



PORTLAND BUREAU OF TRANSPORTATION

Commissioner: DAN SALTZMAN | Director: LEAH TREAT

MULTILINGUAL ONLINE COMMUNITY SURVEY

February through September 2017

Neighborhood Streets Program

Appended are the results from the online community survey. The telephone survey tool was posted on PBOT's website in English, Spanish, Vietnamese, Chinese, and Russian languages (with slight modifications for language translation), and available to any interested party. Announcements of the online survey were promoted through multi-lingual Facebook ads and through PBOT's various email distribution lists. Community members also promoted the survey through Nextdoor, social media and by sharing to their own networks.

OUTCOMES

- In total, more than 3,500 people participated in the multilingual survey.
- 34,000 people were reached with PBOT's Facebook ad (Feb 1-14, 2017). Roughly 1,500 people clicked on the survey through Facebook, with about 40% of the clicks from ads that were posted in Spanish, Vietnamese, Chinese, and Russian, though not all who clicked the ad completed the survey.
- All but about 50 responses in the first round of online surveying were submitted in English language, despite the significant interaction on Facebook from non-English promotions. The project team administered a second round of the online survey tool in partnership with the outreach efforts of PedPDX. This final round of online surveying was made available July through September 2017 in Spanish, Vietnamese, Chinese, and Russian (not English).
- In total, there were 136 respondents to the Spanish, Vietnamese, Chinese, and Russian language versions of the survey.
 - The perspectives shared by these 136 community members were generally aligned with the other 3,496 online survey takers, with a few interesting observations. When compared to the responses in prior rounds that were submitted primarily in English, the participants in Spanish, Vietnamese, Chinese, and Russian were:
 - More supportive of solving this problem by using existing City funds;
 - In stronger agreement that it is the City's responsibility to pay for these street improvements;
 - More supportive of spending funds in low-income neighborhoods;
 - Placing a higher priority on virtually all of the "goals" of improving these streets across the board (e.g., access for seniors, managing stormwater, improved pedestrian safety, etc.);
 - More likely to think that all street attributes are always or often necessary on residential side streets (e.g., pavement, sidewalks, trees, lighting etc.);
 - More likely to identify as living on an unimproved street; and
 - More likely to be renters.

- Generally speaking, the most strongly held interests and opinions uncovered in the statistically significant telephone survey were also reflected in the online community survey responses, further underpinning the strengths and consistency of the community's desire for the City to fix the multi-faceted problem of unimproved streets.
- Promoting the survey through community events, media, and organizations achieved one of the main goals of community research: engaging city residents. While participants in a community survey may be more likely to attend City Council meetings, City leaders will benefit from understanding how the opinions a resident might share in testimony can differ from the broader public.

May 26, 2017

To: Ali Danko, EcoNorthwest
From: Anne Buzzini, DHM Research
Re: Project, #00585

INTRODUCTION & METHODOLOGY

From August 18 to 22, 2016 DHM Research conducted a telephone survey of 400 Portland residents. The purpose of the survey was to assess attitudes about unpaved residential streets in the City of Portland, priorities for improving these streets, and related values. EcoNorthwest made an online version of the survey available to residents from February 1 to March 20, 2017.

Research Methodology: The telephone survey consisted of 400 Portland residents, among them 100 residents who live on unpaved residential streets. The survey took approximately 15 minutes to complete. This is a sufficient sample size to assess resident opinions generally and to review findings by multiple subgroups, including age, race, gender, area of the city, whether the resident lives on an unimproved street, and whether the resident has or lives with a person with a disability.

Telephone respondents were contacted by a live interviewer from a list 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 by age, gender, and area of the city to ensure a representative sample.

The online survey was made available to the community through Facebook ads and materials distributed at community groups and meetings. Any interested participant could take the survey. The online survey was made available in English, Spanish, Vietnamese, Chinese, and Russian to reach a diverse array of Portlanders.

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. The margin of error for the telephone survey is $\pm 4.9\%$. The estimated margin of error for the sub-sample of 100 residents living on unimproved streets is $\pm 9.8\%$. This figure is estimated because the exact number of Portland residents living on unimproved streets is not known.

The online survey was administered as a community survey, a type of research that is not designed to measure with statistical reliability the attitudes of a particular group. Rather, such research is valuable for engaging the public and giving a sense of the attitudes and opinions of the population from which the sample was drawn.

DHM Research Background: 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.

Community Survey Key Findings

Introduction

In addition to interviewing Portland residents by phone, EcoNorthwest made the questionnaire available online so interested residents could share their input. The survey was available from February 1 to March 20, 2017. The City of Portland promoted the survey online and at community meetings, and residents shared the link through the community.

Community surveys provide a valuable opportunity to collect data and engage residents, but attitudes may not accurately reflect the entire population. However, differences between a statistically valid telephone survey and an online community survey may illuminate important details about community opinions.

Residents who took the online survey held different opinions than residents who responded to the telephone survey. The differing methodologies and samples impact these differences in several ways.

First, any interested online respondent could take the community survey, increasing participants' self-selection bias. Often, residents who are more interested in and concerned about community issues take these types of surveys, which skews the results. Although there is some self-selection bias in telephone surveys, it is mitigated by randomly recruiting participants.

