

2022

PORTLAND INSIGHTS SURVEY

REPORT of FINDINGS



**Portland
Insights Survey**



**Portland State
UNIVERSITY**

Regional Research Institute

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Submitted

July 31, 2023

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Executive Summary

The 2022 Portland Insights survey was an effort by the Portland City Budget Office, in partnership with the Regional Research Institute for Human Services (RRI) at Portland State University (PSU), to assess community perceptions and needs. The three primary goals were to (1) to develop a better understanding of Portlanders' perception of city government and its services from members from a wide range of communities and neighborhoods, with special attention given to ensure representation of traditionally underrepresented populations, including Black, Indigenous, and People of Color (BIPOC); (2) incorporate this information into an evaluation of the ability of city programs and services to meet the needs of a diverse population; and (3) to inform the city's budget development, policy making, and performance management processes in an effort to create more equitable, informed administrative processes.

Survey development was facilitated through an iterative process involving representatives from City bureaus, elected officials, and members of the Portland State University team to review the research objectives of a diverse range of stakeholders. This 9-month development process resulted in a 6-page survey. The finalized English survey was translated into five additional languages (Simplified and Traditional Chinese, Russian, Spanish, Ukrainian, and Vietnamese). In an effort to diversify participation options, the survey was available in both paper and online versions, and could be completed by phone.

A random household, two-part mail survey was distributed to a sample of 20,000 single and multifamily homes. In order to supplement the random household survey with oversampling for specific communities that are commonly underrepresented in surveys, the City Budget Office partnered with community-based organizations, neighborhood/district associations, and City of Portland affinity groups, to help support survey distribution online, in-person, and through social media outreach. Individuals who were 16 years of age or older and either currently live in Portland or moved out of Portland within the last five years were invited to complete the survey.

At the conclusion of data collection, 5,290 completed surveys (3,768 web and 1,522 paper surveys) resulted in a random household survey response rate of 17.7%. The calculated sampling error (i.e., margin of error) of $\pm 1.33\%$ indicates that the survey results are generalizable to the City of Portland. Both quantitative (i.e., numeric responses) and qualitative (i.e., text responses) were analyzed to establish a rich set of feedback from residents of Portland.

While more detailed information about the methodology and findings (both citywide and broken down by selected demographic characteristics) can be found in the body of the report, the following citywide key takeaways were generated across six areas of focus.

General Portland City Topics

- ♦ Respondents identified the top three city's greatest challenges as **Homelessness** (44.5%), **Cost of Living** (21.8%), and **Community Safety** (19.5%).
- ♦ Survey participants were asked to identify the most important city service to fund within the limited budget. **Affordable Housing/Homeless Services**¹ constituted the largest percentage portion at 49.5%, followed by **Safety Services** (25.2%).
- ♦ The top reasons respondents moved away from Portland in the last five years were to find a **More Affordable Home** (37.3%) and to be **Closer to Work, School, Family or Friends** (34.3%).
- ♦ Nearly half of the respondents (44.7%) **Strongly Disagreed** or **Disagreed** that Portland is a city where everyone can succeed and thrive regardless of their identity.

¹ Affordable housing/homeless services are a shared responsibility across several local government entities.

Livability

- ♦ Almost half of the respondents (48.3%) reported that they were **Satisfied** or **Very Satisfied** with Portland as a place to live. A little more than one-third of respondents (35.8%) were either **Dissatisfied** or **Very Dissatisfied**.
- ♦ Respondents' desire to increase their utilization of various transportation options, assuming it would be affordable and safe, was highest for **Riding Public Transportation** (60.2%) and **Biking** (45.4%).
- ♦ Satisfaction with the cleanliness of Portland's public areas leaned overwhelmingly negative, with 73.6% of participants selecting either **Dissatisfied** or **Very Dissatisfied**. An inverse trend occurred for parks and natural areas, with 64.7% of respondents reporting feeling either **Very Satisfied** or **Satisfied** with the quality of these features.
- ♦ Respondents identified that **Improving Safety** (63.7%) was, by far, the most efficacious intervention regarding making it easier to use Portland's public parks and recreational programs. Adding **More Cultural Programs** (30.7%) and **Improving Affordability** (25.8%) constituted the second and third highest areas of impact.

Community Safety

- ♦ The majority of participants (74.2%) either **Strongly Agreed** or **Agreed** with the statement "I feel safe walking during the DAY in my neighborhood." In contrast, the majority of respondents (72.1%) either **Strongly Disagreed** or **Disagreed** with "I feel safe walking during the NIGHT in the central city."
- ♦ Nearly half of respondents (47.5%) **Strongly Disagreed** or **Disagreed** that armed police officers should respond to 911 calls that involved someone in a mental health crisis, and over half of respondents (58.4%) reported similarly combined **Disagreement** that armed police officers should respond to 911 calls that involved someone sleeping on the sidewalk.
- ♦ The majority of respondents either **Strongly Agreed** or **Agreed** that armed police officers should respond to 911 calls that involve someone damaging property (68.0%) or someone on private property (66.5%).
- ♦ Respondents identified these situations as a **High Priority** for armed police officers outside of responding to 911 calls: patrolling in high-crime locations (63.4%), following up on a reported crime (60.7%), and engaging in crime prevention (46.9%).

Housing and Homelessness

- ♦ A variety of solutions to address homelessness were identified by respondents, with **Substance Abuse and Mental Health Clinics** (65.2%) and **Subsidized Apartment Complexes** (61.9%) constituting the most frequently selected options.
- ♦ Just over half of the respondents (55.5%) knew about the **Rental and Housing Assistance Program** and the **Water, Sewer, and Stormwater Bill Payment Assistance Program** (53.3%), while the proportions of respondents who need each of those programs were also comparable (18.3% and 18.1%, respectively).
- ♦ Although small, the proportions of **individuals who needed, but didn't know about** the Rental and Housing Assistance Program (7.3%) and the Water, Sewer, and Stormwater Bill Payment Assistance Program (7.5%) suggest that educating the community about the programs would be beneficial.

Economic Recovery

- ♦ Almost half of respondents age 18 to 72 years **Strongly Agreed** or **Agreed** (47.6%) with the statement “*I can find a job in Portland that pays enough to support myself and/or my family.*”, while a little over one-quarter of respondents **Strongly Disagreed** or **Disagreed** (26.9%).
- ♦ As with the two housing-related programs, a similar proportion of respondents know about the **Small Business Support Programs** (35.2%) and the **Job Training Programs** (37.3%). There were comparable proportions of respondents who needed each of those programs (12.6% and 12.3%, respectively).
- ♦ Again, there were small groups of respondents who needed, but didn’t know about the **Small Business Support Programs** and the **Job Training Programs** (6.8% and 6.2%, respectively).

Government Performance

- ♦ When asked about the ease with which they could contact city government about issues that are important to them, the largest proportion of respondents **Did Not Know** how to answer (34.4%), suggesting that they had not attempted to do so. For those who could answer the question, more respondents thought it was either **Difficult** or **Very Difficult** (31.9%) than **Very Easy** or **Easy** (10.4%).
- ♦ Survey respondents were asked to identify the ways in which contacting city government could be made easier, to which the largest proportions identified **Make Information Easier to Find** (54.2%) and **Prove that the Community’s Thoughts Lead to Changes** (54.0%) as solutions.
- ♦ Slightly over half of the respondents (51.8%) had not heard about 311, while a little over one-third (36.6%) had heard about it, but not called it.
- ♦ Half of the respondents either **Disagreed** or **Strongly Disagreed** (50.1%) that the City of Portland has an Effective Government, while less than one-quarter (23.9%) **Agreed** or **Strongly Agreed**.

The City of Portland plans to conduct this survey on a biannual basis, complemented by data gathered through focus groups in Fall 2023 to raise the voices of commonly underrepresented communities throughout Portland. The 2022 Portland Insights survey represents the initial implementation of this survey tool, gleaning a wealth of valuable data that will be utilized to shape future research efforts.

Introduction

The Regional Research Institute for Human Services (RRI) at Portland State University (PSU) assisted the Portland City Budget Office (CBO) in implementing the 2022 Portland Insights survey. The goals of this survey were to:

- ♦ Develop a better understanding of Portlanders' perception of city government and its services with members from a wide range of communities and neighborhoods, with special attention given to ensure representation of traditionally underrepresented populations, including Black, Indigenous, and People of Color (BIPOC).
- ♦ Understand community needs and provide outcome data for bureaus to assess the impact of their programs and services.
- ♦ Obtain results that will help inform the city's budget development, policy making, and performance management processes.

The survey was made available both online and on paper, and recruitment was done through a random household mail survey and outreach through community organizations and Community Engagement Liaisons (CELs) to support oversampling of BIPOC communities. The RRI worked collaboratively with CBO, city bureaus, and elected officials to develop the survey instrument, which was translated from English into most common languages in Portland (i.e., Chinese, Russian, Spanish, Ukrainian, and Vietnamese).

The survey was conducted from **October 17, 2022** to **January 10, 2023**, and resulted in a total of **5,290 completed surveys** (3,768 web surveys and 1,522 paper surveys). The response rate for the random household survey portion of the study was 17.7% and the sampling error was $\pm 1.33\%$ based on the number of occupied single and multifamily households in Portland. This means that the survey findings are accurate within 1.33 percentage points above and below each result presented in this report.

This report provides a summary of the methodology employed for the survey, as well as a presentation of most of the findings.

Methodology

The RRI worked collaboratively with CBO representatives, including the Director, the Community Engagement and Communications Analyst, and the Citywide Performance Management Lead. During the planning phase, the RRI and CBO identified data priorities, developed the methodology, including a sampling and recruitment plan, and created a comprehensive survey instrument. This planning included an initial kick-off meeting to review the proposed project scope of work and timeline, discuss demographic and methodological issues relevant to this project, establish roles and responsibilities, and identify the most appropriate approach to communication throughout the project. The planning phase also included participating in a series of meetings with representatives from city bureaus and elected officials' offices to gather input from various stakeholders.

The 2022 Portland Insights Survey instrument was a compilation of items deemed relevant either citywide or to specific city bureaus. The 9-month survey development process was iterative, involving the review of multiple drafts, until the instrument was finalized. The survey was formatted into a 6-page document and it was also programmed into Qualtrics² web survey software, allowing respondents the option of completing the survey online. Once those processes were finalized in English, the survey was translated into five additional languages: Chinese (simple and traditional), Russian, Spanish, Ukrainian, and Vietnamese. The final survey instrument can be found in Appendix A of this report.

Respondent Recruitment

Random Household Mail Surveys

To establish the sample for the random household mail survey, RRI worked with Marketing Systems Group³ to secure a random selection of Portland households, distributed throughout the city proportional to the population. A sample of 20,000 addresses was used as the basis of the mail survey, which included both single-family and multifamily dwellings throughout Portland. Up to two mailings were sent to potential respondents. The initial mailing was sent to the full sample of 20,000 Portland residents on October 19, 2022 and included an invitation letter from the CBO and RRI in English, Chinese, Russian, Spanish, and Vietnamese. The letter included the address for a secure website and instructions to complete the survey online using a unique personal identification number (PIN). The letter also informed residents that a paper copy of the survey would be mailed in a few weeks to anyone who did not complete the survey online. Finally, residents were informed that after completing the survey, they would be directed to a secure form to enter a drawing to win one of 50 \$100 cash gift cards. To incentivize completing the survey online, residents were told that they would be entered into the drawing twice if they completed the survey within two weeks.

On November 18, 2022, a second mailing was sent to 18,257 Portland residents who had not yet completed the online survey and whose invitation letter was not returned as undeliverable by the time the sample was delivered to the printing company. This mailing consisted of a cover letter very similar to the first mailing, which included the same web address for completion of the survey online and notification of the option to enter the cash gift card drawing. Also in the second mailing, was a copy of the survey in English, and a postage-paid return envelope to mail the completed survey to RRI. Finally, a paper drawing entry form, in all five languages, was included to request that the resident provide their contact information if they were selected in the drawing. The mailing documents, including the two letters and the drawing entry form, can be found in **Appendix B** of this report.

² <https://www.qualtrics.com/>

³ <https://www.m-s-g.com/Pages/>

Outreach

One of the challenges of conducting surveys is ensuring that members of racial and ethnic groups are adequately represented based on their proportions in the population. Oversampling is commonly done to achieve that representation, but it is also common for black, indigenous and people of color (BIPOC) to be less likely to participate in random household surveys, particularly those implemented by a government agency. For those reasons, the design for this study involved targeted outreach by individuals and organizations who are part of the following groups: Asian or Pacific Islander, Black or African American, Latinx or Hispanic, Native American, and Slavic. The outreach was conducted through partnerships with community-based organizations, neighborhood/district associations, and Portland racial/ethnic affinity groups, who reached out to their respective communities to invite Portland residents to complete the survey. The community-based organizations included:

- ◆ Community Engagement Liaisons (CELS)
- ◆ East Portland Action Plan
- ◆ Immigrant and Refugee Community Organization (IRCO)
- ◆ Multnomah County Youth Commission
- ◆ Native American Youth and Family Center (NAYA)
- ◆ Portland All Nations Canoe Family
- ◆ Somali Cultural Center
- ◆ The Miracles Club
- ◆ Women First Transition and Referral Center

As a result of this outreach, the oversampling was successful, resulting in survey proportions equal to or greater than the distribution of the groups in the Portland population.

Final Survey Distribution

After all of the surveys were received, they were reviewed for eligibility and completeness. Two eligibility screening items were included at the beginning of the survey to include individuals who were at least 16 years of age and current residents of Portland. For individuals who were not residents of Portland, they were asked if they had lived in the city within the last five years. Those who had not, ended the survey. Those who had lived in Portland within the last five years were asked to identify the top reasons they moved away and were also asked to complete the demographic survey items. In addition to reviewing the surveys for eligibility, the RRI and CBO reviewed the completeness of all of the surveys and decided to include in the analyses any survey that had at least 70% of the items completed.

Once the surveys were narrowed down to those that were eligible and sufficiently complete, the web surveys were screened for spam. A large group of surveys (n=1,545) were received on November 10, 2022 in quick succession over a few nights and early morning hours that were identical in responses. These were considered spam and removed from the data file. All other records were reviewed carefully for virtually identical responses, completed in under three minutes and in quick succession over time, and other characteristics that indicated they were spam. Approximately 2,000 more records were removed for those reasons.

A final sample of 5,290 Portland Insights surveys were included in the analysis. Table 1 (next page) presents a breakdown of those surveys by modality (i.e., paper or online) and by source (i.e., random household survey or outreach). Within outreach, the “other digital outreach” category includes the surveys that were submitted online through the outreach of other organizations, city affinity groups, and neighborhood/district associations, but were not affiliated with city partners.

Table 1: Final Counts by Modality and Source

Source	Modality		Totals
	Paper	Online	
Random Household Survey	1,135	2,152	3,287
Outreach	387	576	963
CELs	197	518	715
Organizations	190	58	248
<i>All Nations Canoe Family</i>	20	0	20
<i>IRCO</i>	21	25	46
<i>NAYA</i>	18	33	51
<i>Somali Cultural Center</i>	26	0	26
<i>The Miracles Club</i>	75	0	75
<i>Women First</i>	30	0	30
Other digital outreach	0	1,040	1,040
Totals	1,522	3,768	5,290

Response Rates and Sampling Error

Response rate can be calculated for the random household survey⁴ based on the initial sample used. A total of 3,287 Portland residents completed the Portland Insights Survey either online or by mail. The initial random household survey recruitment sample included 20,000 households. Mail returned as undeliverable was tracked by mailing in order to identify which records should be excluded from the valid sample. Table 2 presents overall response rate of 17.6% for the random household survey portion of this study.

Table 2: Final Response Rate

Total Sample	20,000
Undeliverable Mailing 1	(1,031)
Undeliverable Mailing 2	(392)
<i>Valid Sample</i>	<i>18,577</i>
Number of Completed Surveys	3,287
Response Rate	17.7%

In addition to response rate, it is important to calculate the sampling error (i.e., margin of error) to understand the generalizability of the findings from the survey sample to the population. Sampling error is a statistic that represents the level of accuracy of the results gathered using a sample drawn from a population. The commonly accepted value for sampling error is plus or minus five percent (denoted +5%) and a typical confidence interval used in survey research is 95%. For the current survey, both the random household surveys and the outreach surveys to oversample commonly underrepresented BIPOC communities are included in the calculation of sampling error. The achieved total sample size of 5,290 completed surveys and an estimated population of 286,734 occupied single and multifamily households⁵, the final sampling error was +1.33%. This means that the survey findings are accurate within 1.33 percentage points above and below each result in this report, which is better than the commonly accepted sampling error of +5%.

⁴ The outreach data collection component was not based on a recruitment sample; therefore, it cannot be included in the calculation of response rate.

⁵ Source: census.gov, American Community Survey 2021 1-Year Estimates, Table S2501, <https://data.census.gov/table?text=S2501&g=160XX00US4159000&tid=ACSST1Y2021.S2501>.

Respondent Demographics

Table 3 presents the key characteristics of the respondents who participated in the Portland Insights Survey.

Table 3: Respondent Demographics – Unweighted (N=5,290)		
Age	Count	Percent
16-29 years	649	12.3%
30-44 years old	1,550	29.3%
45-59 years old	1,206	22.8%
60-74 years old	1,026	19.4%
75 years of age or older	377	7.1%
No answer	482	9.1%
Mean⁶ Age = 48.8 years (standard deviation⁷ = 17.0 years)		
Gender (select all that apply; descending order)	Count	Percent
Woman	2,809	53.1%
Man	2,015	38.1%
I prefer not to disclose	164	3.1%
Gender expansive (e.g., non-binary, agender, gender fluid, genderqueer)	125	2.4%
Transgender	38	0.7%
Two Spirit	24	0.5%
I am undecided or questioning	19	0.4%
Trans man	18	0.3%
I prefer to describe my gender	18	0.3%
Trans woman	12	0.2%
No answer	166	3.1%
Race or Ethnicity (select all that apply; descending order)	Count	Percent
White	3,284	62.1%
<i>Western European</i>	2,107	39.8%
<i>Other</i>	644	12.2%
<i>Eastern European</i>	486	9.2%
<i>Slavic</i>	343	6.5%
Asian	617	11.7%
<i>Vietnamese</i>	199	3.8%
<i>Chinese</i>	197	3.7%
<i>Other Asian</i>	53	1.0%
<i>Asian Indian</i>	44	0.8%
<i>Japanese</i>	44	0.8%
<i>Filipino/a</i>	34	0.6%
<i>Korean</i>	31	0.6%
<i>South Asian</i>	20	0.4%

⁶ Mean is the same as average.

⁷ Standard deviation is a calculation of the spread of responses around the mean: 68.2% of responses fall within one standard deviation, 95.4% of responses fall within two standard deviations. Smaller standard deviations indicate that responses are grouped closer to the mean.

Table 3: Respondent Demographics – Unweighted (N=5,290)

Race or Ethnicity (cont.) (select all that apply; descending order)	Count	Percent
<i>Cambodian</i>	12	0.2%
<i>Communities of Myanmar</i>	9	0.2%
<i>Laotian</i>	8	0.2%
<i>Hmong</i>	5	0.1%
American Indian or Alaska Native	467	8.8%
<i>American Indian</i>	225	4.3%
<i>Indigenous Mexican, Central, or South American</i>	158	3.0%
<i>Alaska Native</i>	67	1.3%
<i>Canadian Inuit, Metis, or First Nation</i>	35	0.7%
Latinx or Hispanic	410	7.8%
<i>Central American</i>	74	1.4%
<i>Mexican</i>	210	4.0%
<i>South American</i>	52	1.0%
<i>Other Latinx or Hispanic</i>	87	1.6%
Black or African American	357	6.7%
<i>African American</i>	267	5.0%
<i>Somali</i>	38	0.7%
<i>Other Black</i>	24	0.5%
<i>Afro-Caribbean</i>	16	0.3%
<i>Ethiopian</i>	14	0.3%
<i>Other African (Black)</i>	14	0.3%
Middle Eastern/Northern African	74	1.4%
<i>Middle Eastern</i>	64	1.2%
<i>North African</i>	13	0.2%
Native Hawaiian or Pacific Islander	55	1.0%
<i>Chamorro</i>	11	0.2%
<i>Communities of the Micronesian Region</i>	14	0.3%
<i>Marshallese</i>	4	0.1%
<i>Native Hawaiian</i>	14	0.3%
<i>Samoa</i>	4	0.1%
<i>Other Pacific Islander</i>	17	0.3%
Not listed above	62	1.2%
Don't know	45	0.9%
Prefer not to disclose	301	5.7%
No answer	200	3.8%
Tribal Affiliation (select all that apply; descending order)	Count	Percent
Descendant	295	5.6%
Enrolled member	271	5.1%
No tribal affiliation	4,663	88.1%
No answer	80	1.5%

Table 3: Respondent Demographics – Unweighted (N=5,290)

Highest Level of Education	Count	Percent
Grade 1 through 11	209	4.0%
High school diploma or GED	460	8.7%
Some college, but no degree	692	13.1%
Associate’s degree (2-year degree)	411	7.8%
Bachelor’s degree (4-year degree)	1,628	30.8%
Graduate or professional degree	1,548	29.3%
Trade school or certificate program	110	2.1%
Other	18	0.3%
No answer	214	4.0%
Total Household Income	Count	Percent
Under \$10,000	285	5.4%
\$10,000 to \$19,999	246	4.7%
\$20,000 to \$29,999	291	5.5%
\$30,000 to \$39,999	411	7.8%
\$40,000 to \$49,999	435	8.2%
\$50,000 to \$74,999	720	13.6%
\$75,000 to \$99,999	584	11.0%
\$100,000 or \$149,000	711	13.4%
\$150,000 or more	795	15.0%
Don’t know	77	1.5%
Prefer not to disclose	501	9.5%
No answer	234	4.4%
Geographic Area (descending order)	Count	Percent
East	1,266	23.9%
Southeast	1,043	19.7%
Northeast	943	17.8%
Southwest/South	798	15.1%
North	439	8.3%
Northwest	342	6.5%
Outside Portland	193	3.6%
No answer	266	5.0%
Housing Situation (descending order)	Count	Percent
Own (with or without mortgage)	3,096	58.5%
Rent	1,743	32.9%
Living with others, but not paying rent	209	4.0%
Other (please specify)	76	1.4%
No answer	166	3.1%

Table 3: Respondent Demographics – Unweighted (N=5,290)

Type of Residence (<i>descending order</i>)	Count	Percent
Single-family, detached home	3,116	58.9%
Apartment or condo in a building/complex	1,368	25.9%
Attached home, duplex, triplex, or four-plex	463	8.8%
Manufactured or mobile home	62	1.2%
Other	60	1.1%
ADU (accessory dwelling unit) or tiny home	32	0.6%
No answer	189	3.6%
Number of People in Household	Count	Percent
One, respondent lives alone	1,197	22.6%
Two	1,720	32.5%
Three	757	14.3%
Four	729	13.8%
Five	330	6.2%
Six or more	200	3.8%
No answer	357	6.7%
Mean = 2.6 people (standard deviation = 1.5 people)		
Identify as Having or Living with a Disability (<i>descending order</i>)	Count	Percent
No	4,081	77.1%
Yes	744	14.1%
I prefer not to answer	262	5.0%
No answer	203	3.8%
Disability Type (<i>select all that apply; descending order</i>)	Count	Percent
Mobility or other physical disability	333	6.3%
Mental health	214	4.0%
Hearing	132	2.5%
Intellectual, developmental, cognitive	93	1.8%
Medical	83	1.6%
Visual	72	1.4%
Speech or communication	32	0.6%
Not listed above, please describe	31	0.6%
I prefer not to answer	55	1.0%
No answer	33	0.6%

Q36. What year were you born? [converted into age, then divided into age ranges]

Q38. How do you identify your gender?

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Q40. Are you an enrolled member, and/or a descendant, of a Federal or State recognized American Indian Tribe or Alaskan Native Village/Corporation? Please check each one that applies for you and provide the tribal affiliation.

Q41. What is the highest level of education you have completed?

Q44. What is your total household income? (Household includes those who live under the same roof and make up a family).

Q37. What is your five-digit zip code? [*grouped into geographic areas*]

Q42. Which best describes your current housing situation?

Q43. How would you describe your current residence?

Q45. How many people live in your household?

Q46. Do you identify as having or living with a disability?

Q46a. Please describe the nature of your disability.

Weighting

Statistical weighting is a practice in survey analysis where a numerical value called a "weight" is assigned to each survey response to adjust the responses to better match the study population. Using weights can correct imbalances due to over- or underrepresenting certain groups in the survey responses. It can enhance the accuracy and validity of survey results. This survey calculates the weights using three demographic attributes: the respondent's geographical region within Portland (six areas), age, and racial or ethnic identity.

Data from the U.S. Census Bureau's American Community Survey (ACS) was used for the population, age distribution, and race/ethnicity proportions for each of the six geographic areas of Portland established by CBO staff. The statistical software, Stata, was used to make post-stratification adjustments to the survey sampling weights⁸. Post-stratification adjustment is a process that adjusts data after collection so that the weights of each survey cross-section better represent the population. This adjustment was made by multiplying the weights for each cross-section by a factor that ensures the total sum of the weights equals the total of each cross-section of the population, as represented in the ACS data.

Of the 5,290 people who completed the Portland Insights survey, 4,484 provided responses to all three weighting variables and were included in the calculation of the weights. A set of weights was first calculated based on the age and geographic area population totals from the ACS. Next, these weights were adjusted based on ACS age and race/ethnicity population totals to create a second set of weights. The final weights were then created by adjusting the second weights so that the total sum of the weights is equal to the total population of people over 16 years of age in Portland. Weights could not be calculated for respondents who did not provide information about one of those demographic characteristics. The final weights are the combined product of the:

- ♦ race/ethnicity distribution in the Portland area during 2017-2021⁹,
- ♦ age distribution by approximated administrative areas during the period 2017-2021¹⁰, and
- ♦ estimated population age 16+ in the City of Portland in the 2021 ACS¹¹.

Appendix C included detailed tables of the weighting calculations.

Notes on This Report and the Analytic Approach

Throughout this report, figures and tables present the distribution of responses across survey items (i.e., frequencies) or intersections of two survey items (i.e., crosstabulations). For nearly all of the survey items, the data are summarized for the entire group of 4,484 respondents who participated in the survey and for whom weights could be calculated, which is denoted by "N" to indicate the full sample (denoted as "unweighted N"). When is summarized for a subset of respondents who, based on a survey skip pattern, were the only ones asked those items. In those instances, the sample size will be denoted by "n" to indicate a subset of the full sample. Respondents who skipped or refused to answer a survey item are included in the presentation as "No Answer" in order to maintain the complete sample sizes across items, such that the percentages reflect the proportion of the entire sample of respondents. Also, below each table or figure, the exact wording of the relevant survey item(s) is reproduced for reference.

For survey items presented in figures, the percentages of respondents endorsing each option are always presented across the entire range from 0% to 100%. This is done so that all of the figures throughout the report can be

⁸ Stata code available upon request.

⁹ <https://www2.census.gov/programs-surveys/acs/data/pums/2021/5-Year/>

¹⁰ https://censusreporter.org/data/table/?table=B01001&geo_ids=16000US4159000,140|16000US4159000&primary_geo_id=16000US4159000 and https://www2.census.gov/geo/docs/reference/cenpop2020/tract/CenPop2020_Mean_TR41.txt

¹¹ https://censusreporter.org/data/table/?table=B01001&geo_ids=16000US4159000&primary_geo_id=16000US4159000

compared both numerically and visually. The size of any bar or pie wedge across all graphs will be able to be compared to the size of the bar or pie wedge to any other graph to understand the proportion of respondents endorsing various survey item responses. That means that a bar/wedge that represents, for example, 30% of respondents, will be the same size no matter what figure the reader is looking at, ensuring consistency of interpretation across all survey items. Due to formatting limitations, some of the figures do not include the percentages for each data point. Those percentages can be found in Appendix D of this report.

Some of the survey items included a list of response options available to respondents to select, as well as an “Other, Please Specify” response option. These are considered open-ended items, which means respondents could write in a text response. The responses were either coded into existing categories within a survey item (e.g., a respondent wrote in text that actually fit into a pre-existing response option within that item) or coded into new categories for that survey item. Other survey items were completely open-ended, allowing the respondents to write in their answer without having any options to choose from. These were also reviewed and coded into thematic categories.

The analysis plan for this survey project included some comparisons across items. Significance testing was done using the chi-square test for categorical data, which considers whether the array of responses (e.g., a six by-three table of responses from six geographic areas of Portland being compared on a survey item with three possible responses) is different than would be expected by chance. For some of these tests, individual response options were collapsed in order to prevent individual groups or cell sizes from being too small and to increase the robustness of the analysis.

The significance testing results in a chi square (χ^2) statistic and a probability value. Probability is denoted with a p and is considered statistically significant if it is less than 5% (a commonly accepted level of significance). In this report, significance is listed as $p < .05$ or $p < .01$ or $p < .001$, each of which indicates how probable the difference is due to chance. For example, a significance test with a $p < .05$ means that the array of responses has a less than 5% probability of being due to chance. Alternatively, it means that there is a 95% probability that the differences seen across the responses is due to something other than chance variation (i.e., people believe differently across the subgroups). Due to the large sample size secured for this survey, nearly all of the chi square statistics were statistically significant; therefore, they were not included with each crosstab throughout the report. Rather, they are listed in Appendix E of this report.

In addition to probability, effect size is also provided with each significance test. For chi-square tests, the effect size is calculated using Cramer’s V and quantifies the “magnitude of the effect” or the “degree to which the phenomenon is present in the population” and speaks to the practical relevance of the finding. It ranges from 0 to 1 and the larger the effect size, the stronger the relationship. In general, a small effect size is .10 to less than .30, a medium effect size is .30 to less than .50, and a large effect size is .50 or more¹². However, it is important to take into account the “degrees of freedom” for each test, which is the maximum number of logically independent values that can result from a given significance test. The more degrees of freedom a test includes, the lower the effect size associated with small, medium, and large effects (e.g., 5 degrees of freedom: small .05<.13, medium .13<.22, large .22 or more). To fully interpret the findings from a significance test, both the probability and effect size should be considered. For example, a test looking at satisfaction with Portland as a place to live across different genders can be highly significant (e.g., $p < .001$), but if the effect size is very small, the differences seen across the genders might not be very meaningful because they are so small. The values of the Cramer’s V associated with each of the chi square tests are also included in the table in Appendix E.

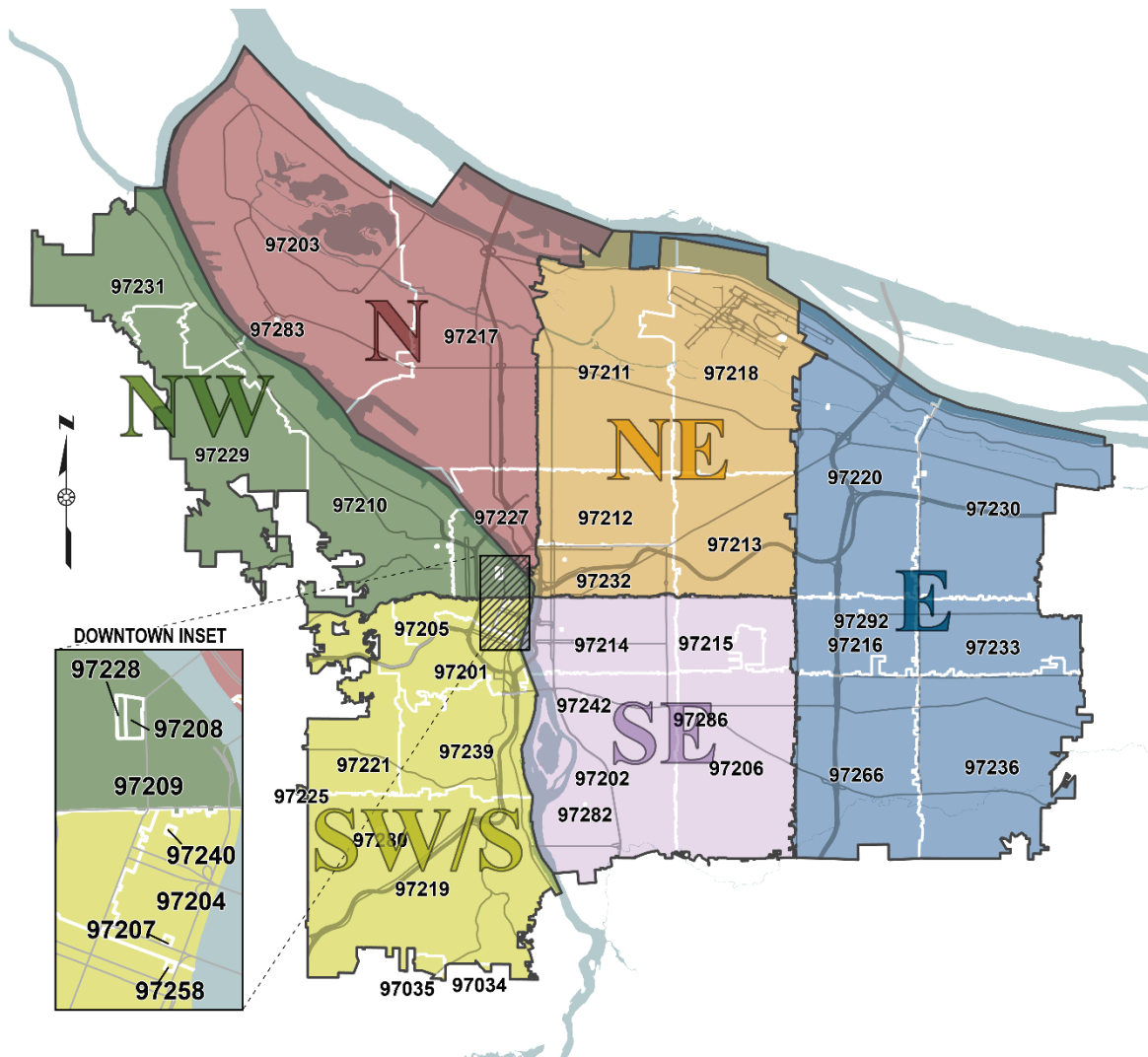
Finally, two places in the survey asked respondents to provide narrative responses. The first open-ended question, Q35a, “Please tell us about your rating.” followed Q35, “How much do you agree or disagree that the city of Portland has an effective government?” The second open-ended question, Q47, was the final question in the survey: “Is there anything else you would like to share?” Over 5,000 individual responses across those items were all read and coded into themes. Qualitative summaries have been included in each section of this report and illustrative quotes have been included to tell the story behind the numbers presented in figures. Those quotes were selected to represent

¹² Cohen, J. (1988). *Statistical power analysis for the behavioral sciences* (2nd Ed.). Lawrence Erlbaum Associates.

similar comments made by other respondents, so they should not be viewed as isolated thoughts of just one person. Many respondents took time and gave their thoughts and opinions about multiple, inter-connecting concerns that are affecting them, their family, and their neighbors. Many of the issues mentioned are not stand-alone concerns, but are interrelated, as evidenced by the voices of Portlanders who shared their opinions, thoughts, and ideas. A larger set of salient, representative quotes is included in Appendix F of this report.

Geographic Areas

City of Portland staff provided PSU with criteria to establish six geographic areas for a subset of analyses. The areas were comprised of sets of Portland zip codes specifically determined for use with the Portland Insights Survey data. The following map depicts those six geographic areas.



Individual maps of the crosstabs included in this report that compared survey items across those geographic areas are included in Appendix G of this report.

Findings

The findings in this report are presented for each survey item combined across all respondents who participated in the survey. All of the quantitative (i.e., numeric) results are based on data weighted for geography, respondent race or ethnicity, and respondent age to more closely reflect the distribution of residents of Portland who are 16 years of age or older. The survey items were grouped according to the following categories of interest to the City of Portland:

- ◆ General City of Portland Topics
- ◆ Livability
- ◆ Community Safety
- ◆ Housing/Homelessness
- ◆ Economic Recovery
- ◆ Government Performance

At the beginning of each section, a list of key quantitative findings provides a synopsis of the takeaways for each topical area. Also, at the end of each section, a qualitative summary is included to highlight the thoughts and opinions written in by many of the respondents.

General City of Portland Topics

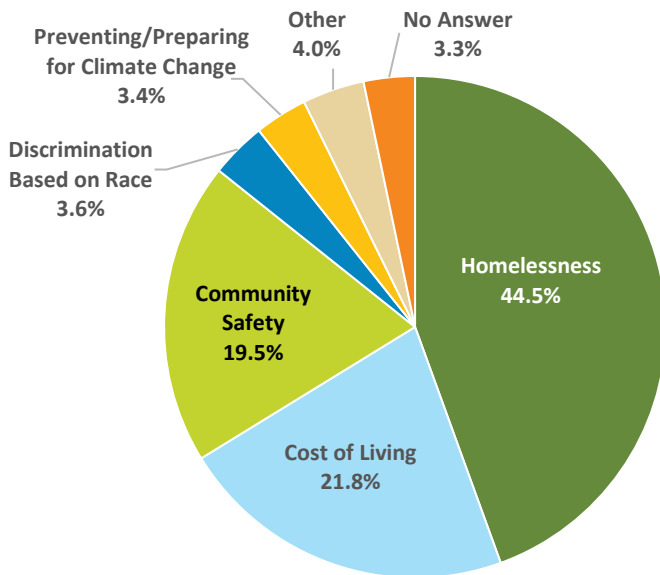
The Portland Insights Survey asked participants to give their feedback about some general topics related to broad city concerns, including Portland's greatest challenges, the most important city service, and where the city should invest its resources. The survey also asked respondents to give their opinion about whether or not everyone can thrive in Portland regardless of their identity.

Key QUANTITATIVE Findings for General City of Portland Topics

- ◆ In response to Portland's greatest challenge, survey participants identified **Homelessness** (44.5%), **Cost of Living** (21.8%), and **Community Safety** (19.5%) as the most prominent.
- ◆ Although **Homelessness** was the most pressing issue identified across the six Portland geographic areas, differing secondary issues were identified across the city, with **Community Safety** noted at a higher frequency in East Portland (29.0%) when compared to other areas, and concern regarding the **Cost of Living** was reported at the lowest level in Northwest Portland (16.8%).
- ◆ Examining Portland's greatest challenge identified by differing demographic groups reveals **Cost of Living** was the greatest challenge facing Portland for people who identify as Black or African American (37.6%), Native Hawaiian or Pacific Islander (36.0%), and American Indian or Alaska Native (31.8%), while **Homelessness** remained the salient concern for all other racial/ethnic categories.
- ◆ Addressing homelessness remains a key priority in response to the **Most Important City Service**, with **Affordable Housing/Homeless Services** being the most frequently identified need (49.5%), followed by **Safety Services** (25.2%), and **Streets, Sidewalks, Transportation** (6.9%).
- ◆ **Affordable Housing/Homeless Services** remains the most important city service when examining Portland geographic regions, with **Safety Services** holding the second position with the highest reported rate in East Portland (34.8%).
- ◆ **Affordable Housing/Homeless Services** was consistently the highest priority across race/ethnicity demographic groups, with **Black or African American** participants noting the highest rate (62.6%). **Safety Services** was the secondary selection for most of the racial/ethnic groups (14.6% to 43.4%).
- ◆ Targeted resource distribution was identified as preferable by the majority of respondents, with 79.8% of respondents in favor of utilizing **More Resources in Zip Codes with Greater Need**.
- ◆ Respondents were more likely to **Disagree** or **Strongly Disagree** (44.7%) than **Agree** or **Strongly Agree** (28.6%) that Portland is a city everyone can succeed and thrive regardless of their identity.
- ◆ Across racial/ethnic groups, people who identify as Black or African American (61.8%) and White (46.3%) were most likely to **Disagree** or **Strongly Disagree** with Portland being a city where everyone can succeed regardless of their identity.
- ◆ Majority **Disagreement** was reported by people who identify as transgender (80%) and as women (50.5%), as well as people who are gender expansive, Two Spirit, undecided, or described their gender differently (i.e., Other; 60.9%).
- ◆ A **More Affordable Home** (37.3%) and to be **Closer to Work, School, Family, Friends** (34.3%) were reported as primary reasons for moving for the 102 respondents who left Portland within the last five years.

In addition to the open-ended comments, respondents' opinions about the city's greatest challenge are presented in Figure 1. **Homelessness** (44.5%), **Cost of Living** (21.8%), and **Community Safety** (19.5%) constitute the three largest proportions of respondents.

Figure 1: Portland's Greatest Challenge (citywide)



Representative Quotes

"Homelessness is the biggest problem which is tied to lack of affordability. HOWEVER, the biggest issue is our handling of the homeless problem. The homeless population and permissiveness of camping everywhere has led to rampant property crimes and lack of public safety."

"Businesses are leaving. People are afraid in their own homes. Garbage is causing rat infestations and health issues. Meth addicts are ruining the city. The city must act."

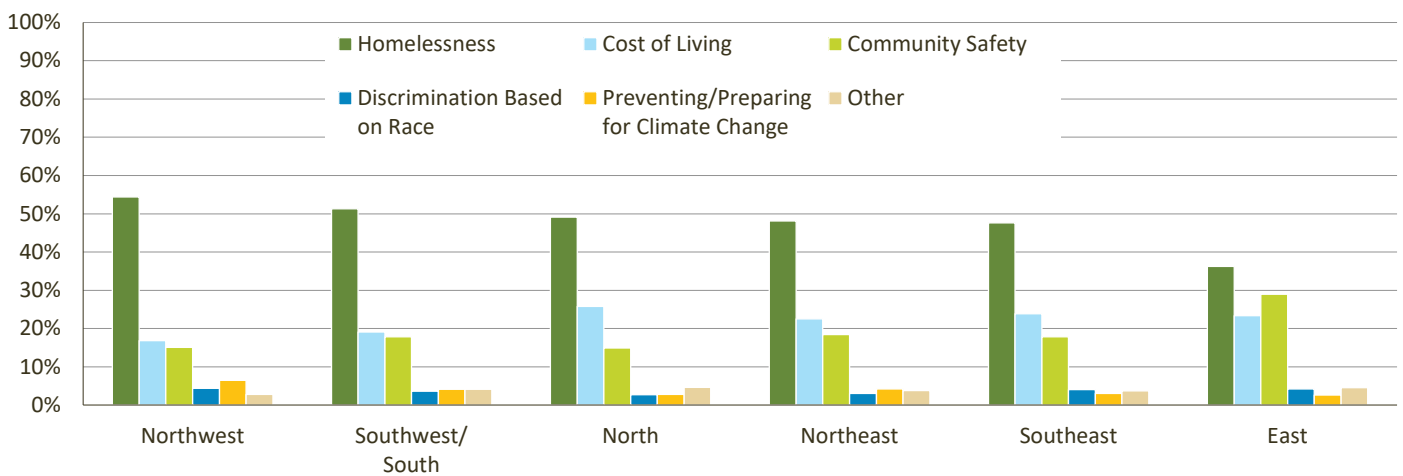
"I've heard of many professionals leaving Portland because they're frustrated with homelessness, crime, and a diminished sense of community. Every city has its challenges. Ours are very visible now. I love this city and am here for good! I know we can overcome these challenges - both real and perceived."

Q4: What is the greatest challenge facing Portland?
Unweighted N=4,484

Figures 2 through 6 intersect these data with selected demographics to identify any differences across population subgroups.

Figure 2 shows that although **Homelessness** was clearly the greatest challenge across the six geographic subgroupings of Portland, the other challenges varied in prominence by area. For example, for East Portland, **Community Safety** was the second greatest challenge (29.0%), which represented a much larger proportion than in all five other geographies (range: 14.9% to 18.4%). Also, the proportion of Northwest residents who identified **Cost of Living** (16.8%) as the second greatest challenge was lower than all other geographies (range: 19.1% to 25.8%).

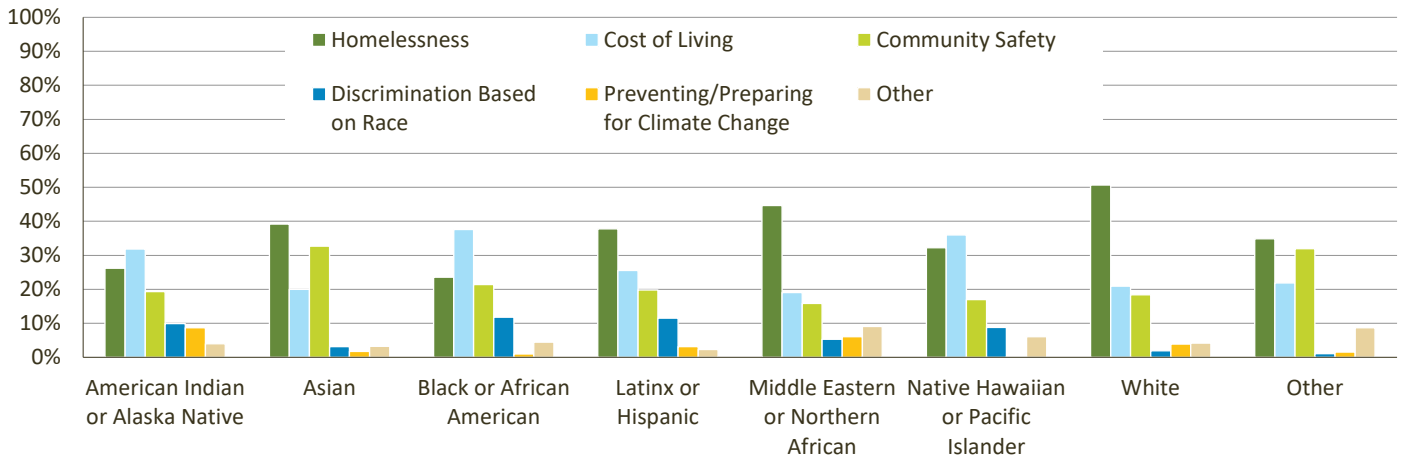
Figure 2: Portland's Greatest Challenge by Geography



Q4: What is the greatest challenge facing Portland?
Q37: What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Wider variation across racial and ethnic groups was found (Figure 3). **Cost of Living** was the greatest challenge facing Portland for people who identify as Black or African American (37.6%), Native Hawaiian or Pacific Islander (36.0%), and American Indian or Alaska Native (31.8%); whereas, **Homelessness** was endorsed as the greatest challenge for all other groups (34.9% to 50.7%). The second greatest challenge for Portland also varied. It was **Community Safety** for people who identify as Asian (32.7%) and some Other race or ethnicity (31.9%); **Homelessness** for people who identify as Native Hawaiian or Pacific Islander (32.2%), American Indian or Alaska Native (26.2%), and Black or African American (23.6%); and **Cost of Living** for people who identify as Latinx or Hispanic (25.5%), White (20.9%), and Middle Eastern or Northern African (19.0%).

Figure 3: Portland’s Greatest Challenge by Race/Ethnicity



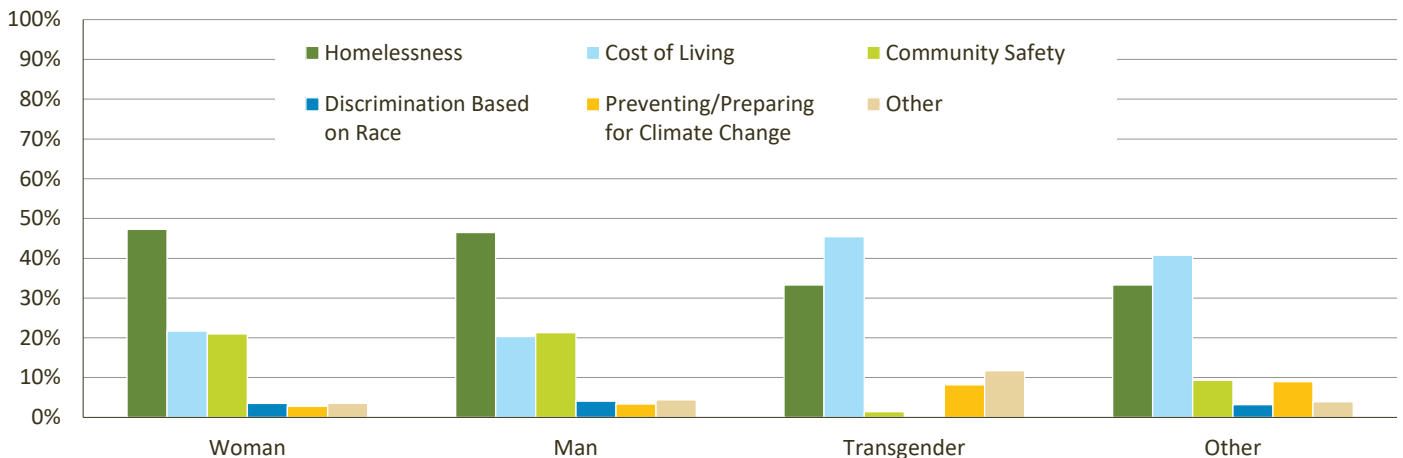
Q4: What is the greatest challenge facing Portland?

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Although Portland’s greatest challenge was viewed similarly across women and men (Figure 4) with **Homelessness** being highest (47.3% and 46.5%, respectively), people who identify as transgender (45.4%) and those who selected another gender category (40.8%) rated **Cost of Living** as the greatest challenge.

Figure 4: Portland’s Greatest Challenge by Gender



Q4: What is the greatest challenge facing Portland?

Q38. How do you identify your gender?

Categories collapsed due to low frequency:

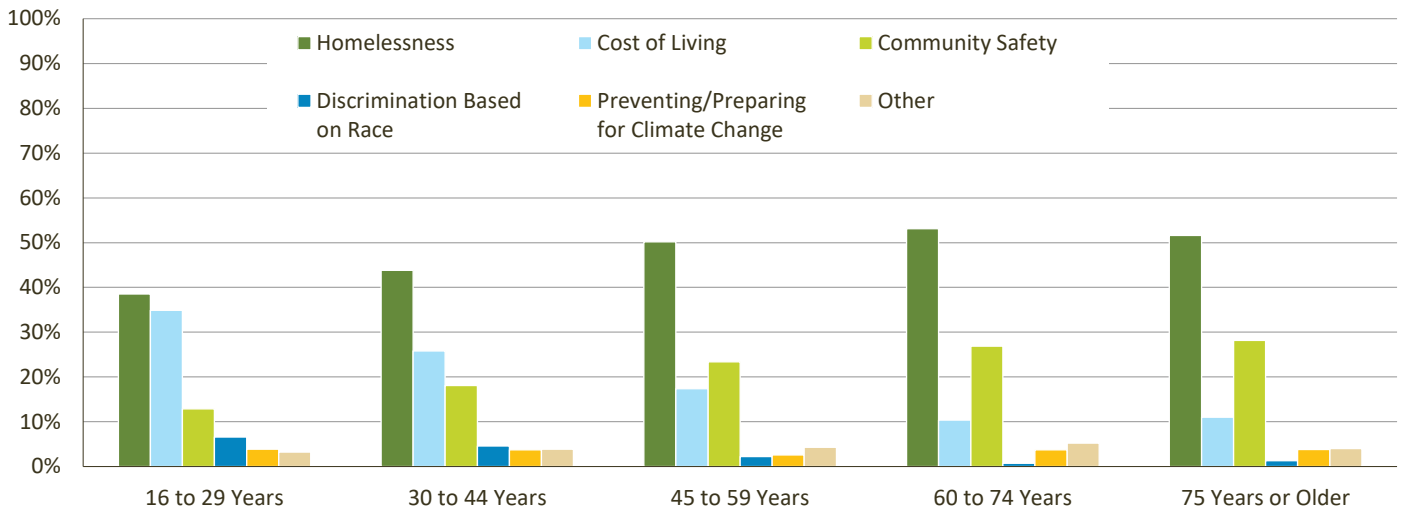
Transgender, Trans man, Trans woman - Transgender

Gender expansive, Two Spirit, Undecided, Prefer to describe my gender - Other

Unweighted N=4,484

Figure 5 presents some interesting differences across age groups. Frequency of selecting **Homelessness** as Portland's greatest challenge increased with age (38.5% to 53.1%), as did **Community Safety** (12.9% to 28.2%). **Cost of Living** responses gradually decreased with age (34.9% to 11.0%).

Figure 5: Portland's Greatest Challenge by Age



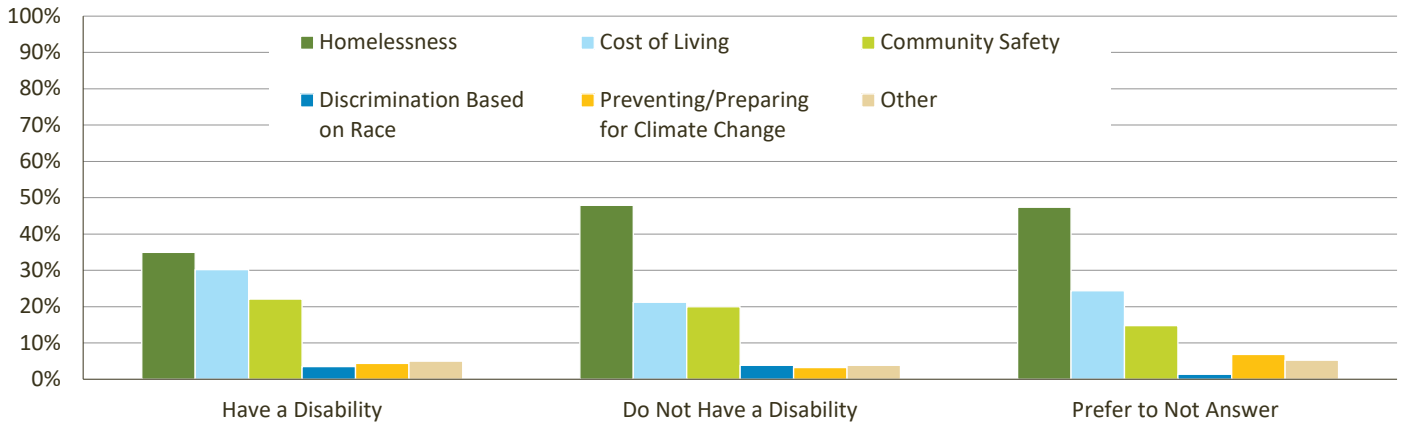
Q4: What is the greatest challenge facing Portland?

Q36: What year were you born? [subtracted from 2023 and grouped into five age ranges]

Unweighted N=4,484

Figure 6 shows that people with a disability rated **Homelessness** lower than individuals without a disability (34.9% and 47.9%, respectively), but rated **Cost of Living** higher (30.2% and 21.2%, respectively).

Figure 6: Portland's Greatest Challenge by Disability Status



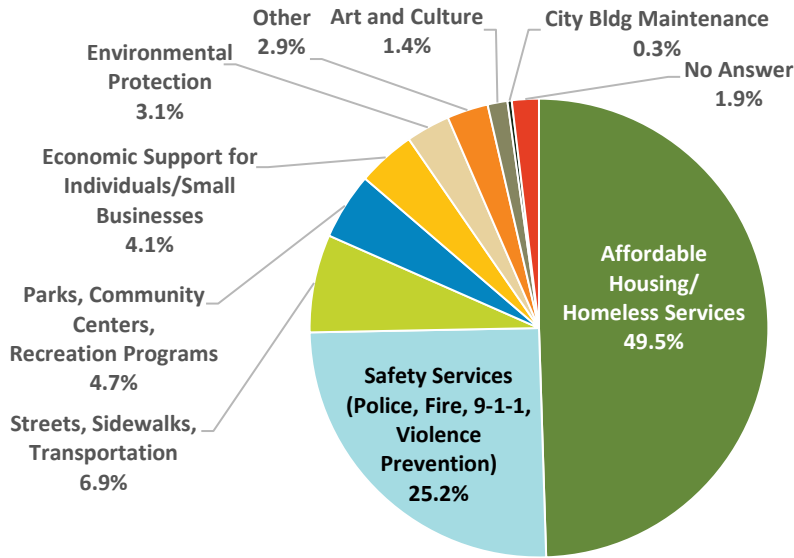
Q4: What is the greatest challenge facing Portland?

Q46: Do you identify as having or living with a disability?

Unweighted N=4,484

Survey participants were asked to rate the importance of a variety of City services¹³, selecting only one option to determine community values for City budget allocations. **Affordable Housing/Homeless Services** constituted the largest percentage portion at 49.5% (Figure 7), which is consistent with the importance of addressing homelessness revealed in Figure 1. The responses to this item deviate from previous data through positioning **Safety Services** (25.2%) much higher than **Economic Support for Individuals/Small Businesses** (4.1%), indicating a disparity between opinions about Portland’s greatest challenges (Figure 1) and the city’s role in providing services (Figure 7) to ameliorate these areas of concern.

Figure 7: Most Important City Service (citywide)



Q5: The City of Portland government has a limited budget to spread across all of the services the city provides. Please choose which service is the most important to you.
Unweighted N=4,484

Representative Quotes

“Most of the core services that cities provide, Portland does at least as well as other cities. There are specific areas that need improvement, namely homelessness and colorblind policing.”

