

2015 COMMUNITY SURVEY:
Booming construction, traffic congestion,
and costly housing

November 2015

Mary Hull Caballero
City Auditor

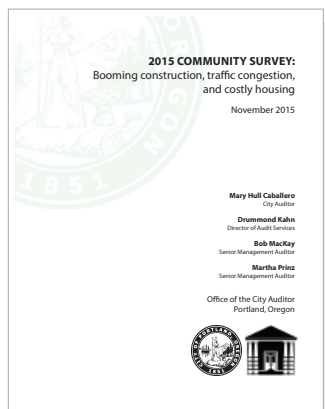
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November 5, 2015

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

SUBJECT: Audit Report: *2015 Community Survey: Booming construction, traffic congestion, and costly housing* (Report 473)

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.

This report, which marks the 25th year the survey has been conducted, includes survey details specific to each of Portland's seven neighborhood areas and citywide data. It compares current survey responses with results from 2011 to show five-year trends.

Survey results often mirror discussions in City Hall meetings and work sessions and media headlines: the surge in construction; increased traffic at all times of the day; streets in need of repair; and, increasingly unaffordable housing. We encourage Council and bureau managers to study the differences in community perceptions included in the survey and to consider where improvements in services might be needed.

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

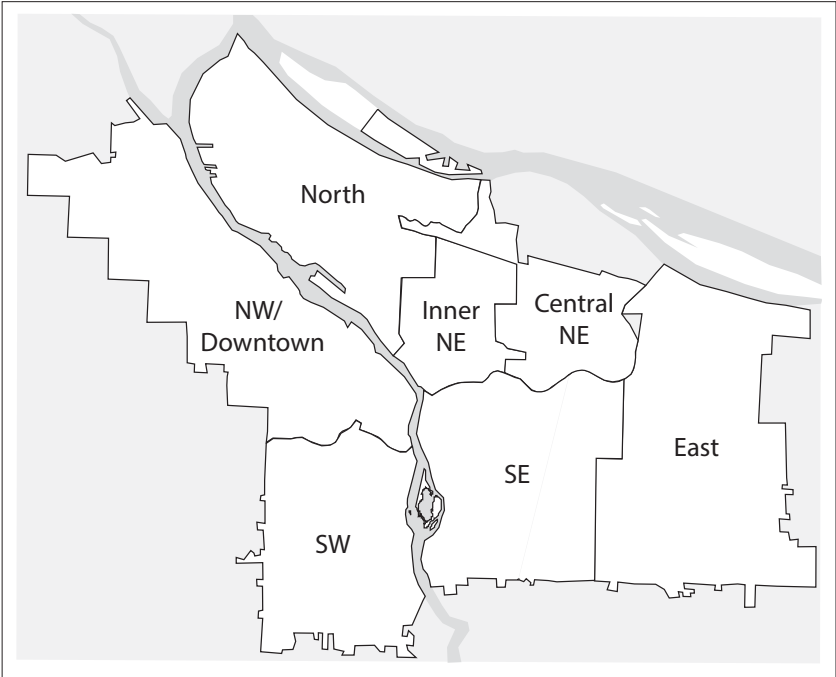
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Attachment



The city of Portland's geographic areas

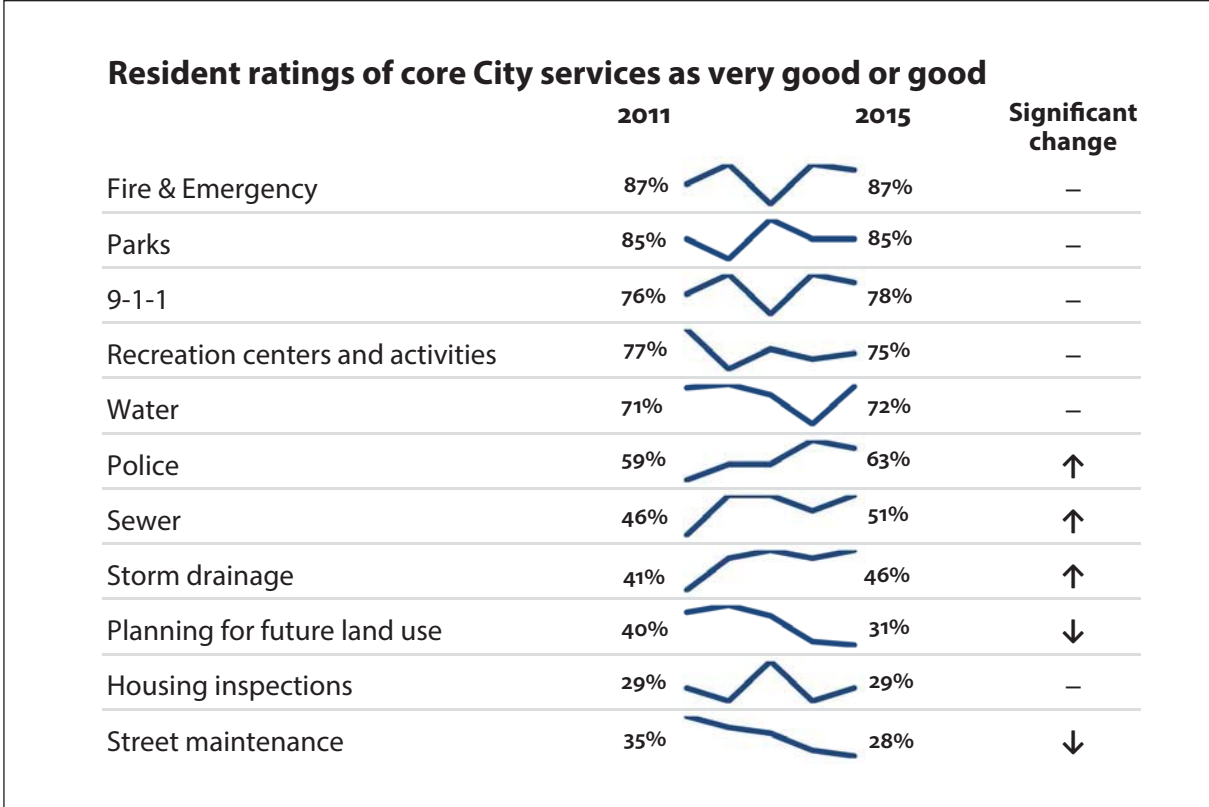


Based on neighborhood coalitions, from the Office of Neighborhood Involvement

2015 Community Survey

This report presents results from the City Auditor’s 25th annual survey of Portlanders. We conduct the survey to gather public perceptions of City services.

Less than half of Portlanders felt positively about the City’s job performance, the second lowest rating in 20 years.



Lines above are pictorial representations of trends without a scale of measurement

Residents reported both a construction boom and an increase in traffic.

Housing was rated less affordable than five years ago.

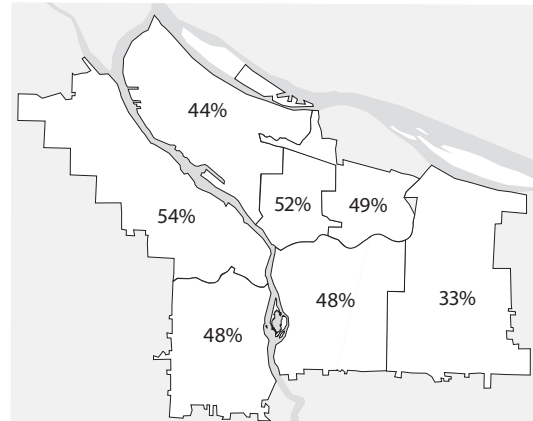
Residents feel safe in their neighborhoods, and their positive ratings of both overall Police services, and City efforts to regulate police conduct increased over the past 5 years.

Residents continue to give low ratings to the condition of Portland streets.

Portlanders rate City government's overall delivery of services poorly

Less than half (47 percent) of Portlanders felt positively about the City's overall job delivering services, the second lowest rating in 20 years. Ratings in different areas of the city varied, ranging from a high of 54 percent in Northwest/Downtown to a low of 33 percent in East.

Positive ratings of overall delivery of City services

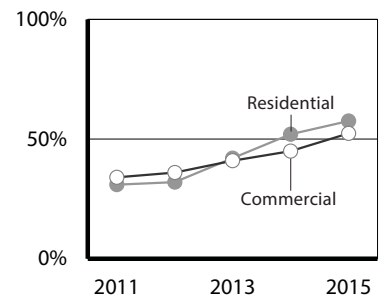


Residents report a construction boom and a decline in housing affordability

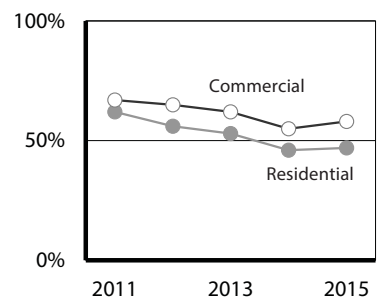
Portlanders noted both residential and commercial construction increases in 2015 compared with 2011, citywide and in all areas except East. When asked to rate the attractiveness of new construction, resident ratings were lower in 2015 compared to 2011 (15 percentage points in residential construction and nine in commercial). This decline was more pronounced in Inner Northeast and Southeast than other areas of the City.

