



2004 CITIZEN SURVEY: RESULTS FROM SIX TARGETED NEIGHBORHOODS

St. Johns / Portsmouth / Multnomah / Corbett-Terwilliger-Lair Hill / Lents / Wilkes

A REPORT FROM THE CITY AUDITOR
August 2005



Office of the City Auditor
Portland, Oregon



CITY OF
PORTLAND, OREGON

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August 4, 2005

TO: Tom Potter, Mayor
Sam Adams, Commissioner
Randy Leonard, Commissioner
Dan Saltzman, Commissioner
Erik Sten, Commissioner
Jimmy Brown, Director, Office of Neighborhood Involvement

SUBJECT: Report on the 2004 Citizen Survey: Results from six targeted neighborhood associations, Report #316

Attached is Report #316 containing the results for six targeted neighborhood associations. This is a pilot project to test the usefulness of collecting survey data at the neighborhood association level. The City Auditor's Office will be conducting a full-scale survey of all neighborhood associations in the City of Portland in 2005.

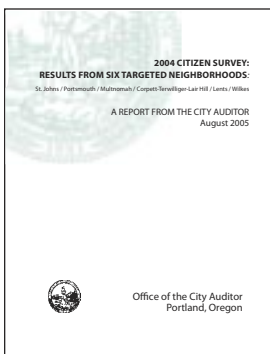

GARY BLACKMER
City Auditor

Audit Team: Drummond Kahn
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Katherine Gray Still

Attachment

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Production/Design

This report was produced in-house using desktop publishing software on Pentium 4 personal computers, and a Hewlett Packard Laserjet PCL/Postscript laser printer. It was printed at the Printing and Distribution Division of the City's Bureau of General Services. Adobe InDesign CS PageMaker version was used to design and layout the finished product. Tables were created in InDesign.

2004 Citizen Survey: Results from six targeted neighborhoods

Overview The Office of the City Auditor conducts an annual survey of Portland residents as part of its *Service Efforts and Accomplishments* government performance report. Survey results are reported for the City as a whole and are broken out by the seven large neighborhood coalitions, as shown below.

SEVEN NEIGHBORHOOD COALITIONS



The results from the survey generally include 400 to 500 responses from each of the coalitions. This sample size is sufficient to have an accuracy of ± 5 percent at the conventional 95% confidence level when reporting about the seven coalitions.

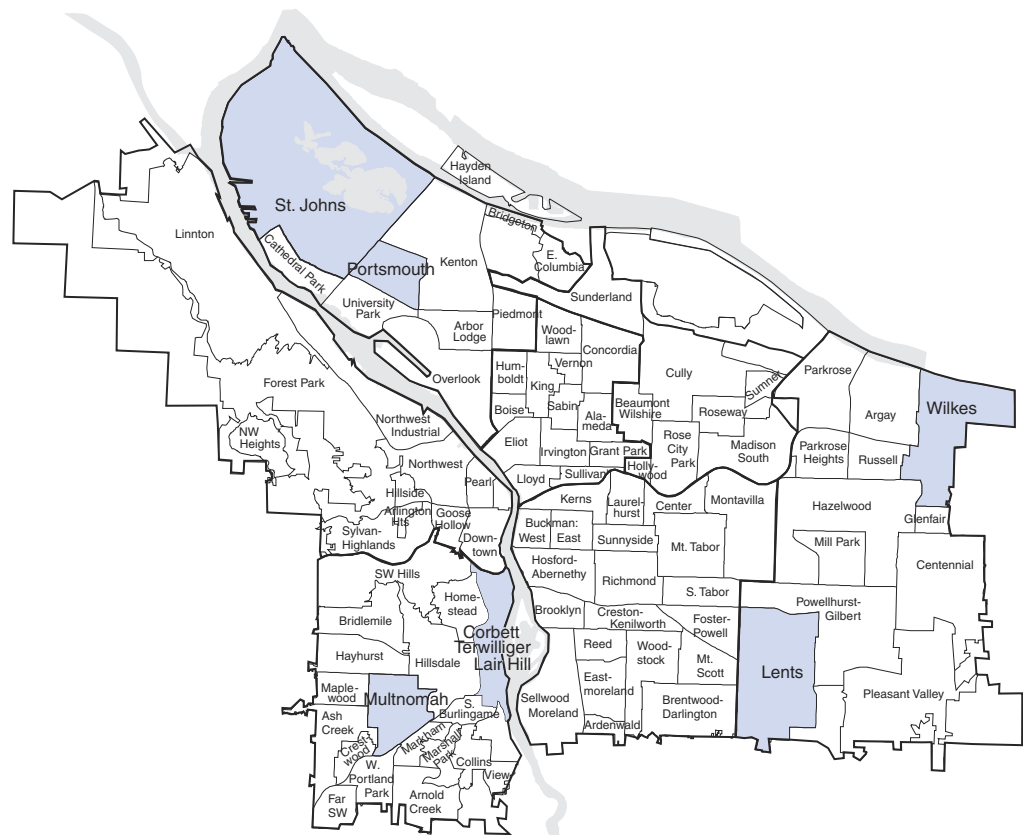
However, if the City were broken down into its 95 individual neighborhoods, there would be too few surveys from each to be able to distinguish satisfaction.

The Auditor's Office decided to conduct a pilot project in 2004 to conduct more detailed surveying in selected individual neighborhoods to help determine the value of surveying at this small geographic level. After consulting with interested City bureaus, the neighborhoods chosen were:

- **St. Johns** and **Portsmouth** in the North coalition
- **Multnomah** and **Corbett-Terwilliger-Lair Hill** in the SW coalition
- **Lents** and **Wilkes** in the East coalition

By selecting pairs of neighborhoods within coalitions, analyses could be done to see if there were significant differences in satisfaction ratings between individual neighborhoods and the coalition-wide average.

NINETY-FIVE NEIGHBORHOOD ASSOCIATIONS, WITH SELECTED NEIGHBORHOODS HIGHLIGHTED

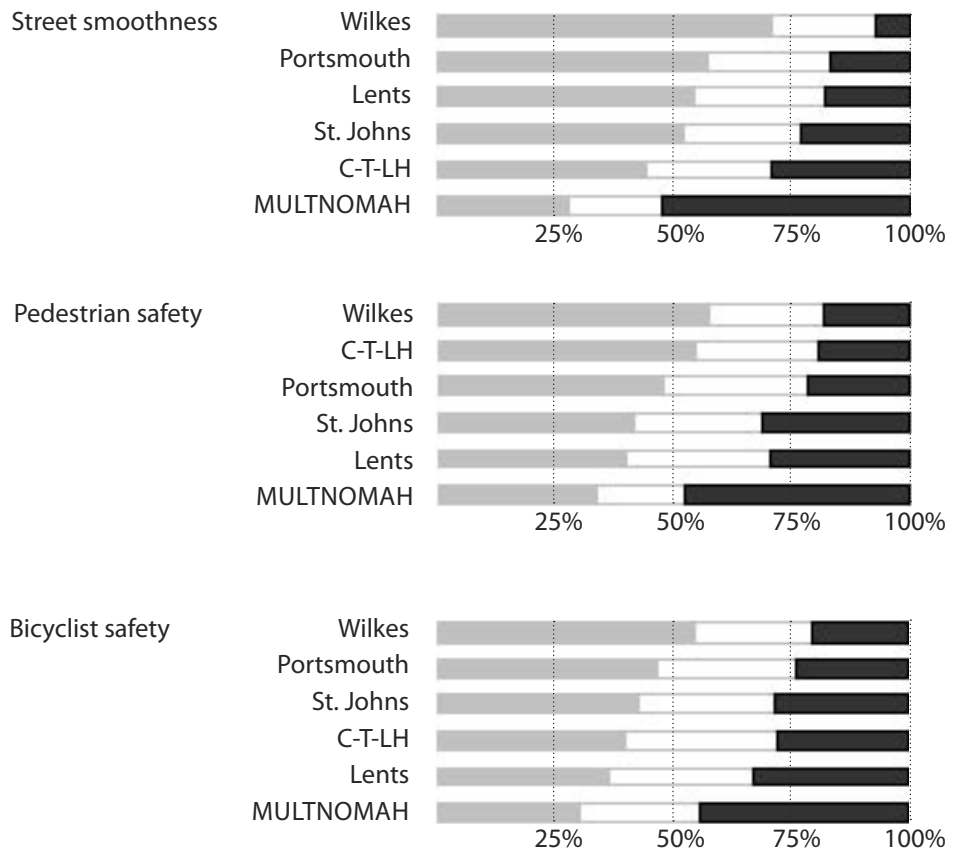


The Audit Services Division conducted this work in accordance with generally accepted government auditing standards. Data collection was done as part of report #310, *City of Portland Service Efforts and Accomplishments: 2003-04*, published in December 2004.

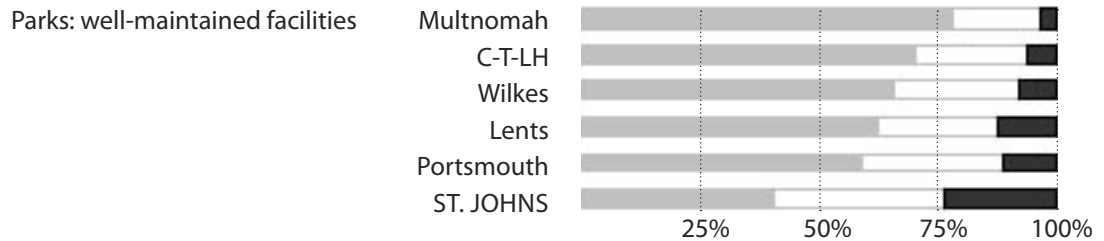
Results The results from the survey did show variations in the level of satisfaction among the six neighborhoods. In particular, significant differences in satisfaction ratings were found for:

- traffic
- street maintenance
- parks & facilities
- feelings of safety

For instance, a significantly higher percent of residents in the Multnomah neighborhood rate street smoothness and the safety of pedestrians and bicyclists “bad” or “very bad”, as shown below.



The chart below shows an example of the difference between St. Johns and the other five neighborhoods. Residents of St. Johns rate the maintenance of facilities in their neighborhood parks quite low compared to others.



Large differences in ratings of satisfaction among neighborhoods could reflect real differences in conditions and/or levels of service. Having ratings from all neighborhoods in the City could be of use to City bureaus in planning their work and targeting their efforts.

Survey results from prior years, reported at the larger coalition level, also show differences among the seven coalitions. However, each coalition is comprised of between 8 and 22 individual neighborhoods, and reporting average results for the entire coalition could mask important details.

For each of the three coalitions in this study, we compared results from the pair of neighborhoods to each other and to total coalition average. The following sections show the variations that were uncovered in the North, the East and the Southwest coalitions.

NORTH neighborhoods

Portsmouth and St. Johns are similar in the highest and lowest ratings of the neighborhood features covered in the Citizen Survey. The walking distance to a bus stop is rated the highest in each, and feeling of safety in the neighborhood park is lowest. However, there are clear differences between the neighborhoods.

NORTH PORTLAND, 2004

Differences in high ratings:

Portsmouth has higher ratings

	(% "good" or "very good")		
	NORTH	Portsmouth	St Johns
Walking distance to bus/Max	88%	92%	85%
Neighborhood park closeness	83%	84%	78%
Parks: well-maintained grounds	79%	84%	68%

Differences in low ratings:

St. Johns has lower safety ratings

	(% "bad" or "very bad")		
	NORTH	Portsmouth	St Johns
Neighborhood pedestrian safety	23%	22%	31%
Feeling of safety in neigh. at NIGHT	31%	36%	39%
Neighborhood traffic speed	32%	32%	42%
Feeling of safety in park at NIGHT	53%	59%	71%

Portsmouth

Generally, the ratings from Portsmouth residents are similar to the North Portland coalition averages. However, the top rated item, walking distance to bus/Max, got higher ratings in Portsmouth, and feeling of safety was slightly lower.

There are more differences when comparing the two neighborhoods to each other. Portsmouth residents rate the closeness of their neighborhood park higher than St. Johns' residents, and the maintenance of parks grounds *much* higher (+16%).

St. Johns Residents in St. Johns generally rate their neighborhood lower than the coalition-wide average.

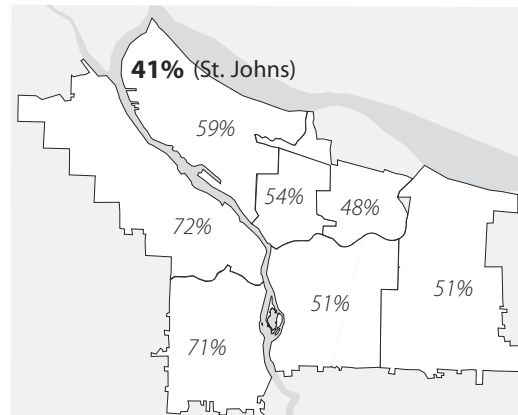
Looking at the items with the most “bad” or “very bad” ratings, the results from St. Johns are significantly different than the coalition as a whole and from the Portsmouth neighborhood. Safety at night in St. Johns neighborhood parks was rated as “bad” or “very bad” by 71 percent of residents – 18 percent more than the coalition average.

Traffic speed and pedestrian safety are also more of a concern in St. Johns.

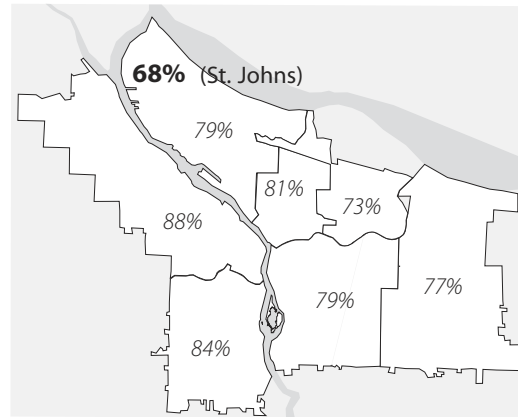
In addition, St. Johns is well below the coalition-wide average on neighborhood parks ratings. As shown in the maps below, the percent of St. Johns’ residents rating maintenance in parks “good” or “very good” is only 41 percent on facilities, 68 percent on parks grounds, and 61 percent on beauty of landscaping.