“Thank you so much to the city of PDX for all the services you provide :) Please make sure all streets (like SW Shattuck) have sidewalks to ensure pedestrian safety!”

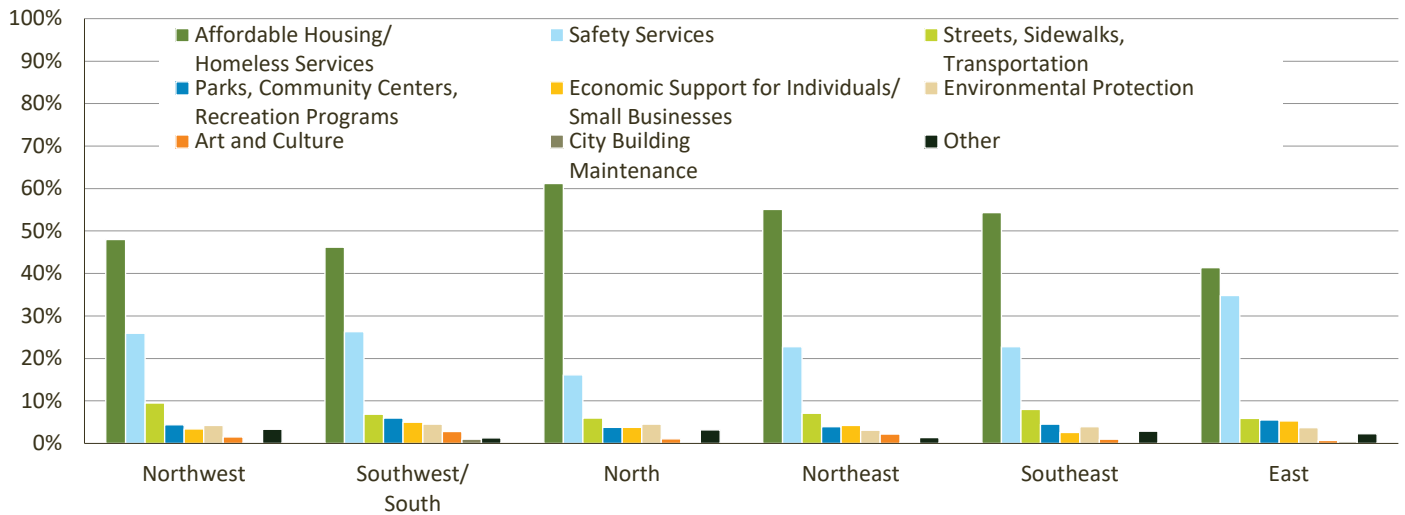
“I believe Portland is not lost and can improve. Focus on the important issues affecting city residents: safety, homelessness and crime.”

Figures 8 through 11 intersect these data with selected demographics to identify any differences across population subgroups.

¹³Providing affordable housing and homeless services is a collaborative effort across all regional and local governments (i.e., the city, county, Oregon Metro, and state).

Looking across geographic areas throughout Portland, **Affordable Housing/Homeless Services** was rated as the most important city service, the proportions ranging from 41.4% in East Portland to 61.2% in North Portland (Figure 8). Also, **Safety Services** was rated as the second most important city service in all areas (16.1% in North Portland to 34.8% in East Portland).

Figure 8: Most Important City Service by Geography



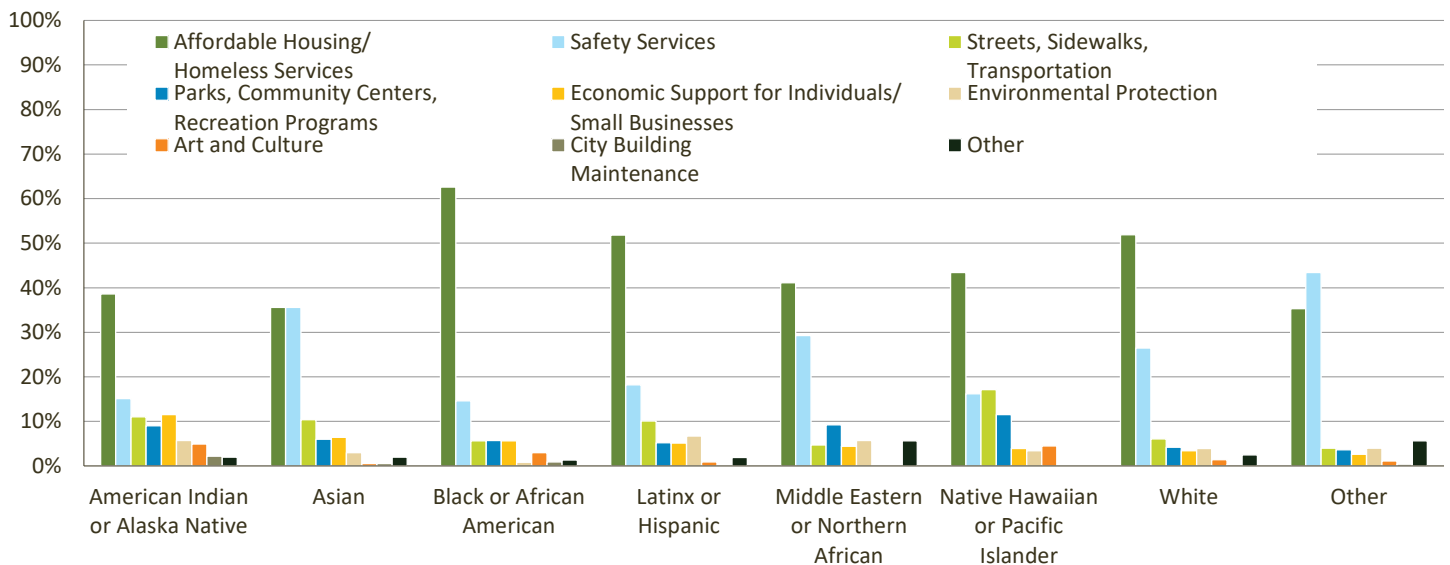
Q5: The City of Portland government has a limited budget to spread across all of the services the city provides. Please choose which service is the most important to you.

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Wide variation in responses to the most important city service occurred across racial and ethnic groups (Figure 9). **Affordable Housing/Homeless Services** was the most common selection for all groups (38.6% to 62.6%) except Other, for which **Safety Services** had the highest percentage (43.4%), and respondents identifying as Asian reporting **Affordable Housing/Homeless Services** and **Safety Services** at the same rate (35.6%). **Safety Services** was also the second most frequently selected option (14.6% to 43.4%), followed by **Streets, Sidewalks and Transportation** (4.0% to 17.1%).

Figure 9: Most Important City Service by Race/Ethnicity



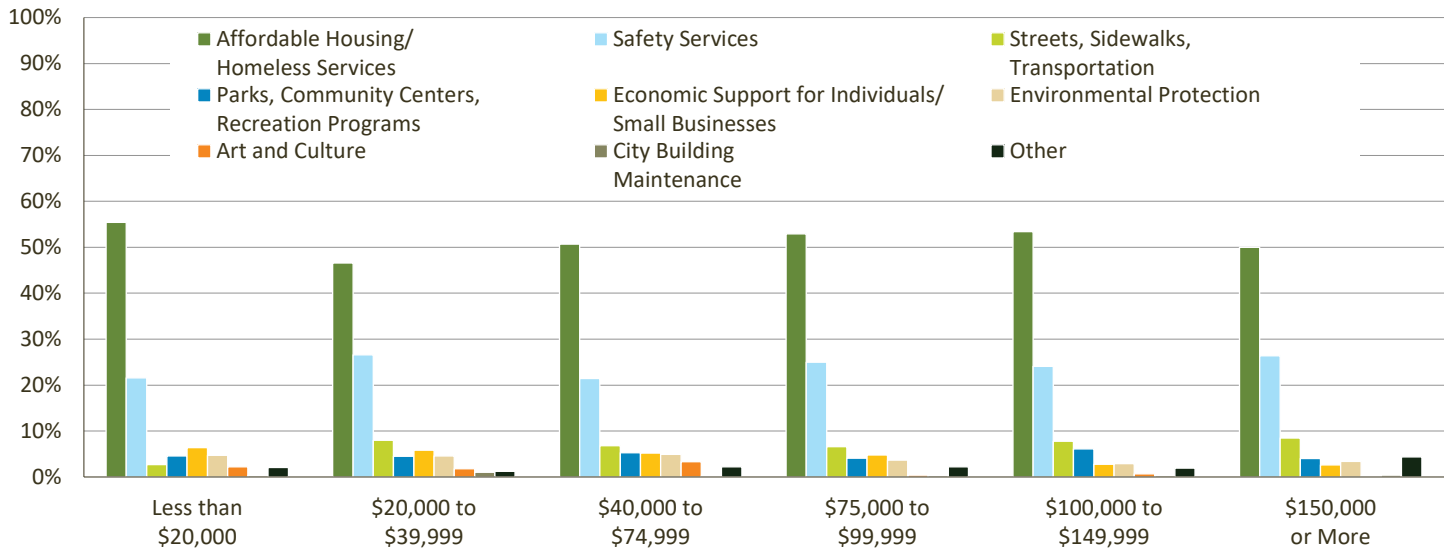
Q5: The City of Portland government has a limited budget to spread across all of the services the city provides. Please choose which service is the most important to you.

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Although not as much variation occurred across household income groups (Figure 10), it is interesting to compare the lowest and the highest income groups. Households in both income categories rate **Affordable Housing/Homeless Services** highest, yet 55.4% of households earning less than \$20,000 did so relative to 50.0% of households with income of \$150,000 or more. **Safety Services** saw the opposite trend with 21.6% of low-income households and 26.4% of higher-income households rating it as the second most important service.

Figure 10: Most Important City Service by Household Income



Q5: The City of Portland government has a limited budget to spread across all of the services the city provides. Please choose which service is the most important to you.

Q44. What is your total household income? (Household includes those who live under the same roof and make up a family).
Unweighted N=4,484

The most notable difference across people with and without a disability was in the proportion who endorsed **Affordable Housing/Homeless Services** (Figure 11). A larger proportion of people with a disability (60.2%) rated it as the most important city service, compared to a smaller proportion of people without a disability (49.1%).

Figure 11: Most Important City Service by Disability Status

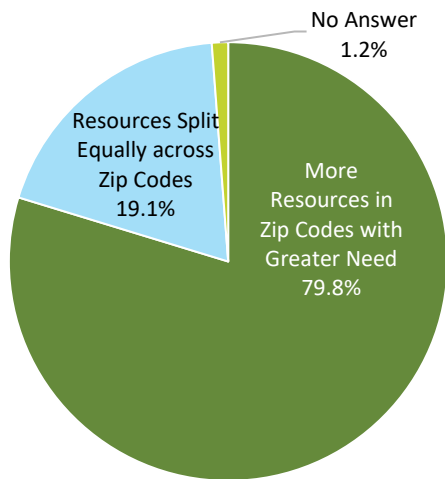


Q5: The City of Portland government has a limited budget to spread across all of the services the city provides. Please choose which service is the most important to you.

Q46. Do you identify as having or living with a disability?
Unweighted N=4,484

Participants were asked to provide their opinion regarding targeted versus universal City resource allocation, with Figure 12 revealing the majority of respondents in favor of utilizing **More Resources in Zip Codes with Greater Need** (79.8%). This was contrasted with 19.1% of respondents advocating for an equal expenditure of resources across Portland zip codes.

Figure 12: Investing City Resources (citywide)



Q6: How should the City government invest resources?
Unweighted N=4,484

Representative Quotes

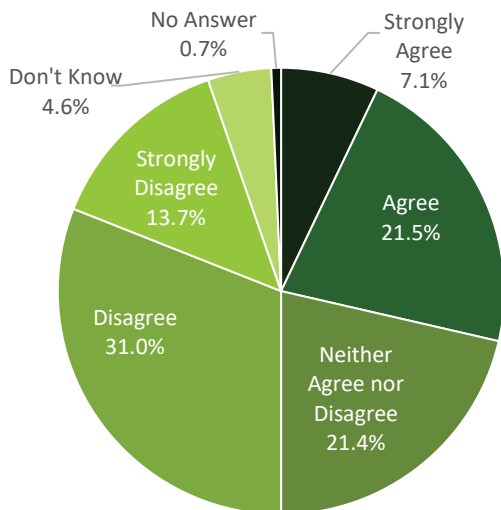
"City needs to provide resources that empower residents in neighborhoods east of 82nd Ave., and to make it more livable."

"Even though there has been some progress made in the last few years, those of us who live in Lents and other east Portland neighborhoods still feel like we are neglected."

"I don't feel that anyone on council cares about me, the area I live in and no one has to take responsibility and come home after work to the area they run - so there is no skin in the game so to speak. Notices about public input nights don't exist to those that don't have computers and internet so they are never represented."

An important issue for the City of Portland, a survey item assessed attitudes regarding barriers to self-actualization based on identity, providing an insight into potential areas of discrimination that may disproportionately impact individuals across a diverse population (Figure 13). Respondents were more likely to disagree (44.7% either **Disagree** or **Strongly Disagree**) than agree (28.6% either **Agree** or **Strongly Agree**) that "Portland is a city everyone can succeed and thrive regardless of their identity." Another one-fifth (21.4%) of respondents indicated ambivalence regarding the assertion of equal opportunity. These data suggest that identity components (race, ethnicity, disability, gender, language, religion, and sexual orientation) can negatively impact one's ability to succeed and thrive in Portland.

Figure 13: Succeed and Thrive in Portland Regardless of Identity (citywide)



Representative Quotes

"Undocumented people here they are not safe. ICE still arresting and deporting people and that is discrimination."

"I am the only white member of my family. I have a lot of stress over how police might treat my husband, children, and in-laws, who are all Black."

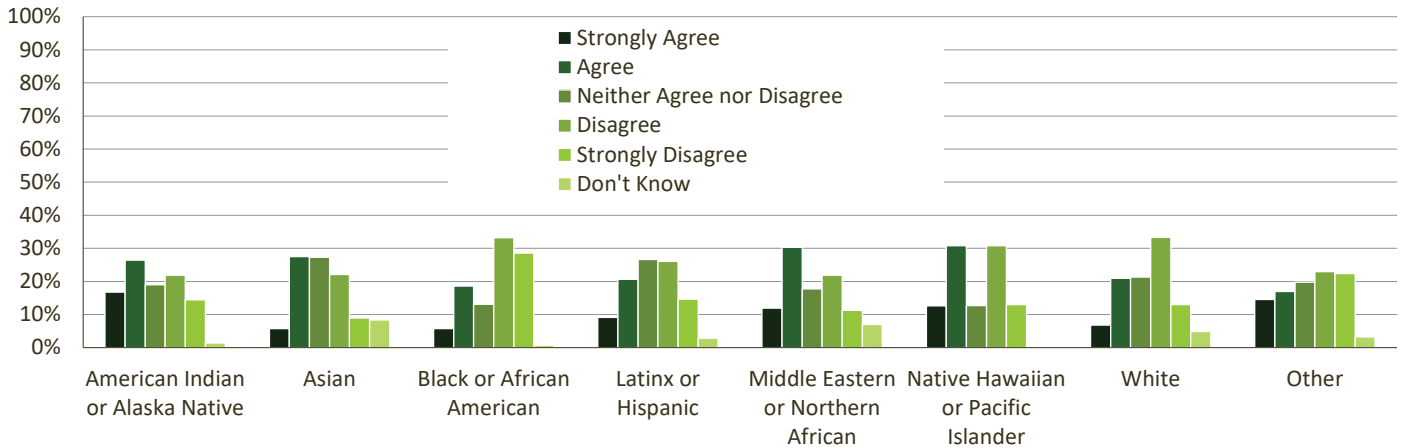
"Our race is also often discriminated against by white people in Portland. Our income is significantly lower than that of white people, and we don't own our own housing. Hope the government can help us to own our own homes."

Q19: Portland is a city where everyone can succeed and thrive regardless of their identity (race, ethnicity, disability, gender, language, religion, and sexual orientation).
Unweighted N=4,484

Figures 14 through 16 intersect these data with selected demographics to identify any differences across population subgroups.

Figure 14 shows variation in ratings across racial and ethnic groups. **Disagreement** (i.e., combining **Disagree** and **Strongly Disagree**) with Portland being a city where everyone can succeed regardless of their identity was highest for people who identify as Black or African American (61.8%) and White (46.3%). People who identify as American Indian or Alaska Native had the largest proportion of **Agreement** (43.2%). The groups who had the highest proportion of respondents being undecided (i.e., **Neither Agree nor Disagree**) were people who identify as Asian (27.3%) and Latinx or Hispanic (26.6%).

Figure 14: Succeed and Thrive in Portland Regardless of Identity by Race/Ethnicity



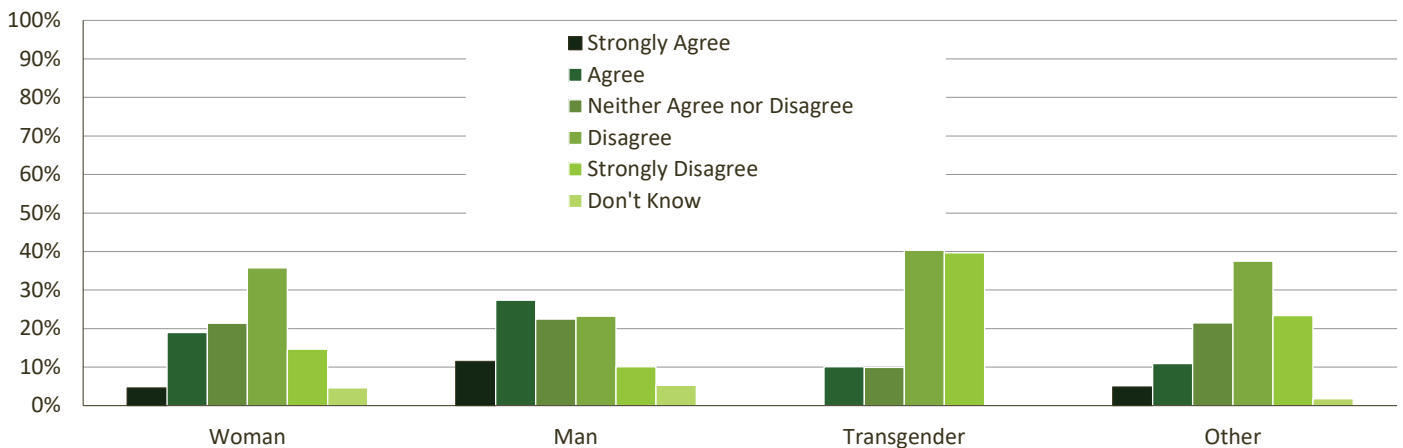
Q19: Portland is a city where everyone can succeed and thrive regardless of their identity (race, ethnicity, disability, gender, language, religion, and sexual orientation).

Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Clear signs of differing opinions can be seen across different genders (Figure 15). Greater **Disagreement** occurred for people who identify as transgender (80%) and as women (50.5%), as well as people who are gender expansive, Two Spirit, undecided, or described their gender differently (i.e., Other; 60.9%). Respondents who identify as men were more likely to **Agree** with Portland being a place where you can succeed regardless of identity (38.9%).

Figure 15: Succeed and Thrive in Portland Regardless of Identity by Gender



Q19: Portland is a city where everyone can succeed and thrive regardless of their identity (race, ethnicity, disability, gender, language, religion, and sexual orientation).

Q38: How do you identify your gender?

Categories collapsed due to low frequency:

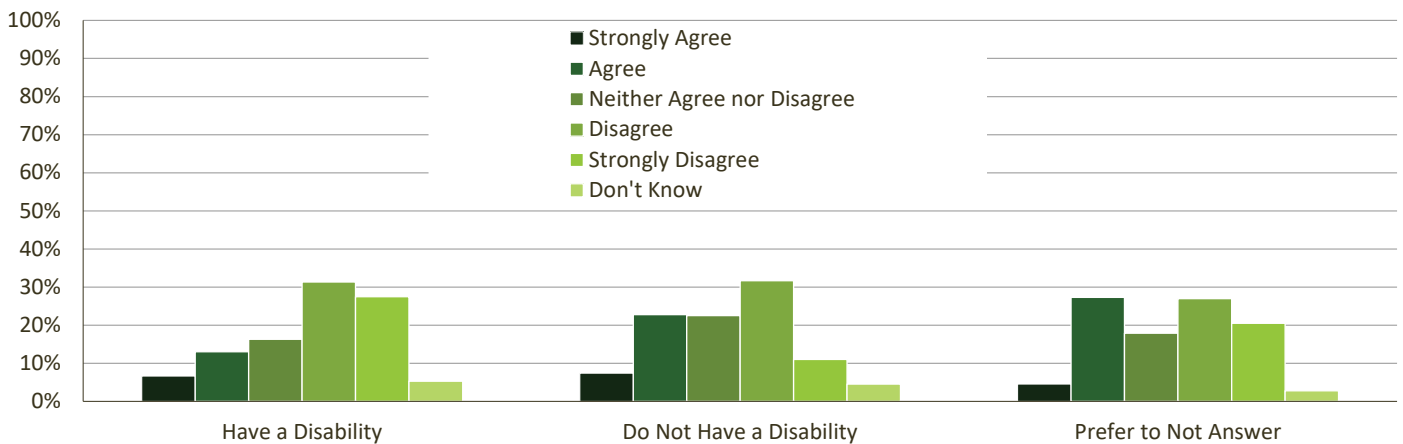
Transgender, Trans man, Trans woman → Transgender

Gender expansive, Two Spirit, Undecided, Prefer to describe my gender → Other

Unweighted N=4,484

As seen in Figure 16, people with a disability were more likely to **Disagree** that identity does not affect succeeding and thriving in Portland (58.8%).

Figure 16: Succeed and Thrive in Portland Regardless of Identity by Disability Status



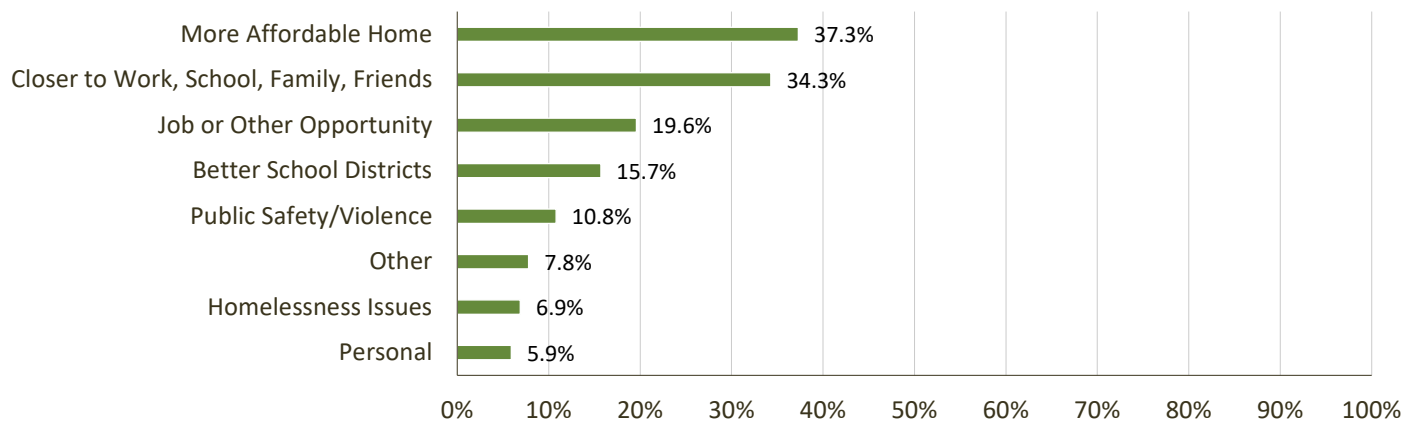
Q19: Portland is a city where everyone can succeed and thrive regardless of their identity (race, ethnicity, disability, gender, language, religion, and sexual orientation).

Q46. Do you identify as having or living with a disability?

Unweighted N=4,484

One additional finding from the survey can speak to the livability of the City of Portland. At the beginning of the survey, people were asked if they currently lived in Portland. Anyone who did not live in Portland (n=116) was asked if they lived in the city within the last five years. Those who responded Yes (n=102) were asked to provide the top reasons for moving away from Portland. Figure 17 presents the unweighted responses of those individuals, showing that moving for a **More Affordable Home** (37.3%) and to be **Closer to Work, School, Family or Friends** (34.3%) were the top reasons.

Figure 17: Reasons for Moving out of Portland (n=102; descending order)



Q2: What are the top reasons why you moved away from Portland?

Representative Quotes

"Many long time Portlanders are moving away because of homelessness, crime, livability. Very sad."

"Portland is losing population on a net basis. Portland will continue to do so, especially the high income residents, and the tax base will reduce if changes aren't made."

"We (family of 4) moved here in 2014. Since 2016+ everything in terms of safety, cleanliness, lack of police presence, lack of justice or follow up on crime has plummeted. We will move once our children finish school. I love Portland except its tilted on the side of too much crime and no consequence."

QUALITATIVE Summary for General City of Portland Topics

According to those who gave their opinions in the open-ended survey questions, many challenges were mentioned, including the presence of gangs, drugs, and lack of safety/ feeling unsafe on the streets, when walking on the sidewalks, and when visiting city parks and city public places. Homelessness, the increased number of camps and campers, and the need to provide social and mental health services to those who are homeless were also mentioned as challenges that the City of Portland needs to pay attention to. Respondents indicated that increased violence, shootings, and theft (including from personal homes and rental properties), along with stolen cars and car parts and theft and vandalism of businesses are of concern to Portlanders. Inadequate service and responsiveness from the police and misuse of funds that have altered streets and car traffic patterns that cater to bikes and bike traffic (when bikes are not seen very often), have, at times, increased the difficulty in accessing businesses and decreased sidewalk safety.

A few respondents noted that in general, when compared to other cities that are relatively the same size, Portland does a pretty good job at providing core services. However, also mentioned was the city's unresponsiveness to community members' demand for climate change initiatives and the city's poor performance related to public involvement outreach, such as notifications of public meetings and/or public hearings. Finally, most respondents noted the increased amount of trash, graffiti, human waste, vandalism, and decreased feelings of safety when needing to get around town. Seeing dirty streets that are infrequently cleaned, sensing that the city is not witnessing the increased deterioration of many neighborhoods, especially neighborhoods in East Portland, feeling like the city has forgotten about its community members, and witnessing the overall degradation of the central city have created sadness, frustration, and fear for many, especially as taxes, rental costs, and the cost of living in Portland have all gone up.

Livability

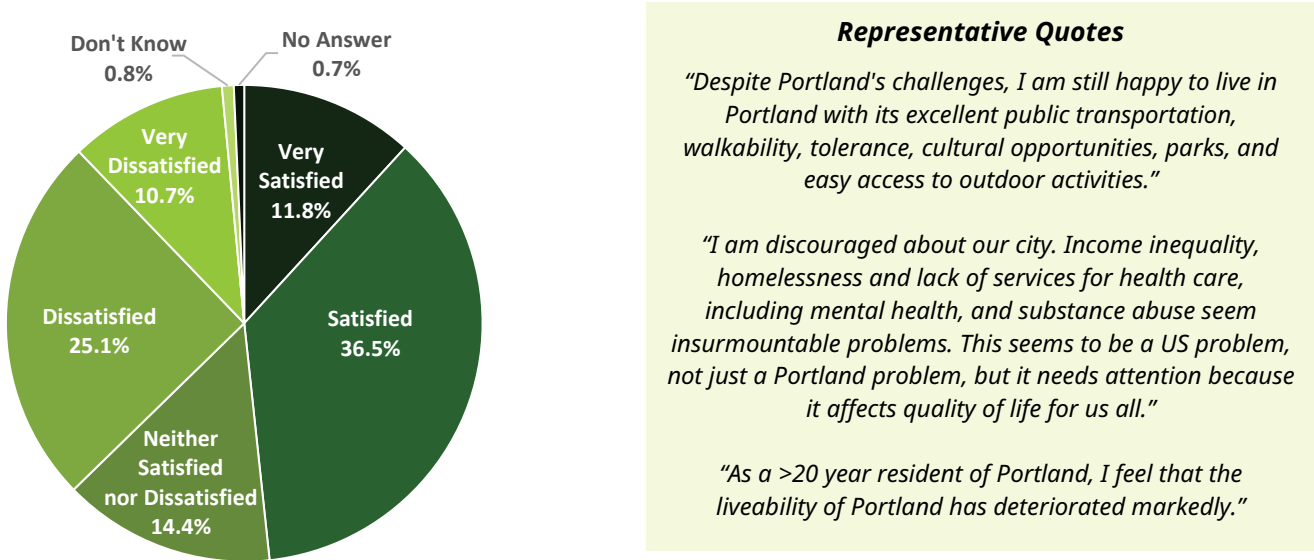
A number of items in the Portland Insights survey issues related to the overall livability of Portland, such as general satisfaction with Portland as a place to live; interest in increasing their use of various modes of transportation (if affordable and safe); satisfaction with the cleanliness of Portland streets, sidewalks, and other public places; satisfaction with the quality of garbage, recycling, and composting; satisfaction with the quality of parks and natural areas; satisfaction with the quality of roads, streetlights, and sidewalks; and ideas for how to make it easier for Portlanders to use public parks and community programs.

Key QUANTITATIVE Findings for Livability

- ◆ Nearly half of the respondents (48.3%) reported that they were **Satisfied** or **Very Satisfied** with Portland as a place to live, while 35.8% reported being **Dissatisfied** and **Very Dissatisfied**.
- ◆ Residents in East Portland reported the highest level of combined **Dissatisfaction** with Portland as a place to live (47.2%), while those living in Southeast Portland endorsed the highest level of combined **Satisfaction** (55.9%).
- ◆ Respondents identifying as men and women both reported similar rates of combined **Satisfaction** (48.3% and 47.1%, respectively) over rates of combined **Dissatisfaction** with Portland as a place to live (36.9% and 37.4%, respectively), while those identifying as transgender were much more **Satisfied** (64.7%), as were people who identified as gender expansive, Two Spirit, Undecided, or some other gender identity (62.2%).
- ◆ The majority of respondents (73.6%) noted combine **Dissatisfaction** regarding the cleanliness of Portland streets, sidewalks, and other public spaces.
- ◆ Over half of the respondents noted combined **Satisfaction** (59.6%) regarding the quality of garbage, recycling, and composting.
- ◆ The majority of survey participants were **Satisfied** or **Very Satisfied** (64.7%) with the quality of Portland's parks and natural areas.
- ◆ Responses varied regarding the quality of roads, streetlights, and sidewalks, with 50.2% noting combined **Dissatisfaction**, 20.2% selecting **Neither Satisfied or Dissatisfied**, and 28% endorsing combined **Satisfaction**.
- ◆ Respondents noted a primary interest in increasing **Riding Public Transportation** (60.2%) and **Biking** (45.4%), provided that it is safe to do so, with Northeast (53.9%) and Southeast (58.3%) reporting the highest secondary interest in increasing **Bike** use.
- ◆ In response to opportunities to make it easier to use Portland public parks and recreation programs, **Improve Safety** (63.7%), **More Cultural Programs** (30.7%), and **Affordable Programs** (25.8%) constituted the three most selected options.

First, respondents were asked to rate how much they are satisfied with Portland as a place to live (Figure 18). Almost half of respondents (48.3%) reported that they were **Satisfied** or **Very Satisfied** with Portland as a place to live. A little more than one-third of respondents (35.8%) were either Dissatisfied or **Very Dissatisfied**.

Figure 18: Satisfaction with Portland as a Place to Live (citywide)

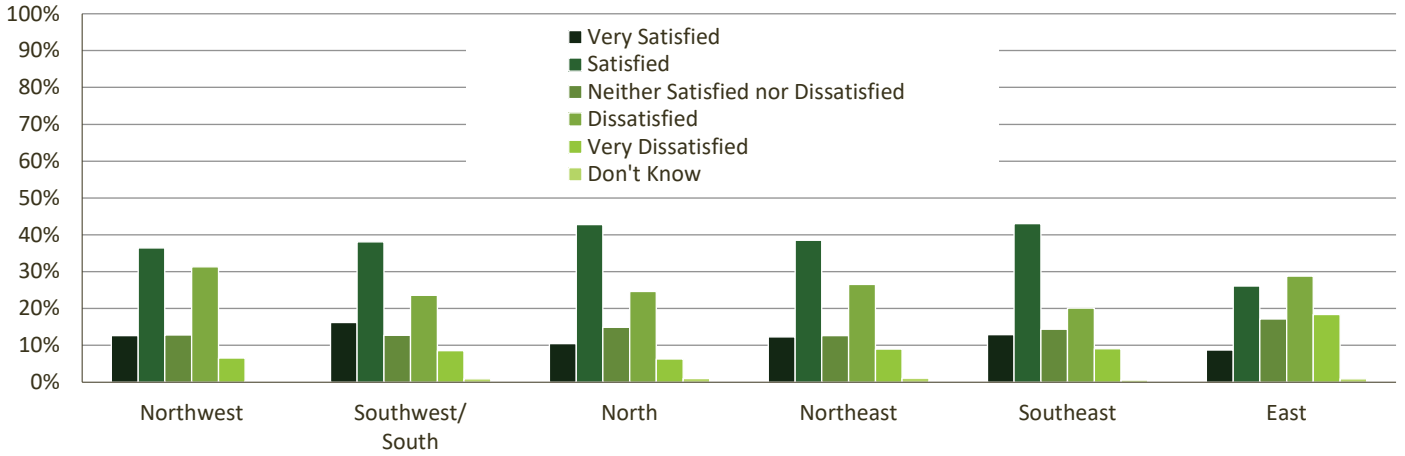


Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?
Unweighted N=4,484

Figures 19 through 24 intersect these data with selected demographics to identify any differences across population subgroups.

Combining Satisfied with Very Satisfied and Dissatisfied with Very Dissatisfied (Figure 19), residents in East Portland were more **Dissatisfied** (47.2%) than **Satisfied** (34.8%), yet all the other geographies were more **Satisfied** (49.0% in Northwest to 55.9% in Southeast) than **Dissatisfied** (29.9% in Southeast to 37.9% in Northwest). The widest variation across satisfaction and dissatisfaction with Portland as a place to live occurred in Southeast Portland (55.9% and 29.2%, respectively).

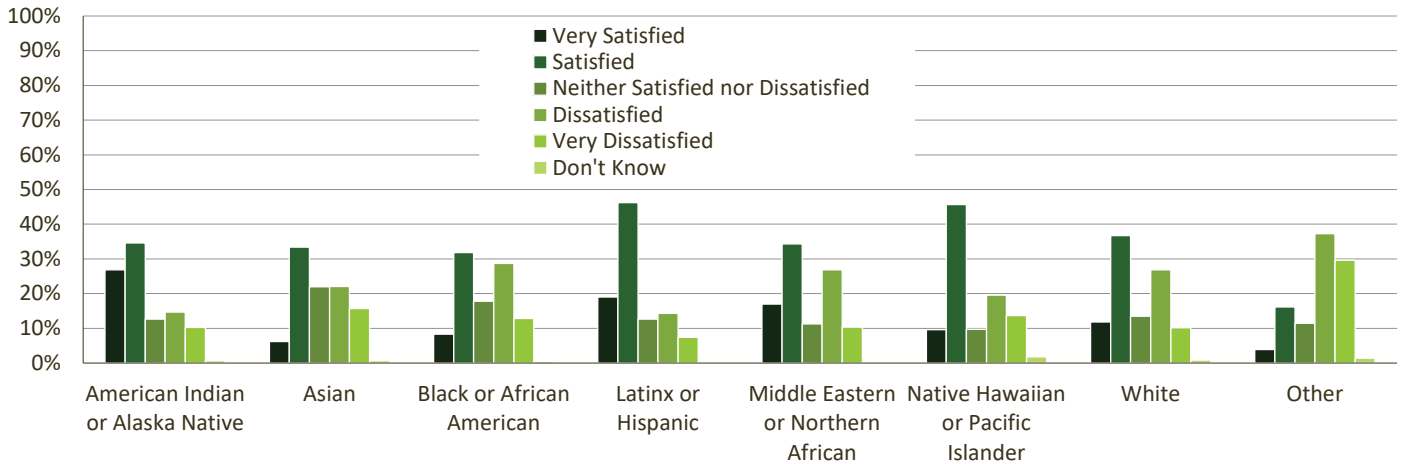
Figure 19: Satisfaction with Portland as a Place to Live by Geography



Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?
Q37. What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Satisfaction across different racial and ethnic groups showed more variation (Figure 20). The group of individuals in the Other category (i.e., listed some other race/ethnicity, preferred not to disclose, did not know) was the only group more **Dissatisfied** (66.9% combined across **Dissatisfied** and **Very Dissatisfied**) than **Satisfied** (20.1% combined across **Satisfied** and **Very Satisfied**). Looking at the other subgroups, people who identified as Latinx or Hispanic or American Indian or Alaska Native were the most **Satisfied** (65.2% and 61.5%, respectively), while people who identify as Middle Eastern or Northern African or Black or African American were the most **Dissatisfied** (37.3% and 41.5%, respectively).

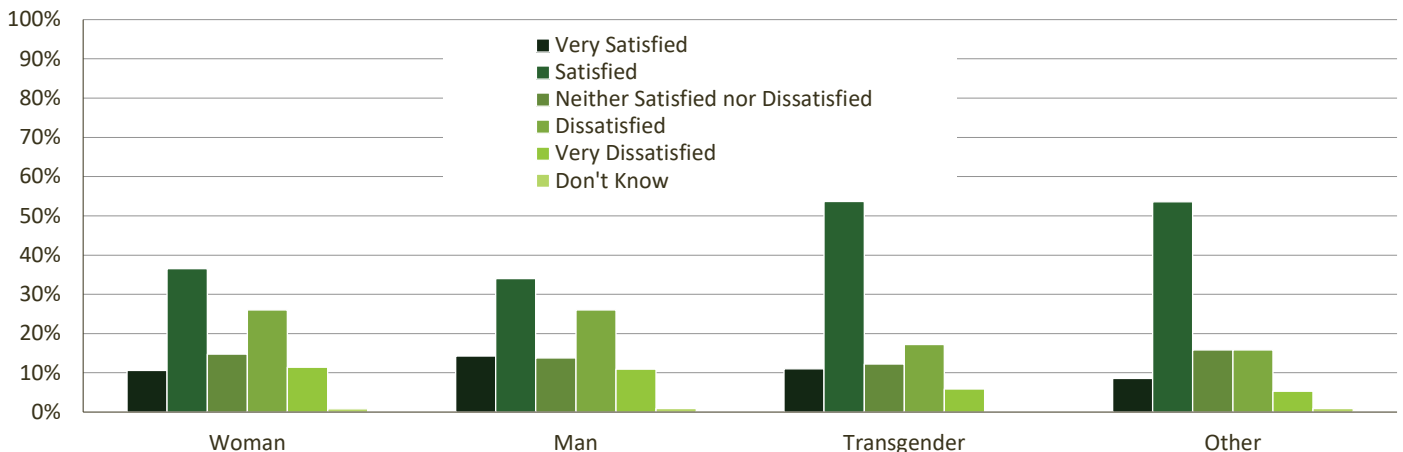
Figure 20: Satisfaction with Portland as a Place to Live by Race/Ethnicity



Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?
 Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

Figure 21 shows that the responses for women and men were quite similar, with respondents being more **Satisfied** (47.1% and 48.3% respectively) than **Dissatisfied** (37.4% and 36.9%, respectively). However, respondents identifying as transgender were much more **Satisfied** (64.7%), as were people who identified as gender expansive, Two Spirit, Undecided, or some other gender identity (62.2%).

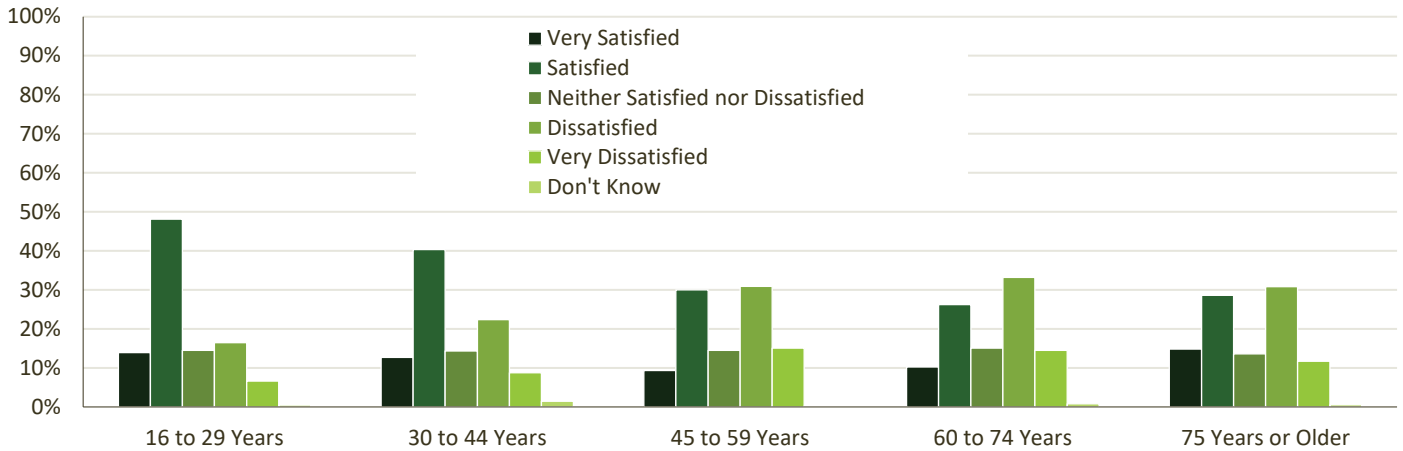
Figure 21: Satisfaction with Portland as a Place to Live by Gender



Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?
 Q38: How do you identify your gender?
 Categories collapsed due to low frequency:
 Transgender, Trans man, Trans woman – Transgender
 Gender expansive, Two Spirit, Undecided, Prefer to describe my gender – Other
 Unweighted N=4,484

Satisfaction across age groups tells a slightly different story (Figure 22). **Satisfaction** declines from the youngest age group through 60 to 74 years (62.0% to 36.4%), and then increases again slightly for individuals 75 years or older (43.4%).

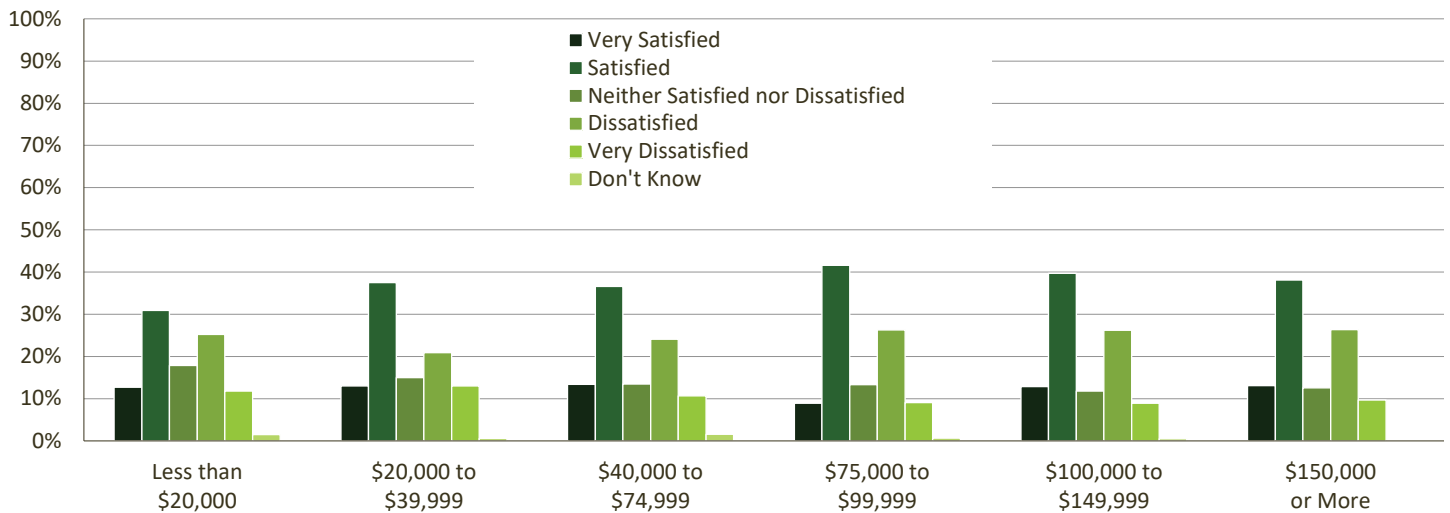
Figure 22: Satisfaction with Portland as a Place to Live by Age



Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?
 Q36: What year were you born? [subtracted from 2023 and grouped into five age ranges]
 Unweighted N=4,484

The distribution of responses in Figure 23 are actually quite similar. However, households with incomes of less than \$20,000 had the lowest proportion of residents being **Satisfied** with Portland as a place to live (43.6%) relative to the other income ranges (50.0% to 52.6%).

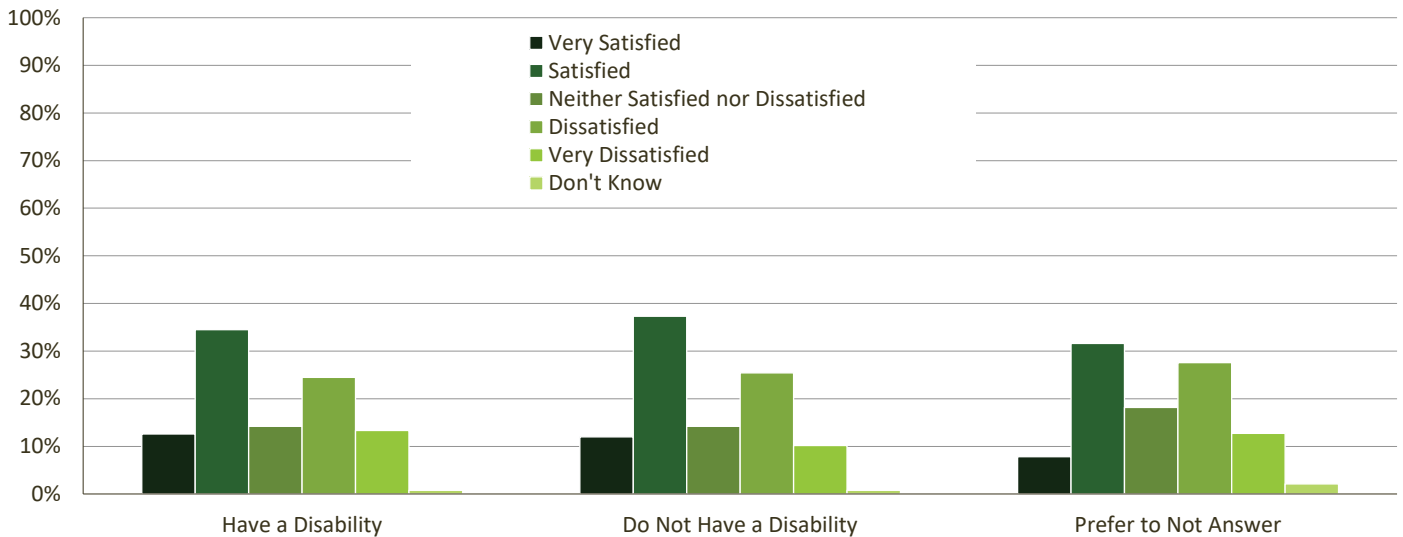
Figure 23: Satisfaction with Portland as a Place to Live by Household Income



Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?
 Q44: What is your total household income? (Household includes those who live under the same roof and make up a family).
 Unweighted N=4,484

Respondents with a disability and those without (Figure 24) seemed to be more **Satisfied** than **Dissatisfied** overall. After combining **Satisfied** and **Very Satisfied** responses, it was clear that those without a disability were slightly more likely to indicate that they are satisfied with Portland as a place to live than disabled respondents (49.3% and 47.1%, respectively).

Figure 24: Satisfaction with Portland as a Place to Live by Disability Status



Q3: Overall, how satisfied or dissatisfied are you with Portland as a place to live?

Q46. Do you identify as having or living with a disability?

Unweighted N=4,484

Representative Quotes

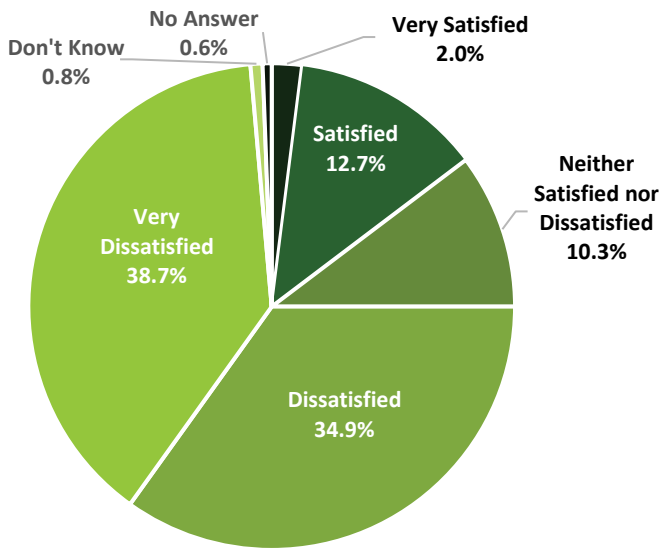
“As a senior who grew up in Portland and has many times used Max to join up with friends all over the city, as a person who has rode my bike from home to many activities in city parks, as a person who has many times walked to do my grocery shopping, I am saddened to not feel as comfortable doing these activities. I know that not all homeless use drugs, but I can't tell who is so I keep my distance with them all.”

“To pay all that and roads are terrible with costly, fancy bike lanes everywhere. My wheelchair is unable to move on sidewalks with all the tents and junk on them. Follow up on stolen cars is nonexistent.”

“Recent “improvements” to this neighborhood’s roads are a total waste of money. We need sidewalks because there are tons of walkers especially with dogs ... we don't need designated bike lanes as many are elderly. And now we have an area with shared lanes to accommodate bikes, which are few and far between. You have eliminated parking for some homes and the lines are confusing.”

Respondents were asked a series of four questions that rate their satisfaction with general city services. Satisfaction with the cleanliness of Portland’s public areas (Figure 25) skews overwhelmingly negative, with 73.6% of participants selecting either **Dissatisfied** (34.9%) or **Very Dissatisfied** (38.7%).

Figure 25: Satisfaction with Cleanliness of Portland Streets, Sidewalks, and Other Public Spaces (citywide)



Representative Quotes

“The streets are so important - if they are clean, walkable, nice to look at, and safe for all users (not just cars), then people will come back to the city. The challenges are intense but the solutions are at hand.”

“Portland is a good city for walking, but the city could use more public toilets, especially in non-central city neighborhoods.”

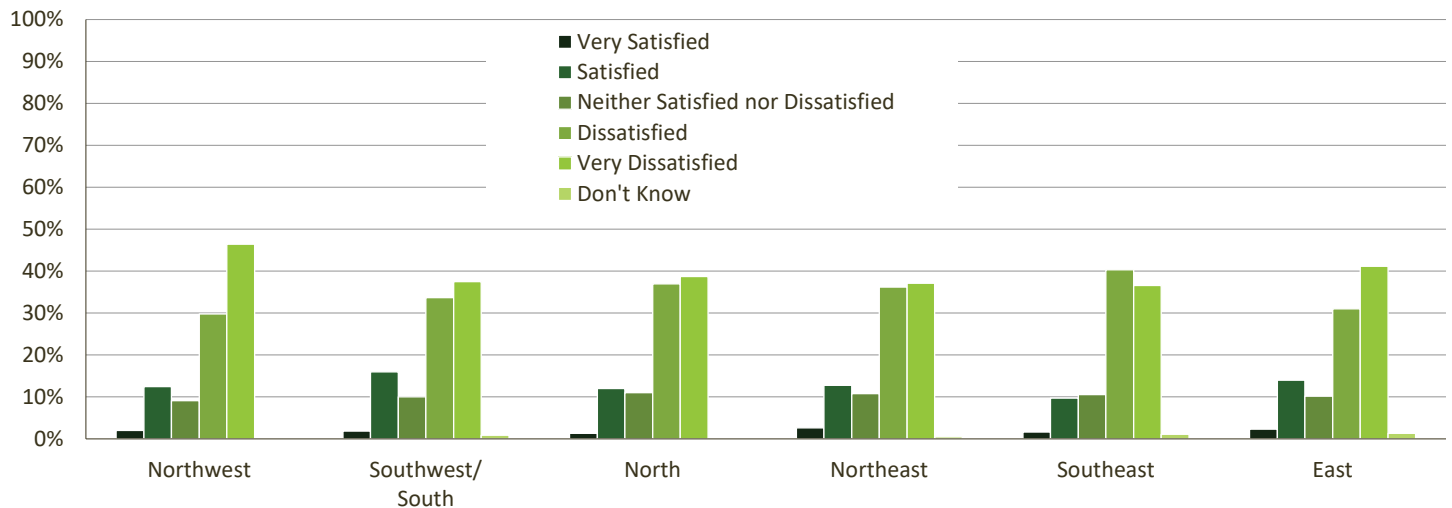
“Another role of government is to ensure the roads are in good shape, another fail - we cannot drive a straight line down most major streets due to potholes. I approve of the improvements to Division and Powell, but [where] I live - I cannot walk to our closest convenience store without having to walk in the street because we don't have sidewalks.”

Q20: How satisfied or dissatisfied are you with the following? Cleanliness of streets, sidewalks, and other public spaces throughout Portland
Unweighted N=4,484

Figures 26 through 28 intersect these data with selected demographics to identify any differences across population subgroups.

Figure 26 shows that the distribution of responses does not vary much across subsections of Portland. The majority of respondents are **Dissatisfied** or **Very Dissatisfied** with the cleanliness of Portland’s streets, sidewalks, and public spaces (76.9% in Southeast to 71.2% in Southwest/South).

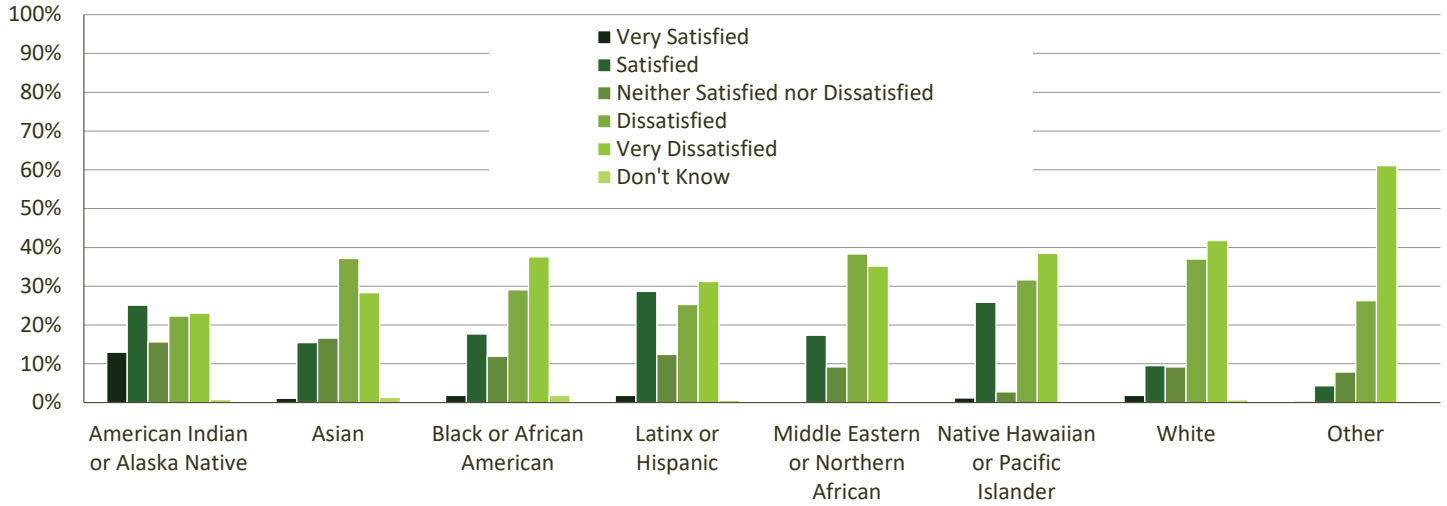
Figure 26: Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces by Geography



Q20: How satisfied or dissatisfied are you with the following? Cleanliness of streets, sidewalks, and other public spaces throughout Portland
Q37. What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Across racial and ethnic groups, there was greater variation in the proportion of respondents being dissatisfied (Figure 27). People who were included in the Other category (i.e., some other race/ethnicity, prefer not to disclose, and don't know) reported the highest level of **Dissatisfaction** (87.4%), followed by people who identify as White (78.8%) and people who identify as Middle Eastern or Northern Africa (73.5%). People who identify as Native American or Alaska Native had the lowest level of **Dissatisfaction** (45.4%) and the highest level of **Satisfaction** (38.1%) that Portland's streets, sidewalks, and public spaces are clean.

