



2016 COMMUNITY SURVEY:
Portlanders' ratings of city livability
drop to new low

November 2016

Mary Hull Caballero
City Auditor

Drummond Kahn
Director of Audit Services

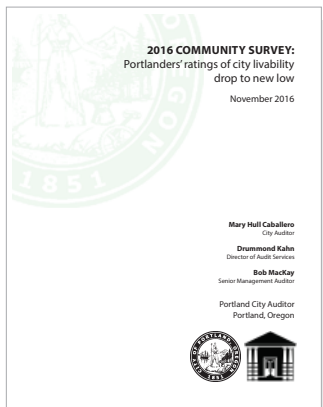
Bob MacKay
Senior Management Auditor

Portland City Auditor
Portland, Oregon





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for Publication Design



Production / Design
Robert Cowan
Public Information Coordinator



November 30, 2016

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

SUBJECT: Audit Report: *2016 Community Survey: Portlanders' ratings of city livability drop to new low* (Report #485)

From June through August, we asked Portlanders about their views on the quality of a variety of City services, and thousands of residents responded. Some of the survey results this year marked new lows, including overall delivery of services, street maintenance, opportunities to influence government decisions, and city livability. The attached report contains the results of our 26th annual Community Survey.

This year we added new demographic questions that allowed us to perform more detailed analyses. We also offered translated surveys and conducted a non-scientific pilot project surveying Portlanders for whom English is not their original language. We will report the results of their responses separately.

We encourage Council and bureau managers to study the differences in community perceptions included in the survey and 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.

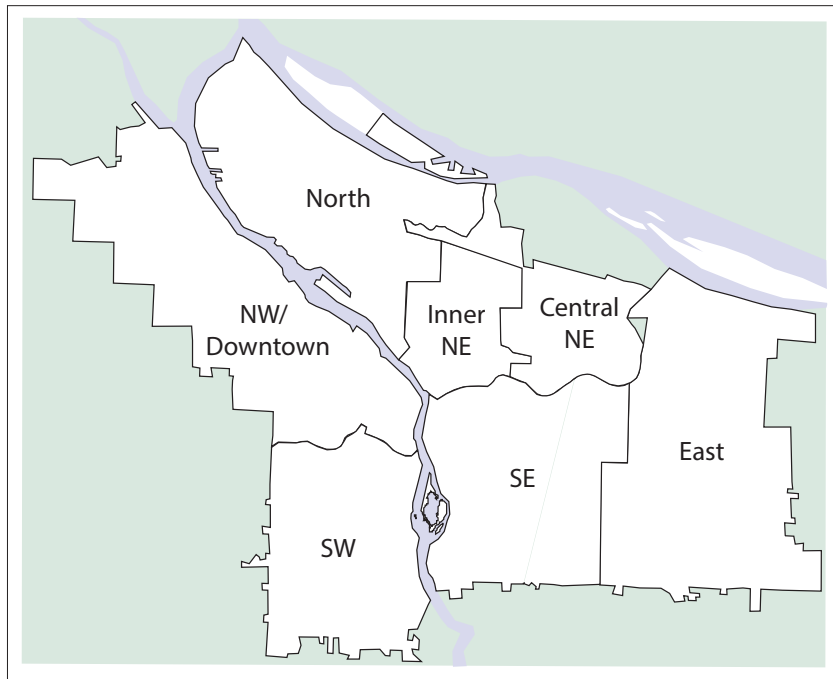
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Audit Team: Drummond Kahn
Bob MacKay

Attachment



Portland's geographic areas



Based on neighborhood coalitions, from the Office of Neighborhood Involvement

2016 COMMUNITY SURVEY:

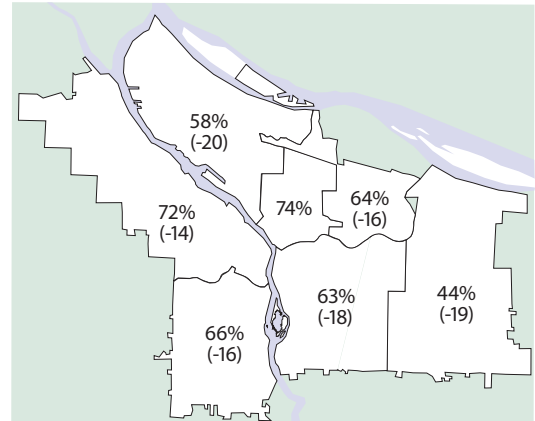
Portlanders' ratings of city livability drop to new low

City livability rated the lowest in Survey history

This year's rating was the lowest since we began asking the question in 1998. Sixty-three percent of respondents felt positively about Portland as a livable city. Not only was the rating of livability a significant decline from five years ago, it also represents a decline from last year's 74 percent.

In 2016, there was also a significant decline reported for overall City livability in every geographic region across Portland except Inner Northeast. Ratings in different areas of the city varied, ranging from a high of 74 percent in Inner Northeast to a low of 44 percent in East.

Positive ratings of overall City livability
(and change since 2012)

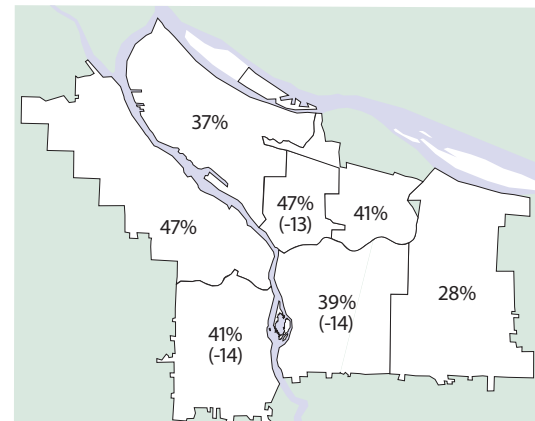


There were also differences in residents' ratings of city livability in 2016 within multiple demographic variables. The following groups of respondents reported significantly lower views on city livability than others in their respective demographic category: residents age 60 and older; those who have lived in the same residence for 10 or more years; individuals with a disability; those who make less than \$75,000 a year; and, those who have less than a bachelor's degree.

City government's overall delivery of services also rates lowest in history of Survey

Resident satisfaction with City government's overall delivery of services dropped to a new low in 2016. The 40 percent rating in 2016 was a significant decline from the 51 percent reported in 2012 - as well as from last year's 47 percent positive rating. Residents of Southwest, Southeast, and Inner Northeast all posted significant declines in the past five years.

Positive ratings of overall delivery of City services
(and change since 2012)



Younger, wealthier, higher educated respondents, and those who rented were more likely to feel positively towards the City's overall delivery of services compared to others in their specific demographic.

Residents continue to report a construction boom and a decline in housing affordability

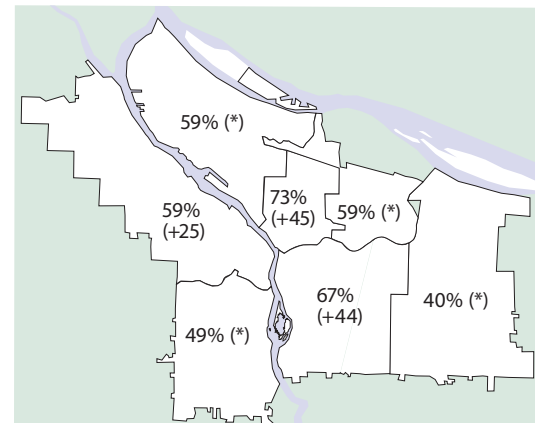
Survey results show that respondents noted both residential and commercial construction increasing in 2016 compared with 2012, citywide and in all neighborhood areas except East and Southwest. When asked to rate the attractiveness of new construction, resident ratings declined over the last five years. This decline was more pronounced in Inner Northeast for residential construction and in Southeast for commercial construction.

Resident ratings of new construction improving their neighborhood as a place to live declined by 17 percentage points compared to five years ago. They also viewed their access to services and shopping more negatively, declining 10 percentage points.

While respondents reported a marked increase in residential construction, housing was reported as less affordable. In 2016, 59 percent of residents rated housing affordability negatively, compared to 21 percent in 2012. The 59 percent was also significantly worse compared to last year's 43 percent negative rating of affordability.

Non-Hispanic whites, those under 60, and renters reported housing to be less affordable than respondents from communities of color, those over 60, and current homeowners.

Negative ratings of housing affordability (and change since 2012)



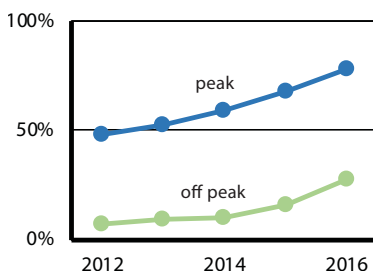
*too few negative responses in 2012

Residents report more traffic at all times of the day

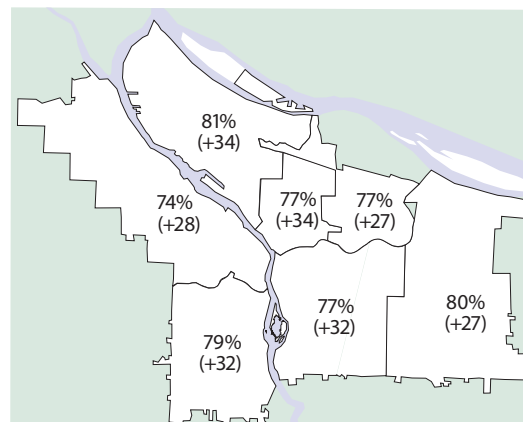
Ratings of rush hour traffic congestion on major roads were much worse than five years ago across all areas of the City, with negative responses increasing by 31 percentage points citywide.

Residents reported that traffic congestion on major roads during off-peak hours also worsened, with negative ratings increasing 20 percentage points -- from 7 percent rating congestion as "bad" or "very bad" in 2012 to 27 percent reporting those ratings in 2016.