ST. JOHNS AND COALITION RATINGS ON NEIGHBORHOOD PARKS: 2004
(percent rating “good” or “very good”)

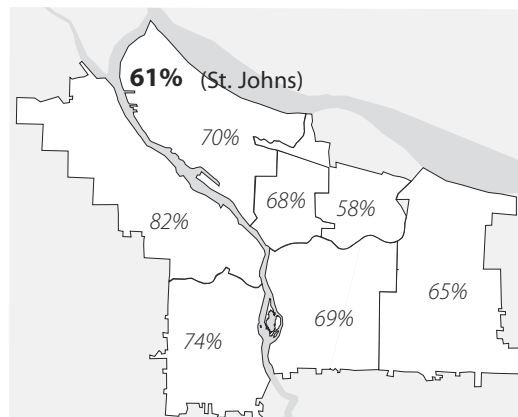
Well-maintained facilities



Well-maintained grounds

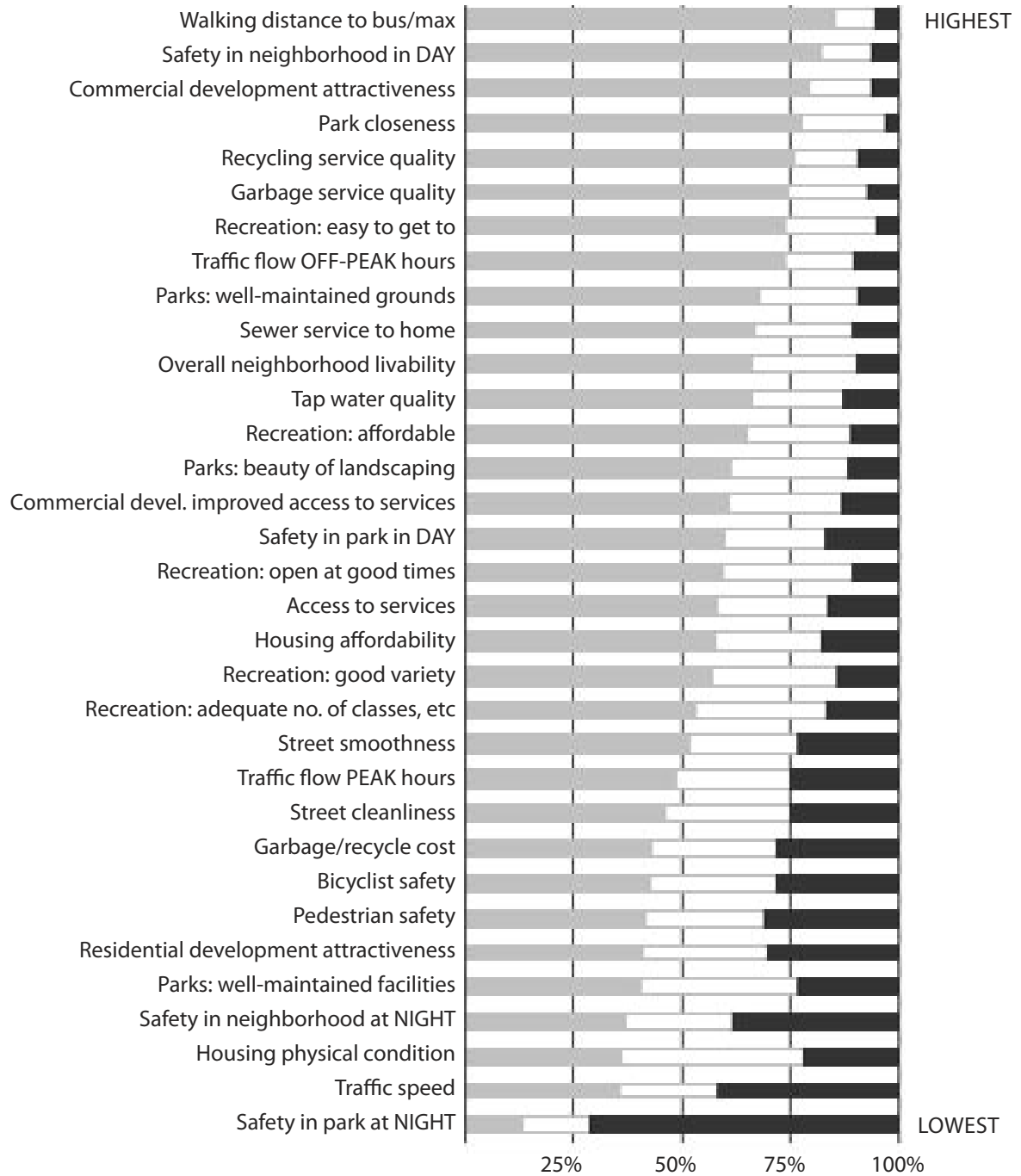


Beauty of landscaping



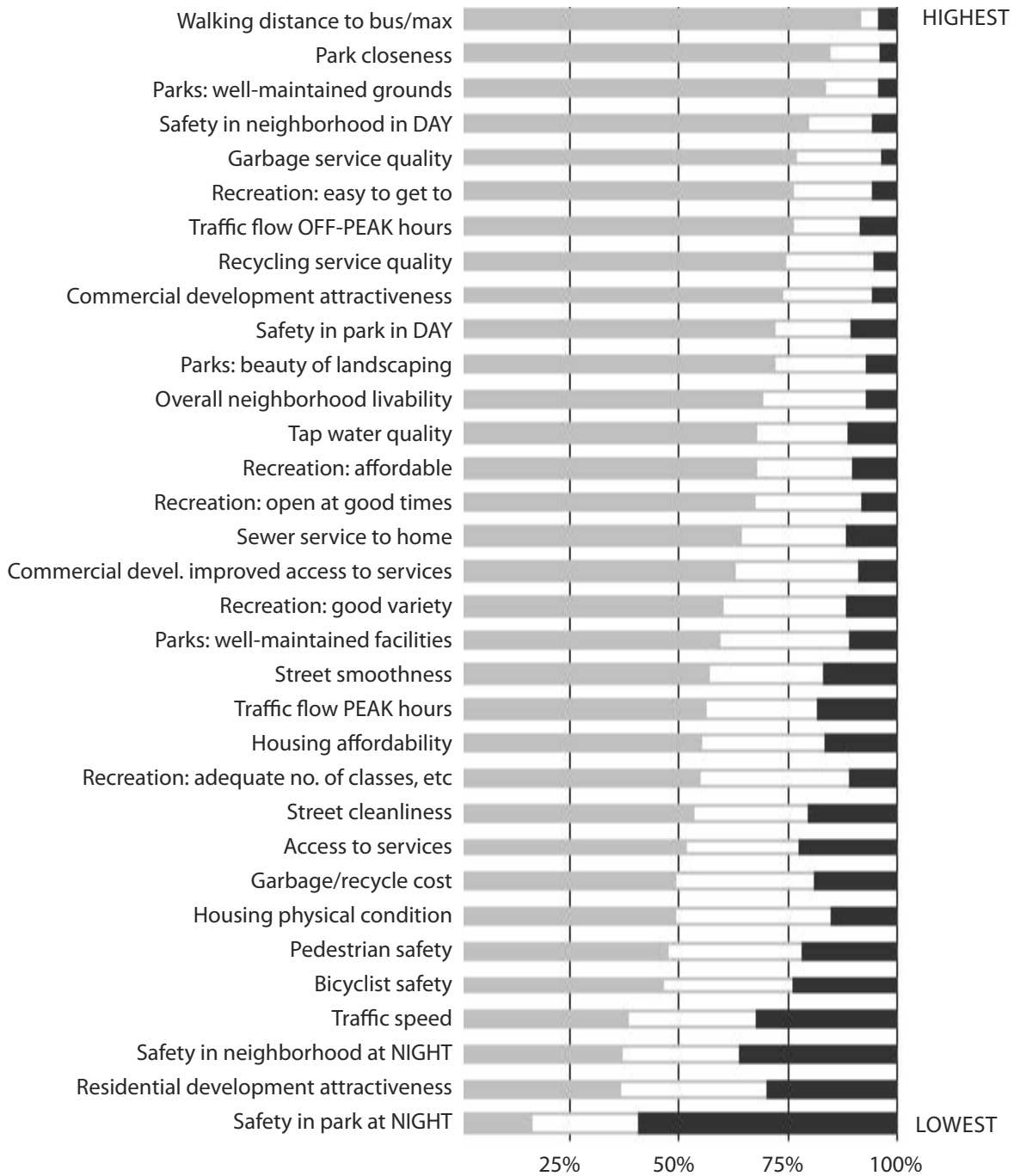
ST. JOHNS residents ratings on neighborhood features: 2004

- "good" or "very good"
- "neither good nor bad"
- "bad" or "very bad"



PORTSMOUTH residents ratings on neighborhood features: 2004

- "good" or "very good"
- "neither good nor bad"
- "bad" or "very bad"



EAST neighborhoods

The two neighborhoods surveyed in East Portland and the coalition overall are identical on the neighborhood characteristic rated the lowest – feeling of safety at night in the closest park.

On other items, though, there are significant variations. The ratings on the general neighborhood livability survey question illustrate how a coalition average can be unrepresentative of some of the individual neighborhoods it contains (see map).

The variation in results on other items is shown below.

EAST PORTLAND, 2004

Differences in high ratings: Lents higher on some, Wilkes higher on others

	(% "good" or "very good")		
	EAST	Lents	Wilkes
Feeling of safety in neigh. during DAY	84%	74%	88%
Walking distance to bus/Max	78%	80%	64%
Parks: well-maintained grounds	77%	81%	73%
Traffic flow (congestion) OFF-PEAK hours	71%	64%	83%

Differences in low ratings: Lents generally has more "bad" ratings

	(% "bad" or "very bad")		
	EAST	Lents	Wilkes
Neighborhood traffic speed	34%	38%	27%
Feeling of safety in neigh. at NIGHT	33%	42%	25%
Neighborhood pedestrian safety	32%	30%	18%
Residential development attractiveness	31%	14%	15%
Neighborhood bicyclist safety	31%	33%	21%
Traffic flow (congestion) PEAK hours	26%	31%	15%

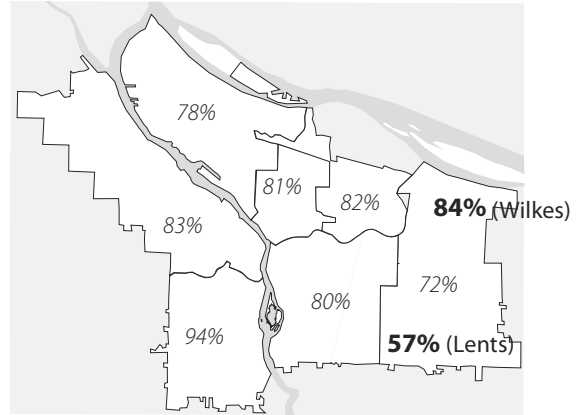
Lents Lents mirrors the coalition-wide average ratings on many survey items.

The difference between Lents and Wilkes is more dramatic. Lents residents are significantly more satisfied with the access to services in their neighborhood and the improvements in access from new commercial development. In addition, parks grounds maintenance gets higher ratings in Lents.

Wilkes Residents in Wilkes rate their neighborhood livability much higher than Lents residents. Feelings of safety in the neighborhood, including pedestrian safety, are among the items that rate much higher in Wilkes; others include street cleanliness and the physical condition of housing (see maps).

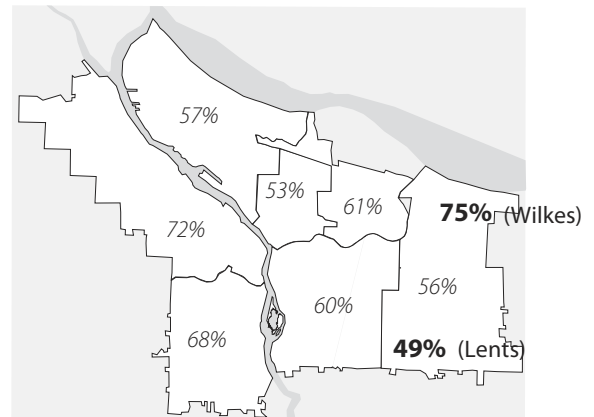
LENTS, WILKES AND COALITION RATINGS ON LIVABILITY: 2004
 (percent rating "good" or "very good")

Overall neighborhood livability

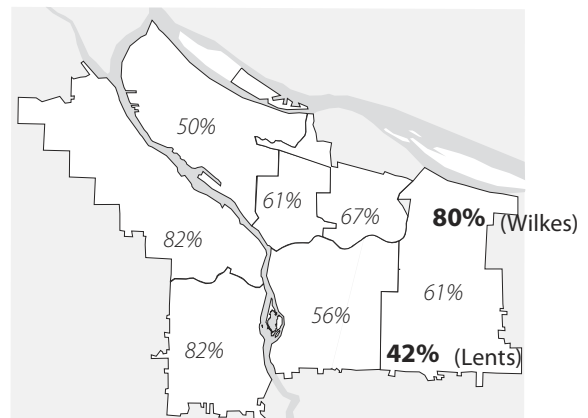


LENTS, WILKES AND COALITION RATINGS: 2004
 (percent rating "good" or "very good")

