

2018 Citizen Satisfaction Survey

City of Oregon City, Oregon



Presented by

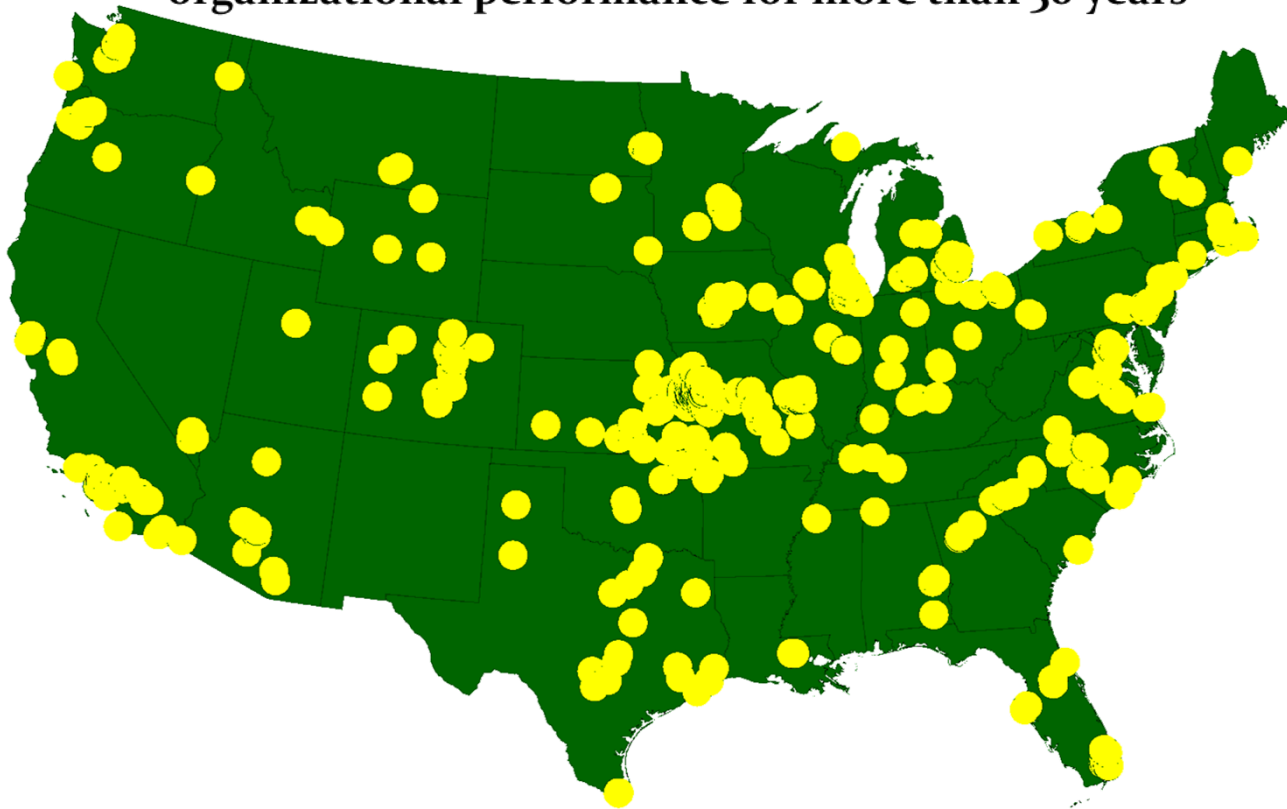


November 2018

ETC Institute

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More than 2,150,000 Persons Surveyed Since 2008
for more than 900 cities in 49 States

Agenda

- **Purpose and Methodology**
- **Bottom Line Upfront**
- **Major Findings**
- **Summary**
- **Questions**

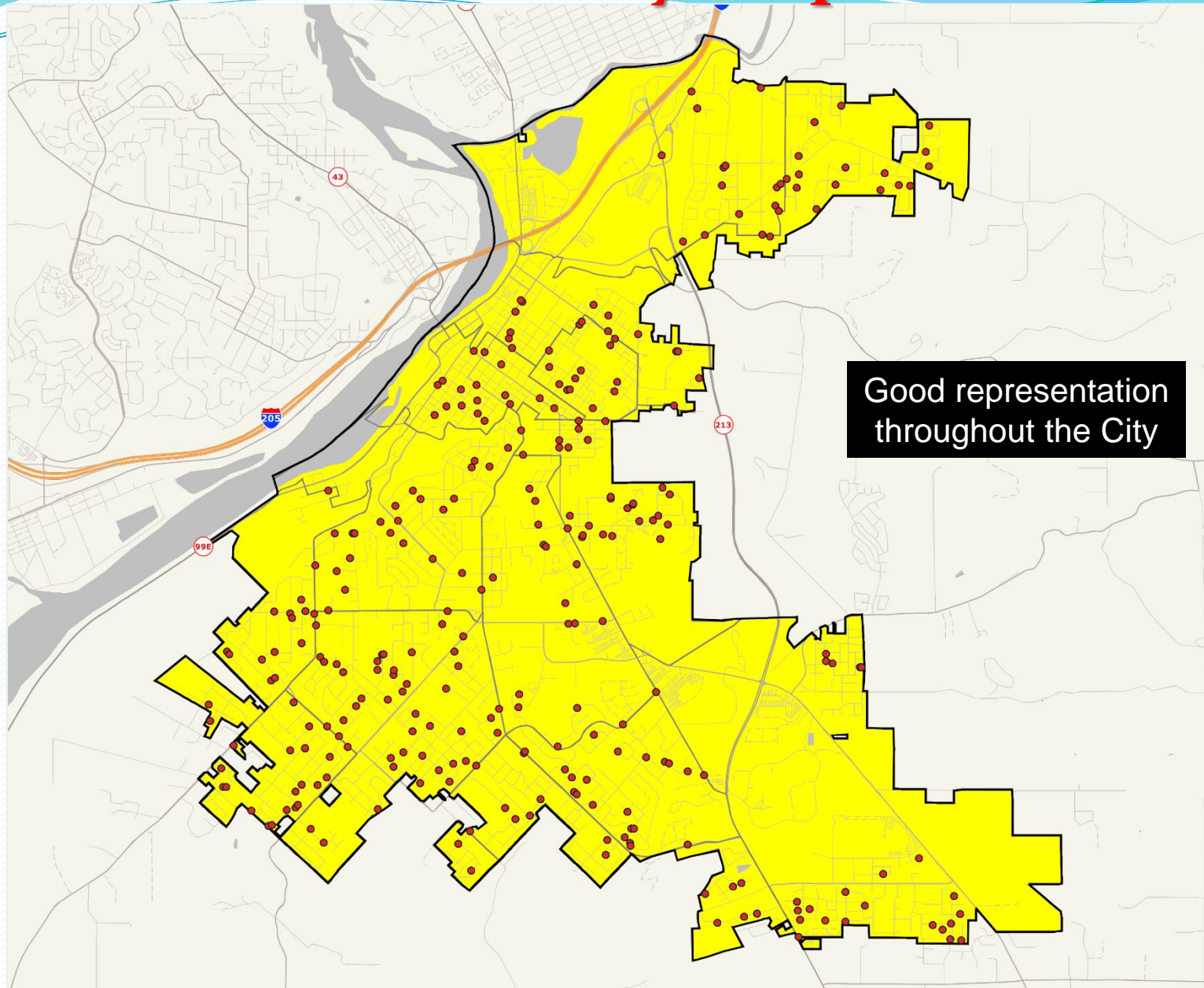
Purpose

- **To objectively assess resident satisfaction with the delivery of City services**
- **To help determine priorities for the community**
- **To set a baseline for future surveys**
- **To compare the City's performance with other communities regionally and nationally**

Methodology

- **Survey Description**
 - ❑ seven-page survey
 - ❑ each survey took approximately 15-20 minutes to complete
- **Method of Administration**
 - ❑ by mail and online to randomly selected sample of households throughout the City
- **Sample size:**
 - ❑ number of completed surveys: 307
 - ❑ demographics of survey respondents accurately reflects the actual population of the City
- **Confidence level: 95%**
- **Margin of error: +/- 5.6% overall**