Congestion on major streets
(percent very bad or bad)



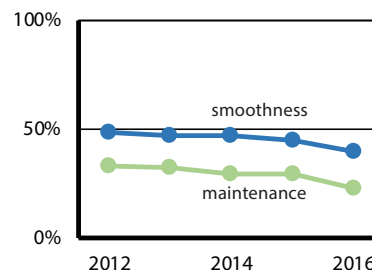
Rating of rush hour congestion on major streets as very bad or bad
(and change since 2012)



Ratings of street maintenance service declined over five years, again

More respondents felt negatively about street maintenance. The 23 percent of survey respondents rating City street maintenance services positively represents an 11 percentage point decline from 2012. This is also a significant decline from the 28 percent positive rating last year. Positive citywide ratings of the smoothness of neighborhood streets declined from 47 percent in 2012 to 40 percent in 2016. The 2016 number was also significantly less than last year's rating of 44 percent.

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



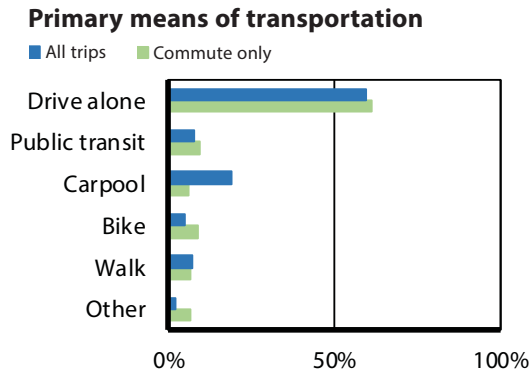
Neighborhood livability remains high, but ratings vary by area

Resident ratings of neighborhood livability remained high over the past five years, and was 85 in 2016. Residents of Inner Northeast report the highest levels of satisfaction on three of four livability indicators than all other areas of the City [see table].

Neighborhood livability factors
(percent very good or good)

	Close to parks	Close to transit	On-street Parking	Access to Services
Central NE	78%	87%	57%	73%
East	61%	76%	47%	58%
Inner NE	86%	95%	62%	91%
North	85%	88%	62%	72%
NW/Downtown	91%	83%	38%	82%
Southeast	86%	93%	56%	81%
Southwest	89%	74%	50%	64%

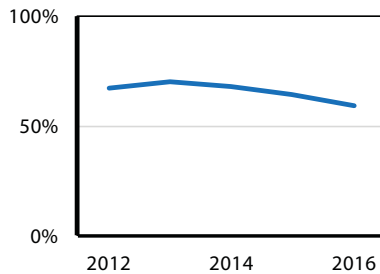
Reported shift in transportation choices



Portlanders still report they rely on cars, with 62 percent driving alone to work in 2016. Public transit was the next most popular form of transportation used for commuting, at 10 percent; however, this marked a decline from the 12 percent reported in 2012.

Commuting to work by bike was reported at 9 percent in 2016, up from 7 percent in 2012.

Fewer people report driving alone for all trips



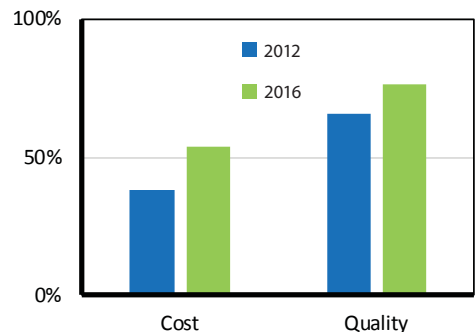
When looking at all trips, not just commuting to work, driving alone again dominated all other forms of transportation but showed positive movement towards Portland’s Climate Action Plan 2030 objectives. The 59 percent reported in 2016 was eight percentage points lower than in 2012.

Quality of tap water declines while garbage, recycling and compost service rise

The overall positive ratings of water, sewer, and storm drainage service in 2016 remained about the same as those in 2012. There were some changes in ratings of specific services, both positive and negative.

The City changed its compost and garbage collection frequency in October 2011 to provide weekly collection of compost and recycling, while garbage collection was moved to every other week. Survey responses in 2012 reflected this change and prompted an audit of the program. In 2016, 76 percent of residents citywide felt positively about garbage/recycling/compost service quality. While this rating is near the level it was before

Portlanders feel better about the cost and quality of garbage/recycling/compost services



the change in service, it represents a significant increase over the 66 percent reported in 2012. Similarly, respondents also rated the cost of garbage/recycling/compost service more positively in 2016 than in 2012 (54 percent versus 38 percent).

In 2016, residents reported a decline in their positive ratings of tap water quality, dropping to 80 percent from 85 percent in 2012.

Residents also reported a decrease in how well they view whether sewer and storm drainage systems provide protection to our rivers and streams, declining from 55 to 50 percent.

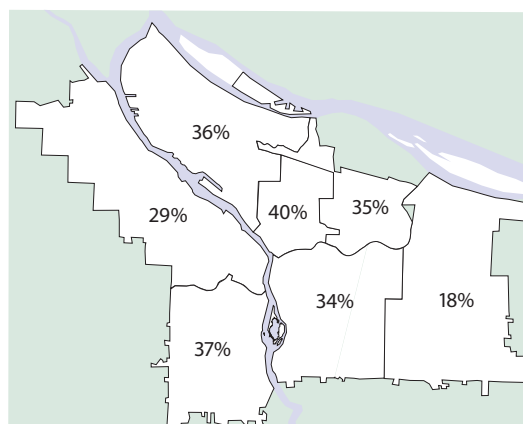
More Portlanders participated in Parks and Recreation programs in 2016

Thirty-four percent of respondents reported that a household member participated in a City recreation program in the past year, an increase over the 30 percent participation rate reported in 2012. Residents in Inner Northeast reported the highest participation at 40 percent, while residents in East had the lowest, at 18 percent.

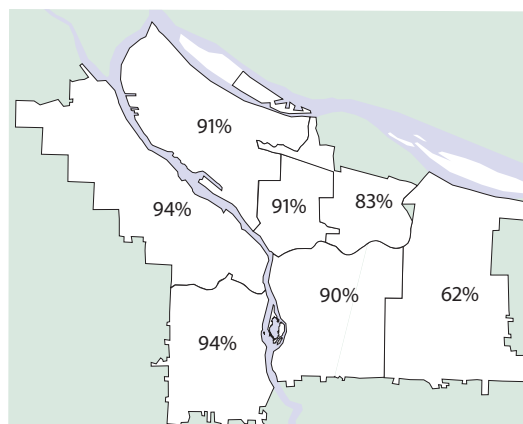
The majority of respondents (82 percent) rated City parks favorably. There was some geographic disparity in ratings of park grounds quality, from residents in Inner Northeast reporting 89 percent positive ratings to residents in East reporting 68 percent. In terms of quality of facilities at neighborhood parks, residents in Southwest reported the highest rating at 75 percent with East reporting the lowest, at 49 percent.

Residents in East Portland also reported a lower percentage of visits to parks near their home in the past year, compared to residents in other parts of the city.

Member of household participating in City Recreation activity (past 12 months)



Visited a park near home (past 12 months)

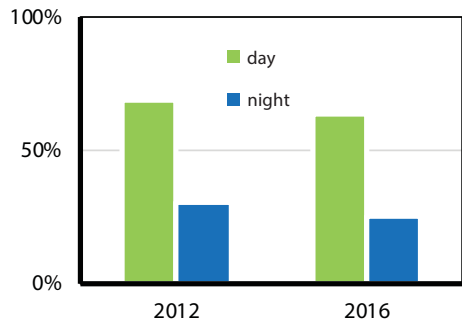


Despite overall positive feelings of public safety services, residents report feeling less safe downtown at all hours

Residents' overall satisfaction with fire and emergency, 9-1-1, and police services remained positive in 2016. Residents also felt as safe in their neighborhoods and parks during both day and night as they did in 2012. However, residents report feeling less safe walking alone downtown during both day and night in 2016 compared to 2012. Residents from both Southwest and Southeast also reported feeling less safe walking alone downtown during the night in 2016 compared to 2012.

Individuals with a disability, those over 60, respondents who have lived in the same residence for 10 years or more, those with less than a bachelor's degree, and individuals who earn less than \$75,000 reported feeling less safe walking alone downtown at night than others.

Residents feel less safe downtown day and night



Resident ratings of downtown as a place to work, shop, play and live also declined from 59 percent in 2012 to 45 percent in 2016. This was also a decline from the 53 percent reported in 2015.

A smaller percentage of residents reported knowing where to get assistance to start or join a community group working on crime in 2016 than in 2012 (36 percent compared to 39 percent).

Residents' report opportunities to influence government decisions at all-time low

Twenty percent of residents reported feeling that they had opportunities to influence government decisions in 2016, which was the lowest rating since we began asking the question in 2009. This represents an eight percentage point decline from 2012.

Only 24 percent of residents felt positively about the City's overall planning for future land use, a decline of 18 percentage points from 2012. The 24 percent also marked a decline from the 31 percent just last year.

Residents 60 years and older, those who have lived in the same residence for 10 years or more, and those who reported they earn less than \$75,000 rated the City's future land use planning significantly lower than other respondents in their demographic category.

Forty percent of Portlanders reported participating in a community project or attending a public meeting at least once in the past year, a number that has remained relatively steady over the past five years.

In October of this year, we contracted with Community Engagement Liaison Services to survey residents for whom English is not their first language. The survey was translated and taken to communities of Spanish, Vietnamese, Chinese, and Russian speakers. The results of their responses will be described in a future report.

Demographics

We also added three new questions to the demographic section of the survey this year:

1. Do you have a permanent disability?
2. What is your current housing?
3. How long have you lived in your current residence?

Using these additional questions, coupled with data on the overall demographic makeup of survey respondents, we decided to look at a number of the major citywide issues by different demographic variables for this report.

The following tables show significant differences in responses within demographic variables. **How to read the table:** If a certain demographic is listed under 'better,' then that demographic category is significantly more positive than the other for that issue. For example, on 'positive ratings of overall city livability,' those under age 60 report a significantly higher rating this year than those 60 or older – 68 percent to 58 percent. If a demographic variable is not listed under an issue, then there was no significant difference. Some issues were rated similarly, regardless of demographic differences, for example, traffic congestion.

