City of Portland

Customer Service Community Survey

TELEPHONE SURVEY

Completed for the 3-1-1/Customer Service Improvement Project

RESEARCH
DAVIS, HIBBITTS & MIDGHALL, INC.

PORTLAND | SEATTLE | WASHINGTON DC

Table
of
contents

Introduction & Methodology   1

From April 28–May 4, 2018 DHM Research conducted a telephone survey of Portland residents. The purpose of the survey was to assess residents' experiences and priorities when it comes to contacting the City.

Research Methodology: The telephone survey consisted of N=601 Portland residents and took approximately 16 minutes to complete. This is a sufficient sample size to assess Portlanders' opinions generally and to review findings by multiple subgroups, including age, gender, and area of the city. Throughout the report, statistically significant differences among subgroups are noted. Differences are typically called out within a subgroup—i.e. comparing older to younger respondents, rather than comparing older respondents to all respondents or those with lower incomes.

Respondents were contacted by a live interviewer from a list of registered voters, which included cell phones. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validation. Quotas were set to the 2016 American Community survey by age, gender, and race/ethnicity. The data was weighted after the completion of the survey.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margin of error if compared with the results achieved from surveying the entire population.

DHM Research: DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over three decades. The firm is nonpartisan and independent and specializes in research projects to support public policy making.

Summary & Observations   2

Residents indicate a preference for using the phone to contact the City of Portland. Digital channels, such as a website, are also desired. Differences are seen by the kind of contact and by key demographic variables.

While Portlanders are currently more likely to prefer contacting the City by phone than by website, about even proportions prioritize the development of a single phone number to call for any issue and a more unified and easily searchable website. This suggests a more nuanced picture, which is fleshed out when considering preferences for specific kinds of contact.

Preference for phone contact is even stronger when it comes to more involved concerns such as reporting non-emergency criminal activity or a neighborhood problem or asking questions about a water bill. A website is clearly preferred for gathering information about community center hours, job postings, and the like. Residents are split between getting information by phone or website when it comes to things like reserving public space, applying for permits, and registering for classes. Residents see the value in improved digital tools, especially online tracking of applications and a mobile app to report issues.

Age is a main determining factor in preferred contact methods, with older Portlanders—especially those over the age of 65—much preferring the phone. Younger and newer residents are more open to the use of digital contact through the website or otherwise. Lower-income residents and those with lower educational attainment express a preference for phone contact, and residents living with a disability have less interest in contact via website. Validating trends are seen in general internet access and use, suggesting that the older Portlanders, those with lower socio-economic status, and residents living with disabilities will be impacted more so by a shift towards digital communications.

About half of residents have ever contacted the City. They do so infrequently, largely by phone, and are mostly satisfied. Some choose not to contact the City with their issues.

In all, 48% of residents have ever contacted the City. Those with more education, high incomes, and white residents are more likely to have done so; their counterparts less likely. Contact is relatively infrequent, with two thirds of those who have ever contacted the City doing so yearly or less often. Those living with a disability are more likely to contact the City at least monthly. Phone is by far the primary method of contact, with contact by email, in person, and website used by subsets of Portlanders. Those with low-incomes, no internet access, over the age of 65, and living with a disability are more reliant on phone. More are satisfied with their contact than not, with the exception of residents living with a disability.

Nearly four in ten have had an issue or concern but chosen not to contact the City about it. However, most of these residents (70%) had contacted the City about another issue at another time. Of the 51% who have never contacted the City, one in four had an issue or concern but chose not to contact the City about it. Most of those who had ever chosen not to contact the city cited a belief that their contact wouldn't make a difference as their reason. Those from households with residents who primarily speak a language besides English were more likely than others to cite a lack of knowledge of how to contact the

City. Those living with a disability were more likely to choose not to contact the City, perhaps related to their more frequent contact and lower satisfaction levels.

While residents think the City is doing somewhat well, there's room for improvement.

Over half say Portland does a good job of providing services, as compared to 40% in 2016. Slightly fewer than half rate the City as doing a good job at communicating with residents. While three in four residents are confident they can find information to answer their questions for the City, 55% say getting such information is easy.

Across these ratings, residents with higher socio-economic status rated the City more positively than others. Those living with disabilities indicated more challenges and were less positive about the City. People of color say getting information from the City is more difficult than white people do. Those with no internet access at home also describe higher hurdles.

In all, fewer than one in three residents think they can influence City decisions—a sentiment shared across almost all demographic groupings.

Any changes to the City's system for providing information and answering questions should take into account the different experiences and preferences of Portlanders with different backgrounds.

Throughout the survey, notable differences were observed by age, education and income levels, disability status and other demographics. Those over 65 stand out for their strong preference for phone communication and lower access to and use of the internet. Residents with lower socio-economic status also prefer phone contact and their responses suggest elevated barriers to communication with the City. Residents living with a disability contact the City more frequently, are less satisfied with their contact, and more critical of the City. They prefer phone and in-person contact and call for improvements to both.

Notable differences are also seen in access, use, and preferences regarding online communication. In general, younger residents have more access and familiarity with digital technologies than older Portlanders. They are more open to the use of digital means to contact the City, such as a website, email, and specific tools that the City may develop. That said, they still place value on phone contact, and those under 30 also are more likely than older residents to prefer in-person contact. Residents with higher socio-economic status are also more oriented to digital communications: they have more access to the internet, use web-based tools more, and prefer improvements to the City's website over those to its phone system. Access to the internet by computer is more prevalent among white residents, those with higher education, and older Portlanders. Residents of color, those with lower educational attainment, and younger Portlander use mobile devices more frequently.
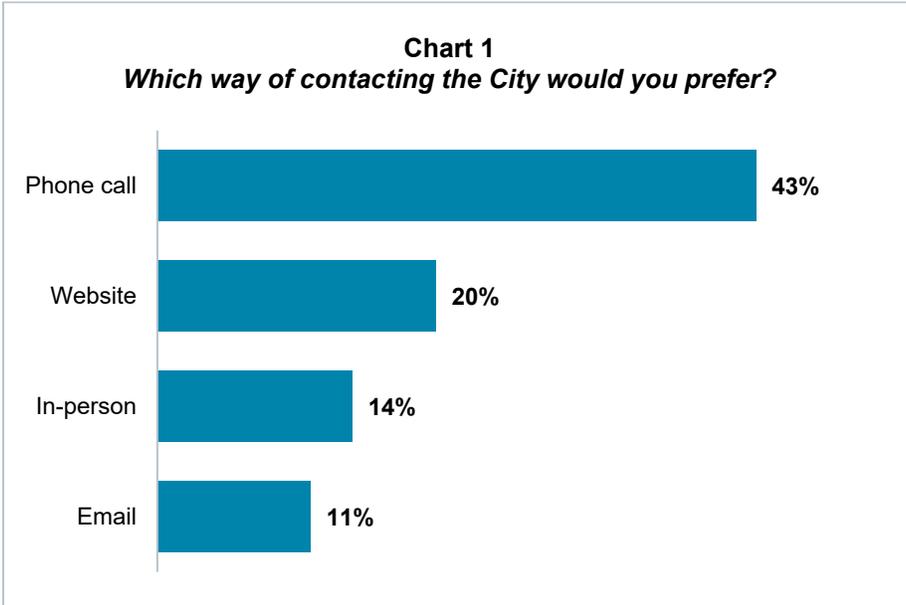
Key Findings   **3**

Residents from the City of Portland were surveyed about their preferred methods of contact for getting information from the City, use of technology, their relationship to and experiences with the City when it comes to communications and information gathering.

3.1   PREFERRED METHODS OF CONTACT

Portland residents prefer to contact the City by phone.

A key goal of this research was to identify the ways Portlanders prefer to contact the City, and how those preferences may vary by demographic groups and by purpose of the contact. Knowing this will help the City's 311 program to make decisions about program development, employee training, and resource deployment.

Portland residents prefer to contact the City by phone (43%), followed by a City website (20%), in-person contact (14%), and email (11%), see Chart 1.

Chart 1
Which way of contacting the City would you prefer?

