



CITY OF PORTLAND

20th ANNUAL COMMUNITY SURVEY RESULTS

November 2010

LaVonne Griffin-Valade
City Auditor

Drummond Kahn
Director of Audit Services

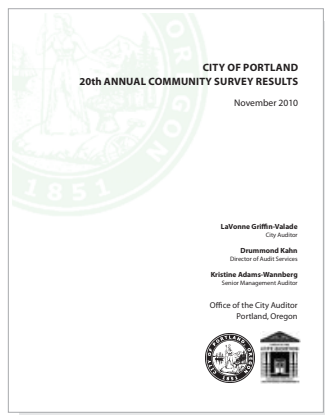
Kristine Adams-Wannberg
Senior Management Auditor

Office of the City Auditor
Portland, Oregon





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for Publication Design Overall



Production / Design
Robert Cowan
Public Information Specialist



CITY OF PORTLAND

Office of City Auditor LaVonne Griffin-Valade

Audit Services Division

Drummond Kahn, Director

1221 S.W. 4th Avenue, Room 310, Portland, Oregon 97204

phone: (503) 823-4005

web: www.portlandoregon.gov/auditor/auditservices



November 4, 2010

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

SUBJECT: *City of Portland 20th Annual Community Survey Results* (Report #395)

This report presents the results of our 20th annual Community Survey. We asked Portlanders to provide us with their perceptions of the quality of a variety of City services, and thousands of residents responded. In addition to citywide data, we also show data broken down by each of Portland's seven neighborhood coalitions, and in many cases, we graph the changes in survey responses over the past five years.

Most Portlanders we surveyed love their city and enjoy the livability of their neighborhoods. However, while the majority of residents viewed some City services, such as parks and recreation and water services, as good or very good in 2010, others services received less positive ratings. Many residents continued to be concerned about the City's street maintenance and sewer and storm drainage services. About half of Portland residents rate the overall job of City government positively – an 11 percentage point decrease from five years ago. Despite City efforts to enhance community connectedness and involvement, most residents we surveyed have never participated in community projects. In addition, big differences continue to highlight East Portland's perspectives on City services, with many key survey questions showing lower approval from East Portlanders than from those living in other areas of Portland.

The survey was sent to 9,800 randomly selected households this past summer, and 3,663 valid surveys – or 39 percent – were returned. We calculate the citywide survey accuracy to be ± 1.6 percent, while accuracy by coalition ranged from ± 4.0 to ± 4.6 percent. We improved the quality of the survey and added a reminder postcard to residents about filling it out. We believe those efforts helped more residents return the survey and improved the level of accuracy. We would like to give special thanks to Dr. Brian Stipak, Professor Emeritus, from Portland State University, for all his assistance in reviewing and making recommendations on improving the survey methodology.

The purpose of this report is to provide the public and Council with interesting and valuable information regarding resident satisfaction with services. We encourage bureau managers to study differences among community perceptions and to consider ways to improve and direct services based on the results of this survey. In addition, next month we will present bureau performance measure data in our 20th annual *Service Efforts and Accomplishments* report.

Together, these reports help demonstrate outcomes of the work of City government and are tools for improving those outcomes.

We want to thank the thousands of Portlanders who took the time to complete and return the survey.

A handwritten signature in black ink, reading "L. Griffin-Valade". The signature is fluid and cursive, with a large, stylized "L" and "G".

LAVONNE GRIFFIN-VALADE
City Auditor

Audit Team: Drummond Kahn
Kristine Adams-Wannberg
Robert Cowan
Kari Guy
Bob MacKay
Jennifer Scott

Table of Contents

Summary	1
Survey Highlights.....	5
Public Safety.....	6
Public Utilities	8
Transportation	10
Parks and Recreation	12
Community Development.....	14
Survey Methodology.....	17
Survey Results.....	21
Public Safety.....	22
Public Utilities	25
Transportation	27
Parks and Recreation	29
Community Development.....	32
Overall Government.....	38
Demographics	42
2010 Community Survey Form	45

SUMMARY

Summary

For the 20th year, the City Auditor conducted a survey of Portlanders. We sent 9,800 surveys to randomly-selected residents representing households in each of Portland's seven neighborhood coalition areas, as well as reflecting the city overall.

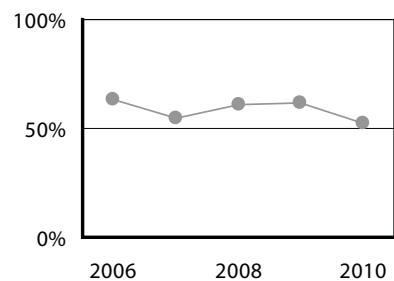
We anticipate that this report will be of interest to the public, to City Council, and to City managers, and that it will be useful to residents in tracking Portland's progress in many important civic areas.

From police and fire to parks, water, and streets, Portlanders have opinions about City government services. These opinions can be studied by City managers, reviewed by elected officials, and used to find areas for improvement as well as to highlight programs that are meeting their intended goals in terms of public opinion.

Overall, most Portlanders love their city and their neighborhoods, but an increasing number are rating City services lower.

- Citywide, 81 percent of residents felt positively about their city and 87 percent felt positively about their neighborhood – relatively consistent ratings compared to five years ago. Neighborhood livability ratings, however, varied by coalition, from 95 percent of respondents rating livability positively in the Southwest coalition to 67 percent in the East coalition.
- Residents gave much lower ratings to the overall job City government is doing, an 11 percentage-point decrease since 2006. Five years ago, 63 percent of residents rated City government's overall job as good or very good, compared to 52 percent of residents providing that rating in 2010.
- More than half of residents in 2010 felt Portland was a good or very good place to do business.

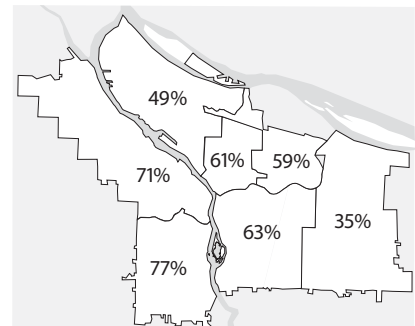
Rating of overall government job in providing services
(percent good or very good)



- An increasing number of residents rate their neighborhoods more affordable than in prior years. Ratings of housing affordability rose from 37 percent feeling positive about affordability in 2006 to 47 percent in 2010. Five out of seven coalitions rated affordability better in 2010 than they did five years ago.

- Feelings of safety were high, but also varied by neighborhood coalition. This year, 60 percent of residents reported feeling safe or very safe walking alone in their neighborhood at night. In Southwest, 77 percent of residents felt safe, while in East, 35 percent of residents felt safe.

Rating of safety in neighborhood at night as safe or very safe



- Satisfaction with public safety services remained positive, although ratings of police dropped. 60 percent of residents felt positively about police services, a 10 percentage point decrease from 2009. 80 percent of residents felt positively about 9-1-1 services, and 87 percent gave fire and emergency services positive ratings.
- Satisfaction with City parks and recreation services was high, with 86 percent of residents rating parks services as good or very good and 76 percent rating recreation services highly.
- In 2010, 38 percent of respondents visited a City park either daily or weekly. 31 percent of residents indicated that someone in their household participated in a Portland Parks and Recreation activity in the last 12 months. East coalition residents reported the lowest percentage of participation, with 17 percent participating in the last 12 months.
- Perceptions of water service quality remained high (77 percent good or very good), but less than half of residents rated of sewer and storm drainage service quality positively (48 percent and 42 percent, respectively).

Summary

- This year, 78 percent of residents felt positively about garbage and recycling service. When evaluating the cost of the service, however, only about half of residents felt positively.
- Resident ratings of street maintenance and street smoothness declined significantly in the past five years. 43 percent of residents rated maintenance as good or very good in 2006 compared to 38 percent in 2010. In 2006, 58 percent of residents rated street smoothness as good or very good, falling to 52 percent in 2010.
- Ratings of speeding vehicles in neighborhoods became worse in 2010. Citywide, 35 percent of residents felt positively about the speed of traffic on neighborhood streets, an 11 percentage point decrease from five years ago.
- The majority of residents (62 percent) drove alone to work, while 12 percent took public transit. Considering all trips (commuting and non-commuting), two-thirds of residents (66 percent) drove alone, with 6 percent taking public transit.

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

Beyond survey data, however, core performance information about the City still needs to be considered. Our office will release our 20th annual *Service Efforts and Accomplishments* report next month, which will provide performance data for six City bureaus.

SURVEY HIGHLIGHTS

Public Safety

OVERVIEW

In 2010, residents reported feeling as safe in their neighborhoods, parks, and downtown during the day as they did in 2006. Feelings of safety at night improved from five years ago, but less than half of residents reported that they felt safe in parks and downtown at night. The majority of residents report that if a disaster were to occur, they have enough supplies for their households for at least three days.

Resident ratings of Public Safety services

(percent good/very good)

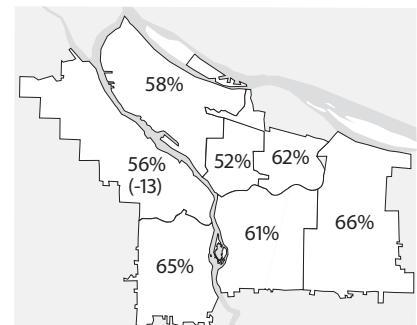
	2006	2007	2008	2009	2010
Police	68%	64%	66%	70%	60%
Fire & Emergency Services	90%	91%	91%	91%	87%
9-1-1	76%	76%	80%	84%	80%

TRENDS

Overall satisfaction with public safety services remained positive in 2010, though police ratings dropped from the prior year. 60 percent of residents felt positively about police services, a 10 percentage point decrease from 2009. 87 percent of residents rated fire and emergency services as good or very good, while 80 percent of residents felt positively about 9-1-1 services.