Feel positive about overall city livability

	Worse	Better
Age	60 or over (58%)	Under 60 (68%)
Length in same residence	10 or more years (57%)	Less than 10 years (70%)
Annual income	Less than \$75,000 (60%)	\$75,000 or more (71%)
Education attainment	Less than a bachelors (49%)	Bachelors or higher (70%)
Disability status	Individuals with a disability (47%)	Individuals with no disability (66%)

Feel positive about overall City delivery of services

	Worse	Better
Age	60 or over (35%)	Under 60 (45%)
Length in same residence	10 or more years (33%)	Less than 10 years (48%)
Annual income	Less than \$75,000 (37%)	\$75,000 or more (46%)
Education attainment	Less than a bachelors (29%)	Bachelors or higher (45%)
Disability status	Individuals with a disability (33%)	Individuals with no disability (41%)
Housing status	Owner (39%)	Renter (46%)

Feel positive about City's job making downtown a good place to shop, work, play, and live

	Worse	Better
Age	60 or over (40%)	Under 60 (49%)
Length in same residence	10 or more years (40%)	Less than 10 years (50%)
Education attainment	Less than a bachelors (35%)	Bachelors or higher (49%)

Feel positive about City's ability to plan for future land use

	Worse	Better
Age	60 or over (22%)	Under 60 (26%)
Length in same residence	10 or more years (20%)	Less than 10 years (29%)
Annual income	Less than \$75,000 (20%)	\$75,000 or more (31%)

Feel positive about overall street maintenance

	Worse	Better
Age	60 or over (20%)	Under 60 (25%)
Race/Ethnicity	White, non-Hispanic (21%)	Member of community of color (32%)
Length in same residence	10 or more years (20%)	Less than 10 years (26%)
Housing status	Owner (21%)	Renter (28%)

Able to find parking on neighborhood streets

	Worse	Better
Disability status	Individuals with a disability (40%)	Individuals with no disability (56%)
Age	60 or over (46%)	Under 60 (60%)
Length in same residence	10 or more years (49%)	Less than 10 years (59%)
Housing status	Renter (46%)	Owner (57%)
Annual income	Less than \$75,000 (52%)	\$75,000 or more (59%)
Education attainment	Less than a bachelors (43%)	Bachelors or higher (59%)

Feel safe walking alone downtown during the day

	Worse	Better
Age	60 or over (60%)	Under 60 (67%)
Length in same residence	10 or more years (58%)	Less than 10 years (70%)
Education attainment	Less than a bachelors (48%)	Bachelors or higher (70%)
Disability status	Individuals with a disability (51%)	Individuals with no disability (66%)

Feel housing is not affordable

	Worse	Better
Age	Under 60 (63%)	60 or over (53%)
Race/Ethnicity	White, non-Hispanic (60%)	Member of community of color (51%)
Housing status	Renter (72%)	Owner (55%)

Feel unsafe walking alone downtown at night

	Worse	Better
Age	60 or over (52%)	Under 60 (41%)
Length in same residence	10 or more years (51%)	Less than 10 years (41%)
Annual income	Less than \$75,000 (48%)	\$75,000 or more (41%)
Education attainment	Less than a bachelors (60%)	Bachelors or higher (40%)
Disability status	Individuals with a disability (60%)	Individuals with no disability (44%)

SURVEY METHODOLOGY

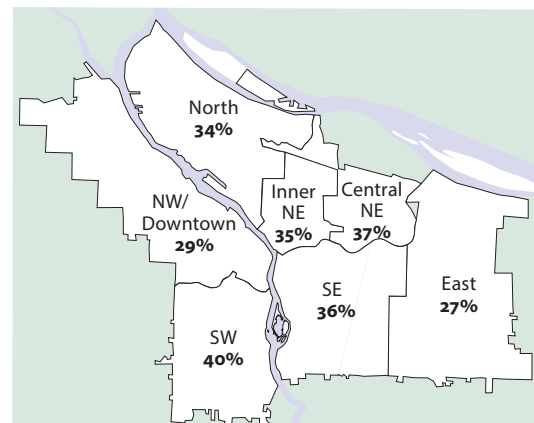
The City Auditor's annual Community Survey was conducted for the 26th year from June through August, 2016. Questions on the survey request residents' perceptions of satisfaction with services the City of Portland provides. The results are intended to inform the public as well as to help City leaders 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 2016, 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 three weeks later. There were 486 postcards or surveys returned to us as undeliverable (due to bad addresses, etc.), leaving a total of 9,314 usable addresses for our response rate calculation. 3,125 completed surveys were returned, resulting in a citywide response rate of 34 percent.

2016 COMMUNITY SURVEY RESPONSE RATE BY NEIGHBORHOOD AREA



Survey reliability

The citywide survey accuracy, at the conventional 95 percent confidence level, is ± 1.7 percent. For the seven neighborhood coalitions, the accuracy ranges from ± 4.3 to ± 5.2 percent.

Representativeness of respondents

We compared demographic information supplied by respondents to the 2014 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, more educated

and more likely to be homeowners than the population as a whole. We also found that females and non-Hispanic whites are over-represented.

We calculated responses by demographic categories to determine whether a subgroup had a significantly different response than the other respondents within their demographic. We converted the demographics to dualities and ran cross-tabulations with the major topics at the citywide level. Where we found significant differences, we reported them within the text and in tabular format in the report..

Survey analysis

In conducting this audit, we reviewed Citywide and coalition data from the 2016 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 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/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

2016 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				2015	2014	2013	2012
PUBLIC SAFETY													
1	How safe would you feel walking alone <i>during the day</i> :												
	• In your neighborhood?												
	Very safe	72%	57%	50%	65%	56%	59%	26%	57%	60%	61%	60%	59%
	Safe	22%	34%	41%	29%	34%	31%	44%	33%	31%	31%	32%	32%
	Neutral	4%	6%	7%	3%	6%	7%	19%	7%	7%	5%	6%	7%
	Unsafe	1%	2%	1%	2%	3%	2%	8%	3%	2%	2%	2%	2%
	Very unsafe	0%	0%	1%	0%	1%	0%	3%	1%	0%	0%	0%	1%
		508	368	418	462	493	479	349	3085	3,289	3,275	3,334	3,441
	• In the park closest to you?												
	Very safe	53%	39%	38%	50%	41%	42%	16%	41%	43%	45%	43%	43%
	Safe	35%	37%	40%	37%	41%	38%	39%	38%	39%	38%	39%	38%
	Neutral	9%	17%	16%	8%	12%	13%	24%	14%	12%	12%	14%	13%
	Unsafe	2%	6%	4%	3%	4%	5%	14%	5%	5%	5%	4%	5%
	Very unsafe	1%	1%	1%	1%	2%	1%	7%	2%	1%	1%	1%	1%
		499	362	416	449	477	472	326	3009	3,188	3,184	3,222	3,337
	• Downtown?												
	Very safe	25%	28%	22%	31%	20%	25%	11%	23%	26%	27%	25%	28%
	Safe	37%	39%	44%	43%	41%	44%	32%	40%	43%	42%	44%	40%
	Neutral	25%	22%	23%	18%	22%	21%	30%	23%	20%	20%	20%	20%
Unsafe	10%	9%	8%	6%	12%	7%	20%	10%	9%	8%	9%	9%	
Very unsafe	3%	3%	2%	2%	4%	3%	7%	3%	2%	2%	3%	3%	
	493	358	406	443	473	467	329	2977	3,151	3,128	3,190	3,265	
How safe would you feel walking alone <i>at night</i> :													
• In your neighborhood?													
Very safe	37%	23%	13%	26%	17%	23%	8%	22%	22%	24%	22%	21%	
Safe	39%	40%	34%	39%	43%	38%	18%	37%	39%	38%	40%	39%	
Neutral	15%	18%	28%	21%	23%	20%	20%	20%	21%	19%	19%	21%	
Unsafe	6%	17%	20%	11%	12%	13%	32%	15%	14%	14%	15%	14%	
Very unsafe	3%	2%	6%	4%	5%	5%	22%	6%	4%	4%	5%	5%	
	501	362	409	449	483	471	339	3022	3,219	3,170	3,252	3,358	

2016 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				2015	2014	2013	2012	
• In the park closest to you?													
Very safe	15%	10%	6%	10%	5%	7%	2%	8%	7%	8%	8%	7%	
Safe	33%	23%	19%	27%	24%	22%	8%	23%	24%	25%	25%	23%	
Neutral	27%	24%	28%	28%	31%	26%	18%	26%	28%	28%	27%	28%	
Unsafe	18%	29%	31%	27%	30%	32%	34%	28%	29%	28%	29%	29%	
Very unsafe	7%	14%	16%	8%	10%	13%	38%	14%	11%	12%	11%	13%	
	485	356	403	440	466	460	325	2943	3,114	3,076	3,139	3,240	
• Downtown?													
Very safe	5%	6%	5%	8%	3%	3%	3%	5%	5%	5%	4%	5%	
Safe	22%	23%	18%	24%	20%	21%	10%	20%	24%	26%	25%	26%	
Neutral	29%	26%	31%	33%	31%	32%	21%	29%	32%	30%	30%	31%	
Unsafe	27%	31%	31%	24%	32%	27%	32%	29%	25%	27%	26%	24%	
Very unsafe	17%	15%	15%	11%	15%	17%	34%	17%	13%	13%	14%	15%	
	488	362	395	440	460	460	316	2929	3,143	3,086	3,158	3,236	
2 Do you know where to get assistance if you want to start or join a community group that works on crime issues?													
Yes	37%	30%	38%	41%	34%	37%	30%	36%	36%	40%	36%	39%	
No	63%	70%	62%	59%	66%	63%	70%	64%	64%	60%	64%	61%	
	508	363	408	457	484	468	346	3042	3,232	3,214	3,285	3,381	
3 Did anyone break into, or burglarize, your home during the last 12 months?													
Yes	1%	5%	6%	4%	4%	5%	8%	5%	5%	5%	5%	5%	
No	99%	95%	94%	96%	96%	95%	92%	95%	95%	95%	95%	95%	
	511	368	417	458	496	479	352	3089	3,286	3,279	3,331	3,451	
<i>If yes, was it reported to police?</i>													
Yes	43%	95%	61%	56%	56%	64%	73%	66%	59%	63%	72%	67%	
No	57%	5%	39%	44%	44%	36%	27%	34%	41%	37%	28%	33%	
	7	19	23	18	18	25	26	136	167	153	166	167	