- Phone call — 43%
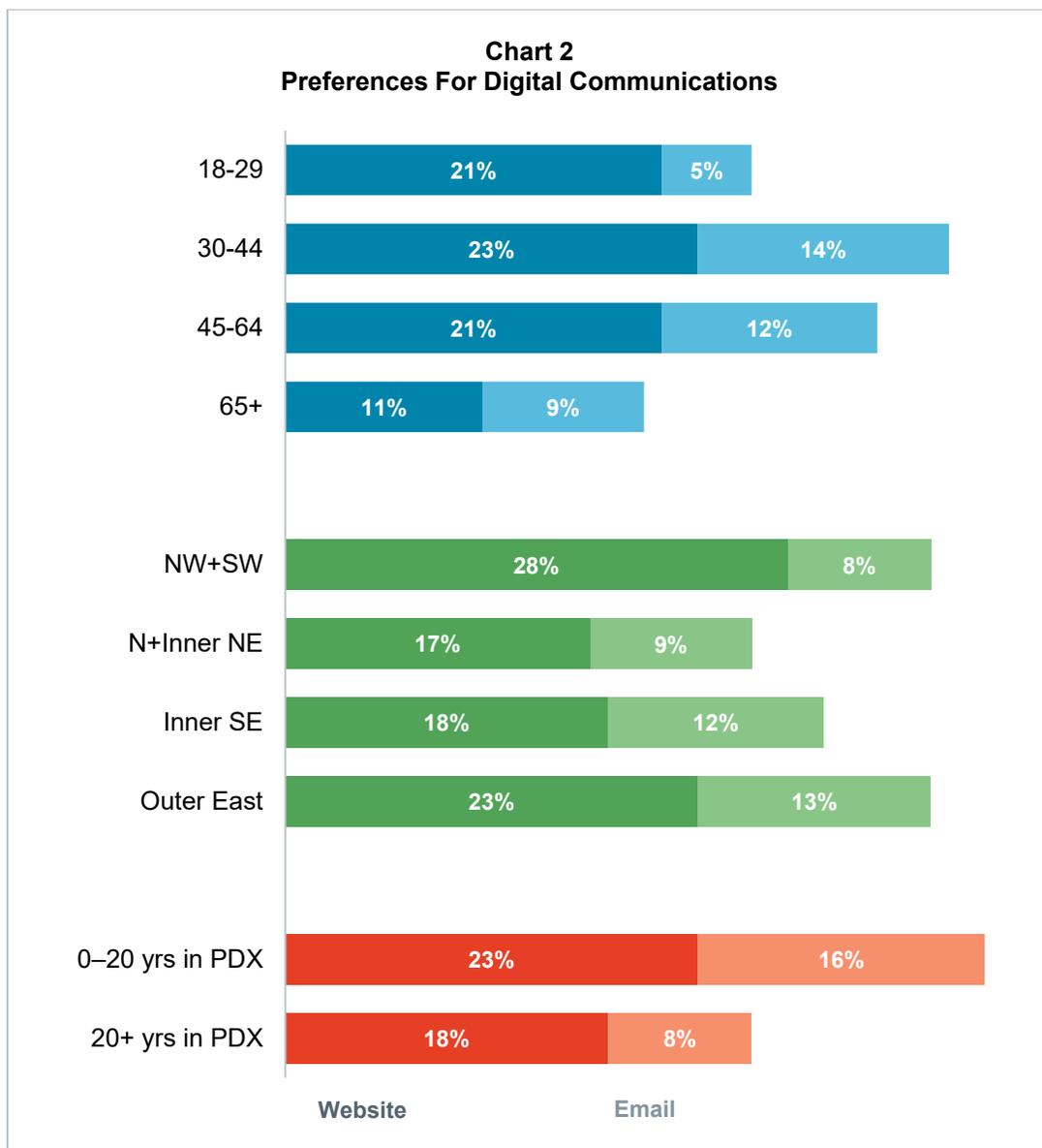- Website — 20%
- In-person — 14%
- Email — 11%

Source: DHM Research, May 2018

Participants who are older than age 45 prefer using the phone (55%) more so than younger residents (34%). Those aged 65 and older are especially likely to prefer phone contact and are less likely to desire technology-based or in person contact. Likewise, long-term residents of Portland—those who had lived in the area for at least 20 years—have a stronger preference for phone contact than newcomers, who are more open to digital communications.

Those living with a disability were more likely to prioritize contacting the City in person (23%) than other residents (12%), and less likely to prefer contact by website. Challenges and needs of Portlanders living with disabilities regarding technological access and use are discussed throughout report.

Residents without internet access at home strongly prefer using the phone (65%), with in-person (13%) and text message contact (11%) also listed by some. Residents living in Outer East Portland were less likely than others to list in-person contact.

The City of Portland is considering the development of new methods of contact for residents, including online-based tools. There are notable demographic differences when it comes to preferences for digital forms of communication, particularly by age, area of the city, and length of residency as shown in Chart 2.

Chart 2
Preferences For Digital Communications

Group	Website	Email
18-29	21%	5%
30-44	23%	14%
45-64	21%	12%
65+	11%	9%
NW+SW	28%	8%
N+Inner NE	17%	9%
Inner SE	18%	12%
Outer East	23%	13%
0–20 yrs in PDX	23%	16%
20+ yrs in PDX	18%	8%

Source: DHM Research, May 2018

For contact regarding problems or questions about utility bills, neighborhood issues, or to report non-criminal activity, residents clearly prefer the phone. For more information-based requests, the City's website is favored.

Portland residents were asked about their preferred methods of contact in specific hypothetical scenarios, as shown in Chart 3.

Chart 3
How would you prefer to contact the City?
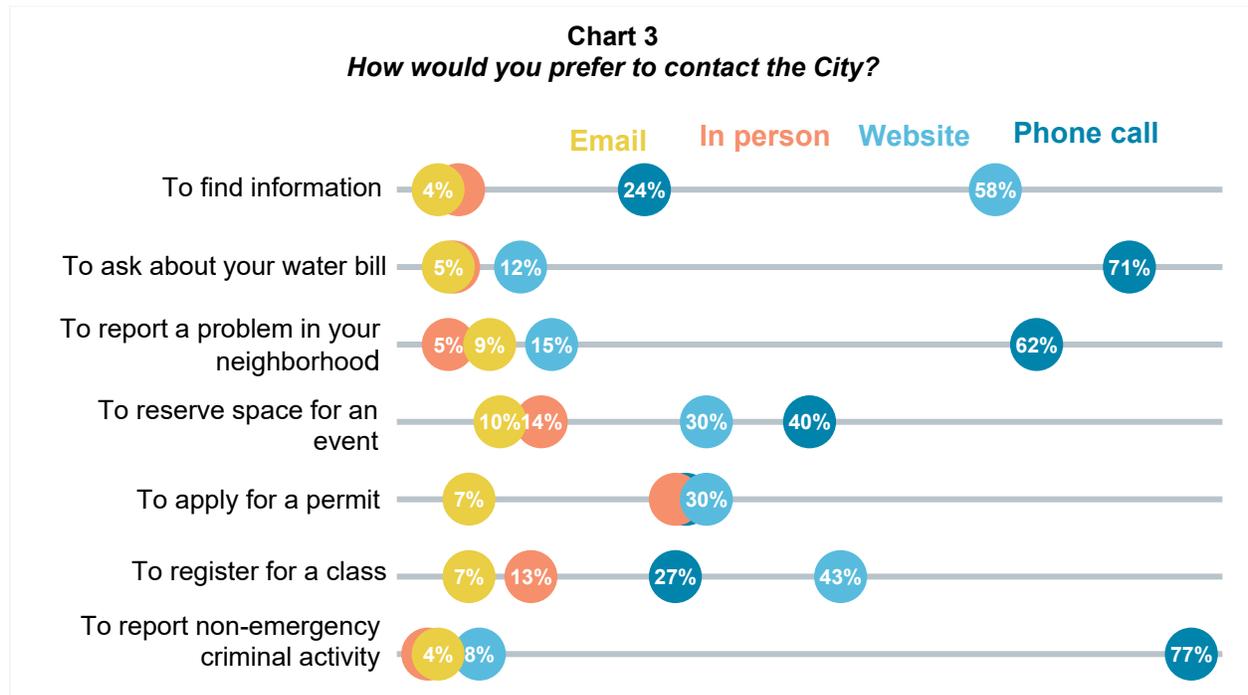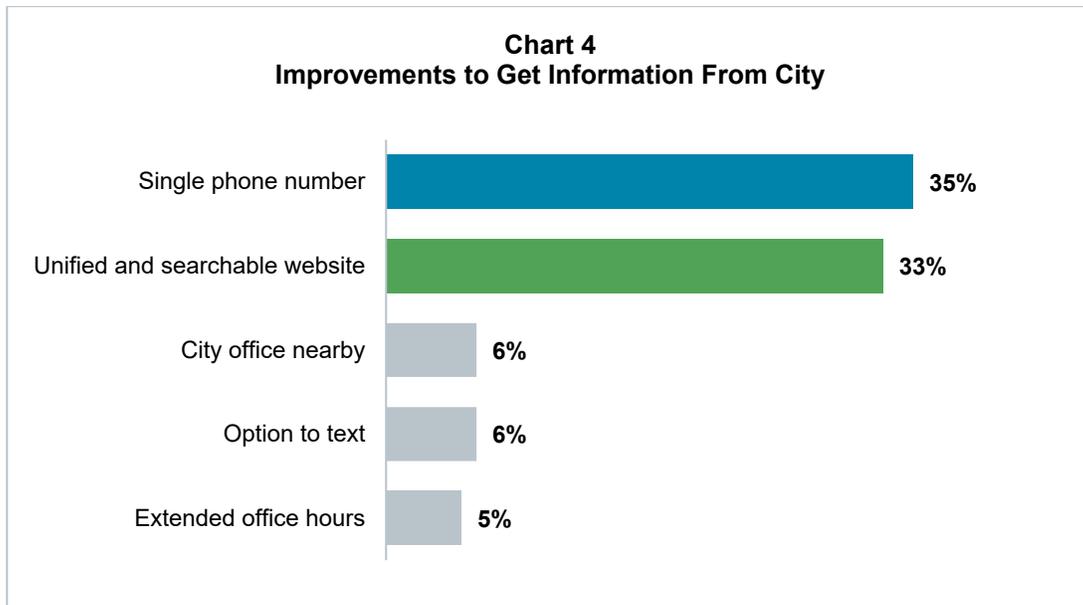
Source: DHM Research, May 2018

Fifty-eight percent (58%) prefer to find information, such as community center hours or job openings, on the City's website. Contact through the phone is preferred by strong majorities when it comes to questions about water bills and reporting problems or non-emergency criminal activity. Residents are largely split between desiring contact by website or phone for class registration, permit applications, and reserving spaces for events.

In general, older residents more strongly preferred phone contact, while younger ones were more amenable to digital communications—the website in particular. Residents who currently use technology more frequently are also more likely to prefer digital means of communications than those with less frequent usage. Lower income people and those with less educational attainment are more likely to prefer the phone for all hypotheticals tested except for to ask about their water bill. In questions about general communication preferences, this trend was not observed.