Second, the community survey was made available through Facebook ads and at community events. Respondents, then, are likely to be more comfortable with technology and social media, and are likely to be more involved in community issues. That these participants are more likely to be involved in their community by the sources of the online survey. While 34% of online participants linked to the survey through Facebook, 25% linked to it through their neighborhood's Nextdoor page, where residents posted links. One in ten online respondents linked to the survey through a GovDelivery email (10%), plus an additional 4% who were routed to the survey from the Bureau of Transportation's website.

The community events at which the survey link was distributed also introduced issue-specific biases. For example, one event was focused on pedestrian safety and another was titled "Fixing Our Streets Open House." Participants who took the survey after attending these events are, of course, more likely to be interested in pedestrian issues and fixing neighborhood streets. There were also neighborhood-specific events.

Yet, promoting the survey in this way achieves one of the main goals of community research: engaging city residents. Although their attitudes may differ from the general population, it is helpful to understand these divisions. For example, participants in a community survey may be more likely to attend City Council meetings. City leaders will benefit from understanding how the opinions a resident might share in testimony differ from the broader public.

Notable Differences

It is not uncommon for a community survey to elicit more dissatisfaction with city services than a comparable telephone survey. Nor is it uncommon to see higher levels of support among such residents, as these folks tend to see more room for improvement of services.

The results of the community survey reflect this. For example, just over half of online respondents said they were satisfied with transportation safety in their neighborhood (55%), whereas four in five telephone respondents expressed satisfaction (80%). Online respondents were also less satisfied with *transportation options for those who walk, bike, or take public transit* than were telephone respondents (60% to 80%). The largest difference in satisfaction between online and telephone respondents regarded *access to transportation for seniors and people with disabilities* (31% to 57%).

Considering these differences, it is not surprising that online respondents were more likely than telephone respondents to prioritize improving the safety of multimodal transportation safety and increasing access to transportation. In the telephone survey, respondents were clear that the top priority for their neighborhood was reducing traffic congestion (51%). Although addressing traffic congestion was also the top priority for online respondents (34%), they were more split. Nearly as many online respondents thought improving multimodal options should be the top priority (31%), and one in four thought the top priority should be expanding access to transportation for seniors and people disabilities (25%).

Online respondents were much more likely to believe *improving safety for cyclists and pedestrians* is an urgent priority than were telephone respondents (35% to 14%). Online respondents were also more likely to say that *improving access to public transportation, improving connections between schools, parks, and shopping, and improving neighborhood attractiveness* were urgent issues. For each of these three priorities, the difference between the samples ranged from six to eight percentage points.

Regarding street infrastructure standards, online respondents placed greater emphasis on sidewalks and street trees. Online respondents were much more likely to say that sidewalks are always or often necessary (+14).

These differences make sense considering some of the demographic differences between the two samples. Online respondents were more likely to walk, drive, or bike on unimproved streets in Portland. While one in five telephone respondents said they never bike or drive down unpaved streets, just one in ten online respondents said the same. Additionally, while 28% of telephone respondents said they walk down streets lacking a sidewalk on a daily basis, 38% of those who took the survey online said they did so daily.

Despite these differences, online respondents shared many values with telephone respondents. There was little difference between the two samples as to whether *the City of Portland should be responsible for paving and improving all unimproved residential side streets within city limits*. While 77% of online respondents agreed with that statement, 76% of telephone respondents agreed. Approximately half of online and telephone respondents alike said they strongly disagreed that *people who live on unimproved residential side streets . . . should be responsible for improving the streets themselves* (48%, 49%).

Respondents in each sample agreed as to how to prioritize street improvement projects. At least four in ten online and telephone respondents thought making improvements in low-income neighborhoods should be the top priority (44%, 41%). Both samples also showed support for prioritizing projects in neighborhoods experiencing the most growth (34%, 41%).

Ultimately, online respondents were more supportive of increased revenue to pave neighborhood streets than were telephone respondents. In the initial funding test, 34% of online respondents said *The City of Portland should raise new revenue to fund these improvements on residential side streets, even if that means raising taxes and fees*, compared to 28% of telephone respondents. Accordingly, online respondents were slightly less likely than telephone respondents to say the City should make cuts elsewhere in the budget or to say the City should not invest any resources into the issue at all. This preference was strengthened in the funding re-test, where 35% of online respondents said the City should raise new revenue to address the issue, compared to 26% of telephone respondents.

Notably, the online sample skewed heavily female (58%). Homeowners and households with children were also overrepresented at 80%. In the telephone survey, women and homeowners were significantly more likely than men or renters to prefer the City fund neighborhood street improvements by making cuts elsewhere in the budget. However, those demographic differences did not appear in the online sample. Instead, the online sample was more likely to prefer raising new revenue than the telephone sample.

Conclusion

These differences should be considered in future discussions about improving neighborhood streets. Again, residents who elect to take an online survey about their city are typically more engaged and may be more likely to make their voices heard at city council meetings and outreach events. This reasoning is evidenced in online participants' responses to credible sources of information. Online respondents were much more likely than residents to trust the City of Portland, the Bureau of Transportation, and their neighborhood association.

Voter sentiment is likely to come closer to the results of the statistical phone survey, which relied on random sampling and matched the demographic makeup of Portland's voters. As such City leaders and other decision-makers would be well-advised to consider the differences between the statistical survey and the online survey when hearing from constituents, who are likely to hold different opinions than the community at-large.