Ratings of police services vary by neighborhood coalition. 66 percent of East coalition residents rated police services as good or very good, and 52 percent of residents of the Inner Northeast coalition rated it positive. The five-year change in police rating was most notable in the Northwest/Downtown coalition, where 56 percent of residents rated police services positively in 2010, a 13 percent drop from 2006.

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

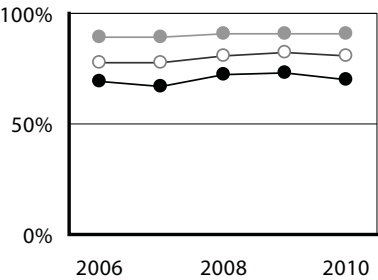


Residents felt similarly about efforts to regulate police conduct made by the Auditor’s Independent Police Review Division and the Police Bureau. In 2010, 37 percent of residents rated the Police Bureau’s internal efforts as positive, while 34 percent rated the Independent Police Review’s efforts positively.

Rating of safety during day

(percent good or very good)

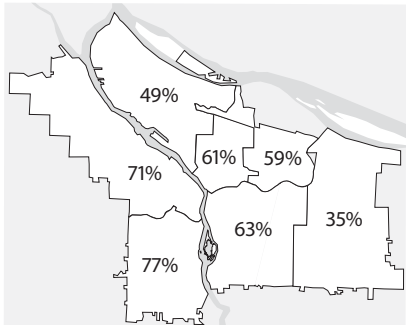
● Neighborhood ○ Park ● Downtown



In 2010, resident feelings of safety in their neighborhood, nearest park, and downtown during the day remained constant when compared to five years ago. In 2010, 91 percent of residents felt safe in their neighborhood during the day. About 81 percent felt safe in their closest park, and 70 percent felt safe downtown.

Citywide, resident feelings of safety at night in their neighborhood and nearest park have improved from five years ago, but ratings of nighttime safety vary widely by neighborhood coalition. In 2010, 60 percent of residents citywide felt safe in their neighborhood at night. 77 percent of residents in the Southwest coalition felt safe in their neighborhood, while 35 percent of residents in the East felt safe.

Rating of safety in neighborhood at night as safe or very safe



In 2010, 72 percent of residents reported that if a disaster were to occur, they have enough supplies to take care of their household for 3 days to 1 week, while 18 percent reported they have enough supplies for up to one month. Only 11 percent of residents reported having no supplies or one day’s worth of supplies.

Public Utilities

OVERVIEW

Overall resident satisfaction with the quality of water service continues to be positive in 2010. However, less than half of residents had positive opinions of sewer and storm drainage services. The majority of residents rated the quality of garbage and recycling service as good or very good, though less than half rated the cost of these services positively.

Resident ratings of Public Utility services

(percent good/very good)

	2006	2007	2008	2009	2010
Water	69%	73%	79%	80%	77%
Sewer	50%	53%	57%	55%	48%
Storm drainage	45%	45%	49%	48%	42%

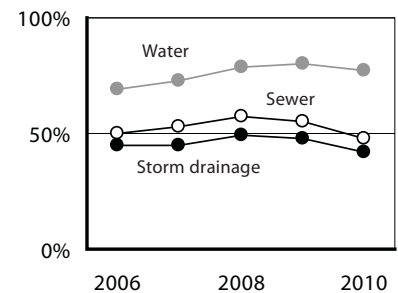
TRENDS

Citywide satisfaction with the quality of water service was high, with 77 percent of residents rating it good or very good. This rating did not vary much by neighborhood coalition.

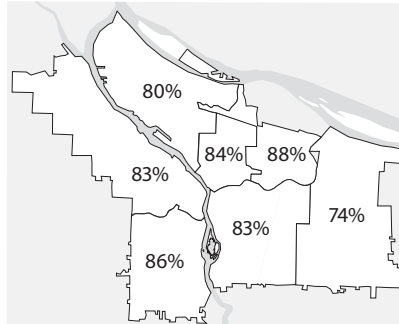
Perceptions of sewer and storm drainage service quality are at levels near those reported in 2006. In 2010, 48 percent of residents rated sewer quality positively, and only 42 percent rated storm drainage quality positively.

Rating of public utilities service quality

(percent good or very good)



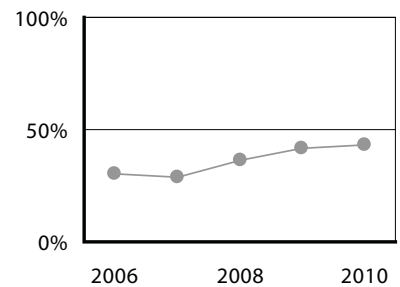
Rating of tap water as good or very good



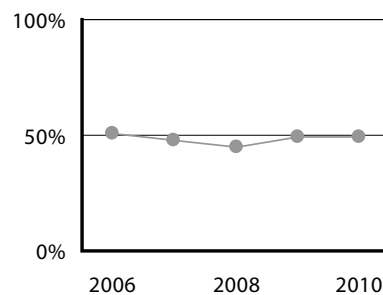
Citywide, 83 percent of residents felt positively about tap water. This varied by neighborhood coalition, with Central Northeast residents most often rating it good or very good (88 percent) and East residents giving tap water the lowest positive rating (74 percent).

Less than half of residents (43 percent) felt good or very good about how well sewer and drainage systems protected water quality of rivers. This rating was a noticeable increase from 2006, when 30 percent felt sewer and drainage systems protected river water quality.

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



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



In 2010, 78 percent of residents felt positively about garbage and recycling service. However, when evaluating the cost of the service, only about half of residents felt positively. This perception of cost has been relatively steady over the past five years.

Transportation

OVERVIEW

Resident ratings of street maintenance, street smoothness, speeding vehicles and traffic flow during peak hours declined in the past five years. Ratings of street lighting and street cleanliness, however, remained mostly favorable and unchanged since 2006. The majority of residents continued to drive alone.

Resident ratings of Transportation services

(percent good/very good)

	2006	2007	2008	2009	2010
Street maintenance	43%	40%	41%	39%	38%
Street lighting	60%	59%	61%	60%	60%

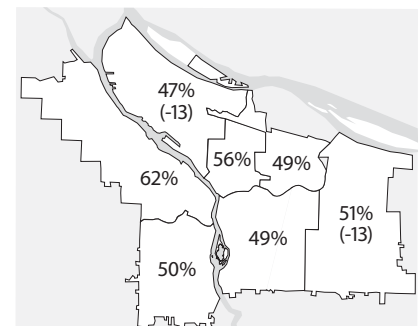
TRENDS

Ratings of City street maintenance services decreased from 43 percent of residents feeling good or very good in 2006 to 38 percent in 2010. Street lighting ratings, however, remained basically unchanged. In 2010, 60 percent of residents felt positive about the quality of the City's street lighting services.

Residents rated traffic flow on major streets during peak hours less positively than five years ago. In 2010, 22 percent felt good or very good about congestion on major streets, compared to 26 percent in 2006. Resident perception of congestion during off-peak hours remained flat at 70 percent positive during the same time frame.

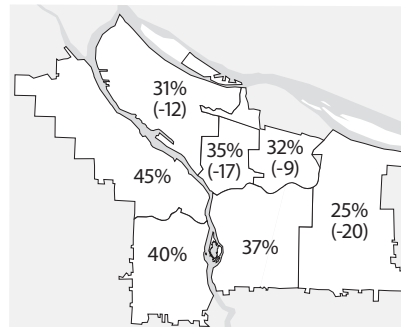
Ratings of neighborhood street conditions fluctuated over time and around the city. Residents felt less positive about street smoothness than they did five years ago. In 2010, 52 percent of residents felt good or very good about street smoothness compared to 58 percent in 2006. This decline was even more pronounced in both the North and East coalitions, where each dropped 13 percentage points over the same five years (to 47 percent and 51 percent, respectively).

Rating of neighborhood street smoothness as good or very good (and five-year change)



Respondents reported the most satisfaction with street cleanliness, which has remained relatively stable over five years at a 65 percent positive rating. In the East coalition, satisfaction with street cleanliness dropped 14 percentage points over five years, to 50 percent of residents rating it positively in 2010.

Rating of traffic speed on neighborhood streets
(and five-year change)



Resident ratings in 2010 of speeding vehicles in neighborhood streets became worse. Citywide, 35 percent of residents felt good or very good about traffic speed on neighborhood streets, an 11 percentage point decrease from 2006. The negative trend was mirrored in most coalitions.

Ratings of both pedestrian (55 percent) and cyclist (50 percent) safety on neighborhood streets stayed about the same from 2006 to 2010.

In 2010, a majority of respondents (62 percent) indicated they drove to work alone, while 12 percent took public transit. When considering all trips, however, two-thirds (66 percent) drove alone, with just 6 percent taking public transit.

Within the coalition areas there was some variation in percent of respondents indicating they drove alone. East residents reported the highest number driving to work alone at 77 percent, while Inner Northeast residents had the lowest with 50 percent. When looking at all trips, Southwest residents reported driving alone the most (77 percent) and those living in Northwest/Downtown the least (53 percent).

Parks and Recreation

OVERVIEW

Overall, most residents rated the quality of both City parks and City recreation centers/activities highly. Over a third of residents visited a City park either daily or weekly during the last 12 months. Similarly, about a third reported household participation in a City Parks and Recreation activity during that time. Most residents continue to feel positive about the City recreation programs' affordability, variety and quality of instruction. East coalition residents reported lower levels of visitation to City parks, participation in recreation activities, and satisfaction with services.

Resident ratings of Parks and Recreation services

(percent good/very good)

	2006	2007	2008	2009	2010
Parks	81%	82%	86%	86%	86%
Recreation	75%	74%	75%	77%	76%

TRENDS

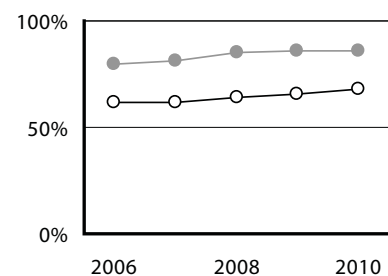
Residents' satisfaction with the City's parks and recreation services improved from prior years. In 2010, 86 percent of residents felt good or very good about parks and 76 percent felt positive about recreation services.

