CITY OF PORTLAND
2009 RESIDENT SURVEY RESULTS

November 2009

Office of the City Auditor
Portland, Oregon

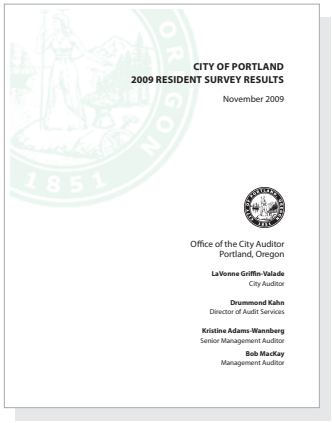
LaVonne Griffin-Valade
City Auditor

Drummond Kahn
Director of Audit Services

Kristine Adams-Wannberg
Senior Management Auditor

Bob MacKay
Management Auditor

Winner of 2010
Platinum Hermes Creative Award
for Publication Design Overall



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Production / Design
Robert Cowan
Public Information Specialist

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PORTLAND, OREGON

OFFICE OF THE CITY AUDITOR
Audit Services Division

LaVonne Griffin-Valade, City Auditor
Drummond Kahn, Director of Audit Services
1221 S.W. 4th Avenue, Room 310
Portland, Oregon 97204

(503) 823-4005 FAX (503) 823-4459
www.portlandonline.com/auditor/auditservices

November 12, 2009

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

SUBJECT: *City of Portland 2009 Resident Survey Results* (Report #380A)

This report presents the results of our 19th 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.

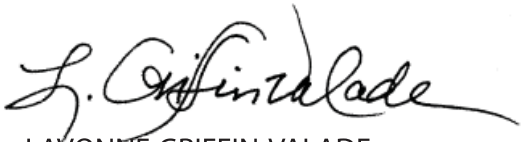
Most Portlanders we surveyed love their city and enjoy the livability of their neighborhoods. However, many remain concerned about traffic congestion and are seeing less economic development in the community. Nearly two-thirds of Portland residents rate the overall job of City government positively. Yet, despite City efforts to enhance community connectedness and involvement, most residents we surveyed have never participated in community projects. 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 over 9,000 randomly selected households this past summer, and 3,194 valid surveys – or 35 percent – were returned. We calculate the citywide survey accuracy to be $\pm$1.7 percent, while accuracy by coalition ranged from $\pm$4.2 to $\pm$4.9 percent. Although we are pleased with the level of accuracy, we would prefer a higher rate of return. The community survey return rate has trended downward since 1999 when it was at 39 percent, so over the next several months, we will assess the quality of our survey instrument and make any necessary improvements. To the degree possible, we want to ensure that more Portland residents participate in future surveys and have their voices heard.

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 19th 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.



LAVONNE GRIFFIN-VALADE
City Auditor

Audit Team: Kristine Adams-Wannberg
Robert Cowan
Kari Guy
Bob MacKay
Jennifer Scott
Scott Stewart
Beth Woodward

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SUMMARY

Summary

For the nineteenth year, the City Auditor conducted a survey of Portlanders – we sent over 9,000 surveys to randomly selected residents who represented households in each of the city'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 water, parks, 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, and an increasing number rate City government's overall job better than they did before.

- Portland's livability is rated highly by 83 percent of residents, an increase from 76 percent five years ago. About 88 percent of residents rate neighborhood livability positively – an increase from 80 percent five years ago. In contrast, most residents reported not participating in community projects or attending public meetings, with 63 percent of residents reporting no participation in these projects or meetings and 26 percent reporting participation once or twice.

- Almost two-thirds of Portland residents rate City government's overall job positively, an 11 percent increase from five years ago. This approval varies by the areas of town where residents live – for example, 74 percent of close-in Northeast residents rate City government highly, while only 48 percent of East Portland residents feel the same way.

- The national economic challenges are impacting Portland. Many residents reported seeing less new development around their neighborhoods, reflecting significant declines since 2005.

- Resident satisfaction with public safety services remained high over the last few years. Residents feel safe in neighborhoods, parks, and downtown, and this rating increased from five years ago. Ratings for Fire and Rescue remain very positive – at 91 percent – while Police (70 percent) and 9-1-1 service (84 percent) both increased their ratings from last year and from five years ago.

- Traffic congestion remains a concern – only 30 percent of residents rated traffic congestion services good or very good. Street maintenance ratings were positive among only 39 percent of residents we surveyed, a decrease from five years ago. Two-thirds of residents reported that they drive alone to work, while 10 percent took mass transit. These percentages remained about the same as five years ago, although more residents reported biking to work (seven percent), a three-percentage-point increase since 2005.

- Satisfaction with public utility services (like water and sewer services) continued a positive trend over the past five years, with 80 percent of residents rating water service positively (an increase from 62 percent five years ago). Only about half of residents had positive opinions of sewer and storm drainage services, although these ratings were improvements from five years ago.

- Parks and recreation services remained highly-rated – 86 percent of residents rated parks well, an increase from 2005, with an improvement to 77 percent in resident ratings of recreation services.

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

Summary

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

SURVEY HIGHLIGHTS

Public Safety

OVERVIEW

Overall resident satisfaction with public safety services has improved since 2005. In 2009, residents reported feeling safer in their neighborhoods, parks, and downtown during the day than they did in 2005. Feelings of safety at night also improved, but less than half of residents reported feeling safe in parks and downtown at night. The percent of residents prepared to sustain themselves after a disaster remained steady.

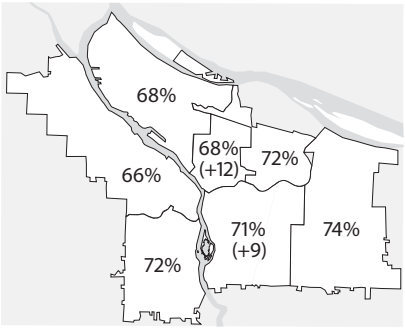
Resident ratings of Public Safety services
(percent good/very good)

	2005	2006	2007	2008	2009
Police	63%	68%	64%	66%	70%
Fire & Rescue	90%	90%	91%	91%	91%
9-1-1	78%	76%	76%	80%	84%

TRENDS

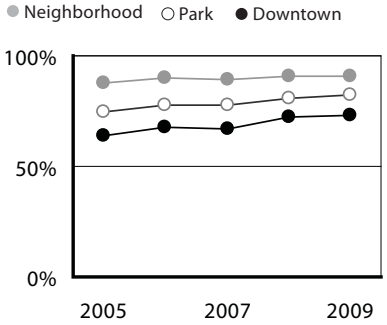
Overall, resident satisfaction with public safety services continued a positive trend over the last few years. In Portland's seven neighborhood coalitions, most resident opinions on Fire & Rescue and 9-1-1 services were good or very good. These ratings remained fairly steady over the last few years.

Coalitions rating police service quality good or very good
(and five-year change)

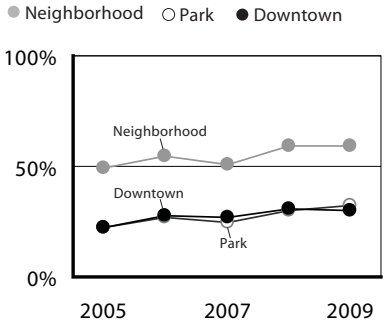


Residents felt positive about Police services, though there was little change in opinion in most coalitions from five years ago. However, there were significant increases in the positive ratings by residents of the Southeast and Inner Northeast coalitions. In 2009, 70 percent of Southeast residents and 69 percent of Inner Northeast residents rated Police services good or very good. These are 9 and 12 percentage point increases, respectively, from five years ago.

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



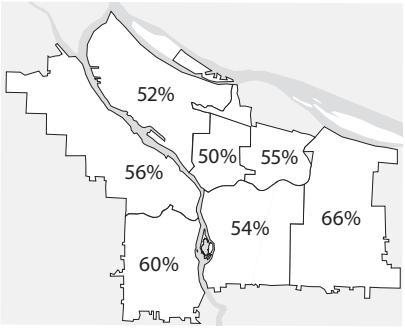
Rating of safety during night
(percent good or very good)



Resident feelings of safety in their neighborhood, nearest park, and downtown during the day improved in 2009 when compared to five years ago. In 2009, 91 percent of residents felt positive about their safety during the day in their neighborhood. About 82 percent felt safe in their closest park, and 73 percent felt safe downtown.

Although significantly improved from 2005, some resident feelings of safety at night are still low. In 2009, while over half of residents felt safe or very safe at night in their neighborhood, less than a third felt safe or very safe in their closest park or downtown. Residents in the East coalition had the least positive ratings. In 2009, only 12 percent of residents in the East coalition reported feeling safe in a park at night, and only 15 percent reported feeling safe downtown.

Residents prepared to sustain themselves after a major disaster



In 2009, about 56 percent of residents citywide indicated they were prepared to sustain themselves for 72 hours after a disaster. This has been fairly steady since 2005. Based on information from emergency preparedness agencies, some examples of preparedness include having sufficient food, medical supplies, and knowing where to seek shelter. The East coalition reported the highest percent of prepared residents. Of the residents citywide who indicated they were not prepared, 66 percent reported knowing what to do to get prepared. This is a 6 percentage point increase from 2005.

Public Utilities

OVERVIEW

Overall resident satisfaction with public utility services continued a generally positive trend over the last five years. In 2009, perceptions of water services reached a five-year high. Only about half of residents in 2009 had positive opinions of sewer and storm drainage services, although ratings improved from five years ago.

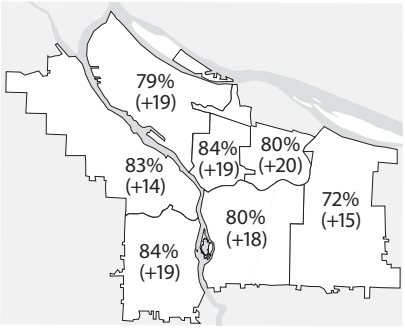
Resident ratings of Public Utility services
(percent good/very good)

	2005	2006	2007	2008	2009
Water	62%	69%	73%	79%	80%
Sewer	47%	50%	53%	57%	55%
Storm drainage	42%	45%	45%	49%	48%

TRENDS

Satisfaction with public utilities continued a mostly positive trend from prior years. In 2009, 80 percent of residents rated water services as good or very good – the highest rating in five years. All coalitions reflected these positive increases. The largest percentage point increase was in the Central Northeast coalition.

