



CITY OF PORTLAND
23rd ANNUAL COMMUNITY SURVEY RESULTS

October 2013

LaVonne Griffin-Valade
City Auditor

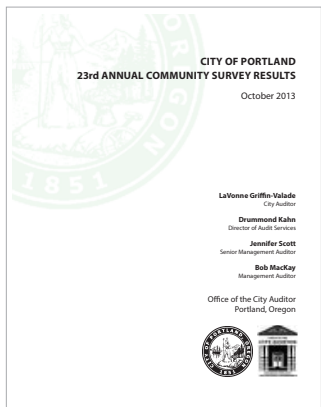
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October 30, 2013

TO: Mayor Charlie Hales
Commissioner Nick Fish
Commissioner Amanda Fritz
Commissioner Steve Novick
Commissioner Dan Saltzman
Portland Development Commission

SUBJECT: *City of Portland 23rd Annual Community Survey Results* (Report #450)

This report presents the results of our 23rd annual Community Survey. From June through August, we asked Portlanders about their views on the quality of a variety of City services, and thousands of residents responded. Most love their city and their neighborhoods, but gave mixed ratings to many City services.

Our report includes survey details specific to each of Portland's seven neighborhood areas, in addition to citywide data, and compares 2013 survey responses with results from years prior. We sent the survey to 9,800 randomly-selected households, and 3,352 valid surveys – or 36 percent – were returned. We calculated the citywide survey accuracy to be ± 1.7 percent, while accuracy by neighborhood area ranged from ± 4.1 to ± 4.9 percent.

The purpose of our community survey is to provide the public and policy makers with information regarding resident satisfaction with City services. We encourage Council and bureau managers to study differences in community perceptions included in the survey and to consider where improvements in services are needed. We want to thank the thousands of Portlanders who took the time to complete and return the survey.


LaVonne Griffin-Valade
City Auditor

Audit Team: Drummond Kahn
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Attachment

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 Data	21
Public Safety.....	22
Public Utilities	25
Transportation	27
Parks and Recreation	29
Community Development.....	32
Overall Government.....	38
Demographics	42
2013 Community Survey Form	45

SUMMARY

Summary

This is the City Auditor's 23rd annual survey of Portlanders to gather public perceptions of City services. We sent surveys to 9,800 randomly selected households. We collected resident opinions in each of Portland's seven neighborhood areas (North, Inner Northeast, Central Northeast, East, Southeast, Southwest, and Northwest/Downtown) and for the city overall.

PORTLAND'S SEVEN NEIGHBORHOOD AREAS



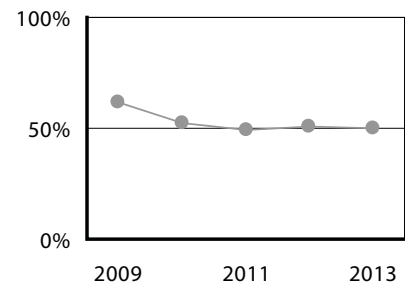
We anticipate this report will be of interest to the public, to Council, and to City employees and managers, and that it will be useful in tracking progress in many important civic areas.

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

Most survey respondents felt positively about their city and their neighborhoods. While the majority of residents view some City services as very good or good in 2013, other services received less positive ratings.

- Residents were less positive about the overall job City government is doing in 2013 than in 2009. In 2013, 50 percent of residents rated City government's overall job as very good or good, compared to 62 percent of residents in 2009.

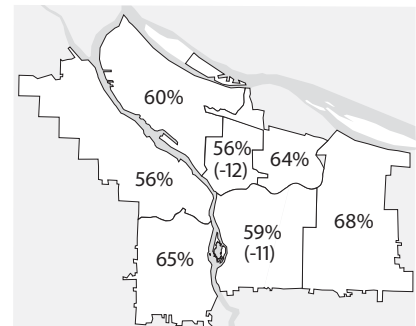
Rating of overall City government job in providing services
(percent very good or good)



- Citywide, 80 percent of residents felt positively about city livability and 88 percent felt positively about their neighborhood’s livability.
- Ratings of the City’s job in making downtown a good place for recreation, shopping, working and living went from 65 percent in 2009 to 59 percent in 2013.
- Overall satisfaction with fire and emergency, police, and 9-1-1 services remained positive in 2013, but ratings of public safety services were lower this year than in 2009. Residents felt as safe in their neighborhoods and parks during the day as they did in 2009, but felt less safe downtown.

- Ratings of police services varied across the city and over time. In 2013, 68 percent of East residents rated police services as very good or good, compared to 56 percent of residents in Northwest/Downtown and Inner Northeast. Ratings declined in Inner Northeast and Southeast from 2009.

Rating of police service quality as very good or good
(and change since 2009)

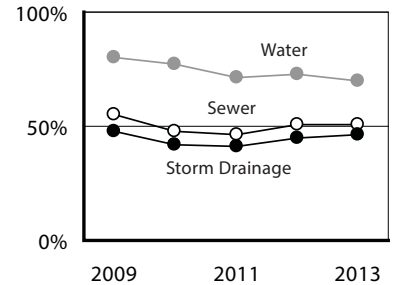


- Satisfaction with City parks and recreation services remained high, with 86 percent of residents rating parks as very good or good, and 76 percent rating recreation services highly.
- In 2013, 43 percent of residents visited a City park near their home either daily or weekly. The highest rate of park visits – 57 percent – was in Northwest/Downtown, while the lowest rate – 21 percent – was in East.
- When asked how well the sewer and storm drainage systems protect water quality in local rivers, 58 percent of residents rated them positively in 2013, a 16 percentage point increase from 2009.

Summary

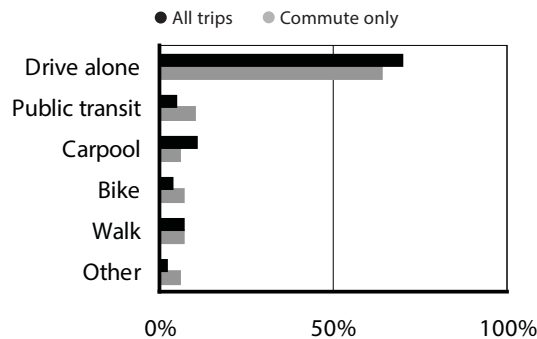
- Seventy percent of residents rated overall water service quality as very good or good in 2013, a 10 percentage point reduction from 2009. In 2013, 51 percent of residents rated sewer services positively, and less than half of residents (46 percent) rated storm drainage services positively.

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



- Resident ratings of street maintenance declined since 2009. 32 percent of residents in 2013 rated street maintenance as very good or good, compared to 39 percent in 2009.
- In 2013, most residents citywide (64 percent) indicated they drove to work alone, while 10 percent reported taking public transportation. When considering all trips (shopping, errands, work, etc.), 70 percent of residents said they drove alone, 11 percent carpoled, five percent took public transit, and four percent biked in 2013.

Primary means of transportation



- Of the residents who reported owning a business in 2013, more than half felt that Portland was a very good or good place to do business.

This report contains sections reporting survey results on these important City service areas: Public Safety, Public Utilities, Transportation, Parks and Recreation, and Community Development. In addition, we include a section explaining how we conducted the Community Survey and prepared this report. Complete survey data begin on page 22.

SURVEY HIGHLIGHTS

Public Safety

OVERVIEW

Overall satisfaction with fire and emergency, police, and 9-1-1 services remained positive in 2013, but ratings of public safety services were lower than they were in 2009. Residents felt as safe in their neighborhoods and parks during the day as they did in 2009, but felt less safe downtown.

Overall resident ratings of Public Safety services

(percent very good or good)

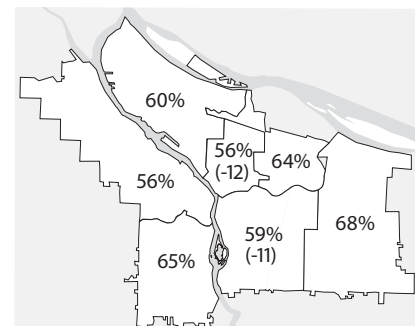
	2009	2010	2011	2012	2013
Police	70%	60%	59%	61%	61%
Fire & Emergency Services	91%	87%	87%	87%	86%
9-1-1	84%	80%	76%	77%	76%

TRENDS

Overall satisfaction with public safety services remained positive in 2013, but ratings were lower than in 2009. Sixty-one percent of residents felt positively about police services in 2013, a nine percentage point decrease from 2009. In 2013, 86 percent of residents rated fire and emergency services as very good or good, while 91 percent rated this service positively in 2009. In 2013, 76 percent of residents felt positively about 9-1-1 services, an eight percentage point decline from 2009.

Ratings of police services vary by neighborhood area and dropped in two. In 2013, 56 percent of residents in Inner Northeast rated police services positively, a 12 percentage point decline from 2009. In Southeast, resident ratings declined 11 percentage points – from 71 percent in 2009 to 59 percent in 2013.

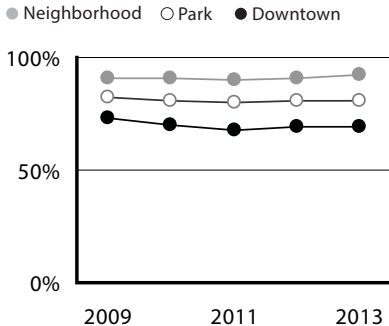
Rating of police service quality as very good or good
(and change since 2009)



In 2013, 32 percent and 34 percent of residents gave positive ratings to the Police Bureau and the Auditor's Independent Police Review division (IPR) efforts to regulate police conduct, respectively. Since we began asking this question in 2010, positive ratings of IPR's efforts have remained the same, while positive ratings of the Police Bureau's efforts have declined 5 percentage points.

Residents reported feeling as safe during the day in their neighborhoods and parks as they did in 2009, but less safe downtown during the day. In 2013, 92 percent felt safe in their neighborhood during the day, 81 percent felt safe in their closest park, and 69 percent felt safe downtown, a 4 percentage point decrease from 2009.

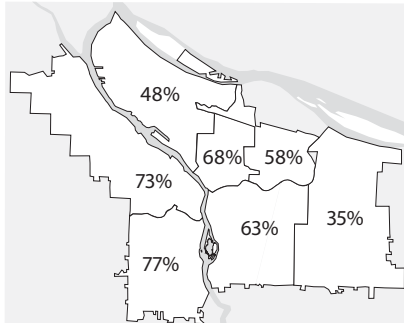
Rating of safety during day
(percent very safe or safe)



Residents reported feeling about as safe in their neighborhoods, parks, and downtown at night as they did in 2009. Citywide, the majority of residents reported feeling very safe or safe in their neighborhoods at night (61 percent). However, when rating their safety in parks or downtown at night, residents were less positive – 33 and 29 percent reported feeling very safe or safe in their neighborhood parks and downtown at night, respectively.