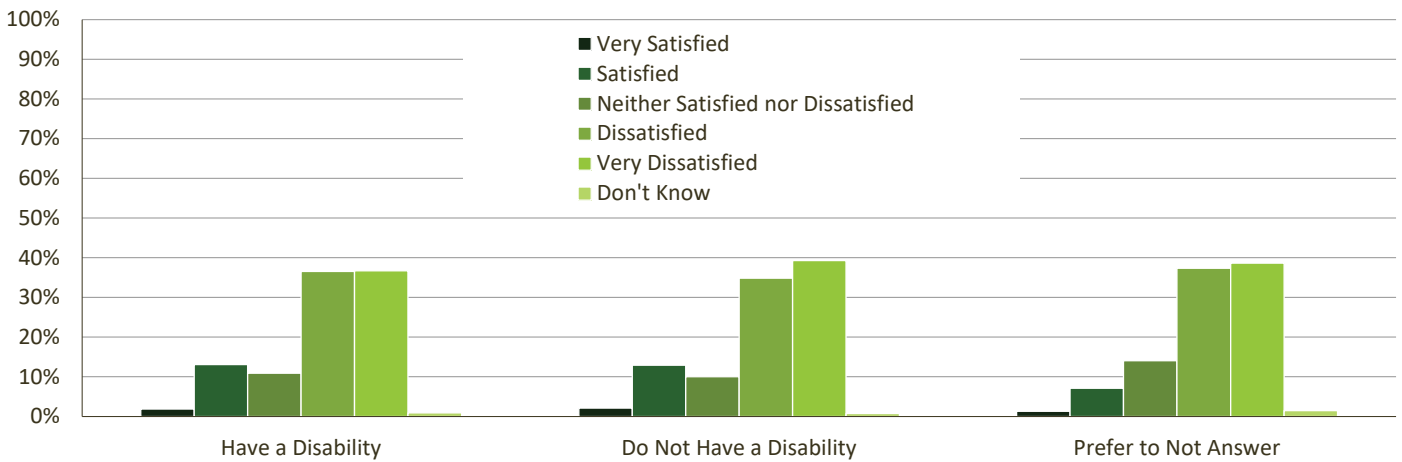
Figure 27: Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces by Race/Ethnicity



Q20: How satisfied or dissatisfied are you with the following? Cleanliness of streets, sidewalks, and other public spaces throughout Portland
 Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

People with a disability rated their **Dissatisfaction** with the cleanliness of streets, sidewalks, and public spaces slightly lower (73.3%) than those without a disability (74.2%), but the difference was not meaningful (Figure 28).

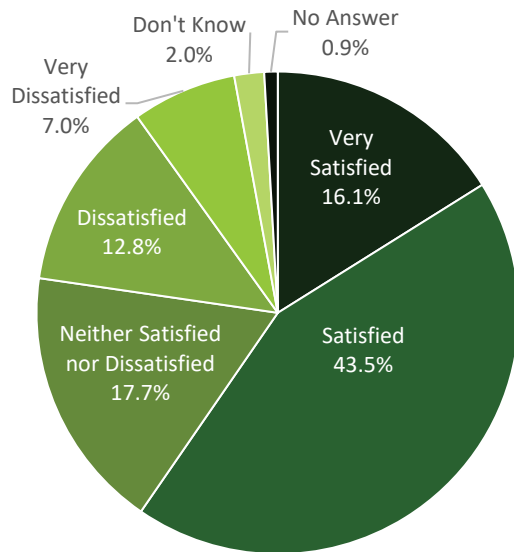
Figure 28: Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces by Disability Status



Q20: How satisfied or dissatisfied are you with the following? Cleanliness of streets, sidewalks, and other public spaces throughout Portland
 Q46: Do you identify as having or living with a disability?
 Unweighted N=4,484

Figure 29 deviates from largely negative attitude trends towards city cleanliness (Figure 26) with the majority of respondents being either **Very Satisfied** (16.1%) or **Satisfied** (43.5%) and 19.8% indicating feeling **Dissatisfied** or **Very Dissatisfied**.

Figure 29: Satisfaction with Quality of Garbage, Recycling, and Composting (citywide)



Representative Quotes

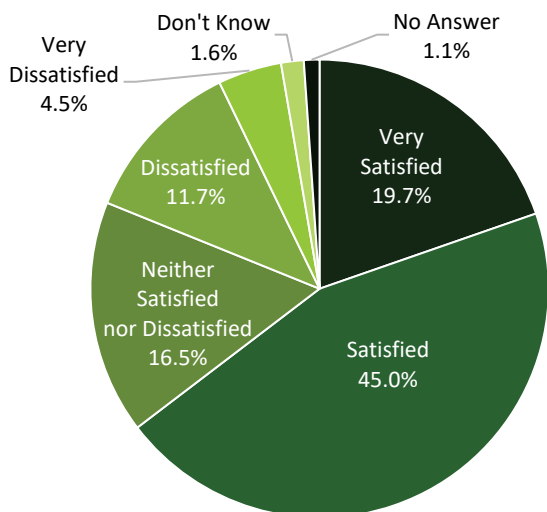
"Please expand composting to multi-family dwellings and prohibit single use plastics in eating establishments."

"Overall, I like our garbage service. Our communities, however, struggle to get rid of larger trash items. These items, especially in lower income neighborhoods like mine, accumulate on people's properties."

Q21: How satisfied or dissatisfied are you with the following? Quality of garbage, recycling, and composting services.
Unweighted N=4,484

Although parks and natural areas constitute only 4.7% of respondents' selection of the City's most important service (Figure 7), the satisfaction ratings heavily favor positive attitudes toward these features (Figure 30). The majority of respondents were either **Very Satisfied** (19.7%) or **Satisfied** (45.0%) with the quality of Portland's parks and natural areas.

Figure 30: Satisfaction with Quality of Parks and Natural Areas (citywide)



Representative Quotes

"We have fantastic parks. Please ensure these continue to be cared for and updated."

"We appreciate the initiatives in arts and culture, as well as the good maintenance of the city parks."

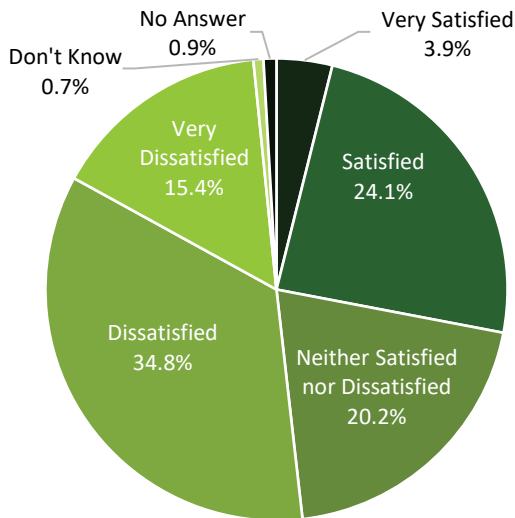
"Swim lesson and parks activity registration is full before signup even starts."

"Portland is the greenest city in America, with lots of parks, lots of green trees and so on."

Q22: How satisfied or dissatisfied are you with the following? Quality of Parks and Natural Areas
Unweighted N=4,484

Figure 31 offers an insight into respondents' satisfaction regarding City roads, streetlights, and sidewalks. Data skews toward negative options regarding these City features, as **Dissatisfied** (34.8%) and **Very Dissatisfied** (15.4%) constitute nearly half of the response frequencies, while a large portion (20.2%) endorse ambivalence regarding the quality of roads, streetlights, and sidewalks.

Figure 31: Satisfaction with Quality of Roads, Streetlights, and Sidewalks (citywide)



Representative Quotes

"The bright blue/white light street lights that shine directly into my home disrupt my life and the lives of the migratory birds and other nocturnal animals in my neighborhood. Please reduce this disruptive and painful light pollution."

"As a bicyclist, I am grateful for and thoroughly enjoy all of the bike lanes & paths, however the number of vehicles that do not have license plates/current tags or even valid trip permits, is terrifying, especially when the driving is often aggressive and erratic."

"PBOT needs to stop converting streets to bicycle only avenues."

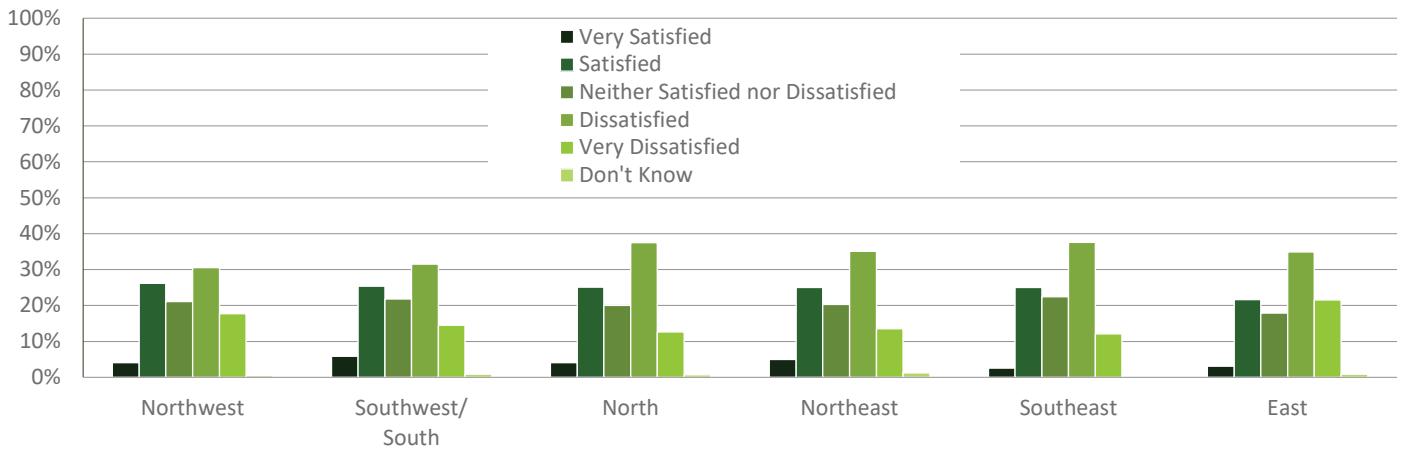
"Insufficient crosswalks throughout the city."

Q23: How satisfied or dissatisfied are you with the following? Quality of the roads, streetlights, and sidewalks.
Unweighted N=4,484

Figures 32 through 35 intersect these data with selected demographics to identify any differences across population subgroups.

Figure 32 shows that responses across different geographic areas of Portland are quite similar in their **Dissatisfaction** with the quality of roads, streetlights, and sidewalks, with the largest proportion of residents being **Dissatisfied** in East (56.4%) and the lowest in Southwest/South (46.0%).

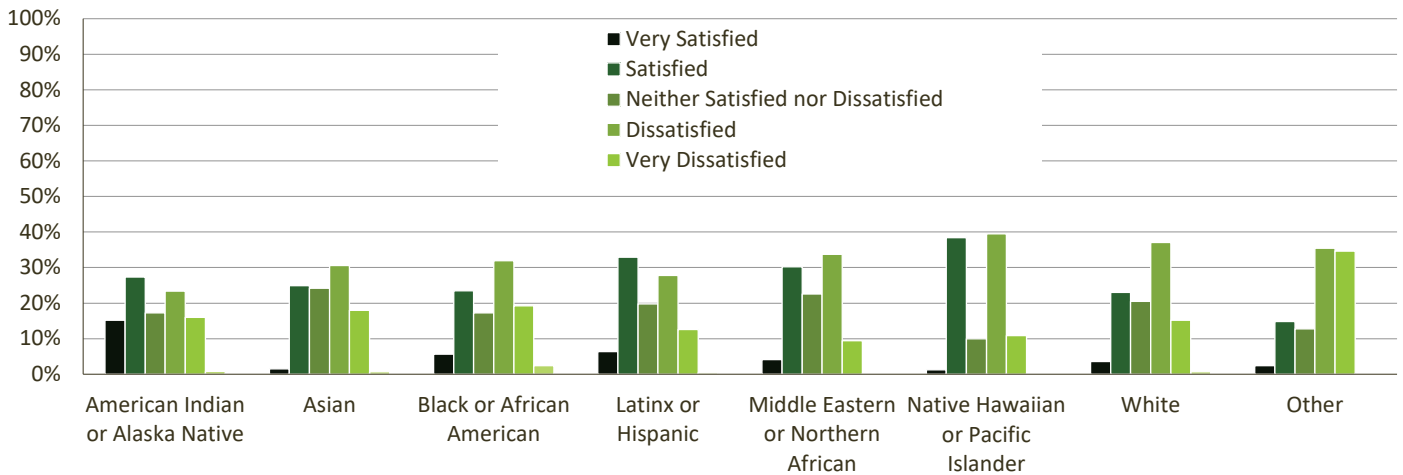
Figure 32: Satisfaction with Quality of Roads, Streetlights, and Sidewalks by Geography



Q23: How satisfied or dissatisfied are you with the following? Quality of the roads, streetlights, and sidewalks.
Q37: What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Across racial and ethnic groups, there was a bit more variation in these satisfaction ratings (Figure 33). Combined **Dissatisfaction** ranged from 39.4% (American Indian or Alaska Native) to 70.0% (Other races/ethnicities), with all other ranges falling within 40.4% to 52.3%.

Figure 33: Satisfaction with Quality of Roads, Streetlights, and Sidewalks by Race/Ethnicity



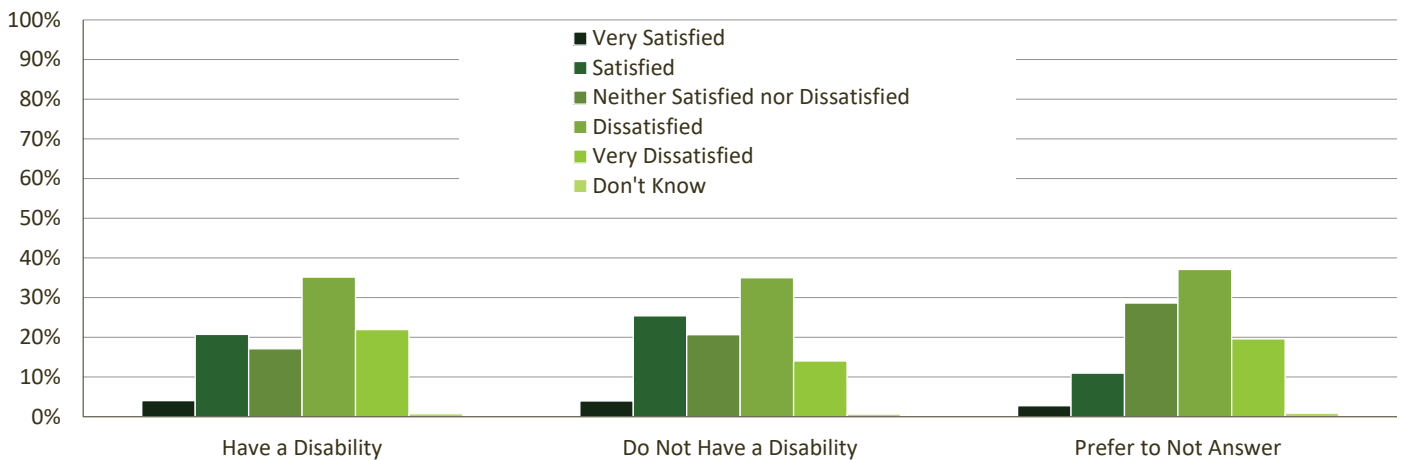
Q23: How satisfied or dissatisfied are you with the following? Quality of the roads, streetlights, and sidewalks.

Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Figure 34 shows that people with a disability rated their **Dissatisfaction** with the quality of the roads, streetlights, and sidewalks higher (57.2%) than those without a disability (49.1%).

Figure 34: Satisfaction with Quality of Roads, Streetlights, and Sidewalks by Disability Status



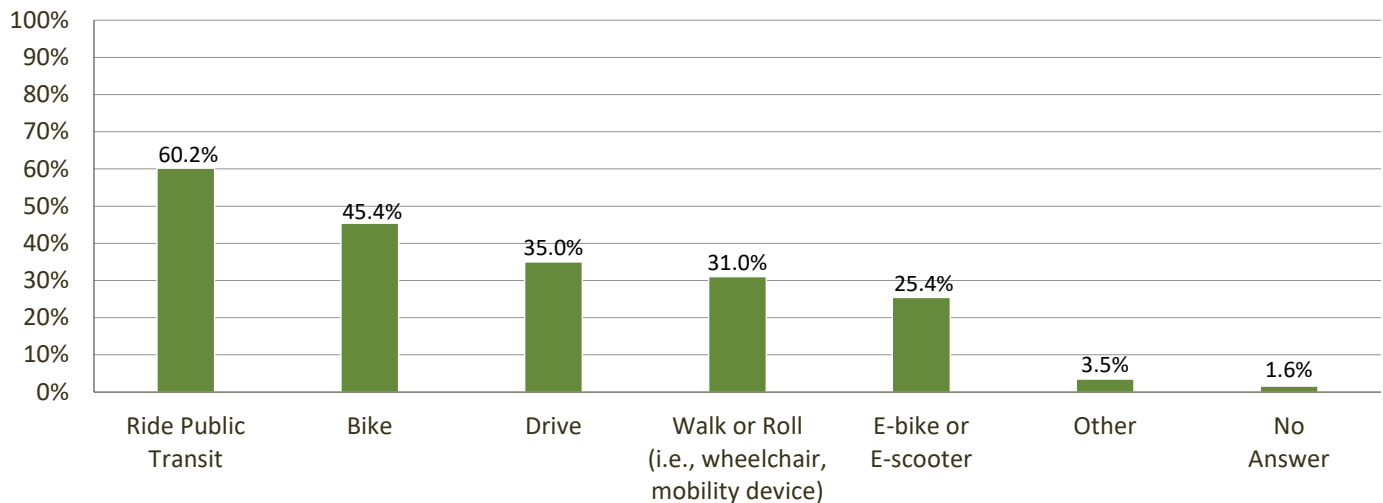
Q23: How satisfied or dissatisfied are you with the following? Quality of the roads, streetlights, and sidewalks.

Q46: Do you identify as having or living with a disability?

Unweighted N=4,484

Figure 35 presents respondents' attitudes toward increasing their utilization of various transportation options, assuming it would be affordable and safe. The two highest percentages indicate a desire to increase use of modes other than driving: **Public Transportation** (60.2%) and **Biking** (45.4%). Participants were encouraged to select all modes that interested them, resulting in the percentages totaling more than 100%.

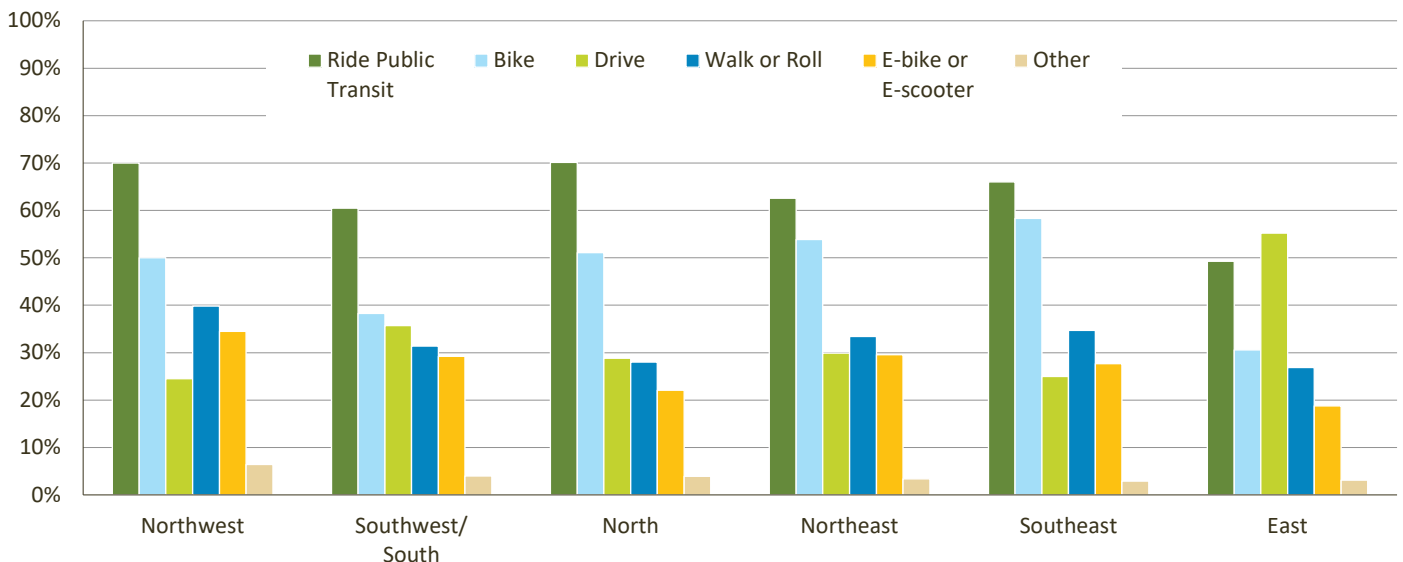
Figure 35: Interest in Increasing Transportation Modes – If Affordable and Safe (citywide)



Q15: Which of the following ways of getting around the city would you like to do more, if it is affordable and safe to do so?
Unweighted N=4,484

Across the different geographic areas, the largest proportion of people living in North (70.1%), Northwest (70.0%), Southeast (66.0%), Northeast (62.6%), and Southwest/South (60.5%) reported interest in increasing their use of **Public Transit** (Figure 36). In all five of those areas, the second largest proportion of respondents reported wanting to increase their use of a **Bike** to get around the city (38.3% to 58.3%). However, people living in East Portland had different interests in future transportation, with the largest proportion interested in increasing their **Driving** (55.2%), followed by **Riding Public Transit** (49.3%).

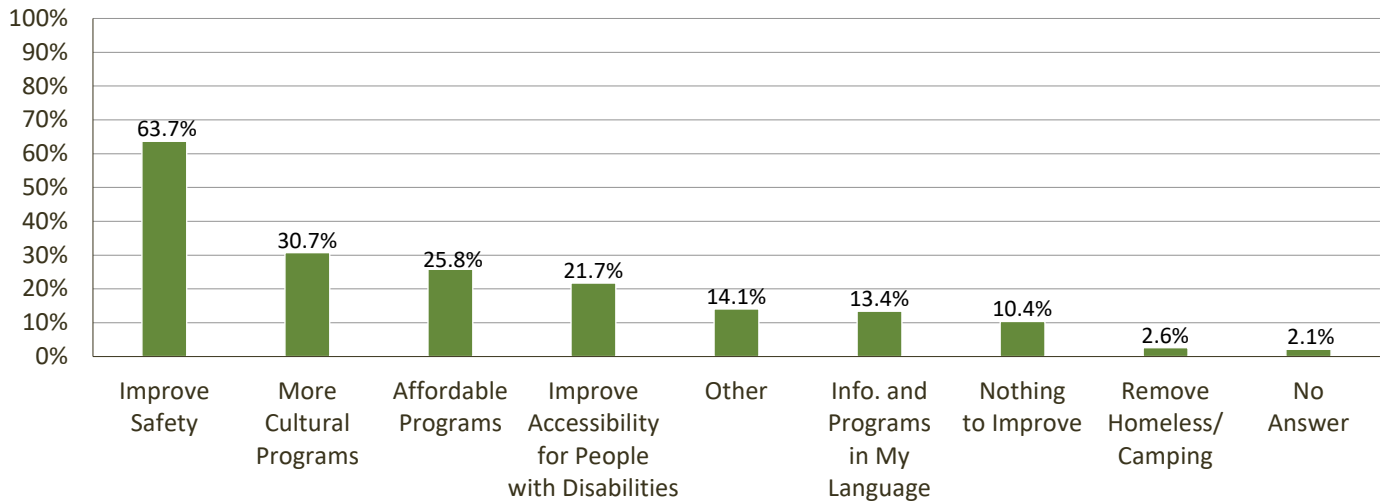
Figure 36: Interest in Increasing Transportation Modes – If Affordable and Safe by Geography



Q15: Which of the following ways of getting around the city would you like to do more, if it is affordable and safe to do so?
Q37: What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Figure 37 continues to reify the community's desire for improved safety, endorsing that **Improving Safety** (63.7%) is the single most efficacious intervention regarding making it easier to use Portland's public parks and recreational programs. Calls to add **More Cultural Programs** (30.7%) and increase **Affordable Programs** (25.8%) constitute the second and third highest areas of public interest. A smaller group of respondents (10.4%) noted that there is **Nothing To Improve**, supporting the large proportion of residents satisfied with the quality of parks and natural areas (Figure 31).

Figure 37: Making it Easier to Use Portland Public Parks and Recreation Programs (citywide)



Q24: How can we make it easier for you to use Portland's public parks and recreational programs (community gardens, movies in the park, community center activities, etc.)? [select all that apply]
 Unweighted N=4,484

QUALITATIVE Summary for Livability

Numerous respondents gave thoughtful and insightful feedback about how they feel about the current livability of Portland. For those who have lived in Portland their entire lives, or lived here for decades, or just arrived recently, there were some common, and often intersecting themes related to livability. Respondents expressed frustration at the rising costs of taxes (related to owning a business, the Art tax, etc.), especially from those who own homes and have experienced rising property taxes. Those issues, coupled with the decrease or loss of some city services, the rising cost of living in Portland, and the challenges related to the increased number of those living on the streets, have led to decreased the satisfaction with living in Portland.

For those who have lived in Portland for many years or decades, they have noticed the decline in the past 5 years of Portland's livability, cleanliness, attention to serving/support of those living on the streets and those who need social and mental health services and supports. There were also respondents who expressed their appreciation for the natural beauty of Portland and the surrounding areas. Respondents acknowledged that Portland's population has grown quite a bit in the last decade and that City leaders have difficult jobs to do, and that Portland is still healing from the protests in 2020 and the experience of living through the COVID-19 global pandemic.

Several respondents, including those who are renters, are angered and disheartened by the increased costs of rent, of newly developed rentals that are not affordable and may not have off-street parking, and of the decisions by developers and landlords to keep raising the cost of rent – all while tenants' salaries, or those on fixed-incomes, are not able to keep up with rising housing costs.

Community Safety

Several survey items asked about issues related to community safety, such as whether or not Portlanders felt safe walking in their neighborhood or in central city during the day or during the night, whether or not neighbors would check on one another during severe weather, and whether or not neighbors would look out for one another regarding personal safety and safety of their property. Additional community safety questions asked about whether or not armed Portland police officers should respond to various types of 911 calls, including someone in a mental health crisis, someone sleeping on the sidewalk, and someone on private property. Other items asked for prioritization of armed police officers' time other than responding to 911 calls across a series of situations: when engaging in crime prevention, following up with a reported crime, engaging in community outreach, enforcing traffic in high-crash streets and intersections, and when patrolling high-crime locations.

Key QUANTITATIVE Findings for Community Safety

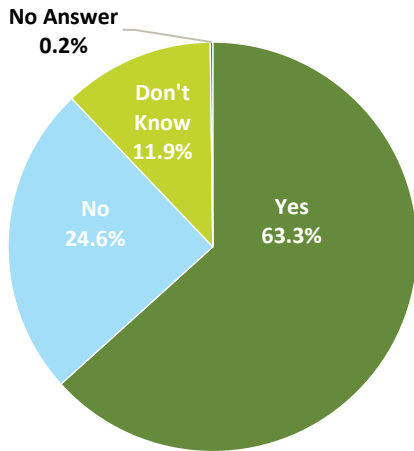
- ◆ The majority of respondents (74.2%) either **Agreed** or **Strongly Agreed** that they feel safe walking in their neighborhood during the day; however, only 41.0% reported feeling safe while walking at night in the same neighborhood.
- ◆ Substantially less respondents (42.8%) either **Agreed** or **Strongly Agreed** that they feel safe walking in the Central City during the day, with even less (11.6%) feeling safe to do so at night.
- ◆ Participants who identify as White were more likely to **Strongly Agree** or **Agree** that they feel safe walking in their neighborhood during the day (77.8%), followed by those who identify as Latinx or Hispanic (76.8%) and those who identify as Middle Eastern or Northern African (75.0%).
- ◆ Residents of **East Portland** reported the lowest level of combined **Agreement** that they feel safe walking in their neighborhood during the day (54.7%) and night (20.5%).
- ◆ There was a mixed consensus regarding the response of armed police officers to different situations, with survey respondents noting higher combined **Disagreement** in the case of a mental health crisis (47.5%) or someone sleeping on the sidewalk (58.4%) and higher combined **Agreement** when responding to someone damaging property (68.0%) or someone on private property (66.5%).
- ◆ **East Portland** was the only geography in which the proportion of people **Agreeing** (45.9%) was larger than the proportion of respondents **Disagreeing** (33.7%) that armed police officers should respond to someone in a mental health crisis.
- ◆ Four racial/ethnic groups reported more **Agreement** than **Disagreement** in response to armed police officers responding to someone in a mental health crisis: Native Hawaiian or Pacific Islander (51.8% vs. 35.7%), Asian (49.5% vs. 30.7%), those whose identity fell within the Other category (49.3% vs. 30.8%), and American Indian or Alaska Native (46.9% vs. 27.5%).
- ◆ Across Portland's geography, there is general **Agreement** that armed police officers should respond to someone damaging property, with the highest level reported by South/Southwest Portland (77.9%) followed by East Portland (74.9%).
- ◆ Respondents reported a wide range of **Disagreement** regarding armed police officers responding to someone sleeping on the sidewalk, with 72.5% in North Portland down to 42.9% in East Portland.
- ◆ South/Southwest Portland reports the highest level of **Agreement** (79.0%) that armed police officers should respond to someone on private property and unwilling to leave, while Southeast Portland respondents noted the lowest level of **Agreement** (61.3%).

Key QUANTITATIVE Findings for Community Safety (cont.)

- ◆ A wide range of **Agreement** was reported across racial/ethnic demographics in response to armed police officers should respond to someone on private property who won't leave, with the highest level reported within the Other category (79.4%) and the lowest level from residents who identify as Latinx or Hispanic (54.1%).
- ◆ Inquiring regarding response prioritization for armed police officers revealed patrolling in high-crime areas (63.4%) and following up with a reported crime (60.7%) as the **highest priorities**.
- ◆ The prioritization of armed police officers engaging in crime prevention differed across Portland's geography, with respondents in Northwest Portland reporting the largest **High Priority** percentage (53.0%).
- ◆ East Portland residents reported the largest **High Priority** percentage (65.1%) in response to having armed police officers follow-up on a reported crime.
- ◆ Combining **High** and **Medium Priority** reveal the highest levels in East Portland (60.6%) and Northeast Portland (60.3%) in response to having armed police officers do community engagement and outreach.
- ◆ Residents of East Portland report the largest **High Priority** percentage (41.3%) in response to having armed police officers enforcing traffic.
- ◆ The prioritization of armed police officers patrolling high-crime locations was most frequently **High Priority** across racial/ethnic demographics, with those whose identity fell in the Other category being highest (79.2%), followed by people who identify as Latinx or Hispanic (70.4%)

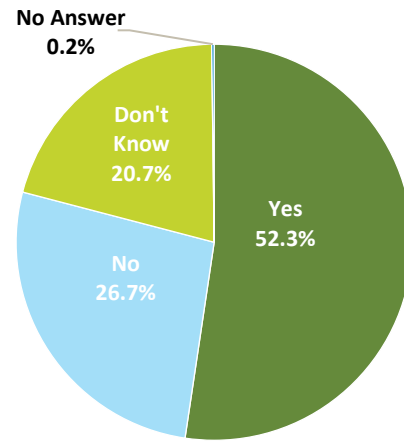
Two items in the survey measured community safety by asking respondents about providing support for or receiving support from neighbors in severe weather. Figure 38 shows that 63.3% of respondents would check on their neighbor in severe weather and only a small proportion of residents were unsure if they would (11.9%). Noting a slight reduction in affirmative responses, 52.3% of respondents indicated that they have a neighbor that would check on them in severe weather (Figure 39). Interestingly, there was increased ambiguity regarding support from a neighbor who would check on them in adverse weather conditions (20.7%).

Figure 38: Neighbor You Would Check on in Severe Weather (citywide)



Q13: Is there someone in your neighborhood who you would check on during severe weather?
Unweighted N=4,484

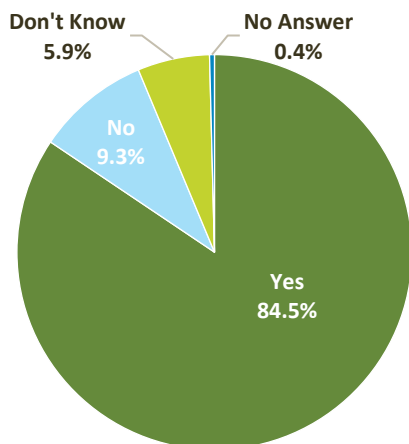
Figure 39: Neighbor Who Would Check on You in Severe Weather (citywide)



Q14: Is there someone in your neighborhood who would check on you during severe weather?
Unweighted N=4,484

Related to the items associated with giving and receiving help to a neighbor during severe weather, 84.5% of respondents reported more generally that they would look out for the safety of their nearest neighbor as well as their property (Figure 40).

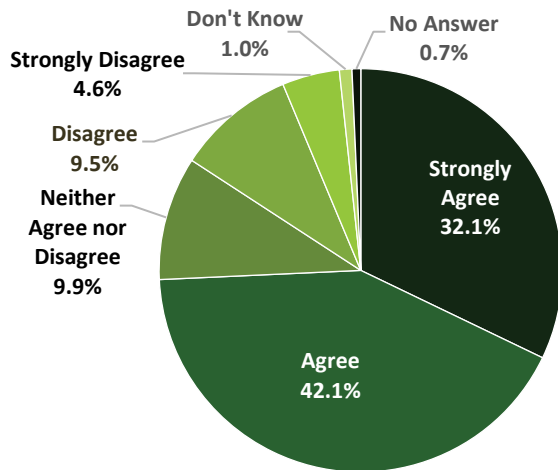
Figure 40: Looking out for Nearest Neighbors' Safety and Property (citywide)



Q12: Do you look out for your nearest neighbors' safety and the safety of their property?
Unweighted N=4,484

A series of items in the survey inquired about respondents' sense of safety walking in their neighborhood or in the central city, both during the day and at night. Figure 41 presents respondents' agreement with "I feel safe walking during the DAY in my neighborhood." The majority of participants **Strongly Agreed** (32.1%) or **Agreed** (42.1%) with that statement.

Figure 41: Safety Walking during the DAY in My Neighborhood (citywide)

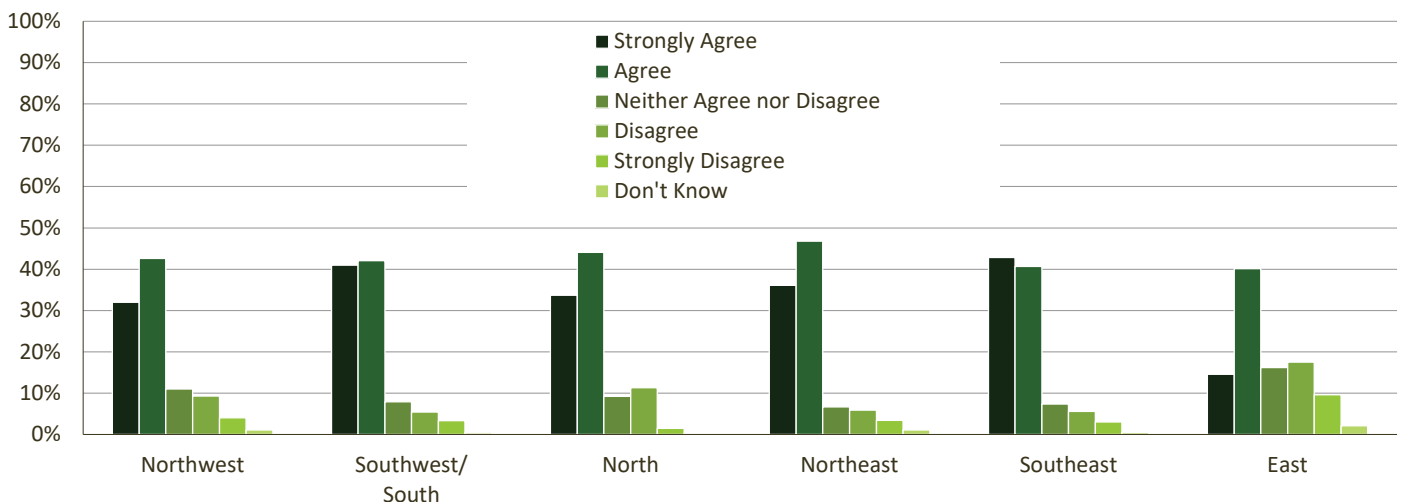


Q25: How much do you agree or disagree with the following statement? I feel safe walking during the DAY in **my neighborhood**.
Unweighted N=4,484

Figures 42 and 43 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Looking at the different areas throughout Portland (Figure 42), residents in East Portland were least likely to **Strongly Agree** or **Agree** that they feel safe walking in their neighborhood during the day (54.7%) relative to all other areas ranging from 74.6% to 83.5%.

Figure 42: Safety Walking During the DAY in My Neighborhood by Geography



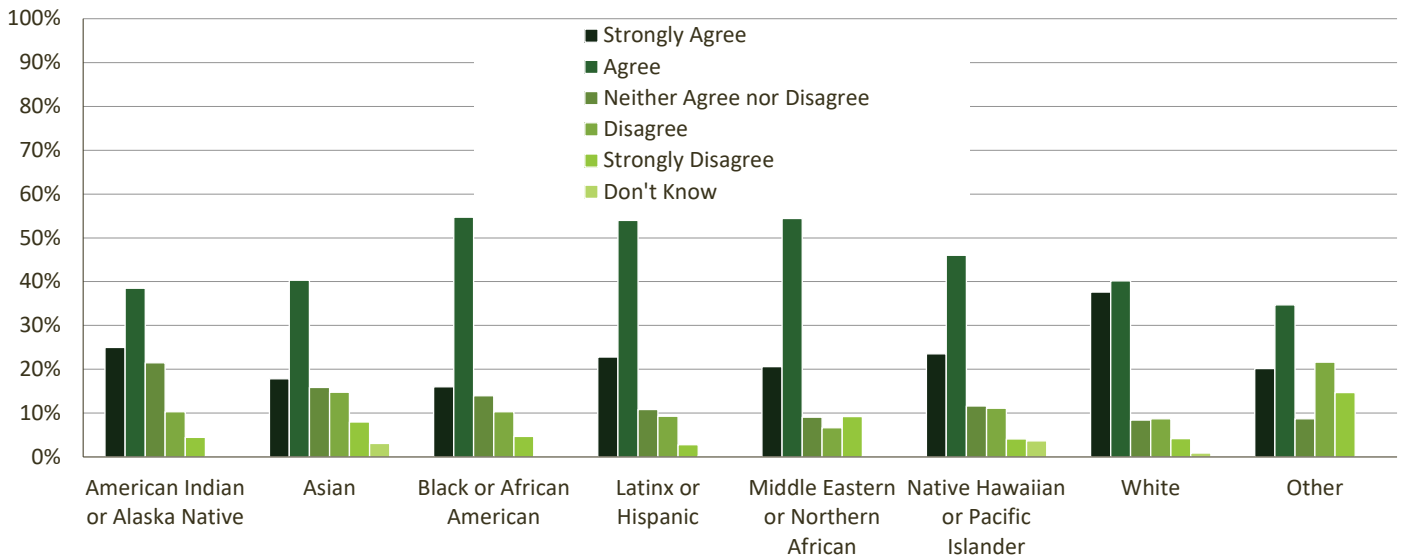
Q25: How much do you agree or disagree with the following statement? I feel safe walking during the DAY in **my neighborhood**.

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Figure 43 shows that people who identify as White are more likely to **Strongly Agree** or **Agree** that they feel safe walking in their neighborhood during the day (77.8%), followed by those who identify as Latinx or Hispanic (76.8%) and those who identify at Middle Eastern or Northern African (75.0%).

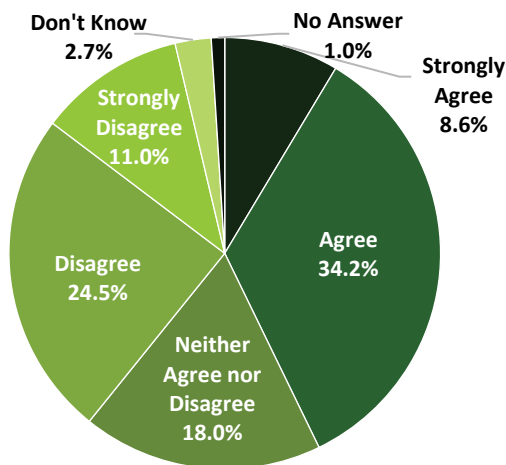
Figure 43: Safety Walking During the DAY in My Neighborhood by Race/Ethnicity



Q25: How much do you agree or disagree with the following statement? I feel safe walking during the DAY in **my neighborhood**.
 Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

Figure 44 presents the distribution of agreement with the statement “I feel safe walking during the DAY in the **central city**.” A larger proportion of respondents (42.8%) either **Strongly Agree** (8.6%) or **Agree** (34.2%) with this statement, and a smaller proportion of respondents (35.5%) **Disagree** (24.5%) or **Strongly Disagree** (11.0%).

Figure 44: Safety Walking during the DAY in the Central City (citywide)



Q26: How much do you agree or disagree with the following statement? I feel safe walking during the DAY in the **central city**.
 Unweighted N=4,484

Representative Quotes

“It’s not safe to walk alone in this city anymore.”

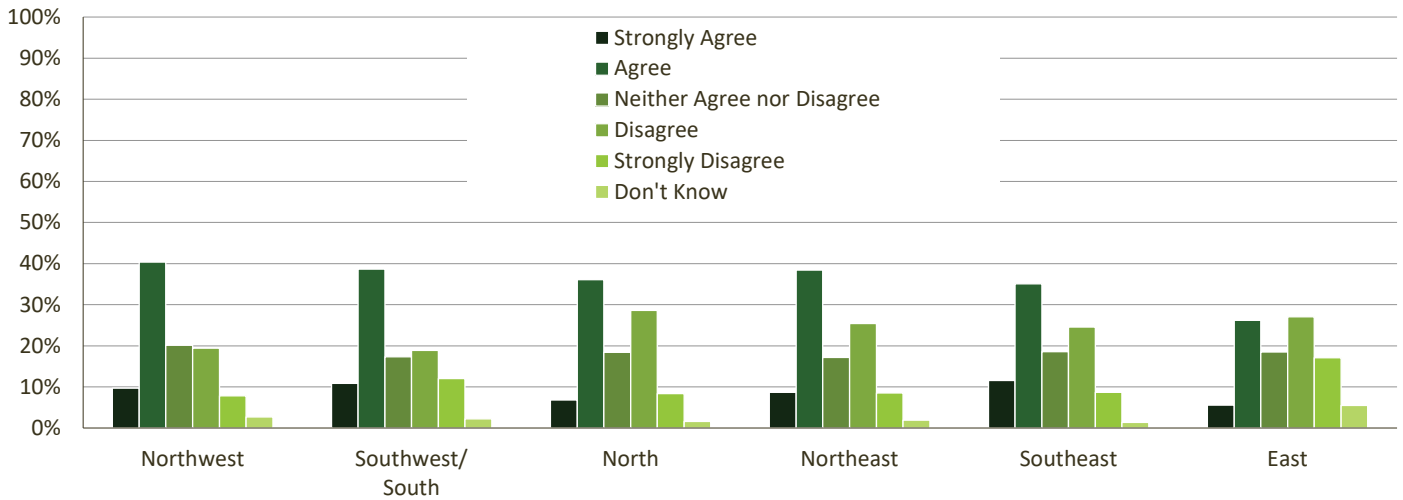
“The amount of crime openly happening in the bright light of the food trucks with zero concern about whether they will be caught is disturbing, and the fact that I cannot walk safely on that block, practically in the shadow of the iconic Deer/Portland sign, is really not an OK image for our City to have. I read more and more about shootings and murders in a city I once loved, and still do.”

“Currently I do not feel safe for myself or my wife to walk around in downtown Portland. Asian hate crimes and mental health homeless challenges changed my mindset in regards to safety. I currently do not recommend any friends or family go visit or come to Portland due to the safety concerns.”

Figures 45 and 46 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Slight variations were found across the areas of Portland (Figure 45). The highest level of combined **Agreement** that residents feel safe walking in central city during the day was reported by residents of Northwest Portland (50.1%) and Southwest/South Portland (49.6%), while the lowest agreement by far was from East Portland (31.8%).

Figure 45: Safety Walking During the DAY in the Central City by Geography



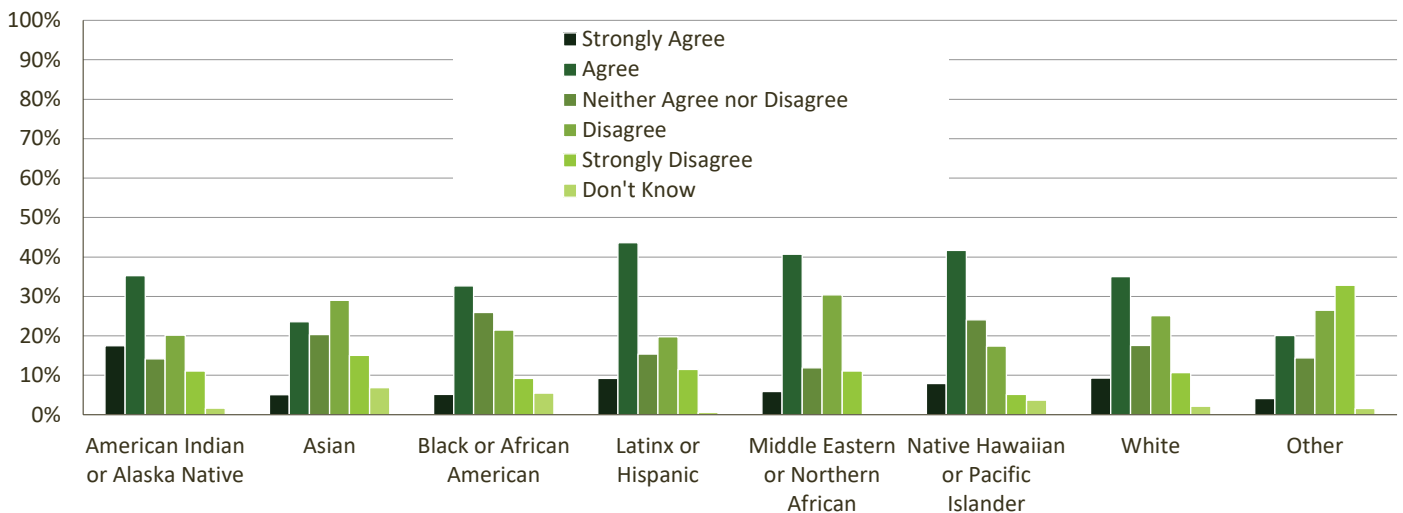
Q26: How much do you agree or disagree with the following statement? I feel safe walking during the DAY in the **central city**.

Q37: What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Wider variation occurred across different racial and ethnic groups (Figure 46). The highest level of combined **Agreement** that residents feel safe walking in central city during the day was reported by people who identify as American Indian or Alaska Native (52.8%) or as Latinx or Hispanic (52.8%). The lowest agreement was reported by people who identify as Asian (28.7%) or people whose racial or ethnic identity fell in the Other category (24.2%).

Figure 46: Safety Walking During the DAY in Central City by Race/Ethnicity



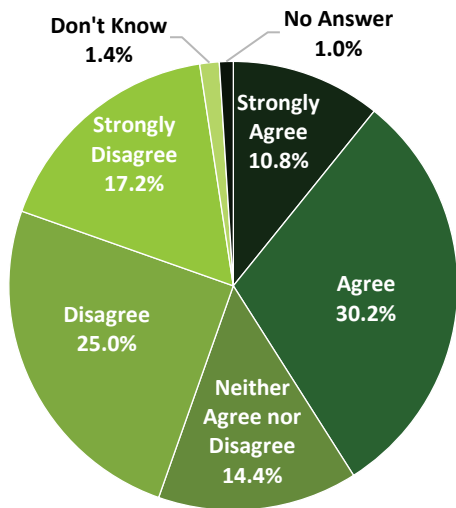
Q26: How much do you agree or disagree with the following statement? I feel safe walking during the DAY in the **central city**.

Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Continuing an inquiry into attitudes regarding community safety, Figure 47 presents respondents' level of agreement with "I feel safe walking at NIGHT in **my neighborhood**." Attitudes were relatively split on this statement, with 41.0% selecting either **Strongly Agree** or **Agree**, while 42.2% disagreed that they feel safe walking at night in their neighborhood.

Figure 47: Safety walking at NIGHT in My Neighborhood (citywide)



Representative Quotes

"I don't feel safe going to parks near my house or walking on my street anymore."

"I want to be able to walk in my neighborhood ANYTIME and not be harrassed and sprayed with mace WHERE I LIVE AND PAY TAXES AND A MORTGAGE."

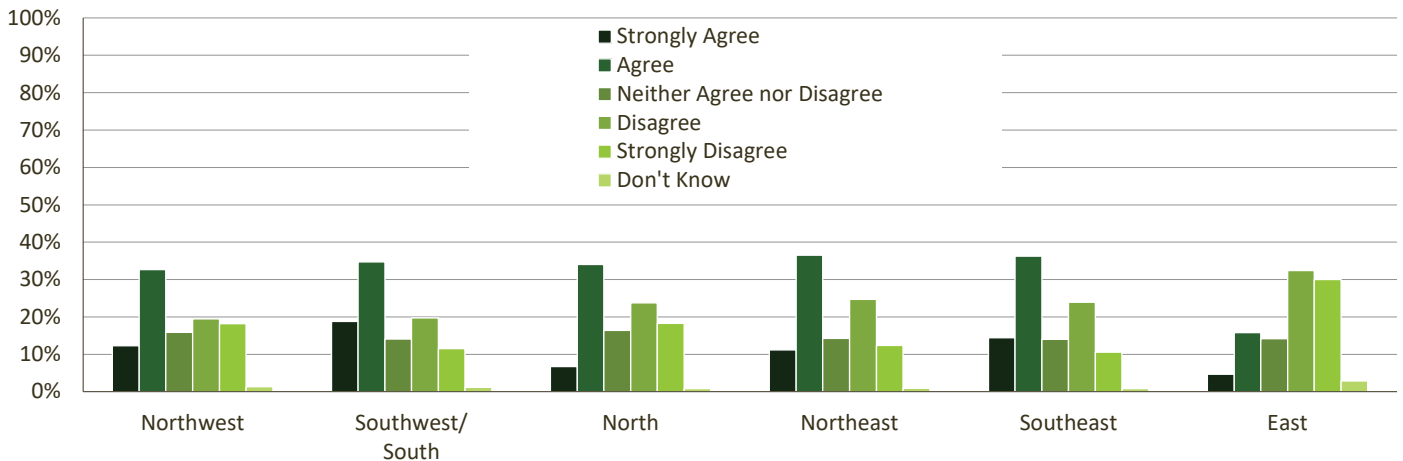
"I wouldn't go at night because I would be afraid to get killed outside."

Q27: How much do you agree or disagree with the following statement? I feel safe walking at NIGHT in **my neighborhood**.
Unweighted N=4,484

Figures 48 and 49 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

A sense of safety walking at night in their neighborhood varied for residents across areas of Portland (Figure 48). The highest level of combined **Agreement** was reported by residents of Southwest/South Portland (53.5%), while a much smaller proportion of East Portland residents felt safe (20.5%).

Figure 48: Safety Walking at NIGHT in My Neighborhood by Geography



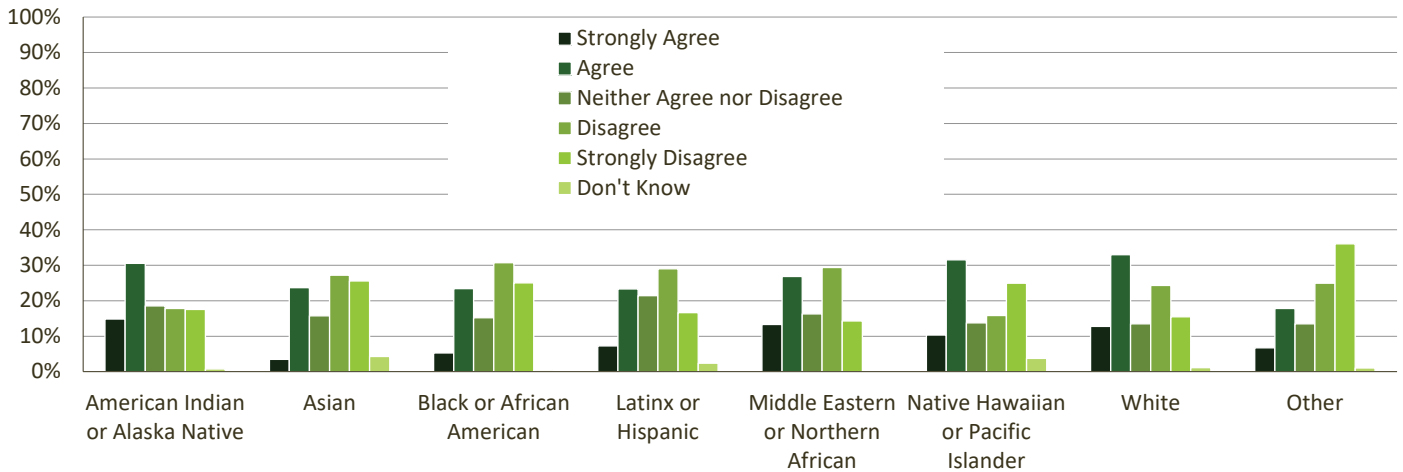
Q27: How much do you agree or disagree with the following statement? I feel safe walking at NIGHT in **my neighborhood**.

Q37: What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Figure 49 reveals that safety walking at night in their neighborhood varied across racial and ethnic groups as well. The highest level of **Agreement** was reported by those who identify as White (45.8%) or American Indian/Alaska Native (45.3%), while a much smaller proportion of people who identify as Asian (27.2%) or those whose racial or ethnic identity fell into the Other category (24.5%).

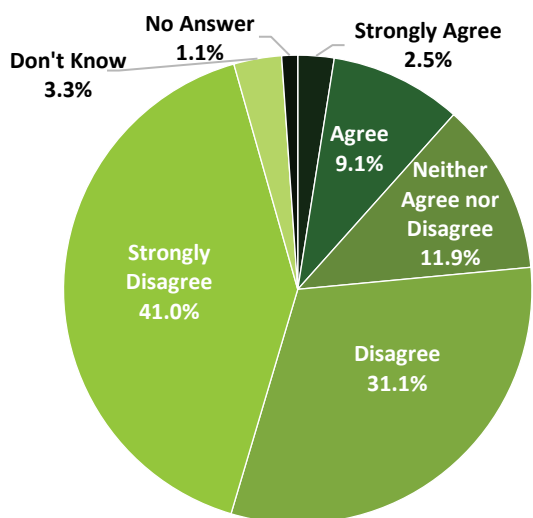
Figure 49: Safety Walking at NIGHT in My Neighborhood by Race/Ethnicity



Q27: How much do you agree or disagree with the following statement? I feel safe walking at NIGHT in **my neighborhood**.
 Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

Finally, respondents were asked to rate their agreement with “I feel safe walking at NIGHT in the **central city**.” Figure 50 presents strong community attitudes toward a perceived lack of safety within this context. Diverging from the generally secure attitudes presented in Figures 41, 42, and 43, 72.1% of respondents either **Strongly Disagree** or **Disagree** that they feel safe walking in the central city at night.

Figure 50: Safety Walking at NIGHT in the Central City (citywide)



Representative Quotes

“I use to live in the Pearl District / northwest Portland from 1999 to 2006. I would walk through Old Town at night after getting off the MAX to return to my apartment after work in 2001. I did that for 9 months and had no threat against my well being. Today, I would never do that commute by foot or on the MAX because of the homeless and dangerous criminal thugs that live on the streets. I now live in inner SE. It is sad that it is so dangerous to go downtown anymore.”

