MEMORANDUM

CITY OF TUALATIN

TO: Honorable Mayor and Members of the City Council

FROM: Sherilyn Lombos, City Manager

DATE: July 22, 2013

SUBJECT: Work Session for July 22, 2013

5:45 p.m. (40 min) – Council Building Relocation Feasibility Study. At the May 13th Council work session, Council directed that a feasibility study be conducted to analyze the options for replacing the existing Council Building and the functions it houses. Staff and the consultant will present the information and receive direction regarding next steps.

6:25 p.m. (25 min) – Community Survey Results. Earlier this spring, a community survey was conducted. Staff will present the results at tonight's meeting.

6:50 p.m. (5 min) – Council Meeting Agenda Review, Communications & Roundtable. This is the opportunity for the Council to review the agenda for the July 22nd City Council meeting and take the opportunity to brief the rest of the Council on any issues of mutual interest.

MEMORANDUM
CITY OF TUALATIN

TO: Honorable Mayor and Members of the City Council

THROUGH: Sherilyn Lombos

FROM: Sara Singer, Deputy City Manager

DATE: 07/22/2013

SUBJECT: Council Building Feasibility Study

ISSUE BEFORE THE COUNCIL:

The Council directed staff to complete a feasibility study which provides the Council with information related to the impacts of the proposed "Nyberg Rivers" project on the existing Council Building located at 18880 SW Martinazzi Avenue. The proposed project includes the improvement of the Seneca Street extension as required by the City's Transportation System Plan (TSP). This road extension would require the demolition of the existing Council Building. Staff will present the findings of the feasibility study as well as related financial information.

DISCUSSION:

Background

At the May 13th City Council Work Session, the Council received information regarding a scope, schedule and budget to complete a feasibility study to look at potential options for the City services housed in the existing City Council Building located at 18880 SW Martinazzi Avenue in preparation for discussions regarding the proposed Nyberg Rivers development project adjacent to the City's property. The feasibility study looked at four options:

1. Relocate the building on the existing site to include the Finance Department, Administration Department, Municipal Court and City Council Chambers. The City contracted with SRG Partnership, Inc. to determine the space needed, parking requirements, construction costs and schedule.
2. Using the consultant's space assumptions, examine options for rental space in Tualatin.
3. Using the consultant's space assumptions, look at the options of using existing City buildings to accommodate the Finance Department, Council Chambers and Municipal Court.
4. Make no changes to the site, and conduct additional traffic analysis to determine the impact of not building the Seneca Street extension.

Feasibility Study

1. Relocate the Building on the Existing Site

The City contracted with SRG Partnership, Inc. (SRG) to complete a study of the existing building, space requirements, parking needs and scope of services. SRG is an award-winning design firm providing full services in programming, planning, architecture and interior designing services from offices in Portland and Seattle. Their scope of work includes:

- A visual assessment/walk through of existing facilities and review of "as-built" drawings
- Confirm parking needs
- Meet with staff and other stakeholders to determine service requirements
- Develop plan diagrams and a range of options
- Provide order of magnitude for development costs
- Develop a design and construction schedule for identified options
- Prepare all deliverables for presentation to the City Council

SRG staff has submitted their report for Council review (see Attachment A), and they will present their findings at the meeting.

2. Rental Space in Tualatin
City staff used the space assumptions developed by SRG in analyzing potential rental space available in Tualatin. It was determined that rental space would cost approximately $176,000 to $237,000 per year. Over five years these costs could equal $932,000 to $1,260,000. The analysis did not include costs for tenant improvements. Based on current financial projections, this cost is not sustainable over the long-term.

3. Use of Existing City Facilities
City staff used the space assumptions developed by SRG to determine where services could be relocated in existing City facilities. While many options were explored, the following option had the lowest cost impacts and interruption of services on a temporary basis. These services could be accommodated as follows: Finance staff would be relocated to the Operations Training Room, Court staff would be relocated to the City Offices Planning Counter, and Court and Council meetings would be held at the Police Department Training Room. The associated costs and impacts will be presented as part of the staff presentation at Work Session. Based on long-term service impacts, this option is not feasible.

4. No Changes to the Site
City staff hired DKS Associates to examine the various traffic scenarios at the site including the Seneca Street extension and not including the extension to determine the traffic impacts for the City buildings and the new development. While the complete traffic analysis will be presented as part of the Nyberg Rivers Masterplan, staff will present the information relevant to this property as part of the Work Session presentation.

Potential Funding Options

Staff will present information on one-time and ongoing funding sources which could be used for construction, relocation, temporary offices and other associated costs.

RECOMMENDATION:
Staff respectfully requests City Council provided direction on the next steps and development of a public involvement plan to gather community input.

Attachments: Attachment A: SRG Tualatin Council Building Relocation

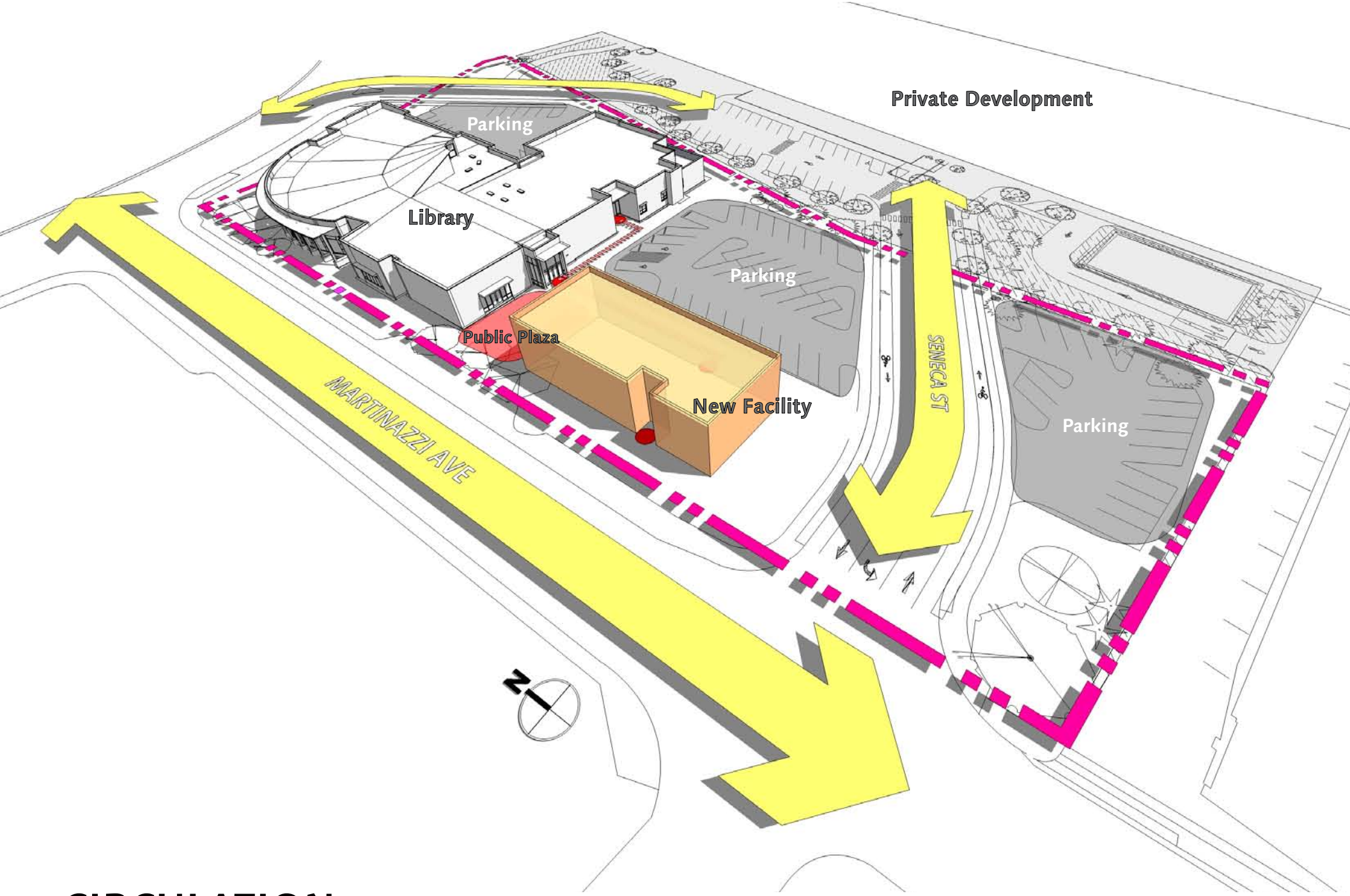
Attachment B: Council Building Feasibility Study Presentation

Tualatin Council Building Relocation

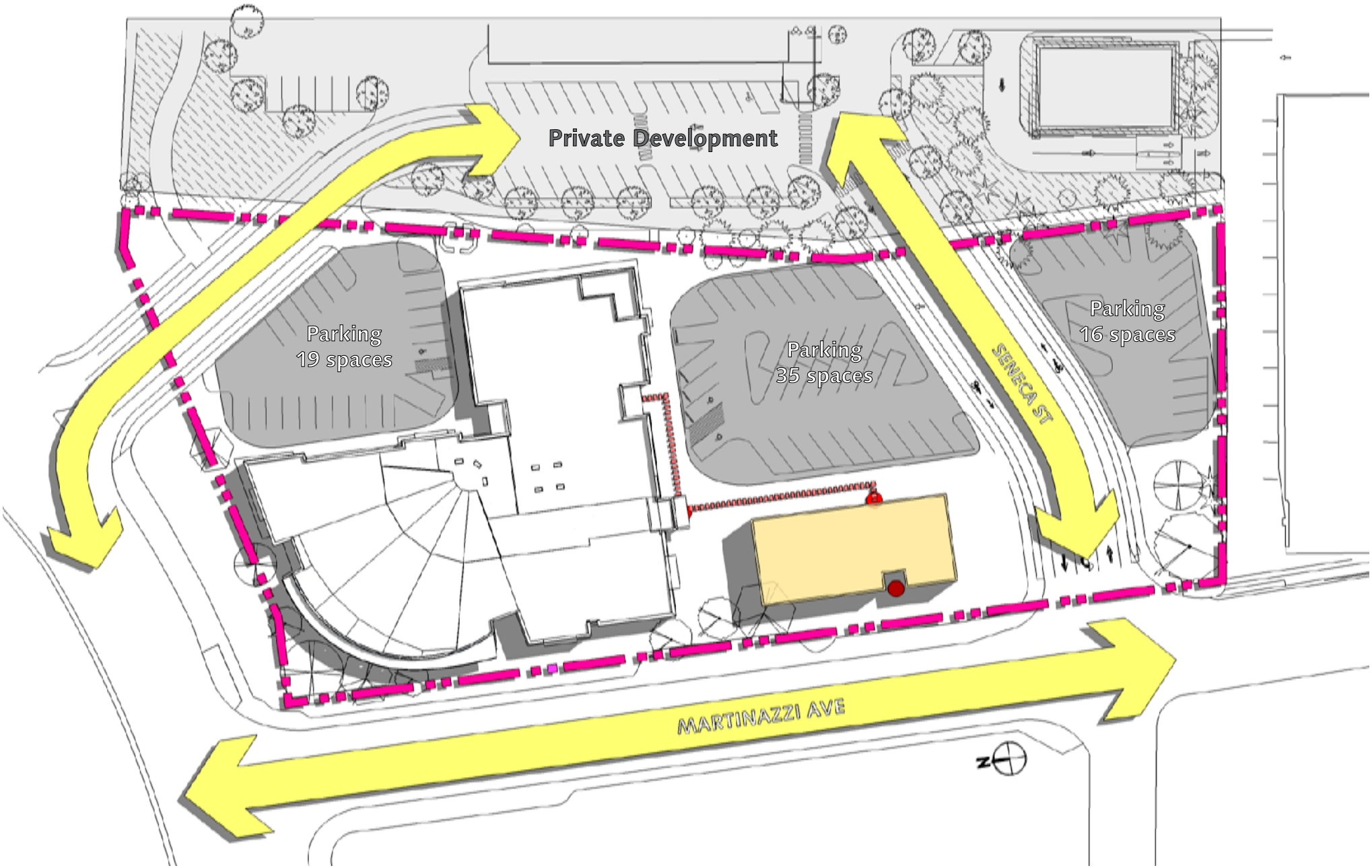
SRG PARTNERSHIP INC

June 2013

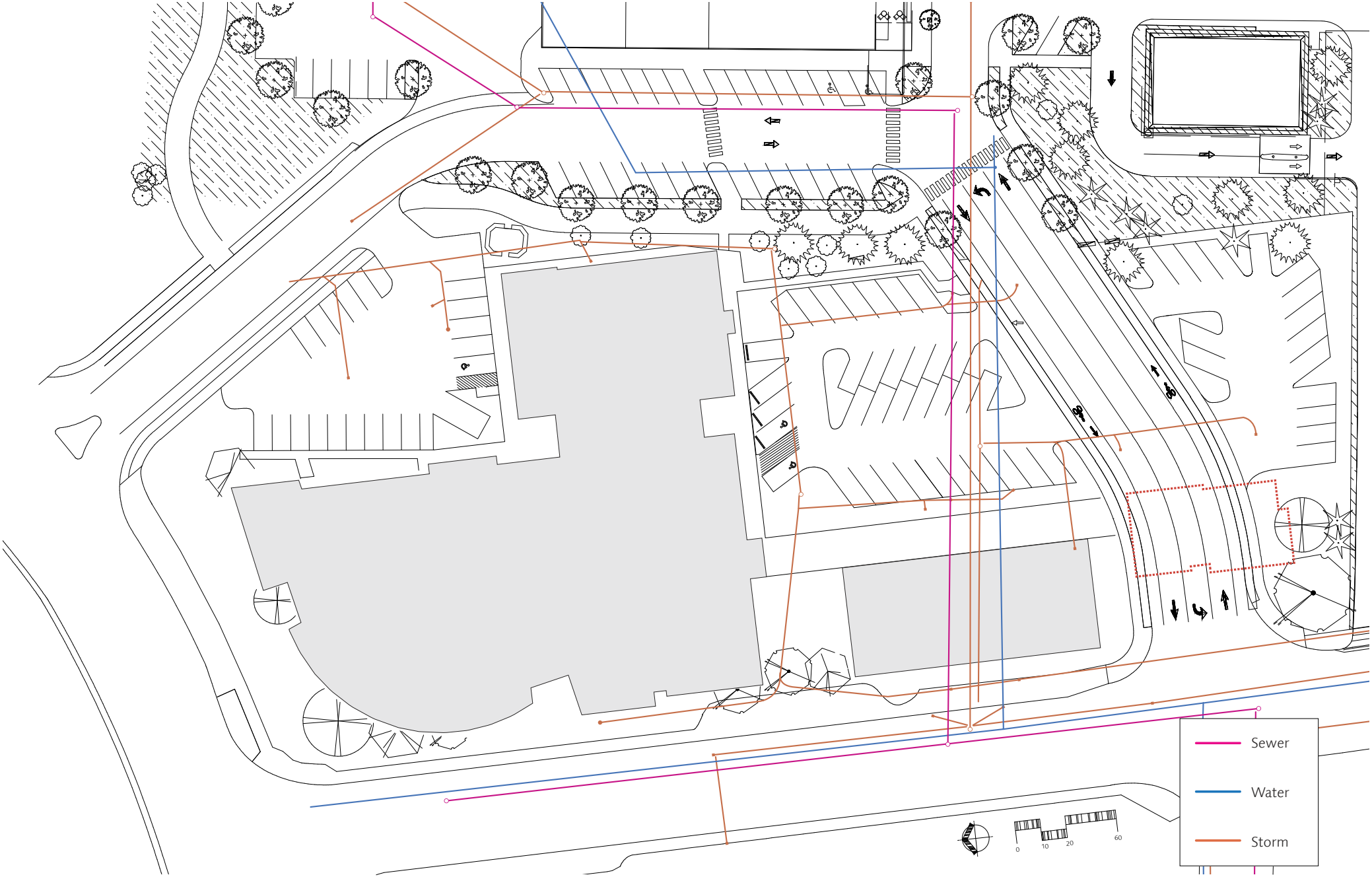
TABLE OF CONTENTS



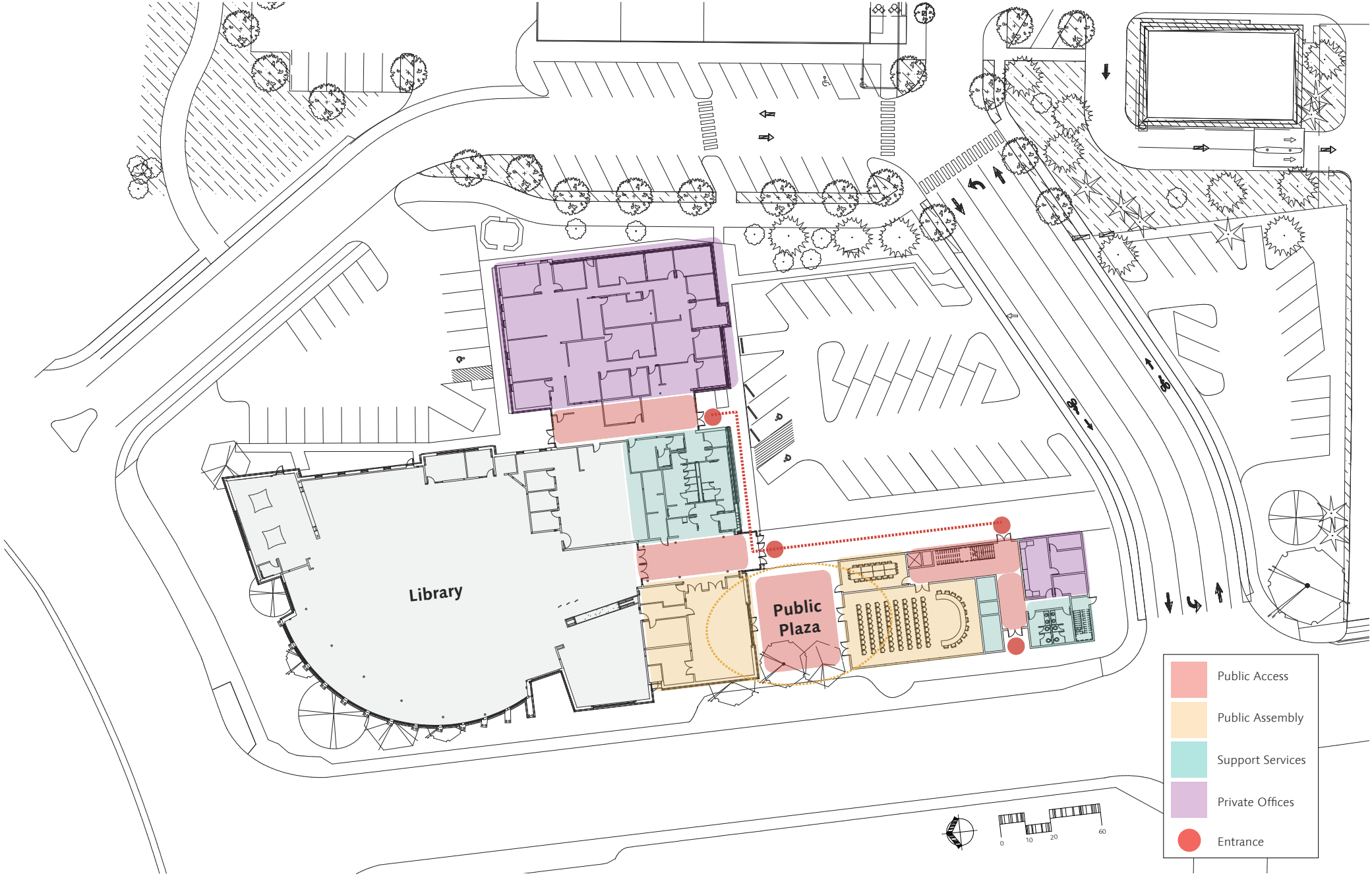
CIRCULATION



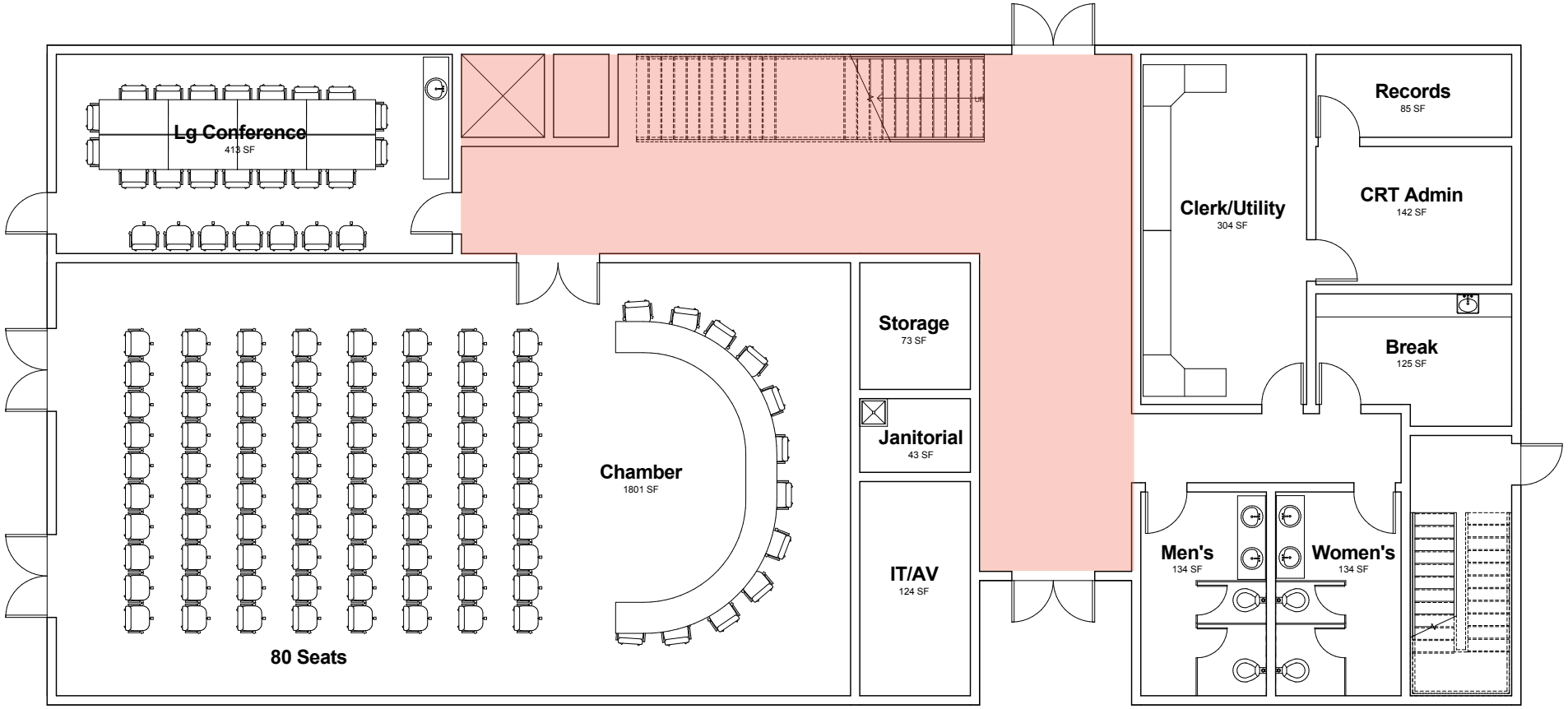
PARKING = *70 SPACES*



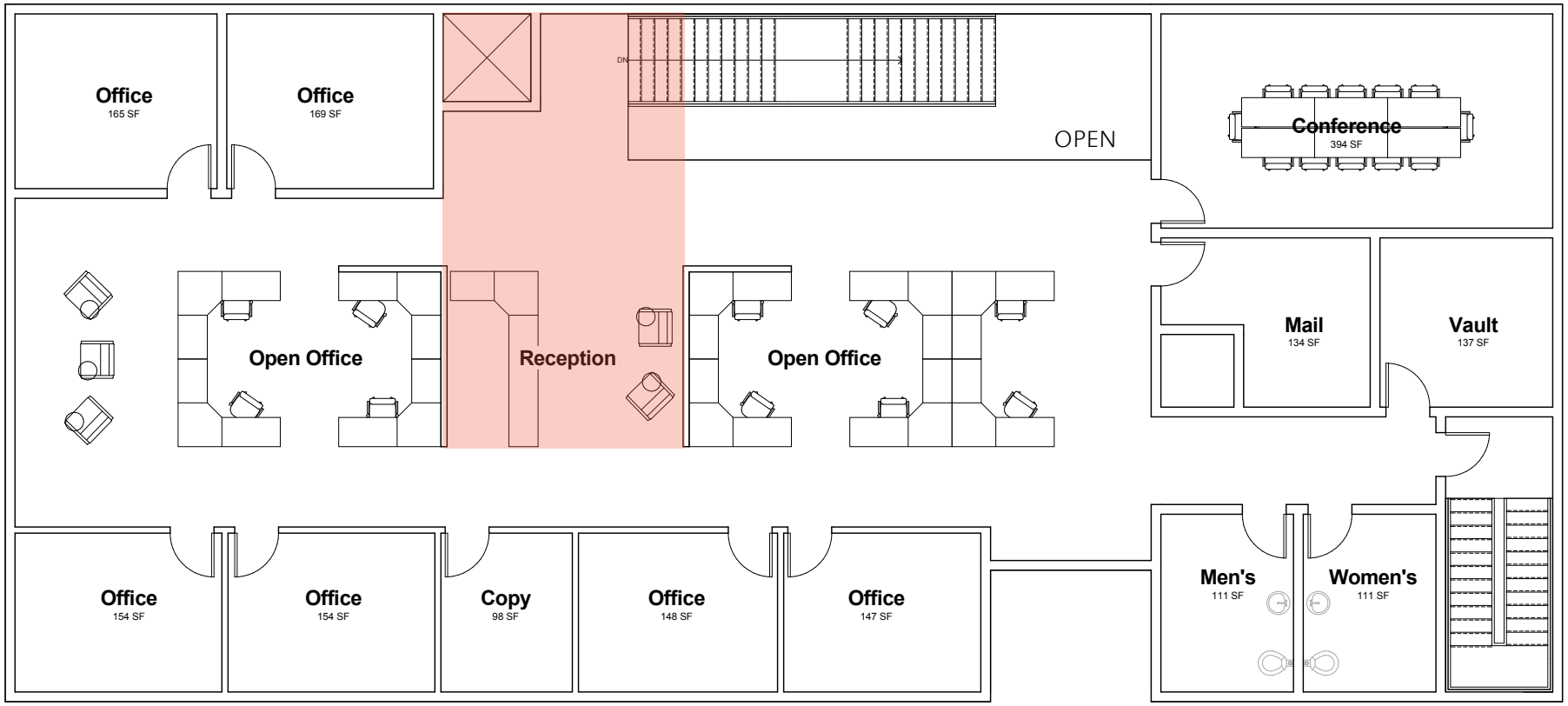
EXISTING UTILITIES



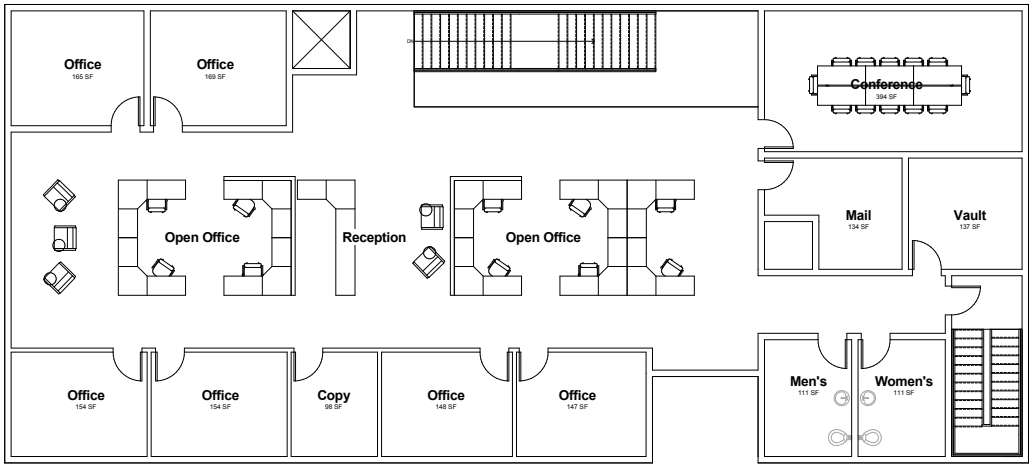
SITE PROGRAM



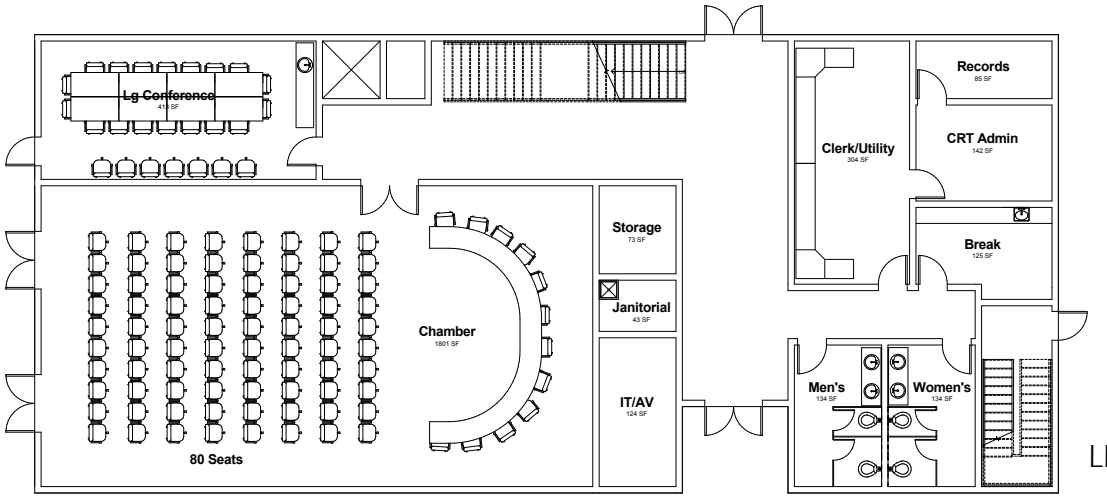
OPTION A - LEVEL 1



OPTION A - LEVEL 2



LEVEL 2 = **4,500 SF**



LEVEL 1 = **4,990 SF**

OPTION A GROSS AREA **9,490 SF**

The materiality envisioned for the new facility reflects the aesthetic character of it's sister facility next door, the Tualatin City Library. Using similar brick, metal panel and glass components will ensure the new facility is suited for it's context while respecting budget constraints.

MATERIALS

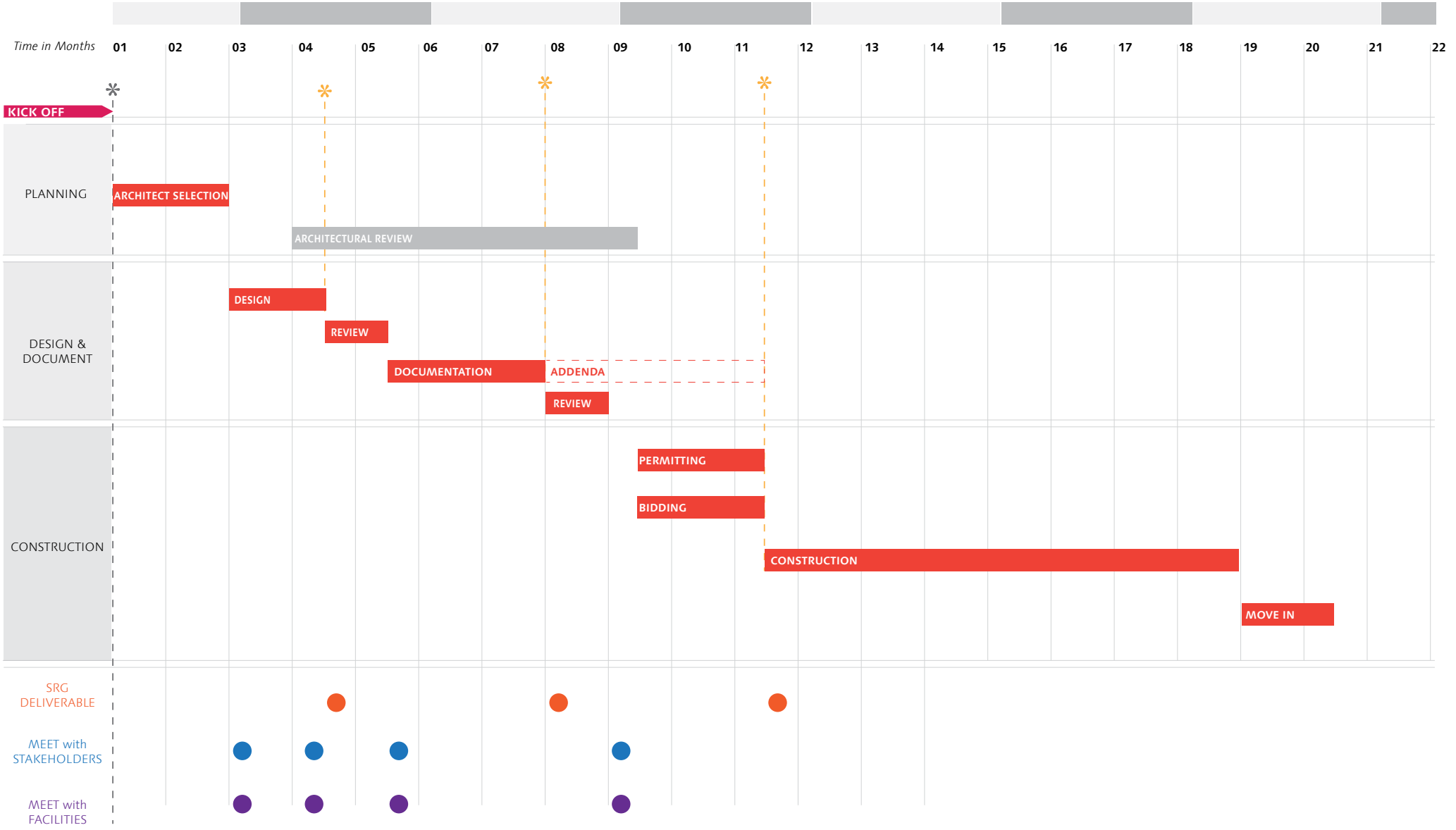
The new facility affords many opportunities for improved public amenities. Locating the building adjacent to the Library allows for a shared use public plaza alongside naturally day lit assembly spaces.

1. Bellvue Ctiy Hall
2. Pacific University
3. University of Riverside

PUBLIC AMENITIES

TUALATIN CITY OFFICE RELOCATION

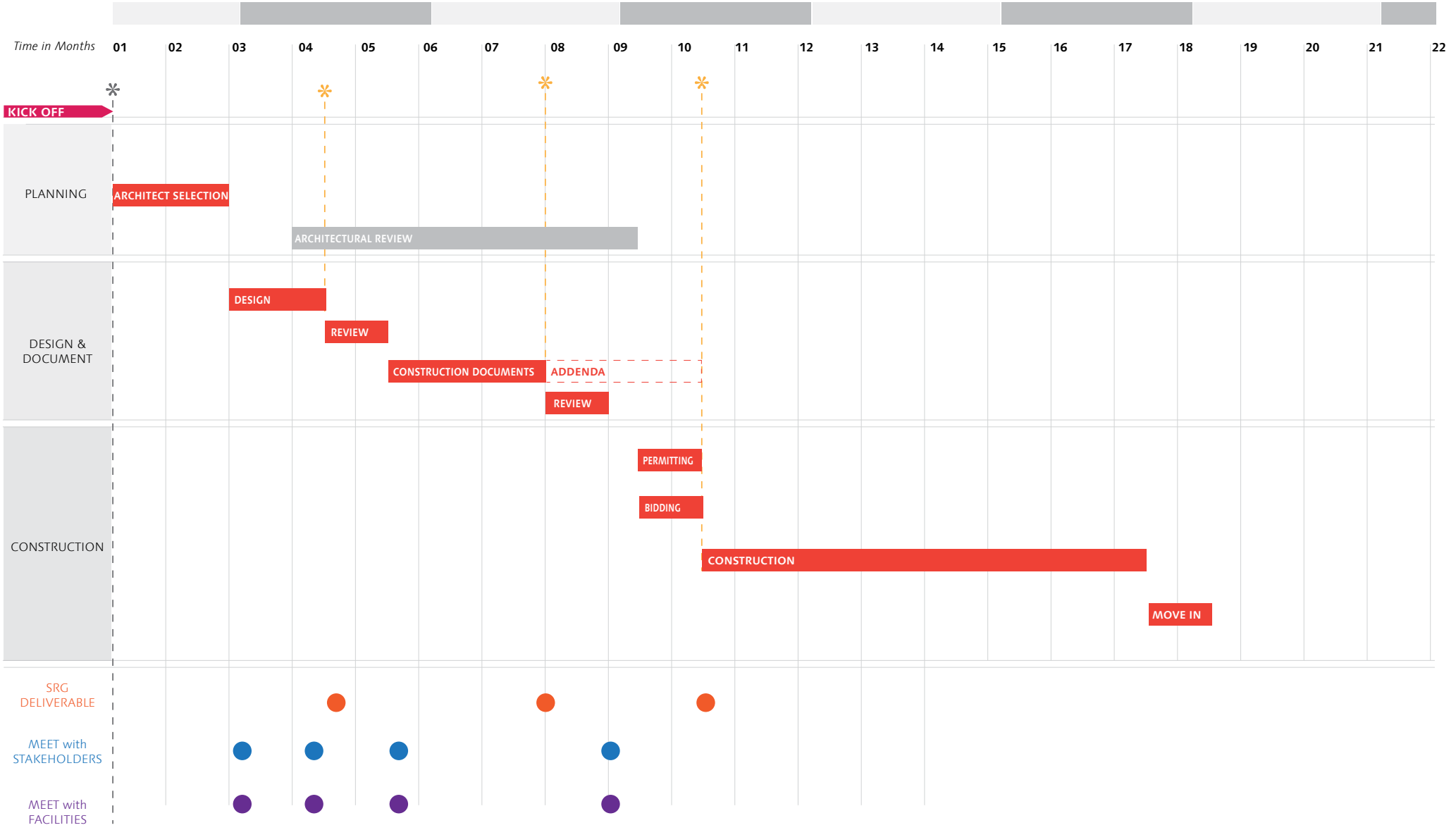
Conservative Project Schedule



SCHEDULE - *CONSERVATIVE*

TUALATIN CITY OFFICE RELOCATION

Aggressive Project Schedule



SCHEDULE - *AGGRESSIVE*

Order of Magnitude Development Costs

The Tualatin City Office Relocation comprises of the construction of a new Office and Council Chamber Building for the City of Tualatin. The estimate is conceptual in nature and based on drawings included on page 9 of this report. Where necessary, assumptions and allowances have been made based on industry standards appropriate for the conceptual nature of this feasibility study.

Pricing is based on June 2013 costs. Escalation allowances have been included to reflect a mid point of construction during the 3rd quarter of 2014. A design contingency is also included in the estimate.

Allowance for owner costs is not included in the construction cost and may range from 30% to 40% of construction costs. Items typically included in this allowance are:

- Owner management costs
- Consultant fees (design service fees and reimbursable expenses)
- Site survey and geotechnical investigation
- Furniture and equipment
- Owners construction contingency (change order allowance)
- Hazardous material abatement
- Public Agency fees
- Percent for Art (if applicable)
- Temporary accommodations - Moving expenses
- Soft cost contingency

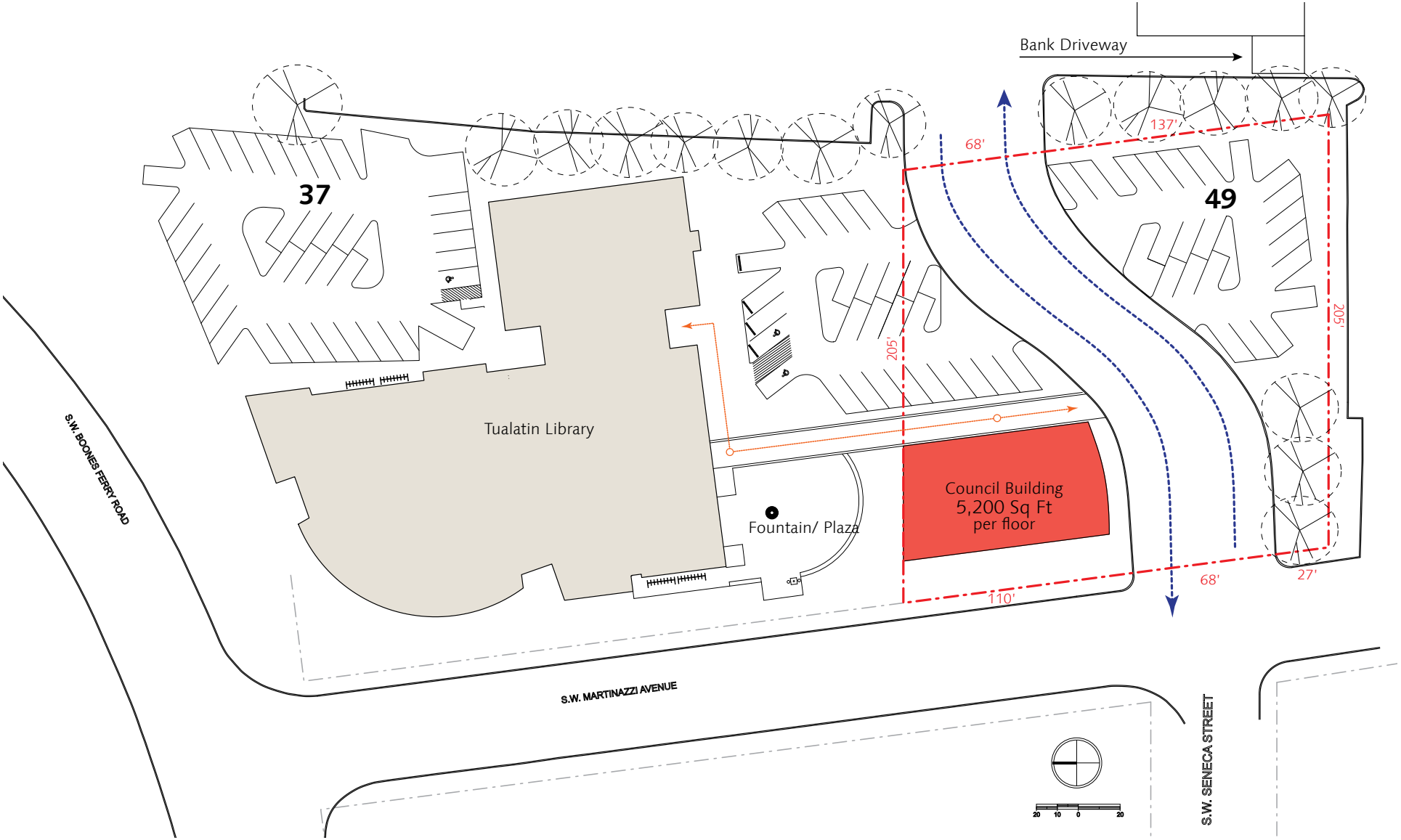
Estimated Total Construction Cost **$3,331,750** *(excludes owner cost listed above)*

* *See appendix for addition cost information*

Alternative Studies

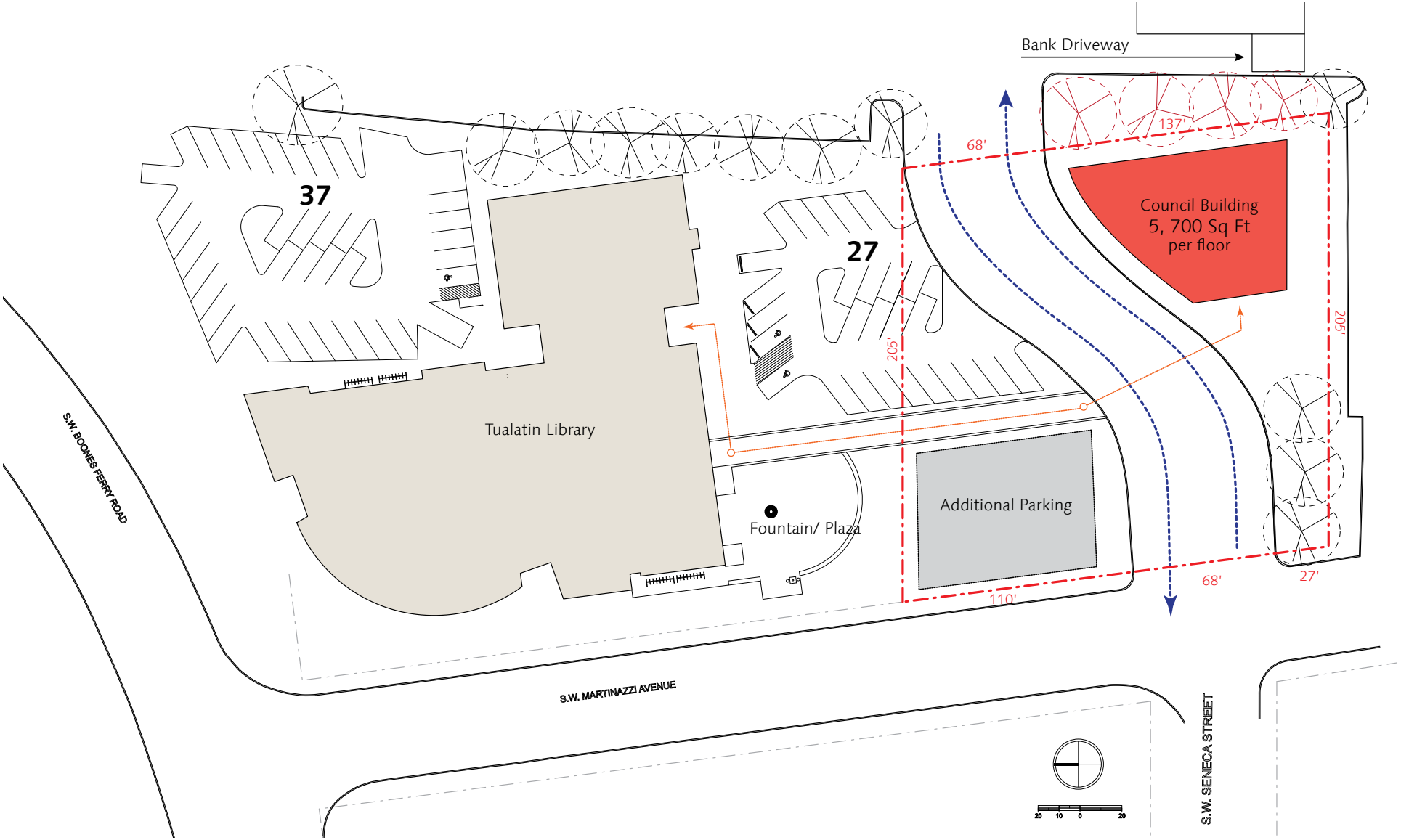
Previously studied building locations within the city property adjacent to the library.

Option A is the recommended configuration.



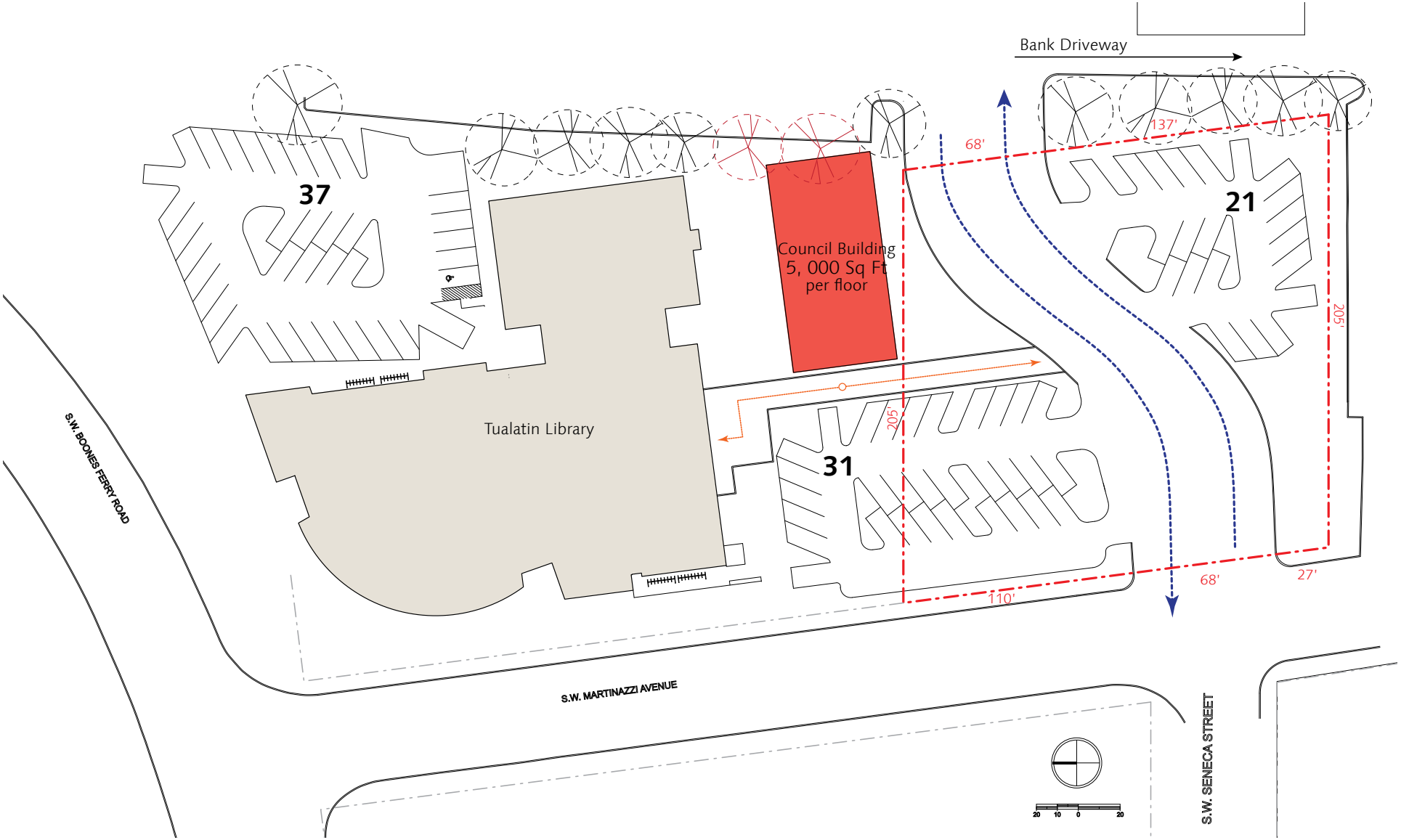
Option A provides a strong connection to the library and existing city offices while maintaining a strong street presence on SW Martinazzi Ave. This building location does not affect any significant, existing trees and shares the main accessible entrance to the library.

OPTION A



Option B is disconnected from the library and forces employees to cross the new roadway while traveling between city offices. This building location lacks visibility and public presence from SW Martinazzi Ave and would require removal of several significant, existing trees.