**PBOT Neighborhood Streets Program
Online Survey
February 1-March 20, 2017
N=3405 Residents**

**DHM Research
Project #00585**

SCREENER

S1. In what language would you like to take the survey?

Response Category	Online N=3405
English	N=3352
Spanish	N=17
Vietnamese	N=11
Chinese	N=17
Russian	N=8

GENERAL MOOD

1. Would you say things in Portland as a whole are generally headed in the right direction, or would you say things in Portland are off on the wrong track?

Response Category	Online N=3323	Telephone N=400
Right direction	38%	43%
Wrong track	43%	46%
(DON'T READ) Don't know	20%	11%

2. What is the biggest issue facing your neighborhood?

Response Category	Online N=3390	Telephone N=400
Homelessness	21%	29%
Housing affordability	32%	26%
Inadequate transportation infrastructure	24%	12%
High cost of living	--	4%
Public Safety	9%	--
Gentrification	--	3%
Bicycle lanes/cycling	--	2%
Public transportation	--	2%
Traffic safety	--	2%
All other responses	12%	1% or less
None/nothing	0%	2%
(DON'T READ) Don't know	1%	8%

**Telephone respondents provided verbatim responses, which were coded into categories. Online participants chose from a list of pre-coded categories based on the telephone survey.*

TRANSPORTATION PRIORITIES & VALUES

Thinking about just your neighborhood, please let me know if you are very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied with each of the following:

Response Category	Very satisfied	Somewhat satisfied	Not too satisfied	Not at all satisfied	Don't know
3. Transportation safety					
Online	13%	42%	28%	16%	2%
Telephone	32%	48%	12%	5%	3%
4. Traffic congestion					
Online	10%	36%	29%	25%	1%
Telephone	12%	31%	30%	26%	1%
5. Transportation options for those who walk, bike, or take public transit					
Online	23%	36%	20%	19%	2%
Telephone	49%	31%	8%	7%	5%
6. Access to transportation for seniors and people with disabilities					
Online	10%	22%	17%	15%	36%
Telephone	25%	32%	8%	7%	27%

7. Now please tell me which of the following you think is most in need of improvement in your neighborhood?

Response Category	Online N=3386	Telephone N=400
Traffic congestion	34%	51%
Transportation options for those who walk, bike, or take public transit	31%	13%
Transportation safety	25%	15%
Access to transportation for seniors and people with disabilities	6%	15%
(DON'T READ) Don't know	4%	6%

PARTIES RESPONSIBLE

Please listen carefully to the following information about streets in Portland.

Portland has 238 miles of residential side streets that are either unpaved dirt and gravel streets, or are paved but lack adequate storm water drainage. These streets are referred to as “unimproved” and they make up 16% of Portland’s neighborhood streets.

8. Knowing this, please tell me which of the following statements most closely matches your opinion, even if none matches your opinion exactly. **(Rotate choices A, B and C) (Telephone only: wait, ask strongly/ somewhat)**

Response Category	Online N=3361	Telephone N=400
A. The City of Portland should not invest any existing resources into these unimproved residential side streets, even if that means these streets will never be improved.		
Strongly	--	8%
Somewhat	--	10%
Total	16%	18%
B. The City of Portland should use some funds from the existing City budget and put it toward improving these residential side streets, even though that means making cuts somewhere else.		
Strongly	--	27%
Somewhat	--	21%
Total	44%	49%
C. The City of Portland should raise new revenue to fund these improvements on residential side streets, even if that means raising taxes and fees.		
Strongly	--	13%
Somewhat	--	15%
Total	34%	28%
(DON'T READ) Don't know	6%	5%

**Online respondents did not specify whether they felt the statement strongly matched their opinion, or whether it matched their opinion somewhat.*

I will now read two more statements to you. For each, please tell me if you agree or disagree with the statement. **(Rotate 9, 10) (Wait, ask strongly/somewhat)**

Response Category	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
9. The City of Portland should be responsible for paving and improving all unimproved residential side streets within city limits.					
Online	46%	32%	13%	7%	2%
Telephone	51%	25%	14%	7%	4%
10. People who live on unimproved residential side streets chose to live there even though the street wasn't improved. The people who own these properties should be responsible for improving the streets themselves.					
Online	5%	19%	25%	48%	2%
Telephone	8%	15%	23%	49%	4%

11. Suppose the City has funding to improve only a small number of its unimproved residential side streets each year. I will read to you a short list of areas where the City could choose to prioritize street improvements. Please tell me which of these areas should be the City's top priority for improving residential side streets.