2016 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				2015	2014	2013	2012
4	Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?												
	Yes	11%	16%	21%	19%	21%	21%	22%	18%	18%	17%	16%	17%
	No	89%	84%	79%	81%	79%	79%	78%	82%	82%	83%	84%	84%
		508	364	417	456	490	475	350	3068	3,254	3,254	3,317	3,422
	<i>If yes, was it reported to Police?</i>												
	Yes	55%	56%	34%	28%	35%	43%	49%	41%	39%	40%	44%	44%
	No	45%	44%	66%	72%	65%	57%	51%	59%	61%	60%	56%	57%
		53	52	86	85	96	101	77	550	573	528	516	550
5	How do you rate the City of Portland's efforts to regulate conduct of Portland police officers?												
	Internal Police Bureau efforts?												
	Very good	9%	9%	9%	6%	4%	7%	9%	7%	8%	8%	7%	9%
	Good	29%	32%	25%	21%	26%	24%	30%	26%	30%	28%	25%	26%
	Neutral	37%	36%	36%	44%	40%	39%	42%	39%	40%	36%	37%	35%
	Bad	16%	19%	21%	21%	22%	21%	14%	19%	15%	20%	22%	20%
	Very bad	9%	5%	9%	8%	8%	9%	6%	8%	7%	8%	9%	10%
		337	234	267	295	344	321	264	2068	2,231	2,364	2,540	2,633
	Auditor's Independent Police Review Division efforts?												
	Very good	8%	7%	9%	8%	5%	6%	5%	7%	9%	9%	6%	8%
	Good	30%	33%	19%	24%	26%	25%	22%	26%	30%	29%	27%	27%
	Neutral	47%	40%	50%	50%	52%	51%	54%	49%	48%	45%	46%	44%
	Bad	10%	16%	15%	13%	13%	11%	12%	13%	9%	12%	15%	15%
	Very bad	5%	4%	6%	6%	3%	6%	7%	5%	4%	5%	5%	7%
		288	191	217	248	292	263	227	1732	1,858	1,948	2,105	2,165

2016 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				2015	2014	2013	2012
6	Did you call 9-1-1 for an emergency in the last 12 months?												
	Yes	13%	15%	18%	17%	16%	15%	28%	17%	17%	16%	16%	17%
	No	87%	85%	82%	83%	84%	85%	72%	83%	83%	84%	84%	83%
		512	367	416	456	489	478	352	3078	3,281	3,264	3,320	3,422
	<i>If yes, how do you rate the services you received on the phone from the 9-1-1- calltaker?</i>												
	Very good	52%	36%	29%	41%	57%	41%	36%	42%	46%	49%	50%	46%
	Good	26%	36%	44%	30%	29%	44%	42%	36%	37%	35%	31%	36%
	Neutral	6%	11%	18%	18%	8%	10%	13%	12%	9%	8%	12%	11%
	Bad	11%	11%	4%	8%	5%	3%	4%	6%	5%	5%	4%	4%
	Very bad	6%	5%	4%	4%	1%	3%	5%	4%	3%	3%	3%	4%
		66	55	72	74	77	71	96	511	543	516	525	568
7	If a disaster were to occur, you would have enough supplies to take care of your household for:												
	Up to 1 month	19%	7%	14%	10%	15%	13%	28%	15%	13%	14%	15%	17%
	Up to 1 week	45%	48%	44%	42%	46%	42%	36%	43%	42%	45%	45%	45%
	Up to 3 days	26%	29%	28%	34%	28%	29%	22%	28%	31%	29%	29%	27%
	1 day	7%	9%	8%	6%	7%	9%	6%	8%	7%	7%	6%	6%
	No supplies	4%	6%	7%	8%	4%	7%	8%	6%	6%	5%	6%	5%
		501	359	397	452	483	466	331	2997	3,177	3,163	3,219	3,311
PUBLIC UTILITIES													
8	How do you rate the tap water provided by the City?												
	Very good	42%	35%	36%	49%	41%	39%	26%	39%	50%	43%	53%	49%
	Good	41%	44%	44%	35%	39%	42%	44%	41%	37%	38%	34%	36%
	Neutral	13%	16%	14%	12%	12%	13%	20%	14%	10%	13%	10%	11%
	Bad	3%	5%	3%	3%	6%	5%	6%	4%	3%	4%	3%	3%
	Very bad	2%	1%	2%	1%	2%	1%	4%	2%	1%	2%	1%	1%
		501	353	412	456	479	472	342	3023	3,268	3,251	3,305	3,417

2016 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				2015	2014	2013	2012	
9	How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?													
	Very good	8%	9%	7%	13%	9%	9%	7%	9%	11%	11%	12%	12%	
	Good	44%	41%	39%	41%	41%	42%	34%	41%	44%	45%	46%	43%	
	Neutral	30%	34%	33%	30%	34%	31%	36%	33%	29%	28%	30%	29%	
	Bad	15%	13%	16%	14%	13%	14%	16%	14%	13%	13%	10%	13%	
	Very bad	3%	3%	5%	2%	4%	4%	7%	4%	2%	3%	3%	3%	
		426	294	355	382	420	407	302	2593	2,744	2,735	2,814	2,930	
10	How do you rate garbage/recycling/composting service:													
	• Cost?													
	Very good	14%	16%	16%	19%	15%	16%	12%	16%	15%	13%	10%	9%	
	Good	34%	40%	39%	41%	40%	40%	34%	38%	38%	36%	33%	29%	
	Neutral	30%	34%	29%	26%	27%	28%	26%	28%	28%	29%	30%	31%	
	Bad	15%	8%	12%	11%	14%	12%	18%	13%	14%	17%	19%	20%	
	Very bad	6%	2%	4%	3%	4%	4%	10%	5%	4%	6%	8%	10%	
			487	312	386	430	469	448	335	2875	2,973	3,028	3,089	3,199
	• Quality?													
	Very good	29%	25%	26%	34%	30%	31%	23%	29%	29%	29%	27%	25%	
	Good	50%	51%	46%	47%	48%	46%	44%	48%	47%	45%	46%	41%	
	Neutral	16%	19%	21%	14%	15%	17%	22%	17%	17%	18%	18%	20%	
	Bad	3%	3%	4%	4%	4%	4%	7%	4%	5%	5%	6%	8%	
	Very bad	2%	1%	3%	0%	2%	2%	4%	2%	2%	3%	4%	6%	
			497	337	401	441	479	463	334	2960	3,072	3,049	3,121	3,238

2016 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				2015	2014	2013	2012
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	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	2%	2%
	Good	6%	10%	7%	8%	6%	7%	6%	7%	10%	15%	18%	22%
	Neutral	15%	16%	11%	14%	17%	16%	13%	15%	21%	25%	29%	29%
	Bad	41%	44%	39%	42%	42%	42%	43%	42%	42%	43%	39%	38%
	Very bad	38%	30%	41%	35%	35%	35%	37%	36%	26%	16%	13%	10%
		505	360	409	445	489	472	341	3027	3,222	3,167	3,209	3,312
	• During off peak traffic hours												
	Very good	9%	9%	9%	9%	7%	10%	6%	8%	12%	17%	20%	21%
	Good	43%	46%	35%	40%	34%	36%	26%	37%	46%	51%	52%	52%
	Neutral	23%	23%	25%	28%	28%	29%	34%	27%	25%	22%	19%	19%
	Bad	18%	18%	23%	18%	24%	21%	25%	21%	13%	9%	7%	6%
	Very bad	7%	4%	9%	5%	7%	5%	9%	7%	3%	1%	2%	1%
		505	356	410	445	488	472	339	3022	3,205	3,181	3,211	3,316
12	In the past 7 days, which form of transportation did you use the most?												
	• To get to/from work:												
	Drive alone	75%	49%	60%	55%	61%	56%	75%	61%	60%	63%	64%	61%
	Carpool	5%	6%	9%	7%	7%	5%	6%	6%	5%	6%	6%	6%
	Public transit	5%	15%	12%	9%	10%	12%	6%	10%	12%	11%	10%	12%
	Walk	5%	18%	5%	6%	5%	8%	3%	7%	8%	8%	7%	7%
	Bike	4%	6%	8%	18%	10%	13%	3%	9%	9%	8%	7%	7%
	Other	7%	6%	6%	5%	8%	6%	9%	7%	7%	6%	6%	6%
		351	228	279	298	323	313	198	1995	2,851	2,799	2,855	2,990

2016 Community Survey Data

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	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2015	2014	2013	2012	
• For all trips - shopping, errands, work:													
Drive alone	71%	43%	58%	54%	61%	55%	71%	59%	64%	68%	70%	68%	
Carpool	18%	13%	23%	20%	22%	19%	17%	19%	13%	11%	11%	12%	
Public transit	5%	15%	9%	6%	5%	10%	5%	8%	7%	6%	5%	6%	
Walk	2%	24%	5%	7%	6%	8%	2%	7%	9%	8%	7%	7%	
Bike	1%	3%	5%	11%	4%	7%	1%	5%	5%	5%	4%	4%	
Other	2%	2%	1%	3%	2%	2%	4%	2%	2%	2%	2%	3%	
	406	262	311	332	382	352	248	2298	3,206	3,191	3,212	3,340	
13 How do you rate streets in your neighborhood on:													
• Smoothness?													
Very good	5%	9%	6%	9%	5%	6%	6%	6%	7%	8%	8%	9%	
Good	30%	33%	39%	37%	32%	34%	28%	33%	38%	39%	39%	39%	
Neutral	27%	24%	25%	28%	23%	28%	29%	26%	25%	23%	24%	23%	
Bad	26%	25%	21%	20%	27%	25%	26%	25%	22%	22%	21%	21%	
Very bad	12%	9%	9%	6%	12%	7%	11%	9%	9%	7%	8%	9%	
	418	268	317	340	394	359	248	2349	3,258	3,235	3,302	3,418	
• Cleanliness?													
Very good	12%	16%	8%	13%	11%	15%	6%	12%	12%	13%	14%	14%	
Good	59%	46%	47%	52%	47%	44%	39%	48%	50%	52%	52%	51%	
Neutral	22%	25%	30%	22%	27%	27%	26%	26%	24%	22%	22%	24%	
Bad	5%	10%	10%	12%	12%	12%	22%	11%	11%	10%	9%	9%	
Very bad	2%	3%	4%	1%	4%	1%	7%	3%	3%	2%	2%	3%	
	420	269	319	342	398	359	249	2361	3,261	3,244	3,297	3,412	
• Speeding vehicles?													
Very good	5%	5%	3%	6%	2%	4%	3%	4%	4%	5%	5%	5%	
Good	27%	37%	23%	27%	29%	28%	16%	27%	28%	30%	31%	31%	
Neutral	33%	31%	31%	32%	27%	32%	34%	31%	30%	29%	29%	30%	
Bad	27%	20%	29%	28%	30%	27%	30%	28%	28%	27%	26%	26%	
Very bad	8%	7%	13%	6%	11%	10%	17%	10%	10%	9%	9%	9%	
	419	267	321	339	392	356	246	2345	3,247	3,225	3,286	3,387	