OPTION B



Option C is directly adjacent to the existing city offices, disrupting office views and blocking adequate daylight. This building location lacks visibility and public presence from SW Martinazzi Ave and would require removal of several existing trees.

OPTION C

Tualatin Council Building Relocation, OR
Concept Study

Location Summary

GFA: Gross Floor Area
Rates Current At June 2013

Location		GFA SF	Cost/SF	Total Cost
A SITEWORK				**268,293**
B BUILDING		**9,490.0**	**312.58**	**2,966,416**
	ESTIMATED NET COST	**9,490**	**$340.85**	**$3,234,709**
MARGINS & ADJUSTMENTS				
Escalation (3Q2014)	3.0 %			$97,041
	ESTIMATED TOTAL COST	**9,490**	**$351.08**	**$3,331,750**

RLB - Rider Levett Bucknall

Tualatin Council Building Relocation, OR
Concept Study

Location Summary

GFA: Gross Floor Area
Rates Current At June 2013

Location		GFA SF	Cost/SF	Total Cost
A SITEWORK				**199,823**
B BUILDING		**9,490.0**	**232.81**	**2,209,365**
	ESTIMATED NET COST	**9,490**	**$253.87**	**$2,409,188**
MARGINS & ADJUSTMENTS				
General Conditions	9.0 %			$216,827
Bonds & Insurances	2.5 %			$65,650
Overhead & Fee	4.5 %			$121,125
Design Contingency	15.0 %			$421,919
Escalation (3Q2014)	3.0 %			$97,041
	ESTIMATED TOTAL COST	**9,490**	**$351.08**	**$3,331,750**

RLB - Rider Levett Bucknall

Tualatin Council Building Relocation, OR
Concept Study

Elements Summary

Gross Floor Area: 9,490 SF
Rates Current At June 2013

Description			Cost/SF	Total Cost
A1010	Standard Foundations		$5.24	$49,764
A1020	Special Foundations		$0.38	$3,600
A1030	Slab on Grade		$4.93	$46,785
B1010	Floor Construction		$10.52	$99,795
B1020	Roof Construction		$5.95	$56,470
B2010	Exterior Walls		$46.32	$439,605
B2020	Exterior Windows		$16.80	$159,445
B2030	Exterior Doors		$4.13	$39,200
B3010	Roof Coverings		$5.12	$48,636
C1010	Partitions		$11.09	$105,207
C1020	Interior Doors		$2.40	$22,800
C2010	Stair Construction		$2.74	$26,000
C2020	Stair Finishes		$1.78	$16,856
C3010	Wall Finishes		$10.37	$98,425
C3020	Floor Finishes		$6.12	$58,116
C3030	Ceiling Finishes		$6.11	$57,941
D1010	Elevators & Lifts		$9.48	$90,000
D2010	Plumbing Fixtures		$7.11	$67,500
D2090	Other Plumbing Systems		$3.50	$33,215
D3090	Other HVAC Systems & Equipment		$24.00	$227,760
D4030	Fire Protection Specialties		$5.00	$47,450
D5010	Electrical Service & Distribution		$24.00	$227,760
E2010	Fixed Furnishings		$8.21	$77,900
G1020	Site Demolition and Relocations		$9.42	$89,380
G1030	Site Earthwork		$0.58	$5,493
G2020	Parking Lots		$8.72	$82,750
G2050	Landscaping		$2.34	$22,200
G4030	Site Communications & Security		$11.50	$109,135
		ESTIMATED NET COST	$253.87	$2,409,188
MARGINS & ADJUSTMENTS				
General Conditions		9.0 %		$216,827
Bonds & Insurances		2.5 %		$65,650
Overhead & Fee		4.5 %		$121,125
Design Contingency		15.0 %		$421,919
Escalation (3Q2014)		3.0 %		$97,041
		ESTIMATED TOTAL COST	$351.08	$3,331,750

RLB - Rider Levett Bucknall

Tualatin Council Building Relocation, OR
Concept Study

Location/Elements/Item

A SITEWORK

Rates Current At June 2013

Description		Unit	Qty	Rate	Total
G1020	**Site Demolition and Relocations**				
58	Install Crossing Casing Pipe or slurry on utilities under building	LF	358.0	110.00	39,380
62	Demolition of building	SF	5,000.0	10.00	50,000
	Site Demolition and Relocations				***$89,380***
G1030	**Site Earthwork**				
3	Overexcavate and recompact 3' deep	CY	845.0	6.50	5,493
	Site Earthwork				***$5,493***
G2020	**Parking Lots**				
64	Parking Lot Allowance	SF	33,100.0	2.50	82,750
	Parking Lots				***$82,750***
G2050	**Landscaping**				
63	Landscape / Hardacape Allowance	SF	7,400.0	3.00	22,200
	Landscaping				***$22,200***
	SITEWORK				***$199,823***

RLB - Rider Levett Bucknall

Tualatin Council Building Relocation, OR
Concept Study

Location/Elements/Item

GFA: 9,490.0 SF Cost/SF: $232.81
Rates Current At June 2013

B BUILDING

Description	Unit	Qty	Rate	Total
A1010 Standard Foundations				
1 Continous Footings, 2.5' W x 1.5'D x 414' LF, incl rebar 100 Lb/cy	CY	68.0	500.00	34,000
16 Earthwork fill allowance, 2' high	CY	563.0	28.00	15,764
Standard Foundations			***$5.24/SF***	***$49,764***
A1020 Special Foundations				
4 Moment frame footing, 4'W x 3'D x 10, (2EA), incl rebar 200#/cy	CY	6.0	600.00	3,600
Special Foundations			***$0.38/SF***	***$3,600***
A1030 Slab on Grade				
2 4" Slab on Grade, incl rebar 1 lb/sf	SF	4,990.0	7.50	37,425
19 Raised slab for council seats, high density foam and 4" slab, 2' high	SF	390.0	24.00	9,360
Slab on Grade			***$4.93/SF***	***$46,785***
B1010 Floor Construction				
5 2nd floor - open web joist, 2' o.c, (truss's 48' Long, 55 ea)	T	11.880	4,000.00	47,520
6 Composite metal deck	SF	4,500.0	3.75	16,875
7 2nd flr - 3 1/2" concrete slab on metal deck, incl rebar 1lb /sf	CY	59.0	600.00	35,400
Floor Construction			***$10.52/SF***	***$99,795***
B1020 Roof Construction				
9 Roof steel, beams and purlins	T	10.180	4,000.00	40,720
10 Roof deck - 20 ga B decking	SF	4,500.0	3.50	15,750
Roof Construction			***$5.95/SF***	***$56,470***
B2010 Exterior Walls				
8 Structural Steel	T	33.380	4,000.00	133,520
13 Exterior wall - 6" Metal Studs, insul, sheathing,	SF	9,810.0	12.45	122,135
15 Exterior wall - Brick Facade	SF	7,358.0	25.00	183,950
Exterior Walls			***$46.32/SF***	***$439,605***
B2020 Exterior Windows				
17 Exterior windows, 25% of wall area	SF	2,453.0	65.00	159,445
Exterior Windows			***$16.80/SF***	***$159,445***
B2030 Exterior Doors				
20 Exterior public entry doors	EA	4.0	6,000.00	24,000
21 Back of house single exit door	EA	2.0	1,600.00	3,200
22 Automatic door opening premium	EA	2.0	6,000.00	12,000
Exterior Doors			***$4.13/SF***	***$39,200***
B3010 Roof Coverings				
11 Flat roof, PVC, including insulation, sheathing, etc	SF	4,500.0	9.50	42,750
18 Roof rolled up back of parapet, including flashing	SF	981.0	6.00	5,886
Roof Coverings			***$5.12/SF***	***$48,636***
C1010 Partitions				
25 1st floor interior wall full height 14' high	SF	3,136.0	9.00	28,224
26 Drywall to exterior walls	SF	9,360.0	1.80	16,848

RLB - Rider Levett Bucknall

Tualatin Council Building Relocation, OR
Concept Study

Location/Elements/Item

GFA: 9,490.0 SF Cost/SF: $232.81
Rates Current At June 2013

B BUILDING (continued)

Description	Unit	Qty	Rate	Total
27 Office partitions, 10' high	SF	3,800.0	9.00	34,200
28 Full heigt walls, 1 hour	SF	2,340.0	9.00	21,060
31 Pumbing walls, drywall 1-side	SF	750.0	6.50	4,875
Partitions			***$11.09/SF***	***$105,207***
C1020 Interior Doors				
32 Interior doors, including hardware	EA	19.0	1,200.00	22,800
Interior Doors			***$2.40/SF***	***$22,800***
C2010 Stair Construction				
12 Front of house stairs, 1 flight	EA	1.0	14,000.00	14,000
30 Back of house exit stairs, 2 flights and landing	EA	1.0	12,000.00	12,000
Stair Construction			***$2.74/SF***	***$26,000***
C2020 Stair Finishes				
38 Atrium Guardrail	LF	40.0	350.00	14,000
46 Stair finish	SF	336.0	8.50	2,856
Stair Finishes			***$1.78/SF***	***$16,856***
C3010 Wall Finishes				
40 Wall Paneling in Council Chambers, 14' High, behind the council only	SF	938.0	65.00	60,970
60 Paint walls and ceiling	SF	30,300.0	0.85	25,755
61 Base at walls	LF	1,950.0	6.00	11,700
Wall Finishes			***$10.37/SF***	***$98,425***
C3020 Floor Finishes				
41 Restroom floor tile Allowance	SF	495.0	14.00	6,930
42 Council Chambers - Carpet Allowance	SY	273.0	35.00	9,555
43 Sheet Vinyl in utility rooms and break room	SF	726.0	6.50	4,719
44 Office - carpet Allowance	SY	400.0	30.00	12,000
45 Public Circulation - Allowance	SF	1,384.0	18.00	24,912
Floor Finishes			***$6.12/SF***	***$58,116***
C3030 Ceiling Finishes				
47 Restroom - drywall ceilings with light coves	SF	495.0	15.00	7,425
48 Entry and Public Circulation - Acoustical Ceiling w/ medium priced tile	SF	1,308.0	5.50	7,194
49 Council Chambers and conference - Sound batts and acoustical ceiling	SF	2,226.0	12.00	26,712
50 Office area - acoustical ceiling 2 x 4 cortega lay in tile	SF	4,621.0	3.50	16,174
51 Paint exposed structure	SF	436.0	1.00	436
Ceiling Finishes			***$6.11/SF***	***$57,941***
D1010 Elevators & Lifts				
23 Elevator, 2 stop, hydraulic	EA	1.0	90,000.00	90,000
Elevators & Lifts			***$9.48/SF***	***$90,000***

RLB - Rider Levett Bucknall

Tualatin Council Building Relocation, OR
Concept Study

Location/Elements/Item

GFA: 9,490.0 SF Cost/SF: $232.81
Rates Current At June 2013

B BUILDING (continued)

Description	Unit	Qty	Rate	Total
D2010 Plumbing Fixtures				
52 Plumbing fixtures, including rough in	EA	15.0	4,500.00	67,500
Plumbing Fixtures			***$7.11/SF***	***$67,500***
D2090 Other Plumbing Systems				
53 Equipment, distribution, water, sewer, drainage	SF	9,490.0	3.50	33,215
Other Plumbing Systems			***$3.50/SF***	***$33,215***
D3090 Other HVAC Systems & Equipment				
55 HVAC, BMS	SF	9,490.0	24.00	227,760
Other HVAC Systems & Equipment			***$24.00/SF***	***$227,760***
D4030 Fire Protection Specialties				
54 Fire sprinklers,, incl double check valve and post indicator. (excluding any booster pump)	SF	9,490.0	5.00	47,450
Fire Protection Specialties			***$5.00/SF***	***$47,450***
D5010 Electrical Service & Distribution				
56 Electrical	SF	9,490.0	24.00	227,760
Electrical Service & Distribution			***$24.00/SF***	***$227,760***
E2010 Fixed Furnishings				
34 Council desk - Die wall, base cabinet and top	LF	38.0	975.00	37,050
35 Restroom Counters, Allowance	LF	23.0	325.00	7,475
36 Conference Credenza	LF	9.0	450.00	4,050
37 Reception Desk	LF	18.0	425.00	7,650
39 Clerk & Utility desk	LF	37.0	425.00	15,725
65 Break room counter and base cabinets	LF	14.0	425.00	5,950
Fixed Furnishings			***$8.21/SF***	***$77,900***
G4030 Site Communications & Security				
57 Low Volatage allowance	SF	9,490.0	11.50	109,135
Site Communications & Security			***$11.50/SF***	***$109,135***
BUILDING			***$232.81/SF***	***$2,209,365***

Council Building Feasibility Study

City Council
Work Session
July 22, 2013

Feasibility Study

1. Relocate the building on the existing site- at least 3 options will be presented
2. Look for rental space in the community to meet the needs identified in the study
3. Examine existing buildings in the City to accommodate the needs for these functions
4. No changes to the site, examine the traffic impacts this would have with the new development of Nyberg Rivers

RELOCATE THE BUILDING ON THE EXISTING SITE

Relocate the Building

- Council directed staff to examine relocating the functions of the Council Chamber, Finance Department and Administration Department to a replacement building.
- SRG will present the feasibility study which includes:
  - Location Options
  - Schedule for design and construction
  - Cost for Design, Construction, and Parking

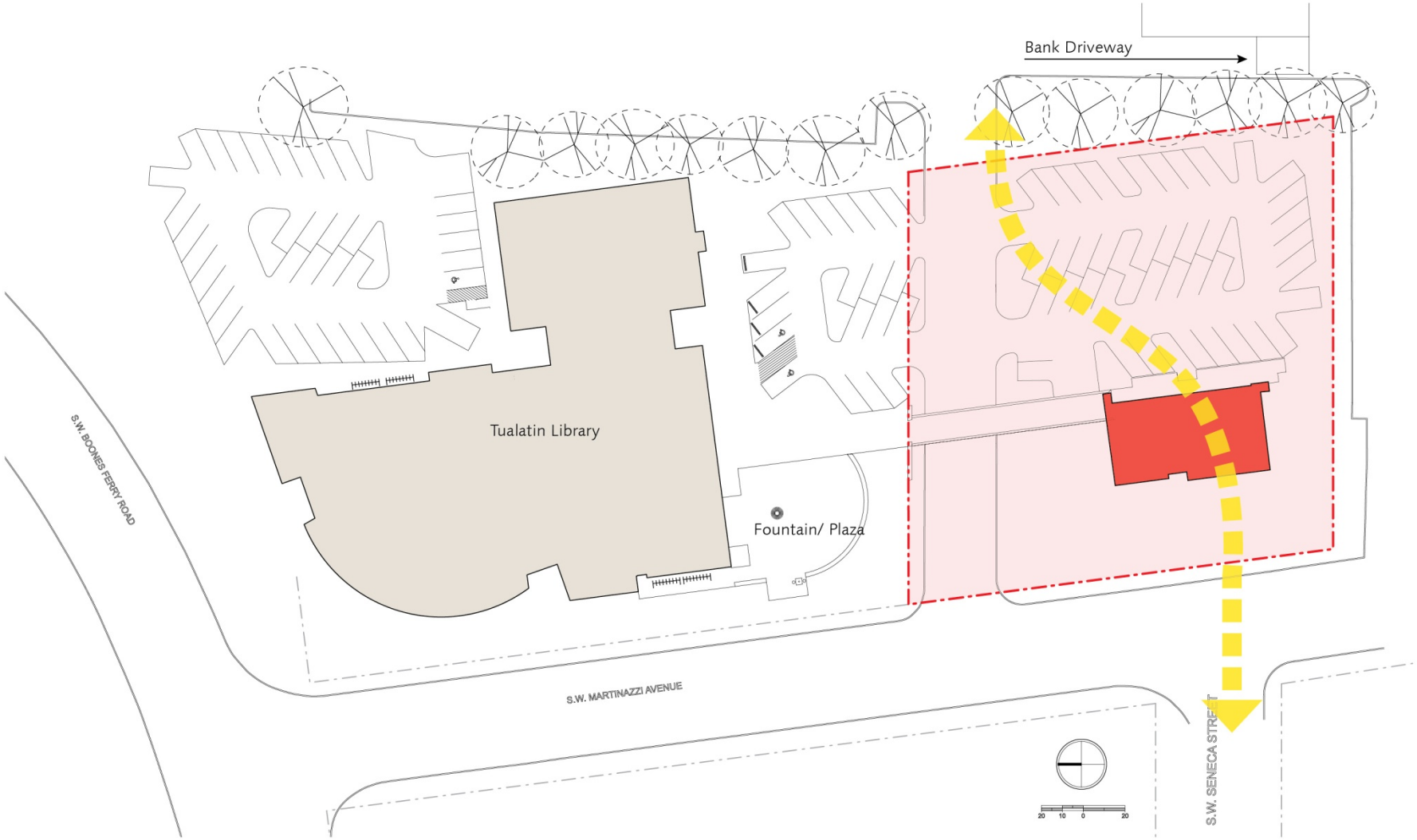
Tualatin Council Building Relocation

SRG PARTNERSHIP INC

June 2013

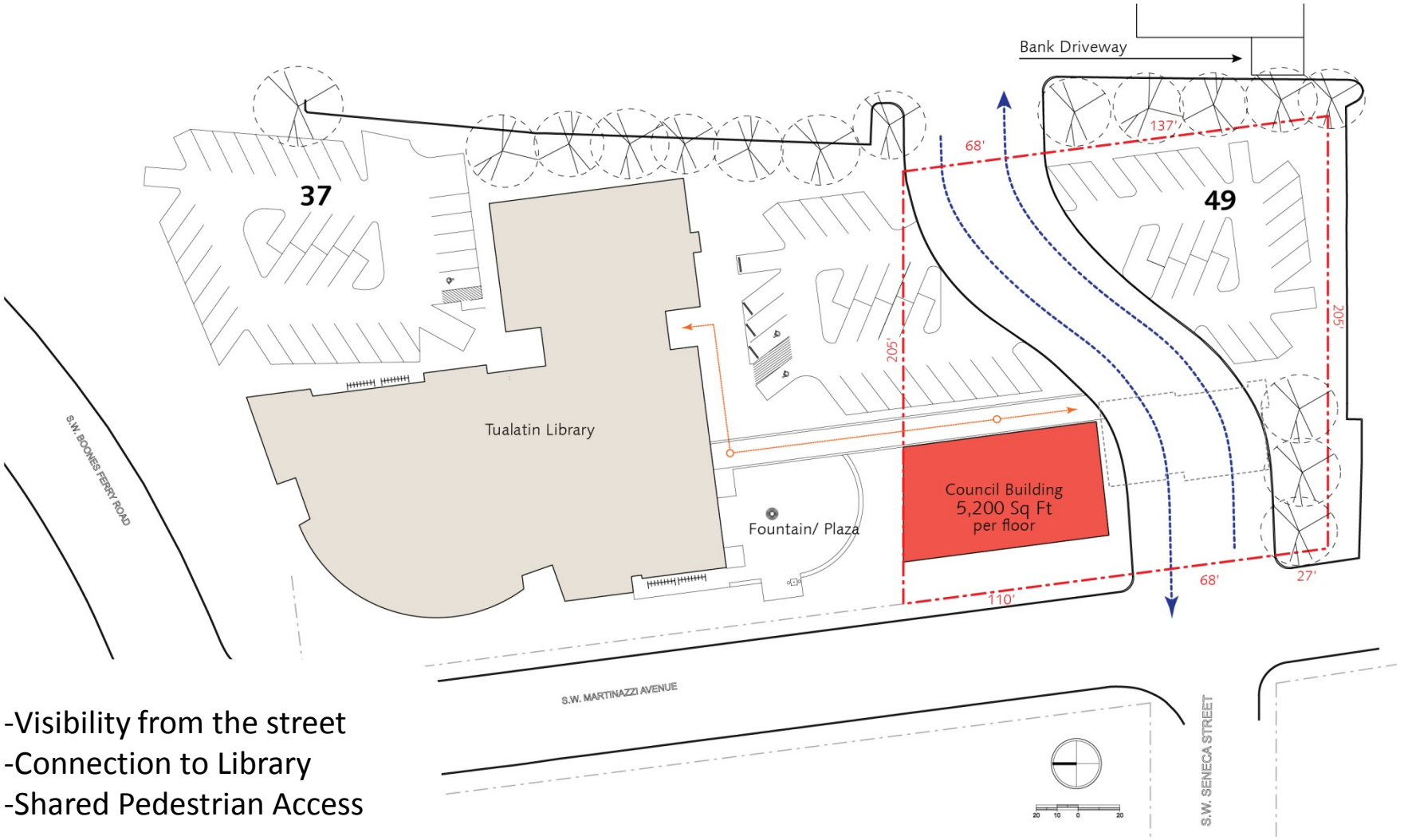
EXISTING CONDITION

SRG PARTNERSHIP INC



EXISTING CONDITION

SRG PARTNERSHIP INC



-Visibility from the street
-Connection to Library
-Shared Pedestrian Access

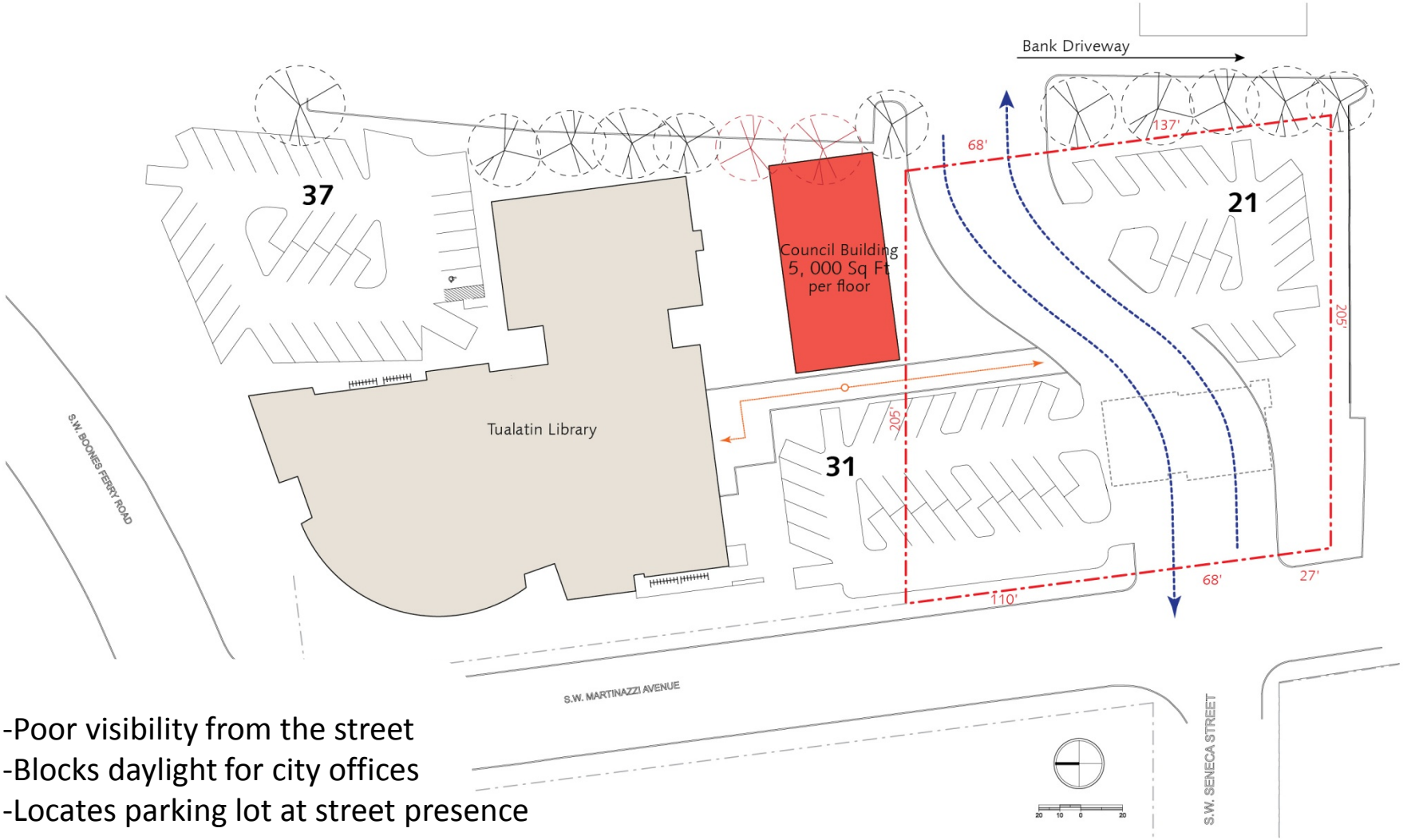
OPTION A

SRG PARTNERSHIP INC

-Poor visibility from the street
-Poor connection to Library
-Locates parking lot at street presence
-Disrupts existing trees

OPTION B

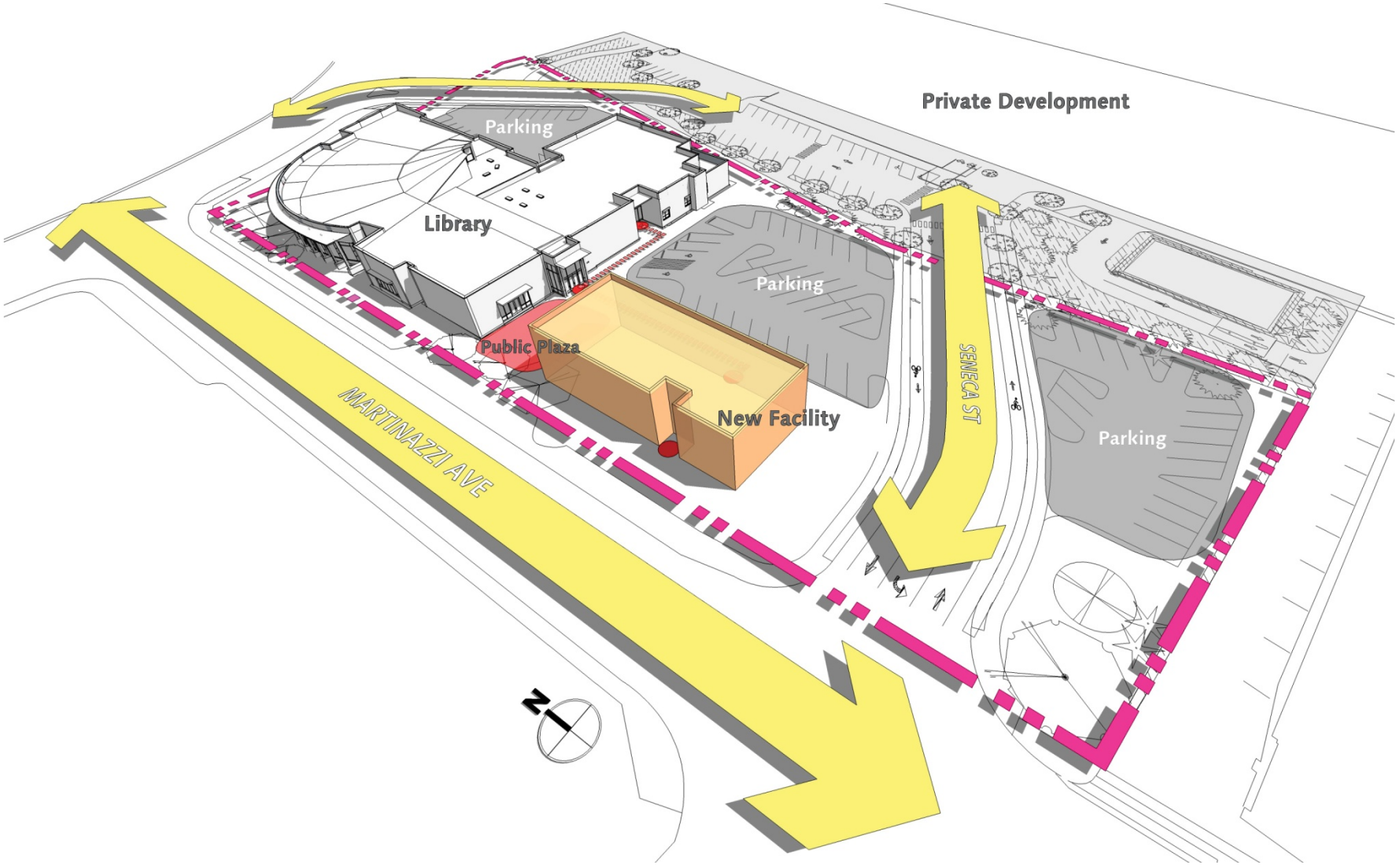
SRG PARTNERSHIP INC



-Poor visibility from the street
-Blocks daylight for city offices
-Locates parking lot at street presence

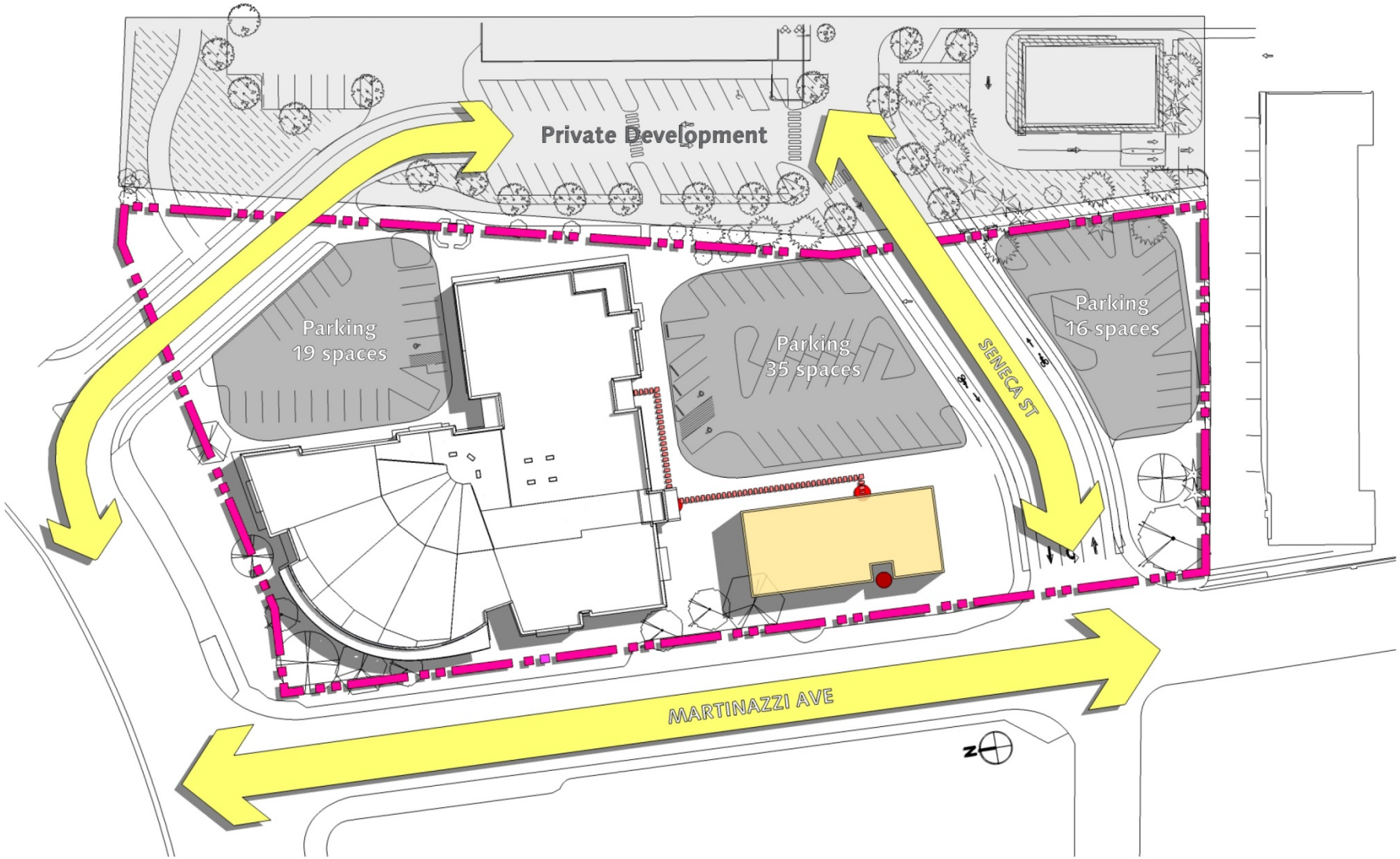
OPTION C

SRG PARTNERSHIP INC



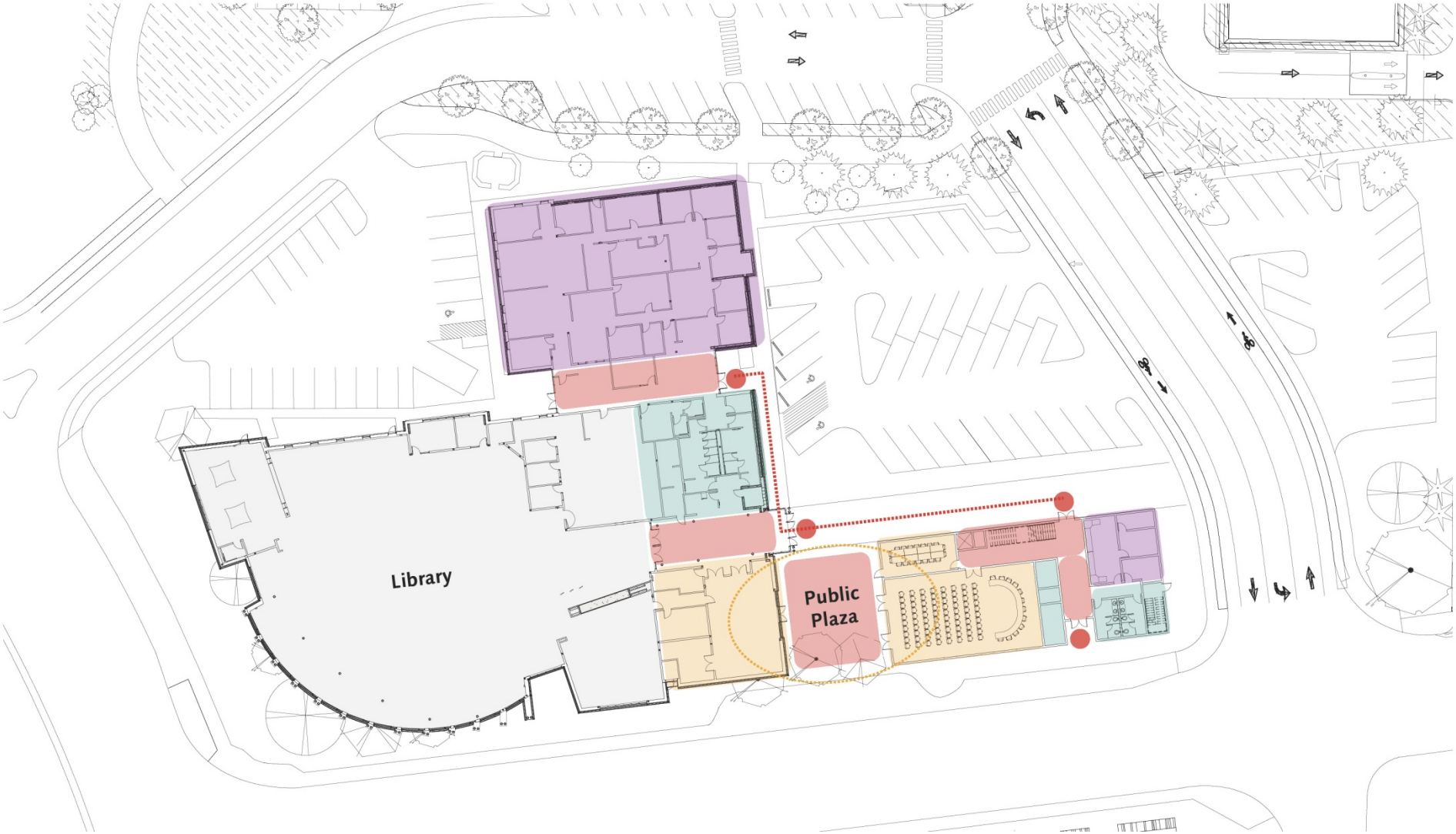
OPTION A - CIRCULATION

SRG PARTNERSHIP INC



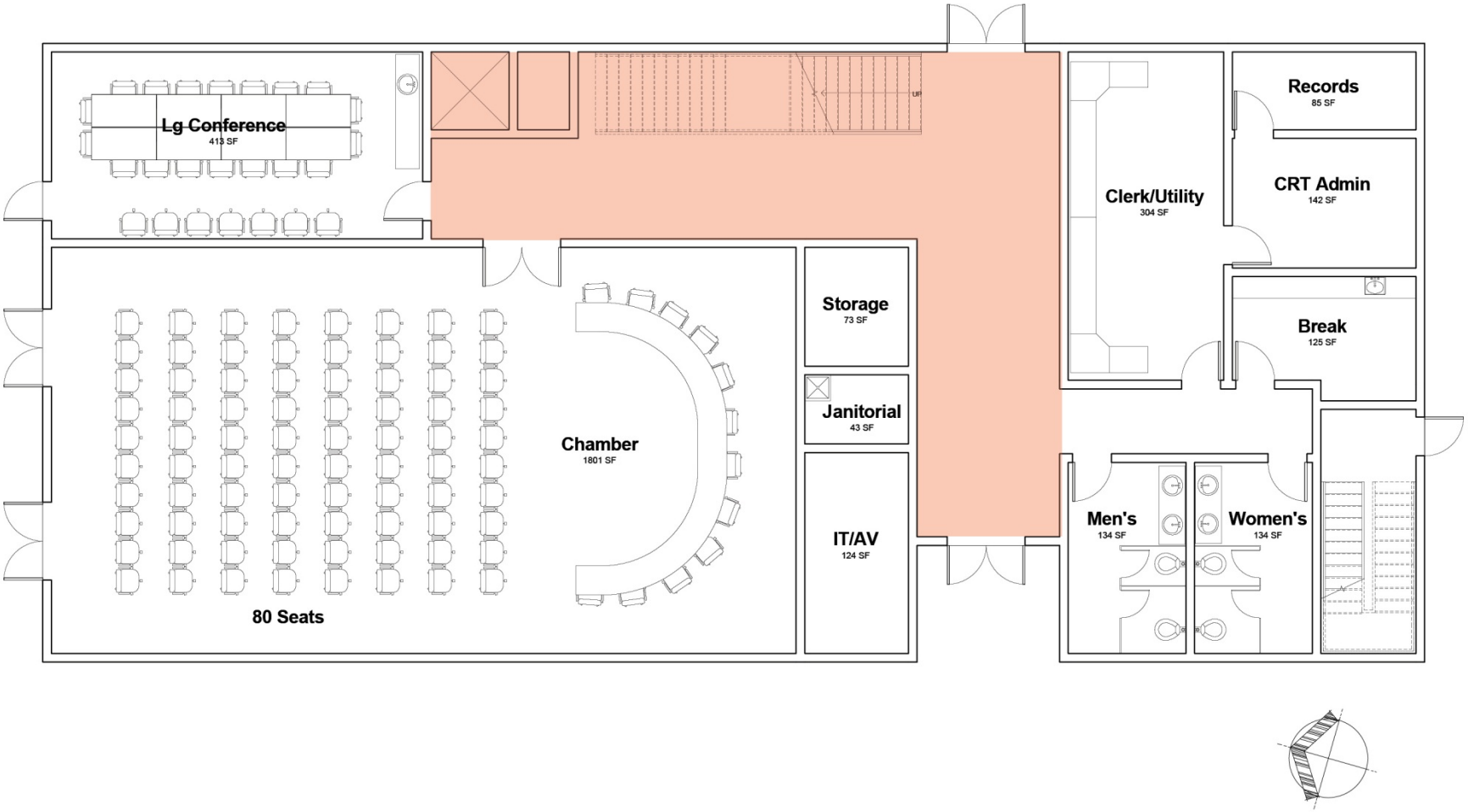
PARKING = 70 SPACES

SRG PARTNERSHIP INC



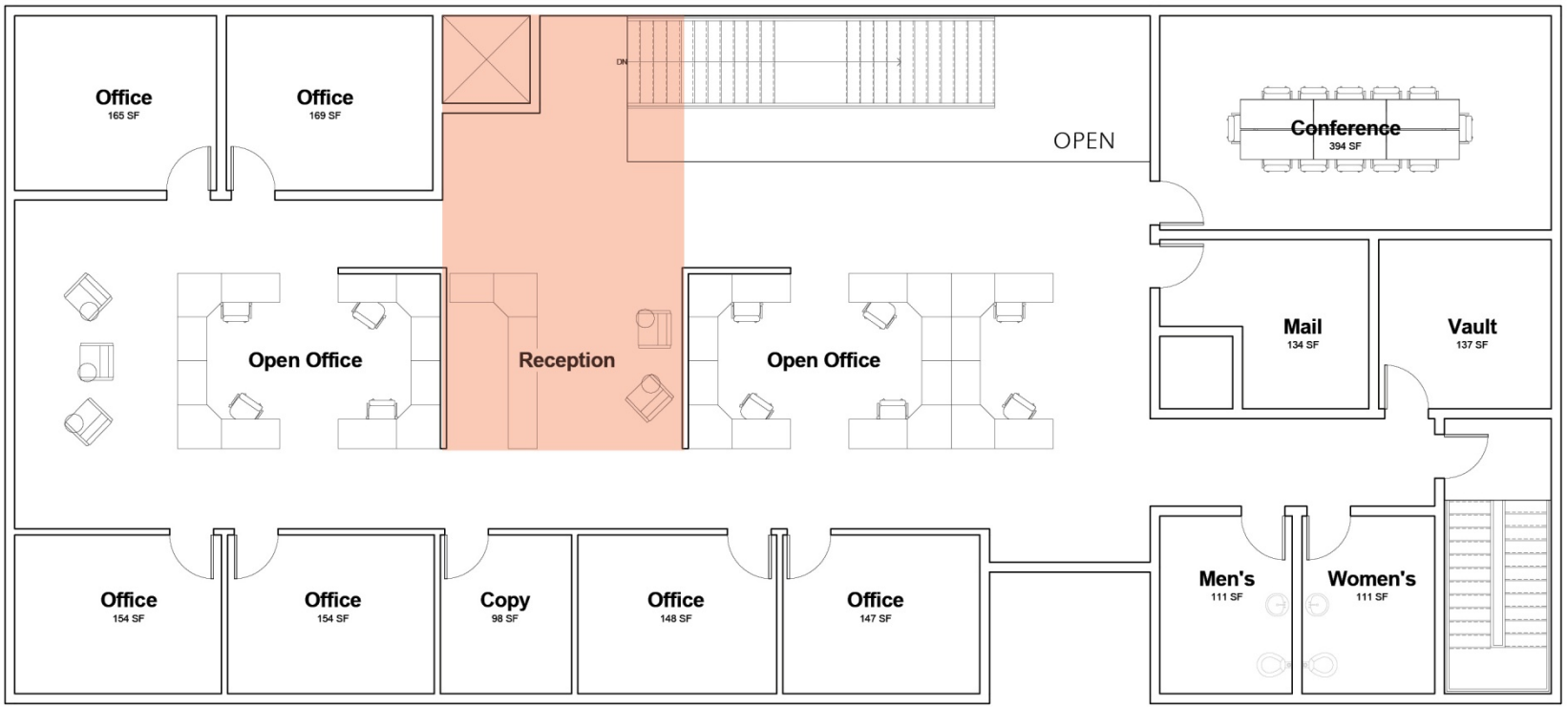
SITE PROGRAM

SRG PARTNERSHIP INC



PLAN - LEVEL 1

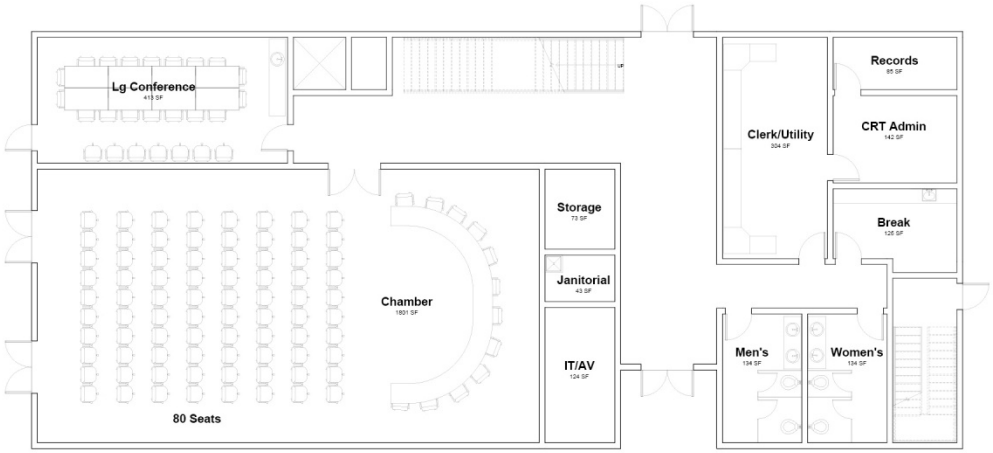
SRG PARTNERSHIP INC



PLAN - LEVEL 2

SRG PARTNERSHIP INC

LEVEL 2 = **4,500 SF**



LEVEL 1 = **4,990 SF**

GROSS AREA **9,490 SF**

AREA

SRG PARTNERSHIP INC

MATERIAL SELECTION

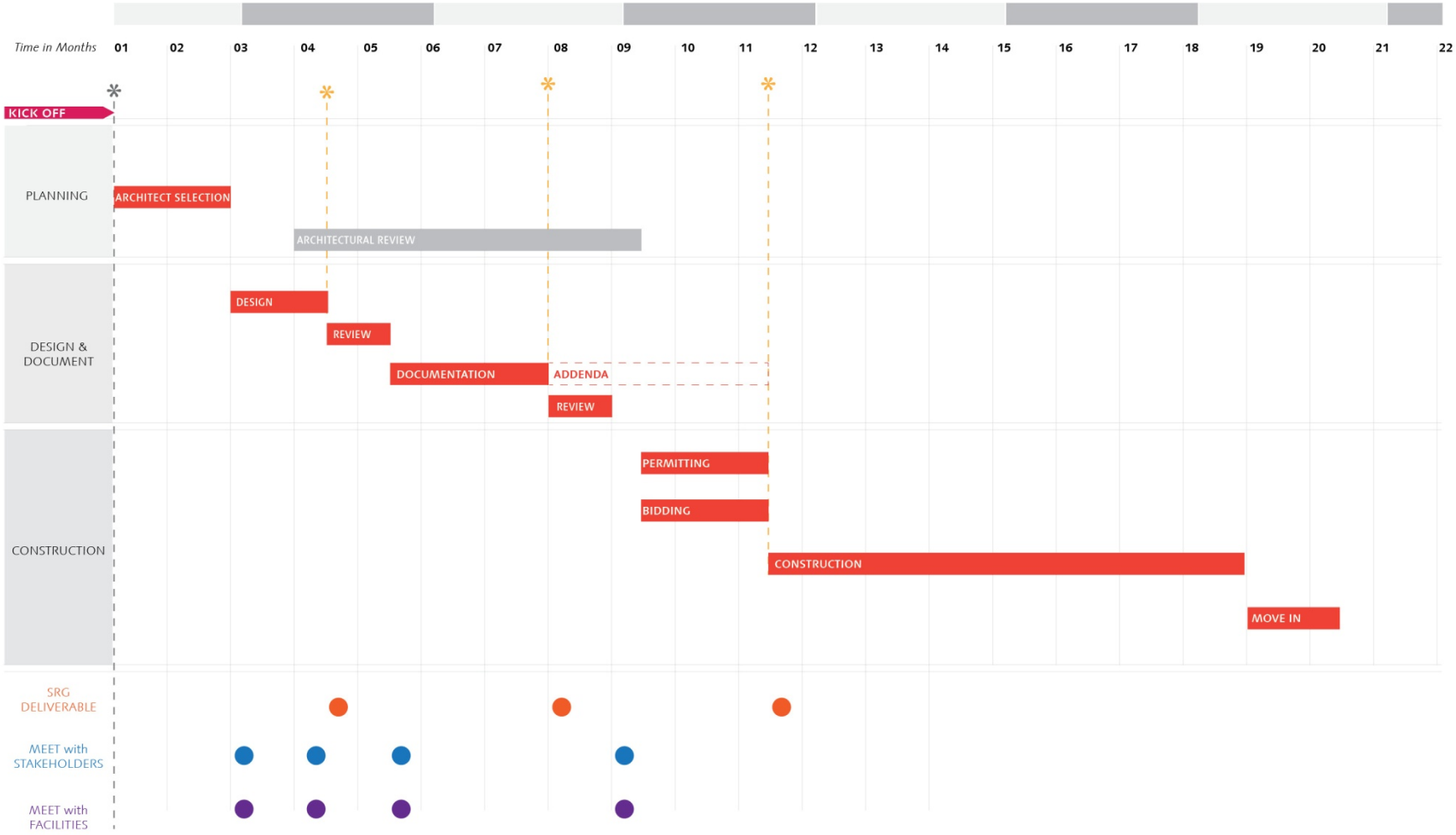
Relevant SRG Projects

1. Bellvue Ctiy Hall
2. Pacific University
3. University of Riverside

INSPIRATION

TUALATIN CITY OFFICE RELOCATION

Conservative Project Schedule

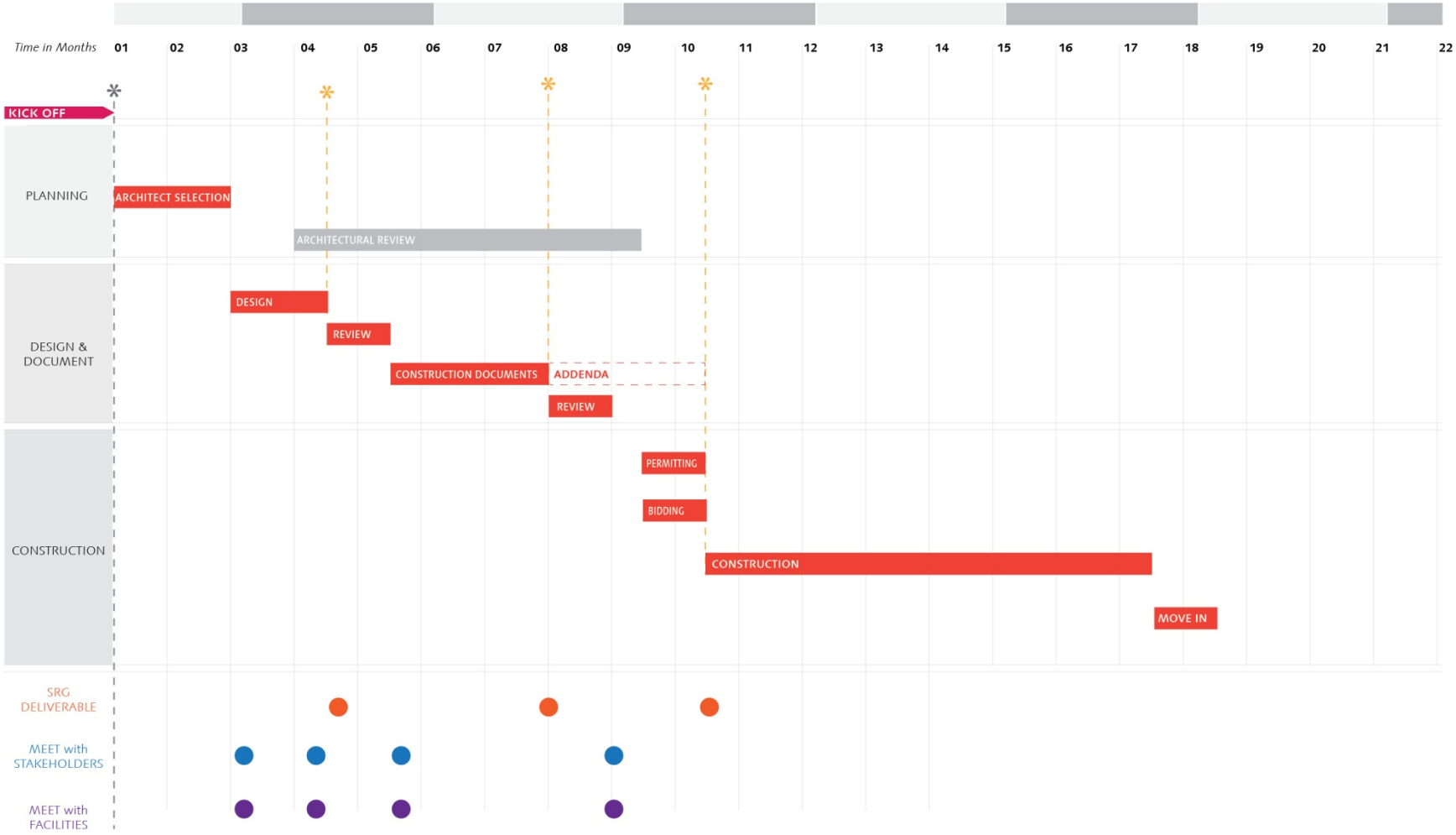


SCHEDULE - CONSTRUCTION

SRG PARTNERSHIP INC

TUALATIN CITY OFFICE RELOCATION

Aggressive Project Schedule



SCHEDULE AGGRESSIVE

SRG PARTNERSHIP INC

Order of Magnitude Development Costs

The Tualatin City Office Relocation comprises of the construction of a new Office and Council Chamber Building for the City of Tualatin. The estimate is conceptual in nature and based on drawings included on page 9 of this report. Where necessary, assumptions and allowances have been made based on industry standards appropriate for the conceptual nature of this feasibility study.