Resident ratings of new construction improving their neighborhood as a place to live (residential), or improving their access to services and shopping (commercial), also declined compared to five years ago.

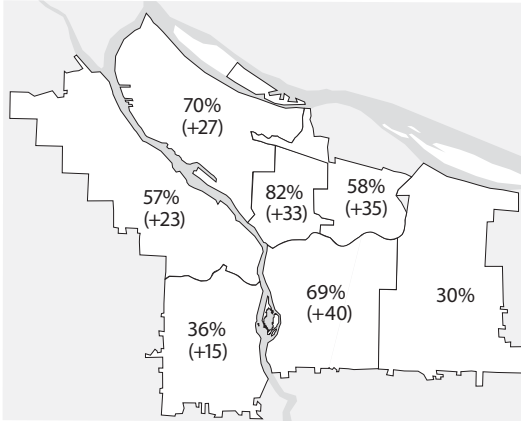
Residents reporting completed development in last 12 months



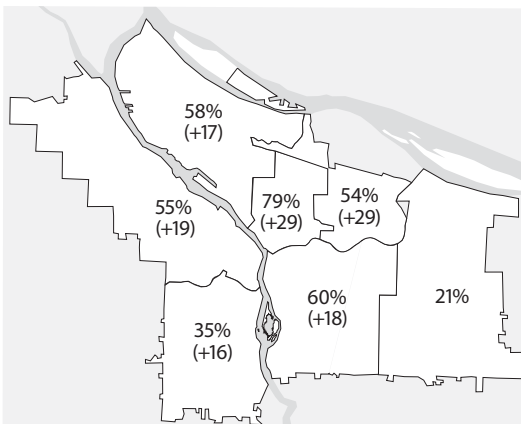
Development attractiveness rated as very good or good



**New residential development
in neighborhood** (and change since 2011)

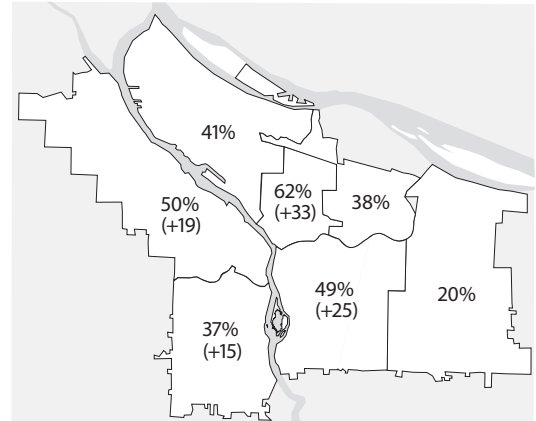


**New commercial development
in neighborhood** (and change since 2011)



While residents reported a marked increase in residential construction, they rated housing as less affordable. In 2015, 43 percent of residents rated housing affordability negatively, compared to 23 percent in 2011. This significant change was particularly evident in Inner Northeast and Southeast.

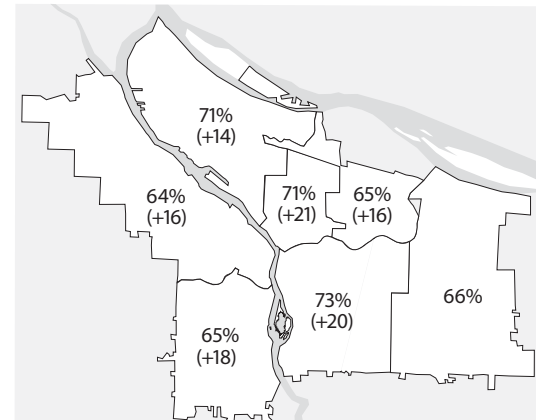
Negative ratings of housing affordability
(and change since 2011)



Residents experienced more traffic at all times of the day

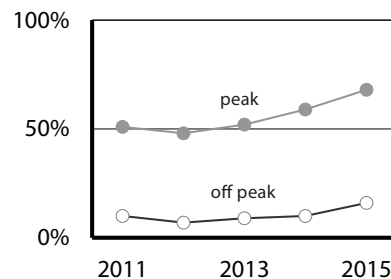
Ratings of rush hour traffic congestion on major roads was much worse than five years ago across all areas of the City, except East.

Rating of rush hour congestion on major streets as very bad or bad
(and change since 2011)



Citywide, residents reported traffic congestion on major roads during off-peak hours worsened, with negative ratings increasing from 10 percent in 2011 to 16 percent in 2015.

Congestion on major streets
(percent very bad or bad)



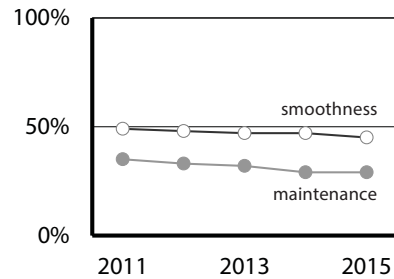


Ratings of street maintenance service declined over five years

More Portlanders felt negatively about street maintenance than felt positively. The 28 percent of survey respondents who rated City street maintenance services positively represents a 7 percentage point decline from 2011.

Citywide ratings of neighborhood street smoothness declined from 49 percent to 44 percent over the past five years.

Quality and upkeep of streets
(percent very good or good)



Livability remains high, but ratings vary by area

Resident ratings of City and neighborhood livability remained fairly steady in the past five years. During that time, positive ratings have been higher for neighborhood livability than City livability and remain so in 2015 (85 percent to 74 percent). Residents of Inner Northeast report higher levels of satisfaction on every livability indicator than all other areas of the city.

Neighborhood livability factors
(percent very good or good)

	Close to parks	Close to transit	On-street Parking	Access to Services
Central NE	78%	86%	65%	73%
East	65%	78%	57%	63%
Inner NE	91%	95%	69%	91%
North	89%	88%	66%	72%
NW/Downtown	88%	86%	34%	82%
Southeast	87%	94%	59%	80%
Southwest	88%	78%	54%	63%

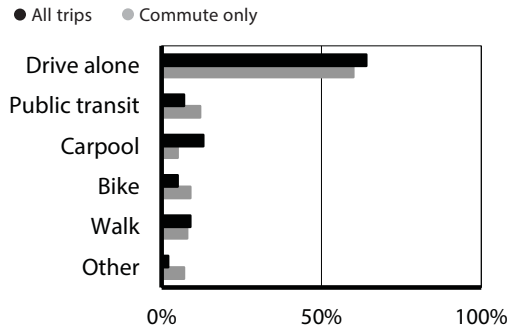
How Portlanders get around: mostly driving alone

Portlanders report they still rely on cars, with 60 percent driving alone to work. Public transit was the next highest form of transportation used for commuting, at 12 percent.

Commuting to work by bike increased to 9 percent in 2015, up from 7 percent in 2011.

When looking at all trips, not just commuting to work, cars dominated all other forms of transportation, with driving alone and carpooling accounting for more than three quarters of all trips made.

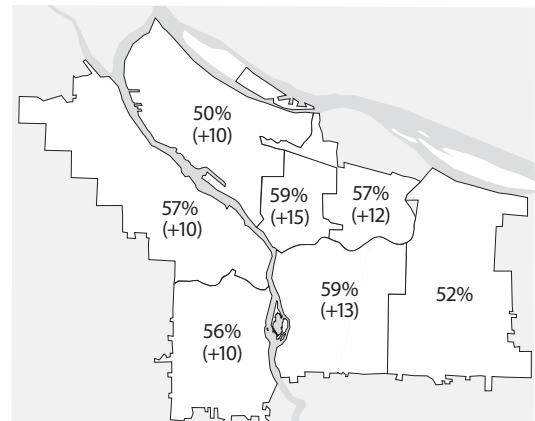
Primary means of transportation



Most utilities have more positive ratings in 2015 than 2011

Perceptions of overall sewer and storm drainage services are up 5 percentage points each in 2015 compared to 2011. Residents also gave a higher rating to sewer and storm drainage systems protecting rivers and streams in 2015 than in 2011.

Positive ratings of sewer/storm drainage protecting rivers/streams (and change since 2011)



In 2015, 76 percent of residents citywide felt positively about garbage/recycling/compost service quality. This rating is near the level it was before the City changed compost and garbage collection frequency in October 2011.