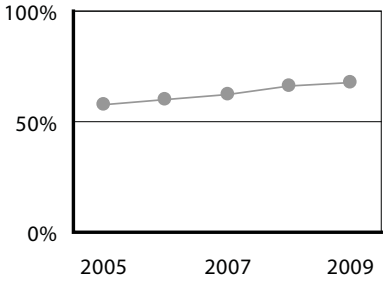
Coalitions rating water service quality good or very good
(and five-year change)



In 2009, 85 percent of residents rated the quality of City tap water as good or very good. This is a 13 percentage point increase from 2005.

In 2009, about 55 percent and 48 percent of residents felt positively overall about sewers and storm drainage services, respectively.

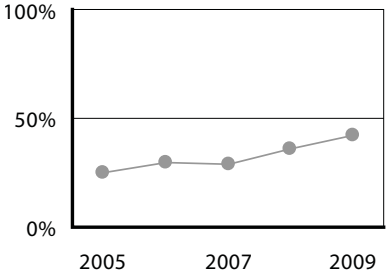
Rating of neighborhood sewer/ drainage systems
(percent good or very good)



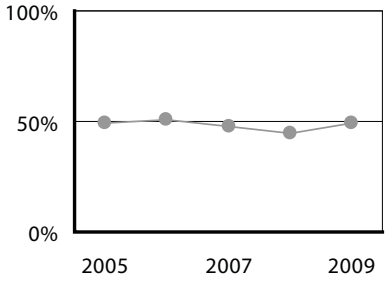
Perceptions of neighborhood sewers and drainage systems improved. Favorable ratings increased from 57 percent in 2005 to 68 percent in 2009.

Less than half of residents (42 percent) felt good or very good about how well sewer and drainage systems protected rivers. The rating, however, was a notable increase from 2005, when only 25 percent felt sewers and drainage systems protected rivers.

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



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



In 2009, 80 percent of residents felt positively about garbage and recycling service. When it came to rating the cost of that service, however, only about half of residents viewed the cost positively. This perception was relatively steady over the last five years.

Transportation

OVERVIEW

While ratings of street lighting and cleanliness remained mostly favorable, residents have not rated other transportation services highly over the last five years. Some ratings related to safety improved slightly in 2009. Ratings of street smoothness and maintenance fell significantly in five years.

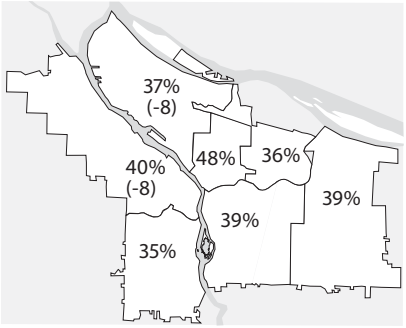
Resident ratings of transportation services
(percent good/very good)

	2005	2006	2007	2008	2009
Street maintenance	44%	43%	40%	41%	39%
Street lighting	60%	60%	59%	61%	61%
Traffic congestion	28%	27%	28%	28%	30%

TRENDS

Although residents' ratings of street lighting and traffic congestion were relatively unchanged in five years, positive ratings of street maintenance fell to 39 percent in 2009, a 5 percentage point decrease since 2005. At the coalition level, positive ratings in the North and Northwest/ Downtown decreased 8 percentage points from five years ago.

Coalitions rating quality of street maintenance services good or very good (and five-year change)



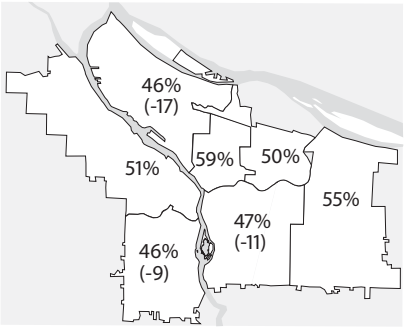
Respondents to our survey rated several aspects of their neighborhood streets. This year's citywide resident rating of neighborhood streets on bicyclist safety, at 48 percent, was 4 percentage points higher than five years ago. Within the Central Northeast coalition, the resident rating of bicyclist safety as good or very good increased from 40 percent in 2005 to 51 percent in 2009.

In 2009, as in past years, residents gave the cleanliness of their neighborhood streets the highest rating of aspects rated (63 percent good or very good). Only 44 percent of residents positively rated the amount of traffic on neighborhood streets, and 50

percent of residents citywide rated neighborhood street smoothness positively – a 9 percentage point decrease from 2005.

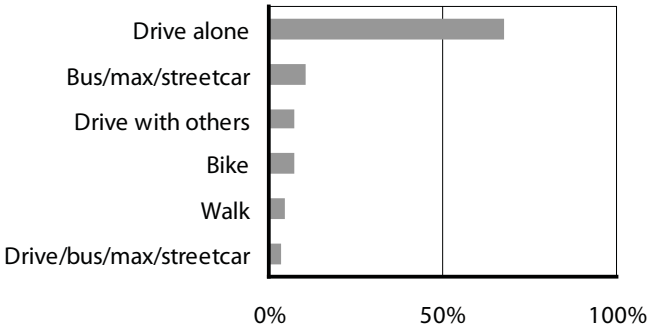
At the coalition level, North Portland residents' positive rating of street smoothness decreased 17 percentage points in five years. Positive ratings also fell in the Southwest and Southeast coalitions.

Coalitions rating neighborhood street smoothness as good or very good (and five-year change)



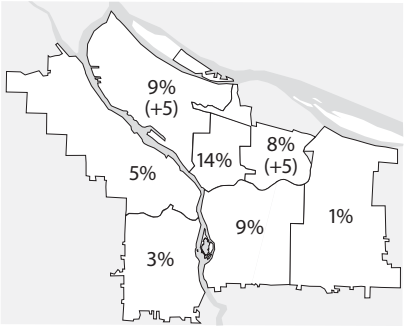
For the 64 percent of residents who work outside the home, the choice of primary means to get to work did not change much from 2005. In 2009, two-thirds of these residents (68 percent) drove to work alone, and 10 percent took mass transit.

Primary means of getting to and from work
(for residents working outside the home)



Seven percent of residents citywide indicated they biked to work as their primary commute mode in 2009 – a 3 percentage point increase from 2005. At the coalition level, the percent of Central Northeast residents commuting by bike more than doubled in five years, from 3 percent to 8 percent.

Percent who bike as primary commute mode
(and five-year change)



Parks and Recreation

OVERVIEW

Most residents rated the quality of both City parks and City recreation highly. Residents visited parks near their home more and rated the quality of the nearby parks' facilities, landscaping and grounds upkeep significantly higher in 2009 than five years ago. Most residents continue to feel positive about City recreation programs' affordability, variety and quality of instruction. Participation in recreation programs has been fairly steady over the past five years.

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

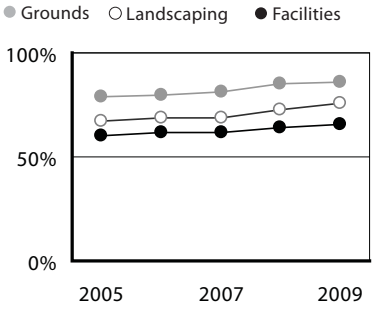
	2005	2006	2007	2008	2009
Parks	79%	81%	82%	86%	86%
Recreation	70%	75%	74%	75%	77%

TRENDS

Satisfaction with the City's parks and recreation services continued a positive trend from prior years. In 2009, 86 percent of residents felt good or very good about parks and 77 percent felt good or very good about recreation services. Residents felt increasingly positive about parks near their homes.

Ratings for well-maintained grounds, beauty of landscaping, and well-maintained facilities all rose significantly over the past five years. In 2009, 86 percent felt good or very good about grounds, 76 percent felt positive about landscaping, and 66 percent felt positive about facilities.

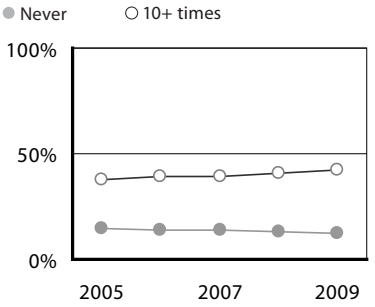
Rating of neighborhood park qualities as good or very good



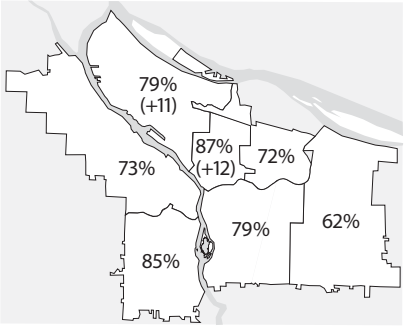
In 2009, more residents reported visiting a City park near their home more than 10 times in a year (42 percent compared to 38 percent in 2005). Those who responded they had never visited a park near their home declined significantly, from 15 percent in 2005

to 12 percent in 2009. Of note, 26 percent of East coalition residents reported never visiting a City park near their home. This compares with 12 percent of residents citywide who reported never visiting.

Visited a park near home in last 12 months (citywide)



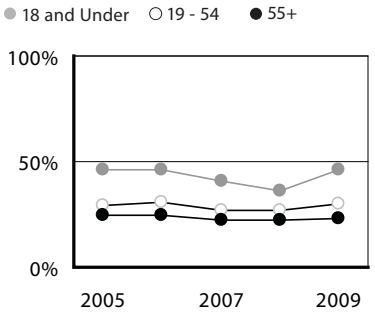
Coalitions rating overall recreation quality good or very good (and five-year change)



In 2009, of all coalitions, North posted the largest increases since 2005 in ratings of recreation programs' affordability and variety. They also reported one of the two highest increases (along with Inner Northeast) for quality of instruction and overall satisfaction of City recreation programs.

Participation in City recreation activities has been generally constant over the past five years, with the exception of youth. Although those households with children 18 and under who participated in City recreation programs had the same rate in 2005 as 2009 (46 percent), there was a drop to 36 percent in 2008.

Rate of participation in a City recreation activity, by age group (in last 12 months)



Community Development

OVERVIEW

Resident ratings of both neighborhood and city livability increased significantly from five years ago. Resident ratings of housing affordability also improved. However, reports of both new residential and new commercial development in neighborhoods showed significant declines. Few residents reported being involved in a community project or attending a public meeting in the past 12 months.