Pricing is based on June 2013 costs. Escalation allowances have been included to reflect a mid point of construction during the 3rd quarter of 2014. A design contingency is also included in the estimate.

Allowance for owner costs is not included in the construction cost and may range from 30% to 40% of construction costs. Items typically included in this allowance are:

- Owner management costs
- Consultant fees (design service fees and reimbursable expenses)
- Site survey and geotechnical investigation
- Furniture and equipment
- Owners construction contingency (change order allowance)
- Hazardous material abatement
- Public Agency fees
- Percent for Art (if applicable)
- Temporary accommodations - Moving expenses
- Contingency on owner cost

Estimated Total Construction Cost **$3,331,750**
(excludes owner cost listed above)

** See appendix for additional cost information*

RENTAL SPACE IN TUALATIN

Rental Space in Tualatin

- Staff examined available rental space in Tualatin:

Building Address	Total Cost Per Year*	Cost Over 5 Years **
Robinson Crossing, 18840 SW Boones Ferry Rd.	$237,250.00	$1,259,592.47
Lakeside Center, 8100 SW Nyberg Rd.	$218,270.00	$1,158,825.07
South Center, 7565-7995 SW Mohawk St.	$175,565.00	$932,098.43
South Place, 19801 SW 72nd Ave.	$194,545.00	$1,032,865.83
Express Plaza, 7401 SW Washoe Ct.	$189,800.00	$1,007,673.98

*Assumes 9,490 square feet
**Assumes annual 3% increase in rent per year
Does NOT include tenant improvement costs
Leasing rates found on loopnet.com

USE OF EXISTING CITY BUILDINGS

Use of Existing City Buildings

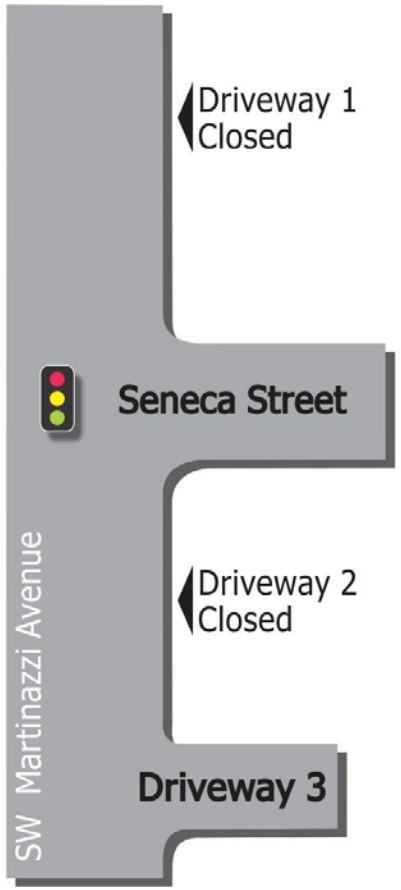
- Staff reviewed several options for relocating services to other City buildings, option below includes the lowest cost impact and minimum service impact:

Function	Relocated To	Potential Impacts
Administration Department	Remain in rented space	Cost over 5 years is approximately $272,000
Finance Department: Finance Division	Operations Training Room Space	•Moving costs and furniture/fixture costs •Loss of meeting space •Displaced City's Emergency Operations Center •Dividing Finance Department functions •Not a sustainable long-term solution
Finance Department: Municipal Court/Utility Billing	City Offices Planning Counter	•Moving costs and furniture/fixture costs •Crowds space in City Offices Building •Loss of meeting space •Divides Finance Department functions •Court staff would need to move staff and files on Court days to off-site location
Court/Council Chambers	Police Department Training Room	•Loss of meeting space •Court and Council meetings would require additional set up time by staff •Loss of live broadcast for Council meetings •Police lose training facility during this time, which is heavily used by the department and other community groups

NO BUILD OPTION

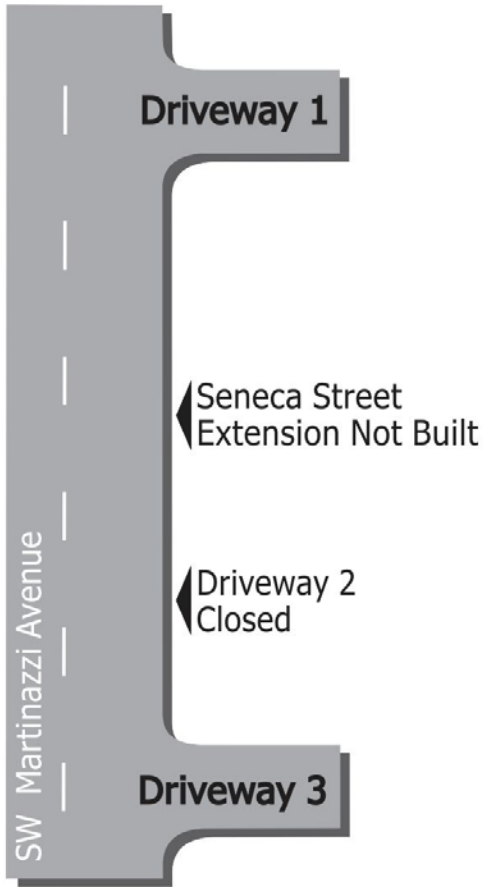

Boones Ferry
SW Boones Ferry Rd
SW Martinazzi Ave
300’
1
75’
Seneca
SW Seneca St
2
230’
3
Nyberg
SW Nyberg St
SW Sherwood Rd

Scenario 1



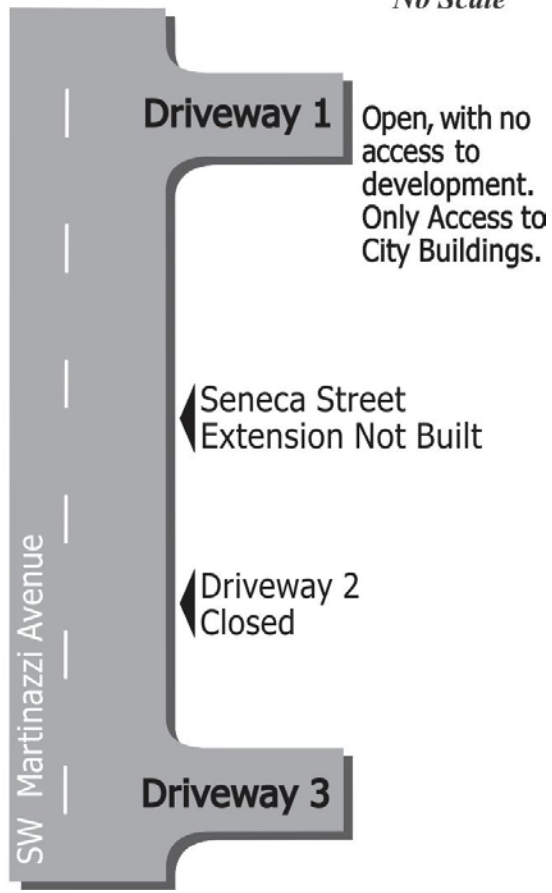
Nyberg St.

Scenario 2



Nyberg St.

Scenario 3



Nyberg St.

No Scale

Activity Levels at Martinazzi Avenue Driveways

- Existing Conditions: 350 to 400 vehicles during busiest hours
- About 40% of traffic use Martinazzi Ave. driveways (the rest uses Nyberg driveways)
- About 300 vehicles use Driveway 1 (Library)
- Proposed Nyberg Rivers Project could add another 150 to 250 vehicles (to all driveways)

Alternative Access Results

Peak Hour Operations	Scenario 1 (Seneca Ext. / Signal)	Scenario 2 (Driveway 1 Connected)	Scenario 3 (Driveway 1 Disconnected)
Do study Intersections operate within standards?	Yes	Yes, except at Martinazzi / Driveway 1	No. Three Martinazzi intersections fall below standards (at Boones Ferry, Dwy. 1, Seneca)
Can driveways adequately serve vehicle queues on-site?	Yes	No. Limited access onto Martinazzi creates major queues during peak hours	No. Limited access onto Martinazzi creates major queues during peak hours
Other Issues	New signal interconnect with Nyberg / Martinazzi intersection needed		Diversion to right-in/right-out onto Boones Ferry congests BFR / Martinazzi

FINANCIAL ANALYSIS

Financial Analysis

Option	Financial Impact	Access	Service Impacts
Relocate on Existing Site – New Construction	•Construction costs = $3,331,750 •Owner's costs = 30% •Total = $4,331,275	Provides good access to City services and the new development.	Provides central campus in downtown Tualatin for City services.
Use of Existing City Facilities	•Moving costs approximately $13,000 •Costs for furniture/fixtures	Public access points for external services would be provided at City Offices and Police Department.	Divides department and central service delivery.
Rental Space	•$175,565 to $237,250 per year •Does not include tenant improvements •Moving costs approximately $13,000	Dependent upon location of rental space.	City services would be separated from a central downtown location. This cost is not sustainable over the long term.
No Build	$0	Not building the road provides poor access to the development site.	Traffic impacts could make it difficult for customers to reach City facilities.

Potential Funding Options

Ongoing Funding Sources	One-Time Funding Sources
Transfers	Central Urban Renewal District (CURD) General Fund Reserve
Seneca Building Lease	CURD Project Funds
Increased Assessed Value	General Fund – Fund Balance
	Potential Grant Funding

Next Steps

- Council discussion and direction to determine next steps
- Appoint a Council Subcommittee to discuss public involvement plan
- Develop public outreach strategy to gather community input

Discussion & Questions

MEMORANDUM
CITY OF TUALATIN

TO: Honorable Mayor and Members of the City Council

THROUGH: Sherilyn Lombos

FROM: Sara Singer, Deputy City Manager

DATE: 07/22/2013

SUBJECT: 2013 Community Survey Results

ISSUE BEFORE THE COUNCIL:

The City of Tualatin contracted with the National Research Center (NRC) to conduct the National Citizen Survey. City staff will present the findings from the survey which was conducted from March through May 2013 for the citizens of Tualatin.

EXECUTIVE SUMMARY:

The City contracted with National Research Center's National Citizen Survey to conduct a statistically valid survey to assess resident opinions about the community and services provided by the City. A survey of this type is conducted every three years. The National Citizen Survey (NCS) was selected for many reasons, including:

- Is is part of a proven performance measurement program used nationwide.
- Over 500 jurisdictions have used this survey.
- The National Research Center has won awards for its citizen surveys and has written numerous books and articles for the International City/County Management Association on effective citizen surveys.
- Tualatin used NCS in 2010 to conduct the community survey, so data can be benchmarked with previous years.
- NCS provides benchmark comparisons to jurisdictions with a population of 40,000 or less so the City can see how it compares to communities of a similar size.
- NCS also offers a non-scientific web survey which opened the opportunity to anyone to rate the City's services.

NCS prepared the final survey reports which are included as attachments and include the results of all survey data collected.

RECOMMENDATION:

Staff recommends that the City Council receive the report and provide additional direction.

Attachments: Attachment A: Final Report
Attachment B: Benchmark Report

Attachment C: Demographic Subgroup Comparisons
Attachment D: Geographic Subgroup Comparisons
Attachment E: Supplemental Web Results
Attachment F: Presentation to City Council

The National Citizen Survey™

CITY OF TUALATIN, OR
2013

NATIONAL RESEARCH CENTER INC.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

ICMA
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

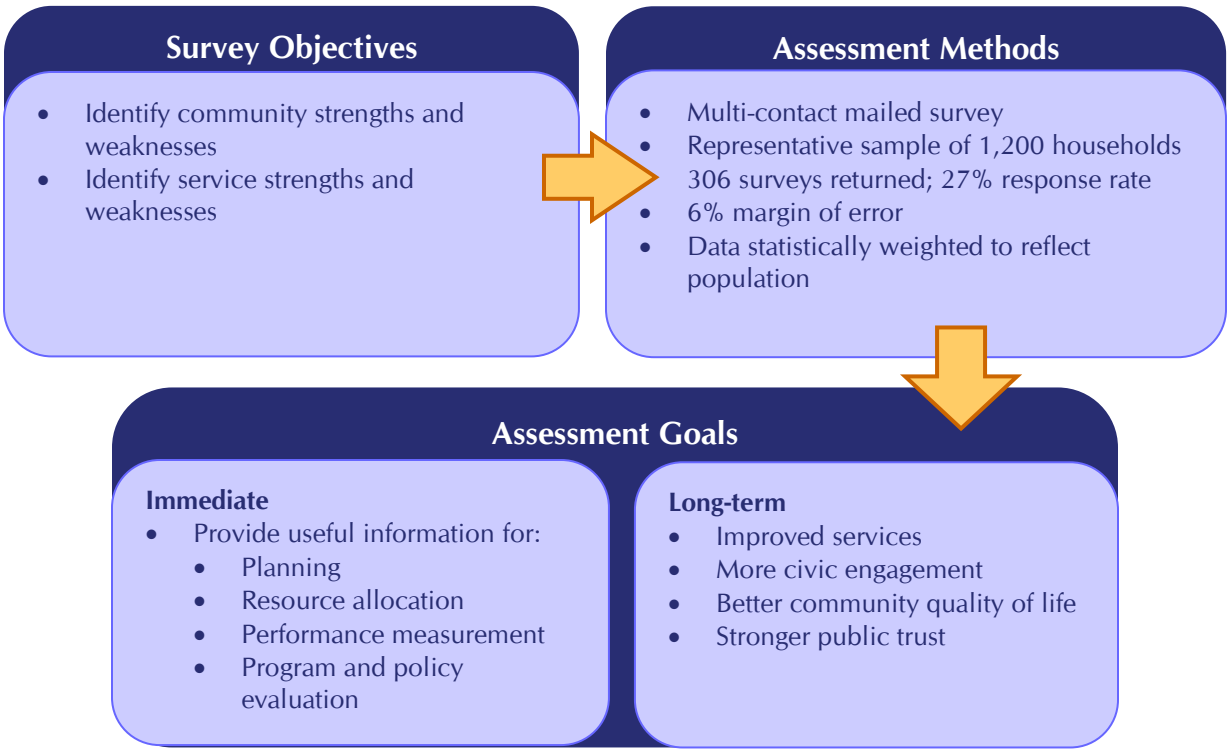
Contents

Survey Background

About The National Citizen Survey™

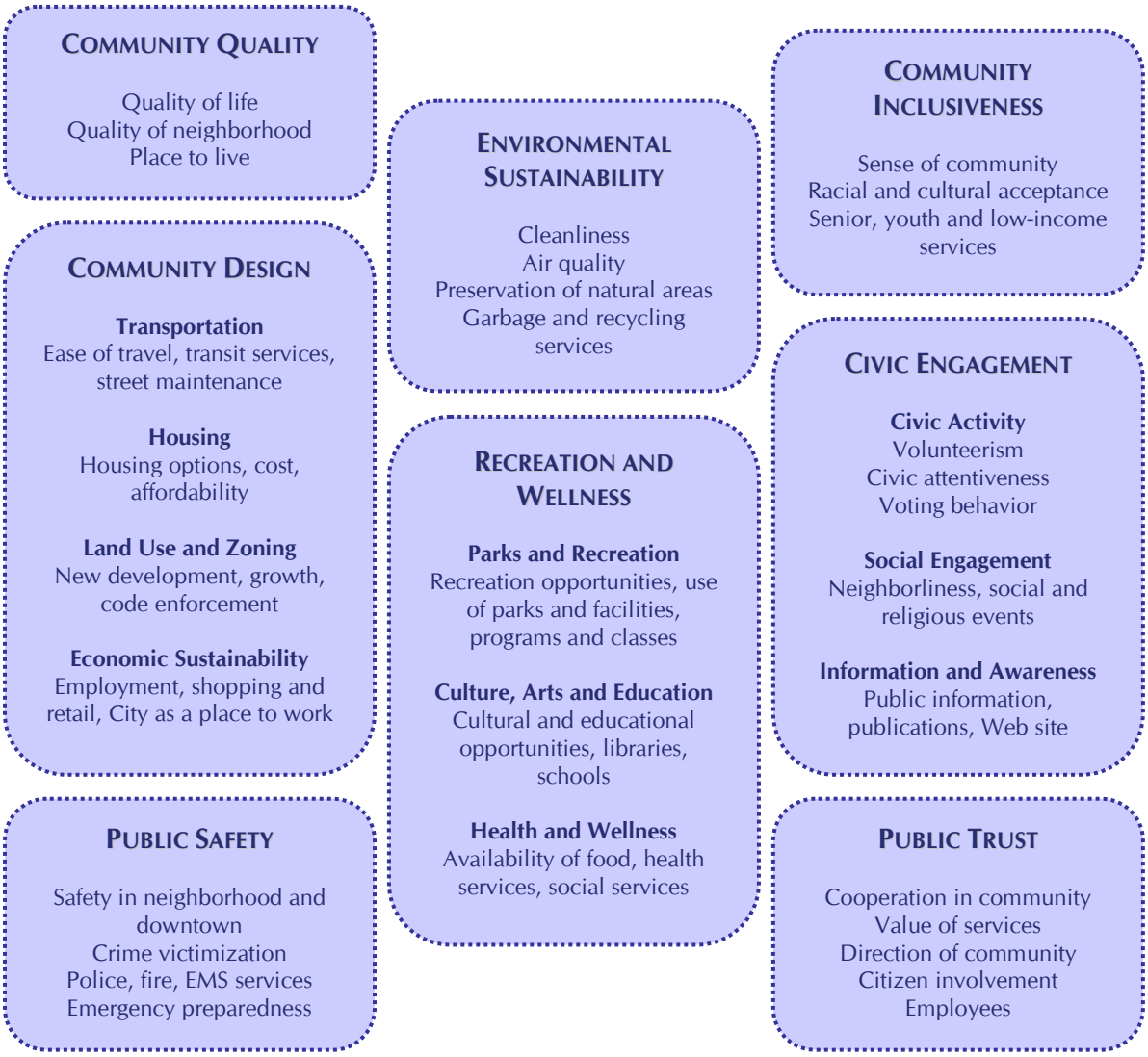
The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

Figure 1: The National Citizen Survey™ Methods and Goals



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 306 completed surveys were obtained, providing an overall response rate of 27%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Tualatin was developed in close cooperation with local jurisdiction staff. Tualatin staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. City of Tualatin staff also augmented The National Citizen Survey™ basic service through a variety of options including a custom set of benchmark comparisons, geographic and demographic crosstabulations of results, the option to complete the survey online and several custom questions.

Understanding the Results

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the City of Tualatin Survey (306 completed surveys) is plus or minus six percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 54-66% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Tualatin, but from City of Tualatin services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than eight percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Tualatin chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions with populations 15,000 to 40,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Tualatin survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of Tualatin results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Tualatin's rating to the benchmark.

"Don't Know" Responses and Rounding

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

Executive Summary

This report of the City of Tualatin survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the City of Tualatin and believed the City was a good place to live. The overall quality of life in the City of Tualatin was rated as "excellent" or "good" by 83% of respondents. Almost all reported they plan on staying in the City of Tualatin for the next five years.

A variety of characteristics of the community were evaluated by those participating in the study. The two characteristics receiving the most favorable ratings were cleanliness of Tualatin and quality of the overall natural environment. The two characteristics receiving the least positive ratings were traffic flow on major streets and ease of bus travel in Tualatin.

Ratings of community characteristics were compared to the benchmark database. Of the 32 characteristics for which comparisons were available, 15 were above the national benchmark comparison, 12 were similar to the national benchmark comparison and five were below.

Residents in the City of Tualatin were somewhat civically engaged. While only 19% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 91% had provided help to a friend or neighbor. Less than half had volunteered their time to some group or activity in the City of Tualatin, which was lower than the benchmark.

In general, survey respondents demonstrated strong trust in local government. A majority rated the overall direction being taken by the City of Tualatin as "good" or "excellent." This was much higher than the benchmark. Those residents who had interacted with an employee of the City of Tualatin in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as "excellent" or "good."

On average, residents gave generally favorable ratings to most local government services. City services rated were able to be compared to the benchmark database. Of the 38 services for which comparisons were available, 31 were above the benchmark comparison, five were similar to the benchmark comparison and two were below.

Respondents were asked to rate how frequently they participated in various activities in Tualatin. The most popular activities included reading the Tualatin Newsletter and recycling used paper, cans or bottles; while the least popular activities were participating in a club or civic group and attending a local public meeting. Participation rates in the various activities in the community were varied when compared to other communities.

A Key Driver Analysis was conducted for the City of Tualatin which examined the relationships between ratings of each service and ratings of the City of Tualatin's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Tualatin can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- City parks
- Health services
- Storm drainage
- Traffic enforcement

For all services, the City of Tualatin was above the benchmark and should continue to ensure high quality performance.

Community Ratings

Overall Community Quality

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Tualatin – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents' commitment to the City of Tualatin. Residents were asked whether they planned to move soon or if they would recommend the City of Tualatin to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Tualatin offers services and amenities that work.

Most of the City of Tualatin's residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years. Ratings remained stable over time.

Figure 3: Ratings of Overall Community Quality by Year

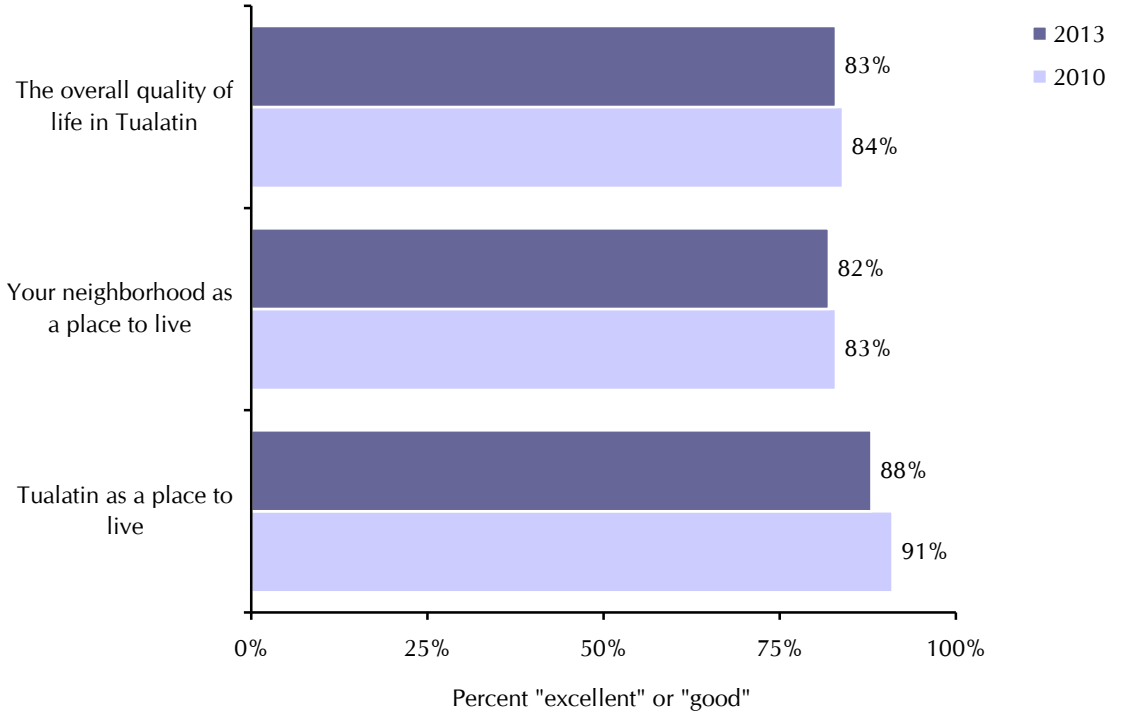


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

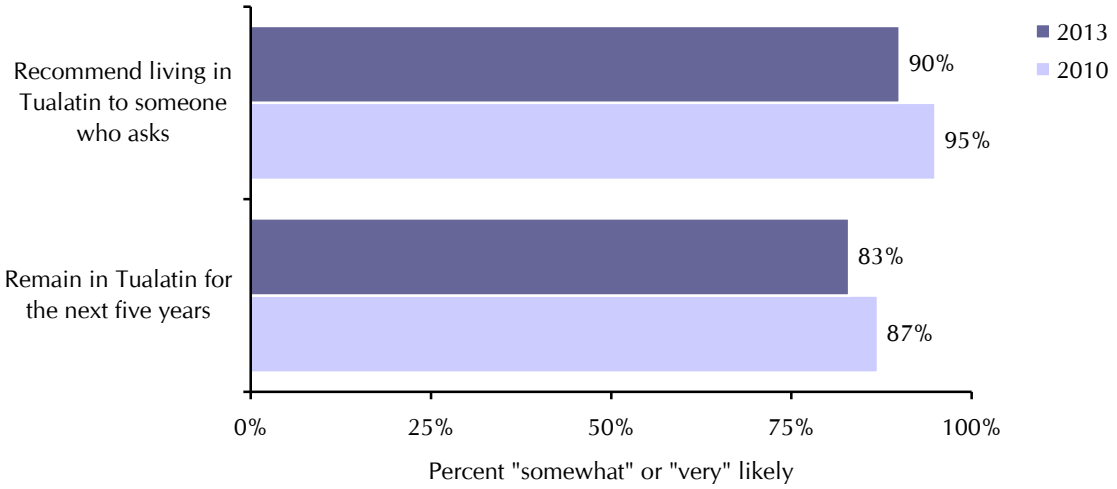


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Overall quality of life in Tualatin	Similar	Similar
Your neighborhood as place to live	Similar	Similar
Tualatin as a place to live	Similar	Similar
Recommend living in Tualatin to someone who asks	Similar	Similar
Remain in Tualatin for the next five years	Similar	Below

Community Design

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of seven aspects of mobility to rate on a scale of "excellent," "good," "fair" and "poor." Ease of walking in Tualatin was given the most positive rating, followed by availability of paths and walking trails and both were rated above the national benchmark comparison. The rating for ease of car travel increased compared to 2010 ratings, while the rating for ease of bus travel decreased.

Figure 6: Ratings of Transportation in Community by Year

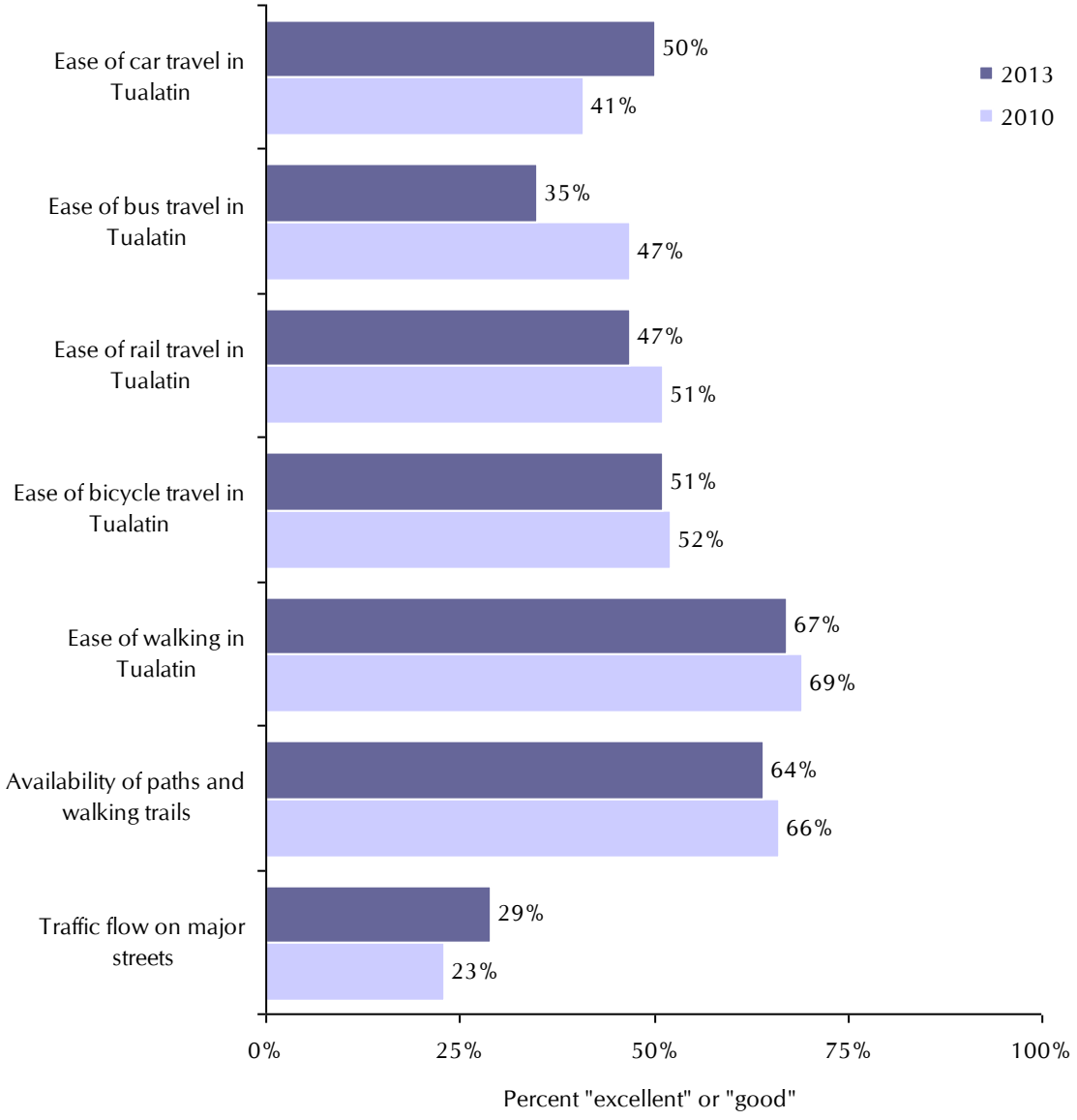


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Ease of car travel in Tualatin	Below	Much below
Ease of bus travel in Tualatin	Much below	Much below
Ease of rail travel in Tualatin	Below	Not available
Ease of bicycle travel in Tualatin	Similar	Similar
Ease of walking in Tualatin	Above	Above
Availability of paths and walking trails	Above	Above
Traffic flow on major streets	Much below	Much below

Eight transportation services were rated in Tualatin. As compared to most communities across America, ratings tended to be a mix of positive and negative. Five were above the national benchmark, one was below the national benchmark and two were similar to the national benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

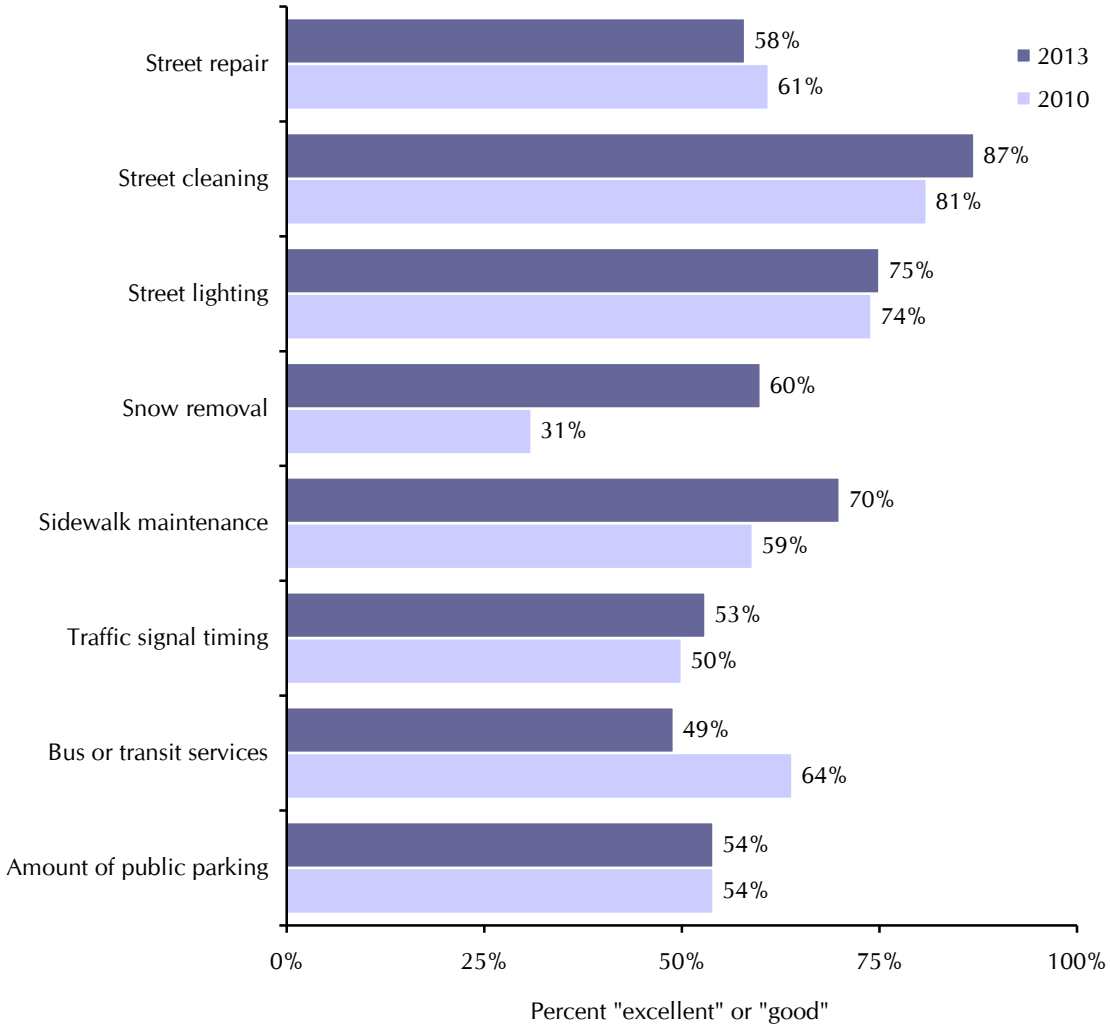


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Street repair	Much above	Above
Street cleaning	Much above	Much above
Street lighting	Much above	Much above
Snow removal	Similar	Similar
Sidewalk maintenance	Much above	Above
Traffic signal timing	Similar	Similar
Bus or transit services	Below	Below
Amount of public parking	Above	Similar

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

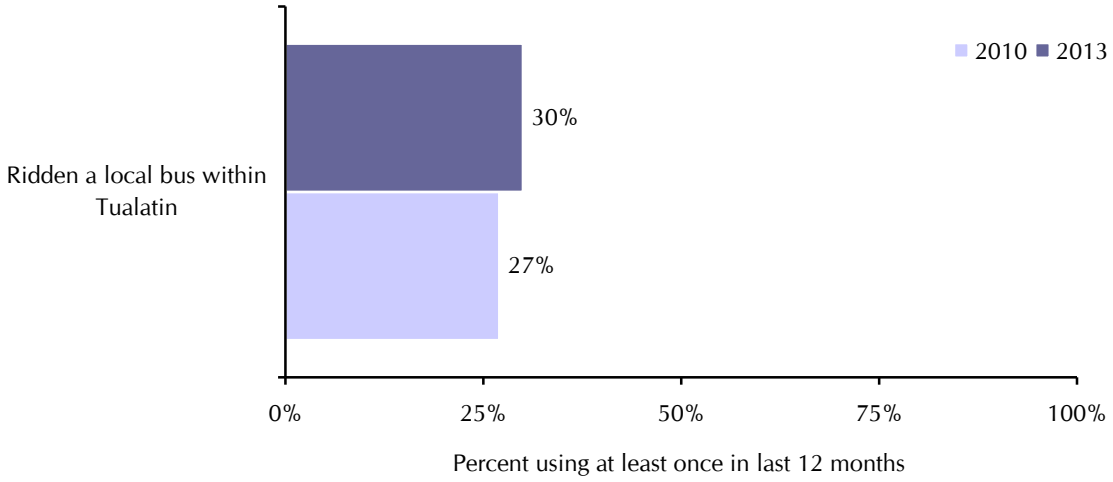


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Ridden a local bus within Tualatin	Much more	Much more

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

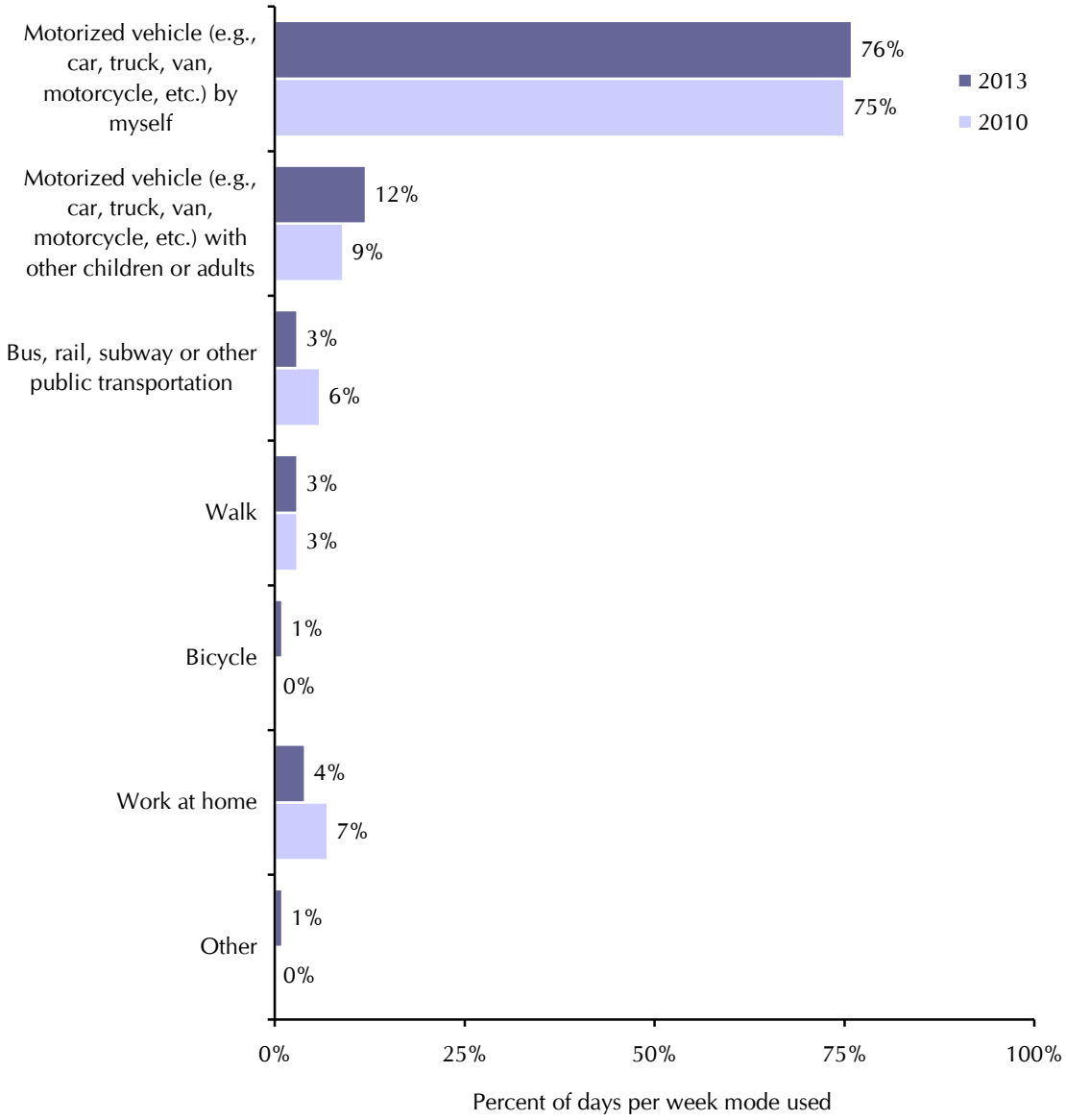


FIGURE 13: DRIVE ALONE BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Average percent of work commute trips made by driving alone	Similar	Similar

Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Tualatin residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as "excellent" or "good" by 45% of respondents, while the variety of housing options was rated as "excellent" or "good" by 62% of respondents. The rating of perceived affordable housing availability was similar in the City of Tualatin than the ratings, on average, in comparison jurisdictions. Ratings remained stable over time.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY BY YEAR

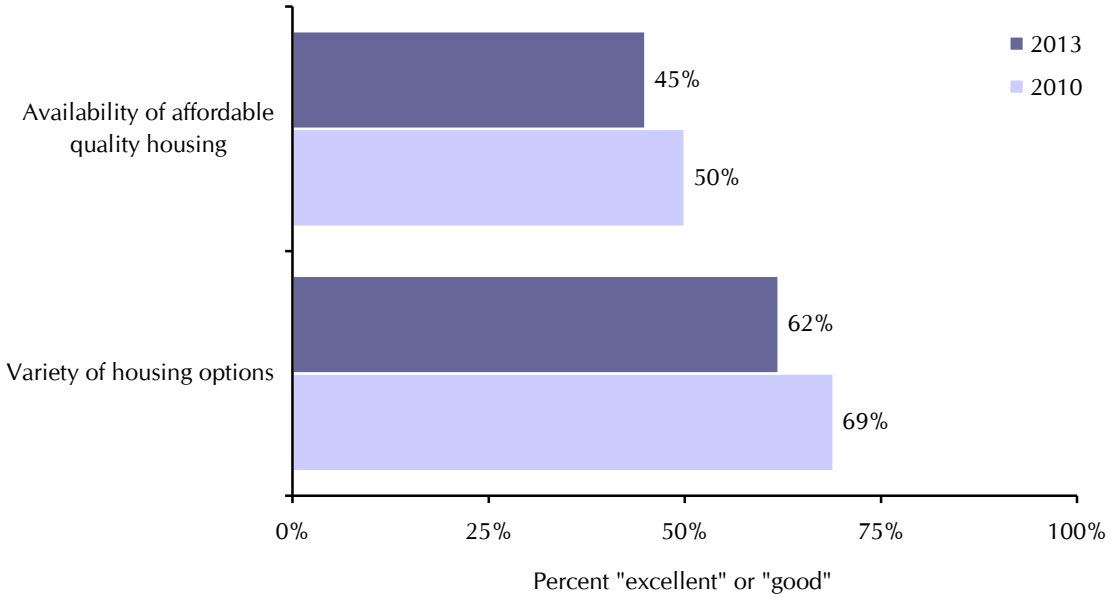


FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Availability of affordable quality housing	Similar	Similar
Variety of housing options	Similar	Similar

To augment the perceptions of affordable housing in Tualatin, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of Tualatin experiencing housing cost stress. About 30% of survey participants were found to pay housing costs of more than 30% of their monthly household income which is a lower rating compared to the 2010 survey.

FIGURE 16: PROPORTION OF RESPONDENTS EXPERIENCING HOUSING COST STRESS

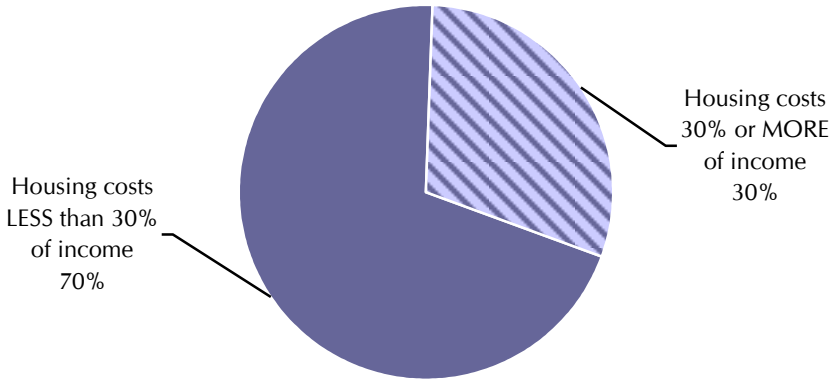


FIGURE 17: PROPORTION OF RESPONDENTS EXPERIENCING HOUSING COST STRESS BY YEAR

	2013	2010
Housing costs 30% or more of income	30%	41%
Percent of respondents		

FIGURE 18: HOUSING COSTS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Experiencing housing costs stress (housing costs 30% or MORE of income)	Less	Similar

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of Tualatin and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of Tualatin was rated as "excellent" or "good" by 69% of respondents. The overall appearance of Tualatin was rated as "excellent" or "good" by 79% of respondents and was higher than the national and custom benchmarks. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Tualatin, 1% thought they were a "major" problem. The services of land use, planning and zoning, code enforcement and animal control were rated above the national benchmark. The rating for animal control increased compared to the 2010 survey while all other ratings remained stable over time.