Nighttime safety ratings varied by neighborhood area but were mostly unchanged since 2009. In 2013, East residents reported

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



feeling less safe in their neighborhoods, parks and downtown during the day and night than residents in all other neighborhood areas. Thirty-five percent of East residents felt very safe or safe in their neighborhood at night, while 77 percent of residents in Southwest felt very safe or safe.

Residents reported being about as prepared for a disaster in 2013 as they were in 2010 when we began asking the question. In 2013, 73 percent of residents reported that if a disaster were to occur, they have enough supplies to take care of their household for three days to one week. 15 percent of residents reported they have enough supplies for up to one month. Only 12 percent of residents reported having either no supplies or one day’s worth of supplies.

Public Utilities

OVERVIEW

Resident satisfaction with overall water service quality remained positive in 2013, but was lower than in 2009. Residents' opinions of City sewer and storm drainage services remained mostly unchanged over five years.

Ratings of the quality and cost of garbage and recycling service were lower than in 2009, but improved from 2012, the first year we surveyed residents after the introduction of every-other-week garbage pick up and curbside composting.

Resident ratings of Public Utility services

(percent very good or good)

	2009	2010	2011	2012	2013
Water	80%	77%	71%	73%	70%
Sewer	55%	48%	46%	51%	51%
Storm drainage	48%	42%	41%	45%	46%

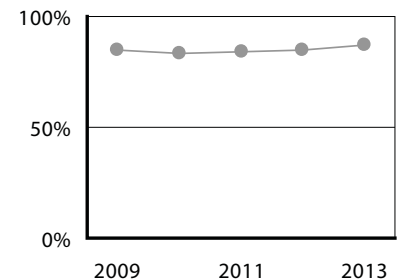
TRENDS

Resident ratings of City public utility services were mixed in 2013. Seventy percent of residents rated overall water service quality as very good or good in 2013, a 10 percentage point reduction compared to ratings in 2009. In 2013, 51 percent of residents rated sewer services positively, and less than half of residents (46 percent) rated storm drainage services positively. These ratings varied little over the last five years.

Citywide, 87 percent of residents felt positively about tap water in 2013. This rating has been relatively steady since 2009.

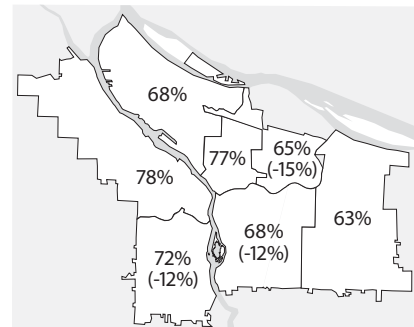
Rating of tap water

(percent very good or good)

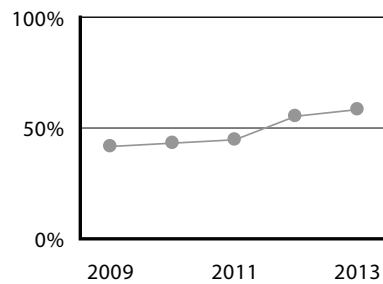


In 2013, resident ratings of the quality of water services were positive, but residents in Southwest, Central Northeast and Southeast rated water service quality lower in 2013 than they did in 2009.

Rating of overall water service quality percent as very good or good (and change since 2009)



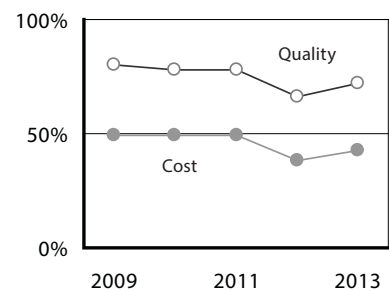
Rating of how well sewers and drainage systems protect rivers (percent very good or good)



Ratings of overall sewer and storm drainage services were relatively unchanged from 2009. However, when asked how well the sewer and storm drainage systems protect water quality in local rivers, 58 percent of residents rated them positively in 2013, a 16 percentage point increase from 2009.

In 2013, 72 percent of residents felt positively about garbage and recycling service quality, a 7 percentage point decrease from 2009. When evaluating the cost of the service, 43 percent of residents felt positively in 2013, a 6 percentage point decrease from 2009. Resident perception of garbage and recycling service quality and cost decreased in 2012, the first year we surveyed residents after the introduction of every-other-week garbage pick up and curbside composting. Between 2012 and 2013, resident ratings of garbage and recycling service quality increased 6 percentage points, and ratings of cost as very good or good rose 5 percentage points.

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



Transportation

OVERVIEW

Ratings of street maintenance and street lighting declined since 2009. Citywide, residents rated rush hour congestion on major streets worse in 2013. At the same time, the majority of residents reported driving alone and fewer reported commuting to work via public transportation.

Resident ratings of Transportation services

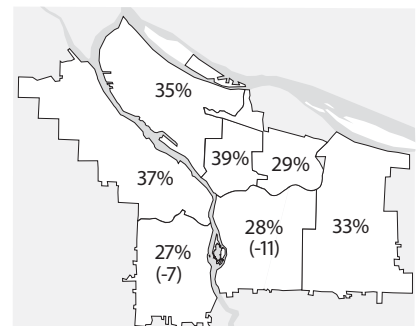
(percent very good or good)

	2009	2010	2011	2012	2013
Street maintenance	39%	38%	35%	33%	32%
Street lighting	61%	60%	57%	56%	56%

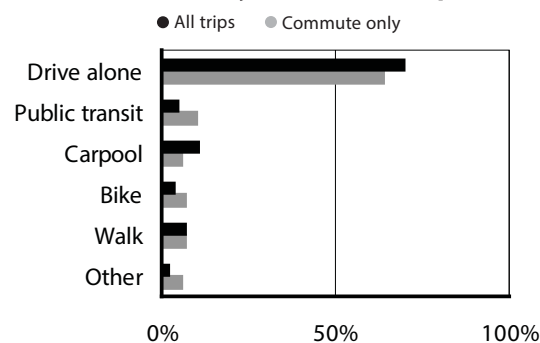
TRENDS

In 2013, 32 percent of residents citywide rated City street maintenance services positively, a 6 percentage point decline from 2009. Ratings were also lower in Southwest and Southeast since 2009. Street lighting ratings declined since 2009 (5 percentage points), with 56 percent of residents citywide feeling positive about the quality of the City's street lighting services in 2013.

Rating of City street maintenance as very good or good (and change since 2009)



Primary means of transportation



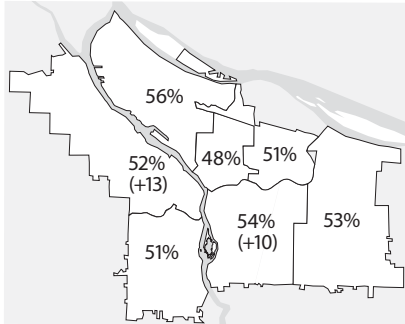
In 2013, the majority of residents citywide (64 percent) indicated they drove to work alone. The percentage of residents who reported taking public transportation to work declined in the four years since we began asking this question, from 12 percent in 2010 to 10 percent in 2013.

Residents reporting commuting to work by bike, carpool or walking all remained flat since 2010, around seven percent each. When considering all trips (shopping, errands, work, etc.), 70 percent of residents said they drove alone, 11 percent carpooled, five percent took public transit, and four percent biked in 2013.

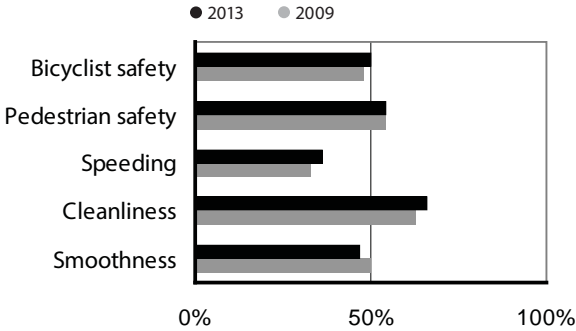
The percentage of residents driving alone to work varied among the neighborhood areas. In 2013, residents in Southwest and East had the highest rates (70 and 77 percent, respectively) and the Northwest/Downtown neighborhoods had the lowest, with 50 percent driving alone.

Residents had more negative ratings of traffic flow on major streets during peak hours in 2013 than 2009. In 2013, 52 percent of residents reported feeling very bad or bad about congestion on major streets during peak traffic hours compared to 44 percent feeling negatively in 2009. This change was evident in Northwest/Downtown and Southeast, with negative ratings up 13 and 10 percentage points, respectively.

Rating of rush hour congestion on major streets as very bad or bad (and change since 2009)



Ratings of neighborhood streets as very good or good



When considering neighborhood streets, residents citywide rated street smoothness, street cleanliness, pedestrian and bicyclist safety, and the speed of vehicles about the same in 2013 as they did in 2009. In 2013, 44 percent of residents in Inner Northeast reported feeling very good or good about the speed of vehicles traveling on neighborhood streets, an 8 percentage point increase since 2009.

Parks and Recreation

OVERVIEW

In 2013, most residents rated the overall quality of both City parks and City recreation services positively. Forty-three percent of residents reported visiting a City park near their home either daily or weekly, while 32 percent reported that someone from their household participated in a Portland Parks and Recreation activity. The majority of residents continue to feel positively about the affordability, variety, and instructional quality of City recreation programs.

Resident ratings of overall Parks and Recreation services

(percent very good or good)

	2009	2010	2011	2012	2013
Parks	86%	86%	85%	84%	86%
Recreation	77%	76%	77%	72%	76%

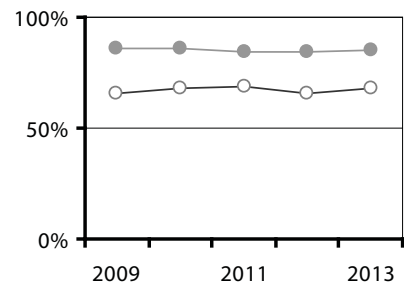
TRENDS

Resident satisfaction with City parks and recreation services remained relatively steady from prior years. In 2013, 86 percent of residents felt very good or good about parks, and 76 percent felt positively about recreation services.