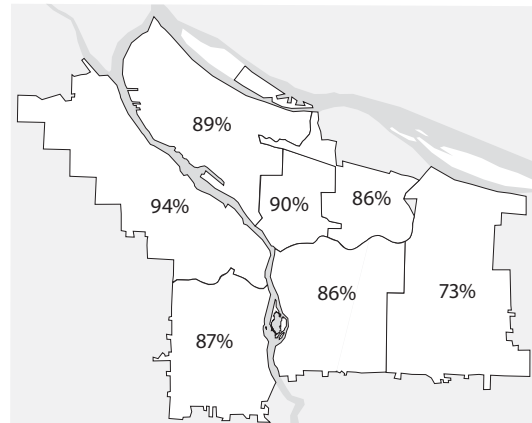
Respondents rated the cost of garbage/recycling/compost service more positively in 2015 than in 2011 (53 percent versus 49 percent).

Portlanders love their parks

The majority of residents (85 percent) reported favorable ratings of City parks. There is some geographic disparity in positive ratings of park grounds quality, from Inner Northeast reporting 88 percent to East reporting 75 percent.

Those living in East also reported a lower percentage of visits to parks near their home in the past year, compared to people living in other parts of the city.

Visited a park near home (past 12 months)



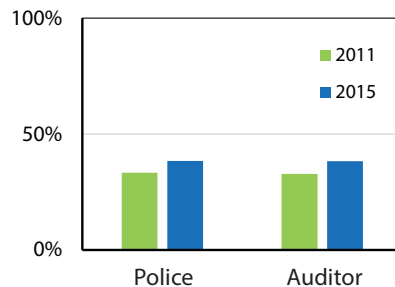
About a third of residents said that a household member participated in a City recreation program in the past year, with North reporting the highest participation at 36 percent, while East had the lowest at 20 percent.

Residents feel safe and rated police higher

Residents' overall satisfaction with fire and emergency, 9-1-1, and police services remained positive in 2015. Residents felt as safe in their neighborhoods, parks and downtown during both day and night as they did in 2011.

Residents reported feeling more satisfied with the work of the Police in 2015 than in 2011, increasing from 59 percent to 63 percent. Residents were also more receptive to City efforts to regulate the conduct of officers, with higher ratings of both internal Police efforts (5 percentage points) and the Auditor's Independent Police Review (6 percentage points).

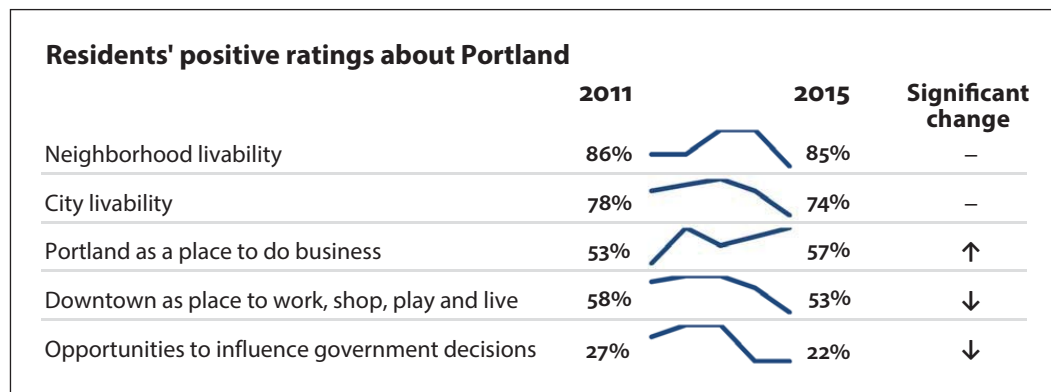
Efforts to regulate Police conduct (good/very good)



Residents feel less able to affect City decisions

Dissatisfaction with the City government’s overall delivery of services has not translated into more civic involvement, with 62 percent reporting never participating in a community project or attending a public meeting in the past year.

Only 22 percent of residents reported they had opportunities to influence government decisions, a four percentage point decline from 2011. The 22 percent matches 2014’s rating, which is the lowest it has been since we began asking the question in 2009.



Lines above are pictorial representations of trends without a scale of measurement

While most residents rate Portland's livability highly, at the neighborhood level in particular, they continue to have concerns with the City’s overall job in providing services.

SURVEY METHODOLOGY

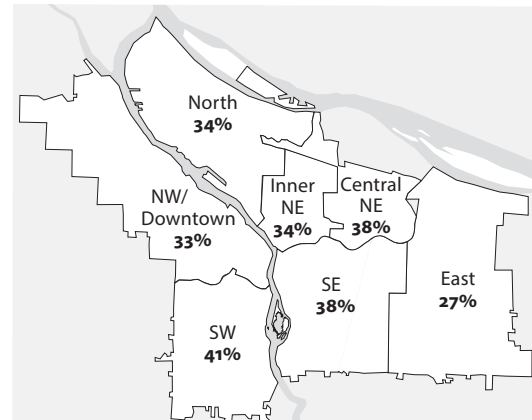
The City Auditor's annual Community Survey was conducted for the 25th year in June through August, 2015. Questions on the survey request residents' perceptions of satisfaction with services the City of Portland provides. The results are intended to inform the public as well as to help City leaders better 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 2015, we mailed 9,800 introductory postcards to residents representing households in each of the city's seven neighborhood district coalition 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 around two weeks later. There were 348 postcards or surveys returned to us as undeliverable (due to bad addresses, etc.), leaving a total of 9,452 usable addresses for our response rate calculation. 3,317 completed surveys were returned, resulting in a citywide response rate of 35 percent.

2015 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 3,317 returns. When considering the seven neighborhood coalitions, the accuracy ranges from ± 4.2 to ± 5.0 percent.

Representativeness of respondents

We compared demographic information supplied by the respondents to 2013 American Community Survey, 5-year estimates for the City of Portland from the US Census Bureau 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 also found that females and non-Hispanic whites are over-represented.

We weighted our 2013 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 2013 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 Citywide and coalition data from the 2015 Auditor's Community Survey and four years of prior survey data. We evaluated 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 examined the data by the City service areas of Public Safety, Parks and Recreation, Transportation, Public Utilities, and Community Development.

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 the sample selection. Any percentage point change we report is statistically significant. When there were fewer than 100 respondents, we did not calculate statistical significance or report percentage point change.

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

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

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
PUBLIC SAFETY													
1	How safe would you feel walking alone <i>during the day</i> :												
	• In your neighborhood?												
	Very safe	77%	65%	51%	66%	58%	63%	29%	60%	61%	60%	59%	58%
	Safe	20%	28%	39%	29%	34%	31%	44%	31%	31%	32%	32%	32%
	Neutral	3%	5%	9%	4%	6%	5%	18%	7%	5%	6%	7%	7%
	Unsafe	1%	2%	1%	0%	2%	1%	9%	2%	2%	2%	2%	2%
	Very unsafe	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%
		550	433	453	463	514	504	365	3,289	3,275	3,334	3,441	3,703
	• In the park closest to you?												
	Very safe	55%	45%	37%	49%	41%	49%	16%	43%	45%	43%	43%	40%
	Safe	36%	37%	44%	41%	41%	34%	43%	39%	38%	39%	38%	39%
	Neutral	6%	14%	15%	8%	12%	12%	25%	12%	12%	14%	13%	13%
	Unsafe	2%	4%	5%	2%	5%	4%	13%	5%	5%	4%	5%	6%
	Very unsafe	1%	1%	0%	1%	1%	1%	3%	1%	1%	1%	1%	1%
		536	420	437	453	500	489	346	3,188	3,184	3,222	3,337	3,578
• Downtown?													
Very safe	24%	31%	26%	32%	24%	30%	11%	26%	27%	25%	28%	25%	
Safe	46%	43%	46%	45%	42%	45%	34%	43%	42%	44%	40%	42%	
Neutral	19%	16%	20%	15%	23%	15%	31%	20%	20%	20%	20%	21%	
Unsafe	8%	8%	7%	6%	8%	8%	20%	9%	8%	9%	9%	9%	
Very unsafe	3%	1%	1%	1%	2%	1%	4%	2%	2%	3%	3%	3%	
	530	421	429	454	488	491	333	3,151	3,128	3,190	3,265	3,506	
How safe would you feel walking alone <i>at night</i> :													
• In your neighborhood?													
Very safe	35%	28%	12%	22%	21%	22%	8%	22%	24%	22%	21%	21%	
Safe	39%	41%	41%	45%	36%	42%	27%	39%	38%	40%	39%	39%	
Neutral	17%	17%	23%	20%	24%	21%	23%	21%	19%	19%	21%	19%	
Unsafe	7%	10%	20%	12%	15%	12%	27%	14%	14%	15%	14%	16%	
Very unsafe	2%	4%	4%	2%	4%	3%	15%	4%	4%	5%	5%	5%	
	539	423	441	457	504	495	353	3,219	3,170	3,252	3,358	3,609	