Street cleanliness

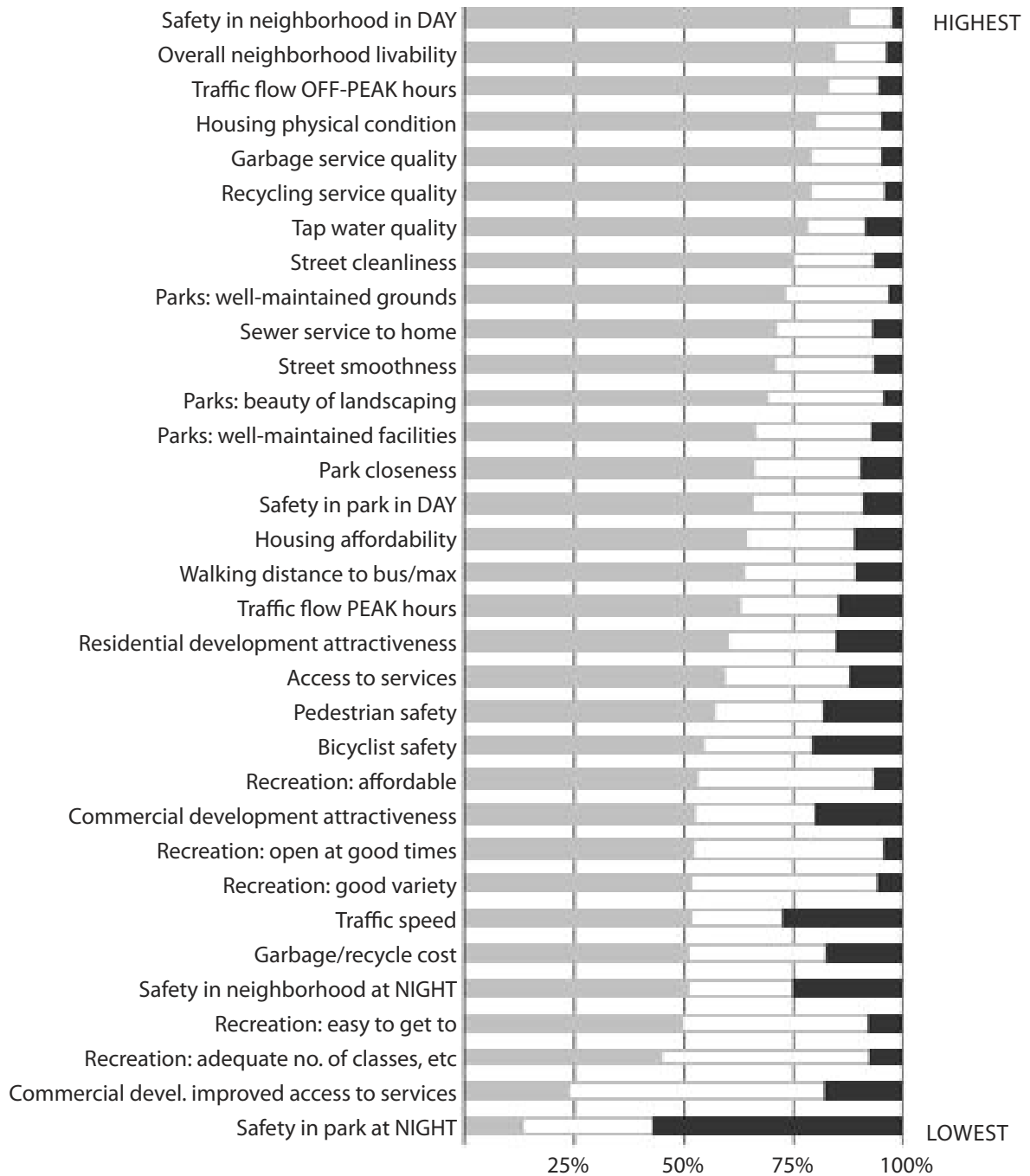


Physical condition of housing



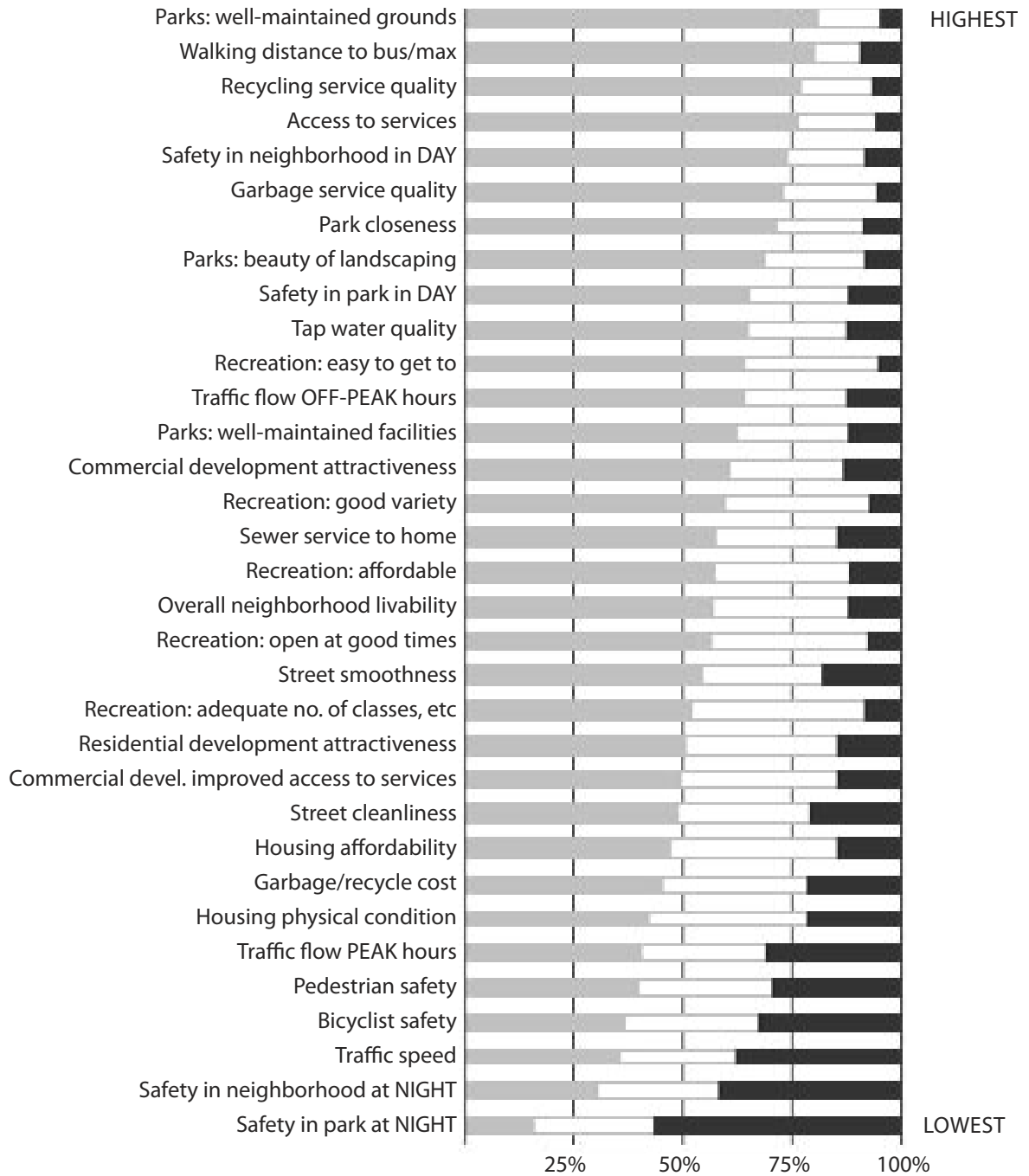
WILKES residents ratings on neighborhood features: 2004

- "good" or "very good"
- "neither good nor bad"
- "bad" or "very bad"



LENTS residents ratings on neighborhood features: 2004

- "good" or "very good"
- "neither good nor bad"
- "bad" or "very bad"



SOUTHWEST neighborhoods

In many ways, the two Southwest neighborhoods are similar to each other and the overall coalition profile. They have good ratings for safety during the day, neighborhood livability and the closeness of parks.

In other ways, Multnomah and C-T-LH do not represent the larger coalition. Residents in both areas rate the physical condition of their neighborhood housing lower than the greater Southwest, as well as the traffic speed.

SW PORTLAND, 2004

Differences in high ratings: Neither Multnomah nor C-T-LH represent the coalition average

	(% "good" or "very good")		
	SW	Mult-nomah	C-T-LH
Neighborhood housing physical cond	81%	69%	69%
Recreation: easy to get to	79%	86%	63%
Distance to bus/max	78%	89%	98%
Recreation: good variety	74%	76%	65%
Parks: beauty of landscaping	74%	82%	73%

Differences in low ratings: More Multnomah residents rate streets and traffic "bad"

	(% "bad" or "very bad")		
	SW	Mult-nomah	C-T-LH
Neighborhood traffic speed	24%	36%	30%
Neighborhood housing affordability	26%	33%	36%
Neighborhood pedestrian safety	34%	48%	19%
Neighborhood bicyclist safety	34%	44%	28%
Neighborhood street smoothness	35%	52%	29%

Multnomah

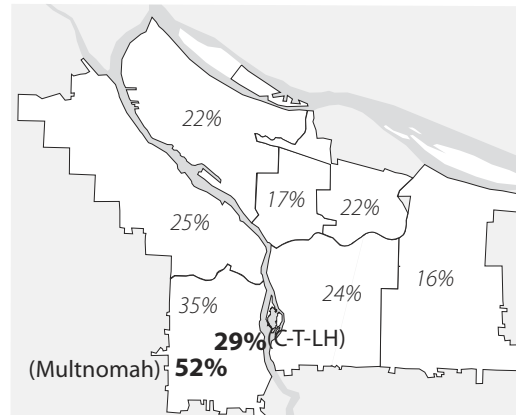
The Multnomah neighborhood is differentiated by its very high ratings on how easy it is to get to City recreation programs and the beauty of local park landscaping. The neighborhood's distinctive problems are related to streets and traffic: a much larger percentage of residents give "bad" or "very bad" ratings to street smoothness, traffic speed and the safety of pedestrians and bicyclists (see maps).

Corbett-Terwilliger-Lair Hill

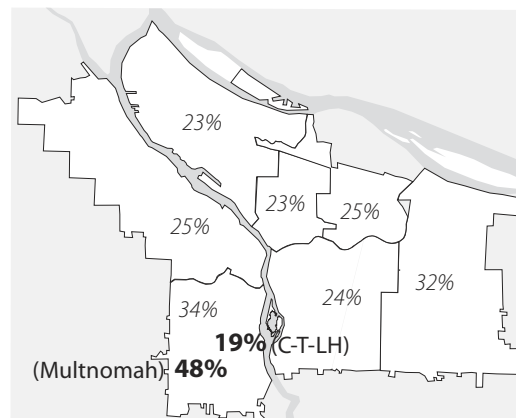
Like Multnomah, traffic speed is a problem in the C-T-LH area, as is the affordability of housing. Some issues don't rank with the lowest but are a greater problem in C-T-LH than in Multnomah. These include traffic congestion on neighborhood streets and the attractiveness of new commercial development.

MULTNOMAH, C-T-LH AND COALITION RATINGS: 2004
(percent rating "bad" or "very bad")

Street smoothness

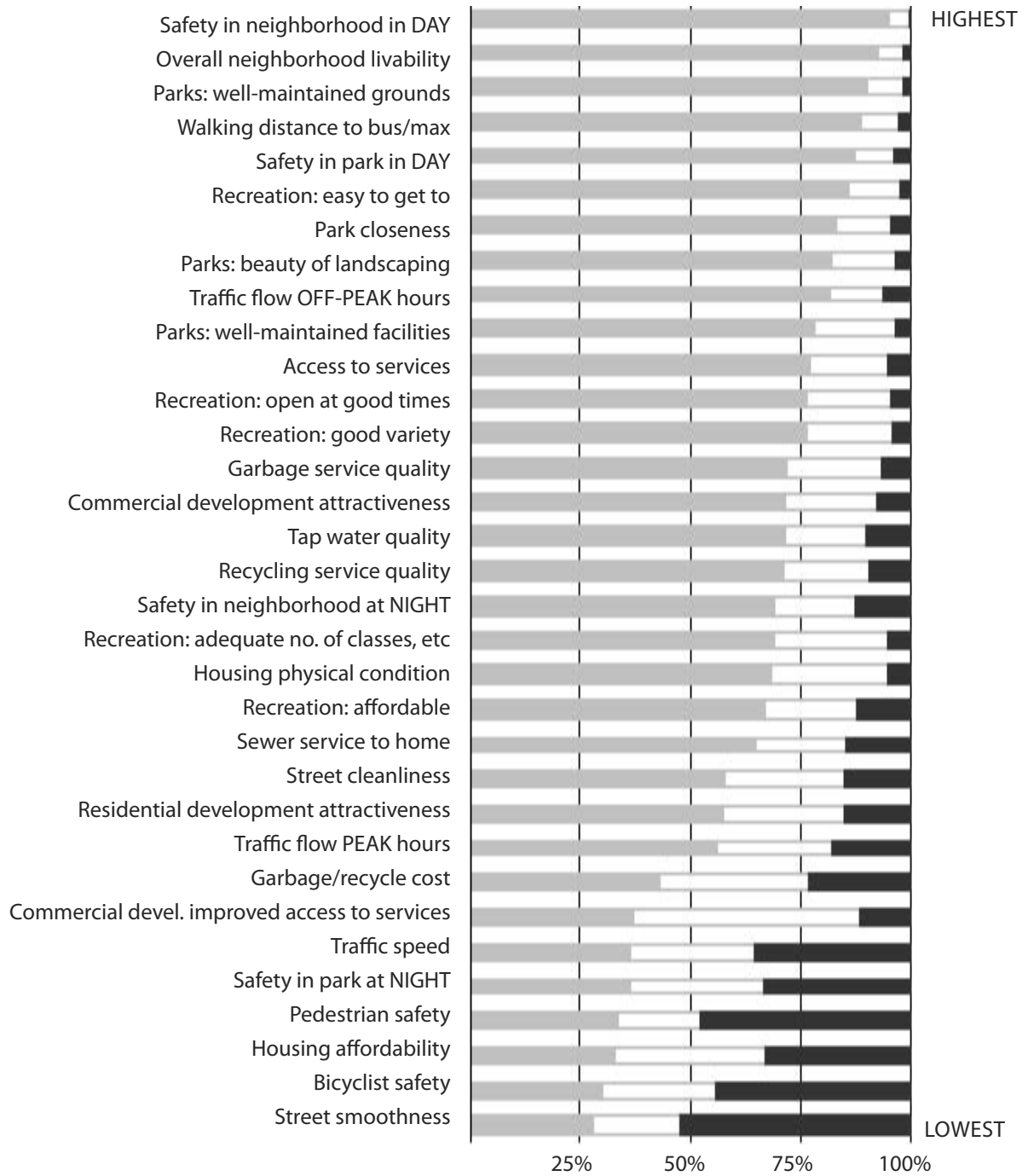


Safety of pedestrians



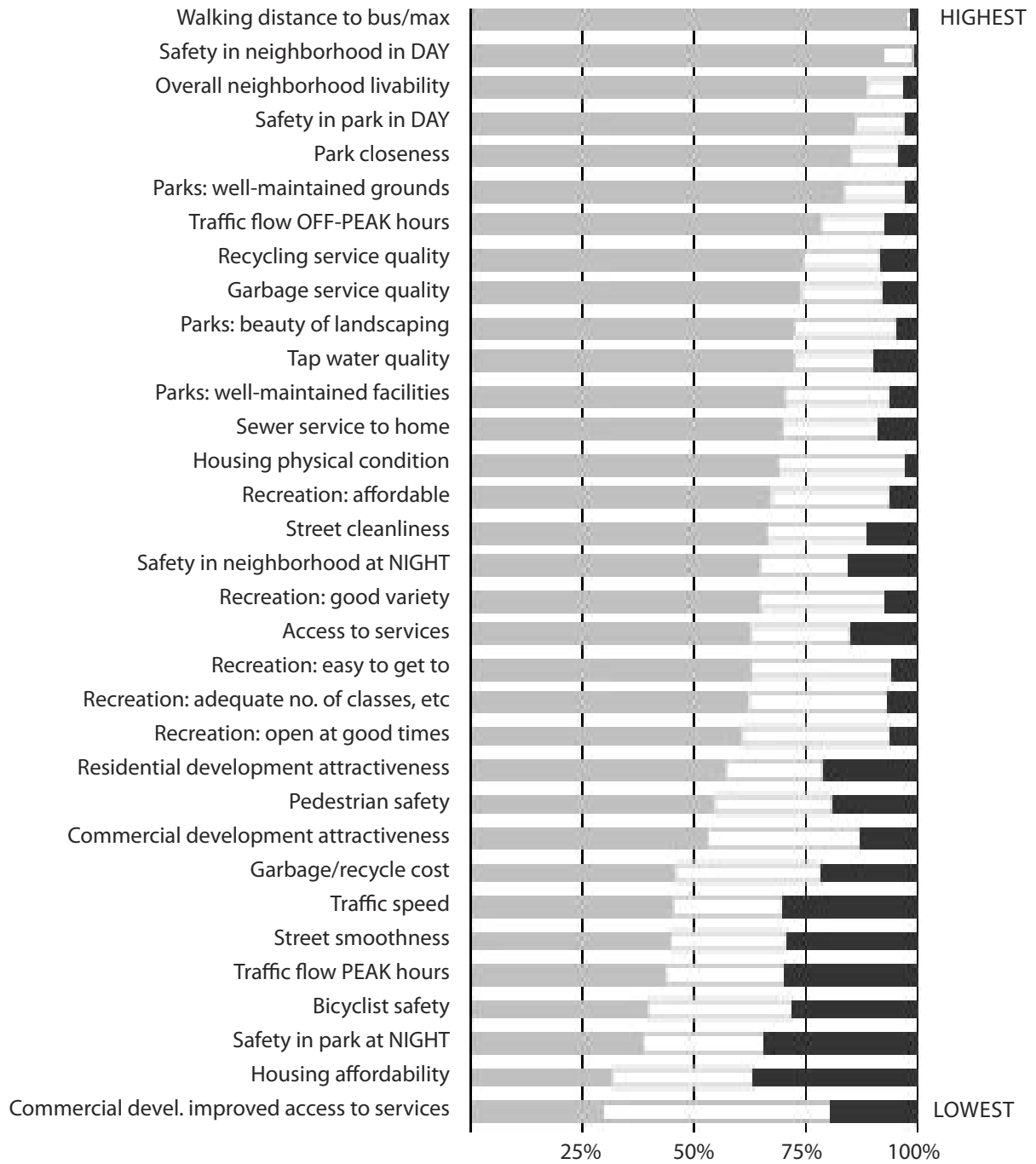
MULTNOMAH residents ratings on neighborhood features: 2004

- "good" or "very good"
- "neither good nor bad"
- "bad" or "very bad"



CORBETT-TERWILLIGER-LAIR HILL residents ratings on neighborhood features: 2004

- "good" or "very good"
- "neither good nor bad"
- "bad" or "very bad"



APPENDIX

Appendix **Full survey results for the six neighborhoods**

Introduction

This marks the 14th year of the City Auditor's annual Citizen Survey. The questions on the survey correspond to the goals of the 11 Portland bureaus covered in the annual *Service Efforts and Accomplishments* report, and the results are intended to indicate how well goals were met.