Residents rated the quality of nearby parks' grounds and facilities positively in 2013. Eighty-five percent of residents rated the quality of park grounds close to their homes positively, while 68 percent of residents felt very good or good about the condition of facilities in nearby City parks.

Rating of neighborhood park quality (percent very good or good)

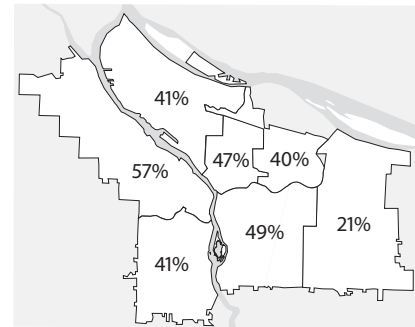
● Grounds ○ Facilities



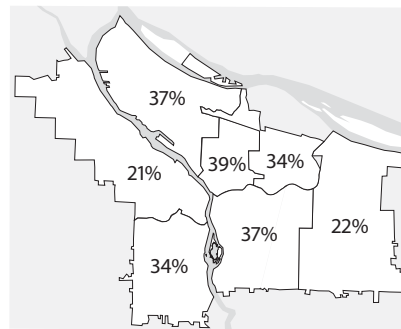
In 2013, Inner Northeast residents had the most positive ratings of park grounds (88 percent) while residents of Northwest/Downtown had the most positive ratings of park facilities (75 percent). Central Northeast was the only neighborhood area where residents' positive ratings of park facilities increased since 2009 – 11 percentage points, to 64 percent in 2013. Residents in East neighborhoods had the least positive ratings of both park grounds and facilities (74 percent and 59 percent, respectively).

In 2013, 43 percent of residents citywide reported visiting a City park near their home either daily or weekly in the last 12 months. The highest rate at the neighborhood area level was reported by residents in Northwest/Downtown (57 percent). The lowest rate of daily or weekly visits was reported by East residents (21 percent).

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



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



32 percent of residents reported that at least one member of their household participated in a Portland Parks and Recreation activity in the last 12 months. Two neighborhood areas had household participation below the citywide rate – East (22 percent), and Northwest/Downtown (21 percent).

Positive ratings of the affordability, variety, and the quality of instruction, coaching, and leadership in City recreation programs remained largely unchanged from prior years. In 2013, 69 percent of residents gave positive ratings to recreation programs’ affordability, 70 percent to program variety, and 62 percent to quality of program instruction.

Residents who had a household member participate in a City recreation activity had more positive feelings about the affordability, variety, and quality of instruction than residents whose households had no member participate in a City recreation activity.

Community Development

OVERVIEW

Resident ratings of neighborhood and city livability remained steady since 2009, while ratings of downtown as a place to shop, work, live and recreate decreased. In 2013, residents reported more commercial and residential development than 2010, when we began asking this question. More than half of residents who own a business felt Portland was a very good or good place to do business.

Resident ratings of livability

(percent very good or good)

	2009	2010	2011	2012	2013
City livability	83%	81%	78%	79%	80%
Neighborhood livability	88%	87%	86%	86%	88%

TRENDS

In 2013, resident views of neighborhood and city livability remained relatively unchanged from 2009. Citywide, 88 and 80 percent of residents felt positively about the livability of their neighborhood and the city, respectively. When asked to rate the City's job in making downtown a good place to shop, work, live and recreate, residents' positive ratings decreased from 65 percent in 2009 to 59 percent in 2013.

Citywide, resident feelings on neighborhood distance to transit, access to services, proximity to parks, and on-street parking were relatively steady since 2009, but varied by neighborhood area.

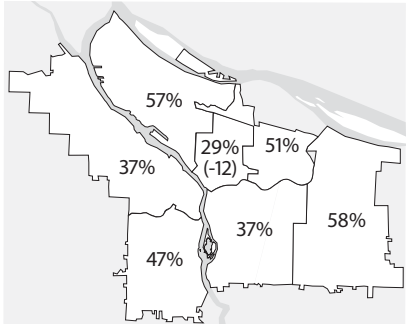
Neighborhood livability factors

(percent very good or good)

	Close to parks	Close to transit	On-street Parking	Access to Services
Central NE	79%	87%	69%	74%
East	67%	75%	57%	63%
Inner NE	90%	96%	73%	89%
North	89%	89%	71%	69%
NW/Downtown	92%	81%	41%	77%
Southeast	90%	94%	67%	82%
Southwest	87%	78%	54%	67%

In 2013, 45 percent of residents citywide rated housing affordability as very good or good. In all but one neighborhood area, resident ratings of housing affordability remained unchanged from 2009. In 2013, 29 percent of residents in Inner Northeast felt positively about housing affordability, a 12 percentage point decrease from 2009.

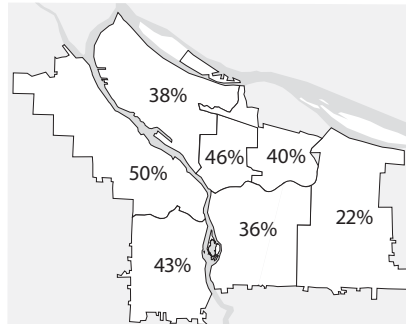
Rating of housing affordability as very good or good
(and change since 2009)



In 2013, 42 and 41 percent of residents citywide reported that new residential and new commercial development was completed in their neighborhoods in the last 12 months, respectively. This is an increase of 7 (residential) and 8 (commercial) percentage points from 2010, when we began asking this question. Citywide, more than half of residents rated new commercial and residential development as attractive in 2013, but less than half felt that the new development improved their neighborhoods or their access to services and shopping.

Citywide, 40 percent of residents felt very good or good about planning for future land use, but responses varied greatly by neighborhood area. In 2013, 28 percent of residents citywide felt positively about their opportunities to influence government.

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



In 2013, 51 percent of residents who reported owning a business in Portland felt that the city was a very good or good place to do business, 28 percent were neutral, and 21 percent felt it was a bad or very bad place to do business. The opinion was slightly more positive for all residents (business owners and non-business owners); 55 percent felt Portland was a very good or good place to do business.

SURVEY METHODOLOGY

Survey Methodology

The City Auditor's annual Community Survey was conducted for the 23rd year in June through August, 2013. Questions on the survey request residents' perceptions of satisfaction with services the City of Portland provides. The results are intended to inform the public as well as to help City leaders better manage City services.

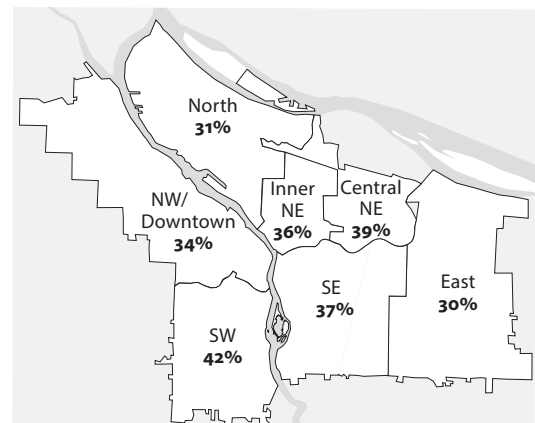
The survey was mailed to randomly selected addresses, with a letter from the City Auditor explaining the purpose of the survey, and how to complete it. We asked respondents to remove the address page of the survey so that survey responses would be anonymous.

Response rate

In June 2013, we mailed 9,800 introductory postcards to residents representing households in each of the city's seven neighborhood areas (North, Inner Northeast, Central Northeast, East, Southeast, Southwest, and Northwest/Downtown); this was closely followed by mailing of the Community Survey. Three weeks after the initial survey was sent to households, we sent a reminder postcard with a reminder survey

following three weeks later. There were 366 postcards or surveys returned to us as undeliverable (due to bad addresses, etc.), leaving a total of 9,434 usable addresses for our response rate calculation. 3,352 completed surveys were returned, resulting in a citywide response rate of 36 percent.

2013 COMMUNITY SURVEY RESPONSE RATE BY NEIGHBORHOOD AREA



Survey reliability

The citywide survey accuracy, at the conventional 95 percent confidence level, is ± 1.7 percent based on the 3,352 returns. Within each of the seven neighborhood areas, the accuracy ranges from ± 4.1 to ± 4.9 percent.

Representativeness of respondents

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

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

Survey analysis

In conducting this audit, we reviewed data from the 2013 Auditor's Community Survey and four years of prior survey data. We reviewed positive (very good and good responses combined), neutral, and negative (bad and very bad responses combined), but largely focused our analysis on the change in positive ratings, except where warranted.

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

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

Survey Methodology

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

Survey comments

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

In 2013, residents provided 507 comments on a variety of City services and community matters. More than half the comments addressed public utilities and community development issues.

Comments or complaints?

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

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

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

Audit standards

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

SURVEY DATA

2013 Community Survey Data

Number of total respondents are in parentheses

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2012	2011	2010	2009
PUBLIC SAFETY													
1	How safe would you feel walking alone <i>during the day</i> :												
	• In your neighborhood?												
	Very safe	72%	69%	50%	67%	59%	62%	30%	60%	59%	58%	58%	58%
	Safe	25%	27%	41%	28%	32%	32%	47%	32%	32%	32%	33%	33%
	Neutral	3%	3%	8%	4%	7%	5%	15%	6%	7%	7%	6%	6%
	Unsafe	1%	1%	1%	1%	2%	1%	7%	2%	2%	2%	2%	2%
	Very unsafe	0%	0%	1%	0%	0%	0%	1%	0%	1%	1%	1%	1%
		(559)	(444)	(421)	(482)	(521)	(494)	(399)	(3,334)	(3,441)	(3,703)	(3,641)	(3,167)
	• In the park closest to you?												
	Very safe	50%	50%	36%	51%	42%	46%	18%	43%	43%	40%	42%	43%
	Safe	38%	37%	40%	36%	39%	40%	40%	39%	38%	39%	39%	39%
	Neutral	10%	7%	18%	10%	15%	11%	28%	14%	13%	13%	14%	12%
	Unsafe	2%	5%	4%	3%	3%	3%	11%	4%	5%	6%	5%	6%
	Very unsafe	0%	1%	2%	1%	0%	0%	2%	1%	1%	1%	1%	1%
		(542)	(431)	(410)	(470)	(500)	(481)	(374)	(3,222)	(3,337)	(3,578)	(3,504)	(3,059)
• Downtown?													
Very safe	21%	29%	23%	34%	24%	28%	12%	25%	28%	25%	28%	28%	
Safe	48%	46%	41%	44%	47%	43%	34%	44%	40%	42%	41%	44%	
Neutral	20%	17%	25%	15%	17%	20%	30%	20%	20%	21%	20%	17%	
Unsafe	9%	6%	7%	7%	9%	6%	17%	9%	9%	9%	8%	8%	
Very unsafe	2%	2%	4%	1%	3%	3%	7%	3%	3%	3%	3%	2%	
	(546)	(425)	(407)	(460)	(498)	(472)	(368)	(3,190)	(3,265)	(3,506)	(3,473)	(2,989)	
How safe would you feel walking alone <i>at night</i> :													
• In your neighborhood?													
Very safe	35%	30%	12%	24%	18%	22%	8%	22%	21%	21%	21%	22%	
Safe	42%	44%	36%	44%	41%	41%	27%	40%	39%	39%	39%	38%	
Neutral	16%	14%	28%	18%	20%	19%	18%	19%	21%	19%	20%	20%	
Unsafe	6%	10%	20%	12%	16%	15%	35%	15%	14%	16%	15%	15%	
Very unsafe	2%	3%	5%	2%	6%	3%	13%	5%	5%	5%	5%	6%	
	(550)	(432)	(414)	(466)	(507)	(484)	(385)	(3,252)	(3,358)	(3,609)	(3,543)	(3,095)	

