	(526)	(533)	(504)	(394)	(3,429)	(3,673)	(3,611)	(3,130)	(3,219)
	• The City as a whole?												
	Very good	31%	34%	26%	40%	27%	32%	14%	30%	28%	30%	31%	31%
	Good	50%	52%	52%	44%	53%	49%	49%	50%	51%	50%	52%	51%
	Neutral	14%	10%	18%	13%	15%	15%	24%	15%	17%	15%	13%	14%
	Bad	4%	3%	3%	2%	5%	3%	10%	4%	4%	3%	3%	3%
	Very bad	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
		(541)	(430)	(466)	(514)	(514)	(487)	(383)	(3,345)	(3,594)	(3,524)	(3,029)	(3,127)
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%	4%	4%	5%	4%	5%	3%	4%	4%	3%	2%	-
	6 to 10 times	3%	4%	4%	4%	4%	3%	1%	3%	3%	2%	2%	-
	3 to 5 times	9%	8%	12%	9%	9%	9%	6%	9%	7%	7%	6%	-
	Once or twice	30%	25%	28%	31%	24%	23%	21%	26%	26%	26%	26%	-
	Never	53%	59%	53%	51%	60%	60%	69%	58%	61%	63%	63%	-
		(541)	(429)	(457)	(514)	(521)	(491)	(378)	(3,342)	(3,559)	(3,502)	(3,075)	-

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals			
		SW	N	Inner	Central	SE	E		2011	2010	2009	2008
OVERALL GOVERNMENT												
OVERALL, how do you rate City government's job in providing services?												
Very good	6%	6%	6%	11%	5%	6%	3%	6%	4%	5%	7%	9%
Good	49%	48%	40%	49%	44%	47%	34%	45%	44%	47%	55%	52%
Neutral	31%	35%	39%	31%	36%	35%	41%	35%	37%	35%	28%	29%
Bad	10%	7%	9%	8%	12%	9%	17%	10%	10%	9%	7%	8%
Very bad	4%	4%	5%	2%	4%	3%	6%	4%	4%	4%	3%	3%
	(499)	(385)	(425)	(479)	(483)	(446)	(347)	(3,071)	(3,237)	(3,208)	(2,893)	(2,795)
OVERALL, how do you rate the <i>quality</i> of each of the following City services?												
• Police												
Very good	14%	16%	12%	12%	14%	12%	19%	14%	12%	14%	14%	13%
Good	49%	45%	46%	47%	48%	44%	51%	47%	47%	46%	57%	53%
Neutral	26%	29%	30%	27%	27%	31%	21%	27%	29%	25%	21%	24%
Bad	9%	7%	10%	10%	9%	10%	7%	9%	10%	10%	7%	8%
Very bad	2%	4%	3%	4%	2%	3%	2%	3%	3%	4%	2%	2%
	(494)	(391)	(444)	(484)	(487)	(464)	(382)	(3,156)	(3,394)	(3,351)	(2,807)	(2,873)
• Fire & Emergency Services												
Very good	37%	38%	34%	32%	34%	27%	37%	34%	30%	34%	34%	32%
Good	51%	48%	53%	56%	54%	55%	54%	53%	56%	53%	58%	59%
Neutral	11%	13%	13%	12%	12%	17%	8%	12%	13%	13%	8%	9%
Bad	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	5%
Very bad	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(465)	(362)	(408)	(438)	(452)	(415)	(373)	(2,921)	(3,068)	(3,038)	(2,577)	(2,664)