Response Category	Online N=3387	Telephone N=400
Low-income neighborhoods	44%	41%
Neighborhoods that can leverage the most funding from property owners or other sources	10%	9%
Neighborhoods experiencing the most growth	34%	41%
(DON'T READ) Don't know	12%	8%

NEIGHBORHOOD STREET IMPROVEMENTS

The City of Portland must prioritize different transportation improvements within the constraints of the City budget. I will now read to you a list of goals that the City hopes to achieve when making transportation improvements. For each, tell me if you think this goal should be an urgent, high, medium, or low priority for the City when making transportation improvements on residential side streets. **(Randomize 12-17)**

Response Category	Urgent	High	Medium	Low	Don't know
12. Improving accessibility for seniors and residents with disabilities.					
Online	14%	40%	31%	7%	8%
Telephone	12%	49%	28%	8%	3%
13. Managing storm water to protect property and the environment.					
Online	19%	41%	31%	8%	1%
Telephone	18%	44%	25%	10%	3%
14. Improving safety for cyclists and pedestrians.					
Online	35%	35%	20%	10%	0%
Telephone	14%	44%	26%	15%	1%
15. Improving access to public transportation.					
Online	16%	41%	31%	10%	1%
Telephone	8%	40%	34%	15%	4%
16. Improving connections between schools, parks, and shopping.					
Online	13%	36%	34%	14%	3%
Telephone	6%	35%	38%	18%	3%
17. Improving neighborhood attractiveness with paved roads and street trees.					
Online	10%	20%	40%	30%	0%
Telephone	4%	16%	41%	37%	1%

STANDARDS FOR IMPROVEMENTS

Now I am going to read a short list of street attributes. For each, tell me whether you think the attribute is always necessary, often necessary, sometimes necessary, or never necessary to a residential side street. **(Randomize 18-23)**

Response Category	Always necessary	Often necessary	Sometimes necessary	Never necessary	Don't know
18. The street is paved.					
Online	38%	38%	22%	2%	0%
Telephone	38%	31%	27%	3%	1%
19. The street has a sidewalk.					
Online	44%	36%	18%	1%	0%
Telephone	37%	29%	28%	6%	0%
20. The street has proper storm water drainage.					
Online	61%	29%	10%	0%	1%
Telephone	62%	22%	13%	1%	1%
21. The street has trees.					
Online	22%	31%	34%	11%	1%
Telephone	20%	24%	38%	16%	1%
22. The street has adequate lighting.					
Online	49%	33%	17%	1%	0%
Telephone	49%	26%	22%	2%	1%
23. The street has on-street parking.					
Online	17%	35%	39%	8%	1%
Telephone	24%	30%	42%	3%	1%

FAMILIARITY AND EXPERIENCE WITH UNIMPROVED STREETS

24. Thinking about the street you live on, would you say your street is unimproved?

Response Category	Online N=3390	Telephone N=400
Yes	22%	26%
No	77%	72%
(DON'T READ) Don't know	1%	2%

25. How frequently do you drive or bike down unpaved streets in the City of Portland?

Response Category	Online N=3398	Telephone N=400
Daily	21%	20%
Weekly	17%	18%
Monthly	17%	18%
A few times per year	34%	23%
Never	10%	20%
(DON'T READ) Don't Know	0%	0%

26. How frequently do you walk down streets that lack a sidewalk in the City of Portland?

Response Category	Online N=3397	Telephone N=400
Daily	38%	28%
Weekly	20%	23%
Monthly	14%	16%
A few times per year	22%	18%
Never	6%	15%
(DON'T READ) Don't Know	0%	0%

Sometimes people's opinions change after hearing more about an issue. I will now ask you about Portland's unimproved residential side streets one more time.

Portland has 238 miles of residential side streets that are either unpaved dirt and gravel streets, or are paved but lack adequate storm water drainage. These streets are referred to as "unimproved" and they make up 16% of Portland's neighborhood streets.

27. Knowing this, please tell me which of the following statements most closely matches your opinion, even if none matches your opinion exactly. **(Rotate choices A, B and C) (Wait, ask strongly/somewhat)**

Response Category	Online N=3380	Telephone N=400
A. The City of Portland should not invest any existing resources into these unimproved streets, even if that means these streets will never be improved.		
Strongly	--	7%
Somewhat	--	6%
Total	13%	13%
B. The City of Portland should use some funds from the existing City budget and put it toward improving these streets, even though that means making cuts somewhere else.		
Strongly		36%
Somewhat		22%
Total	47%	58%
C. The City of Portland should raise new revenue to fund these improvements, even if that means raising taxes and fees.		
Strongly		17%
Somewhat		8%
Total	35%	26%
(DON'T READ) Don't know	5%	3%

**Online respondents did not specify whether they felt the statement strongly matched their opinion, or whether it matched their opinion somewhat.*

CREDIBLE SOURCES OF INFORMATION

28. If you wanted to learn more about what the City of Portland is doing to improve transportation, where would you go for that information?

Response Category	Online N=3377	Telephone N=400
Internet search/Google	67%	20%
City of Portland	53%	16%
Portland City Planning	--	13%
Bureau of Transportation	49%	13%
Television news	21%	7%
Mail information	24%	6%
City Council/public forums	21%	6%
Friends/family/word of mouth	27%	5%
Newspaper	33%	4%
All other responses	--	3% or less
Other	14%	12%
None/nothing	1%	3%
(DON'T READ) Don't know	2%	3%

**Telephone respondents provided verbatim responses, which were coded into categories. Online participants chose from a list of pre-coded categories based on the telephone survey.*

29. In the future, which of the following methods would you prefer for receiving information about transportation improvements in your neighborhood? **(Record all that apply)**

Response Category	Online N=3378	Telephone N=400
My neighborhood association	44%	17%
Mailed notices from the city	43%	51%
Emailed notices from the city	63%	33%
Social Media	39%	29%
(DON'T READ) Don't know	3%	4%