Location of Survey Respondents



City of Oregon City 2018 Citizen Satisfaction Survey

Bottom Line Up Front

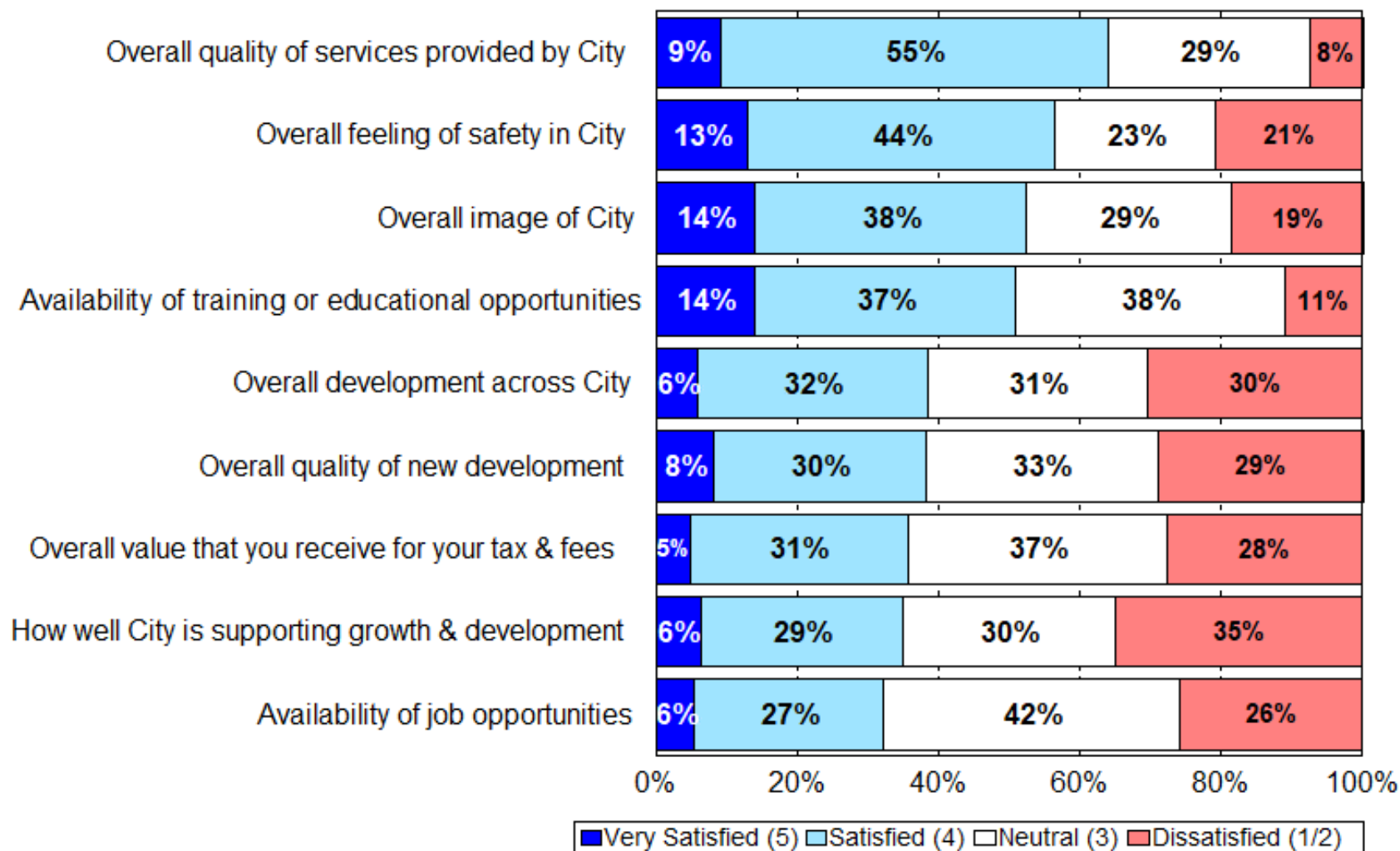
- **Residents Have a Positive Perception of the City**
 - ❑ 84% rated the City as an excellent or good place to live
 - ❑ 76% rated the City as an excellent or good place to raise children
- **Oregon City Rates Higher Than Other Cities in the Overall Quality of City Services**
 - ❑ The City rated 21% above the Northwest Regional Average and 15% above the U.S. Average in the overall quality of City services
- **Oregon City Rates Higher Than Other Cities in Providing Customer Service**
 - ❑ The City rated 14% above the Northwest Regional Average and the U.S. Average in the quality of customer service provided by City employees
- **Top Priorities for the City:**
 - ❑ Maintenance of City Streets
 - ❑ Effectiveness of Economic Development
 - ❑ Parks, Trails and Open Space
 - ❑ Enforcing Codes and Ordinances

Major Finding #1

Residents Have a Positive
Perception of the City

Q3. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

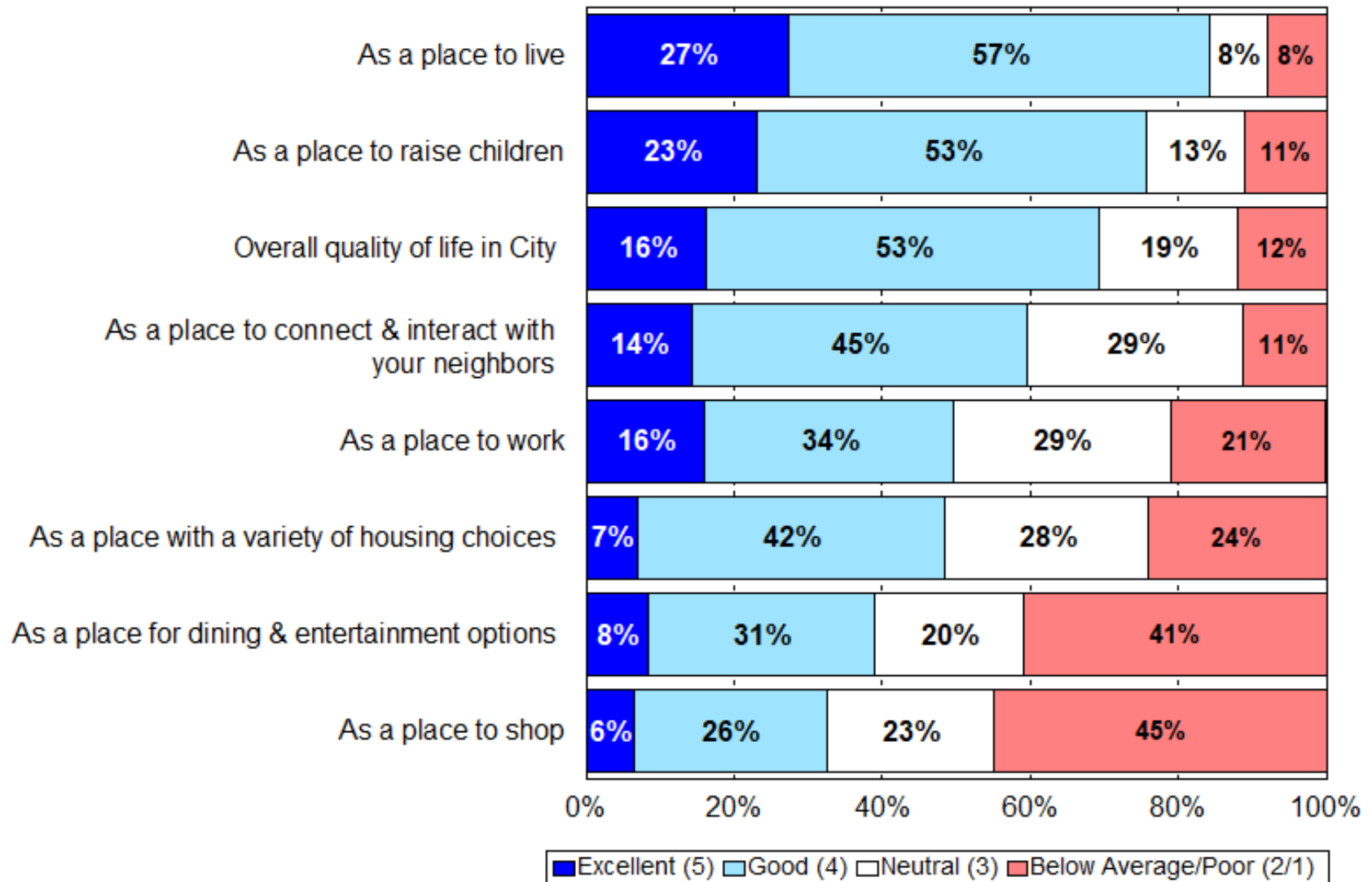


Source: ETC Institute (2018)

8-1 Ratio of Residents Who Are Satisfied vs. Dissatisfied with the Overall Quality of Services Provided by the City (64% vs. 8%)

Q22. Ratings of Oregon City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

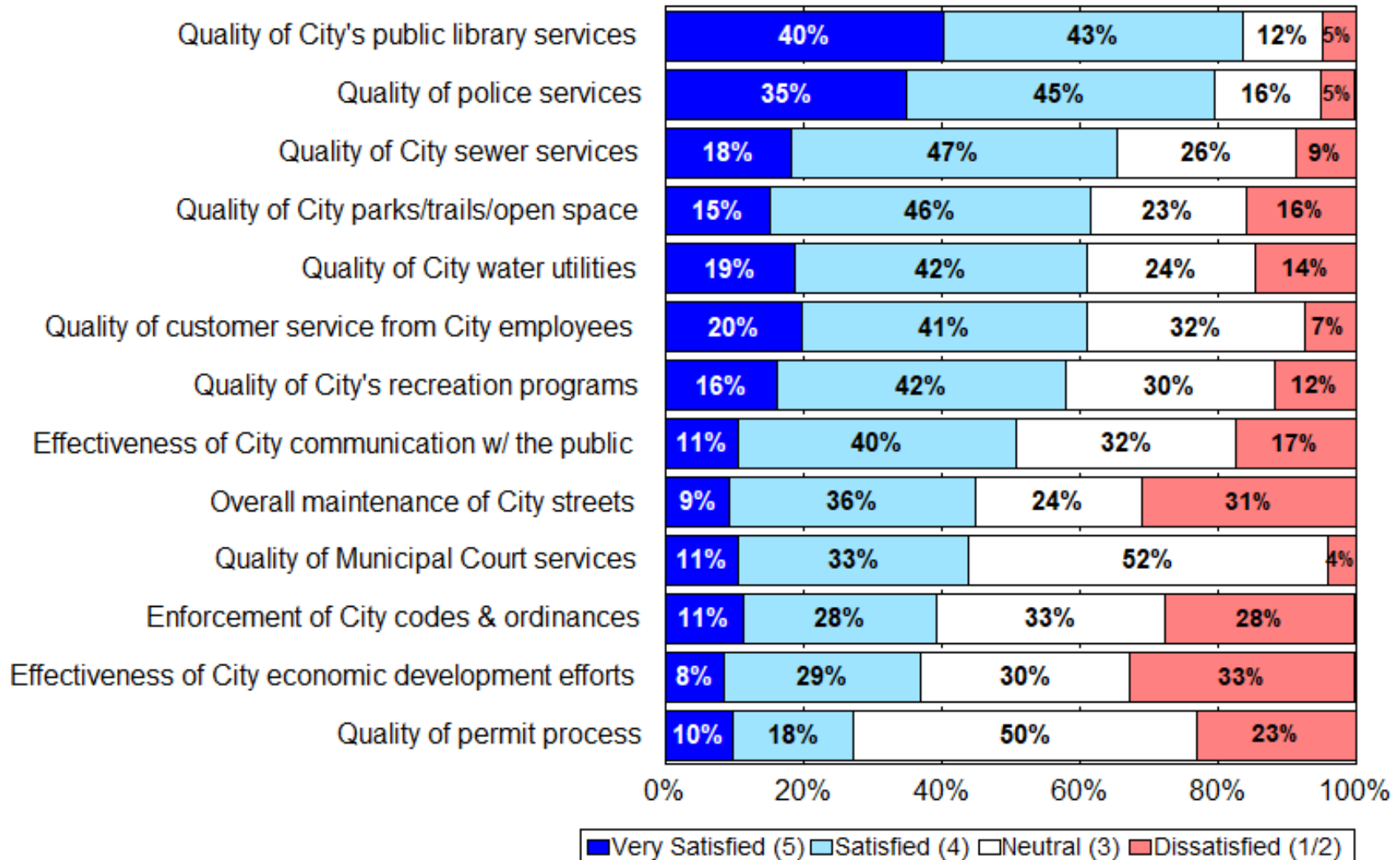


Source: ETC Institute (2018)