The survey is mailed to randomly selected addresses, with a letter from the City Auditor explaining the purpose of the survey and how to complete it. Respondents are asked to remove the address page of the survey so that returned surveys are anonymous.

We mailed approximately 15,000 surveys to City residents in early August 2004 and sent a reminder survey at the end of that month. A total of 5,682 useable surveys were returned, for a response rate of 38 percent.

A little more than one-third of the surveys were sent to residents in six neighborhood associations selected for in-depth analysis. These results are presented in this report. The results from the remaining citywide surveys are included in audit report #310, *Service Efforts and Accomplishments: 2003-04*, published in December 2004.

Reliability of survey

For the citywide survey sample size of 3,442, the survey accuracy (at the conventional 95% confidence level) is $\pm 2\%$. For the smaller neighborhood areas, the survey accuracy ranges from $\pm 1\%$ to $\pm 5\%$.

Results

The survey questions and results follow. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately.

The number of responses to each question are shown in parentheses. "Don't know" and blank responses are not included in the percentages or in the count of responses.

2004 CITIZEN SURVEY RESULTS - SIX NEIGHBORHOODS AND CITY TOTAL

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
1 How safe would you feel walking alone <i>during the day</i> :										
• in your neighborhood?										
Very safe	32.2%	33.5%	40.8%	23.5%	46.6%	34.2%	65.7%	65.3%	72.1%	58.80%
Safe	47.7%	48.9%	43.8%	50.7%	41.2%	50.0%	27.0%	29.7%	25.2%	37.4%
Neither safe nor unsafe	14.5%	11.5%	11.8%	17.6%	9.6%	11.8%	6.8%	4.6%	2.7%	8.9%
Unsafe	3.6%	5.2%	3.0%	7.9%	2.2%	3.7%	0.5%	0.4%	0.0%	2.5%
Very unsafe	2.0%	0.8%	0.5%	0.3%	0.3%	0.3%	0.0%	0.0%	0.0%	0.4%
	(304)	(364)	(397)	(353)	(313)	(380)	(397)	(475)	(519)	(3,378)
• in the park closest to you?										
Very safe	23.5%	18.6%	26.2%	16.2%	20.8%	18.9%	52.3%	46.8%	43.8%	33.6%
Safe	48.5%	41.0%	45.6%	49.4%	44.9%	51.3%	34.2%	40.9%	41.0%	43.5%
Neither safe nor unsafe	17.4%	23.5%	17.9%	22.5%	25.1%	21.1%	11.0%	8.7%	11.8%	15.4%
Unsafe	7.8%	12.0%	7.7%	9.9%	7.8%	7.9%	2.3%	3.2%	3.4%	6.2%
Very Unsafe	2.7%	4.9%	2.6%	2.1%	1.4%	0.8%	0.3%	0.4%	0.0%	1.4%
	(293)	(349)	(390)	(334)	(283)	(355)	(392)	(462)	(493)	(3,244)
• downtown?										
Very safe	21.6%	21.6%	23.6%	13.9%	11.2%	14.0%	39.4%	28.4%	27.1%	27.2%
Safe	41.3%	41.2%	45.1%	43.0%	38.8%	41.3%	39.6%	46.8%	46.8%	43.3%
Neither safe nor unsafe	24.7%	21.6%	21.2%	25.4%	35.7%	29.9%	15.0%	18.6%	19.3%	22.3%
Unsafe	9.5%	12.0%	6.4%	13.0%	10.8%	10.8%	5.2%	5.0%	5.4%	6.7%
Very unsafe	2.8%	3.5%	3.7%	4.6%	3.5%	4.0%	0.8%	1.1%	1.4%	2.5%
	(283)	(342)	(377)	(323)	(286)	(351)	(386)	(457)	(502)	(3,214)
How safe would you feel walking alone <i>at night</i> :										
• in your neighborhood?										
Very safe	7.4%	6.2%	11.3%	6.2%	13.1%	10.3%	24.9%	29.4%	31.1%	17.2%
Safe	29.6%	30.9%	32.0%	24.3%	38.0%	30.2%	39.8%	39.9%	42.0%	36.0%
Neither safe nor unsafe	26.9%	24.4%	25.6%	27.9%	23.6%	26.0%	20.1%	18.2%	17.2%	22.0%
Unsafe	24.2%	27.2%	23.3%	28.2%	18.7%	24.7%	12.6%	9.9%	9.0%	18.2%
Very unsafe	11.8%	11.3%	7.9%	13.5%	6.6%	8.8%	2.6%	2.6%	0.8%	6.6%
	(297)	(353)	(391)	(341)	(305)	(377)	(389)	(466)	(512)	(3,312)
• in the park closest to you?										
Very safe	4.8%	2.4%	3.9%	2.5%	3.6%	2.0%	8.7%	9.7%	9.3%	5.5%
Safe	11.4%	10.9%	17.1%	13.2%	10.0%	13.2%	29.9%	26.8%	26.5%	19.0%
Neither safe nor unsafe	24.6%	15.4%	25.8%	27.6%	29.5%	27.6%	27.3%	30.3%	29.6%	27.2%
Unsafe	37.0%	39.9%	33.4%	32.8%	38.4%	36.9%	25.7%	23.2%	27.1%	32.9%
Very unsafe	22.1%	31.4%	19.7%	23.9%	18.5%	20.3%	8.4%	10.0%	7.5%	15.4%
	(289)	(338)	(380)	(326)	(281)	(355)	(381)	(452)	(483)	(3,175)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• downtown?										
Very safe	2.6%	3.0%	4.0%	2.9%	1.4%	3.2%	6.5%	3.8%	5.1%	5.0%
Safe	21.6%	20.3%	26.2%	15.9%	11.4%	14.2%	30.2%	28.3%	25.7%	24.0%
Neither safe nor unsafe	28.9%	32.4%	29.9%	27.9%	26.8%	30.9%	33.9%	33.7%	34.4%	30.9%
Unsafe	28.6%	28.8%	25.4%	32.1%	35.4%	33.8%	20.3%	24.3%	25.1%	26.9%
Very unsafe	18.3%	15.5%	14.6%	21.3%	25.0%	17.9%	9.1%	9.8%	9.8%	13.2%
	(273)	(330)	(378)	(315)	(280)	(346)	(384)	(448)	(491)	(3,174)
2 Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months (that is, since August 2003)?										
Yes	23.5%	24.5%	22.9%	33.1%	13.2%	20.3%	18.8%	11.4%	11.6%	20.5%
No	76.5%	75.5%	77.1%	66.9%	86.8%	79.7%	81.2%	88.6%	88.4%	79.5
	(306)	(368)	(397)	(350)	(318)	(1384)	(388)	(473)	(526)	(3,396)
<i>If YES:</i>										
• No. of times? (TOTAL)	71	88	89	108	40	75	95	63	81	970
• What percent were reported to the police? (CALCULATED)	48.6%	45.2%	50.0%	54.1%	60.0%	41.6%	66.3%	52.4%	60.5%	45.8%
3 Did anyone break into, or burglarize, your home during the last 12 months?										
Yes	7.2%	4.9%	8.1%	8.8%	5.0%	4.4%	6.6%	2.3%	1.7%	5.1%
No	92.8%	95.1%	91.9%	91.2%	95.0%	95.6%	93.4%	97.7%	98.3%	94.9%
	(306)	(367)	(396)	(352)	(318)	(384)	(394)	(476)	(523)	(3,397)
<i>If YES:</i>										
• Was it reported to the police?										
Yes	-	-	-	-	-	-	-	-	-	67.3%
No	-	-	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)				-	-	-	32.7%
	-	-	-	-	-	-	-	-	-	(171)
4 Do you know, or have you heard of, your neighborhood police officer?										
Yes	16.8%	18.9%	23.6%	14.6%	10.3%	9.8%	7.1%	19.4%	14.6%	13.8%
No	83.2%	81.1%	76.4%	85.4%	89.7%	90.2%	92.9%	80.6%	85.4%	86.2%
	(303)	(366)	(399)	(356)	(320)	(388)	(397)	(470)	(526)	(3,413)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
5 How willing are you to help the police improve the quality of life in your neighborhood (for example, go to meetings or make phone calls)?										
Very willing	17.0%	19.0%	21.8%	21.6%	14.3%	16.1%	19.6%	11.1%	13.6%	17.3%
Willing	38.2%	42.0%	40.9%	39.5%	44.7%	42.7%	40.6%	42.7%	42.9%	41.6%
Neither willing nor unwilling	36.0%	29.0%	30.1%	30.6%	31.7%	33.3%	30.2%	37.4%	34.7%	32.6%
Unwilling	7.8%	8.2%	5.4%	5.9%	7.8%	7.6%	8.2%	8.4%	7.4%	7.1%
Very unwilling	1.1%	1.8%	1.9%	2.5%	1.4%	0.3%	1.3%	0.4%	1.4%	1.3%
	(283)	(331)	(372)	(324)	(293)	(354)	(377)	(452)	(501)	(3,199)
6 Did you call 9-1-1 for an emergency in the last twelve months?										
Yes	29.8%	27.4%	22.8%	31.0%	13.5%	22.6%	16.8%	12.6%	12.7%	19.3%
No	70.2%	72.6%	77.2%	69.0%	86.5%	77.4%	83.2%	87.4%	87.3%	80.7%
	(309)	(365)	(399)	(355)	(318)	(390)	(394)	(477)	(526)	(3,413)
<i>If YES:</i>										
• How do you rate the services you got on the phone? (the last time, if more than once)										
Very good	43.8%	34.3%	41.1%	38.2%	53.5%	51.7%	39.4%	51.7%	58.5%	46.4%
Good	38.2%	48.5%	41.1%	36.4%	34.9%	25.3%	39.4%	26.7%	29.2%	35.4%
Neither good nor bad	12.4%	12.1%	13.3%	15.5%	7.0%	16.1%	9.1%	16.7%	4.6%	11.3%
Bad	4.5%	4.0%	4.4%	5.5%	0.0%	6.9%	6.1%	5.0%	6.2%	4.8%
Very bad	1.1%	1.0%	0.0%	4.5%	4.7%	0.0%	6.1%	0.0%	1.5%	2.0%
	(89)	(99)	(90)	(110)	(43)	(87)	(66)	(60)	(65)	(644)
7 Did you use the services of the Fire Bureau in the last twelve months?										
Yes	9.1%	7.1%	7.2%	9.9%	7.5%	8.7%	5.1%	5.7%	6.8%	7.1%
No	90.9%	92.9%	92.8%	90.1%	92.5%	91.3%	94.9%	94.3%	93.2%	92.9%
	(308)	(368)	(401)	(352)	(319)	(389)	(396)	(475)	(526)	(3,414)
<i>If YES:</i>										
• What type of service was it? (the last time, if more than once)										
Fire	-	-	-	-	-	-	-	-	-	26.1%
Medical	-	-	-	-	-	-	-	-	-	57.7%
Other	-	-	-	-	-	-	-	-	-	16.2%
	-	-	-	-	-	-	-	-	-	(234)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
How do you rate the quality of the service you got?										
Very good	-	-	-	-	-	-	-	-	-	73.4%
Good	-	-	-	-	-	-	-	-	-	22.4%
Neither good nor bad	-	-	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)				-	-	-	1.7%
Bad	-	-	-	-	-	-	-	-	-	0.4%
Very bad	-	-	-	-	-	-	-	-	-	2.1%
	-	-	-	-	-	-	-	-	-	(237)
8 Are you prepared to sustain yourself for 72 hours after a major disaster?										
Yes	50.8%	53.7%	54.7%	61.7%	65.8%	60.6%	50.3%	56.0%	61.3%	54.3%
No	49.2%	46.3%	45.3%	38.3%	34.2%	39.4%	49.7%	44.0%	38.7%	45.7%
	(303)	(365)	(393)	(350)	(313)	(381)	(392)	(468)	(519)	(3,363)
<i>If NO:</i>										
• Do you know what to do to get prepared?										
Yes	50.4%	47.3%	52.7%	43.1%	43.5%	44.8%	47.2%	52.6%	51.7%	49.1%
No	49.6%	52.7%	47.3%	56.9%	56.5%	55.2%	52.8%	47.4%	48.3%	50.9%
	(125)	(146)	(148)	(102)	(85)	(116)	(161)	(173)	(172)	(1,275)
9 Are you currently trained in first aid or CPR?										
First aid	6.3%	6.9%	6.1%	7.2%	8.4%	7.2%	7.0%	5.2%	6.0%	6.0%
CPR	8.0%	8.9%	6.4%	7.8%	8.1%	7.0%	6.2%	7.4%	8.3%	7.5%
Both	29.2%	31.9%	32.6%	29.4%	21.7%	29.0%	29.4%	28.8%	28.2%	29.9%
Neither	56.5%	52.4%	55.0%	55.6%	61.8%	56.8%	57.4%	58.7%	57.4%	56.6%
	(301)	(361)	(393)	(347)	(309)	(373)	(385)	(462)	(517)	(3,319)
10 How do you rate the City of Portland's efforts to control misconduct by Portland police officers?										
Very good	5.4%	4.7%	8.4%	5.8%	10.5%	7.6%	5.9%	5.6%	7.7%	
Good	29.0%	24.8%	24.1%	35.2%	36.6%	36.7%	30.1%	24.7%	31.6%	
Neither good nor bad	27.2%	30.1%	31.4%	33.2%	34.8%	33.1%	32.1%	36.5%	35.3%	
Bad	20.7%	21.5%	20.3%	16.1%	11.5%	16.4%	22.8%	24.9%	18.5%	
Very bad	17.8%	18.9%	15.9%	9.7%	6.6%	6.2%	9.0%	8.4%	6.8%	
	(276)	(339)	(370)	(310)	(287)	(341)	(355)	(430)	(453)	

11 How do you rate the tap water provided by the City in terms of:

• quality?