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• In the park closest to you?												
Very safe	13%	12%	3%	10%	5%	8%	3%	8%	7%	7%	8%	8%
Safe	30%	33%	20%	24%	25%	25%	11%	25%	23%	25%	23%	24%
Neutral	30%	25%	27%	30%	28%	23%	23%	27%	28%	26%	29%	27%
Unsafe	21%	22%	35%	30%	30%	34%	38%	29%	29%	29%	29%	28%
Very unsafe	6%	8%	16%	7%	13%	10%	26%	11%	13%	13%	12%	13%
	(534)	(419)	(398)	(457)	(485)	(470)	(363)	(3,139)	(3,240)	(3,468)	(3,390)	(2,966)
• Downtown?												
Very safe	4%	5%	4%	5%	3%	4%	3%	4%	5%	4%	5%	4%
Safe	27%	31%	25%	33%	21%	27%	11%	25%	26%	24%	24%	26%
Neutral	31%	35%	28%	33%	31%	29%	24%	30%	31%	31%	33%	31%
Unsafe	26%	19%	29%	22%	28%	27%	35%	26%	24%	27%	25%	26%
Very unsafe	12%	10%	14%	7%	17%	13%	28%	14%	15%	15%	13%	13%
	(547)	(423)	(398)	(454)	(489)	(471)	(362)	(3,158)	(3,236)	(3,474)	(3,418)	(2,976)
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%	31%	37%	35%	41%	38%	29%	36%	39%	36%	40%	-
No	60%	69%	64%	65%	59%	62%	71%	64%	61%	64%	60%	-
	(552)	(439)	(416)	(472)	(514)	(486)	(392)	(3,285)	(3,381)	(3,665)	(3,567)	-
3 Did anyone break into, or burglarize, your home during the last 12 months?												
Yes	4%	3%	4%	6%	5%	7%	6%	5%	5%	5%	4%	4%
No	96%	97%	96%	94%	95%	93%	94%	95%	95%	95%	96%	96%
	(561)	(440)	(422)	(482)	(523)	(496)	(393)	(3,331)	(3,451)	(3,705)	(3,644)	(3,172)
<i>If yes, was it reported to police?</i>												
Yes	71%	87%	50%	63%	76%	75%	81%	72%	67%	69%	66%	66%
No	29%	13%	50%	37%	24%	25%	19%	28%	33%	31%	34%	34%
	(21)	(15)	(18)	(30)	(25)	(36)	(21)	(166)	(167)	(170)	(145)	(127)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
4 Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?												
Yes	8%	10%	20%	22%	14%	20%	22%	16%	17%	18%	15%	13%
No	92%	90%	80%	79%	87%	80%	78%	84%	84%	82%	85%	87%
	(556)	(442)	(418)	(475)	(520)	(492)	(400)	(3,317)	(3,422)	(3,687)	(3,618)	(3,158)
<i>If yes, was it reported to Police?</i>												
Yes	42%	63%	46%	36%	29%	43%	55%	44%	44%	42%	44%	-
No	58%	37%	54%	64%	71%	57%	45%	56%	57%	58%	56%	-
	(45)	(43)	(81)	(100)	(68)	(94)	(84)	(516)	(550)	(656)	(538)	-
5 How do you rate the City of Portland's efforts to regulate conduct of Portland police officers?												
Internal Police Bureau efforts?												
Very good	7%	6%	7%	3%	8%	5%	14%	7%	9%	7%	9%	-
Good	28%	21%	28%	21%	24%	19%	32%	25%	26%	26%	28%	-
Neutral	35%	41%	35%	38%	34%	42%	32%	37%	35%	36%	31%	-
Bad	22%	23%	21%	28%	25%	21%	18%	22%	20%	22%	21%	-
Very bad	8%	8%	9%	11%	10%	13%	5%	9%	10%	9%	12%	-
	(436)	(318)	(335)	(352)	(396)	(365)	(326)	(2,540)	(2,633)	(2,845)	(2,909)	-
Auditor's Independent Police Review Division efforts?												
Very good	6%	6%	4%	5%	8%	4%	9%	6%	8%	6%	7%	-
Good	30%	27%	29%	25%	26%	25%	30%	27%	27%	27%	27%	-
Neutral	44%	47%	44%	50%	46%	48%	45%	46%	44%	46%	42%	-
Bad	16%	16%	14%	16%	16%	16%	13%	15%	15%	15%	16%	-
Very bad	4%	4%	8%	5%	5%	7%	4%	5%	7%	6%	8%	-
	(365)	(267)	(277)	(285)	(330)	(292)	(281)	(2,105)	(2,165)	(2,361)	(2,406)	-

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
6 Did you call 9-1-1 for an emergency in the last 12 months?												
Yes	12%	13%	20%	13%	17%	18%	20%	16%	17%	16%	17%	16%
No	88%	87%	80%	87%	83%	82%	80%	84%	83%	84%	83%	84%
	(559)	(443)	(421)	(479)	(519)	(491)	(395)	(3,320)	(3,422)	(3,686)	(3,627)	(3,163)
<i>If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?</i>												
Very good	63%	49%	54%	51%	46%	48%	42%	50%	46%	41%	51%	48%
Good	25%	28%	31%	29%	33%	30%	38%	31%	36%	40%	35%	37%
Neutral	9%	11%	10%	13%	15%	13%	13%	12%	11%	10%	8%	8%
Bad	2%	11%	2%	6%	5%	2%	5%	4%	4%	5%	3%	5%
Very bad	2%	2%	2%	2%	2%	7%	3%	3%	4%	3%	3%	3%
	(65)	(57)	(83)	(63)	(89)	(87)	(79)	(525)	(568)	(588)	(600)	(487)
7 If a disaster were to occur, you would have enough supplies to take care of your household for:												
Up to 1 month	13%	13%	20%	13%	15%	13%	21%	15%	17%	18%	18%	-
Up to 1 week	49%	42%	41%	41%	47%	44%	46%	45%	45%	46%	47%	-
Up to 3 days	29%	33%	26%	31%	27%	31%	23%	29%	27%	26%	25%	-
1 day	5%	7%	6%	8%	5%	7%	6%	6%	6%	5%	5%	-
No supplies	4%	6%	7%	7%	6%	6%	4%	6%	5%	6%	5%	-
	(541)	(437)	(405)	(467)	(506)	(476)	(374)	(3,219)	(3,311)	(3,570)	(3,485)	-
PUBLIC UTILITIES												
8 How do you rate the tap water provided by the City?												
Very good	59%	51%	50%	58%	54%	56%	37%	53%	49%	46%	43%	46%
Good	32%	35%	35%	30%	35%	32%	42%	34%	36%	38%	40%	39%
Neutral	7%	11%	11%	8%	8%	10%	15%	10%	11%	12%	13%	10%
Bad	2%	3%	3%	3%	2%	2%	5%	3%	3%	3%	3%	4%
Very bad	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
	(559)	(438)	(416)	(480)	(518)	(488)	(393)	(3,305)	(3,417)	(3,662)	(3,602)	(3,117)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
9 How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?												
Very good	11%	12%	12%	11%	12%	12%	10%	12%	12%	7%	7%	6%
Good	50%	49%	43%	46%	41%	47%	45%	46%	43%	37%	35%	36%
Neutral	28%	28%	31%	32%	30%	28%	30%	30%	29%	33%	32%	31%
Bad	9%	10%	12%	9%	12%	11%	11%	10%	13%	17%	19%	21%
Very bad	2%	1%	2%	1%	4%	2%	4%	3%	3%	6%	6%	6%
	(481)	(367)	(366)	(390)	(447)	(422)	(329)	(2,814)	(2,930)	(3,138)	(3,087)	(2,335)
10 How do you rate garbage/recycling service on:												
• Cost?												
Very good	10%	11%	11%	13%	10%	9%	7%	10%	9%	11%	12%	11%
Good	30%	35%	35%	35%	33%	32%	32%	33%	29%	38%	37%	38%
Neutral	28%	33%	30%	31%	28%	33%	28%	30%	31%	31%	31%	31%
Bad	25%	14%	15%	16%	22%	19%	22%	19%	20%	15%	15%	15%
Very bad	8%	7%	8%	6%	8%	8%	11%	8%	10%	5%	5%	4%
	(525)	(379)	(402)	(446)	(495)	(453)	(377)	(3,089)	(3,199)	(3,407)	(3,347)	(2,875)
• Quality?												
Very good	27%	27%	27%	34%	27%	27%	18%	27%	25%	27%	28%	29%
Good	45%	45%	46%	43%	47%	45%	49%	46%	41%	51%	49%	51%
Neutral	19%	17%	19%	16%	17%	17%	24%	18%	20%	18%	17%	15%
Bad	7%	7%	5%	4%	6%	7%	6%	6%	8%	3%	4%	4%
Very bad	3%	4%	3%	3%	4%	3%	4%	4%	6%	1%	2%	1%
	(532)	(400)	(395)	(452)	(492)	(471)	(369)	(3,121)	(3,238)	(3,444)	(3,448)	(3,005)