No differences were seen with regards to asking about residents' water bills—all clearly prefer phone.
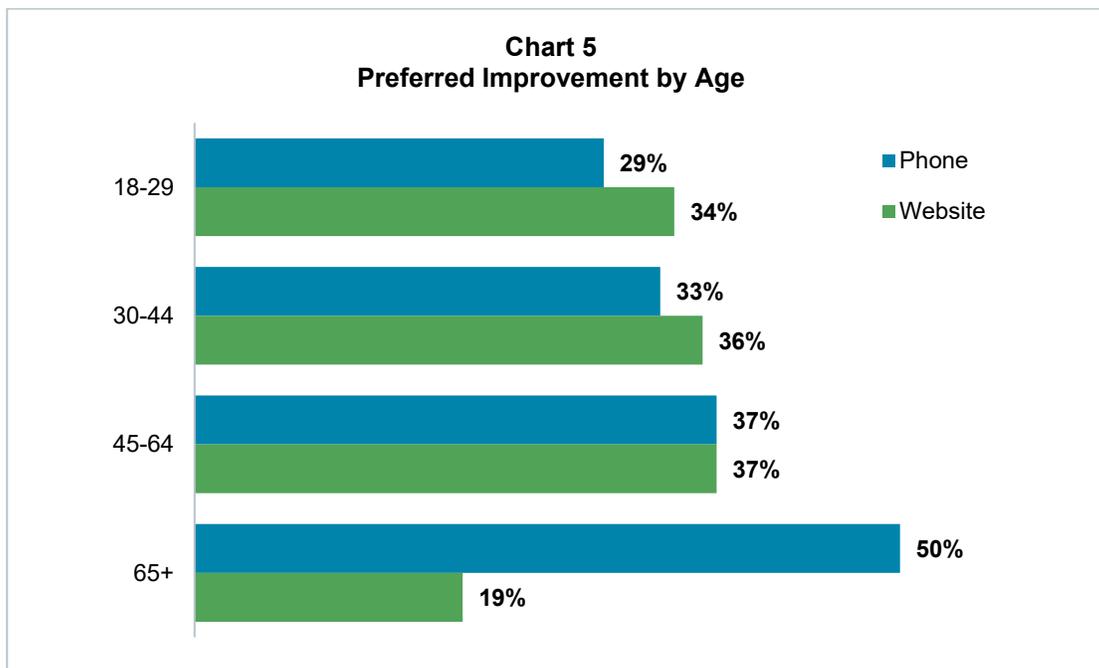
Residents are split between preferring that the City prioritize a single phone number to call or a more unified and easily searchable City website.

Portlanders were asked which of a list of changes they thought would most improve how easy it is to get information from the City. Chart 4 shows that about equal proportions prioritized the City developing a single phone number and a more robust website.

Chart 4
Improvements to Get Information From City

Improvement	Percentage
Single phone number	35%
Unified and searchable website	33%
City office nearby	6%
Option to text	6%
Extended office hours	5%

Source: DHM Research, May 2018

Differences by age are displayed in Chart 5. Portlanders under 65 are about evenly split between calling for improvements to the phone system or website, while residents older than 65 strongly exhibited a preference for phone. 16% of those under 30 ask for a City office nearer to them, as compared to 3% of older residents. No differences were seen by geography for the possibility of a City office located nearby.

Chart 5
Preferred Improvement by Age

| Age	Phone	Website
18-29	29%	34%
30-44	33%	36%
45-64	37%	37%
65+	50%	19%

Source: DHM Research, May 2018

In general, those with higher socioeconomic status have a preference for improvements to the website. Those with more experience using digital tools clearly preferred improvements to the website, while those with less experience preferred improvements to the phone system. Relatedly, Portlanders without internet access clearly prefer a single phone number (51%), followed by extended City office hours (21%). Those living with a disability have a less interest in a unified website (16%) than others (37%).

In a final question where residents were asked if they had any further advice for improving contact with the City, improvements to phone service (10%) and the website (7%) were the most common responses, validating the results discussed above.

Portland residents express interest in the City developing new online tools to expedite communication.

When asked about their willingness to use additional technological tools, over half of residents supported all options presented, as shown in Chart 6. Participants reported the most enthusiasm for an online tool that tracks the status of an application or request. Fewer residents say they would be likely to use a mobile application to submit photos of problems requiring attention and an online chat tool to communicate with a City employee. Between 18% and 34% of residents say they are very unlikely to use each tool.

Chart 6
How likely would you be to...?
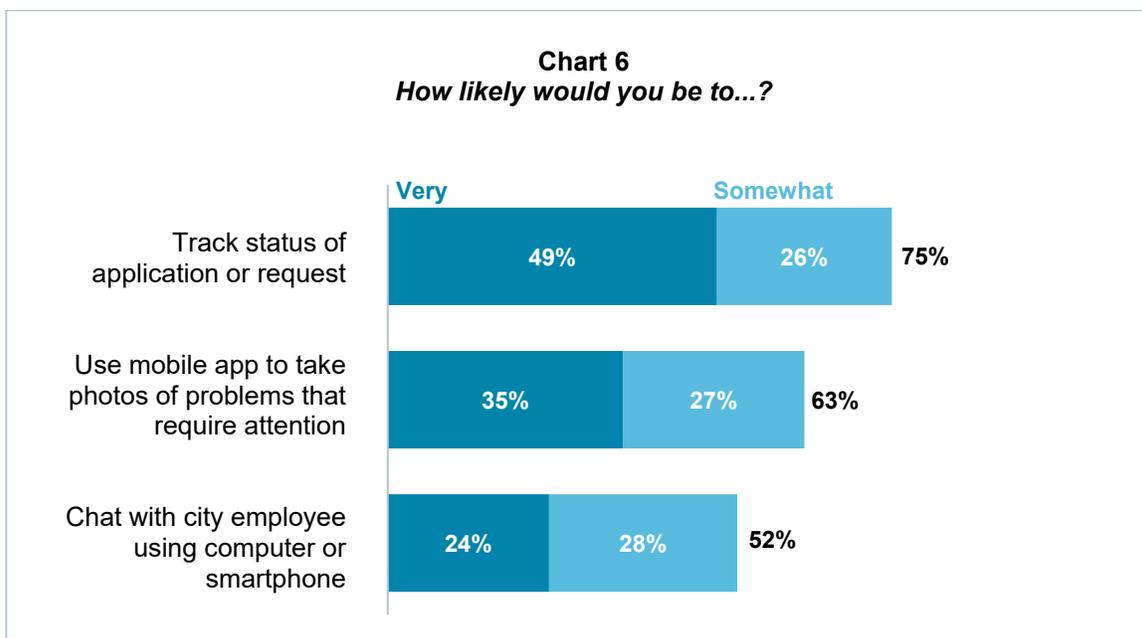
Source: DHM Research, May 2018

Younger residents say they are likely to use these tools more frequently, while older residents expressed lower willingness. Of those ages 65 and older, between 35% and 50% say they are very unlikely to use each tool. Very few residents with no internet access in their homes indicate interest in these tools.

Those who use online technologies and engage in more activities to impact their community are more likely to use each of these tools than other Portlanders.

Currently, about one third of Portlanders use online technologies such as neighborhood Facebook groups or Nextdoor to engage with their community. About half as many use more traditional means of community engagement.

The survey asked whether residents had engaged in a series of three activities to impact their community over the past month. Over one third of Portland residents use online interfaces to engage with their local community (35%), as compared to half as many who had participated in neighborhood associations or attended a community meeting on a City project or plan in the past (16% for both).

Online engagement is particularly common among those with incomes over $100K and homeowners. Residents 65 and older and those with no internet access at home are less likely to use this kind of interface.

While most Portlanders are not currently using these online platforms for neighborhood engagement, these results do indicate that a substantial segment of the community is doing so and that these residents may be ready to use tools developed by the City.

Across the survey, data from these questions about community engagement activities were used to determine if more engaged Portlanders differ from those who are less engaged.

3.2   ONLINE ACCESS AND USE

While most Portland residents have access to the internet at home, they use technology for day-to-day tasks or to share their opinions to varying degrees.

311 is considering developing online tools for residents to communication and engage with the City. In doing so it is valuable to assess what proportion of Portlanders have access to the internet in their homes, and which groups of residents do not.
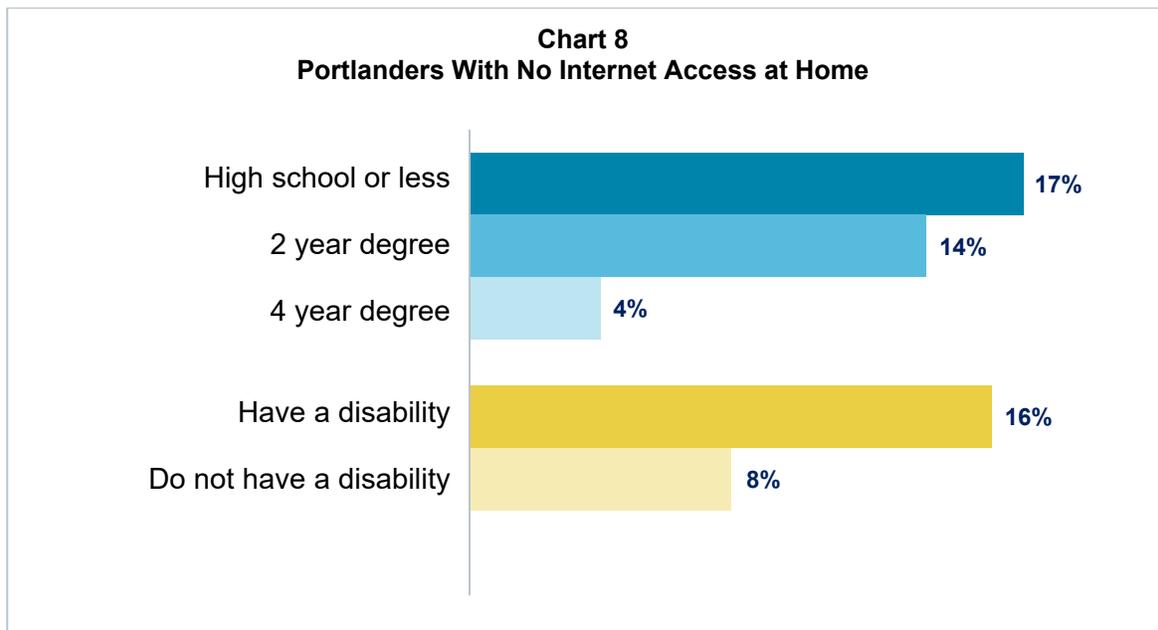
Ninety-one percent of residents have internet access at home, most frequently by computer (47%) or mobile phone (34%). Chart 7 shows that 91% of Portlanders have access to internet at home.