2016 Community Survey Data

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	SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals				
				Inner	Central				2015	2014	2013	2012	
• Safety of pedestrians?													
Very good	6%	12%	8%	14%	9%	12%	6%	10%	8%	10%	10%	10%	10%
Good	30%	44%	43%	46%	40%	42%	30%	39%	42%	42%	43%	43%	43%
Neutral	22%	23%	27%	27%	23%	27%	26%	25%	26%	25%	24%	25%	25%
Bad	26%	14%	19%	10%	19%	16%	27%	19%	17%	17%	16%	16%	16%
Very bad	15%	6%	4%	3%	8%	3%	11%	7%	7%	7%	6%	6%	6%
	420	270	320	340	392	357	245	2349	3,248	3,233	3,293	3,398	3,398
• Safety of bicyclists?													
Very good	6%	9%	9%	12%	7%	12%	6%	9%	7%	9%	9%	9%	9%
Good	26%	39%	37%	41%	39%	39%	31%	36%	38%	41%	41%	39%	39%
Neutral	31%	30%	34%	30%	28%	30%	35%	31%	31%	29%	29%	31%	31%
Bad	25%	14%	13%	13%	18%	15%	19%	17%	17%	16%	16%	16%	16%
Very bad	13%	8%	7%	4%	8%	4%	9%	8%	7%	5%	5%	6%	6%
	415	252	310	333	386	345	231	2277	3,126	3,128	3,186	3,272	3,272
PARKS & RECREATION													
14	In the past 12 months, how many times did you:												
• Visit any City park?													
Daily	11%	19%	13%	12%	7%	10%	5%	11%	11%	10%	11%	10%	10%
Weekly	34%	42%	34%	39%	32%	37%	18%	34%	33%	33%	31%	32%	32%
Monthly	21%	15%	23%	17%	18%	17%	10%	18%	17%	18%	17%	16%	16%
A few times	27%	19%	22%	24%	29%	29%	37%	27%	29%	27%	29%	30%	30%
Never	6%	6%	8%	7%	14%	8%	31%	11%	10%	12%	12%	12%	12%
	414	269	317	340	395	359	248	2348	3,249	3,221	3,295	3,412	3,412
• Visit a City park near your home?													
Daily	10%	24%	13%	13%	8%	10%	5%	12%	12%	12%	12%	12%	12%
Weekly	35%	39%	34%	34%	29%	34%	18%	32%	32%	31%	30%	30%	30%
Monthly	18%	15%	17%	22%	17%	19%	10%	17%	16%	16%	15%	15%	15%
A few times	30%	16%	27%	23%	29%	27%	29%	26%	27%	27%	28%	28%	28%
Never	6%	6%	9%	9%	17%	10%	38%	13%	13%	15%	14%	15%	15%
	409	268	312	339	390	355	240	2319	3,198	3,175	3,243	3,341	3,341

2016 Community Survey Data

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		SW	NW/ Downtown	N	NE		SE	E	City Total	Prior City Totals			
					Inner	Central				2015	2014	2013	2012
15	How do you rate the quality of the parks near your home in the following categories?												
	• Well-maintained grounds												
	Very Good	33%	36%	35%	33%	26%	29%	15%	30%	31%	32%	32%	31%
	Good	54%	49%	50%	56%	59%	52%	53%	54%	53%	53%	53%	53%
	Neutral	11%	14%	13%	9%	13%	15%	25%	13%	13%	12%	13%	13%
	Bad	2%	1%	2%	1%	2%	3%	4%	2%	2%	3%	2%	2%
	Very bad	0%	1%	0%	1%	1%	1%	3%	1%	1%	0%	1%	1%
		407	259	314	332	369	351	214	2252	3,092	3,059	3,142	3,242
	• Well-maintained facilities												
	Very Good	26%	26%	24%	22%	19%	21%	10%	22%	20%	21%	21%	20%
	Good	49%	42%	39%	46%	46%	40%	39%	44%	45%	48%	47%	46%
	Neutral	20%	24%	27%	22%	27%	29%	37%	26%	26%	24%	24%	27%
	Bad	5%	7%	8%	8%	6%	8%	10%	7%	7%	6%	6%	6%
	Very bad	1%	2%	2%	2%	1%	2%	4%	2%	2%	1%	1%	2%
	376	236	279	305	340	310	185	2037	2,817	2,763	2,847	2,933	
16	In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?												
	Yes	37%	29%	36%	40%	35%	34%	18%	34%	31%	32%	32%	30%
	No	63%	71%	64%	60%	65%	66%	82%	66%	69%	68%	68%	70%
		414	266	317	339	390	356	241	2329	3,198	3,209	3,251	3,396

2016 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				2015	2014	2013	2012
Very satisfied	24%	23%	30%	34%	31%	31%	16%	28%	25%	26%	26%	26%
Satisfied	45%	48%	42%	42%	40%	36%	37%	41%	43%	42%	43%	42%
Neutral	26%	27%	23%	21%	24%	32%	37%	27%	26%	26%	26%	27%
Dissatisfied	4%	2%	2%	3%	4%	1%	7%	3%	5%	5%	5%	4%
Very dissatisfied	1%	0%	2%	0%	1%	0%	3%	1%	1%	1%	1%	1%
	284	122	184	206	234	211	129	1376	1,893	1,894	2,003	2,066

- Variety

Very satisfied	27%	19%	25%	28%	26%	24%	17%	25%	25%	24%	23%	24%
Satisfied	47%	45%	42%	47%	44%	43%	40%	44%	45%	44%	46%	45%
Neutral	26%	32%	27%	24%	26%	30%	38%	28%	26%	28%	27%	28%
Dissatisfied	1%	2%	5%	1%	3%	2%	5%	2%	3%	3%	3%	2%
Very dissatisfied	0%	2%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%
	278	122	180	201	234	210	126	1357	1,880	1,888	1,986	2,056

- Quality of instruction, coaching, leadership, etc.

Very satisfied	24%	16%	21%	23%	22%	20%	15%	21%	21%	21%	20%	21%
Satisfied	42%	38%	41%	38%	38%	45%	36%	40%	44%	42%	41%	42%
Neutral	30%	44%	34%	35%	35%	33%	43%	35%	32%	35%	35%	34%
Dissatisfied	3%	2%	3%	3%	3%	2%	4%	3%	2%	2%	3%	2%
Very dissatisfied	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%
	241	108	160	178	203	186	118	1199	1,617	1,648	1,742	1,807

2016 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				2015	2014	2013	2012
COMMUNITY DEVELOPMENT													
18	Has a new <i>commercial</i> development been completed in, or near, your neighborhood in the last 12 months?												
	Yes	36%	64%	75%	74%	58%	73%	29%	59%	52%	45%	41%	36%
	No	64%	36%	25%	26%	42%	27%	71%	41%	48%	55%	59%	64%
		407	263	313	333	376	354	232	2284	3,109	3,064	3,105	3,220
<i>If yes, how do you rate it on the following:</i>													
• Attractiveness	Very good	16%	21%	15%	19%	7%	14%	11%	15%	20%	15%	17%	20%
	Good	43%	43%	41%	39%	38%	31%	30%	38%	38%	40%	45%	45%
	Neutral	28%	24%	25%	20%	32%	28%	41%	27%	26%	28%	24%	24%
	Bad	11%	9%	11%	15%	17%	14%	10%	13%	11%	12%	10%	7%
	Very bad	1%	2%	7%	7%	5%	13%	8%	7%	6%	6%	4%	4%
		136	164	234	241	214	257	63	1311	1,597	1,359	1,246	1,126
• Improvement in your access to services & shopping	Very good	10%	16%	14%	13%	8%	12%	5%	12%	14%	13%	14%	16%
	Good	30%	35%	30%	30%	23%	25%	20%	28%	30%	31%	33%	34%
	Neutral	41%	34%	37%	39%	44%	38%	45%	39%	39%	37%	37%	37%
	Bad	15%	9%	10%	13%	18%	12%	18%	13%	11%	12%	10%	8%
	Very Bad	5%	6%	10%	5%	7%	12%	12%	8%	7%	7%	5%	5%
		132	160	230	234	207	252	60	1277	1,541	1,308	1,192	1,088

2016 Community Survey Data

Total respondents are noted at the end of each question

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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				2015	2014	2013	2012
Yes	50%	73%	81%	84%	65%	79%	38%	68%	58%	52%	42%	32%
No	50%	27%	19%	16%	35%	21%	62%	32%	42%	48%	58%	68%
	404	269	313	335	385	357	234	2303	3,110	3,088	3,126	3,243
• Attractiveness												
Very good	14%	16%	9%	11%	7%	7%	11%	10%	12%	13%	14%	17%
Good	34%	43%	28%	27%	30%	25%	24%	30%	34%	33%	39%	39%
Neutral	28%	28%	30%	29%	30%	29%	40%	30%	27%	27%	24%	25%
Bad	18%	9%	21%	18%	22%	23%	14%	19%	18%	18%	16%	14%
Very bad	5%	4%	12%	15%	11%	16%	10%	11%	9%	9%	6%	5%
	196	190	248	279	246	278	87	1528	1,761	1,582	1,290	1,025
• Improvement to your neighborhood as a place to live												
Very good	7%	11%	6%	10%	4%	7%	6%	7%	8%	9%	12%	14%
Good	23%	31%	18%	14%	24%	16%	20%	20%	25%	24%	29%	31%
Neutral	40%	30%	38%	37%	28%	34%	32%	34%	33%	32%	33%	35%
Bad	19%	21%	23%	20%	27%	23%	16%	22%	20%	20%	16%	13%
Very bad	11%	8%	15%	19%	16%	20%	27%	16%	13%	14%	10%	8%
	196	185	248	271	238	275	82	1499	1,713	1,538	1,261	1,004