DEMOGRAPHICS

30. Age

Response Category	Online N=3383	Telephone N=400
18-24	2%	13%
25-34	20%	23%
35-54	49%	36%
55-64	16%	7%
65+	13%	21%
Prefer not to answer	1%	--

31. Gender

Response Category	Online N=3391	Telephone N=400
Male	38%	48%
Female	58%	52%
Other	1%	--
Prefer not to answer	3%	--

32. Do you own your home or rent?

Response Category	Online N=3390	Telephone N=400
Own	80%	62%
Rent	18%	35%
Prefer not to answer	2%	3%

33. Which of the following best describes your race or ethnicity? **(Record all that apply)**

Response Category	Online N=3389	Telephone N=400
African American/Black	1%	4%
Asian/Pacific Islander	3%	4%
Hispanic/Latino	3%	3%
Native American/American Indian	1%	1%
White/Caucasian	82%	78%
Other	3%	7%
Prefer not to answer	8%	5%

34. Which category best describes your 2015 annual income before taxes? Remember to include everyone in your household, and your best estimate is okay.

Response Category	Online N=3385	Telephone N=400
Less than \$25,000	6%	17%
\$25,000 to less than \$50,000	15%	20%
\$50,000 to less than \$75,000	18%	16%
\$75,000 to less than \$100,000	18%	11%
\$100,000 to less than \$150,000	19%	10%
\$150,000 or more	12%	7%
Prefer not to answer	11%	20%

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

Response Category	Online N=3391	Telephone N=400
Less than high school	N=7	1%
High school diploma	3%	17%
Some college	14%	29%
College degree	40%	31%
Graduate/professional school	40%	18%
Prefer not to answer	2%	4%

36. Area of City **(From sample)**

Response Category	Online N=3390	Telephone N=400
North	14%	10%
Northwest	4%	12%
Northeast	28%	27%
Southeast	35%	37%
Southwest	18%	14%
Prefer not to answer	1%	--

37. How many years have you lived in City of Portland? **(Open)**

Response Category	Online N=3348	Telephone N=400
0-5 years	19%	11%
6-10 years	17%	10%
More than 10 years	63%	76%
Prefer not to answer	--	3%

38. Are there any children 18 or younger living in your household?

Response Category	Online N=3379	Telephone N=400
Yes	33%	26%
No	66%	72%
Prefer not to answer	2%	3%

39. Do you or does a member of your household have a disability?

Response Category	Online N=3386	Telephone N=400
Yes	12%	19%
No	85%	78%
Prefer not to answer	3%	2%

40. What is your primary mode of transportation?

Response Category	Online N=3394	Telephone N=400
Car or motorcycle	55%	74%
Bike	9%	5%
Walk	5%	4%
Public transportation	8%	10%
Use several modes equally	22%	5%
Prefer not to answer	1%	3%

**Telephone respondents were not provided with the option to say they used several modes equally or preferred not to answer, but those answers were accepted.*

41. Survey Source (**FROM SAMPLE**)

Response Category	Online N=3405
Facebook	34%
Other/Unknown	25%
Nextdoor	25%
GovDelivery	10%
PBOT Website	4%
KATU Website	2%
Reddit	1%

PBOT Neighborhood Streets Program
 Online Community Survey - Supplemental Analysis
March 21-June 15, 2017
N=127 Respondents

SCREENER

S1. In what language would you like to take the survey?

Response Category	New Online N=127
English	N=127
Spanish	N=0
Vietnamese	N=0
Chinese	N=0
Russian	N=0

GENERAL MOOD

1. Would you say things in Portland as a whole are generally headed in the right direction, or would you say things in Portland are off on the wrong track?

Response Category	New Online N=126
Right direction	18%
Wrong track	63%
Don't know	19%

2. What is the biggest issue facing your neighborhood?

Response Category	New Online N=127
Homelessness	39%
Housing affordability	19%
Inadequate transportation infrastructure	17%
High cost of living	--
Public Safety	14%
Gentrification	--
Bicycle lanes/cycling	--
Public transportation	--
Traffic safety	--
All other responses	12%
None/nothing	0%
Don't know	0%

**Telephone respondents provided verbatim responses, which were coded into categories. Online participants chose from a list of pre-coded categories based on the telephone survey.*

TRANSPORTATION PRIORITIES & VALUES

Thinking about just your neighborhood, please let me know if you are very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied with each of the following:

Response Category	Very satisfied	Somewhat satisfied	Not too satisfied	Not at all satisfied	Don't know
3. Transportation safety					
New Online N=125	10%	42%	26%	18%	4%
4. Traffic congestion					
New Online N=127	9%	42%	30%	18%	1%
5. Transportation options for those who walk, bike, or take public transit					
New Online N=127	24%	41%	19%	13%	4%
6. Access to transportation for seniors and people with disabilities					
New Online N=127	15%	20%	12%	17%	36%

7. Now please tell me which of the following you think is most in need of improvement in your neighborhood?

Response Category	New Online N=127
Traffic congestion	32%
Transportation options for those who walk, bike, or take public transit	20%
Transportation safety	31%
Access to transportation for seniors and people with disabilities	9%
Don't know	9%

PARTIES RESPONSIBLE

Portland has 238 miles of residential side streets that are either unpaved dirt and gravel streets, or are paved but lack adequate storm water drainage. These streets are referred to as “unimproved” and they make up 16% of Portland’s neighborhood streets.