2013 Community Survey Data

Number of total respondents are in parentheses

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
					Inner	Central				2012	2011	2010	2009	
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%	1%	1%	2%	2%	2%	2%	2%	2%	2%
	Good	18%	20%	17%	19%	19%	15%	20%	18%	22%	20%	21%	23%	23%
	Neutral	30%	26%	27%	32%	30%	31%	26%	29%	29%	28%	28%	30%	30%
	Bad	39%	38%	39%	38%	40%	41%	39%	39%	38%	39%	37%	34%	34%
	Very bad	12%	13%	17%	10%	11%	12%	14%	13%	10%	12%	13%	10%	10%
		(543)	(421)	(408)	(465)	(505)	(474)	(381)	(3,209)	(3,312)	(3,569)	(3,521)	(3,035)	(3,035)
	• During off peak traffic hours													
	Very good	22%	24%	18%	23%	17%	18%	13%	20%	21%	18%	20%	21%	21%
	Good	52%	51%	50%	54%	54%	56%	47%	52%	52%	52%	50%	51%	51%
	Neutral	19%	19%	21%	17%	19%	18%	24%	19%	19%	20%	21%	19%	19%
	Bad	7%	4%	8%	4%	8%	7%	12%	7%	6%	8%	8%	7%	7%
	Very bad	1%	2%	3%	1%	2%	2%	3%	2%	1%	2%	2%	2%	2%
	(548)	(427)	(405)	(461)	(502)	(474)	(382)	(3,211)	(3,316)	(3,574)	(3,532)	(3,041)	(3,041)	
12	In the past 7 days, what was primary form of transportation?													
	• To get to/from work:													
	Drive alone	70%	50%	64%	58%	68%	61%	77%	64%	61%	63%	62%	-	-
	Carpool	6%	5%	6%	6%	6%	5%	4%	6%	6%	6%	7%	-	-
	Public transit	10%	15%	11%	8%	10%	12%	8%	10%	12%	12%	12%	-	-
	Walk	4%	21%	5%	8%	4%	6%	3%	7%	7%	6%	6%	-	-
	Bike	4%	5%	8%	14%	8%	11%	1%	7%	7%	7%	7%	-	-
	Other	7%	5%	6%	8%	5%	5%	8%	6%	6%	6%	7%	-	-
		(484)	(384)	(362)	(426)	(454)	(425)	(308)	(2,855)	(2,990)	(3,207)	(3,161)	-	-

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• For all trips - shopping, errands, work:												
Drive alone	81%	55%	70%	66%	71%	65%	76%	70%	68%	67%	66%	-
Carpool	10%	8%	16%	11%	11%	12%	14%	11%	12%	13%	14%	-
Public transit	3%	13%	2%	5%	5%	6%	3%	5%	6%	7%	6%	-
Walk	3%	21%	5%	8%	4%	9%	1%	7%	7%	7%	7%	-
Bike	1%	3%	6%	9%	6%	6%	0%	4%	4%	5%	4%	-
Other	2%	1%	2%	2%	3%	3%	5%	2%	3%	2%	3%	-
	(547)	(436)	(399)	(461)	(506)	(476)	(373)	(3,212)	(3,340)	(3,591)	(3,534)	-
13 How do you rate streets in your neighborhood on:												
• Smoothness?												
Very good	7%	11%	8%	8%	7%	7%	10%	8%	9%	9%	9%	9%
Good	37%	39%	44%	46%	35%	36%	39%	39%	39%	40%	42%	41%
Neutral	21%	21%	24%	25%	24%	27%	26%	24%	23%	23%	22%	23%
Bad	21%	22%	21%	18%	24%	21%	20%	21%	21%	20%	19%	19%
Very bad	14%	7%	5%	4%	9%	9%	6%	8%	9%	8%	7%	7%
	(554)	(440)	(421)	(474)	(520)	(487)	(392)	(3,302)	(3,418)	(3,678)	(3,613)	(3,133)
• Cleanliness?												
Very good	18%	22%	8%	14%	13%	12%	10%	14%	14%	13%	13%	12%
Good	55%	50%	56%	57%	51%	54%	43%	52%	51%	51%	52%	51%
Neutral	18%	20%	24%	19%	24%	24%	26%	22%	24%	23%	23%	23%
Bad	6%	7%	9%	10%	9%	8%	18%	9%	9%	11%	9%	11%
Very bad	3%	1%	3%	1%	3%	2%	4%	2%	3%	3%	3%	3%
	(552)	(442)	(420)	(475)	(518)	(486)	(390)	(3,297)	(3,412)	(3,682)	(3,612)	(3,143)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• Speeding vehicles?												
Very good	7%	8%	3%	5%	3%	5%	3%	5%	5%	5%	5%	4%
Good	33%	38%	27%	38%	28%	30%	21%	31%	31%	30%	31%	29%
Neutral	28%	27%	33%	30%	29%	34%	25%	29%	30%	29%	30%	30%
Bad	25%	21%	27%	19%	31%	25%	37%	26%	26%	26%	25%	27%
Very bad	7%	7%	9%	7%	10%	6%	13%	9%	9%	10%	10%	10%
	(551)	(436)	(419)	(471)	(517)	(485)	(393)	(3,286)	(3,387)	(3,669)	(3,604)	(3,120)
• Safety of pedestrians?												
Very good	9%	16%	9%	15%	9%	12%	4%	10%	10%	10%	10%	9%
Good	32%	44%	49%	53%	45%	47%	34%	43%	43%	43%	45%	45%
Neutral	22%	21%	28%	23%	24%	23%	31%	24%	25%	25%	25%	23%
Bad	25%	14%	11%	6%	16%	15%	23%	16%	16%	16%	14%	16%
Very bad	12%	5%	3%	3%	6%	4%	8%	6%	6%	7%	6%	7%
	(554)	(437)	(419)	(475)	(516)	(485)	(393)	(3,293)	(3,398)	(3,664)	(3,589)	(3,119)
• Safety of bicyclists?												
Very good	7%	12%	9%	12%	7%	10%	7%	9%	9%	9%	9%	7%
Good	28%	40%	48%	50%	43%	43%	33%	41%	39%	40%	41%	41%
Neutral	31%	24%	31%	26%	31%	28%	31%	29%	31%	30%	30%	29%
Bad	26%	17%	9%	11%	13%	15%	22%	16%	16%	16%	14%	17%
Very bad	9%	7%	2%	2%	6%	4%	7%	5%	6%	6%	6%	7%
	(537)	(410)	(407)	(467)	(500)	(472)	(380)	(3,186)	(3,272)	(3,539)	(3,480)	(3,022)
PARKS & RECREATION												
14	In the past 12 months, how many times did you:											
• Visit any City park?												
Daily	12%	22%	8%	12%	9%	13%	2%	11%	10%	10%	10%	-
Weekly	31%	32%	33%	35%	31%	36%	18%	31%	32%	32%	28%	-
Monthly	18%	16%	16%	18%	17%	18%	13%	17%	16%	16%	15%	-
A few times	30%	25%	32%	28%	32%	22%	37%	29%	30%	30%	34%	-
Never	10%	5%	11%	7%	12%	11%	30%	12%	12%	13%	14%	-
	(554)	(441)	(419)	(477)	(515)	(486)	(390)	(3,295)	(3,412)	(3,658)	(3,589)	-

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• Visit a City park near your home?												
Daily	12%	24%	10%	12%	11%	15%	2%	12%	12%	11%	11%	-
Weekly	29%	34%	31%	35%	29%	35%	19%	30%	30%	30%	27%	-
Monthly	15%	14%	17%	19%	15%	16%	12%	15%	15%	15%	13%	-
A few times	30%	21%	29%	24%	32%	23%	34%	28%	28%	29%	33%	-
Never	14%	7%	13%	11%	14%	12%	33%	14%	15%	15%	17%	-
	(549)	(439)	(411)	(465)	(508)	(483)	(377)	(3,243)	(3,341)	(3,609)	(3,544)	-
15 How do you rate the quality of the parks near your home in the following categories?												
• Well-maintained grounds												
Very Good	34%	41%	38%	33%	23%	34%	19%	32%	31%	30%	32%	32%
Good	51%	45%	48%	55%	61%	53%	55%	53%	53%	54%	54%	54%
Neutral	12%	12%	12%	11%	14%	10%	21%	13%	13%	13%	12%	12%
Bad	2%	1%	1%	1%	2%	2%	5%	2%	2%	2%	2%	2%
Very bad	1%	0%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%
	(525)	(428)	(402)	(467)	(489)	(466)	(351)	(3,142)	(3,242)	(3,469)	(3,406)	(3,013)
• Well-maintained facilities												
Very Good	26%	31%	23%	18%	13%	21%	14%	21%	20%	21%	22%	20%
Good	48%	44%	45%	50%	52%	46%	46%	47%	46%	48%	46%	46%
Neutral	22%	19%	24%	24%	28%	27%	30%	24%	27%	25%	25%	26%
Bad	3%	6%	6%	8%	6%	6%	8%	6%	6%	6%	6%	6%
Very bad	0%	1%	2%	1%	1%	1%	3%	1%	2%	1%	1%	2%
	(481)	(401)	(359)	(422)	(440)	(420)	(310)	(2,847)	(2,933)	(3,168)	(3,082)	(2,762)
16 In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?												
Yes	34%	21%	37%	39%	34%	37%	22%	32%	30%	33%	31%	-
No	66%	79%	63%	61%	67%	63%	78%	68%	70%	68%	69%	-
	(542)	(433)	(412)	(468)	(511)	(483)	(388)	(3,251)	(3,396)	(3,651)	(3,569)	-

2013 Community Survey Data

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	2012	2011	2010	2009
				Inner	Central							
Very satisfied	29%	24%	24%	33%	28%	24%	12%	26%	26%	25%	24%	20%
Satisfied	44%	40%	44%	41%	41%	49%	41%	43%	42%	44%	44%	46%
Neutral	21%	30%	27%	20%	27%	20%	39%	26%	27%	25%	26%	25%
Dissatisfied	4%	6%	4%	6%	3%	5%	6%	5%	4%	4%	4%	7%
Very dissatisfied	2%	1%	1%	0%	0%	2%	3%	1%	1%	1%	2%	2%
	(349)	(199)	(273)	(306)	(338)	(304)	(226)	(2,003)	(2,066)	(2,257)	(2,160)	(2,057)

- Variety

Very satisfied	29%	23%	20%	27%	25%	23%	11%	23%	24%	24%	24%	20%
Satisfied	43%	41%	52%	46%	48%	49%	43%	46%	45%	47%	46%	49%
Neutral	25%	29%	25%	25%	24%	23%	43%	27%	28%	26%	26%	26%
Dissatisfied	2%	4%	3%	3%	3%	4%	3%	3%	2%	3%	3%	5%
Very dissatisfied	1%	4%	1%	0%	0%	0%	0%	1%	1%	0%	1%	2%
	(349)	(198)	(271)	(305)	(336)	(297)	(222)	(1,986)	(2,056)	(2,227)	(2,157)	(2,039)

- Quality of instruction, coaching, leadership, etc.