**Chart 7
Portlanders With Home Internet Access**

91%
have access

9% lack internet access at home
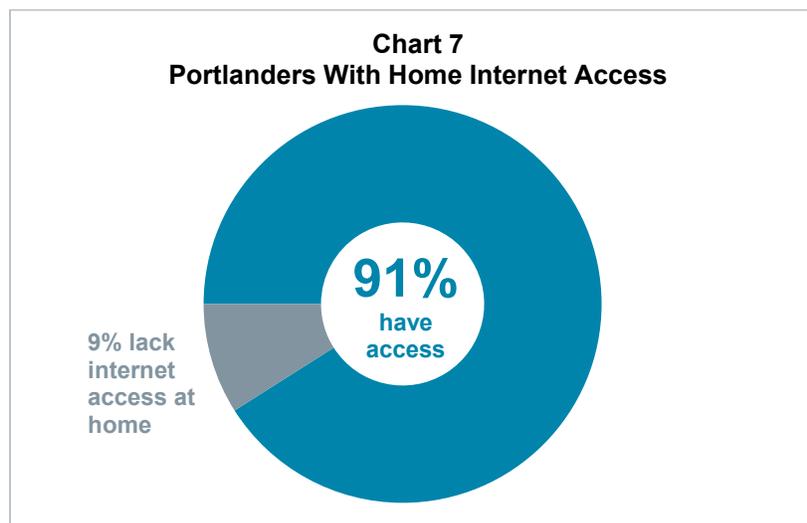
Source: DHM Research, May 2018

Residents with a high school degree or less primarily use mobile phones to access the internet at home (47%), while a majority of those with higher educational attainment primarily use a computer. Almost half of people of color use mobile phones, while 53% of white residents use a computer. Among residents under 45, slightly more primarily access the internet via mobile phone (47%) than by computer (41%), whereas older residents who do access the internet mainly use computers.

Age is also correlated to home internet access, with lack of internet access more prevalent among older residents (23% of those aged 65 or older). Residents living with a disability and those with lower educational attainment also indicated lower levels of home internet access. These differences are visualized in Chart 8.

Chart 8
Portlanders With No Internet Access at Home

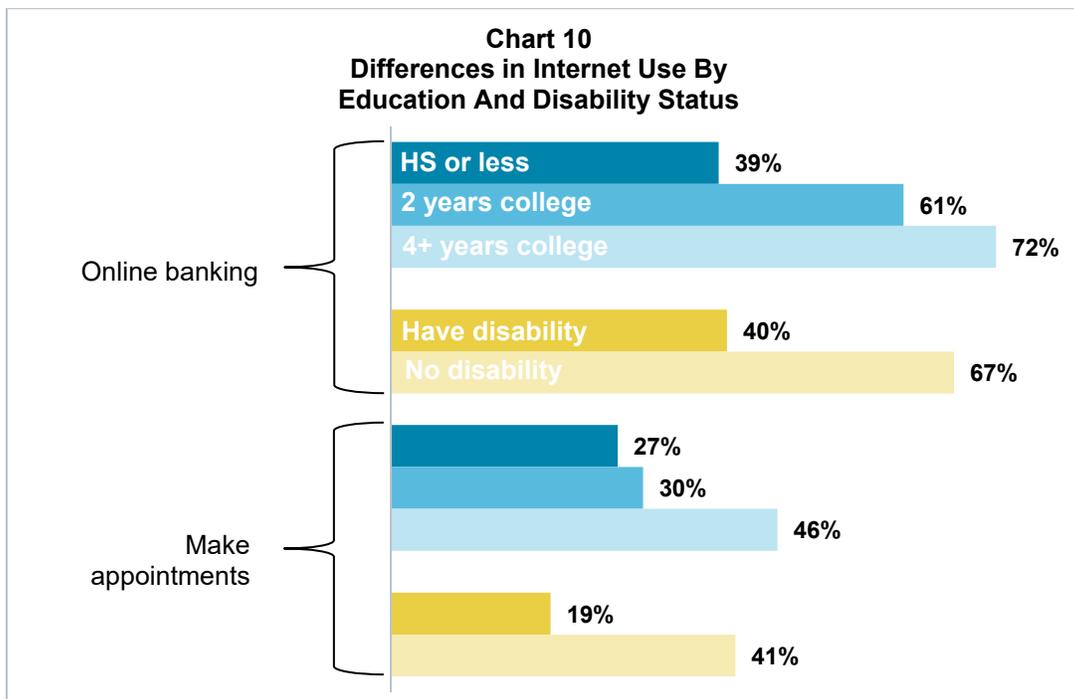| Category	Percentage
High school or less	17%
2 year degree	14%
4 year degree	4%
Have a disability	16%
Do not have a disability	8%

Source: DHM Research, May 2018

Access to the internet is a precondition for usage but does not provide a full picture of whether residents use the internet to communicate or interact with large institutions, akin to City government. To measure if Portlanders regularly use online tools, the survey asked participants whether they had used online tools for banking, making appointments, and leaving reviews for businesses or services over the past month.

While a majority had used online banking in the past month, fewer residents had used the internet to make appointments or write online reviews (Chart 9).

Chart 9
Online Activities in Past Month

| Online banking | Make appointments | Business Reviews |
| 62% | 37% | 30% |
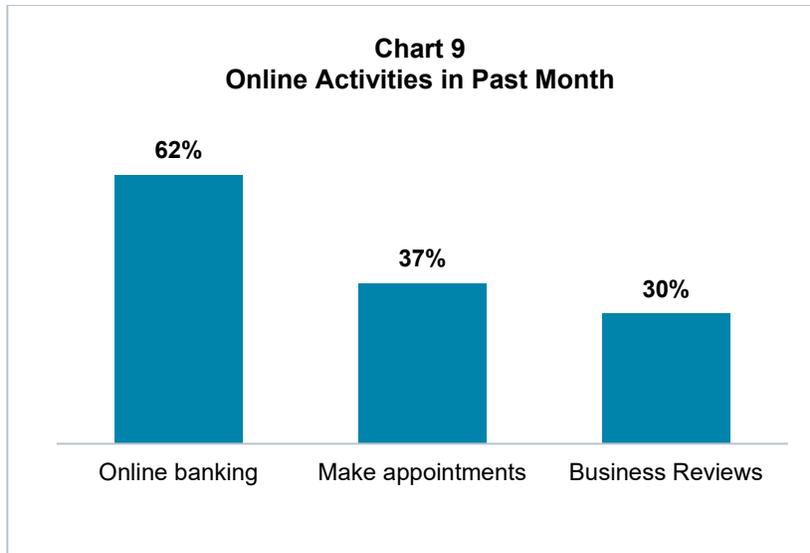
Source: DHM Research, May 2018

While there were few differences when it comes to writing online reviews, familiar demographic differences were observed with regards to online banking and making appointments online—the activities most analogous to those being considered by the city. Younger people and those with higher incomes are more likely to have done these online activities in the past month. As elsewhere, educational attainment and disability status impacted residents' relationships to technology. See Chart 10 for these results.

Chart 10
Differences in Internet Use By Education And Disability Status

Online banking
- HS or less: 39%
- 2 years college: 61%
- 4+ years college: 72%
- Have disability: 40%
- No disability: 67%

Make appointments
- 27%
- 30%
- 46%
- 19%
- 41%

Source: DHM Research, May 2018

These results may be instructive as 311 considers the development of online tools for Portlanders, as access, usage, and interest varies considerably among different groups of people.
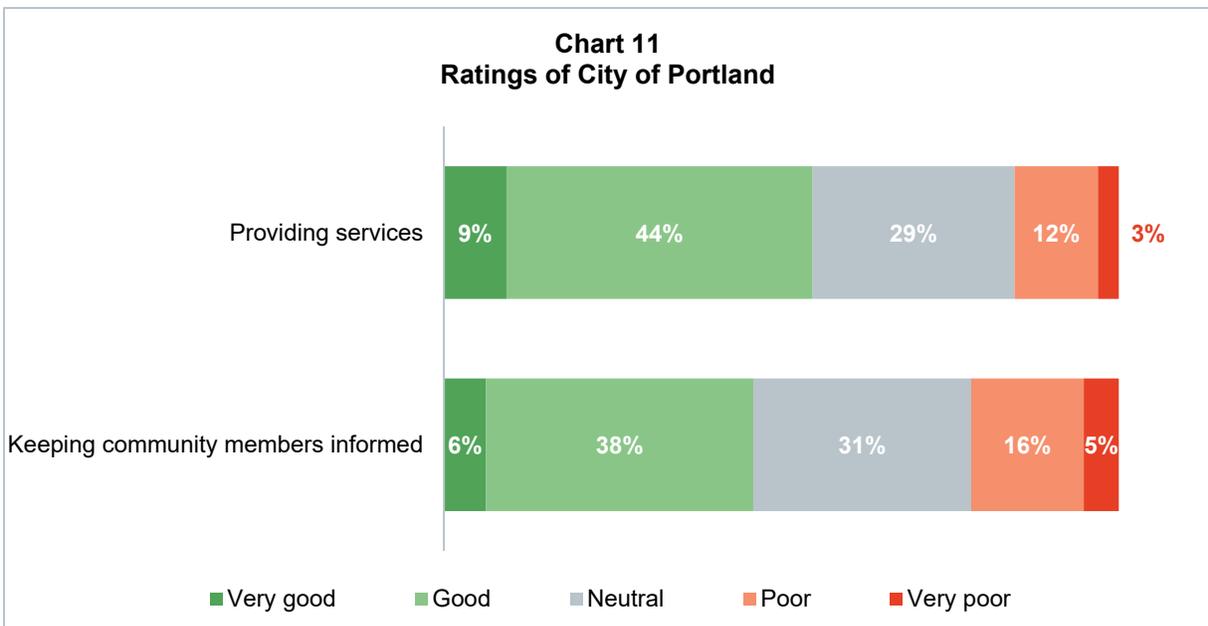
3.3   RESIDENTS' RELATIONSHIP WITH THE CITY

Portlanders are positive-to-neutral about how well the City of Portland is doing in providing services and keeping community members informed.