Resident ratings of livability
(percent good/very good)

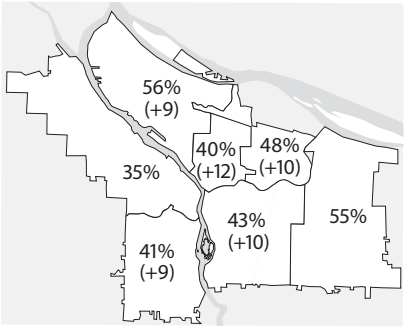
	2005	2006	2007	2008	2009
City livability	76%	79%	79%	82%	83%
Neighborhood livability	80%	83%	81%	86%	88%

TRENDS

In the past five years, Portland residents have felt better about the livability of their neighborhoods as well as the city. Satisfaction with individual neighborhood livability has consistently been higher than the rating for the city as a whole.

Some factors that add to neighborhood livability also increased significantly at the citywide level, including: resident ratings of housing affordability; the physical condition of housing; and the closeness of parks and open spaces. Citywide, 45 percent of residents felt positive about housing affordability – a 7 percentage point increase from five years ago. The significant trend in housing affordability was also present in most coalitions.

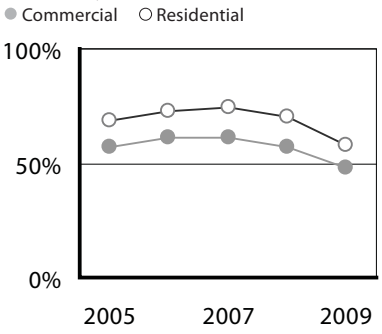
Coalitions rating neighborhood housing affordability good or very good (and five-year change)



In 2009, 68 percent of residents felt positively about their neighborhood's physical housing condition, and 84 percent felt good or very good about the closeness of parks and open spaces.

Citywide, many residents reported seeing less new residential and commercial development around their neighborhood in 2009, 58 and 48 percent respectively. This was a significant decline compared to 2005, when 69 percent reported new residential development and 57 percent new commercial development. Responses from residents in Southeast indicated it was the only coalition showing no significant decline for either residential or commercial development.

New development in neighborhood in past 12 months
(percent yes)

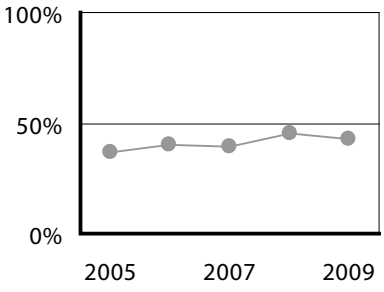


The 2009 survey included two new questions related to resident interaction with their fellow Portlanders as well as with their City government. The majority of residents reported having either never attended (63 percent), or attended only once or twice (26 percent) a public meeting or been involved in a community project. These numbers were mirrored across every coalition.

The other question gauged residents' feelings about their opportunities to influence City government decisions. Almost one third of residents (31 percent) reported that the City was either very good or good at providing these opportunities. Almost an equal percent felt the City's services in this area were bad or very bad.

In 2009, 43 percent of residents felt positively about the City's planning for future land use. This was a significant increase from five years ago, when 37 percent of residents felt good or very good about City land use planning services.

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



SURVEY METHODOLOGY

Survey Methodology

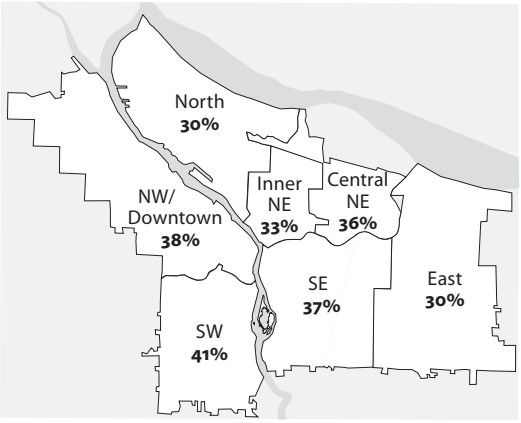
The City Auditor's annual Resident Survey was conducted for the 19th year in July and August 2009. Questions on the survey request resident perceptions of satisfaction with services the City of Portland provides. The results are intended to inform the public as well as to help City leaders better manage 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 returned surveys would be anonymous.

Response rate

In July 2009, we mailed introductory postcards and 9,390 surveys to residents representing households in each of the city's seven neighborhood district coalition areas. We sent a reminder survey a few weeks later. Any postcard or survey returned to us as undeliverable (due to bad addresses, etc.) was taken out of the survey calculations. 263 were removed, leaving a total of 9,127. 3,275 surveys were returned, of which 78 were removed for being duplicates and 3 were unusable, resulting in 3,194 surveys for an overall response rate of 35 percent. This compares to a return rate of 37 percent in 2005 and 39 percent in 1999.

2009 RESIDENT SURVEY RESPONSE RATE BY NEIGHBORHOOD COALITION AREAS



Survey reliability

For the citywide survey sample size of 3,194, the survey accuracy (at the conventional 95 percent confidence level) is ±1.7 percent. For the sample in each of the seven coalitions, the survey accuracy ranges from ± 4.2 to ± 4.9 percent.

Representativeness of respondents

We compared demographic information supplied by the respondents to 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 demographic comparisons for the neighborhood coalition districts.

Survey analysis

In conducting this audit, we reviewed data from the 2009 Resident Survey and four years of prior survey data. Auditors reviewed positive, neutral, and negative ratings, but largely focused their analysis on the change in positive ratings, except where warranted.

Auditors reviewed the data by City service areas. These are defined as Public Safety, Parks and Recreation, Transportation, Public Utilities, and Community Development. This included reviewing the five-year changes citywide, as well as by coalition. Auditors 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 in the Resident Survey or because the question had been used less than five years.

Information, with a few exceptions, was not cross-calculated by demographic variables. In addition, data was not run by coalition for calculated variables, such as car prowls or recreation participation rates. This was because the total number of residents responding in each coalition area was low enough to reduce confidence in the results calculated.

We calculated statistical significance for anything we noted as a "significant" 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 Resident Survey is a survey sent to a random sample of 9,390 city residents. To help keep respondent identities anonymous, the City Auditor's Office designed the survey not to have a comments section.

In 2009, residents provided 369 comments on a variety of City services and community matters. About half of these addressed transportation and community development issues. About 5 percent had comments about the survey instrument. These often addressed the wording of particular questions and the lack of a comment section.

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 email address: **ombudsman@ci.portland.or.us**
Their website is: **www.portlandonline.com/auditor/ombudsman**.

Audit standards

We conducted this performance audit in accordance with generally accepted government auditing standards. Those 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