Most Residents Feel that Oregon City Is an Excellent or Good Place to Live and Raise Children

Q1. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

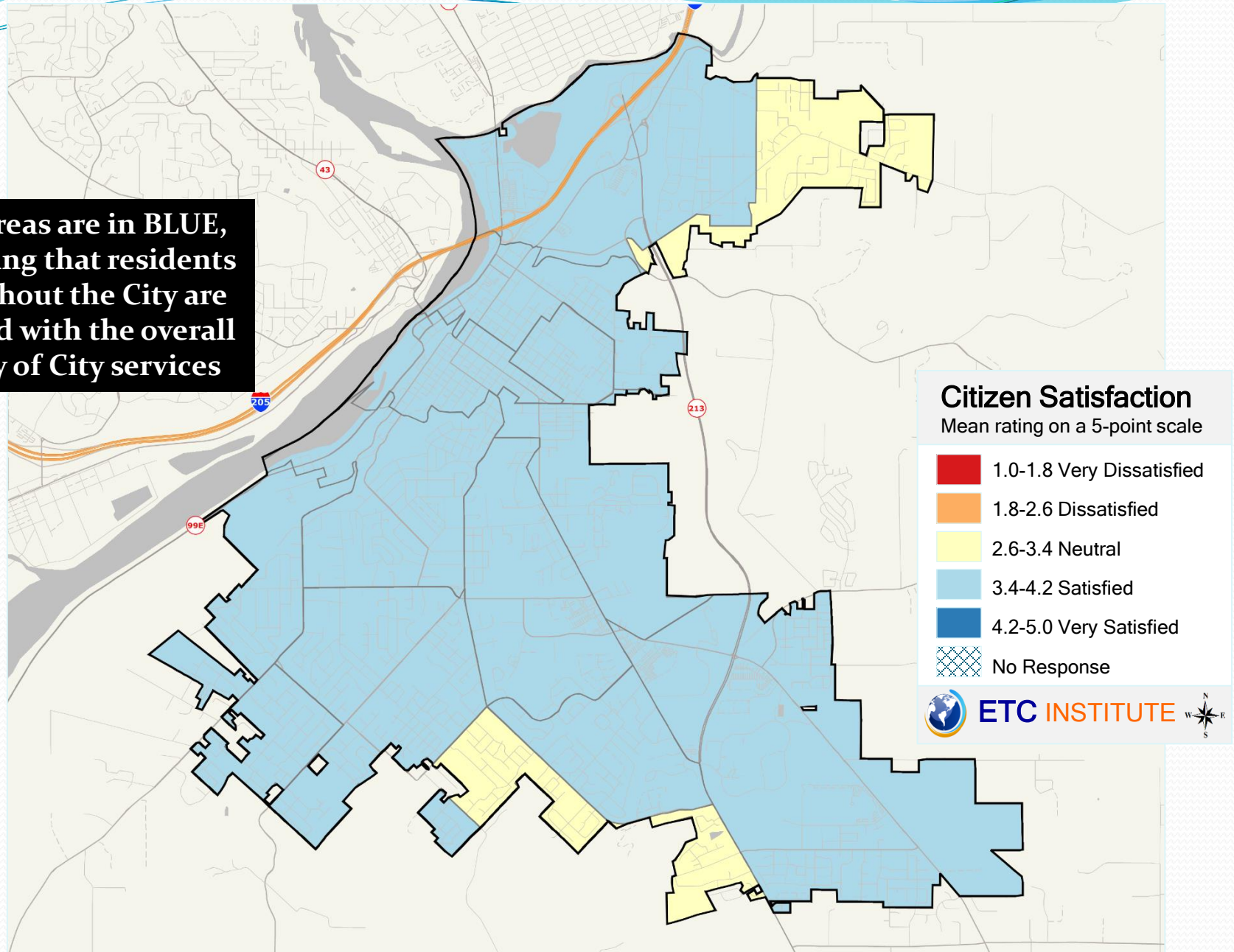


Source: ETC Institute (2018)

With the Exception of Economic Development, Maintenance of City Streets, and Enforcing Codes, Less Than 25% Were Dissatisfied with Any of the Major City Services

Overall Quality of Services Provided by the City

Most areas are in BLUE, indicating that residents throughout the City are satisfied with the overall quality of City services