53% of Portlanders say the City is doing a good job at providing services. For comparison, in the 2016 Community Survey conducted by the Portland City Auditor, 40% of residents said that the City is doing a good job providing services. This represents 13-point increase in the last two years.

Residents are somewhat less likely (44%) to think the city is doing a good job when it comes to informing the community.

Responses to both of these rating questions are presented in Chart 11.

Chart 11
Ratings of City of Portland

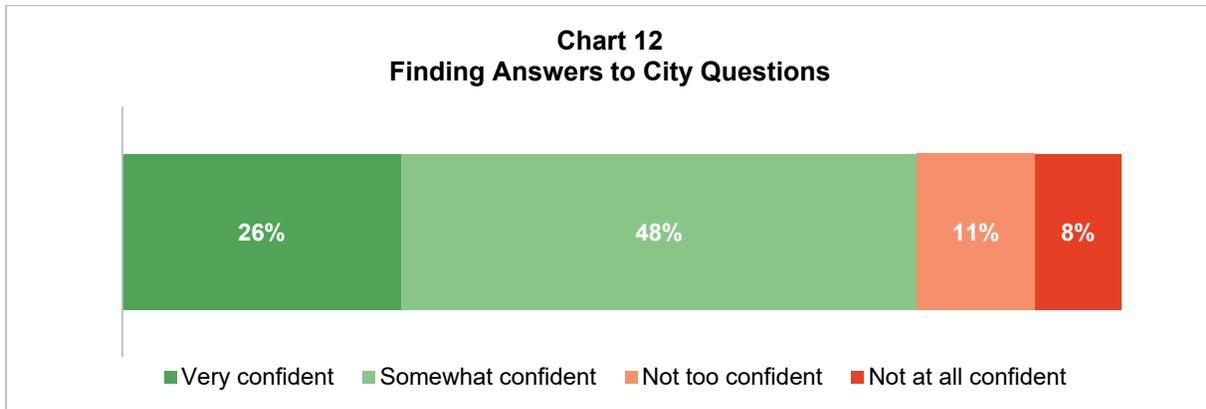|	Very good	Good	Neutral	Poor	Very poor
Providing services	9%	44%	29%	12%	3%
Keeping community members informed	6%	38%	31%	16%	5%

Source: DHM Research, May 2018

Those with incomes over $100K and in their first 20 years in Portland are more likely to rate the City well when it comes to provision of services. One third (34%) of residents living with a disability say the City is doing a poor job of providing services, as compared to 11% of others. Those living to the west of the Willamette were more likely to rate the City's provision of services as poor (24%) than those living in SE to the west of 82nd (10%).

Those who more frequently use online tools are more satisfied with the City providing services and keeping community members informed about important issues than others.

No other notable differences were observed in the ratings for keeping community members informed.

Portland residents are largely confident that they can find answers to questions about City services or programs but are less likely to think it will be easy to do so.
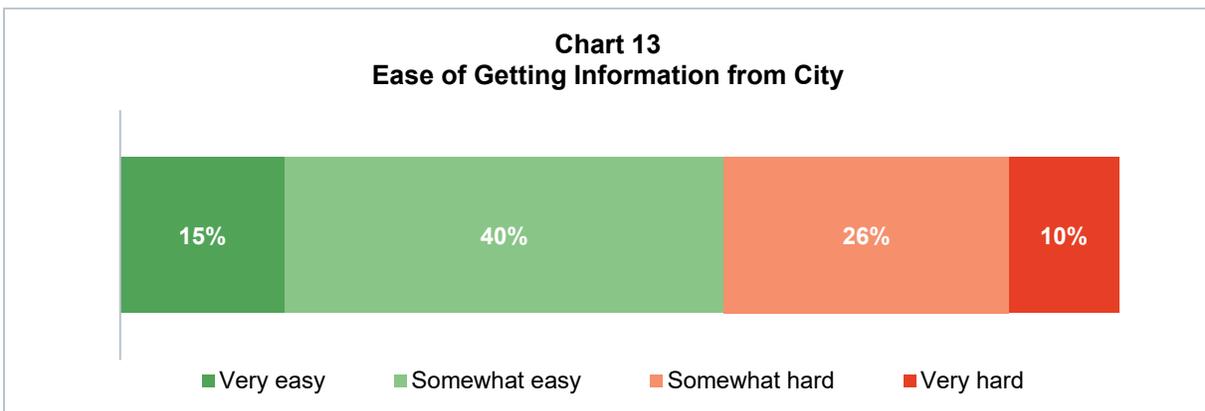
Three in four are confident that they can find answers to their questions about the City (see Chart 12).

**Chart 12
Finding Answers to City Questions**

26%	48%	11%	8%

■ Very confident ■ Somewhat confident ■ Not too confident ■ Not at all confident

Source: DHM Research, May 2018

Residents under 30 were most positive. Those with higher income levels also exhibited higher confidence in their ability to find answers to city questions, as did residents with more experience using online tools. Confidence was lower for residents living with a disability and those without internet access at home.

A later question in the survey asked how easy or difficult it is to get information from the City in response to questions about programs and services. A slight majority of 55% say getting such information is easy. Full results are visualized in Chart 13.

**Chart 13
Ease of Getting Information from City**

15%	40%	26%	10%

■ Very easy ■ Somewhat easy ■ Somewhat hard ■ Very hard
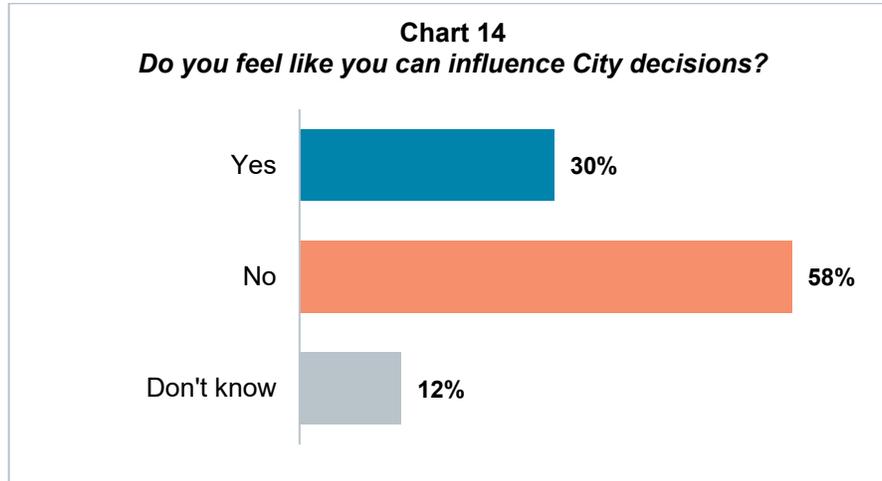
Source: DHM Research, May 2018

Those with higher educational attainment, higher incomes, white residents, and those who have used online tools more often over the past month indicate more ease in getting information from the city. Portlanders living with a disability have a more difficult time, as do those without home internet access.

Residents who have contacted the City are more likely to say getting information is easy (63%) than those who have not. It should be noted that many groups who indicated higher ease are also more likely to have contacted the city, such as those with higher socioeconomic status and white residents.

Relatively few think they can influence City decisions about the issues they care about.

While nearly a third of the population believe they can influence the City regarding issues they care about, 58% do not believe that they can impact decisions at the City level. See Chart 14 for full responses.

Chart 14
Do you feel like you can influence City decisions?

Yes — 30%
No — 58%
Don't know — 12%

Source: DHM Research, May 2018

Portlanders under the age of 30 are the most likely of any age group to think they have influence over City decisions (45%). Those who had done more activities to impact their community and who used online tools more frequently in the past month are more likely to feel as though they have influence over City decisions. There were no other notable demographic differences.
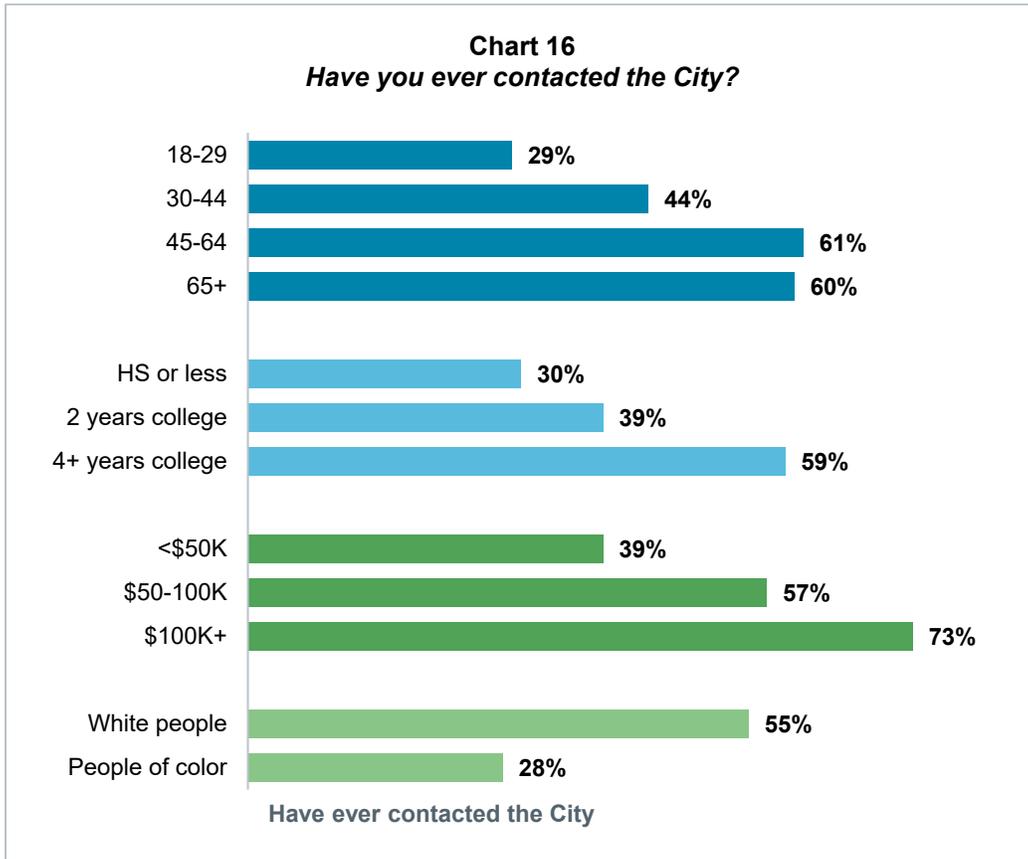
3.4   CONTACTING THE CITY

About one half of Portlanders have ever contacted the city. They do so relatively infrequently, mostly by phone, and about a wide range of topics.