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
PUBLIC SAFETY												
1 How safe would you feel walking alone *during the day*:												
• in your neighborhood?												
Very safe	75%	71%	47%	59%	56%	60%	33%	58%	57%	51%	54%	49%
Safe	22%	25%	43%	34%	35%	32%	47%	33%	34%	38%	35%	39%
Neither safe nor unsafe	2%	3%	8%	5%	7%	5%	13%	6%	6%	8%	8%	9%
Unsafe	1%	2%	2%	2%	2%	2%	6%	2%	3%	3%	2%	3%
Very unsafe	0%	0%	1%	0%	1%	1%	2%	1%	1%	1%	0%	1%
	(537)	(469)	(425)	(417)	(440)	(479)	(400)	(3,167)	(3,265)	(19,847)	(2,708)	(21,583)
• In the park closest to you?												
Very safe	53%	52%	37%	44%	42%	45%	19%	43%	41%	35%	37%	32%
Safe	37%	35%	41%	41%	44%	36%	42%	39%	40%	43%	41%	44%
Neither safe nor unsafe	7%	9%	14%	9%	10%	12%	24%	12%	13%	14%	14%	16%
Unsafe	3%	3%	7%	6%	4%	7%	11%	6%	5%	7%	6%	8%
Very unsafe	0%	2%	1%	1%	1%	1%	3%	1%	2%	1%	2%	2%
	(519)	(461)	(417)	(399)	(423)	(467)	(373)	(3,059)	(3,134)	(19,019)	(2,590)	(20,564)
• Downtown?												
Very safe	26%	34%	29%	35%	28%	31%	14%	28%	29%	24%	25%	22%
Safe	47%	45%	46%	45%	44%	44%	37%	44%	43%	43%	44%	42%
Neither safe nor unsafe	18%	14%	16%	13%	19%	15%	27%	17%	18%	20%	20%	21%
Unsafe	7%	6%	7%	7%	7%	8%	18%	8%	8%	9%	10%	11%
Very unsafe	2%	1%	2%	1%	1%	2%	5%	2%	2%	3%	3%	4%
	(515)	(460)	(389)	(397)	(415)	(456)	(357)	(2,989)	(3,073)	(18,655)	(2,555)	(20,335)
How safe would you feel walking alone *at night*:												
• in your neighborhood?												
Very safe	37%	28%	13%	19%	18%	22%	9%	22%	20%	16%	18%	14%
Safe	39%	42%	36%	39%	42%	39%	26%	38%	39%	35%	37%	35%
Neither safe nor unsafe	15%	18%	26%	20%	19%	20%	23%	20%	19%	21%	20%	22%
Unsafe	8%	7%	20%	16%	17%	15%	28%	15%	16%	20%	18%	22%
Very unsafe	2%	5%	6%	5%	5%	5%	14%	6%	6%	7%	7%	8%
	(524)	(460)	(414)	(406)	(431)	(472)	(388)	(3,095)	(3,187)	(19,208)	(2,637)	(21,008)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
• In the park closest to you?												
Very safe	13%	12%	6%	6%	4%	8%	3%	8%	7%	5%	7%	5%
Safe	31%	32%	17%	25%	26%	24%	9%	24%	23%	20%	19%	17%
Neither safe nor unsafe	29%	27%	24%	25%	33%	27%	26%	27%	28%	25%	27%	24%
Unsafe	22%	20%	35%	30%	26%	29%	36%	28%	29%	33%	32%	35%
Very unsafe	5%	9%	18%	15%	11%	13%	26%	13%	13%	17%	15%	19%
	(503)	(446)	(401)	(391)	(407)	(454)	(364)	(2,966)	(3,051)	(18,466)	(2,521)	(20,081)
• Downtown?												
Very safe	4%	6%	4%	5%	4%	4%	2%	4%	5%	4%	4%	3%
Safe	28%	31%	23%	30%	26%	27%	13%	26%	26%	23%	24%	19%
Neither safe nor unsafe	32%	30%	31%	34%	30%	30%	29%	31%	31%	29%	30%	27%
Unsafe	24%	25%	28%	22%	27%	27%	32%	26%	25%	28%	27%	31%
Very unsafe	12%	8%	13%	9%	13%	13%	24%	13%	13%	16%	16%	20%
	(518)	(453)	(393)	(388)	(417)	(446)	(361)	(2,976)	(3,031)	(18,339)	(2,542)	(20,354)
2 Do you know where to seek help if there is an on-going public safety problem in your neighborhood?												
Yes	53%	51%	53%	55%	53%	50%	54%	53%	-	-	-	-
No	47%	49%	47%	45%	47%	50%	46%	48%	-	-	-	-
	(520)	(455)	(415)	(405)	(429)	(464)	(388)	(3,076)	-	-	-	-
3 Did anyone break into, or burglarize, your home during the past 12 months?												
Yes	2%	4%	4%	5%	4%	4%	6%	4%	4%	5%	6%	7%
No	98%	96%	96%	95%	96%	96%	94%	96%	96%	95%	94%	93%
	(537)	(470)	(423)	(416)	(442)	(481)	(403)	(3,172)	(3,271)	(19,750)	(2,696)	(21,593)
If yes, was it reported to police?												
Yes	56%	94%	56%	68%	74%	72%	46%	66%	67%	69%	61%	69%
No	44%	6%	44%	32%	26%	28%	54%	34%	33%	31%	39%	31%
	(9)	(17)	(18)	(22)	(19)	(18)	(24)	(127)	(135)	(1,033)	(160)	(1,539)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
4 Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the past 12 months?												
Yes	8%	9%	15%	16%	13%	16%	19%	13%	16%	17%	17%	21%
No	92%	91%	85%	84%	87%	84%	81%	87%	84%	83%	83%	79%
	(534)	(466)	(419)	(415)	(440)	(483)	(401)	(3,158)	(3,232)	(19,572)	(2,693)	(21,566)
If yes, how many times? (calculated from answers)	-	-	-	-	-	-	-	593	693	-	-	-
If yes, percent reported to police? (calculated from answers)	-	-	-	-	-	-	-	40%	42%	-	45%	45%
5 How do you rate the City of Portland's efforts to control misconduct by Portland police officers?												
Very good	10%	13%	10%	5%	8%	7%	8%	9%	8%	7%	9%	8%
Good	39%	40%	30%	38%	37%	39%	45%	38%	34%	31%	33%	31%
Neither good nor bad	33%	27%	38%	35%	36%	32%	31%	33%	36%	36%	37%	35%
Bad	13%	13%	15%	17%	13%	16%	11%	14%	15%	17%	15%	18%
Very bad	6%	8%	7%	6%	7%	6%	5%	6%	8%	8%	7%	9%
	(437)	(361)	(347)	(332)	(379)	(386)	(353)	(2,595)	(2,700)	(16,434)	(2,338)	(18,509)
6 Did you call 9-1-1 for an emergency in the last 12 months?												
Yes	10%	14%	19%	17%	15%	16%	21%	16%	18%	20%	19%	21%
No	90%	86%	81%	83%	85%	84%	79%	84%	82%	80%	81%	79%
	(536)	(471)	(422)	(415)	(438)	(482)	(399)	(3,163)	(3,260)	(19,705)	(2,695)	(21,735)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?												
Very good	52%	49%	41%	53%	46%	46%	50%	48%	46%	40%	44%	42%
Good	41%	38%	44%	30%	36%	39%	32%	37%	34%	36%	35%	35%
Neither good nor bad	4%	9%	5%	9%	9%	8%	10%	8%	12%	13%	10%	12%
Bad	4%	2%	6%	5%	3%	4%	7%	5%	5%	7%	6%	7%
Very bad	0%	3%	4%	3%	6%	3%	1%	3%	3%	5%	4%	4%
	(54)	(66)	(78)	(66)	(67)	(74)	(82)	(487)	(574)	(3,806)	(497)	(4,390)
7 Are you prepared to sustain yourself for 72 hours after a major disaster?												
Yes	60%	56%	52%	50%	55%	54%	66%	56%	52%	57%	56%	55%
No	40%	44%	48%	50%	45%	46%	34%	44%	48%	43%	44%	45%
	(535)	(464)	(422)	(413)	(436)	(480)	(399)	(3,149)	(3,244)	(19,322)	(2,680)	(21,486)
If no, do you know what to do to get prepared?												
Yes	67%	58%	65%	67%	71%	64%	68%	66%	60%	60%	64%	60%
No	33%	42%	35%	34%	29%	36%	33%	35%	40%	40%	36%	41%
	(187)	(189)	(183)	(188)	(180)	(196)	(120)	(1,243)	(1,416)	(7,870)	(1,123)	(9,139)
PUBLIC UTILITIES												
8 How do you rate the quality of tap water provided by the City?												
Very good	50%	49%	44%	47%	46%	48%	35%	46%	40%	32%	32%	26%
Good	41%	38%	37%	40%	41%	36%	42%	39%	42%	45%	47%	46%
Neither good nor bad	8%	9%	12%	9%	10%	10%	15%	10%	13%	15%	14%	18%
Bad	1%	4%	5%	3%	4%	5%	7%	4%	5%	6%	6%	8%
Very bad	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	2%
	(533)	(459)	(412)	(411)	(435)	(470)	(397)	(3,117)	(3,223)	(17,914)	(2,642)	(21,133)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
9 How do you rate the sewer and storm drainage systems in your neighborhood?												
Very good	18%	23%	17%	19%	17%	14%	15%	18%	15%	12%	11%	10%
Good	47%	45%	52%	53%	54%	54%	50%	51%	51%	50%	49%	47%
Neither good nor bad	23%	19%	21%	17%	18%	23%	24%	21%	22%	24%	26%	27%
Bad	9%	10%	9%	9%	8%	8%	9%	9%	9%	10%	10%	11%
Very bad	3%	4%	1%	2%	3%	2%	1%	2%	3%	3%	5%	5%
	(513)	(427)	(406)	(396)	(432)	(452)	(382)	(3,008)	(3,073)	(17,613)	(2,523)	(19,893)
How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?												
Very good	6%	8%	5%	6%	8%	5%	6%	6%	6%	4%	4%	3%
Good	39%	35%	36%	37%	32%	34%	37%	36%	30%	25%	25%	22%
Neither good nor bad	29%	29%	27%	32%	32%	31%	36%	31%	30%	32%	32%	32%
Bad	23%	21%	23%	18%	22%	24%	17%	21%	25%	27%	26%	29%
Very bad	5%	7%	9%	7%	7%	6%	4%	6%	10%	12%	12%	14%
	(390)	(330)	(311)	(296)	(332)	(363)	(313)	(2,335)	(2,557)	(14,891)	(2,177)	(16,883)
10 How do you rate garbage/ recycling service on:												
The cost?												
Very good	12%	14%	11%	10%	14%	9%	10%	11%	9%	9%	10%	9%
Good	32%	41%	37%	41%	39%	41%	37%	38%	36%	39%	41%	40%
Neither good nor bad	30%	31%	34%	30%	30%	33%	30%	31%	34%	34%	33%	32%
Bad	21%	11%	14%	14%	14%	14%	19%	15%	16%	14%	12%	14%
Very bad	5%	4%	4%	5%	4%	4%	4%	4%	5%	4%	4%	4%
	(504)	(368)	(396)	(378)	(420)	(436)	(373)	(2,875)	(2,889)	(17,261)	(2,431)	(19,351)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
The quality of garbage/recycling service?												
Very good	32%	24%	27%	33%	33%	29%	23%	29%	-	-	-	-
Good	48%	54%	50%	50%	48%	50%	54%	51%	-	-	-	-
Neither good nor bad	15%	16%	16%	13%	14%	15%	16%	15%	-	-	-	-
Bad	4%	4%	5%	3%	5%	3%	6%	4%	-	-	-	-
Very bad	1%	2%	1%	1%	1%	2%	1%	1%	-	-	-	-
	(522)	(420)	(400)	(398)	(423)	(456)	(386)	(3,005)	-	-	-	-
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%	4%	3%	1%	3%	1%	2%	2%	2%	2%	2%	2%
Good	26%	25%	18%	23%	24%	26%	20%	23%	21%	22%	23%	23%
Neither good nor bad	29%	32%	28%	35%	30%	29%	32%	30%	29%	27%	25%	27%
Bad	33%	31%	38%	31%	35%	35%	34%	34%	36%	36%	37%	37%
Very bad	11%	8%	13%	11%	9%	9%	13%	10%	12%	13%	13%	12%
	(517)	(436)	(412)	(396)	(430)	(460)	(384)	(3,035)	(3,138)	(19,254)	(2,624)	(20,742)
• During off peak traffic hours												
Very good	28%	26%	19%	21%	21%	21%	12%	21%	19%	18%	18%	17%
Good	45%	49%	53%	54%	51%	55%	49%	51%	53%	51%	53%	52%
Neither good nor bad	20%	19%	19%	16%	18%	15%	26%	19%	19%	20%	20%	21%
Bad	7%	5%	7%	7%	8%	7%	11%	7%	7%	9%	8%	9%
Very bad	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	1%	2%
	(524)	(436)	(412)	(395)	(431)	(460)	(383)	(3,041)	(3,153)	(18,792)	(2,595)	(20,243)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
12 Do you work outside of your home (either full-time or part-time)?												
Yes	67%	61%	68%	66%	67%	66%	54%	64%	68%	66%	69%	67%
No	33%	39%	32%	34%	33%	34%	47%	36%	32%	34%	31%	33%
	(534)	(468)	(424)	(418)	(441)	(482)	(400)	(3,167)	(3,264)	(19,844)	(2,692)	(21,620)
If yes, what is the primary means to get to and from work?												
Drive alone	76%	56%	68%	60%	69%	65%	80%	68%	65%	70%	72%	71%
Drive with others	7%	6%	8%	5%	8%	7%	9%	7%	8%	7%	8%	8%
Bus/Max/Streetcar	8%	11%	10%	12%	12%	13%	6%	10%	11%	10%	8%	10%
Drive/Bus/Max/Streetcar	3%	4%	3%	5%	2%	3%	3%	3%	4%	4%	4%	3%
Walk	3%	17%	2%	4%	1%	4%	1%	5%	4%	4%	3%	3%
Bike	3%	5%	9%	14%	8%	9%	1%	7%	8%	6%	5%	4%
	(358)	(281)	(285)	(271)	(291)	(308)	(210)	(2,004)	(2,171)	(12,783)	(1,784)	(14,131)
If you sometimes use a different mode to get to and from work what is it (choose one)?												
None	53%	41%	43%	42%	42%	40%	54%	45%	47%	44%	44%	46%
Drive alone	8%	8%	9%	14%	11%	14%	7%	10%	10%	9%	11%	9%
Drive with others	9%	6%	11%	9%	9%	12%	14%	10%	10%	13%	12%	12%
Bus/Max/Streetcar	15%	19%	19%	16%	14%	13%	13%	16%	14%	17%	17%	17%
Drive/Bus/Max/Streetcar	4%	5%	4%	3%	5%	4%	3%	4%	4%	3%	2%	3%
Walk	5%	12%	4%	4%	5%	5%	3%	6%	7%	5%	5%	5%
Bike	6%	9%	11%	12%	14%	13%	7%	10%	10%	10%	9%	9%
	(346)	(280)	(275)	(269)	(285)	(300)	(207)	(1,962)	(2,201)	(12,588)	(1,784)	(13,893)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
How often do you use the different mode of transportation to get to and from work?												
1-2 times per week	31%	51%	37%	46%	38%	42%	31%	40%	42%	-	-	-
1-2 times per month	70%	49%	63%	54%	62%	58%	69%	60%	58%	-	-	-
	(141)	(144)	(139)	(145)	(146)	(165)	(77)	(957)	(1,030)	-	-	-
13 In general, how do you rate streets in your neighborhood on:												
• Smoothness?												
Very good	9%	15%	8%	8%	8%	7%	7%	9%	10%	10%	12%	11%
Good	37%	36%	37%	51%	42%	40%	49%	41%	43%	45%	47%	48%
Neither good nor bad	22%	23%	26%	23%	20%	26%	26%	23%	22%	23%	22%	21%
Bad	22%	18%	23%	14%	21%	20%	14%	19%	19%	15%	14%	14%
Very bad	11%	9%	6%	4%	9%	7%	5%	7%	6%	6%	6%	6%
	(534)	(460)	(419)	(412)	(436)	(477)	(395)	(3,133)	(3,234)	(19,710)	(2,675)	(21,474)
• Cleanliness?												
Very good	16%	19%	8%	12%	11%	11%	6%	12%	13%	12%	14%	12%
Good	51%	51%	49%	55%	53%	53%	47%	51%	52%	50%	52%	50%
Neither good nor bad	21%	21%	25%	19%	20%	25%	29%	23%	22%	23%	21%	22%
Bad	9%	7%	16%	11%	13%	9%	14%	11%	10%	12%	10%	12%
Very bad	3%	3%	3%	2%	2%	3%	4%	3%	3%	4%	4%	4%
	(532)	(463)	(423)	(412)	(437)	(478)	(398)	(3,143)	(3,236)	(19,531)	(2,684)	(21,556)
• Speeding vehicles?												
Very good	6%	6%	3%	2%	3%	4%	3%	4%	5%	-	-	-
Good	32%	34%	23%	33%	25%	30%	25%	29%	26%	-	-	-
Neither good nor bad	26%	31%	31%	29%	33%	31%	27%	30%	29%	-	-	-
Bad	28%	20%	31%	28%	32%	22%	31%	27%	29%	-	-	-
Very bad	7%	9%	12%	8%	7%	11%	15%	10%	11%	-	-	-
	(531)	(455)	(420)	(409)	(435)	(473)	(397)	(3,120)	(3,223)	-	-	-