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
• In the park closest to you?													
Very safe	15%	11%	3%	6%	5%	5%	3%	7%	8%	8%	7%	7%	
Safe	29%	28%	23%	28%	23%	27%	10%	24%	25%	25%	23%	25%	
Neutral	28%	27%	28%	29%	34%	28%	21%	28%	28%	27%	28%	26%	
Unsafe	22%	26%	32%	29%	29%	28%	39%	29%	28%	29%	29%	29%	
Very unsafe	7%	9%	14%	8%	9%	11%	27%	11%	12%	11%	13%	13%	
	527	414	425	450	480	476	335	3,114	3,076	3,139	3,240	3,468	
• Downtown?													
Very safe	6%	7%	4%	5%	5%	5%	3%	5%	5%	4%	5%	4%	
Safe	23%	28%	25%	29%	23%	26%	12%	24%	26%	25%	26%	24%	
Neutral	33%	31%	36%	36%	32%	32%	26%	32%	30%	30%	31%	31%	
Unsafe	25%	24%	24%	22%	27%	24%	33%	25%	27%	26%	24%	27%	
Very unsafe	13%	11%	10%	7%	14%	13%	26%	13%	13%	14%	15%	15%	
	526	425	430	447	488	488	333	3,143	3,086	3,158	3,236	3,474	
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%	29%	39%	35%	42%	34%	32%	36%	40%	36%	39%	36%	
No	60%	71%	61%	65%	58%	66%	68%	64%	60%	64%	61%	64%	
	542	424	441	454	505	499	360	3,232	3,214	3,285	3,381	3,665	
3 Did anyone break into, or burglarize, your home during the last 12 months?													
Yes	3%	4%	4%	5%	5%	7%	9%	5%	5%	5%	5%	5%	
No	97%	96%	96%	95%	95%	93%	91%	95%	95%	95%	95%	95%	
	549	434	451	461	515	503	366	3,286	3,279	3,331	3,451	3,705	
<i>If yes, was it reported to police?</i>													
Yes	50%	75%	68%	70%	54%	51%	55%	59%	63%	72%	67%	69%	
No	50%	25%	32%	30%	46%	49%	45%	41%	37%	28%	33%	31%	
	14	16	19	23	24	37	33	167	153	166	167	170	

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
4	Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?												
	Yes	11%	16%	19%	19%	16%	22%	25%	18%	17%	16%	17%	18%
	No	89%	84%	81%	81%	84%	78%	75%	82%	83%	84%	84%	82%
		541	422	449	459	505	504	367	3,254	3,254	3,317	3,422	3,687
	<i>If yes, was it reported to Police?</i>												
	Yes	48%	51%	43%	32%	33%	38%	35%	39%	40%	44%	44%	42%
	No	52%	49%	58%	68%	67%	62%	65%	61%	60%	56%	57%	58%
		60	67	80	85	82	108	89	573	528	516	550	656
5	How do you rate the City of Portland's efforts to regulate conduct of Portland police officers?												
	Internal Police Bureau efforts?												
	Very good	10%	11%	6%	6%	9%	7%	9%	8%	8%	7%	9%	7%
	Good	33%	33%	31%	21%	28%	28%	37%	30%	28%	25%	26%	26%
	Neutral	37%	39%	40%	45%	43%	38%	40%	40%	36%	37%	35%	36%
	Bad	15%	11%	16%	18%	15%	17%	9%	15%	20%	22%	20%	22%
	Very bad	4%	6%	7%	9%	6%	10%	4%	7%	8%	9%	10%	9%
		355	279	323	295	372	328	275	2,231	2,364	2,540	2,633	2,845
	Auditor's Independent Police Review Division efforts?												
	Very good	12%	11%	7%	5%	10%	7%	7%	9%	9%	6%	8%	6%
	Good	31%	32%	31%	24%	26%	30%	35%	30%	29%	27%	27%	27%
	Neutral	46%	45%	44%	55%	50%	47%	51%	48%	45%	46%	44%	46%
	Bad	10%	7%	11%	12%	9%	11%	4%	9%	12%	15%	15%	15%
Very bad	1%	4%	7%	4%	5%	4%	3%	4%	5%	5%	7%	6%	
	283	233	268	247	310	276	237	1,858	1,948	2,105	2,165	2,361	

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
6	Did you call 9-1-1 for an emergency in the last 12 months?												
	Yes	11%	17%	25%	16%	16%	14%	20%	17%	16%	16%	17%	16%
	No	89%	83%	75%	84%	84%	86%	80%	83%	84%	84%	83%	84%
		549	430	451	461	513	503	367	3,281	3,264	3,320	3,422	3,686
	<i>If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?</i>												
	Very good	62%	49%	39%	49%	47%	43%	39%	46%	49%	50%	46%	41%
	Good	21%	31%	44%	36%	36%	40%	45%	37%	35%	31%	36%	40%
	Neutral	10%	14%	5%	11%	8%	7%	10%	9%	8%	12%	11%	10%
	Bad	3%	3%	8%	3%	4%	9%	1%	5%	5%	4%	4%	5%
	Very bad	3%	3%	4%	1%	5%	1%	4%	3%	3%	3%	4%	3%
		58	71	114	74	83	70	71	543	516	525	568	588
7	If a disaster were to occur, you would have enough supplies to take care of your household for:												
	Up to 1 month	14%	11%	15%	11%	15%	10%	19%	13%	14%	15%	17%	18%
	Up to 1 week	46%	42%	40%	40%	44%	42%	42%	42%	45%	45%	45%	46%
	Up to 3 days	30%	31%	31%	34%	30%	33%	28%	31%	29%	29%	27%	26%
	1 day	6%	9%	7%	9%	6%	8%	4%	7%	7%	6%	6%	5%
	No supplies	5%	6%	7%	6%	5%	8%	7%	6%	5%	6%	5%	6%
		528	420	435	445	499	488	355	3,177	3,163	3,219	3,311	3,570
PUBLIC UTILITIES													
8	How do you rate the tap water provided by the City?												
	Very good	54%	46%	44%	56%	55%	54%	33%	50%	43%	53%	49%	46%
	Good	36%	41%	39%	34%	32%	34%	44%	37%	38%	34%	36%	38%
	Neutral	6%	11%	11%	7%	9%	9%	17%	10%	13%	10%	11%	12%
	Bad	3%	2%	4%	2%	4%	3%	4%	3%	4%	3%	3%	3%
	Very bad	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
		549	429	448	459	508	507	362	3,268	3,251	3,305	3,417	3,662

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
					Inner	Central				2014	2013	2012	2011	
9	How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?													
	Very good	13%	12%	9%	13%	12%	12%	7%	11%	11%	12%	12%	7%	
	Good	42%	44%	41%	47%	45%	47%	45%	44%	45%	46%	43%	37%	
	Neutral	29%	29%	32%	26%	30%	27%	31%	29%	28%	30%	29%	33%	
	Bad	14%	14%	15%	13%	11%	12%	13%	13%	13%	10%	13%	17%	
	Very bad	2%	1%	3%	2%	3%	2%	4%	2%	3%	3%	3%	6%	
		463	343	401	372	431	418	312	2,744	2,735	2,814	2,930	3,138	
10	How do you rate garbage/recycling/composting service:													
	• Cost?													
	Very good	14%	15%	15%	17%	17%	16%	10%	15%	13%	10%	9%	11%	
	Good	36%	41%	37%	41%	37%	39%	37%	38%	36%	33%	29%	38%	
	Neutral	28%	30%	29%	28%	27%	31%	27%	28%	29%	30%	31%	31%	
	Bad	17%	11%	13%	11%	14%	11%	20%	14%	17%	19%	20%	15%	
	Very bad	5%	2%	5%	3%	5%	3%	6%	4%	6%	8%	10%	5%	
			506	326	426	422	483	457	348	2,973	3,028	3,089	3,199	3,407
	• Quality?													
	Very good	30%	22%	28%	35%	32%	35%	21%	29%	29%	27%	25%	27%	
	Good	48%	51%	46%	45%	45%	44%	50%	47%	45%	46%	41%	51%	
	Neutral	14%	22%	18%	15%	16%	15%	20%	17%	18%	18%	20%	18%	
	Bad	5%	4%	5%	4%	5%	5%	8%	5%	5%	6%	8%	3%	
	Very bad	3%	1%	3%	0%	3%	1%	1%	2%	3%	4%	6%	1%	
			520	374	428	441	486	477	340	3,072	3,049	3,121	3,238	3,444