City ratings of park grounds and facilities near residents' homes rose over the past five years. In 2010, 86 percent of residents citywide felt good or very good about ground maintenance and 68 percent about facilities.

Residents in the Inner Northeast coalition had the most positive ratings of grounds (90 percent) and Southwest coalition on facilities (78 percent). Residents in the East coalition had the least positive ratings of grounds and facilities (74 percent and 57 percent, respectively).

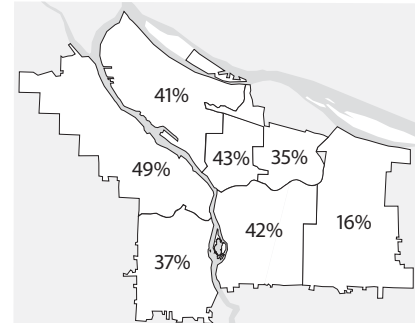
Rating of neighborhood park qualities as good or very good

● Grounds ○ Facilities

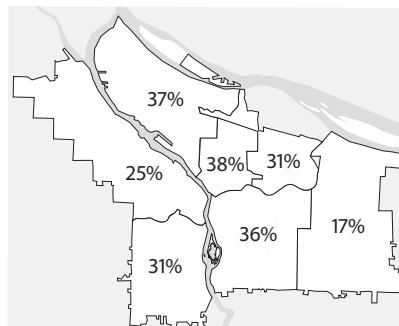


In 2010, 38 percent of respondents reported their household visited a City park either daily or weekly. Of note, only 16 percent of East coalition residents reported visiting a City park that frequently. In 2010, 31 percent of East coalition residents indicated they never visited a City park in the last 12 months.

Households reporting daily or weekly visits to City parks



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



In 2010, 31 percent of residents indicated that someone in their household participated in a Portland Parks and Recreation activity in the last 12 months. Inner Northeast residents had the highest percentage, with 38 percent of respondents indicating participation, and the East coalition had the lowest, with 17 percent participating in the last 12 months.

Citywide, resident ratings of the affordability, variety, and quality of instruction of recreation programs remained largely steady from prior years. In 2010, 69 percent of residents citywide felt satisfied or very satisfied about City recreation program affordability, and 70 percent felt positive about the variety of recreation programs. 63 percent of residents were positive about the quality of recreation instruction, coaching, leadership, etc.

There was a difference between the opinions of those having been involved in recreation activities and those who were not. In 2010, residents whose household participated in a recreation activity had more positive feelings about the affordability, variety, and quality of instruction than residents whose households had no participation.

Community Development

OVERVIEW

Resident ratings of city and neighborhood livability remained relatively steady from five years ago. Opinions of neighborhood housing affordability improved since 2006. Over half of residents felt completed commercial development was attractive and enhanced access to services. Few residents reported being involved in a community project or attending a public meeting the past 12 months.

Resident ratings of livability (percent good/very good)

	2006	2007	2008	2009	2010
City livability	79%	79%	82%	83%	81%
Neighborhood livability	83%	81%	86%	88%	87%

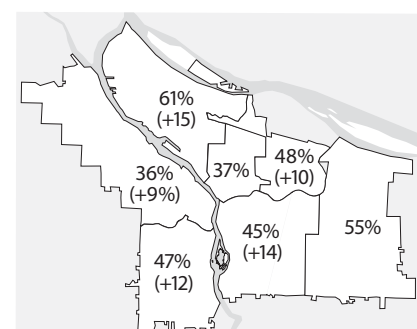
TRENDS

Citywide, 81 percent and 87 percent of residents felt positive about the city and their neighborhood's livability, respectively. Ratings of neighborhood livability varied by coalition, from 95 percent feeling positive in the Southwest coalition to 67 percent in the East coalition.

Resident ratings citywide on some factors that contribute to livable neighborhoods were relatively steady since 2006. In 2010, 66 percent of residents felt positive about the physical condition of housing, 85 percent on park closeness, and 87 percent on walking distance to public transit. In addition, 76 percent of residents felt good or very good about neighborhood access to services and 64 percent about on-street parking.

City resident ratings of housing affordability rose from 37 percent feeling positive in 2006 to 47 percent in 2010. Five out of seven coalitions rated affordability more highly in 2010 than they did five years ago.

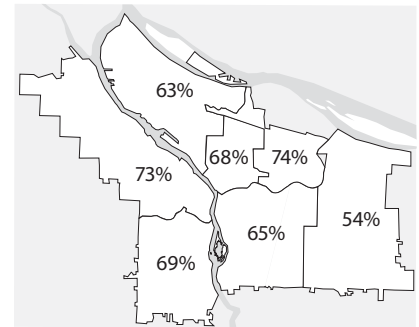
Rating of housing affordability as good or very good (and five-year change)



Over half of residents gave favorable ratings about the impact of commercial development completed in the last 12 months. In 2010, 68 percent of residents felt the development was attractive, and 51 percent felt it improved access to services.

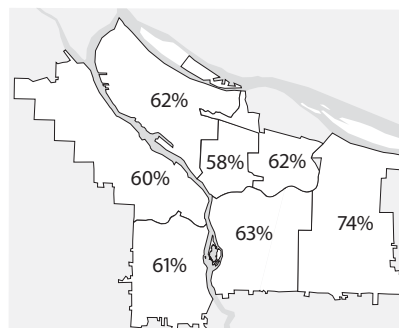
These ratings varied greatly by coalition. For example, Central Northeast residents felt the most positive (74 percent) about improved attractiveness and East coalition had the fewest positive responses (54 percent).

Rating of commercial development attractiveness as good or very good



In 2010, 61 percent of residents citywide rated residential development completed in the last 12 months positively concerning attractiveness. 48 percent felt completed residential development improved their neighborhood as a place to live.

Residents not participating in community projects or public meetings



In 2010, 63 percent of residents citywide reported never having been involved in a community project or attending a public meeting in the last 12 months. East coalition residents reported the least participation, with 74 percent indicating they had never attended a meeting or been involved in a project.

In 2010, 32 percent of residents citywide felt good or very good about the quality of City housing inspection services and 24 percent about nuisance inspection services. Citywide, 40 percent of residents felt positive about planning for future land use. Resident opinions on the City's land use planning services were unchanged from ratings five years ago.

Over half of residents in 2010 felt Portland was a good or very good place to do business.

SURVEY METHODOLOGY

Survey Methodology

The City Auditor's annual Community Survey was conducted for the 20th year in July and August 2010. 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 their answers would be anonymous.

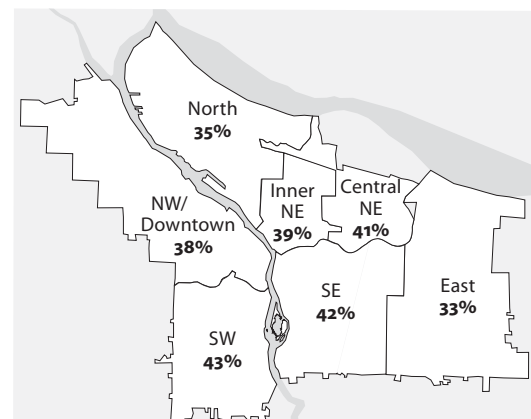
Response rate

In July 2010, we mailed introductory postcards and 9,800 surveys to residents representing households in each of the city's seven neighborhood district coalition areas. Two

weeks after the initial survey was sent, we sent a reminder postcard. A reminder survey was sent three weeks later. In calculating response rates, postcards or surveys returned to us as undeliverable (due to bad addresses, etc.) were removed. 361 were removed, leaving a total

of 9,439. 3,663 surveys were returned, resulting in an overall response rate of 39 percent. This is an improvement from the response rate in 2009, which was 35 percent.

2010 COMMUNITY SURVEY RESPONSE RATE BY NEIGHBORHOOD COALITION AREAS



Survey reliability

For the 3,663 surveys returned, the survey accuracy (at the conventional 95 percent confidence level) is ± 1.6 percent. Within each of the seven coalitions, the survey accuracy ranges from ± 4.0 to ± 4.6 percent.

Representativeness of respondents

We compared demographic information supplied by respondents to 2000 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. Analysis in prior years indicated that any adjustments to balance the over-representation of respondents with more education would likely not change the survey results. We have not determined the impact of the other factors on our results. We did not repeat these comparisons for the neighborhood coalition districts.

Survey analysis

In conducting this audit, we reviewed data from the 2010 Community Survey and four years of prior survey data. We reviewed positive, neutral, and negative ratings, but largely focused our analysis on the change in positive ratings, except where warranted.

We reviewed the data by City service area. These are defined as Public Safety, Parks and Recreation, Transportation, Public Utilities, and Community Development. This included reviewing the five-year changes in citywide figures, as well as by coalition. We focused on changes within a coalition, and not between coalitions, due to comparability issues because of sample size. In some cases, five-year changes were not available due to adjustments in how questions were worded from year-to-year in the Community Survey or because the question had been used less than five years.

We calculated statistical significance for anything noted as a change. This was to determine if a change was real, and not due to chance in the sample selection. We also calculated significance where warranted. Based on a 95 percent confidence level, this would be to verify whether a change in resident ratings from one year to another occurred by accident. In addition, any five-year percentage point changes displayed in maps are only those where the changes were statistically significant.

Survey Methodology

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

Survey comments

The City Auditor's Community Survey is sent to a random sample of 9,800 city residents. To help keep respondent identities anonymous, the City Auditor's Office designed the survey not to have a comments section.

In 2010, residents provided 539 comments on a variety of City services and community matters. More than half of these addressed public utility and community development issues.