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
• Safety of pedestrians?												
Very good	9%	13%	6%	10%	10%	11%	6%	9%	8%	9%	9%	8%
Good	33%	46%	48%	55%	46%	49%	37%	45%	43%	44%	46%	43%
Neither good nor bad	23%	20%	28%	22%	22%	21%	29%	23%	26%	23%	22%	24%
Bad	24%	14%	14%	9%	16%	15%	19%	16%	18%	17%	16%	17%
Very bad	12%	8%	4%	3%	7%	4%	9%	7%	6%	8%	8%	8%
	(530)	(460)	(416)	(412)	(433)	(475)	(393)	(3,119)	(3,222)	(19,463)	(2,685)	(21,425)
• Safety of bicyclists?												
Very good	8%	9%	5%	6%	7%	7%	5%	7%	7%	7%	8%	7%
Good	30%	40%	45%	48%	43%	47%	36%	41%	38%	40%	40%	38%
Neither good nor bad	27%	29%	31%	30%	28%	28%	31%	29%	32%	27%	28%	28%
Bad	24%	16%	15%	13%	17%	13%	20%	17%	18%	19%	17%	19%
Very bad	11%	7%	5%	4%	5%	5%	9%	7%	6%	8%	7%	9%
	(517)	(433)	(408)	(404)	(418)	(459)	(383)	(3,022)	(3,113)	(18,657)	(2,605)	(20,788)
• Amount of traffic?												
Very good	8%	7%	5%	5%	6%	6%	4%	6%	6%	-	-	-
Good	41%	37%	34%	43%	39%	38%	35%	38%	36%	-	-	-
Neither good nor bad	36%	38%	40%	35%	36%	38%	36%	37%	36%	-	-	-
Bad	10%	15%	14%	14%	17%	15%	18%	15%	17%	-	-	-
Very bad	5%	3%	6%	4%	3%	4%	7%	5%	5%	-	-	-
	(528)	(452)	(419)	(411)	(434)	(475)	(390)	(3,109)	(3,218)	-	-	-
PARKS & RECREATION												
14 In general, how do you rate the quality of the parks near your home in the following categories:												
• Well-maintained grounds												
Very Good	31%	42%	34%	36%	25%	33%	21%	32%	29%	26%	26%	23%
Good	54%	47%	52%	57%	57%	54%	57%	54%	56%	55%	53%	56%
Neither good nor bad	12%	8%	11%	6%	15%	12%	19%	12%	12%	15%	16%	16%
Bad	2%	2%	3%	1%	2%	2%	3%	2%	3%	3%	4%	4%
Very bad	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
	(515)	(452)	(401)	(403)	(419)	(462)	(361)	(3,013)	(3,043)	(18,059)	(2,505)	(19,933)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2008	2007	2006	2005
• Beauty of landscaping & plantings												
Very Good	23%	38%	29%	32%	16%	26%	15%	26%	25%	22%	23%	20%
Good	55%	46%	49%	49%	48%	50%	54%	50%	48%	47%	45%	47%
Neither good nor bad	18%	12%	19%	18%	31%	21%	25%	20%	22%	24%	24%	26%
Bad	3%	2%	3%	2%	4%	3%	5%	3%	4%	5%	6%	6%
Very bad	1%	2%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
	(512)	(451)	(399)	(400)	(419)	(462)	(359)	(3,002)	(3,035)	(17,916)	(2,502)	(19,858)
• Well-maintained facilities												
Very Good	24%	32%	20%	18%	14%	19%	11%	20%	19%	17%	18%	16%
Good	49%	46%	43%	54%	39%	45%	48%	46%	45%	45%	44%	44%
Neither good nor bad	22%	17%	27%	21%	39%	26%	31%	26%	28%	28%	28%	30%
Bad	4%	3%	8%	6%	6%	8%	8%	6%	7%	8%	8%	8%
Very bad	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%
	(479)	(412)	(365)	(359)	(384)	(430)	(333)	(2,762)	(2,764)	(16,475)	(2,324)	(18,324)
15 In the past 12 months, how many times did you:												
• Visit any City park?												
Never	6%	5%	9%	6%	13%	8%	20%	9%	10%	11%	10%	11%
Once or twice	18%	12%	16%	14%	16%	13%	29%	17%	17%	17%	17%	18%
3 to 5 times	17%	17%	14%	15%	15%	17%	21%	16%	16%	15%	17%	16%
6 to 10 times	14%	15%	12%	16%	11%	14%	8%	13%	13%	12%	12%	13%
More than 10 times	45%	52%	49%	49%	45%	48%	23%	45%	44%	44%	43%	42%
	(527)	(458)	(415)	(415)	(438)	(470)	(391)	(3,114)	(3,210)	(18,864)	(2,670)	(21,342)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
• Visit a City park near your home?												
Never	9%	7%	12%	9%	14%	10%	26%	12%	13%	14%	14%	15%
Once or twice	22%	15%	17%	17%	21%	17%	30%	20%	20%	20%	19%	21%
3 to 5 times	16%	14%	17%	16%	16%	14%	17%	15%	16%	15%	16%	16%
6 to 10 times	10%	14%	10%	15%	12%	13%	8%	12%	11%	11%	12%	11%
More than 10 times	43%	50%	45%	44%	38%	47%	21%	42%	41%	39%	39%	38%
	(516)	(448)	(406)	(405)	(429)	(462)	(388)	(3,054)	(3,151)	(18,935)	(2,644)	(21,160)
16 In general, how satisfied are you with the City's recreation programs (such as community centers, classes, pools, sports facilities, art centers, etc.)?												
• Affordable												
Very satisfied	21%	21%	23%	23%	18%	23%	12%	20%	19%	20%	20%	18%
Satisfied	48%	41%	50%	53%	42%	39%	48%	46%	48%	47%	46%	47%
Neith. satisfied nor dissat.	19%	31%	18%	19%	31%	29%	30%	25%	24%	25%	26%	26%
Dissatisfied	10%	4%	7%	4%	7%	8%	8%	7%	6%	6%	6%	7%
Very dissatisfied	3%	3%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%
	(398)	(249)	(297)	(271)	(261)	(323)	(258)	(2,057)	(2,076)	(12,565)	(1,786)	(14,026)
• Variety												
Very satisfied	24%	19%	19%	22%	15%	23%	13%	20%	18%	19%	20%	18%
Satisfied	53%	43%	49%	54%	47%	45%	47%	49%	50%	48%	48%	48%
Neith. satisfied nor dissat.	19%	30%	25%	19%	30%	27%	35%	26%	26%	26%	26%	27%
Dissatisfied	3%	4%	5%	4%	7%	4%	5%	5%	5%	5%	6%	6%
Very dissatisfied	1%	4%	1%	3%	2%	1%	1%	2%	2%	2%	1%	2%
	(396)	(250)	(295)	(265)	(264)	(317)	(252)	(2,039)	(2,055)	(12,386)	(1,770)	(13,915)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
• Quality of instruction, coaching, leadership, etc.												
Very satisfied	20%	18%	16%	15%	12%	19%	13%	17%	15%	16%	16%	15%
Satisfied	48%	37%	45%	52%	45%	44%	44%	45%	45%	43%	43%	43%
Neith. satisfied nor dissat.	27%	37%	34%	28%	39%	34%	39%	34%	34%	35%	36%	35%
Dissatisfied	3%	4%	4%	4%	4%	4%	3%	4%	4%	4%	4%	4%
Very dissatisfied	2%	4%	1%	1%	1%	0%	1%	1%	2%	2%	1%	2%
	(323)	(195)	(244)	(218)	(220)	(260)	(217)	(1,677)	(1,684)	(10,358)	(1,479)	(11,691)
17 Percent of households with members in following age groups participating in a City recreation activity in the past 12 months? (% calculated)												
Age 18 and under?	-	-	-	-	-	-	-	46%	36%	41%	46%	46%
Age 19 to 54?	-	-	-	-	-	-	-	30%	27%	27%	31%	29%
Age 55 and over?	-	-	-	-	-	-	-	23%	22%	22%	25%	25%
COMMUNITY DEVELOPMENT												
18 Has there been new *commercial* development in, or near, your neighborhood in the past 12 months?												
Yes	25%	59%	53%	66%	52%	52%	34%	48%	57%	61%	61%	57%
No	75%	41%	47%	34%	48%	48%	66%	52%	43%	39%	39%	43%
	(533)	(461)	(415)	(411)	(427)	(473)	(393)	(3,113)	(3,175)	(19,517)	(2,645)	(21,183)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
If yes, how do you rate the development on the followng:												
• Attractiveness												
Very good	13%	22%	17%	18%	16%	13%	12%	16%	16%	16%	18%	20%
Good	41%	46%	45%	41%	42%	44%	39%	43%	43%	44%	48%	44%
Neither good nor bad	26%	22%	26%	29%	25%	28%	28%	26%	27%	26%	23%	24%
Bad	12%	6%	8%	9%	14%	12%	15%	10%	10%	9%	7%	8%
Very bad	8%	4%	3%	4%	4%	3%	7%	4%	5%	4%	4%	4%
	(131)	(270)	(216)	(269)	(219)	(242)	(131)	(1,478)	(1,762)	(11,280)	(1,568)	(11,473)
• Improvement in your access to services & shopping												
Very good	8%	18%	11%	14%	15%	10%	12%	13%	12%	12%	15%	16%
Good	20%	34%	41%	34%	27%	34%	17%	31%	30%	33%	35%	33%
Neither good nor bad	51%	39%	39%	42%	41%	44%	45%	42%	43%	41%	38%	38%
Bad	11%	5%	4%	9%	13%	9%	18%	9%	9%	9%	8%	8%
Very bad	10%	3%	5%	1%	5%	3%	8%	4%	6%	5%	4%	5%
	(124)	(262)	(204)	(253)	(210)	(234)	(121)	(1,408)	(1,685)	(10,769)	(1,490)	(11,002)
19 Has there been new *residential* development in, or near, your neighborhood in the past 12 months?												
Yes	54%	69%	73%	66%	42%	59%	45%	58%	70%	74%	73%	69%
No	46%	32%	27%	34%	58%	41%	55%	42%	30%	26%	27%	32%
	(532)	(461)	(415)	(410)	(435)	(475)	(396)	(3,124)	(3,106)	(19,648)	(2,645)	(21,162)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
If yes, how do you rate the development on the followng:												
• Attractiveness												
Very good	12%	26%	13%	12%	14%	9%	10%	14%	14%	13%	16%	15%
Good	47%	39%	34%	38%	37%	39%	31%	38%	39%	38%	38%	39%
Neither good nor bad	28%	21%	31%	25%	31%	26%	35%	27%	25%	26%	24%	27%
Bad	8%	13%	13%	15%	14%	19%	11%	13%	15%	15%	14%	14%
Very bad	5%	2%	9%	9%	4%	7%	14%	7%	7%	7%	7%	6%
	(275)	(308)	(298)	(267)	(180)	(277)	(177)	(1,782)	(2,114)	(14,244)	(1,870)	(13,968)
• Improvement to your neighborhood as a place to live												
Very good	12%	22%	12%	14%	13%	8%	6%	13%	12%	11%	15%	12%
Good	28%	32%	33%	31%	26%	32%	24%	30%	31%	30%	29%	31%
Neither good nor bad	40%	31%	35%	36%	43%	37%	36%	37%	34%	33%	30%	33%
Bad	11%	11%	14%	12%	13%	18%	16%	13%	15%	16%	17%	16%
Very bad	8%	3%	7%	8%	6%	5%	18%	7%	8%	10%	10%	9%
	(272)	(300)	(286)	(252)	(175)	(269)	(171)	(1,725)	(2,040)	(13,858)	(1,830)	(13,636)
20 Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?												
Very good	15%	22%	13%	18%	17%	13%	9%	16%	15%	-	14%	-
Good	50%	49%	52%	54%	47%	52%	42%	50%	53%	-	48%	-
Neither good nor bad	20%	18%	23%	19%	23%	21%	35%	22%	20%	-	24%	-
Bad	10%	8%	8%	7%	10%	8%	10%	9%	7%	-	9%	-
Very bad	5%	4%	5%	2%	4%	6%	3%	4%	4%	-	4%	-
	(512)	(452)	(375)	(389)	(399)	(437)	(328)	(2,892)	(2,891)	-	(2,440)	-