Very satisfied	27%	23%	17%	23%	18%	22%	13%	20%	21%	20%	21%	17%
Satisfied	40%	30%	44%	41%	47%	44%	39%	41%	42%	44%	43%	45%
Neutral	31%	42%	36%	33%	32%	31%	43%	35%	34%	33%	34%	34%
Dissatisfied	0%	3%	2%	3%	3%	2%	4%	3%	2%	2%	2%	4%
Very dissatisfied	1%	2%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%
	(307)	(168)	(231)	(270)	(297)	(256)	(205)	(1,742)	(1,807)	(1,957)	(1,877)	(1,677)

2013 Community Survey Data

Number of total respondents are in parentheses

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2012	2011	2010	2009
COMMUNITY DEVELOPMENT													
18	Has a new <i>commercial</i> development been completed in, or near, your neighborhood in the last 12 months?												
	Yes	30%	41%	49%	56%	41%	42%	29%	41%	36%	34%	33%	-
	No	70%	59%	51%	44%	59%	58%	71%	59%	64%	66%	67%	-
		(535)	(423)	(384)	(443)	(487)	(461)	(361)	(3,105)	(3,220)	(3,473)	(3,425)	-
	<i>If yes, how do you rate it on the following:</i>												
	• Attractiveness												
	Very good	17%	24%	17%	17%	20%	13%	12%	17%	20%	23%	22%	-
	Good	47%	44%	46%	44%	38%	39%	65%	45%	45%	44%	46%	-
	Neutral	27%	22%	22%	24%	21%	29%	18%	24%	24%	23%	23%	-
	Bad	6%	8%	9%	12%	13%	12%	5%	10%	7%	7%	7%	-
	Very bad	4%	2%	5%	3%	8%	6%	1%	4%	4%	4%	3%	-
		(158)	(172)	(183)	(244)	(196)	(188)	(102)	(1,246)	(1,126)	(1,146)	(1,101)	-
	• Improvement in your access to services & shopping												
	Very good	13%	15%	16%	17%	14%	13%	11%	14%	16%	17%	16%	-
	Good	40%	34%	35%	35%	24%	29%	40%	33%	34%	33%	35%	-
	Neutral	34%	39%	34%	35%	40%	40%	38%	37%	37%	37%	38%	-
	Bad	9%	11%	9%	9%	14%	12%	8%	10%	8%	8%	7%	-
	Very bad	4%	2%	6%	5%	8%	7%	2%	5%	5%	4%	4%	-
		(152)	(161)	(179)	(239)	(182)	(179)	(97)	(1,192)	(1,088)	(1,095)	(1,053)	-

2013 Community Survey Data

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

No

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

- Attractiveness

Very good

Good

Neutral

Bad

Very bad

- Improvement to your neighborhood as a place to live

Very good

Good

Neutral

Bad

Very bad

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
Yes	25%	44%	51%	61%	41%	50%	24%	42%	32%	31%	35%	-
No	75%	56%	49%	39%	59%	50%	76%	58%	68%	69%	65%	-
	(539)	(426)	(391)	(443)	(484)	(462)	(368)	(3,126)	(3,243)	(3,518)	(3,448)	-
Very good	19%	25%	12%	15%	10%	11%	10%	14%	17%	19%	22%	-
Good	39%	38%	47%	38%	38%	39%	37%	39%	39%	43%	39%	-
Neutral	25%	25%	22%	25%	22%	25%	30%	24%	25%	23%	24%	-
Bad	14%	12%	16%	14%	21%	17%	20%	16%	14%	11%	11%	-
Very bad	4%	2%	4%	9%	9%	8%	3%	6%	5%	5%	5%	-
	(130)	(188)	(195)	(266)	(193)	(230)	(87)	(1,290)	(1,025)	(1,080)	(1,195)	-
Very good	14%	19%	10%	12%	9%	9%	8%	12%	14%	14%	17%	-
Good	29%	28%	37%	32%	27%	24%	25%	29%	31%	29%	31%	-
Neutral	32%	34%	27%	37%	29%	38%	37%	33%	35%	36%	33%	-
Bad	18%	12%	18%	12%	22%	16%	18%	16%	13%	14%	12%	-
Very bad	8%	7%	8%	7%	13%	13%	13%	10%	8%	8%	7%	-
	(129)	(181)	(190)	(262)	(188)	(225)	(85)	(1,261)	(1,004)	(1,026)	(1,153)	-

2013 Community Survey Data

Number of total respondents are in parentheses

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2012	2011	2010	2009
20	Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?												
	Very good	16%	18%	13%	13%	11%	13%	10%	14%	15%	13%	16%	16%
	Good	43%	50%	47%	51%	44%	45%	35%	45%	44%	45%	46%	50%
	Neutral	23%	18%	26%	24%	30%	26%	33%	25%	27%	26%	24%	22%
	Bad	12%	10%	8%	8%	10%	12%	14%	11%	10%	11%	10%	9%
	Very bad	6%	3%	6%	4%	5%	4%	8%	5%	4%	5%	5%	4%
		(534)	(437)	(373)	(443)	(468)	(444)	(319)	(3,028)	(3,173)	(3,389)	(3,339)	(2,892)
21	How do you rate Portland as a place to do business:												
	Very good	10%	12%	9%	14%	10%	10%	8%	10%	12%	10%	11%	-
	Good	41%	45%	49%	48%	45%	48%	38%	45%	45%	43%	43%	-
	Neutral	29%	31%	34%	27%	33%	31%	38%	31%	29%	29%	28%	-
	Bad	14%	8%	7%	9%	9%	7%	10%	9%	9%	11%	12%	-
	Very bad	7%	5%	3%	3%	4%	4%	6%	4%	5%	6%	7%	-
		(460)	(357)	(357)	(395)	(420)	(415)	(329)	(2,741)	(2,838)	(3,093)	(3,043)	-
	Do you own a business in Portland?												
	Yes	20%	17%	12%	25%	18%	18%	13%	18%	18%	18%	17%	-
	No	80%	84%	88%	75%	82%	82%	87%	82%	82%	82%	83%	-
		(522)	(419)	(398)	(462)	(496)	(467)	(378)	(3,153)	(3,296)	(3,515)	(3,446)	-
	<i>If yes, how many employees does your business employ:</i>												
	Self	54%	51%	69%	57%	73%	66%	57%	61%	62%	59%	59%	-
	1	8%	10%	6%	13%	5%	12%	20%	10%	8%	10%	8%	-
	2 - 50	33%	28%	25%	25%	21%	20%	20%	25%	28%	28%	29%	-
	51 - 100	3%	7%	0%	2%	1%	0%	0%	2%	1%	3%	2%	-
	101 - 499	3%	3%	0%	1%	1%	1%	2%	2%	1%	1%	2%	-
	500 +	0%	1%	0%	2%	0%	1%	0%	1%	0%	0%	0%	-
		(104)	(69)	(48)	(114)	(88)	(86)	(49)	(558)	(598)	(616)	(582)	-

2013 Community Survey Data

Number of total respondents are in parentheses

22

How do you rate your neighborhood on:

- Housing affordability?

	SW	NW/ Downtown	N	NE		SE	E	City Total	2012	2011	2010	2009
				Inner	Central							
Very good	5%	5%	8%	3%	5%	6%	7%	5%	6%	5%	5%	6%
Good	43%	32%	49%	25%	46%	32%	51%	39%	40%	39%	41%	39%
Neutral	32%	32%	29%	36%	29%	35%	31%	32%	32%	34%	32%	30%
Bad	18%	26%	12%	30%	17%	24%	11%	20%	18%	19%	18%	22%
Very bad	2%	6%	3%	6%	3%	4%	1%	4%	3%	4%	3%	4%
	(532)	(429)	(397)	(461)	(499)	(467)	(370)	(3,168)	(3,284)	(3,521)	(3,436)	(2,980)

- Physical condition of housing?

Very good	20%	32%	5%	18%	12%	14%	8%	16%	15%	14%	14%	13%
Good	61%	52%	53%	53%	55%	50%	45%	53%	53%	50%	53%	55%
Neutral	17%	14%	33%	24%	25%	29%	31%	24%	24%	27%	26%	24%
Bad	2%	2%	9%	4%	8%	6%	15%	6%	7%	8%	7%	7%
Very bad	0%	1%	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%
	(547)	(438)	(409)	(473)	(511)	(481)	(388)	(3,260)	(3,385)	(3,626)	(3,554)	(3,085)

- Closeness of parks or open spaces?

Very good	37%	56%	35%	42%	29%	39%	15%	36%	35%	33%	35%	31%
Good	50%	36%	54%	48%	51%	51%	52%	49%	48%	52%	50%	53%
Neutral	10%	6%	9%	8%	13%	8%	23%	11%	12%	12%	11%	11%
Bad	3%	1%	1%	3%	6%	2%	8%	3%	4%	3%	3%	4%
Very bad	0%	1%	1%	0%	2%	0%	2%	1%	1%	1%	1%	1%
	(547)	(437)	(414)	(475)	(507)	(486)	(381)	(3,260)	(3,387)	(3,632)	(3,556)	(3,071)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• Walking distance to public transit?												
Very good	37%	53%	44%	60%	40%	60%	26%	46%	46%	45%	46%	46%
Good	41%	28%	44%	36%	47%	34%	50%	40%	39%	40%	41%	41%
Neutral	10%	5%	6%	4%	10%	4%	16%	8%	9%	9%	7%	7%
Bad	8%	7%	5%	0%	3%	1%	5%	4%	4%	5%	4%	4%
Very bad	3%	7%	1%	0%	1%	0%	4%	2%	2%	2%	2%	2%
	(553)	(438)	(417)	(475)	(509)	(488)	(386)	(3,279)	(3,411)	(3,642)	(3,592)	(3,106)
• Access to shopping and other services?												
Very good	19%	43%	20%	47%	28%	36%	16%	30%	30%	30%	31%	30%
Good	48%	34%	49%	41%	46%	47%	47%	45%	44%	45%	45%	44%
Neutral	23%	14%	21%	8%	19%	11%	21%	17%	17%	17%	16%	17%
Bad	9%	8%	8%	3%	6%	6%	12%	7%	7%	7%	6%	8%
Very bad	1%	2%	2%	0%	2%	1%	4%	2%	2%	2%	2%	2%
	(555)	(440)	(411)	(474)	(514)	(486)	(386)	(3,279)	(3,410)	(3,647)	(3,593)	(3,120)
• On-street parking?												
Very good	17%	13%	25%	32%	21%	26%	11%	21%	22%	20%	21%	20%
Good	37%	28%	46%	41%	47%	41%	46%	41%	40%	42%	43%	41%
Neutral	23%	23%	16%	16%	17%	18%	24%	20%	19%	21%	18%	19%
Bad	16%	23%	9%	7%	11%	10%	13%	13%	14%	13%	13%	13%
Very bad	7%	13%	5%	4%	4%	5%	6%	6%	6%	5%	6%	7%
	(544)	(425)	(414)	(470)	(507)	(483)	(380)	(3,236)	(3,329)	(3,599)	(3,532)	(3,050)