8. Knowing this, please tell me which of the following statements most closely matches your opinion, even if none matches your opinion exactly.

Response Category	New Online N=126
A. The City of Portland should not invest any existing resources into these unimproved residential side streets, even if that means these streets will never be improved.	16%
B. The City of Portland should use some funds from the existing City budget and put it toward improving these residential side streets, even though that means making cuts somewhere else.	59%
C. The City of Portland should raise new revenue to fund these improvements on residential side streets, even if that means raising taxes and fees.	20%
Don't Know	6%

**Online respondents did not specify whether they felt the statement strongly matched their opinion, or whether it matched their opinion somewhat.*

I will now read two more statements to you. For each, please tell me if you agree or disagree with the statement.

Response Category	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
9. The City of Portland should be responsible for paving and improving all unimproved residential side streets within city limits.					
New Online N=127	49%	28%	15%	7%	1%
10. People who live on unimproved residential side streets chose to live there even though the street wasn't improved. The people who own these properties should be responsible for improving the streets themselves.					
New Online N=126	4%	19%	20%	55%	2%

11. Suppose the City has funding to improve only a small number of its unimproved residential side streets each year. I will read to you a short list of areas where the City could choose to prioritize street improvements. Please tell me which of these areas should be the City's top priority for improving residential side streets.

Response Category	New Online N=126
Low-income neighborhoods	41%
Neighborhoods that can leverage the most funding from property owners or other sources	8%
Neighborhoods experiencing the most growth	40%
Don't know	11%

NEIGHBORHOOD STREET IMPROVEMENTS

The City of Portland must prioritize different transportation improvements within the constraints of the City budget. I will now read to you a list of goals that the City hopes to achieve when making transportation improvements. For each, tell me if you think this goal should be an urgent, high, medium, or low priority for the City when making transportation improvements on residential side streets.

Response Category	Urgent	High	Medium	Low	Don't know
12. Improving accessibility for seniors and residents with disabilities.					
New Online N=126	11%	37%	33%	6%	13%
13. Managing storm water to protect property and the environment.					
New Online N=127	19%	44%	25%	12%	0%
14. Improving safety for cyclists and pedestrians.					
New Online N=124	26%	34%	25%	15%	0%
15. Improving access to public transportation.					
New Online N=126	10%	37%	37%	14%	1%
16. Improving connections between schools, parks, and shopping.					
New Online N=126	10%	31%	45%	10%	4%
17. Improving neighborhood attractiveness with paved roads and street trees.					
New Online N=126	10%	30%	31%	29%	0%

STANDARDS FOR IMPROVEMENTS

Now I am going to read a short list of street attributes. For each, tell me whether you think the attribute is always necessary, often necessary, sometimes necessary, or never necessary to a residential side street.

Response Category	Always necessary	Often necessary	Sometimes necessary	Never necessary	Don't know
18. The street is paved.					
New Online N=126	44%	36%	16%	4%	0%
19. The street has a sidewalk.					
New Online N=126	35%	47%	16%	2%	0%
20. The street has proper storm water drainage.					
New Online N=127	61%	31%	7%	1%	0%
21. The street has trees.					
New Online N=126	20%	32%	32%	16%	1%
22. The street has adequate lighting.					
New Online N=127	63%	24%	11%	2%	0%
23. The street has on-street parking.					
New Online N=126	24%	32%	38%	6%	1%

FAMILIARITY AND EXPERIENCE WITH UNIMPROVED STREETS

24. Thinking about the street you live on, would you say your street is unimproved?

Response Category	New Online N=127
Yes	20%
No	79%
(DON'T READ) Don't know	1%

25. How frequently do you drive or bike down unpaved streets in the City of Portland?

Response Category	New Online N=127
Daily	20%
Weekly	22%
Monthly	17%
A few times per year	27%
Never	15%
Don't Know	0%

26. How frequently do you walk down streets that lack a sidewalk in the City of Portland?

Response Category	New Online N=126
Daily	45%
Weekly	24%
Monthly	7%
A few times per year	16%
Never	7%
Don't Know	1%

Sometimes people's opinions change after hearing more about an issue. I will now ask you about Portland's unimproved residential side streets one more time.

Portland has 238 miles of residential side streets that are either unpaved dirt and gravel streets, or are paved but lack adequate storm water drainage. These streets are referred to as "unimproved" and they make up 16% of Portland's neighborhood streets.

27. Knowing this, please tell me which of the following statements most closely matches your opinion, even if none matches your opinion exactly.

Response Category	New Online N=127
A. The City of Portland should not invest any existing resources into these unimproved streets, even if that means these streets will never be improved.	9%
B. The City of Portland should use some funds from the existing City budget and put it toward improving these streets, even though that means making cuts somewhere else.	57%
C. The City of Portland should raise new revenue to fund these improvements, even if that means raising taxes and fees.	28%
Don't know	5%

**Online respondents did not specify whether they felt the statement strongly matched their opinion, or whether it matched their opinion somewhat.*

CREDIBLE SOURCES OF INFORMATION

28. If you wanted to learn more about what the City of Portland is doing to improve transportation, where would you go for that information?