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
21 In general, how do you rate your neighbhorhood on:												
• Housing affordability?												
Very good	4%	7%	8%	5%	6%	5%	8%	6%	5%	5%	5%	4%
Good	37%	29%	47%	35%	42%	37%	47%	39%	34%	35%	32%	33%
Neither good nor bad	29%	31%	28%	28%	31%	30%	30%	30%	30%	31%	30%	30%
Bad	25%	28%	15%	28%	18%	22%	11%	22%	24%	23%	25%	24%
Very bad	5%	6%	1%	4%	3%	5%	4%	4%	6%	7%	8%	8%
	(515)	(442)	(405)	(397)	(415)	(447)	(359)	(2,980)	(3,096)	(18,842)	(2,607)	(20,552)
• Physical condition of housing?												
Very good	16%	27%	5%	15%	9%	12%	7%	13%	13%	13%	15%	12%
Good	61%	58%	49%	58%	57%	53%	45%	55%	55%	52%	54%	52%
Neither good nor bad	18%	13%	36%	22%	25%	28%	33%	24%	24%	26%	24%	27%
Bad	4%	2%	8%	5%	8%	7%	13%	7%	7%	8%	7%	8%
Very bad	1%	0%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%
	(532)	(454)	(414)	(407)	(425)	(469)	(384)	(3,085)	(3,186)	(19,588)	(2,663)	(21,312)
• Closeness of parks or open spaces?												
Very good	34%	46%	33%	32%	24%	30%	14%	31%	29%	29%	30%	27%
Good	51%	45%	55%	56%	54%	59%	54%	53%	54%	51%	51%	53%
Neither	11%	5%	10%	9%	16%	9%	23%	11%	12%	13%	13%	14%
Bad	3%	3%	1%	4%	5%	2%	8%	4%	4%	5%	5%	5%
Very bad	1%	1%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%
	(528)	(458)	(415)	(405)	(427)	(470)	(368)	(3,071)	(3,180)	(19,559)	(2,666)	(21,223)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2008	2007	2006	2005
• Walking distance to a bus stop (or Max)?												
Very good	38%	54%	46%	57%	48%	49%	28%	46%	43%	43%	44%	43%
Good	40%	29%	46%	40%	41%	41%	53%	41%	44%	43%	42%	44%
Neither good nor bad	12%	6%	6%	2%	7%	7%	12%	7%	7%	8%	8%	8%
Bad	8%	7%	1%	1%	3%	2%	6%	4%	4%	4%	4%	4%
Very bad	3%	4%	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%
	(532)	(462)	(416)	(405)	(431)	(477)	(383)	(3,106)	(3,201)	(19,602)	(2,677)	(21,329)
• Access to shopping and other services?												
Very good	21%	46%	22%	43%	27%	33%	18%	30%	27%	28%	28%	28%
Good	46%	33%	44%	42%	48%	47%	50%	44%	47%	47%	49%	48%
Neither good nor bad	20%	11%	22%	11%	18%	15%	22%	17%	17%	16%	15%	16%
Bad	12%	7%	11%	3%	6%	5%	8%	8%	7%	6%	6%	6%
Very bad	2%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	2%
	(532)	(461)	(418)	(407)	(434)	(474)	(394)	(3,120)	(3,212)	(19,683)	(2,686)	(21,548)
• On-street parking?												
Very good	15%	12%	22%	30%	21%	25%	11%	20%	17%	19%	21%	18%
Good	37%	26%	46%	46%	47%	44%	45%	41%	44%	43%	42%	43%
Neither good nor bad	21%	23%	17%	15%	17%	18%	25%	19%	21%	19%	18%	20%
Bad	17%	24%	10%	6%	12%	9%	14%	13%	14%	13%	13%	13%
Very bad	10%	15%	5%	4%	4%	5%	6%	7%	6%	6%	7%	6%
	(523)	(429)	(415)	(404)	(431)	(468)	(380)	(3,050)	(3,158)	(19,259)	(2,626)	(21,077)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
22 OVERALL, how do you rate the livability of:												
• Your neighborhood?												
Very good	50%	53%	28%	53%	40%	42%	18%	41%	38%	33%	35%	32%
Good	44%	41%	57%	41%	48%	46%	52%	47%	48%	48%	49%	49%
Neither good nor bad	5%	4%	11%	5%	9%	10%	22%	9%	11%	13%	12%	14%
Bad	2%	1%	2%	0%	3%	2%	6%	2%	3%	4%	4%	5%
Very bad	0%	1%	1%	0%	1%	1%	3%	1%	1%	1%	1%	1%
	(534)	(462)	(419)	(407)	(439)	(474)	(395)	(3,130)	(3,219)	(19,726)	(2,681)	(21,388)
• The City as a whole?												
Very good	33%	35%	28%	42%	32%	34%	13%	31%	31%	28%	25%	24%
Good	51%	54%	54%	47%	53%	49%	54%	52%	51%	51%	54%	52%
Neither good nor bad	12%	8%	15%	9%	12%	12%	24%	13%	14%	15%	15%	17%
Bad	4%	2%	3%	1%	3%	3%	9%	3%	3%	5%	5%	6%
Very bad	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	2%
	(519)	(451)	(400)	(403)	(426)	(458)	(372)	(3,029)	(3,127)	(19,225)	(2,586)	(20,718)
23 In the past 12 months, how often have you been involved in a community project or attended a public meeting?												
Never	61%	64%	61%	60%	64%	65%	70%	63%	-	-	-	-
Once or twice	29%	27%	26%	28%	27%	24%	23%	26%	-	-	-	-
3 to 5 times	7%	5%	6%	9%	6%	6%	5%	6%	-	-	-	-
6 to 10 times	1%	3%	2%	2%	2%	2%	2%	2%	-	-	-	-
More than 10 times	2%	2%	4%	2%	1%	3%	1%	2%	-	-	-	-
	(523)	(452)	(412)	(402)	(435)	(469)	(382)	(3,075)				