Just under half of the survey participants report ever making contact with the City (48%), see Chart 15.

Chart 15
Have you ever contacted the City?

48%
contacted
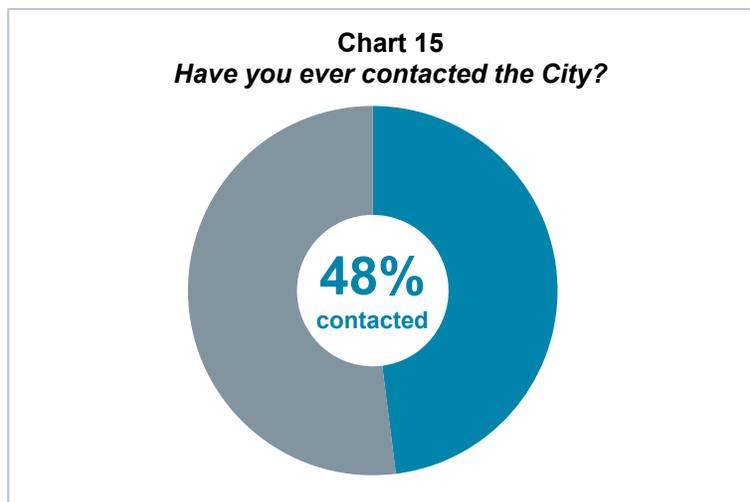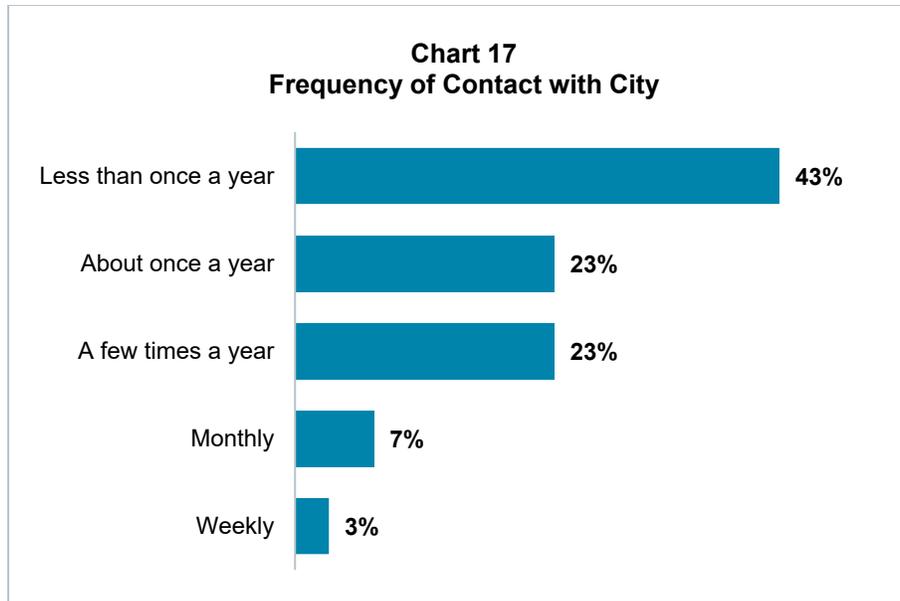
Source: DHM Research, May 2018

There are notable differences in contact rate by age, educational attainment, income level, and race/ethnicity. These are presented below in Chart 16. Younger residents, those with lower socioeconomic status, and people of color are less likely to have contacted the City. Differences by age should be interpreted with caution, as this question asks if residents have *ever* contacted the City, rather than if they have done so within a recent time period.

Chart 16
Have you ever contacted the City?

Category	Percent
18-29	29%
30-44	44%
45-64	61%
65+	60%
HS or less	30%
2 years college	39%
4+ years college	59%
<$50K	39%
$50-100K	57%
$100K+	73%
White people	55%
People of color	28%

Have ever contacted the City

Source: DHM Research, May 2018

Those who had participated in at least one of the tested community engagement activities over the last year were twice as likely to contact the city, indicating a population of more engaged residents. Those with more experience using online tools were somewhat more likely than others to have ever contacted the City.

Among residents who have contacted the City, 66% do so once a year or less. Full responses to this question can be found in Chart 17.

Chart 17
Frequency of Contact with City

Less than once a year	43%
About once a year	23%
A few times a year	23%
Monthly	7%
Weekly	3%

Source: DHM Research, May 2018

One in five residents living with a disability contacted the City at least monthly, as compared to 6% of others.

As shown in Chart 18, Phone is the most frequent method of contact for a majority of Portlanders, with email, in-person, and website contact all used most frequently by a subset of residents (11–14%).

Chart 18
Most Frequent Method of Contact

Website 11%
In-person 13%
Email 14%
Phone 61%
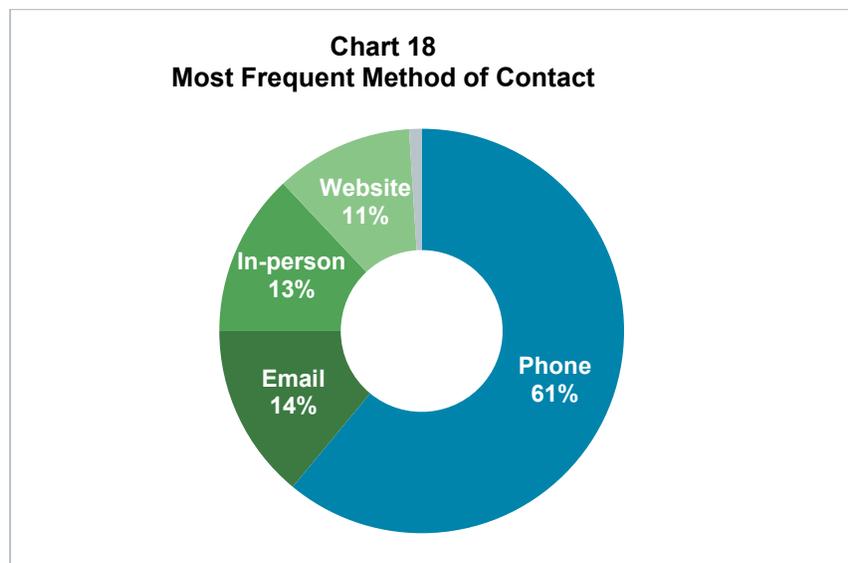
Source: DHM Research, May 2018

Portlanders without internet access (77%), those over 65 (75%), residents living with a disability (75%), and those with incomes under $50K (72%) are even more reliant on the phone to contact the City. So too are residents who have used online tools less frequently and taken fewer actions to impact their community over the past month. In-person contact is the most frequent method for 28% of those under 30, as compared to 10% of older residents. Residents with incomes over $100K are much more likely to use the website frequently (29%) than those with lower incomes (6%).

Portlanders were also asked about their most recent contact with the City. Common reasons for contact include general information seeking, parking, traffic, and roads, public safety, and utilities (Chart 19).

Chart 19
Most Recent Reason for Contacting City

|	
17%	**Seeking information**
17%	**Parking, traffic, roads**
11%	**Public safety**
10%	**Utilities**
7%	**Permits**
7%	**Neighbor concerns**
6%	**Repairs to streets, sidewalks**
≤5%	**All other responses**

Source: DHM Research, May 2018

Residents under 30 and over 65 are more likely than middle-aged residents to contact the City about their utilities. Older residents—those over 65—are more likely than others to make contact regarding needed repairs, such as those to streets or sidewalks.

A majority of 61% were very or somewhat satisfied with their most recent contact with the City; results are displayed in more detail in Chart 20.

Chart 20
Satisfaction with Most Recent Contact

|		
Satisfied	24% + 37%	61%
Not satisfied	22% + 16%	38%
Don't know		1%
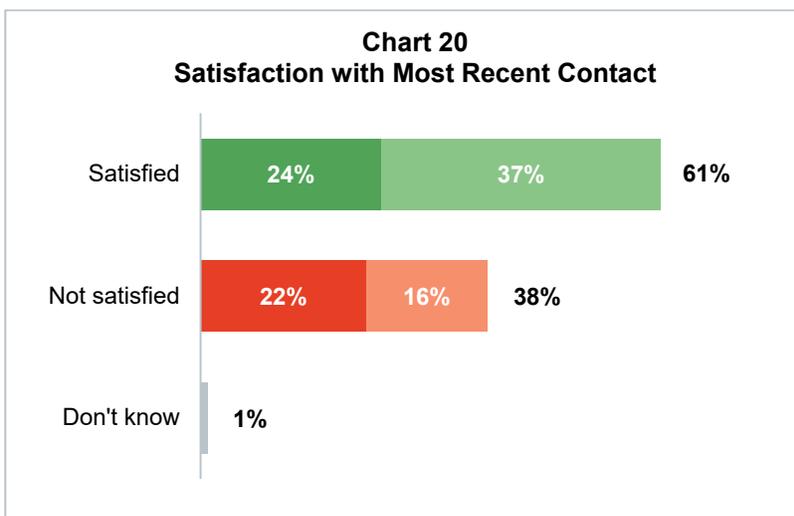
Source: DHM Research, May 2018

Those who say they can influence the City were overwhelmingly satisfied with their contact (86%), whereas about half of others were satisfied. Those with higher community engagement were less satisfied than others; those who had used more online tools over the past month were more satisfied.