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
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	1%	1%	1%	0%	1%	1%	2%	1%	1%	2%	2%	2%
	Good	13%	12%	11%	9%	10%	7%	11%	10%	15%	18%	22%	20%
	Neutral	21%	23%	17%	20%	23%	19%	22%	21%	25%	29%	29%	28%
	Bad	40%	41%	41%	44%	45%	45%	40%	42%	43%	39%	38%	39%
	Very bad	25%	24%	30%	27%	21%	28%	25%	26%	16%	13%	10%	12%
		543	422	447	448	507	491	358	3,222	3,167	3,209	3,312	3,569
	• During off peak traffic hours												
	Very good	17%	16%	11%	12%	10%	11%	7%	12%	17%	20%	21%	18%
	Good	48%	45%	42%	47%	50%	46%	47%	46%	51%	52%	52%	52%
	Neutral	22%	23%	26%	26%	24%	28%	28%	25%	22%	19%	19%	20%
	Bad	11%	12%	16%	12%	14%	12%	14%	13%	9%	7%	6%	8%
	Very bad	3%	3%	4%	3%	2%	3%	4%	3%	1%	2%	1%	2%
	541	419	445	447	499	493	355	3,205	3,181	3,211	3,316	3,574	
12	In the past 7 days, which form of transportation did you use the most?												
	• To get to/from work:												
	Drive alone	70%	46%	63%	52%	64%	55%	69%	60%	63%	64%	61%	63%
	Carpool	5%	3%	7%	5%	4%	5%	5%	5%	6%	6%	6%	6%
	Public transit	8%	17%	12%	10%	11%	15%	11%	12%	11%	10%	12%	12%
	Walk	4%	22%	3%	9%	4%	8%	4%	8%	8%	7%	7%	6%
	Bike	6%	6%	8%	19%	9%	10%	3%	9%	8%	7%	7%	7%
	Other	7%	6%	7%	5%	9%	7%	9%	7%	6%	6%	6%	6%
		468	377	394	410	454	439	304	2,851	2,799	2,855	2,990	3,207

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
• For all trips - shopping, errands, work:													
Drive alone	76%	47%	68%	56%	69%	60%	71%	64%	68%	70%	68%	67%	
Carpool	14%	6%	16%	13%	12%	12%	17%	13%	11%	11%	12%	13%	
Public transit	5%	16%	6%	6%	5%	8%	6%	7%	6%	5%	6%	7%	
Walk	1%	27%	5%	10%	7%	10%	3%	9%	8%	7%	7%	7%	
Bike	2%	4%	5%	11%	6%	7%	1%	5%	5%	4%	4%	5%	
Other	2%	1%	1%	3%	2%	3%	3%	2%	2%	2%	3%	2%	
	538	418	444	455	497	493	355	3,206	3,191	3,212	3,340	3,591	
13 How do you rate streets in your neighborhood on:													
• Smoothness?													
Very good	7%	11%	4%	9%	5%	6%	6%	7%	8%	8%	9%	9%	
Good	34%	43%	40%	38%	36%	36%	37%	38%	39%	39%	39%	40%	
Neutral	20%	21%	25%	28%	27%	25%	28%	25%	23%	24%	23%	23%	
Bad	25%	17%	23%	20%	25%	24%	20%	22%	22%	21%	21%	20%	
Very bad	13%	8%	8%	5%	8%	8%	9%	9%	7%	8%	9%	8%	
	543	429	448	458	513	499	361	3,258	3,235	3,302	3,418	3,678	
• Cleanliness?													
Very good	18%	15%	6%	14%	7%	12%	7%	12%	13%	14%	14%	13%	
Good	52%	47%	43%	53%	57%	53%	39%	50%	52%	52%	51%	51%	
Neutral	22%	23%	29%	22%	25%	23%	27%	24%	22%	22%	24%	23%	
Bad	6%	11%	19%	7%	9%	10%	19%	11%	10%	9%	9%	11%	
Very bad	3%	4%	2%	3%	2%	2%	7%	3%	2%	2%	3%	3%	
	539	428	449	461	513	501	363	3,261	3,244	3,297	3,412	3,682	
• Speeding vehicles?													
Very good	6%	7%	3%	5%	2%	3%	4%	4%	5%	5%	5%	5%	
Good	31%	35%	24%	30%	26%	29%	19%	28%	30%	31%	31%	30%	
Neutral	31%	32%	30%	33%	26%	33%	28%	30%	29%	29%	30%	29%	
Bad	24%	19%	32%	26%	33%	26%	37%	28%	27%	26%	26%	26%	
Very bad	8%	7%	12%	6%	12%	10%	13%	10%	9%	9%	9%	10%	
	542	427	448	455	509	498	361	3,247	3,225	3,286	3,387	3,669	

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
• Safety of pedestrians?													
Very good	7%	11%	7%	11%	6%	7%	5%	8%	10%	10%	10%	10%	10%
Good	30%	45%	43%	54%	42%	45%	34%	42%	42%	43%	43%	43%	43%
Neutral	25%	23%	32%	23%	28%	26%	26%	26%	25%	24%	25%	25%	25%
Bad	25%	13%	12%	10%	17%	17%	23%	17%	17%	16%	16%	16%	16%
Very bad	13%	8%	6%	3%	6%	5%	12%	7%	7%	6%	6%	6%	7%
	541	430	450	458	509	495	358	3,248	3,233	3,293	3,398	3,664	3,664
• Safety of bicyclists?													
Very good	6%	10%	5%	11%	6%	6%	4%	7%	9%	9%	9%	9%	9%
Good	29%	37%	40%	47%	38%	40%	32%	38%	41%	41%	39%	40%	40%
Neutral	31%	29%	34%	27%	35%	30%	31%	31%	29%	29%	31%	30%	30%
Bad	23%	16%	16%	11%	16%	18%	24%	17%	16%	16%	16%	16%	16%
Very bad	11%	8%	5%	4%	6%	6%	9%	7%	5%	5%	6%	6%	6%
	524	399	434	440	495	482	345	3,126	3,128	3,186	3,272	3,539	3,539
PARKS & RECREATION													
14	In the past 12 months, how many times did you:												
• Visit any City park?													
Daily	12%	15%	14%	10%	8%	9%	6%	11%	10%	11%	10%	10%	10%
Weekly	32%	37%	35%	38%	33%	36%	18%	33%	33%	31%	32%	32%	32%
Monthly	20%	16%	16%	21%	18%	18%	12%	17%	18%	17%	16%	16%	16%
A few times	27%	26%	27%	24%	29%	27%	43%	29%	27%	29%	30%	30%	30%
Never	9%	5%	8%	7%	13%	10%	21%	10%	12%	12%	12%	13%	13%
	546	426	448	459	504	498	361	3,249	3,221	3,295	3,412	3,658	3,658
• Visit a City park near your home?													
Daily	13%	16%	15%	11%	10%	11%	6%	12%	12%	12%	12%	11%	11%
Weekly	30%	36%	34%	38%	30%	33%	18%	32%	31%	30%	30%	30%	30%
Monthly	19%	17%	13%	19%	16%	16%	11%	16%	16%	15%	15%	15%	15%
A few times	25%	24%	27%	22%	31%	27%	37%	27%	27%	28%	28%	29%	29%
Never	13%	7%	11%	10%	14%	14%	27%	13%	15%	14%	15%	15%	15%
	535	414	439	454	497	494	358	3,198	3,175	3,243	3,341	3,609	3,609

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
15	How do you rate the quality of the parks near your home in the following categories?												
	• Well-maintained grounds												
	Very Good	34%	35%	35%	35%	23%	35%	16%	31%	32%	32%	31%	30%
	Good	49%	50%	52%	54%	60%	52%	60%	53%	53%	53%	53%	54%
	Neutral	14%	12%	11%	8%	16%	10%	20%	13%	12%	13%	13%	13%
	Bad	3%	1%	2%	3%	1%	3%	4%	2%	3%	2%	2%	2%
	Very bad	1%	2%	0%	1%	0%	0%	1%	1%	0%	1%	1%	1%
		514	423	430	448	480	471	320	3,092	3,059	3,142	3,242	3,469
	• Well-maintained facilities												
	Very Good	26%	25%	21%	18%	13%	19%	12%	20%	21%	21%	20%	21%
	Good	44%	44%	44%	51%	48%	43%	43%	45%	48%	47%	46%	48%
	Neutral	23%	22%	24%	24%	33%	28%	34%	26%	24%	24%	27%	25%
	Bad	5%	6%	8%	5%	6%	9%	9%	7%	6%	6%	6%	6%
	Very bad	1%	3%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%
	471	385	398	407	436	424	290	2,817	2,763	2,847	2,933	3,168	
16	In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?												
	Yes	34%	24%	36%	35%	33%	32%	20%	31%	32%	32%	30%	33%
	No	66%	76%	64%	65%	67%	68%	80%	69%	68%	68%	70%	68%
		531	422	447	450	500	492	350	3,198	3,209	3,251	3,396	3,651

2015 Community Survey Data

Total respondents are noted at the end of each question

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	Prior City Totals			
				Inner	Central				2014	2013	2012	2011
Very satisfied	29%	19%	24%	35%	24%	26%	13%	25%	26%	26%	26%	25%
Satisfied	44%	41%	42%	43%	46%	44%	42%	43%	42%	43%	42%	44%
Neutral	21%	33%	28%	19%	23%	25%	37%	26%	26%	26%	27%	25%
Dissatisfied	5%	3%	5%	3%	6%	5%	7%	5%	5%	5%	4%	4%
Very dissatisfied	1%	4%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	353	190	273	266	305	294	209	1,893	1,894	2,003	2,066	2,257

- Variety

Very satisfied	31%	16%	24%	30%	24%	26%	15%	25%	24%	23%	24%	24%
Satisfied	45%	42%	44%	43%	48%	48%	45%	45%	44%	46%	45%	47%
Neutral	21%	36%	27%	24%	24%	23%	34%	26%	28%	27%	28%	26%
Dissatisfied	2%	3%	4%	2%	3%	3%	6%	3%	3%	3%	2%	3%
Very dissatisfied	0%	2%	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%
	351	184	274	267	298	293	209	1,880	1,888	1,986	2,056	2,227

- Quality of instruction, coaching, leadership, etc.