2013 Community Survey Data

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	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
Very good	51%	59%	34%	59%	40%	47%	16%	45%	44%	41%	42%	41%
Good	43%	34%	53%	35%	45%	45%	54%	44%	42%	45%	45%	47%
Neutral	5%	6%	10%	5%	11%	6%	18%	9%	10%	9%	10%	9%
Bad	0%	1%	2%	1%	3%	2%	10%	2%	3%	4%	2%	2%
Very bad	0%	0%	1%	0%	0%	1%	2%	1%	1%	1%	1%	1%
	(558)	(443)	(419)	(479)	(516)	(487)	(392)	(3,307)	(3,429)	(3,673)	(3,611)	(3,130)

- The City as a whole?

Very good	27%	37%	26%	40%	29%	34%	13%	30%	30%	28%	30%	31%
Good	54%	50%	51%	49%	48%	51%	50%	51%	50%	51%	50%	52%
Neutral	16%	10%	18%	9%	19%	12%	25%	15%	15%	17%	15%	13%
Bad	3%	2%	3%	2%	4%	3%	10%	3%	4%	4%	3%	3%
Very bad	1%	1%	1%	0%	1%	1%	3%	1%	1%	1%	1%	1%
	(543)	(433)	(403)	(471)	(503)	(478)	(375)	(3,219)	(3,345)	(3,594)	(3,524)	(3,029)

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

More than 10 times	4%	4%	3%	4%	3%	5%	3%	4%	4%	4%	3%	2%
6 to 10 times	2%	2%	4%	5%	2%	3%	1%	3%	3%	3%	2%	2%
3 to 5 times	7%	5%	11%	11%	6%	8%	6%	8%	9%	7%	7%	6%
Once or twice	26%	27%	26%	26%	30%	26%	18%	26%	26%	26%	26%	26%
Never	61%	62%	57%	55%	60%	59%	72%	61%	58%	61%	63%	63%
	(544)	(431)	(410)	(471)	(501)	(478)	(367)	(3,215)	(3,342)	(3,559)	(3,502)	(3,075)

2013 Community Survey Data

Number of total respondents are in parentheses

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2012	2011	2010	2009
OVERALL GOVERNMENT													
25	OVERALL, how do you rate City government's job in providing services?												
	Very good	5%	9%	3%	6%	4%	4%	4%	5%	6%	4%	5%	7%
	Good	43%	45%	46%	53%	44%	47%	35%	45%	45%	44%	47%	55%
	Neutral	38%	37%	39%	34%	37%	36%	42%	38%	35%	37%	35%	28%
	Bad	11%	7%	8%	4%	10%	9%	15%	9%	10%	10%	9%	7%
	Very bad	3%	2%	4%	3%	4%	3%	5%	3%	4%	4%	4%	3%
		(502)	(386)	(379)	(421)	(460)	(419)	(345)	(2,922)	(3,071)	(3,237)	(3,208)	(2,893)
26	OVERALL, how do you rate the quality of each of the following City services?												
	• Police												
	Very good	13%	12%	11%	10%	11%	12%	14%	12%	14%	12%	14%	14%
	Good	52%	45%	49%	46%	53%	47%	54%	49%	47%	47%	46%	57%
	Neutral	25%	32%	29%	32%	26%	27%	22%	28%	27%	29%	25%	21%
	Bad	7%	10%	9%	8%	8%	9%	8%	8%	9%	10%	10%	7%
	Very bad	3%	2%	3%	3%	3%	5%	2%	3%	3%	3%	4%	2%
		(500)	(373)	(393)	(426)	(477)	(443)	(377)	(3,000)	(3,156)	(3,394)	(3,351)	(2,807)
	• Fire & Emergency Services												
	Very good	35%	34%	29%	31%	32%	32%	32%	32%	34%	30%	34%	34%
	Good	53%	50%	58%	54%	53%	51%	55%	53%	53%	56%	53%	58%
	Neutral	11%	15%	13%	14%	15%	16%	12%	14%	12%	13%	13%	8%
	Bad	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
	Very bad	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%
		(463)	(338)	(365)	(374)	(438)	(398)	(358)	(2,743)	(2,921)	(3,068)	(3,038)	(2,577)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• 9-1-1												
Very good	29%	30%	24%	24%	24%	25%	24%	25%	29%	23%	29%	26%
Good	50%	47%	53%	50%	52%	47%	55%	51%	49%	54%	51%	58%
Neutral	20%	21%	22%	24%	21%	25%	19%	22%	21%	20%	18%	14%
Bad	1%	2%	1%	2%	3%	2%	2%	2%	1%	3%	2%	2%
Very bad	0%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%
	(379)	(277)	(311)	(309)	(398)	(337)	(319)	(2,340)	(2,506)	(2,642)	(2,678)	(2,225)
• Water												
Very good	26%	27%	23%	27%	20%	22%	17%	23%	26%	22%	25%	24%
Good	45%	50%	46%	50%	45%	45%	46%	47%	47%	50%	52%	56%
Neutral	18%	15%	19%	14%	20%	22%	21%	18%	18%	18%	17%	15%
Bad	7%	6%	8%	7%	9%	7%	10%	8%	6%	7%	5%	4%
Very bad	4%	2%	4%	3%	6%	4%	6%	4%	4%	4%	2%	2%
	(537)	(413)	(405)	(460)	(504)	(463)	(376)	(3,171)	(3,320)	(3,545)	(3,486)	(2,983)
• Parks												
Very good	34%	40%	34%	38%	30%	38%	13%	33%	33%	32%	33%	30%
Good	54%	52%	53%	52%	55%	50%	57%	53%	52%	53%	53%	56%
Neutral	11%	8%	12%	9%	14%	11%	26%	13%	14%	13%	12%	12%
Bad	1%	1%	1%	0%	1%	1%	3%	1%	2%	2%	1%	2%
Very bad	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	1%
	(532)	(426)	(404)	(462)	(501)	(472)	(367)	(3,177)	(3,294)	(3,532)	(3,463)	(2,970)
• Recreation centers/activities												
Very good	33%	24%	24%	27%	25%	24%	14%	25%	25%	25%	24%	23%
Good	48%	48%	48%	52%	52%	55%	48%	50%	48%	52%	51%	55%
Neutral	18%	25%	25%	19%	22%	20%	34%	23%	25%	21%	22%	20%
Bad	1%	2%	2%	2%	1%	1%	3%	1%	2%	2%	2%	3%
Very bad	1%	1%	1%	0%	0%	0%	1%	0%	1%	1%	1%	1%
	(438)	(287)	(343)	(372)	(410)	(395)	(302)	(2,557)	(2,658)	(2,858)	(2,808)	(2,293)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2012	2011	2010	2009	
• Sewers													
Very good	11%	13%	8%	9%	7%	8%	7%	9%	9%	7%	8%	9%	
Good	43%	43%	43%	45%	41%	43%	38%	42%	42%	39%	41%	46%	
Neutral	32%	32%	35%	36%	33%	31%	35%	33%	32%	34%	35%	31%	
Bad	10%	9%	11%	9%	14%	12%	13%	11%	12%	15%	13%	11%	
Very bad	4%	3%	3%	3%	6%	5%	6%	4%	5%	5%	4%	3%	
	(490)	(358)	(365)	(400)	(464)	(418)	(350)	(2,858)	(3,021)	(3,191)	(3,173)	(2,672)	
• Storm drainage													
Very good	8%	11%	7%	8%	6%	9%	6%	8%	8%	6%	7%	8%	
Good	39%	41%	38%	42%	36%	39%	35%	39%	37%	35%	35%	40%	
Neutral	35%	32%	37%	33%	35%	34%	36%	35%	34%	35%	35%	32%	
Bad	13%	13%	14%	14%	19%	14%	17%	15%	17%	18%	18%	17%	
Very bad	5%	4%	4%	3%	5%	4%	6%	4%	5%	6%	5%	4%	
	(506)	(368)	(370)	(416)	(476)	(431)	(348)	(2,926)	(3,095)	(3,279)	(3,232)	(2,736)	
• Street maintenance													
Very good	4%	7%	3%	4%	3%	4%	3%	4%	4%	4%	5%	5%	
Good	23%	30%	32%	36%	27%	23%	29%	28%	29%	31%	33%	34%	
Neutral	28%	26%	35%	33%	31%	33%	29%	31%	30%	33%	32%	32%	
Bad	29%	24%	24%	23%	27%	30%	28%	27%	26%	24%	22%	21%	
Very bad	16%	14%	7%	5%	13%	9%	10%	11%	11%	9%	7%	8%	
	(544)	(424)	(412)	(462)	(509)	(482)	(378)	(3,223)	(3,350)	(3,594)	(3,530)	(3,046)	
• Street lighting													
Very good	8%	10%	7%	9%	6%	10%	7%	8%	9%	7%	9%	8%	
Good	44%	48%	53%	50%	46%	42%	49%	47%	48%	50%	51%	52%	
Neutral	35%	29%	31%	31%	31%	35%	29%	32%	32%	31%	29%	28%	
Bad	10%	10%	7%	9%	14%	10%	11%	10%	9%	10%	9%	9%	
Very bad	3%	3%	2%	1%	2%	3%	3%	2%	3%	2%	2%	3%	
	(531)	(417)	(407)	(465)	(504)	(470)	(377)	(3,183)	(3,337)	(3,580)	(3,524)	(3,031)	