Response Category	New Online N=126
Internet search/Google	0%
City of Portland	54%
Portland City Planning	--
Bureau of Transportation	46%
Television news	18%
Mail information	27%
City Council/public forums	18%
Friends/family/word of mouth	25%
Newspaper	27%
All other responses	--
Other	8%
None/nothing	2%
Don't know	4%

29. In the future, which of the following methods would you prefer for receiving information about transportation improvements in your neighborhood? **(Record all that apply)**

Response Category	New Online N=125
My neighborhood association	41%
Mailed notices from the city	48%
Emailed notices from the city	61%
Social Media	24%
Don't know	10%

DEMOGRAPHICS

30. Age

Response Category	New Online N=126
18-24	0%
25-34	13%
35-54	64%
55-64	12%
65+	11%
Prefer not to answer	0%

31. Gender

Response Category	New Online N=127
Male	35%
Female	61%
Other	1%
Prefer not to answer	4%

32. Do you own your home or rent?

Response Category	New Online N=125
Own	86%
Rent	11%
Prefer not to answer	2%

33. Which of the following best describes your race or ethnicity? (Record all that apply)

Response Category	New Online N=126
African American/Black	0%
Asian/Pacific Islander	2%
Hispanic/Latino	3%
Native American/American Indian	2%
White/Caucasian	75%
Other	4%
Prefer not to answer	13%

34. Which category best describes your 2015 annual income before taxes? Remember to include everyone in your household, and your best estimate is okay.

Response Category	New Online N=126
Less than \$25,000	7%
\$25,000 to less than \$50,000	17%
\$50,000 to less than \$75,000	17%
\$75,000 to less than \$100,000	21%
\$100,000 to less than \$150,000	18%
\$150,000 or more	4%
Prefer not to answer	14%

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

Response Category	New Online N=127
Less than high school	1%
High school diploma	6%
Some college	20%
College degree	37%
Graduate/professional school	31%
Prefer not to answer	5%

36. Area of City

Response Category	New Online N=126
North	0%
Northwest	1%
Northeast	6%
Southeast	90%
Southwest	2%
Prefer not to answer	1%

37. How many years have you lived in City of Portland?

Response Category	New Online N=123
0-5 years	18%
6-10 years	15%
More than 10 years	67%
Prefer not to answer	0%

38. Are there any children 18 or younger living in your household?

Response Category	New Online N=126
Yes	30%
No	67%
Prefer not to answer	2%

39. Do you or does a member of your household have a disability?

Response Category	New Online N=127
Yes	18%
No	78%
Prefer not to answer	4%

40. What is your primary mode of transportation?

Response Category	New Online N=127
Car or motorcycle	64%
Bike	9%
Walk	2%
Public transportation	9%
Use several modes equally	14%
Prefer not to answer	2%

41. Survey Source

Response Category	New Online N=65
Facebook	3%
Other/Unknown	9%
Nextdoor	69%
GovDelivery	--
PBOT Website	14%
KATU Website	5%
Reddit	--

PBOT Neighborhood Streets Program
 Online Community Survey - Supplemental Analysis
PedPDX Partnership July - September 2017
N=86 Respondents (all in languages other than English)

Number of participants in each language:

Response Category	New Online N=86
Chinese	N=18
Russian	N=22
Spanish	N=17
Vietnamese	N=29
English	-n/a-

ONLINE SURVEY RESPONSES

Portland has 238 miles of residential side streets that are either unpaved dirt and gravel streets, or are paved but lack adequate storm water drainage. These streets are referred to as “unimproved” and they make up 16% of Portland’s neighborhood streets.

Knowing this, please choose one of the following statements that most closely matches your opinion, even if none matches your opinion exactly.

Response Category	Chinese	Russian	Spanish	Vietnamese	Total
The City of Portland should not invest any existing resources into these unimproved residential side streets, even if that means these streets will never be improved.	0%	10%	0%	4%	4%
The City of Portland should use some funds from the existing City budget and put it toward improving these residential side streets, even though that means making cuts somewhere else.	89%	57%	67%	74%	72%
The City of Portland should raise new revenue to fund these improvements on residential side streets, even if that means raising taxes and fees.	11%	24%	27%	19%	20%
Don't know	0%	10%	7%	4%	5%

Do you agree or disagree with the following statement?

Response Category	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
The City of Portland should be responsible for paving and improving all unimproved residential side streets within city limits.					
Chinese	67%	33%	0%	0%	0%
Russian	41%	55%	0%	0%	5%
Spanish	69%	25%	6%	0%	0%
Vietnamese	82%	11%	7%	0%	0%
Total	65%	30%	4%	0%	1%
People who live on unimproved residential side streets chose to live there even though the street wasn't improved. The people who own these properties should be responsible for improving the streets themselves.					
Chinese	22%	11%	28%	28%	11%
Russian	0%	32%	27%	36%	5%
Spanish	6%	24%	18%	47%	6%
Vietnamese	15%	33%	11%	37%	4%
Total	11%	26%	20%	37%	6%

Suppose the City has funding to improve only a small number of its unimproved residential side streets each year. Please choose which of the following areas should be the City's top priority for improving residential side streets.