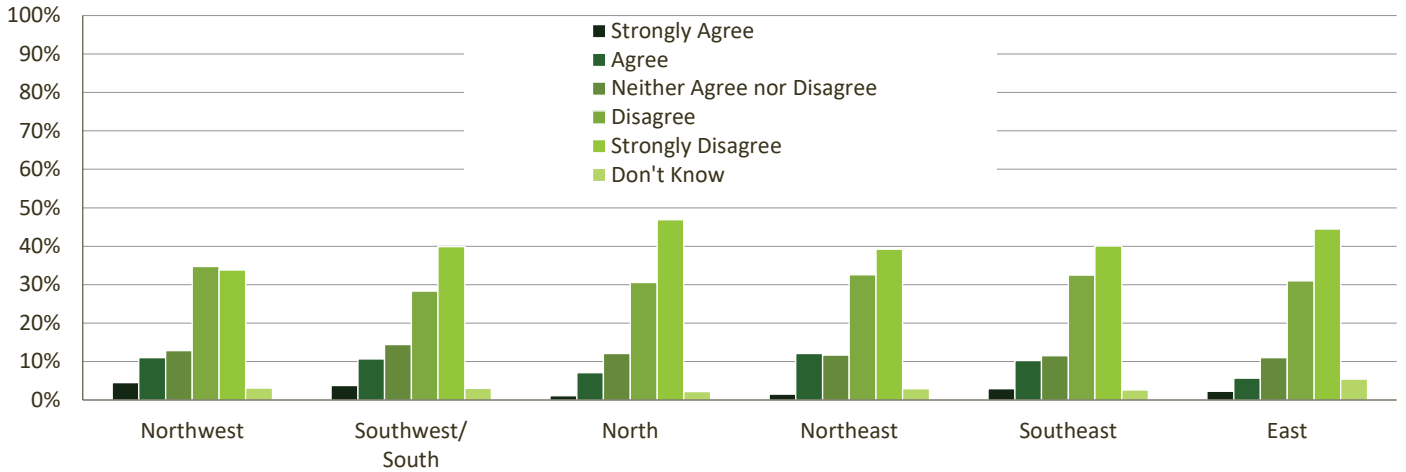
“I used to feel safe going downtown and now I avoid the area. It's crazy out there. I'm thankful when I do see a police officer.”

Q28: How much do you agree or disagree with the following statement? I feel safe walking during NIGHT in the **central city**.
 Unweighted N=4,484

Figures 51 and 52 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Continuing with a focus on disagreement, feeling safe walking at night in the central city varied slightly for residents across areas of Portland (Figure 51). The largest proportion of **Disagreement** was reported by residents of North Portland (77.5%), with the smallest proportion of **Disagreement** reported by Southwest/South Portland residents (68.2%).

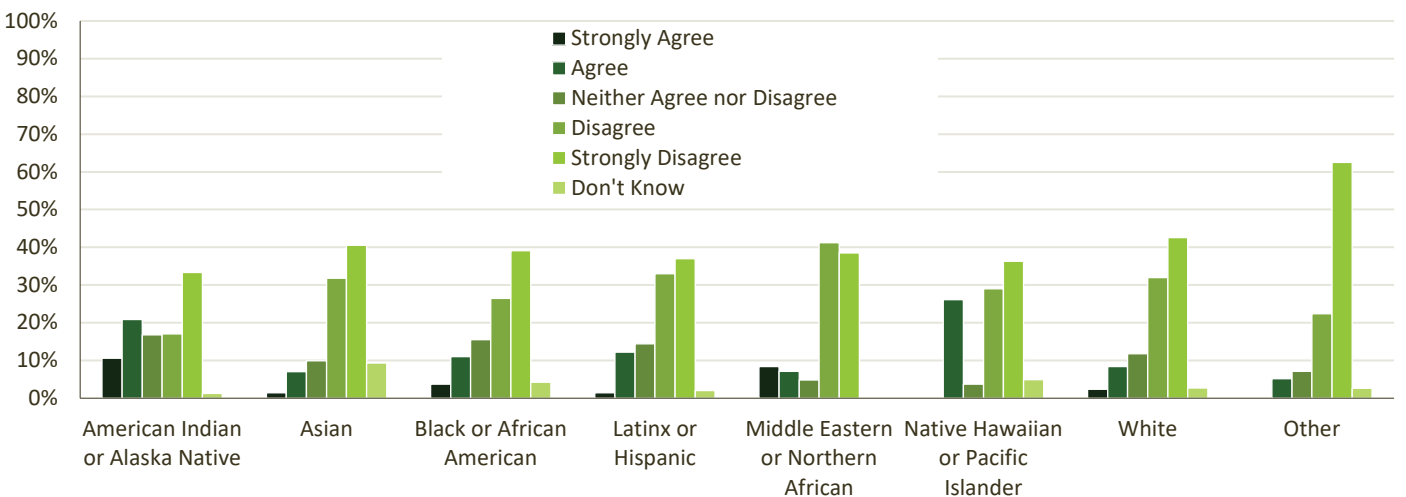
Figure 51: Safety Walking at NIGHT in the Central City by Geography



Q28: How much do you agree or disagree with the following statement? I feel safe walking at NIGHT in the **central city**.
 Q37: What is your five-digit zip code? [grouped into geographic areas]
 Unweighted N=4,484

Respondents who identify with different racial or ethnic backgrounds varied markedly in their sense of safety walking at night in the central city (Figure 52). Those who identify within the Other category reported the highest level of **Disagreement** (84.9%), followed by those whose racial/ethnic identity fell in the Middle Eastern or Northern African category (79.7%). The smallest proportion of **Disagreement** was reported by residents who identify as American Indian or Alaska Native (50.3%).

Figure 52: Safety Walking at NIGHT in the Central City by Race/Ethnicity



Q28: How much do you agree or disagree with the following statement? I feel safe walking at NIGHT in the **central city**.
 Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

A series of four items were included in the Portland Insights Survey that assessed respondents' belief that armed police officers should respond to different 911 calls, either alone or with trained, unarmed responders.

Representative Quotes

"I believe there many instances where trained, unarmed police or other trained community service providers should be the main ones on the scene, particularly for issues having to do with people who are homeless/houseless and/or are mentally ill. I believe there are many good cops and the term ACAB truly angers me. That said, I understand why Black and Brown people are far more worried about calling the cops than White people."

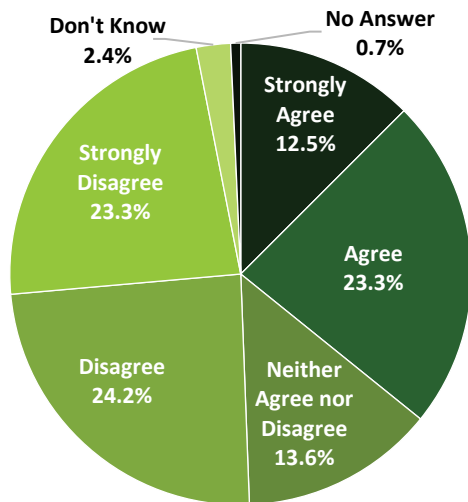
"First, cannot answer the question about 911 calls because responding alone or with a trained unarmed profession are two very different situations, i.e., mental health crisis-should respond, but only with a train prof., damaging property - armed and preferably w/ a armed partner, sleeping on the sidewalk - don't know, someone on private property - armed and alone ok."

"I know that there are police officers who are doing the job well. I also think police officers have been relied upon to respond to situations that probably ought to be addressed by other professionals (mental health crises, for example) so I am happy that the Portland Street Response initiative has been undertaken."

"The police bureau seems understaffed, but I support the non-armed staffing that responds to those in mental health crisis."

Figure 53 presents the distribution of agreement responses for armed police officers responding to 911 calls that involved someone in a mental health crisis. A larger group of respondents **Disagreed** (47.5%) than **Agreed** (35.8%) with that armed police officers should respond.

Figure 53: Armed Police Officers Should Respond to 911 Calls about a Mental Health Crisis (citywide)

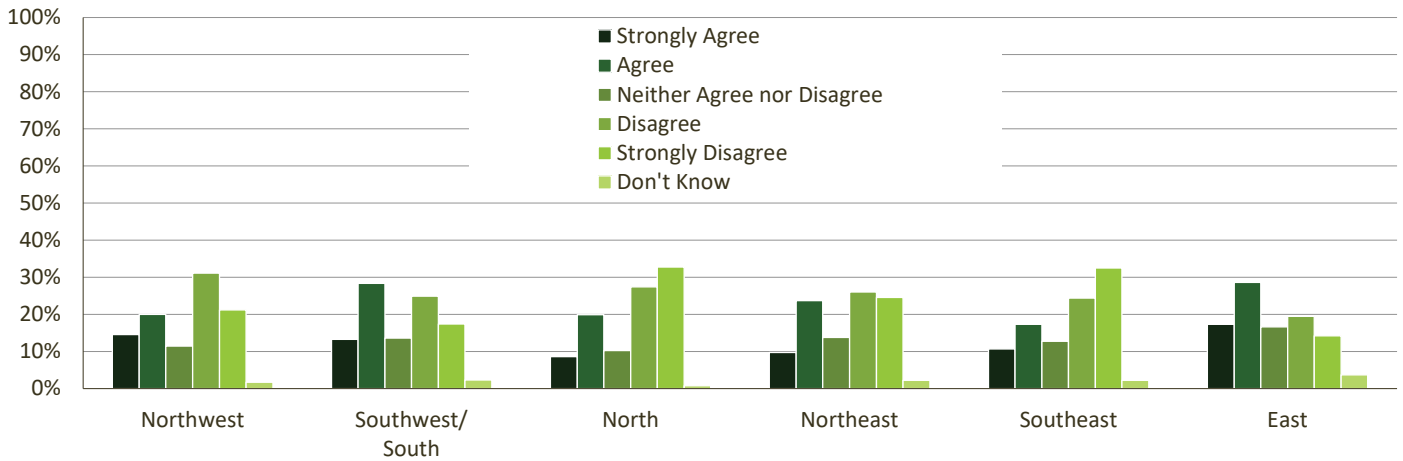


Q29a: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone in a mental health crisis
Unweighted N=4,484

Figures 54 and 55 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Looking across areas of Portland (Figure 54), the level of **Disagreement** that armed police officers should respond to someone in a mental health crisis ranged from 60.2% in North Portland down to only 33.7% in East Portland. East Portland was also the only geography in which the proportion of people **Agreeing** (45.9%) was larger than the proportion of respondents **Disagreeing** (33.7%).

Figure 54: Armed Police Officers Should Respond to 911 Calls about a Mental Health Crisis by Geography



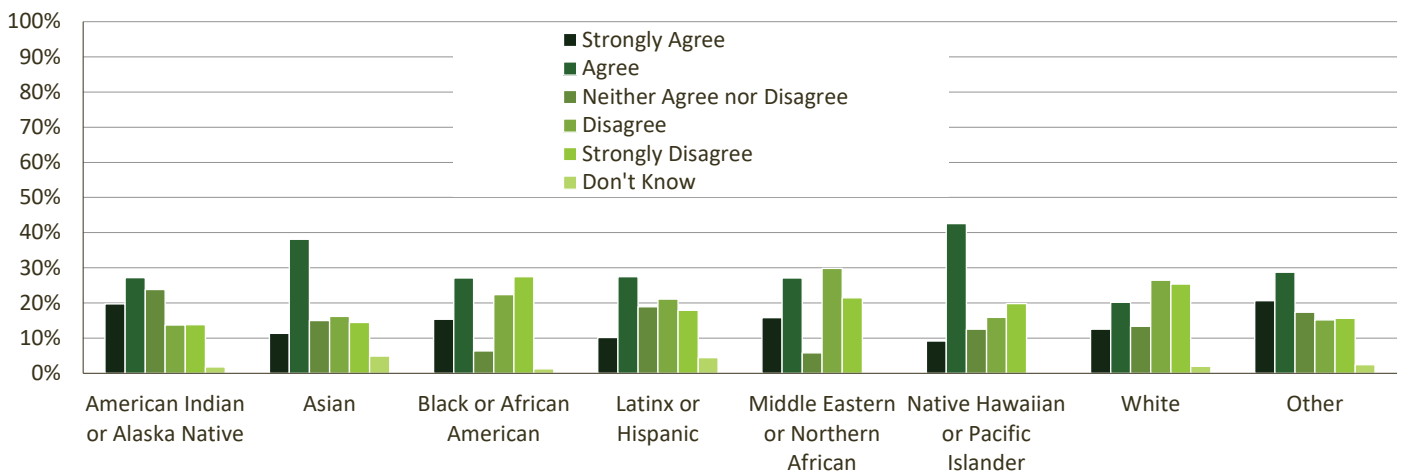
Q29a: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone in a mental health crisis

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Greater variation in responses occurred across different racial or ethnic groups (Figure 55). The level of **Disagreement** that armed police officers should respond to someone in a mental health crisis ranged from 51.9% for people who identify as White down to only 27.5% for those who identify as American Indian or Alaska Native. Four racial/ethnic groups reported more **Agreement** than **Disagreement**: Native Hawaiian or Pacific Islander (51.8% vs. 35.7%), Asian (49.5% vs. 30.7%), those whose identity fell within the Other category (49.3% vs. 30.8%), and American Indian or Alaska Native (46.9% vs. 27.5%).

Figure 55: Armed Police Officers Should Respond to 911 Calls about a Mental Health Crisis by Race/Ethnicity



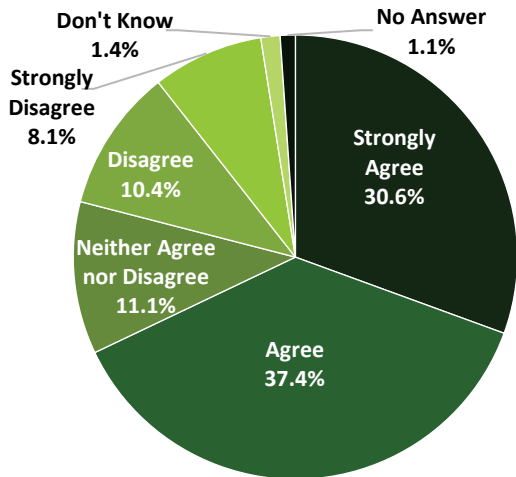
Q29a: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone in a mental health crisis

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Residents responded quite differently to wanting armed police officers to respond to 911 calls that involved someone damaging property (Figure 56). A much larger group of respondents **Agreed** (68.0%) than **Disagreed** (18.5%) with that armed police officers should respond in this situation. This may be related to the increased level of property damage throughout Portland over the last three years.

Figure 56: Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property (citywide)

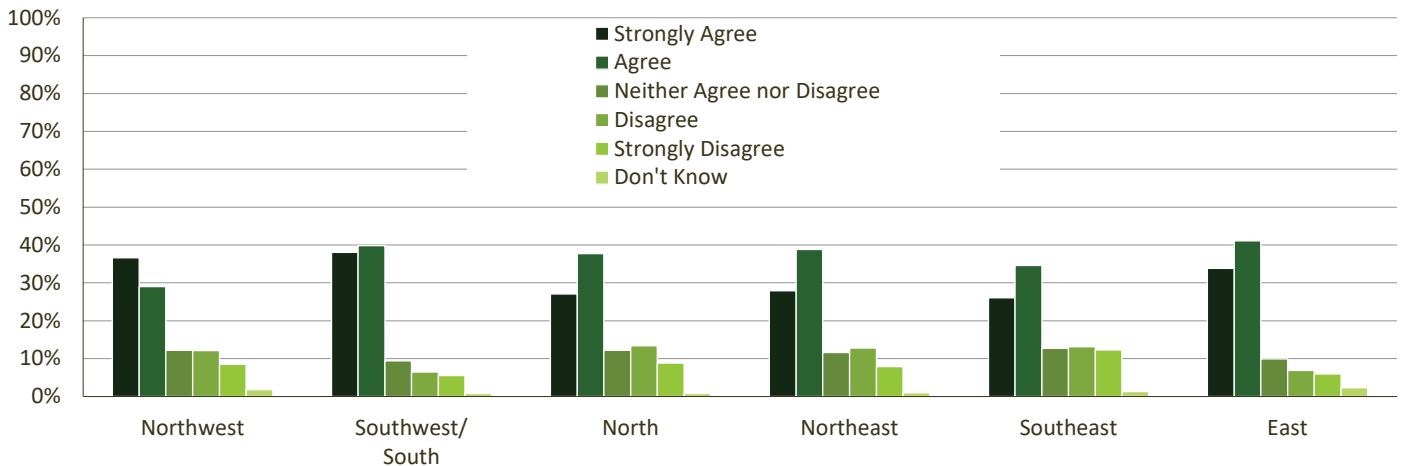


Q29b: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone damaging property
Unweighted N=4,484

Figures 57 and 58 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

The level of agreement that armed police officers should respond to someone damaging property showed some variation across areas of Portland (Figure 57). The highest level of **Agreement** came from residents of South/Southwest Portland (77.9%), followed by East Portland (74.9%). Southeast Portland reported the lowest level, but still majority **Agreement** (60.7%).

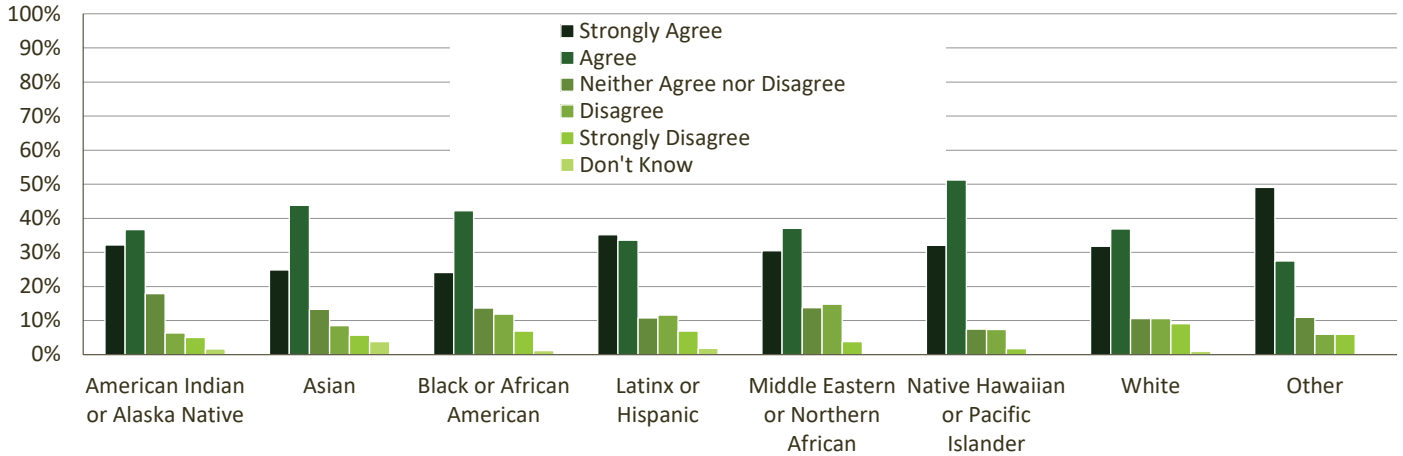
Figure 57: Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property by Geography



Q29b: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone damaging property
Q37. What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

A wider range of **Agreement** was found across different racial or ethnic groups (Figure 58). The highest level of agreement that armed police officers should respond to someone damaging property was reported by people who identify as Native Hawaiian or Pacific Islander (83.3%), while the lowest level, but still majority **Agreement** came from residents who identify as Black or African American (66.3%).

Figure 58: Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property by Race/Ethnicity

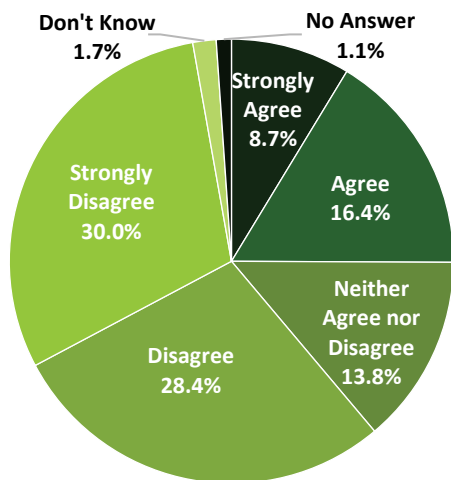


Q29b: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone damaging property

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.
Unweighted N=4,484

As with responding to someone in a mental health crisis (Figure 59), a much larger group of respondents **Disagreed** (58.4%) than **Agreed** (25.1%) with that armed police officers should respond when a person is sleeping on the sidewalk.

Figure 59: Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk (citywide)



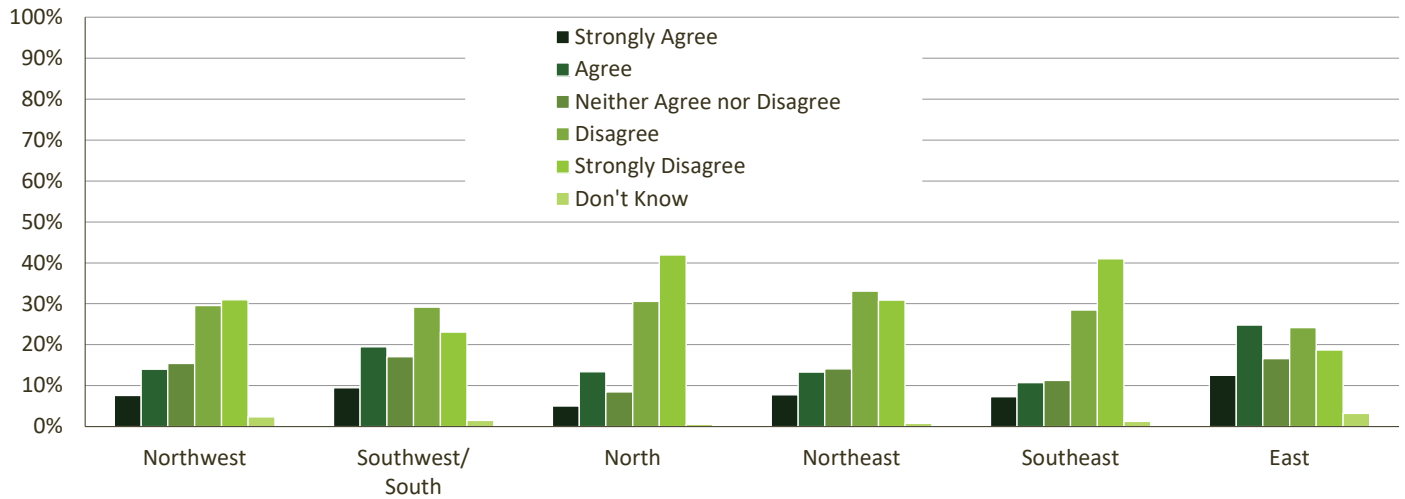
Q29c: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone sleeping on the sidewalk

Unweighted N=4,484

Figures 60 and 61 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Looking across areas of Portland (Figure 60), the level of **Disagreement** that armed police officers should respond to someone sleeping on the sidewalk ranged from 72.5% in North Portland down to 42.9% in East Portland.

Figure 60: Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk by Geography



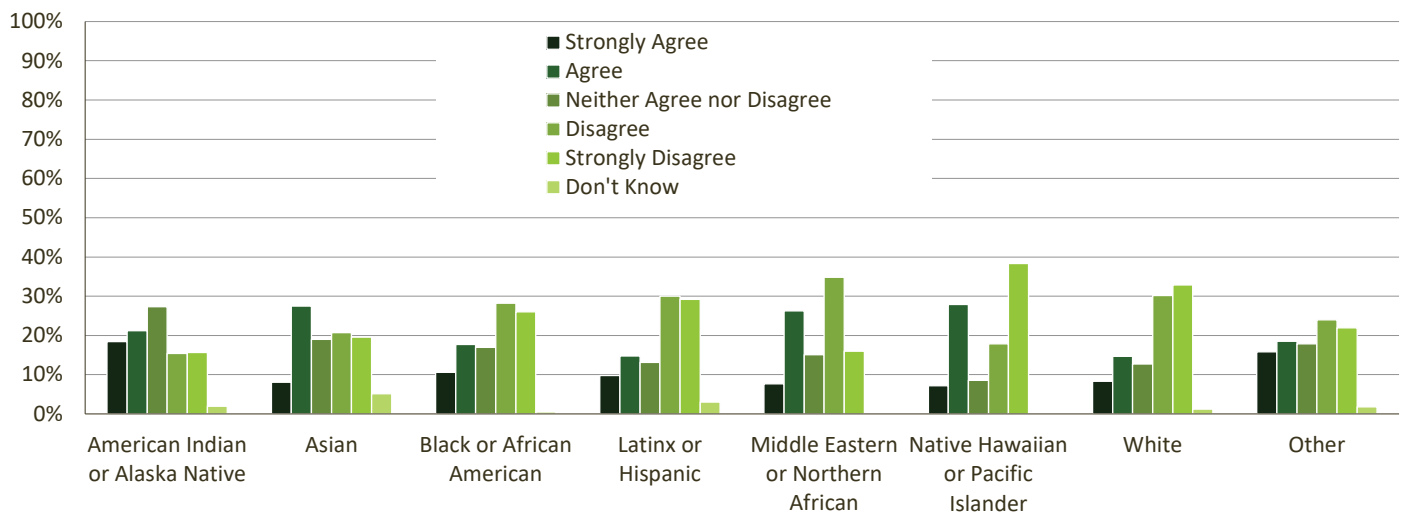
Q29c: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone sleeping on the sidewalk

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Similar variation in responses occurred across different racial or ethnic groups (Figure 61). The level of **Disagreement** that armed police officers should respond to someone sleeping on the sidewalk ranged from 63.1% for people who identify as White down to 31.1% for those who identify as American Indian or Alaska Native.

Figure 61: Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk by Race/Ethnicity



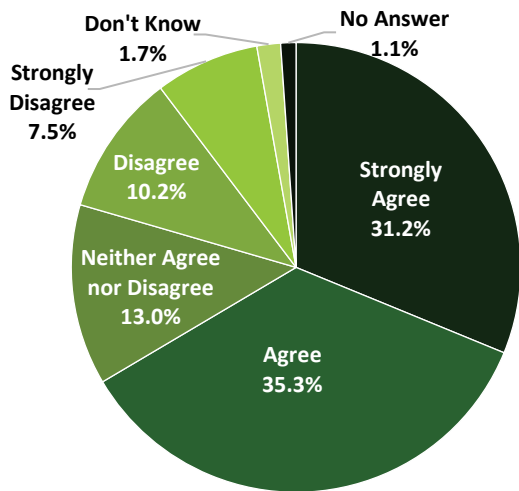
Q29c: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone sleeping on the sidewalk

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

As with the responses received for someone damaging property, a much larger group of respondents **Agreed** (66.5%) than **Disagreed** (17.7%) with that armed police officers should respond when someone is on private property and won't leave (Figure 62).

Figure 62: Armed Police Officers Should Respond to 911 Calls about Someone on Private Property (citywide)

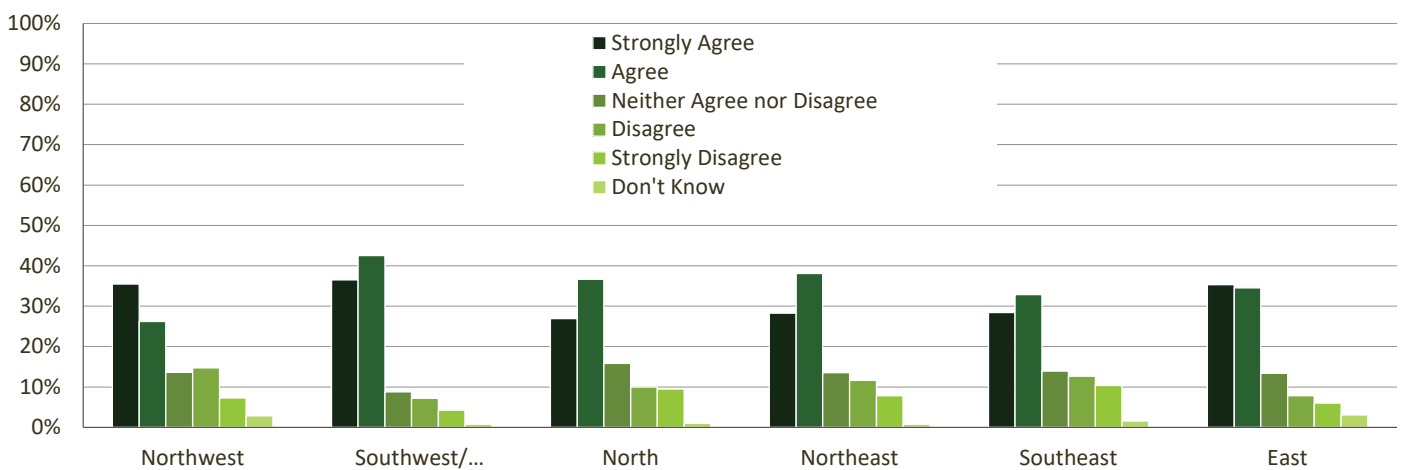


Q29d: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone on private property who won't leave
Unweighted N=4,484

Figures 63 and 64 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

The level of **Agreement** that armed police officers should respond to someone on private property and unwilling to leave varied slightly across five of the six areas of Portland (Figure 63), ranging from 61.3% in Southeast Portland to 69.8% in East Portland. However, Southwest/South Portland had a much higher level of **Agreement** (79.0%).

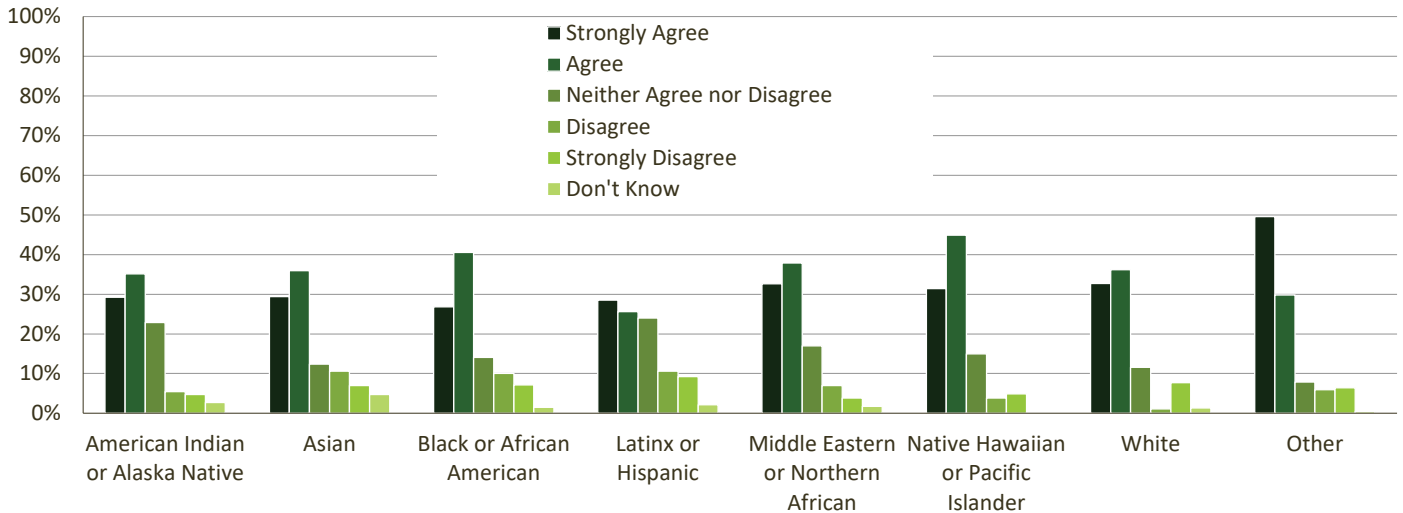
Figure 63: Armed Police Officers Should Respond to 911 Calls about Someone on Private Property by Geography



Q29d: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone on private property who won't leave
Q37. What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

A wider range of **Agreement** was found across different racial or ethnic groups (Figure 64). The highest level of agreement that armed police officers should respond to someone on private property who won't leave was reported by people whose racial/ethnic identity falls within the Other category (79.4%), while the lowest level of **Agreement** came from residents who identify as Latinx or Hispanic (54.1%).

Figure 64: Armed Police Officers Should Respond to 911 Calls about Someone on Private Property by Race/Ethnicity



Q29d: How much do you agree or disagree that armed police officers should respond to 911 calls, either alone or with trained, unarmed responders for: Someone on private property who won't leave
 Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

The final series of community safety survey items asked respondents to identify the priority of five types of responses armed police officers should engage in, other than responding to 911 calls.

Representative Quotes

"I strongly agree that the police should prioritize establishing connections with their neighborhoods and areas of service, but I don't believe they need to be armed to perform that task."

"I want police to be more responsive to reported crimes in high-crime areas."

"Now I need to complain about the "In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations?" questions. I think most of those are high priority for an officer of the law to show up to. JUST NOT ARMED. I couldn't answer those questions in a useful policy manner because there were two questions ([police] and [armed]) but only ONE answer available. ... I'd actually like police to show up for all those things. Just mostly NOT ARMED."

"I want unarmed responders do better at following up with reported crimes in low-crime areas."

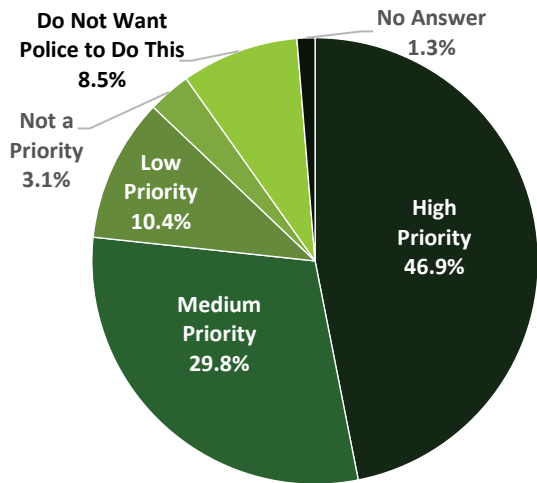
"We need to beef up Portland police and patrolling in high vandalism activity, my neighborhood in the last 3 months have experienced about 8 fires set to neighborhood properties and theft and car theft and home invasion."

Both unarmed and armed responders to follow up with reported crime in central areas."

"Portland suffered and continues to suffer because of the "defund-the-police" campaign that has strongly encouraged criminal activity and forced many police officers to leave the police force. Because of weak political leadership, I watched my own neighborhood grow substantially more unsafe over the last 2 years. We are indebted to our police officers, and believe me, when you're in a bad situation and have critical need of a police officer, you WILL be grateful of their availability and timely arrival to your aid."

The first type of response was crime prevention, described further as working with community members to reduce the likelihood of a crime. Figure 65 shows that the majority of respondents assigned either **High Priority** (46.9%) or **Medium Priority** (29.8%) to that activity.

Figure 65: Priority of Armed Police Officers Engaging in Crime Prevention (citywide)

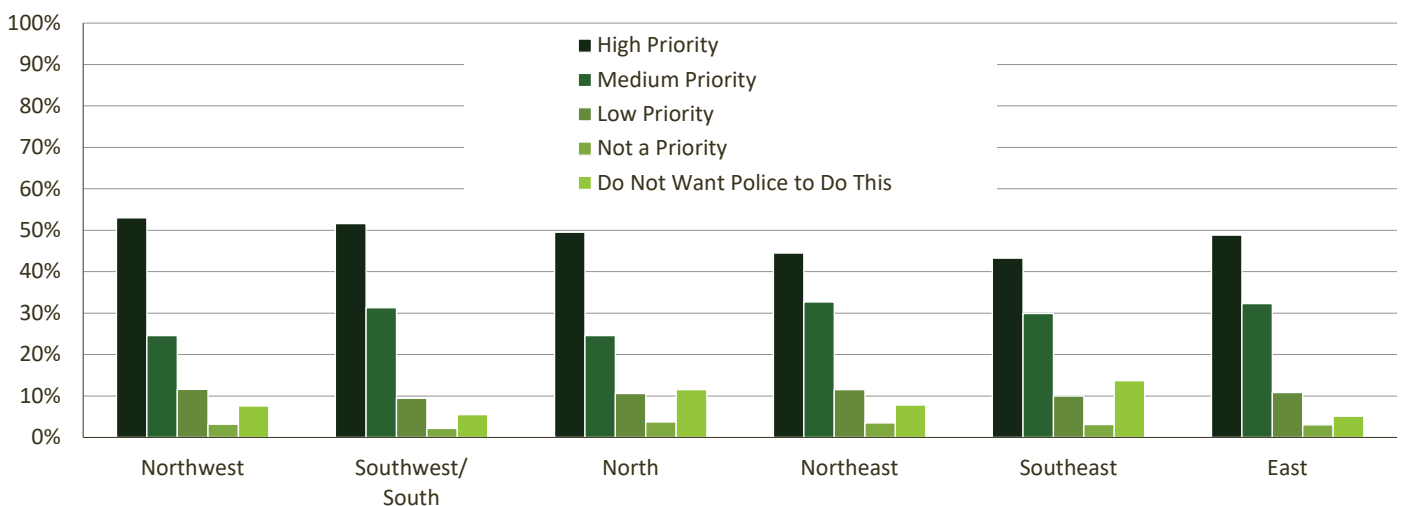


Q30: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Crime prevention (work with community members to reduce the likelihood of crime, etc.)
Unweighted N=4,484

Figures 66 and 67 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

As seen in Figure 66, the range in proportions across areas of Portland show slight variation for having armed police officers engage in crime prevention being **High Priority**, from 43.3% in Southeast Portland to 53.0% in Northwest. A similar spread occurred when **High and Medium Priority** are combined, with Southwest/South Portland being the highest (82.9%) and Southeast being the lowest (73.2%).

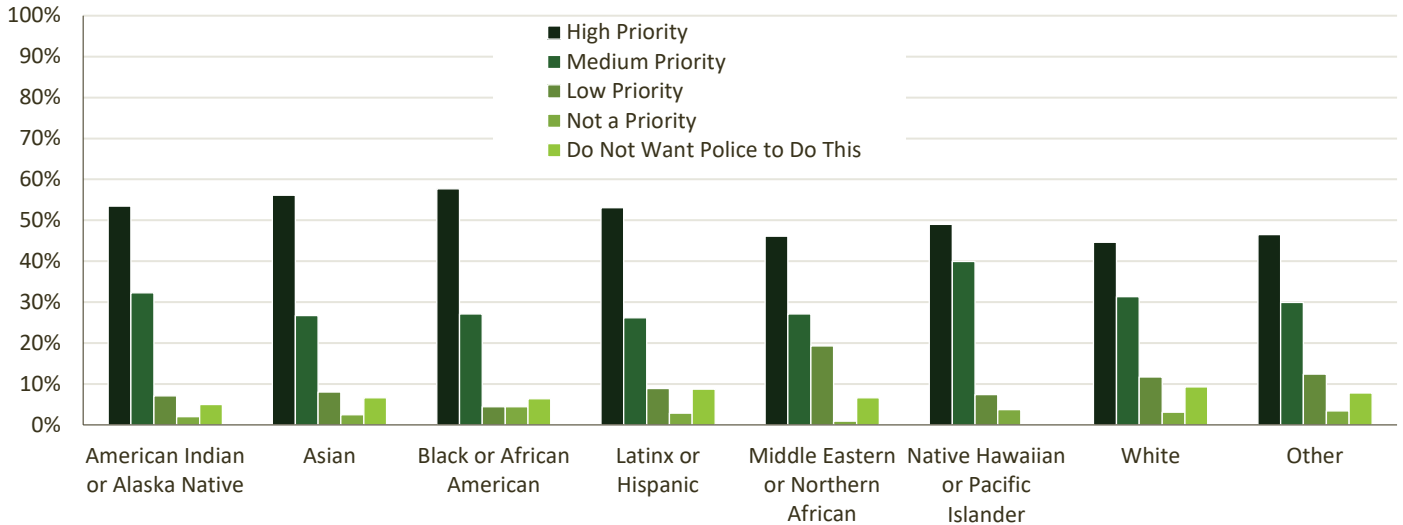
Figure 66: Priority of Armed Officers Engaging in Crime Prevention by Geography



Q30: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Crime prevention (work with community members to reduce the likelihood of crime, etc.)
Q37. What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Looking across different racial and ethnic groups (Figure 67), the range in proportions of respondents rating it a **High Priority** for armed police officers engaging in crime prevention was similar across the racial and ethnic groups (44.6% to 57.7%). When **High** and **Medium Priority** ratings are combined, people who identify as Native Hawaiian or Pacific Islander have the largest proportion (88.9%) and people who identify as Middle Eastern or Northern African have the smallest proportion (73.2%).

Figure 67: Priority of Armed Officers Engaging in Crime Prevention by Race/Ethnicity

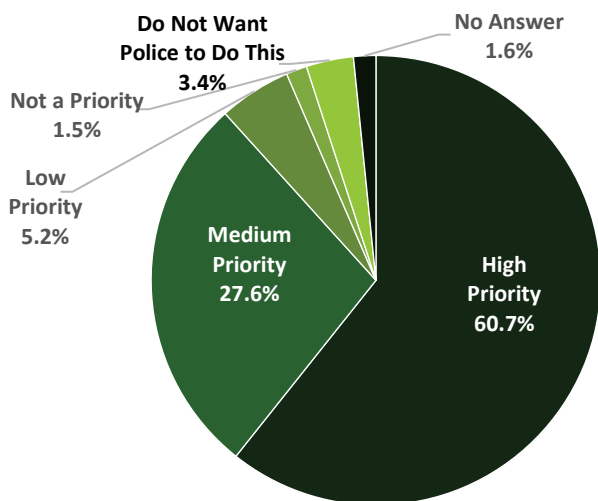


Q30: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Crime prevention (work with community members to reduce the likelihood of crime, etc.)

Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
Unweighted N=4,484

As seen in Figure 68, an overwhelming majority of respondents indicated that having armed police officers follow-up with a reported crime, including searching for suspects, locating stolen vehicles, and gathering evidence, is a **High Priority** (60.7%) or **Medium Priority** (27.6%).

Figure 68: Priority of Armed Police Officers Following up with a Reported Crime (citywide)

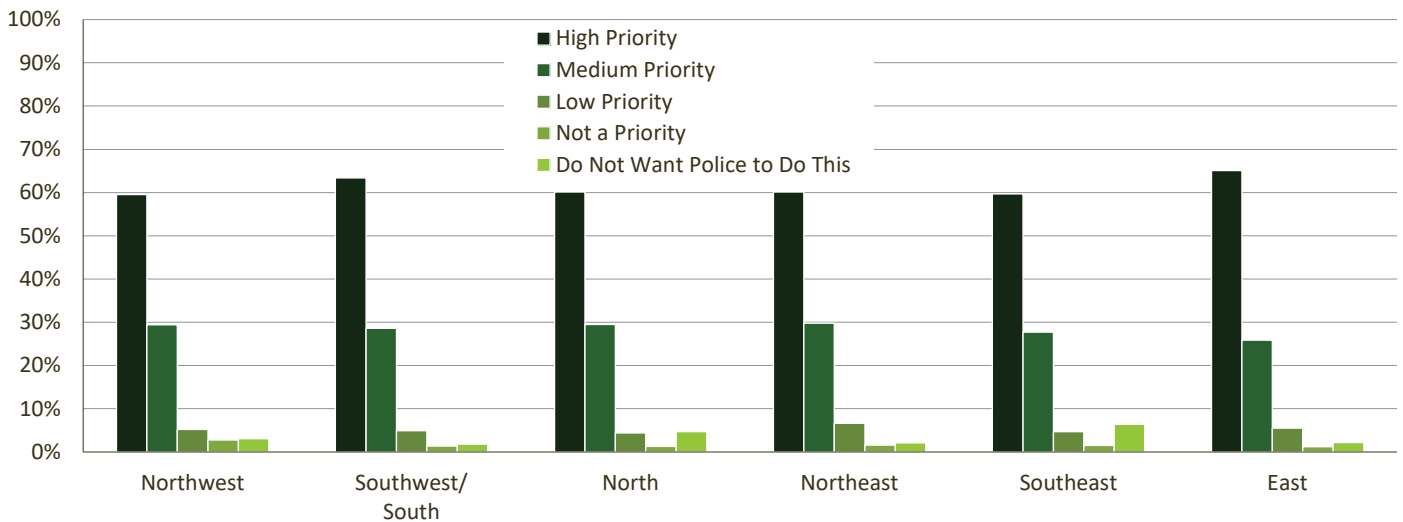


Q31: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Following up with a reported crime (search for suspects, locate stolen vehicles, gather evidence, etc.)
Unweighted N=4,484

Figures 69 and 70 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Ratings of priority for having armed police officers follow-up on a reported crime were fairly consistent across areas of Portland (Figure 69). The proportion of **High Priority** ratings ranged from 59.5% in Northwest Portland to 65.1% in East.

Figure 69: Priority of Armed Officers Following up with a Reported Crime by Geography



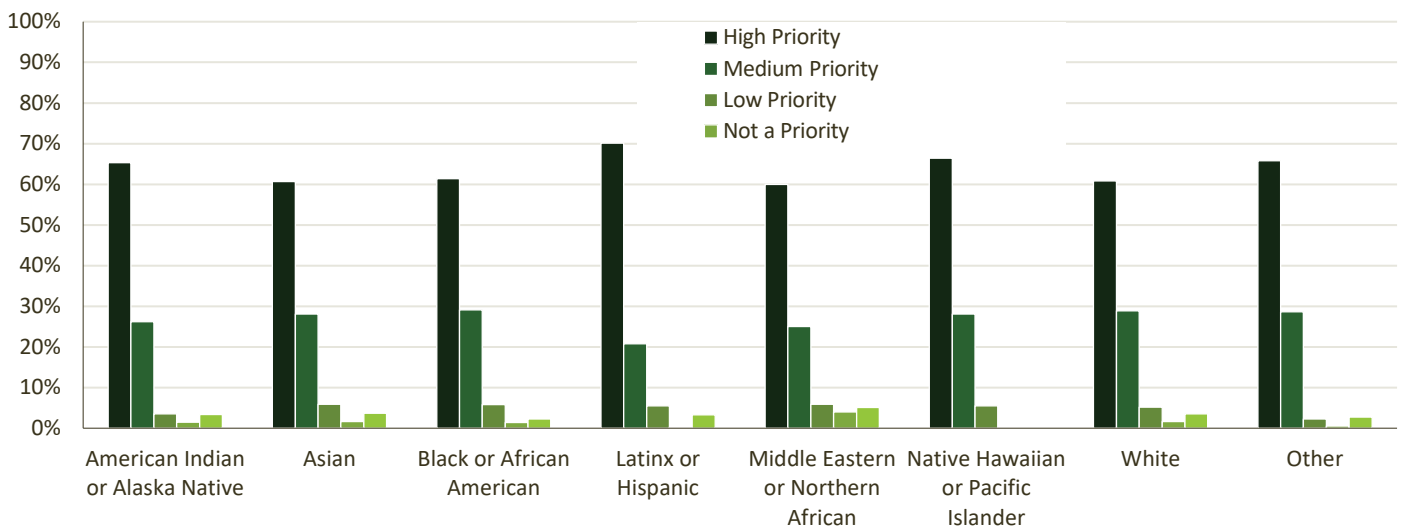
Q31: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Following up with a reported crime (search for suspects, locate stolen vehicles, gather evidence, etc.)

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Looking across different racial and ethnic groups, a bit more variation in ratings occurred for armed police officers following up on a reported crime (Figure 70). The highest proportion of **High Priority** ratings was found for people who identify as Latinx or Hispanic (70.1%), while the lowest proportion was for people who identify as Middle Eastern or Northern African (60.0%) Combining **High and Medium Priority** resulted in the highest proportion being for people who identify as Native Hawaiian or Pacific Islander (94.5%) and the lowest was for people who identify as Middle Eastern or Northern African (85.0%).

Figure 70: Priority of Armed Officers Following up with a Reported Crime by Race/Ethnicity



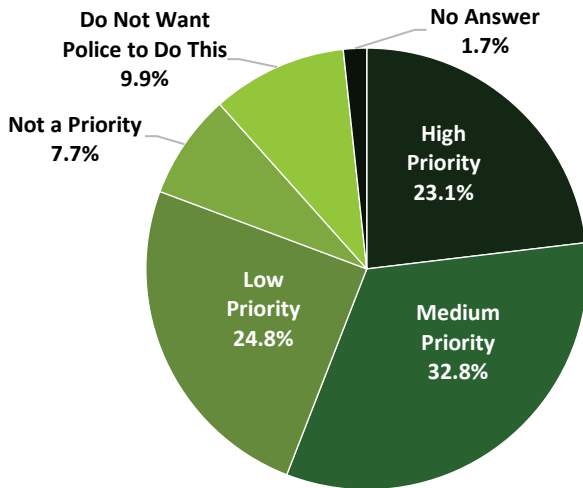
Q31: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Following up with a reported crime (search for suspects, locate stolen vehicles, gather evidence, etc.)

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

The distribution of priority ratings for having armed police officers doing community engagement and outreach, described as attending neighborhood meetings, planning community events, and participating in Coffee with a Cop, showed a reduction in prioritization (Figure 71). Only 55.9% of respondents rated this as either a High Priority (23.1%) or a Medium Priority (32.8%).

Figure 71: Priority of Armed Police Officers Engaging in Community Engagement and Outreach (citywide)

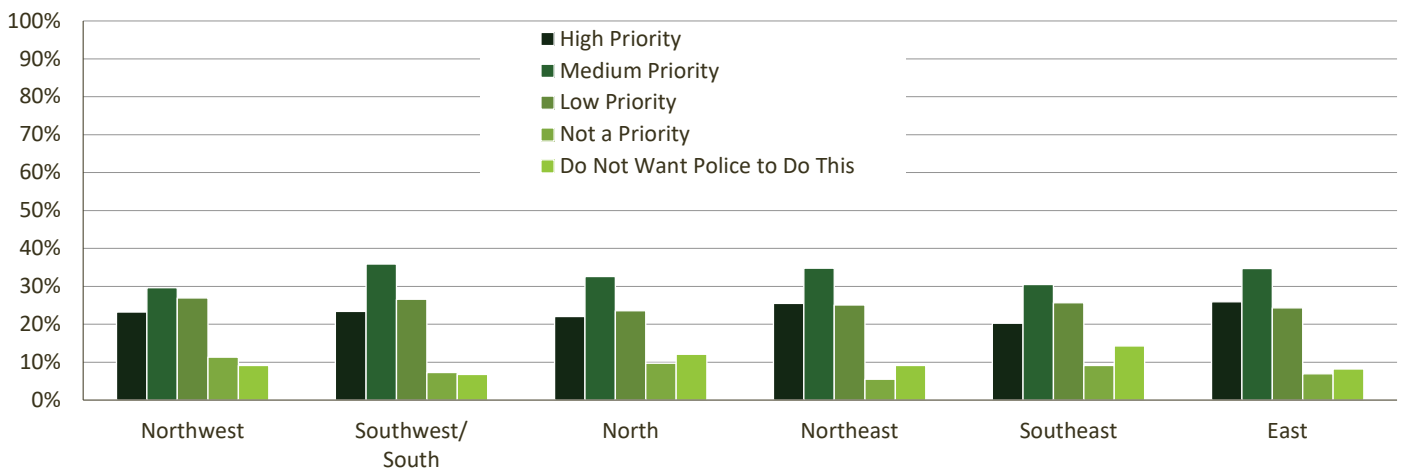


Q32: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Community engagement and outreach (attend neighborhood meetings, plan community events, participate in Coffee with a Cop, etc.)
Unweighted N=4,484

Figures 72 and 73 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Ratings of priority for having armed police officers do community engagement and outreach were fairly consistent across areas of Portland (Figure 72), with **High Priority** ratings ranging from 20.3% in Southeast Portland to 25.9% in East. Combining **High** and **Medium Priority**, East (60.6%) and Northeast (60.3%) had the largest proportion of respondents.

Figure 72: Priority of Armed Officers Engaging in Community Engagement and Outreach by Geography



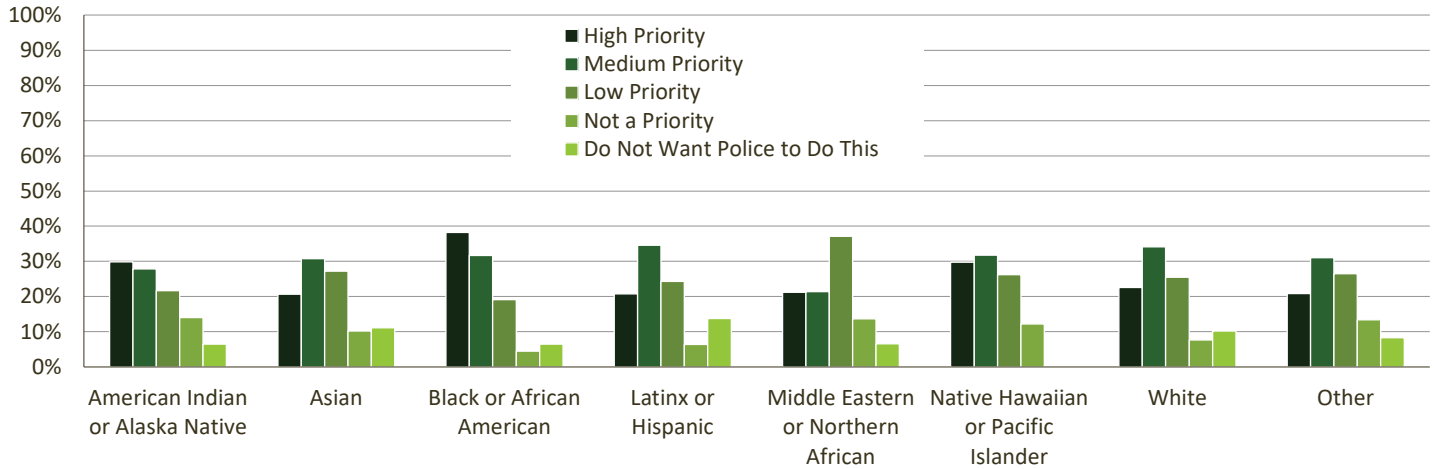
Q32: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Community engagement and outreach (attend neighborhood meetings, plan community events, participate in Coffee with a Cop, etc.)

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

Interestingly, looking at different racial or ethnic groups reveals much more variation (Figure 73). **High Priority** for armed police officers doing community engagement and outreach was highest for people who identify as Black or African American (38.2%), **Medium Priority** was highest for people who identify as Latinx or Hispanic (34.6%), **Low Priority** was highest for people who identify as Middle Eastern or Northern African (37.1%), and **Not a Priority** was highest for people who identify as American Indian or Alaska Native (14.0%).

Figure 73: Priority of Armed Officers Engaging in Community Engagement and Outreach by Race/Ethnicity



Q32: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Community engagement and outreach (attend neighborhood meetings, plan community events, participate in Coffee with a Cop, etc.)

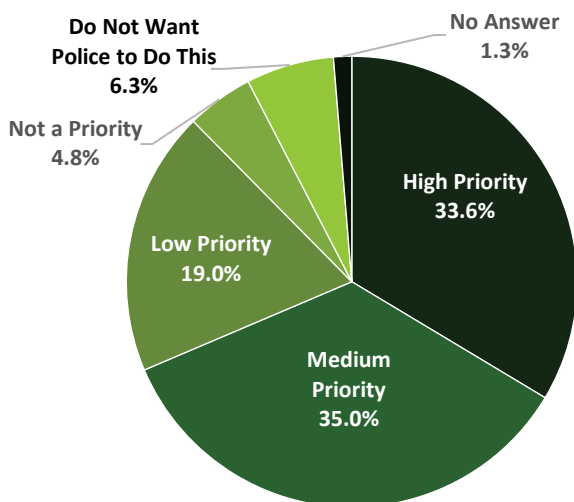
Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

The distribution of priority ratings for having armed police officers enforcing traffic in high-crash and intersections, described as using photo/radar van and conducting police missions to reduce speeding and red-light running, included comparable proportions of **High Priority** (33.6%) and **Medium Priority** (35.0%) ratings (Figure 74).

Figures 74 and 75 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

Figure 74: Priority of Armed Police Officers Enforcing Traffic in High-crash Streets and Intersections (citywide)

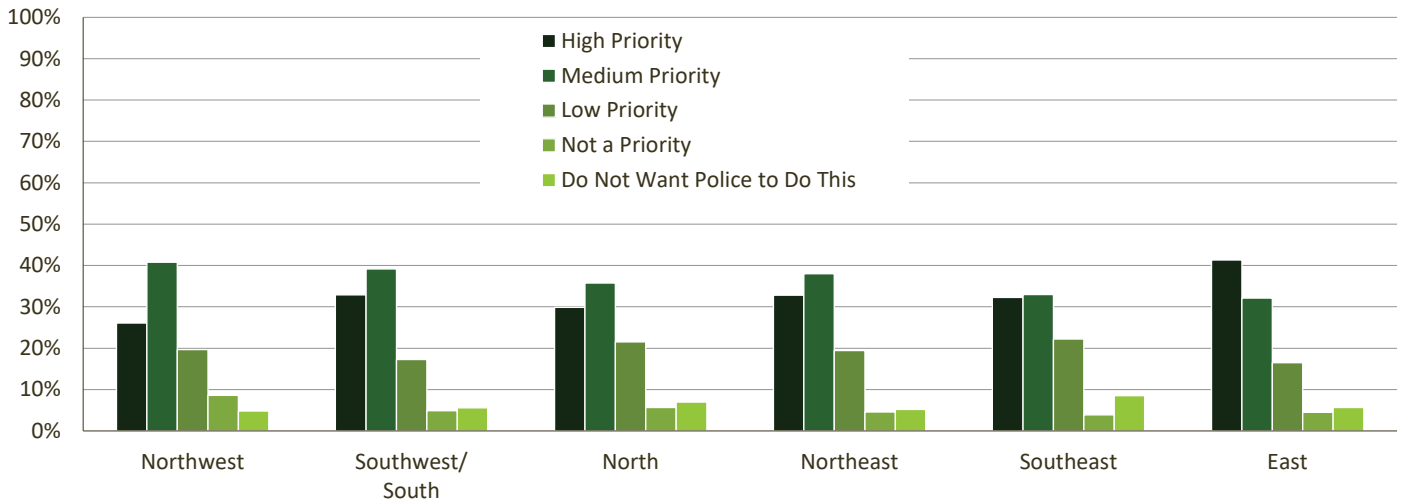


Q33: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Traffic enforcement in high-crash streets and intersections (use photo/radar van and police missions to reduce speeding and red-light running, etc.)