FIGURE 19: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

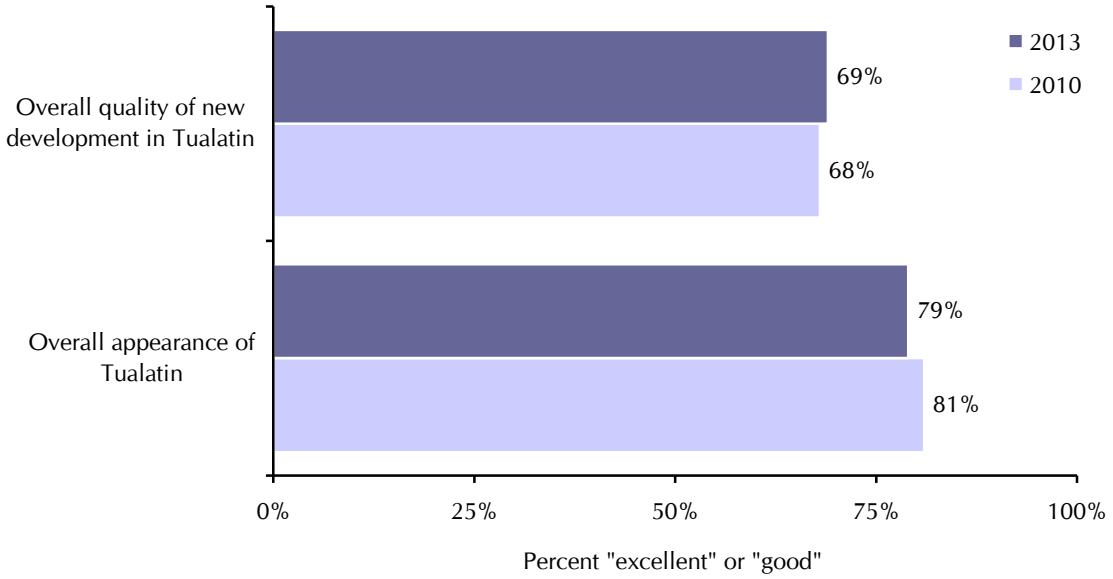


FIGURE 20: BUILT ENVIRONMENT BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Quality of new development in Tualatin	Above	Above
Overall appearance of Tualatin	Above	Above

FIGURE 21: RATINGS OF POPULATION GROWTH BY YEAR

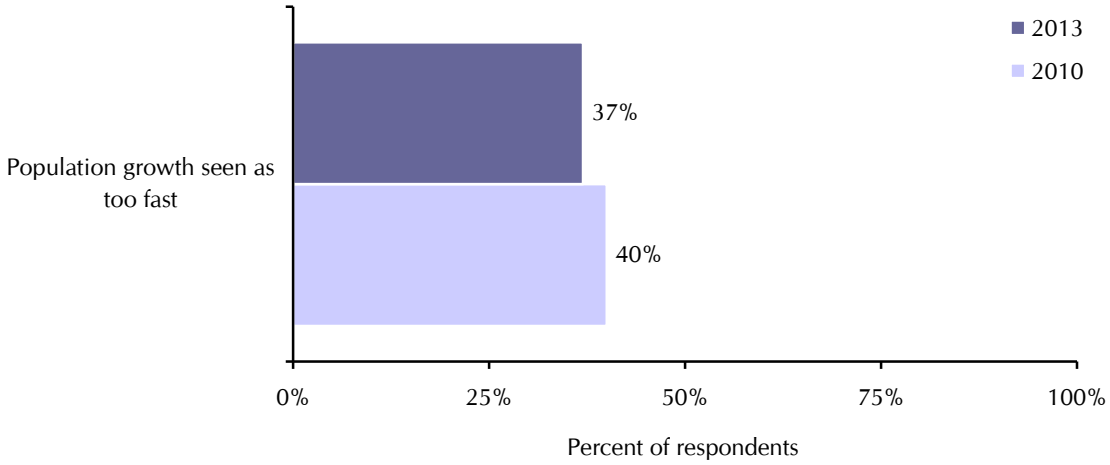


FIGURE 22: POPULATION GROWTH BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Population growth seen as too fast	Similar	Less

FIGURE 23: RATINGS OF NUISANCE PROBLEMS BY YEAR

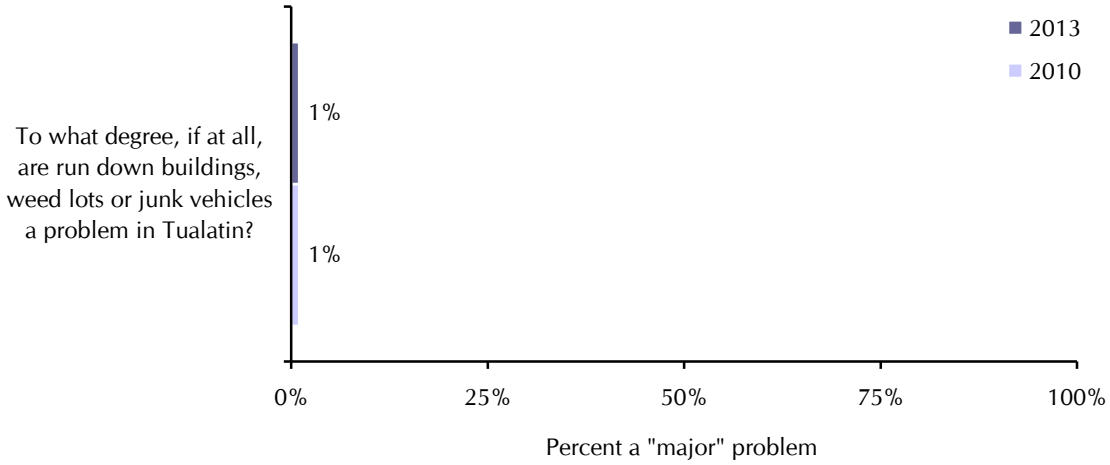


FIGURE 24: NUISANCE PROBLEMS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Much less	Much less

FIGURE 25: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

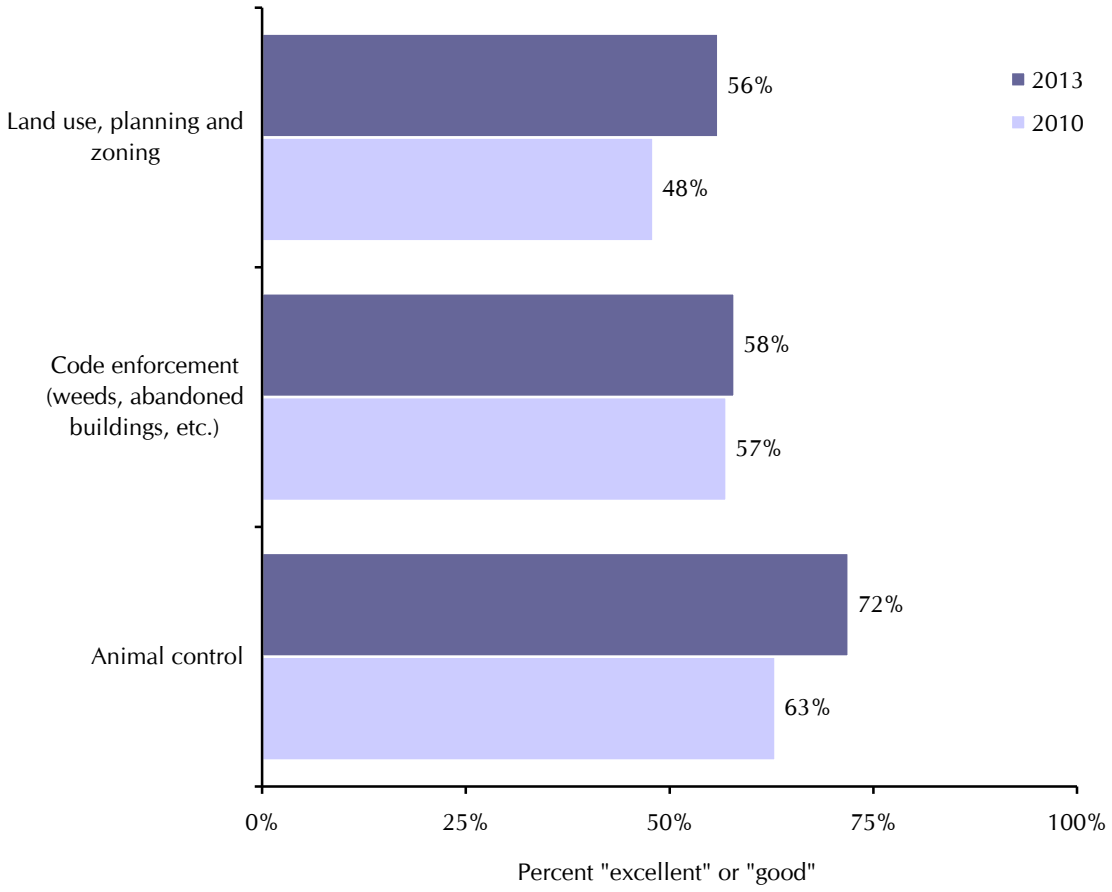


FIGURE 26: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Land use, planning and zoning	Above	Similar
Code enforcement (weeds, abandoned buildings, etc.)	Above	Above
Animal control	Above	Similar

Economic Sustainability

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were overall quality of business and service establishments and Tualatin as a place to work. Receiving the lowest rating were employment opportunities, however this rating increased when compared to the 2010 survey results and was much above the national and custom benchmarks.

Figure 27: Ratings of Economic Sustainability and Opportunities by Year

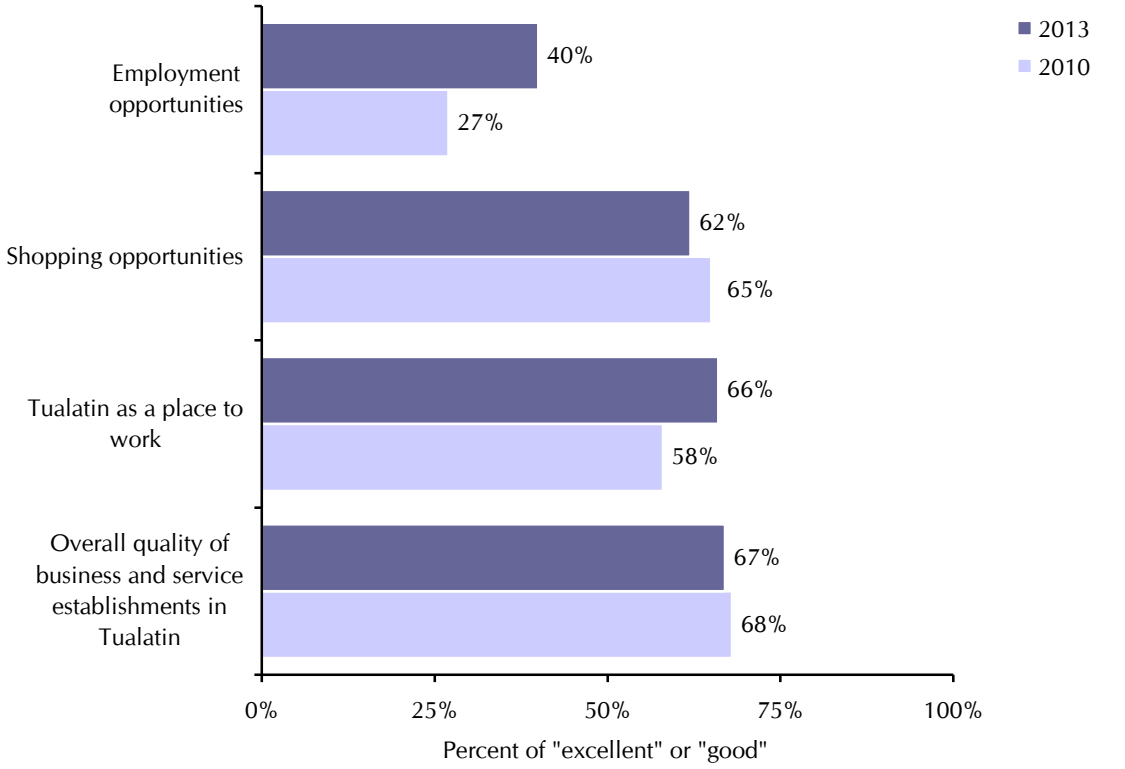


Figure 28: Economic Sustainability and Opportunities Benchmarks

	National comparison	Populations 15,000 to 40,000 comparison
Employment opportunities	Much above	Much above
Shopping opportunities	Above	Above
Tualatin as a place to work	Much above	Much above
Overall quality of business and service establishments in Tualatin	Similar	Similar

Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from "much too slow" to "much too fast." When asked about the rate of jobs growth in Tualatin, 70% responded that it was "too slow," while 31% reported retail growth as "too slow." Fewer residents in Tualatin compared to other jurisdictions believed that retail growth was too slow and fewer residents believed that jobs growth was too slow.

FIGURE 29: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

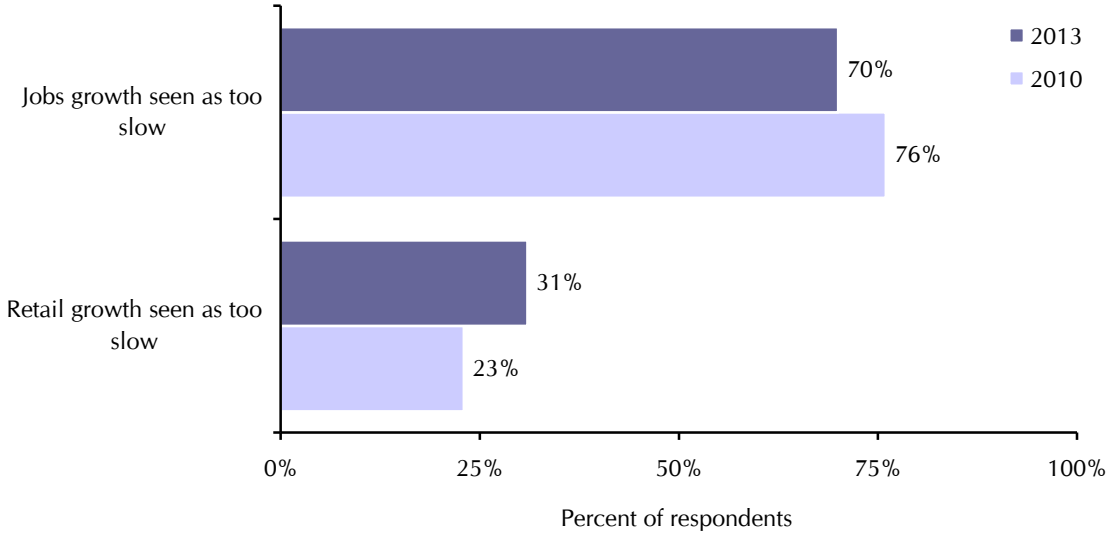


FIGURE 30: RETAIL AND JOB GROWTH BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Retail growth seen as too slow	Much less	Much less
Jobs growth seen as too slow	Less	Less

FIGURE 31: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

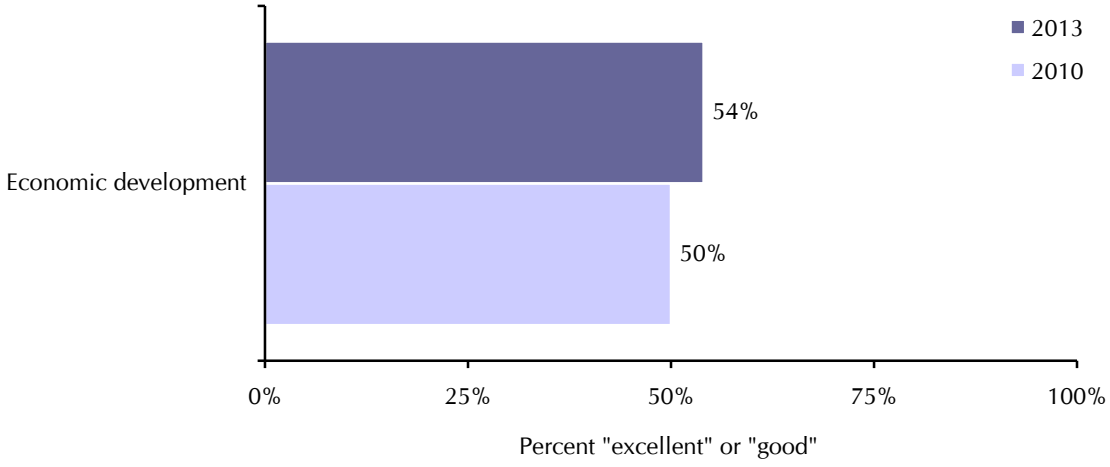


FIGURE 32: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Economic development	Above	Similar

Residents were asked to reflect on their economic prospects in the near term. Twenty-three percent of the City of Tualatin residents expected that the coming six months would have a "somewhat" or "very" positive impact on their family. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 33: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

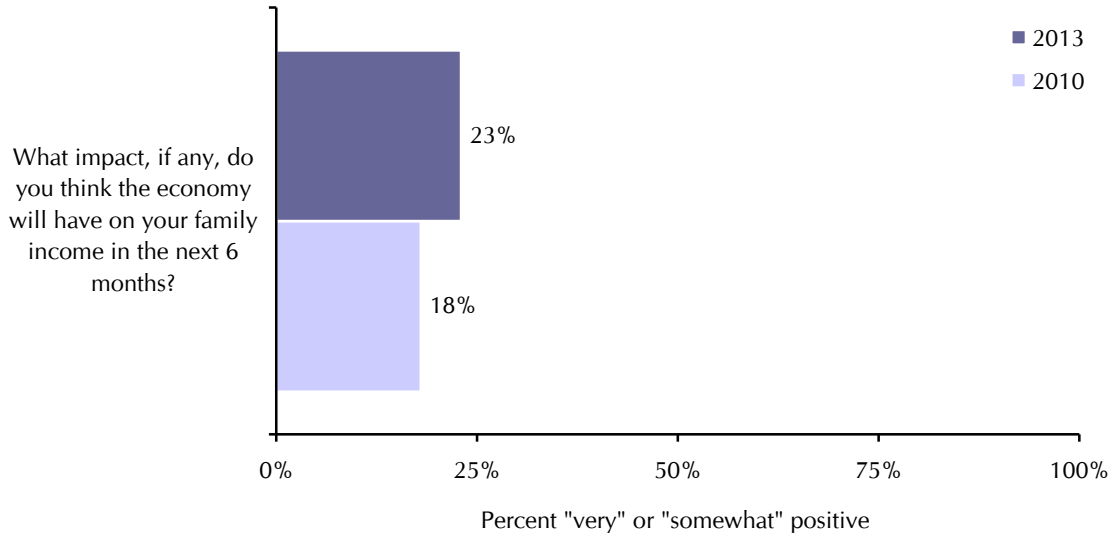


FIGURE 34: PERSONAL ECONOMIC FUTURE BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Positive impact of economy on household income	Similar	Similar

Public Safety

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Most gave positive ratings of safety in the City of Tualatin. About 87% of those completing the questionnaire said they felt "very" or "somewhat" safe from violent crimes and 84% felt "very" or "somewhat" safe from environmental hazards. Daytime sense of safety was better than nighttime safety. Ratings remained constant over time.

Figure 35: Ratings of Community and Personal Public Safety by Year

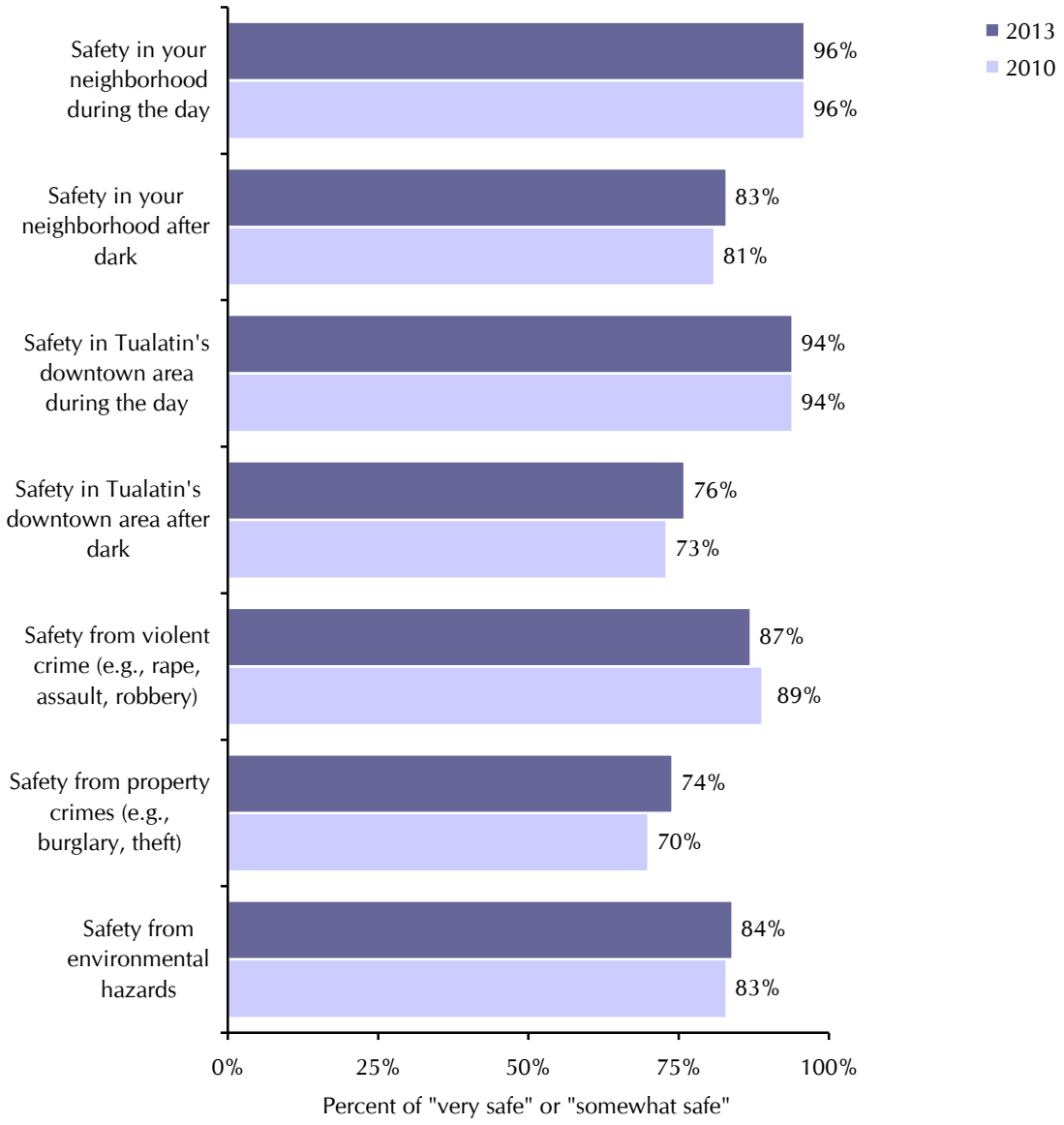


FIGURE 36: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
In your neighborhood during the day	Above	Similar
In your neighborhood after dark	Above	Above
In Tualatin's downtown area during the day	Above	Similar
In Tualatin's downtown area after dark	Much above	Above
Violent crime (e.g., rape, assault, robbery)	Much above	Much above
Property crimes (e.g., burglary, theft)	Much above	Above
Environmental hazards, including toxic waste	Above	Above

As assessed by the survey, 11% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 63% had reported it to police. Compared to other jurisdictions about the same percent of Tualatin residents had been victims of crime in the 12 months preceding the survey and fewer Tualatin residents had reported their most recent crime victimization to the police.

FIGURE 37: CRIME VICTIMIZATION AND REPORTING BY YEAR

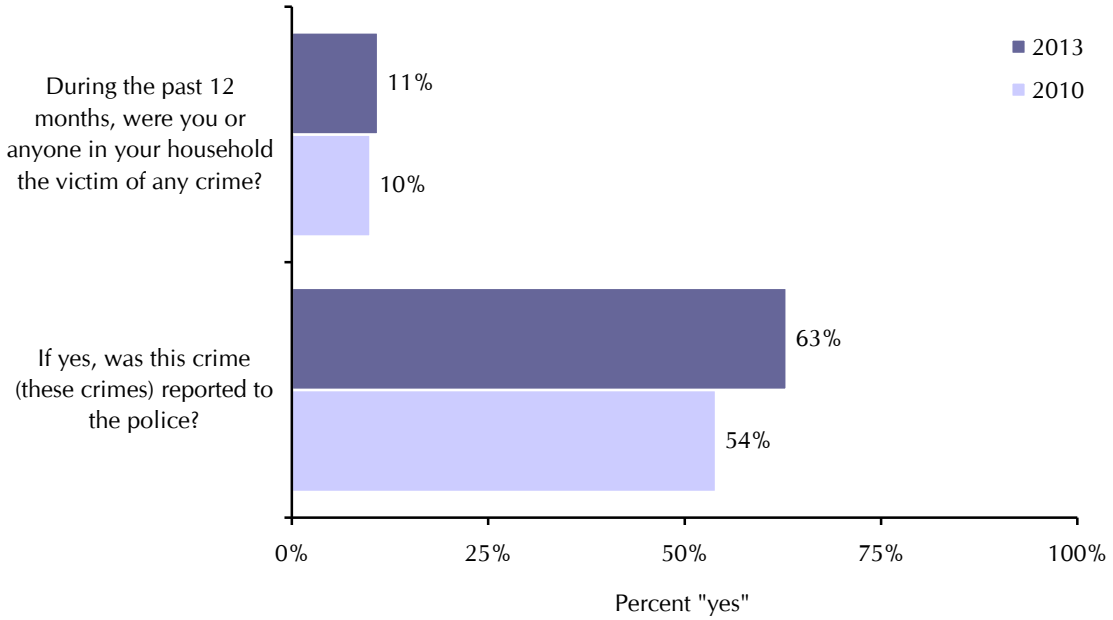


FIGURE 38: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Victim of crime	Similar	Similar
Reported crimes	Much less	Much less

Residents rated eight City public safety services; of these, five were rated above the national benchmark comparison, two were rated similar to the national benchmark comparison and one was rated below the national benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while emergency preparedness and traffic enforcement received the lowest ratings. All were rated similar compared to previous years.

FIGURE 39: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

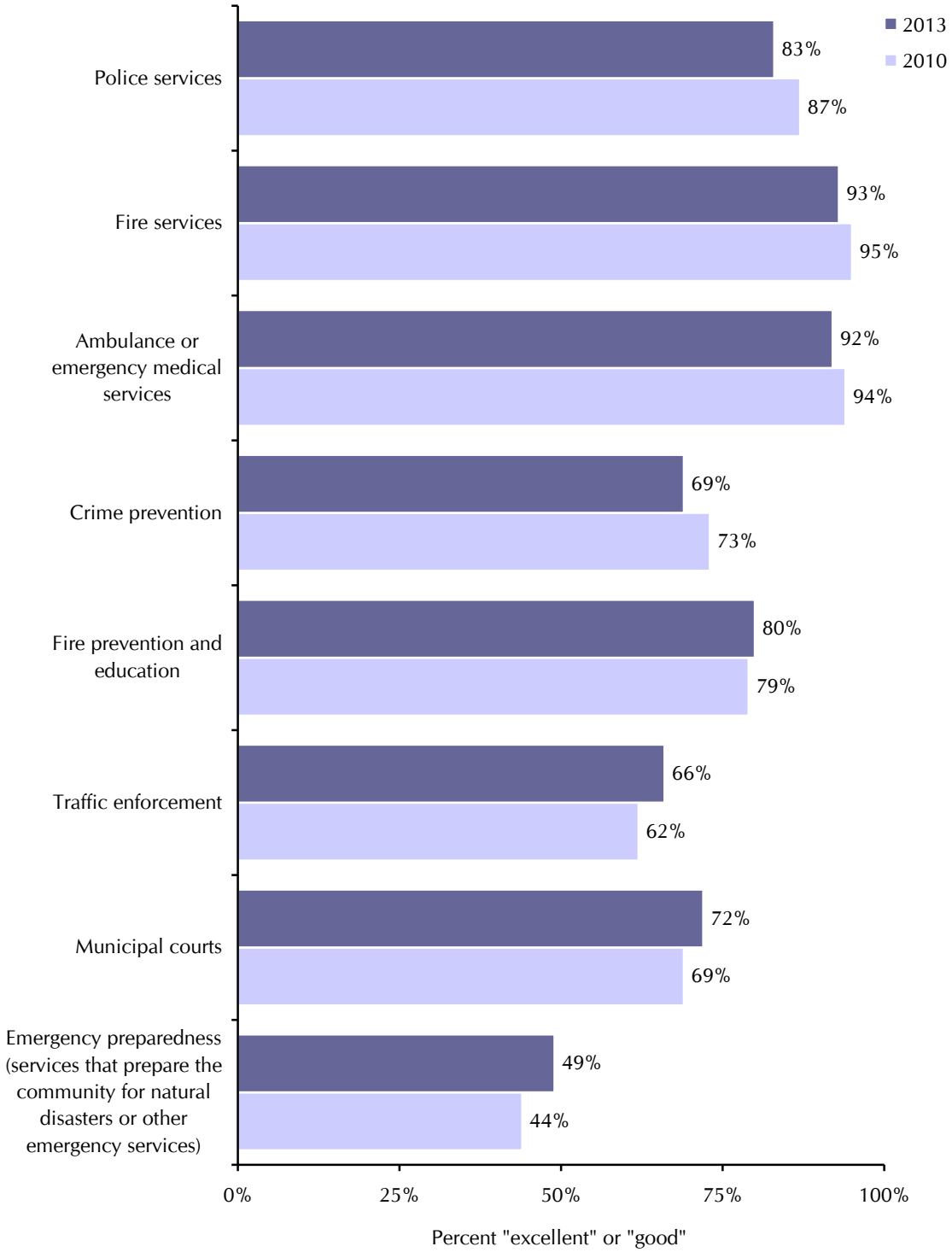
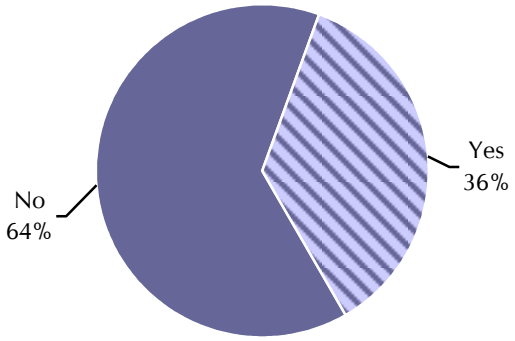


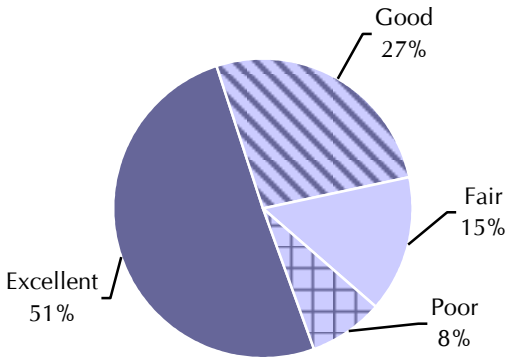
FIGURE 40: PUBLIC SAFETY SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Police services	Above	Similar
Fire services	Above	Above
Ambulance or emergency medical services	Above	Similar
Crime prevention	Above	Similar
Fire prevention and education	Similar	Similar
Traffic enforcement	Similar	Similar
Courts	Much above	Above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Below	Much below

FIGURE 41: CONTACT WITH POLICE DEPARTMENT

Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?





What was your overall impression of your most recent contact with the City of Tualatin Police Department?

FIGURE 42: CONTACT WITH POLICE DEPARTMENT BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Had contact with the City of Tualatin Police Department	Similar	Similar
Overall impression of most recent contact with the City of Tualatin Police Department	Above	Similar

Environmental Sustainability

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going "Green". These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the City of Tualatin were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as "excellent" or "good" by 87% of survey respondents and was much above the national and custom benchmarks. Ratings remained stable over time.

Figure 43: Ratings of the Community's Natural Environment by Year

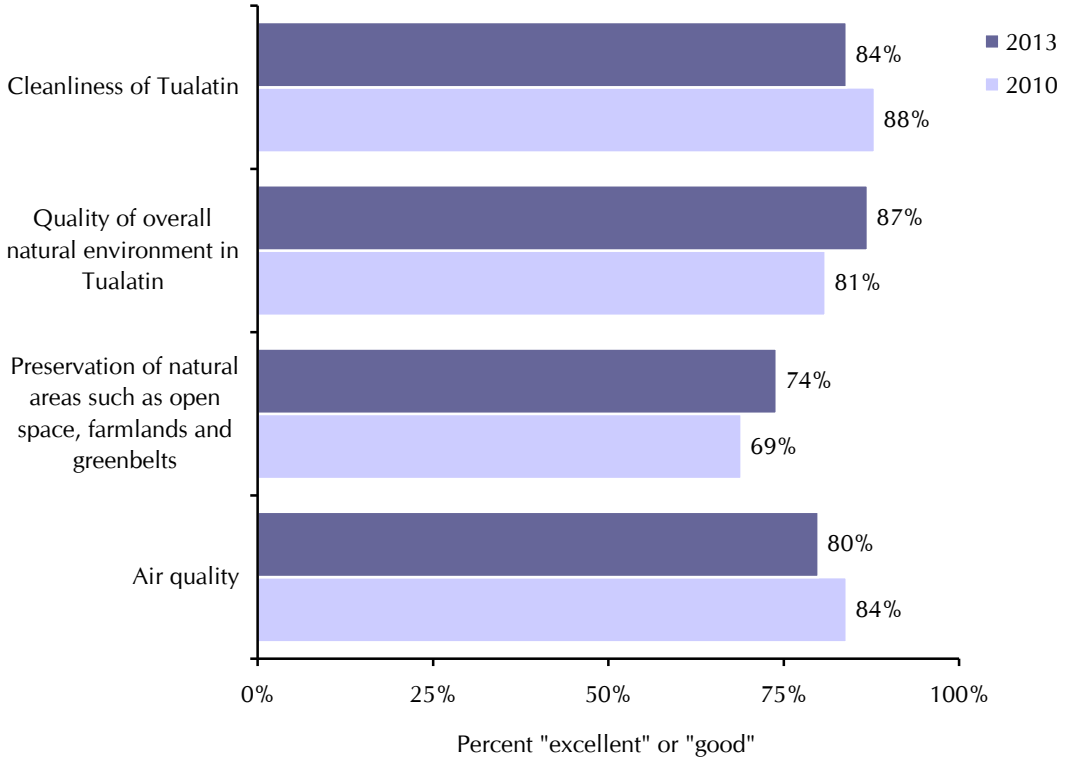


Figure 44: Community Environment Benchmarks

	National comparison	Populations 15,000 to 40,000 comparison
Cleanliness of Tualatin	Much above	Above
Quality of overall natural environment in Tualatin	Much above	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	Much above	Much above
Air quality	Above	Above

Resident recycling was greater than recycling reported in comparison communities and has remained stable compared to the 2010 rating.

FIGURE 45: FREQUENCY OF RECYCLING IN LAST 12 MONTHS BY YEAR

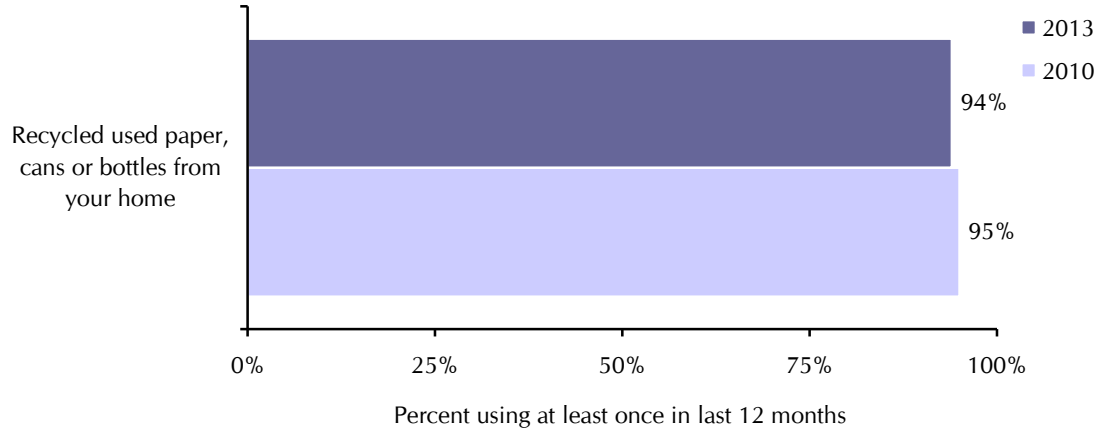


FIGURE 46: FREQUENCY OF RECYCLING BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Recycled used paper, cans or bottles from your home	Much more	Much more

Of the seven utility services rated by those completing the questionnaire, all were higher than the national and custom benchmark comparisons. These service ratings trends were stable when compared to past surveys.

FIGURE 47: RATINGS OF UTILITY SERVICES BY YEAR

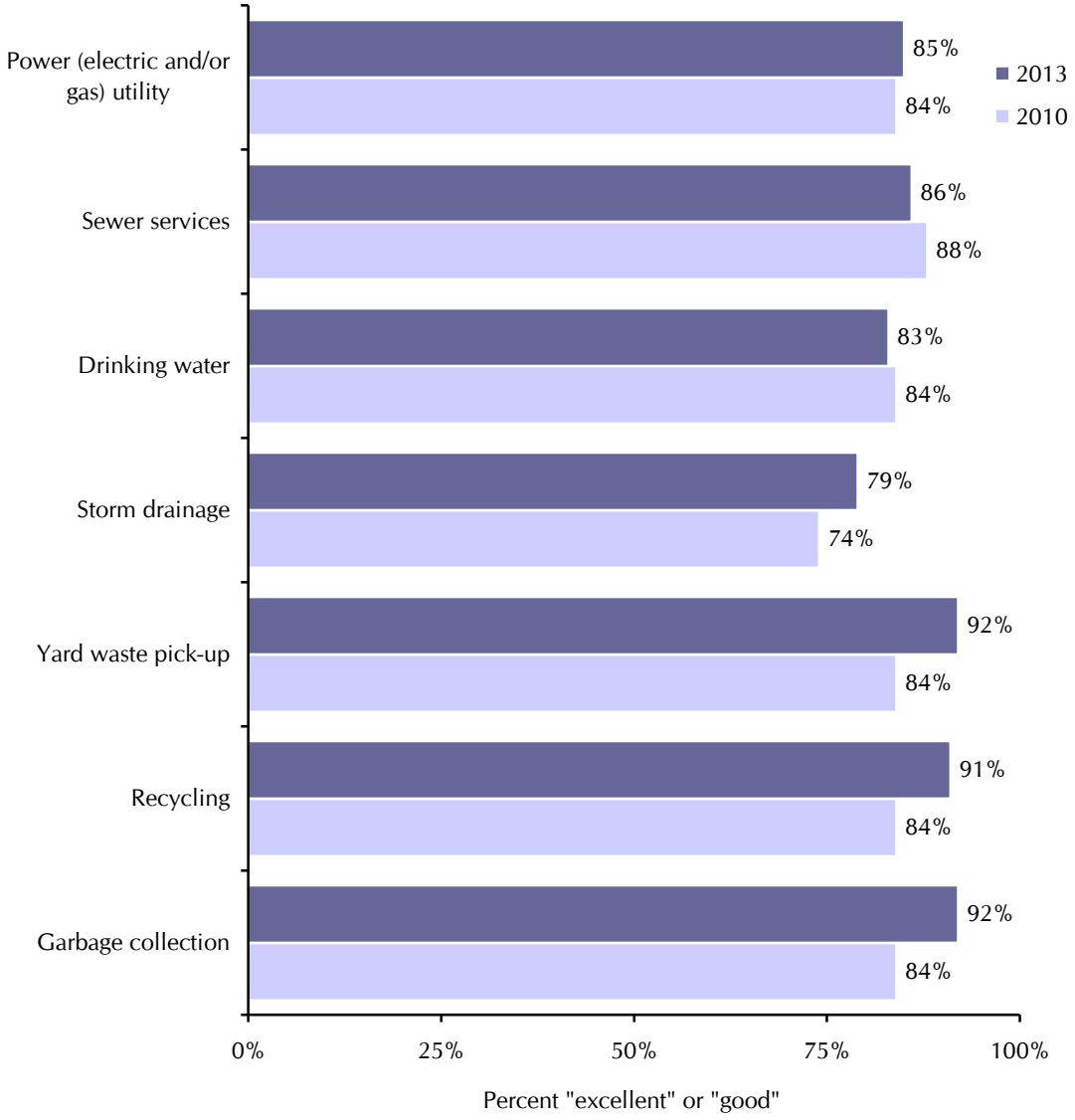


FIGURE 48: UTILITY SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Power (electric and/or gas) utility	Above	Above
Sewer services	Much above	Above
Drinking water	Much above	Much above
Storm drainage	Much above	Much above
Yard waste pick-up	Much above	Much above
Recycling	Much above	Much above
Garbage collection	Above	Above

Recreation and Wellness

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of Tualatin were rated somewhat positively as were services related to parks and recreation. City parks and recreation programs or classes were rated higher than the national and custom benchmarks while recreation centers or facilities were similar to the national and custom benchmarks. Parks and recreation ratings have varied over time.

Resident use of Tualatin parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Tualatin community centers was smaller than the percent of users in comparison jurisdictions. Similarly, recreation program use in Tualatin was lower than use in comparison jurisdictions. Ratings remained constant over time.

FIGURE 49: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

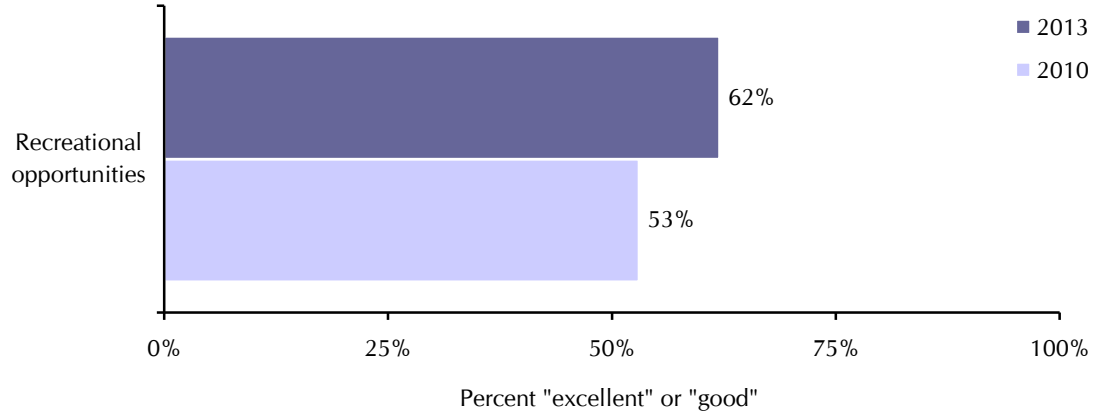


FIGURE 50: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Recreation opportunities	Similar	Similar

FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

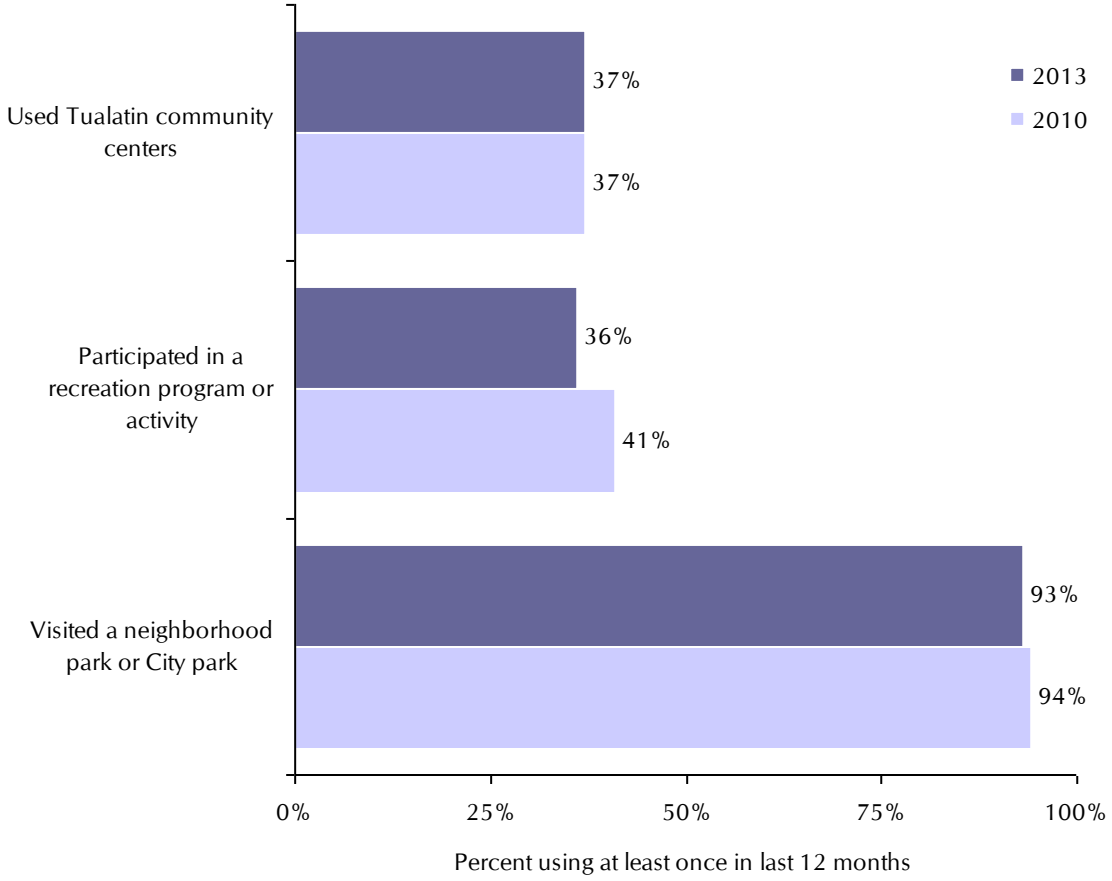


FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Used Tualatin community centers	Much less	Much less
Participated in a recreation program or activity	Much less	Much less
Visited a neighborhood park or City park	More	More

FIGURE 53: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

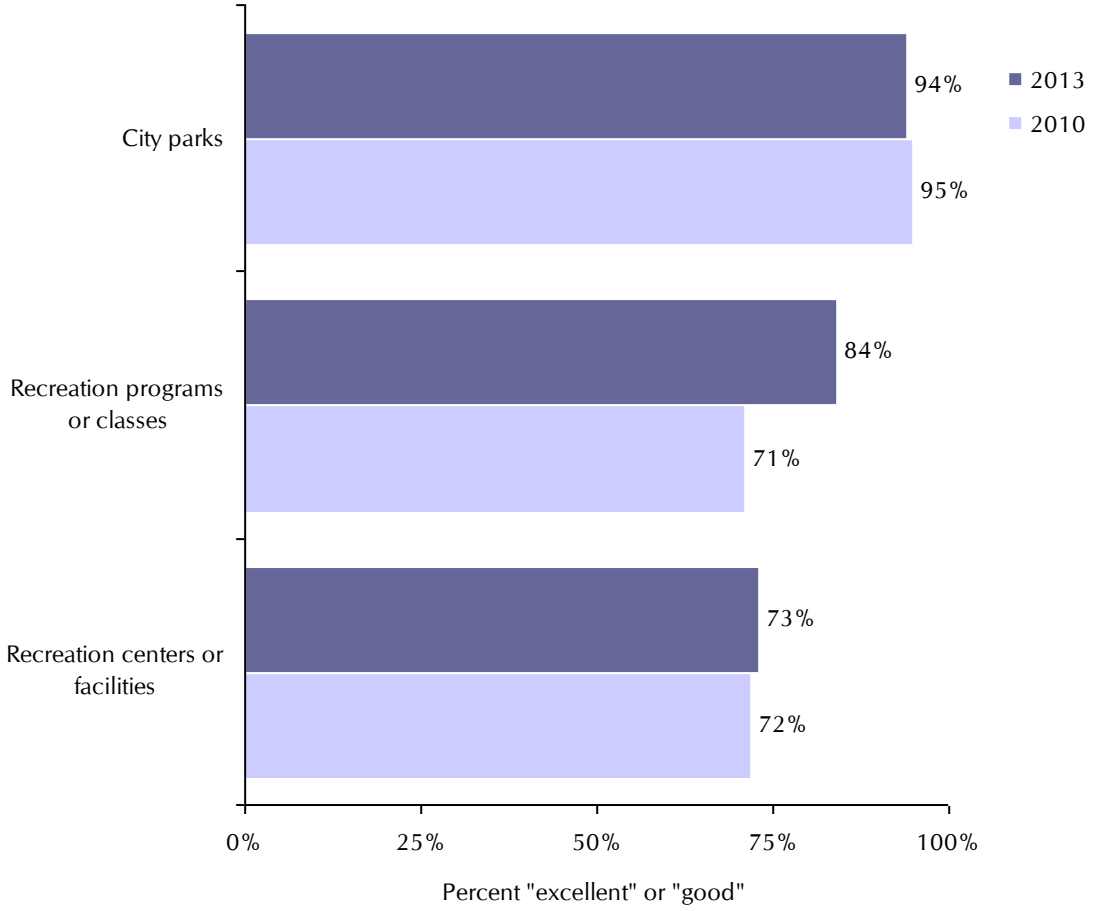


FIGURE 54: PARKS AND RECREATION SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
City parks	Much above	Much above
Recreation programs or classes	Above	Above
Recreation centers or facilities	Similar	Similar

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as "excellent" or "good" by 48% of respondents. Educational opportunities were rated as "excellent" or "good" by 55% of respondents. Compared to the benchmark data, educational opportunities were below the average of national comparison jurisdictions, while cultural activity opportunities were rated similar to the national benchmark comparison.

About 82% of Tualatin residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was much above comparison jurisdictions. Ratings remained stable over time.

FIGURE 55: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

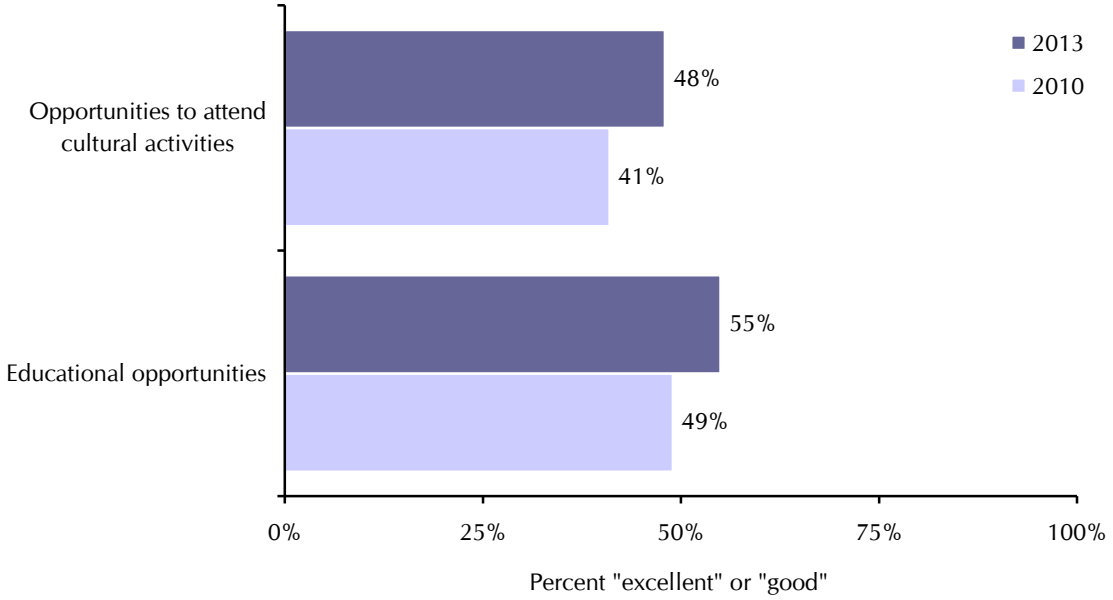


FIGURE 56: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Opportunities to attend cultural activities	Similar	Similar
Educational opportunities	Below	Below

FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

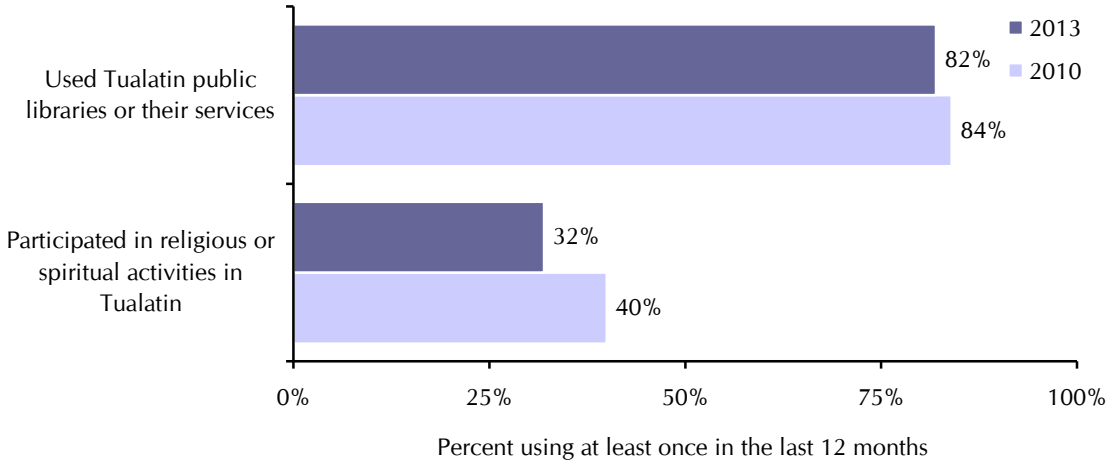


FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Used Tualatin public libraries or their services	Much more	Much more
Participated in religious or spiritual activities in Tualatin	Much less	Much less

FIGURE 59: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

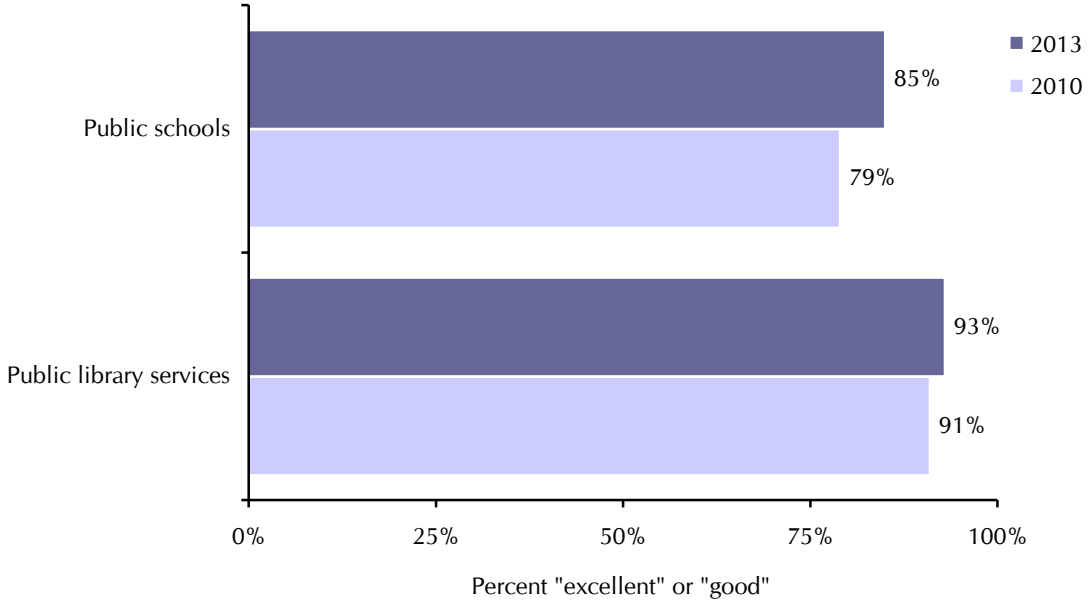


FIGURE 60: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Public schools	Much above	Much above
Public library services	Much above	Much above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of Tualatin were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services, all of which received similarly positive ratings that were stable compared to 2010 survey results.