Very satisfied	29%	14%	21%	22%	17%	25%	14%	21%	21%	20%	21%	20%
Satisfied	45%	36%	44%	45%	51%	42%	43%	44%	42%	41%	42%	44%
Neutral	23%	45%	31%	29%	29%	32%	40%	32%	35%	35%	34%	33%
Dissatisfied	2%	3%	4%	3%	3%	1%	3%	2%	2%	3%	2%	2%
Very dissatisfied	0%	1%	0%	1%	0%	0%	0%	0%	1%	1%	0%	1%
	303	159	234	216	259	259	184	1,617	1,648	1,742	1,807	1,957

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
COMMUNITY DEVELOPMENT													
18	Has a new <i>commercial</i> development been completed in, or near, your neighborhood in the last 12 months?												
	Yes	35%	55%	58%	79%	54%	60%	21%	52%	45%	41%	36%	34%
	No	65%	45%	42%	21%	46%	40%	79%	48%	55%	59%	64%	66%
		531	406	436	436	481	472	340	3,109	3,064	3,105	3,220	3,473
	<i>If yes, how do you rate it on the following:</i>												
	• Attractiveness												
	Very good	26%	24%	19%	21%	16%	14%	28%	20%	15%	17%	20%	23%
	Good	44%	41%	37%	38%	40%	31%	33%	38%	40%	45%	45%	44%
	Neutral	20%	26%	28%	23%	28%	30%	23%	26%	28%	24%	24%	23%
	Bad	3%	7%	10%	13%	11%	16%	10%	11%	12%	10%	7%	7%
	Very bad	6%	2%	7%	6%	5%	8%	6%	6%	6%	4%	4%	4%
		181	220	246	341	258	279	69	1,597	1,359	1,246	1,126	1,146
	• Improvement in your access to services & shopping												
	Very good	18%	21%	11%	13%	13%	11%	15%	14%	13%	14%	16%	17%
	Good	26%	34%	29%	31%	29%	27%	26%	30%	31%	33%	34%	33%
	Neutral	41%	33%	41%	42%	42%	34%	37%	39%	37%	37%	37%	37%
	Bad	6%	7%	11%	10%	12%	16%	11%	11%	12%	10%	8%	8%
	Very Bad	8%	5%	8%	5%	5%	12%	11%	7%	7%	5%	5%	4%
		174	218	237	325	252	267	65	1,541	1,308	1,192	1,088	1,095

2015 Community Survey Data

Total respondents are noted at the end of each question

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

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2014	2013	2012	2011
Yes	36%	57%	70%	82%	58%	69%	30%	58%	52%	42%	32%	31%
No	64%	43%	30%	18%	42%	31%	70%	42%	48%	58%	68%	69%
	532	410	430	434	480	472	345	3,110	3,088	3,126	3,243	3,518

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

- Attractiveness

Very good	15%	19%	13%	12%	8%	7%	17%	12%	13%	14%	17%	19%
Good	40%	41%	34%	30%	33%	31%	36%	34%	33%	39%	39%	43%
Neutral	24%	26%	26%	25%	32%	26%	30%	27%	27%	24%	25%	23%
Bad	11%	11%	19%	21%	20%	21%	13%	18%	18%	16%	14%	11%
Very bad	10%	3%	8%	11%	7%	15%	3%	9%	9%	6%	5%	5%
	185	232	295	353	273	321	99	1,761	1,582	1,290	1,025	1,080

- Improvement to your neighborhood as a place to live

Very good	9%	15%	7%	10%	6%	6%	8%	8%	9%	12%	14%	14%
Good	30%	29%	28%	22%	24%	20%	23%	25%	24%	29%	31%	29%
Neutral	32%	33%	33%	35%	33%	30%	39%	33%	32%	33%	35%	36%
Bad	17%	14%	20%	20%	25%	26%	17%	20%	20%	16%	13%	14%
Very bad	13%	9%	12%	12%	12%	18%	13%	13%	14%	10%	8%	8%
	183	222	285	338	267	320	95	1,713	1,538	1,261	1,004	1,026

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
20	Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?												
	Very good	12%	16%	9%	10%	12%	8%	7%	11%	12%	14%	15%	13%
	Good	42%	46%	41%	45%	40%	45%	35%	42%	45%	45%	44%	45%
	Neutral	26%	23%	34%	30%	29%	31%	37%	30%	28%	25%	27%	26%
	Bad	13%	10%	10%	12%	15%	9%	13%	12%	11%	11%	10%	11%
	Very bad	7%	4%	6%	4%	4%	6%	7%	5%	5%	5%	4%	5%
		517	423	408	416	453	453	299	2,976	2,964	3,028	3,173	3,389
21	How do you rate Portland as a place to do business:												
	Very good	12%	16%	13%	13%	10%	13%	8%	12%	10%	10%	12%	10%
	Good	41%	42%	47%	45%	46%	51%	45%	45%	46%	45%	45%	43%
	Neutral	27%	26%	30%	31%	32%	25%	34%	29%	27%	31%	29%	29%
	Bad	15%	12%	7%	7%	8%	9%	9%	10%	12%	9%	9%	11%
	Very bad	5%	4%	3%	3%	4%	3%	4%	4%	5%	4%	5%	6%
		447	339	376	363	397	396	291	2,616	2,623	2,741	2,838	3,093
	Do you own a business in Portland?												
	Yes	20%	18%	18%	26%	16%	15%	10%	18%	18%	18%	18%	18%
	No	80%	82%	82%	74%	84%	85%	90%	82%	82%	82%	82%	82%
		511	411	434	450	493	480	346	3,132	3,115	3,153	3,296	3,515
	<i>If yes, how many employees does your business employ:</i>												
	Self	65%	51%	71%	61%	55%	66%	67%	62%	61%	61%	62%	59%
	1	6%	9%	7%	6%	11%	10%	6%	8%	8%	10%	8%	10%
	2 - 50	24%	35%	22%	30%	33%	24%	27%	28%	29%	25%	28%	28%
	51 - 100	1%	1%	0%	4%	0%	0%	0%	1%	1%	2%	1%	3%
	101 - 499	4%	3%	0%	0%	1%	0%	0%	1%	1%	2%	1%	1%
	500 +	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
34		99	74	76	114	76	70	33	542	564	558	598	616

2015 Community Survey Data

Total respondents are noted at the end of each question

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How do you rate your neighborhood on:

- Housing affordability?

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2014	2013	2012	2011
Very good	3%	5%	4%	1%	4%	2%	7%	4%	5%	5%	6%	5%
Good	25%	19%	27%	16%	27%	25%	38%	25%	32%	39%	40%	39%
Neutral	35%	26%	28%	21%	31%	25%	35%	29%	32%	32%	32%	34%
Bad	30%	34%	29%	41%	29%	33%	17%	31%	25%	20%	18%	19%
Very bad	8%	16%	11%	21%	9%	16%	3%	12%	6%	4%	3%	4%
	520	418	431	444	489	476	340	3,124	3,103	3,168	3,284	3,521

- Physical condition of housing?

Very good	19%	25%	6%	16%	10%	11%	6%	13%	15%	16%	15%	14%
Good	59%	52%	46%	55%	56%	51%	39%	52%	53%	53%	53%	50%
Neutral	19%	17%	36%	24%	26%	27%	34%	26%	24%	24%	24%	27%
Bad	3%	5%	10%	4%	7%	10%	17%	8%	7%	6%	7%	8%
Very bad	0%	1%	3%	1%	1%	1%	4%	1%	1%	1%	1%	1%
	537	427	442	448	498	492	355	3,206	3,205	3,260	3,385	3,626

- Closeness of parks or open spaces?