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Very good	19.0%	19.9%	26.0%	19.5%	25.7%	20.3%	31.1%	28.4%	37.2%	26.3%
Good	48.7%	46.4%	43.4%	45.3%	52.6%	49.3%	41.5%	43.2%	42.3%	44.6%
Neither good nor bad	21.0%	20.8%	20.0%	23.0%	13.2%	20.0%	17.8%	18.1%	14.7%	18.8%
Bad	8.0%	10.0%	7.3%	9.6%	6.6%	7.9%	9.0%	8.1%	5.4%	7.8%
Very bad	3.3%	2.8%	3.4%	2.6%	2.0%	2.5%	0.5%	2.2%	0.4%	2.5%
	(300)	(351)	(385)	(344)	(304)	(365)	(376)	(458)	(503)	(3,243)

• cost?

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

Very good	3.0%	2.2%	6.1%	2.3%	7.1%	5.3%	10.4%	5.1%	7.3%	5.8%
Good	22.4%	18.3%	20.1%	19.0%	28.0%	24.5%	24.8%	23.2%	23.3%	23.6%
Neither good nor bad	27.6%	24.8%	25.4%	27.3%	19.8%	22.9%	30.5%	30.7%	29.6%	27.9%
Bad	27.2%	31.6%	26.5%	26.4%	29.1%	27.6%	21.7%	26.1%	24.4%	25.1%
Very bad	19.8%	23.2%	21.8%	25.1%	16.0%	19.7%	12.6%	14.9%	15.3%	17.7%
	(268)	(323)	(358)	(311)	(268)	(319)	(318)	(410)	(450)	(2,866)

12 How well do you think:

• the City provides sewer and drainage service to your home?

- Very well
- Well
- Neither well nor poorly
- Poorly
- Very poorly

Very well	16.3%	14.2%	16.9%	13.1%	17.1%	13.9%	21.9%	19.1%	22.8%	19.0%
Well	47.9%	52.6%	49.0%	44.6%	54.0%	45.0%	48.1%	45.6%	48.2%	49.6%
Neither well nor poorly	24.5%	22.3%	23.7%	27.8%	21.8%	27.5%	21.7%	20.5%	21.1%	22.3%
Poorly	6.7%	7.5%	7.3%	4.6%	3.7%	6.5%	5.6%	11.5%	4.8%	5.7%
Very poorly	4.6%	3.5%	3.1%	9.8%	3.4%	7.1%	2.8%	3.2%	3.1%	3.5%
	(282)	(346)	(384)	(327)	(298)	(353)	(360)	(434)	(479)	(3,092)

• the sewer and storm drainage systems protect streams and rivers?

- Very well
- Well
- Neither well nor poorly
- Poorly
- Very poorly

Very well	3.5%	4.4%	6.7%	4.0%	8.7%	3.8%	6.6%	5.5%	5.1%	5.0%
Well	24.2%	23.2%	24.9%	26.9%	28.9%	29.2%	19.3%	24.3%	25.2%	26.2%
Neither well nor poorly	25.8%	27.3%	24.6%	26.6%	29.7%	25.7%	24.4%	23.3%	25.7%	25.5%
Poorly	27.7%	25.7%	28.1%	20.5%	22.8%	26.7%	30.7%	30.3%	28.0%	27.3%
Very poorly	18.8%	19.4%	15.7%	21.9%	9.9%	14.6%	19.0%	16.5%	16.0%	15.9%
	(256)	(319)	(345)	(297)	(263)	(315)	(348)	(399)	(432)	(2,832)

13 How do you rate traffic flow (congestion) during peak traffic hours, that is 7 - 9 am and 3:30 - 6 pm:

- major streets and thoroughfares, *excluding* freeways?

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Very good	2.8%	0.3%	1.8%	0.3%	1.3%	2.2%	0.5%	2.5%	0.8%	1.6%
Good	20.0%	18.7%	19.1%	19.6%	25.8%	22.6%	20.8%	20.1%	22.5%	22.4%
Neither good nor bad	27.9%	27.9%	25.8%	29.2%	26.4%	23.1%	32.2%	31.0%	36.2%	30.1%
Bad	33.4%	40.2%	36.7%	36.6%	32.8%	38.7%	36.8%	36.6%	32.8%	35.0%
Very bad	15.9%	12.9%	16.5%	14.3%	13.7%	13.4%	9.7%	9.8%	7.8%	11.0%
	(290)	(348)	(387)	(336)	(299)	(359)	(370)	(448)	(503)	(3,207)

- your neighborhood streets?

Very good	11.4%	7.7%	7.0%	5.1%	12.7%	8.9%	8.7%	10.7%	17.0%	10.6%
Good	44.8%	41.0%	46.9%	35.5%	50.3%	39.1%	34.9%	45.3%	44.3%	43.7%
Neither good nor bad	25.5%	26.4%	23.8%	28.6%	22.3%	26.0%	27.0%	25.9%	21.5%	24.8%
Bad	14.1%	19.5%	15.3%	22.9%	10.0%	19.1%	19.8%	14.4%	13.2%	15.3%
Very bad	4.1%	5.4%	7.0%	7.8%	4.7%	6.9%	9.5%	3.7%	4.0%	5.7%
	(290)	(349)	(386)	(332)	(300)	(361)	(378)	(459)	(506)	(3,225)

- How do you rate traffic flow (congestion) during off-peak traffic hours:

- major streets and thoroughfares, *excluding* freeways?

Very good	11.8%	8.9%	12.0%	7.5%	10.8%	9.1%	19.4%	18.5%	18.0%	14.1%
Good	49.3%	55.6%	51.3%	46.7%	53.9%	45.3%	54.5%	52.3%	51.2%	52.7%
Neither good nor bad	26.4%	21.3%	23.4%	32.5%	25.9%	28.2%	18.6%	19.2%	21.3%	22.5%
Bad	8.3%	11.8%	10.9%	12.0%	8.1%	16.0%	5.9%	8.6%	8.1%	8.9%
Very bad	4.2%	2.3%	2.3%	1.2%	1.3%	1.4%	1.6%	1.3%	1.4%	1.8%
	(288)	(347)	(384)	(332)	(297)	(362)	(376)	(453)	(506)	(3,211)

- your neighborhood streets?

Very good	21.6%	24.6%	22.6%	14.4%	23.6%	18.7%	30.4%	32.6%	36.1%	27.3%
Good	54.3%	49.3%	56.9%	49.8%	59.6%	52.1%	48.1%	48.9%	48.2%	51.1%
Neither good nor bad	15.8%	15.9%	11.7%	23.4%	11.4%	18.9%	14.3%	12.3%	10.9%	14.4%
Bad	5.5%	8.4%	5.7%	11.7%	4.0%	8.6%	5.3%	4.4%	3.6%	5.0%
Very bad	2.7%	1.7%	3.1%	0.6%	1.3%	1.7%	1.9%	1.8%	1.2%	2.2%
	(291)	(345)	(385)	(333)	(297)	(359)	(378)	(454)	(504)	(3,224)

14 Do you work outside of your home (either full-time or part-time)?

Yes	67.5%	69.8%	73.2%	66.7%	40.7%	59.3%	75.1%	69.7%	68.8%	68.7%
No	32.5%	30.2%	26.8%	33.3%	59.3%	40.7%	24.9%	30.3%	31.2%	31.3%
	(283)	(344)	(377)	(327)	(295)	(356)	(370)	(446)	(494)	(3,187)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
If YES:										
• Do you usually travel to or from work during peak traffic hours, that is, 7 - 9 am (morning) or 3:30 - 6 pm (evening)?										
Morning	13.1%	12.1%	10.3%	11.0%	12.7%	13.7%	11.5%	12.0%	11.3%	11.8%
Evening	12.6%	12.5%	12.8%	10.6%	9.3%	17.5%	5.8%	10.0%	8.9%	11.9%
Both morning and evening	59.2%	62.1%	62.6%	66.5%	63.6%	51.2%	73.4%	64.4%	64.3%	61.6%
Neither	15.2%	13.3%	14.3%	11.9%	14.4%	17.5%	9.4%	13.6%	15.5%	14.6%
	(191)	(240)	(273)	(218)	(118)	(211)	(278)	(309)	(336)	(2,173)
• What mode of travel do you usually use to get to and from work?										
Drive alone	80.5%	76.7%	74.5%	80.3%	89.9%	79.1%	68.1%	76.7%	79.9%	71.5%
Drive with others	7.4%	11.7%	9.5%	9.2%	3.4%	9.5%	6.9%	5.8%	5.6%	7.9%
Bus or Max	7.9%	7.9%	7.3%	6.0%	3.4%	7.6%	14.9%	13.3%	7.4%	11.2%
Drive partway, bus partway	2.6%	1.3%	2.9%	3.2%	3.4%	2.4%	1.1%	0.6%	2.1%	2.2%
Walk	1.6%	1.3%	1.8%	0%	0%	0.5%	5.1%	1.3%	2.7%	3.3%
Bicycle	0%	1.3%	4.0%	1.4%	0%	0.9%	4.0%	2.3%	2.4%	3.9%
	(190)	(240)	(275)	(218)	(294)	(211)	(211)	(309)	(339)	(2,184)
• Do you sometimes use a different mode instead?										
Yes	47.4%	50.4%	44.4%	46.3%	35.3%	35.1%	55.4%	47.6%	43.7%	46.9%
No	52.6%	49.6%	55.6%	53.7%	64.7%	64.9%	44.6%	52.4%	56.3%	53.1%
	(190)	(240)	(275)	(218)	(119)	(211)	(276)	(309)	(339)	(2,186)
• If you sometimes use a different mode instead, what is it?										
Drive alone	7.4%	9.6%	5.1%	13.3%	5.0%	4.7%	8.3%	8.4%	5.0%	6.6%
Drive with others	12.6%	13.8%	5.8%	8.3%	13.4%	10.4%	10.1%	13.3%	11.5%	9.2%
Bus or Max	15.3%	17.1%	22.5%	16.1%	7.6%	14.7%	20.7%	14.6%	17.4%	17.5%
Drive partway, bus partway	3.2%	2.9%	2.2%	0.9%	6.7%	1.4%	0%	1.6%	1.5%	1.6%
Walk	1.6%	2.9%	1.8%	0.5%	2.5%	2.4%	6.5%	2.6%	2.4%	4.6%
Bicycle	7.4%	4.2%	6.9%	7.3%	0%	1.4%	9.8%	7.1%	5.9%	7.5%
None	52.6%	49.6%	55.6%	53.7%	64.7%	64.9%	44.6%	52.4%	56.3%	53.1%
	(190)	(240)	(275)	(218)	(119)	(211)	(276)	(309)	(339)	(2,186)
• How often do you use the different mode (average days per year)?	33	35	27	30	12	21	43	32	36	34

15

In general, how do you rate your neighborhood on the following categories?

- housing affordability
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- physical condition of housing
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- closeness of parks or open spaces
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- walking distance to bus stop (or Max)
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- access to shopping and other services
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• housing affordability										
Very good	10.8%	11.4%	9.0%	4.6%	11.9%	8.3%	1.3%	3.2%	3.8%	5.3%
Good	44.4%	46.4%	43.2%	42.7%	52.5%	45.0%	30.3%	29.5%	34.5%	35.0%
Neither good nor bad	28.5%	24.5%	28.0%	38.1%	24.4%	33.9%	31.9%	34.2%	35.3%	31.6%
Bad	12.5%	14.8%	17.2%	12.2%	8.6%	10.3%	31.1%	24.9%	19.5%	21.4%
Very bad	3.8%	2.8%	2.6%	2.4%	2.6%	2.6%	5.4%	8.2%	6.8%	6.8%
	(288)	(351)	(389)	(328)	(303)	(351)	(373)	(441)	(498)	(3,205)
• physical condition of housing										
Very good	3.8%	2.8%	4.7%	4.5%	23.6%	9.8%	9.5%	7.9%	19.3%	13.0%
Good	45.5%	33.4%	45.2%	37.7%	56.7%	51.4%	59.5%	60.7%	62.2%	52.1%
Neither good nor bad	35.8%	41.9%	37.2%	36.5%	14.8%	29.3%	28.7%	26.2%	15.8%	26.5%
Bad	11.5%	19.1%	12.1%	19.0%	3.9%	9.0%	2.1%	4.8%	2.3%	7.7%
Very bad	3.5%	2.8%	0.8%	2.4%	1.0%	0.5%	0.3%	0.4%	0.4%	0.7%
	(288)	(356)	(387)	(337)	(305)	(368)	(380)	(458)	(513)	(3,277)
• closeness of parks or open spaces										
Very good	27.2%	22.3%	22.0%	17.4%	20.1%	14.1%	38.3%	33.4%	30.9%	27.0%
Good	57.2%	55.5%	61.4%	54.1%	45.8%	53.9%	47.0%	49.7%	51.5%	54.2%
Neither good nor bad	11.7%	19.2%	14.1%	19.8%	24.3%	23.5%	10.8%	12.4%	13.1%	14.4%
Bad	3.1%	2.3%	2.6%	5.4%	7.6%	6.4%	3.7%	3.7%	3.2%	3.5%
Very bad	0.7%	0.8%	0.0%	3.3%	2.1%	2.2%	0.3%	0.9%	1.4%	0.9%
	(290)	(355)	(391)	(333)	(288)	(362)	(379)	(461)	(505)	(3,248)
• walking distance to bus stop (or Max)										
Very good	43.6%	30.8%	38.2%	31.0%	17.2%	28.1%	67.5%	50.0%	41.1%	44.5%
Good	48.1%	54.5%	49.7%	49.1%	46.6%	49.9%	30.1%	38.7%	37.4%	42.1%
Neither good nor bad	4.2%	9.0%	7.9%	10.5%	25.5%	14.6%	1.0%	8.4%	11.7%	8.3%
Bad	3.8%	4.2%	2.6%	7.2%	8.6%	6.1%	1.0%	1.9%	7.7%	3.8%
Very bad	0.3%	1.4%	1.5%	2.1%	2.1%	1.4%	0.3%	0.9%	2.2%	1.4%
	(287)	(354)	(390)	(332)	(290)	(363)	(382)	(462)	(506)	(3,277)
• access to shopping and other services										
Very good	12.5%	11.8%	14.5%	24.6%	10.0%	19.9%	20.9%	29.0%	25.5%	29.0%
Good	39.1%	46.5%	39.4%	52.0%	49.3%	53.4%	42.0%	48.3%	44.4%	45.2%
Neither good nor bad	26.0%	25.2%	24.4%	17.5%	28.3%	21.5%	22.2%	17.5%	21.8%	17.6%
Bad	16.6%	12.3%	17.0%	4.4%	8.3%	4.9%	12.8%	4.1%	7.2%	6.6%
Very bad	5.9%	4.2%	4.6%	1.5%	4.0%	0.3%	2.1%	1.1%	1.0%	1.5%
	(289)	(357)	(393)	(342)	(300)	(367)	(383)	(462)	(513)	(3,291)

16

In the past twelve months, how many times did you do something on or along the Willamette River? (recreating, shopping, walking, working, etc.)