Among Tualatin residents, 69% rated affordable quality health care as "excellent" or "good." Those ratings were much above the ratings of comparison communities.

FIGURE 61: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

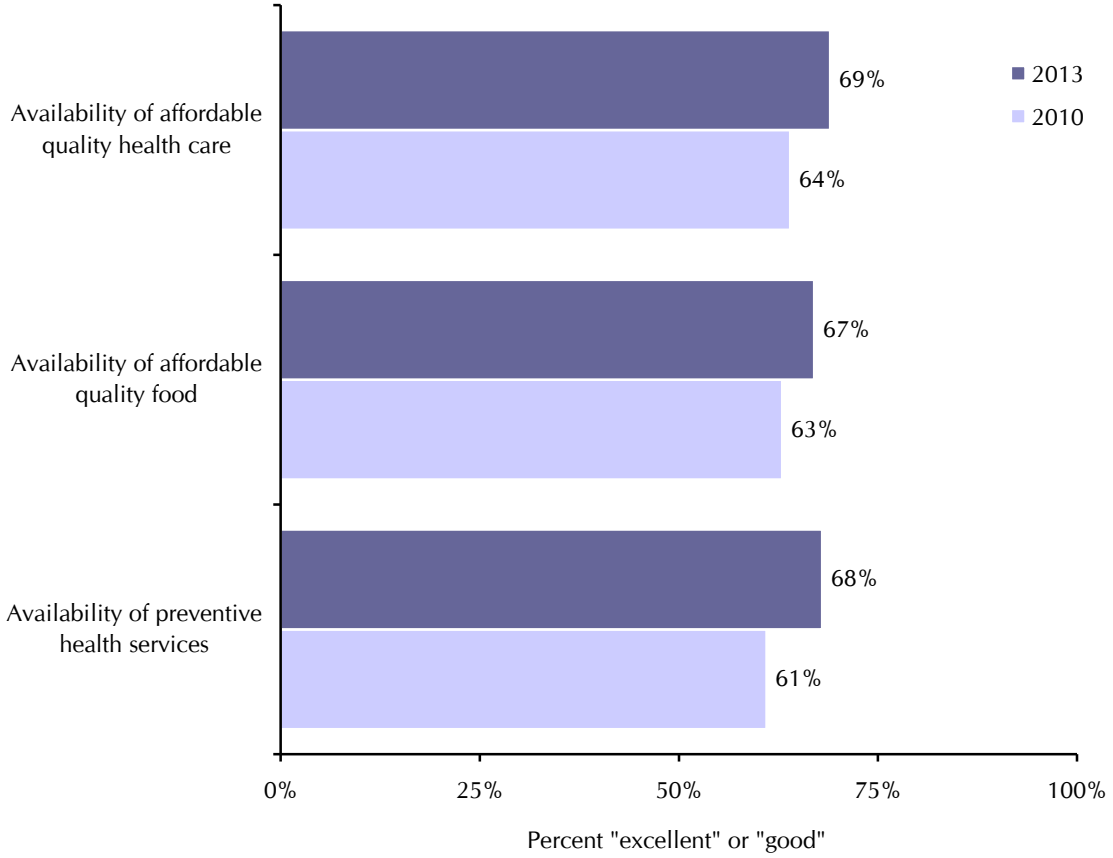


FIGURE 62: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Availability of affordable quality health care	Much above	Much above
Availability of affordable quality food	Similar	Similar
Availability of preventive health services	Much above	Much above

FIGURE 63: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

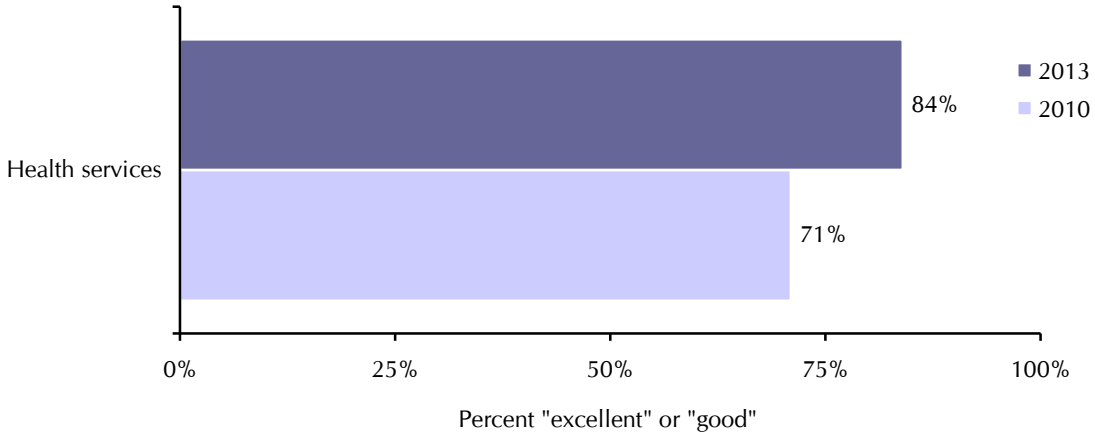


FIGURE 64: HEALTH AND WELLNESS SERVICES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Health services	Much above	Much above

Community Inclusiveness

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Tualatin as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A high percentage of residents rated the City of Tualatin as an "excellent" or "good" place to raise kids and a moderate percentage rated it as an excellent or good place to retire. A majority of residents felt that the local sense of community was "excellent" or "good." Further, most survey respondents felt the City of Tualatin was open and accepting towards people of diverse backgrounds. Availability of affordable quality child care was rated the lowest by residents but was similar to the benchmark. Ratings remained stable over time.

Figure 65: Ratings of Community Quality and Inclusiveness by Year

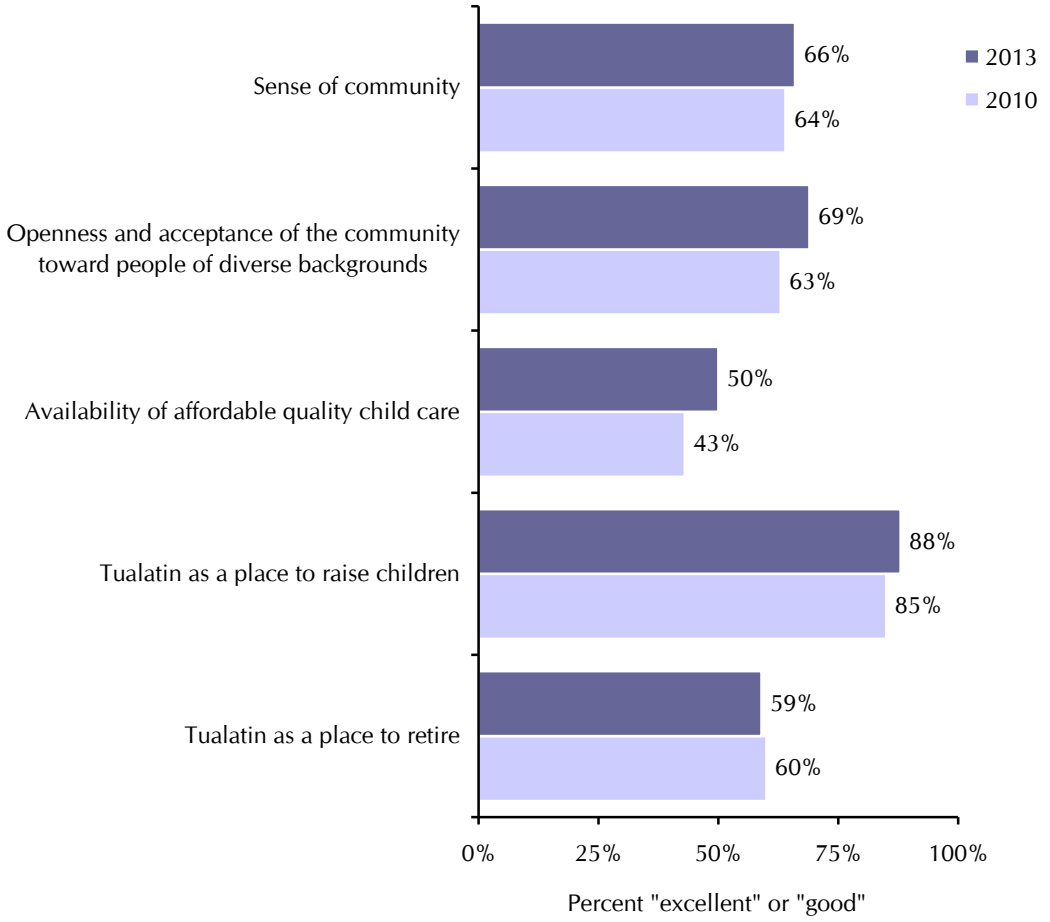


FIGURE 66: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Sense of community	Similar	Similar
Openness and acceptance of the community toward people of diverse backgrounds	Above	Above
Availability of affordable quality child care	Similar	Similar
Tualatin as a place to raise kids	Above	Above
Tualatin as a place to retire	Below	Below

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 59% to 80% with ratings of "excellent" or "good." All were rated above the national and custom benchmarks. Ratings for services to low-income people increased compared to the previous survey.

FIGURE 67: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

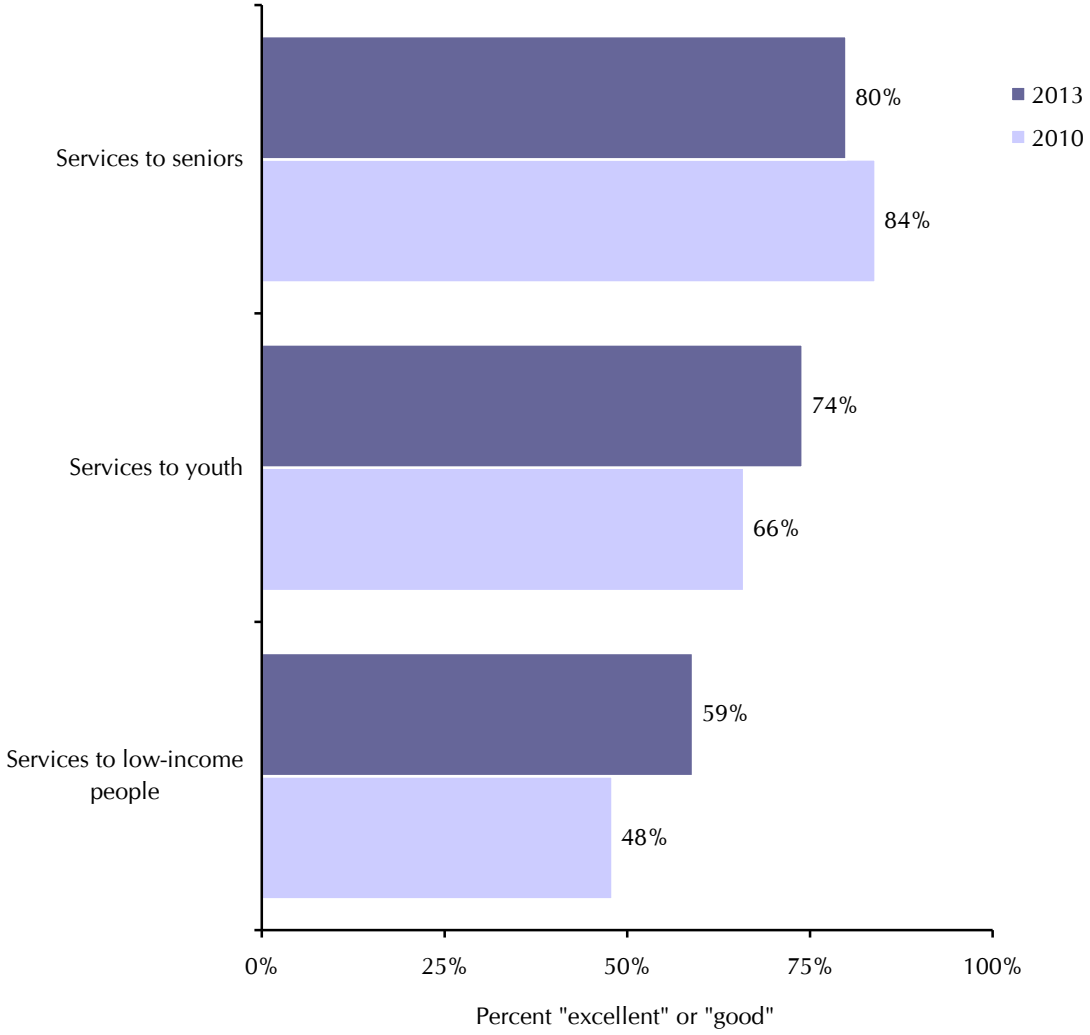


FIGURE 68: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Services to seniors	Much above	Above
Services to youth	Much above	Much above
Services to low income people	Much above	Much above

Civic Engagement

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of Tualatin. Survey participants rated the volunteer opportunities in the City of Tualatin favorably. Opportunities to attend or participate in community matters were rated similarly.

The rating for opportunities to participate in community matters was much above the benchmarks and increased compared to 2010 ratings, while the rating for opportunities to volunteer was similar to the national benchmark and remained stable over time.

FIGURE 69: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

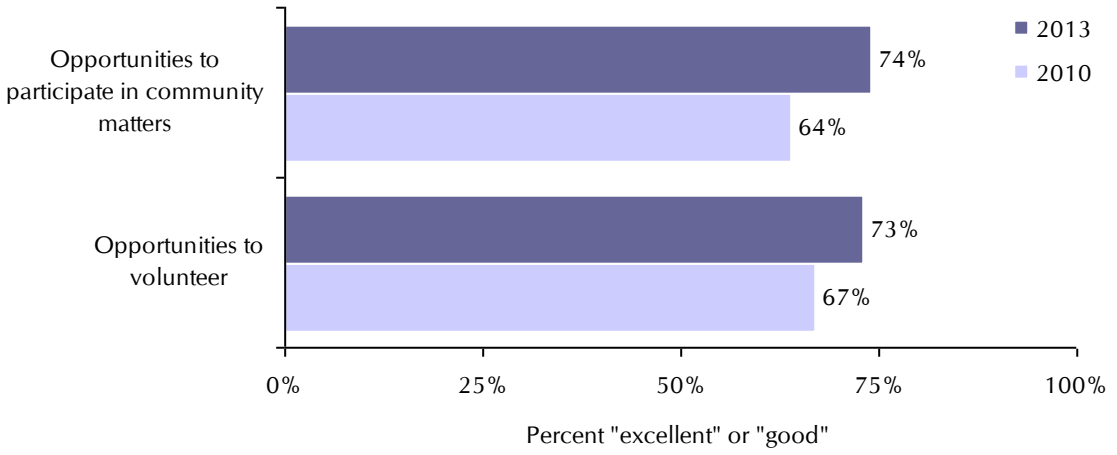


FIGURE 70: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Opportunities to participate in community matters	Much above	Much above
Opportunities to volunteer	Similar	Above

Most of the participants in this survey had not attended a public meeting, volunteered time to a group or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in national jurisdictions. Providing help to a friend or neighbor showed a similar rate of involvement; while the all the others showed lower rates of community engagement.

FIGURE 71: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR[1]

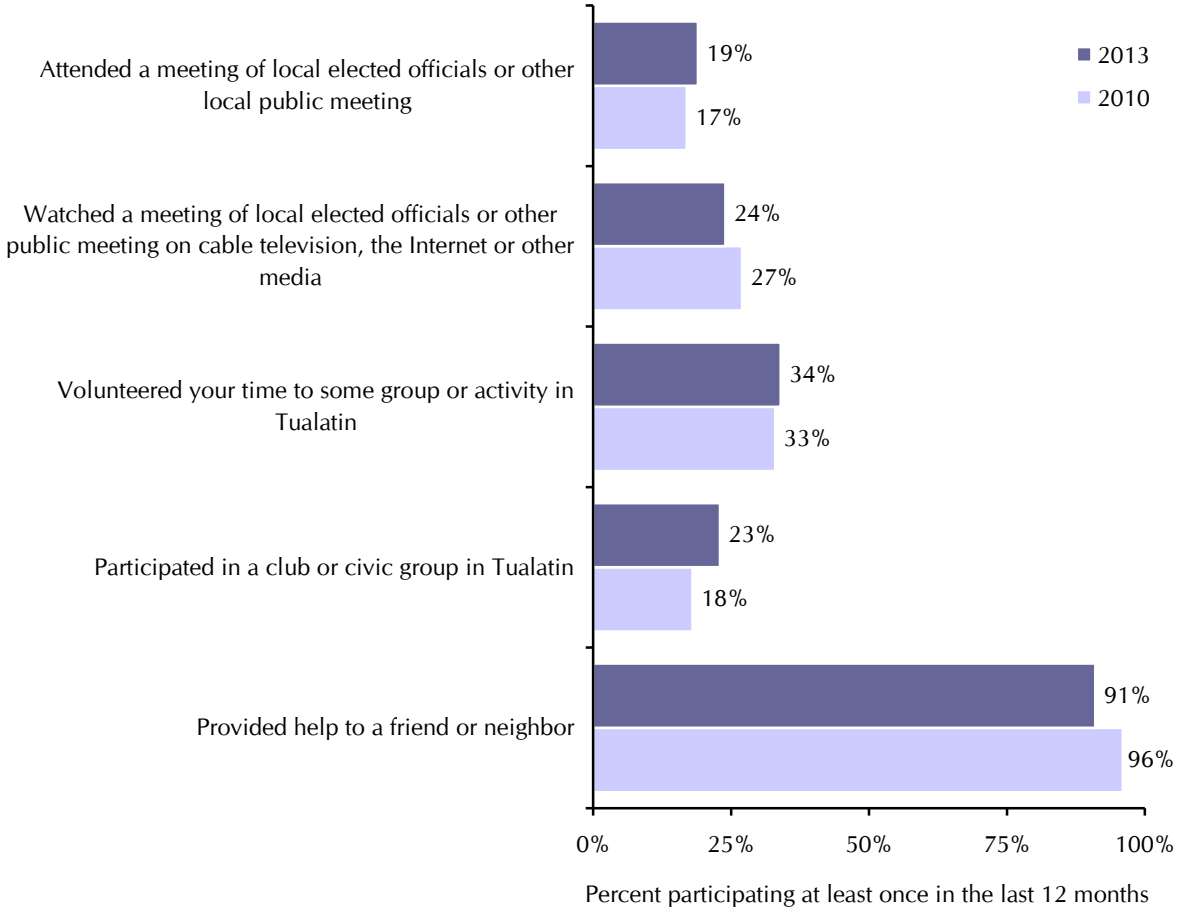


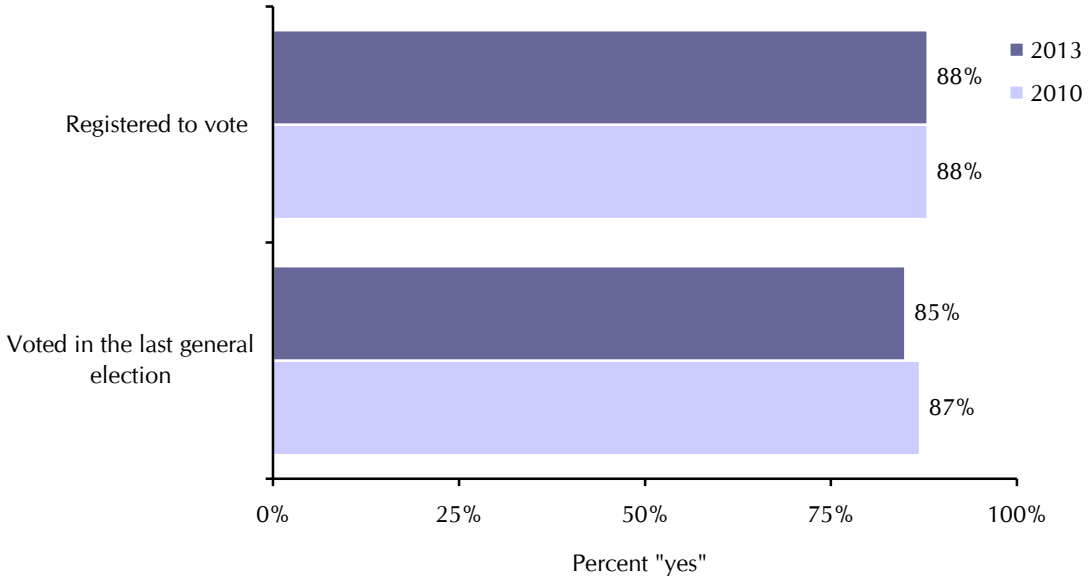
FIGURE 72: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Attended a meeting of local elected officials or other local public meeting	Less	Less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	Much less	Less
Volunteered your time to some group or activity in Tualatin	Much less	Less
Participated in a club or civic group in Tualatin	Much less	Similar
Provided help to a friend or neighbor	Similar	Similar

[1] Over the past few years, local governments have adopted communication strategies that embrace the Internet and new media. In 2010, the question, "Watched a meeting of local elected officials or other local public meeting on cable television" was revised to include "the Internet or other media" to better reflect this trend.

City of Tualatin residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-eight percent reported they were registered to vote and 85% indicated they had voted in the last general election. This rate of self-reported voting was higher than that of comparison communities.

FIGURE 73: REPORTED VOTING BEHAVIOR BY YEAR



Note: In addition to the removal of "don't know" responses, those who said "ineligible to vote" also have been omitted from this calculation. The full frequencies appear in Appendix A.

FIGURE 74: VOTING BEHAVIOR BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Registered to vote	Similar	Similar
Voted in last general election	Much more	Much more

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of Tualatin Web site in the previous 12 months, 59% reported they had done so at least once. Public information services were rated favorably compared to benchmark data and increased compared to 2010 ratings.

FIGURE 75: USE OF INFORMATION SOURCES

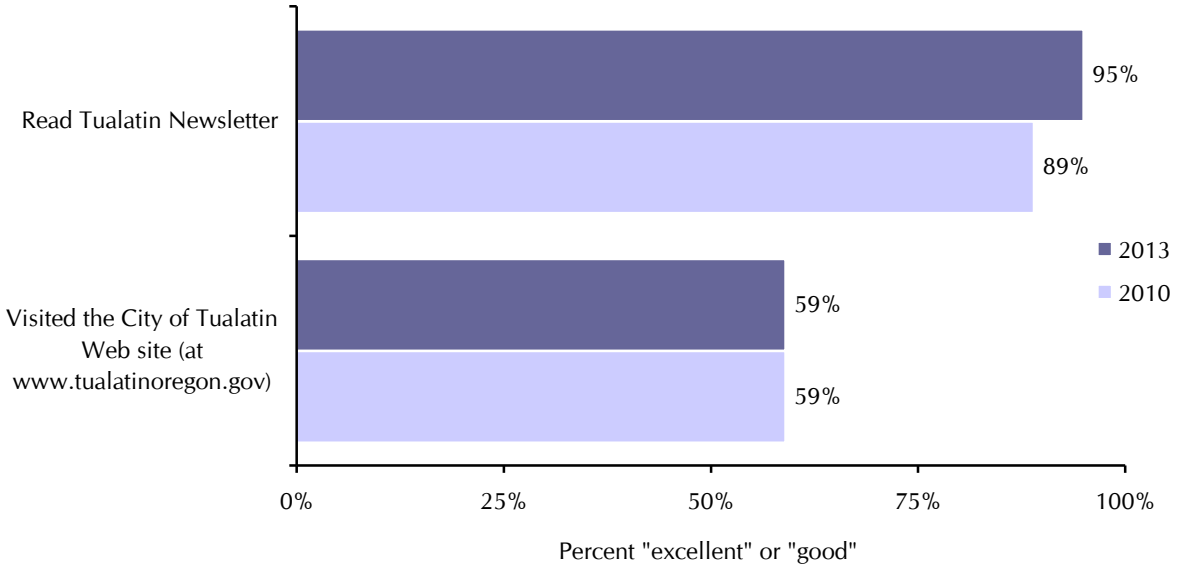


FIGURE 76: USE OF INFORMATION SOURCES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Read Tualatin Newsletter	Much more	Much more
Visited the City of Tualatin Web site	Similar	Less

FIGURE 77: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

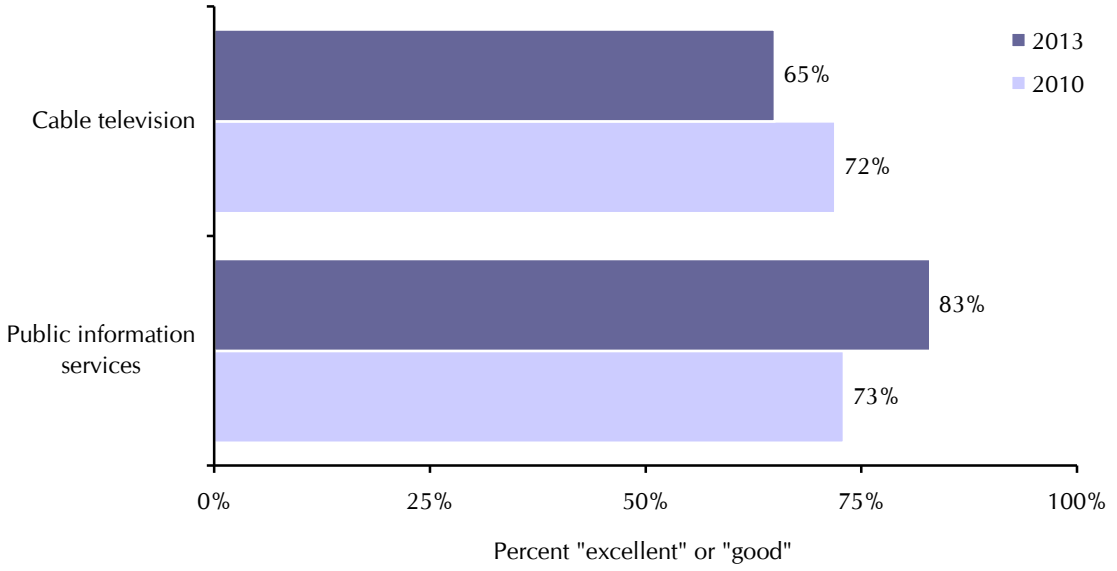


FIGURE 78: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Cable television	Above	Above
Public information services	Much above	Much above

Social Engagement

Opportunities to participate in social events and activities were rated as "excellent" or "good" by 65% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as "excellent" or "good." Opportunities to participate in social events and activities increased compared to 2010 ratings.

FIGURE 79: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES BY YEAR

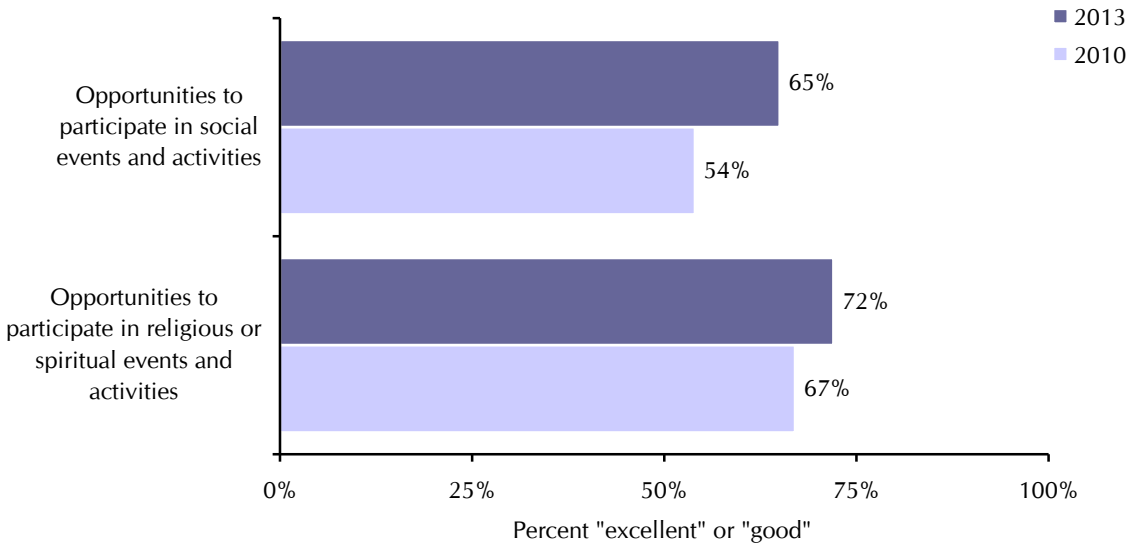


FIGURE 80: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Opportunities to participate in social events and activities	Similar	Similar
Opportunities to participate in religious or spiritual events and activities	Similar	Similar

Residents in Tualatin reported a fair amount of neighborliness. About 46% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was about the same as the amount of contact reported in other communities across the nation.

FIGURE 81: CONTACT WITH IMMEDIATE NEIGHBORS BY YEAR

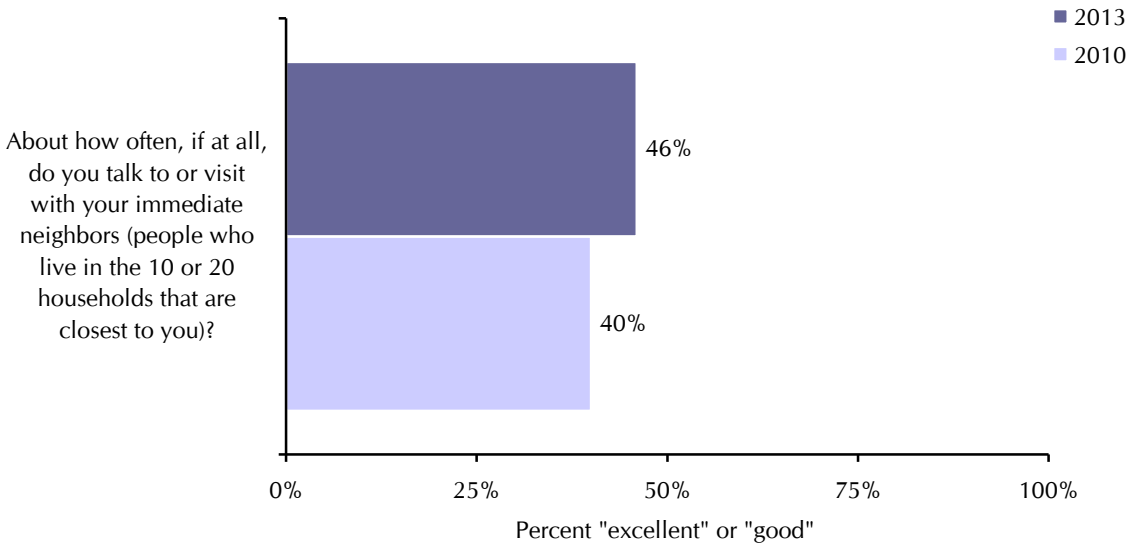


FIGURE 82: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Has contact with neighbors at least several times per week	Similar	Less

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of Tualatin is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Tualatin could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Tualatin may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of Tualatin does at welcoming citizen involvement, 69% rated it as "excellent" or "good." Of these four ratings, all were above the national benchmark.

FIGURE 83: PUBLIC TRUST RATINGS BY YEAR

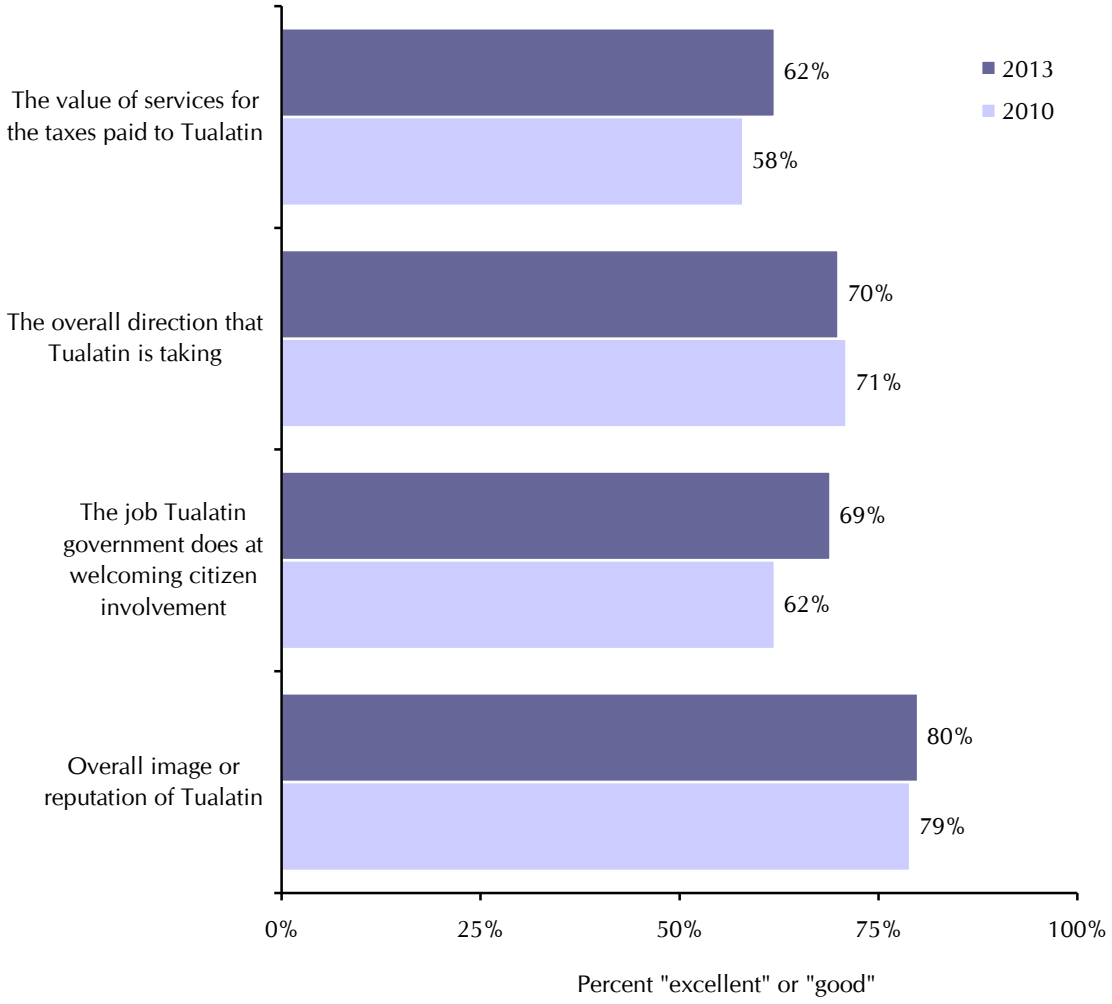


FIGURE 84: PUBLIC TRUST BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Value of services for the taxes paid to Tualatin	Above	Above
The overall direction that Tualatin is taking	Much above	Much above
Job Tualatin government does at welcoming citizen involvement	Much above	Much above
Overall image or reputation of Tualatin	Above	Similar

On average, residents of the City of Tualatin gave the highest evaluations to their own local government and the lowest average rating to the Federal Government. The overall quality of services delivered by the City of Tualatin was rated as "excellent" or "good" by 83% of survey participants. The City of Tualatin's rating was much above the benchmark when compared to other communities in the nation. Ratings of overall City services have remained stable over time.

FIGURE 85: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

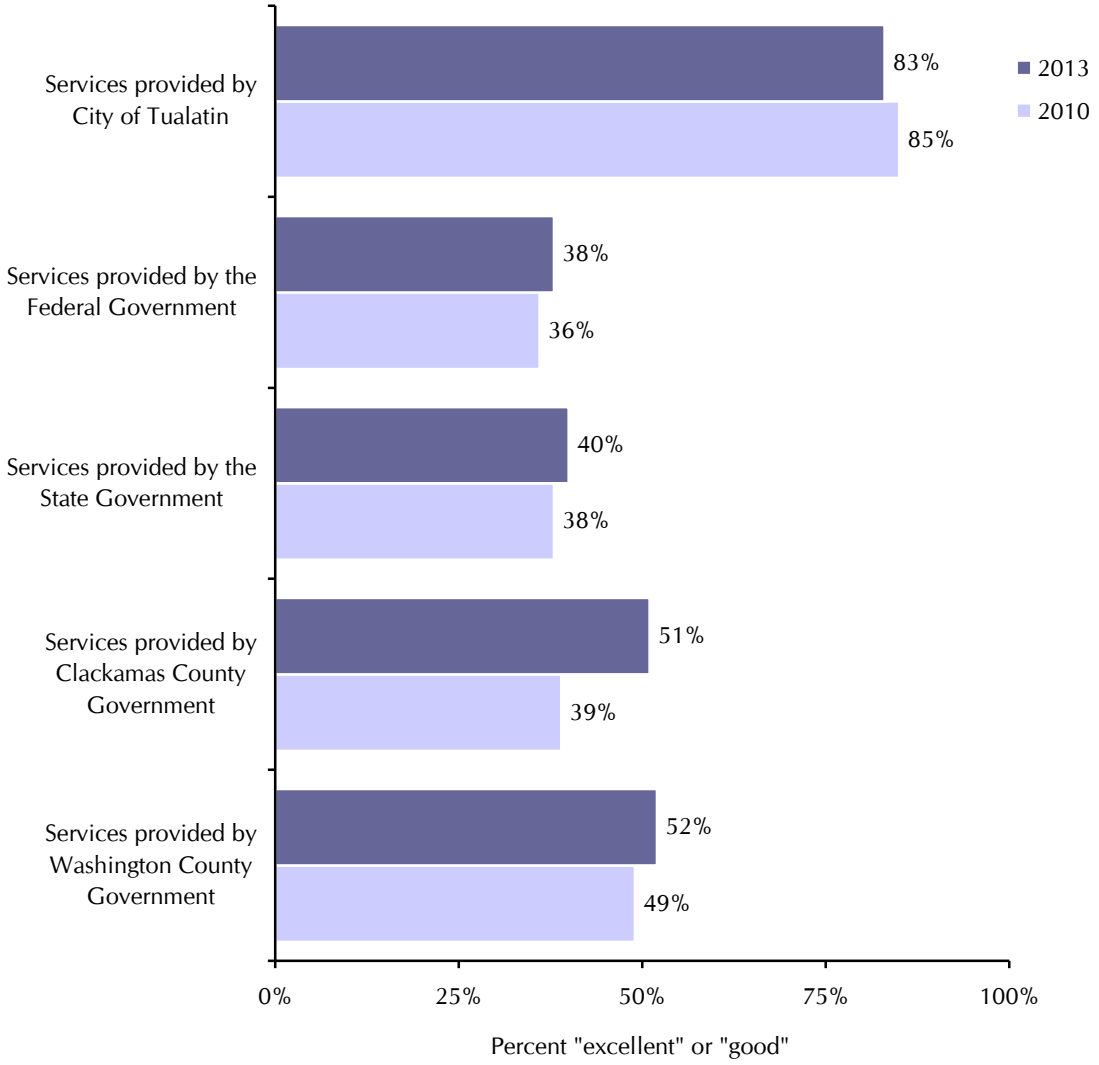


FIGURE 86: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Services provided by the City of Tualatin	Much above	Above
Services provided by the Federal Government	Similar	Similar
Services provided by the State Government	Similar	Similar
Services provided by Clackamas County Government	Similar	Similar

City of Tualatin Employees

The employees of the City of Tualatin who interact with the public create the first impression that most residents have of the City of Tualatin. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of Tualatin. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Tualatin staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person, over the phone or via email in the last 12 months; the 47% who reported that they had been in contact (a percent that is lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 78% of respondents rated their overall impression as "excellent" or "good." Employees ratings were higher than the national and custom benchmarks.

FIGURE 87: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

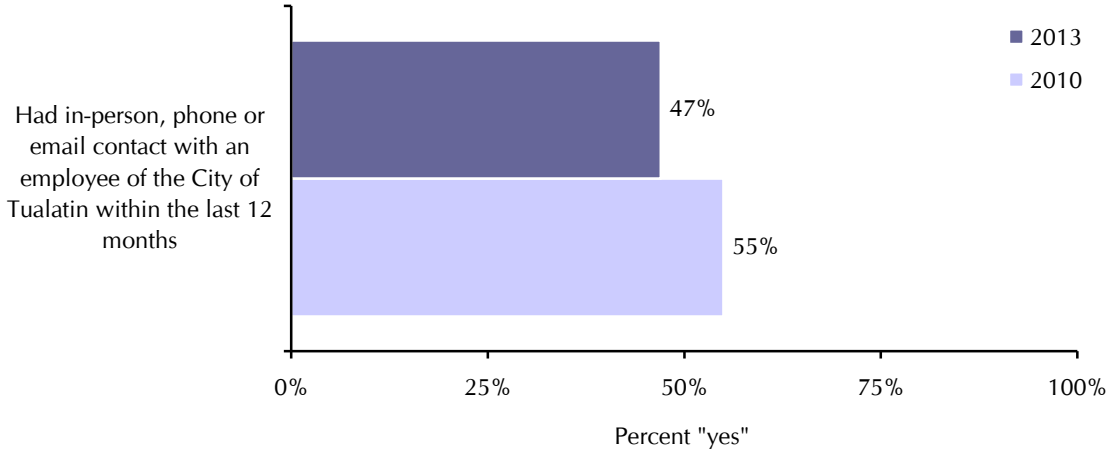


FIGURE 88: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Had contact with City employee(s) in last 12 months	Less	Less

FIGURE 89: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

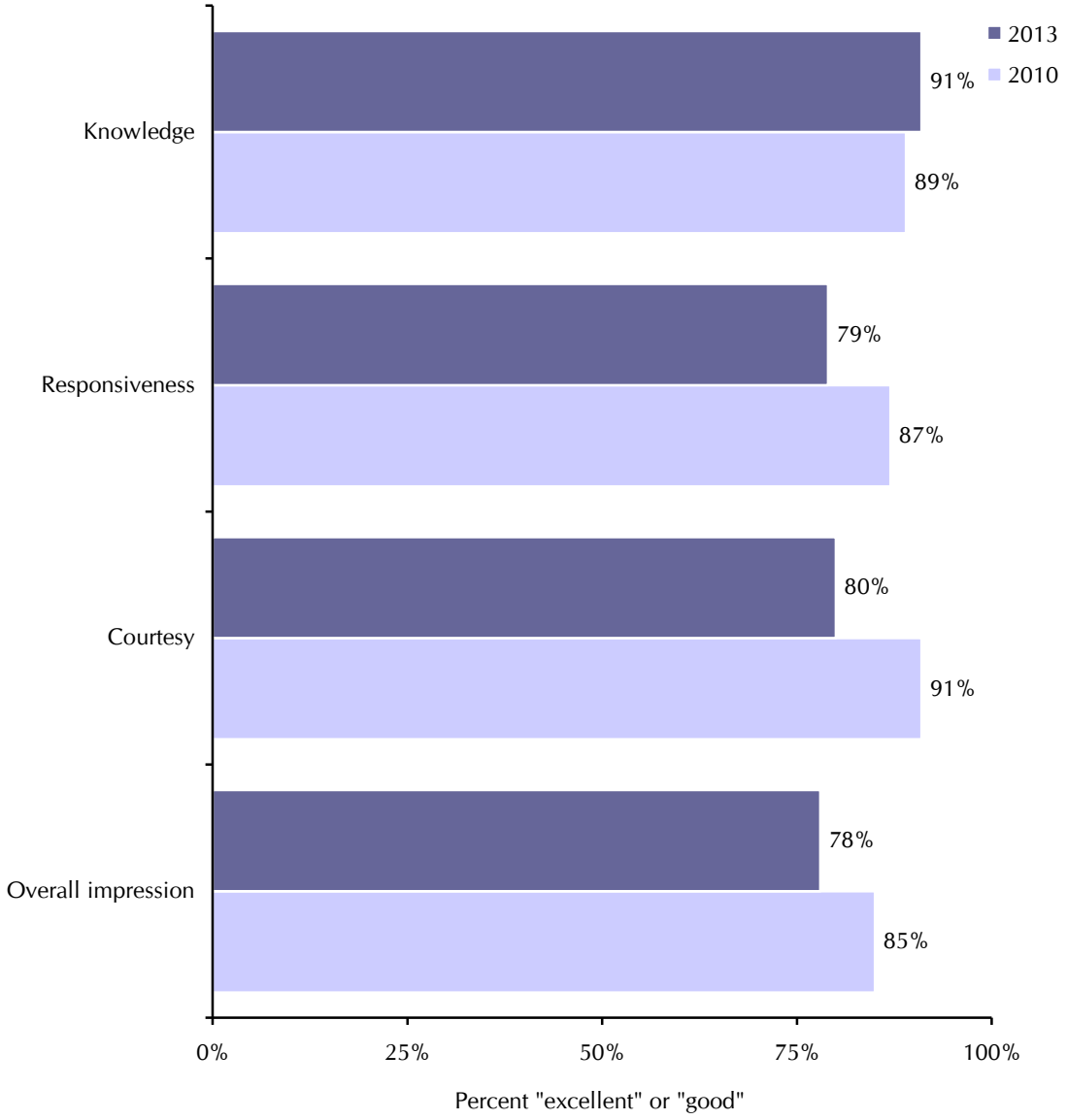


FIGURE 90: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	National comparison	Populations 15,000 to 40,000 comparison
Knowledge	Much above	Much above
Responsiveness	Much above	Above
Courteousness	Above	Above
Overall impression	Much above	Above

From Data to Action

Resident Priorities

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the City of Tualatin by examining the relationships between ratings of each service and ratings of the City of Tualatin's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Tualatin can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the Tualatin Key Driver Analysis were:

- City parks
- Health services
- Storm drainage
- Traffic enforcement

City of Tualatin Action Chart

The 2013 City of Tualatin Action Chart™ on the following page combines three dimensions of performance:

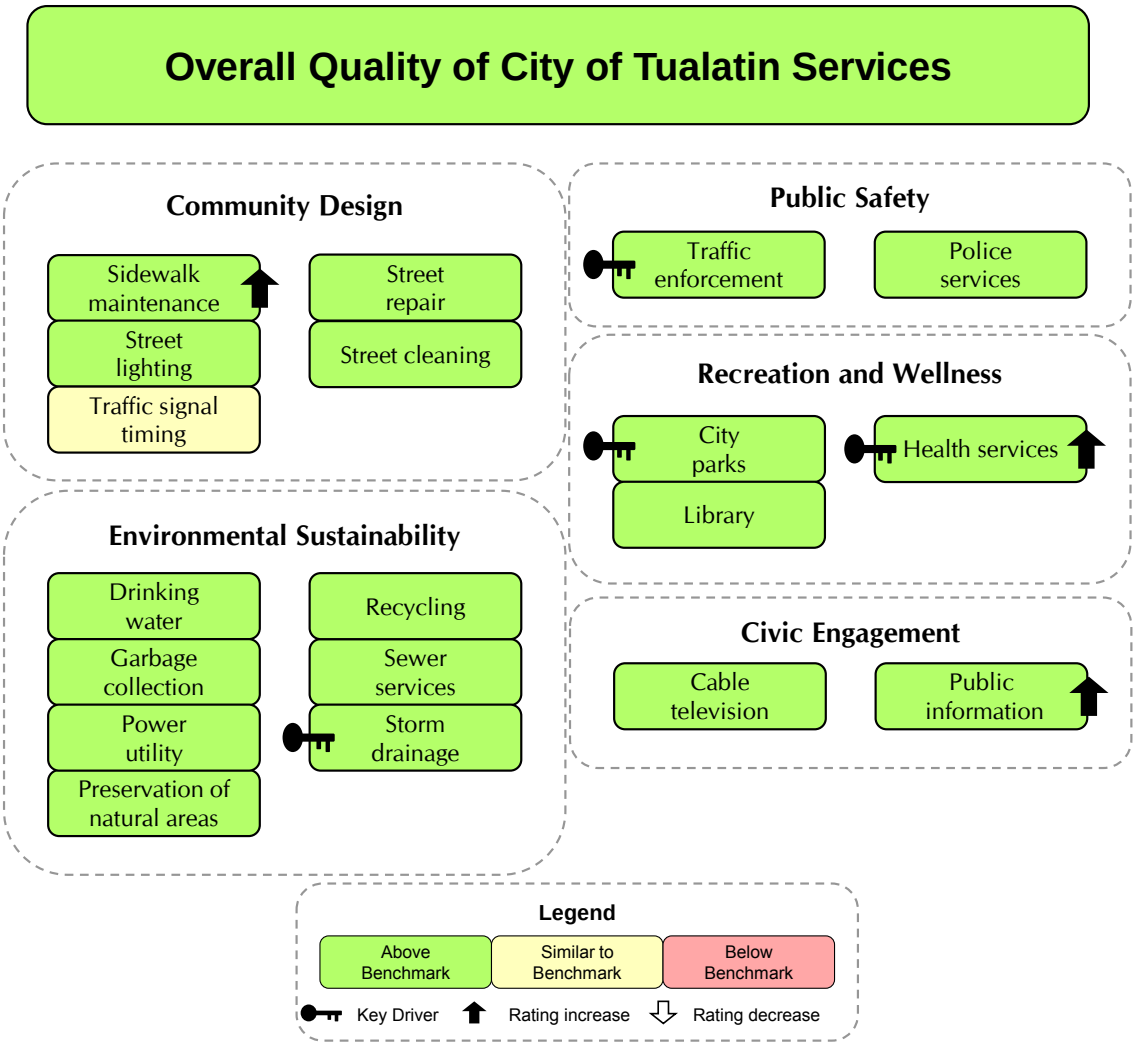
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the City.
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Nineteen services were included in the KDA for the City of Tualatin. Of these, 18 were above the benchmark, none were below the benchmark and one was similar to the benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Tualatin, all key drivers were above the benchmark and should continue to ensure high quality performance.

Services with a high percent of respondents answering "don't know" were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including "Don't Know" Responses for the percent "don't know" for each service.

FIGURE 91: CITY OF TUALATIN ACTION CHART™



Using Your Action Chart™

The key drivers derived for the City of Tualatin provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of Tualatin, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in Tualatin, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But animal control could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do Tualatin residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in bold typeface and with the symbol "•"), the City of Tualatin key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "○") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

FIGURE 92: KEY DRIVERS COMPARED

Service	City of Tualatin Key Driver	National Key Driver	Core Service
Police services		✓	✓
Traffic enforcement	✓		
Street repair			✓
° Street cleaning			
° Street lighting			
° Sidewalk maintenance			
° Traffic signal timing			
Garbage collection			✓
° Recycling			
• **Storm drainage**	✓		✓
Drinking water			✓
Sewer services			✓
Power (electric and/or gas) utility			✓
City parks	✓		
• **Health services**	✓		✓
° Public library			
Public information services		✓	
° Cable television			
° Preservation of natural areas			

• Key driver overlaps with national and or core services
° Service may be targeted for reductions it is not a key driver or core service

Custom Questions

"Don't know" responses have been removed from the following questions, when applicable.