Comments or complaints?

Residents with comments, concerns or complaints are encouraged to contact City of Portland bureaus directly. The City of Portland's website is at www.portlandonline.com and the City and County Information and Referral number is (503) 823-4000. Many City bureaus have contact information available.

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.portlandonline.com/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 RESULTS

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals			
		SW	N	Inner	Central	SE	E		2009	2008	2007	2006
PUBLIC SAFETY												
How safe would you feel walking alone <i>during the day</i> :												
• in your neighborhood?												
Very safe	75%	70%	47%	60%	57%	61%	30%	58%	58%	57%	51%	54%
Safe	22%	24%	43%	35%	34%	32%	46%	33%	33%	34%	38%	35%
Neutral	2%	4%	7%	3%	8%	6%	16%	6%	6%	6%	8%	8%
Unsafe	1%	1%	3%	2%	2%	1%	6%	2%	2%	3%	3%	2%
Very unsafe	0%	1%	0%	0%	0%	0%	2%	1%	1%	1%	1%	0%
	(581)	(507)	(511)	(478)	(560)	(557)	(439)	(3,641)	(3,167)	(3,265)	(19,847)	(2,708)
• In the park closest to you?												
Very safe	52%	51%	35%	44%	42%	46%	16%	42%	43%	41%	35%	37%
Safe	34%	32%	45%	41%	39%	38%	44%	39%	39%	40%	43%	41%
Neutral	11%	13%	13%	11%	13%	13%	23%	14%	12%	13%	14%	14%
Unsafe	3%	4%	6%	3%	5%	3%	13%	5%	6%	5%	7%	6%
Very unsafe	1%	0%	2%	1%	1%	0%	4%	1%	1%	2%	1%	2%
	(563)	(495)	(495)	(463)	(540)	(538)	(402)	(3,504)	(3,059)	(3,134)	(19,019)	(2,590)
• Downtown?												
Very safe	29%	35%	30%	31%	29%	28%	13%	28%	28%	29%	24%	25%
Safe	40%	43%	43%	47%	42%	42%	32%	41%	44%	43%	43%	44%
Neutral	22%	17%	17%	14%	18%	22%	31%	20%	17%	18%	20%	20%
Unsafe	8%	4%	8%	7%	9%	6%	18%	8%	8%	8%	9%	10%
Very unsafe	2%	1%	3%	2%	3%	2%	7%	3%	2%	2%	3%	3%
	(564)	(486)	(492)	(453)	(532)	(536)	(402)	(3,473)	(2,989)	(3,073)	(18,655)	(2,555)
How safe would you feel walking alone <i>at night</i> :												
• in your neighborhood?												
Very safe	33%	29%	14%	17%	19%	23%	7%	21%	22%	20%	16%	18%
Safe	44%	42%	36%	44%	40%	40%	28%	39%	38%	39%	35%	37%
Neutral	14%	18%	24%	20%	19%	22%	23%	20%	20%	19%	21%	20%
Unsafe	8%	8%	20%	15%	16%	13%	26%	15%	15%	16%	20%	18%
Very unsafe	2%	3%	6%	4%	6%	2%	16%	5%	6%	6%	7%	7%
	(565)	(499)	(499)	(466)	(544)	(542)	(420)	(3,543)	(3,095)	(3,187)	(19,208)	(2,637)

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW	Downtown	N	Inner	Central	SE	E	City Total	2009	2008	2007	2006
• In the park closest to you?	Very safe	13%	13%	6%	6%	5%	8%	2%	8%	8%	7%	5%	7%
	Safe	28%	28%	20%	24%	23%	26%	11%	23%	24%	23%	20%	19%
	Neutral	30%	30%	26%	28%	30%	30%	28%	29%	27%	28%	25%	27%
	Unsafe	22%	23%	34%	31%	32%	28%	33%	29%	28%	29%	33%	32%
	Very unsafe	7%	7%	15%	11%	10%	9%	26%	12%	13%	13%	17%	15%
		(541)	(480)	(485)	(446)	(524)	(522)	(385)	(3,390)	(2,966)	(3,051)	(18,466)	(2,521)
• Downtown?	Very safe	5%	6%	5%	5%	6%	6%	1%	5%	4%	5%	4%	4%
	Safe	25%	31%	26%	29%	22%	24%	10%	24%	26%	26%	23%	24%
	Neutral	31%	33%	34%	34%	33%	33%	33%	33%	31%	31%	29%	30%
	Unsafe	24%	23%	23%	25%	28%	28%	27%	25%	26%	25%	28%	27%
	Very unsafe	15%	8%	11%	8%	13%	10%	29%	13%	13%	13%	16%	16%
		(561)	(487)	(482)	(448)	(525)	(524)	(383)	(3,418)	(2,976)	(3,031)	(18,339)	(2,542)
2 Do you know where to get assistance if you want to start or join a community group that works on crime issues?	Yes	40%	32%	43%	46%	43%	33%	43%	40%	-	-	-	-
	No	60%	69%	57%	54%	58%	58%	58%	60%	-	new question		-
		(568)	(495)	(505)	(464)	(541)	(432)	(541)	(3,567)	-	-	-	-
3 Did anyone break into, or burglarize, your home during the last 12 months?	Yes	2%	4%	5%	5%	4%	3%	6%	4%	4%	4%	5%	6%
	No	98%	96%	95%	95%	96%	97%	94%	96%	96%	96%	95%	94%
		(582)	(505)	(514)	(480)	(559)	(554)	(442)	(3,644)	(3,172)	(3,271)	(19,750)	(2,696)
If yes, was it reported to police?													
Yes		80%	71%	63%	76%	59%	88%	44%	66%	66%	67%	69%	61%
No		20%	29%	38%	24%	41%	13%	56%	34%	34%	33%	31%	39%
		(10)	(21)	(24)	(25)	(22)	(16)	(27)	(145)	(127)	(135)	(1,033)	(160)

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2009	2008	2007	2006
4	Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?												
	Yes	10%	13%	20%	15%	18%	16%	17%	15%	13%	16%	17%	17%
	No	90%	87%	80%	85%	83%	84%	83%	85%	87%	84%	83%	83%
		(573)	(500)	(509)	(478)	(559)	(550)	(441)	(3,618)	(3,158)	(3,232)	(19,572)	(2,693)
	<i>If yes, was it reported to Police?</i>												
5	Yes	53%	60%	40%	31%	43%	42%	42%	44%	-	-	-	-
	No	47%	40%	60%	69%	57%	58%	58%	56%	-	modified question		-
		(55)	(62)	(97)	(70)	(95)	(86)	(71)	(538)	-	-	-	-
	How do you rate the City of Portland's efforts to regulate conduct of Portland police officers?												
	Internal Police Bureau efforts?												
	Very good	8%	8%	10%	6%	8%	8%	12%	9%	-	-	-	-
	Good	34%	24%	26%	22%	28%	29%	33%	28%	-	-	-	-
	Neutral	32%	33%	32%	31%	31%	29%	31%	31%	-	new question		-
	Bad	18%	22%	20%	24%	24%	22%	15%	21%	-	-	-	-
	Very bad	8%	12%	13%	17%	10%	12%	9%	12%	-	-	-	-
		(441)	(386)	(412)	(385)	(455)	(447)	(377)	(2,909)	-	-	-	-
	Auditor's Independent Police Review Division efforts?												
	Very good	7%	7%	9%	4%	8%	6%	8%	7%	-	-	-	-
	Good	29%	24%	22%	27%	26%	29%	29%	27%	-	-	-	-
	Neutral	43%	44%	42%	40%	44%	41%	44%	42%	-	new question		-
	Bad	14%	16%	18%	18%	17%	15%	12%	16%	-	-	-	-
	Very bad	7%	9%	9%	11%	5%	10%	7%	8%	-	-	-	-
		(365)	(329)	(335)	(317)	(371)	(358)	(326)	(2,406)	-	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2009	2008	2007	2006
6	Did you call 9-1-1 for an emergency in the last 12 months?												
	Yes	11%	16%	20%	18%	18%	16%	21%	17%	16%	18%	20%	19%
	No	90%	85%	80%	82%	83%	84%	79%	83%	84%	82%	80%	81%
		(579)	(504)	(511)	(476)	(561)	(550)	(438)	(3,627)	(3,163)	(3,260)	(19,705)	(2,695)
	<i>If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?</i>												
	Very good	57%	47%	50%	45%	59%	48%	51%	51%	48%	46%	40%	44%
	Good	25%	37%	41%	44%	26%	42%	29%	35%	37%	34%	36%	35%
	Neutral	10%	11%	4%	10%	6%	9%	8%	8%	8%	12%	13%	10%
	Bad	7%	3%	4%	1%	6%	1%	1%	3%	5%	5%	7%	6%
	Very bad	2%	3%	2%	0%	3%	0%	11%	3%	3%	3%	5%	4%
		(61)	(76)	(101)	(84)	(98)	(86)	(92)	(600)	(487)	(574)	(3,806)	(497)
7	If a disaster were to occur, you would have enough supplies to take care of your household for:												
	Up to 1 month	19%	11%	19%	17%	15%	18%	27%	18%	-	-	-	-
	Up to 1 week	50%	50%	46%	46%	45%	46%	41%	47%	-	-	-	-
	Up to 3 days	22%	30%	24%	26%	30%	23%	21%	25%	-	new question		-
	1 day	4%	4%	5%	5%	7%	7%	4%	5%	-	-	-	-
	No supplies	4%	6%	6%	7%	2%	7%	7%	5%	-	-	-	-
		(562)	(487)	(487)	(451)	(533)	(541)	(416)	(3,485)	-	-	-	-
PUBLIC UTILITIES													
8	How do you rate the tap water provided by the City?												
	Very good	44%	48%	42%	44%	45%	44%	35%	43%	46%	40%	32%	32%
	Good	43%	35%	38%	40%	43%	39%	39%	40%	39%	42%	45%	47%
	Neutral	10%	14%	15%	11%	9%	12%	19%	13%	10%	13%	15%	14%
	Bad	3%	2%	4%	4%	3%	3%	5%	3%	4%	5%	6%	6%
	Very bad	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
		(577)	(493)	(508)	(475)	(561)	(548)	(432)	(3,602)	(3,117)	(3,223)	(17,914)	(2,642)

