



2013 Tualatin Community Attitudes Report

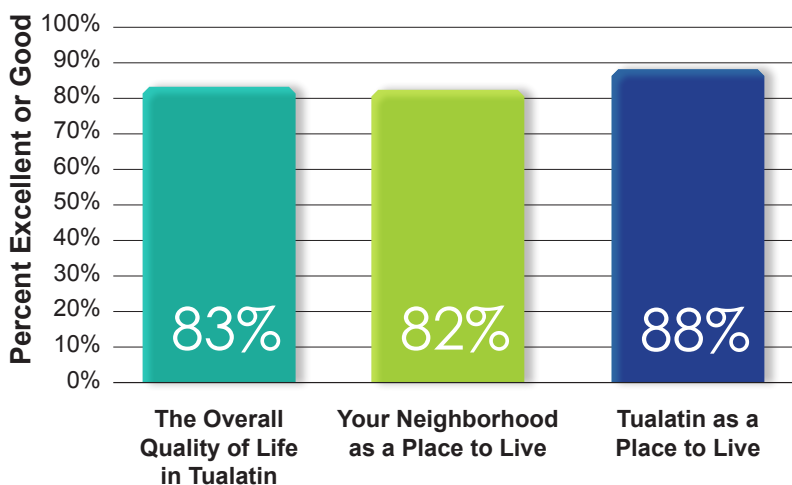
The City of Tualatin conducted a citizen satisfaction survey to gauge the community's opinion on City service delivery.

The survey data provides useful information to assist with planning, resource allocation, performance measures, and program and policy evaluation. Every three years the City contracts with the National Research Center's National Citizen Survey (NCS) to conduct a statistically valid survey. The City cares about what its citizens think, and your input makes a difference. This Community Attitudes report shares the highlights of the survey and provides an overview of what residents in Tualatin are saying about their community.

The 2013 survey offered a scientific statistically valid survey which included a random selection of 1,200 households. In addition, a web survey option was offered to anyone who wanted to provide input and share their opinions. For more information about the survey, or to read the full survey report, visit www.tualatinoregon.gov/administration/citizen-survey.

SURVEY SAYS....

Ratings of the Tualatin Community



HOW DO WE MEASURE UP?

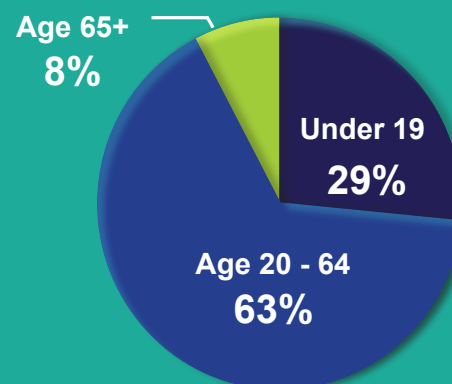
The National Citizen Survey compiles survey data for over 500 cities across the country providing a rich database to compare services in cities of similar sizes. Tualatin's survey results were compared with cities of a similar size; 82% of the comparisons were above the benchmark ratings, 13% were similar, and 5% were below. The areas where Tualatin ranked below the benchmarks were related to traffic and the availability of transit.

FOR MORE INFORMATION ABOUT THE COMMUNITY SURVEY:
Visit www.tualatinoregon.gov or email ssinger@ci.tualatin.or.us.

CITY OF TUALATIN PROFILE

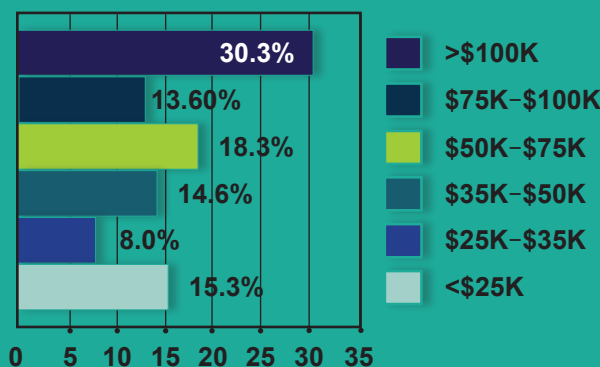
POPULATION: 26,160

AGE DISTRIBUTION:



HOUSEHOLD INCOME DISTRIBUTION:

Percent of Households



TUALATIN'S FUTURE IS BRIGHT!

About 70% of residents believe the Tualatin community is going in the right direction. The Citizen Involvement Organizations (CIOs), Tualatin Tomorrow Vision Plan, transportation and land use planning, Volunteer Services, Citizen's Policy Academy, and the City's Advisory Boards and Committees offer many opportunities for citizen involvement in Tualatin. 74% of respondents rated opportunities to participate in community matters as excellent or good. Help shape the future of the community and get involved! For more way to get involved, visit www.tualatinoregon.gov/community/get-involved-tualatin.

SURVEY HIGHLIGHTS

SAFE COMMUNITY

95%

Believe they are safe in their neighborhood during the day.

83%

Believe they are safe in their neighborhood after dark.

94%

Say Tualatin is safe downtown during the day.



FAMILY FRIENDLY COMMUNITY

88%

Rated Tualatin as an excellent/good place to raise children

80%

Rated services to seniors as excellent/good

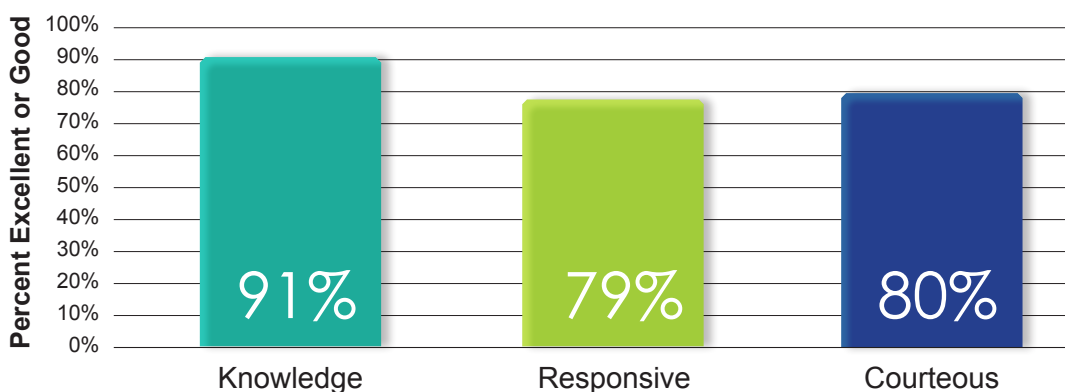
74%

Rated services to youth as excellent/good



HIGH PERFORMING GOVERNMENT

City employees are highly rated for:



CLEAN AND ATTRACTIVE PLACE

84%

Rate the City excellent/good for cleanliness

87%

Rate Tualatin excellent/good for street cleaning

79%

Rate Tualatin excellent/good for the City's overall appearance



KEY AREAS FOR IMPROVEMENT

While people in Tualatin provided overall high ratings for the City, citizens rated the City lower in areas such as traffic and public transit options, which are both areas the City is currently addressing through the recently adopted Transportation System Plan (TSP), Linking Tualatin, and the Southwest Corridor Planning efforts. The City is working closely with TriMet on the SW Service Enhancement Plan to bring better transit service to the community. For information on transit planning efforts, please visit www.tualatinoregon.gov/communitydevelopment.