Unweighted N=4,484

Across Portland areas (Figure 75), the ratings were quite similar across North, Northwest, Southwest/South, and Northeast, with **Medium Priority** being clearly the highest and ranging from 35.8% to 40.8%. However, Southeast Portland had almost equal proportions **High** (32.3%) and **Medium Priority** (33.0%), and East Portland had a larger proportion of respondents rating armed police officers enforcing traffic as a **High Priority** (41.3%).

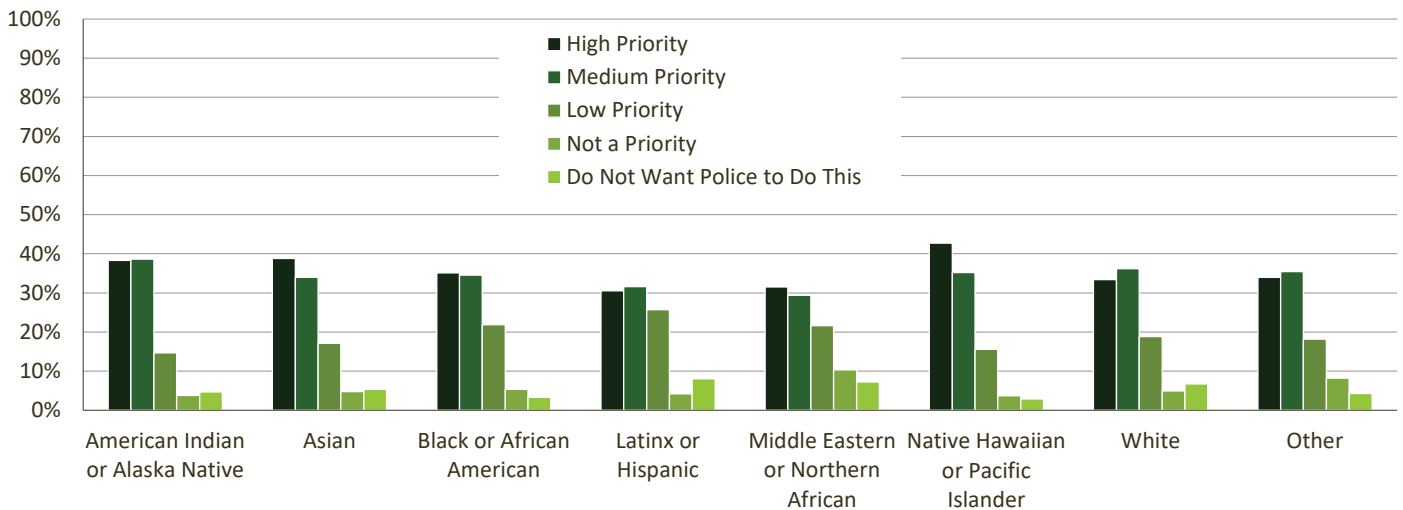
Figure 75: Priority of Armed Officers Enforcing Traffic in High-crash Streets and Intersections by Geography



Q33: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Traffic enforcement in high-crash streets and intersections (use photo/radar van and police missions to reduce speeding and red-light running, etc.)
 Q37. What is your five-digit zip code? [grouped into geographic areas]
 Unweighted N=4,484

Greater variation occurred across different racial or ethnic groups (Figure 76). **High Priority** for armed police officers enforcing traffic was highest for people who identify as Native Hawaiian or Pacific Islander (42.7%), **Medium Priority** was highest for people who identify as American Indian or Alaskan Native (38.6%), and **Low Priority** was highest for people who identify as Latinx or Hispanic (25.7%).

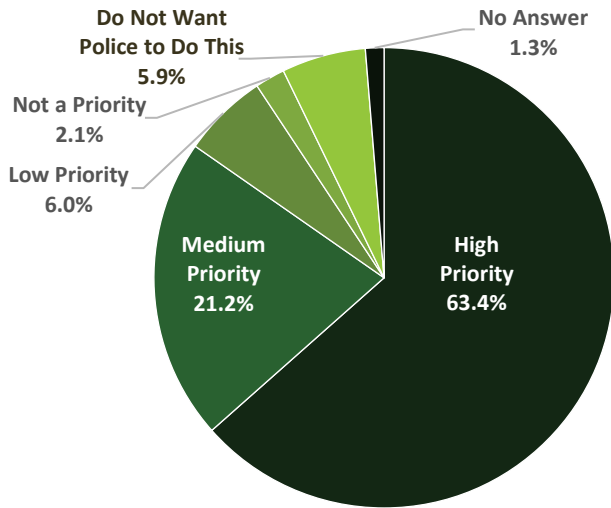
Figure 76: Priority of Armed Officers Enforcing Traffic in High-crash Streets and Intersections by Race/Ethnicity



Q33: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Traffic enforcement in high-crash streets and intersections (use photo/radar van and police missions to reduce speeding and red-light running, etc.)
 Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

The distribution of priority ratings for having armed police officers patrolling in high-crime locations (Figure 77), described as high visibility patrols and additional foot patrols, showed that many more respondents felt this was either a **High Priority** (63.4%) or a **Medium Priority** (21.2%).

Figure 77: Priority of Armed Police Officers Patrolling in High-crime Locations (citywide)

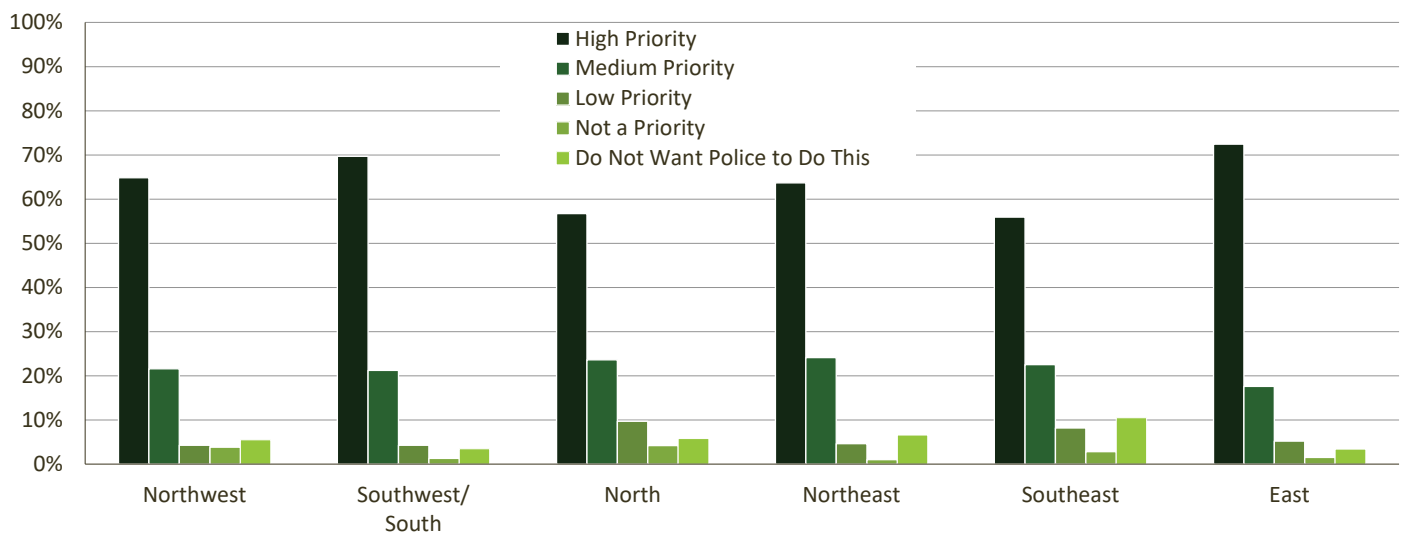


Q34: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Patrolling in high-crime locations (have high visibility patrols and additional foot patrols, etc.)
Unweighted N=4,484

Figures 78 and 79 intersect these data with both geography and race/ethnicity to identify any differences across population subgroups.

The proportions of **High Priority** ratings varied slightly across the areas of Portland (Figure 78), with East Portland having the largest proportion (72.4%) and Southeast Portland having the smallest proportion (55.9%).

Figure 78: Priority of Armed Officers Patrolling in High-crime Locations by Geography



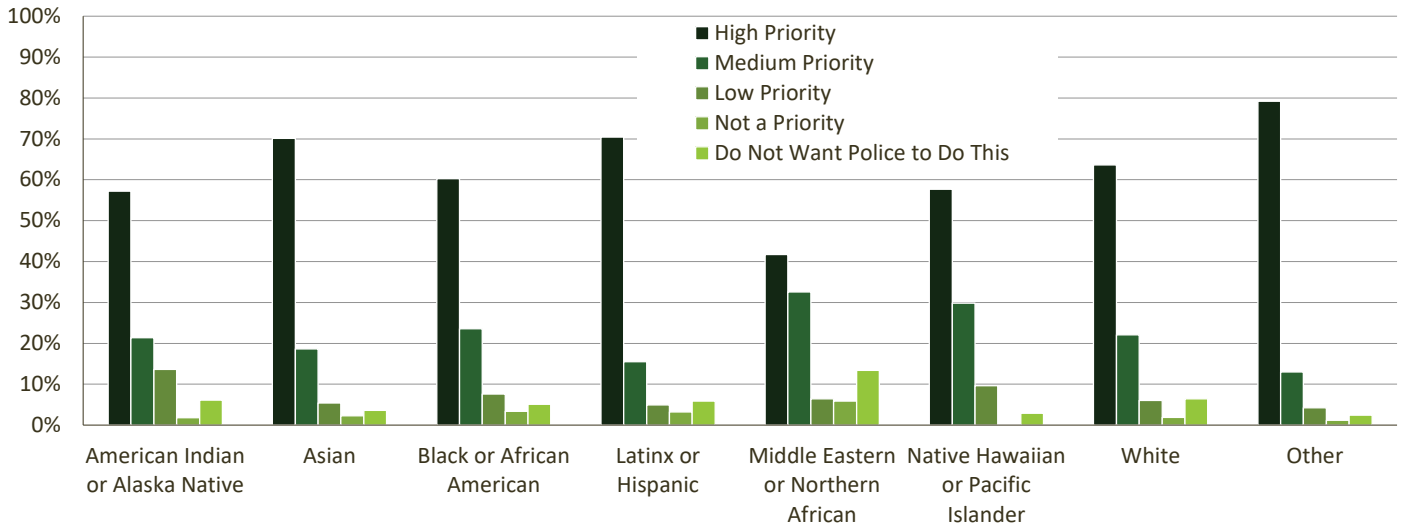
Q34: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Patrolling in high-crime locations (have high visibility patrols and additional foot patrols, etc.)

Q37: What is your five-digit zip code? [grouped into geographic areas]

Unweighted N=4,484

More variability is seen across different racial and ethnic groups (Figure 79). Having armed police officers patrolling high-crime locations was rated as a **High Priority** for the majority of all groups, with those whose racial/ethnic identity fell in the Other category being highest (79.2%), followed by people who identify as Latinx or Hispanic (70.4%). **Medium Priority** ratings ranged from a high of 32.6% for people who identify as Middle Eastern or Northern African down to a low of 13.0% for people whose racial/ethnic identity fell in the Other category.

Figure 79: Priority of Armed Officers Patrolling in High-crime Locations by Race/Ethnicity



Q34: In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations? Patrolling in high-crime locations (have high visibility patrols and additional foot patrols, etc.)

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

QUALITATIVE Summary for Community Safety

Of the respondents who answered the qualitative questions, who shared opinions about whether or not they felt safe in their communities, many expressed not feeling safe in their own neighborhoods and when visiting downtown or central city. Other respondents expressed not feeling safe when using public transportation, walking or biking throughout the city, or when running errands such as shopping, walking their children to school, and going to the parks with their families and children. Respondents noted that their feelings of being unsafe, of feeling fearful, were connected to Portland's increased crime rates, people openly using drugs on the streets, and people camping on the streets and in the parks. In addition, slow or non-responsiveness of the Portland Police, seeing and being threatened or harassed by people in mental health crises or using drugs, gun violence, and speeding cars, road racing, and running red lights were experienced by respondents, which have decreased their safety and increased feelings of fear.

Many respondents noted that they have been personally violated and have themselves experienced being a victim of crime – or their family members, friends, or neighbors have been victims of crimes – such as being harassed, having their homes or apartments broken into, and getting personal property or cars stolen or vandalized. Feelings of being hated because of one's race was directly expressed by one respondent; thus, this respondent will not suggest to their family or friends to visit Portland.

Several respondents mentioned that defunding the police has encouraged increased criminal activity and has led to police officers leaving the Portland Police Bureau. And, whether or not police officers should be armed when performing many of their routine duties, respondents had a variety of opinions: not having police at all; having police, but not having them armed; and having all officers be armed at all times, but only if they have been properly trained, with the requirement that they must continue to receive training and have constant oversight of their behavior.

Housing and Homelessness

A few items were included in the Portland Insights survey that focused on housing and homelessness. One asked respondents to identify the solutions to homelessness they would support being built in their neighborhood. Respondents were also asked to report if they knew about and if they needed the rental and housing assistance program and the water, sewer, and stormwater bill payment assistance program.

Key QUANTITATIVE Findings for Housing and Homelessness

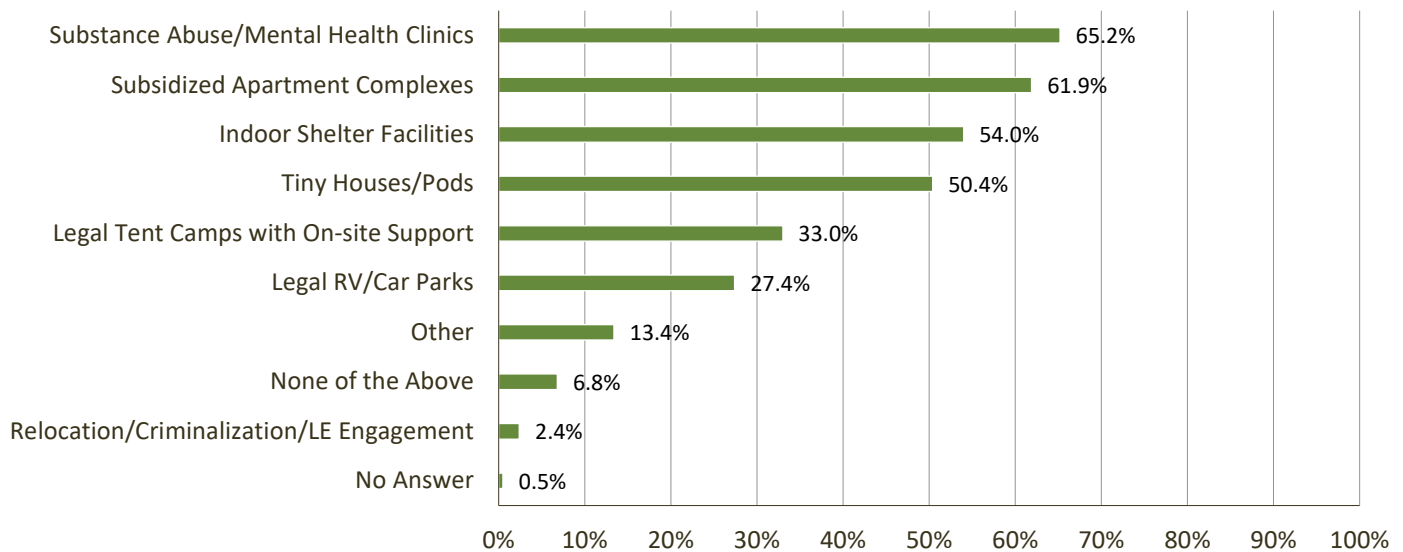
- ◆ When asked about which solution to address homelessness they were willing to accommodate within their neighborhood, **Substance abuse/mental health clinics** (65.2%), **Subsidized apartment complexes** (61.9%), and **Indoor shelter facilities** (54.0%) composed the three most selected options. [NOTE: It is possible that respondents thought more generally about the solutions to homelessness in Portland versus those they would be willing to have in their neighborhood.]
- ◆ Just over half of the respondents knew about the **Rental and Housing Assistance Program** (55.5%) and the **Water, Sewer, and Stormwater Bill Payment Assistance Program** (53.3%), while smaller proportions of respondents needed each of those programs (18.3% and 18.1%, respectively).
- ◆ Regarding Portland's **Rental and Housing Assistance Program**, 7.3% of the population reported needing this assistance but being unaware of it. Similarly, 7.5% of respondents reported needing the **Water, Sewer, and Stormwater Bill Payment Assistance Program** but were unaware of this opportunity.
- ◆ Within this subgroup of respondents who need but do not know about **Rental and Housing Assistance** and **Water, Sewer, and Stormwater Bill Payment Assistance** programs, the majority (44.0% and 44.1%, respectively) lived in East Portland, while Northwest Portland respondents reported the lowest intersection of need and lack of information (3.8% and 3.5%, respectively).
- ◆ Examining need and lack of knowledge regarding **Rental and Housing Assistance** and **Water, Sewer, and Stormwater Bill Payment Assistance** programs across racial/ethnic demographics reveals that respondents identifying as **White** reported the highest rates (35.9% and 43.4%, respectively).

It is important to interpret the findings about housing and homelessness services within the context of responsibilities for the city, county, Oregon Metro, and state governments. Providing affordable housing and homeless services is a collaborative effort across all regional and local governments.

The Portland Insights Survey included an item asking respondents to identify which solutions to homelessness they would support being built in their neighborhood. However, the reader is cautioned to interpret these findings carefully because it is unclear if respondents truly focused on the latter part of the item: “being built in your neighborhood.” These data may more accurately reflect respondents’ interest in seeing these solutions to homelessness for Portland in general.

Figure 80 shows the distribution of the responses. Respondents were able to select all of the solutions that they wanted to, which resulted in the percentages summing to more than 100%. Approximately two-thirds of the respondents selected **Substance Abuse and Mental Health Clinics** (65.2%) and **Subsidized Apartment Complexes** (61.9%). Slightly over half of the respondents selected **Indoor Shelter Facilities** (54.0%) and **Tiny Houses/Pods** (50.4%). When the responses in the **Other** category were reviewed, enough responses associated with Relocation (i.e., moving people who are homeless to a different area or city) Criminalization (i.e., enforcing trespassing laws, make street camping illegal), and Law Enforcement (LE) Engagement (i.e., increase policing, law enforcement presence) occurred that a new category was created. Responses that remained in the **Other** category, which included responses such as, not in my neighborhood, already have services in our neighborhood, transitional housing, supportive housing, affordable housing, and education/employment services.

Figure 80: Support for Homelessness Solutions Being Built in Neighborhood (citywide)



Q9: Which of the following solutions to homelessness would you support being built in your neighborhood?
Unweighted N=4,484

Representative Quotes

“The city gave the green light to developers to tear down SROs and build condos... where did the city elected expect the people living in those places to go?”

“Actually, I blame the city and mayors from the 2000-2010 who gave the nod to developers. Current electeds now dealing with this intractable situation.”

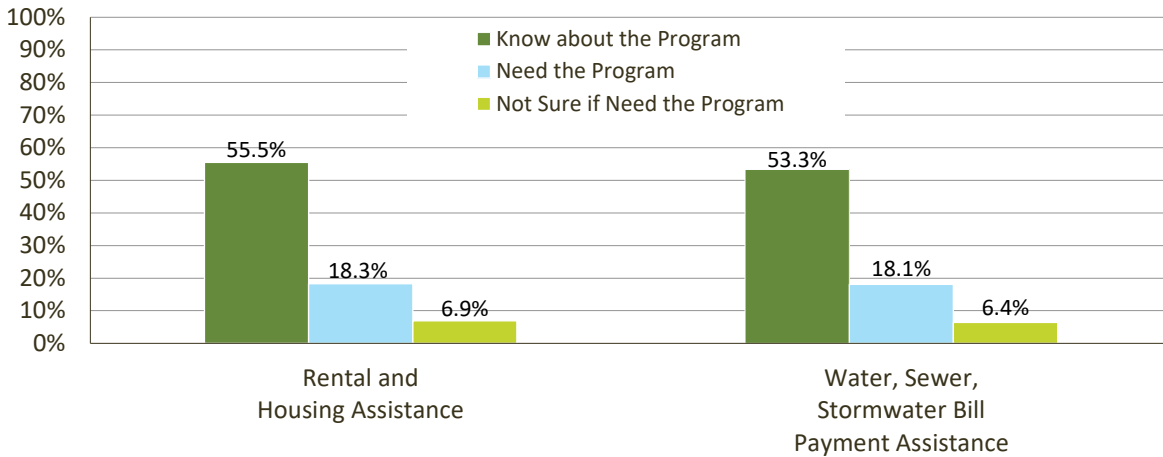
“Provide accessible resources and harm reduction to people living on the streets, please!”

“There has been no significant progress in alleviating the homelessness crisis. Part of the problem may be the confusing overlapping jurisdictions (city, county, Metro).”

“The unhoused situation is out of control for such a small city to the point. This doesn't mean "sweeping" them out to other cities it means finding ways to house and give them services.”

Respondents were asked if they know about and if they need two housing-related city programs. Figure 81 shows that just over half of the respondents knew about the **Rental and Housing Assistance Program** (55.5%) and the **Water, Sewer, and Stormwater Bill Payment Assistance Program** (53.3%). It also shows that almost one-fifth of the respondents need each program (18.3% and 18.1%, respectively).

Figure 81: Knowledge about and Need for Rental and Housing Assistance Program (citywide)



Q16a: Do you know about these City government programs? Rental and housing assistance

Q16b: Do you know about these City government programs? Water, sewer, and stormwater bill payment assistance

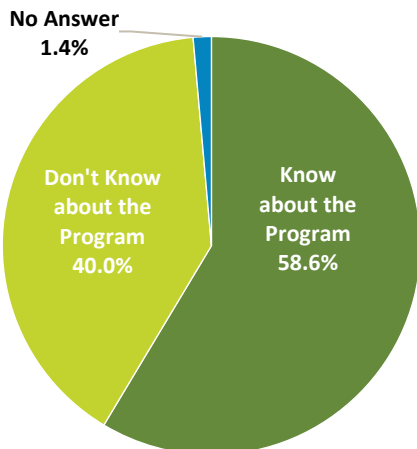
Q17a: Do you need: Rental and housing assistance?

Q17b: Do you need: Water, sewer, and stormwater bill payment assistance?

Unweighted N=4,484

Looking just at those people who said they need the programs, just under half of the respondents didn't know about the **Rental and Housing Assistance Program** (40.0%, Figure 82) or the **Water, Sewer, and Stormwater Bill Payment Assistance Program** (41.7%, Figure 83).

Figure 82: Knowledge about Rental and Housing Assistance Program of Those Who Need It (citywide)

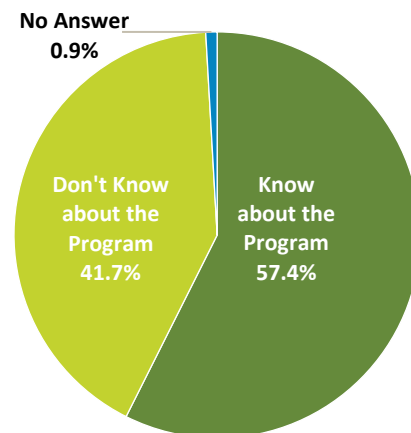


Q16a: Do you know about these City government programs? Rental and housing assistance

Q17a: Do you need: Rental and housing assistance?

Unweighted n=1,050

Figure 83: Knowledge about Water, Sewer and Stormwater Bill Payment Assistance Program (citywide)



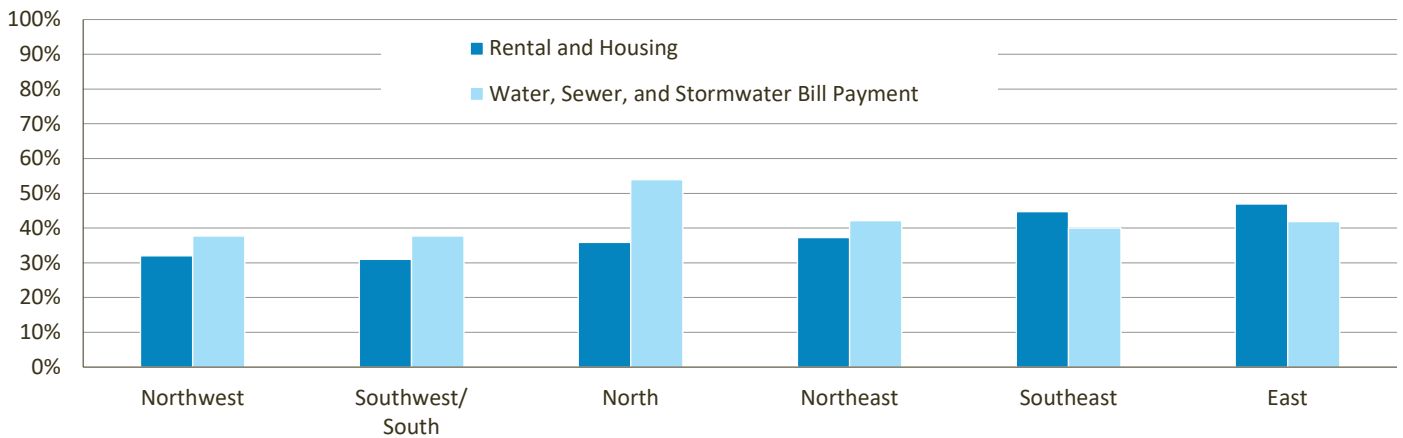
Q16b: Do you know about these City government programs? Water, sewer, and stormwater bill payment assistance

Q17b: Do you need: Water, sewer, and stormwater bill payment assistance?

Unweighted n=1,084

Looking more closely at just those individuals who reported that they **Need the Housing-related Assistance Programs**, Figure 84 presents the distribution of people who **Did Not Know** about each program by geography. The areas with the largest proportion of respondents who needed, but did not know about the Rental and Housing Assistance Program were **East** (46.9%) and **Southeast** (44.7%) Portland. The largest proportions of respondents who needed, but did not know about the Water, Sewer, and Stormwater Bill Payment Assistance Program were in **North** (53.9%), **Northeast** (42.1%), and **East** (41.9%) Portland.

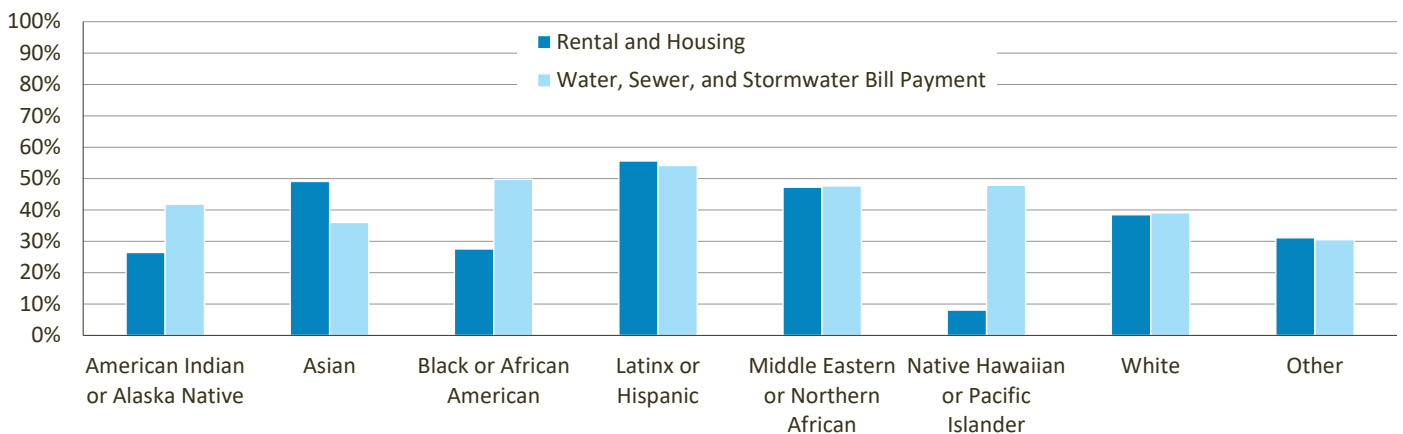
Figure 84: People Who Need, but Don't Know about Housing Assistance Programs by Geography



Q16a: Do you know about these City government programs? Rental and housing assistance
 Q17a: Do you need: Rental and housing assistance?
 Q16b: Do you know about these City government programs? Water, sewer, and stormwater bill payment assistance
 Q17b: Do you need: Water, sewer, and stormwater bill payment assistance?
 Q37. What is your five-digit zip code? [grouped into geographic areas]
 Unweighted n=387, Rental and housing assistance program; n=427, Water, sewer, and stormwater bill payment assistance program

Figure 85 shows the distribution across race/ethnicity. For the Rental and Housing Assistance Program, the largest proportion of respondents who needed, but did not know about it were people who identify as **Latinx or Hispanic** (55.6%), **Asian** (49.1%), and **Middle Eastern or Northern African** (47.2%). The largest proportions of people who needed, but did not know about the Water, Sewer, and Stormwater Bill Payment Assistance Program were those who identify as **Latinx or Hispanic** (54.2%), **Black or African American** (49.8%), **Native Hawaiian or Pacific Islander** (47.8%), and **Middle Eastern or Northern African** (47.6%).

Figure 85: People Who Need, but Don't Know about Housing Assistance Programs by Race/Ethnicity



Q16a: Do you know about these City government programs? Rental and housing assistance
 Q17a: Do you need: Rental and housing assistance?
 Q16b: Do you know about these City government programs? Water, sewer, and stormwater bill payment assistance
 Q17b: Do you need: Water, sewer, and stormwater bill payment assistance?
 Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted n=387, Rental and housing assistance program; n=427, Water, sewer, and stormwater bill payment assistance program

QUALITATIVE Summary for Housing and Homelessness

The majority of those who provided narrative responses to the survey's open-ended questions had numerous things to say regarding housing, homelessness, and the increased number of camps within the city. Respondents mentioned seeing and being affected by the increased numbers of camps and those living on the streets – in tents, in cars, and in RVs. Feelings of not being safe when having to walk around encampments that are located on the sidewalks, dirty streets and accumulated trash, and open drug use and criminal activity have created sadness, frustration, and anger for many Portlanders.

A variety of ideas were shared about what to do with and how to support those who are homeless, including moving them out of the city to live elsewhere and ensuring that affordable and supported housing is developed. Causes of homelessness were mentioned, including gentrification, drug addiction, lack of affordable housing, increased cost of living in Portland, not having rent control and increased rental costs, few living wage jobs, developers that tore down single room occupancy apartments and replaced them with high-cost apartments and condominiums, and mental illness. Not enforcing camping bans, handing out free tents and supplies to those who are homeless, to not having efficient and long-term goals for providing comprehensive services for those who are homeless were a variety of noted frustrations mentioned by respondents in their reflections of the homelessness crisis in Portland.

Economic Recovery

The items included in the Portland Insights survey that focused on economic recovery addressed technology issues experienced, the ability to find a job with sufficient pay, and knowledge about and need for small business support programs and job training programs.

Key QUANTITATIVE Findings for Economic Recovery

- ◆ Regarding technology issues experienced in past 12 months, the majority of respondents reported having no issues (69.7%). For those reporting issues, their **Smartphone, Tablet, or Computer running too slow or needing repair** was the most prevalent issue (14.5%).
- ◆ When respondents were asked whether or not they were able to find a job in Portland with sufficient pay, 47.6% reported that they **Agreed or Strongly Agreed**, while 26.9% noted combined **Disagreement**.
- ◆ The intersectionality of need and a lack of knowledge was comparable when examining both **Small Business Support Programs** and **Job Training Programs**, with 6.8% of respondents reporting needing support, but being unaware of these options.
- ◆ For the subset of respondents who endorsed both a need for and not knowing about **Small Business Support Programs** and **Job Training Programs**, East Portland reported the largest percentage of respondents (33.9% and 33.5%, respectively).

Representative Quotes

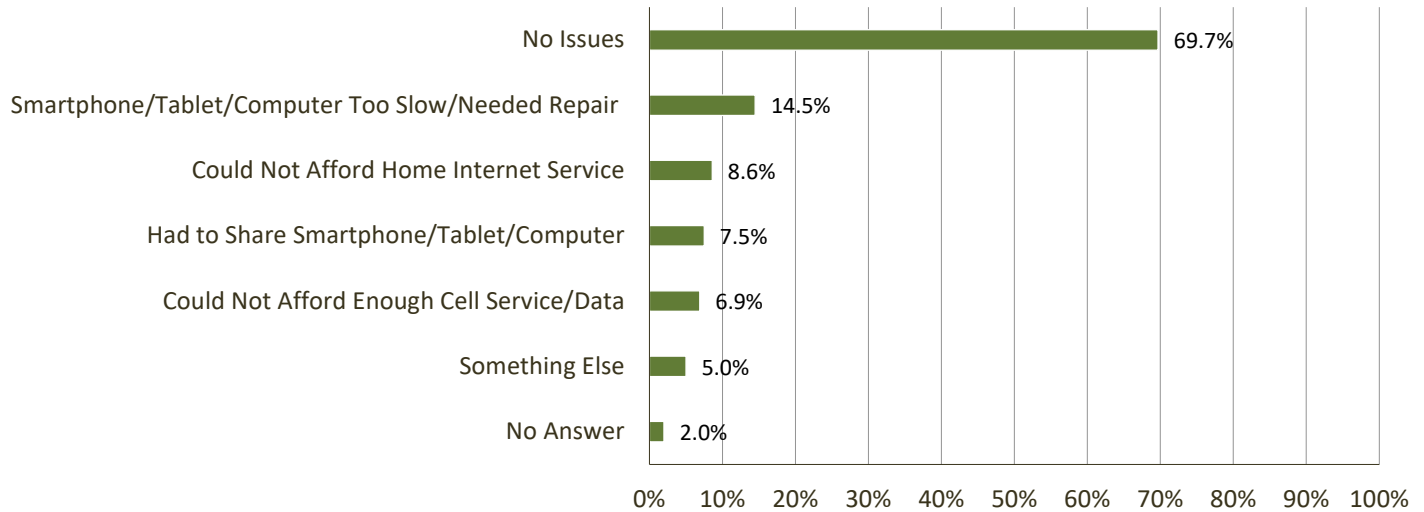
"Portland isn't keeping up with its growth. More people = more need for security. More people = more need for housing. More people = more variety so that everyone can afford to eat out, shop and move the economy."

"I think Portland is still recovering from Covid, and there are many empty storefronts still."

"We are trying to recover from a once in a hundred year pandemic that isn't even over yet. That earns the city a hall pass but the time is coming when the majority of its' citizens will want to see some improvement, which may require some bolder measures to be taken. Rooting for success."

The Portland Insights Survey included an item asking respondents to identify which technology issues they had experienced in the past 12 months (Figure 86). Respondents were able to select all of the issues that they experienced, which results in the percentages summing to more than 100%. The vast majority of respondents reported having no issues at all during the prior 12 months (69.7%). For those who did report issues, their **Smartphone, Tablet, or Computer Ran Too Slowly or Needed Repair** was the most commonly identified (14.5%).

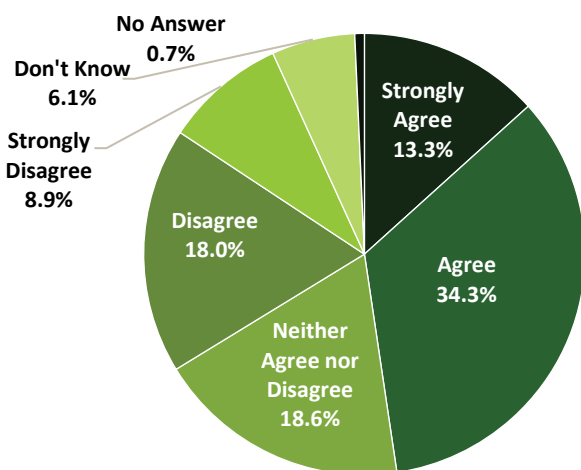
Figure 86: Technology Issues Experienced in Past 12 Months (citywide)



Q11: Technology is an important way to access city government services. Have you experience any of the following issues with technology in the past 12 months?
Unweighted N=4,484

Respondents were also asked to rate their agreement with “I can find a job in Portland that pays enough to support myself and/or my family.” For this analysis, only respondents who ranged in age from 18 to 72 years were included. Figure 87 shows that there was quite a spread of responses across the agreement scale. The largest proportion of respondents **Strongly Agreed** or **Agreed** (47.6%), while smaller proportions of respondents **Strongly Disagreed** or **Disagreed** (26.9%) and **Neither Agreed nor Disagreed** (18.6%). These findings suggest that finding a job in Portland that provides for oneself and one’s family is not the same for everyone.

Figure 87: Able to Find a Job in Portland with Sufficient Pay (citywide)



Q18: How much do you agree or disagree with the following statements? I can find a job in Portland that pays enough to support myself and/or my family.
Unweighted N=4,294 (18 to 72-year-olds only)

Representative Quotes

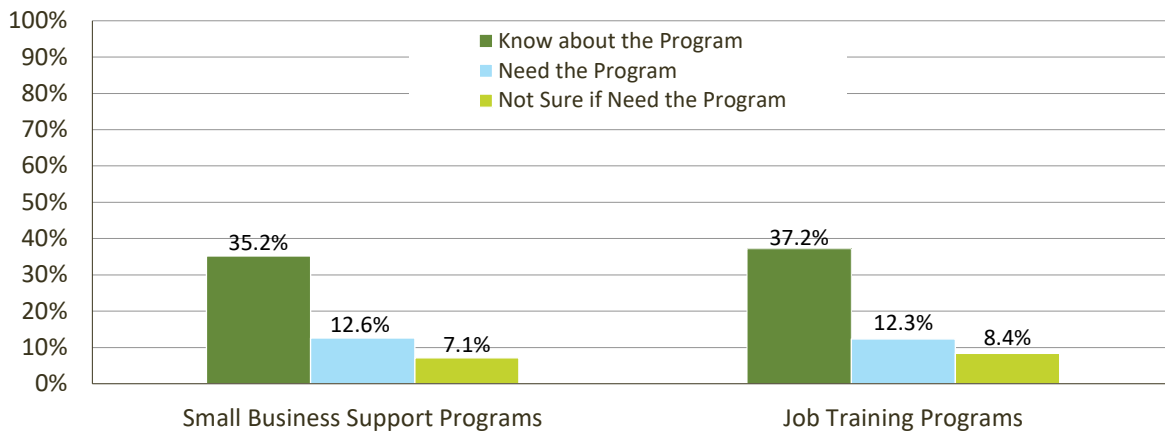
“As a working single mother of two children under 6, I fear for my family’s safety and financial future. The high cost of housing and day care has made it nearly impossible to get by. Most government programs are designed for non-working families leaving those like me in a position where we make too much for help but not enough to take care of ourselves.”

“Wages do not equal the cost of living.”

“When persons working full time, often two jobs, can’t afford an apartment, maybe the definition of “affordable” needs to be more realistically adjusted to be compatible with what people are paid.”

Respondents were asked if they know about and if they need two economy-related city programs. As with the two housing-related programs, Figure 88 shows that a similar proportion of respondents knew about **the Small Business Support Programs** (35.2%) and the **Job Training Programs** (37.2%). The proportions of respondents who needed each of those programs were also comparable (12.6% and 12.3%, respectively).

Figure 88: Knowledge about and Need for Small Business Support and Job Training Programs (citywide)



Q16c: Do you know about these City government programs? Small business support programs

Q16d: Do you know about these City government programs? Job training programs

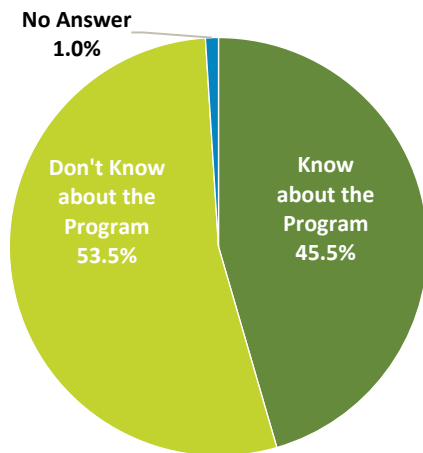
Q17c: Do you need: Small business support programs?

Q17d: Do you need: Job training programs?

Unweighted N=4,484

Looking just at those people who said they need the programs, just over half of the respondents didn't know about the **Small Business Support Programs** (53.5%, Figure 89) or the **Job Training Programs** (50.3%, Figure 90).

Figure 89: Knowledge about Small Business Support Programs of Those Who Need It (citywide)

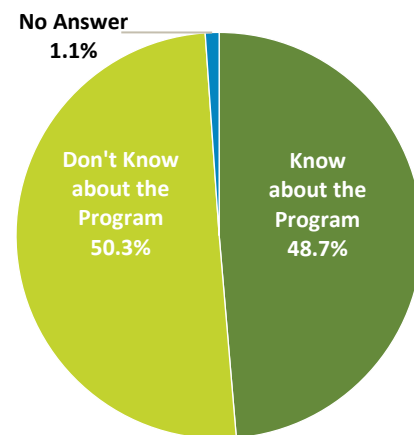


Q16c: Do you know about these City government programs? Small business support programs

Q17c: Do you need: Small business support programs?

Unweighted n=813

Figure 90: Knowledge about Job Training Programs (citywide)



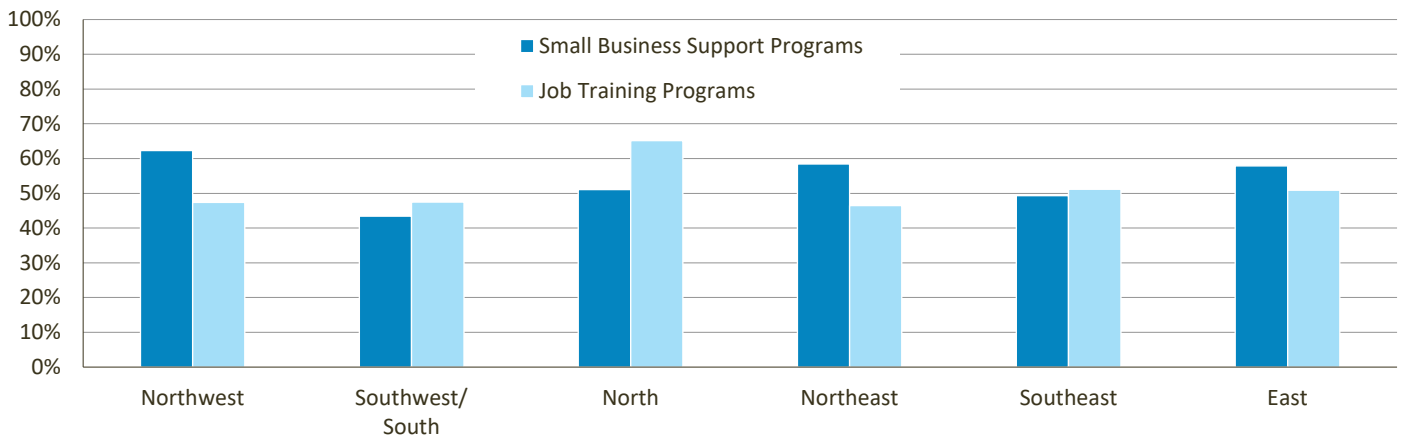
Q16d: Do you know about these City government programs? Job training programs

Q17d: Do you need: Job training programs?

Unweighted n=804

Looking more closely at just those individuals who reported that they **Need the Economic-related Assistance Programs**, Figure 91 presents the distribution of people who **Did Not Know** about each program by geography. The areas with the largest proportion of respondents who needed, but did not know about the Small Business Support Programs were **Northwest** (62.3%), Northeast (58.4%), and **East** (57.9%) Portland. The largest proportions of respondents who needed, but did not know about the Job Training Programs were in **North** (65.2%), **Southeast** (51.2%), and **East** (50.9%) Portland.

Figure 91: People Who Need, but Don't Know about Economic Assistance Programs by Geography



Q16c: Do you know about these City government programs? Small business support programs

Q17c: Do you need? Small business support programs

Q16d: Do you know about these City government programs? Job training programs

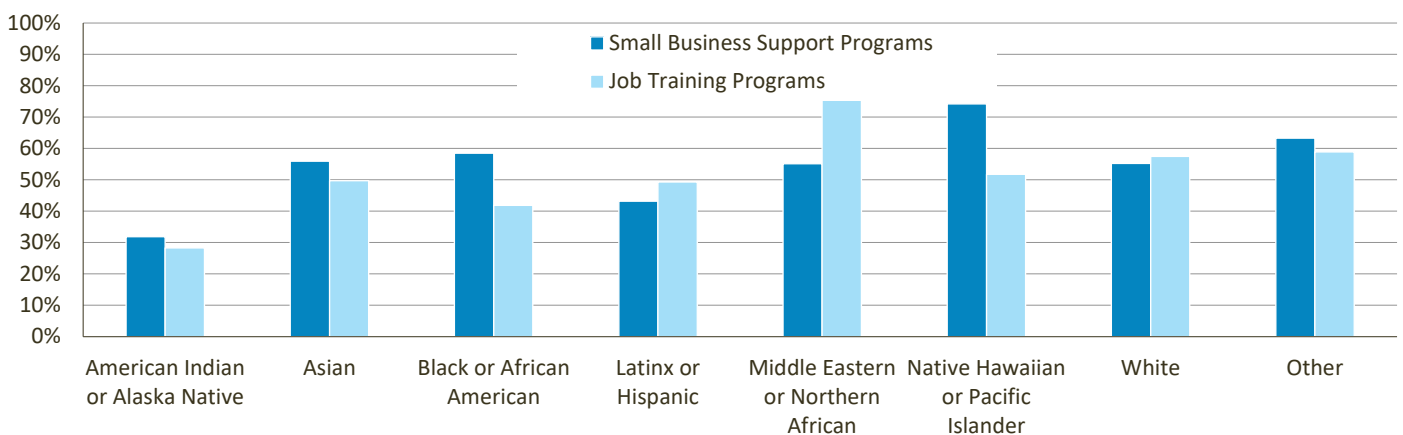
Q17d: Do you need? Job training programs

Q37. What is your five-digit zip code? [grouped into geographic areas]

Unweighted n=394, Small business support programs; n=358, Job training programs

Figure 92 shows the distribution across race/ethnicity. Over half of the respondents who needed, but did not know about the Small Business Support Programs were people who identify as **Native Hawaiian or Pacific Islander** (74.2%), **Latinx or Hispanic** (55.6%), a race/ethnicity in the **Other** category (63.3%), **Black or African American** (58.5%), **Asian** (56.0%), **White** (55.2%), and **Middle Eastern or Northern African** (55.1%). For the Job Training Programs, over half of the respondents who needed, but did not know about the were those who identify as **Middle Eastern or Northern African** (79.1%), a race/ethnicity in the **Other** category (58.9%), **White** (57.5%), and **Native Hawaiian or Pacific Islander** (51.8%).

Figure 92: People Who Need, but Don't Know about Economic Assistance Programs by Race/Ethnicity



Q16c: Do you know about these City government programs? Small business support programs

Q17c: Do you need? Small business support programs

Q16d: Do you know about these City government programs? Job training programs

Q17d: Do you need? Job training programs

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted n=394, Small business support programs; n=358, Job training programs

QUALITATIVE Summary for Economic Recovery

Economic recovery was another overall theme in the Portland Insights Survey, including whether respondents agreed, or not, that they could find a job in Portland that would pay enough to support themselves and/or their family. Themes related economic recovery that were shared in the open-ended questions centered on the City's lack of responsiveness to the growth of Portland's population, the increased numbers of homeless individuals, and the increased costs of living, including costs for rent, housing, increased taxes, and food. Wages for many are not equaling the cost of living. Increased costs for basic needs and increases in taxes, coupled with the challenge of finding livable-wage jobs in the city, heightens many Portlanders' frustration and feelings of fear and uncertainty related to the homelessness crisis and witnessing those in active mental health crises, to the reduction in city services, to increased violence, and to the number of dirty streets. Also noted was Portland's continued recovery from the COVID-19 pandemic and the riots of 2020, both of which are perceived by some to still affect perceptions about Portland from those not living here to those who have lived here their whole lives or for decades.

Government Performance

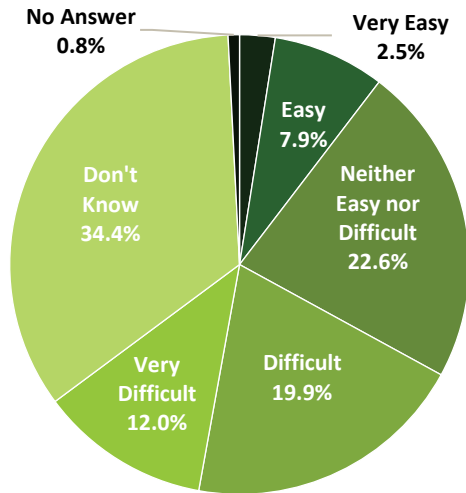
Respondents were presented with items associated with government performance, including ease of contacting city government on important issues and ways to make it easier, whether they had heard about a 311 non-emergency phone number, and how effective they think Portland city government is.

Key QUANTITATIVE Findings for Government Performance

- ◆ Regarding the ease of contacting the City about issues important to them, 10.4% of respondents noted that it is **Easy** or **Very Easy** while **Don't Know** (34.4%) was the most frequently selected option.
- ◆ Across city geography, respondents in **East Portland** noted the highest combined **Difficulty** contacting city government (42.2% **Difficult** or **Very Difficult**).
- ◆ In order to improve ease of government contact, respondents identified **Make Information Easier to Find** (54.2%) and **Prove that Community's Thoughts Lead to Changes** (54.0%) as the two most viable options.
- ◆ The majority of respondents reported not **knowing about 311** (51.8%), while 11.2% had called the number previously.
- ◆ When asked about whether or not Portland has an effective city government, fewer respondents selected **Agree** or **Strongly Agree** (23.9%) than **Disagree** or **Strongly Disagree** (50.1%).
- ◆ Across Portland's geography, **North Portland** and **Southeast Portland** had the highest levels of combined **Disagreement** (54.3% and 53.2%, respectively). The highest level of combined **Agreement** was reported by residents of Southwest/South Portland (27.8%).
- ◆ Those who **Agreed** or **Strongly Agreed** that the city has an effective government were more likely to identify as Native Hawaiian or Pacific Islander (37.6%), Black (36.6%), and American Indian or Alaska Native (36.6%), while those who **Disagreed** or **Strongly Disagreed** were more likely to fall into the category of Other (71.0%) and identify as White (55.4%).
- ◆ Combined **Disagreement** regarding the **effectiveness of Portland's city government** was highest for respondents who identify as Transgender (67.0%), followed by respondents who identified as gender expansive, Two Spirit, Undecided, or some other gender identity (54.1%).

Respondents were asked about the ease with which they could contact city government about issues that are important to them. Figure 93 shows that the largest proportion of respondents **Did Not Know** how to answer the question (34.4%), suggesting that they had not attempted to do so. For those who could answer the question, only 10.4% thought it was either **Easy** (7.9%) or **Very Easy** (2.5%), while more respondents (31.9%) thought it was either **Difficult** (19.9%) or **Very Difficult** (12.0%).

Figure 93: Contacting City Government on Issues Important to You (citywide)



Representative Quotes

“City government is out of touch with Portland. I never get a return call and rarely I think only once did I get a response for an email I sent after several attempts to call. That email did not address my concern. When I responded to that email I received no further communication. This suggests a very broken city government.”

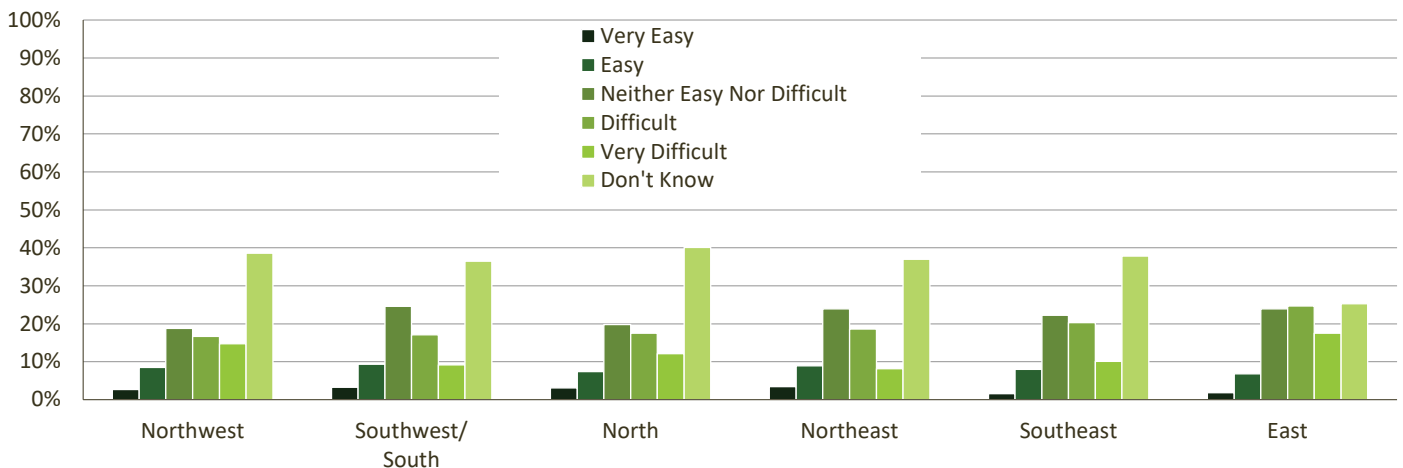
“I have been involved in trying to have my church kitchen permitted as a community/commercial kitchen. It is SO DIFFICULT to navigate with multiple bureaus, to meet onerous requirements that make sense for restaurants but not for a church-based community kitchen, trying to find city staff to help -- there's seemingly no one to help work through these issues, especially when multiple bureaus involved.”

Q7. How easy or difficult is it for you to contact the City government on issues important to you?
Unweighted N=4,484

Figures 94 to 98 intersect these data with selected demographic characteristics to identify any differences across population subgroups.

The distribution of responses does not vary much across five of the six areas of Portland (Figure 94), with **Don't Know** being the most common response (36.5% to 40.1%). However, East Portland responses are slightly different, with a larger proportion of respondents saying it is **Difficult** or **Very Difficult** to contact the city (42.2%) and a smaller proportion saying they **Don't Know** (25.3%).

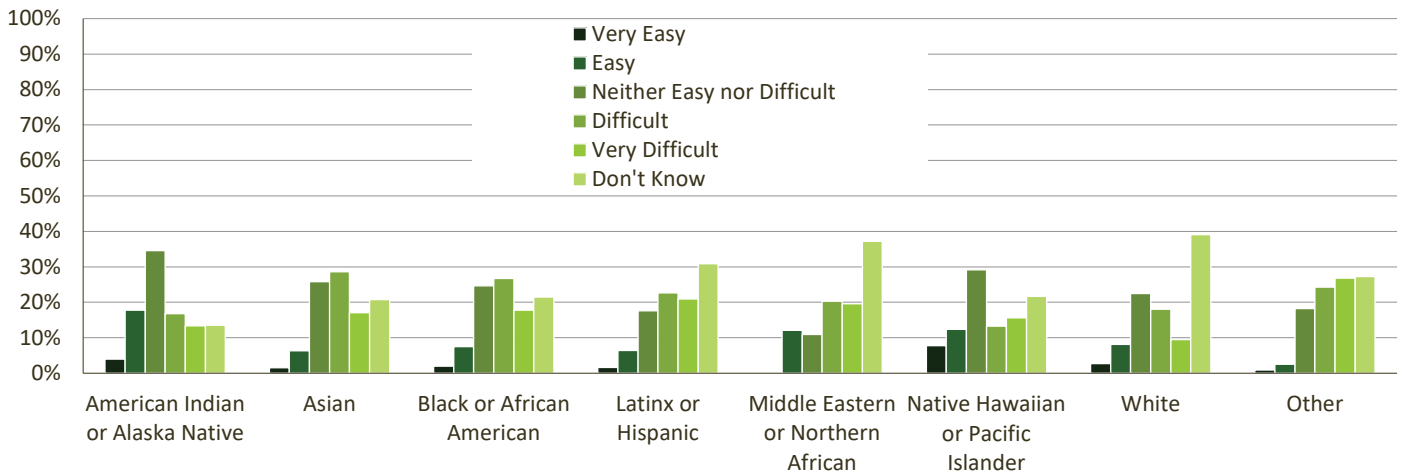
Figure 94: Contacting City Government on Issues Important to You by Geography



Q7. How easy or difficult is it for you to contact the City government on issues important to you?
Q37. What is your five-digit zip code? [grouped into geographic areas]
Unweighted N=4,484

Looking across racial and ethnic groups (Figure 95), a bit more variation is evident. Combining the **Difficult** and **Very Difficult** responses, the largest proportion of respondents were people whose identity falls in the **Other** category (51.1%), followed by people who identify as Asian (45.7%) or Black or African American (44.5%). The smallest proportion of respondents were people who identify as White (27.6%). Again, the proportion of people saying they **Don't Know** was pronounced, ranging from 13.5% for people who identify at American Indian or Alaska Native to 39.1% for people who identify as White.