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
OVERALL GOVERNMENT												
24 OVERALL, how good a job do you think City government is doing at providing services?												
Very good	8%	10%	4%	11%	8%	7%	4%	7%	9%	7%	9%	6%
Good	54%	54%	54%	63%	57%	56%	44%	55%	52%	48%	54%	45%
Neither good nor bad	27%	30%	30%	21%	23%	27%	37%	28%	29%	31%	27%	32%
Bad	7%	4%	9%	4%	10%	8%	10%	7%	8%	10%	7%	12%
Very bad	4%	2%	2%	1%	2%	3%	4%	3%	3%	4%	3%	5%
	(500)	(430)	(391)	(373)	(403)	(430)	(366)	(2,893)	(2,795)	(18,374)	(2,489)	(19,808)
25 OVERALL, how do you rate the quality of each of the following City services?												
• Police												
Very good	12%	16%	13%	11%	13%	12%	18%	14%	13%	13%	13%	12%
Good	61%	51%	55%	58%	59%	58%	56%	57%	53%	51%	55%	51%
Neither good nor bad	20%	26%	22%	23%	20%	19%	17%	21%	24%	24%	22%	25%
Bad	5%	6%	7%	7%	6%	7%	8%	7%	8%	8%	8%	9%
Very bad	3%	2%	3%	2%	2%	3%	2%	2%	2%	3%	2%	3%
	(459)	(399)	(390)	(374)	(390)	(420)	(375)	(2,807)	(2,873)	(18,314)	(2,447)	(20,046)
• Fire												
Very good	30%	35%	34%	35%	31%	33%	37%	34%	32%	33%	34%	32%
Good	59%	56%	57%	56%	62%	56%	57%	58%	59%	58%	56%	58%
Neither good nor bad	11%	7%	9%	9%	7%	10%	6%	8%	9%	9%	9%	9%
Bad	0%	1%	1%	0%	0%	0%	0%	0%	5%	1%	0%	0%
Very bad	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	(416)	(362)	(360)	(321)	(371)	(388)	(359)	(2,577)	(2,664)	(16,260)	(2,237)	(17,666)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2008	2007	2006	2005
• 9-1-1												
Very good	21%	27%	28%	27%	25%	26%	31%	26%	24%	22%	22%	23%
Good	62%	58%	53%	58%	61%	57%	54%	58%	56%	54%	54%	55%
Neither good nor bad	16%	12%	16%	12%	13%	14%	14%	14%	17%	20%	20%	18%
Bad	2%	2%	3%	2%	1%	2%	2%	2%	2%	4%	3%	3%
Very bad	0%	1%	0%	1%	0%	1%	0%	0%	1%	1%	1%	1%
	(354)	(291)	(315)	(289)	(311)	(340)	(325)	(2,225)	(2,288)	(14,477)	(1,950)	(15,510)
• Water												
Very good	27%	26%	22%	25%	25%	21%	23%	24%	22%	19%	15%	12%
Good	57%	57%	57%	59%	55%	59%	49%	56%	57%	54%	54%	50%
Neither good nor bad	11%	13%	17%	12%	15%	13%	21%	15%	15%	18%	21%	23%
Bad	4%	3%	2%	3%	4%	5%	5%	4%	5%	7%	8%	11%
Very bad	2%	1%	1%	2%	1%	1%	2%	2%	2%	2%	3%	5%
	(521)	(425)	(397)	(388)	(424)	(447)	(381)	(2,983)	(3,116)	(18,844)	(2,545)	(20,238)
• Parks												
Very good	34%	35%	33%	36%	26%	27%	16%	30%	30%	26%	25%	22%
Good	53%	55%	55%	56%	59%	59%	53%	56%	56%	56%	57%	57%
Neither good nor bad	10%	8%	10%	6%	12%	12%	25%	12%	11%	15%	15%	17%
Bad	2%	1%	2%	2%	2%	2%	4%	2%	3%	2%	3%	3%
Very bad	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
	(511)	(438)	(393)	(400)	(413)	(454)	(361)	(2,970)	(3,075)	(18,777)	(2,530)	(20,149)
• Recreation centers/activities												
Very good	28%	21%	25%	28%	18%	21%	15%	23%	21%	21%	20%	18%
Good	57%	52%	55%	59%	54%	58%	47%	55%	54%	53%	54%	52%
Neither good nor bad	12%	23%	19%	12%	21%	19%	33%	20%	21%	23%	22%	25%
Bad	2%	2%	1%	1%	5%	2%	4%	3%	3%	3%	3%	4%
Very bad	1%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(420)	(287)	(321)	(304)	(319)	(351)	(291)	(2,293)	(2,389)	(14,198)	(1,964)	(15,402)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2008	2007	2006	2005
• Sewers												
Very good	9%	12%	9%	9%	10%	7%	9%	9%	10%	8%	7%	7%
Good	49%	42%	44%	48%	47%	44%	44%	46%	47%	45%	43%	40%
Neither good nor bad	28%	31%	35%	32%	26%	35%	33%	31%	27%	30%	29%	31%
Bad	10%	12%	10%	9%	14%	11%	12%	11%	13%	13%	14%	15%
Very bad	4%	4%	3%	2%	3%	3%	3%	3%	3%	4%	6%	7%
	(472)	(355)	(368)	(343)	(376)	(407)	(351)	(2,672)	(2,851)	(17,281)	(2,361)	(18,890)
• Storm drainage												
Very good	8%	9%	7%	6%	8%	6%	8%	8%	8%	6%	6%	6%
Good	39%	36%	42%	44%	41%	39%	41%	40%	41%	39%	39%	36%
Neither good nor bad	32%	30%	33%	32%	29%	34%	32%	32%	29%	31%	30%	31%
Bad	16%	22%	14%	14%	18%	18%	16%	17%	17%	19%	18%	20%
Very bad	5%	4%	3%	4%	4%	4%	4%	4%	5%	6%	7%	8%
	(474)	(375)	(377)	(355)	(379)	(421)	(355)	(2,736)	(2,868)	(17,559)	(2,367)	(18,883)
• Street maintenance												
Very good	4%	8%	4%	5%	5%	4%	4%	5%	5%	5%	5%	5%
Good	30%	32%	34%	43%	30%	35%	35%	34%	36%	35%	38%	39%
Neither good nor bad	30%	30%	33%	33%	30%	32%	32%	32%	31%	32%	32%	32%
Bad	24%	21%	24%	14%	25%	20%	21%	21%	20%	20%	18%	18%
Very bad	12%	9%	5%	5%	9%	9%	8%	8%	8%	8%	7%	6%
	(519)	(439)	(412)	(393)	(428)	(464)	(391)	(3,046)	(3,148)	(19,351)	(2,614)	(20,922)
• Street lighting												
Very good	6%	12%	7%	9%	8%	9%	8%	8%	8%	8%	7%	7%
Good	50%	54%	53%	52%	52%	52%	53%	52%	53%	51%	53%	52%
Neither good nor bad	32%	23%	29%	27%	30%	27%	27%	28%	28%	28%	27%	27%
Bad	10%	10%	8%	9%	7%	10%	10%	9%	9%	10%	10%	10%
Very bad	3%	1%	3%	3%	3%	2%	3%	3%	2%	3%	3%	3%
	(516)	(438)	(407)	(395)	(422)	(465)	(388)	(3,031)	(3,173)	(19,485)	(2,608)	(21,148)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	City Total	Prior City totals 2008	2007	2006	2005
• Traffic congestion												
Very good	3%	4%	4%	2%	4%	2%	3%	3%	3%	3%	3%	3%
Good	29%	25%	23%	30%	26%	28%	25%	27%	25%	25%	24%	26%
Neither good nor bad	37%	40%	34%	40%	39%	40%	37%	38%	38%	34%	34%	35%
Bad	25%	24%	29%	23%	23%	24%	26%	25%	26%	27%	29%	27%
Very bad	7%	6%	10%	5%	7%	6%	9%	7%	8%	11%	11%	10%
	(518)	(423)	(406)	(392)	(417)	(457)	(383)	(2,996)	(3,134)	(18,928)	(2,552)	(20,479)
• Housing and nuisance inspections												
Very good	5%	8%	2%	4%	5%	3%	5%	4%	4%	4%	4%	4%
Good	29%	25%	25%	35%	30%	22%	25%	27%	26%	25%	28%	25%
Neither good nor bad	49%	49%	49%	44%	41%	47%	50%	47%	48%	45%	46%	45%
Bad	12%	12%	16%	9%	17%	18%	13%	14%	15%	18%	14%	18%
Very bad	6%	6%	7%	8%	7%	10%	8%	7%	7%	8%	8%	9%
	(266)	(241)	(269)	(223)	(267)	(279)	(256)	(1,801)	(1,892)	(12,264)	(1,659)	(13,489)
• Planning for future land use												
Very good	8%	11%	6%	10%	8%	6%	3%	7%	9%	7%	8%	7%
Good	35%	38%	32%	41%	37%	39%	27%	36%	36%	32%	32%	31%
Neither good nor bad	35%	29%	38%	32%	33%	34%	38%	34%	33%	34%	33%	34%
Bad	13%	14%	17%	12%	14%	14%	21%	15%	13%	17%	17%	19%
Very bad	8%	7%	7%	6%	8%	8%	11%	8%	8%	11%	10%	10%
	(361)	(312)	(281)	(262)	(298)	(303)	(267)	(2,084)	(2,259)	(15,513)	(2,165)	(16,896)
• Opportunities to influence government decisions												
Very good	5%	7%	3%	3%	4%	5%	3%	5%	-	-	-	-
Good	26%	24%	28%	34%	26%	29%	21%	27%	-	-	-	-
Neither good nor bad	39%	41%	39%	39%	41%	34%	42%	39%	-	-	-	-
Bad	16%	17%	17%	13%	18%	17%	19%	17%	-	-	-	-
Very bad	13%	11%	13%	11%	11%	15%	15%	13%	-	-	-	-
	(365)	(308)	(285)	(267)	(303)	(310)	(277)	(2,115)				