Very good	35%	47%	37%	37%	24%	36%	13%	33%	35%	36%	35%	33%
Good	54%	42%	52%	54%	54%	51%	52%	51%	49%	49%	48%	52%
Neutral	9%	8%	9%	7%	15%	11%	26%	12%	11%	11%	12%	12%
Bad	3%	3%	1%	2%	6%	2%	7%	3%	4%	3%	4%	3%
Very bad	0%	0%	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%
	540	427	443	452	502	494	352	3,217	3,196	3,260	3,387	3,632

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2014	2013	2012	2011
• Walking distance to public transit?												
Very good	39%	61%	49%	59%	39%	55%	25%	47%	46%	46%	46%	45%
Good	39%	25%	39%	36%	46%	38%	53%	39%	41%	40%	39%	40%
Neutral	11%	5%	7%	4%	10%	4%	13%	8%	7%	8%	9%	9%
Bad	7%	5%	3%	1%	3%	2%	5%	4%	4%	4%	4%	5%
Very bad	4%	4%	2%	0%	1%	0%	4%	2%	2%	2%	2%	2%
	538	433	441	458	504	500	357	3,238	3,212	3,279	3,411	3,642
• Access to shopping and other services?												
Very good	19%	50%	24%	46%	26%	35%	15%	31%	30%	30%	30%	30%
Good	44%	32%	47%	45%	47%	45%	48%	44%	46%	45%	44%	45%
Neutral	24%	10%	19%	6%	17%	14%	21%	16%	16%	17%	17%	17%
Bad	11%	4%	7%	3%	9%	5%	12%	7%	7%	7%	7%	7%
Very bad	3%	4%	2%	0%	2%	2%	4%	2%	2%	2%	2%	2%
	538	431	443	460	500	498	359	3,236	3,227	3,279	3,410	3,647
• On-street parking?												
Very good	17%	11%	22%	24%	19%	21%	12%	18%	20%	21%	22%	20%
Good	37%	23%	44%	45%	45%	38%	44%	40%	40%	41%	40%	42%
Neutral	20%	23%	18%	16%	16%	17%	24%	19%	19%	20%	19%	21%
Bad	17%	24%	11%	9%	12%	17%	13%	15%	15%	13%	14%	13%
Very bad	9%	18%	5%	5%	7%	8%	7%	9%	7%	6%	6%	5%
	539	417	443	455	498	489	343	3,190	3,175	3,236	3,329	3,599

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
23	OVERALL, how do you rate the livability of:												
	• Your neighborhood?												
	Very good	50%	52%	36%	52%	37%	42%	17%	42%	45%	45%	44%	41%
	Good	41%	34%	49%	41%	47%	46%	47%	44%	43%	44%	42%	45%
	Neutral	7%	11%	10%	5%	11%	10%	23%	11%	9%	9%	10%	9%
	Bad	1%	3%	4%	1%	3%	2%	9%	3%	3%	2%	3%	4%
	Very bad	1%	0%	1%	0%	1%	0%	3%	1%	1%	1%	1%	1%
		550	431	445	460	510	499	361	3,263	3,243	3,307	3,429	3,673
	• The City as a whole?												
	Very good	25%	31%	24%	30%	21%	25%	9%	24%	27%	30%	30%	28%
	Good	48%	47%	49%	54%	56%	50%	50%	50%	50%	51%	50%	51%
	Neutral	18%	16%	18%	12%	16%	20%	30%	18%	17%	15%	15%	17%
	Bad	7%	5%	7%	3%	4%	4%	9%	6%	4%	3%	4%	4%
	Very bad	2%	1%	2%	0%	3%	2%	2%	2%	1%	1%	1%	1%
	535	419	445	453	498	490	351	3,197	3,173	3,219	3,345	3,594	
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	5%	6%	6%	4%	4%	3%	1%	4%	4%	4%	4%	4%
	6 to 10 times	3%	3%	3%	3%	3%	1%	2%	3%	3%	3%	3%	3%
	3 to 5 times	10%	8%	5%	6%	9%	5%	5%	7%	8%	8%	9%	7%
	Once or twice	23%	28%	24%	28%	25%	21%	20%	24%	25%	26%	26%	26%
	Never	57%	55%	63%	59%	59%	69%	71%	62%	60%	61%	58%	61%
		531	419	438	447	495	490	348	3,175	3,168	3,215	3,342	3,559

2015 Community Survey Data

Total respondents are noted at the end of each question

		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2014	2013	2012	2011
OVERALL GOVERNMENT													
25	OVERALL, how do you rate City government's job in providing services?												
	Very good	5%	6%	3%	4%	4%	5%	4%	5%	5%	5%	6%	4%
	Good	42%	48%	41%	48%	46%	43%	29%	43%	42%	45%	45%	44%
	Neutral	37%	33%	40%	38%	38%	39%	47%	39%	38%	38%	35%	37%
	Bad	11%	9%	12%	8%	9%	9%	13%	10%	12%	9%	10%	10%
	Very bad	4%	5%	4%	2%	4%	4%	6%	4%	5%	3%	4%	4%
		473	363	384	402	448	425	302	2,803	2,859	2,922	3,071	3,237
26	OVERALL, how do you rate the <i>quality</i> of each of the following City services?												
	• Police												
	Very good	13%	16%	12%	13%	11%	10%	12%	12%	14%	12%	14%	12%
	Good	56%	49%	48%	43%	51%	47%	58%	50%	51%	49%	47%	47%
	Neutral	24%	27%	28%	36%	28%	32%	22%	28%	26%	28%	27%	29%
	Bad	6%	6%	10%	6%	7%	8%	8%	7%	8%	8%	9%	10%
	Very bad	1%	2%	3%	3%	3%	3%	1%	2%	2%	3%	3%	3%
		474	368	413	405	458	432	348	2,904	2,924	3,000	3,156	3,394
	• Fire & Emergency Services												
	Very good	32%	38%	31%	34%	32%	30%	32%	33%	33%	32%	34%	30%
	Good	57%	48%	54%	50%	56%	55%	56%	54%	54%	53%	53%	56%
	Neutral	11%	13%	13%	15%	12%	14%	12%	13%	12%	14%	12%	13%
	Bad	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	0%	1%
	Very bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		439	328	364	357	407	390	333	2,624	2,706	2,743	2,921	3,068

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
• 9-1-1													
Very good	29%	33%	24%	27%	28%	25%	26%	27%	25%	25%	29%	23%	
Good	50%	46%	53%	49%	49%	51%	53%	50%	53%	51%	49%	54%	
Neutral	19%	18%	21%	23%	20%	21%	19%	20%	20%	22%	21%	20%	
Bad	1%	2%	2%	1%	2%	2%	1%	2%	2%	2%	1%	3%	
Very bad	1%	1%	0%	0%	1%	1%	1%	0%	0%	1%	1%	1%	
	357	283	334	290	364	341	304	2,278	2,297	2,340	2,506	2,642	
• Water													
Very good	23%	29%	20%	26%	26%	26%	19%	24%	17%	23%	26%	22%	
Good	51%	51%	48%	50%	44%	46%	48%	48%	45%	47%	47%	50%	
Neutral	17%	15%	19%	17%	20%	17%	22%	18%	21%	18%	18%	18%	
Bad	7%	5%	10%	5%	8%	8%	6%	7%	12%	8%	6%	7%	
Very bad	2%	1%	3%	3%	3%	3%	5%	3%	6%	4%	4%	4%	
	526	398	438	436	492	470	351	3,116	3,119	3,171	3,320	3,545	
• Parks													
Very good	36%	37%	35%	37%	30%	34%	16%	33%	31%	33%	33%	32%	
Good	50%	48%	54%	51%	53%	52%	55%	52%	54%	53%	52%	53%	
Neutral	12%	12%	9%	10%	14%	12%	24%	13%	13%	13%	14%	13%	
Bad	1%	3%	2%	1%	2%	1%	3%	2%	2%	1%	2%	2%	
Very bad	1%	0%	0%	0%	1%	0%	2%	1%	0%	0%	1%	0%	
	524	410	435	445	491	474	331	3,116	3,099	3,177	3,294	3,532	
• Recreation centers/activities													
Very good	29%	20%	20%	26%	25%	24%	13%	23%	24%	25%	25%	25%	
Good	52%	45%	56%	55%	48%	53%	48%	52%	50%	50%	48%	52%	
Neutral	17%	30%	22%	18%	24%	21%	33%	23%	23%	23%	25%	21%	
Bad	1%	3%	2%	1%	1%	1%	4%	2%	2%	1%	2%	2%	
Very bad	0%	2%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	
	441	273	356	342	390	378	274	2,459	2,432	2,557	2,658	2,858	