2012 Community Survey Data

Number of total respondents are in parentheses

		NW/			NE				City Total	Prior City totals			
		SW	Downtown	N	Inner	Central	SE	E		2011	2010	2009	2008
•	9-1-1												
	Very good	33%	31%	23%	27%	26%	24%	38%	29%	23%	29%	26%	24%
	Good	47%	45%	53%	53%	49%	48%	45%	49%	54%	51%	58%	56%
	Neutral	19%	22%	21%	19%	24%	25%	16%	21%	20%	18%	14%	17%
	Bad	1%	0%	3%	0%	1%	3%	2%	1%	3%	2%	2%	2%
	Very bad	1%	2%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%
		(374)	(288)	(365)	(379)	(388)	(366)	(338)	(2,506)	(2,642)	(2,678)	(2,225)	(2,288)
•	Water												
	Very good	29%	30%	20%	31%	26%	24%	21%	26%	22%	25%	24%	22%
	Good	45%	45%	47%	48%	46%	51%	46%	47%	50%	52%	56%	57%
	Neutral	16%	19%	21%	15%	17%	17%	22%	18%	18%	17%	15%	15%
	Bad	6%	4%	8%	5%	7%	5%	8%	6%	7%	5%	4%	5%
	Very bad	5%	2%	4%	2%	4%	3%	4%	4%	4%	2%	2%	2%
		(529)	(409)	(468)	(511)	(521)	(484)	(387)	(3,320)	(3,545)	(3,486)	(2,983)	(3,116)
•	Parks												
	Very good	35%	38%	30%	40%	27%	36%	18%	33%	32%	33%	30%	30%
	Good	54%	48%	51%	49%	56%	51%	52%	52%	53%	53%	56%	56%
	Neutral	10%	12%	16%	10%	16%	11%	23%	14%	13%	12%	12%	11%
	Bad	1%	2%	1%	1%	1%	1%	6%	2%	2%	1%	2%	3%
	Very bad	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%
		(535)	(423)	(459)	(508)	(511)	(481)	(366)	(3,294)	(3,532)	(3,463)	(2,970)	(3,075)
•	Recreation centers/activities												
	Very good	34%	22%	20%	27%	22%	30%	15%	25%	25%	24%	23%	21%
	Good	46%	47%	46%	51%	50%	47%	49%	48%	52%	51%	55%	54%
	Neutral	18%	29%	31%	21%	27%	20%	33%	25%	21%	22%	20%	21%
	Bad	2%	3%	1%	1%	1%	2%	2%	2%	2%	2%	3%	3%
	Very bad	1%	0%	2%	0%	1%	1%	2%	1%	1%	1%	1%	1%
		(440)	(284)	(398)	(422)	(419)	(387)	(299)	(2,658)	(2,858)	(2,808)	(2,293)	(2,389)

2012 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2011	2010	2009	2008
• Sewers												
Very good	11%	9%	8%	10%	11%	10%	8%	9%	7%	8%	9%	10%
Good	41%	41%	42%	45%	41%	44%	38%	42%	39%	41%	46%	47%
Neutral	30%	34%	34%	30%	31%	33%	34%	32%	34%	35%	31%	27%
Bad	12%	13%	13%	13%	11%	10%	13%	12%	15%	13%	11%	13%
Very bad	6%	3%	4%	3%	6%	4%	7%	5%	5%	4%	3%	3%
	(487)	(356)	(421)	(466)	(475)	(449)	(359)	(3,021)	(3,191)	(3,173)	(2,672)	(2,851)
• Storm drainage												
Very good	8%	9%	6%	8%	8%	10%	6%	8%	6%	7%	8%	8%
Good	37%	34%	38%	38%	37%	40%	32%	37%	35%	35%	40%	41%
Neutral	35%	31%	37%	31%	35%	33%	35%	34%	35%	35%	32%	29%
Bad	16%	22%	15%	18%	15%	14%	20%	17%	18%	18%	17%	17%
Very bad	5%	3%	3%	5%	5%	4%	7%	5%	6%	5%	4%	5%
	(496)	(374)	(438)	(478)	(487)	(453)	(362)	(3,095)	(3,279)	(3,232)	(2,736)	(2,868)
• Street maintenance												
Very good	4%	6%	2%	4%	4%	5%	4%	4%	4%	5%	5%	5%
Good	24%	31%	29%	35%	28%	27%	31%	29%	31%	33%	34%	36%
Neutral	29%	24%	34%	31%	33%	33%	27%	30%	33%	32%	32%	31%
Bad	28%	27%	24%	24%	26%	24%	29%	26%	24%	22%	21%	20%
Very bad	15%	11%	11%	7%	10%	11%	10%	11%	9%	7%	8%	8%
	(535)	(423)	(467)	(511)	(520)	(492)	(391)	(3,350)	(3,594)	(3,530)	(3,046)	(3,148)
• Street lighting												
Very good	8%	10%	7%	10%	8%	9%	9%	9%	7%	9%	8%	8%
Good	45%	47%	46%	51%	49%	49%	49%	48%	50%	51%	52%	53%
Neutral	35%	31%	35%	29%	33%	33%	27%	32%	31%	29%	28%	28%
Bad	9%	10%	11%	9%	8%	7%	13%	9%	10%	9%	9%	9%
Very bad	3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	3%	2%
	(533)	(422)	(465)	(513)	(519)	(486)	(388)	(3,337)	(3,580)	(3,524)	(3,031)	(3,173)