2016 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				2015	2014	2013	2012
20	Overall, how do you think the City is doing in making downtown a good place for recreation, shopping, working and living?												
	Very good	10%	14%	6%	11%	9%	8%	5%	9%	11%	12%	14%	15%
	Good	38%	39%	39%	38%	34%	34%	27%	36%	42%	45%	45%	44%
	Neutral	28%	24%	29%	29%	34%	34%	39%	31%	30%	28%	25%	27%
	Bad	14%	14%	16%	17%	14%	15%	21%	16%	12%	11%	11%	10%
	Very bad	10%	9%	9%	6%	9%	8%	8%	9%	5%	5%	5%	4%
		396	267	285	309	349	337	202	2151	2,976	2,964	3,028	3,173
21	How do you rate Portland as a place to do business:												
	Very good	7%	9%	11%	10%	9%	8%	6%	9%	12%	10%	10%	12%
	Good	41%	47%	46%	47%	47%	43%	38%	44%	45%	46%	45%	45%
	Neutral	34%	26%	31%	33%	30%	34%	34%	32%	29%	27%	31%	29%
	Bad	11%	13%	8%	8%	9%	11%	15%	10%	10%	12%	9%	9%
	Very bad	7%	6%	4%	2%	4%	3%	5%	5%	4%	5%	4%	5%
		339	196	262	260	316	297	203	1878	2,616	2,623	2,741	2,838
	Do you own a business in Portland?												
	Yes	22%	17%	20%	25%	18%	19%	13%	20%	18%	18%	18%	18%
	No	78%	83%	80%	75%	82%	81%	87%	80%	82%	82%	82%	82%
		400	258	301	319	373	344	232	2233	3,132	3,115	3,153	3,296
	<i>If yes, how many employees does your business employ:</i>												
	Self	57%	55%	74%	57%	67%	64%	57%	62%	62%	61%	61%	62%
	1	12%	9%	9%	11%	8%	7%	20%	10%	8%	8%	10%	8%
	2 - 50	25%	32%	16%	32%	23%	28%	23%	26%	28%	29%	25%	28%
	51 - 100	1%	5%	0%	0%	2%	0%	0%	1%	1%	1%	2%	1%
	101 - 499	4%	0%	0%	0%	2%	0%	0%	1%	1%	1%	2%	1%
	500 +	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	1%	0%
		89	44	58	81	66	67	30	437	542	564	558	598

2016 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				2015	2014	2013	2012
Very good	3%	4%	2%	1%	1%	1%	5%	2%	4%	5%	5%	6%
Good	16%	10%	15%	8%	14%	12%	28%	14%	25%	32%	39%	40%
Neutral	33%	27%	24%	18%	26%	21%	27%	25%	29%	32%	32%	32%
Bad	36%	37%	37%	45%	37%	40%	25%	37%	31%	25%	20%	18%
Very bad	13%	22%	22%	28%	22%	27%	15%	21%	12%	6%	4%	3%
	495	363	414	443	476	471	322	2993	3,124	3,103	3,168	3,284

- Physical condition of housing?

Very good	19%	29%	5%	17%	10%	10%	6%	14%	13%	15%	16%	15%
Good	57%	49%	44%	50%	54%	53%	34%	50%	52%	53%	53%	53%
Neutral	21%	18%	40%	28%	26%	29%	37%	28%	26%	24%	24%	24%
Bad	3%	3%	10%	4%	8%	7%	21%	7%	8%	7%	6%	7%
Very bad	1%	1%	0%	1%	2%	1%	2%	1%	1%	1%	1%	1%
	508	364	418	453	482	472	341	3047	3,206	3,205	3,260	3,385

- Closeness of parks or open spaces?

Very good	32%	50%	35%	41%	25%	38%	16%	34%	33%	35%	36%	35%
Good	57%	42%	50%	45%	53%	48%	45%	49%	51%	49%	49%	48%
Neutral	9%	7%	12%	9%	15%	9%	29%	12%	12%	11%	11%	12%
Bad	2%	2%	3%	3%	5%	4%	7%	4%	3%	4%	3%	4%
Very bad	0%	0%	0%	1%	2%	0%	3%	1%	1%	1%	1%	1%
	508	361	420	461	488	480	344	3071	3,217	3,196	3,260	3,387

2016 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				2015	2014	2013	2012
• Walking distance to public transit?												
Very good	35%	57%	50%	58%	43%	55%	31%	47%	47%	46%	46%	46%
Good	39%	26%	38%	37%	44%	38%	45%	38%	39%	41%	40%	39%
Neutral	12%	7%	8%	5%	9%	5%	17%	9%	8%	7%	8%	9%
Bad	11%	4%	3%	1%	3%	1%	4%	4%	4%	4%	4%	4%
Very bad	3%	6%	1%	0%	1%	0%	3%	2%	2%	2%	2%	2%
	507	361	415	460	488	474	340	3054	3,238	3,212	3,279	3,411
• Access to shopping and other services?												
Very good	17%	48%	25%	46%	27%	35%	17%	31%	31%	30%	30%	30%
Good	47%	33%	47%	45%	46%	46%	41%	44%	44%	46%	45%	44%
Neutral	21%	11%	18%	7%	18%	13%	29%	17%	16%	16%	17%	17%
Bad	12%	5%	8%	1%	7%	5%	10%	7%	7%	7%	7%	7%
Very bad	4%	2%	1%	0%	2%	2%	3%	2%	2%	2%	2%	2%
	511	364	420	459	490	480	344	3077	3,236	3,227	3,279	3,410
• On-street parking?												
Very good	14%	12%	20%	25%	17%	19%	11%	17%	18%	20%	21%	22%
Good	36%	26%	42%	37%	40%	37%	36%	37%	40%	40%	41%	40%
Neutral	20%	23%	18%	17%	24%	16%	26%	20%	19%	19%	20%	19%
Bad	19%	24%	13%	12%	13%	20%	15%	16%	15%	15%	13%	14%
Very bad	10%	15%	7%	9%	6%	8%	12%	9%	9%	7%	6%	6%
	502	349	415	455	488	473	337	3027	3,190	3,175	3,236	3,329

2016 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				2015	2014	2013	2012
23	OVERALL, how do you rate the livability of:												
	• Your neighborhood?												
	Very good	43%	50%	26%	49%	37%	36%	13%	37%	42%	45%	45%	44%
	Good	50%	40%	56%	41%	47%	50%	47%	48%	44%	43%	44%	42%
	Neutral	5%	8%	13%	8%	12%	11%	22%	11%	11%	9%	9%	10%
	Bad	0%	2%	4%	2%	3%	2%	14%	3%	3%	3%	2%	3%
	Very bad	1%	1%	0%	1%	1%	1%	4%	1%	1%	1%	1%	1%
		512	367	410	460	499	478	348	3083	3,263	3,243	3,307	3,429
	• The City as a whole?												
	Very good	15%	21%	16%	22%	14%	17%	5%	16%	24%	27%	30%	30%
	Good	51%	51%	41%	52%	50%	45%	39%	47%	50%	50%	51%	50%
	Neutral	24%	19%	28%	20%	21%	21%	32%	23%	18%	17%	15%	15%
	Bad	7%	8%	12%	4%	10%	11%	16%	10%	6%	4%	3%	4%
Very bad	4%	1%	3%	2%	4%	5%	8%	4%	2%	1%	1%	1%	
	502	355	405	452	490	470	330	3013	3,197	3,173	3,219	3,345	
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	3%	4%	4%	3%	3%	4%	2%	4%	4%	4%	4%	4%
	6 to 10 times	3%	4%	4%	2%	4%	4%	2%	3%	3%	3%	3%	3%
	3 to 5 times	8%	8%	9%	9%	10%	9%	5%	8%	7%	8%	8%	9%
	Once or twice	26%	26%	25%	30%	22%	27%	15%	25%	24%	25%	26%	26%
	Never	60%	57%	57%	55%	61%	56%	76%	60%	62%	60%	61%	58%
		495	356	404	453	483	464	327	2991	3,175	3,168	3,215	3,342

2016 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				2015	2014	2013	2012	
OVERALL GOVERNMENT														
25	OVERALL, how do you rate City government's job in providing services?													
	Very good	3%	7%	4%	5%	3%	3%	3%	4%	5%	5%	5%	6%	
	Good	38%	40%	33%	42%	38%	36%	25%	36%	43%	42%	45%	45%	
	Neutral	41%	39%	43%	39%	43%	42%	41%	41%	39%	38%	38%	35%	
	Bad	14%	11%	14%	10%	9%	13%	21%	13%	10%	12%	9%	10%	
	Very bad	4%	4%	6%	5%	7%	6%	10%	6%	4%	5%	3%	4%	
		442	322	354	399	430	416	302	2673	2,803	2,859	2,922	3,071	
26	OVERALL, how do you rate the <i>quality</i> of each of the following City services?													
	• Police													
	Very good	13%	12%	10%	12%	9%	11%	16%	12%	12%	14%	12%	14%	
	Good	51%	51%	47%	44%	50%	43%	49%	48%	50%	51%	49%	47%	
	Neutral	25%	28%	29%	33%	30%	30%	23%	29%	28%	26%	28%	27%	
	Bad	8%	7%	9%	9%	8%	12%	9%	9%	7%	8%	8%	9%	
	Very bad	2%	2%	5%	1%	3%	4%	4%	3%	2%	2%	3%	3%	
		445	316	382	415	452	424	329	2771	2,904	2,924	3,000	3,156	
	• Fire & Emergency Services													
	Very good	32%	29%	31%	34%	28%	31%	35%	31%	33%	33%	32%	34%	
	Good	54%	56%	55%	53%	58%	52%	51%	54%	54%	54%	53%	53%	
	Neutral	14%	15%	13%	12%	14%	17%	13%	14%	13%	12%	14%	12%	
	Bad	0%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	0%	
	Very bad	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	
		421	293	350	374	419	388	320	2574	2,624	2,706	2,743	2,921	