Custom Question 1	
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Percent of respondents
Yes	72%
No	28%
Total	100%

Custom Question 2	
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Percent of respondents
Yes	9%
No	91%
Total	100%

Custom Question 3	
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	Percent of respondents
Strongly agree	31%
Somewhat agree	34%
Somewhat disagree	18%
Strongly disagree	17%
Total	100%

Appendix A: Complete Survey Frequencies

Frequencies Excluding "Don't Know" Responses

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Tualatin:	Excellent	Good	Fair	Poor	Total
Tualatin as a place to live	36%	52%	11%	2%	100%
Your neighborhood as a place to live	35%	47%	16%	2%	100%
Tualatin as a place to raise children	33%	55%	12%	1%	100%
Tualatin as a place to work	28%	38%	26%	8%	100%
Tualatin as a place to retire	24%	35%	25%	17%	100%
The overall quality of life in Tualatin	24%	59%	17%	0%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	21%	46%	29%	4%	100%
Openness and acceptance of the community toward people of diverse backgrounds	18%	51%	26%	5%	100%
Overall appearance of Tualatin	20%	59%	20%	2%	100%
Cleanliness of Tualatin	26%	58%	15%	1%	100%
Overall quality of new development in Tualatin	18%	52%	23%	7%	100%
Variety of housing options	15%	47%	24%	14%	100%
Overall quality of business and service establishments in Tualatin	13%	54%	30%	2%	100%
Shopping opportunities	13%	49%	31%	6%	100%
Opportunities to attend cultural activities	11%	37%	39%	13%	100%
Recreational opportunities	16%	46%	27%	11%	100%
Employment opportunities	7%	33%	45%	15%	100%
Educational opportunities	13%	42%	37%	8%	100%
Opportunities to participate in social events and activities	14%	51%	30%	5%	100%
Opportunities to participate in religious or spiritual events and activities	22%	50%	25%	3%	100%
Opportunities to volunteer	28%	45%	24%	2%	100%
Opportunities to participate in community matters	29%	46%	20%	6%	100%
Ease of car travel in Tualatin	14%	36%	30%	19%	100%
Ease of bus travel in Tualatin	9%	26%	30%	35%	100%
Ease of rail travel in Tualatin	12%	35%	31%	22%	100%
Ease of bicycle travel in Tualatin	10%	41%	36%	13%	100%
Ease of walking in Tualatin	27%	40%	25%	7%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent	Good	Fair	Poor	Total
Availability of paths and walking trails	29%	36%	28%	8%	100%
Traffic flow on major streets	6%	23%	40%	32%	100%
Amount of public parking	10%	44%	36%	9%	100%
Availability of affordable quality housing	7%	38%	37%	18%	100%
Availability of affordable quality child care	8%	42%	32%	18%	100%
Availability of affordable quality health care	22%	47%	25%	6%	100%
Availability of affordable quality food	13%	53%	26%	8%	100%
Availability of preventive health services	25%	44%	29%	3%	100%
Air quality	21%	59%	19%	1%	100%
Quality of overall natural environment in Tualatin	26%	60%	12%	1%	100%
Overall image or reputation of Tualatin	17%	63%	17%	3%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Tualatin over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	3%	60%	33%	4%	100%
Retail growth (stores, restaurants, etc.)	6%	25%	60%	8%	1%	100%
Jobs growth	15%	55%	26%	2%	1%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Tualatin?	Percent of respondents
Not a problem	27%
Minor problem	53%
Moderate problem	19%
Major problem	1%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Tualatin:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	51%	37%	10%	3%	0%	100%
Property crimes (e.g., burglary, theft)	21%	53%	13%	13%	0%	100%
Environmental hazards, including toxic waste	49%	35%	11%	4%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	76%	20%	3%	1%	0%	100%
In your neighborhood after dark	40%	43%	11%	5%	1%	100%
In Tualatin's downtown area during the day	70%	24%	5%	1%	0%	100%
In Tualatin's downtown area after dark	25%	51%	13%	8%	3%	100%

Question 7: Contact with Police Department			
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	64%	36%	100%

Question 8: Ratings of Contact with Police Department					
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	Excellent	Good	Fair	Poor	Total
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	51%	27%	15%	8%	100%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	89%
Yes	11%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	37%
Yes	63%
Total	100%

Question 11: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Tualatin public libraries or their services	18%	16%	30%	15%	21%	100%
Used Tualatin community centers	63%	22%	10%	2%	3%	100%
Participated in a recreation program or activity	64%	19%	13%	2%	2%	100%
Visited a neighborhood park or City park	7%	18%	34%	18%	22%	100%
Ridden a local bus within Tualatin	70%	13%	6%	3%	7%	100%
Attended a meeting of local elected officials or other local public meeting	81%	12%	6%	1%	0%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	76%	18%	4%	2%	0%	100%
Read Tualatin Newsletter	5%	17%	54%	15%	9%	100%
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	41%	28%	22%	5%	4%	100%
Recycled used paper, cans or bottles from your home	6%	3%	8%	8%	75%	100%
Volunteered your time to some group or activity in Tualatin	66%	14%	7%	4%	9%	100%
Participated in religious or spiritual activities in Tualatin	68%	7%	6%	6%	12%	100%
Participated in a club or civic group in Tualatin	77%	12%	6%	2%	4%	100%
Provided help to a friend or neighbor	9%	21%	43%	14%	13%	100%

Question 12: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	23%
Several times a week	23%
Several times a month	24%
Less than several times a month	30%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Tualatin:	Excellent	Good	Fair	Poor	Total
Police services	41%	42%	12%	5%	100%
Fire services	58%	35%	7%	0%	100%
Ambulance or emergency medical services	50%	42%	8%	0%	100%
Crime prevention	23%	46%	29%	2%	100%
Fire prevention and education	31%	49%	20%	1%	100%
Municipal courts	23%	49%	27%	1%	100%
Traffic enforcement	21%	44%	19%	15%	100%
Street repair	18%	41%	32%	9%	100%
Street cleaning	29%	58%	10%	3%	100%
Street lighting	25%	51%	17%	7%	100%
Snow removal	25%	35%	25%	15%	100%
Sidewalk maintenance	15%	55%	23%	7%	100%
Traffic signal timing	12%	40%	25%	22%	100%
Bus or transit services	10%	40%	25%	25%	100%
Garbage collection	36%	56%	7%	0%	100%
Recycling	40%	51%	8%	1%	100%
Yard waste pick-up	42%	51%	8%	0%	100%
Storm drainage	21%	58%	20%	2%	100%
Drinking water	37%	46%	13%	3%	100%
Sewer services	29%	57%	13%	1%	100%
Power (electric and/or gas) utility	30%	55%	12%	2%	100%
City parks	50%	44%	6%	0%	100%
Recreation programs or classes	27%	57%	12%	3%	100%
Recreation centers or facilities	19%	53%	19%	8%	100%
Land use, planning and zoning	10%	46%	29%	15%	100%
Code enforcement (weeds, abandoned buildings, etc.)	12%	47%	32%	10%	100%
Animal control	14%	58%	18%	10%	100%
Economic development	9%	44%	37%	9%	100%
Health services	27%	57%	13%	3%	100%
Services to seniors	25%	55%	17%	3%	100%
Services to youth	21%	53%	22%	4%	100%
Services to low-income people	22%	38%	29%	12%	100%
Public library services	56%	37%	7%	0%	100%
Public information services	29%	54%	13%	4%	100%
Public schools	32%	53%	10%	4%	100%
Cable television	18%	48%	25%	10%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	32%	39%	12%	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Tualatin:	Excellent	Good	Fair	Poor	Total
Preservation of natural areas such as open space, farmlands and greenbelts	24%	49%	19%	7%	100%

Question 14: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Tualatin	27%	56%	15%	2%	100%
The Federal Government	3%	35%	38%	24%	100%
The State Government	4%	36%	45%	15%	100%
Clackamas County Government	9%	42%	34%	15%	100%
Washington County Government	8%	44%	36%	12%	100%

Question 15: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Tualatin to someone who asks	48%	42%	6%	5%	100%
Remain in Tualatin for the next five years	53%	29%	6%	11%	100%

Question 16: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	4%
Somewhat positive	18%
Neutral	51%
Somewhat negative	23%
Very negative	5%
Total	100%

Question 17: Contact with City Employees	
Have you had any in-person, phone or email with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	53%
Yes	47%
Total	100%

Question 18: City Employees					
What was your impression of the employee(s) of the City of Tualatin in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	49%	41%	9%	0%	100%
Responsiveness	53%	26%	16%	5%	100%
Courtesy	59%	21%	11%	10%	100%
Overall impression	52%	26%	16%	6%	100%

Question 19: Government Performance					
Please rate the following categories of Tualatin government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Tualatin	15%	47%	32%	7%	100%
The overall direction that Tualatin is taking	18%	52%	25%	5%	100%
The job Tualatin government does at welcoming citizen involvement	24%	45%	22%	10%	100%

Question 20a: Custom Question 1	
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Percent of respondents
Yes	72%
No	28%
Total	100%

Question 20b: Custom Question 2	
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Percent of respondents
Yes	9%
No	91%
Total	100%

Question 20c: Custom Question 3	
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	Percent of respondents
Strongly agree	31%
Somewhat agree	34%
Somewhat disagree	18%
Strongly disagree	17%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	24%
Yes, full-time	65%
Yes, part-time	11%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	76%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	12%
Bus, rail, subway or other public transportation	3%
Walk	3%
Bicycle	1%
Work at home	4%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Tualatin?	Percent of respondents
Less than 2 years	21%
2 to 5 years	21%
6 to 10 years	17%
11 to 20 years	24%
More than 20 years	16%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	47%
House attached to one or more houses (e.g., a duplex or townhome)	5%
Building with two or more apartments or condominiums	46%
Mobile home	1%
Other	0%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	43%
Owned by you or someone in this house with a mortgage or free and clear	57%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents
Less than $300 per month	1%
$300 to $599 per month	7%
$600 to $999 per month	38%
$1,000 to $1,499 per month	23%
$1,500 to $2,499 per month	26%
$2,500 or more per month	6%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	64%
Yes	36%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	80%
Yes	20%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than $24,999	10%
$25,000 to $49,999	32%
$50,000 to $99,999	27%
$100,000 to $149,999	21%
$150,000 or more	10%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	89%
Yes, I consider myself to be Spanish, Hispanic or Latino	11%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	5%
Black or African American	2%
White	88%
Other	7%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	5%
25 to 34 years	25%
35 to 44 years	17%
45 to 54 years	25%
55 to 64 years	14%
65 to 74 years	9%
75 years or older	5%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	52%
Male	48%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	12%
Yes	85%
Ineligible to vote	3%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	14%
Yes	84%
Ineligible to vote	2%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	2%
Yes	98%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	54%
Yes	46%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	31%
Land line	48%
Both	20%
Total	100%

Frequencies Including "Don't Know" Responses

These tables contain the percentage of respondents for each response category as well as the "n" or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Tualatin:	Excellent		Good		Fair		Poor		Don't know		Total	
Tualatin as a place to live	36%	110	51%	157	11%	33	2%	5	0%	1	100%	305
Your neighborhood as a place to live	35%	107	47%	142	16%	49	2%	5	0%	1	100%	304
Tualatin as a place to raise children	29%	87	49%	146	10%	31	1%	2	11%	34	100%	299
Tualatin as a place to work	19%	58	26%	78	18%	53	5%	16	32%	95	100%	301
Tualatin as a place to retire	18%	56	27%	80	19%	57	13%	39	23%	70	100%	302
The overall quality of life in Tualatin	23%	71	59%	179	17%	53	0%	0	0%	1	100%	304

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	20%	59	43%	129	28%	82	4%	12	5%	16	100%	299
Openness and acceptance of the community toward people of diverse backgrounds	15%	45	43%	129	22%	66	5%	13	15%	46	100%	299
Overall appearance of Tualatin	20%	61	59%	179	20%	59	2%	5	0%	0	100%	304
Cleanliness of Tualatin	26%	78	58%	175	15%	46	1%	2	0%	1	100%	303
Overall quality of new development in Tualatin	15%	47	45%	137	20%	61	6%	19	13%	39	100%	303
Variety of housing options	14%	42	45%	134	23%	69	13%	39	6%	17	100%	300
Overall quality of business and service establishments in Tualatin	13%	39	53%	160	30%	89	2%	7	2%	6	100%	300
Shopping opportunities	13%	39	49%	148	31%	94	6%	19	1%	2	100%	302
Opportunities to attend cultural activities	10%	29	33%	98	35%	105	12%	35	11%	33	100%	300
Recreational opportunities	15%	46	44%	133	25%	77	10%	31	6%	17	100%	302
Employment opportunities	5%	15	23%	68	31%	93	10%	31	31%	94	100%	301
Educational opportunities	10%	31	33%	101	29%	88	6%	18	21%	63	100%	301

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to participate in social events and activities	12%	37	44%	134	26%	78	4%	13	13%	41	100%	302
Opportunities to participate in religious or spiritual events and activities	14%	42	33%	99	16%	50	2%	5	35%	106	100%	302
Opportunities to volunteer	22%	68	35%	107	19%	58	2%	5	21%	64	100%	302
Opportunities to participate in community matters	23%	69	37%	111	16%	48	5%	14	19%	57	100%	300
Ease of car travel in Tualatin	14%	43	36%	107	30%	90	19%	58	1%	3	100%	301
Ease of bus travel in Tualatin	6%	17	17%	51	20%	59	23%	68	35%	106	100%	300
Ease of rail travel in Tualatin	8%	25	24%	74	21%	65	16%	47	30%	91	100%	302
Ease of bicycle travel in Tualatin	8%	23	31%	93	28%	83	10%	30	22%	66	100%	295
Ease of walking in Tualatin	27%	82	39%	119	25%	76	7%	22	1%	3	100%	301
Availability of paths and walking trails	27%	80	34%	101	26%	78	7%	21	6%	18	100%	299
Traffic flow on major streets	6%	18	23%	68	39%	118	32%	95	1%	2	100%	301
Amount of public parking	9%	28	41%	124	34%	102	9%	26	7%	21	100%	301
Availability of affordable quality housing	6%	18	32%	95	31%	93	15%	46	16%	48	100%	300
Availability of affordable quality child care	2%	7	13%	38	10%	29	6%	16	70%	207	100%	297
Availability of affordable quality health care	17%	50	35%	104	19%	57	4%	12	26%	78	100%	302
Availability of affordable quality food	13%	40	52%	157	25%	76	8%	23	2%	7	100%	303
Availability of preventive health services	17%	51	30%	90	20%	60	2%	5	32%	96	100%	303
Air quality	20%	60	57%	170	18%	55	1%	3	4%	12	100%	300
Quality of overall natural environment in Tualatin	26%	77	60%	179	12%	36	1%	4	1%	3	100%	299
Overall image or reputation of Tualatin	17%	51	61%	186	17%	50	3%	8	3%	8	100%	302

Question 3: Growth														
Please rate the speed of growth in the following categories in Tualatin over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	0%	0	2%	6	46%	140	25%	76	3%	10	23%	71	100%	303
Retail growth (stores, restaurants, etc.)	5%	15	22%	66	53%	159	7%	20	1%	3	12%	36	100%	300
Jobs growth	8%	25	30%	92	15%	44	1%	4	1%	2	45%	134	100%	302

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Tualatin?	Percent of respondents	Count
Not a problem	26%	76
Minor problem	50%	147
Moderate problem	18%	52
Major problem	1%	2
Don't know	6%	17
Total	100%	293

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Tualatin:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	50%	149	36%	108	9%	28	3%	10	0%	0	1%	4	100%	299
Property crimes (e.g., burglary, theft)	21%	61	51%	153	12%	37	13%	38	0%	1	3%	8	100%	298
Environmental hazards, including toxic waste	43%	127	31%	92	9%	27	3%	10	1%	2	13%	39	100%	298

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	75%	228	20%	61	3%	8	1%	2	0%	1	1%	3	100%	302
In your neighborhood after dark	40%	119	43%	128	11%	32	5%	15	1%	3	1%	3	100%	301
In Tualatin's downtown area during the day	67%	202	23%	69	5%	14	1%	3	0%	1	4%	12	100%	302
In Tualatin's downtown area after dark	22%	66	45%	134	12%	36	7%	22	2%	7	12%	36	100%	301

Question 7: Contact with Police Department								
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	No		Yes		Don't know		Total	
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	63%	189	36%	107	1%	4	100%	300

Question 8: Ratings of Contact with Police Department												
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	Excellent		Good		Fair		Poor		Don't know		Total	
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	51%	54	27%	29	15%	16	8%	8	0%	0	100%	107

Question 9: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	89%	264
Yes	10%	31
Don't know	1%	3
Total	100%	298

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	37%	12
Yes	63%	20
Don't know	0%	0
Total	100%	31

Question 11: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used Tualatin public libraries or their services	18%	53	16%	48	30%	91	15%	46	21%	62	100%	301
Used Tualatin community centers	63%	191	22%	66	10%	30	2%	7	3%	8	100%	301
Participated in a recreation program or activity	64%	189	19%	56	13%	39	2%	5	2%	5	100%	295
Visited a neighborhood park or City park	7%	22	18%	54	34%	99	18%	54	22%	66	100%	295
Ridden a local bus within Tualatin	70%	211	13%	39	6%	19	3%	9	7%	22	100%	300
Attended a meeting of local elected officials or other local public meeting	81%	240	12%	34	6%	19	1%	4	0%	0	100%	297
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	76%	229	18%	55	4%	11	2%	7	0%	1	100%	303
Read Tualatin Newsletter	5%	16	17%	52	54%	161	15%	45	9%	27	100%	301
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	41%	123	28%	84	22%	66	5%	15	4%	13	100%	301
Recycled used paper, cans or bottles from your home	6%	18	3%	8	8%	24	8%	25	75%	225	100%	299
Volunteered your time to some group or activity in Tualatin	66%	194	14%	42	7%	21	4%	11	9%	27	100%	295
Participated in religious or spiritual activities in Tualatin	68%	206	7%	22	6%	19	6%	18	12%	36	100%	302
Participated in a club or civic group in Tualatin	77%	228	12%	35	6%	17	2%	5	4%	13	100%	298
Provided help to a friend or neighbor	9%	26	21%	63	43%	131	14%	43	13%	40	100%	303

Question 12: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	23%	70
Several times a week	23%	68
Several times a month	24%	71
Less than several times a month	30%	89
Total	100%	298

Question 13: Service Quality												
Please rate the quality of each of the following services in Tualatin:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	34%	100	35%	102	10%	30	4%	12	17%	50	100%	294
Fire services	39%	114	23%	69	5%	15	0%	0	32%	95	100%	293
Ambulance or emergency medical services	31%	90	26%	77	5%	14	0%	0	39%	114	100%	295
Crime prevention	16%	47	32%	94	20%	60	1%	4	30%	89	100%	294
Fire prevention and education	16%	48	26%	76	10%	30	0%	1	47%	137	100%	292
Municipal courts	7%	21	15%	44	8%	24	0%	1	69%	201	100%	292
Traffic enforcement	17%	49	35%	102	15%	45	12%	35	21%	63	100%	293
Street repair	17%	49	38%	113	31%	90	9%	25	6%	17	100%	295
Street cleaning	28%	81	55%	162	10%	29	3%	9	4%	13	100%	293
Street lighting	24%	71	50%	146	17%	50	7%	21	2%	6	100%	295
Snow removal	14%	42	20%	58	14%	42	8%	24	43%	124	100%	291
Sidewalk maintenance	14%	42	51%	150	21%	62	7%	19	7%	21	100%	295
Traffic signal timing	12%	35	40%	117	25%	74	22%	64	1%	4	100%	294
Bus or transit services	5%	15	22%	64	14%	41	14%	40	45%	132	100%	292
Garbage collection	34%	100	53%	157	7%	21	0%	1	5%	14	100%	293
Recycling	39%	114	49%	144	7%	22	1%	4	4%	11	100%	295

Question 13: Service Quality												
Please rate the quality of each of the following services in Tualatin:	Excellent		Good		Fair		Poor		Don't know		Total	
Yard waste pick-up	29%	86	35%	104	5%	16	0%	0	30%	88	100%	294
Storm drainage	17%	51	48%	142	16%	48	1%	4	17%	50	100%	295
Drinking water	36%	107	45%	134	13%	38	3%	10	2%	6	100%	295
Sewer services	26%	75	50%	147	11%	33	1%	2	12%	34	100%	291
Power (electric and/or gas) utility	29%	86	54%	158	12%	35	2%	7	3%	9	100%	295
City parks	48%	142	42%	124	6%	17	0%	1	3%	9	100%	294
Recreation programs or classes	16%	47	33%	97	7%	21	2%	6	42%	123	100%	294
Recreation centers or facilities	12%	36	34%	100	13%	36	5%	15	35%	103	100%	291
Land use, planning and zoning	6%	18	29%	85	19%	54	10%	28	36%	105	100%	291
Code enforcement (weeds, abandoned buildings, etc.)	7%	21	28%	83	19%	57	6%	18	39%	116	100%	293
Animal control	8%	23	32%	94	10%	29	5%	15	45%	132	100%	294
Economic development	6%	18	29%	84	24%	71	6%	18	34%	100	100%	291
Health services	20%	58	42%	121	10%	29	2%	5	27%	78	100%	291
Services to seniors	12%	36	27%	78	8%	24	1%	4	51%	149	100%	291
Services to youth	12%	36	31%	90	13%	38	2%	6	42%	121	100%	292
Services to low-income people	8%	24	15%	42	11%	32	5%	14	61%	178	100%	291
Public library services	49%	143	33%	96	6%	17	0%	1	12%	34	100%	291
Public information services	21%	60	39%	113	9%	27	3%	8	29%	83	100%	291
Public schools	21%	59	33%	96	7%	19	3%	8	37%	104	100%	286
Cable television	13%	39	36%	105	19%	54	8%	22	24%	69	100%	289
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	24	16%	46	19%	55	6%	17	51%	149	100%	290
Preservation of natural areas such as open space, farmlands and greenbelts	21%	60	42%	122	16%	48	6%	17	15%	45	100%	292

Question 14: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Tualatin	26%	74	53%	152	15%	42	2%	5	5%	16	100%	289
The Federal Government	3%	8	28%	80	31%	88	19%	56	19%	55	100%	286
The State Government	4%	11	29%	85	37%	106	12%	36	18%	51	100%	289
Clackamas County Government	4%	12	20%	58	16%	46	7%	21	52%	148	100%	285
Washington County Government	6%	15	33%	85	27%	70	9%	24	25%	64	100%	258

Question 15: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Tualatin to someone who asks	47%	138	42%	123	6%	16	4%	13	1%	2	100%	292
Remain in Tualatin for the next five years	51%	149	28%	83	6%	17	11%	32	4%	11	100%	292

Question 16: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	4%	11
Somewhat positive	18%	51
Neutral	51%	147
Somewhat negative	23%	68
Very negative	5%	13
Total	100%	290

Question 17: Contact with City Employees		
Have you had any in-person, phone or email with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	53%	159
Yes	47%	138
Total	100%	297

Question 18: City Employees												
What was your impression of the employee(s) of the City of Tualatin in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	47%	65	39%	54	9%	12	0%	0	4%	6	100%	138
Responsiveness	53%	72	25%	35	16%	22	5%	7	1%	2	100%	138
Courtesy	58%	80	20%	28	11%	15	9%	13	1%	2	100%	138
Overall impression	51%	71	25%	35	16%	22	6%	8	1%	2	100%	138

Question 19: Government Performance												
Please rate the following categories of Tualatin government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Tualatin	13%	37	39%	116	27%	79	6%	16	16%	48	100%	296
The overall direction that Tualatin is taking	15%	45	45%	133	21%	64	4%	12	14%	43	100%	297
The job Tualatin government does at welcoming citizen involvement	18%	55	35%	104	17%	50	8%	22	22%	66	100%	297

Question 20a: Custom Question 1		
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Percent of respondents	Count
Yes	72%	217
No	28%	84
Total	100%	301

Question 20b: Custom Question 2		
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Percent of respondents	Count
Yes	9%	27
No	91%	273
Total	100%	300

Question 20c: Custom Question 3		
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	Percent of respondents	Count
Strongly agree	25%	75
Somewhat agree	28%	84
Somewhat disagree	15%	44
Strongly disagree	14%	41
Don't know	19%	56
Total	100%	299

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	24%	70
Yes, full-time	65%	192
Yes, part-time	11%	33
Total	100%	295

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	76%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	12%
Bus, rail, subway or other public transportation	3%
Walk	3%
Bicycle	1%
Work at home	4%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Tualatin?	Percent of respondents	Count
Less than 2 years	21%	64
2 to 5 years	21%	62
6 to 10 years	17%	51
11 to 20 years	24%	72
More than 20 years	16%	49
Total	100%	297

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	47%	140
House attached to one or more houses (e.g., a duplex or townhome)	5%	15
Building with two or more apartments or condominiums	46%	138
Mobile home	1%	3
Other	0%	1
Total	100%	297

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	43%	125
Owned by you or someone in this house with a mortgage or free and clear	57%	164
Total	100%	289

Question D6: Monthly Housing Cost		
About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than $300 per month	1%	3
$300 to $599 per month	7%	19
$600 to $999 per month	38%	109
$1,000 to $1,499 per month	23%	66
$1,500 to $2,499 per month	26%	76
$2,500 or more per month	6%	17
Total	100%	290

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	64%	188
Yes	36%	107
Total	100%	295

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	80%	239
Yes	20%	58
Total	100%	297

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than $24,999	10%	29
$25,000 to $49,999	32%	92
$50,000 to $99,999	27%	77
$100,000 to $149,999	21%	60
$150,000 or more	10%	29
Total	100%	286

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	89%	262
Yes, I consider myself to be Spanish, Hispanic or Latino	11%	32
Total	100%	294

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	3
Asian, Asian Indian or Pacific Islander	5%	15
Black or African American	2%	6
White	88%	249
Other	7%	20
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	5%	16
25 to 34 years	25%	73
35 to 44 years	17%	51
45 to 54 years	25%	75
55 to 64 years	14%	40
65 to 74 years	9%	26
75 years or older	5%	14
Total	100%	294

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	52%	153
Male	48%	142
Total	100%	295

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	12%	35
Yes	84%	249
Ineligible to vote	3%	8
Don't know	1%	4
Total	100%	296

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	14%	43
Yes	84%	248
Ineligible to vote	2%	5
Don't know	0%	1
Total	100%	297

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	2%	6
Yes	98%	291
Total	100%	297

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	54%	161
Yes	46%	136
Total	100%	297

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	31%	41
Land line	48%	63
Both	20%	27
Total	100%	131

Appendix B: Survey Methodology

The National Citizen Survey™ (The NCS™) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Survey Validity

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

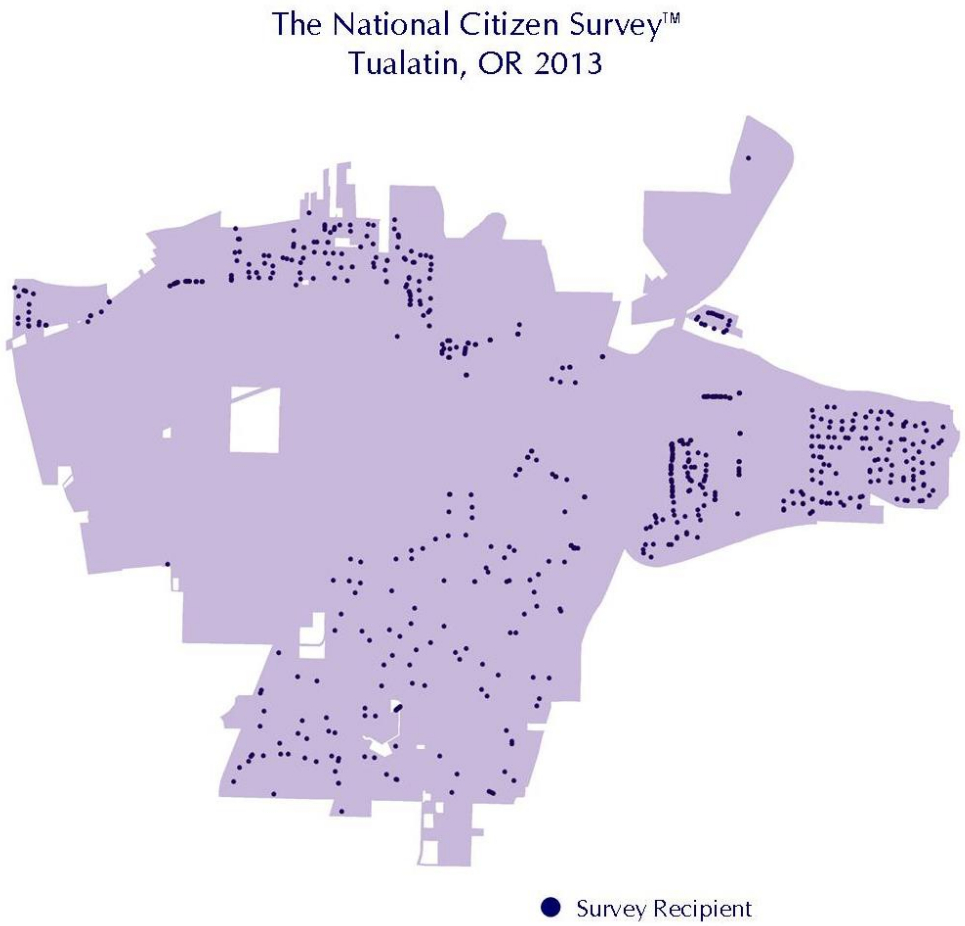
Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen "objectively" in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which survey recipients were chosen. All households within the City of Tualatin were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Tualatin boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Tualatin households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Tualatin boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Tualatin. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

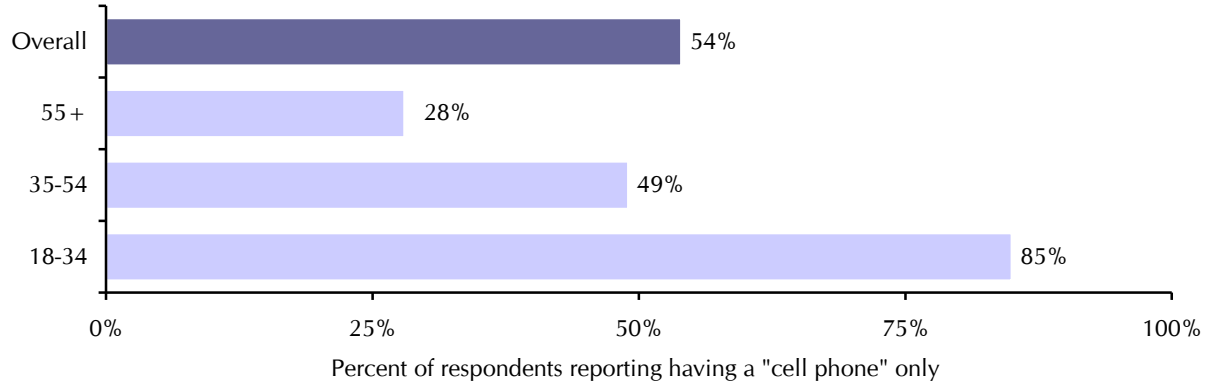
FIGURE 93: LOCATION OF SURVEY RECIPIENTS



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called "cord cutters"), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.[2] Among younger adults (age 18-34), 53.7% of households were "cell-only." Based on survey results, Tualatin has a "cord cutter" population greater than the nationwide 2010 estimates

FIGURE 94: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN TUALATIN



SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning February 8, 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following seven weeks.

Survey recipients had the opportunity to complete the survey online if they preferred. Of the 306 completed surveys, 24 were completed online.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of Tualatin survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (306 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of

[2] http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf

error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

Survey Processing (Data Entry)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates and other population norms for adults in the City of Tualatin. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, race and ethnicity and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting "schemes" may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Tualatin, OR Citizen Survey Weighting Table			
Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Rent home	44%	29%	43%
Own home	56%	71%	57%
Detached unit	48%	64%	48%
Attached unit	52%	36%	52%
Race and Ethnicity			
White	83%	90%	85%
Not white	17%	10%	15%
Not Hispanic	86%	94%	89%
Hispanic	14%	6%	11%
White alone, not Hispanic	78%	87%	78%
Hispanic and/or other race	22%	13%	22%
Sex and Age			
Female	52%	61%	52%
Male	48%	39%	48%
18-34 years of age	32%	13%	30%
35-54 years of age	42%	39%	42%
55+ years of age	25%	49%	27%
Females 18-34	16%	8%	15%
Females 35-54	22%	22%	22%
Females 55+	14%	31%	14%
Males 18-34	16%	5%	15%
Males 35-54	21%	16%	20%
Males 55+	12%	18%	13%

[1] Source: 2010 Census/2005-2009 ACS

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the "Excellent, Good, Fair, Poor" Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

"Don't Know" Responses

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called "In Search of Standards." "What has been missing from a local government's analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems..."

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review*, *Journal of Policy Analysis* and *Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Tualatin to the Benchmark Database

The City of Tualatin chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions with populations 15,000 to 40,000). A benchmark

comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Tualatin Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of Tualatin's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Tualatin's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

Appendix C: Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the City of Tualatin.

Dear Tualatin Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Tualatin. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

Lou Ogden
Mayor

Dear Tualatin Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Tualatin. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

Lou Ogden
Mayor

Dear Tualatin Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Tualatin. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

Lou Ogden
Mayor

Dear Tualatin Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Tualatin. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

Lou Ogden
Mayor

City of Tualatin
18880 SW Martinazzi Avenue
Tualatin, Oregon 97062-7092

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Tualatin
18880 SW Martinazzi Avenue
Tualatin, Oregon 97062-7092

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Tualatin
18880 SW Martinazzi Avenue
Tualatin, Oregon 97062-7092

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Tualatin
18880 SW Martinazzi Avenue
Tualatin, Oregon 97062-7092

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

City of Tualatin

www.tualatinoregon.gov

February 2013

Dear City of Tualatin Resident:

The City of Tualatin wants to know what you think about our community and municipal government. You have been randomly selected to participate in Tualatin's 2013 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Tualatin residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:
http://www.n-r-c.com/survey/tualatin2013survey.htm

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (503)691-3065.

Please help us shape the future of Tualatin. Thank you for your time and participation.

Sincerely,

Lou Ogden
Mayor

City of Tualatin

www.tualatinoregon.gov

February 2013

Dear City of Tualatin Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Tualatin wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Tualatin's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Tualatin residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:
http://www.n-r-c.com/survey/tualatin2013survey.htm

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (503)691-3065.

Please help us shape the future of Tualatin. Thank you for your time and participation.

Sincerely,

Lou Ogden
Mayor

The City of Tualatin 2013 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Tualatin:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Tualatin as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Tualatin as a place to raise children	1	2	3	4	5
Tualatin as a place to work	1	2	3	4	5
Tualatin as a place to retire	1	2	3	4	5
The overall quality of life in Tualatin	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Tualatin as a whole:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Sense of community	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of Tualatin	1	2	3	4	5
Cleanliness of Tualatin	1	2	3	4	5
Overall quality of new development in Tualatin	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Tualatin	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Ease of car travel in Tualatin	1	2	3	4	5
Ease of bus travel in Tualatin	1	2	3	4	5
Ease of rail travel in Tualatin	1	2	3	4	5
Ease of bicycle travel in Tualatin	1	2	3	4	5
Ease of walking in Tualatin	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Air quality	1	2	3	4	5
Quality of overall natural environment in Tualatin	1	2	3	4	5
Overall image or reputation of Tualatin	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Tualatin over the past 2 years:

	Much too slow	*Somewhat too slow*	*Right amount*	*Somewhat too fast*	*Much too fast*	*Don't know*
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.)	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Tualatin?
❍ Not a problem ❍ Minor problem ❍ Moderate problem ❍ Major problem ❍ Don't know

5. Please rate how safe or unsafe you feel from the following in Tualatin:

	Very safe	*Somewhat safe*	*Neither safe nor unsafe*	*Somewhat unsafe*	*Very unsafe*	*Don't know*
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Environmental hazards, including toxic waste	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	*Somewhat safe*	*Neither safe nor unsafe*	*Somewhat unsafe*	*Very unsafe*	*Don't know*
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Tualatin's downtown area during the day	1	2	3	4	5	6
In Tualatin's downtown area after dark	1	2	3	4	5	6

7. Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?
❍ No ➔ Go to Question 9 ❍ Yes ➔ Go to Question 8 ❍ Don't know ➔ Go to Question 9

8. What was your overall impression of your most recent contact with the City of Tualatin Police Department?
❍ Excellent ❍ Good ❍ Fair ❍ Poor ❍ Don't know

9. During the past 12 months, were you or anyone in your household the victim of any crime?
❍ No ➔ Go to Question 11 ❍ Yes ➔ Go to Question 10 ❍ Don't know ➔ Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?
❍ No ❍ Yes ❍ Don't know

11. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?

	Never	*Once or twice*	*3 to 12 times*	*13 to 26 times*	*More than 26 times*
Used Tualatin public libraries or their services	1	2	3	4	5
Used Tualatin community centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park	1	2	3	4	5
Ridden a local bus within Tualatin	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	1	2	3	4	5
Read Tualatin Newsletter	1	2	3	4	5
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	1	2	3	4	5
Recycled used paper, cans or bottles from your home	1	2	3	4	5
Volunteered your time to some group or activity in Tualatin	1	2	3	4	5
Participated in religious or spiritual activities in Tualatin	1	2	3	4	5
Participated in a club or civic group in Tualatin	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?
❍ Just about every day
❍ Several times a week
❍ Several times a month
❍ Less than several times a month

13. Please rate the quality of each of the following services in Tualatin:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Municipal courts	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
City parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors	1	2	3	4	5
Services to youth	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5

14. Overall, how would you rate the quality of the services provided by each of the following?

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
The City of Tualatin	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Clackamas County Government	1	2	3	4	5
Washington County Government	1	2	3	4	5

15. Please indicate how likely or unlikely you are to do each of the following:

	Very likely	*Somewhat likely*	*Somewhat unlikely*	*Very unlikely*	*Don't know*
Recommend living in Tualatin to someone who asks	1	2	3	4	5
Remain in Tualatin for the next five years	1	2	3	4	5

16. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

❍ Very positive ❍ Somewhat positive ❍ Neutral ❍ Somewhat negative ❍ Very negative

17. Have you had any in-person, phone or email contact with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?

❍ No ➔ Go to Question 19 ❍ Yes ➔ Go to Question 18

18. What was your impression of the employee(s) of the City of Tualatin in your most recent contact? (Rate each characteristic below.)

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
Knowledge	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

19. Please rate the following categories of Tualatin government performance:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
The value of services for the taxes paid to Tualatin	1	2	3	4	5
The overall direction that Tualatin is taking	1	2	3	4	5
The job Tualatin government does at welcoming citizen involvement	1	2	3	4	5

20. Please check the response that comes closest to your opinion for each of the following questions:

a. Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?

❍ Yes ❍ No

b. Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?

❍ Yes ❍ No

c. Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?

❍ Strongly agree ❍ Somewhat agree ❍ Somewhat disagree ❍ Strongly disagree ❍ Don't know

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?
- ❍ No ➔ Go to Question D3
- ❍ Yes, full time ➔ Go to Question D2
- ❍ Yes, part time ➔ Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	_____ days
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	_____ days
Bus, rail or other public transportation	_____ days
Walk	_____ days
Bicycle	_____ days
Work at home	_____ days
Other	_____ days

D3. How many years have you lived in Tualatin?
- ❍ Less than 2 years
- ❍ 2-5 years
- ❍ 6-10 years
- ❍ 11-20 years
- ❍ More than 20 years

D4. Which best describes the building you live in?
- ❍ One family house detached from any other houses
- ❍ House attached to one or more houses (e.g., a duplex or townhome)
- ❍ Building with two or more apartments or condominiums
- ❍ Mobile home
- ❍ Other

D5. Is this house, apartment or mobile home...
- ❍ Rented for cash or occupied without cash payment?
- ❍ Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?
- ❍ Less than $300 per month
- ❍ $300 to $599 per month
- ❍ $600 to $999 per month
- ❍ $1,000 to $1,499 per month
- ❍ $1,500 to $2,499 per month
- ❍ $2,500 or more per month

D7. Do any children 17 or under live in your household?
- ❍ No
- ❍ Yes

D8. Are you or any other members of your household aged 65 or older?
- ❍ No
- ❍ Yes

D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)
- ❍ Less than $24,999
- ❍ $25,000 to $49,999
- ❍ $50,000 to $99,999
- ❍ $100,000 to $149,999
- ❍ $150,000 or more

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?
- ❍ No, not Spanish, Hispanic or Latino
- ❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
- ❍ American Indian or Alaskan Native
- ❍ Asian, Asian Indian or Pacific Islander
- ❍ Black or African American
- ❍ White
- ❍ Other

D12. In which category is your age?
- ❍ 18-24 years
- ❍ 25-34 years
- ❍ 35-44 years
- ❍ 45-54 years
- ❍ 55-64 years
- ❍ 65-74 years
- ❍ 75 years or older

D13. What is your sex?
- ❍ Female
- ❍ Male

D14. Are you registered to vote in your jurisdiction?
- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?
- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ Don't know

D16. Do you have a cell phone?
- ❍ No
- ❍ Yes

D17. Do you have a land line at home?
- ❍ No
- ❍ Yes

D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?
- ❍ Cell
- ❍ Land line
- ❍ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

City of Tualatin
18880 SW Martinazzi Avenue
Tualatin, Oregon 97062-7092

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94

The National Citizen Survey™

CITY OF TUALATIN, OR
2013

Benchmark Report

NATIONAL RESEARCH CENTER INC.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

ICMA
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

Contents

Understanding the Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Tualatin chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions with populations 15,000 to 40,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Tualatin Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast[1]	17%
West[2]	20%
North Central West[3]	11%
North Central East[4]	13%
South Central[5]	7%
South[6]	26%
Northeast West[7]	2%
Northeast East[8]	4%
Population	
Less than 40,000	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

[1] Alaska, Washington, Oregon, California, Hawaii
[2] Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
[3] North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
[4] Illinois, Indiana, Ohio, Michigan, Wisconsin
[5] Oklahoma, Texas, Louisiana, Arkansas
[6] West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
[7] New York, Pennsylvania, New Jersey
[8] Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

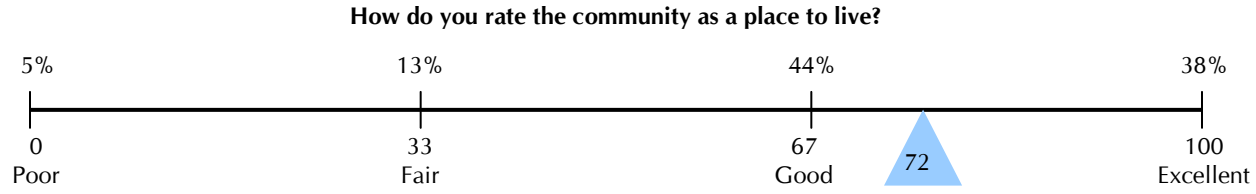
Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, "excellent" = 100, "good" = 67, "fair" = 33 and "poor" = 0. If everyone reported "excellent," then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor", the result would be 0 on the 100-point scale. If half the respondents gave a score of "excellent" and half gave a score of "poor," the average would be in the middle of the scale (like the center post of a teeter totter) between "fair" and "good." An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	**Total with "don't know"**	**Step1: Remove the percent of "don't know" responses**	**Total without "don't know"**	**Step 2: Assign scale values**	**Step 3: Multiply the percent by the scale value**	**Step 4: Sum to calculate the average rating**
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don't know	5%		--			
Total	100%		100%			**72**



Interpreting the Results

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Tualatin's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Tualatin's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for jurisdictions with populations 15,000 to 40,000.