- Never
- Once or twice
- 3 to 5 times
- 6 to 10 times
- More than 10 times

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Never	38.1%	30.2%	31.4%	50.3%	55.2%	53.3%	5.2%	21.9%	21.6%	30.0%
Once or twice	21.1%	22.2%	21.8%	23.5%	27.1%	23.8%	7.8%	27.2%	22.9%	21.8%
3 to 5 times	15.2%	17.4%	13.5%	13.3%	8.8%	11.7%	8.5%	16.3%	17.5%	16.8%
6 to 10 times	5.2%	10.5%	10.1%	6.0%	4.2%	5.2%	12.2%	13.7%	14.1%	10.8%
More than 10 times	20.4%	19.7%	23.1%	6.9%	4.6%	6.0%	66.3%	21.0%	23.9%	20.6%
	(289)	(351)	(385)	(332)	(306)	(366)	(386)	(453)	(510)	(3,278)

17

In general, how do you rate the streets in your neighborhood in the following categories?

- smoothness
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- cleanliness
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- traffic speed
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad
- safety of pedestrians
 - Very good
 - Good
 - Neither good nor bad
 - Bad
 - Very bad

Very good	5.1%	4.7%	10.6%	7.1%	16.9%	11.0%	5.5%	3.9%	8.6%	9.4%
Good	51.9%	47.4%	45.6%	47.6%	53.9%	50.4%	39.2%	24.2%	35.4%	44.0%
Neither good nor bad	26.3%	24.8%	22.3%	27.4%	22.4%	22.5%	26.2%	19.6%	21.0%	23.2%
Bad	13.5%	16.4%	17.2%	13.8%	6.8%	12.9%	21.6%	27.5%	22.8%	16.9%
Very bad	3.4%	6.7%	4.3%	4.1%	0.0%	3.2%	7.5%	24.8%	12.2%	6.5%
	(297)	(359)	(395)	(340)	(308)	(373)	(385)	(459)	(509)	(3,307)
Very good	4.3%	5.0%	7.3%	6.7%	17.8%	7.2%	10.9%	7.0%	13.3%	9.6%
Good	49.2%	41.0%	49.7%	42.0%	57.3%	49.3%	55.6%	50.9%	54.9%	51.8%
Neither good nor bad	26.4%	29.1%	25.3%	30.6%	18.1%	25.6%	22.7%	26.8%	23.9%	24.0%
Bad	14.0%	18.6%	16.4%	16.9%	5.2%	14.4%	8.0%	9.2%	4.9%	11.7%
Very bad	6.0%	6.4%	1.3%	3.8%	1.6%	3.5%	2.8%	6.1%	2.9%	2.8%
	(299)	(361)	(396)	(343)	(309)	(375)	(387)	(456)	(510)	(3,310)
Very good	4.4%	2.8%	5.1%	5.0%	9.4%	6.4%	2.6%	3.0%	7.5%	5.9%
Good	34.1%	33.1%	38.8%	30.7%	42.3%	33.1%	42.9%	33.5%	42.0%	38.5%
Neither good nor bad	29.0%	22.2%	24.0%	26.3%	21.0%	26.7%	24.4%	27.8%	26.3%	24.8%
Bad	20.5%	28.9%	21.9%	26.3%	21.9%	22.4%	20.5%	26.5%	18.0%	21.8%
Very bad	11.9%	12.9%	10.2%	11.8%	5.5%	11.5%	9.6%	9.1%	6.3%	9.0%
	(293)	(356)	(392)	(339)	(310)	(375)	(385)	(460)	(510)	(3,303)
Very good	4.4%	3.9%	7.7%	5.9%	11.4%	8.0%	7.0%	3.1%	8.0%	7.7%
Good	43.2%	37.8%	45.7%	34.0%	45.8%	34.9%	47.8%	30.5%	34.1%	42.1%
Neither good nor bad	30.6%	27.2%	24.0%	30.5%	24.7%	24.8%	26.2%	18.6%	24.3%	23.9%
Bad	14.3%	21.7%	16.6%	22.3%	14.6%	21.9%	13.0%	30.9%	19.8%	17.8%
Very bad	7.5%	9.4%	6.1%	7.3%	3.6%	10.4%	6.0%	16.9%	13.7%	8.5%
	(294)	(360)	(392)	(341)	(308)	(375)	(385)	(456)	(510)	(3,295)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• safety of bicyclists										
Very good	5.6%	4.6%	10.1%	5.6%	11.5%	7.1%	4.3%	2.9%	5.4%	6.8%
Good	41.1%	38.3%	42.1%	31.2%	43.2%	34.1%	35.2%	27.3%	29.9%	38.0%
Neither good nor bad	29.8%	28.9%	27.8%	30.6%	24.7%	28.0%	32.8%	25.7%	30.3%	27.9%
Bad	16.5%	20.3%	14.8%	23.2%	16.6%	21.4%	20.4%	28.4%	23.2%	19.3%
Very bad	7.0%	8.0%	5.3%	9.4%	4.1%	9.3%	7.3%	15.8%	11.2%	8.0%
	(285)	(350)	(378)	(340)	(296)	(364)	(372)	(444)	(501)	(3,205)
18 In general, how do you rate the quality of the parks near your home in the following categories?										
• well-maintained grounds										
Very good	22.8%	14.8%	24.9%	24.5%	13.4%	18.7%	28.8%	34.6%	26.0%	24.3%
Good	60.9%	53.3%	54.4%	56.3%	59.7%	58.1%	54.8%	55.5%	58.1%	55.9%
Neither good nor bad	12.2%	22.8%	14.6%	14.6%	23.7%	18.4%	14.2%	8.3%	12.8%	15.6%
Bad	3.1%	7.4%	4.0%	2.8%	2.0%	3.9%	1.9%	1.4%	2.1%	3.4%
Very bad	1.0%	1.8%	2.1%	1.9%	1.2%	0.9%	0.3%	0.2%	1.0%	0.8%
	(294)	(338)	(377)	(323)	(253)	(332)	(372)	(436)	(477)	(3,105)
• beauty of landscaping & plantings										
Very good	22.1%	14.4%	21.8%	17.5%	14.8%	16.9%	20.9%	28.3%	21.7%	21.3%
Good	49.8%	46.9%	48.7%	51.3%	54.3%	48.0%	51.7%	53.6%	52.0%	48.4%
Neither good nor bad	21.1%	27.0%	22.1%	22.8%	26.6%	26.0%	22.8%	14.7%	22.7%	24.4%
Bad	5.9%	9.4%	5.6%	5.3%	3.1%	7.6%	3.8%	3.2%	2.5%	4.9%
Very bad	1.0%	2.3%	1.9%	3.1%	1.2%	1.5%	0.8%	0.2%	1.1%	1.1%
	(289)	(341)	(376)	(320)	(256)	(331)	(373)	(435)	(471)	(3,091)
• well-maintained facilities										
Very good	17.9%	7.8%	13.4%	12.3%	13.6%	15.5%	19.5%	26.6%	20.5%	15.6%
Good	41.4%	32.9%	45.7%	50.3%	52.8%	45.3%	51.0%	51.5%	50.7%	45.7%
Neither good nor bad	29.7%	36.0%	30.0%	25.3%	26.4%	29.1%	23.3%	18.5%	23.2%	28.1%
Bad	7.0%	16.1%	6.9%	8.3%	5.5%	7.8%	5.0%	3.2%	4.5%	8.1%
Very bad	4.0%	7.1%	4.0%	3.7%	1.7%	2.3%	1.2%	0.2%	1.1%	2.4%
	(273)	(322)	(350)	(300)	(235)	(309)	(343)	(410)	(448)	(2,860)

19

In the past twelve months, how many times did you:

- visit any City park?

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Never	9.9%	13.1%	10.3%	14.1%	33.1%	21.1%	4.6%	8.3%	10.8%	11.9%
Once or twice	16.7%	13.6%	16.7%	24.6%	28.4%	23.8%	9.8%	14.2%	15.3%	15.8%
3 to 5 times	15.0%	18.7%	15.1%	15.8%	19.9%	19.2%	10.8%	14.8%	14.3%	15.3%
6 to 10 times	17.0%	13.9%	14.9%	14.7%	6.4%	12.7%	14.2%	13.1%	13.8%	14.7%
More than 10 times	41.5%	40.7%	43.1%	30.8%	12.2%	23.0%	60.6%	49.6%	45.8%	42.3%
	(294)	(359)	(390)	(341)	(296)	(837)	(388)	(458)	(509)	(3,291)

- visit a City park near your home?

Never	11.8%	11.1%	13.2%	17.8%	42.4%	27.2%	6.8%	11.4%	14.4%	15.2%
Once or twice	15.6%	21.9%	18.4%	22.3%	27.2%	26.9%	12.6%	13.6%	19.2%	18.3%
3 to 5 times	16.3%	18.5%	13.7%	18.1%	14.5%	14.9%	11.0%	14.3%	13.0%	14.9%
6 to 10 times	14.6%	13.6%	16.8%	11.4%	4.5%	9.7%	13.6%	12.1%	11.2%	12.8%
More than 10 times	41.7%	34.9%	37.8%	30.4%	11.4%	21.2%	55.9%	48.7%	42.3%	38.9%
	(288)	(352)	(386)	(332)	(290)	(349)	(381)	(448)	(501)	(3,225)

20

In general, how satisfied are you with the City's recreation programs (such as community centers, classes, pools, sports leagues, art centers, etc.)?

- easy to get to

Very satisfied	17.2%	17.9%	15.5%	13.0%	10.7%	13.7%	17.3%	39.3%	28.7%	19.1%
Satisfied	59.0%	56.2%	52.0%	51.3%	39.0%	46.3%	45.5%	46.7%	50.4%	51.1%
Neither sat. or dissat.	18.1%	20.7%	26.4%	30.4%	42.2%	31.3%	32.0%	11.6%	18.8%	24.3%
Dissatisfied	3.1%	4.8%	5.1%	3.9%	5.9%	6.6%	4.3%	1.3%	1.3%	4.1%
Very dissatisfied	2.6%	0.3%	1.1%	1.3%	2.1%	2.2%	0.9%	1.1%	0.8%	1.4%
	(227)	(290)	(277)	(230)	(187)	(227)	(231)	(379)	(383)	(2,218)

- affordable

Very satisfied	12.6%	13.7%	17.2%	10.0%	11.4%	9.1%	17.8%	25.3%	21.4%	17.3%
Satisfied	55.0%	51.6%	46.3%	47.5%	41.7%	49.3%	49.8%	41.6%	47.1%	48.6%
Neither sat. or dissat.	22.1%	23.5%	26.9%	30.8%	40.0%	31.1%	26.3%	20.9%	24.9%	26.2%
Dissatisfied	7.2%	8.7%	7.1%	7.2%	5.1%	7.8%	5.2%	9.5%	5.3%	5.9%
Very dissatisfied	3.2%	2.5%	2.6%	4.5%	1.7%	2.7%	0.9%	2.7%	1.3%	2.1%
	(222)	(277)	(268)	(221)	(175)	(219)	(213)	(368)	(374)	(2,133)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• open at good times										
Very satisfied	12.7%	11.6%	14.7%	11.5%	11.5%	10.2%	16.7%	23.6%	22.2%	15.4%
Satisfied	54.5%	48.0%	46.7%	45.0%	40.8%	49.3%	44.3%	53.1%	47.9%	50.0%
Neither sat. or dissat.	24.5%	29.6%	29.0%	36.2%	43.1%	33.5%	33.3%	18.6%	26.9%	28.4%
Dissatisfied	5.9%	9.4%	6.2%	5.5%	3.4%	4.7%	4.3%	4.2%	2.2%	4.6%
Very dissatisfied	2.3%	1.4%	3.5%	1.8%	1.1%	2.3%	1.4%	0.6%	0.8%	1.6%
	(220)	(277)	(259)	(218)	(174)	(215)	(210)	(360)	(361)	(2,092)
• good variety										
Very satisfied	13.0%	9.9%	15.8%	12.3%	12.4%	12.4%	19.5%	24.5%	24.6%	17.0%
Satisfied	47.0%	47.4%	42.9%	47.6%	39.5%	44.5%	45.1%	51.8%	49.7%	48.4%
Neither sat. or dissat.	28.4%	28.3%	31.7%	33.0%	42.4%	37.2%	28.4%	19.2%	23.5%	28.6%
Dissatisfied	8.8%	11.8%	7.3%	5.2%	5.1%	4.6%	5.1%	3.6%	1.6%	4.5%
Very dissatisfied	2.8%	2.6%	2.3%	1.9%	0.6%	1.4%	1.9%	0.8%	0.5%	1.5%
	(215)	(272)	(259)	(212)	(177)	(218)	(215)	(359)	(366)	(2,099)
• adequate number of classes, teams, etc.										
Very satisfied	9.9%	9.1%	14.5%	11.3%	12.0%	10.5%	18.8%	22.4%	19.5%	14.4%
Satisfied	45.0%	44.3%	36.3%	41.0%	32.9%	42.5%	43.8%	46.6%	49.0%	44.9%
Neither sat. or dissat.	34.2%	30.0%	35.5%	39.5%	47.3%	38.5%	31.3%	25.7%	27.4%	32.2%
Dissatisfied	7.9%	12.6%	9.4%	6.2%	6.0%	6.5%	4.7%	4.4%	3.5%	6.5%
Very dissatisfied	3.0%	4.0%	4.3%	2.1%	1.8%	2.0%	1.6%	0.9%	0.6%	2.0%
	(202)	(253)	(234)	(195)	(167)	(200)	(192)	(339)	(343)	(1,945)
21 How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)										
• age 12 and under	-	-	-	-	-	-	-	-	-	63.6%
• age 13 to 18	-	-	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)				-	-	-	45.4%
• age 19 to 54	-	-	-	-	-	-	-	-	-	29.4%
• age 55 and over	-	-	-	-	-	-	-	-	-	22.8%

22

How do you rate garbage/recycling service in the following categories?

- the cost

Very good

Good

Neither good nor bad

Bad

Very bad

- the quality of garbage service

Very good

Good

Neither good nor bad

Bad

Very bad

- the quality of recycling service

Very good

Good

Neither good nor bad

Bad

Very bad

- Do you live in a single-family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?