2016 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				2015	2014	2013	2012	
• 9-1-1													
Very good	28%	19%	24%	26%	22%	24%	25%	24%	27%	25%	25%	29%	
Good	47%	51%	50%	46%	50%	49%	51%	49%	50%	53%	51%	49%	
Neutral	22%	26%	20%	23%	24%	23%	21%	23%	20%	20%	22%	21%	
Bad	2%	3%	5%	4%	3%	4%	1%	3%	2%	2%	2%	1%	
Very bad	2%	0%	1%	1%	1%	0%	1%	1%	0%	0%	1%	1%	
	346	242	296	313	364	328	276	2173	2,278	2,297	2,340	2,506	
• Water													
Very good	19%	21%	20%	26%	19%	19%	16%	20%	24%	17%	23%	26%	
Good	52%	51%	50%	46%	49%	50%	44%	49%	48%	45%	47%	47%	
Neutral	20%	21%	17%	22%	21%	20%	27%	21%	18%	21%	18%	18%	
Bad	6%	4%	6%	5%	8%	7%	7%	6%	7%	12%	8%	6%	
Very bad	4%	2%	6%	1%	3%	4%	5%	4%	3%	6%	4%	4%	
	494	340	402	444	475	454	336	2954	3,116	3,119	3,171	3,320	
• Parks													
Very good	33%	30%	32%	38%	26%	29%	14%	29%	33%	31%	33%	33%	
Good	55%	52%	52%	49%	58%	53%	48%	53%	52%	54%	53%	52%	
Neutral	10%	15%	13%	11%	14%	14%	31%	15%	13%	13%	13%	14%	
Bad	2%	3%	2%	2%	2%	3%	5%	3%	2%	2%	1%	2%	
Very bad	0%	0%	1%	0%	1%	1%	2%	1%	1%	0%	0%	1%	
	503	355	410	454	469	466	333	2999	3,116	3,099	3,177	3,294	
• Recreation centers/activities													
Very good	30%	20%	23%	29%	19%	23%	15%	23%	23%	24%	25%	25%	
Good	49%	48%	49%	51%	51%	51%	41%	49%	52%	50%	50%	48%	
Neutral	19%	30%	25%	18%	26%	24%	39%	25%	23%	23%	23%	25%	
Bad	1%	2%	3%	2%	2%	2%	3%	2%	2%	2%	1%	2%	
Very bad	0%	0%	0%	0%	1%	0%	2%	1%	1%	1%	0%	1%	
	420	257	342	375	388	363	261	2415	2,459	2,432	2,557	2,658	

2016 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				2015	2014	2013	2012	
• Sewers													
Very good	7%	10%	8%	10%	9%	9%	7%	8%	9%	8%	9%	9%	9%
Good	45%	41%	39%	46%	41%	39%	34%	41%	42%	41%	42%	42%	42%
Neutral	33%	38%	36%	35%	33%	37%	39%	36%	33%	33%	33%	32%	32%
Bad	11%	8%	12%	6%	13%	11%	13%	10%	12%	14%	11%	12%	12%
Very bad	4%	3%	5%	2%	5%	4%	7%	4%	4%	5%	4%	5%	5%
	443	294	373	406	438	417	319	2699	2,788	2,762	2,858	3,021	
• Storm drainage													
Very good	5%	7%	7%	8%	8%	7%	6%	7%	8%	7%	8%	8%	8%
Good	38%	35%	35%	39%	37%	36%	30%	36%	38%	37%	39%	37%	37%
Neutral	36%	36%	37%	36%	34%	36%	39%	36%	35%	34%	35%	34%	34%
Bad	16%	18%	14%	15%	16%	15%	16%	16%	15%	17%	15%	17%	17%
Very bad	5%	4%	6%	2%	4%	6%	9%	5%	4%	5%	4%	5%	5%
	447	318	376	411	454	441	323	2778	2,855	2,858	2,926	3,095	
• Street maintenance													
Very good	2%	4%	3%	4%	2%	4%	2%	3%	4%	4%	4%	4%	4%
Good	16%	24%	20%	22%	20%	19%	16%	20%	25%	25%	28%	29%	29%
Neutral	27%	26%	32%	33%	28%	26%	24%	28%	30%	30%	31%	30%	30%
Bad	34%	31%	28%	31%	35%	31%	38%	32%	29%	29%	27%	26%	26%
Very bad	21%	15%	16%	9%	14%	21%	20%	17%	13%	13%	11%	11%	11%
	501	356	404	452	487	468	334	3011	3,172	3,149	3,223	3,350	
• Street lighting													
Very good	7%	8%	8%	10%	7%	10%	8%	8%	9%	7%	8%	9%	9%
Good	49%	48%	42%	48%	49%	43%	43%	46%	47%	46%	47%	48%	48%
Neutral	33%	33%	32%	33%	30%	34%	36%	33%	31%	33%	32%	32%	32%
Bad	8%	8%	13%	7%	10%	10%	12%	10%	11%	11%	10%	9%	9%
Very bad	2%	1%	4%	2%	4%	3%	3%	3%	2%	3%	2%	3%	3%
	493	357	405	451	480	466	338	2998	3,158	3,129	3,183	3,337	

2016 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				2015	2014	2013	2012
• Housing inspections												
Very good	3%	7%	6%	7%	2%	4%	3%	5%	5%	4%	5%	5%
Good	24%	29%	21%	22%	24%	24%	18%	23%	24%	24%	26%	23%
Neutral	57%	48%	54%	54%	57%	51%	56%	54%	54%	56%	54%	54%
Bad	12%	11%	12%	11%	9%	9%	12%	11%	12%	11%	11%	12%
Very bad	5%	5%	7%	6%	7%	11%	12%	8%	5%	4%	5%	5%
	224	149	203	225	242	215	194	1460	1,464	1,461	1,483	1,659
• Nuisance inspections												
Very good	4%	4%	4%	1%	1%	4%	3%	3%	3%	3%	4%	4%
Good	17%	22%	16%	19%	16%	16%	12%	17%	17%	17%	20%	18%
Neutral	58%	42%	49%	45%	52%	44%	44%	48%	49%	51%	49%	52%
Bad	13%	17%	20%	25%	19%	19%	25%	20%	20%	19%	18%	17%
Very bad	9%	15%	11%	10%	12%	16%	16%	13%	10%	11%	9%	10%
	196	149	206	204	243	238	187	1431	1,460	1,494	1,498	1,654
• Planning for future land use												
Very good	4%	6%	4%	5%	4%	5%	3%	4%	6%	5%	8%	8%
Good	26%	24%	16%	24%	20%	15%	13%	20%	25%	27%	31%	34%
Neutral	32%	37%	40%	33%	40%	33%	40%	36%	38%	39%	39%	40%
Bad	25%	20%	22%	25%	22%	25%	23%	23%	19%	19%	14%	11%
Very bad	13%	14%	17%	13%	14%	23%	22%	16%	12%	10%	7%	7%
	356	272	295	339	342	360	232	2204	2,199	2,125	2,134	2,236
• Opportunities to influence government decisions												
Very good	2%	6%	3%	2%	2%	3%	2%	3%	3%	2%	4%	4%
Good	18%	18%	15%	23%	17%	17%	10%	17%	19%	20%	24%	24%
Neutral	40%	38%	43%	41%	42%	37%	39%	40%	41%	40%	42%	43%
Bad	24%	21%	19%	18%	20%	21%	20%	20%	22%	22%	17%	17%
Very bad	16%	16%	20%	16%	18%	23%	30%	20%	15%	17%	13%	12%
	360	244	294	311	335	320	231	2102	2,134	2,198	2,212	2,377

2016 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				2015	2014	2013	2012
DEMOGRAPHICS												
What is your gender?												
Male	41%	46%	34%	37%	39%	40%	37%	39%	39%	39%	38%	39%
Female	58%	54%	65%	63%	61%	59%	62%	60%	60%	60%	62%	61%
Other - (added in 2014)	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	-	-
	503	360	416	456	494	471	348	3057	3,223	3,205	3,267	3,384
What is your age?												
Under 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	5%	6%	7%	5%	3%	7%	3%	5%	7%	5%	6%	6%
30-44	20%	22%	35%	30%	25%	28%	17%	26%	27%	25%	26%	25%
45-59	26%	28%	25%	30%	27%	27%	22%	26%	27%	28%	29%	30%
60-74	37%	34%	25%	24%	30%	29%	39%	31%	29%	31%	29%	28%
Over 74	12%	10%	7%	11%	15%	9%	19%	12%	10%	11%	10%	11%
	505	360	419	461	496	475	350	3075	3,250	3,225	3,276	3,411
In the past 12 months what was your pre-tax income?												
No income	2%	4%	4%	1%	3%	2%	2%	2%	3%	3%	4%	3%
Less than \$20,000	6%	11%	13%	9%	12%	10%	17%	11%	10%	11%	11%	13%
\$20,000 - \$34,999	9%	7%	15%	14%	15%	16%	21%	14%	16%	17%	18%	18%
\$35,000 - \$74,999	25%	21%	39%	30%	32%	34%	39%	31%	33%	34%	33%	33%
75,000 - \$149,999	37%	32%	24%	32%	28%	29%	18%	29%	27%	26%	26%	24%
\$150,000 +	22%	25%	6%	14%	10%	8%	3%	13%	10%	10%	9%	8%
	482	336	406	438	472	460	323	2926	3,077	3,026	3,085	3,216

