



# City of Oregon City

625 Center Street  
Oregon City, OR 97045  
503-657-0891

## Staff Report

File Number: 18-546

**Agenda Date:** 11/13/2018

**Status:** Agenda Ready

**To:** City Commission

**Agenda #:** 3a.

**From:** City Manager Tony Konkol

**File Type:** Presentation

### **SUBJECT:**

2018 Community Survey Results

### **RECOMMENDED ACTION (Motion):**

No action requested.

### **BACKGROUND:**

ETC Institute administered a survey to residents of the City of Oregon City during the summer of 2018. The purpose of the survey was to help the City of Oregon City ensure that the City's priorities continue to match the needs and desires of residents. The information provided will be used to improve existing services and help the City better understand the evolving needs of residents of Oregon City.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Oregon City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Oregon City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey.

ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The goal was to obtain completed surveys from at least 300 residents. The goal was exceeded with a total of 321 residents completing the survey. The overall results for the sample of 321 households have a precision of at least +/- 5.4% at the 95% level of confidence.

### Overall Satisfaction with Major Categories of City Services

The major categories of City services that had the highest levels of satisfaction, based upon the

combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of the City’s public library services (82%), the overall quality of police services (77%), and the overall quality of City parks/trails/open space (66%). The major categories of City services that respondent households indicated they felt should receive the most emphasis over the next two years were: the overall maintenance of City streets (52%), the overall effectiveness of City economic development efforts (42%), and the overall quality of City parks/trails/open space (28%).

**BUDGET IMPACT:**

Amount: \$14,000

FY(s): 18-19

Funding Source: General Fund