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals				
		SW		N	Inner	Central	SE		E	2009	2008	2007	2006
9	How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?												
	Very good	8%	9%	6%	6%	9%	7%	7%	7%	6%	6%	4%	4%
	Good	39%	34%	34%	34%	38%	34%	35%	35%	36%	30%	25%	25%
	Neutral	31%	33%	33%	30%	30%	32%	36%	32%	31%	30%	32%	32%
	Bad	18%	17%	21%	23%	19%	21%	15%	19%	21%	25%	27%	26%
	Very bad	5%	7%	6%	7%	5%	7%	6%	6%	6%	10%	12%	12%
		(487)	(408)	(443)	(401)	(482)	(476)	(382)	(3,087)	(2,335)	(2,557)	(14,891)	(2,177)
10	How do you rate garbage/recycling service on:												
	• Cost?												
	Very good	11%	13%	13%	15%	13%	13%	9%	12%	11%	9%	9%	10%
	Good	33%	40%	37%	38%	38%	36%	38%	37%	38%	36%	39%	41%
	Neutral	33%	33%	29%	28%	29%	33%	32%	31%	31%	34%	34%	33%
	Bad	18%	11%	18%	13%	17%	15%	15%	15%	15%	16%	14%	12%
	Very bad	6%	4%	4%	6%	4%	3%	6%	5%	4%	5%	4%	4%
		(540)	(410)	(482)	(441)	(535)	(514)	(418)	(3,347)	(2,875)	(2,889)	(17,261)	(2,431)
	• Quality?												
	Very good	27%	27%	26%	32%	31%	32%	23%	28%	29%	-	-	-
	Good	52%	47%	50%	48%	50%	46%	52%	49%	51%	-	-	-
	Neutral	17%	22%	18%	15%	15%	17%	20%	17%	15%	-	-	-
	Bad	3%	3%	4%	4%	4%	4%	4%	4%	4%	-	-	-
	Very bad	1%	1%	2%	1%	1%	2%	2%	2%	1%	-	-	-
		(560)	(458)	(500)	(444)	(539)	(531)	(408)	(3,448)	(3,005)	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

Number of total respondents are in parentheses													
		NW/ Downtown		NE				City Total	Prior City totals				
		SW		N	Inner	Central	SE	E		2009	2008	2007	2006
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%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%
	Good	22%	22%	20%	20%	21%	20%	19%	21%	23%	21%	22%	23%
	Neutral	28%	30%	25%	25%	28%	30%	28%	28%	30%	29%	27%	25%
	Bad	37%	35%	38%	39%	36%	37%	36%	37%	34%	36%	36%	37%
	Very bad	11%	10%	16%	15%	13%	11%	16%	13%	10%	12%	13%	13%
		(557)	(479)	(505)	(474)	(532)	(539)	(428)	(3,521)	(3,035)	(3,138)	(19,254)	(2,624)
	• During off peak traffic hours												
	Very good	24%	25%	18%	21%	19%	21%	11%	20%	21%	19%	18%	18%
	Good	51%	52%	44%	48%	51%	52%	51%	50%	51%	53%	51%	53%
	Neutral	19%	17%	25%	21%	22%	18%	26%	21%	19%	19%	20%	20%
	Bad	5%	5%	11%	9%	7%	9%	8%	8%	7%	7%	9%	8%
	Very bad	1%	2%	2%	1%	2%	1%	4%	2%	2%	2%	2%	1%
	(564)	(482)	(506)	(470)	(542)	(541)	(419)	(3,532)	(3,041)	(3,153)	(18,792)	(2,595)	
12	In the past 7 days, what was primary form of transportation?												
	• To get to/from work:												
	Drive alone	69%	53%	65%	50%	63%	55%	77%	62%	-	-	-	-
	Carpool	5%	4%	7%	9%	7%	8%	4%	7%	-	-	-	-
	Public transit	10%	17%	10%	13%	12%	14%	10%	12%	-	-	-	-
	Walk	4%	17%	5%	7%	2%	5%	1%	6%	-	new question		-
	Bike	3%	5%	7%	15%	8%	9%	0%	7%	-	-	-	-
	Other	8%	4%	6%	5%	8%	8%	8%	7%	-	-	-	-
		(501)	(432)	(453)	(410)	(500)	(497)	(361)	(3,161)	-	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2009	2008	2007	2006
For all trips - shopping, errands, work:	Drive alone	77%	53%	69%	56%	69%	62%	73%	66%	-	-	-	-
	Carpool	15%	9%	18%	15%	13%	15%	15%	14%	-	-	-	-
	Public transit	3%	12%	5%	6%	5%	5%	7%	6%	-	-	-	-
	Walk	3%	21%	3%	10%	5%	9%	2%	7%	-	new question		-
	Bike	1%	4%	3%	11%	5%	7%	1%	4%	-	-	-	-
	Other	2%	2%	3%	2%	2%	3%	3%	3%	-	-	-	-
		(567)	(487)	(501)	(463)	(540)	(539)	(429)	(3,534)	-	-	-	-
13 How do you rate streets in your neighborhood on: Smoothness?	Very good	11%	14%	8%	10%	7%	8%	8%	9%	9%	10%	10%	12%
	Good	39%	47%	39%	46%	42%	41%	43%	42%	41%	43%	45%	47%
	Neutral	20%	18%	21%	25%	20%	27%	24%	22%	23%	22%	23%	22%
	Bad	19%	15%	23%	15%	23%	19%	18%	19%	19%	19%	15%	14%
	Very bad	11%	6%	9%	4%	8%	6%	7%	7%	7%	6%	6%	6%
		(577)	(498)	(508)	(476)	(558)	(552)	(436)	(3,613)	(3,133)	(3,234)	(19,710)	(2,675)
Cleanliness?	Very good	18%	22%	9%	12%	10%	13%	8%	13%	12%	13%	12%	14%
	Good	53%	52%	49%	50%	56%	57%	42%	52%	51%	52%	50%	52%
	Neutral	21%	17%	25%	25%	23%	23%	31%	23%	23%	22%	23%	21%
	Bad	6%	6%	14%	10%	7%	6%	13%	9%	11%	10%	12%	10%
	Very bad	2%	3%	4%	3%	4%	1%	6%	3%	3%	3%	4%	4%
		(577)	(502)	(504)	(474)	(557)	(553)	(437)	(3,612)	(3,143)	(3,236)	(19,531)	(2,684)

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2009	2008	2007	2006
•	Speeding vehicles?												
	Very good	6%	6%	4%	4%	3%	5%	3%	5%	4%	5%	-	-
	Good	34%	38%	26%	31%	29%	33%	22%	31%	29%	26%	-	-
	Neutral	33%	30%	28%	29%	32%	30%	27%	30%	30%	29%	-	-
	Bad	20%	17%	29%	29%	27%	25%	32%	25%	27%	29%	-	-
	Very bad	7%	8%	12%	7%	10%	8%	17%	10%	10%	11%	-	-
		(577)	(497)	(503)	(475)	(556)	(550)	(438)	(3,604)	(3,120)	(3,223)	-	-
•	Safety of pedestrians?												
	Very good	8%	13%	10%	14%	10%	12%	7%	10%	9%	8%	9%	9%
	Good	37%	46%	49%	52%	46%	48%	35%	45%	45%	43%	44%	46%
	Neutral	23%	23%	25%	22%	24%	25%	30%	25%	23%	26%	23%	22%
	Bad	22%	10%	12%	11%	15%	12%	19%	14%	16%	18%	17%	16%
	Very bad	11%	7%	4%	2%	6%	4%	9%	6%	7%	6%	8%	8%
		(573)	(499)	(504)	(474)	(553)	(549)	(429)	(3,589)	(3,119)	(3,222)	(19,463)	(2,685)
•	Safety of bicyclists?												
	Very good	8%	10%	11%	10%	9%	9%	8%	9%	7%	7%	7%	8%
	Good	33%	43%	43%	45%	41%	45%	35%	41%	41%	38%	40%	40%
	Neutral	30%	28%	31%	27%	30%	30%	35%	30%	29%	32%	27%	28%
	Bad	20%	13%	10%	13%	15%	12%	16%	14%	17%	18%	19%	17%
	Very bad	9%	7%	5%	5%	5%	4%	6%	6%	7%	6%	8%	7%
		(556)	(476)	(490)	(463)	(535)	(535)	(417)	(3,480)	(3,022)	(3,113)	(18,657)	(2,605)
PARKS & RECREATION													
14	In the past 12 months, how many times did you:												
•	Visit any City park?												
	Never	13%	6%	14%	9%	15%	10%	31%	14%	-	-	-	-
	A few times	36%	29%	31%	33%	35%	32%	42%	34%	-	-	-	-
	Monthly	15%	15%	15%	15%	15%	16%	11%	15%	-	-	-	-
	Weekly	28%	34%	30%	32%	28%	31%	13%	28%	-	modified question		-
	Daily	9%	16%	11%	12%	7%	11%	3%	10%	-	-	-	-
		(578)	(499)	(504)	(475)	(551)	(546)	(428)	(3,589)	-	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE Inner Central		SE	E	City Total	Prior City totals			
		SW								2009	2008	2007	2006
15	• Visit a City park near your home?												
	Never	16%	7%	16%	11%	18%	14%	39%	17%	-	-	-	-
	A few times	36%	28%	31%	33%	33%	33%	36%	33%	-	-	-	-
	Monthly	13%	13%	13%	16%	15%	12%	10%	13%	-	modified question		-
	Weekly	26%	34%	29%	28%	26%	30%	12%	27%	-	-	-	-
	Daily	9%	19%	11%	12%	9%	12%	4%	11%	-	-	-	-
		(569)	(495)	(494)	(466)	(541)	(545)	(426)	(3,544)	-	-	-	-
15	How do you rate the quality of the parks near your home in the following categories?												
	• Well-maintained grounds												
	Very Good	34%	39%	33%	36%	26%	32%	20%	32%	32%	29%	26%	26%
	Good	55%	49%	54%	54%	57%	54%	53%	54%	54%	56%	55%	53%
	Neutral	10%	10%	11%	7%	14%	11%	21%	12%	12%	12%	15%	16%
	Bad	1%	2%	2%	3%	2%	2%	5%	2%	2%	3%	3%	4%
	Very bad	0%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%
		(541)	(490)	(486)	(466)	(519)	(521)	(375)	(3,406)	(3,013)	(3,043)	(18,059)	(2,505)
	• Well-maintained facilities												
	Very Good	28%	30%	20%	20%	16%	21%	13%	22%	20%	19%	17%	18%
	Good	50%	42%	45%	48%	48%	48%	43%	46%	46%	45%	45%	44%
	Neutral	20%	21%	28%	24%	28%	25%	33%	25%	26%	28%	28%	28%
	Bad	2%	6%	6%	6%	7%	6%	8%	6%	6%	7%	8%	8%
	Very bad	0%	1%	2%	1%	2%	1%	3%	1%	2%	2%	2%	2%
		(497)	(446)	(439)	(417)	(461)	(473)	(343)	(3,082)	(2,762)	(2,764)	(16,475)	(2,324)
16	In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?												
	Yes	31%	25%	37%	38%	31%	36%	17%	31%	-	-	-	-
	No	69%	75%	63%	62%	69%	64%	83%	69%	-	new question		-
		(571)	(497)	(502)	(475)	(551)	(537)	(428)	(3,569)	-	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