Portlanders living with a disability were dissatisfied with their most recent contact (52%) more so than others (35%). This disparity represents an opportunity for improvements to communications with these Portlanders, who, as noted above, contact the City more regularly.

Portlanders who choose not to contact the City when they have questions or concerns don't think contact will make a difference.

39% of Portlanders have ever decided not to contact the City when they had a question or concern. Of these, 69% had contacted the City at another time. These data are visualized in Chart 21, below.

Chart 21
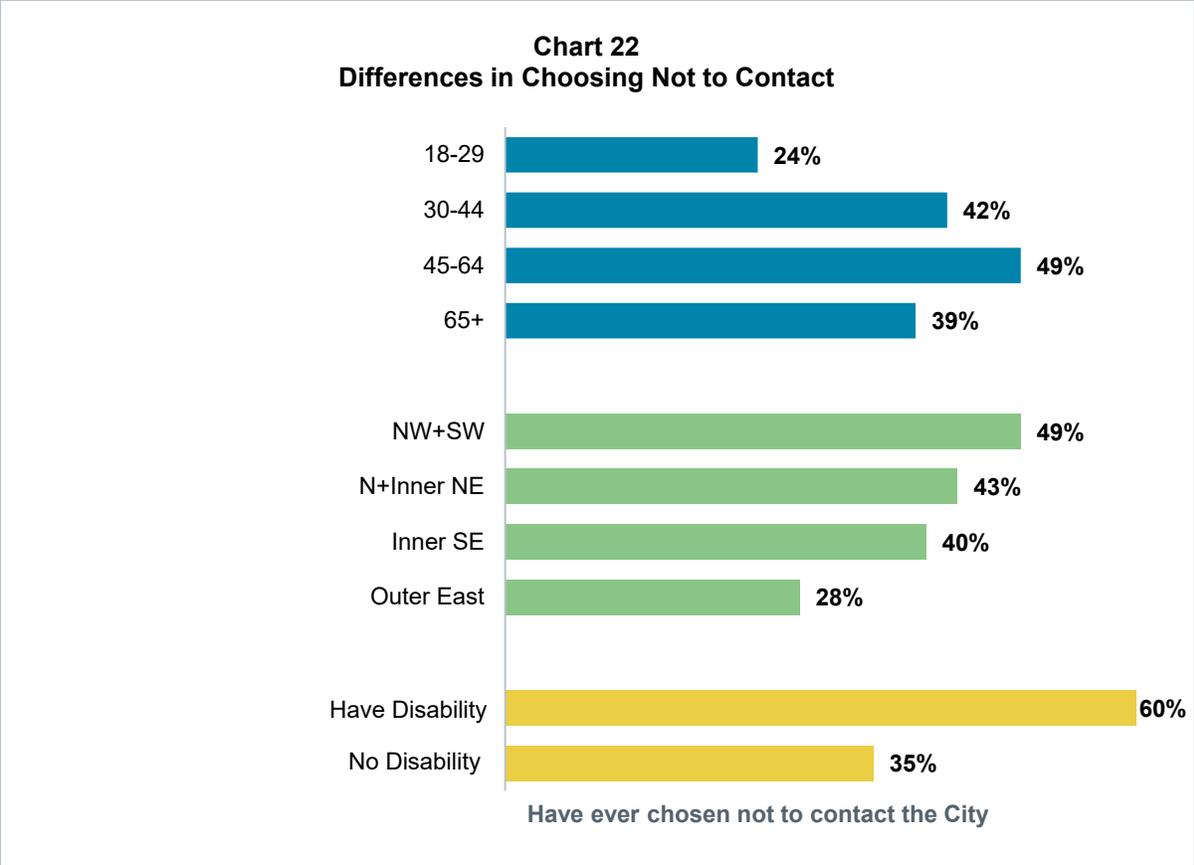**Chosen Not to Contact City**
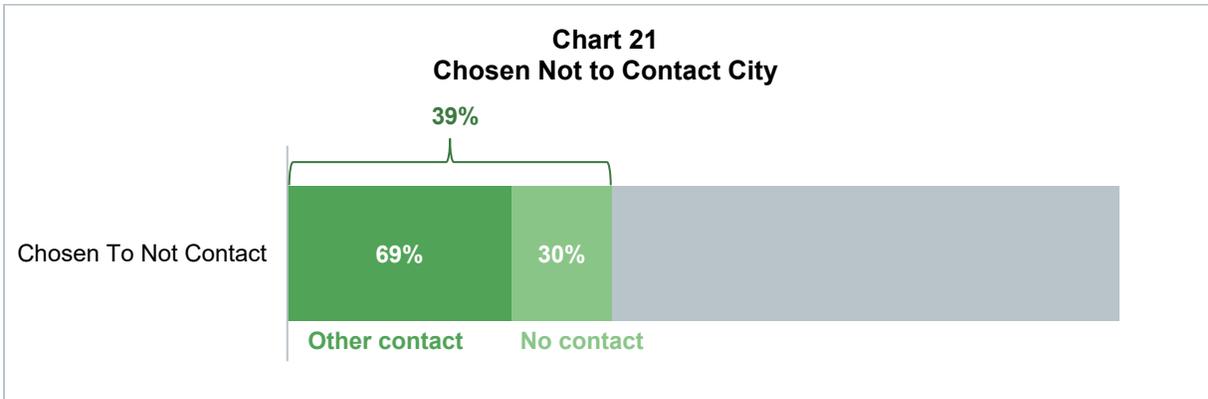
Source: DHM Research, May 2018

Of the slight majority who have never contacted the City, 23% have at some point had a question or concern but chosen not to make contact. In all, 12% of residents have never contacted the City despite having a concern at some point.
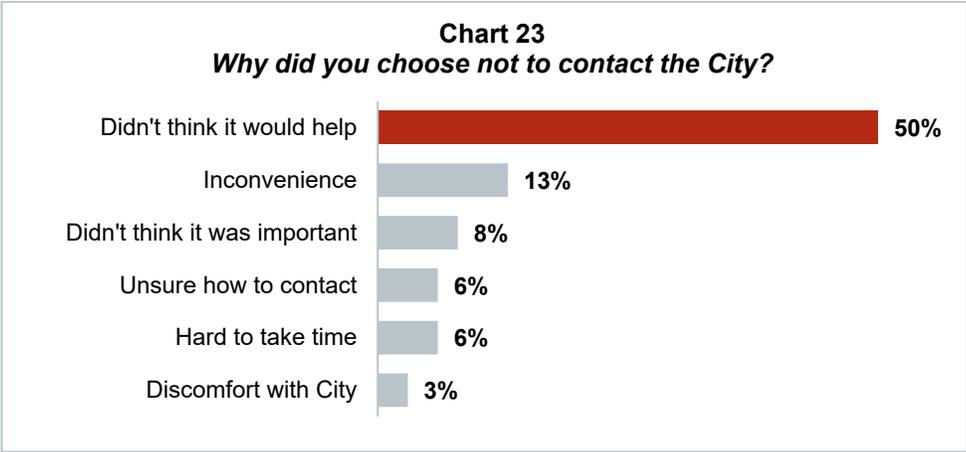
There are demographic differences in electing not to contact the City by age—again, to be interpreted cautiously—area of the City, and disability status. Generally speaking, younger residents, those living in Outer East Portland, and those living with a disability are more likely to have chosen not to contact the City with a specific concern. These differences are shown in Chart 22.

Residents with higher community engagement are also more likely to have ever chosen not to contact the City in some case.

Chart 22
Differences in Choosing Not to Contact

Group	Percentage
18-29	24%
30-44	42%
45-64	49%
65+	39%
NW+SW	49%
N+Inner NE	43%
Inner SE	40%
Outer East	28%
Have Disability	60%
No Disability	35%

Have ever chosen not to contact the City

Source: DHM Research, May 2018

When asked in an open-ended question why they chose not to contact the City, half say they didn't believe it would help to resolve their question or concern (Chart 23).

Chart 23
Why did you choose not to contact the City?

Reason	Percentage
Didn't think it would help	50%
Inconvenience	13%
Didn't think it was important	8%
Unsure how to contact	6%
Hard to take time	6%
Discomfort with City	3%

Source: DHM Research, May 2018

Those who indicated that someone in their household primarily spoke a language other than English were more likely to say they were unsure of how or who to contact (20%).

Appendix 4

City of Portland 311
April 28–May 4, 2018
Portland Residents
N=601; margin of error: +/- 4.0%.
16 minutes
DHM Research
Project #00707

Hello, my name is _____ from [name of fielding house]. I have some questions about your community (specify if possible).

As needed:
- We are not trying to sell you anything.
- The survey should only take a few minutes and I think you will find the questions interesting.
- Your answers are strictly confidential.

This survey is about the City of Portland, including customer service and ways to improve how the City and community members communicate. In this survey, when I ask you about the "City of Portland" I am referring specifically to Portland's city government and its bureaus.

The City of Portland provides water, sewer, and parks for City residents and businesses. It maintains roads and provides police, fire, and emergency services. The City also regulates how land is used and the construction of homes and other buildings. These efforts are separate from the county, state, or Metro regional governments.

1. Overall, how would you rate the City of Portland's job in providing services: very good, good, neutral, poor, or very poor?

Response Category	n=601
Very good	9%
Good	44%
Neutral	29%
Poor	12%
Very poor	3%
(DON'T READ) Don't know	3%
(DON'T READ) Refused/Missing	<1%

2. How would you rate the City's job in keeping community members informed about important issues: very good, good, neutral, poor, or very poor?