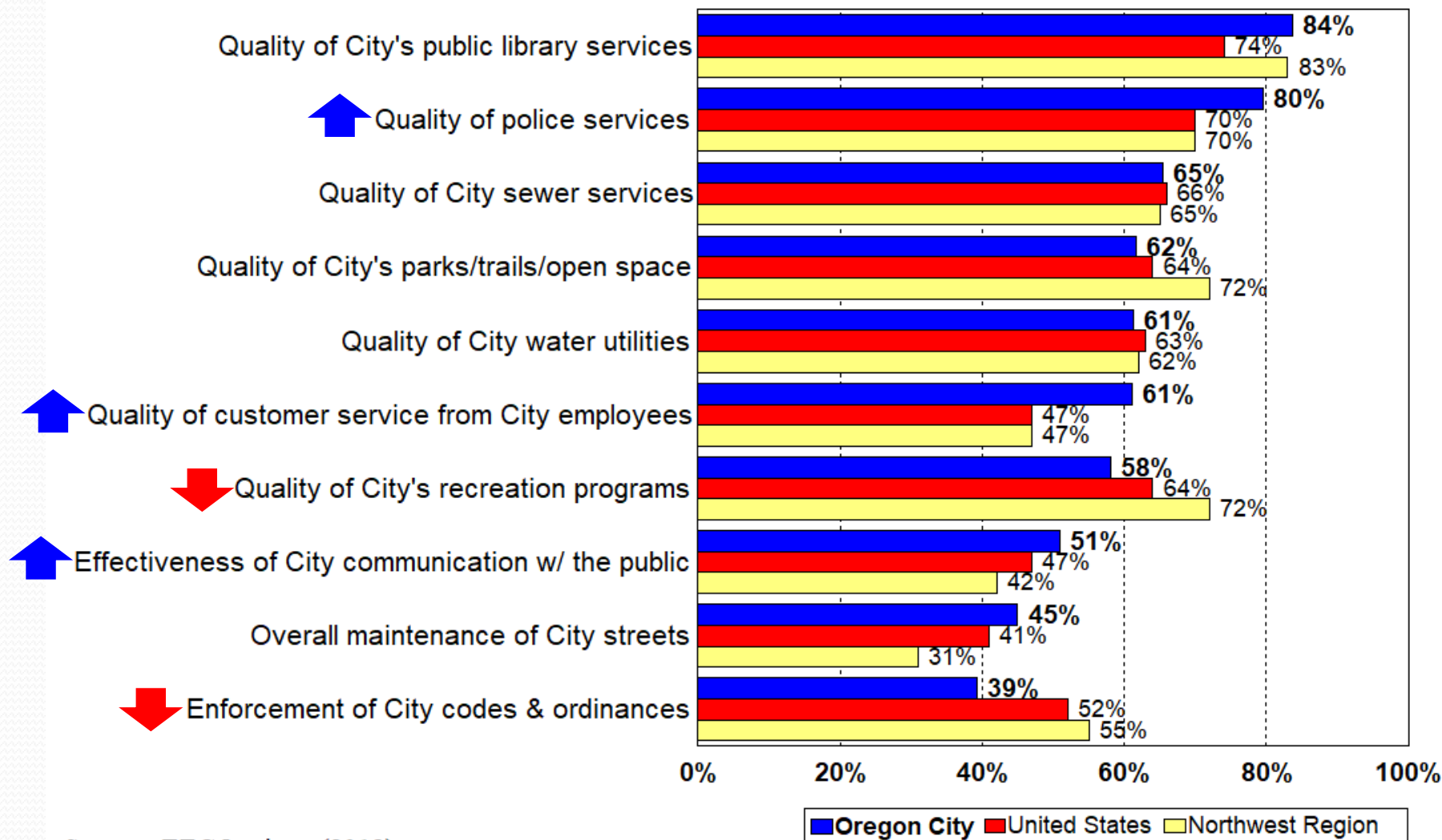
Major Finding #2

How Oregon City Compares to
Other Communities

Overall Satisfaction with Major Categories of City Services

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

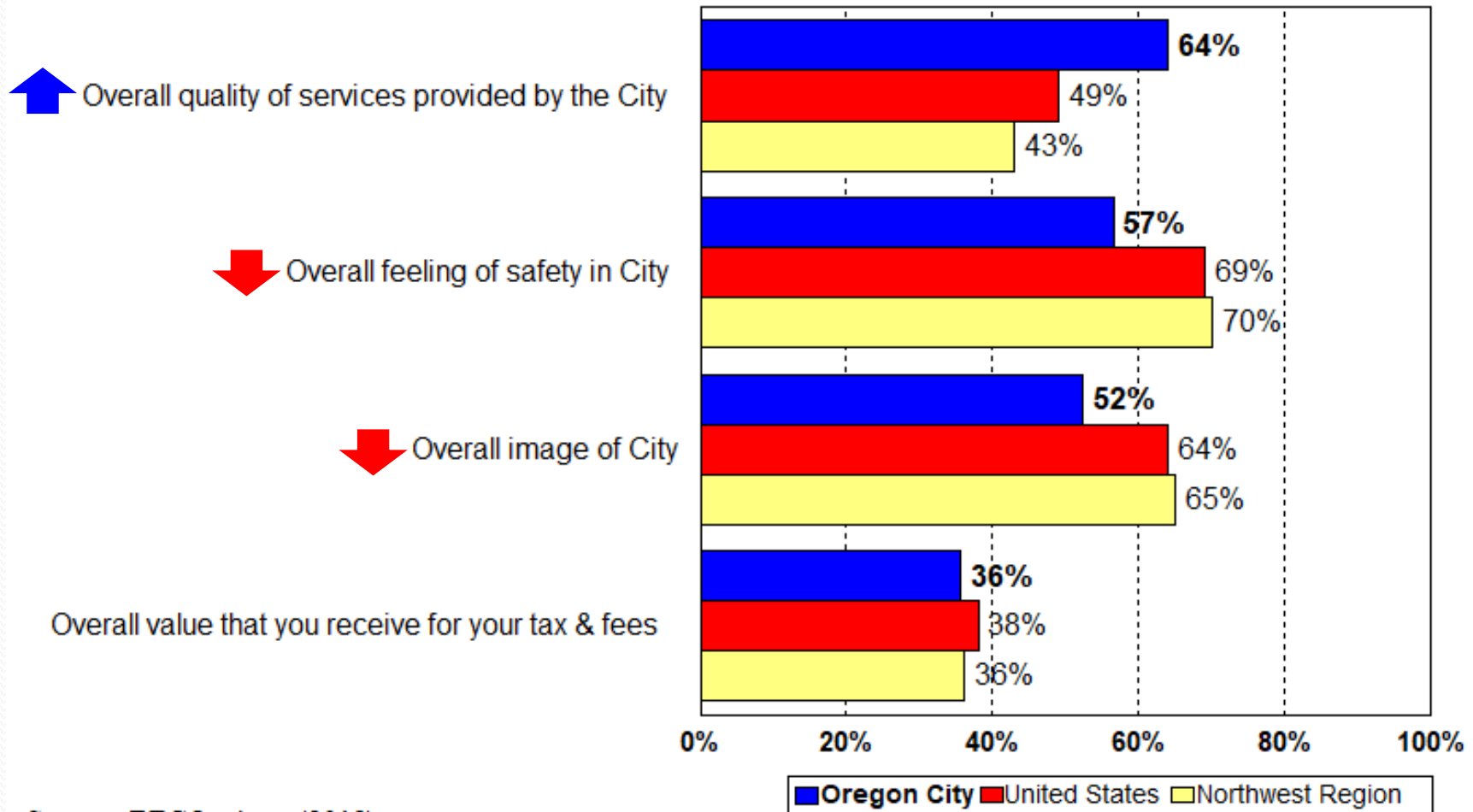
Significantly Higher: ↑

Significantly Lower: ↓

Satisfaction with Items that Influence Perceptions of the City

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

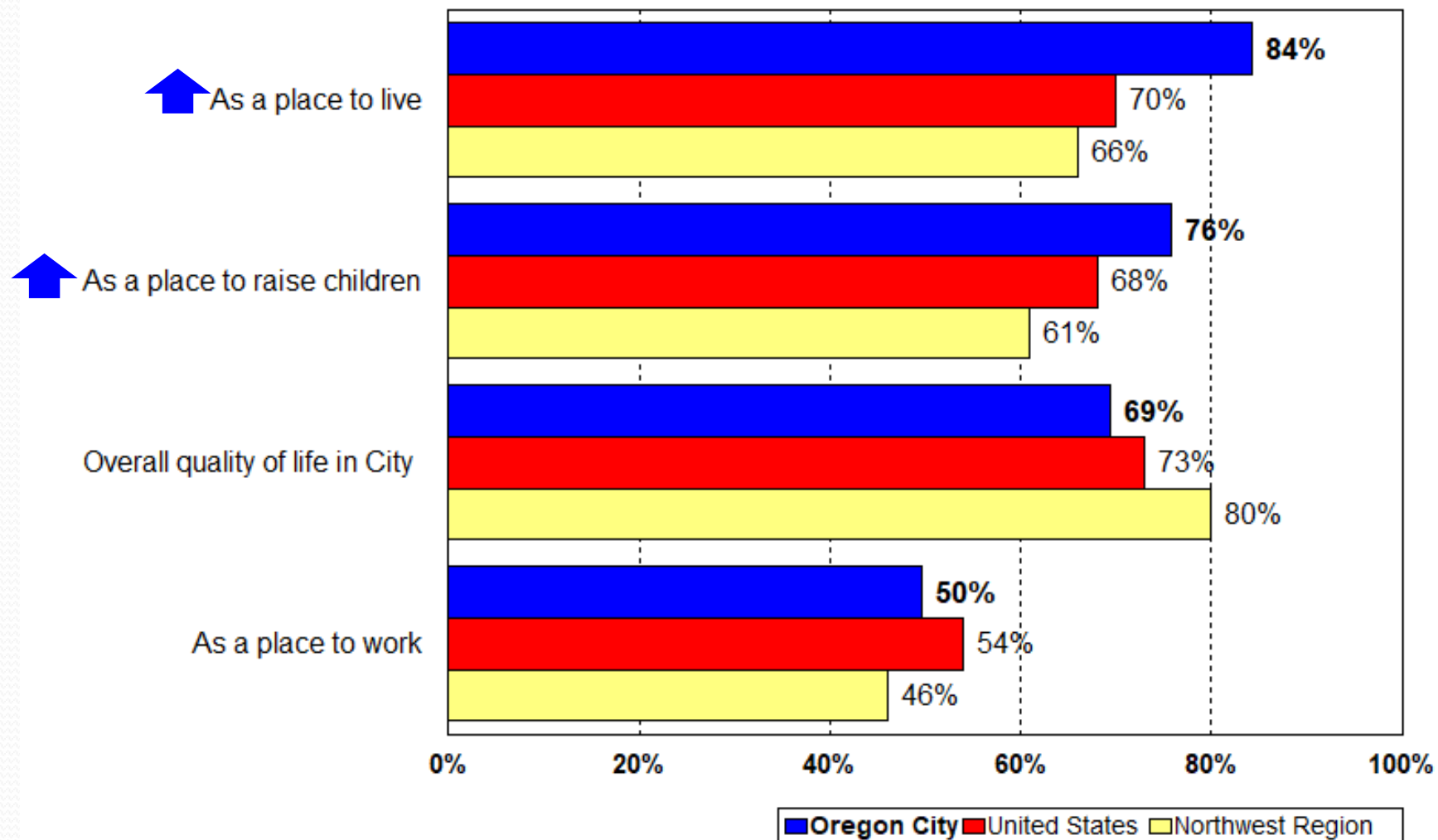
Significantly Higher: ↑

Significantly Lower: ↓

Overall City Ratings

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

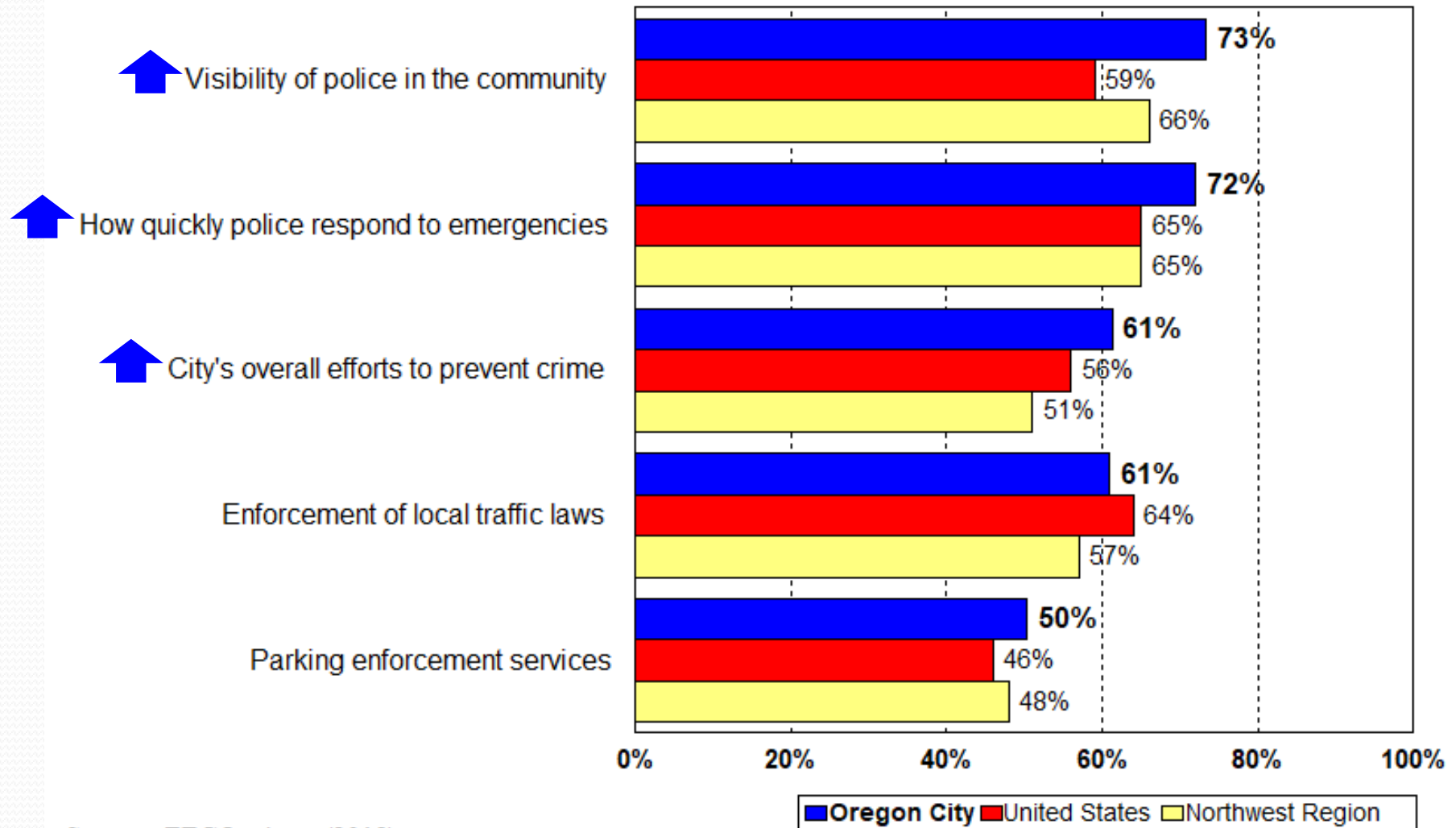
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Public Safety