17

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	2009	2008	2007	2006
				Inner	Central							
Very satisfied	25%	22%	24%	24%	23%	32%	18%	24%	20%	19%	20%	20%
Satisfied	47%	41%	43%	50%	47%	42%	36%	44%	46%	48%	47%	46%
Neutral	23%	30%	26%	21%	25%	21%	39%	26%	25%	24%	25%	26%
Dissatisfied	4%	4%	5%	4%	5%	3%	4%	4%	7%	6%	6%	6%
Very dissatisfied	1%	3%	1%	1%	1%	2%	4%	2%	2%	2%	2%	2%
	(361)	(244)	(346)	(308)	(319)	(347)	(228)	(2,160)	(2,057)	(2,076)	(12,565)	(1,786)

- Variety

Very satisfied	27%	21%	21%	24%	23%	28%	17%	24%	20%	18%	19%	20%
Satisfied	50%	44%	44%	48%	46%	46%	42%	46%	49%	50%	48%	48%
Neutral	20%	31%	30%	26%	27%	19%	37%	26%	26%	26%	26%	26%
Dissatisfied	3%	2%	3%	1%	3%	5%	2%	3%	5%	5%	5%	6%
Very dissatisfied	0%	2%	1%	0%	0%	1%	2%	1%	2%	2%	2%	1%
	(357)	(248)	(345)	(311)	(321)	(349)	(219)	(2,157)	(2,039)	(2,055)	(12,386)	(1,770)

- Quality of instruction, coaching, leadership, etc.

Very satisfied	25%	20%	16%	23%	22%	22%	14%	21%	17%	15%	16%	16%
Satisfied	45%	37%	41%	42%	44%	48%	39%	43%	45%	45%	43%	43%
Neutral	29%	38%	40%	32%	31%	28%	45%	34%	34%	34%	35%	36%
Dissatisfied	2%	3%	2%	3%	2%	2%	1%	2%	4%	4%	4%	4%
Very dissatisfied	0%	2%	1%	0%	0%	0%	2%	1%	1%	2%	2%	1%
	(320)	(206)	(288)	(262)	(275)	(313)	(206)	(1,877)	(1,677)	(1,684)	(10,358)	(1,479)

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		N	NE		SE	E	City Total	Prior City totals			
		SW			Inner	Central				2009	2008	2007	2006
COMMUNITY DEVELOPMENT													
18	Has a new <i>commercial</i> development been completed in, or near, your neighborhood in the last 12 months?												
	Yes	15%	37%	36%	54%	34%	38%	18%	33%	-	-	-	-
	No	85%	64%	64%	46%	67%	62%	82%	67%	-	modified question		-
		(554)	(480)	(477)	(451)	(528)	(522)	(406)	(3,425)	-	-	-	-
<i>If yes, how do you rate it on the following:</i>													
• Attractiveness													
	Very good	21%	27%	21%	21%	27%	18%	14%	22%	-	-	-	-
	Good	48%	46%	43%	46%	47%	48%	39%	46%	-	modified question		-
	Neutral	21%	20%	25%	26%	16%	23%	30%	23%	-	-	-	-
	Bad	6%	6%	8%	5%	6%	9%	11%	7%	-	-	-	-
	Very bad	4%	1%	3%	1%	4%	3%	6%	3%	-	-	-	-
		(80)	(175)	(166)	(235)	(174)	(198)	(71)	(1,101)	-	-	-	-
• Improvement in your access to services & shopping													
	Very good	9%	20%	15%	16%	22%	15%	9%	16%	-	-	-	-
	Good	31%	32%	36%	40%	34%	34%	31%	35%	-	modified question		-
	Neutral	41%	40%	33%	39%	34%	43%	41%	38%	-	-	-	-
	Bad	11%	7%	13%	4%	5%	6%	10%	7%	-	-	-	-
	Very bad	9%	2%	4%	2%	5%	2%	9%	4%	-	-	-	-
		(71)	(164)	(160)	(227)	(172)	(189)	(68)	(1,053)	-	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

19

Has a new *residential* development been completed in, or near, your neighborhood in the last 12 months?

Yes

26%

46%

36%

47%

26%

39%

30%

35%

-

-

-

-

No

74%

54%

64%

53%

74%

61%

70%

65%

-

modified question

-

(555)

(484)

(477)

(455)

(530)

(528)

(412)

(3,448)

-

-

-

-

If yes, how do you rate it on the following:

- Attractiveness

Very good

25%

30%

19%

20%

18%

23%

11%

22%

-

-

-

-

Good

35%

43%

38%

41%

48%

36%

32%

39%

-

-

-

-

Neutral

22%

20%

28%

21%

23%

23%

33%

24%

-

modified question

-

Bad

12%

6%

10%

13%

7%

12%

13%

11%

-

-

-

-

Very bad

7%

1%

5%

5%

4%

5%

11%

5%

-

-

-

-

(139)

(221)

(167)

(209)

(136)

(201)

(120)

(1,195)

-

-

-

-

- Improvement to your neighborhood as a place to live

Very good

19%

22%

15%

17%

17%

18%

9%

17%

-

-

-

-

Good

24%

33%

37%

34%

33%

29%

21%

31%

-

-

-

-

Neutral

33%

33%

31%

34%

33%

37%

29%

33%

-

modified question

-

Bad

13%

10%

12%

11%

11%

10%

24%

12%

-

-

-

-

Very bad

11%

2%

5%

4%

6%

7%

18%

7%

-

-

-

-

(140)

(210)

(163)

(198)

(130)

(193)

(117)

(1,153)

-

-

-

-

2010 Community Survey Results

Number of total respondents are in parentheses

20 Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2009	2008	2007	2006
Very good	15%	21%	15%	17%	16%	14%	9%	16%	16%	15%	-	14%
Good	46%	46%	45%	47%	45%	50%	40%	46%	50%	53%	-	48%
Neutral	22%	18%	23%	24%	23%	23%	36%	24%	22%	20%	-	24%
Bad	10%	11%	12%	8%	11%	8%	7%	10%	9%	7%	-	9%
Very bad	7%	4%	5%	4%	5%	5%	7%	5%	4%	4%	-	4%
	(550)	(497)	(460)	(449)	(493)	(512)	(371)	(3,339)	(2,892)	(2,891)	-	(2,440)

21 How do you rate Portland as a place to do business:

Very good	9%	10%	9%	15%	10%	11%	9%	11%	-	-	-	-
Good	41%	39%	47%	45%	43%	45%	43%	43%	-	-	-	-
Neutral	24%	26%	28%	28%	27%	31%	30%	28%	-	new question		-
Bad	16%	16%	10%	6%	13%	10%	13%	12%	-	-	-	-
Very bad	11%	8%	6%	7%	6%	4%	5%	7%	-	-	-	-
	(484)	(423)	(438)	(403)	(456)	(473)	(359)	(3,043)	-	-	-	-

Do you own a business in Portland?

Yes	22%	20%	15%	18%	15%	18%	11%	17%	-	-	-	-
No	78%	80%	85%	82%	85%	82%	89%	83%	-	new question		-
	(539)	(477)	(492)	(461)	(534)	(521)	(414)	(3,446)	-	-	-	-

If yes, how many employees does your business employ:

Self	55%	52%	69%	56%	61%	62%	61%	59%	-	-	-	-
1	9%	7%	7%	9%	4%	12%	9%	8%	-	-	-	-
2 - 50	31%	30%	23%	33%	30%	24%	30%	29%	-	-	-	-
51 - 100	2%	4%	0%	1%	4%	1%	0%	2%	-	new question		-
101 -500	3%	5%	1%	1%	1%	1%	0%	2%	-	-	-	-
500 +	0%	1%	0%	0%	0%	0%	0%	0%	-	-	-	-

2010 Community Survey Results

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	2009	2008	2007	2006
Very good	5%	5%	9%	3%	5%	5%	7%	5%	6%	5%	5%	5%
Good	42%	31%	52%	33%	43%	40%	48%	41%	39%	34%	35%	32%
Neutral	35%	36%	28%	34%	28%	32%	33%	32%	30%	30%	31%	30%
Bad	17%	23%	10%	24%	21%	19%	10%	18%	22%	24%	23%	25%
Very bad	2%	5%	2%	6%	3%	4%	2%	3%	4%	6%	7%	8%
	(551)	(484)	(481)	(455)	(532)	(529)	(396)	(3,436)	(2,980)	(3,096)	(18,842)	(2,607)

- Physical condition of housing?