2012 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2011	2010	2009	2008
• Housing inspections												
Very good	5%	7%	3%	7%	4%	6%	7%	5%	5%	5%	-	-
Good	21%	27%	22%	26%	21%	26%	22%	23%	24%	26%	-	-
Neutral	57%	58%	55%	49%	59%	50%	50%	54%	54%	55%	-	-
Bad	11%	6%	15%	13%	12%	14%	14%	12%	11%	9%	-	-
Very bad	6%	3%	5%	6%	4%	5%	9%	5%	6%	5%	-	-
	(241)	(183)	(236)	(247)	(280)	(236)	(232)	(1,659)	(1,808)	(1,785)	-	-
• Nuisance inspections												
Very good	5%	3%	3%	6%	4%	4%	4%	4%	4%	4%	-	-
Good	15%	20%	17%	17%	17%	21%	18%	18%	19%	21%	-	-
Neutral	55%	58%	52%	49%	55%	50%	44%	52%	49%	50%	-	-
Bad	14%	14%	17%	18%	18%	14%	24%	17%	18%	17%	-	-
Very bad	11%	5%	12%	10%	7%	11%	10%	10%	10%	9%	-	-
	(228)	(172)	(237)	(248)	(289)	(239)	(238)	(1,654)	(1,748)	(1,770)	-	-
• Planning for future land use												
Very good	10%	8%	5%	11%	5%	11%	4%	8%	8%	8%	7%	9%
Good	35%	37%	32%	41%	31%	39%	20%	34%	32%	32%	36%	36%
Neutral	38%	42%	44%	35%	43%	36%	47%	40%	39%	40%	34%	33%
Bad	9%	9%	9%	7%	15%	11%	18%	11%	14%	13%	15%	13%
Very bad	9%	5%	9%	6%	7%	3%	11%	7%	7%	7%	8%	8%
	(343)	(260)	(323)	(368)	(354)	(333)	(252)	(2,236)	(2,370)	(2,376)	(2,084)	(2,259)
• Opportunities to influence government decisions												
Very good	6%	3%	3%	6%	2%	5%	3%	4%	4%	4%	5%	-
Good	26%	26%	19%	31%	23%	27%	14%	24%	22%	24%	27%	-
Neutral	40%	45%	46%	41%	44%	39%	45%	43%	41%	42%	39%	-
Bad	14%	17%	19%	12%	19%	18%	21%	17%	18%	17%	17%	-
Very bad	4%	10%	13%	11%	12%	11%	17%	12%	15%	13%	13%	-
	(379)	(279)	(337)	(372)	(371)	(360)	(273)	(2,377)	(2,447)	(2,483)	(2,115)	-

2012 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2011	2010	2009	2008
DEMOGRAPHICS												
What is your sex?												
Male	41%	40%	41%	37%	38%	39%	41%	39%	39%	39%	40%	41%
Female	59%	60%	60%	63%	62%	61%	59%	61%	61%	61%	60%	59%
	(536)	(437)	(464)	(520)	(526)	(498)	(391)	(3,384)	(3,650)	(3,566)	(3,117)	(3,227)
What is your age?												
Under 20	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
20-29	3%	11%	5%	7%	3%	7%	4%	6%	6%	8%	8%	8%
30-44	21%	20%	30%	30%	26%	29%	15%	25%	28%	28%	28%	27%
45-59	36%	27%	31%	27%	32%	29%	30%	30%	31%	31%	30%	34%
60-74	29%	32%	24%	27%	29%	27%	32%	28%	25%	24%	23%	21%
Over 74	12%	10%	10%	8%	10%	8%	19%	11%	9%	9%	12%	10%
	(538)	(439)	(472)	(524)	(532)	(502)	(392)	(3,411)	(3,662)	(3,585)	(3,080)	(3,187)
In the past 12 months what was your pre-tax income?												
No income	2%	3%	3%	3%	3%	4%	5%	3%	4%	4%	-	-
Less than \$20,000	6%	13%	16%	15%	14%	14%	15%	13%	13%	14%	-	-
\$20,000 - \$34,999	12%	12%	20%	17%	20%	20%	29%	18%	20%	21%	-	-
\$35,000 - \$74,999	31%	27%	37%	28%	38%	37%	32%	33%	35%	35%	-	-
75,000 - \$149,999	32%	26%	21%	29%	21%	21%	18%	24%	21%	20%	-	-
\$150,000 +	17%	20%	4%	8%	4%	4%	1%	8%	8%	7%	-	-
	(498)	(416)	(443)	(502)	(507)	(474)	(366)	(3,216)	(3,481)	(3,383)	-	-