Figure 95: Contacting City Government on Issues Important to You by Race/Ethnicity



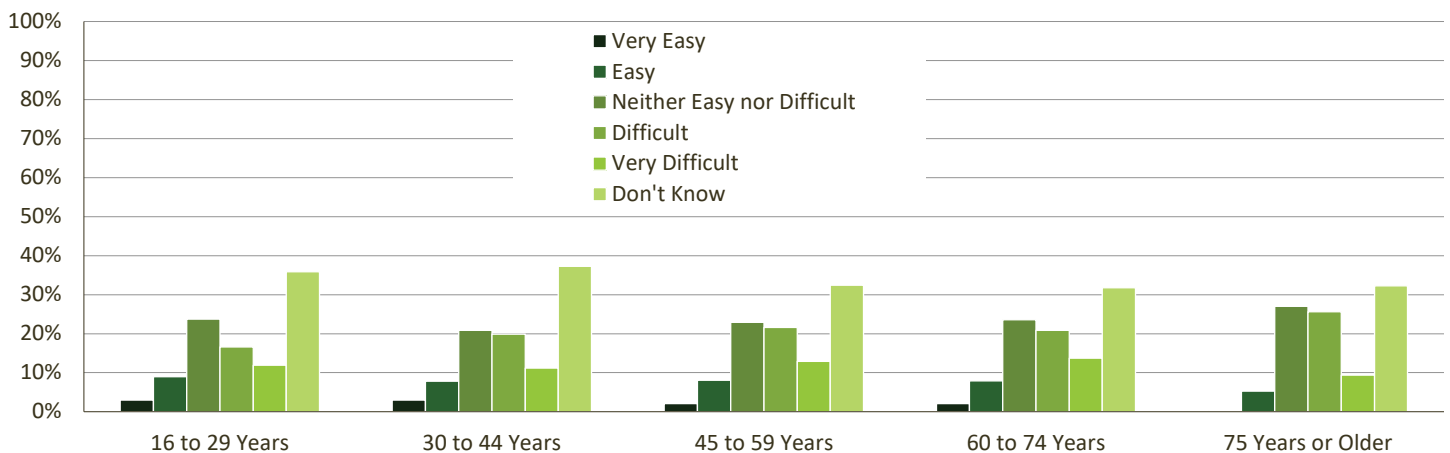
Q7. How easy or difficult is it for you to contact the City government on issues important to you?

Q39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

Unweighted N=4,484

Combining the **Difficult** and **Very Difficult** responses and looking across age groups (Figure 96), the largest proportion of respondents were people who are 75 years of age or older (35.0%), followed by people who are 60 to 74 years of age (34.6%). Again, the range of **Don't Know** responses was high, ranging from 37.3% for people who were 30 to 44 years old to 31.8% for people who are 60 to 74 years old.

Figure 96: Contacting City Government on Issues Important to You by Age



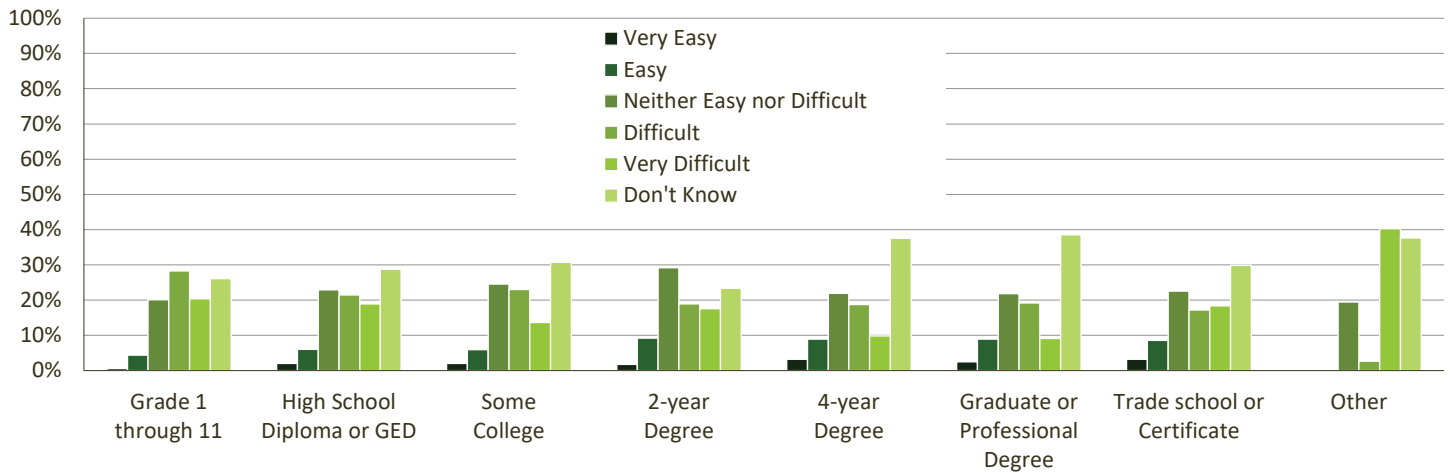
Q7. How easy or difficult is it for you to contact the City government on issues important to you?

Q36: What year were you born? [subtracted from 2023 and grouped into five age ranges]

Unweighted N=4,484

Responses about ease of contacting the city varied a bit more across different levels of education (Figure 97). The largest proportion of **Difficult** or **Very Difficult** responses was for those who had completed grades 1 through 11 (48.7%), while the smallest proportion was for people who had completed a Graduate or Professional Degree (28.3%) or 4-year Degree (28.5%).

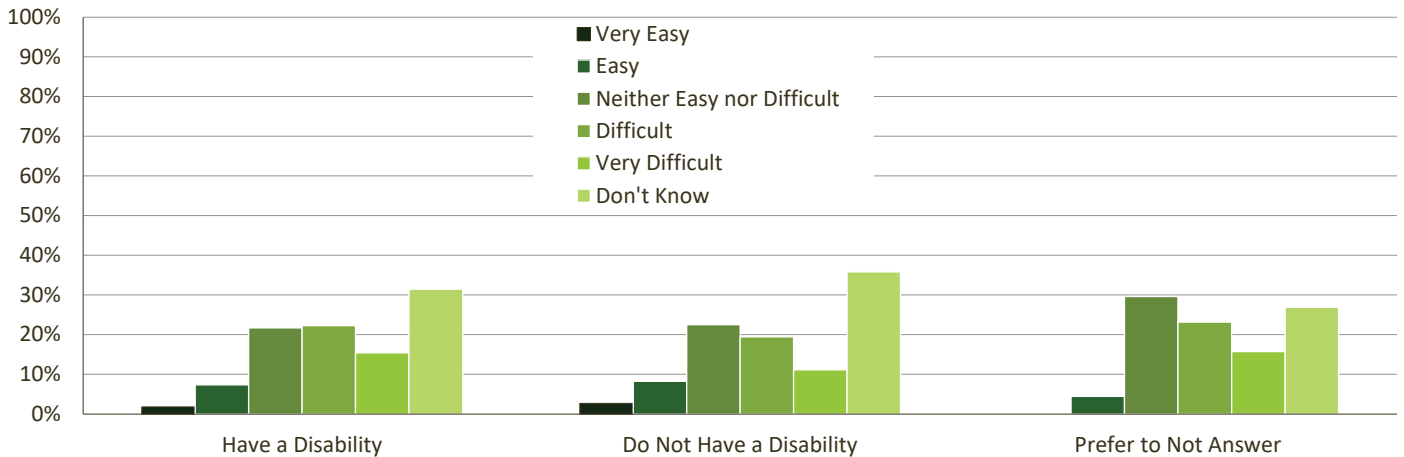
Figure 97: Contacting City Government on Issues Important to You by Education Level



Q7. How easy or difficult is it for you to contact the City government on issues important to you?
 Q41. What is the highest level of education you have completed?
 Unweighted N=4,484

People with a disability had a slightly more difficult time contacting the city (Figure 98), with 37.7% rating it **Difficult** or **Very Difficult** relative to 30.7% respondents who did not identify as having a disability.

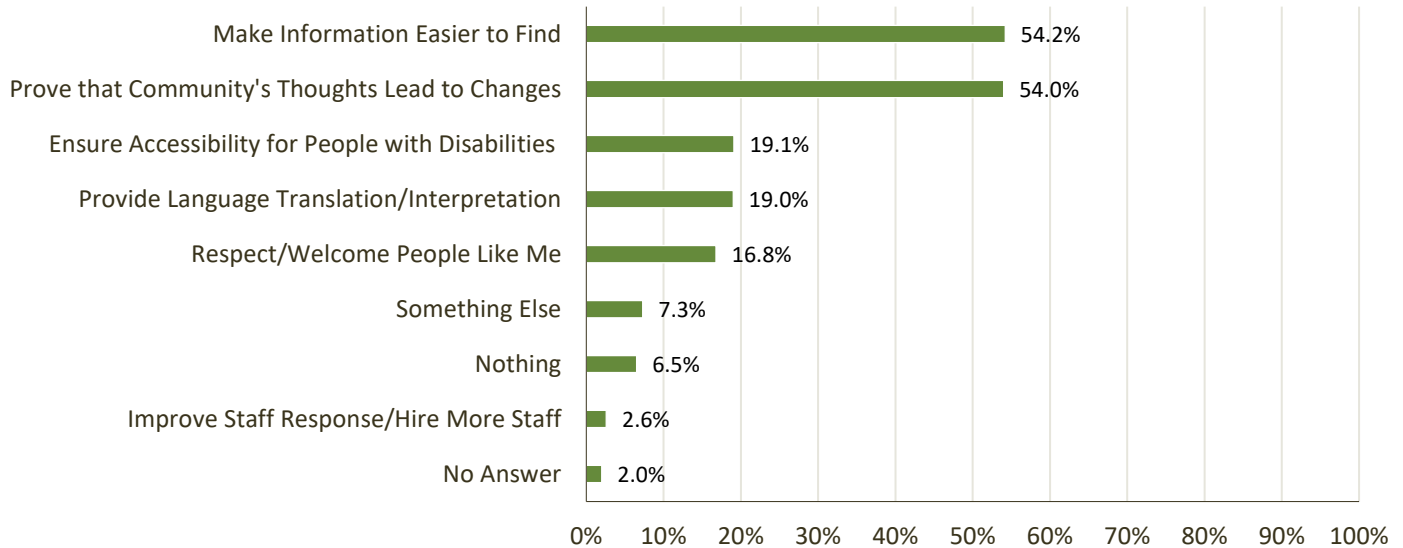
Figure 98: Contacting City Government on Issues Important to You by Disability Status



Q7. How easy or difficult is it for you to contact the City government on issues important to you?
 Q46. Do you identify as having or living with a disability?
 Unweighted N=4,484

After being asked how easy or difficult it is to contact city government, respondents were asked to identify the way in which that process could be made easier. Respondents were able to select all of the ways that they thought would be helpful, which results in the percentages summing to more than 100%. As seen in Figure 99, nearly half of the respondents selected **Make Information Easier to Find** (54.2%) and **Prove that the Community's Thoughts Lead to Changes** (54.0%).

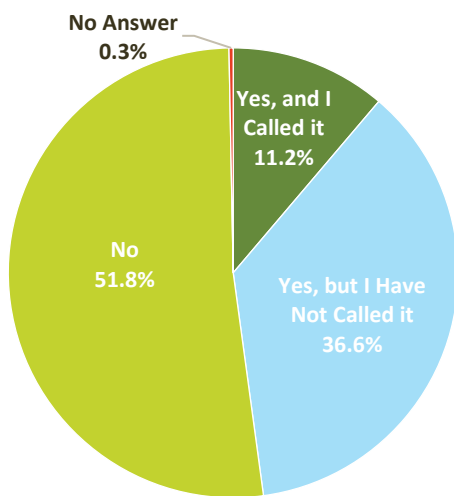
Figure 99: Ways to Make it Easier to Contact City Government (citywide)



Q8: What can be done to make it easier for you to contact the City government?
Unweighted N=4,484

Portland has recently implemented a 311 non-emergency phone number for reporting issues, requesting services, or requesting information about City or County programs and services. Respondents were asked if they had heard about 311 prior to reading the description in the survey. Figure 100 shows that approximately half of the respondents had heard about it (47.8%), with 11.2% of respondents having called it.

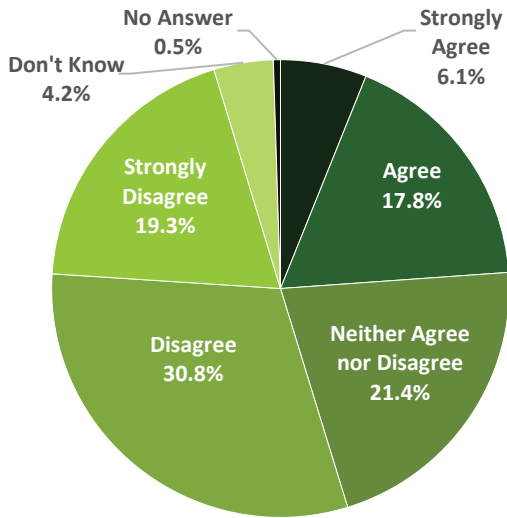
Figure 100: Heard about 311 (citywide)



Q10: Portland has a 311 non-emergency phone number for reporting issues, requesting services, or requesting information about City or County programs and services. Before today, had you heard about 311?
Unweighted N=4,484

In order to get critical feedback from the Portland community, an item in the Portland Insights Survey asked respondents to rate their agreement with the city of Portland having an effective government. Figure 101 shows that a smaller proportion **Agree** or **Strongly Agree** (23.9%) than **Disagree** or **Strongly Disagree** (50.1%).

Figure 101: City of Portland Has an Effective Government? (citywide)



Q35: How much do you agree or disagree that the city of Portland has an effective government?
Unweighted N=4,484

Representative Quotes

"I hope new leadership turns this city around, but I hope to be a part of the change. This is my home. I love Portland and the state of Oregon and feel blessed to live here. Wish our elected officials would treat our area with more respect and responsibility."

"The local government has failed to meet the challenges of the last 4-5 years. The city is in total disarray. Massive changes need to be made to get this city back to respectability. Back to a place that has a national reputation as a gem of the northwest and not the current crime and trash infested mess its become. As a native Portlander who grew up here and went to school downtown at Lincoln, the devolution of my town is heartbreaking."

"There are some amazing young leaders in this community. Would love to see it be easier for young people to run for office competitively. We need new leadership and new perspectives."

"Basic things that people need (and WANT most times) are not being addressed effectively by our leadership creating a dissonance. Instead of reactionary responses, government should be deeply engaging in the communities to choose a course that weighs as many legitimate needs as possible."

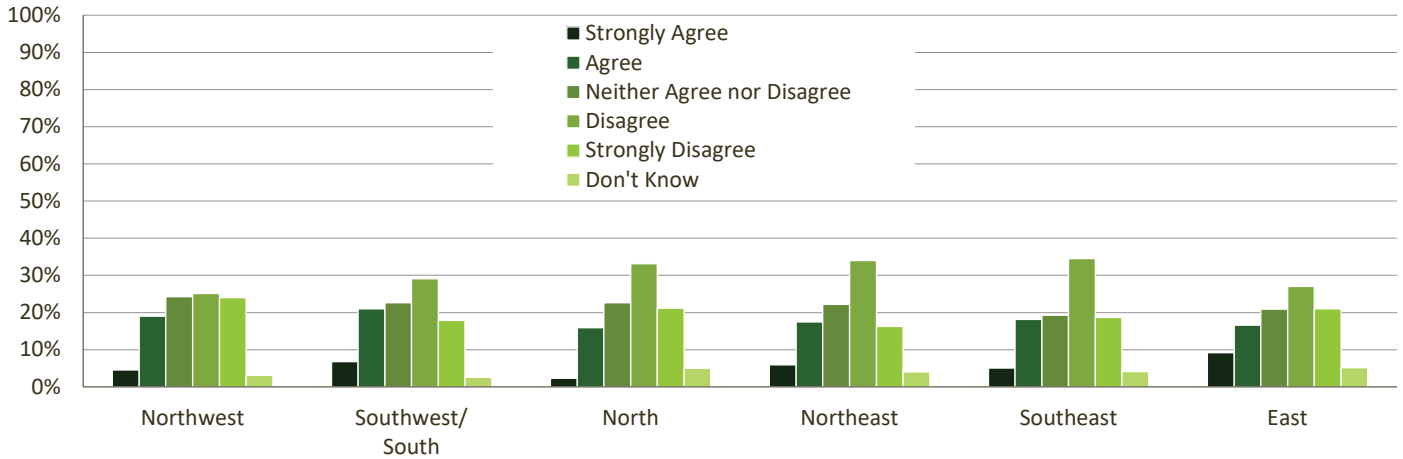
"It's a complex environment, and city leaders are trying hard. I wish the city departments and leaders were not as silo-ed and hope that the recent ballot-initiative changes will fix issues. Generally, city leaders have good intentions, and are pushing forward to improve the city."

"Commission form of government doesn't work at all; it's also obvious that citizens of lower income areas are second class citizens that in many cases don't even have sidewalks, paved roads, or good public transit. The City of Portland should be improving and maintaining all areas of the city, not just where people with money live."

"The current city government structure doesn't adequately represent the citizens of Portland, as commissioners serve city-wide, instead of by zone. As a result, not all commissioners are in touch with the realities that Portlanders face on a day to day basis, and are therefore more likely to advance their own agendas based on their limited perceptions of Portland. If we have zones and representatives, then those commissioners can listen to, learn from, and better represent and serve them in a government setting."

Responses to this question were fairly consistent throughout the city (Figure 102), with **Disagreement** being the most common in all six geographic areas. Combining both **Disagree** and **Strongly Disagree**, the largest proportion of respondents lived in North Portland (54.3%), followed by Southeast Portland (53.2%). The highest level of combined **Agreement** was reported by residents of Southwest/South Portland (27.8%).

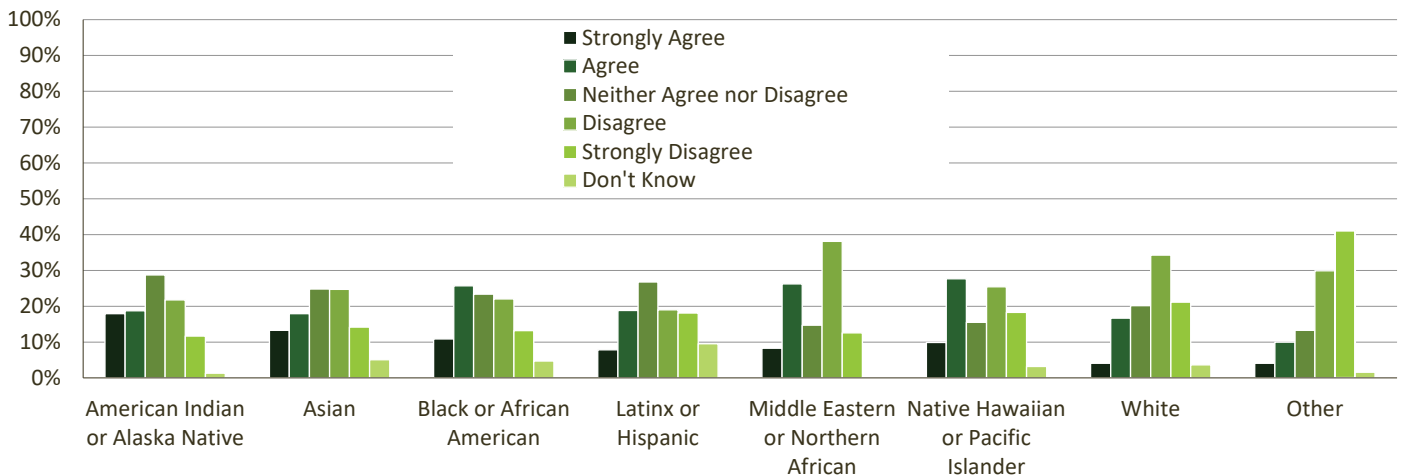
Figure 102: Effectiveness of Portland’s City Government by Geography



Q35: How much do you agree or disagree that the city of Portland has an effective government?
 Q37: What is your five-digit zip code? [grouped into geographic areas]
 Unweighted N=4,484

Responses about the effectiveness of Portland’s city government varied across racial/ethnic groups (Figure 103). Those who **Agreed** or **Strongly Agreed** that the city has an effective government were more likely to identify as Native Hawaiian or Pacific Islander (37.6%), Black (36.6%) or American Indian or Alaska Native (36.6%), while those who **Disagreed** or **Strongly Disagreed** were more likely to fall into the category of Other (71.0%) or identify as White (55.4%).

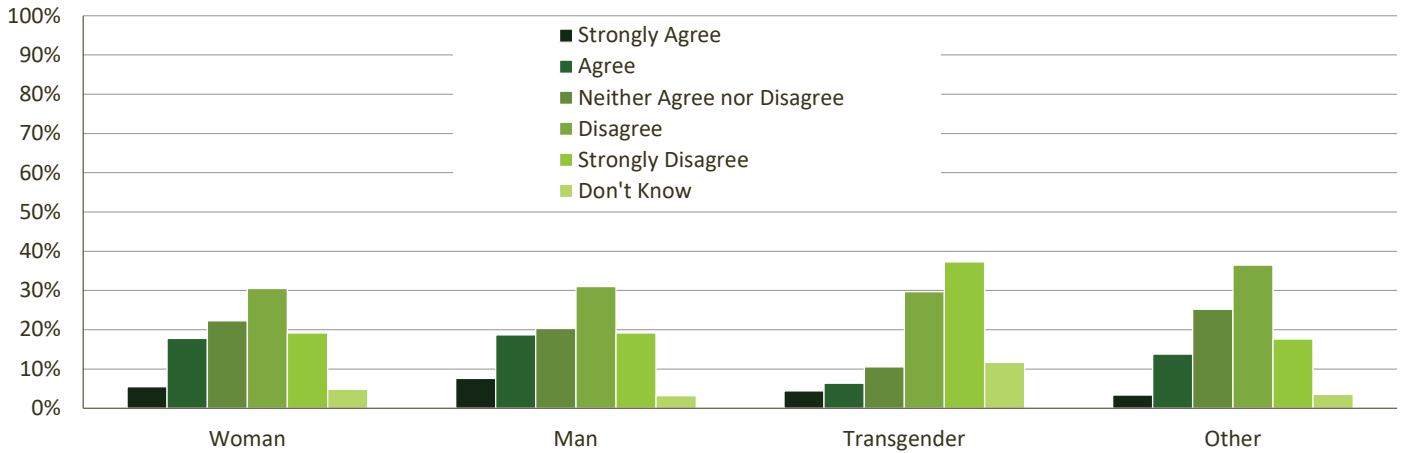
Figure 103: Effectiveness of Portland’s City Government by Race/Ethnicity



Q35: How much do you agree or disagree that the city of Portland has an effective government?
 Q39: Which of the following describes your racial or ethnic identity? Please select ALL that apply.
 Unweighted N=4,484

Participants across all four gender groupings primarily **Disagreed** or **Strongly Disagreed** that Portland has an effective government (Figure 104). Combined **Disagreement** was highest for respondents who identify as Transgender (67.0%), followed by respondents who identified as gender expansive, Two Spirit, Undecided, or some other gender identity (54.1%).

Figure 104: Effectiveness of Portland’s City Government by Gender



Q35: How much do you agree or disagree that the city of Portland has an effective government?

Q38: How do you identify your gender?

Categories collapsed due to low frequency:

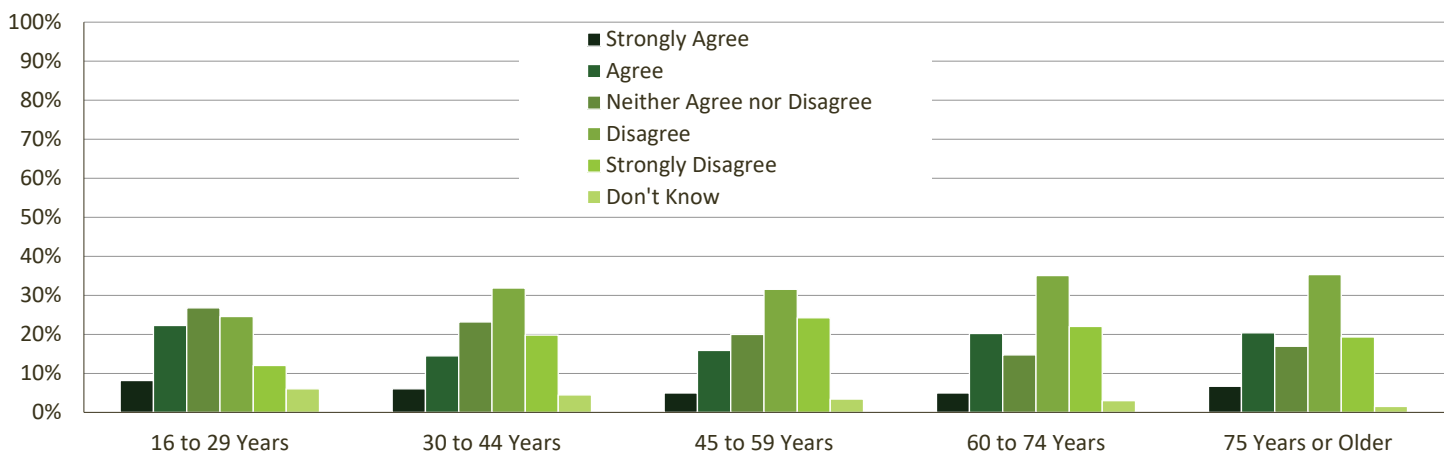
Transgender, Trans man, Trans woman → Transgender

Gender expansive, Two Spirit, Undecided, Prefer to describe my gender → Other

Unweighted N=4,484

With the exception of respondents who were 16 to 29 years of age, more than half of respondents within the other age groups indicated that they **Disagree** or **Strongly Disagree** that the city of Portland has an effective government (Figure 105). Those who most frequently responded this way were 60 to 74 years of age (57.1%) or were 45 to 59 years of age (55.7%). Respondents who were 16 to 29 years of age were almost equally likely to **Agree** or **Strongly Agree** (30.5%) as they were to **Disagree** or **Strongly Disagree** (36.6%).

Figure 105: Effectiveness of Portland’s City Government by Age



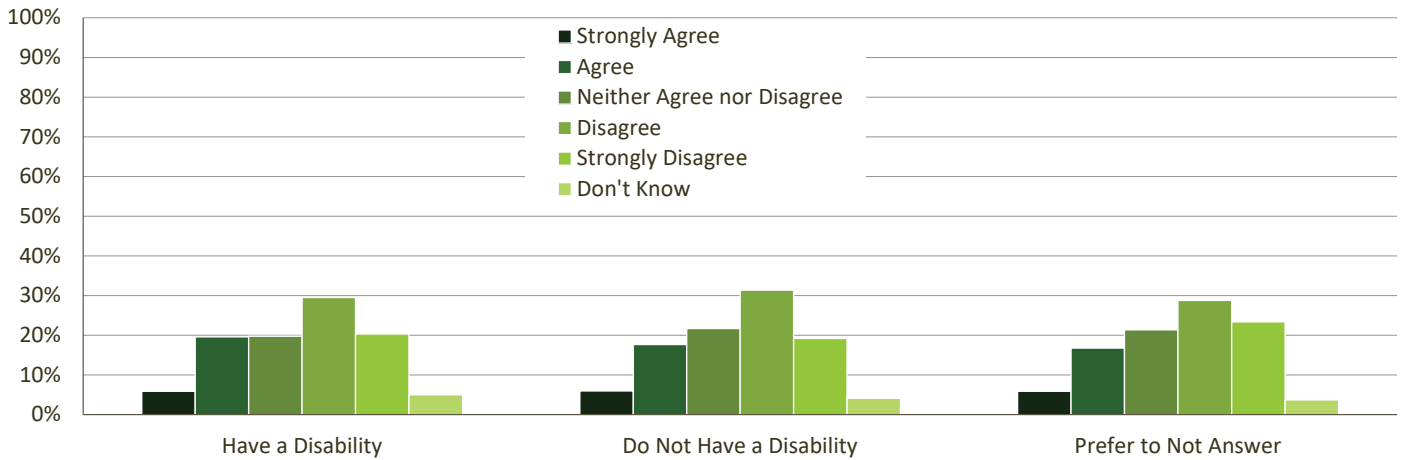
Q35: How much do you agree or disagree that the city of Portland has an effective government?

Q36: What year were you born? [subtracted from 2023 and grouped into five age ranges]

Unweighted N=4,484

People with and without a disability responded similarly, with about half of each group (49.8% with a disability, 50.6% without a disability) either **Disagreeing** or **Strongly Disagreeing** that the city has an effective government (Figure 106). Approximately one-quarter of each group **Agreed** or **Strongly Agreed** (25.5% with a disability, 23.7% without a disability).

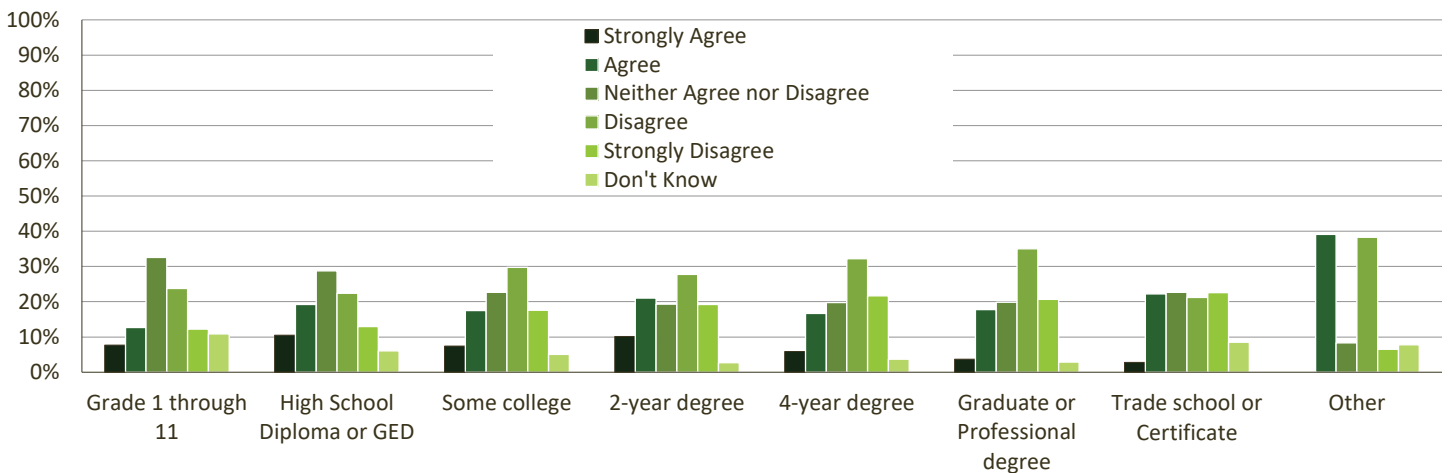
Figure 106: Effectiveness of Portland’s City Government by Disability Status



Q35: How much do you agree or disagree that the city of Portland has an effective government?
 Q46. Do you identify as having or living with a disability?
 Unweighted N=4,484

Responses about the effectiveness of Portland’s city government varied quite a bit across different levels of education (Figure 107). The smallest proportion of **Disagree** or **Strongly Disagree** responses was from those who had completed high school or earned their GED (35.4%), while the largest proportion was for people who had completed a graduate or professional degree (55.7%).

Figure 107: Effectiveness of Portland’s City Government by Education Level



Q35: How much do you agree or disagree that the city of Portland has an effective government?
 Q41. What is the highest level of education you have completed?
 Unweighted N=4,484

So many thoughtful comments were received associated with the effectiveness of Portland’s city government that the following page is dedicated to highlighting more of the voices of people living in Portland.

QUALITATIVE Summary for Government Performance

Many respondents wrote about both Portland's current form of government and the newly passed charter. Respondents' opinions included: the city needs professional management of the city and its bureaus, there is lack of agreement and coordination among the bureaus, and the bureaus are too siloed and concerned about their own specific interests. Some respondents believe that the city generally provides many of the basic services, though most who shared their written opinions do not agree that the city has effective governance. Most opinions stated that the city has not done a good job at addressing the larger systemic issues of affordable housing, homelessness, increased crime and violence, or supporting those experiencing mental health crises. Poor streets and sidewalks, especially in East Portland, long wait times when trying to access city offices or 911, and lack of responsiveness from leadership are additional frustrations experienced by many Portlanders. Respondents also noted their awareness that police are not responding, or showing up too late, when residents call in to make crime reports.

Representative Quotes

"The City of Portland government is siloed. The agencies are managed by politicians who do not always know how to manage. The bureaucratic managers are beholden to the politicians. The politicians have no geographic responsibilities resulting in some parts of Portland getting attention and other parts of Portland getting little to no attention unless it is to solve the problems the rest of Portland does not want. (Outer East Portland). ...The simplest matters appear not get accomplished in Portland because many in the government appear to have a circular discussion of agreement. To be harsh... Portland government seems at times more concerned with its appearance of being... insert the word one might choose.... progressive/innovative/cutting edge ... rather than boring, practical, problem solving oriented. I realize there are many city employees who work very hard at their jobs and I am grateful for their service. Portland gets many things right, I am thankful to live in such a beautiful place but I do not believe the city government performs at a level that is optimal. As the government is set up now, it is too easy for the departments to play a complex shell game of who is responsible for completing an action at the cost of efficient problem solving. We are better together - that should apply to all levels of city government."

"The city has taken a massive blow to its image outside the area, but worse has a self-inflicted set of wounds to its psyche, identity and its ability to effectively negotiate tough times with a creative togetherness. Portland's leaders are solid people, but are not actively engaged with outrage on the street level. I keep dreaming, one day the Mayor and other leaders will be in a group walking the streets at 7am talking with everyone and taking names, numbers and levels of commitment to fix things together!"

Appendix A: Survey Instrument

NOTE: The paper version of the survey is included. The web-based survey was identical in content and structure. Copies of the survey in Chinese, Russian, Spanish, Ukrainian, or Vietnamese are available upon request.



Portland Insights Survey

Welcome to the 2022 Portland Insights survey! Your answers will help the City of Portland government make budget and policy decisions that will benefit all Portland residents. We value your ideas, perspectives, and insights. The survey is voluntary and all responses are confidential. You can skip any question you do not want to answer. The survey will take you about 10 to 15 minutes to complete. Thank you for your time and for caring about Portland.

Please return the completed survey and Cash Card Entry Form in the enclosed postage-paid envelope to:

**Portland State University, Regional Research Institute (RRI)
PO Box 751
Portland OR 97207**

1. Are you 16 years old or older?

- Yes
- No → Thank you for your interest, but we are only surveying people who are at least 16 years of age.

2. Do you currently live in the city of Portland?

- Yes
- No [answer Question 2a]

[go to Question 3]

2a. Have you lived in the city of Portland in the last 5 years?

- Yes [answer Question 2b]
- No → Thank you for your interest, but we are only surveying people who have lived in Portland within the last 5 years.

2b. What are the top reasons why you moved away from Portland?

[Select ALL that apply]

- For a more affordable home
- For a job or other opportunity
- To be closer to work, school, family, or friends
- For better school districts
- Other (please specify): _____

[go to Question 36]

3. Overall, how satisfied or dissatisfied are you with Portland as a place to live?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Very | Dissatisfied | Neither | Satisfied | Very | Don't |
| Dissatisfied | | satisfied nor | | satisfied | know |
| | | dissatisfied | | | |

4. What is the greatest challenge facing Portland? [Select ONLY one]

- Community safety
- Cost of living
- Discrimination based on race
- Homelessness
- Preventing and preparing for climate change
- Other(s) – Please specify: _____

5. The City of Portland government has a limited budget to spread across all the services the city provides. Please choose which service is the most important to you. [Select ONLY one]

- Affordable housing and homeless services
- Art and culture
- City parks, community centers, and recreation programs
- City street, sidewalks, and transportation
- Economic support for individuals and small businesses
- Environmental protection
- Maintenance of City buildings and facilities
- Safety services (Police, Fire, 9-1-1, violence prevention)
- Other (please specify) _____

6. How should the City government invest resources? [Select ONLY one]

- Resources split equally across zip codes
- More resources in zip codes with greater need

7. How easy or difficult is it for you to contact the City government on issues important to you?

- | | | | | | |
|-----------------------|-----------------------|-------------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Very
difficult | Difficult | Neither difficult
nor easy | Easy | Very
easy | Don't
know |

8. What can be done to make it easier for you to contact the City government? [Select ALL that apply]

- | | |
|---|--|
| <input type="checkbox"/> Ensure accessibility for people living with disabilities | <input type="checkbox"/> Provide language translation and interpretation |
| <input type="checkbox"/> Make information easier to find | <input type="checkbox"/> Respect and welcome people like me |
| <input type="checkbox"/> Prove that the community's thoughts lead to changes | <input type="checkbox"/> Something else (please specify:)
_____ |
| | <input type="checkbox"/> Nothing |

9. Which of the following solutions to homelessness would you support being built in your neighborhood?

[Select ALL that apply]

- | | |
|--|---|
| <input type="checkbox"/> Indoor shelter facilities | <input type="checkbox"/> Tiny houses/pods |
| <input type="checkbox"/> Legal RV/car parks | <input type="checkbox"/> Other (please specify):
_____ |
| <input type="checkbox"/> Legal tent camps with on-site support | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Subsidized apartment complexes | |
| <input type="checkbox"/> Substance abuse and mental health clinics | |

10. Portland has a 311 non-emergency phone number for reporting issues, requesting services, or requesting information about City or County programs and services. Before today, had you heard about 311? [Select ONLY one]

- Yes, and I have called it
- Yes, but I have not called it
- No

11. Technology is an important way to access City government services. Have you experienced any of the following issues with technology in the past 12 months? [Select ALL that apply]

- | | |
|--|--|
| <input type="checkbox"/> Could not afford enough cell phone service and/or data for my needs | <input type="checkbox"/> Smartphone, tablet, or computer ran too slowly or needed to be repaired |
| <input type="checkbox"/> Could not afford home internet service | <input type="checkbox"/> Something else (please specify):
_____ |
| <input type="checkbox"/> Had to share my smartphone, tablet, or computer with others | <input type="checkbox"/> No issues |

12. Do you look out for your nearest neighbors' safety and the safety of their property? [Select ONLY one]

- Yes
- No
- Don't Know

13. Is there someone in your neighborhood who you would check on during severe weather? [Select ONLY one]

- Yes
- No
- Don't Know

14. Is there someone in your neighborhood who would check on you on during severe weather? [Select ONLY one]

- Yes
- No
- Don't Know

15. Which of the following ways of getting around the city would you like to do more, if it is affordable and safe to do?

[Select ALL that apply]

- Bike
- Drive
- E-bike or e-scooter
- Ride public transit (bus, MAX or streetcar)
- Walk or roll in a wheelchair or mobility device
- Other (please specify): _____

16. Do you know about these City government programs?

[Select ONLY one each]

	Yes	No
a. Rental and housing assistance	<input type="radio"/>	<input type="radio"/>
b. Water, sewer, and stormwater bill payment assistance	<input type="radio"/>	<input type="radio"/>
c. Small business support programs	<input type="radio"/>	<input type="radio"/>
d. Job training programs	<input type="radio"/>	<input type="radio"/>

17. Do you need... [Select ONLY one each]

	Yes	No	Not Sure
a. Rental and housing assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Water and sewer bill payment assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Small business support programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Job training programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much do you agree or disagree with the following statements? [Select ONLY one each]

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
18. I can find a job in Portland that pays enough to support myself and/or my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Portland is a city where everyone can succeed and thrive regardless of their identity (race, ethnicity, disability, gender, language, religion, and sexual orientation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied or dissatisfied are you with the following? [Select ONLY one each]

	Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't Know
20. Cleanliness of streets, sidewalks and other public spaces throughout Portland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Quality of garbage, recycling, and composting services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Quality of Parks and Natural Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Quality of the roads, streetlights, and sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. How can we make it easier for you to use Portland's public parks and recreational programs (community gardens, movies in the park, community center activities, etc.)? [Select ALL that apply]

- Improve safety in the parks
- Make facilities easier to get around for people living with disabilities
- Make the programs more affordable
- Provide information and programs in my language
- Provide more cultural programs (Slavic music Concert in the Park, Vietnamese festival, Chinese dance show, Spanish Movies in the Park, etc.)
- Other (please specify): _____
- Nothing to improve

Community safety means having a sense of belonging and peace. It means not being worried that someone will harm me (for example, stealing my phone; intimidating me; hurting me because of my race, ethnicity, disability, etc.).

In the items below, “**central city**” is the area along both sides of the Willamette River: downtown Portland (including Pearl District, Portland State University, SW Waterfront); inner NE (including Lloyd District, inner SE to 12th Avenue).

How much do you agree or disagree with the following statements? [Select ONLY one each]	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
25. I feel safe walking during the DAY in my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I feel safe walking during the DAY in the central city?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. I feel safe walking at NIGHT in my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. I feel safe walking at NIGHT in the central city?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Today, armed police officers are the first to respond to a wide range of 911 calls. The City of Portland has started programs where **trained, unarmed responders** such as paramedics, community health workers, and mental health crisis therapists respond to certain situations, either with or without armed police officers.

29. How much do you agree or disagree that <u>armed police officers</u> should respond to 911 calls, either alone or with trained, unarmed responders for:	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a. Someone in a mental health crisis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Someone damaging property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Someone sleeping on the sidewalk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Someone on private property who won't leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In addition to responding to 911 calls, how should <u>armed police officers</u> prioritize their response to the following situations?	Not a priority	Low priority	Medium priority	High priority	Do not want police to do this
30. Crime prevention (work with community members to reduce the likelihood of crime, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Following up with a reported crime (search for suspects, locate stolen vehicles, gather evidence, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Community engagement and outreach (attend neighborhood meetings, plan community events, participate in Coffee with a Cop, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Traffic enforcement in high-crash streets and intersections (use photo/radar van and police missions to reduce speeding and red-light running, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Patrolling in high-crime locations (have high visibility patrols and additional foot patrols, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. How much do you agree or disagree that the city of Portland has an effective government?

Strongly disagree
 Disagree
 Neither agree nor disagree
 Agree
 Strongly agree
 Don't know

35a. Please tell us about your rating. _____

In order to understand the needs, experiences, and beliefs of different communities within the City of Portland, we ask you to provide some information about yourself. You can skip any questions that you don't feel comfortable answering. Remember, we will protect your information and privacy.

36. What year were you born? _____

37. What is your five-digit zip code? _____

38. How do you identify your gender? *[Select ALL that apply]*

- | | |
|---|---|
| <input type="checkbox"/> Man | <input type="checkbox"/> Trans woman |
| <input type="checkbox"/> Woman | <input type="checkbox"/> Two Spirit |
| <input type="checkbox"/> Gender expansive (e.g. non-binary, agender, gender fluid, genderqueer) | <input type="checkbox"/> I am undecided or questioning |
| <input type="checkbox"/> Transgender | <input type="checkbox"/> I prefer to describe my gender as: _____ |
| <input type="checkbox"/> Trans man | <input type="checkbox"/> I prefer not to disclose |

39. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

American Indian or Alaska Native

- American Indian
- Alaska Native
- Canadian Inuit, Metis or First Nation
- Indigenous Mexican, Central or South American

Latinx or Hispanic

- Central American
- Mexican
- South American
- Other Latinx or Hispanic

Asian

- Asian Indian
- Cambodian
- Chinese
- Communities of Myanmar
- Filipino/a
- Hmong
- Japanese
- Korean
- Laotian
- South Asian
- Vietnamese
- Other Asian

Middle Eastern/Northern African

- Middle Eastern
- North African

Native Hawaiian or Pacific Islander

- Chamorro
- Communities of the Micronesian Region
- Marshallese
- Native Hawaiian
- Samoan
- Other Pacific Islander

Black or African American

- African American
- Afro-Caribbean
- Ethiopian
- Somali
- Other African (Black)
- Other Black

White

- Eastern European
- Slavic
- Western European
- Other White
- Not listed above (please describe): _____
- Don't know
- I prefer not to disclose

40. Are you an enrolled member, and/or a descendant, of a Federal or State recognized American Indian Tribe or Alaskan Native Village/Corporation? Please check each one that applies for you and provide the tribal affiliation.

- Enrolled Member – Tribal Affiliation(s): _____
- Descendant – Tribal Affiliation(s): _____

41. What is the highest level of education you have completed? *[Select ONLY one]*

- Grade 1 through 11
- High school diploma or GED
- Some college, but no degree
- Associates degree (2-year degree)
- Bachelor's degree (4-year degree)
- Graduate or professional degree
- Trade school or certificate program
- Other (please specify:)

42. Which best describes your current housing situation? *[Select ONLY one]*

- Rent
- Own (with or without a mortgage)
- Living with others, but not paying rent
- Other (please specify:)

43. How would you describe your current residence? *[Select ONLY one]*

- Single-family, detached home
- Attached home, duplex, triplex, or four-plex
- Apartment or condo in a building/complex
- Manufactured or mobile home
- ADU (accessory dwelling unit) or tiny home
- Other (please specify:)

44. What is your total household income? (Household includes those who live under the same roof and make up a family). *[Select ONLY one]*

- Less than \$10,000
- \$10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more
- Don't know
- I prefer not to disclose

45. How many people live in your household? _____

46. Do you identify as having or living with a disability? *[Select ONLY one]*

- Yes *[answer Question 46a]*
- No *[skip to Question 47]*
- I prefer not to answer *[skip to Question 47]*

46a. Please describe the nature of your disability. *[Select ALL that apply]*

- Hearing
- Intellectual, Developmental, Cognitive
- Mental Health
- Mobility or other physical disabilities
- Speech or Communication
- Visual
- Not listed above, please describe: _____
- I prefer not to answer

47. Is there anything else you would like to share? _____

Appendix B: Mailing Documents

Included in this appendix are:

Mailing 1 Cover Letter

Mailing 2 Cover Letter

Drawing Entry Form



Portland Insights Survey



*Mailing 1
Cover Letter*

Dear Portland Resident,

The City of Portland invites you to participate in the Portland Insights Survey **and give our local government feedback about Portland services and issues that are important to you.** The survey results will help inform future decisions regarding Portland’s programs, services, and budget.

Complete the survey and enter to win a \$100 cash gift card!

You can complete the survey online now at www.portlandinsights.com, with your PIN listed below:



The survey is being conducted by Portland State University on behalf of the City Budget Office. It takes about 15 minutes to complete. It is voluntary and confidential. Your response will not be connected to your address in any way. Everyone who completes the survey can enter to win a \$100 gift card through an entry form at the end – 50 cards will be given out. **If you complete the survey online within the next two weeks, you will be entered into the drawing twice!**

In a few weeks, we will be mailing a paper copy of the survey and gift card entry form for anyone not completing the survey online. If you want to complete the survey on the telephone, please call 311 or email insights@portlandoregon.gov.

To find more information about the survey, our data privacy policy, and sign up for updates, visit www.portland.gov/insights.

The City of Portland values your time and input. We hope you complete this important survey.

Thank you,

Jessica Kinard
City of Portland, Budget Office

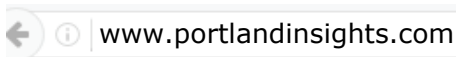
Debi Elliott
Portland State University

Estimado residente de Portland,

La Ciudad de Portland le invita a participar en la encuesta "*Portland Insights*", un medio para **hacer llegar a nuestro gobierno local sus comentarios sobre los servicios de Portland y los temas que son importantes para usted**. Los resultados de la encuesta ayudarán en la toma de decisiones futuras sobre los programas, servicios y presupuesto de Portland.

Puede completar la encuesta en línea ahora en www.portlandinsights.com, con su NIP que aparece a continuación:

¡Responda a la encuesta y participe en el sorteo de una tarjeta de regalo de 100 dólares!



www.portlandinsights.com



Número clave de su encuesta:
<PIN>

La encuesta la realiza la Universidad Estatal de Portland (PSU) en representación de la Oficina de Presupuestos de la Ciudad. Se tarda unos 15 minutos en completarla. Es voluntario y confidencial. Su respuesta no se vinculará de ninguna manera con su dirección. Your response will not be connected to your address in any way. Todas las personas que completen la encuesta pueden participar en el sorteo de una tarjeta de regalo de 100 dólares al rellenar un formulario que se encuentra al final. Se sortearán 50 tarjetas. **Si completa la encuesta en línea en las próximas dos semanas, se le inscribirá dos veces en el sorteo.**

Dentro de unas semanas, enviaremos por correo una copia en papel de la encuesta y del formulario de inscripción del sorteo de la tarjeta de regalo para todos aquellos que no completen la encuesta en línea. Si prefiere recibir la encuesta en papel en español por correo, o si quiere completar la encuesta por teléfono, llame al 311 o envíe un correo electrónico a insights@portlandoregon.gov.

Para obtener más información sobre la encuesta y nuestra política de privacidad de datos, y para suscribirse al boletín de noticias, visite www.portland.gov/insights.

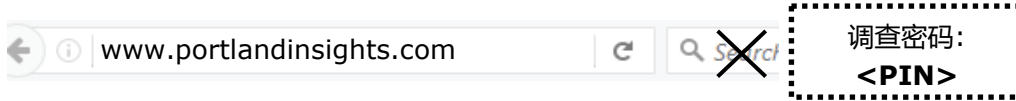
La Ciudad de Portland valora su tiempo y sus aportaciones. Esperamos sus respuestas a esta importante encuesta.

亲爱的波特兰居民,

波特兰市诚邀您参与深入了解波特兰问卷调查,并向当地政府提供有关波特兰服务和对您来说很重要的问题反馈。调查结果将有助于为未来有关波特兰的计划、服务和预算的决策提供信息。

完成调查并参与
赢取 100 美元
现金礼品卡!

您现在可以在 www.portlandinsights.com 上在线完成调查,您需要的 PIN 码如下:



该调查由波特兰州立大学代表市预算办公室进行,大约需要 15 分钟能完成。这调查是自愿和保密的。您的回复不会以任何方式与您的地址相关联。每个完成调查的人都可以通过最后的报名表参与赢取 100 美元的礼品卡 - 共有 50 张礼品卡发放。如果您在接下来的两周内完成在线调查,您将获得两次参与抽奖的机会!

几周后,我们将为无法在线完成调查的任何人邮寄一份纸质调查表和礼品卡报名表。如果您希望将中文的纸质调查邮寄给您,或者如果您想通过电话完成调查,请致电 311 或发送电子邮件至 insights@portlandoregon.gov。

要了解有关调查的更多信息,我们的数据隐私政策并注册更新,请访问 www.portland.gov/insights。波特兰市很重视您的时间和投入。我们希望您完成这项重要的调查。

Cư dân Portland thân mến,

Thành phố Portland kính mời Quý vị tham gia cuộc khảo sát Quan điểm Về Portland và cho chính quyền sở tại biết ý kiến của Quý vị về các dịch vụ và vấn đề mà Quý vị thấy quan trọng. Kết quả khảo sát sẽ giúp định hướng các quyết định về những chương trình, dịch vụ và ngân sách của Portland trong tương lai.

Hoàn thành khảo
sát và có cơ hội
trúng thưởng
thẻ quà tặng trị
giá \$100!

Quý vị có thể làm khảo sát trực tuyến ngay bây giờ qua www.portlandinsights.com, với mã định danh dưới đây:



Được sự uỷ quyền của Văn phòng Ngân sách Thành, Trường đại học Portland State sẽ điều khiển cuộc khảo sát này. Quý vị tốn khoảng 15 phút để hoàn thành. Việc tham gia khảo sát là tự nguyện và thông tin sẽ được bảo mật. Ý kiến sẽ không được liên kết với địa chỉ của Quý vị. Những người tham gia khảo sát sẽ có cơ hội trúng thưởng thẻ quà tặng trị giá \$100 thông qua phần thông tin điền ở cuối khảo sát – sẽ có 50 thẻ được trao. **Nếu Quý vị hoàn thành khảo sát trực tuyến trong vòng hai tuần tới, Quý vị sẽ được tham gia rút thăm hai lần!**

Trong vài tuần tới, chúng tôi sẽ gửi bản giấy của cuộc khảo sát và phần thông tin tham gia trúng thưởng cho những người không tham gia khảo sát trực tuyến. Nếu Quý vị muốn nhận bản giấy bằng tiếng Việt, hoặc nếu Quý vị muốn làm khảo sát qua điện thoại, xin gọi 311 hoặc gửi thư điện tử tới insights@portlandoregon.gov.

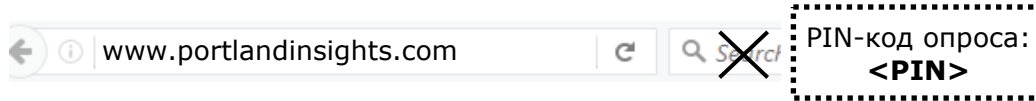
Để biết thêm thông tin về cuộc khảo sát, chính sách bảo mật thông tin, và đăng ký nhận thông tin, xin truy cập www.portland.gov/insights. Thành phố Portland trân trọng thời gian và ý kiến của Quý vị. Chúng tôi mong Quý vị bỏ thời gian tham gia khảo sát.

Уважаемые жители Портленда,

Город Портленд приглашает вас принять участие в опросе Portland Insights Survey и высказать свое мнение об услугах Портленда и важных для вас вопросах. Результаты опроса помогут в принятии будущих решений относительно программ, услуг и бюджета Портленда.

Пройдите опрос
и выиграйте
подарочную
карту на \$100!

Вы можете заполнить анкету сейчас на сайте www.portlandinsights.com, указав свой PIN-код, перечисленный ниже:



Опрос проводится Портлендским государственным университетом по поручению городского бюджетного управления. На его заполнение потребуется около 15 минут. Он является добровольным и конфиденциальным. Ваши ответы никак не будут связаны с вашим адресом. Каждый, кто заполнит опрос, может принять участие в розыгрыше подарочной карты на \$100, заполнив форму в конце опроса - будет выдано 50 карт. **Если вы заполните анкету в течение следующих двух недель, вы будете участвовать в розыгрыше дважды!**

Через несколько недель мы вышлем по почте бумажную копию опроса и форму участия в розыгрыше подарочной карты для тех, кто не заполнил опрос онлайн. Если вы хотите, чтобы бумажный опрос на русском языке был отправлен вам по почте, или если вы хотите заполнить опрос по телефону, пожалуйста, позвоните по номеру 311 или напишите по адресу insights@portlandoregon.gov.

Чтобы получить дополнительную информацию о политике конфиденциальности и подписаться на обновления, посетите сайт www.portland.gov/insights.

Город Портленд ценит ваше время и вклад. Мы надеемся, что вы заполните этот важный опрос.



Portland Insights Survey



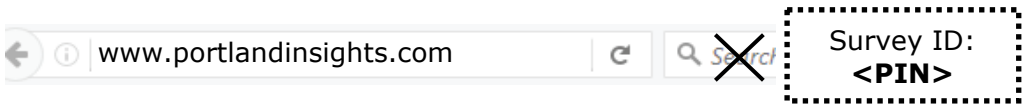
*Mailing 2
Cover Letter*

Dear Portland Resident,

We sent a letter a few weeks ago to invite you to participate in the Portland Insights Survey and give our local government feedback about Portland services and issues that are important to you. If you have completed the survey, **thank you** for your time and attention. If not, we have included a paper survey and a cash gift card drawing form. You can return those in the enclosed postage-paid return envelope.

Complete the survey and enter to win a \$100 cash gift card!

If you would like to take the survey online, **you can complete the survey at www.portlandinsights.com**, with your Survey ID listed below:



The survey is being conducted by Portland State University on behalf of the City of Portland Budget Office. It takes about 15 minutes to complete. It is voluntary and confidential. Your response will not be connected to your address in any way. Everyone who completes the survey can enter to win a \$100 gift card through an entry form at the end – 50 cards will be given out.

If you would like to complete the survey by telephone, please call 311 or email insights@portlandoregon.gov.

To find more information about the survey, our data privacy policy, and sign up for updates, visit www.portland.gov/insights.

The City of Portland values your time and input. We hope you complete this important survey.