National Benchmark Comparisons

Overall Community Quality Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Tualatin	69	222	438	Similar
Your neighborhood as place to live	72	129	296	Similar
Tualatin as a place to live	74	178	361	Similar
Recommend living in Tualatin to someone who asks	78	113	229	Similar
Remain in Tualatin for the next five years	75	159	228	Similar

Community Transportation Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Tualatin	48	210	288	Below
Ease of bus travel in Tualatin	36	166	213	Much below
Ease of rail travel in Tualatin	45	34	55	Below
Ease of bicycle travel in Tualatin	49	138	288	Similar
Ease of walking in Tualatin	63	90	284	Above
Availability of paths and walking trails	62	83	230	Above
Traffic flow on major streets	34	248	286	Much below

Frequency of Bus Use Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Tualatin	30	49	188	Much more

Drive Alone Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	112	215	Similar

Transportation and Parking Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	56	92	420	Much above
Street cleaning	71	12	287	Much above
Street lighting	64	28	314	Much above

Transportation and Parking Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Snow removal	57	132	279	Similar
Sidewalk maintenance	60	51	279	Much above
Traffic signal timing	48	132	243	Similar
Bus or transit services	45	157	217	Below
Amount of public parking	52	69	227	Above

Housing Characteristics Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	44	146	300	Similar
Variety of housing options	54	113	221	Similar

Housing Costs Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	30	144	218	Less

Built Environment Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of new development in Tualatin	60	70	276	Above
Overall appearance of Tualatin	66	128	338	Above

Population Growth Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	37	128	248	Similar

Nuisance Problems Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	1	241	246	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	50	97	292	Above
Code enforcement (weeds, abandoned buildings, etc.)	53	99	349	Above
Animal control	59	109	311	Above

Economic Sustainability and Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	44	79	299	Much above
Shopping opportunities	56	112	284	Above
Tualatin as a place to work	62	98	327	Much above
Overall quality of business and service establishments in Tualatin	59	84	219	Similar

Economic Development Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	51	92	278	Above

Job and Retail Growth Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	31	148	248	Much less
Jobs growth seen as too slow	70	179	250	Less

Personal Economic Future Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	21	74	243	Similar

Community and Personal Public Safety Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	93	86	333	Above
In your neighborhood after dark	79	94	322	Above
In Tualatin's downtown area during the day	90	90	284	Above
In Tualatin's downtown area after dark	72	96	289	Much above
Violent crime (e.g., rape, assault, robbery)	84	64	286	Much above
Property crimes (e.g., burglary, theft)	70	85	287	Much above
Environmental hazards, including toxic waste	82	61	220	Above

Crime Victimization and Reporting Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	11	140	258	Similar
Reported crimes	63	245	255	Much less

Public Safety Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	73	99	408	Above
Fire services	83	49	333	Above
Ambulance or emergency medical services	81	83	315	Above
Crime prevention	63	128	336	Above
Fire prevention and education	70	94	281	Similar
Traffic enforcement	57	180	357	Similar
Courts	64	42	196	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51	170	242	Below

Contact with Police Department Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the City of Tualatin Police Department	36	79	127	Similar
Overall impression of most recent contact with the City of Tualatin Police Department	73	28	130	Above

Community Environment Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Tualatin	70	69	231	Much above
Quality of overall natural environment in Tualatin	70	58	230	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	64	43	228	Much above
Air quality	66	78	235	Above

Frequency of Recycling Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	94	38	242	Much more

Utility Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Power (electric and/or gas) utility	71	12	122	Above
Sewer services	72	37	296	Much above
Drinking water	72	36	305	Much above
Storm drainage	66	39	353	Much above
Yard waste pick-up	78	16	251	Much above
Recycling	77	54	334	Much above
Garbage collection	76	70	341	Above

Community Recreational Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	56	178	295	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Tualatin community centers	37	205	211	Much less
Participated in a recreation program or activity	36	220	243	Much less
Visited a neighborhood park or City park	93	36	252	More

Parks and Recreation Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
City parks	81	27	306	Much above
Recreation programs or classes	69	91	318	Above
Recreation centers or facilities	61	147	273	Similar

Cultural and Educational Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	49	170	299	Similar
Educational opportunities	54	157	262	Below

Participation in Cultural and Educational Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Tualatin public libraries or their services	82	23	221	Much more
Participated in religious or spiritual activities in Tualatin	32	151	160	Much less

Cultural and Educational Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	71	62	239	Much above
Public library services	83	21	326	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	62	30	241	Much above
Availability of affordable quality food	57	102	192	Similar
Availability of preventive health services	64	33	172	Much above

Health and Wellness Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Health services	70	21	186	Much above

Community Quality and Inclusiveness Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	61	117	301	Similar
Openness and acceptance of the community toward people of diverse backgrounds	60	91	273	Above
Availability of affordable quality child care	46	102	243	Similar
Tualatin as a place to raise kids	73	145	362	Above
Tualatin as a place to retire	55	230	345	Below

Services Provided for Population Subgroups Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	67	49	294	Much above
Services to youth	64	62	276	Much above
Services to low income people	56	25	247	Much above

Civic Engagement Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	66	33	220	Much above
Opportunities to volunteer	67	94	221	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	19	204	252	Less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	24	173	202	Much less
Volunteered your time to some group or activity in Tualatin	34	189	249	Much less
Participated in a club or civic group in Tualatin	23	133	188	Much less
Provided help to a friend or neighbor	91	160	187	Similar

Voter Behavior Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	85	113	252	Similar
Voted in last general election	84	34	252	Much more

Use of Information Sources Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Read Tualatin Newsletter	95	17	181	Much more
Visited the City of Tualatin Web site	59	123	217	Similar

Local Government Media Services and Information Dissemination Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cable television	58	34	183	Above
Public information services	69	27	272	Much above

Social Engagement Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	90	211	Similar
Opportunities to participate in religious or spiritual events and activities	64	120	173	Similar

Contact with Immediate Neighbors Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	46	131	208	Similar

Public Trust Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Tualatin	57	90	389	Above
The overall direction that Tualatin is taking	61	47	322	Much above
Job Tualatin government does at welcoming citizen involvement	61	21	315	Much above
Overall image or reputation of Tualatin	65	134	322	Above

Services Provided by Local, State and Federal Governments Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the City of Tualatin	69	83	408	Much above
Services provided by the Federal Government	39	177	253	Similar
Services provided by the State Government	43	137	254	Similar
Services provided by Clackamas County Government	48	114	187	Similar

Contact with City Employees Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	47	195	289	Less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	80	19	323	Much above
Responsiveness	76	61	322	Much above
Courteousness	76	82	269	Above
Overall impression	75	75	366	Much above

Jurisdictions Included in National Benchmark Comparisons

Valdez, AK 3,976
Auburn, AL 53,380
Dothan, AL 65,496
Gulf Shores, AL 9,741
Tuskegee, AL 9,865
Vestavia Hills, AL 34,033
Fayetteville, AR 73,580
Fort Smith, AR 86,209
Little Rock, AR 193,524
Casa Grande, AZ 48,571
Chandler, AZ 236,123
Cococino County, AZ 134,421
Dewey-Humboldt, AZ 3,894
Flagstaff, AZ 65,870
Florence, AZ 25,536
Fountain Hills, AZ 22,489
Gilbert, AZ 208,453
Goodyear, AZ 65,275
Green Valley, AZ 21,391
Kingman, AZ 28,068
Marana, AZ 34,961
Maricopa, AZ 43,482
Maricopa County, AZ 3,817,117
Mesa, AZ 439,041
Nogales, AZ 20,837
Peoria, AZ 154,065
Phoenix, AZ 1,445,632
Pinal County, AZ 375,770
Prescott Valley, AZ 38,822
Queen Creek, AZ 26,361
Sahuarita, AZ 25,259
Scottsdale, AZ 217,385
Sedona, AZ 10,031
Surprise, AZ 117,517
Tempe, AZ 161,719
Yuma, AZ 93,064
Yuma County, AZ 195,751
Apple Valley, CA 69,135
Benicia, CA 26,997
Brea, CA 39,282
Brisbane, CA 4,282
Burlingame, CA 28,806
Citrus Heights, CA 83,301
Concord, CA 122,067
Coronado, CA 18,912
Cupertino, CA 58,302
Davis, CA 65,622
Dublin, CA 46,036
El Cerrito, CA 23,549
Elk Grove, CA 153,015
Fremont, CA 214,089
Galt, CA 23,647
Laguna Beach, CA 22,723
Laguna Hills, CA 30,344
Livermore, CA 80,968
Lodi, CA 62,134
Long Beach, CA 462,257
Marin County, CA 252,409
Menlo Park, CA 32,026
Mission Viejo, CA 93,305
Monterey, CA 27,810
Newport Beach, CA 85,186
Novato, CA 51,904
Palm Springs, CA 44,552
Palo Alto, CA 64,403
Pasadena, CA 137,122
Richmond, CA 103,701
San Carlos, CA 28,406
San Diego, CA 1,307,402
San Francisco, CA 805,235
San Jose, CA 945,942
San Luis Obispo County, CA 269,637
San Mateo, CA 97,207
San Rafael, CA 57,713
Santa Clarita, CA 176,320
Santa Monica, CA 89,736
Seaside, CA 33,025
South Lake Tahoe, CA 21,403
Stockton, CA 291,707
Sunnyvale, CA 140,081
Temecula, CA 100,097
Thousand Oaks, CA 126,683
Visalia, CA 124,442
Walnut Creek, CA 64,173
Adams County, CO 441,603
Arapahoe County, CO 572,003
Archuleta County, CO 12,084
Arvada, CO 106,433
Aspen, CO 6,658
Aurora, CO 325,078
Boulder, CO 97,385
Boulder County, CO 294,567
Broomfield, CO 55,889
Castle Rock, CO 48,231
Centennial, CO 100,377
Clear Creek County, CO 9,088
Colorado Springs, CO 416,427
Commerce City, CO 45,913
Craig, CO 9,464
Crested Butte, CO 1,487
Denver, CO 600,158
Douglas County, CO 285,465

Eagle County, CO....52,197
Edgewater, CO....5,170
El Paso County, CO....622,263
Englewood, CO....30,255
Erie, CO....18,135
Estes Park, CO....5,858
Fort Collins, CO....143,986
Frisco, CO....2,683
Fruita, CO....12,646
Georgetown, CO....1,034
Gilpin County, CO....5,441
Golden, CO....18,867
Grand County, CO....14,843
Greeley, CO....92,889
Gunnison County, CO....15,324
Highlands Ranch, CO....96,713
Hudson, CO....2,356
Jackson County, CO....1,394
Jefferson County, CO....534,543
Lafayette, CO....24,453
Lakewood, CO....142,980
Larimer County, CO....299,630
Littleton, CO....41,737
Lone Tree, CO....10,218
Longmont, CO....86,270
Louisville, CO....18,376
Loveland, CO....66,859
Mesa County, CO....146,723
Montrose, CO....19,132
Northglenn, CO....35,789
Park County, CO....16,206
Parker, CO....45,297
Pitkin County, CO....17,148
Pueblo, CO....106,595
Rifle, CO....9,172
Salida, CO....5,236
Summit County, CO....27,994
Teller County, CO....23,350
Thornton, CO....118,772
Vail, CO....5,305
Westminster, CO....106,114
Wheat Ridge, CO....30,166
Windsor, CO....18,644
Coventry, CT....2,990
Hartford, CT....124,775
Dover, DE....36,047
Milford, DE....9,559
Rehoboth Beach, DE....1,327
Brevard County, FL....543,376
Cape Coral, FL....154,305
Charlotte County, FL....159,978
Clearwater, FL....107,685
Collier County, FL....321,520
Cooper City, FL....28,547
Dade City, FL....6,437
Dania Beach, FL....30,183
Daytona Beach, FL....61,005
Delray Beach, FL....60,522
Destin, FL....12,305
Escambia County, FL....297,619
Gainesville, FL....124,354
Hillsborough County, FL....1,229,226
Jupiter, FL....55,156
Lee County, FL....618,754
Martin County, FL....146,318
Miami Beach, FL....87,779
North Palm Beach, FL....12,015
Oakland Park, FL....41,363
Ocala, FL....56,315
Oviedo, FL....33,342
Palm Bay, FL....103,190
Palm Beach County, FL....1,320,134
Palm Coast, FL....75,180
Panama City, FL....36,484
Pasco County, FL....464,697
Pinellas County, FL....916,542
Port Orange, FL....56,048
Port St. Lucie, FL....164,603
Sanford, FL....53,570
Sarasota, FL....51,917
St. Cloud, FL....35,183
Titusville, FL....43,761
Winter Garden, FL....34,568
Albany, GA....77,434
Alpharetta, GA....57,551
Cartersville, GA....19,731
Conyers, GA....15,195
Decatur, GA....19,335
McDonough, GA....22,084
Peachtree City, GA....34,364
Roswell, GA....88,346
Sandy Springs, GA....93,853
Savannah, GA....136,286
Smyrna, GA....51,271
Snellville, GA....18,242
Suwanee, GA....15,355
Valdosta, GA....54,518
Honolulu, HI....953,207
Altoona, IA....14,541
Ames, IA....58,965
Ankeny, IA....45,582
Bettendorf, IA....33,217
Cedar Falls, IA....39,260
Cedar Rapids, IA....126,326
Clive, IA....15,447
Des Moines, IA....203,433

Dubuque, IA	57,637
Indianola, IA	14,782
Muscatine, IA	22,886
Urbandale, IA	39,463
West Des Moines, IA	56,609
Boise, ID	205,671
Hailey, ID	7,960
Jerome, ID	10,890
Meridian, ID	75,092
Moscow, ID	23,800
Pocatello, ID	54,255
Post Falls, ID	27,574
Twin Falls, ID	44,125
Batavia, IL	26,045
Bloomington, IL	76,610
Centralia, IL	13,032
Collinsville, IL	25,579
Crystal Lake, IL	40,743
DeKalb, IL	43,862
Elmhurst, IL	44,121
Evanston, IL	74,486
Freeport, IL	25,638
Highland Park, IL	29,763
Lincolnwood, IL	12,590
Lyons, IL	10,729
Naperville, IL	141,853
Normal, IL	52,497
Oak Park, IL	51,878
O'Fallon, IL	28,281
Orland Park, IL	56,767
Palatine, IL	68,557
Park Ridge, IL	37,480
Peoria County, IL	186,494
Riverside, IL	8,875
Sherman, IL	4,148
Shorewood, IL	15,615
Skokie, IL	64,784
Sugar Grove, IL	8,997
Wilmington, IL	5,724
Brownsburg, IN	21,285
Fishers, IN	76,794
Munster, IN	23,603
Noblesville, IN	51,969
Abilene, KS	6,844
Arkansas City, KS	12,415
Fairway, KS	3,882
Garden City, KS	26,658
Gardner, KS	19,123
Johnson County, KS	544,179
Lawrence, KS	87,643
Merriam, KS	11,003
Mission, KS	9,323
Olathe, KS	125,872
Roeland Park, KS	6,731
Shawnee, KS	62,209
Wichita, KS	382,368
Bowling Green, KY	58,067
Paducah, KY	25,024
New Orleans, LA	343,829
Andover, MA	8,762
Barnstable, MA	45,193
Burlington, MA	24,498
Cambridge, MA	105,162
Needham, MA	28,886
Annapolis, MD	38,394
Baltimore, MD	620,961
Baltimore County, MD	805,029
Dorchester County, MD	32,618
Gaithersburg, MD	59,933
La Plata, MD	8,753
Montgomery County, MD	971,777
Prince George's County, MD	863,420
Rockville, MD	61,209
Takoma Park, MD	16,715
Freeport, ME	1,485
Lewiston, ME	36,592
Saco, ME	18,482
Scarborough, ME	4,403
South Portland, ME	25,002
Ann Arbor, MI	113,934
Battle Creek, MI	52,347
Bloomfield Hills, MI	3,869
Escanaba, MI	12,616
Farmington Hills, MI	79,740
Flushing, MI	8,389
Gladstone, MI	4,973
Holland, MI	33,051
Howell, MI	9,489
Hudsonville, MI	7,116
Jackson County, MI	160,248
Kalamazoo, MI	74,262
Kalamazoo County, MI	250,331
Midland, MI	41,863
Novi, MI	55,224
Otsego County, MI	24,164
Petoskey, MI	5,670
Port Huron, MI	30,184
Rochester, MI	12,711
Royal Oak, MI	57,236
South Haven, MI	4,403
Albert Lea, MN	18,016
Beltrami County, MN	44,442
Blaine, MN	57,186
Bloomington, MN	82,893
Carver County, MN	91,042
Chanhassen, MN	22,952

Coon Rapids, MN....61,476
Dakota County, MN....398,552
Duluth, MN....86,265
East Grand Forks, MN....8,601
Edina, MN....47,941
Elk River, MN....22,974
Fridley, MN....27,208
Hutchinson, MN....14,178
Inver Grove Heights, MN....33,880
Lakeville, MN....55,954
Mankato, MN....39,309
Maple Grove, MN....61,567
Mayer, MN....1,749
Minneapolis, MN....382,578
New Brighton, MN....21,456
Olmsted County, MN....144,248
Savage, MN....26,911
Scott County, MN....129,928
Shorewood, MN....7,307
St. Cloud, MN....65,842
St. Louis County, MN....200,226
St. Louis Park, MN....45,250
Washington County, MN....238,136
Woodbury, MN....61,961
Blue Springs, MO....52,575
Branson, MO....10,520
Cape Girardeau, MO....37,941
Clay County, MO....221,939
Clayton, MO....15,939
Columbia, MO....108,500
Ellisville, MO....9,133
Harrisonville, MO....10,019
Jefferson City, MO....43,079
Lee's Summit, MO....91,364
Maryland Heights, MO....27,472
Platte City, MO....4,691
Raymore, MO....19,206
Richmond Heights, MO....8,603
Riverside, MO....2,937
Rolla, MO....19,559
Wentzville, MO....29,070
Billings, MT....104,170
Bozeman, MT....37,280
Missoula, MT....66,788
Asheville, NC....83,393
Cabarrus County, NC....178,011
Cary, NC....135,234
Chapel Hill, NC....57,233
Charlotte, NC....731,424
Davidson, NC....10,944
Durham, NC....228,330
High Point, NC....104,371
Hillsborough, NC....6,087
Huntersville, NC....46,773
Indian Trail, NC....33,518
Mecklenburg County, NC....919,628
Mooresville, NC....32,711
Stallings, NC....13,831
Wake Forest, NC....30,117
Wilmington, NC....106,476
Winston-Salem, NC....229,617
Wahpeton, ND....7,766
Grand Island, NE....48,520
La Vista, NE....15,758
Lincoln, NE....258,379
Papillion, NE....18,894
Dover, NH....29,987
Lebanon, NH....13,151
Summit, NJ....21,457
Albuquerque, NM....545,852
Farmington, NM....45,877
Las Cruces, NM....97,618
Los Alamos County, NM....17,950
Rio Rancho, NM....87,521
San Juan County, NM....130,044
Carson City, NV....55,274
Henderson, NV....257,729
North Las Vegas, NV....216,961
Reno, NV....225,221
Sparks, NV....90,264
Washoe County, NV....421,407
Geneva, NY....13,261
New York City, NY....8,175,133
Ogdensburg, NY....11,128
Blue Ash, OH....12,114
Delaware, OH....34,753
Dublin, OH....41,751
Hamilton, OH....62,477
Hudson, OH....22,262
Kettering, OH....56,163
Orange Village, OH....3,323
Piqua, OH....20,522
Springboro, OH....17,409
Sylvania Township, OH....18,965
Upper Arlington, OH....33,771
West Carrollton, OH....12,692
Westerville, OH....36,120
Broken Arrow, OK....98,850
Edmond, OK....81,405
Norman, OK....110,925
Oklahoma City, OK....579,999
Stillwater, OK....45,688
Tulsa, OK....391,906
Albany, OR....50,158
Ashland, OR....20,078
Bend, OR....76,639

Corvallis, OR....54,462
Forest Grove, OR....21,083
Hermiston, OR....16,745
Jackson County, OR....203,206
Keizer, OR....36,478
Lake Oswego, OR....36,619
Lane County, OR....351,715
McMinnville, OR....32,187
Medford, OR....74,907
Portland, OR....583,776
Springfield, OR....59,403
Umatilla, OR....6,906
Wilsonville, OR....19,509
Chambersburg, PA....20,268
Cumberland County, PA....235,406
Kennett Square, PA....6,072
Kutztown Borough, PA....5,012
Radnor Township, PA....30,878
State College, PA....42,034
West Chester, PA....18,461
East Providence, RI....47,037
Newport, RI....24,672
Greer, SC....25,515
Rock Hill, SC....66,154
Rapid City, SD....67,956
Sioux Falls, SD....153,888
Bristol, TN....26,702
Cookeville, TN....30,435
Germantown, TN....38,844
Johnson City, TN....63,152
Morristown, TN....29,137
Nashville, TN....601,222
Sevierville, TN....14,807
White House, TN....10,255
Arlington, TX....365,438
Austin, TX....790,390
Benbrook, TX....21,234
Bryan, TX....76,201
Burleson, TX....36,690
College Station, TX....93,857
Colleyville, TX....22,807
Corpus Christi, TX....305,215
Dallas, TX....1,197,816
Denton, TX....113,383
Duncanville, TX....38,524
El Paso, TX....649,121
Flower Mound, TX....64,669
Fort Worth, TX....741,206
Georgetown, TX....47,400
Houston, TX....2,099,451
Hurst, TX....37,337
Hutto, TX....14,698
La Porte, TX....33,800
League City, TX....83,560
McAllen, TX....129,877
McKinney, TX....131,117
New Braunfels, TX....57,740
Plano, TX....259,841
Round Rock, TX....99,887
Rowlett, TX....56,199
San Antonio, TX....1,327,407
San Marcos, TX....44,894
Southlake, TX....26,575
Sugar Land, TX....78,817
Temple, TX....66,102
The Woodlands, TX....93,847
Tomball, TX....10,753
Watauga, TX....23,497
Westlake, TX....992
Park City, UT....7,558
Provo, UT....112,488
Riverdale, UT....8,426
Salt Lake City, UT....186,440
Sandy, UT....87,461
Saratoga Springs, UT....17,781
Springville, UT....29,466
Washington City, UT....18,761
Albemarle County, VA....98,970
Arlington County, VA....207,627
Ashland, VA....7,225
Botetourt County, VA....33,148
Charlottesville, VA....43,475
Chesapeake, VA....222,209
Chesterfield County, VA....316,236
Fredericksburg, VA....24,286
Hampton, VA....137,436
Hanover County, VA....99,863
Herndon, VA....23,292
James City County, VA....67,009
Lexington, VA....7,042
Lynchburg, VA....75,568
Montgomery County, VA....94,392
Newport News, VA....180,719
Norfolk, VA....242,803
Purcellville, VA....7,727
Radford, VA....16,408
Roanoke, VA....97,032
Spotsylvania County, VA....122,397
Virginia Beach, VA....437,994
Williamsburg, VA....14,068
York County, VA....65,464
Montpelier, VT....7,855
Airway Heights, WA....6,114
Auburn, WA....70,180
Bellevue, WA....122,363
Clark County, WA....425,363

Edmonds, WA	39,709
Federal Way, WA	89,306
Gig Harbor, WA	7,126
Hoquiam, WA	8,726
Kenmore, WA	20,460
Kirkland, WA	48,787
Lynnwood, WA	35,836
Maple Valley, WA	22,684
Mountlake Terrace, WA	19,909
Pasco, WA	59,781
Redmond, WA	54,144
Renton, WA	90,927
Sammamish, WA	45,780
SeaTac, WA	26,909
Shoreline, WA	53,007
Snoqualmie, WA	10,670
Spokane Valley, WA	89,755
Tacoma, WA	198,397
Vancouver, WA	161,791
West Richland, WA	11,811
Woodland, WA	5,509
Yakima, WA	91,067
Chippewa Falls, WI	13,661
Columbus, WI	4,991
De Pere, WI	23,800
Eau Claire, WI	65,883
Madison, WI	233,209
Merrill, WI	9,661
Oshkosh, WI	66,083
Racine, WI	78,860
Wauwatosa, WI	46,396
Wind Point, WI	1,723
Casper, WY	55,316
Cheyenne, WY	59,466
Gillette, WY	29,087

Populations 15,000 to 40,000 Benchmark Comparisons

Overall Community Quality Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall quality of life in Tualatin	69	17	29	Similar
Your neighborhood as place to live	72	8	20	Similar
Tualatin as a place to live	74	12	24	Similar
Recommend living in Tualatin to someone who asks	78	9	16	Similar
Remain in Tualatin for the next five years	75	10	16	Below

Community Transportation Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in Tualatin	48	14	21	Much below
Ease of bus travel in Tualatin	36	11	13	Much below
Ease of rail travel in Tualatin	45	Not available	Not available	Not available
Ease of bicycle travel in Tualatin	49	9	18	Similar
Ease of walking in Tualatin	63	7	18	Above
Availability of paths and walking trails	62	6	14	Above
Traffic flow on major streets	34	17	20	Much below

Frequency of Bus Use Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ridden a local bus within Tualatin	30	3	12	Much more

Drive Alone Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	76	10	14	Similar

Transportation and Parking Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Street repair	56	11	33	Above
Street cleaning	71	2	22	Much above
Street lighting	64	5	21	Much above
Snow removal	57	7	18	Similar
Sidewalk maintenance	60	8	24	Above
Traffic signal timing	48	9	18	Similar
Bus or transit services	45	8	13	Below
Amount of public parking	52	10	18	Similar

Housing Characteristics Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality housing	44	12	20	Similar
Variety of housing options	54	8	16	Similar

Housing Costs Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	30	8	14	Similar

Built Environment Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Quality of new development in Tualatin	60	7	20	Above
Overall appearance of Tualatin	66	9	23	Above

Population Growth Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Population growth seen as too fast	37	9	17	Less

Nuisance Problems Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	1	17	17	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Land use, planning and zoning	50	9	23	Similar
Code enforcement (weeds, abandoned buildings, etc.)	53	11	28	Above
Animal control	59	9	22	Similar

Economic Sustainability and Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Employment opportunities	44	3	21	Much above
Shopping opportunities	56	7	21	Above
Tualatin as a place to work	62	5	23	Much above
Overall quality of business and service establishments in Tualatin	59	9	16	Similar

Economic Development Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Economic development	51	8	22	Similar

Job and Retail Growth Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Retail growth seen as too slow	31	10	17	Much less
Jobs growth seen as too slow	70	13	17	Less

Personal Economic Future Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Positive impact of economy on household income	21	7	17	Similar

Community and Personal Public Safety Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	93	7	25	Similar
In your neighborhood after dark	79	7	24	Above
In Tualatin's downtown area during the day	90	8	19	Similar
In Tualatin's downtown area after dark	72	6	19	Above
Violent crime (e.g., rape, assault, robbery)	84	5	20	Much above
Property crimes (e.g., burglary, theft)	70	5	20	Above
Environmental hazards, including toxic waste	82	7	14	Above

Crime Victimization and Reporting Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Victim of crime	11	10	19	Similar
Reported crimes	63	18	18	Much less

Public Safety Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	73	10	26	Similar
Fire services	83	7	26	Above
Ambulance or emergency medical services	81	11	24	Similar
Crime prevention	63	10	24	Similar
Fire prevention and education	70	9	21	Similar
Traffic enforcement	57	13	24	Similar
Courts	64	4	12	Above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	51	14	17	Much below

Contact with Police Department Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with the City of Tualatin Police Department	36	7	10	Similar
Overall impression of most recent contact with the City of Tualatin Police Department	73	6	10	Similar

Community Environment Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cleanliness of Tualatin	70	6	16	Above
Quality of overall natural environment in Tualatin	70	5	14	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	64	3	17	Much above
Air quality	66	7	15	Above

Frequency of Recycling Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	94	2	17	Much more

Utility Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Power (electric and/or gas) utility	71	2	9	Above
Sewer services	72	5	22	Above
Drinking water	72	3	22	Much above
Storm drainage	66	8	26	Much above
Yard waste pick-up	78	4	24	Much above
Recycling	77	7	26	Much above
Garbage collection	76	6	27	Above

Community Recreational Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recreation opportunities	56	11	20	Similar

Participation in Parks and Recreation Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Tualatin community centers	37	15	17	Much less
Participated in a recreation program or activity	36	16	18	Much less
Visited a neighborhood park or City park	93	3	18	More

Parks and Recreation Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
City parks	81	3	22	Much above
Recreation programs or classes	69	9	22	Above
Recreation centers or facilities	61	13	25	Similar

Cultural and Educational Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to attend cultural activities	49	10	19	Similar
Educational opportunities	54	12	19	Below

Participation in Cultural and Educational Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Used Tualatin public libraries or their services	82	4	14	Much more
Participated in religious or spiritual activities in Tualatin	32	9	9	Much less

Cultural and Educational Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Public schools	71	7	20	Much above
Public library services	83	5	21	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable quality health care	62	4	18	Much above
Availability of affordable quality food	57	9	12	Similar
Availability of preventive health services	64	2	10	Much above

Health and Wellness Services Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Health services	70	1	14	Much above

Community Quality and Inclusiveness Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Sense of community	61	9	20	Similar
Openness and acceptance of the community toward people of diverse backgrounds	60	6	19	Above
Availability of affordable quality child care	46	9	15	Similar
Tualatin as a place to raise kids	73	12	26	Above
Tualatin as a place to retire	55	16	23	Below

Services Provided for Population Subgroups Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services to seniors	67	5	23	Above
Services to youth	64	7	21	Much above
Services to low income people	56	4	18	Much above

Civic Engagement Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in community matters	66	2	16	Much above
Opportunities to volunteer	67	6	14	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	19	16	18	Less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	24	10	13	Less
Volunteered your time to some group or activity in Tualatin	34	11	18	Less
Participated in a club or civic group in Tualatin	23	6	12	Similar
Provided help to a friend or neighbor	91	9	12	Similar

Voter Behavior Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Registered to vote	85	8	19	Similar
Voted in last general election	84	3	19	Much more

Use of Information Sources Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Read Tualatin Newsletter	95	2	16	Much more
Visited the City of Tualatin Web site	59	11	14	Less

Local Government Media Services and Information Dissemination Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cable television	58	2	13	Above
Public information services	69	3	19	Much above

Social Engagement Opportunities Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Opportunities to participate in social events and activities	58	7	15	Similar
Opportunities to participate in religious or spiritual events and activities	64	7	10	Similar

Contact with Immediate Neighbors Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	46	11	13	Less

Public Trust Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Value of services for the taxes paid to Tualatin	57	8	25	Above
The overall direction that Tualatin is taking	61	5	20	Much above
Job Tualatin government does at welcoming citizen involvement	61	3	21	Much above
Overall image or reputation of Tualatin	65	10	22	Similar

Services Provided by Local, State and Federal Governments Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Services provided by the City of Tualatin	69	9	27	Above
Services provided by the Federal Government	39	14	18	Similar
Services provided by the State Government	43	11	18	Similar
Services provided by Clackamas County Government	48	11	14	Similar

Contact with City Employees Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	47	17	20	Less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Tualatin average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	80	2	23	Much above
Responsiveness	76	8	21	Above
Courteousness	76	7	19	Above
Overall impression	75	7	25	Above

Jurisdictions Included in Populations 15,000 to 40,000 Benchmark Comparisons

Vestavia Hills, AL	34,033
Florence, AZ	25,536
Fountain Hills, AZ	22,489
Green Valley, AZ	21,391
Kingman, AZ	28,068
Marana, AZ	34,961
Nogales, AZ	20,837
Prescott Valley, AZ	38,822
Queen Creek, AZ	26,361
Sahuarita, AZ	25,259
Benicia, CA	26,997
Brea, CA	39,282
Burlingame, CA	28,806
Coronado, CA	18,912
El Cerrito, CA	23,549
Galt, CA	23,647
Laguna Beach, CA	22,723
Laguna Hills, CA	30,344
Menlo Park, CA	32,026
Monterey, CA	27,810
San Carlos, CA	28,406
Seaside, CA	33,025
South Lake Tahoe, CA	21,403
Englewood, CO	30,255
Erie, CO	18,135
Golden, CO	18,867
Gunnison County, CO	15,324
Lafayette, CO	24,453
Louisville, CO	18,376
Montrose, CO	19,132
Northglenn, CO	35,789
Park County, CO	16,206
Pitkin County, CO	17,148
Summit County, CO	27,994
Teller County, CO	23,350
Wheat Ridge, CO	30,166
Windsor, CO	18,644
Dover, DE	36,047
Cooper City, FL	28,547
Dania Beach, FL	30,183
Oviedo, FL	33,342
Panama City, FL	36,484
St. Cloud, FL	35,183
Winter Garden, FL	34,568
Cartersville, GA	19,731
Conyers, GA	15,195
Decatur, GA	19,335
McDonough, GA	22,084
Peachtree City, GA	34,364
Snellville, GA	18,242
Suwanee, GA	15,355
Bettendorf, IA	33,217
Cedar Falls, IA	39,260
Clive, IA	15,447
Muscatine, IA	22,886
Urbandale, IA	39,463
Moscow, ID	23,800
Post Falls, ID	27,574
Batavia, IL	26,045
Collinsville, IL	25,579
Freeport, IL	25,638
Highland Park, IL	29,763
O'Fallon, IL	28,281
Park Ridge, IL	37,480
Shorewood, IL	15,615
Brownsburg, IN	21,285
Munster, IN	23,603
Garden City, KS	26,658
Gardner, KS	19,123
Paducah, KY	25,024
Burlington, MA	24,498
Needham, MA	28,886
Annapolis, MD	38,394
Dorchester County, MD	32,618
Takoma Park, MD	16,715
Lewiston, ME	36,592
Saco, ME	18,482
South Portland, ME	25,002
Holland, MI	33,051
Otsego County, MI	24,164
Port Huron, MI	30,184
Albert Lea, MN	18,016
Chanhassen, MN	22,952
Elk River, MN	22,974
Fridley, MN	27,208
Inver Grove Heights, MN	33,880
Mankato, MN	39,309
New Brighton, MN	21,456
Savage, MN	26,911
Cape Girardeau, MO	37,941
Clayton, MO	15,939
Maryland Heights, MO	27,472
Raymore, MO	19,206
Rolla, MO	19,559
Wentzville, MO	29,070
Bozeman, MT	37,280
Indian Trail, NC	33,518
Mooresville, NC	32,711
Wake Forest, NC	30,117
La Vista, NE	15,758

Papillion, NE	18,894
Dover, NH	29,987
Summit, NJ	21,457
Los Alamos County, NM	17,950
Delaware, OH	34,753
Hudson, OH	22,262
Piqua, OH	20,522
Springboro, OH	17,409
Sylvania Township, OH	18,965
Upper Arlington, OH	33,771
Westerville, OH	36,120
Ashland, OR	20,078
Forest Grove, OR	21,083
Hermiston, OR	16,745
Keizer, OR	36,478
Lake Oswego, OR	36,619
McMinnville, OR	32,187
Wilsonville, OR	19,509
Chambersburg, PA	20,268
Radnor Township, PA	30,878
West Chester, PA	18,461
Newport, RI	24,672
Greer, SC	25,515
Bristol, TN	26,702
Cookeville, TN	30,435
Germantown, TN	38,844
Morristown, TN	29,137
Benbrook, TX	21,234
Burleson, TX	36,690
Colleyville, TX	22,807
Duncanville, TX	38,524
Hurst, TX	37,337
La Porte, TX	33,800
Southlake, TX	26,575
Watauga, TX	23,497
Saratoga Springs, UT	17,781
Springville, UT	29,466
Washington City, UT	18,761
Botetourt County, VA	33,148
Fredericksburg, VA	24,286
Herndon, VA	23,292
Radford, VA	16,408
Edmonds, WA	39,709
Kenmore, WA	20,460
Lynnwood, WA	35,836
Maple Valley, WA	22,684
Mountlake Terrace, WA	19,909
SeaTac, WA	26,909
De Pere, WI	23,800
Gillette, WY	29,087

CITY OF TUALATIN, OR
2013

Report of Demographic Subgroup Comparisons

NATIONAL RESEARCH CENTER INC.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

ICMA
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

Contents

Survey Background

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Tualatin staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Tualatin staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Tualatin chose was to have crosstabulations of evaluative questions 1-20 by demographic questions D3 (length of residency), D11 (race), D12 (age) and D14 (registered to vote).

Understanding the Results

"Don't Know" Responses

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Understanding the Tables

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good", or the percent of respondents who felt the rate of growth was "about right."

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")														
Please rate each of the following aspects of quality of life in Tualatin:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Tualatin as a place to live	80%	92%	94%	88%	90%	87%	90%	74%	95%	94%	88%	72%	90%	88%
Your neighborhood as a place to live	74%	84%	90%	82%	82%	90%	83%	66%	90%	86%	82%	66%	85%	82%
Tualatin as a place to raise children	80%	93%	92%	88%	86%	95%	87%	80%	91%	90%	88%	79%	89%	88%
Tualatin as a place to work	60%	72%	69%	66%	70%	51%	67%	66%	61%	70%	65%	64%	66%	65%
Tualatin as a place to retire	51%	48%	70%	59%	58%	68%	59%	46%	58%	69%	58%	60%	60%	60%
The overall quality of life in Tualatin	75%	87%	90%	83%	85%	83%	85%	71%	89%	90%	84%	70%	85%	83%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Sense of community	58%	66%	74%	66%	68%	68%	68%	47%	69%	83%	66%	56%	68%	66%
Openness and acceptance of the community toward people of diverse backgrounds	66%	63%	71%	68%	68%	68%	68%	68%	61%	77%	67%	68%	67%	67%
Overall appearance of Tualatin	76%	84%	80%	79%	78%	84%	79%	76%	76%	89%	79%	89%	78%	80%
Cleanliness of Tualatin	80%	85%	86%	84%	85%	82%	85%	78%	83%	91%	84%	84%	85%	84%
Overall quality of new development in Tualatin	70%	76%	68%	70%	71%	78%	72%	69%	70%	73%	70%	64%	71%	70%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Variety of housing options	53%	69%	69%	62%	62%	70%	63%	52%	63%	71%	62%	57%	63%	62%
Overall quality of business and service establishments in Tualatin	66%	74%	66%	68%	71%	56%	69%	64%	66%	75%	68%	65%	68%	68%
Shopping opportunities	58%	70%	63%	62%	58%	76%	61%	62%	61%	63%	62%	78%	60%	63%
Opportunities to attend cultural activities	53%	53%	40%	47%	46%	62%	49%	52%	43%	48%	47%	65%	45%	48%
Recreational opportunities	61%	65%	61%	62%	62%	79%	64%	56%	60%	71%	62%	68%	62%	63%
Employment opportunities	39%	44%	39%	40%	40%	28%	38%	40%	32%	51%	39%	61%	33%	39%
Educational opportunities	48%	66%	57%	55%	54%	71%	57%	44%	59%	62%	56%	69%	52%	54%
Opportunities to participate in social events and activities	64%	79%	61%	65%	68%	68%	68%	63%	66%	65%	65%	61%	66%	65%
Opportunities to participate in religious or spiritual events and activities	68%	78%	72%	72%	71%	78%	72%	55%	73%	82%	71%	49%	76%	71%
Opportunities to volunteer	69%	76%	75%	73%	73%	82%	74%	59%	76%	79%	73%	78%	73%	74%
Opportunities to participate in community matters	77%	76%	70%	74%	74%	86%	76%	68%	75%	77%	74%	85%	72%	74%
Ease of car travel in Tualatin	55%	43%	49%	51%	53%	48%	52%	62%	44%	49%	51%	60%	49%	50%
Ease of bus travel in Tualatin	38%	39%	31%	35%	38%	32%	37%	42%	33%	34%	36%	51%	30%	34%
Ease of rail travel in Tualatin	43%	45%	52%	47%	47%	53%	48%	43%	49%	48%	47%	52%	46%	47%
Ease of bicycle travel in Tualatin	48%	62%	49%	51%	52%	49%	51%	49%	47%	60%	51%	60%	50%	52%
Ease of walking in Tualatin	55%	73%	77%	67%	66%	70%	66%	52%	70%	80%	67%	59%	68%	67%
Availability of paths and walking trails	55%	69%	71%	64%	68%	60%	67%	55%	68%	71%	65%	58%	66%	65%
Traffic flow on major streets	27%	32%	30%	29%	30%	32%	30%	35%	23%	32%	29%	50%	26%	29%
Amount of public parking	51%	59%	58%	55%	56%	66%	57%	48%	63%	54%	56%	55%	56%	56%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Availability of affordable quality housing	32%	64%	51%	44%	46%	48%	46%	29%	53%	51%	45%	53%	43%	45%
Availability of affordable quality child care	25%	63%	63%	49%	53%	37%	50%	30%	59%	50%	49%	46%	51%	50%
Availability of affordable quality health care	62%	77%	72%	70%	70%	73%	70%	52%	77%	75%	70%	50%	73%	70%
Availability of affordable quality food	57%	74%	75%	67%	68%	62%	67%	58%	69%	76%	67%	79%	65%	67%
Availability of preventive health services	64%	71%	72%	69%	69%	70%	69%	58%	68%	79%	69%	63%	70%	70%
Air quality	72%	82%	86%	79%	78%	82%	79%	77%	79%	85%	80%	82%	79%	79%
Quality of overall natural environment in Tualatin	82%	93%	89%	87%	86%	92%	87%	85%	86%	92%	87%	92%	86%	87%
Overall image or reputation of Tualatin	78%	85%	82%	81%	78%	99%	81%	75%	82%	87%	81%	89%	79%	81%

Question 3: Growth (Percent of respondents)														
Please rate the speed of growth in the following categories in Tualatin over the past 2 years:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Population growth too fast	43%	35%	35%	38%	34%	64%	38%	44%	38%	32%	38%	22%	39%	37%
Retail growth too slow	33%	30%	30%	31%	31%	22%	30%	25%	38%	28%	31%	33%	31%	31%
Job growth too slow	72%	58%	71%	69%	69%	64%	68%	66%	76%	62%	69%	45%	74%	69%

Question 4: Code Enforcement (Percent a "major" problem)														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Run down buildings, weed lots or junk vehicle a major problem in Tualatin	0%	0%	2%	1%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%

Question 5: Community Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel from the following in Tualatin:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Violent crime (e.g., rape, assault, robbery)	84%	88%	90%	87%	89%	86%	89%	80%	89%	93%	87%	71%	91%	88%
Property crimes (e.g., burglary, theft)	70%	82%	75%	75%	76%	77%	76%	65%	78%	80%	75%	68%	76%	74%
Environmental hazards, including toxic waste	83%	92%	84%	85%	88%	80%	87%	83%	87%	85%	85%	75%	87%	85%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)														
	Length of residency				Race			Age				Registered to vote		
Please rate how safe or unsafe you feel:	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
In your neighborhood during the day	94%	97%	98%	96%	97%	100%	98%	93%	97%	98%	96%	85%	98%	96%
In your neighborhood after dark	78%	89%	86%	83%	84%	82%	84%	75%	85%	90%	83%	69%	85%	83%
In Tualatin's downtown area during the day	90%	98%	95%	93%	94%	100%	95%	89%	94%	96%	93%	89%	95%	95%
In Tualatin's downtown area after dark	71%	85%	75%	75%	78%	61%	76%	71%	75%	82%	76%	70%	77%	76%

Question 7: Contact with Police Department (Percent "yes")														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	33%	48%	33%	36%	32%	42%	34%	33%	42%	27%	35%	28%	38%	36%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	78%	77%	75%	77%	70%	100%	75%	76%	74%	81%	76%	82%	76%	77%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	10%	23%	6%	11%	11%	14%	11%	22%	7%	5%	11%	21%	9%	11%
If yes, was this crime (these crimes) reported to the police?	62%	77%	41%	63%	55%	100%	63%	60%	77%	43%	63%	39%	72%	63%

Question 11: Resident Behaviors (Percent at least once in past 12 months)														
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Used Tualatin public libraries or their services	80%	88%	83%	82%	80%	96%	82%	84%	87%	73%	82%	82%	83%	82%
Used Tualatin community centers	33%	35%	42%	37%	34%	46%	36%	31%	38%	42%	37%	41%	36%	36%
Participated in a recreation program or activity	35%	39%	35%	36%	35%	44%	36%	22%	47%	33%	36%	29%	36%	35%

Question 11: Resident Behaviors (Percent at least once in past 12 months)														
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Visited a neighborhood park or City park	92%	95%	92%	92%	92%	90%	92%	90%	96%	89%	92%	89%	93%	93%
Ridden a local bus within Tualatin	37%	25%	25%	30%	27%	45%	30%	45%	29%	16%	31%	44%	28%	31%
Attended a meeting of local elected officials or other local public meeting	13%	20%	26%	19%	21%	10%	19%	10%	21%	28%	19%	12%	21%	20%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	16%	25%	32%	24%	23%	25%	23%	14%	26%	30%	24%	17%	25%	24%
Read Tualatin Newsletter	95%	93%	96%	95%	94%	100%	95%	93%	95%	98%	95%	92%	95%	95%
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	58%	64%	59%	60%	58%	75%	60%	60%	68%	46%	60%	36%	65%	61%
Recycled used paper, cans or bottles from your home	92%	95%	96%	94%	92%	100%	94%	90%	97%	93%	94%	84%	96%	94%
Volunteered your time to some group or activity in Tualatin	20%	35%	48%	34%	32%	45%	34%	18%	39%	43%	34%	28%	34%	33%
Participated in religious or spiritual activities in Tualatin	23%	33%	40%	32%	32%	25%	31%	15%	45%	27%	31%	27%	32%	31%
Participated in a club or civic group in Tualatin	18%	25%	29%	23%	23%	25%	23%	19%	27%	24%	24%	24%	22%	23%
Provided help to a friend or neighbor	87%	93%	94%	91%	90%	94%	91%	87%	95%	92%	92%	92%	91%	91%

Question 12: Neighborliness (Percent at least several times a week)														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Visit with neighbors at least several times a week	45%	37%	50%	46%	43%	52%	45%	38%	43%	58%	45%	51%	44%	45%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Tualatin:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Police services	76%	79%	88%	82%	82%	81%	82%	72%	80%	94%	82%	83%	82%	82%
Fire services	86%	90%	97%	92%	93%	86%	92%	75%	97%	98%	92%	86%	93%	92%
Ambulance or emergency medical services	83%	93%	98%	92%	93%	85%	92%	84%	93%	96%	92%	85%	93%	92%
Crime prevention	58%	77%	72%	68%	68%	80%	70%	54%	69%	80%	68%	56%	72%	69%
Fire prevention and education	69%	87%	82%	79%	80%	84%	81%	61%	81%	88%	79%	73%	82%	80%
Municipal courts	65%	82%	69%	71%	70%	84%	71%	72%	66%	78%	71%	79%	67%	70%
Traffic enforcement	62%	78%	62%	65%	68%	55%	67%	63%	60%	74%	65%	73%	63%	64%
Street repair	55%	62%	59%	58%	61%	52%	59%	55%	54%	65%	58%	61%	57%	58%
Street cleaning	86%	93%	84%	87%	87%	87%	87%	84%	87%	89%	87%	96%	85%	87%
Street lighting	73%	82%	75%	75%	78%	67%	76%	71%	72%	84%	75%	84%	74%	76%
Snow removal	66%	62%	54%	59%	58%	67%	60%	74%	56%	53%	59%	87%	54%	59%
Sidewalk maintenance	71%	83%	64%	70%	72%	62%	70%	70%	69%	71%	70%	78%	69%	70%
Traffic signal timing	47%	59%	54%	52%	53%	51%	53%	40%	56%	62%	52%	53%	52%	52%
Bus or transit services	54%	54%	42%	49%	53%	37%	51%	49%	44%	57%	49%	62%	46%	49%
Garbage collection	89%	89%	96%	92%	93%	89%	92%	92%	91%	93%	92%	94%	92%	92%
Recycling	89%	89%	92%	91%	90%	98%	91%	88%	92%	91%	91%	92%	90%	90%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Tualatin:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Yard waste pick-up	92%	87%	94%	92%	93%	87%	92%	89%	92%	94%	92%	100%	91%	92%
Storm drainage	73%	86%	80%	79%	83%	71%	81%	77%	76%	86%	79%	79%	79%	79%
Drinking water	79%	87%	86%	83%	85%	83%	85%	76%	85%	90%	84%	66%	86%	83%
Sewer services	79%	89%	91%	86%	86%	95%	87%	75%	90%	92%	86%	75%	88%	86%
Power (electric and/or gas) utility	75%	93%	92%	85%	88%	79%	87%	67%	93%	96%	86%	72%	88%	85%
City parks	92%	96%	95%	94%	94%	96%	94%	89%	96%	96%	94%	100%	94%	95%
Recreation programs or classes	86%	84%	83%	84%	85%	89%	86%	88%	81%	88%	85%	87%	84%	85%
Recreation centers or facilities	71%	92%	68%	73%	76%	74%	75%	67%	70%	82%	73%	77%	74%	74%
Land use, planning and zoning	59%	59%	52%	56%	57%	54%	57%	53%	59%	55%	56%	78%	52%	57%
Code enforcement (weeds, abandoned buildings, etc.)	51%	71%	57%	58%	62%	44%	59%	60%	52%	67%	59%	72%	57%	59%
Animal control	65%	77%	75%	72%	73%	67%	72%	73%	71%	73%	72%	80%	70%	72%
Economic development	47%	59%	57%	54%	54%	55%	54%	44%	50%	71%	54%	68%	50%	53%
Health services	85%	91%	80%	84%	85%	93%	86%	77%	84%	90%	84%	86%	83%	84%
Services to seniors	81%	87%	76%	80%	82%	68%	80%	83%	78%	80%	80%	92%	76%	79%
Services to youth	67%	82%	73%	73%	77%	66%	75%	71%	71%	79%	73%	80%	73%	74%
Services to low-income people	64%	58%	56%	59%	61%	63%	61%	64%	54%	62%	59%	67%	55%	58%
Public library services	89%	95%	96%	93%	91%	98%	92%	89%	94%	94%	93%	91%	93%	93%
Public information services	87%	88%	77%	83%	83%	83%	83%	78%	81%	90%	83%	88%	81%	82%
Public schools	87%	91%	83%	85%	85%	91%	85%	80%	85%	89%	85%	100%	83%	85%
Cable television	54%	77%	70%	65%	68%	48%	66%	54%	68%	70%	66%	62%	66%	65%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Tualatin:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	43%	70%	44%	49%	48%	54%	49%	25%	54%	71%	49%	66%	46%	50%
Preservation of natural areas such as open space, farmlands and greenbelts	70%	80%	75%	74%	75%	85%	76%	66%	76%	79%	74%	75%	74%	74%

Question 14: Government Services Overall (Percent "excellent" or "good")														
Overall, how would you rate the quality of the services provided by each of the following?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
The City of Tualatin	82%	88%	82%	83%	85%	81%	84%	77%	84%	88%	83%	73%	85%	83%
The Federal Government	27%	56%	43%	38%	39%	47%	40%	25%	41%	50%	38%	45%	38%	39%
The State Government	31%	53%	45%	41%	41%	47%	42%	28%	39%	57%	41%	45%	40%	41%
Clackamas County Government	45%	69%	53%	52%	56%	31%	52%	44%	57%	54%	52%	70%	49%	53%
Washington County Government	43%	71%	53%	52%	57%	41%	55%	47%	47%	65%	52%	54%	51%	52%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)														
Please indicate how likely or unlikely you are to do each of the following:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Recommend living in Tualatin to someone who asks	87%	91%	92%	90%	91%	95%	91%	82%	92%	95%	90%	83%	91%	90%
Remain in Tualatin for the next five years	70%	85%	94%	82%	83%	86%	83%	64%	90%	90%	82%	69%	84%	82%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	19%	36%	19%	22%	21%	25%	22%	18%	22%	25%	22%	42%	19%	22%

Question 17: Contact with City Employees (Percent "yes")														
	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Have you had any in-person, phone or email with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?	39%	57%	48%	46%	46%	47%	46%	40%	51%	46%	46%	26%	50%	47%

Question 18: City Employees (Percent "excellent" or "good")														
What was your impression of the employee(s) of the City of Tualatin in your most recent contact?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Knowledge	88%	81%	96%	90%	88%	97%	90%	85%	92%	92%	90%	100%	89%	90%
Responsiveness	79%	70%	82%	78%	79%	81%	79%	72%	74%	92%	78%	100%	76%	78%
Courtesy	79%	76%	83%	80%	80%	84%	81%	72%	77%	92%	80%	100%	78%	80%
Overall impression	79%	70%	79%	77%	78%	81%	78%	72%	74%	88%	77%	100%	75%	77%

Question 19: Government Performance (Percent "excellent" or "good")														
Please rate the following categories of Tualatin government performance:	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
The value of services for the taxes paid to Tualatin	54%	58%	71%	62%	64%	70%	65%	46%	69%	70%	63%	69%	62%	63%
The overall direction that Tualatin is taking	65%	75%	73%	70%	70%	90%	73%	63%	77%	70%	71%	83%	68%	70%
The job Tualatin government does at welcoming citizen involvement	72%	69%	66%	69%	69%	89%	72%	67%	71%	69%	69%	75%	69%	70%

Question 20a: Custom Question 1 (Percent "yes")														
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	65%	62%	82%	72%	68%	84%	71%	70%	73%	71%	72%	71%	73%	72%

Question 20b: Custom Question 2 (Percent "yes")														
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	7%	10%	11%	9%	10%	0%	9%	11%	10%	5%	9%	11%	8%	8%

Question 20c: Custom Question 3 (Percent "strongly or somewhat agree")														
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	Length of residency				Race			Age				Registered to vote		
	5 years or less	6 to 10 years	More than 10 years	Overall	White	Not white	Overall	18-34	35-54	55+	Overall	No or ineligible	Yes	Overall
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	68%	60%	64%	65%	64%	68%	64%	56%	66%	73%	65%	67%	66%	66%

The National Citizen Survey™

CITY OF TUALATIN, OR
2013

Report of Geographic Subgroup Comparisons

NATIONAL RESEARCH CENTER INC.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

ICMA
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

Contents

Survey Background

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Tualatin staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Tualatin staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

Understanding the Results

"Don't Know" Responses

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Understanding the Tables

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good", or the percent of respondents who felt the rate of growth was "about right."

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they are marked in grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (306 completed surveys). For each area (Southwest Tualatin, Northwest Tualatin, and East Tualatin), the margin of error rises to approximately + or - 11% since sample sizes were approximately 79 for Southwest Tualatin, 95 for Northwest Tualatin and 132 for East Tualatin.