Single-family home

2, 3 or 4-plex

Apartment

Other

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Very good	8.2%	6.4%	10.8%	8.2%	9.4%	9.9%	7.8%	7.1%	10.5%	9.5%
Good	41.3%	36.5%	40.1%	37.2%	41.8%	35.0%	38.3%	36.0%	36.6%	39.4%
Neither good nor bad	31.7%	29.0%	32.0%	33.2%	31.0%	35.3%	32.5%	33.8%	32.9%	32.8%
Bad	13.2%	20.6%	12.2%	14.9%	13.2%	14.6%	15.6%	17.2%	15.3%	13.9%
Very bad	5.7%	7.5%	4.9%	6.4%	4.5%	5.2%	5.8%	5.9%	4.8%	4.4%
	(281)	(345)	(369)	(328)	(287)	(343)	(308)	(408)	(459)	(2,934)
Very good	18.5%	15.7%	19.0%	16.2%	19.5%	17.3%	18.1%	16.4%	27.8%	22.3%
Good	58.4%	58.8%	53.5%	56.8%	59.6%	55.9%	56.2%	55.6%	53.2%	55.2%
Neither good nor bad	19.6%	18.5%	20.3%	21.3%	15.9%	20.7%	18.1%	21.3%	15.1%	17.5%
Bad	1.4%	4.5%	5.9%	3.3%	3.6%	4.7%	5.4%	5.3%	2.4%	3.8%
Very bad	2.1%	2.5%	1.3%	2.4%	1.3%	1.4%	2.2%	1.3%	1.4%	1.3%
	(286)	(357)	(389)	(333)	(302)	(358)	(370)	(450)	(496)	(3,182)
Very good	18.7%	20.2%	22.9%	20.1%	19.4%	20.2%	22.8%	20.4%	31.1%	24.9%
Good	55.8%	55.6%	49.6%	57.0%	59.5%	53.7%	51.8%	50.6%	47.9%	51.8%
Neither good nor bad	20.1%	14.8%	18.5%	16.5%	17.1%	19.9%	17.3%	19.7%	15.2%	17.0%
Bad	2.5%	7.1%	5.9%	4.3%	2.7%	4.5%	6.8%	7.3%	4.6%	4.8%
Very bad	2.8%	2.3%	3.1%	2.1%	1.3%	1.7%	1.4%	2.0%	1.2%	1.5%
	(283)	(351)	(389)	(328)	(299)	(356)	(369)	(451)	(495)	(3,171)
Single-family home	87.4%	89.8%	83.8%	87.1%	74.9%	80.9%	41.8%	72.4%	80.7%	75.1%
2, 3 or 4-plex	5.8%	4.7%	5.9%	4.1%	2.9%	4.6%	13.4%	7.3%	4.7%	7.0%
Apartment	5.1%	5.0%	7.7%	5.8%	20.8%	11.9%	42.0%	19.0%	13.1%	15.7%
Other	1.7%	0.6%	2.6%	2.9%	1.3%	2.7%	2.8%	1.3%	1.6%	2.3%
	(294)	(362)	(388)	(342)	(307)	(371)	(388)	(453)	(513)	(3,292)

23 Has there been any new *commercial* development in, or near, your neighborhood in the last 12 months?

Yes
No

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Yes	58.0%	72.4%	73.2%	42.1%	24.7%	36.4%	58.9%	53.5%	39.1%	54.2%
No	42.0%	27.6%	26.8%	57.9%	75.3%	63.6%	41.1%	46.5%	60.9%	45.8%
	(295)	(351)	(380)	(323)	(304)	(360)	(367)	(454)	(506)	(3,221)

If **YES**: How do you rate the development on the following:

• attractiveness?

Very good
Good
Neither good nor bad
Bad
Very bad

Very good	26.3%	42.4%	33.6%	16.2%	9.5%	13.7%	16.0%	22.7%	25.9%	23.0%
Good	47.5%	37.1%	41.3%	44.6%	43.2%	37.1%	37.0%	48.9%	40.2%	42.6%
Neither good nor bad	20.6%	14.3%	18.5%	26.2%	27.0%	34.7%	34.5%	20.6%	24.9%	24.5%
Bad	2.5%	4.9%	5.5%	8.5%	14.9%	8.9%	8.0%	4.3%	5.3%	6.9%
Very bad	3.1%	1.2%	1.1%	4.6%	5.4%	5.6%	4.5%	3.4%	3.7%	3.0%
	(160)	(245)	(271)	(130)	(74)	(124)	(200)	(233)	(189)	(1,692)

• improvement in your access to services and shopping?

Very good
Good
Neither good nor bad
Bad
Very bad

Very good	22.4%	28.3%	32.2%	12.8%	4.5%	8.9%	7.1%	8.8%	14.1%	20.1%
Good	40.4%	32.8%	29.6%	36.8%	19.4%	27.7%	22.4%	28.2%	28.8%	32.2%
Neither good nor bad	28.6%	25.8%	25.5%	36.0%	58.2%	44.6%	51.0%	51.5%	40.8%	36.2%
Bad	5.6%	9.0%	8.6%	11.2%	10.4%	9.8%	11.2%	6.6%	10.9%	6.8%
Very bad	3.1%	4.1%	4.1%	3.2%	7.5%	8.9%	8.2%	4.8%	5.4%	4.7%
	(161)	(244)	(267)	(125)	(67)	(112)	(196)	(227)	(184)	(1,636)

24 Has there been any new *residential* development in, or near, your neighborhood in the last 12 months?

Yes
No

Yes	78.1%	81.8%	62.5%	66.8%	54.0%	60.4%	71.5%	76.8%	58.1%	60.8%
No	21.9%	18.9%	37.5%	33.2%	46.0%	39.6%	28.5%	23.2%	41.9%	39.2%
	(288)	(339)	(376)	(322)	(298)	(356)	(368)	(453)	(506)	(3,184)

If **YES**: How do you rate the development on the following:

• attractiveness?

Very good
Good
Neither good nor bad
Bad
Very bad

Very good	9.8%	11.8%	11.8%	11.0%	14.6%	12.3%	17.1%	11.9%	15.9%	17.1%
Good	26.8%	29.3%	37.3%	39.7%	45.6%	28.9%	40.1%	45.7%	41.2%	37.6%
Neither good nor bad	33.5%	28.5%	26.3%	34.9%	24.7%	27.5%	21.8%	27.6%	25.3%	24.8%
Bad	20.1%	21.3%	16.7%	7.7%	8.2%	21.6%	13.2%	11.6%	13.5%	14.4%
Very bad	9.8%	9.1%	7.9%	6.7%	7.0%	9.8%	7.8%	3.3%	4.2%	6.1%
	(194)	(263)	(228)	(209)	(158)	(204)	(257)	(337)	(289)	(1,886)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• improving your neighborhood as a place to live?										
Very good	-	-	-	-	-	-	-	-	-	-
Good	-	-	-	-	-	-	-	-	-	-
Neither good nor bad	-	-	-	(DATA NOT AVAILABLE THIS YEAR)			-	-	-	-
Bad	-	-	-	-	-	-	-	-	-	-
Very bad	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
25 OVERALL, how do you rate the livability of:										
• your neighborhood?										
Very good	11.2%	11.0%	18.8%	9.3%	40.7%	15.0%	40.8%	42.2%	53.1%	34.1%
Good	58.2%	55.4%	59.0%	47.5%	43.5%	56.7%	48.4%	50.4%	41.2%	48.7%
Neither good nor bad	23.7%	24.0%	18.5%	31.1%	12.0%	19.2%	8.1%	5.5%	4.6%	12.6%
Bad	4.9%	8.0%	3.8%	9.6%	2.8%	7.3%	2.5%	1.7%	1.0%	3.8%
Very bad	2.0%	1.7%	0.0%	2.5%	0.9%	1.8%	0.3%	0.2%	0.2%	0.9%
	(304)	(363)	(400)	(354)	(317)	(381)	(395)	(472)	(522)	(3,386)
• the City as a whole?										
Very good	16.6%	16.6%	20.6%	7.7%	7.4%	9.2%	32.7%	22.2%	31.7%	24.7%
Good	45.4%	51.7%	51.5%	51.2%	53.4%	51.0%	52.1%	58.7%	51.1%	52.0%
Neither good nor bad	28.1%	25.9%	20.1%	28.9%	28.9%	26.6%	10.6%	14.1%	12.6%	16.3%
Bad	7.1%	3.2%	6.6%	9.8%	6.4%	10.4%	3.7%	3.7%	3.2%	5.4%
Very bad	2.7%	2.6%	1.3%	2.4%	4.0%	2.8%	0.8%	1.3%	1.4%	1.5%
	(295)	(344)	(379)	(336)	(298)	(357)	(376)	(455)	(501)	(3,238)
26 OVERALL, how good a job do you think local government is doing at providing government services?										
Very good	3.8%	3.2%	4.5%	1.8%	4.5%	3.4%	7.2%	7.6%	10.0%	6.4%
Good	38.1%	37.8%	40.3%	35.1%	37.4%	38.1%	52.5%	47.7%	51.2%	47.7%
Neither good nor bad	37.4%	38.1%	32.3%	39.1%	38.4%	33.2%	27.1%	31.5%	28.5%	29.9%
Bad	10.8%	11.7%	17.3%	13.5%	11.8%	18.5%	8.8%	8.5%	7.4%	11.2%
Very bad	9.8%	9.2%	5.6%	10.5%	8.0%	6.8%	4.5%	4.7%	2.8%	4.8%
	(286)	(349)	(375)	(325)	(289)	(352)	(377)	(447)	(498)	(3,158)

27

OVERALL, how do you rate the quality of each of the following City services?

• Police

Very good	13.3%	13.7%	18.4%	13.4%	17.9%	16.2%	17.5%	14.2%	15.5%	14.7%
Good	48.5%	43.0%	40.5%	51.2%	53.8%	51.8%	45.8%	51.4%	52.5%	47.6%
Neither good nor bad	19.5%	23.7%	20.8%	21.4%	19.7%	22.6%	23.1%	22.8%	23.0%	23.4%
Bad	13.7%	12.8%	13.5%	11.3%	5.9%	7.3%	10.3%	7.9%	7.7%	10.0%
Very bad	5.1%	6.7%	6.8%	2.7%	2.8%	2.2%	3.3%	3.6%	1.3%	4.2%
	(293)	(358)	(385)	(336)	(290)	(371)	(360)	(416)	(465)	(3,127)

• Fire

Very good	34.5%	37.0%	38.0%	30.7%	38.0%	36.2%	33.0%	32.1%	30.2%	32.7%
Good	58.9%	55.4%	51.7%	57.9%	51.8%	53.8%	51.7%	55.3%	59.5%	56.1%
Neither good nor bad	6.2%	7.5%	10.0%	10.5%	10.2%	9.4%	14.9%	12.1%	9.6%	10.5%
Bad	0.4%	0.0%	0.3%	0.9%	0.0%	0.6%	0.3%	0.3%	0.7%	0.6%
Very bad	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%
	(275)	(332)	(350)	(323)	(284)	(351)	(315)	(389)	(437)	(2,878)

• 9-1-1

Very good	27.1%	26.4%	27.8%	22.9%	30.8%	27.5%	21.1%	20.8%	25.3%	24.9%
Good	56.2%	54.4%	50.8%	54.9%	48.0%	49.4%	52.0%	53.7%	56.5%	53.9%
Neither good nor bad	13.9%	15.3%	19.7%	18.8%	19.6%	19.6%	24.4%	22.7%	15.8%	18.4%
Bad	2.4%	3.6%	1.6%	3.1%	1.6%	2.5%	2.2%	1.9%	2.4%	2.1%
Very bad	0.4%	0.3%	0.0%	0.3%	0.0%	0.9%	0.4%	0.9%	0.0%	0.8%
	(251)	(307)	(309)	(293)	(250)	(316)	(279)	(322)	(368)	(2,531)

• Water

Very good	12.0%	9.9%	15.1%	8.7%	13.0%	14.3%	15.4%	15.8%	17.1%	13.9%
Good	51.3%	45.3%	41.1%	49.4%	49.8%	44.6%	47.7%	49.3%	50.4%	47.6%
Neither good nor bad	22.7%	23.2%	26.0%	21.5%	19.6%	25.1%	21.8%	21.6%	19.9%	23.6%
Bad	9.0%	16.1%	11.5%	11.3%	11.3%	8.9%	11.3%	9.6%	8.6%	9.6%
Very bad	5.0%	5.4%	6.3%	9.0%	6.3%	7.0%	3.8%	3.8%	4.0%	5.3%
	(300)	(353)	(384)	(344)	(301)	(370)	(371)	(450)	(502)	(3,226)