Thank you,

Jessica Kinard
City of Portland, Budget Office

Debi Elliott
Portland State University



Estimado residente de Portland,

Hace unas semanas, le enviamos una carta invitándole a participar en la Encuesta de Portland Insights para que pueda proporcionar sus comentarios a nuestro gobierno local sobre los servicios que ofrece la Ciudad de Portland y los problemas importantes que afectan a nuestra comunidad. Si ha completado la encuesta, gracias por su tiempo y atención. De lo contrario, hemos incluido una encuesta en papel y un formulario para que participe en la rifa de tarjetas de regalo en efectivo. **Puede devolver su encuesta y formulario en el sobre adjunto el cual ya tiene estampilla de correo.**

¡Responda a la encuesta y participe en el sorteo de una tarjeta de regalo de 100 dólares!

Si desea realizar la encuesta por Internet, puede completarla en www.portlandinsights.com, con el PIN de su encuesta a continuación:



PIN de su encuesta:
<PIN>

La encuesta la realiza la Universidad Estatal de Portland (PSU) en representación de la Oficina de Presupuestos de la Ciudad. Se tarda unos 15 minutos en completarla. Es voluntario y confidencial. Su respuesta no se vinculará de ninguna manera con su dirección. Your response will not be connected to your address in any way. Todas las personas que completen la encuesta pueden participar en el sorteo de una tarjeta de regalo de 100 dólares al rellenar un formulario que se encuentra al final. Se sortearán 50 tarjetas.

Si prefiere recibir la encuesta en papel en español por correo, o si quiere completar la encuesta por teléfono, llame al 311 o envíe un correo electrónico a insights@portlandoregon.gov.

Para obtener más información sobre la encuesta y nuestra política de privacidad de datos, y para suscribirse al boletín de noticias, visite www.portland.gov/insights.

La Ciudad de Portland valora su tiempo y sus aportaciones. Esperamos sus respuestas a esta importante encuesta.

Gracias,

Jessica Kinard
City of Portland, Budget Office

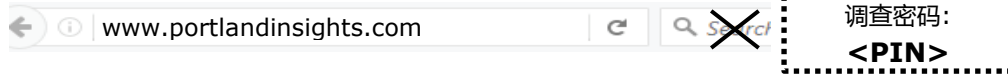
Debi Elliott
Portland State University

亲爱的波特兰居民,

几周前, 我们致函邀请您参加波特兰洞察调查, 向当地政府提供有关政府服务的反馈。如果您已完成调查, 感谢您的时间和关注。如果还没有, 我们在此提供了一份英文纸质调查表和一份现金礼品卡抽奖表格。您可以使用随附的回邮信封来把完成的调查和抽奖表格寄回给我们。回邮信封的邮资已付, 您不需自己贴邮票。

完成调查并参与
赢取 100 美元
现金礼品卡!

如果您想在线参加调查, 可以在 www.portlandinsights.com 完成调查。您需要的 PIN 码如下:



该调查由波特兰州立大学代表市预算办公室进行, 大约需要 15 分钟能完成。这调查是自愿和保密的。您的回复不会以任何方式与您的地址相关联。每个完成调查的人都可以通过最后的报名表参与赢取 100 美元的礼品卡 - 共有 50 张礼品卡发放。

如果您希望将中文的纸质调查邮寄给您, 或者如果您想通过电话完成调查, 请致电 311 或发送电子邮件至 insights@portlandoregon.gov。

要了解有关调查的更多信息, 我们的数据隐私政策并注册更新, 请访问 www.portland.gov/insights。波特兰市很重视您的时间和投入。我们希望您完成这项重要的调查。

非常感谢,



Jessica Kinard
City of Portland, Budget Office



Debi Elliott
Portland State University

Cư dân Portland thân mến,

Một vài tuần trước, chúng tôi đã gửi cho bạn một lá thư mời tham gia Khảo sát về Portland Insights và cung cấp phản hồi cho chính quyền địa phương về các dịch vụ của Portland và các vấn đề quan trọng đối với bạn. Nếu bạn đã hoàn thành cuộc khảo sát, cảm ơn bạn đã dành thời gian và sự chú ý. Nếu chưa, chúng tôi đã bao gồm một phiếu khảo sát trên giấy và một phiếu bốc thăm quà tặng tiền mặt. Bạn có thể gửi lại câu trả lời trong phong bì đã bao gồm bưu phí.

Hoàn thành khảo
sát và có cơ hội
trúng thưởng thẻ
quà tặng trị giá
\$100!

Nếu bạn muốn thực hiện khảo sát trực tuyến, bạn có thể hoàn thành khảo sát tại www.portlandinsights.com, với mã định danh dưới đây:



Được sự uỷ quyền của Văn phòng Ngân sách Thành, Trường đại học Portland State sẽ điều khiển cuộc khảo sát này. Quý vị tốn khoảng 15 phút để hoàn thành. Việc tham gia khảo sát là tự nguyện và thông tin sẽ được bảo mật. Ý kiến sẽ không được liên kết với địa chỉ của Quý vị. Những người tham gia khảo sát sẽ có cơ hội trúng thưởng thẻ quà tặng trị giá \$100 thông qua phần thông tin điền ở cuối khảo sát - sẽ có 50 thẻ được trao.

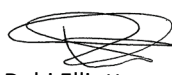
Nếu Quý vị muốn nhận bản giấy bằng tiếng Việt, hoặc nếu Quý vị muốn làm khảo sát qua điện thoại, xin gọi 311 hoặc gửi thư điện tử tới insights@portlandoregon.gov.

Để biết thêm thông tin về cuộc khảo sát, chính sách bảo mật thông tin, và đăng ký nhận thông tin, xin truy cập www.portland.gov/insights. Thành phố Portland trân trọng thời gian và ý kiến của Quý vị. Chúng tôi mong Quý vị bỏ thời gian tham gia khảo sát.

Cảm ơn,



Jessica Kinard
City of Portland, Budget Office



Debi Elliott
Portland State University

Уважаемые жители Портленда,

Несколько недель назад мы отправили вам письмо, чтобы пригласить вас принять участие в опросе Portland Insights Survey и дать отзыв местным органам власти об услугах и проблемах Портленда, которые важны для вас. Если вы завершили опрос, спасибо за ваше время и внимание. Если нет, мы включили бумажный опрос и форму розыгрыша денежной подарочной карты. Вы можете вернуть их в прилагаемом обратном конверте. почтовая марка не нужна.

**Пройдите опрос
и выиграйте
подарочную
карту на \$100!**

Если вы хотите пройти онлайн-опрос, вы можете заполнить его на сайте www.portlandinsights.com, указав свой PIN-код, перечисленный ниже:



Опрос проводится Портлендским государственным университетом по поручению городского бюджетного управления. На его заполнение потребуется около 15 минут. Он является добровольным и конфиденциальным. Ваши ответы никак не будут связаны с вашим адресом. Каждый, кто заполнит опрос, может принять участие в розыгрыше подарочной карты на \$100, заполнив форму в конце опроса - будет выдано 50 карт.

Если вы хотите, чтобы бумажный опрос на русском языке был отправлен вам по почте, или если вы хотите заполнить опрос по телефону, пожалуйста, позвоните по номеру 311 или напишите по адресу insights@portlandoregon.gov.

Чтобы получить дополнительную информацию о политике конфиденциальности и подписаться на обновления, посетите сайт www.portland.gov/insights.

Город Портленд ценит ваше время и вклад. Мы надеемся, что вы заполните этот важный опрос.

Спасибо,

Jessica Kinard
City of Portland Budget Office

Debi Elliott
Portland State University

\$100 CASH CARD ENTRY FORM

Thank you for completing the Portland Insights Survey!

To be entered into the drawing for a chance to win a \$100 Cash Card, please return this form with your survey in the enclosed envelope. Your contact information will only be used to contact you if you win. It will not be associated with your survey responses.

FORMULARIO PARA EL SORTEO DE UNA TARJETA DE DÉBITO

¡Gracias por completar la Encuesta de las Opiniones sobre Portland!

Para participar en el sorteo de una tarjeta de regalo de \$100, devuelva este formulario con su encuesta en el sobre adjunto. Su información de contacto sólo se utilizará para ponerse en contacto con usted si gana. No se vinculará con sus respuestas a la encuesta.

Name/Nombre Completo _____

Address/Dirección _____

Phone/Número de Teléfono _____ Email/Correo Electrónico _____

\$100 现金礼卡参与表

感谢您来完成波特兰洞察调查！

如果您想要参与现金礼卡的抽取活动，请填写一下表格，并与您的调查一起寄回给我们。只有在您抽取到现金礼卡时，我们才会动用您的联系方式。您的联系方式不会和您填写的调查有任何关联。

Thẻ quà tặng \$100 cho mỗi đơn

Cảm ơn Quý vị đã hoàn thành Bảng khảo sát Quan điểm về Portland! Để nhận vé xổ số có cơ hội nhận thẻ quà tặng \$100, xin vui lòng nộp lại Bảng khảo sát để trong bao thư. Thông tin của Quý vị chỉ dùng liên lạc khi Quý vị trúng được thẻ quà tặng. Điều này sẽ không liên kết với Bảng khảo sát của Quý vị

ФОРМА НА ПОЛУЧЕНИЕ ДЕНЕЖНОЙ КАРТЫ \$100

Спасибо за заполнение анкеты Portland Insights Survey! Чтобы принять участие в розыгрыше карт на \$100, пожалуйста, верните эту форму вместе с опросом в прилагаемом конверте. Ваша контактная информация будет использована только для связи с вами в случае выигрыша. Она не будет связана с вашими ответами на опрос.

名字 /Tên /Имя _____

地址 /Địa chỉ /Адрес _____

电话 /Điện thoại /Телефон _____ 电邮/Email _____

Appendix C: Weighting Tables

See the Methodology section of this report for an explanation for the weighting process. Note that the survey counts and percentages are for the 4,484 people for whom all three weighting demographics were provided.

Table C1: Portland Geographic Area: Survey and Population Distributions

Portland Geographic Area	Survey Population	Survey Percentage	Portland Population	Portland Population Percentage	Percentage Difference
North	396	8.83%	64,722	11.73%	-2.90%
Northeast	866	19.31%	102,936	18.65%	0.66%
Northwest	322	7.18%	39,284	7.12%	0.06%
East	1,179	26.29%	141,293	25.60%	0.69%
Southeast	972	21.68%	119,625	21.68%	0.00%
South/Southwest	749	16.70%	83,981	15.22%	1.49%

Table C2: Race/Ethnicity: Survey and Population Distributions

Race/Ethnicity	Survey Population	Survey Percentage	Portland Population	Portland Population Percentage	Percentage Difference
American Indian or Alaska Native	334	7.45%	11,067	2.04%	5.41%
Asian	486	10.84%	54,295	10.00%	0.83%
Black or African American	271	6.04%	37,058	6.83%	-0.78%
Latinx or Hispanic	257	5.73%	43,704	8.05%	-2.32%
Middle Eastern/Northern African	57	1.27%	5,562	1.02%	0.25%
Native Hawaiian or Pacific Islander	33	0.74%	5,642	1.04%	-0.30%
Other	315	7.02%	1,709	0.31%	6.71%
White	2,731	60.91%	383,721	70.70%	-9.79%

Table C3: Age Groupings: Survey and Population Distributions

Age Range	Survey Population	Survey Percentage	Portland Geographic Area Population	Portland Geographic Area Percentage	Portland Geographic Area Percentage Difference	Portland Population from Race	Portland Population from Race Percentage	Race Percentage Difference
16 to 29 years	572	12.76%	96,313	17.45%	-4.70%	121,420	22.37%	-9.61%
30 to 44 years	1,416	31.58%	209,598	37.98%	-6.40%	176,915	32.60%	-1.02%
45 to 59 years	1,153	25.71%	121,141	21.95%	3.76%	123,197	22.70%	3.02%
60 to 74 years	981	21.88%	91,962	16.66%	5.21%	91,162	16.80%	5.08%
over 74 years	362	8.07%	32,827	5.95%	2.12%	30,064	5.54%	2.53%

Table C4: Age by Geographic Area: Survey and Population Distributions

Age Range	Portland Geographic Area	Survey Population	Survey Population Percentage	Portland Population	Portland Population Percentage	Percentage Difference
16 to 29 years	North	58	1.29%	12,622	2.24%	-0.95%
30 to 44 years	North	150	3.35%	27,709	5.05%	-1.71%
45 to 59 years	North	97	2.16%	13,062	2.26%	-0.09%
60 to 74 years	North	68	1.52%	8,749	1.65%	-0.14%
over 74 years	North	23	0.51%	2,580	0.45%	0.06%
16 to 29 years	Northeast	84	1.87%	15,015	4.06%	-2.18%
30 to 44 years	Northeast	248	5.53%	41,232	10.42%	-4.89%
45 to 59 years	Northeast	241	5.37%	24,211	6.54%	-1.16%
60 to 74 years	Northeast	217	4.84%	17,189	4.74%	0.10%
over 74 years	Northeast	76	1.69%	5,289	1.59%	0.11%
16 to 29 years	Northwest	45	1.00%	6,396	1.03%	-0.03%
30 to 44 years	Northwest	105	2.34%	15,866	2.72%	-0.38%
45 to 59 years	Northwest	82	1.83%	8,713	1.68%	0.15%
60 to 74 years	Northwest	60	1.34%	6,324	1.25%	0.09%
over 74 years	Northwest	30	0.67%	1,985	0.36%	0.31%
16 to 29 years	East	166	3.70%	25,903	0.60%	3.10%
30 to 44 years	East	383	8.54%	47,517	0.78%	7.76%
45 to 59 years	East	297	6.62%	32,297	0.50%	6.12%
60 to 74 years	East	242	5.40%	25,357	0.37%	5.03%
over 74 years	East	91	2.03%	10,419	0.16%	1.87%
16 to 29 years	Southeast	93	2.07%	19,299	6.22%	-4.15%
30 to 44 years	Southeast	317	7.07%	50,092	15.12%	-8.05%
45 to 59 years	Southeast	297	6.62%	26,098	8.94%	-2.31%
60 to 74 years	Southeast	199	4.44%	17,957	6.15%	-1.71%
over 74 years	Southeast	66	1.47%	6,179	2.06%	-0.59%
16 to 29 years	Southwest	126	2.81%	17,078	2.38%	0.43%
30 to 44 years	Southwest	213	4.75%	27,182	4.18%	0.57%
45 to 59 years	Southwest	139	3.10%	16,960	2.77%	0.33%
60 to 74 years	Southwest	195	4.35%	16,386	2.71%	1.63%
over 74 years	Southwest	76	1.69%	6,375	1.00%	0.70%

Table C5: Age by Race: Survey and Population Distributions

Age Range	Race/ Ethnicity¹⁴	Survey Population	Survey Population Percentage	Portland Population	Portland Population Percentage	Differential
16 to 29 years	AIAN	118	2.63%	3,386	0.62%	2.01%
16 to 29 years	Asian	74	1.65%	15,541	2.86%	-1.21%
16 to 29 years	Black	57	1.27%	11,846	2.18%	-0.91%
16 to 29 years	Latinx	51	1.14%	14,654	2.70%	-1.56%
16 to 29 years	MENA	7	0.16%	1,667	0.31%	-0.15%
16 to 29 years	NHPI	9	0.20%	1,979	0.36%	-0.16%
16 to 29 years	Other	23	0.51%	207	0.04%	0.47%
16 to 29 years	White	233	5.20%	72,140	13.29%	-8.10%
30 to 44 years	AIAN	117	2.61%	3,126	0.58%	2.03%
30 to 44 years	Asian	175	3.90%	15,919	2.93%	0.97%
30 to 44 years	Black	110	2.45%	11,506	2.12%	0.33%
30 to 44 years	Latinx	116	2.59%	16,792	3.09%	-0.51%
30 to 44 years	MENA	24	0.54%	2,337	0.43%	0.10%
30 to 44 years	NHPI	10	0.22%	1,889	0.35%	-0.13%
30 to 44 years	Other	100	2.23%	702	0.13%	2.10%
30 to 44 years	White	764	17.04%	124,644	22.96%	-5.93%
45 to 59 years	AIAN	48	1.07%	2,832	0.52%	0.55%
45 to 59 years	Asian	146	3.26%	13,070	2.41%	0.85%
45 to 59 years	Black	54	1.20%	6,870	1.27%	-0.06%
45 to 59 years	Latinx	66	1.47%	8,481	1.56%	-0.09%
45 to 59 years	MENA	15	0.33%	850	0.16%	0.18%
45 to 59 years	NHPI	7	0.16%	1,246	0.23%	-0.07%
45 to 59 years	Other	113	2.52%	329	0.06%	2.46%
45 to 59 years	White	704	15.70%	89,519	16.49%	-0.79%
60 to 74 years	AIAN	38	0.85%	1,407	0.26%	0.59%
60 to 74 years	Asian	72	1.61%	7,080	1.30%	0.30%
60 to 74 years	Black	42	0.94%	5,367	0.99%	-0.05%
60 to 74 years	Latinx	21	0.47%	3,292	0.61%	-0.14%
60 to 74 years	MENA	9	0.20%	457	0.08%	0.12%
60 to 74 years	NHPI	6	0.13%	425	0.08%	0.06%
60 to 74 years	Other	67	1.49%	450	0.08%	1.41%
60 to 74 years	White	726	16.19%	72,684	13.39%	2.80%
over 74 years	AIAN	13	0.29%	316	0.06%	0.23%
over 74 years	Asian	19	0.42%	2,685	0.49%	-0.07%

¹⁴AIAN: American Indian/Alaska Native
MENA: Middle Eastern/Northern Africa
NHPI: Native Hawaiian/Pacific Islander

Table C5: Age by Race: Survey and Population Distributions

Age Range	Race/ Ethnicity¹⁴	Survey Population	Survey Population Percentage	Portland Population	Portland Population Percentage	Differential
over 74 years	Black	8	0.18%	1,469	0.27%	-0.09%
over 74 years	Latinx	3	0.07%	485	0.09%	-0.02%
over 74 years	MENA	2	0.04%	251	0.05%	0.00%
over 74 years	NHPI	1	0.02%	103	0.02%	0.00%
over 74 years	Other	12	0.27%	21	0.00%	0.26%
over 74 years	White	304	6.78%	24,734	4.56%	2.22%

¹²AIAN: American Indian/Alaska Native
MENA: Middle Eastern/Northern Africa
NHPI: Native Hawaiian/Pacific Islander

Appendix D: Crosstabs

The following tables include the percentages for all of the crosstabulations presented throughout the report. As a reference, each figure number is included with each table.

Table D1: Portland's Greatest Challenge by Geography (Report Figure 2)

Challenges	NW	SW/S	N	NE	SE	E
Community safety	15.1%	17.8%	14.9%	18.4%	17.8%	29.0%
Cost of living	16.8%	19.1%	25.8%	22.5%	23.9%	23.4%
Discrimination based on race	4.4%	3.6%	2.7%	3.0%	4.0%	4.2%
Homelessness	54.4%	51.3%	49.1%	48.1%	47.6%	36.2%
Preventing and preparing for climate change	6.5%	4.1%	2.8%	4.2%	3.0%	2.6%
Other (please specify)	2.8%	4.1%	4.6%	3.8%	3.7%	4.5%

Table D2: Portland's Greatest Challenge by Race/Ethnicity (Report Figure 3)

Challenges	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Community safety	19.3%	32.7%	21.4%	19.8%	15.8%	17.0%	18.4%	31.9%
Cost of living	31.8%	20.0%	37.6%	25.5%	19.0%	36.0%	20.9%	21.9%
Discrimination based on race	9.9%	3.1%	11.8%	11.5%	5.3%	8.8%	1.9%	1.1%
Homelessness	26.2%	39.2%	23.6%	37.8%	44.6%	32.2%	50.7%	34.9%
Preventing and preparing for climate change	8.7%	1.7%	1.0%	3.1%	6.1%	0.0%	3.9%	1.5%
Other (please specify)	4.0%	3.2%	4.5%	2.3%	9.1%	6.1%	4.2%	8.7%

Table D3: Portland's Greatest Challenge by Gender (Report Figure 4)

Challenges	Woman	Man	Transgender	Other
Community safety	21.0%	21.3%	1.4%	9.3%
Cost of living	21.7%	20.3%	45.4%	40.8%
Discrimination based on race	3.5%	4.1%	0.0%	3.2%
Homelessness	47.3%	46.5%	33.3%	33.8%
Preventing and preparing for climate change	2.8%	3.4%	8.2%	9.0%
Other (please specify)	3.5%	4.4%	11.7%	3.9%

Table D4: Portland's Greatest Challenge by Age (Report Figure 5)

Challenges	16 to 29 Years	30 to 44 Years	45 to 59 Years	60 to 74 Years	Over 74 Years
Community safety	12.9%	18.1%	23.4%	26.9%	28.2%
Cost of living	34.9%	25.8%	17.4%	10.4%	11.0%
Discrimination based on race	6.6%	4.6%	2.2%	0.7%	1.3%
Homelessness	38.5%	43.8%	50.2%	53.1%	51.6%
Preventing and preparing for climate change	3.9%	3.7%	2.6%	3.7%	3.8%
Other (please specify)	3.2%	3.9%	4.3%	5.2%	4.0%

Table D5: Portland's Greatest Challenge by Disability Status (Report Figure 6)

Challenges	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Community safety	22.1%	20.0%	14.8%
Cost of living	30.2%	21.2%	24.4%
Discrimination based on race	3.5%	3.8%	1.4%
Homelessness	34.9%	47.9%	47.4%
Preventing and preparing for climate change	4.4%	3.2%	6.8%
Other (please specify)	5.0%	3.8%	5.2%

Table D6: Most Important City Service by Geography (Report Figure 8)

City Service	NW	SW/S	N	NE	SE	E
Affordable housing and homeless services	48.0%	46.2%	61.2%	55.1%	54.3%	41.4%
Art and culture	1.5%	2.8%	1.1%	2.2%	1.0%	0.7%
City parks, community centers, and recreation programs	4.4%	6.0%	3.8%	3.9%	4.5%	5.5%
City street, sidewalks, and transportation	9.5%	6.9%	6.0%	7.1%	8.0%	5.9%
Economic support for individuals and small businesses	3.4%	5.0%	3.8%	4.2%	2.6%	5.3%
Environmental protection	4.2%	4.5%	4.5%	3.1%	3.9%	3.7%
Maintenance of City buildings and facilities	0.0%	1.0%	0.3%	0.2%	0.1%	0.4%
Safety services (Police, Fire, 9-1-1, violence prevention)	25.9%	26.3%	16.1%	22.8%	22.8%	34.8%
Other (please specify)	3.3%	1.3%	3.2%	1.4%	2.9%	2.3%

Table D7: Most Important City Service by Race/Ethnicity (Report Figure 9)

City Service	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Affordable housing and homeless services	38.6%	35.6%	62.6%	51.8%	41.1%	43.4%	51.9%	35.3%
Art and culture	4.9%	0.5%	3.0%	0.9%	0.0%	4.5%	1.4%	1.1%
City parks, community centers, and recreation programs	9.0%	6.0%	5.7%	5.2%	9.2%	11.5%	4.2%	3.6%
City street, sidewalks, and transportation	11.0%	10.4%	5.6%	10.1%	4.7%	17.1%	6.1%	4.0%
Economic support for individuals and small businesses	11.5%	6.4%	5.6%	5.1%	4.4%	3.9%	3.4%	2.6%
Environmental protection	5.7%	3.0%	0.8%	6.7%	5.7%	3.4%	3.9%	4.0%
Maintenance of City buildings and facilities	2.2%	0.5%	0.9%	0.0%	0.0%	0.0%	0.3%	0.4%
Safety services (Police, Fire, 9-1-1, violence prevention)	15.1%	35.6%	14.6%	18.2%	29.3%	16.2%	26.5%	43.4%
Other (please specify)	2.0%	2.0%	1.3%	1.9%	5.6%	0.0%	2.5%	5.6%

Table D8: Most Important City Service by Household Income (Report Figure 10)

City Service	Less than \$20,000	\$20,000 to \$39,999	\$40,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	More than \$150,000
Affordable housing and homeless services	55.4%	46.6%	50.7%	52.9%	53.4%	50.0%
Art and culture	2.2%	1.8%	3.3%	0.4%	0.7%	0.2%
City parks, community centers, and recreation programs	4.6%	4.5%	5.3%	4.1%	6.1%	4.0%
City street, sidewalks, and transportation	2.7%	8.0%	6.8%	6.6%	7.8%	8.5%
Economic support for individuals and small businesses	6.4%	5.8%	5.2%	4.8%	2.8%	2.6%
Environmental protection	4.7%	4.6%	4.9%	3.7%	2.9%	3.4%
Maintenance of City buildings and facilities	0.3%	1.0%	0.2%	0.3%	0.3%	0.4%
Safety services (Police, Fire, 9-1-1, violence prevention)	21.6%	26.6%	21.4%	25.0%	24.1%	26.4%
Other (please specify)	2.1%	1.2%	2.2%	2.2%	1.9%	4.4%

Table D9: Most Important City Service by Disability Status (Report Figure 11)

City Service	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Affordable housing and homeless services	60.2%	49.1%	47.8%
Art and culture	0.9%	1.6%	0.6%
City parks, community centers, and recreation programs	2.5%	5.3%	1.6%
City street, sidewalks, and transportation	3.4%	7.4%	8.6%
Economic support for individuals and small businesses	3.7%	4.2%	4.4%
Environmental protection	2.1%	4.0%	4.6%
Maintenance of City buildings and facilities	0.6%	0.3%	0.0%
Safety services (Police, Fire, 9-1-1, violence prevention)	24.0%	25.9%	26.7%
Other (please specify)	2.5%	2.1%	5.8%

Table D10: Succeed and Thrive Regardless of Identity by Race/Ethnicity (Report Figure 14)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Strongly disagree	14.5%	8.9%	28.6%	14.7%	11.3%	13.0%	13.0%	22.4%
Disagree	21.9%	22.1%	33.2%	26.1%	21.9%	30.8%	33.3%	23.0%
Neither agree nor disagree	19.0%	27.3%	13.1%	26.6%	17.7%	12.7%	21.3%	19.8%
Agree	26.4%	27.5%	18.6%	20.6%	30.3%	30.8%	20.9%	17.0%
Strongly agree	16.8%	5.8%	5.8%	9.1%	11.9%	12.6%	6.8%	14.6%
Don't know	1.4%	8.4%	0.7%	2.9%	7.0%	0.0%	4.9%	3.2%

Table D11: Succeed and Thrive Regardless of Identity by Gender (Report Figure 15)

Rating	Woman	Man	Transgender	Other
Strongly disagree	14.7%	10.1%	39.7%	23.4%
Disagree	35.8%	23.2%	40.3%	37.5%
Neither agree nor disagree	21.4%	22.5%	9.9%	21.5%
Agree	19.0%	27.4%	10.1%	10.9%
Strongly agree	4.6%	11.5%	0.0%	4.9%
Don't know	4.6%	5.3%	0.0%	1.8%

Table D12: Succeed and Thrive Regardless of Identity by Disability Status (Report Figure 16)

Rating	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Strongly disagree	27.5%	11.0%	20.5%
Disagree	31.3%	31.7%	27.0%
Neither agree nor disagree	16.3%	22.5%	17.9%
Agree	13.0%	22.8%	27.3%
Strongly agree	6.6%	7.4%	4.5%
Don't know	5.3%	4.5%	2.8%

Table D13: Satisfaction with Portland as a Place to Live by Geography (Report Figure 19)

Rating	NW	SW/S	N	NE	SE	E
Very dissatisfied	6.6%	8.6%	6.3%	9.0%	9.1%	18.4%
Dissatisfied	31.3%	23.6%	24.6%	26.5%	20.1%	28.8%
Neither satisfied nor dissatisfied	12.8%	12.7%	14.9%	12.6%	14.4%	17.2%
Satisfied	36.4%	38.1%	42.8%	38.5%	43.0%	26.1%
Very satisfied	12.6%	16.2%	10.5%	12.3%	12.9%	8.7%
Don't know	0.3%	0.9%	1.0%	1.1%	0.6%	0.9%

Table D14: Satisfaction with Portland as a Place to Live by Race/Ethnicity (Report Figure 20)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	10.3%	15.7%	12.8%	7.4%	10.4%	13.7%	10.2%	29.6%
Dissatisfied	14.7%	22.1%	28.7%	14.3%	26.9%	19.6%	26.9%	37.3%
Neither satisfied nor dissatisfied	12.7%	22.0%	17.8%	12.7%	11.3%	9.7%	13.5%	11.5%
Satisfied	34.6%	33.4%	31.8%	46.2%	34.3%	45.7%	36.7%	16.2%
Very satisfied	26.9%	6.2%	8.3%	19.0%	17.0%	9.6%	11.8%	3.9%
Don't know	0.7%	0.7%	0.5%	0.3%	0.0%	1.8%	0.9%	1.4%

Table D15: Satisfaction with Portland as a Place to Live by Gender (Report Figure 21)

Rating	Woman	Man	Transgender	Other
Very dissatisfied	11.4%	10.9%	5.9%	5.3%
Dissatisfied	26.0%	26.0%	17.2%	15.8%
Neither satisfied nor dissatisfied	14.8%	13.8%	12.2%	15.8%
Satisfied	36.5%	34.0%	53.7%	53.6%
Very satisfied	10.6%	14.3%	11.0%	8.6%
Don't know	0.8%	0.9%	0.0%	0.9%

Table D16: Satisfaction with Portland as a Place to Live by Age (Report Figure 22)

Rating	16 to 29 Years	30 to 44 Years	45 to 59 Years	60 to 74 Years	Over 74 Years
Very dissatisfied	6.6%	8.8%	15.1%	14.5%	11.7%
Dissatisfied	16.5%	22.4%	30.9%	33.2%	30.8%
Neither satisfied nor dissatisfied	14.5%	14.3%	14.5%	15.1%	13.6%
Satisfied	48.1%	40.3%	30.0%	26.2%	28.6%
Very satisfied	13.9%	12.7%	9.3%	10.2%	14.8%
Don't know	0.5%	1.5%	0.2%	0.8%	0.6%

Table D17: Satisfaction with Portland as a Place to Live by Household Income (Report Figure 23)

Rating	Less than \$20,000	\$20,000 to \$39,999	\$40,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	More than \$150,000
Very dissatisfied	11.8%	13.0%	10.7%	9.1%	8.9%	9.7%
Dissatisfied	25.2%	20.9%	24.1%	26.3%	26.2%	26.4%
Neither satisfied nor dissatisfied	17.9%	15.0%	13.5%	13.3%	11.8%	12.6%
Satisfied	30.9%	37.5%	36.6%	41.6%	39.7%	38.1%
Very satisfied	12.7%	13.0%	13.4%	8.9%	12.9%	13.1%
Don't know	1.5%	0.6%	1.6%	0.7%	0.5%	0.0%

Table D18: Satisfaction with Portland as a Place to Live by Disability Status (Report Figure 24)

Rating	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Very dissatisfied	15.4%	11.2%	15.8%
Dissatisfied	22.3%	19.5%	23.2%
Neither satisfied nor dissatisfied	21.7%	22.5%	29.6%
Satisfied	7.4%	8.3%	4.5%
Very satisfied	1.8%	2.7%	0.0%
Don't know	31.5%	35.8%	26.9%

Table D19: Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces by Geography (Report Figure 26)

Rating	NW	SW/S	N	NE	SE	E
Very dissatisfied	46.4%	37.5%	38.7%	37.1%	36.6%	41.2%
Dissatisfied	29.8%	33.7%	37.0%	36.2%	40.3%	31.0%
Neither satisfied nor dissatisfied	9.1%	10.0%	11.0%	10.8%	10.6%	10.2%
Satisfied	12.5%	16.0%	12.0%	12.8%	9.7%	14.0%
Very satisfied	2.0%	1.9%	1.3%	2.6%	1.6%	2.3%
Don't know	0.2%	0.9%	0.0%	0.5%	1.1%	1.3%

Table D20: Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces by Race/Ethnicity
(Report Figure 27)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	23.1%	28.3%	37.6%	31.2%	35.2%	38.5%	41.8%	61.1%
Dissatisfied	22.3%	37.2%	29.1%	25.3%	38.3%	31.6%	37.0%	26.3%
Neither satisfied nor dissatisfied	15.6%	16.6%	11.9%	12.4%	9.2%	2.8%	9.2%	7.9%
Satisfied	25.1%	15.5%	17.7%	28.7%	17.4%	25.9%	9.5%	4.3%
Very satisfied	13.0%	1.1%	1.9%	1.9%	0.0%	1.2%	1.9%	0.4%
Don't know	0.8%	1.4%	1.9%	0.6%	0.0%	0.0%	0.7%	0.2%

Table D21: Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces by Disability Status
(Report Figure 28)

Rating	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Very dissatisfied	36.7%	39.3%	38.7%
Dissatisfied	36.6%	34.9%	37.4%
Neither satisfied nor dissatisfied	10.9%	10.0%	14.1%
Satisfied	13.1%	12.9%	7.1%
Very satisfied	1.9%	2.1%	1.3%
Don't know	0.9%	0.8%	1.5%

Table D22: Satisfaction with Quality of Roads, Streetlights, and Sidewalks by Geography
(Report Figure 32)

Rating	NW	SW/S	N	NE	SE	E
Very dissatisfied	17.7%	14.5%	12.6%	13.5%	12.1%	21.5%
Dissatisfied	30.5%	31.5%	37.5%	35.1%	37.6%	34.9%
Neither satisfied nor dissatisfied	21.1%	21.8%	20.0%	20.3%	22.4%	17.9%
Satisfied	26.2%	25.4%	25.1%	25.0%	25.0%	21.6%
Very satisfied	4.1%	5.9%	4.1%	5.0%	2.6%	3.1%
Don't know	0.5%	0.9%	0.7%	1.2%	0.2%	0.9%

Table D23: Satisfaction with Cleanliness of Quality of Roads, Streetlights, and Sidewalks by Race/Ethnicity
(Report Figure 33)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	16.0%	18.0%	19.2%	12.6%	9.4%	10.9%	15.2%	34.6%
Dissatisfied	23.4%	30.6%	31.9%	27.8%	33.7%	39.5%	37.1%	35.4%
Neither satisfied nor dissatisfied	17.3%	24.2%	17.3%	19.8%	22.6%	10.0%	20.5%	12.8%
Satisfied	27.3%	24.9%	23.5%	32.9%	30.2%	38.4%	23.0%	14.8%
Very satisfied	15.2%	1.5%	5.6%	6.4%	4.1%	1.2%	3.6%	2.4%
Don't know	0.8%	0.7%	2.4%	0.4%	0.0%	0.0%	0.7%	0.0%

Table D24: Satisfaction with Quality of Roads, Streetlights, and Sidewalks by Disability Status (Report Figure 34)

Rating	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Very dissatisfied	22.0%	14.1%	19.6%
Dissatisfied	35.2%	35.0%	37.1%
Neither satisfied nor dissatisfied	17.1%	20.7%	28.7%
Satisfied	20.8%	25.4%	11.0%
Very satisfied	4.1%	4.0%	2.8%
Don't know	0.8%	0.7%	0.9%

Table D25: Interest in Increasing Transportation Modes – If Affordable and Safe by Geography (Report Figure 36)

Transportation Mode	NW	SW/S	N	NE	SE	E
Bike	50.0%	38.3%	51.1%	53.9%	58.3%	30.6%
Drive	24.5%	35.7%	28.8%	29.9%	25.0%	55.2%
E-bike or e-scooter	34.5%	29.2%	22.1%	29.6%	27.7%	18.8%
Ride public transportation (bus, MAX, or streetcar)	70.0%	60.5%	70.1%	62.6%	66.0%	49.3%
Walk or roll in a wheelchair or mobility device	39.8%	31.4%	28.0%	33.4%	34.7%	26.9%
Other	6.4%	4.0%	3.9%	3.4%	2.9%	3.1%

Table D26: Safety Walking During the DAY in My Neighborhood by Geography (Report Figure 42)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	4.0%	3.3%	1.5%	3.4%	3.0%	9.6%
Disagree	9.3%	5.4%	11.3%	5.9%	5.6%	17.5%
Neither agree nor disagree	11.0%	7.9%	9.2%	6.7%	7.4%	16.2%
Agree	42.6%	42.1%	44.1%	46.8%	40.7%	40.1%
Strongly agree	32.0%	41.0%	33.7%	36.1%	42.8%	14.6%
Don't know	1.1%	0.4%	0.3%	1.1%	0.5%	2.1%

Table D27: Safety Walking During the DAY in My Neighborhood by Race/Ethnicity (Report Figure 43)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	4.5%	8.0%	4.7%	2.8%	9.2%	4.1%	4.2%	14.7%
Dissatisfied	10.3%	14.8%	10.3%	9.3%	6.7%	11.1%	8.7%	21.6%
Neither satisfied nor dissatisfied	21.5%	15.9%	14.0%	10.8%	9.1%	11.6%	8.4%	8.7%
Satisfied	38.5%	40.3%	54.7%	54.0%	54.4%	46.0%	40.2%	34.7%
Very satisfied	25.0%	17.8%	16.0%	22.8%	20.6%	23.5%	37.6%	20.2%
Don't know	0.2%	3.1%	0.3%	0.3%	0.0%	3.7%	0.9%	0.0%

Table D28: Safety Walking During the DAY in the Central City by Geography (Report Figure 45)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	7.8%	12.0%	8.4%	8.5%	8.7%	17.1%
Disagree	19.4%	18.9%	28.6%	25.4%	24.6%	27.1%
Neither agree nor disagree	20.1%	17.3%	18.4%	17.2%	18.6%	18.5%
Agree	40.4%	38.7%	36.1%	38.4%	35.1%	26.2%
Strongly agree	9.7%	10.9%	6.8%	8.7%	11.6%	5.6%
Don't know	2.7%	2.2%	1.6%	1.9%	1.4%	5.5%

Table D29: Safety Walking During the DAY in the Central City by Race/Ethnicity (Report Figure 46)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	11.1%	15.1%	9.2%	11.5%	11.1%	5.2%	10.7%	32.8%
Dissatisfied	20.2%	29.0%	21.5%	19.8%	30.4%	17.4%	25.1%	26.5%
Neither satisfied nor dissatisfied	14.2%	20.3%	25.9%	15.4%	11.9%	24.1%	17.6%	14.4%
Satisfied	35.3%	23.6%	32.7%	43.6%	40.7%	41.7%	35.0%	20.1%
Very satisfied	17.5%	5.1%	5.2%	9.2%	5.9%	7.9%	9.3%	4.1%
Don't know	1.7%	6.9%	5.5%	0.6%	0.0%	3.7%	2.2%	1.6%

Table D30: Safety Walking at NIGHT in My Neighborhood by Geography (Report Figure 48)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	18.2%	11.5%	18.3%	12.4%	10.6%	30.0%
Disagree	19.5%	19.7%	23.8%	24.7%	23.9%	32.4%
Neither agree nor disagree	15.9%	14.1%	16.4%	14.3%	14.0%	14.2%
Agree	32.7%	34.7%	34.0%	36.5%	36.3%	15.8%
Strongly agree	12.3%	18.8%	6.7%	11.2%	14.4%	4.7%
Don't know	1.3%	1.2%	0.8%	0.9%	0.8%	2.9%

Table D31: Safety Walking at NIGHT in My Neighborhood by Race/Ethnicity (Report Figure 49)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	17.5%	25.6%	25.0%	16.6%	14.3%	24.9%	15.5%	36.0%
Dissatisfied	17.8%	27.2%	30.7%	29.0%	29.4%	15.8%	24.3%	24.9%
Neither satisfied nor dissatisfied	18.5%	15.7%	15.2%	21.4%	16.3%	13.8%	13.5%	13.5%
Satisfied	30.5%	23.7%	23.4%	23.3%	26.8%	31.5%	33.0%	17.8%
Very satisfied	14.8%	3.5%	5.3%	7.3%	13.3%	10.3%	12.8%	6.7%
Don't know	0.8%	4.3%	0.4%	2.4%	0.0%	3.7%	1.1%	1.0%

Table D32: Safety Walking at NIGHT in the Central City by Geography (Report Figure 51)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	33.8%	39.9%	46.9%	39.2%	40.1%	44.5%
Disagree	34.7%	28.3%	30.6%	32.6%	32.5%	31.0%
Neither agree nor disagree	12.8%	14.4%	12.1%	11.7%	11.5%	11.0%
Agree	11.0%	10.7%	7.1%	12.1%	10.3%	5.7%
Strongly agree	4.5%	3.8%	1.1%	1.5%	2.9%	2.3%
Don't know	3.1%	3.0%	2.2%	2.9%	2.6%	5.4%

Table D33: Safety Walking at NIGHT in the Central City by Race/Ethnicity (Report Figure 52)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	33.3%	40.5%	39.1%	37.0%	38.5%	36.3%	42.6%	62.5%
Dissatisfied	17.0%	31.8%	26.5%	33.0%	41.2%	29.0%	32.0%	22.4%
Neither satisfied nor dissatisfied	16.8%	9.9%	15.5%	14.4%	4.8%	3.7%	11.8%	7.1%
Satisfied	20.9%	7.0%	11.0%	12.2%	7.1%	26.1%	8.4%	5.2%
Very satisfied	10.6%	1.4%	3.7%	1.4%	8.4%	0.0%	2.4%	0.2%
Don't know	1.3%	9.3%	4.2%	2.0%	0.0%	4.9%	2.7%	2.6%

Table D34: Armed Police Officers Should Respond to 911 Calls about a Mental Health Crisis by Geography (Report Figure 54)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	21.2%	17.4%	32.8%	24.6%	32.5%	14.2%
Disagree	31.1%	24.9%	27.4%	26.0%	24.4%	19.5%
Neither agree nor disagree	11.5%	13.6%	10.3%	13.8%	12.8%	16.6%
Agree	20.0%	28.4%	19.9%	23.7%	17.3%	28.6%
Strongly agree	14.6%	13.3%	8.6%	9.7%	10.7%	17.3%
Don't know	1.7%	2.3%	0.8%	2.2%	2.2%	3.7%

Table D35: Armed Police Officers Should Respond to 911 Calls about a Mental Health Crisis by Race/Ethnicity (Report Figure 55)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	13.8%	14.5%	27.5%	17.9%	21.5%	19.8%	25.4%	15.6%
Dissatisfied	13.7%	16.2%	22.4%	21.1%	29.8%	15.9%	26.5%	15.2%
Neither satisfied nor dissatisfied	23.8%	15.0%	6.4%	18.9%	5.8%	12.5%	13.4%	17.4%
Satisfied	27.2%	38.1%	27.1%	27.5%	27.1%	42.6%	20.2%	28.7%
Very satisfied	19.7%	11.4%	15.4%	10.2%	15.8%	9.2%	12.5%	20.6%
Don't know	1.8%	4.9%	1.3%	4.4%	0.0%	0.0%	2.0%	2.4%

Table D36: Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property by Geography (Report Figure 57)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	8.5%	5.5%	8.8%	7.9%	12.3%	6.0%
Disagree	12.1%	6.5%	13.4%	12.8%	13.1%	6.9%
Neither agree nor disagree	12.2%	9.4%	12.2%	11.6%	12.7%	9.9%
Agree	29.0%	39.8%	37.7%	38.8%	34.6%	41.1%
Strongly agree	36.6%	38.1%	27.1%	27.9%	26.1%	33.8%
Don't know	1.8%	0.8%	0.8%	1.0%	1.3%	2.3%

Table D37: Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property by Race/Ethnicity (Report Figure 58)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	5.1%	5.7%	6.9%	6.9%	3.8%	1.8%	9.1%	6.0%
Dissatisfied	6.4%	8.5%	11.9%	11.6%	14.8%	7.4%	10.6%	6.0%
Neither satisfied nor dissatisfied	17.9%	13.3%	13.7%	10.8%	13.8%	7.5%	10.6%	11.0%
Satisfied	36.7%	43.8%	42.2%	33.6%	37.1%	51.2%	36.9%	27.5%
Very satisfied	32.2%	24.9%	24.1%	35.2%	30.5%	32.1%	31.8%	49.1%
Don't know	1.7%	3.8%	1.2%	1.9%	0.0%	0.0%	1.0%	0.4%

Table D38: Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk by Geography (Report Figure 60)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	31.0%	23.1%	41.9%	30.9%	41.0%	18.7%
Disagree	29.6%	29.2%	30.6%	33.1%	28.5%	24.2%
Neither agree nor disagree	15.4%	17.1%	8.5%	14.1%	11.3%	16.6%
Agree	14.0%	19.5%	13.4%	13.3%	10.7%	24.8%
Strongly agree	7.6%	9.5%	5.0%	7.8%	7.3%	12.5%
Don't know	2.4%	1.5%	0.6%	0.8%	1.3%	3.2%

Table D39: Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk by Race/Ethnicity (Report Figure 61)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	15.7%	19.6%	26.0%	29.2%	16.0%	38.3%	32.9%	21.9%
Dissatisfied	15.4%	20.7%	28.2%	30.0%	34.8%	17.9%	30.2%	24.0%
Neither satisfied nor dissatisfied	27.3%	19.0%	17.0%	13.1%	15.1%	8.6%	12.7%	17.9%
Satisfied	21.2%	27.5%	17.7%	14.8%	26.3%	27.9%	14.7%	18.5%
Very satisfied	18.4%	8.1%	10.6%	9.8%	7.7%	7.2%	8.3%	15.8%
Don't know	2.0%	5.1%	0.5%	3.0%	0.0%	0.0%	1.2%	1.8%

Table D40: Armed Police Officers Should Respond to 911 Calls about Someone on Private Property by Geography (Report Figure 63)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	7.3%	4.3%	9.5%	7.8%	10.4%	6.0%
Disagree	14.7%	7.2%	10.0%	11.6%	12.7%	7.8%
Neither agree nor disagree	13.6%	8.8%	15.8%	13.5%	13.9%	13.4%
Agree	26.2%	42.5%	36.7%	38.1%	32.9%	34.5%
Strongly agree	35.5%	36.5%	26.9%	28.3%	28.4%	35.3%
Don't know	2.8%	0.8%	1.0%	0.8%	1.6%	3.1%

Table D41: Armed Police Officers Should Respond to 911 Calls about Someone on Private Property by Race/Ethnicity (Report Figure 64)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very dissatisfied	4.7%	7.0%	7.1%	9.2%	3.8%	4.9%	7.7%	6.4%
Dissatisfied	5.4%	10.6%	10.0%	10.6%	7.0%	3.8%	10.5%	5.9%
Neither satisfied nor dissatisfied	22.9%	12.4%	14.1%	24.0%	17.0%	15.0%	11.6%	7.9%
Satisfied	35.1%	35.9%	40.5%	25.6%	37.9%	44.9%	36.2%	29.8%
Very satisfied	29.2%	29.4%	26.8%	28.5%	32.6%	31.4%	32.7%	49.6%
Don't know	2.7%	4.7%	1.5%	2.1%	1.7%	0.0%	1.3%	0.4%

Table D42: Priority of Armed Police Officers Engaging in Crime Prevention by Geography (Report Figure 66)

Rating	NW	SW/S	N	NE	SE	E
Not a priority	2.8%	1.4%	1.3%	1.6%	1.5%	1.2%
Low priority	5.2%	4.9%	4.4%	6.6%	4.7%	5.5%
Medium priority	29.4%	28.6%	29.5%	29.8%	27.7%	25.9%
High priority	59.5%	63.4%	60.1%	60.1%	59.7%	65.1%
Do not want police to do this	3.1%	1.8%	4.7%	2.1%	6.4%	2.2%

Table D43: Priority of Armed Police Officers Engaging in Crime Prevention by Race/Ethnicity (Report Figure 67)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Not a priority	2.0%	2.5%	4.4%	2.9%	0.9%	3.7%	3.1%	3.4%
Low priority	7.1%	8.0%	4.4%	8.9%	19.3%	7.4%	11.7%	12.4%
Medium priority	32.3%	26.7%	27.1%	26.2%	27.1%	39.9%	31.3%	29.9%
High priority	53.5%	56.1%	57.7%	53.1%	46.1%	49.0%	44.6%	46.5%
Do not want police to do this	5.0%	6.6%	6.4%	8.7%	6.6%	0.0%	9.3%	7.8%

Table D44: Priority of Armed Police Officers Following up on a Crime by Geography (Report Figure 69)

Rating	NW	SW/S	N	NE	SE	E
Not a priority	2.8%	1.4%	1.3%	1.6%	1.5%	1.2%
Low priority	5.2%	4.9%	4.4%	6.6%	4.7%	5.5%
Medium priority	29.4%	28.6%	29.5%	29.8%	27.7%	25.9%
High priority	59.5%	63.4%	60.1%	60.1%	59.7%	65.1%
Do not want police to do this	3.1%	1.8%	4.7%	2.1%	6.4%	2.2%

Table D45: Priority of Armed Police Officers Following up on a Crime by Race/Ethnicity (Report Figure 70)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Not a priority	1.5%	1.6%	1.4%	0.3%	4.0%	0.0%	1.6%	0.5%
Low priority	3.5%	5.9%	5.8%	5.5%	5.9%	5.5%	5.2%	2.3%
Medium priority	26.2%	28.1%	29.1%	20.8%	25.0%	28.1%	28.9%	28.6%
High priority	65.3%	60.7%	61.4%	70.1%	60.0%	66.4%	60.8%	65.8%
Do not want police to do this	3.4%	3.7%	2.3%	3.3%	5.1%	0.0%	3.5%	2.7%

Table D46: Priority of Armed Police Officers Engaging in Community Engagement and Outreach by Geography (Report Figure 72)

Rating	NW	SW/S	N	NE	SE	E
Not a priority	11.3%	7.3%	9.7%	5.5%	9.1%	6.9%
Low priority	26.9%	26.6%	23.6%	25.1%	25.7%	24.3%
Medium priority	29.6%	35.9%	32.6%	34.8%	30.5%	34.7%
High priority	23.2%	23.4%	22.0%	25.5%	20.3%	25.9%
Do not want police to do this	9.1%	6.8%	12.1%	9.1%	14.3%	8.2%

Table D47: Priority of Armed Police Officers Engaging in Community Engagement and Outreach by Race/Ethnicity (Report Figure 73)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Not a priority	14.0%	10.2%	4.5%	6.4%	13.7%	12.2%	7.7%	13.4%
Low priority	21.7%	27.2%	19.1%	24.3%	37.1%	26.2%	25.5%	26.5%
Medium priority	27.9%	30.8%	31.7%	34.6%	21.4%	31.8%	34.1%	31.0%
High priority	29.9%	20.7%	38.2%	20.8%	21.2%	29.8%	22.6%	20.9%
Do not want police to do this	6.5%	11.1%	6.5%	13.8%	6.6%	0.0%	10.2%	8.3%

Table D48: Priority of Armed Police Officers Enforcing Traffic in High crash Streets and Intersections by Geography (Report Figure 75)

Rating	NW	SW/S	N	NE	SE	E
Not a priority	8.6%	4.9%	5.7%	4.6%	3.9%	4.5%
Low priority	19.7%	17.3%	21.5%	19.4%	22.2%	16.5%
Medium priority	40.8%	39.2%	35.8%	38.0%	33.0%	32.1%
High priority	26.1%	32.9%	29.9%	32.8%	32.3%	41.3%
Do not want police to do this	4.8%	5.6%	7.0%	5.2%	8.5%	5.7%

Table D49: Priority of Armed Police Officers Enforcing Traffic in High crash Streets and Intersections by Race/Ethnicity (Report Figure 76)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Not a priority	3.8%	4.8%	5.3%	4.2%	10.3%	3.7%	4.9%	8.2%
Low priority	14.7%	17.1%	21.9%	25.7%	21.6%	15.6%	18.8%	18.2%
Medium priority	38.6%	34.0%	34.5%	31.6%	29.4%	35.2%	36.2%	35.4%
High priority	38.3%	38.8%	35.1%	30.5%	31.5%	42.7%	33.4%	34.0%
Do not want police to do this	4.7%	5.3%	3.3%	8.0%	7.2%	2.9%	6.7%	4.3%

Table D50: Priority of Armed Police Officers Patrolling in High Crime Locations by Geography (Report Figure 78)

Rating	NW	SW/S	N	NE	SE	E
Not a priority	3.8%	1.3%	4.2%	1.0%	2.8%	1.5%
Low priority	4.3%	4.3%	9.7%	4.6%	8.2%	5.2%
Medium priority	21.6%	21.2%	23.6%	24.1%	22.5%	17.6%
High priority	64.8%	69.7%	56.7%	63.7%	55.9%	72.4%
Do not want police to do this	5.5%	3.5%	5.8%	6.6%	10.5%	3.4%

Table D51: Priority of Armed Police Officers Patrolling in High Crime Locations by Race/Ethnicity (Report Figure 79)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Not a priority	1.8%	2.3%	3.4%	3.2%	5.9%	0.0%	1.9%	1.2%
Low priority	13.6%	5.4%	7.6%	4.9%	6.4%	9.6%	6.0%	4.2%
Medium priority	21.4%	18.6%	23.6%	15.5%	32.6%	29.8%	22.1%	13.0%
High priority	57.2%	70.1%	60.3%	70.4%	41.7%	57.7%	63.6%	79.2%
Do not want police to do this	6.1%	3.6%	5.1%	5.9%	13.4%	2.9%	6.4%	2.4%

Table D52: People Who Need, but Don't Know about Housing Assistance Programs by Geography (Report Figure 84)

Rating	NW	SW/S	N	NE	SE	E
Rental and Housing Assistance	32.0%	31.0%	35.9%	37.3%	44.7%	46.9%
Water, Sewer, and Stormwater Bill Payment Assistance	37.7%	37.7%	53.9%	42.1%	40.0%	41.9%

Table D53: People Who Need, but Don't Know about Housing Assistance Programs by Race/Ethnicity (Report Figure 85)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Rental and Housing Assistance	26.4%	49.1%	27.5%	55.6%	47.2%	8.1%	38.5%	31.1%
Water, Sewer, and Stormwater Bill Payment Assistance	41.8%	36.0%	49.8%	54.2%	47.6%	47.8%	39.1%	30.5%

Table D54: People Who Need, but Don't Know about Economic Assistance Programs by Geography (Report Figure 91)

Rating	NW	SW/S	N	NE	SE	E
Small Business Support Programs	62.3%	43.4%	51.1%	58.4%	49.3%	57.9%
Job Training Programs	47.4%	47.5%	65.2%	46.5%	51.2%	50.9%

Table D55: People Who Need, but Don't Know about Economic Assistance Programs by Race/Ethnicity (Report Figure 92)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Small Business Support Programs	31.9%	56.0%	58.5%	43.2%	55.1%	74.2%	55.2%	63.3%
Job Training Programs	28.3%	49.7%	41.9%	49.3%	79.1%	51.8%	57.5%	58.9%

Table D56: Contacting City Government on Issues Important to You by Geography (Report Figure 94)

Rating	NW	SW/S	N	NE	SE	E
Very difficult	14.7%	9.2%	12.1%	8.2%	10.1%	17.5%
Difficult	16.7%	17.1%	17.5%	18.6%	20.3%	24.7%
Neither easy nor difficult	18.8%	24.6%	19.8%	23.9%	22.2%	23.9%
Easy	8.5%	9.3%	7.4%	8.9%	8.0%	6.8%
Very easy	2.7%	3.3%	3.1%	3.4%	1.6%	1.8%
Don't know	38.6%	36.5%	40.1%	37.0%	37.8%	25.3%

Table D57: Contacting City Government on Issues Important to You by Race/Ethnicity (Report Figure 95)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Very difficult	13.4%	17.1%	17.8%	20.9%	19.6%	15.6%	9.5%	26.8%
Difficult	16.8%	28.6%	26.7%	22.7%	20.3%	13.3%	18.1%	24.3%
Neither easy nor difficult	34.6%	25.8%	24.6%	17.6%	10.9%	29.2%	22.5%	18.2%
Easy	17.8%	6.3%	7.5%	6.4%	12.1%	12.4%	8.1%	2.5%
Very easy	4.0%	1.5%	2.0%	1.6%	0.0%	7.8%	2.7%	0.9%
Don't know	13.5%	20.8%	21.5%	30.9%	37.2%	21.7%	39.1%	27.3%

Table D58: Contacting City Government on Issues Important to You by Age (Report Figure 96)

Rating	16 to 29 Years	30 to 44 Years	45 to 59 Years	60 to 74 Years	Over 74 Years
Very difficult	11.9%	11.2%	12.9%	13.7%	9.4%
Difficult	16.6%	19.9%	21.6%	20.9%	25.6%
Neither easy nor difficult	23.7%	20.9%	22.9%	23.6%	27.0%
Easy	9.0%	7.8%	8.1%	7.9%	5.3%
Very easy	3.0%	3.0%	2.1%	2.1%	0.3%
Don't know	35.9%	37.3%	32.4%	31.8%	32.3%

Table D59: Contacting City Government on Issues Important to You by Education Level (Report Figure 97)

Rating	Grades 1-11	High School Diploma or GED	Some College, but No Degree	Associate Degree	Bachelor's Degree	Graduate or Professional Degree	Trade School or Certificate Program	Other
Very difficult	20.4%	18.9%	13.7%	17.6%	9.8%	9.1%	18.4%	40.3%
Difficult	28.3%	21.5%	23.0%	18.9%	18.7%	19.2%	17.2%	2.7%
Neither easy nor difficult	20.1%	22.9%	24.6%	29.2%	21.9%	21.8%	22.6%	19.5%
Easy	4.4%	6.0%	5.9%	9.2%	8.9%	8.9%	8.6%	0.0%
Very easy	0.6%	2.0%	2.0%	1.8%	3.2%	2.5%	3.2%	0.0%
Don't know	26.1%	28.7%	30.7%	23.4%	37.5%	38.5%	29.9%	37.6%

Table D60: Contacting City Government on Issues Important to You by Disability Status (Report Figure 98)

Rating	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Very difficult	15.4%	11.2%	15.8%
Difficult	22.3%	19.5%	23.2%
Neither easy nor difficult	21.7%	22.5%	29.6%
Easy	7.4%	8.3%	4.5%
Very easy	1.8%	2.7%	0.0%
Don't know	31.5%	35.8%	26.9%

Table D61: Effectiveness of Portland's City Government by Geography (Report Figure 102)

Rating	NW	SW/S	N	NE	SE	E
Strongly disagree	24.0%	17.9%	21.2%	16.3%	18.7%	21.0%
Disagree	25.1%	29.1%	33.1%	34.0%	34.5%	27.0%
Neither agree nor disagree	24.3%	22.6%	22.6%	22.2%	19.3%	20.9%
Agree	19.0%	21.0%	15.9%	17.5%	18.2%	16.6%
Strongly Agree	4.6%	6.8%	2.3%	5.9%	5.1%	9.2%
Don't know	3.1%	2.6%	5.0%	4.0%	4.1%	5.2%

Table D62: Effectiveness of Portland's City Government by Race/Ethnicity (Report Figure 103)

Rating	AIAN	Asian	Black	Latinx	MENA	NHPI	White	Other
Strongly disagree	11.7%	14.2%	13.2%	18.1%	12.6%	18.3%	21.1%	41.1%
Disagree	21.8%	24.7%	22.0%	19.0%	38.1%	25.4%	34.3%	29.9%
Neither agree nor disagree	28.7%	24.8%	23.4%	26.8%	14.7%	15.5%	20.2%	13.3%
Agree	18.7%	17.9%	25.7%	18.8%	26.2%	27.7%	16.7%	10.0%
Strongly Agree	17.9%	13.3%	10.9%	7.8%	8.3%	9.9%	4.1%	4.1%
Don't know	1.3%	5.1%	4.7%	9.5%	0.0%	3.2%	3.6%	1.6%

Table D63: Effectiveness of Portland's City Government by Gender (Report Figure 104)

Rating	Woman	Man	Transgender	Other
Strongly disagree	19.2%	19.2%	37.3%	17.6%
Disagree	30.5%	31.0%	29.7%	36.5%
Neither agree nor disagree	22.3%	20.3%	10.5%	25.2%
Agree	17.8%	18.7%	6.4%	13.8%
Strongly Agree	5.5%	7.6%	4.4%	3.4%
Don't know	4.8%	3.2%	11.7%	3.5%

Table D64: Effectiveness of Portland's City Government by Age (Report Figure 105)

Rating	16 to 29 Years	30 to 44 Years	45 to 59 Years	60 to 74 Years	Over 74 Years
Strongly disagree	11.9%	11.2%	12.9%	13.7%	9.4%
Disagree	16.6%	19.9%	21.6%	20.9%	25.6%
Neither agree nor disagree	23.7%	20.9%	22.9%	23.6%	27.0%
Agree	9.0%	7.8%	8.1%	7.9%	5.3%
Strongly Agree	3.0%	3.0%	2.1%	2.1%	0.3%
Don't know	35.9%	37.3%	32.4%	31.8%	32.3%

Table D65: Effectiveness of Portland's City Government by Disability Status (Report Figure 106)

Rating	Have a Disability	Do Not Have a Disability	I Prefer Not to Answer
Strongly disagree	20.3%	19.2%	23.4%
Disagree	29.5%	31.4%	28.8%
Neither agree nor disagree	19.8%	21.7%	21.4%
Agree	19.6%	17.7%	16.8%
Strongly Agree	5.9%	6.0%	5.9%
Don't know	5.0%	4.1%	3.7%

Table D66: Effectiveness of Portland's City Government by Education Level (Report Figure 107)

Rating	Grades 1-11	High School Diploma or GED	Some College, but No Degree	Associate Degree	Bachelor's Degree	Graduate or Professional Degree	Trade School or Certificate Program	Other
Strongly disagree	12.2%	13.0%	17.6%	19.2%	21.7%	20.7%	22.6%	6.5%
Disagree	23.8%	22.4%	29.8%	27.8%	32.2%	35.0%	21.2%	38.3%
Neither agree nor disagree	32.6%	28.8%	22.7%	19.3%	19.8%	19.9%	22.7%	8.3%
Agree	12.7%	19.2%	17.5%	21.0%	16.7%	17.8%	22.2%	39.1%
Strongly Agree	7.7%	10.5%	7.4%	10.1%	5.9%	3.7%	2.8%	0.0%
Don't know	10.9%	6.1%	5.1%	2.7%	3.7%	2.9%	8.5%	7.8%

Appendix E: Significance Tests

The following table presents the chi square significance tests and the Cramer's V statistics for the crosstabulations presented in the figures of this report (see Methodology section for an explanation). Due to the large sample size secured for this survey, nearly all of the chi square statistics were statistically significant; therefore, they were not included with each crosstab throughout the report.