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
• Housing inspections												
Very good	5%	8%	6%	5%	5%	4%	3%	5%	5%	5%	5%	-
Good	25%	28%	22%	28%	26%	26%	27%	26%	23%	24%	26%	-
Neutral	56%	51%	54%	54%	54%	53%	53%	54%	54%	54%	55%	-
Bad	9%	8%	13%	10%	11%	14%	11%	11%	12%	11%	9%	-
Very bad	5%	5%	6%	3%	5%	3%	6%	5%	5%	6%	5%	-
	(224)	(175)	(217)	(209)	(237)	(209)	(206)	(1,483)	(1,659)	(1,808)	(1,785)	-
• Nuisance inspections												
Very good	4%	7%	2%	5%	3%	4%	3%	4%	4%	4%	4%	-
Good	17%	22%	22%	21%	21%	21%	19%	20%	18%	19%	21%	-
Neutral	54%	47%	50%	50%	51%	45%	45%	49%	52%	49%	50%	-
Bad	17%	14%	17%	16%	19%	22%	22%	18%	17%	18%	17%	-
Very bad	8%	10%	9%	8%	8%	8%	10%	9%	10%	10%	9%	-
	(225)	(182)	(221)	(208)	(222)	(229)	(206)	(1,498)	(1,654)	(1,748)	(1,770)	-
• Planning for future land use												
Very good	10%	15%	6%	10%	7%	6%	4%	8%	8%	8%	8%	7%
Good	33%	35%	32%	37%	32%	30%	19%	31%	34%	32%	32%	36%
Neutral	39%	34%	43%	41%	37%	39%	45%	39%	40%	39%	40%	34%
Bad	15%	9%	14%	8%	16%	16%	21%	14%	11%	14%	13%	15%
Very bad	4%	7%	6%	5%	8%	9%	12%	7%	7%	7%	7%	8%
	(350)	(299)	(274)	(328)	(325)	(315)	(238)	(2,134)	(2,236)	(2,370)	(2,376)	(2,084)
• Opportunities to influence government decisions												
Very good	4%	8%	3%	4%	4%	3%	1%	4%	4%	4%	4%	5%
Good	21%	24%	27%	28%	25%	24%	19%	24%	24%	22%	24%	27%
Neutral	43%	42%	39%	45%	38%	41%	45%	42%	43%	41%	42%	39%
Bad	21%	12%	19%	12%	19%	18%	17%	17%	17%	18%	17%	17%
Very bad	11%	13%	13%	10%	13%	13%	19%	13%	12%	15%	13%	13%
	(378)	(276)	(289)	(328)	(346)	(332)	(254)	(2,212)	(2,377)	(2,447)	(2,483)	(2,115)

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2012	2011	2010	2009
DEMOGRAPHICS												
What is your sex?												
Male	43%	42%	37%	38%	34%	35%	38%	38%	39%	39%	39%	40%
Female	57%	58%	63%	63%	66%	65%	62%	62%	61%	61%	61%	60%
	(546)	(441)	(418)	(472)	(507)	(484)	(387)	(3,267)	(3,384)	(3,650)	(3,566)	(3,117)
What is your age?												
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	4%	7%	6%	8%	4%	8%	3%	6%	6%	6%	8%	8%
30-44	19%	24%	31%	30%	28%	32%	16%	26%	25%	28%	28%	28%
45-59	32%	29%	27%	31%	34%	24%	27%	29%	30%	31%	31%	30%
60-74	34%	31%	27%	25%	25%	28%	35%	29%	28%	25%	24%	23%
Over 74	11%	9%	9%	7%	10%	9%	20%	10%	11%	9%	9%	12%
	(548)	(435)	(417)	(476)	(513)	(489)	(386)	(3,276)	(3,411)	(3,662)	(3,585)	(3,080)
In the past 12 months what was your pre-tax income?												
No income	3%	2%	3%	3%	4%	3%	9%	4%	3%	4%	4%	-
Less than \$20,000	6%	8%	15%	9%	9%	12%	16%	11%	13%	13%	14%	-
\$20,000 - \$34,999	12%	11%	23%	17%	21%	20%	24%	18%	18%	20%	21%	-
\$35,000 - \$74,999	27%	25%	39%	32%	36%	37%	35%	33%	33%	35%	35%	-
75,000 - \$149,999	35%	32%	18%	29%	25%	21%	15%	26%	24%	21%	20%	-
\$150,000 +	17%	22%	3%	9%	5%	7%	1%	9%	8%	8%	7%	-
	(508)	(420)	(397)	(453)	(480)	(464)	(351)	(3,085)	(3,216)	(3,481)	(3,383)	-

2013 Community Survey Data

Number of total respondents are in parentheses

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2012	2011	2010	2009	
Which of these is closest to describing your ethnic background?													
Caucasian/White	92%	90%	84%	87%	92%	89%	83%	88%	87%	86%	86%	86%	86%
African American/Black	1%	1%	6%	6%	2%	1%	2%	2%	3%	3%	3%	3%	3%
Asian or Pacific Islander	3%	4%	2%	3%	3%	6%	9%	4%	5%	5%	5%	5%	5%
Native American/Indian	0%	0%	2%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%
Hispanic/Latino	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%
Other	3%	4%	4%	3%	2%	3%	3%	3%	2%	3%	3%	4%	4%
	(546)	(435)	(409)	(467)	(505)	(483)	(383)	(3,240)	(3,359)	(3,605)	(3,530)	(3,069)	(3,069)
How much education have you completed?													
Elementary school	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	1%	0%	0%
Some high school	0%	0%	1%	1%	1%	1%	5%	1%	2%	2%	2%	2%	2%
High school grad	4%	3%	15%	4%	9%	8%	18%	8%	9%	11%	11%	11%	11%
Some college	16%	15%	30%	17%	26%	20%	37%	22%	24%	24%	26%	26%	26%
College grad or more	80%	82%	54%	79%	63%	71%	39%	68%	65%	63%	61%	62%	62%
	(555)	(437)	(420)	(475)	(509)	(485)	(387)	(3,280)	(3,398)	(3,672)	(3,593)	(3,134)	(3,134)

NOTES:

- 1) The survey accuracy of 2013 City total figures is +/- 1.7 percent.
- 2) The survey accuracy in any neighborhood area for 2013 ranges from +/- 4.1 to +/- 4.9 percent.
- 3) Total number of respondents shown in parentheses.
- 4) Percentages may not add to 100 due to rounding.
- 5) Neighborhood area totals may not add to City total.
- 6) Percentages may not add to the positive or negative ratings discussed in the report due to rounding.

2013 Community Survey Data

SURVEY FORM

12. In the past 7 days, what was your primary form of transportation?	DRIVE ALONE	CARPPOOL	PUBLIC TRANSIT	WALK	BIKE	OTHER
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• To get to and from work only (choose one):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• For all trips - shopping, errands, work (choose one):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. How do you rate streets in your neighborhood on:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• smoothness?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• cleanliness?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• speeding vehicles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• safety of pedestrians?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• safety of bicyclists?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. In the past 12 months, how many times did you:	DAILY	WEEKLY	MONTHLY	A FEW TIMES	NEVER	DON'T KNOW
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• visit any City park?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• visit a City park near your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. How do you rate the quality of the parks near your home in the following categories?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• well-maintained grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• well-maintained facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?	<input type="radio"/> YES	<input type="radio"/> NO				
17. How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, sports facilities or art centers?	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATIS.	DON'T KNOW
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• affordability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• quality of instruction, coaching, leadership, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Has a new commercial development been completed in, or near, your neighborhood in the last 12 months?	<input type="radio"/> YES	<input type="radio"/> NO				
	If yes: How do you rate it on the following?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD
• attractiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• improvement in your access to services & shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Has a new residential development been completed in, or near, your neighborhood in the last 12 months?	<input type="radio"/> YES	<input type="radio"/> NO				
	If yes: How do you rate it on the following?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD
• attractiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• improvement to your neighborhood as a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. How do you rate Portland as a place to do business?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Do you own a business in Portland?	<input type="radio"/> YES	<input type="radio"/> NO				
If yes: How many employees does your business employ?	SELF	1	2-50	51-100	101-499	500+
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TRANSPORTATION

PARKS & RECREATION

COMMUNITY DEVELOPMENT

COMMUNITY DEVELOPMENT	22. How do you rate your neighborhood on:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	• housing affordability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• physical condition of housing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• closeness of parks or open spaces?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COMMUNITY DEVELOPMENT	23. Overall, how do you rate the livability of:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	• your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• the City as a whole?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	24. In the past 12 months, how often have you been involved in a community project or attended a public meeting?	MORE THAN 10 TIMES	6 TO 10 TIMES	3 TO 5 TIMES	ONCE OR TWICE	NEVER	DON'T KNOW
OVERALL GOVERNMENT	25. Overall, how do you rate City government's job in providing services?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Fire & Emergency Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• 9-1-1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Recreation centers/activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Sewers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Storm drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Street maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	• Housing inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Nuisance inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
• Planning for future land use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
• Opportunities to influence government decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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?	<input type="radio"/> Male	<input type="radio"/> Female				
	What is your age?	<input type="radio"/> Under 20	<input type="radio"/> 20-29	<input type="radio"/> 30-44	<input type="radio"/> 45-59	<input type="radio"/> 60-74	<input type="radio"/> Over 74
	In the past 12 months what was your pre-tax income?	<input type="radio"/> No income	<input type="radio"/> \$20,000 - \$34,999		<input type="radio"/> \$75,000 - \$149,000		
		<input type="radio"/> Less than \$20,000	<input type="radio"/> \$35,000 - \$74,999		<input type="radio"/> \$150,000 or more		
Which of these is closest to describing your ethnic background?	<input type="radio"/> Caucasian/White	<input type="radio"/> African-American/Black		<input type="radio"/> Asian or Pacific Islander	<input type="radio"/> Native American/Indian		
How much education have you completed?	<input type="radio"/> Elementary	<input type="radio"/> Some high school		<input type="radio"/> High school graduate	<input type="radio"/> College grad or more		
		<input type="radio"/> Some college					

End of survey – THANK YOU VERY MUCH!

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City of Portland 23rd Annual Community Survey Results

(Report #450, October 2013)

Audit Team: Jennifer Scott, Bob MacKay

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

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Human Capital Management Software: Most modules now implemented, but additional costs exceed \$3 million (#437, October 2013)

Residential and Commercial Inspections: Strengthen oversight and management practices; document procedures (#420A, September 2013)

Portland Parks and Recreation: Managing diverse assets requires evaluation of maintenance (#439, August 2013)

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.