The National Citizen Survey™ Tualatin, OR
Geographic Comparison Areas

Southwest Tualatin
Northwest Tualatin
East Tualatin

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")				
	Area			
Please rate each of the following aspects of quality of life in Tualatin:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Tualatin as a place to live	80%	91%	90%	88%
Your neighborhood as a place to live	77%	85%	83%	82%
Tualatin as a place to raise children	92%	83%	88%	88%
Tualatin as a place to work	56%	74%	67%	66%
Tualatin as a place to retire	49%	62%	62%	59%
The overall quality of life in Tualatin	75%	83%	87%	83%

Question 2: Community Characteristics (Percent "excellent" or "good")				
	Area			
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Sense of community	58%	75%	65%	66%
Openness and acceptance of the community toward people of diverse backgrounds	65%	74%	67%	69%
Overall appearance of Tualatin	78%	83%	77%	79%
Cleanliness of Tualatin	79%	88%	84%	84%
Overall quality of new development in Tualatin	58%	79%	70%	69%
Variety of housing options	49%	64%	68%	62%
Overall quality of business and service establishments in Tualatin	54%	80%	67%	67%
Shopping opportunities	54%	72%	61%	62%
Opportunities to attend cultural activities	36%	49%	54%	48%
Recreational opportunities	38%	80%	64%	62%
Employment opportunities	29%	50%	40%	40%
Educational opportunities	43%	55%	63%	55%
Opportunities to participate in social events and activities	52%	74%	67%	65%
Opportunities to participate in religious or spiritual events and activities	58%	81%	74%	72%
Opportunities to volunteer	61%	77%	78%	73%

Question 2: Community Characteristics (Percent "excellent" or "good")				
	Area			
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Opportunities to participate in community matters	66%	79%	75%	74%
Ease of car travel in Tualatin	39%	53%	55%	50%
Ease of bus travel in Tualatin	26%	39%	36%	35%
Ease of rail travel in Tualatin	41%	55%	44%	47%
Ease of bicycle travel in Tualatin	42%	64%	45%	51%
Ease of walking in Tualatin	66%	75%	62%	67%
Availability of paths and walking trails	55%	76%	62%	64%
Traffic flow on major streets	14%	33%	34%	29%
Amount of public parking	52%	57%	54%	54%
Availability of affordable quality housing	30%	43%	55%	45%
Availability of affordable quality child care	63%	48%	45%	50%
Availability of affordable quality health care	65%	64%	75%	69%
Availability of affordable quality food	69%	68%	64%	67%
Availability of preventive health services	63%	65%	74%	68%
Air quality	82%	78%	79%	80%
Quality of overall natural environment in Tualatin	87%	90%	84%	87%
Overall image or reputation of Tualatin	75%	87%	79%	80%

Question 3: Growth (Percent of respondents)				
	Area			
Please rate the speed of growth in the following categories in Tualatin over the past 2 years:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Population growth too fast	29%	40%	40%	37%
Retail growth too slow	40%	25%	30%	31%
Job growth too slow	87%	60%	67%	70%

Question 4: Code Enforcement (Percent a "major" problem)				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Run down buildings, weed lots or junk vehicle a major problem in Tualatin	0%	2%	0%	1%

Question 5: Community Safety (Percent "very" or "somewhat" safe)				
	Area			
Please rate how safe or unsafe you feel from the following in Tualatin:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Violent crime (e.g., rape, assault, robbery)	83%	92%	87%	87%
Property crimes (e.g., burglary, theft)	59%	84%	75%	74%
Environmental hazards, including toxic waste	80%	89%	83%	84%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)				
	Area			
Please rate how safe or unsafe you feel:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
In your neighborhood during the day	93%	100%	96%	96%
In your neighborhood after dark	66%	97%	84%	83%
In Tualatin's downtown area during the day	89%	96%	95%	94%
In Tualatin's downtown area after dark	64%	90%	73%	76%

Question 7: Contact with Police Department (Percent "yes")				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	44%	36%	32%	36%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	85%	83%	67%	77%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	5%	17%	9%	11%
If yes, was this crime (these crimes) reported to the police?	9%	62%	83%	63%

Question 11: Resident Behaviors (Percent at least once in past 12 months)				
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Used Tualatin public libraries or their services	88%	79%	81%	82%
Used Tualatin community centers	45%	38%	31%	37%
Participated in a recreation program or activity	46%	37%	29%	36%
Visited a neighborhood park or City park	93%	90%	94%	93%
Ridden a local bus within Tualatin	35%	27%	29%	30%
Attended a meeting of local elected officials or other local public meeting	14%	23%	20%	19%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	21%	25%	26%	24%
Read Tualatin Newsletter	100%	94%	92%	95%
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	61%	53%	62%	59%
Recycled used paper, cans or bottles from your home	97%	92%	93%	94%
Volunteered your time to some group or activity in Tualatin	30%	34%	37%	34%
Participated in religious or spiritual activities in Tualatin	28%	31%	35%	32%
Participated in a club or civic group in Tualatin	22%	21%	26%	23%
Provided help to a friend or neighbor	91%	92%	91%	91%

Question 12: Neighborliness (Percent at least several times a week)				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Visit with neighbors at least several times a week	49%	46%	45%	46%

Question 13: Service Quality (Percent "excellent" or "good")				
	Area			
Please rate the quality of each of the following services in Tualatin:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Police services	81%	91%	77%	83%
Fire services	94%	100%	85%	93%
Ambulance or emergency medical services	88%	100%	89%	92%
Crime prevention	62%	83%	63%	69%
Fire prevention and education	77%	80%	80%	80%
Municipal courts	46%	85%	72%	72%
Traffic enforcement	46%	76%	69%	66%
Street repair	41%	70%	61%	58%
Street cleaning	73%	93%	91%	87%
Street lighting	55%	84%	82%	75%
Snow removal	43%	82%	55%	60%
Sidewalk maintenance	54%	83%	71%	70%
Traffic signal timing	43%	57%	55%	53%
Bus or transit services	52%	45%	51%	49%
Garbage collection	90%	92%	94%	92%
Recycling	90%	93%	90%	91%
Yard waste pick-up	92%	94%	91%	92%
Storm drainage	65%	86%	82%	79%
Drinking water	77%	89%	83%	83%
Sewer services	76%	95%	87%	86%
Power (electric and/or gas) utility	76%	95%	84%	85%
City parks	86%	94%	97%	94%

Question 13: Service Quality (Percent "excellent" or "good")				
	Area			
Please rate the quality of each of the following services in Tualatin:	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Recreation programs or classes	68%	94%	86%	84%
Recreation centers or facilities	38%	79%	89%	73%
Land use, planning and zoning	38%	61%	60%	56%
Code enforcement (weeds, abandoned buildings, etc.)	54%	58%	60%	58%
Animal control	68%	76%	72%	72%
Economic development	45%	62%	53%	54%
Health services	75%	82%	92%	84%
Services to seniors	66%	81%	86%	80%
Services to youth	56%	80%	78%	74%
Services to low-income people	48%	69%	55%	59%
Public library services	90%	94%	94%	93%
Public information services	75%	87%	85%	83%
Public schools	80%	89%	85%	85%
Cable television	59%	62%	72%	65%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	32%	46%	60%	49%
Preservation of natural areas such as open space, farmlands and greenbelts	71%	69%	79%	74%

Question 14: Government Services Overall (Percent "excellent" or "good")				
	Area			
Overall, how would you rate the quality of the services provided by each of the following?	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
The City of Tualatin	76%	92%	81%	83%
The Federal Government	31%	34%	47%	38%
The State Government	40%	34%	45%	40%
Clackamas County Government	50%	45%	55%	51%
Washington County Government	46%	55%	54%	52%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)				
Please indicate how likely or unlikely you are to do each of the following:	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Recommend living in Tualatin to someone who asks	84%	89%	94%	90%
Remain in Tualatin for the next five years	75%	81%	89%	83%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	15%	19%	27%	22%

Question 17: Contact with City Employees (Percent "yes")				
	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Have you had any in-person, phone or email with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?	50%	45%	45%	47%

Question 18: City Employees (Percent "excellent" or "good")				
What was your impression of the employee(s) of the City of Tualatin in your most recent contact?	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Knowledge	89%	88%	93%	91%
Responsiveness	71%	85%	79%	79%
Courtesy	71%	85%	82%	80%
Overall impression	70%	83%	79%	78%

Question 19: Government Performance (Percent "excellent" or "good")				
Please rate the following categories of Tualatin government performance:	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
The value of services for the taxes paid to Tualatin	46%	76%	62%	62%
The overall direction that Tualatin is taking	60%	73%	75%	70%
The job Tualatin government does at welcoming citizen involvement	58%	77%	70%	69%

Question 20a: Custom Question 1 (Percent "yes")				
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	80%	67%	71%	72%

Question 20b: Custom Question 2 (Percent "yes")				
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	6%	13%	8%	9%

Question 20c: Custom Question 3 (Percent "strongly or somewhat agree")				
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	Area			
	Southwest Tualatin	Northwest Tualatin	East Tualatin	Overall
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	60%	58%	74%	65%

The National Citizen Survey™

CITY OF TUALATIN, OR
2013

Supplemental Web Survey Results

NATIONAL RESEARCH CENTER INC.
2955 Valmont Road, Suite 300
Boulder, CO 80301
ww.n-r-c.com • 303-444-7863

ICMA
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

Contents

About This Report

As part of its participation in The National Citizen Survey™ (The NCS), the City of Tualatin conducted a mailed survey of 1,200 residents. Surveys were mailed to randomly selected households beginning on February 8 and data was collected through March 29. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: City of Tualatin, OR 2013*), the City made available the Web-based survey to its residents through a link on the City's Web site. Visitors to the site were able to complete the survey during April and May and 154 surveys were received.

This report contains the results of this administration of the Web-based survey and have not been weighted to current population estimates of the City.

Complete Survey Frequencies

Frequencies Excluding "Don't Know" Responses

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Tualatin:	Excellent	Good	Fair	Poor	Total
Tualatin as a place to live	35%	59%	5%	1%	100%
Your neighborhood as a place to live	41%	48%	11%	0%	100%
Tualatin as a place to raise children	43%	51%	6%	1%	100%
Tualatin as a place to work	21%	52%	19%	7%	100%
Tualatin as a place to retire	18%	43%	30%	9%	100%
The overall quality of life in Tualatin	27%	64%	8%	0%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	22%	49%	26%	3%	100%
Openness and acceptance of the community toward people of diverse backgrounds	13%	51%	33%	3%	100%
Overall appearance of Tualatin	24%	57%	17%	1%	100%
Cleanliness of Tualatin	33%	56%	10%	1%	100%
Overall quality of new development in Tualatin	17%	55%	24%	4%	100%
Variety of housing options	11%	61%	21%	6%	100%
Overall quality of business and service establishments in Tualatin	13%	53%	30%	4%	100%
Shopping opportunities	17%	43%	35%	5%	100%
Opportunities to attend cultural activities	10%	36%	47%	8%	100%
Recreational opportunities	14%	49%	32%	5%	100%
Employment opportunities	7%	31%	44%	18%	100%
Educational opportunities	13%	40%	34%	13%	100%
Opportunities to participate in social events and activities	21%	44%	31%	4%	100%
Opportunities to participate in religious or spiritual events and activities	23%	50%	25%	3%	100%
Opportunities to volunteer	41%	44%	13%	2%	100%
Opportunities to participate in community matters	33%	47%	17%	3%	100%
Ease of car travel in Tualatin	7%	33%	35%	25%	100%
Ease of bus travel in Tualatin	4%	19%	27%	49%	100%
Ease of rail travel in Tualatin	12%	23%	35%	30%	100%
Ease of bicycle travel in Tualatin	9%	39%	37%	15%	100%
Ease of walking in Tualatin	22%	49%	25%	4%	100%
Availability of paths and walking trails	20%	45%	33%	2%	100%
Traffic flow on major streets	4%	18%	39%	39%	100%
Amount of public parking	9%	47%	34%	9%	100%
Availability of affordable quality housing	6%	49%	31%	15%	100%
Availability of affordable quality child care	6%	40%	37%	17%	100%
Availability of affordable quality health care	24%	44%	28%	4%	100%
Availability of affordable quality food	16%	49%	27%	8%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent	Good	Fair	Poor	Total
Availability of preventive health services	23%	53%	21%	3%	100%
Air quality	23%	64%	12%	2%	100%
Quality of overall natural environment in Tualatin	30%	59%	11%	0%	100%
Overall image or reputation of Tualatin	19%	67%	12%	1%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Tualatin over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	6%	63%	24%	6%	100%
Retail growth (stores, restaurants, etc.)	10%	36%	43%	9%	1%	100%
Jobs growth	22%	51%	26%	1%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Tualatin?	Percent of respondents
Not a problem	24%
Minor problem	57%
Moderate problem	18%
Major problem	1%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Tualatin:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	58%	29%	10%	3%	1%	100%
Property crimes (e.g., burglary, theft)	21%	57%	12%	8%	1%	100%
Environmental hazards, including toxic waste	44%	37%	15%	5%	0%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	85%	11%	4%	1%	0%	100%
In your neighborhood after dark	53%	31%	9%	6%	1%	100%
In Tualatin's downtown area during the day	76%	20%	4%	0%	0%	100%
In Tualatin's downtown area after dark	31%	47%	11%	11%	1%	100%

Question 7: Contact with Police Department			
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	No	Yes	Total
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	51%	49%	100%

Question 8: Ratings of Contact with Police Department					
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	Excellent	Good	Fair	Poor	Total
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	58%	35%	3%	3%	100%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	89%
Yes	11%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	14%
Yes	86%
Total	100%

Question 11: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Tualatin public libraries or their services	12%	26%	25%	18%	19%	100%
Used Tualatin community centers	42%	31%	18%	7%	2%	100%
Participated in a recreation program or activity	40%	30%	21%	4%	4%	100%
Visited a neighborhood park or City park	3%	13%	28%	27%	28%	100%
Ridden a local bus within Tualatin	82%	9%	4%	2%	2%	100%
Attended a meeting of local elected officials or other local public meeting	45%	17%	22%	10%	6%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	68%	22%	8%	1%	0%	100%
Read Tualatin Newsletter	2%	9%	60%	18%	10%	100%
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	8%	24%	47%	10%	11%	100%
Recycled used paper, cans or bottles from your home	2%	1%	7%	9%	80%	100%

Question 11: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Volunteered your time to some group or activity in Tualatin	35%	15%	21%	11%	18%	100%
Participated in religious or spiritual activities in Tualatin	71%	9%	7%	4%	10%	100%
Participated in a club or civic group in Tualatin	55%	13%	13%	4%	15%	100%
Provided help to a friend or neighbor	6%	12%	50%	19%	13%	100%

Question 12: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	15%
Several times a week	30%
Several times a month	31%
Less than several times a month	25%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Tualatin:	Excellent	Good	Fair	Poor	Total
Police services	49%	39%	10%	2%	100%
Fire services	62%	31%	7%	0%	100%
Ambulance or emergency medical services	55%	38%	6%	1%	100%
Crime prevention	32%	53%	13%	2%	100%
Fire prevention and education	39%	49%	12%	0%	100%
Municipal courts	29%	46%	17%	7%	100%
Traffic enforcement	17%	53%	22%	7%	100%
Street repair	17%	57%	18%	8%	100%
Street cleaning	40%	45%	13%	2%	100%
Street lighting	28%	54%	13%	4%	100%
Snow removal	15%	40%	26%	19%	100%
Sidewalk maintenance	21%	51%	20%	7%	100%
Traffic signal timing	10%	36%	33%	21%	100%
Bus or transit services	7%	30%	27%	35%	100%
Garbage collection	42%	48%	9%	1%	100%
Recycling	45%	47%	8%	1%	100%
Yard waste pick-up	46%	45%	8%	1%	100%
Storm drainage	32%	56%	11%	2%	100%
Drinking water	56%	37%	5%	2%	100%
Sewer services	38%	57%	2%	2%	100%
Power (electric and/or gas) utility	42%	51%	5%	2%	100%
City parks	55%	42%	3%	0%	100%
Recreation programs or classes	29%	50%	18%	3%	100%
Recreation centers or facilities	22%	51%	21%	6%	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Tualatin:	Excellent	Good	Fair	Poor	Total
Land use, planning and zoning	8%	49%	29%	14%	100%
Code enforcement (weeds, abandoned buildings, etc.)	10%	62%	22%	6%	100%
Animal control	12%	63%	19%	6%	100%
Economic development	7%	49%	32%	12%	100%
Health services	30%	54%	14%	2%	100%
Services to seniors	24%	51%	21%	4%	100%
Services to youth	24%	52%	18%	6%	100%
Services to low-income people	10%	40%	38%	12%	100%
Public library services	62%	31%	5%	2%	100%
Public information services	32%	52%	13%	3%	100%
Public schools	31%	54%	14%	1%	100%
Cable television	13%	50%	25%	12%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	40%	38%	14%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	24%	54%	17%	5%	100%

Question 14: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Tualatin	29%	56%	12%	3%	100%
The Federal Government	5%	32%	40%	23%	100%
The State Government	3%	35%	46%	15%	100%
Clackamas County Government	6%	29%	42%	23%	100%
Washington County Government	3%	55%	34%	7%	100%

Question 15: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Tualatin to someone who asks	56%	36%	5%	2%	100%
Remain in Tualatin for the next five years	63%	26%	9%	2%	100%

Question 16: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	4%
Somewhat positive	31%
Neutral	41%
Somewhat negative	18%
Very negative	6%
Total	100%

Question 17: Contact with City Employees	
Have you had any in-person, phone or email with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	30%
Yes	70%
Total	100%

Question 18: City Employees					
What was your impression of the employee(s) of the City of Tualatin in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	45%	40%	9%	6%	100%
Responsiveness	52%	30%	12%	6%	100%
Courtesy	58%	29%	8%	4%	100%
Overall impression	53%	33%	11%	3%	100%

Question 19: Government Performance					
Please rate the following categories of Tualatin government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Tualatin	23%	50%	21%	6%	100%
The overall direction that Tualatin is taking	19%	49%	21%	11%	100%
The job Tualatin government does at welcoming citizen involvement	29%	41%	18%	12%	100%

Question 20a: Custom Question 1	
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Percent of respondents
Yes	85%
No	15%
Total	100%

Question 20b: Custom Question 2	
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Percent of respondents
Yes	14%
No	86%
Total	100%

Question 20c: Custom Question 3	
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	**Percent of respondents**
Strongly agree	35%
Somewhat agree	44%
Somewhat disagree	6%
Strongly disagree	14%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	**Percent of respondents**
No	29%
Yes, full-time	58%
Yes, part-time	12%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	**Percent of days mode used**
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	71%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	8%
Bus, rail, subway or other public transportation	2%
Walk	4%
Bicycle	2%
Work at home	14%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Tualatin?	**Percent of respondents**
Less than 2 years	9%
2 to 5 years	16%
6 to 10 years	23%
11 to 20 years	27%
More than 20 years	25%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	**Percent of respondents**
One family house detached from any other houses	81%
House attached to one or more houses (e.g., a duplex or townhome)	6%
Building with two or more apartments or condominiums	11%
Mobile home	0%
Other	2%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	**Percent of respondents**
Rented for cash or occupied without cash payment	9%
Owned by you or someone in this house with a mortgage or free and clear	91%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	**Percent of respondents**
Less than $300 per month	4%
$300 to $599 per month	9%
$600 to $999 per month	12%
$1,000 to $1,499 per month	33%
$1,500 to $2,499 per month	33%
$2,500 or more per month	9%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	**Percent of respondents**
No	60%
Yes	40%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	**Percent of respondents**
No	80%
Yes	20%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than $24,999	5%
$25,000 to $49,999	9%
$50,000 to $99,999	44%
$100,000 to $149,999	23%
$150,000 or more	19%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	98%
Yes, I consider myself to be Spanish, Hispanic or Latino	2%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	2%
Asian, Asian Indian or Pacific Islander	4%
Black or African American	2%
White	92%
Other	5%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	2%
25 to 34 years	12%
35 to 44 years	24%
45 to 54 years	24%
55 to 64 years	24%
65 to 74 years	14%
75 years or older	2%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	52%
Male	48%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	3%
Yes	97%
Ineligible to vote	0%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	5%
Yes	95%
Ineligible to vote	0%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	3%
Yes	97%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	27%
Yes	73%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	33%
Land line	50%
Both	17%
Total	100%

Frequencies Including "Don't Know" Responses

These tables contain the percentage of respondents for each response category as well as the "n" or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Tualatin:	Excellent		Good		Fair		Poor		Don't know		Total	
Tualatin as a place to live	35%	53	59%	91	5%	8	1%	1	0%	0	100%	153
Your neighborhood as a place to live	41%	62	48%	73	11%	17	0%	0	0%	0	100%	152
Tualatin as a place to raise children	39%	60	46%	71	5%	8	1%	1	8%	13	100%	153
Tualatin as a place to work	14%	22	36%	54	13%	20	5%	7	32%	49	100%	152
Tualatin as a place to retire	14%	21	32%	49	23%	35	7%	10	25%	38	100%	153
The overall quality of life in Tualatin	27%	42	64%	98	8%	13	0%	0	0%	0	100%	153

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	22%	30	48%	65	26%	35	3%	4	1%	1	100%	135
Openness and acceptance of the community toward people of diverse backgrounds	12%	17	47%	65	30%	42	3%	4	8%	11	100%	139
Overall appearance of Tualatin	24%	34	57%	82	17%	25	1%	2	0%	0	100%	143
Cleanliness of Tualatin	33%	46	56%	79	10%	14	1%	1	0%	0	100%	140
Overall quality of new development in Tualatin	16%	23	52%	74	22%	32	4%	6	6%	8	100%	143
Variety of housing options	10%	15	58%	83	20%	29	6%	8	6%	8	100%	143
Overall quality of business and service establishments in Tualatin	13%	18	52%	75	30%	43	4%	6	1%	1	100%	143
Shopping opportunities	17%	24	43%	61	35%	49	5%	7	0%	0	100%	141
Opportunities to attend cultural activities	9%	13	34%	48	44%	63	8%	11	5%	7	100%	142
Recreational opportunities	13%	19	47%	67	31%	44	5%	7	4%	6	100%	143
Employment opportunities	5%	7	21%	30	30%	42	12%	17	32%	46	100%	142
Educational opportunities	11%	16	34%	48	29%	41	10%	15	16%	23	100%	143
Opportunities to participate in social events and activities	21%	30	43%	62	30%	43	3%	5	2%	3	100%	143
Opportunities to participate in religious or spiritual events and activities	16%	23	35%	50	17%	25	2%	3	29%	42	100%	143
Opportunities to volunteer	38%	54	41%	58	12%	17	1%	2	8%	12	100%	143

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Tualatin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to participate in community matters	32%	46	45%	65	16%	23	3%	4	3%	5	100%	143
Ease of car travel in Tualatin	7%	10	33%	46	35%	50	25%	35	0%	0	100%	141
Ease of bus travel in Tualatin	3%	4	13%	19	19%	27	35%	49	30%	43	100%	142
Ease of rail travel in Tualatin	9%	13	17%	24	26%	37	23%	32	25%	35	100%	141
Ease of bicycle travel in Tualatin	7%	10	32%	45	30%	43	12%	17	18%	26	100%	141
Ease of walking in Tualatin	22%	31	49%	69	25%	35	4%	5	1%	2	100%	142
Availability of paths and walking trails	19%	27	44%	62	32%	45	2%	3	4%	5	100%	142
Traffic flow on major streets	4%	5	18%	26	39%	55	39%	56	0%	0	100%	142
Amount of public parking	9%	13	45%	65	33%	47	9%	13	3%	5	100%	143
Availability of affordable quality housing	4%	6	36%	52	23%	33	11%	16	25%	36	100%	143
Availability of affordable quality child care	2%	3	15%	21	13%	19	6%	9	63%	90	100%	142
Availability of affordable quality health care	20%	28	36%	52	23%	33	3%	5	17%	25	100%	143
Availability of affordable quality food	16%	23	48%	69	27%	39	8%	11	1%	1	100%	143
Availability of preventive health services	18%	26	42%	60	17%	24	2%	3	20%	29	100%	142
Air quality	22%	30	63%	85	12%	16	1%	2	2%	3	100%	136
Quality of overall natural environment in Tualatin	29%	42	59%	84	11%	16	0%	0	1%	1	100%	143
Overall image or reputation of Tualatin	19%	27	66%	94	12%	17	1%	2	1%	2	100%	142

Question 3: Growth												
Please rate the speed of growth in the following categories in Tualatin over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	1%	1	6%	8	57%	78	22%	30	5%	7	9%	13	100%	137
Retail growth (stores, restaurants, etc.)	10%	14	35%	48	42%	58	9%	12	1%	2	4%	5	100%	139
Jobs growth	14%	20	34%	47	17%	24	1%	1	0%	0	33%	46	100%	138

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Tualatin?	Percent of respondents	Count
Not a problem	24%	33
Minor problem	56%	78
Moderate problem	17%	24
Major problem	1%	2
Don't know	2%	3
Total	100%	140

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Tualatin:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	57%	77	28%	38	10%	13	3%	4	1%	1	2%	3	100%	136
Property crimes (e.g., burglary, theft)	21%	29	56%	77	12%	16	8%	11	1%	2	1%	2	100%	137
Environmental hazards, including toxic waste	40%	54	33%	45	13%	18	4%	6	0%	0	10%	13	100%	136

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	84%	115	11%	15	4%	5	1%	1	0%	0	1%	1	100%	137
In your neighborhood after dark	53%	73	31%	42	9%	13	6%	8	1%	1	0%	0	100%	137
In Tualatin's downtown area during the day	76%	104	20%	27	4%	6	0%	0	0%	0	0%	0	100%	137
In Tualatin's downtown area after dark	29%	40	45%	61	10%	14	10%	14	1%	1	5%	7	100%	137

Question 7: Contact with Police Department								
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	No		Yes		Don't know		Total	
Have you had any in-person or phone contact with an employee of the City of Tualatin Police Department within the last 12 months?	51%	71	49%	67	0%	0	100%	138

Question 8: Ratings of Contact with Police Department												
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	Excellent		Good		Fair		Poor		Don't know		Total	
What was your overall impression of your most recent contact with the City of Tualatin Police Department?	58%	38	35%	23	3%	2	3%	2	2%	1	100%	66

Question 9: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	89%	120
Yes	11%	15
Don't know	0%	0
Total	100%	135

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	13%	2
Yes	80%	12
Don't know	7%	1
Total	100%	15

Question 11: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Tualatin?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used Tualatin public libraries or their services	12%	17	26%	35	25%	34	18%	25	19%	26	100%	137
Used Tualatin community centers	42%	57	31%	42	18%	25	7%	10	2%	3	100%	137
Participated in a recreation program or activity	40%	54	30%	41	21%	29	4%	6	4%	6	100%	136
Visited a neighborhood park or City park	3%	4	13%	18	28%	39	27%	37	28%	39	100%	137
Ridden a local bus within Tualatin	82%	113	9%	12	4%	6	2%	3	2%	3	100%	137
Attended a meeting of local elected officials or other local public meeting	45%	60	17%	23	22%	29	10%	14	6%	8	100%	134
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	68%	93	22%	30	8%	11	1%	2	0%	0	100%	136
Read Tualatin Newsletter	2%	3	9%	13	60%	82	18%	25	10%	14	100%	137
Visited the City of Tualatin Web site (at www.tualatinoregon.gov)	8%	11	24%	32	47%	63	10%	14	11%	15	100%	135
Recycled used paper, cans or bottles from your home	2%	3	1%	2	7%	10	9%	12	80%	110	100%	137
Volunteered your time to some group or activity in Tualatin	35%	47	15%	21	21%	28	11%	15	18%	25	100%	136
Participated in religious or spiritual activities in Tualatin	71%	96	9%	12	7%	9	4%	5	10%	14	100%	136
Participated in a club or civic group in Tualatin	55%	75	13%	18	13%	18	4%	5	15%	21	100%	137
Provided help to a friend or neighbor	6%	8	12%	17	50%	68	19%	26	13%	18	100%	137

Question 12: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	15%	20
Several times a week	30%	41
Several times a month	31%	42
Less than several times a month	25%	34
Total	100%	137

Question 13: Service Quality												
Please rate the quality of each of the following services in Tualatin:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	43%	58	34%	46	9%	12	1%	2	12%	16	100%	134
Fire services	48%	63	24%	32	5%	7	0%	0	23%	30	100%	132
Ambulance or emergency medical services	35%	47	25%	33	4%	5	1%	1	36%	48	100%	134
Crime prevention	25%	34	42%	56	10%	14	1%	2	21%	28	100%	134
Fire prevention and education	25%	33	31%	41	7%	10	0%	0	37%	50	100%	134
Municipal courts	9%	12	14%	19	5%	7	2%	3	69%	91	100%	132
Traffic enforcement	13%	18	43%	57	18%	24	6%	8	20%	27	100%	134
Street repair	16%	22	54%	73	17%	23	7%	10	4%	6	100%	134
Street cleaning	40%	53	45%	60	13%	18	2%	3	0%	0	100%	134
Street lighting	28%	38	54%	73	13%	18	4%	5	0%	0	100%	134
Snow removal	9%	12	23%	31	15%	20	11%	15	42%	56	100%	134
Sidewalk maintenance	20%	26	47%	62	19%	25	7%	9	8%	11	100%	133
Traffic signal timing	10%	13	35%	47	33%	44	21%	28	1%	2	100%	134
Bus or transit services	4%	6	19%	25	16%	22	22%	29	39%	52	100%	134
Garbage collection	41%	55	47%	63	9%	12	1%	1	2%	3	100%	134
Recycling	44%	58	45%	60	8%	10	1%	1	3%	4	100%	133
Yard waste pick-up	42%	56	40%	54	7%	10	1%	1	10%	13	100%	134
Storm drainage	29%	39	52%	69	10%	13	2%	2	8%	10	100%	133
Drinking water	54%	73	37%	49	4%	6	2%	3	2%	3	100%	134
Sewer services	35%	47	53%	71	2%	3	2%	3	7%	10	100%	134
Power (electric and/or gas) utility	42%	56	50%	67	4%	6	2%	3	1%	2	100%	134
City parks	54%	73	41%	55	3%	4	0%	0	1%	2	100%	134
Recreation programs or classes	22%	29	38%	50	14%	18	2%	3	25%	33	100%	133
Recreation centers or facilities	16%	21	37%	49	15%	20	4%	6	28%	38	100%	134
Land use, planning and zoning	7%	9	40%	52	24%	31	12%	15	18%	23	100%	130
Code enforcement (weeds, abandoned buildings, etc.)	8%	11	51%	68	18%	24	5%	6	18%	24	100%	133
Animal control	8%	11	43%	57	13%	17	4%	5	32%	43	100%	133
Economic development	5%	7	37%	49	24%	32	9%	12	24%	31	100%	131

Question 13: Service Quality												
Please rate the quality of each of the following services in Tualatin:	Excellent		Good		Fair		Poor		Don't know		Total	
Health services	23%	30	41%	54	11%	14	2%	2	25%	33	100%	133
Services to seniors	16%	21	34%	45	14%	19	3%	4	33%	44	100%	133
Services to youth	17%	23	37%	49	13%	17	5%	6	29%	38	100%	133
Services to low-income people	4%	5	16%	21	15%	20	5%	6	61%	81	100%	133
Public library services	59%	79	30%	40	5%	6	2%	2	5%	6	100%	133
Public information services	27%	36	43%	58	11%	15	2%	3	16%	22	100%	134
Public schools	25%	34	44%	59	11%	15	1%	1	19%	25	100%	134
Cable television	11%	14	40%	53	20%	26	10%	13	20%	27	100%	133
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4%	6	23%	31	22%	29	8%	11	43%	57	100%	134
Preservation of natural areas such as open space, farmlands and greenbelts	21%	28	48%	64	15%	20	5%	6	11%	15	100%	133

Question 14: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Tualatin	28%	36	55%	71	12%	15	3%	4	2%	3	100%	129
The Federal Government	5%	6	28%	36	35%	45	20%	26	13%	17	100%	130
The State Government	3%	4	32%	41	42%	54	14%	18	10%	13	100%	130
Clackamas County Government	2%	3	12%	15	17%	22	9%	12	60%	77	100%	129
Washington County Government	3%	4	49%	64	31%	40	6%	8	11%	14	100%	130

Question 15: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Tualatin to someone who asks	56%	74	36%	47	5%	7	2%	3	1%	1	100%	132
Remain in Tualatin for the next five years	61%	80	25%	33	8%	11	2%	3	4%	5	100%	132

Question 16: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	4%	5
Somewhat positive	31%	40
Neutral	41%	54
Somewhat negative	18%	24
Very negative	6%	8
Total	100%	131

Question 17: Contact with City Employees		
Have you had any in-person, phone or email with an employee of the City of Tualatin within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	30%	39
Yes	70%	92
Total	100%	131

Question 18: City Employees												
What was your impression of the employee(s) of the City of Tualatin in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	44%	40	40%	36	9%	8	5%	5	2%	2	100%	91
Responsiveness	51%	46	30%	27	12%	11	5%	5	2%	2	100%	91
Courtesy	57%	52	29%	26	8%	7	4%	4	2%	2	100%	91
Overall impression	52%	47	32%	29	11%	10	3%	3	2%	2	100%	91

Question 19: Government Performance												
Please rate the following categories of Tualatin government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Tualatin	22%	29	47%	62	20%	26	6%	8	5%	7	100%	132
The overall direction that Tualatin is taking	18%	24	47%	62	20%	27	11%	14	4%	5	100%	132
The job Tualatin government does at welcoming citizen involvement	26%	34	37%	48	16%	21	11%	14	10%	13	100%	130

Question 20a: Custom Question 1		
Are you aware that the City of Tualatin has two intersections that are monitored by Intersection Safety Cameras and citations are issued to violators who run red lights at those intersections?	Percent of respondents	Count
Yes	85%	110
No	15%	20
Total	100%	130

Question 20b: Custom Question 2		
Have you visited the City Web site to learn more about the Intersection Safety Cameras and the effectiveness of the systems?	Percent of respondents	Count
Yes	14%	18
No	86%	112
Total	100%	130

Question 20c: Custom Question 3		
Please rate how strongly you agree or disagree that the Intersection Safety Cameras improve safety at these two intersections?	Percent of respondents	Count
Strongly agree	31%	40
Somewhat agree	38%	50
Somewhat disagree	5%	7
Strongly disagree	12%	16
Don't know	13%	17
Total	100%	130

Question D1: Employment Status		
Are you currently employed for pay?	**Percent of respondents**	**Count**
No	29%	38
Yes, full-time	58%	76
Yes, part-time	12%	16
Total	100%	130

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	**Percent of days mode used**
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	71%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	8%
Bus, rail, subway or other public transportation	2%
Walk	4%
Bicycle	2%
Work at home	14%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Tualatin?	**Percent of respondents**	**Count**
Less than 2 years	9%	11
2 to 5 years	16%	21
6 to 10 years	23%	30
11 to 20 years	27%	35
More than 20 years	25%	32
Total	100%	129

Question D4: Housing Unit Type		
Which best describes the building you live in?	**Percent of respondents**	**Count**
One family house detached from any other houses	81%	105
House attached to one or more houses (e.g., a duplex or townhome)	6%	8
Building with two or more apartments or condominiums	11%	14
Mobile home	0%	0
Other	2%	2
Total	100%	129

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	**Percent of respondents**	**Count**
Rented for cash or occupied without cash payment	9%	12
Owned by you or someone in this house with a mortgage or free and clear	91%	116
Total	100%	128

Question D6: Monthly Housing Cost		
About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	**Percent of respondents**	**Count**
Less than $300 per month	4%	5
$300 to $599 per month	9%	11
$600 to $999 per month	12%	15
$1,000 to $1,499 per month	33%	41
$1,500 to $2,499 per month	33%	41
$2,500 or more per month	9%	11
Total	100%	124

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	**Percent of respondents**	**Count**
No	60%	78
Yes	40%	51
Total	100%	129

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	80%	103
Yes	20%	26
Total	100%	129

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than $24,999	5%	6
$25,000 to $49,999	9%	11
$50,000 to $99,999	44%	53
$100,000 to $149,999	23%	28
$150,000 or more	19%	23
Total	100%	121

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	98%	125
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	3
Total	100%	128

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	2%	3
Asian, Asian Indian or Pacific Islander	4%	5
Black or African American	2%	2
White	92%	118
Other	5%	6
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	2%	2
25 to 34 years	12%	15
35 to 44 years	24%	30
45 to 54 years	24%	30
55 to 64 years	24%	30
65 to 74 years	14%	18
75 years or older	2%	2
Total	100%	127

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	52%	66
Male	48%	62
Total	100%	128

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	3%	4
Yes	96%	123
Ineligible to vote	0%	0
Don't know	1%	1
Total	100%	128

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	5%	7
Yes	95%	121
Ineligible to vote	0%	0
Don't know	0%	0
Total	100%	128

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	3%	4
Yes	97%	123
Total	100%	127

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	27%	35
Yes	73%	93
Total	100%	128

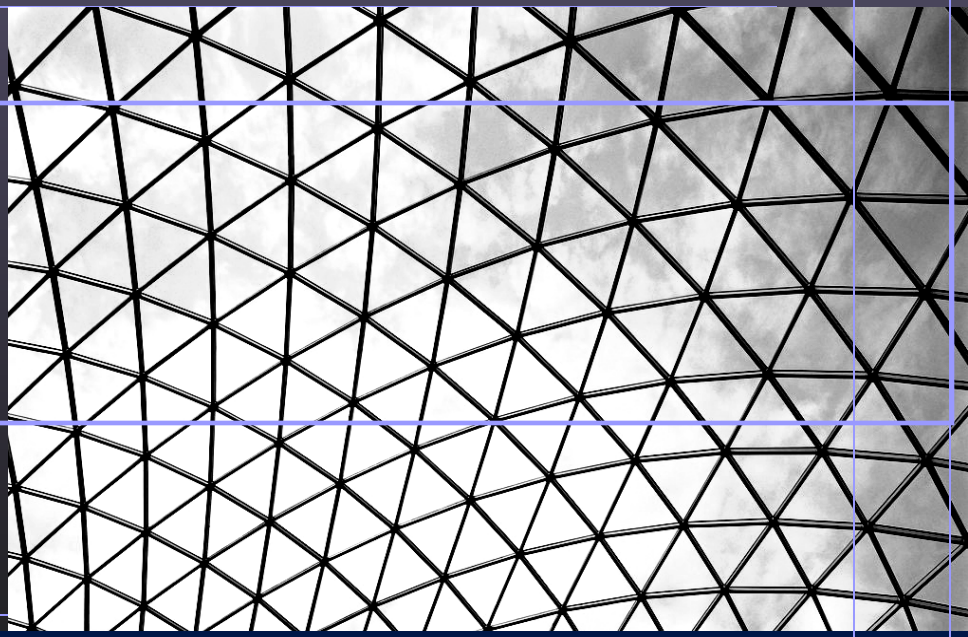
Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	33%	29
Land line	50%	44
Both	17%	15
Total	100%	88

The National Citizen Survey™

2013 Tualatin Community Survey

City Council Work Session

July 22, 2013



SURVEY METHODOLOGY

Survey Objectives

1. Identify community strengths and weaknesses

2. Identify service strengths and weaknesses

Survey Goals

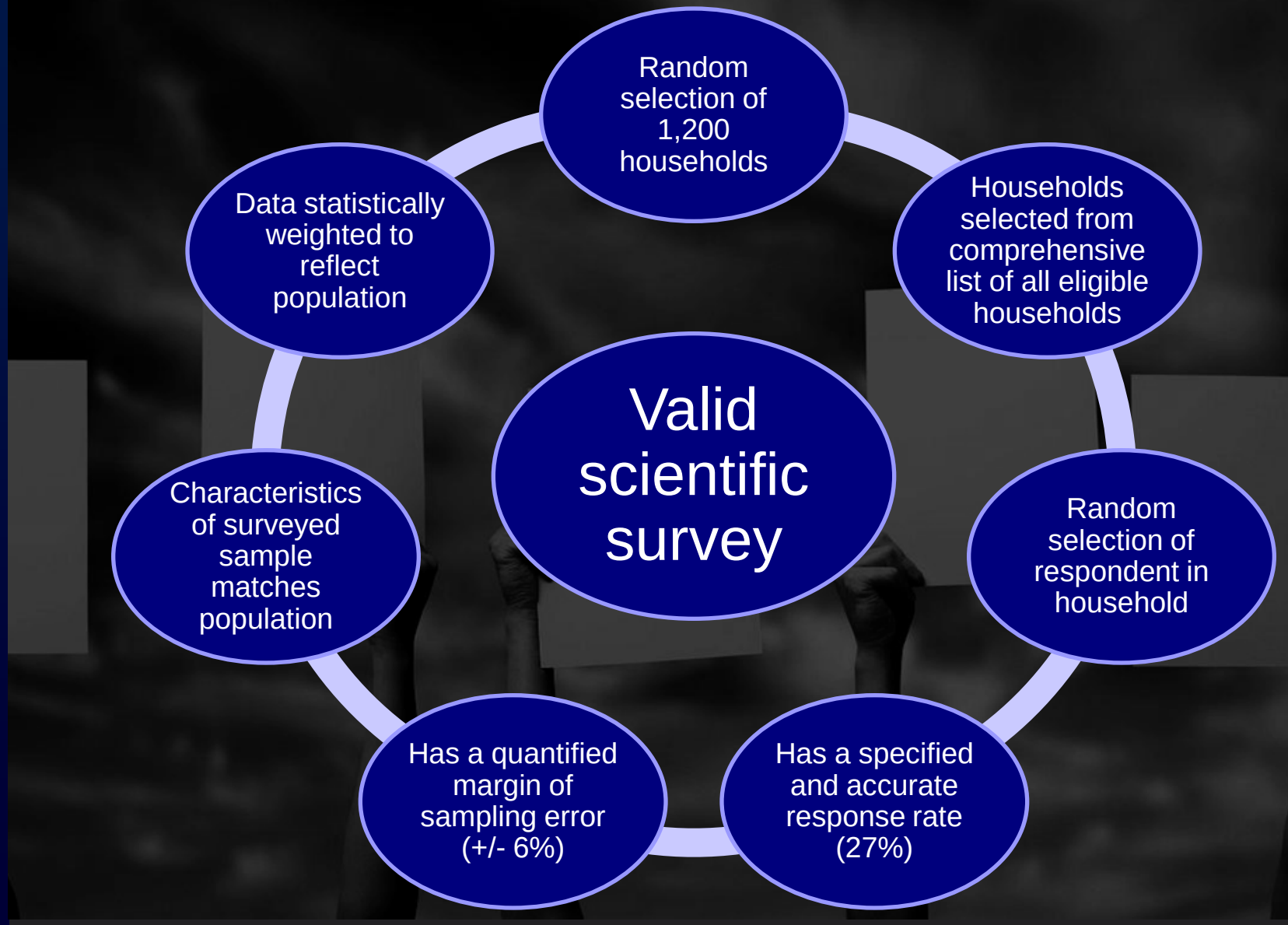
Immediate

- Planning
- Resource Allocation
- Performance Measurement
- Program and Policy Evaluation

Long-term

- Improved Services
- More Civic Engagement
- Better Community Quality of Life
- Stronger Public Trust

Scientific Survey Administration



What Does the Survey Cover?

- Community Quality
- Community Design
- Public Safety
- Environmental Sustainability
- Recreation and Wellness
- Community Inclusiveness
- Civic Engagement
- Public Trust

Web Survey Conducted

- Following the closing of the scientific survey, the City allowed anyone to complete the survey from the City's website.
- The **results were consistent** with the results of the scientific survey.
- This opportunity **broadened the public outreach** to allow community members to share what they think about City services.

HIGHLIGHTS OF TUALATIN'S SURVEY

High Quality of Life

- ***83%** rate overall quality of life as excellent/good.*

Going in the Right Direction

- **70%** rate the overall direction that Tualatin is taking as excellent/good.

A Clean and Attractive Place

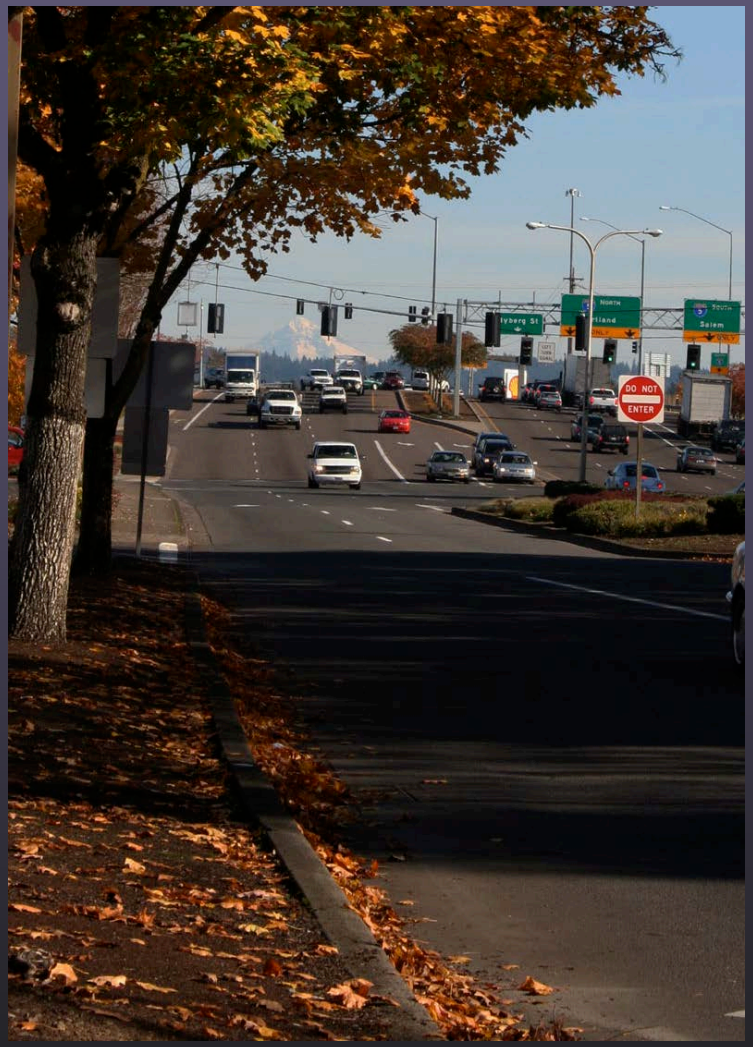
- **84%** rate the City excellent/good for cleanliness
- **87%** rate Tualatin excellent/good for street cleaning
- **79%** rate Tualatin excellent/good for the City's overall appearance

A Safe Place…

- **95%** believe they are very/somewhat safe in their neighborhood during the day
- **83%** believe they are very/somewhat safe in their neighborhood after dark
- **94%** say Tualatin is very/somewhat safe in downtown during the day
- **76%** say Tualatin is very somewhat safe in downtown after dark

How We Get Around

- Ease of walking: **67%** excellent/good
- Availability of paths and walking trails: **64%** excellent/good
- Ease of car travel: **50%** excellent/good
- Ease of bus travel: **35%** excellent/good



Tualatin Parks are Enjoyed by Many

- 93% of Tualatin residents have visited a park at least once in the last 12 months
- 94% rated City parks as excellent/good

Tualatin's Library Sees Many Visitors

- **82%** used the library at least once in the last 12 months
- **93%** rated the library as excellent/good

A Family-Friendly Community

- **88%** rated Tualatin as excellent/good as a place to raise children
- **66%** rated the sense of community as excellent/good
- **80%** rated services to seniors as excellent/good
- **74%** rated services to youth as excellent/good

It's Easy to Get Involved Here

- **74%** rated opportunities to participate in community matters as excellent/good
- **73%** rated opportunities to volunteer as excellent/good

A Community that Welcomes Citizen Involvement…

- **69%** of residents rate the job Tualatin is doing at welcoming citizen involvement as excellent/good

Community News

- **95%** said they had read the City Newsletter, *Tualatin Today*, at least once in the past year.

100 YEARS
CITY of TUALATIN
1913 • 2013

Tualatin today
July 2013

Tualatin Tomorrow

What does the future of Tualatin look like to you? This is an important question we will be asking the community as the City updates the Tualatin Tomorrow Vision Plan. Tualatin Tomorrow is a community-driven Vision for the future of our City. Originally developed in 2007, the Vision Action Plan identified projects and programs to help make Tualatin a better place to live, work, play and learn. Now it's time to re-stock the Action Plan with new priorities for the future.

Since the plan was adopted, 66% of the 200+ actions have been implemented or are currently underway. Community enhancements such as the Dog Park, Tualatin Farmers Market, expansion of the Juanita Pohl Center, new Gateway Sculpture and so many more are all ideas which were first conceived in the Vision Plan are now a reality. This year, Tualatin will complete the first major update of the Plan. Periodic updates improve community visioning outcomes by ensuring the long-range plan reflects current community aspirations, incorporating new approaches and technologies to achieve evolving community goals, and restocking the Action Plan as earlier community priorities have been completed.

You can learn more about the project at www.tualatintomorrow.org.

TUALATIN TOMORROW

Get Involved in Tualatin Tomorrow

There will be many ways to share your ideas for the update of the Tualatin Tomorrow Vision Plan. Community volunteers will be out at Tualatin's summer events collecting ideas through interviews. You can pick up an Idea Card, fill it out, and drop it at one of the idea boxes around town. A Spanish Focus group meeting will be held on August 22, where Spanish-speaking community members are invited to share their ideas. There will also be open houses in the fall, as well as an online forum where you can share your own ideas or comment on other people's ideas. To learn more about ways to get involved visit www.tualatintomorrow.org or call 503.691.3065. We want to hear from you; share your vision for Tualatin Tomorrow!

don't forget!

4th of July Safety

A large concern of the Tualatin Police Department is that the number of individuals using illegal fireworks appears to be growing each year. Oregon law bans fireworks that fly, explode, or act in an uncontrolled manner. Many fireworks purchased by mail order or in the state of Washington are illegal in Oregon. This includes bottle rockets, mortars, roman candles, firecrackers, and M80s. For everyone's protection, the Tualatin Police ask that you Keep it Legal, Keep it Safe!

Great Value for City Services

- **83%** rate services provided as excellent/good
- **62%** rate the value of services for the taxes paid as excellent/good

City Employees Who Care…

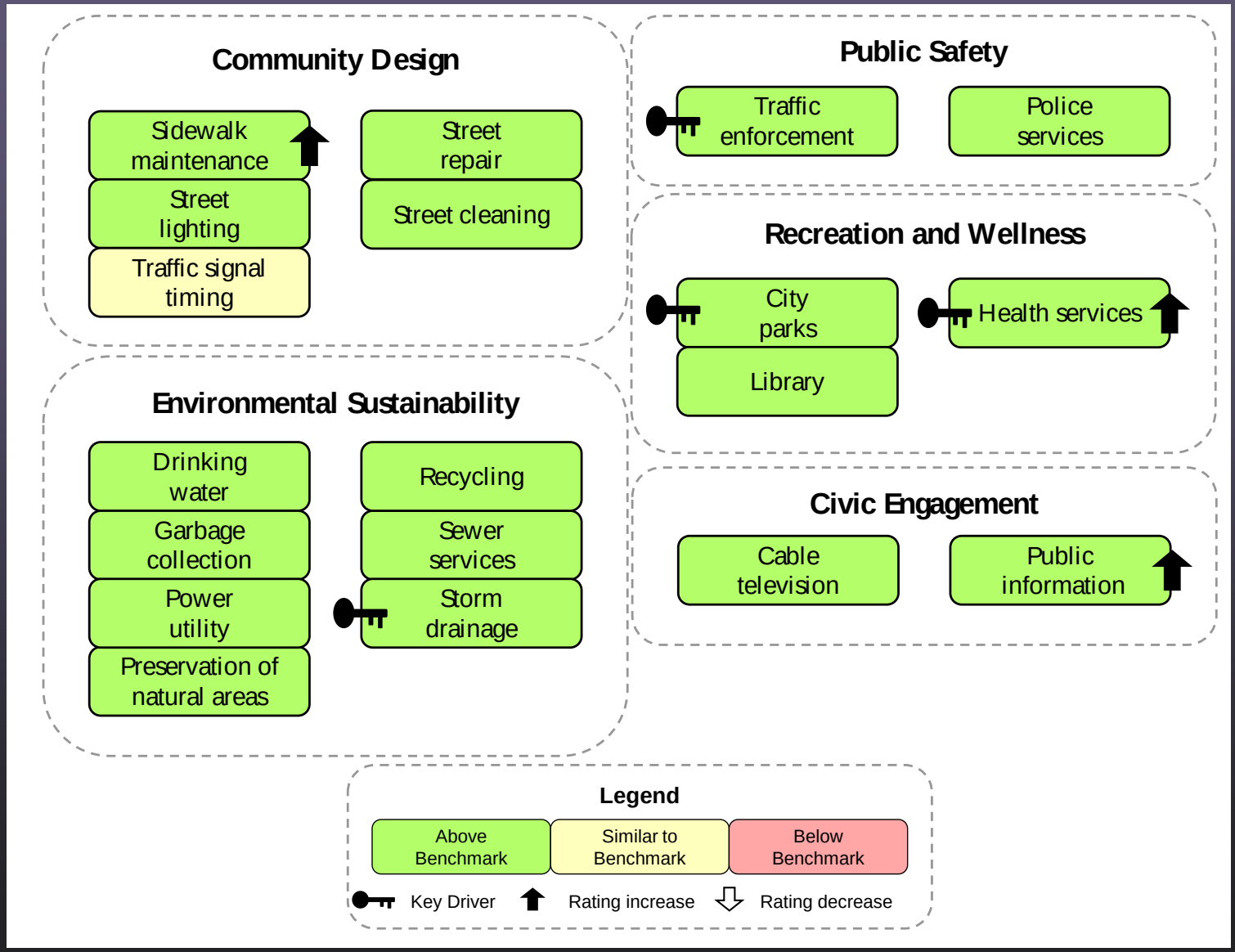
- City employees are highly rated with ratings higher than all of the benchmarks
  - Knowledge = 91%
  - Responsive = 79%
  - Courteous = 80%
  - Overall Impression = 78%

How Do We Measure Up?

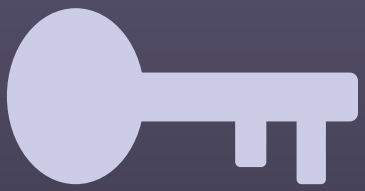
National Benchmark Comparisons

- **82% were above the benchmark**
- **13% were similar**
- **5% were below**

Overall Quality of Services



Resident Priorities



Key Drivers

Key Driver Analysis (KDA)

- Cornerstone of customer satisfaction research in the private sector
- Tells what service evaluations best predict how well you do overall
- Focuses managers and staff on activities that could "get the most bang for the buck"
- Four Key Drivers in Tualatin:
  - City Parks
  - Health Services
  - Storm Drainage
  - Traffic Enforcement

Key Areas for Improvement

- Traffic and access to public transit
  - 71% rated traffic flow on major streets as fair/poor
  - 23% rated bus or transit services as fair/poor
  - 76% used a motorized vehicle by myself
  - 3% used public transportation
- Public awareness about emergency preparation
  - 51% said they didn't know

COMMUNICATING THE RESULTS

Sharing Results with the Community

- These reports are available on the **City's website**
- A brief article will be featured in the **August *Tualatin Today* newsletter**
- A **Tualatin Community Attitudes Report** will be produced and made available in print and on the website

QUESTIONS & DISCUSSION