2016 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				2015	2014	2013	2012
Which of these is closest to describing your ethnic background?												
Caucasian/White	90%	88%	82%	84%	89%	89%	82%	87%	87%	87%	88%	87%
African American/Black	1%	1%	6%	5%	3%	0%	1%	2%	3%	2%	2%	3%
Asian or Pacific Islander	4%	5%	3%	4%	2%	5%	8%	4%	5%	5%	4%	5%
Native American/Indian	0%	0%	1%	1%	0%	0%	2%	1%	1%	1%	1%	1%
Hispanic/Latino	1%	2%	2%	2%	2%	0%	2%	1%	3%	2%	2%	2%
Other	1%	3%	2%	1%	1%	2%	3%	2%	3%	3%	3%	2%
Multi (added in 2016)	2%	2%	4%	4%	3%	3%	3%	3%	-	-	-	-
	496	357	411	448	489	463	345	3018	3,195	3,153	3,240	3,359
How much education have you completed?												
Elementary school	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%
Some high school	0%	1%	2%	0%	1%	2%	2%	1%	1%	1%	1%	2%
High school grad	4%	2%	11%	4%	8%	6%	20%	8%	7%	8%	8%	9%
Some college	15%	15%	23%	17%	21%	19%	38%	21%	21%	21%	22%	24%
College grad or more	81%	81%	64%	79%	69%	73%	39%	71%	70%	69%	68%	65%
	510	367	420	454	495	477	345	3077	3,251	3,219	3,280	3,398
Do you have a permanent disability? (added in 2016)												
Physical	6%	6%	10%	7%	10%	8%	15%	9%	-	-	-	-
Mental	1%	1%	1%	2%	1%	1%	1%	1%	-	-	-	-
Both	1%	3%	2%	0%	1%	1%	3%	1%	-	-	-	-
None	92%	90%	88%	91%	88%	90%	80%	89%	-	-	-	-
	507	359	415	458	496	472	342	3058	-	-	-	-

2016 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				2015	2014	2013	2012
What is your current housing? (added in 2016)												
Rent	14%	40%	22%	22%	15%	25%	18%	22%	-	-	-	-
Own	85%	59%	77%	75%	85%	72%	80%	77%	-	-	-	-
Other	1%	1%	1%	3%	0%	3%	2%	2%	-	-	-	-
	507	367	416	461	499	479	343	3081	-	-	-	-
How long have you lived in your current residence? (added in 2016)												
Less than 1 year	8%	12%	9%	7%	5%	8%	8%	8%	-	-	-	-
1-4 years	21%	41%	28%	26%	22%	28%	19%	26%	-	-	-	-
5-9 years	15%	14%	17%	17%	17%	14%	15%	16%	-	-	-	-
10+ years	56%	34%	47%	49%	56%	50%	58%	50%	-	-	-	-
	510	367	421	457	496	479	348	3086	-	-	-	-

NOTES:

- 1) The survey accuracy of 2016 City total figures is +/- 1.7 percent.
- 2) The survey accuracy in any neighborhood area for 2016 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.

SURVEY FORM

2016 Portland Community Survey

For each question, circle the **one** number that best fits your opinion.

	VERY SAFE	SAFE	NEUTRAL	UNSAFE	VERY UNSAFE	DON'T KNOW	
PUBLIC SAFETY	1. How safe would you feel walking alone during the day :						
	• in your neighborhood?	1	2	3	4	5	6
	• in the park closest to you?	1	2	3	4	5	6
	• downtown?	1	2	3	4	5	6
	How safe would you feel walking alone at night :						
	• in your neighborhood?	1	2	3	4	5	6
	• in the park closest to you?	1	2	3	4	5	6
	• downtown?	1	2	3	4	5	6
	2. Do you know where to get assistance if you want to start or join a community group that works on crime issues?						
		1 YES	2 NO				
3. Did anyone break into, or burglarize, your home during the last 12 months?							
	1 YES	2 NO					
	If yes: Was it reported to the police?						
	1 YES	2 NO					
4. Did anyone break into, or attempt to break into, any vehicles belonging to your household in the last 12 months?							
	1 YES	2 NO					
	If yes: Was it reported to the police?						
	1 YES	2 NO					
5. How do you rate the City of Portland's efforts to regulate conduct of Portland police officers:							
	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW	
• Internal Police Bureau efforts?	1	2	3	4	5	6	
• Auditor's Independent Police Review Division efforts?	1	2	3	4	5	6	
6. Did you call 9-1-1 for an emergency in the last 12 months?							
	1 YES	2 NO					
	If yes: How do you rate the services you received on the phone from the 9-1-1 calltaker?					DON'T KNOW	
	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD		
	1	2	3	4	5	6	
7. If a disaster were to occur, you would have enough supplies to take care of your household for:							
	UP TO 1 MONTH	UP TO 1 WEEK	UP TO 3 DAYS	1 DAY	NO SUPPLIES	DON'T KNOW	
	1	2	3	4	5	6	
PUBLIC UTILITIES	8. How do you rate the tap water provided by the City?						
		VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
		1	2	3	4	5	6
	9. How well do you think the sewer and storm drainage systems protect water quality in our local streams and rivers?						
	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW	
	1	2	3	4	5	6	
10. How do you rate garbage/recycling/composting service:							
• cost?	1	2	3	4	5	6	
• quality?	1	2	3	4	5	6	
TRANSPORT.	11. How do you rate traffic flow (congestion) on major streets and thoroughfares, excluding freeways:						
		VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	• during peak traffic hours, that is 7-9 a.m. and 3:30 - 6:00 p.m.?	1	2	3	4	5	6
• during off-peak traffic hours?	1	2	3	4	5	6	

12. In the past 7 days, which form of transportation did you use the most? • To get to and from work only (choose one): • For all trips (choose one):	DRIVE ALONE	CARPPOOL	PUBLIC TRANSIT	WALK	BIKE	OTHER
	1	2	3	4	5	6
	1	2	3	4	5	6
13. How do you rate streets in your neighborhood on: • smoothness? • cleanliness? • speeding vehicles? • safety of pedestrians? • safety of bicyclists?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
14. In the past 12 months, how many times did you: • visit any City park? • visit a City park near your home?	DAILY	WEEKLY	MONTHLY	A FEW TIMES	NEVER	DON'T KNOW
	1	2	3	4	5	6
	1	2	3	4	5	6
15. How do you rate the quality of the parks near your home in the following categories? • well-maintained grounds • well-maintained facilities	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	1	2	3	4	5	6
	1	2	3	4	5	6
16. In the past 12 months, did anyone in your household participate in a Portland Parks and Recreation activity?	1 YES	2 NO				
17. How satisfied are you with the City's recreation programs, classes and events held at community centers, pools, sports facilities or art centers? • affordability • variety • quality of instruction, coaching, leadership, etc.	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATIS.	DON'T KNOW
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
18. Has a new commercial development been completed in, or near, your neighborhood in the last 12 months? If yes: How do you rate it on the following? • attractiveness • improvement in your access to services & shopping	1 YES	2 NO				DON'T KNOW
	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
19. Has a new residential development been completed in, or near, your neighborhood in the last 12 months? If yes: How do you rate it on the following? • attractiveness • improvement to your neighborhood as a place to live	1 YES	2 NO				DON'T KNOW
	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	1	2	3	4	5	6
	1	2	3	4	5	6
	1	2	3	4	5	6
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
	1	2	3	4	5	6
21. How do you rate Portland as a place to do business? • Do you own a business in Portland? If yes: How many employees does your business employ?	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	1	2	3	4	5	6
	1 YES	2 NO				
	SELF	1	2-50	51-100	101-499	500+
	1	2	3	4	5	6

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?	1	2	3	4	5	6
	• physical condition of housing?	1	2	3	4	5	6
	• closeness of parks or open spaces?	1	2	3	4	5	6
COMMUNITY DEVELOPMENT	23. Overall, how do you rate the livability of:	VERY GOOD	GOOD	NEUTRAL	BAD	VERY BAD	DON'T KNOW
	• your neighborhood?	1	2	3	4	5	6
	• the City as a whole?	1	2	3	4	5	6
	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
		1	2	3	4	5	6
	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	1	2	3	4	5	6
	• Fire & Emergency Services	1	2	3	4	5	6
	• 9-1-1	1	2	3	4	5	6
	• Water	1	2	3	4	5	6
	• Parks	1	2	3	4	5	6
	• Recreation centers/activities	1	2	3	4	5	6
	• Sewers	1	2	3	4	5	6
	• Storm drainage	1	2	3	4	5	6
	• Street maintenance	1	2	3	4	5	6
	• Street lighting	1	2	3	4	5	6
	• Housing inspections	1	2	3	4	5	6
	• Nuisance inspections	1	2	3	4	5	6
• Planning for future land use	1	2	3	4	5	6	
• Opportunities to influence government decisions	1	2	3	4	5	6	
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?	1 Male	2 Female	3 Other			
	What is your age?	Under 20	20-29	30-44	45-59	60-74	Over 74
		1	2	3	4	5	6
	In the past 12 months what was your pre-tax income?	No income	\$20,000 - \$34,999		\$75,000 - \$149,000		
		1	3	5			
		Less than \$20,000	\$35,000 - \$74,999		\$150,000 or more		
		2	4	6			
	Which of these is closest to describing your ethnic background? (<i>Circle one or more</i>)	1 Caucasian/White	3 Asian or Pacific Islander		5 Hisp./Latino		
		2 African-American/Black	4 Native American/Indian		6 Other		
How much education have you completed?	1 Elementary	3 High school graduate		5 College grad or more			
	2 Some high school	4 Some college					
Do you have a permanent disability?	1 Physical	2 Mental	3 Both	4 None			
What is your current housing?	1 Rent	2 Own	3 Other				
How long have you lived in your current residence?	1 Less than 1 yr	2 1-4 yrs	3 5-9 yrs	4 10+ yrs			

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

2016 Community Survey: Portlanders' ratings of city livability drop to a new low

Report #485, November 2016

Audit Team: Bob MacKay

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

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

Other recent audit reports:

Community and Neighborhood Involvement: Accountability limited, rules and funding model outdated (#484, November 2016)

Transportation Network Companies and Taxicabs: Transportation Bureau needs to monitor service, not just safety (#488, October 2016)

Human Resources: Risks in managing the City's workforce (#465, October 2016)