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



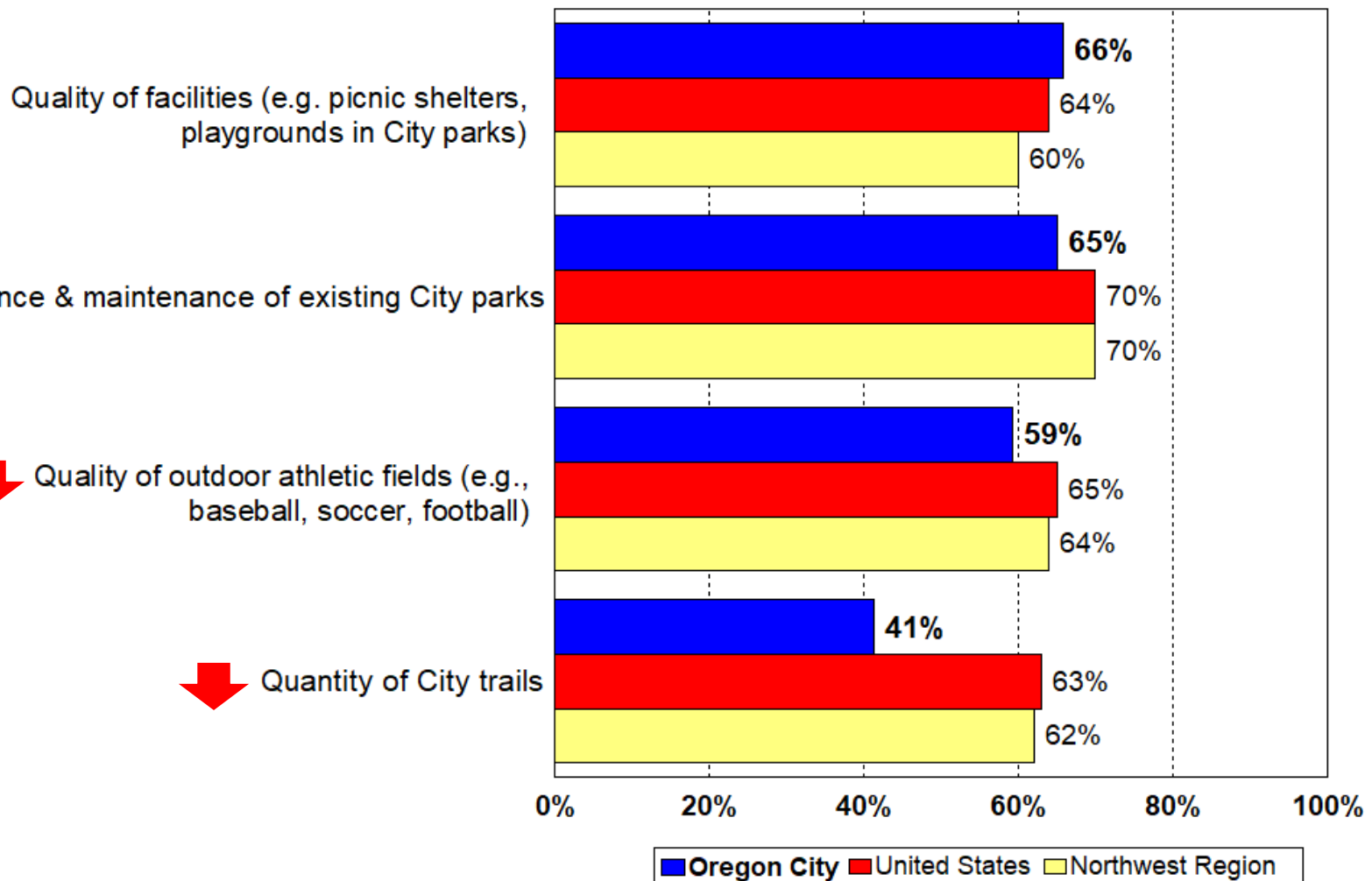
Source: ETC Institute (2018)

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Parks and Recreation Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

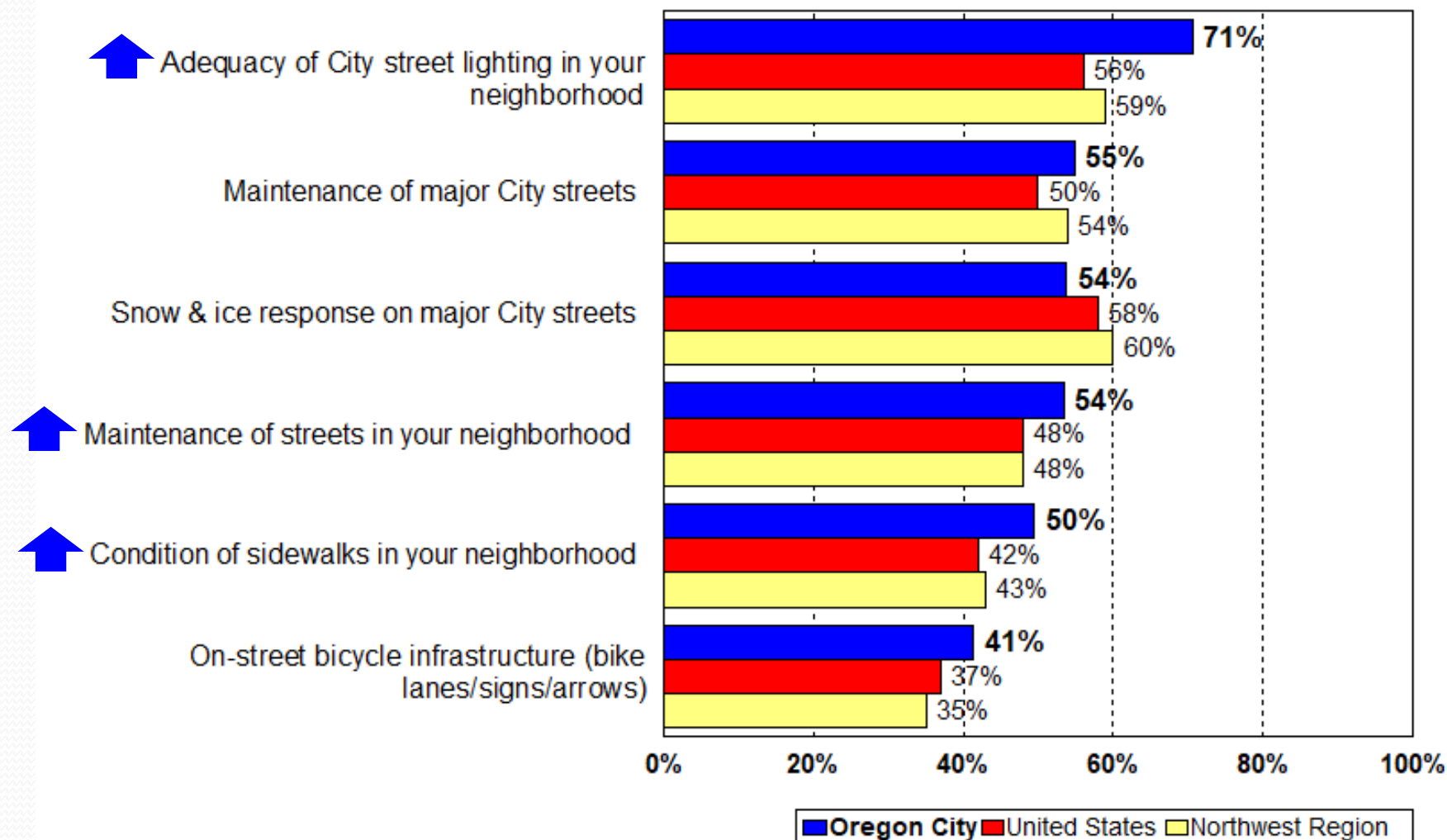
Significantly Higher:

Significantly Lower:

Overall Satisfaction with Transportation and Infrastructure

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

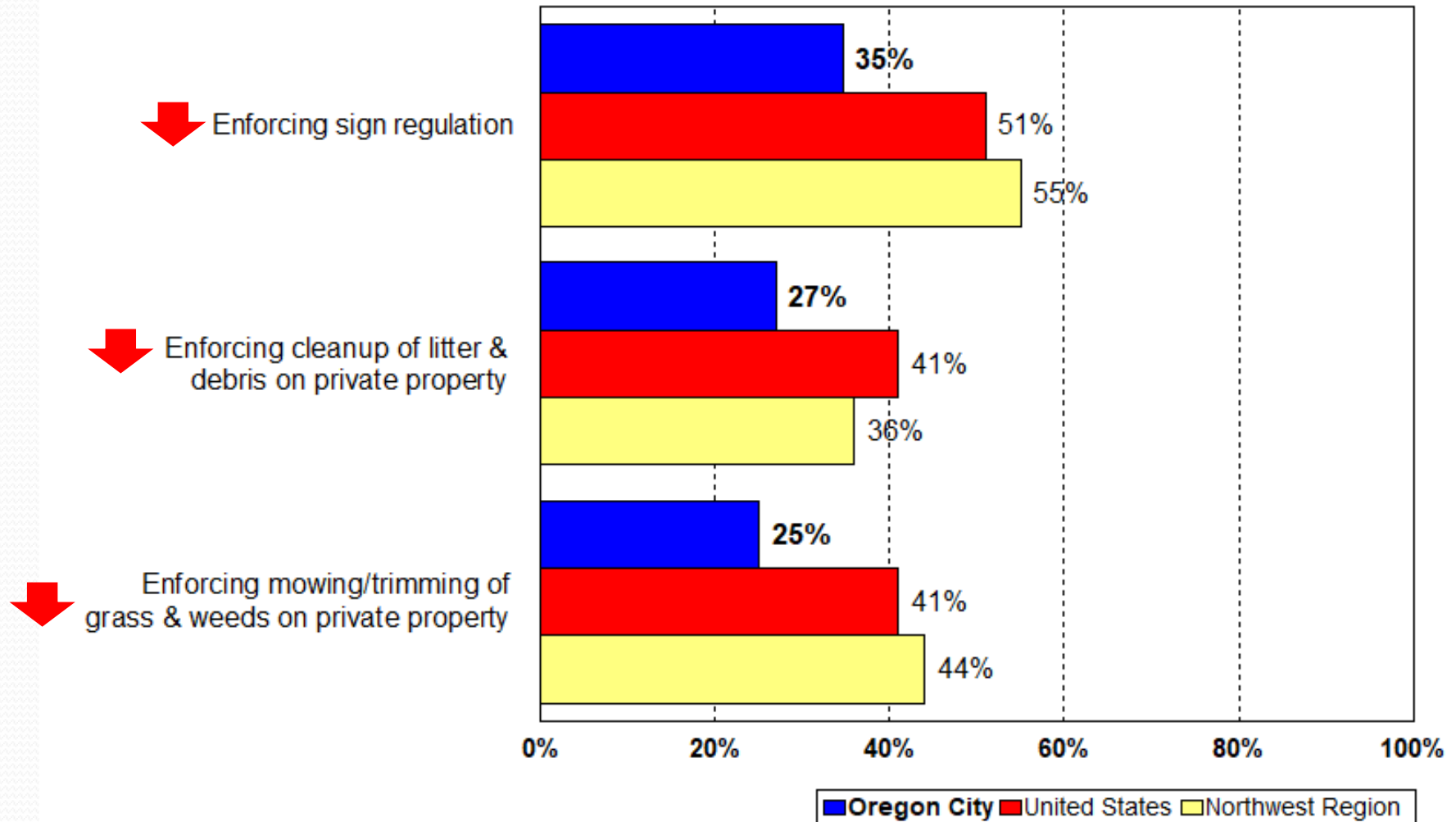
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Code Enforcement

Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

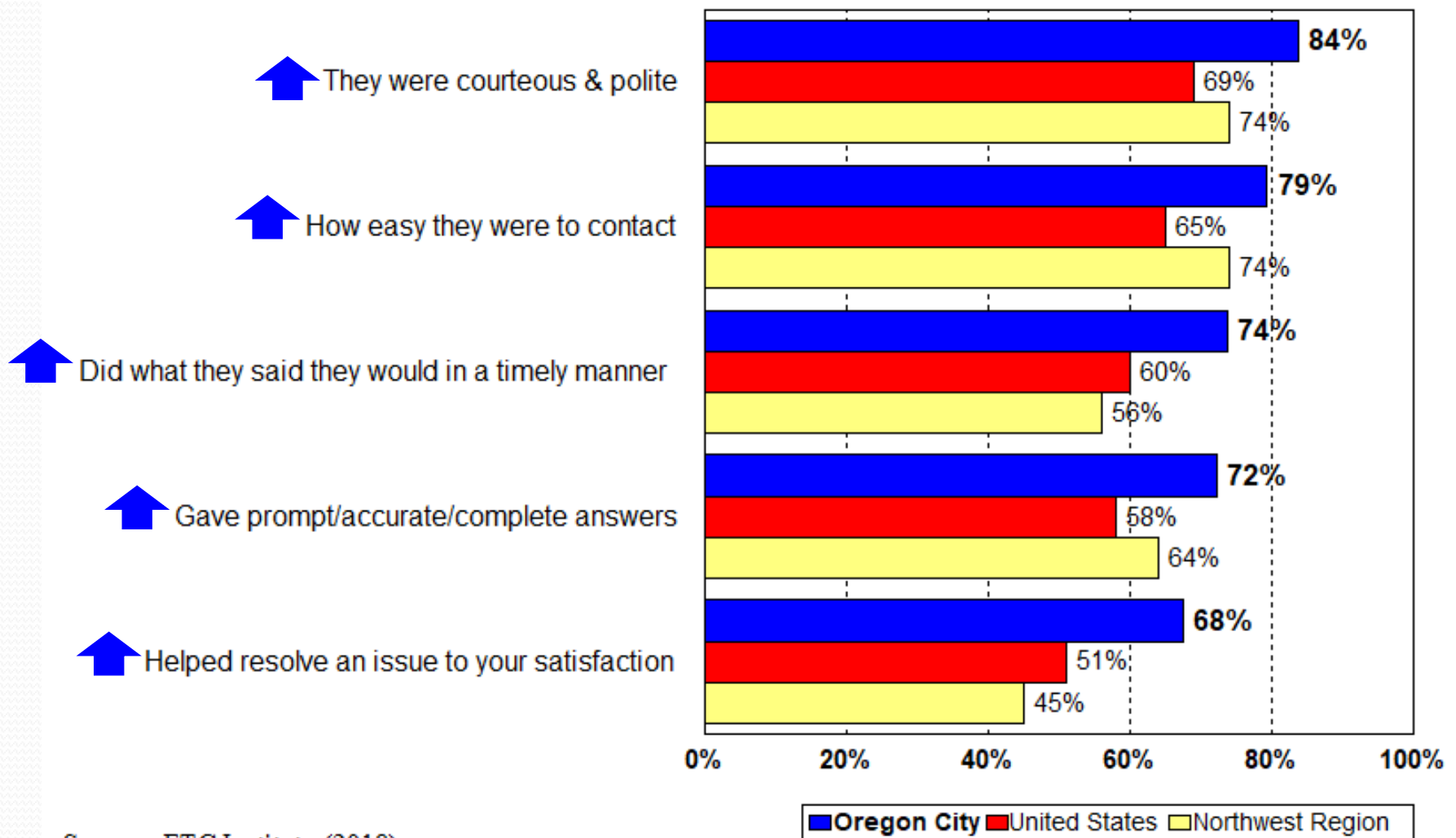


Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Customer Service Oregon City vs. United States vs. Northwest Region

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Significantly Higher: ↑

Significantly Lower: ↓

Major Finding #3 Top Community Priorities

2018 Importance-Satisfaction Rating

Oregon City, OR

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets	51%	1	45%	9	0.2811	1
Overall effectiveness of City economic development efforts	43%	2	37%	12	0.2686	2
<u>High Priority (IS .10-.20)</u>						
Overall enforcement of City codes & ordinances	24%	4	39%	11	0.1465	3
Overall quality of City parks/trails/open space	34%	3	62%	4	0.1286	4
Overall effectiveness of City communication w/ the public	23%	6	51%	8	0.1129	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of permit process	12%	9	27%	13	0.0894	6
Overall quality of City's recreation programs	19%	7	58%	7	0.0777	7
Overall quality of City water utilities	15%	8	61%	5	0.0590	8
Overall quality of police services	24%	5	80%	2	0.0494	9
Overall quality of customer service from City employees	7%	10	61%	6	0.0280	10
Overall quality of City sewer services	6%	11	65%	3	0.0194	11
Overall quality of Municipal Court services	2%	13	44%	10	0.0090	12
Overall quality of City's public library services	5%	12	84%	1	0.0073	13

Overall Priorities: 

2018 Importance-Satisfaction Rating

Oregon City, OR

Transportation and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Maintenance of major City streets	32%	1	55%	2	0.1439	1
Maintenance of streets in your neighborhood	25%	2	54%	4	0.1149	2
Traffic calming measures in your neighborhood	18%	4	39%	11	0.1105	3
Availability of safe pedestrian ways on major streets	18%	3	45%	9	0.1008	4
<u>Medium Priority (IS <.10)</u>						
Snow & ice response on major City streets	17%	5	54%	3	0.0767	5
Condition of sidewalks in your neighborhood	13%	6	50%	7	0.0677	6
Quality of sidewalks for people w/ mobility challenges	10%	9	36%	12	0.0620	7
Availability of safe pedestrian ways in neighborhoods	11%	7	52%	5	0.0536	8
Alternative means of transportation (transit, bicycling, walking)	10%	10	46%	8	0.0513	9
Accessibility of public transportation options	10%	8	52%	6	0.0503	10
On-street bicycle infrastructure (bike lanes/signs)	7%	12	41%	10	0.0404	11
Adequacy of City street lighting in your neighborhood	8%	11	71%	1	0.0229	12

Parks and Recreation Priorities: 

2018 Importance-Satisfaction Rating

Oregon City, OR

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Quality of recreational areas for dogs	22%	2	26%	11	0.1613	1
Quantity of City trails	21%	3	41%	10	0.1247	2
Appearance & maintenance of existing City parks	30%	1	65%	3	0.1036	3
<u>Medium Priority (IS <.10)</u>						
Quality of City's swimming pool	15%	5	48%	7	0.0756	4
Quality of facilities (e.g. picnic shelters, playgrounds)	21%	4	66%	2	0.0711	5
Quality of outdoor athletic fields	14%	6	59%	4	0.0588	6
Quality of End of the Oregon Trail	11%	7	48%	6	0.0559	7
Access to City parks for persons with disabilities	8%	9	41%	9	0.0481	8
Quality of services for fees assessed w/ rec programing	8%	10	48%	8	0.0405	9
Proximity of parks to your home	11%	8	72%	1	0.0292	10
Quality of Pioneer Community Center	4%	11	56%	5	0.0177	11

Parks and Recreation Priorities: 

2018 Importance-Satisfaction Rating Oregon City, OR Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing cleanup of litter & debris on private property	66%	1	27%	3	0.4782	1
Enforcing codes designed to protect public safety & health	49%	2	37%	1	0.3051	2
Enforcing mowing/trimming of grass/weeds on private property	30%	3	25%	4	0.2217	3
<u>Medium Priority (IS <.10)</u>						
Enforcing sign regulation	14%	4	35%	2	0.0895	4

Code Enforcement Priorities: 