• Parks

Very good	21.9%	16.1%	17.1%	13.9%	10.9%	11.8%	27.0%	28.5%	25.2%	21.2%
Good	55.8%	57.5%	57.7%	58.3%	53.3%	55.5%	56.6%	58.5%	56.1%	56.3%
Neither good nor bad	16.8%	17.2%	20.7%	23.7%	30.7%	26.6%	12.4%	10.6%	16.5%	18.3%
Bad	4.5%	6.3%	3.7%	3.3%	3.6%	5.2%	2.6%	1.3%	1.8%	3.4%
Very bad	1.0%	2.9%	0.8%	0.9%	1.5%	0.9%	1.3%	1.1%	0.4%	0.8%
	(292)	(348)	(381)	(338)	(274)	(346)	(378)	(453)	(497)	(3,183)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
27 OVERALL, how do you rate the quality of each of the following City services?										
• Police										
Very good	13.3%	13.7%	18.4%	13.4%	17.9%	16.2%	17.5%	14.2%	15.5%	14.7%
Good	48.5%	43.0%	40.5%	51.2%	53.8%	51.8%	45.8%	51.4%	52.5%	47.6%
Neither good nor bad	19.5%	23.7%	20.8%	21.4%	19.7%	22.6%	23.1%	22.8%	23.0%	23.4%
Bad	13.7%	12.8%	13.5%	11.3%	5.9%	7.3%	10.3%	7.9%	7.7%	10.0%
Very bad	5.1%	6.7%	6.8%	2.7%	2.8%	2.2%	3.3%	3.6%	1.3%	4.2%
	(293)	(358)	(385)	(336)	(290)	(371)	(360)	(416)	(465)	(3,127)
• Fire										
Very good	34.5%	37.0%	38.0%	30.7%	38.0%	36.2%	33.0%	32.1%	30.2%	32.7%
Good	58.9%	55.4%	51.7%	57.9%	51.8%	53.8%	51.7%	55.3%	59.5%	56.1%
Neither good nor bad	6.2%	7.5%	10.0%	10.5%	10.2%	9.4%	14.9%	12.1%	9.6%	10.5%
Bad	0.4%	0.0%	0.3%	0.9%	0.0%	0.6%	0.3%	0.3%	0.7%	0.6%
Very bad	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%
	(275)	(332)	(350)	(323)	(284)	(351)	(315)	(389)	(437)	(2,878)
• 9-1-1										
Very good	27.1%	26.4%	27.8%	22.9%	30.8%	27.5%	21.1%	20.8%	25.3%	24.9%
Good	56.2%	54.4%	50.8%	54.9%	48.0%	49.4%	52.0%	53.7%	56.5%	53.9%
Neither good nor bad	13.9%	15.3%	19.7%	18.8%	19.6%	19.6%	24.4%	22.7%	15.8%	18.4%
Bad	2.4%	3.6%	1.6%	3.1%	1.6%	2.5%	2.2%	1.9%	2.4%	2.1%
Very bad	0.4%	0.3%	0.0%	0.3%	0.0%	0.9%	0.4%	0.9%	0.0%	0.8%
	(251)	(307)	(309)	(293)	(250)	(316)	(279)	(322)	(368)	(2,531)
• Water										
Very good	12.0%	9.9%	15.1%	8.7%	13.0%	14.3%	15.4%	15.8%	17.1%	13.9%
Good	51.3%	45.3%	41.1%	49.4%	49.8%	44.6%	47.7%	49.3%	50.4%	47.6%
Neither good nor bad	22.7%	23.2%	26.0%	21.5%	19.6%	25.1%	21.8%	21.6%	19.9%	23.6%
Bad	9.0%	16.1%	11.5%	11.3%	11.3%	8.9%	11.3%	9.6%	8.6%	9.6%
Very bad	5.0%	5.4%	6.3%	9.0%	6.3%	7.0%	3.8%	3.8%	4.0%	5.3%
	(300)	(353)	(384)	(344)	(301)	(370)	(371)	(450)	(502)	(3,226)
• Parks										
Very good	21.9%	16.1%	17.1%	13.9%	10.9%	11.8%	27.0%	28.5%	25.2%	21.2%
Good	55.8%	57.5%	57.7%	58.3%	53.3%	55.5%	56.6%	58.5%	56.1%	56.3%
Neither good nor bad	16.8%	17.2%	20.7%	23.7%	30.7%	26.6%	12.4%	10.6%	16.5%	18.3%
Bad	4.5%	6.3%	3.7%	3.3%	3.6%	5.2%	2.6%	1.3%	1.8%	3.4%
Very bad	1.0%	2.9%	0.8%	0.9%	1.5%	0.9%	1.3%	1.1%	0.4%	0.8%
	(292)	(348)	(381)	(338)	(274)	(346)	(378)	(453)	(497)	(3,183)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• Recreation centers/activities										
Very good	16.3%	8.9%	14.6%	12.5%	11.6%	15.0%	22.0%	31.6%	27.3%	19.3%
Good	52.8%	56.9%	50.3%	55.0%	39.4%	43.2%	51.0%	53.0%	52.5%	51.2%
Neither good nor bad	24.6%	26.0%	28.6%	29.2%	42.6%	34.8%	23.9%	13.0%	18.5%	25.3%
Bad	4.8%	7.2%	5.2%	2.6%	3.2%	4.9%	1.2%	2.2%	1.4%	3.4%
Very bad	1.6%	1.0%	1.3%	0.7%	3.2%	2.1%	1.9%	0.2%	0.2%	0.9%
	(252)	(304)	(308)	(271)	(216)	(287)	(259)	(415)	(417)	(2,537)
• Recycling										
Very good	19.0%	19.2%	26.3%	19.3%	20.0%	19.0%	23.1%	24.1%	31.3%	25.5%
Good	59.0%	61.6%	51.2%	57.8%	60.3%	57.1%	55.6%	55.0%	54.4%	56.1%
Neither good nor bad	15.7%	12.3%	16.1%	18.4%	15.1%	18.0%	14.9%	13.7%	10.6%	13.8%
Bad	4.7%	5.6%	4.9%	3.0%	3.6%	4.6%	5.6%	6.1%	3.4%	3.6%
Very bad	1.7%	1.4%	1.5%	1.5%	1.0%	1.3%	0.8%	1.1%	0.4%	1.0%
	(300)	(359)	(391)	(332)	(305)	(373)	(376)	(460)	(502)	(3,262)
• Sewers										
Very good	7.0%	5.2%	9.9%	5.8%	7.0%	7.6%	5.8%	8.5%	10.7%	8.9%
Good	44.6%	43.5%	39.2%	41.8%	42.5%	37.0%	36.9%	37.2%	41.9%	41.4%
Neither good nor bad	23.5%	28.0%	26.9%	28.3%	36.5%	29.4%	30.2%	31.9%	28.2%	27.3%
Bad	16.1%	14.7%	14.4%	11.1%	8.1%	17.2%	17.4%	15.5%	12.0%	14.1%
Very bad	8.8%	8.6%	9.6%	12.9%	6.0%	8.8%	9.6%	6.9%	7.3%	8.2%
	(285)	(347)	(375)	(325)	(285)	(354)	(344)	(433)	(468)	(3,027)
• Storm drainage										
Very good	6.5%	5.5%	8.5%	4.6%	6.0%	5.4%	4.1%	5.8%	9.0%	7.1%
Good	39.8%	34.8%	30.5%	35.0%	36.8%	30.7%	30.9%	30.2%	32.0%	33.4%
Neither good nor bad	25.4%	27.2%	27.5%	28.5%	37.5%	26.1%	26.8%	28.8%	32.2%	28.8%
Bad	18.3%	22.0%	21.4%	17.5%	13.3%	25.3%	26.5%	22.6%	18.1%	20.4%
Very bad	10.0%	10.4%	12.1%	14.4%	6.3%	12.5%	11.7%	12.6%	8.7%	10.3%
	(279)	(345)	(364)	(326)	(285)	(352)	(343)	(430)	(469)	(3,023)
• Street maintenance										
Very good	3.3%	3.6%	7.8%	3.7%	5.7%	4.7%	3.1%	3.4%	4.5%	5.8%
Good	40.7%	37.0%	37.7%	35.6%	41.4%	29.7%	37.5%	21.4%	29.0%	34.2%
Neither good nor bad	32.0%	30.4%	26.3%	34.2%	32.8%	37.8%	26.1%	25.3%	33.5%	32.4%
Bad	18.0%	19.5%	21.0%	19.1%	15.0%	22.8%	23.0%	28.7%	23.1%	19.7%
Very bad	6.0%	9.5%	7.1%	7.4%	5.1%	5.0%	10.3%	21.2%	9.8%	7.8%
	(300)	(359)	(395)	(351)	(314)	(381)	(387)	(471)	(510)	(3,327)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• Street lighting										
Very good	6.0%	4.5%	9.2%	5.2%	9.6%	7.4%	6.2%	6.7%	7.7%	8.5%
Good	56.3%	46.0%	47.6%	49.3%	57.2%	56.0%	52.1%	40.6%	50.1%	50.0%
Neither good nor bad	17.3%	29.2%	28.8%	29.7%	26.0%	25.5%	28.5%	34.8%	30.6%	28.7%
Bad	17.3%	16.4%	12.2%	12.1%	5.5%	8.8%	10.1%	14.6%	7.9%	9.4%
Very bad	3.0%	3.9%	2.3%	3.7%	1.6%	2.4%	3.1%	3.4%	3.7%	3.4%
	(300)	(359)	(393)	(347)	(311)	(377)	(386)	(466)	(509)	(3,317)
• Traffic management: congestion										
Very good	2.7%	1.4%	4.4%	3.5%	3.4%	3.3%	1.3%	2.6%	2.2%	3.2%
Good	27.8%	26.3%	21.6%	24.3%	30.0%	23.6%	24.8%	19.7%	23.6%	25.3%
Neither good nor bad	33.2%	31.6%	29.3%	33.7%	34.5%	35.0%	30.5%	35.6%	42.0%	36.1%
Bad	23.1%	27.7%	29.6%	23.8%	24.6%	26.8%	33.9%	30.2%	22.4%	24.3%
Very bad	13.2%	13.0%	15.2%	14.7%	7.5%	11.4%	9.4%	11.9%	9.9%	11.1%
	(295)	(354)	(389)	(341)	(293)	(369)	(383)	(461)	(505)	(3,253)
• Traffic management: safety										
Very good	3.1%	2.3%	5.8%	4.2%	4.2%	4.2%	1.9%	3.1%	3.7%	4.1%
Good	38.5%	33.9%	28.5%	28.7%	33.1%	27.9%	37.8%	27.0%	31.6%	32.7%
Neither good nor bad	36.8%	37.0%	39.3%	35.0%	43.6%	41.5%	34.5%	40.4%	45.2%	39.2%
Bad	12.2%	16.4%	17.9%	21.1%	12.5%	17.0%	18.8%	21.8%	15.0%	17.0%
Very bad	9.4%	10.5%	8.4%	10.9%	6.6%	9.5%	7.1%	7.7%	4.5%	7.1%
	(288)	(354)	(379)	(331)	(287)	(359)	(368)	(455)	(493)	(3,178)
• Housing and nuisance inspections										
Very good	3.9%	3.6%	5.9%	3.5%	4.5%	4.5%	2.8%	3.8%	4.9%	4.6%
Good	30.4%	21.4%	21.3%	21.2%	19.0%	20.4%	25.0%	24.7%	28.2%	25.1%
Neither good nor bad	40.7%	44.1%	44.1%	43.2%	53.5%	49.1%	55.1%	57.1%	50.9%	48.0%
Bad	18.1%	18.1%	21.7%	18.1%	15.5%	20.4%	12.0%	10.5%	11.1%	15.9%
Very bad	6.9%	12.8%	7.0%	13.9%	7.5%	5.6%	5.1%	3.8%	4.9%	6.4%
	(204)	(281)	(272)	(259)	(200)	(269)	(216)	(287)	(287)	(2,125)
• Housing development										
Very good	4.4%	3.7%	3.8%	3.5%	3.5%	3.2%	2.0%	3.7%	2.9%	3.8%
Good	30.9%	24.3%	26.2%	21.6%	18.3%	23.1%	29.6%	26.4%	34.9%	28.9%
Neither good nor bad	34.9%	37.7%	50.8%	48.9%	52.0%	43.8%	44.3%	46.5%	41.6%	45.7%
Bad	21.3%	23.7%	12.9%	17.0%	16.6%	20.5%	15.6%	17.0%	14.7%	14.8%
Very bad	8.4%	10.6%	6.3%	8.9%	9.6%	9.4%	8.5%	6.5%	5.9%	6.8%
	(249)	(321)	(317)	(282)	(229)	(308)	(307)	(383)	(373)	(2,576)

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
• Land-use planning										
Very good	4.5%	4.5%	7.1%	2.9%	3.9%	3.5%	7.6%	7.5%	8.9%	8.0%
Good	33.2%	26.3%	28.1%	17.2%	17.2%	21.0%	35.5%	29.6%	36.2%	31.4%
Neither good nor bad	32.0%	30.8%	35.8%	46.6%	42.9%	39.4%	31.5%	36.4%	30.0%	34.1%
Bad	18.4%	21.5%	18.2%	16.5%	20.2%	21.3%	14.8%	16.3%	16.5%	16.6%
Very bad	11.9%	17.0%	10.8%	16.8%	15.9%	14.8%	10.6%	10.1%	8.4%	10.0%
	(244)	(312)	(324)	(279)	(233)	(310)	(330)	(398)	(406)	(2,653)
What part of the City do you live in?	13.9%	16.5%	-	16%	14.4%	-	17.8%	21.4%	-	
	(311)	(370)	-	(358)	(322)	-	(398)	(481)	-	
What is your sex?										
Male	44.2%	44.2%	49.4%	48.3%	49.7%	49.7%	44.0%	44.1%	46.5%	46.1%
Female	55.8%	55.8%	50.6%	51.7%	50.3%	50.3%	56.0%	55.9%	53.5%	53.9%
	(303)	(360)	(395)	(350)	(316)	(382)	(384)	(474)	(514)	(3,363)
What is your age?										
Under 20	1.0%	0.3%	0.0%	0.3%	0.3%	0.8%	0.0%	0.2%	0.2%	0.3%
20-29	11.8%	12.3%	7.6%	8.5%	3.2%	4.5%	15.2%	9.1%	7.6%	9.6%
30-44	29.8%	31.2%	29.4%	26.3%	11.1%	22.0%	28.1%	31.2%	25.2%	28.7%
45-59	30.2%	30.7%	35.2%	35.1%	21.9%	32.3%	33.1%	35.9%	35.7%	32.4%
60-74	18.0%	17.0%	19.7%	17.6%	32.7%	23.1%	17.3%	13.5%	18.6%	17.4%
Over 74	9.2%	8.5%	8.1%	11.6%	30.8%	17.3%	6.0%	10.1%	12.6%	11.6%
	(305)	(365)	(395)	(353)	(315)	(381)	(381)	(474)	(515)	(3,369)
How many people live in your household? (TOTAL REPORTED)										
Age 12 and under	-	-	-	-	-	-	-	-	-	927
Age 13 to 18	-	-	-	-	-	-	-	-	-	456
Age 19 to 54	-	-	-	-	-	-	-	-	-	4,036
Age 55 and over	-	-	-	-	-	-	-	-	-	1,932

	Portsmouth	St. Johns	NORTH	Lents	Wilkes	EAST	C-T-LH	Multnomah	SW	CITY TOTAL
Which of these is closest to describing your ethnic background?										
Caucasian/White	79.3%	81.5%	84.1%	84.1%	89.8%	86.6%	90.5%	91.6%	92.1%	85.8%
African-American/Black	7.0%	5.6%	4.4%	0.9%	3.2%	2.1%	1.6%	0.0%	1.0%	3.3%
Asian or Pacific Islander	3.0%	3.7%	5.1%	6.9%	5.1%	7.9%	4.2%	3.0%	3.9%	5.6%
Native American/Indian	2.7%	1.4%	0.5%	2.0%	0.0%	0.5%	0.3%	0.6%	0.8%	1.0%
Hispanic	5.4%	4.5%	3.9%	2.9%	0.3%	2.4%	1.8%	1.7%	1.0%	1.9%
Other	2.7%	3.4%	2.1%	3.2%	1.6%	0.5%	1.6%	3.0%	1.2%	2.5%
	(299)	(356)	(389)	(347)	(314)	(381)	(380)	(465)	(507)	(3,328)
How much education have you completed?										
Elementary	1.0%	1.4%	0.8%	1.4%	0.6%	1.0%	0.3%	0.2%	0.0%	0.7%
Some high school	6.6%	7.4%	2.5%	9.4%	3.5%	4.2%	0.3%	1.3%	0.6%	2.5%
High school graduate	23.4%	22.0%	16.8%	20.2%	23.3%	24.5%	4.7%	7.0%	5.2%	13.2%
Some college	37.3%	31.0%	38.9%	43.9%	40.7%	43.0%	17.4%	27.4%	18.1%	29.1%
College graduate	31.7%	38.2%	41.0%	25.1%	31.9%	27.3%	77.3%	64.0%	76.2%	54.5%
	(303)	(364)	(393)	(351)	(317)	(384)	(384)	(470)	(520)	(3,367)

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2004 Citizen Survey: Results from six targeted neighborhoods

Report #316, August 2005

Audit Team Members:
Ellen Jean, Katherine Gray Still

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 on the web at: www.portlandonline.com/auditor/auditservices. Printed copies can be obtained by contacting the Audit Services Division.

Gary Blackmer, City Auditor
Drummond Kahn, Director of Audit Services

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