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
• Sewers													
Very good	8%	10%	8%	11%	9%	8%	5%	9%	8%	9%	9%	7%	
Good	41%	48%	41%	43%	43%	41%	40%	42%	41%	42%	42%	39%	
Neutral	36%	29%	34%	30%	33%	34%	37%	33%	33%	33%	32%	34%	
Bad	11%	10%	14%	13%	11%	13%	13%	12%	14%	11%	12%	15%	
Very bad	4%	3%	3%	3%	5%	3%	5%	4%	5%	4%	5%	5%	
	475	331	392	390	446	429	320	2,788	2,762	2,858	3,021	3,191	
• Storm drainage													
Very good	7%	9%	8%	10%	8%	8%	5%	8%	7%	8%	8%	6%	
Good	36%	41%	38%	39%	40%	38%	36%	38%	37%	39%	37%	35%	
Neutral	38%	33%	34%	32%	35%	35%	36%	35%	34%	35%	34%	35%	
Bad	15%	13%	16%	15%	14%	16%	16%	15%	17%	15%	17%	18%	
Very bad	3%	4%	4%	3%	3%	3%	7%	4%	5%	4%	5%	6%	
	481	359	404	391	453	434	329	2,855	2,858	2,926	3,095	3,279	
• Street maintenance													
Very good	4%	4%	3%	4%	3%	4%	3%	4%	4%	4%	4%	4%	
Good	22%	32%	27%	26%	23%	22%	23%	25%	25%	28%	29%	31%	
Neutral	29%	31%	29%	32%	32%	29%	30%	30%	30%	31%	30%	33%	
Bad	28%	23%	29%	30%	28%	32%	30%	29%	29%	27%	26%	24%	
Very bad	17%	10%	12%	8%	13%	13%	14%	13%	13%	11%	11%	9%	
	538	412	441	448	492	483	351	3,172	3,149	3,223	3,350	3,594	
• Street lighting													
Very good	8%	12%	10%	7%	8%	11%	6%	9%	7%	8%	9%	7%	
Good	51%	50%	42%	47%	44%	46%	49%	47%	46%	47%	48%	50%	
Neutral	28%	26%	32%	35%	34%	30%	32%	31%	33%	32%	32%	31%	
Bad	11%	9%	13%	7%	11%	11%	11%	11%	11%	10%	9%	10%	
Very bad	3%	2%	3%	3%	2%	2%	1%	2%	3%	2%	3%	2%	
	532	414	442	445	492	474	352	3,158	3,129	3,183	3,337	3,580	

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
• Housing inspections													
Very good	5%	7%	3%	7%	4%	5%	3%	5%	4%	5%	5%	5%	
Good	28%	26%	19%	25%	25%	28%	21%	24%	24%	26%	23%	24%	
Neutral	53%	51%	58%	50%	57%	51%	54%	54%	56%	54%	54%	54%	
Bad	10%	14%	14%	15%	9%	9%	15%	12%	11%	11%	12%	11%	
Very bad	4%	2%	7%	3%	5%	8%	8%	5%	4%	5%	5%	6%	
	221	164	221	191	244	221	199	1,464	1,461	1,483	1,659	1,808	
• Nuisance inspections													
Very good	4%	5%	2%	4%	3%	3%	2%	3%	3%	4%	4%	4%	
Good	19%	14%	17%	20%	16%	19%	14%	17%	17%	20%	18%	19%	
Neutral	56%	49%	44%	45%	50%	49%	51%	49%	51%	49%	52%	49%	
Bad	11%	17%	26%	21%	23%	20%	21%	20%	19%	18%	17%	18%	
Very bad	10%	13%	10%	11%	8%	9%	12%	10%	11%	9%	10%	10%	
	217	166	220	189	247	210	208	1,460	1,494	1,498	1,654	1,748	
• Planning for future land use													
Very good	7%	8%	4%	5%	6%	6%	4%	6%	5%	8%	8%	8%	
Good	25%	29%	27%	28%	26%	21%	17%	25%	27%	31%	34%	32%	
Neutral	38%	34%	35%	37%	44%	35%	49%	38%	39%	39%	40%	39%	
Bad	18%	19%	19%	20%	14%	23%	20%	19%	19%	14%	11%	14%	
Very bad	12%	10%	15%	10%	10%	14%	10%	12%	10%	7%	7%	7%	
	362	297	304	327	350	329	225	2,199	2,125	2,134	2,236	2,370	
• Opportunities to influence government decisions													
Very good	4%	5%	2%	3%	2%	3%	2%	3%	2%	4%	4%	4%	
Good	22%	22%	16%	20%	20%	20%	17%	19%	20%	24%	24%	22%	
Neutral	37%	38%	45%	46%	44%	36%	40%	41%	40%	42%	43%	41%	
Bad	21%	20%	22%	21%	20%	24%	23%	22%	22%	17%	17%	18%	
Very bad	16%	15%	16%	11%	14%	17%	18%	15%	17%	13%	12%	15%	
	359	278	303	305	333	321	230	2,134	2,198	2,212	2,377	2,447	

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
				Inner	Central				2014	2013	2012	2011
DEMOGRAPHICS												
What is your gender?												
Male	37%	47%	36%	39%	38%	35%	43%	39%	39%	38%	39%	39%
Female	62%	53%	63%	61%	61%	64%	57%	60%	60%	62%	61%	61%
Other - (added in 2014)	1%	0%	1%	1%	1%	1%	0%	1%	1%	-	-	-
	536	429	448	449	503	489	363	3,223	3,205	3,267	3,384	3,650
What is your age?												
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	6%	11%	6%	8%	4%	7%	5%	7%	5%	6%	6%	6%
30-44	21%	23%	36%	32%	28%	32%	19%	27%	25%	26%	25%	28%
45-59	29%	24%	22%	30%	25%	26%	31%	27%	28%	29%	30%	31%
60-74	34%	31%	31%	24%	31%	26%	28%	29%	31%	29%	28%	25%
Over 74	10%	12%	6%	6%	10%	9%	16%	10%	11%	10%	11%	9%
	541	431	449	459	505	496	362	3,250	3,225	3,276	3,411	3,662
In the past 12 months what was your pre-tax income?												
No income	2%	4%	3%	2%	3%	2%	5%	3%	3%	4%	3%	4%
Less than \$20,000	6%	11%	12%	8%	9%	11%	16%	10%	11%	11%	13%	13%
\$20,000 - \$34,999	12%	12%	21%	13%	17%	19%	24%	16%	17%	18%	18%	20%
\$35,000 - \$74,999	28%	24%	39%	35%	35%	32%	37%	33%	34%	33%	33%	35%
75,000 - \$149,999	34%	27%	22%	28%	30%	29%	17%	27%	26%	26%	24%	21%
\$150,000 +	18%	22%	3%	14%	6%	7%	1%	10%	10%	9%	8%	8%
	505	407	430	440	474	473	341	3,077	3,026	3,085	3,216	3,481

2015 Community Survey Data

Total respondents are noted at the end of each question

	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2014	2013	2012	2011	
Which of these is closest to describing your ethnic background?													
Caucasian/White	90%	89%	84%	87%	86%	89%	80%	87%	87%	88%	87%	86%	
African American/Black	1%	2%	4%	5%	2%	1%	2%	3%	2%	2%	3%	3%	
Asian or Pacific Islander	4%	5%	3%	2%	5%	4%	10%	5%	5%	4%	5%	5%	
Native American/Indian	1%	0%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	
Hispanic/Latino	2%	3%	4%	2%	2%	2%	4%	3%	2%	2%	2%	2%	
Other	3%	2%	4%	3%	3%	3%	4%	3%	3%	3%	2%	3%	
	529	420	442	453	496	490	358	3,195	3,153	3,240	3,359	3,605	
How much education have you completed?													
Elementary school	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	1%	
Some high school	1%	0%	2%	1%	1%	2%	3%	1%	1%	1%	2%	2%	
High school grad	2%	3%	10%	4%	9%	5%	18%	7%	8%	8%	9%	11%	
Some college	18%	13%	24%	14%	24%	21%	38%	21%	21%	22%	24%	24%	
College grad or more	79%	83%	64%	81%	65%	72%	40%	70%	69%	68%	65%	63%	
	542	431	449	459	504	496	363	3,251	3,219	3,280	3,398	3,672	

NOTES:

- 1) The survey accuracy of 2015 City total figures is +/- 1.7 percent.
- 2) The survey accuracy in any neighborhood area for 2015 ranges from +/- 4.2 to +/- 5.0 percent.
- 3) Total number of respondents noted at the end of each question.
- 4) Percentages may not add to 100 due to rounding.
- 5) Neighborhood area percent 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.

2015 Community Survey Data

SURVEY FORM

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 gender?	<input type="radio"/> Male	<input type="radio"/> Female	<input type="radio"/> Other			
	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	<input type="radio"/> Hisp./Latino <input type="radio"/> Other
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"/> Some college <input type="radio"/> College grad or more		

End of survey – THANK YOU VERY MUCH!

**Audit Services Division
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www.portlandoregon.gov/auditor/auditservices**

*2015 Community Survey: Booming construction,
deteriorating streets, and costly housing*

Report #473, November 2015

Audit Team: Bob MacKay, Martha Prinz

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.

Mary Hull Caballero, City Auditor
Drummond Kahn, Director of Audit Services

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July 2015)*

*Red Light Cameras: City can fine tune some program
aspects and solidify plans for future (#466, July 2015)*

*Southwest Portland: Residents rate livability highly
while some services are much worse than citywide
(#467, July 2015)*