2018 Importance-Satisfaction Rating

Oregon City, OR

Public Safety

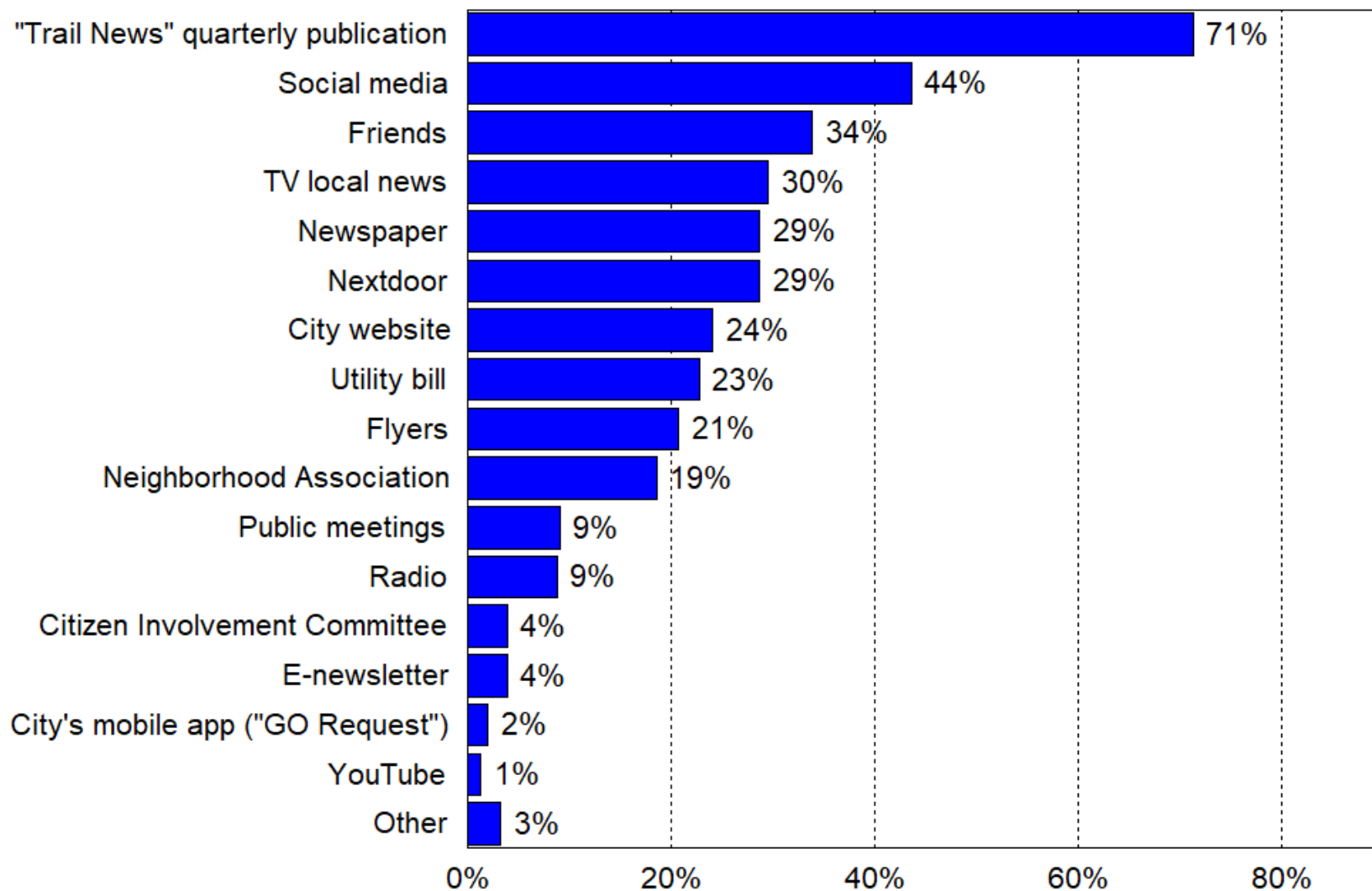
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Response to issues with transients	59%	1	28%	9	0.4231	1
<u>High Priority (IS .10-.20)</u>						
Response to drug control	23%	3	30%	8	0.1573	2
City's overall efforts to prevent crime	26%	2	61%	3	0.1022	3
<u>Medium Priority (IS <.10)</u>						
Response to property crime	14%	5	42%	7	0.0811	4
Level of community outreach	11%	8	55%	5	0.0496	5
Enforcement of local traffic laws	12%	7	61%	4	0.0460	6
Visibility of police in the community	15%	4	73%	1	0.0407	7
How quickly police respond to emergencies	14%	6	72%	2	0.0384	8
Parking enforcement services	4%	9	50%	6	0.0179	9

Public Safety Priorities:

Other Findings

Q10. Where do you currently get news & information about City programs, services, and events?

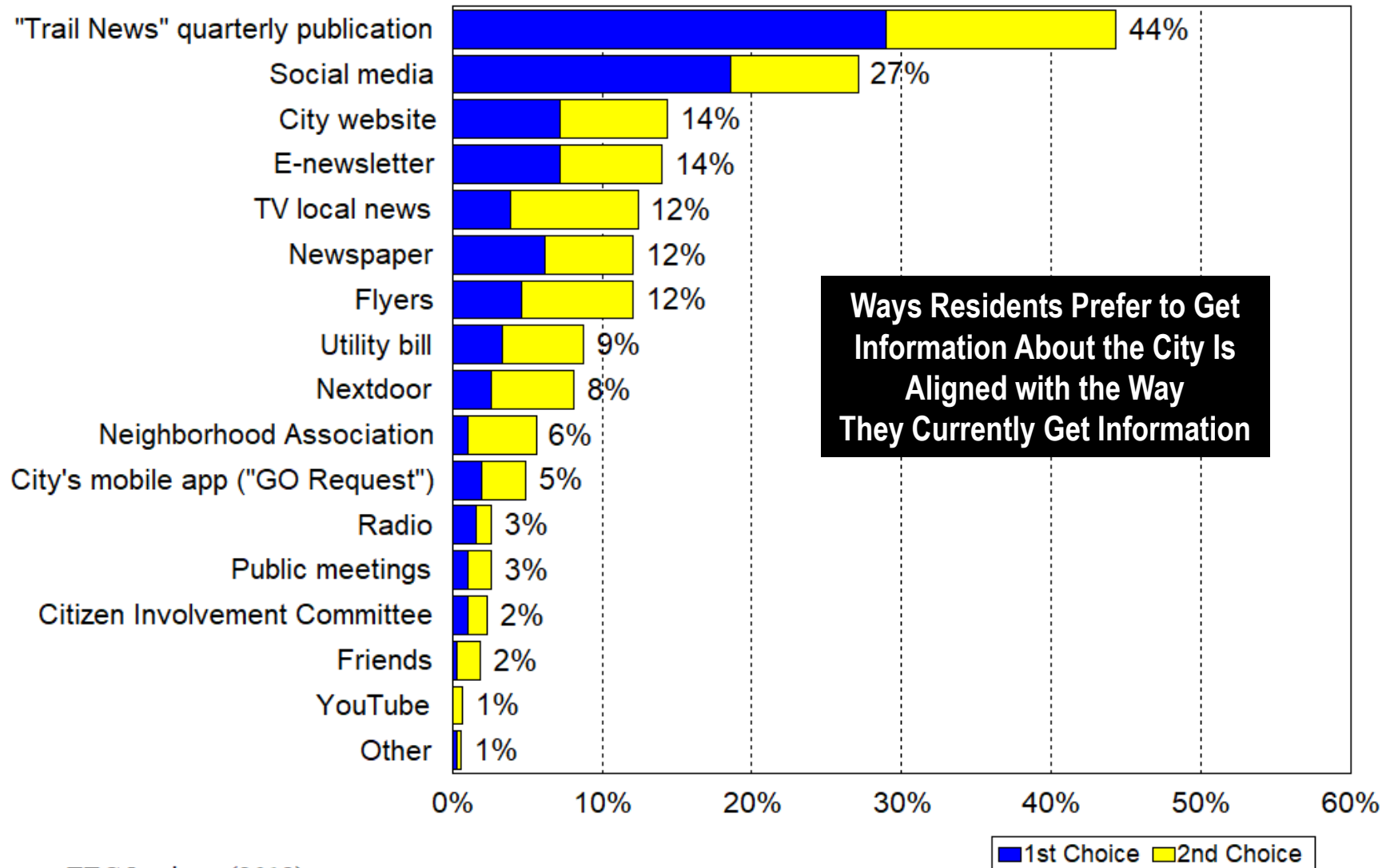
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q10a. Most Preferred Ways to Get Information from the City