Very good	18%	27%	6%	15%	13%	10%	5%	14%	13%	13%	13%	15%
Good	59%	53%	49%	52%	55%	56%	46%	53%	55%	55%	52%	54%
Neutral	20%	17%	34%	27%	25%	27%	33%	26%	24%	24%	26%	24%
Bad	3%	3%	10%	6%	7%	7%	13%	7%	7%	7%	8%	7%
Very bad	1%	1%	1%	1%	1%	0%	3%	1%	1%	1%	1%	1%
	(569)	(496)	(502)	(470)	(547)	(545)	(417)	(3,554)	(3,085)	(3,186)	(19,588)	(2,663)

- Closeness of parks or open spaces?

Very good	38%	52%	36%	37%	28%	38%	14%	35%	31%	29%	29%	30%
Good	51%	37%	52%	53%	53%	51%	53%	50%	53%	54%	51%	51%
Neutral	8%	8%	10%	8%	12%	9%	24%	11%	11%	12%	13%	13%
Bad	3%	2%	1%	2%	5%	2%	8%	3%	4%	4%	5%	5%
Very bad	0%	1%	1%	0%	3%	0%	1%	1%	1%	1%	1%	1%
	(570)	(499)	(503)	(469)	(549)	(547)	(411)	(3,556)	(3,071)	(3,180)	(19,559)	(2,666)

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals				
		SW		N	Inner	Central	SE		E	2009	2008	2007	2006
•	Walking distance to public transit?												
	Very good	41%	57%	47%	53%	43%	53%	29%	46%	46%	43%	43%	44%
	Good	36%	26%	44%	41%	46%	41%	51%	41%	41%	44%	43%	42%
	Neutral	12%	5%	6%	5%	8%	4%	11%	7%	7%	7%	8%	8%
	Bad	8%	6%	2%	1%	3%	1%	6%	4%	4%	4%	4%	4%
	Very bad	4%	5%	1%	0%	1%	1%	3%	2%	2%	2%	2%	2%
		(569)	(499)	(507)	(476)	(555)	(547)	(431)	(3,592)	(3,106)	(3,201)	(19,602)	(2,677)
•	Access to shopping and other services?												
	Very good	24%	46%	23%	42%	28%	34%	20%	31%	30%	27%	28%	28%
	Good	48%	33%	45%	46%	47%	47%	52%	45%	44%	47%	47%	49%
	Neutral	19%	14%	21%	9%	16%	14%	21%	16%	17%	17%	16%	15%
	Bad	7%	5%	10%	4%	7%	5%	4%	6%	8%	7%	6%	6%
	Very bad	2%	3%	2%	0%	2%	0%	4%	2%	2%	2%	2%	1%
		(574)	(497)	(504)	(475)	(553)	(548)	(434)	(3,593)	(3,120)	(3,212)	(19,683)	(2,686)
•	On-street parking?												
	Very good	16%	15%	27%	29%	21%	24%	11%	21%	20%	17%	19%	21%
	Good	40%	31%	45%	45%	50%	47%	44%	43%	41%	44%	43%	42%
	Neutral	21%	22%	15%	14%	15%	16%	25%	18%	19%	21%	19%	18%
	Bad	16%	20%	9%	9%	11%	9%	12%	13%	13%	14%	13%	13%
	Very bad	6%	11%	4%	4%	3%	4%	7%	6%	7%	6%	6%	7%
		(561)	(487)	(501)	(466)	(546)	(543)	(421)	(3,532)	(3,050)	(3,158)	(19,259)	(2,626)

2010 Community Survey Results

Number of total respondents are in parentheses

23 OVERALL, how do you rate the livability of:

• Your neighborhood?

	SW	NW/ Downtown	N	NE		SE	E	City Total	2009	2008	2007	2006
Very good	51%	57%	29%	51%	39%	48%	18%	42%	41%	38%	33%	35%
Good	43%	36%	55%	41%	48%	42%	49%	45%	47%	48%	48%	49%
Neutral	4%	5%	14%	7%	10%	7%	21%	10%	9%	11%	13%	12%
Bad	1%	0%	2%	1%	3%	2%	9%	2%	2%	3%	4%	4%
Very bad	0%	1%	1%	1%	0%	1%	3%	1%	1%	1%	1%	1%
	(576)	(501)	(507)	(479)	(556)	(550)	(434)	(3,611)	(3,130)	(3,219)	(19,726)	(2,681)

• The City as a whole?

Very good	31%	36%	30%	39%	29%	34%	11%	30%	31%	31%	28%	25%
Good	50%	49%	50%	47%	51%	51%	53%	50%	52%	51%	51%	54%
Neutral	15%	12%	16%	10%	16%	12%	28%	15%	13%	14%	15%	15%
Bad	3%	3%	4%	3%	3%	2%	6%	3%	3%	3%	5%	5%
Very bad	1%	0%	1%	1%	1%	2%	3%	1%	1%	1%	1%	1%
	(565)	(487)	(492)	(476)	(537)	(544)	(415)	(3,524)	(3,029)	(3,127)	(19,225)	(2,586)

24 In the past 12 months, how often have you been involved in a community project or attended a public meeting?

Never	61%	60%	62%	58%	62%	63%	74%	63%	63%	-	-	-
Once or twice	28%	25%	25%	27%	26%	26%	20%	26%	26%	-	-	-
3 to 5 times	7%	8%	7%	9%	7%	8%	5%	7%	6%	-	-	-
6 to 10 times	1%	4%	3%	2%	3%	2%	0%	2%	2%	-	-	-
More than 10 times	3%	3%	3%	3%	3%	2%	2%	3%	2%	-	-	-
	(562)	(486)	(492)	(464)	(535)	(539)	(416)	(3,502)	(3,075)	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

		NW/ Downtown		NE				City Total	Prior City totals			
		SW	N	Inner	Central	SE	E		2009	2008	2007	2006
OVERALL GOVERNMENT												
OVERALL, how do you rate City government's job in providing services?												
Very good	6%	4%	5%	6%	6%	6%	3%	5%	7%	9%	7%	9%
Good	46%	50%	48%	51%	47%	49%	36%	47%	55%	52%	48%	54%
Neutral	34%	35%	34%	33%	35%	35%	41%	35%	28%	29%	31%	27%
Bad	9%	8%	10%	7%	10%	7%	14%	9%	7%	8%	10%	7%
Very bad	5%	3%	3%	3%	3%	4%	6%	4%	3%	3%	4%	3%
	(511)	(434)	(444)	(431)	(495)	(506)	(379)	(3,208)	(2,893)	(2,795)	(18,374)	(2,489)
OVERALL, how do you rate the quality of each of the following City services?												
• Police												
Very good	16%	12%	15%	11%	12%	13%	18%	14%	14%	13%	13%	13%
Good	48%	43%	43%	41%	50%	48%	48%	46%	57%	53%	51%	55%
Neutral	26%	26%	28%	29%	23%	24%	22%	25%	21%	24%	24%	22%
Bad	6%	15%	9%	14%	12%	9%	8%	10%	7%	8%	8%	8%
Very bad	4%	4%	5%	5%	3%	6%	4%	4%	2%	2%	3%	2%
	(528)	(443)	(487)	(440)	(519)	(508)	(418)	(3,351)	(2,807)	(2,873)	(18,314)	(2,447)
• Fire & Emergency Services												
Very good	36%	34%	33%	33%	32%	33%	38%	34%	34%	32%	33%	34%
Good	51%	49%	54%	51%	58%	53%	52%	53%	58%	59%	58%	56%
Neutral	12%	17%	11%	16%	10%	13%	10%	13%	8%	9%	9%	9%
Bad	0%	0%	1%	1%	0%	1%	0%	0%	0%	5%	1%	0%
Very bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(488)	(390)	(447)	(384)	(467)	(454)	(400)	(3,038)	(2,577)	(2,664)	(16,260)	(2,237)

2010 Community Survey Results

Number of total respondents are in parentheses

					NE						Prior City totals			
		SW	NW/ Downtown	N	Inner	Central	SE	E	City Total		2009	2008	2007	2006
•	9-1-1													
	Very good	32%	30%	27%	27%	28%	29%	30%	29%		26%	24%	22%	22%
	Good	48%	45%	52%	49%	53%	52%	53%	51%		58%	56%	54%	54%
	Neutral	18%	24%	18%	21%	16%	17%	13%	18%		14%	17%	20%	20%
	Bad	1%	1%	2%	2%	3%	1%	2%	2%		2%	2%	4%	3%
	Very bad	1%	0%	1%	1%	1%	1%	2%	1%		0%	1%	1%	1%
		(410)	(322)	(391)	(342)	(418)	(414)	(375)	(2,678)		(2,225)	(2,288)	(14,477)	(1,950)
•	Water													
	Very good	25%	29%	25%	26%	25%	25%	20%	25%		24%	22%	19%	15%
	Good	51%	50%	51%	51%	52%	53%	52%	52%		56%	57%	54%	54%
	Neutral	16%	17%	20%	16%	16%	16%	19%	17%		15%	15%	18%	21%
	Bad	6%	4%	3%	5%	5%	4%	7%	5%		4%	5%	7%	8%
	Very bad	2%	1%	1%	2%	2%	2%	2%	2%		2%	2%	2%	3%
		(560)	(467)	(498)	(463)	(538)	(535)	(417)	(3,486)		(2,983)	(3,116)	(18,844)	(2,545)
•	Parks													
	Very good	35%	38%	35%	37%	29%	39%	17%	33%		30%	30%	26%	25%
	Good	53%	50%	54%	52%	56%	50%	57%	53%		56%	56%	56%	57%
	Neutral	11%	11%	10%	10%	13%	9%	23%	12%		12%	11%	15%	15%
	Bad	1%	1%	1%	1%	2%	1%	3%	1%		2%	3%	2%	3%
	Very bad	1%	0%	1%	1%	1%	0%	1%	1%		1%	1%	1%	1%
		(558)	(484)	(493)	(463)	(526)	(536)	(395)	(3,463)		(2,970)	(3,075)	(18,777)	(2,530)
•	Recreation centers/activities													
	Very good	28%	23%	25%	26%	21%	29%	16%	24%		23%	21%	21%	20%
	Good	52%	50%	55%	50%	52%	51%	48%	51%		55%	54%	53%	54%
	Neutral	20%	25%	19%	22%	24%	19%	32%	22%		20%	21%	23%	22%
	Bad	0%	2%	1%	2%	3%	1%	4%	2%		3%	3%	3%	3%
	Very bad	1%	0%	1%	0%	0%	1%	1%	1%		1%	1%	1%	1%
		(467)	(337)	(426)	(375)	(426)	(439)	(330)	(2,808)		(2,293)	(2,389)	(14,198)	(1,964)