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2008	2007	2006	2005
DEMOGRAPHICS												
What is your sex?												
Male	46%	44%	35%	36%	38%	39%	39%	40%	41%	39%	47%	39%
Female	54%	56%	65%	64%	62%	61%	61%	60%	59%	61%	53%	61%
	(529)	(461)	(421)	(408)	(432)	(475)	(391)	(3,117)	(3,227)	(19,525)	(2,667)	(21,067)
What is your age?												
Under 20	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
20-29	6%	9%	7%	11%	7%	10%	6%	8%	8%	9%	7%	9%
30-44	25%	26%	32%	33%	29%	31%	17%	28%	27%	28%	30%	29%
45-59	37%	29%	30%	23%	33%	26%	31%	30%	34%	31%	34%	33%
60-74	22%	25%	20%	26%	19%	21%	25%	23%	21%	21%	19%	18%
Over 74	10%	11%	10%	7%	10%	12%	21%	12%	10%	11%	11%	11%
	(526)	(454)	(412)	(405)	(432)	(467)	(384)	(3,080)	(3,187)	(19,869)	(2,660)	(21,517)
How many people live in your household?												
Age 18 and under	-	-	-	-	-	-	-	1,531	1,888	11,028	1,411	11,972
Age 19 to 54	-	-	-	-	-	-	-	3,315	3,509	22,527	2,957	25,138
Age 55 and over	-	-	-	-	-	-	-	2,099	1,986	13,307	1,715	13,541
Which of these is closest to describing your ethnic background?												
Caucasian/White	89%	86%	85%	83%	87%	89%	85%	86%	85%	87%	86%	87%
African American/Black	0%	2%	5%	9%	2%	0%	1%	3%	4%	3%	3%	3%
Asian or Pacific Islander	4%	6%	3%	3%	5%	6%	6%	5%	5%	5%	5%	4%
Native American/Indian	1%	0%	1%	1%	0%	1%	2%	1%	1%	1%	1%	1%
Hispanic	1%	2%	3%	1%	3%	1%	3%	2%	2%	2%	1%	2%
Other	5%	4%	4%	4%	3%	4%	4%	4%	4%	4%	4%	4%
	(523)	(452)	(410)	(403)	(427)	(470)	(384)	(3,069)	(3,194)	(19,659)	(2,650)	(21,291)

2009 Resident Survey Results

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE Inner	NE Central	SE	E	**City Total**	**Prior City totals** 2008	2007	2006	2005
How much education do you have?												
Elementary school	0%	1%	0%	0%	1%	0%	1%	0%	1%	0%	1%	1%
Some high school	1%	2%	4%	1%	3%	2%	3%	2%	3%	2%	2%	2%
High school grad	5%	3%	14%	6%	13%	12%	23%	11%	10%	10%	11%	13%
Some college	16%	18%	32%	25%	26%	26%	40%	26%	26%	32%	26%	30%
College grad or more	78%	76%	50%	68%	58%	60%	34%	62%	62%	56%	61%	54%
	(534)	(461)	(418)	(412)	(435)	(479)	(395)	(3,134)	(3,223)	(19,895)	(2,646)	(21,463)

NOTES:

1) The survey accuracy of City Total figures is +/- 1.7 percent.

2) The survey accuracy in any of the coalitions ranges from +/- 4.2 to +/- 4.9 percent.

3) Total number of respondents shown in parentheses.

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

5) Coalition totals may not add to City Total.

SURVEY FORM

2009 PORTLAND Resident Survey

<COALITION>

The adult (age 18 or over) in your home who had the *most recent birthday* should fill out the survey. For each question, darken the **one** bubble that best fits your opinion, like this: ◉ , *with a* ***black*** *or* ***blue*** *pen if possible!*

PUBLIC SAFETY

	VERY SAFE	SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE	VERY UNSAFE	DON'T KNOW
1. How safe would you feel walking alone ***during the day***:						
• in your neighborhood?	○	○	○	○	○	○
• in the park closest to you?	○	○	○	○	○	○
• downtown?	○	○	○	○	○	○
How safe would you feel walking alone ***at night***:						
• in your neighborhood?	○	○	○	○	○	○
• in the park closest to you?	○	○	○	○	○	○
• downtown?	○	○	○	○	○	○

2. Do you know where to seek help if there is an on-going public safety problem in your neighborhood? ○ YES ○ NO

3. Did anyone break into, or burglarize, your home during the last 12 months? ○ YES ○ NO

   If YES: Was it reported to the police? ○ YES ○ NO

4. Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months? ○ YES ○ NO

   If YES: How many times? ○ 1 ○ 2 ○ 3 or more

   How many were reported to the police? ○ NONE ○ 1 ○ 2 ○ 3 or more

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
5. How do you rate the City of Portland's efforts to control misconduct by Portland police officers?	○	○	○	○	○	○

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

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
If YES: How do you rate the services you received on the phone from the 9-1-1 calltaker?	○	○	○	○	○	○

7. Are you prepared to sustain yourself for 72 hours after a major disaster? ○ YES ○ NO

   If NO: Do you know what to do to get prepared? ○ YES ○ NO

PUBLIC UTILITIES

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
8. How do you rate the quality of tap water provided by the City?	○	○	○	○	○	○
9. How do you rate the sewer and storm drainage systems in your neighborhood?	○	○	○	○	○	○
How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?	○	○	○	○	○	○
10. How do you rate garbage/recycling service on:						
• the cost?	○	○	○	○	○	○
• the quality of garbage/recycling service?	○	○	○	○	○	○

TRANSPORT.

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
11. How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:						
• during peak traffic hours, that is 7-9 a.m. and 3:30 - 6:00 p.m.?	○	○	○	○	○	○
• during off-peak traffic hours?	○	○	○	○	○	○

TRANSPORTATION

12. Do you work outside of your home (either full-time or part-time)? ○ YES ○ NO

If YES: What is the primary means to get to and from work?

If you sometimes use a different mode to get to and from work, what is it? *(choose one)*

How often do you use the different mode of transportation to get to and from work?

	DRIVE ALONE	DRIVE WITH OTHERS	BUS/MAX/ STREETCAR	DRIVE/BUS/MAX/ STREETCAR	WALK	BIKE
What is the primary means to get to and from work?	○	○	○	○	○	○
If you sometimes use a different mode to get to and from work, what is it? *(choose one)*	○	○	○	○	○	○
How often do you use the different mode of transportation to get to and from work?	1 - 2 TIMES PER WEEK ○	1 - 2 TIMES PER MONTH ○				

13. In general, how do you rate streets in your neighborhood on:

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
• smoothness?	○	○	○	○	○	○
• cleanliness?	○	○	○	○	○	○
• speeding vehicles?	○	○	○	○	○	○
• safety of pedestrians?	○	○	○	○	○	○
• safety of bicyclists?	○	○	○	○	○	○
• amount of traffic?	○	○	○	○	○	○

PARKS & RECREATION

14. In general, how do you rate the quality of the parks near your home in the following categories?

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
• well-maintained grounds	○	○	○	○	○	○
• beauty of landscaping & plantings	○	○	○	○	○	○
• well-maintained facilities	○	○	○	○	○	○

15. In the past 12 months, how many times did you:

	NEVER	ONCE OR TWICE	3 TO 5 TIMES	6 TO 10 TIMES	MORE THAN 10 TIMES	DON'T KNOW
• visit any City park?	○	○	○	○	○	○
• visit a City park near your home?	○	○	○	○	○	○

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

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATIS.	DISSATIS.	VERY DISSATISFIED	DON'T KNOW
• affordable	○	○	○	○	○	○
• variety	○	○	○	○	○	○
• quality of instruction, coaching, leadership, etc.	○	○	○	○	○	○

17. How many members of your household took part in a City recreation activity in the past 12 months?
(Please fill in the bubble for the number of people in each age group — and COUNT YOURSELF)

AGE 18 and under	○ NONE	○ 1	○ 2	○ 3 or more
AGE 19 to 54	○ NONE	○ 1	○ 2	○ 3 or more
AGE 55 and over	○ NONE	○ 1	○ 2	○ 3 or more

COMMUNITY DEVELOPMENT

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

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

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
• attractiveness	○	○	○	○	○	○
• improvement in your access to services & shopping	○	○	○	○	○	○

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

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

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
• attractiveness	○	○	○	○	○	○
• improvement to your neighborhood as a place to live	○	○	○	○	○	○

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

VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
○	○	○	○	○	○

COMMUNITY DEVELOPMENT

21. In general, how do you rate your neighborhood on:	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
• housing affordability?	○	○	○	○	○	○
• physical condition of housing?	○	○	○	○	○	○
• closeness of parks or open spaces?	○	○	○	○	○	○
• walking distance to a bus stop (or Max)?	○	○	○	○	○	○
• access to shopping and other services?	○	○	○	○	○	○
• on-street parking?	○	○	○	○	○	○

22. **OVERALL**, how do you rate the livability of:	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
• your neighborhood?	○	○	○	○	○	○
• the City as a whole?	○	○	○	○	○	○

23. 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

24. **OVERALL**, how good a job do you think City government is doing at providing services?	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	DON'T KNOW
	○	○	○	○	○	○

25. **OVERALL**, how do you rate the quality of each of the following City services?	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	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	○	○	○	○	○	○
• Traffic congestion	○	○	○	○	○	○
• Housing and 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
	○	○	○	○	○	○

How many people live in your household?

(Please fill in the bubble for the number of people in <u>each</u> age group — and COUNT YOURSELF)

AGE 18 and under	○ NONE	○ 1	○ 2	○ 3 or more
AGE 19 to 54	○ NONE	○ 1	○ 2	○ 3 or more
AGE 55 and over	○ NONE	○ 1	○ 2	○ 3 or more

Which of these is closest to describing your ethnic background?

○ Caucasian/White ○ Asian or Pacific Islander ○ Hispanic
○ 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.portlandonline.com/auditor/auditservices

City of Portland 2009 Resident Survey Results,
(Report #380A, November 2009)

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

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

Other recent audit reports:

Federal Stimulus: Portland well-positioned to receive funds and meet requirements (#387, September 2009)

Fraud Reporting: Clarification of process and training needed (#374, September 2009)

Clean Air: City enforces parking laws to improve air quality (#381, August 2009)

PDC Contracting Follow-up: Contracting concerns addressed through a centralized procurement structure (#377, June 2009)

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.portlandonline.com/auditor/auditservices. Printed copies can be obtained by contacting the Audit Services Division.