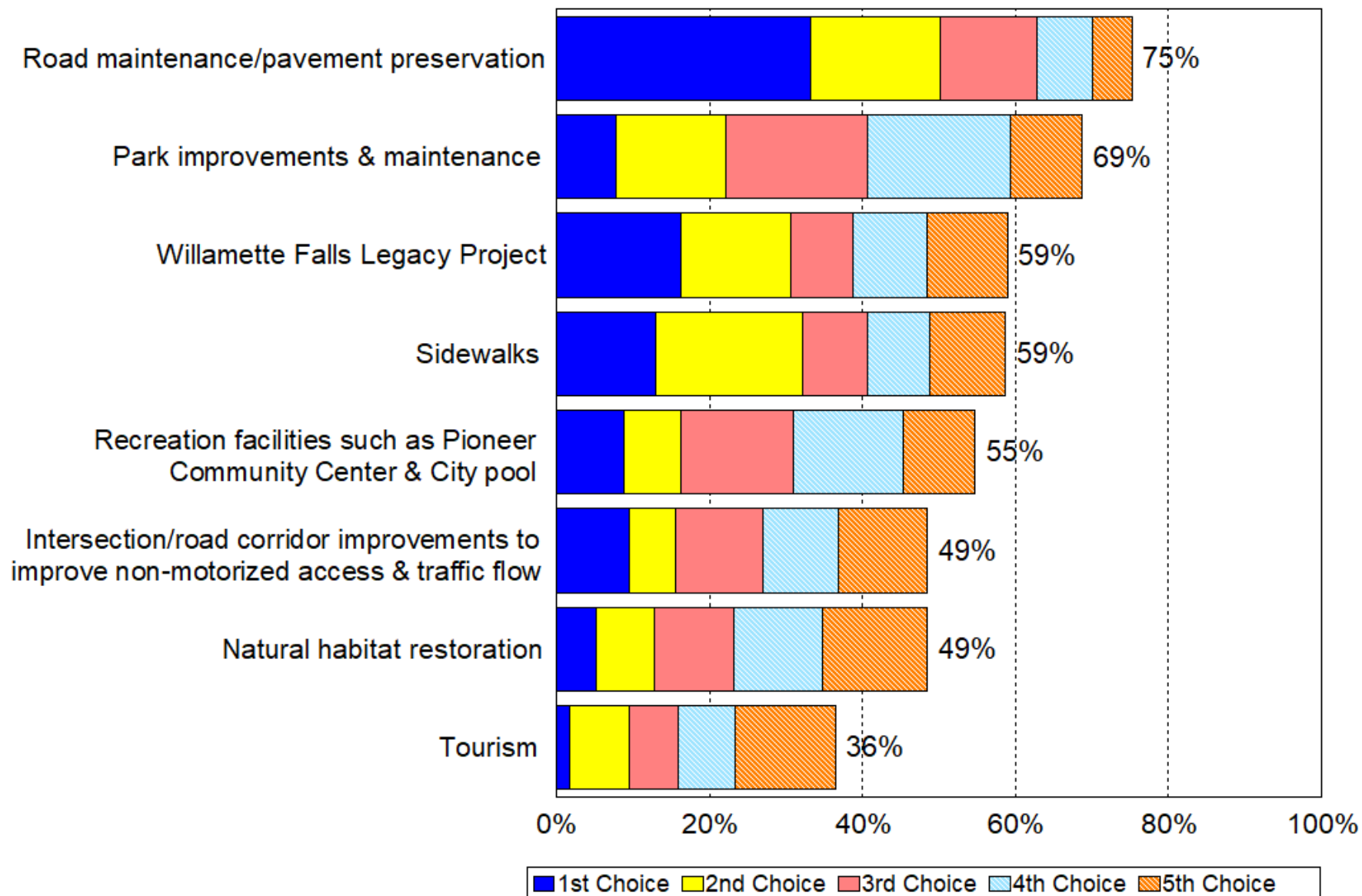
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q20. Top Capital Investment Priorities

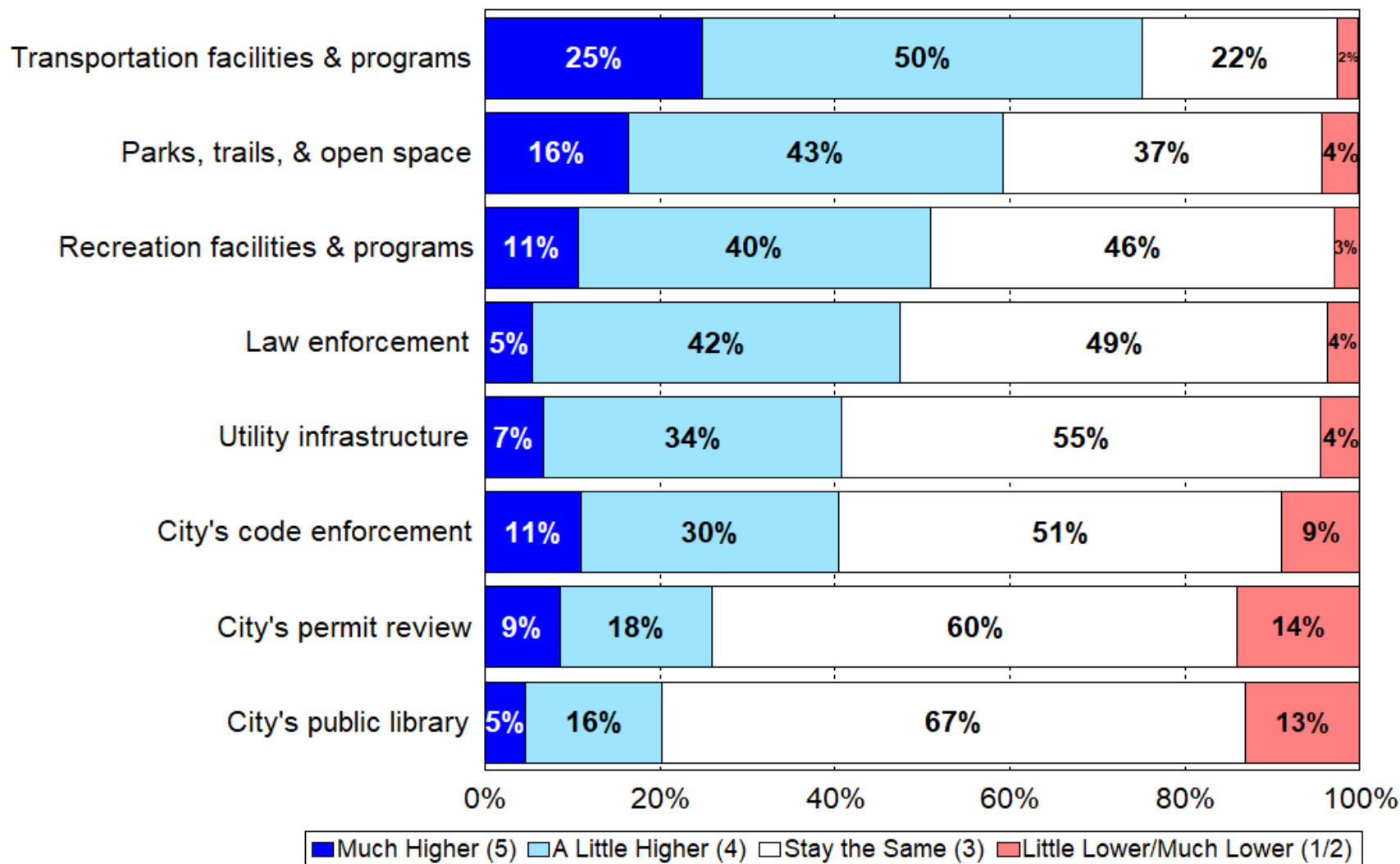
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2018)

Q21. How Level of Service Should Change in Various Areas

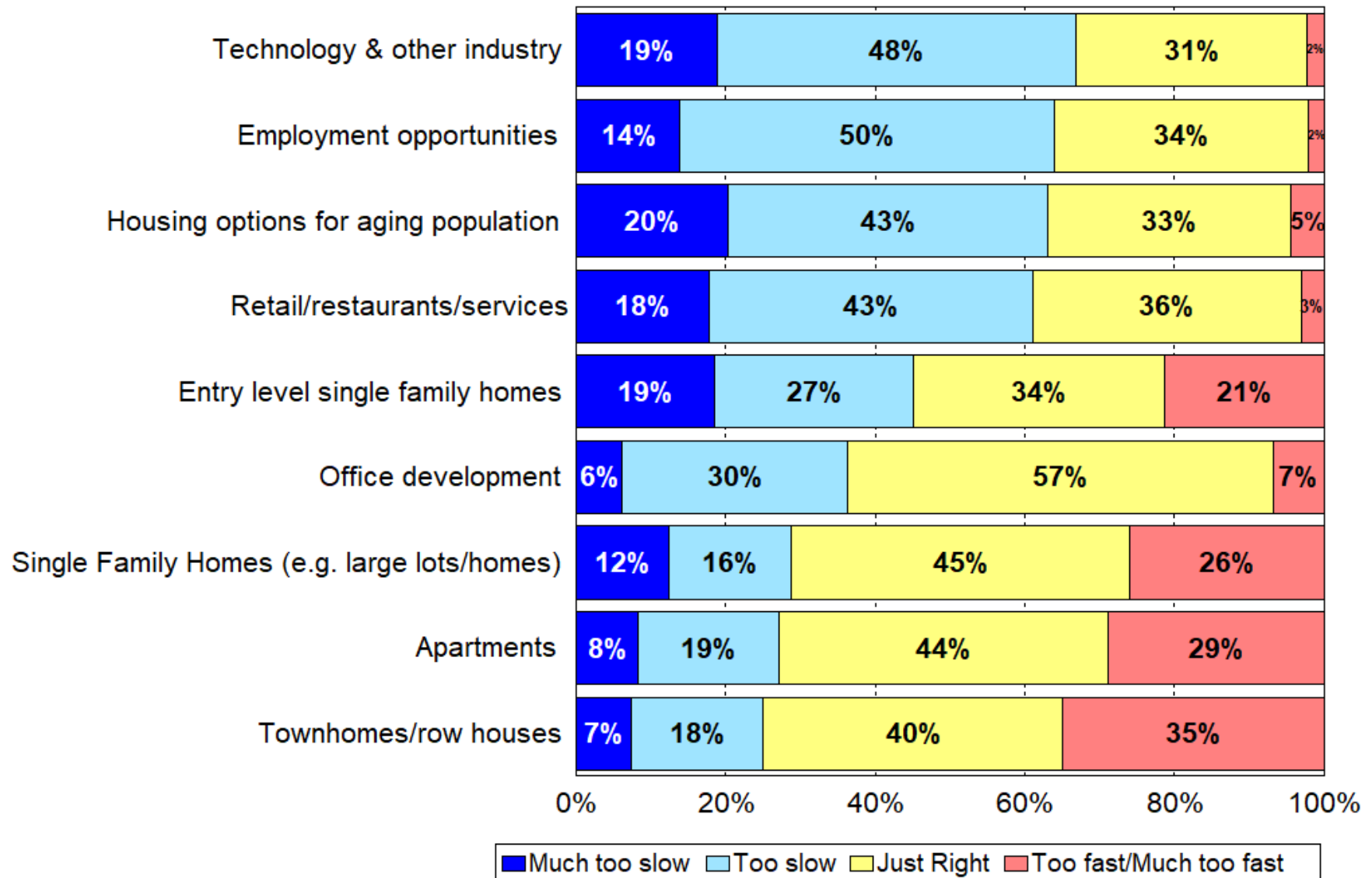
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q24. Rating of City's Current Pace of Land Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Summary

Summary

- **Residents Have a Positive Perception of the City**
 - ❑ 84% rated the City as an excellent or good place to live
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- **Oregon City Rates Higher Than Other Cities in the Overall Quality of City Services**
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Questions?

THANK YOU!!