2012 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2011	2010	2009	2008
Which of these is closest to describing your ethnic background?												
Caucasian/White	92%	87%	84%	82%	87%	88%	85%	87%	86%	86%	86%	85%
African American/Black	1%	1%	6%	9%	2%	1%	2%	3%	3%	3%	3%	4%
Asian or Pacific Islander	4%	6%	4%	3%	6%	5%	8%	5%	5%	5%	5%	5%
Native American/Indian	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Hispanic/Latino	2%	3%	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%
Other	2%	3%	3%	3%	2%	2%	2%	2%	3%	3%	4%	4%
	(530)	(436)	(458)	(515)	(524)	(498)	(386)	(3,359)	(3,605)	(3,530)	(3,069)	(3,194)
How much education have you completed?												
Elementary school	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	1%
Some high school	1%	1%	2%	2%	2%	3%	3%	2%	2%	2%	2%	3%
High school grad	4%	3%	12%	4%	11%	9%	23%	9%	11%	11%	11%	10%
Some college	17%	18%	29%	21%	26%	21%	40%	24%	24%	26%	26%	26%
College grad or more	79%	78%	57%	73%	62%	67%	34%	65%	63%	61%	62%	62%
	(539)	(438)	(464)	(526)	(532)	(497)	(391)	(3,398)	(3,672)	(3,593)	(3,134)	(3,223)

NOTES:

- 1) The survey accuracy of 2012 City Total figures is +/- 1.7 percent.
- 2) The survey accuracy in any of the coalitions for 2011 ranges from +/- 4.2 to +/- 4.9 percent.
- 3) Total number of respondents shown in parentheses.
- 4) Percentages may not add to 100 due to rounding.
- 5) Coalition totals may not add to City Total.
- 6) Percentages may not add to the positive or negative ratings discussed in the report due to rounding.

2012 Community Survey Data

SURVEY FORM

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

		VERY SAFE	SAFE	NEUTRAL	UNSAFE	VERY UNSAFE	DON'T KNOW
PUBLIC SAFETY	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? If yes: Was it reported to the police?	☐ YES ☐ YES	☐ NO ☐ NO				
	4. Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months? If yes: Was it reported to the police?	☐ YES ☐ YES	☐ NO ☐ NO				
	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?	☐ VERY GOOD ☐	☐ GOOD ☐	☐ NEUTRAL ☐	☐ BAD ☐	☐ VERY BAD ☐	☐ DON'T KNOW ☐
	6. Did you call 9-1-1 for an emergency in the last 12 months? If yes: How do you rate the services you received on the phone from the 9-1-1 calltaker?	☐ YES ☐ VERY GOOD	☐ NO ☐ GOOD	☐	☐ BAD	☐ VERY BAD	☐ DON'T KNOW
	7. If a disaster were to occur, you would have enough supplies to take care of your household for:	☐ UP TO 1 MONTH	☐ UP TO 1 WEEK	☐ UP TO 3 DAYS	☐ 1 DAY	☐ NO SUPPLIES	☐ DON'T KNOW
	8. How do you rate the tap water provided by the City?	☐ VERY GOOD	☐ GOOD	☐ NEUTRAL	☐ BAD	☐ VERY BAD	☐ DON'T KNOW
	9. How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?	☐ VERY GOOD	☐ GOOD	☐ NEUTRAL	☐ BAD	☐ VERY BAD	☐ DON'T KNOW
	10. How do you rate garbage/recycling service: - cost? - quality?	☐ VERY GOOD ☐	☐ GOOD ☐	☐ NEUTRAL ☐	☐ BAD ☐	☐ VERY BAD ☐	☐ DON'T KNOW ☐
TRANSPORT.	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?	☐ VERY GOOD ☐	☐ GOOD ☐	☐ NEUTRAL ☐	☐ BAD ☐	☐ VERY BAD ☐	☐ DON'T KNOW ☐

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?	☐	☐	☐	☐	☐	☐
COMMUNITY DEVELOPMENT	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 22nd Annual Community Survey Results

(Report #428, October 2012)

Audit Team: Jennifer Scott, Bob MacKay

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

Other recent audit reports:

City Financial Transactions: Issues warrant management attention (#406A, September 2012)

Debt Reserves: Legal reserves meet requirements, but internal reserves need more accountability (#425, August 2012)

A report to our community: from Portland City Auditor LaVonne Griffin-Valade (#431, July 2012)

This report is intended to promote the best possible management of public resources. This and other audit reports produced by the Audit Services Division are available for viewing on the web at: www.portlandoregon.gov/auditor/auditservices. Printed copies can be obtained by contacting the Audit Services Division.