Response Category	n=601
Very good	6%
Good	38%
Neutral	31%
Poor	16%
Very poor	5%
(DON'T READ) Don't know	5%
(DON'T READ) Refused/Missing	0%

3. If you had a question about City services or programs, do you think you could find the answer to your question? Would you say that you are very confident you could find the answer, somewhat confident, not too confident, or not at all confident?

Response Category	n=601
Very confident	26%
Somewhat confident	48%
Not too confident	11%
Not at all confident	8%
(DON'T READ) Don't know	6%
(DON'T READ) Refused/Missing	0%

4. Do you feel like you can influence City decisions about the issues you care about?

Response Category	n=601
Yes	30%
No	58%
(DON'T READ) Don't know	12%
(DON'T READ) Refused/Missing	0%

5. Have you ever contacted the City for any reason? **(If "no" or "don't know" skip to Q10)**

Response Category	n=601
Yes	48%
No	51%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	0%

6. **(If "yes")** How often would you say you contact the City?

Response Category	n=287
Weekly	3%
Monthly	7%
A few times a year	23%
About once a year	23%
Less than once a year	43%
Have never contacted the City of Portland **(skip to Q10)**	<1%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	0%

7. **(If "yes")** When you contact the city, what is your most frequent method?

Response Category	n=286
Phone call	61%
Email	14%
In person, for example, by going to a City building	13%
Website	11%
Social media	<1%
Something else **(Open)**	1%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	0%

Think back to the last time you contacted the City or visited a City website.

8. What was your primary reason for doing so? **(Open)**

Response Category	n=286
Seeking information	17%
Parking, traffic, roads	17%
Public safety	11%
Utilities	10%
Permits	7%
Neighbor concerns	7%
Repairs to streets, sidewalks	6%
Homelessness, camping	5%
Advocate for changes	4%
Growth, construction, zoning	4%
Documents, visa, passport	2%
All other responses	<1%
Don't know	7%
Refused	1%

9. Overall, would you say that you were very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied with this contact with the City of Portland?

Response Category	n=286
Very satisfied	24%
Somewhat satisfied	37%
Not too satisfied	16%
Not at all satisfied	22%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	0%

[ASK ALL]

10. Have you ever had a question or concern but chose not to contact the City about it?

Response Category	n=601
Yes	39%
No	59%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	0%

11. **(If "yes")** Why did you choose not to contact the City? **(Open—pre-code when applicable)**

Response Category	n=237
Didn't believe it would help	50%
Options to contact are inconvenient	13%
Didn't think it was important	8%
Unsure how to contact	6%
Hard to take time to contact	6%
Mention of an issue they were having	5%
Uncomfortable with contact with City	3%
Language barriers	0%
All other responses	<1%
(DON'T READ) Don't know	7%
(DON'T READ) Refused/Missing	1%

[ASK ALL]

Please answer the following questions based on your personal experience.

12. In general, how easy or difficult is it to get information from the City when you have questions about its programs and services: very easy, somewhat easy, somewhat difficult, or very difficult?

Response Category	n=601
Very easy	15%
Somewhat easy	40%
Somewhat difficult	26%
Very difficult	10%
(DON'T READ) Don't know	8%
(DON'T READ) Refused/Missing	<1%

13. Which of the following changes would most improve how easy it is to get information from the City when you have questions about its programs and services?

Response Category	n=601
A single phone number to call for any issue	35%
A more unified and easily searchable City website	33%
A City office nearer to me	6%
An option to text the City instead of call	6%
Nothing	6%
Extended City office hours	5%
All other responses	<1%
(DON'T READ) Don't know	4%
(DON'T READ) Refused/Missing	<1%

The City of Portland is considering the ways community members can contact the City to find and report information, make requests, apply for services, and make payments. The City would like to know more about Portlanders' preferences when it comes to contacting the City.

14. Of the following, which way of contacting the City would you prefer to use?

Response Category	n=601
Phone call	43%
Website	20%
In person **(if needed:** for example, by going to a City building)	14%
Email	11%
Text message	4%
Mobile app	4%
Social media	1%
All other responses	<1%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	1%

The following are specific reasons that community members often contact the City. For each reason, please tell me how you would ideally like to contact the City. Would it be: **(Randomize)**

- In person (**if needed:** for example by going to a City building)
- Phone call
- Website
- Email
- Text message
- Mobile app
- Social media
- Something else **(Open)**

Response Category	In person	Phone call	Website	Email	Text Message	Mobile app	Social media	Something else	Don't know	Refused
15. To find information, such as community center hours or City job openings	6%	24%	58%	4%	1%	2%	1%	0%	3%	1%
16. To report a problem or concern in your neighborhood, such as broken sidewalks, noise, or abandoned vehicles	5%	62%	15%	9%	5%	4%	0%	<1%	1%	1%
17. To ask questions about your water bill	5%	71%	12%	5%	1%	2%	0%	<1%	2%	1%
18. To reserve space at a City park for an event, such as a wedding, birthday party, or company picnic	14%	40%	30%	10%	1%	3%	1%	<1%	1%	1%
19. To apply for a building or parking permit	27%	28%	30%	7%	1%	2%	<1%	1%	3%	2%
20. To register for a recreation class	13%	27%	43%	7%	1%	3%	<1%	0%	3%	2%
21. To report non-emergency criminal activity in your neighborhood, such as vandalism or theft	3%	77%	8%	4%	3%	3%	1%	<1%	<1%	<1%

Please tell me how likely you are to use the following tools to contact the City. Would you be very likely, somewhat likely, somewhat unlikely, or very unlikely to… **(Randomize)**

Response Category	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Refused
22. Use an online chat tool that would allow you to chat with a City employee using your computer or smartphone.	24%	28%	12%	34%	1%	<1%
23. Use an online tool to track the status of an application or request you have submitted, such as a permit application.	49%	26%	6%	18%	2%	0%
24. Use a mobile app that allows you to take photos of problems that require attention and submit them to the city.	35%	27%	10%	24%	3%	<1%

Please tell me if you have done each of the following activities <u>online</u> in the past month. **(Randomize)**

Response Category	Yes	No	Don't know	Refused
25. Used online banking	62%	37%	<1%	1%
26. Made an appointment online, such as for a haircut or doctor visit	37%	62%	0%	<1%
27. Wrote an online review for a business, purchase, or service	30%	69%	1%	<1%

Now, please tell me if you have done each of the following activities to <u>impact your community</u> in the past month. **(Randomize)**

Response Category	Yes	No	Don't know	Refused
28. Used an online neighborhood engagement website or app, such as Nextdoor or a neighborhood Facebook group	35%	64%	1%	0%
29. Participated in your neighborhood association	16%	83%	1%	<1%
30. Attended a community meeting about a City project or plan	16%	84%	<1%	0%

31. Finally, do you have any additional advice for the City to help improve customer service or the ways community members can communicate with the City? **(Open)**

Response Category	n=601
Phone service: less waiting, one number, actual person	10%
Website: simplify, update	7%
Prioritize residents, people	5%
Be responsive	4%
Staff: knowledgeable, training	3%
Mobile app	2%
Communicate proactively	2%
More flexible hours	2%
Texting	2%
All other responses	1% or less
Don't know	1%
Refused	1%

DEMOGRAPHICS

Now, I would like to ask you a few questions about you and your household. These questions will help make sure we are hearing from a wide variety of community members. It's important that we collect answers to all of these questions. Your information will be kept confidential and anonymous.

32. Age **(record from sample)**

Response Category	n=601
18–29	24%
30–44	32%
45–64	31%
65+	13%
(DON'T READ) Don't know	0%
(DON'T READ) Refused/Missing	0%

33. Do you describe your gender as:

Response Category	n=601
Male	49%
Female	51%
Non-binary or gender non-conforming	0%
Something else **(open)**	<1%
(DON'T READ) Refused/Missing	0%

34. Area of the City **(Record from sample)**

Response Category	n=601
Northwest	4%
Southwest	10%
North	12%
Inner Northeast	22%
Inner Southeast	29%
Outer East	23%
(DON'T READ) Don't know	0%
(DON'T READ) Refused/Missing	0%

35. What is the highest level of education you have completed?

Response Category	n=601
High school or less	20%
2-year degree or some college	30%
4-year college degree	28%
Graduate degree or higher	22%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	1%

36. What was your total household income in 2017, before taxes?

Response Category	n=601
Less than $25,000	14%
$25,000–$49,999	18%
$50,000–$74,999	16%
$75,000–$99,999	9%
$100,000–$149,999	8%
$150,000 or more	5%
(DON'T READ) Don't know	14%
(DON'T READ) Refused/Missing	16%

37. Do you own your home, rent, or have some other arrangement?

Response Category	n=601
Own	62%
Rent	26%
Something else	10%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	1%

38. How many years have you lived in the City of Portland

Response Category	n=601
Less than five years	2%
5–10	9%
11–20	21%
20+	64%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	2%

39. What type of device do you primarily use to access the internet at home?

Response Category	n=601
Mobile Phone	34%
Tablet	7%
Laptop or Desktop computer	47%
Game Console	<1%
Something else **(open)**	0%
I don't have access to the internet at home	9%
(DON'T READ) Don't know	1%
(DON'T READ) Refused/Missing	2%

40. Do you, or someone in your household, mostly speak a language other than English?

Response Category	n=601
Yes	15%
No	84%
(DON'T READ) Don't know	<1%
(DON'T READ) Refused/Missing	<1%

41. How do you identify your race, ethnicity, tribal affiliation, or ancestry? **(open, pre-code, mark all that apply)**

Response Category	n=601
American Indian or Alaska Native	1%
African American or Black	6%
Asian	8%
Hispanic or Latino/a	9%
Native Hawaiian or other Pacific Islander	1%
White	72%
Middle Eastern or North African	1%
Something else **(Open)**	1%
(DON'T READ) Don't know	<1%
(DON'T READ) Refused/Missing	1%

42. Do you identify as having or living with a disability?

Response Category	n=601
Yes	18%
No	81%
(DON'T READ) Don't know	<1%
(DON'T READ) Refused/Missing	1%