2010 Community Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2009	2008	2007	2006
• Sewers												
Very good	9%	8%	7%	7%	8%	8%	8%	8%	9%	10%	8%	7%
Good	40%	43%	40%	41%	38%	41%	42%	41%	46%	47%	45%	43%
Neutral	35%	33%	36%	35%	38%	32%	31%	35%	31%	27%	30%	29%
Bad	13%	12%	13%	13%	12%	16%	14%	13%	11%	13%	13%	14%
Very bad	3%	4%	4%	4%	5%	4%	6%	4%	3%	3%	4%	6%
	(514)	(403)	(460)	(410)	(488)	(492)	(399)	(3,173)	(2,672)	(2,851)	(17,281)	(2,361)
• Storm drainage												
Very good	7%	7%	8%	7%	7%	7%	6%	7%	8%	8%	6%	6%
Good	34%	37%	38%	35%	31%	34%	36%	35%	40%	41%	39%	39%
Neutral	37%	33%	34%	35%	40%	36%	33%	35%	32%	29%	31%	30%
Bad	16%	18%	16%	18%	18%	19%	18%	18%	17%	17%	19%	18%
Very bad	6%	5%	5%	6%	5%	4%	6%	5%	4%	5%	6%	7%
	(512)	(419)	(471)	(428)	(493)	(498)	(404)	(3,232)	(2,736)	(2,868)	(17,559)	(2,367)
• Street maintenance												
Very good	3%	6%	5%	5%	5%	5%	3%	5%	5%	5%	5%	5%
Good	31%	38%	32%	36%	34%	34%	31%	33%	34%	36%	35%	38%
Neutral	32%	28%	31%	36%	29%	33%	37%	32%	32%	31%	32%	32%
Bad	25%	21%	25%	19%	24%	21%	20%	22%	21%	20%	20%	18%
Very bad	9%	8%	7%	5%	8%	7%	9%	7%	8%	8%	8%	7%
	(565)	(483)	(502)	(465)	(545)	(538)	(424)	(3,530)	(3,046)	(3,148)	(19,351)	(2,614)
• Street lighting												
Very good	9%	9%	8%	10%	8%	8%	9%	9%	8%	8%	8%	7%
Good	47%	55%	53%	47%	52%	53%	50%	51%	52%	53%	51%	53%
Neutral	33%	25%	27%	31%	30%	28%	29%	29%	28%	28%	28%	27%
Bad	9%	8%	9%	11%	8%	9%	10%	9%	9%	9%	10%	10%
Very bad	1%	3%	2%	2%	2%	2%	3%	2%	3%	2%	3%	3%
	(560)	(481)	(503)	(467)	(542)	(537)	(426)	(3,524)	(3,031)	(3,173)	(19,485)	(2,608)

2010 Community Survey Results

Number of total respondents are in parentheses

									Prior City totals			
									2009	2008	2007	2006

2010 Community Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City totals			
				Inner	Central				2009	2008	2007	2006
DEMOGRAPHICS												
What is your sex?												
Male	38%	46%	37%	39%	37%	42%	37%	39%	40%	41%	39%	47%
Female	62%	54%	63%	61%	63%	58%	63%	61%	60%	59%	61%	53%
	(563)	(496)	(507)	(471)	(543)	(541)	(437)	(3,566)	(3,117)	(3,227)	(19,525)	(2,667)
What is your age?												
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	7%	11%	8%	8%	6%	9%	9%	8%	8%	8%	9%	7%
30-44	22%	23%	34%	34%	30%	33%	22%	28%	28%	27%	28%	30%
45-59	38%	30%	29%	27%	33%	32%	27%	31%	30%	34%	31%	34%
60-74	24%	29%	21%	22%	24%	21%	26%	24%	23%	21%	21%	19%
Over 74	10%	8%	8%	8%	7%	6%	17%	9%	12%	10%	11%	11%
	(566)	(495)	(511)	(472)	(552)	(545)	(436)	(3,585)	(3,080)	(3,187)	(19,869)	(2,660)
In the past 12 months what was your pre-tax income?												
No income	3%	3%	4%	5%	3%	4%	6%	4%	-	-	-	-
Less than \$20,000	7%	13%	16%	17%	14%	14%	17%	14%	-	-	-	-
\$20,000 - \$34,999	16%	12%	23%	20%	23%	23%	28%	21%	-	-	-	-
\$35,000 - \$74,999	31%	27%	43%	33%	35%	38%	36%	35%	-	new question		-
75,000 - \$149,999	28%	25%	12%	20%	22%	18%	13%	20%	-	-	-	-
\$150,000 +	15%	20%	1%	7%	3%	4%	1%	7%	-	-	-	-
	(518)	(471)	(485)	(448)	(529)	(521)	(403)	(3,383)	-	-	-	-

2010 Community Survey Results

Number of total respondents are in parentheses

									Prior City totals			
									2009	2008	2007	2006

NOTES:

- 1) The survey accuracy of City Total figures is +/- 1.6 percent.
- 2) The survey accuracy in any of the coalitions ranges from +/- 4.0 to +/- 4.6 percent.
- 3) Total number of respondents shown in parentheses.
- 4) Percents may not add to 100 due to rounding.
- 5) Coalition totals may not add to City Total.

2010 Community Survey Results

SURVEY FORM

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

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

[illegible]

							TRANSPORTATION
12. In the past 7 days, what was your primary form of transportation? To get to and from work only (choose one): For all trips - shopping, errands, work (choose one): DRIVE ALONE CARPPOOL PUBLIC TRANSIT WALK BIKE OTHER							
13. How do you rate streets in your neighborhood on: smoothness? cleanliness? speeding vehicles? safety of pedestrians? safety of bicyclists? VERY GOOD GOOD NEUTRAL BAD VERY BAD DON'T KNOW							
14. In the past 12 months, how many times did you: visit any City park? visit a City park near your home? NEVER A FEW TIMES MONTHLY WEEKLY DAILY DON'T KNOW							
							PARKS & RECREATION
15. How do you rate the quality of the parks near your home in the following categories? well-maintained grounds well-maintained facilities VERY GOOD GOOD NEUTRAL BAD VERY BAD DON'T KNOW							
16. In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity? YES NO							
17. How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, sports facilities or art centers? affordability variety quality of instruction, coaching, leadership, etc. VERY SATISFIED SATISFIED NEUTRAL DISSATISFIED VERY DISSATIS. DON'T KNOW							
							COMMUNITY DEVELOPMENT
18. Has a new commercial development been completed in, or near, your neighborhood in the last 12 months? YES NO If yes: How do you rate it on the following? attractiveness improvement in your access to services & shopping VERY GOOD GOOD NEUTRAL BAD VERY BAD DON'T KNOW							
19. Has a new residential development been completed in, or near, your neighborhood in the last 12 months? YES NO If yes: How do you rate it on the following? attractiveness improvement to your neighborhood as a place to live VERY GOOD GOOD NEUTRAL BAD VERY BAD DON'T KNOW							
20. Overall , how do you think the City is doing in making downtown a good place for recreation, shopping, working and living? VERY GOOD GOOD NEUTRAL BAD VERY BAD DON'T KNOW							
21. How do you rate Portland as a place to do business? Do you own a business in Portland? If yes: How many employees does your business employ? VERY GOOD GOOD NEUTRAL BAD VERY BAD DON'T KNOW YES NO SELF 1 2-50 51-100 101-500 500+							

COMMUNITY DEVELOPMENT	22. How do you rate your neighborhood on:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	• housing affordability?	☐	☐	☐	☐	☐	☐
	• physical condition of housing?	☐	☐	☐	☐	☐	☐
	• closeness of parks or open spaces?	☐	☐	☐	☐	☐	☐
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?	NEVER	ONCE OR TWICE	3 TO 5 TIMES	6 TO 10 TIMES	MORE THAN 10 TIMES	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!

**Audit Services Division
Office of the City Auditor
1221 SW 4th Avenue, Room 310
Portland, Oregon 97204
503-823-4005
www.portlandoregon.gov/auditor/auditservices**

City of Portland 20th Annual Community Survey Results

(Report #395, November 2010)

Audit Team: Kristine Adams-Wannberg, Robert Cowan,
Kari Guy, Bob MacKay, Jennifer Scott

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.

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

Other recent audit reports:

Facilities Services: Project management practices improved (#394, September 2010)

Portland Fire & Rescue: Emergency response time goal not met, though PF&R strives for excellence (#366, July 2010)

Portland Job Creation and Stimulus: Construction spending is up, while actual job creation remains unknown (#388, July 2010)