Response Category	Chinese	Russian	Spanish	Vietnamese	Total
Low-income neighborhoods	28%	33%	65%	61%	48%
Neighborhoods that can leverage the most funding from property owners or other sources	33%	14%	18%	11%	18%
Neighborhoods experiencing the most growth	39%	38%	18%	18%	27%
Don't know	0%	14%	0%	11%	7%

The City of Portland must prioritize different transportation improvements within the constraints of the City budget. The following is a list of goals that the City hopes to achieve when making transportation improvements. **Please choose whether you think each goal should be an urgent, high, medium, or low priority for the City when making transportation improvements on residential side streets.**

Response Category	Urgent	High	Medium	Low	Don't know
Improving accessibility for seniors and residents with disabilities.					
Chinese	28%	56%	11%	6%	0%
Russian	18%	59%	23%	0%	0%
Spanish	53%	41%	6%	0%	0%
Vietnamese	24%	59%	14%	0%	3%
Total	29%	55%	14%	1%	1%
Managing storm water to protect property and the environment.					
Chinese	44%	33%	22%	0%	0%
Russian	27%	50%	23%	0%	0%
Spanish	29%	65%	0%	6%	0%
Vietnamese	45%	52%	3%	0%	0%
Total	37%	50%	12%	1%	0%
Improving safety for cyclists and pedestrians.					
Chinese	39%	44%	17%	0%	0%
Russian	36%	36%	23%	5%	0%
Spanish	41%	41%	6%	12%	0%
Vietnamese	55%	28%	14%	3%	0%
Total	44%	36%	15%	5%	0%
Improving access to public transportation.					
Chinese	28%	39%	22%	11%	0%
Russian	32%	27%	27%	14%	0%
Spanish	24%	53%	18%	6%	0%
Vietnamese	14%	62%	17%	7%	0%
Total	23%	47%	21%	9%	0%
Improving connections between schools, parks, and shopping.					
Chinese	17%	44%	22%	17%	0%
Russian	23%	41%	27%	9%	0%
Spanish	29%	53%	12%	6%	0%
Vietnamese	10%	48%	34%	3%	3%
Total	19%	47%	26%	8%	1%
Improving neighborhood attractiveness with paved roads and street trees.					
Chinese	22%	33%	17%	28%	0%
Russian	9%	50%	36%	5%	0%
Spanish	24%	47%	18%	12%	0%
Vietnamese	28%	41%	24%	7%	0%
Total	21%	43%	24%	12%	0%

For each of the following street attributes, please state whether you think the attribute is always necessary, often necessary, sometimes necessary, or never necessary to a residential side street.

Response Category	Always necessary	Often necessary	Sometimes necessary	Never necessary	Don't know
The street is paved.					
Chinese	39%	33%	28%	0%	0%
Russian	73%	27%	0%	0%	0%
Spanish	59%	35%	6%	0%	0%
Vietnamese	69%	28%	3%	0%	0%
Total	62%	30%	8%	0%	0%
The street has a sidewalk.					
Chinese	44%	44%	11%	0%	0%
Russian	68%	23%	9%	0%	0%
Spanish	71%	18%	12%	0%	0%
Vietnamese	66%	24%	10%	0%	0%
Total	63%	27%	10%	0%	0%
The street has proper storm water drainage.					
Chinese	67%	28%	6%	0%	0%
Russian	55%	32%	9%	0%	5%
Spanish	59%	24%	18%	0%	0%
Vietnamese	83%	17%	0%	0%	0%
Total	67%	24%	7%	0%	1%
The street has trees.					
Chinese	44%	28%	22%	0%	6%
Russian	45%	23%	27%	5%	0%
Spanish	24%	35%	35%	6%	0%
Vietnamese	62%	31%	7%	0%	0%
Total	47%	29%	21%	2%	1%
The street has adequate lighting.					
Chinese	67%	33%	0%	0%	0%
Russian	59%	27%	14%	0%	0%
Spanish	71%	18%	6%	0%	6%
Vietnamese	79%	17%	3%	0%	0%
Total	70%	23%	6%	0%	1%
The street has on-street parking.					
Chinese	28%	22%	50%	0%	0%
Russian	32%	45%	14%	9%	0%
Spanish	29%	29%	41%	0%	0%
Vietnamese	34%	24%	34%	7%	0%
Total	31%	30%	34%	5%	0%

Thinking about the street you live on, would you say your street is unimproved?

Response Category	Chinese	Russian	Spanish	Vietnamese	Total
Yes	44%	32%	47%	41%	41%
No	50%	68%	47%	55%	56%
Don't know	6%	0%	6%	3%	3%

In the future, which of the following methods would you prefer for receiving information about transportation improvements in your neighborhood? Check all that apply.

Response Category	Chinese	Russian	Spanish	Vietnamese	Total
My neighborhood association	6%	18%	29%	7%	14%
Mailed notices from the city	39%	41%	29%	41%	38%
Emailed notices from the city	50%	50%	53%	41%	48%
Social Media	28%	45%	59%	31%	40%
Don't know	0%	0%	0%	0%	0%

Do you own or rent your home?

Response Category	Chinese	Russian	Spanish	Vietnamese	Total
Own	56%	50%	35%	52%	49%
Rent	44%	45%	41%	41%	43%
Prefer not to answer	0%	5%	24%	7%	8%