Table E1: Significance Test Statistics

General City of Portland Topics					
Figure Number	Demographic Variable	Chi Square Statistic	Degrees of Freedom	Probability	Cramer's V
Portland's Greatest Challenge (Q4)					
2	Geography	127.0692	25	$p < .001$.0753
3	Race/Ethnicity	322.8864	35	$p < .001$.1200
4	Gender	140.4211	15	$p < .001$.1022
5	Age	301.3130	20	$p < .001$.1296
6	Disability Status	55.5606	10	$p < .001$.0787
Most Important City Service (Q5)					
8	Geography	168.7489	40	$p < .001$.0868
9	Race/Ethnicity	200.7893	56	$p < .001$.0800
10	Household Income	221.9417	56	$p < .001$.0841
11	Disability Status	59.6404	16	$p < .001$.0815
Succeed and Thrive in Portland Regardless of Identity (Q19)					
14	Race/Ethnicity	171.9359	35	$p < .001$.0876
15	Gender	262.8565	15	$p < .001$.1398
16	Disability Status	154.4668	10	$p < .001$.1321
Livability					
Figure Number	Demographic Variable	Chi Square Statistic	Degrees of Freedom	Probability	Cramer's V
Satisfaction with Portland as a Place to Live (Q3)					
19	Geography	192.2663	25	$p < .001$.0926
20	Race/Ethnicity	141.5264	35	$p < .001$.0795
21	Gender	63.3063	15	$p < .001$.0686
22	Age	227.7937	20	$p < .001$.1127
23	Household Income	130.1083	35	$p < .001$.0762
24	Disability Status	17.2158	10	$p = .226$.0438
Interest in Increasing Transportation Modes – If Affordable and Safe (Q15)					
26	Bike: Geography	212.8620	5	$p < .001$.2179
26	Drive: Geography	276.8517	5	$p < .001$.2485
26	E-bike or e-scooter: Geography	56.7312	5	$p < .001$.1125
26	Public transportation: Geography	106.0098	5	$p < .001$.1538

Table E1: Significance Test Statistics

Livability					
Figure Number	Demographic Variable	Chi Square Statistic	Degrees of Freedom	Probability	Cramer's V
26	Walk or roll: Geography	30.0906	5	$p < .001$.0819
26	Other: Geography	9.6304	5	$p = .169$.0463
Satisfaction with Cleanliness of Streets, Sidewalks, Public Spaces (Q20)					
28	Geography	56.4221	25	$p < .05$.0502
29	Race/Ethnicity	275.2714	35	$p < .001$.1108
30	Disability Status	11.1831	10	$p = .702$.0353
Satisfaction with Quality of Roads, Streetlights, and Sidewalks (Q23)					
34	Geography	78.6934	25	$p < .001$.0592
35	Race/Ethnicity	113.8601	35	$p < .001$.0713
36	Disability Status	53.1049	10	$p < .001$.0770
Community Safety					
Figure Number	Demographic Variable	Chi Square Statistic	Degrees of Freedom	Probability	Cramer's V
Safety walking During the DAY in My Neighborhood (Q25)					
42	Geography	451.1255	25	$p < .001$.1419
43	Race/Ethnicity	231.6950	35	$p < .001$.1017
Safety walking During the DAY in the Central City (Q26)					
45	Geography	178.4006	25	$p < .001$.0892
46	Race/Ethnicity	136.6763	35	$p < .001$.0781
Safety walking at NIGHT in My Neighborhood (Q27)					
48	Geography	420.9911	25	$p < .001$.1370
49	Race/Ethnicity	173.1753	35	$p < .001$.0879
Safety walking at NIGHT in the Central City (Q28)					
51	Geography	86.8925	25	$p < .001$.0623
52	Race/Ethnicity	160.5115	35	$p < .001$.0846
Armed Police Officers Should Respond to 911 Calls about Mental Health Crisis (Q29a)					
54	Geography	233.0950	25	$p < .001$.1020
55	Race/Ethnicity	187.1778	35	$p < .001$.0914
Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property (Q29b)					
57	Geography	133.6940	25	$p < .001$.0772
58	Race/Ethnicity	75.7069	35	$p < .001$.0581
Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk (Q29c)					
60	Geography	304.1123	25	$p < .001$.1165
61	Race/Ethnicity	187.5758	35	$p < .001$.0915
Armed Police Officers Should Respond to 911 Calls about Someone on Private Property (Q29d)					
63	Geography	130.3513	25	$p < .001$.0763
64	Race/Ethnicity	104.9223	35	$p < .001$.0684

Table E1: Significance Test Statistics

Community Safety					
Figure Number	Demographic Variable	Chi Square Statistic	Degrees of Freedom	Probability	Cramer's V
Priority for Armed Police Officers Engaging in Crime Prevention (Q30)					
66	Geography	88.7063	20	$p < .001$.0703
67	Race/Ethnicity	68.3734	28	$p < .001$.0617
Priority for Armed Police Officers Following up with a Reported Crime(Q31)					
69	Geography	58.5865	20	$p < .01$.0572
70	Race/Ethnicity	24.4946	28	$p = .751$.0370
Priority for Armed Police Officers Engaging in Community Engagement and Outreach (Q32)					
72	Geography	65.8151	20	$p < .001$.0606
73	Race/Ethnicity	80.1579	28	$p < .001$.0669
Priority for Armed Police Officers Enforcing Traffic in High-crash Streets and Intersections (Q33)					
75	Geography	74.5507	20	$p < .001$.0645
76	Race/Ethnicity	34.0153	28	$p = .258$.0435
Priority for Armed Police Officers High-crime Locations(Q34)					
78	Geography	153.2689	20	$p < .001$.0924
79	Race/Ethnicity	55.8421	28	$p < .05$.0558
Government Performance					
Figure Number	Demographic Variable	Chi Square Statistic	Degrees of Freedom	Probability	Cramer's V
Contacting City Government on Issues Important to You (Q7)					
92	Geography	127.7966	25	$p < .001$.0755
93	Race/Ethnicity	213.4045	35	$p < .001$.0976
94	Age	39.8124	20	$p < .05$.0471
95	Education Level	135.0759	35	$p < .001$.0776
96	Disability Status	34.1382	10	$p < .01$.0617
Contacting City Government on Issues Important to You (Q35)					
100	Geography	81.6430	25	$p < .001$.0603
101	Race/Ethnicity	229.2653	35	$p < .001$.1011
102	Gender	55.7292	15	$p < .01$.0644
103	Age	151.4304	20	$p < .001$.0919
104	Disability Status	5.8792	10	$p = .91$.0256
105	Education Level	155.0622	35	$p < .001$.0832

Appendix F: Respondent Comments

Each and every comment provided by residents of Portland in the 2022 Portland Insights Survey is valuable and sincerely appreciated. However, it is not possible to reproduce the thousands of comments here, so the following list includes quotes that represent the opinions of multiple respondents organized by report section. As with all qualitative data, many of the quotes represent a number of different topics and their placement within the sections is one way to organize them.

Table F1: Quoted Respondent Comments by Report Section

General City of Portland Topics *(alphabetized within subsection)*

Portland's Greatest Challenge

"Appreciate the emphasis on equitable services and agree with the priorities of making it a livable city. The challenges facing the city are difficult to address and go far beyond just the city government."

"Businesses are leaving. People are afraid in their own homes. Garbage is causing rat infestations and health issues. Meth addicts are ruining the city. The city must act."

"Cars are stolen, traffic is dangerous with no accountability, developers and people cut down trees when our canopy has lessened (heat dome!) city taxes are high for small business and citizens (my friends have moved to WA co. to avoid homelessness. It seems like we are spinning our wheels."

"City Bureaus are too big and the management structure too broad; lacking proper supervision of employees to complete all of their tasks efficiently, and ethically. Accountability is almost non-existent, especially for managers & supervisors; no one holds them accountable when audits show functions are not getting done and/or done properly & fiscally. Worst, public input is only a formality as plans are made and inputted regardless of what community members want or need."

"Homelessness is the biggest problem which is tied to lack of affordability. HOWEVER, the biggest issue is our handling of the homeless problem. The homeless population and permissiveness of camping everywhere has led to rampant property crimes and lack of public safety."

"Huge mistake to dismantle system for neighborhood involvement; huge mistake to undercut police and pretend we don't have a gang problem leading to violent crime. We seem to be spending a lot of resources making neighborhoods difficult for car travel -- lots of money for few bicycles yet unsafe for walkers."

"I would have said that homelessness is the city's top issue, and it is in the near term. But climate change and other environmental degradation is the long-term top priority."

"Public safety needs to be prioritized. And most importantly, the homeless problem needs to be addressed and tent camping in public spaces needs to be prohibited."

"Seemingly, Portland's government has allowed the city to degrade over the last few years. Everyone knows this. It is obvious. I won't go into the myriad of details, but the filthy sidewalks, the houseless population roaming the streets, and the disrepair of the streets around my neighborhood speak volumes."

"Seems to be more in-fighting and bickering than making progress on homelessness, neighborhood/pedestrian/biker safety in SE/Foster-Powell, sidewalk/park cleanliness. It would be great to have more cooperation with our elected officials - deliver on results and communicate about the impact. Progress over perfection. I'm bullish on Portland, but my optimism isn't limitless."

"Shootings, stabbings, stealing have been rampant for a couple years. Defunding police and putting on the ballot about the misdemeanor for hard drugs for personal use and giving more rights to homeless compared to tax payers have made this city completely fall apart."

Table F1: Quoted Respondent Comments by Report Section

Portland's Greatest Challenge (cont.)

"The City's system of government continues to fail the people who need it most. The government is supposed to serve the needs of the people, particularly those with the least access to essential resources, and yet most governmental bodies refuse to build meaningful relationships with underrepresented communities. We continue to put massive amounts of money into a police system that disproportionately uses brutal violence against communities of color and contributes to high incarceration rates for specifically black people. There continues to be no real accountability for this deeply broken system protecting the rich and privileged. The system of government is also incredibly far removed from the communities it supposedly aims to serve, and is not accessible to those outside of wealthy, white communities."

"We knew the police could not be trusted to enforce the law equally for people of color, the homeless or those with mental health issues. But now we've seen that they can't provide basic assistance to middle class neighborhoods either. They haven't been doing the minimum, basic parts of their jobs for years. That may be a complex problem to resolve but the city not only can't shelter its houseless population, it hasn't even been able to keep the streets and sidewalks clean. These aren't new issues. I moved here from the East Coast 20 years and love Portland. But the city government has always been weak at providing even basic services. Liter that doesn't get picked up, trash cans stored on the street and sidewalk, basic codes not enforced. These are not new issues and Portland has never been able to do them competently."

Most Important City Service

"As a city employee and a long time resident of Portland, I'm keenly aware of the gaps the city has in effectively serving its citizens. Issues that have existed in the past have only been exacerbated and the response has been dismal."

"City has lost control of street safety and allows extensive disorder in public areas. Too much emphasis on bicycle lanes and traffic routing. Too little response to vandalism and small business concerns."

"I believe Portland is not lost and can improve. Focus on the important issues affecting city residents: safety, homelessness and crime."

"I have lived in Portland since the mid-seventies. Services which are paid for through taxation have either been reduced in some cases to nearly non-existent. I still pay taxes for services which are no longer rendered through the city or are selectively render unfairly to other neighborhoods. An example would be sweeping the streets in Laurelhurst and Irvington frequently during the fall for leaves while sweeping my street twice a year. Enforcing homeless camping laws in Laurelhurst while looking the other way in my neighborhood. These highly selective actions benefit few and ostracize other neighborhoods which have serious problems as well!"

"I think the upcoming economic and housing crisis are the most important issues we can address in the next few years."

"I worry SE will lose needed services and grocery stores due to employee safety and theft."

"In general, Portland is a good place to live. First priority should be to properly fund homeless programs. The streets in my neighborhood (Lents) should be cleaned more frequently. Cops who support the JAN 6th insurrection should be fired. In general, PPB needs to remember that they are servants of the people, not autocrats wielding authority. without regard for human dignity."

"Most of the core services that cities provide, Portland does at least as well as other cities. There are specific areas that need improvement, namely homelessness and colorblind policing. Every interaction I have had with a city employee (Parks, Water Bureau, Code variance, non-emergency police) has been positive - they had a great attitude and really seemed to care about doing a good job. The city listens to my neighborhood association and responds reasonably promptly to specific requests like extra police patrolling, permissions to use the streets for events, etc."

"One of the primary roles of government is to protect citizens from crime, and I do not see that actually happening at all."

Table F1: Quoted Respondent Comments by Report Section

Most Important City Service (cont.)

"Portland leaders should focus on their primary objectives, to provide public safety, fire, police, roads and utilities and general livability."

"Portland needs to change from the commissioner style of city government to a council/manager system. It also needs to stop driving women and particularly Black women and other women of color out of office and out of participation in crafting city policy. Until we start taking care of and providing for the full needs of the most vulnerable among us, Portland will continue to prey upon the disadvantaged to line the pockets of the wealthy. Defund and disband the police, fuck the structure of government and its support of fascists, tax the wealthy and make them pay for the services they deny to everyone else."

"Portland's motto is the city that works, but not much is working. Tax revenue is at an all time high, but the services provided couldn't be more sparse. Hold times for 911 or police response, increased crime and violent crime, less accessibility to recreational programs, increased taxes to pay for preschool that can't even get off the ground, and less accountability. I hate to be someone that is so pessimistic, but this is the culmination of years of neglect."

"Problems with safety, crime, garbage, homelessness, and incompetence of the bureau of development services have persisted for so long and progressed. I've never lived anywhere where I felt this unsafe and after residing here for over 15 years am planning to leave."

"Refrain from using the word "services" or the phrase "the city that works." Be precise when telling us how you will spend tax money and what will be done."

"Seems like there is a real lack of creativity to problems of homelessness, including what appears to be the belief that there is only one solution to housing crisis (camps) when really it's a layered complex issue required multiple solutions. Would like to see more creativity, diversity, and equality of services across the city. Sometimes for those of us in East County it feels like initiatives, like climate change mitigation, are not applied equally."

"Thank you so much to the city of PDX for all the services you provide :) Please make sure all streets (like SW Shattuck) have sidewalks to ensure pedestrian safety!"

"The city council system should be reworked to provide a fair and unbiased perspective on providing city services."

"The city does not do enough to ensure community members have the necessary resources (food, water, shelter) to survive. Portland police are corrupt and only serve the interests of the wealthy. Racial discrimination and violence from outside hate groups is high in Portland and not enough is being done to curtail it. Overall, the city of Portland government does not care for community members. Mutual aid groups do a better job at providing for our most vulnerable community members than the city. Portland is a microcosm of capitalist America in the worst way."

"The City has been very unresponsive to citizen demand to support climate initiatives. It is beyond belief to me that the City gave 5 more years to Zenith to pollute and endanger neighborhoods through which their oil trains move and at their facility off St. Helens Road."

"The city has let the city get into such bad shape with homelessness, crime and trash, it's a sign the government isn't working. What really matters to me is supporting education and parks for my kids but no one is looking for improvements when we are this deep of a mess as a city. Taxes are going up - services seem to be getting less and less."

"We're an international disgrace. Look around us. We went from one of the most livable cities to one of the most dangerous and hostile to small businesses in a matter of months. The streets are full of drugs, and everyone in leadership pretends it's a housing problem or blames it on "Trump." Our DA allows major crimes to go unprosecuted & no one in City Hall seems to think there's anything wrong with that. Multiple people I know have been attacked in their own homes. When I run errands, I find that the businesses no longer exist. Everyone with kids is moving away. Three houses on my block are for sale. Stop pretending this is the fault of another political party in Washington DC. It's obviously a self-made problem. Stop encouraging organized crime to come here & sell drugs. Enforce laws. Investigate & prosecute the Antifa terrorists who destroyed Downtown."

Table F1: Quoted Respondent Comments by Report Section

Most Important City Service (cont.)

"Worst of all, the Portland city government does a terrible job of public involvement outreach. I once expressed interest in an issue that directly impacts my neighborhood, about which I was not properly notified. So I emailed the appropriate city agency with no response for months until I got an email notice the morning of the public hearing! It couldn't have been more obvious that my input was unwanted, in fact actively discouraged. People will accept decisions they don't like."

Investing City Resources

"Bureaus are too siloed and lack coordination. It takes too long to get to a decision and implement actions. Politicians shouldn't be administrators. Too much concern for every last "stakeholder" to agree to every move or policy to be made."

"City needs to provide resources that empower residents in neighborhoods east of 82nd Ave., and to make it more livable."

"City officials and police have difficult jobs and choices to make. It always appears the city is run with political concerns foremost rather than the welfare of its' citizens being foremost. All peoples in the city should be treated, protected, and respected and tolerated equally. Rampant destruction of business or personal property, for whatever cause, should not be tolerated. There should be a broad spectrum of approaches to reduce homelessness, not just searches for single solutions, especially if temporary - yet decisions and actions must be taken at other than a bureaucratic snail pace."

"Distribution of Resources is not equitable: My neighborhood is low-income and does not have the infrastructure that other more opulent communities in our city have. The distribution of resources feels unfair. We need more resources. We need sidewalks, especially on our school routes and along SE Powell Blvd and SE Holgate from I205 to SE 112th."

"Even though there has been some progress made in the last few years, those of us who live in Lents and other east Portland neighborhoods still feel like we are neglected. There is trash all over our streets, theft, violence, and sidewalks crowded with tents, streets lined with stolen vehicles, and we can't even use the I205 MUP because it is too dangerous. We are fed up."

Investing City Resources

"Finally, stop looking at the problems in aggregate, it is too overwhelming. Find the people who are doing good work, reward them and give them the resources to be successful. There is too much money going to people and organizations that really don't do much. Streamline the system, and if that means someone loses their job or an organization doesn't get funded for being ineffective, so be it. IT TAKES COURAGE TO MAKE HARD DECISIONS AND DO DIFFICULT THINGS. SHOW SOME COURAGE."

"Has been wasteful of resources; separating mental issues from homeless, incl. addictions, from violence problems is crucial for right treatment of all needing corrective healing."

"I believe Portland has a more effective government than many other comparable cities but there is still a strong need to divert spending from the police and into education, social services, environmental protections i.e. renewable energy, and campaign finance reform."

"I don't feel that anyone on council cares about me, the area I live in and no one has to take responsibility and come home after work to the area they run - so there is no skin in the game so to speak. Notices about public input nights don't exist to those that don't have computers and internet so they are never represented."

"Most people in Portland, like myself, are very liberal and align with the "values" that the government puts forward. However, behind closed doors even the most ardent liberals are confessing to be sick and tired of the lack of action on homeless, crime, and housing. It's time to get things done and focus on class as an issue since it includes all oppressed communities simultaneously."

"Portland has a dysfunctional form of city government (i.e., mayor and city council supervising bureaus, which frequently changes). Despite that, the city bureaus providing services seem to function adequately and meet their missions."

Table F1: Quoted Respondent Comments by Report Section

Investing City Resources (cont.)

"The city has not been effective at requiring low income housing and affordable housing. Developers have been allowed to develop huge high priced rental apartments, with no parking, where units sit unoccupied while homeless increases. They have closed community centers (like Sellwood) and not improved common infrastructure like parks as population density has grown."

"The City's priorities need to shift to public safety and fewer city resources for the homeless. The County and State should be providing mental health programs, not the city. Also, the programs to build homeless camps in all neighborhoods is going to move people away to the suburbs. Public safety in the form of more armed police officers needs to be prioritized. Crime has severely increased since the riots were allowed to persist in downtown and North Portland. Businesses have moved out of downtown, and tourism is very low."

"We have incredible resources here but so much government dysfunction that they are squandered."

"We put too much responsibility in the hand of Government when it take the whole community to effectively bring about many changes in concert with government."

"Where to start? There is too much money going to too many social service agencies at the State, County and City levels. No one is empowered to make decisions, and near as I can tell, no one is trying to identify best practices. We DO NOT need to commit more resources. We need to use the resources we have more effectively. You want more activity in the central city? Bring the business community back and stop treating it like an ATM. You want more mixed neighborhoods? Have the courage to stand up to NIMBYS, rezone and make housing affordable. Portland is still an attractive place to live, but it is too expensive - people turn down good, well paying jobs because they can't afford housing."

Succeed and Thrive in Portland Regardless of Identity

"I am the only white member of my family. I have a lot of stress over how police might treat my husband, children, and in-laws, who are all Black."

"Our race is also often discriminated against by white people in Portland. Our income is significantly lower than that of white people, and we don't own our own housing. Hope the government can help us to own our own homes."

"Portland is a good place to be queer, but (as a white person) I doubt it's a good place to be Black. In the decade+ I've lived here: cost of living has skyrocketed, putting an unconscionable amount of people on the streets while building living spaces only for the wealthy; police harass and harm Black and Indigenous people of color (and the mentally ill of all colors) while they don't actually help those in need (I speak from personal experience); bands of white supremacist, misogynist, homophobic and transphobic people from out of state are welcomed to come harass the citizenry by our police. We're supposed to care about people here, especially those who need the most."

"Undocumented people here they are not safe. ICE still arresting and deporting people and that is discrimination."

Reasons for Moving or Wanting to Move out of Portland

"Many long time Portlanders are moving away because of homelessness, crime, livability. Very sad."

"Portland is losing population on a net basis. Portland will continue to do so, especially the high income residents, and the tax base will reduce if changes aren't made."

"Portland used to be such a crown jewel- just beautiful. I love it here so much and used to be so proud to live here. There is beauty everywhere, from parks to the arts to sustainable practices but until homelessness gets addressed and violent crime starts to drop, people will continue to leave their beloved city. It breaks my heart but -for balance- it also lifts my heart. I'm conflicted about staying here for the long term and never ever thought I would leave."

"The city of Portland became a horrendous place to live in, despite the high taxes we pay as residents. The city is filthy and unsafe, the road conditions are beyond terrible, and morale and city pride is gone. Every visit downtown with my young daughter involved a scary encounter with a person on drugs. The streets are covered in feces (literally), and the police is nowhere to be seen. My family and I are considering leaving Portland, and moving to one of the surrounding cities, where the budgets seem to be managed properly, the parks are safe and clean,

Table F1: Quoted Respondent Comments by Report Section

there are no homeless and mentally ill people harassing you when you walk by, and the roads are well maintained. The city of Portland and the people managing it should be ashamed of themselves."

Reasons for Moving or Wanting to Move out of Portland

"We (family of 4) moved here in 2014. Since 2016+ everything in terms of safety, cleanliness, lack of police presence, lack of justice or follow up on crime has plummeted. There is a high level of lawlessness in Portland with no consequences. We will move once our children finish school. I love Portland except its tilted on the side of too much crime and no consequence."

"We appreciate that you are working hard, asking questions and trying to help improve this situation. I've lived in Portland for over 35 years. I love this city. But we are going through a very tough time and some things need to change. Specifically around homelessness, garbage and crime. For the first time in our lives, my wife and I are considering moving. But we really don't want to. Thanks for listening."

Livability *(alphabetized within subsection)*

"Although I think the quality of city government has declined, Portland has responded to its challenges better than many US cities."

"As a relative newcomer, it's painfully obvious that city government is leaderless and has zero vision outside of spending more money on law "enforcement" rather than identify solutions to root cause. The dysfunction is palpable and is frankly not worth engaging too much with in current form."

"As a resident of Portland of nearly 30 years, I'm extremely saddened and angry at the state of our city. We need our streets cleaned up and drugs criminalized again or it'll continue to degrade. I don't feel safe going to parks near my house or walking on my street anymore. My property taxes keep rising but I'm feeling less safe every day."

"As a senior who grew up in Portland and has many times used Max to join up with friends all over the city, as a person who has rode my bike from home to many activities in city parks, as a person who has many times walked to do my grocery shopping, I am saddened to not feel as comfortable doing these activities. I know that not all homeless use drugs, but I can't tell who is so I keep my distance with them all."

"Beautiful environment and good climate."

"City of Portland does not listen to or prioritize the needs and rights of the honest working, law abiding, tax paying citizens. It is this population that funds the city services/programs. We cannot continue to lose the working population and people are not moving to Portland to fill the jobs."

"Considering how much the population has increased over the past 15 years, I think the city is doing a pretty good job. The pace of action by the city could be more robust in the highest areas of poverty and crime."

"Cost of living continues to skyrocket, and for those of us who rent our homes, greedy landlords are the problem. We need better tenant rights and protections. The fact that there are so many houseless people is due, in large part, to the greed of wealthy landlords who treat human lives as commodities and continue to raise rents even though incomes do not raise proportionally. The city needs more representatives in government who are not property owners, because they clearly do not care about the rest of us."

"It **seems** like there is such a profound bias towards doing/talking about things that sound nice, "moral", righteous, "woke" and fashionable - like making sure that every possible permutation of gender, race and ultra-minority is represented in a survey but when it comes down to actually making those very same people's lives better, the fundamental and underlying issues (such as income disparity, cost of living, etc.) are barely changed. I'd rather everyone just walk their talk. I know there are noteworthy exceptions though - and I have seen improvements here-and-there in things like cleaned up camps."

"Look around Portland, the last 5 years has significantly gotten worse. It looks like a damn war zone out there. We are all on survival mode with barely enough resources to keep us alive. We are alive but not at the same time. RIP."

Table F1: Quoted Respondent Comments by Report Section

Livability (cont.)

"The livability of Portland has decreased dramatically. The homeless crisis and gun violence are out of control. Many of us who have lived here all or most of our lives, still have hope. We are, however, beginning to experience compassion fatigue. We are tired of feeling unsafe in the city we call home. Portland is an expensive place to live. My family members are all leaving the state. That is really sad. For how much it costs to live here, why don't we have services that will take care of our problems?"

"The loss of neighborhood associations having any power was a horrendous condition as developers' power grew. We pay \$14,000 a year for property tax and we were both teachers trying to stay in our home. Then to see city can't get rid of dirty trash all over is disgusting and depressing."

"This City (as a bureaucratic unit) seems uniquely dysfunctional. I love this city (as a geographic and cultural location) and this overall area, though; I grew up here and want to maintain a presence here for the rest of my life if possible, but outside of very specific (and sadly, very expensive) areas, I don't feel safe, I don't feel I'll be able to afford living a very modest lifestyle here for long as a non-wealthy renter, and I don't feel the City (bureaucratic unit) has held up its end of the bargain and maintained our public infrastructure and supported our community for all the authority and tax revenue that's been given to it."

"To pay all that and roads are terrible with costly, fancy bike lanes everywhere. My wheelchair is unable to move on sidewalks with all the tents and junk on them. Follow up on stolen cars is nonexistent."

"We have been living in this city for 30 years, raising a family, sending our children to PPS schools, being involved in our neighborhood and our community and we are sad to say we are counting down our days before we can find a few place to call home. We feel we have very little to show for our tax dollars and no longer feel proud to call Portland our home. The tents on the sidewalk, the crime, the garbage, the sad state of our children's schools. We still have rights to live in a safe, clean city and not fear for our children's safety while waiting at a bus stop, but it doesn't seem the City of Portland feels the same. People shooting drugs openly at bus stops, stealing cars and bikes, leaving garbage everywhere, driving without plates, the list goes on and on, seems to be what the City of Portland not only is permitting but continues to allow without consequence or regard for the tax payers that continue to fund this dysfunctional city. Over it."

"We moved to Portland over 12 years ago because of its uniqueness and effective planning measures. Now, I don't even recognize Portland. I won't allow my in-laws from out of state to visit because of how deplorable this city looks. It's embarrassing and it gives them a reason to "say told you so". This city and county is expensive and is not working. You need to remove the "City That Works" slogan from your vehicles because nothing is working. Failed government policies, cutting police funding, and having the wrong people in government has led to this situation. I honestly don't know what solutions to remedy the problems are, as we have affordability, homelessness, and infrastructure issues. I hate that I checked None of the Above for the homeless support in my neighborhood, as I feel like if there were services close to my house, they may also invite unwanted attraction. Sometimes I feel like we are at a point of no return. I hope I am wrong. It all starts with government and it has failed."

Satisfaction with Portland as a Place to Live

"A lot of the day to day works fine. Many things like housing, homelessness seem stuck, although intentions are good."

"Cities all over the world are struggling to transition through this phase of the pandemic, we in Portland are not unique. However, I ardently hope that we can snap out of this needlessly polarized political show that continues to thrive and start paying attention to making positive progress for this community."

"Drug addiction is driving and/or exacerbating the mental illness problem. Decriminalizing drug use in the state has been a disaster and has done nothing to improve the condition and livability of the city and community."

"I feel that our taxes are not being used correctly and pushing out our retired social security elders to live in more affordable cities."

Table F1: Quoted Respondent Comments by Report Section

Satisfaction with Portland as a Place to Live (cont.)

"I'm a lifelong Portlander and I love this city, or sometimes the memory of it. I'm not an expert on our system of government, but my sense is that it's ill-suited to both compromise and decisiveness. I also understand that members of City Council are harassed often by people with extreme views and my empathy goes to them - it makes it harder to find good candidates when you're signing up for personal abuse. Maybe because of these squeaky wheels, I think council thinks that Portlanders want to do things labeled "progressive" at all costs, and I think that might scare electeds from engaging in honest debate and making decisions that appear judgmental - e.g. not allowing sleeping on the streets at the cost of tourism and small business. It's also not helpful to be performative in supporting "progressive" dog whistles - folks want to see outcomes. Homelessness, trash in public areas, and non-violent crime are very easy outcomes to observe, and so are proxies for the effectiveness of the city government - whether or not they're the best measures. My answers here are based on what I observe, and I want to acknowledge that much is likely going smoothly, and many crises in addition to homelessness might exist that I just don't know about. Thank you for doing this survey, and thank you to our elected officials for taking on hard jobs."

"I'm deeply disappointed in how the livability and safety has declined in the City of Portland and my neighborhood in Portland over the years. I have lived here over 50 years and this is the first that I have seriously considered selling my home in North Portland and leaving the area. I use to work in downtown Portland and it was awful. I would see drug dealing and using in front of my window right on SW 6th Avenue. Fortunately, my company no longer mandates that I work downtown. It was awful. I am also considering firearm protection. I cannot trust that I will be protected against the rising crime in my area. Drugs, homelessness, theft and robberies along with other violent crime is rampant. I'm tired of paying my share of taxes that does not appear to benefit me. Friends visiting from other major cities cannot believe how bad it is here. Shock and disgust are common feelings and reactions. I hate to say it but I'm embarrassed to let others know I live here. Something needs to change and soon."

"I'm embarrassed and frustrated to live here. It's not safe on the streets with drivers speeding around you. Garbage from homeless camps visible on streets. Graffiti on buildings. Businesses closing and leaving buildings vacant. Homeless people in campers parking near business driveways, making it difficult to get in and out of parking lots safely. People's cars being stolen and then left in homeless camps. People also can buy drugs in camps. I gave up Brinks because it took 2 hours on an alarm call before police came. Homeless co-opt bus shelters to live in for months before anything is done. Open drug buys. Group of campers took over 162nd and Division parking lot last summer. I felt unsafe doing business there. There is a sense that the city is slipping away, tourists don't want to come. I find downtown cringeworthy and sad. It used to be vital and welcoming. Hotels declaring bankruptcy is a HUGE red flag. Defunding police is a terrible idea. Lack of strong leadership in government is sad. City couldn't man one of the fire stations recently. I am a senior and my property taxes are almost \$4,000 a year. For what? Only the problems stick out to me, especially in outer southeast and the Powell Blvd corridor. There is no beauty here. No "finishing touches". No curbed plantings no pretty tree lined commuter streets. Go down Sunnyside road from 174th south in the fall. It's a joy of autumn color. Road crew on Se 162nd looks like they abandoned the project half way through. Did the money run out? Trimet has already ruined Division. Is 162nd south of Division work ever going to be finished. Street racers have discovered it and I can hear them from my house at night. My son's a Mormon, left the Portland area to raise my 3 grandchildren in a more conservative school environment. Mormon buildings are going vacant. You might consider them the "canary in the cage". If religious, family centered, well-employed homeowners leave an area, something is wrong."

"In a post COVID, where we have an been traumatized, and we've lost hundreds of thousands of people, I'm not sure any government would have the tools to be effective right now. We've lost a huge chunk of our workforce. Our meritocracy means that simple employment doesn't guarantee dignity or safety. Rising inflation. A severe housing shortage that is unlikely change. Cheap narcotics that damage people's brains at a rapid rate. Insufficient medical and psychological infrastructure. A federal government that keeps encouraging our most talented people to go for STEM (science, technology, engineering, math) jobs. A lack of respect for any service or public facing work. And city government that seems to be trying very hard to do a lot of brand new things that communities might not have done before. This is to say that when I express that or government is ineffective, I mean that

Table F1: Quoted Respondent Comments by Report Section

there's a confluence of reasons; government itself isn't the reason it is ineffective. We have serious hearts and minds issues that need to be addressed. We need a social reckoning that unifies Portlanders to heal. This survey is a great place to start. Listening is always a helpful tool. We need tools to acknowledge city and statewide, that the world has changed since COVID. We should have an Acknowledgement Day city holiday. It's a day for us all to take stock and make choices about how we're going to take care of each other. We can become creative at starting humane solutions and traditions that celebrate and transform our city. What could they be?"

Satisfaction with Portland as a Place to Live (cont.)

"Portland feels very unsafe right now, especially for women. It's not safe for women to walk alone in most parts of the city at most times of the day because of random attacks. In the question above about being worried about being harmed because of ethnicity etc., I would include women in that. I feel that the problems of homelessness, rampant addiction, and mental illness on the streets are not being effectively handled. People are not safe in their own homes because criminals are not disincentivized for breaking into houses. People's cars aren't safe because property crimes are left unsolved and unpunished for the most part. Livability feels like it's at an all time low."

"Portland has completely failed us. I feel so unsafe it's not funny. I've had a home intrusion by a crackhead, car window smashed in 3 times, stolen property, car theft, gang shoot outs consistently at night. I hate this city. Democrats have absolutely failed us and we will not put our child in these terrible schools. Two school shootings at Jefferson. Portland sucks."

"Portland has gotten into a rut of spending money on things we don't need; Esplanade, hideous metal structures called art, too many things to mention. Concentrate on safety and well being of all citizens, not just minorities or those in higher income brackets. The city is an embarrassment."

"Portland is not a safe place anymore for my three kids. We would leave if we could afford to, but we can't afford to. I want to vote all of city council out except for [redacted]. [Redacted] only care about looking good to activists and not about working families just trying to make ends meet and keep their children safe. My kids have seen things in our neighborhood they should never have to see - needles everywhere, people high out of their mind on meth, gunshots. We feel like we can't even leave our house and I'm anxious driving on powell or division. If I see cops at all, I assume someone got shot. I hate it here so much. I wish we could leave more than anything in this world and I wish I could give my kids somewhere better to grow up."

"Portland is still a running city, and the residential neighborhoods are fairly nice. We need to pivot to a stance of personal responsibility rather than thinking that every problem should have a program attached that provides services."

"Portland needs change. I'm tired of paying so much for property and income taxes for people that won't or don't want to get help for their mental issues or drug addictions. I work so hard to earn a living to live in this city. This city used to be a beautiful livable city. Now we live in a filthy unsafe environment. People are constantly stealing from other people and bringing items to their tent sites only to have us pay for their storage of the items when cleanups happen or pay for the garbage removal."

"Recent "improvements" to this neighborhood's roads are a total waste of money. We need sidewalks because there are tons of walkers especially with dogs ... we don't need designated bike lanes as many are elderly. And now we have an area with shared lanes to accommodate bikes, which are few and far between. You have eliminated parking for some homes and the lines are confusing not to mention slowing high traffic streets to 30mph thereby causing more reckless and angry drivers (i.e. Glisan Halsey & Stark). Glad I live near Gresham cuz that's where I take my business now!"

"Resident for 27+ years and the past 4 years have been a steady decline in my perception of safety and cleanliness. Taxes rise, bonds get passed...all asked of homeowners like me. Yet, I no longer permit my kids to use public transportation (safety), go downtown on their own (safety), or take advantage of parks (we used Parks & Rec a lot as they grew up). City officials have not done a good job of addressing basic human needs, beyond homelessness. General sense of security is undermined by trash, unpredictable behaviors of people in crisis, and crime (low level begets serious crimes). It's been a swift decline. Living here is no longer something to be proud of."

Table F1: Quoted Respondent Comments by Report Section

Satisfaction with Portland as a Place to Live (cont.)

"The city government is not very responsive or engaged with neighborhoods that are east of 82nd. It's a progressive city but the govt is centrist and doesn't give real progressive solutions to our problems. I hope the city can be more bold- universal basic income, real direct democracy, language and disability justice, free housing, full rights and support to undocumented and other immigrants, etc."

"The city has declined in the 23 years I have lived here. Safety, beauty, and livability, access to basic city services have all gone down while costs for all interactions with the city have increased. 911 dropped and lost calls over 90 minutes on hold for police non-emergency and over 20 minutes to reach the fire department while the house burned to the ground. \$6000 roofing permit when across the street in Gresham there is no fee, property tax bill is 3x the purchase year."

"The city has done a very poor job of knowing how to balance the needs of a vocal few over the needs of the quiet majority who just want to feel safe. Policies have emboldened criminals because low level offenses are utterly ignored, causing situations to escalate to the level of needing police or fire emergency services—except they're too understaffed and busy to respond. And while I am a life-long bleeding heart liberal, even I think the pendulum has swung too far toward focusing every part of city government toward the seemingly singular goal of equity and inclusion efforts. Sometimes it seems very performative. It's a large piece of the puzzle but it's blinding us to other equally important challenges like drug addiction, which affects more than just disadvantaged populations."

"The city seems either incapable or unwilling to take hard action against rampant property crime and homelessness. In my immediate block, we typically need to call either police or non-emergency 1-2 times per month due to a threatening situation developing on our block. Cops are not empowered to take any action. All of my neighbors are registered democrats. All of them are fed up with city and how bad things have become here in Portland. Progressive leadership is failing the city in its fundamental role of ensuring a safe place for people to live, work, and play."

"The measure to create a strong mayor system that passed in Portland will help greatly."

"The lack of diversity is shocking. Many of my friends refuse to give portland a chance because it is 70% white and has a bad reputation for police violence. Diversity initiatives/grants for housing & small business, police re-training with a focus on de-escalation and nonviolent communication. More unarmed resource connectors that can help with mental illness/ drug addiction. Drug addiction has led to a lot of destabilized individuals that feel scary to be around. It just feels like these issues have been allowed to build up over time through incompetent leadership."

"The well intended but ineffective actions of the city has destroyed what made Portland great. I now feel as if I don't belong in my hometown anymore. As a gay man I hate being labeled and patronized by the all the diversity sensitivity. City do your job, maintain the infrastructure, keep us safe and leave off trying to change hearts and minds - we were doing fine until you all got so politically correct."

"Unequal attention and resources paid to neighborhoods east of 82nd Avenue."

"We fell madly in love with Portland, OR many years ago and chose to put down roots here. Over the past ten + years we have watched our beloved city slowly crumble into the mess it is now and it is heartbreaking. The crime, graffiti, homeless situation, loss of businesses, trash, lack of government accountability, soaring cost of living, MASSIVE property taxes that keep increasing, etc. etc. etc. have hit a breaking point for a lot of residents and the discontent is almost palpable. We know a lot of people who have left this city, many more that plan to, and are considering this option ourselves. This is hard because we love the walkability, all the parks, the weather, the people/culture of the area, all the historic/vintage homes and architecture, the small businesses and the feel of community in each little neighborhood throughout Portland. We used to walk/urban hike all over the city but there are many areas we can no longer stroll because we do not feel safe and even in the "safe" areas our guard is never down. Friends and family across the US and the globe used to love visiting Portland and touring all the restaurants, shops and sights... and now no one wants to come near. Even driving around town now is more of a cringe moment than a delight like it used to be because Portland has turned into an embarrassing dump with all the trash, graffiti, tents, people clearly under the influence, and the mentally ill who are violent. The gun violence and crime are a glaringly big issue and we do not have enough Police or 911 call center operators. Sitting on hold for

Table F1: Quoted Respondent Comments by Report Section

5-15 minutes + as a child is turning blue choking, while your house is being broken into, or when you see someone in eminent danger is not OK. We don't even have enough traffic police and thus many are no longer obeying basic traffic laws or following speed signage. This is creating a very dangerous situation and it is something we witness on a daily basis."

Satisfaction with Portland as a Place to Live (cont.)

"While most cities have struggled during the pandemic, Portland has gone from a safe, quirky, fun place to live to a place where I am scared to walk in my neighborhood. And I live in what used to be a safe place. My teen walks around homeless and drugged people every day to take the bus. My car been broken into multiple times. Packages stolen off my porch. I've had to chase people from my porch who were trying to camp there. We hear people in distress yelling most days. It's too scary downtown or on Max. We have empty businesses which have become homeless encampments. Constant reports to PDX reporter do nothing; I've been on hold with police and emergency services for up to a half and hour. And yet my home taxes raised considerably?"

Satisfaction with Cleanliness of Portland Streets, Sidewalks, and Other Public Spaces

"Another role of government is to ensure the roads are in good shape, another fail - we cannot drive a straight line down most major streets due to potholes. I approve of the improvements to Division and Powell, but I live on Holgate - I cannot walk to our closest convenience store without having to walk in the street because we don't have sidewalks."

"Property taxes continue to go up as do the number of lots being split into multiple tax paying properties, water/sewer service is more expensive than anywhere in the country yet the city is filled with transient camps in every conceivable space and trash/vandalism are everywhere. And it's not just litter, we're talking about piles of trash. Drug addicts are everywhere and their unpredictable behavior makes public safety a huge issue. I often see people passed out on the street or sidewalks, not just in the city center, but everywhere. You can't tell if they're dead or alive because they are so far gone and passing out in unnatural locations/positions."

"The city government does not really care. Homelessness is up, crime is up, no community involvement. They do not venture and really see how bad the bad has become. Drug use everyone. I can't even breathe in parks and sidewalks because someone is lighting up a joint or shooting up."

"The homeless issue has become a crisis in the last several years, the city is dirty and not the Portland many of us loved. Our city government has done very little/nothing to address homelessness and the associated crime and garbage/human waste issues!"

"The streets are in terrible shape and the homelessness is way beyond out of control. The police are a non presence. Drugs are everywhere. The downtown area is not thriving. Portland is a big city with a "provincial" government."

Satisfaction with Quality of Garbage, Recycling, and Composting

"For sanitation: why does this town use an insane patchwork of for profit sanitation services? Should be centralized and city owned."

"I live in a small household of 3 people that recycles and composts, and can barely fit our trash in our little bin. It's beyond frustrating, and then I pay a ton for garbage and the company does a horrible job-half the time missing us or leaving garbage strewn everywhere. But it makes for a cool story that Portland is so progressive - everyone recycles so they only need evert other week garbage pickup. In reality, it's a nightmare!"

"I wish there was more collaboration with Metro to tackle waste removal and disposal, especially pertaining to large items people cannot afford to bring to transfer centers."

"I work in the waste removal & management industries. I have a *general* idea of the money the City receives from haulers for MSW tonnage fees. Road taxes. Licensing fees. It's a lot. There's no excuse for the lacking basic maintenance of our infrastructure."

"Overall, I like our garbage service. Our communities, however, struggle to get rid of larger trash items. These items, especially in lower income neighborhoods like mine, accumulate on people's properties. Other cities, including Phoenix, have quarterly large trash item pick up at the curb that are part of regular trash service. I would

Table F1: Quoted Respondent Comments by Report Section

like to see this in Portland.”

“There is still no composting citywide for multi-family housing.”

Satisfaction with Quality of Parkes and Natural Areas

“Portland is the greenest city in America, with lots of parks, lots of green trees and so on.”

“Swim lesson and parks activity registration is full before signup even starts.”

“We appreciate the initiatives in arts and culture, as well as the good maintenance of the city parks.”

“We have fantastic parks. Please ensure these continue to be cared for and updated.”

Satisfaction with Quality of Roads, Streetlights, and Sidewalks

“Changes are regularly made to our roads with literally no consideration for the businesses and emergency services which has caused a number of businesses to close-or the design of the neighbourhoods and the realities of living in a grocery desert from 122 ave -to 184 ave basically , our neighbourhoods were not designed to be walkable, and we have a ton of streets that don't have pavement never mind side walks, people that have to rely on transit either /and 1) don't feel safe 2) don't feel it is designed to work with the train system rather than in opposition to it and when using transit means it takes all day to grocery shop-, well we love being ghettoized.”

“City goes around changing speed limits but doesn't have a back up plan to enforce it.”

Satisfaction with Quality of Roads, Streetlights, and Sidewalks

“Generally, things are OK from my perspective. Clearly, we've just come through a really bad spell. I'm hopeful that we're growing out of it. There's a lot to do to restore trust, etc., but we can get there with some good leadership.”

“Insufficient crosswalks throughout the city.”

“PBOT needs to stop converting streets to bicycle only avenues.”

“Portland needs to upgrade its public transit system and stop inducing traffic by widening roads. Widening roads also has the side effect of increasing pollution, increasing noise pollution, and making the city less walkable and bikeable. As long as public transit is slow as molasses, people will continue to choose to drive. Full stop. This is why we need modern high-speed public transit, not half-measures that waste tax dollars and do nothing to attract drivers onto public transit. Our MAX lines are based on ancient technology and it takes forever to travel across town. There are so many possibilities available to us. If we want to, we could create underground railways that connect key areas of Portland via modern trains that reach 150+ MPH. Why are we not doing this?”

“The amount of human waste, garbage, and drugs accumulating on neighborhood streets needs to be addressed. I am trapped in my own house with homeless people camping and causing so much mayhem from fighting with themselves to stealing cars to doing drugs and yelling at kids, to loose dogs with no leash attacking people walking by. As a Person of Color I support law enforcement and will support them in whatever it takes to clean these streets up.”

Community Safety *(alphabetized within subsection)*

“911 is sometimes impossible to get a hold of, even during an emergency.”

“Finally, regarding effectiveness of gov't here, I don't like being vilified by City commissioners because I am stereotyped by the neighborhood I live in. I think Portland is still recovering from Covid, and there are many empty storefronts still. As well as there are homeless people due to losing jobs and homes during Covid. I think we need some extra help in these areas for awhile longer. We should definitely stop providing money back to citizens when too much taxes have been collected (over a certain income amount). Portland needs that money; perhaps a vote of how those extra funds could be spent would be better.”

“Frequent public arguing, we describe our neighborhood at night as “the wild Wild West”... gunshots constantly. Can't hire enough public defenders, not holding the police force responsible for not doing their work when they are fully staffed, basically just “giving up” on things like stolen vehicles, even calls to 911 go unanswered. Hold cops accountable to do their jobs. Further out areas of PDX need help as well. Insufficient crosswalks throughout

Table F1: Quoted Respondent Comments by Report Section

the city. I feel like city gov needs a reboot. Stand tall and work past the red tape and "political" lens of the past few years. The pendulum is just too far swung, and this is coming from a progressive Democrat. Criminals also need held accountable."

Community Safety (cont.)

"I moved to Portland in the late 1990s and often didn't feel safe walking around downtown Portland. For the past decade or more, I have felt quite safe. Since the pandemic, however, I again do not feel safe downtown. I also am feeling increasingly unsafe in my own home. Over the past year, we have had 1) a shooting in the park outside of my bedroom window, 2) the police in my driveway chasing down a suspect in a hit-and-run, and 3) police in my yard tracking down a suspect who was in a neighbors yard. I have young children and at some point I'm going to have to say enough is enough and move."

"Is it so hard for the police to do their jobs without violating citizens' constitutional rights? The questions regarding do you want police to prioritize crime prevention, community involvement, follow-up on reported crime, traffic enforcement, and patrolling high crime areas are ridiculous as that is literally their job description. And any more settlements for police brutality need to be taken out of the police union budget. Stop making taxpayers pay for police excessive force settlements. There also needs to be consequences for the police work slowdown. They are not showing up to calls not because they are understaffed but because they don't want to. It is a temper tantrum to try and blackmail the citizens. Police unions need to be reined in. They have way too much power, and as it stands, they are no more than just another criminal gang."

"Portland suffered and continues to suffer because of the "defund-the-police" campaign that has strongly encouraged criminal activity and forced many police officers to leave the police force. Because of weak political leadership, I watched my own neighborhood grow substantially more unsafe over the last 2 years. We are indebted to our police officers, and believe me, when you're in a bad situation and have critical need of a police officer, you WILL be grateful of their availability and timely arrival to your aid."

"The City of Portland government at least partially defunded the police a few years back. Now, crime has risen and funds are being added back, meaning the defund was a poor decision. Moreover, it was clear at the time that defunding would lead to an increase in crime. In my assessment, the Portland government, in this instance, made an emotional decision instead of a rational one. A government making decisions based on emotion as opposed to data is a government that will never be effective."

"We need to be tougher on homelessness, I lived in Portland for over 32 years. Currently I do not feel safe for myself or my wife to walk around in downtown Portland. Asian hate crimes and mental health homeless challenges changed my mindset in regards to safety. I currently do not recommend any friends or family go visit or come to Portland due to the safety concerns."

"We pay a significant amount in taxes and still don't feel like we are safe in this city. Crime rates are higher than ever. It seems that criminals are getting a free pass to do as they wish while law abiding citizens are forced to stand back and just deal with it. Meanwhile the city seemingly does nothing to abate those issues. Government seems to not have to enforce rules that aren't convenient for them to enforce. I have lived in this city for 25 years and have never felt more unsafe and unheard."

"When it comes to transportation planning and parks, Portland is great. When it comes to affordable housing and crime on the streets, Portland is terrible. Can we have the bicycle and transit planners work on homelessness and crime? Or maybe Metro needs to be thinking more about safety and homelessness? Not sure where the buck stops."

Safety Walking during the DAY in My Neighborhood

"Even a few years ago I felt pretty safe walking around my neighborhood, but between gun violence and violent homeless people, I don't feel safe at all."

"I don't feel safe going to parks near my house or walking on my street anymore. My property taxes keep rising but I'm feeling less safe every day."

"I don't feel safe going to city parks, no matter the time of day, due to this. There is garbage all over the city. The

Table F1: Quoted Respondent Comments by Report Section

homeless will be openly doing drugs, buying/selling drugs, right in front of all kinds of people and nothing is done about it.”

Safety Walking during the DAY in My Neighborhood (cont.)

“The homeless situation is rife with crime and the Portland leaders refuse to accept that as well as the drug addiction that got us here in the first place. To turn their backs on the citizens of Portland by saying it is a mental health issue is even more maddening. If there are those with true mental health issues, why would you not treat the issue with the urgency it deserves—not only for the safety of the vulnerable but also for the residents who have to witness this atrocity every day. Our quality of life consists of being on constant alert for theft, open drug use everywhere including our schools and the inability for many to walk about their neighborhoods in safety without encountering a person who is under the influence and committing violent acts or aggressive behavior.”

“The streets are not safe, day or night. We cannot get through on non-emergency to make reports. There are not enough police patrolling the roads. The police's hands are tied when it comes to enforcing the law for petty, persistent crimes. Criminals and addicts suffering from their addiction and mental illness are running this city. Tax paying citizens are not being protected or heard. People who "choose" to live on the streets have a level of mental illness/paranoia, addiction and/or are so criminally minded they cannot or will not accept and sustain assistance offered to them. When will the government acknowledge this reality. You could build all the housing in the world and they wouldn't go inside or stay inside. They're sick, yet we are the ones suffering fearing for our lives and our safety.”

“There have been homeless camps immediately outside my apartment building for almost 3 years. The people in the camps are selling and using meth and heroin. They have created a huge ugly filthy smelly mess. They often keep the people in my building awake on and off all night with their screaming, ranting and fighting. We are afraid to walk in our own neighborhood because of threats from these drug addicts. We have submitted over 300 complaints without ONE meaningful response from the city. It is abundantly clear that the mayor and commissioners do not care in the least about apartment residents in Portland.”

Safety Walking during the DAY in Central City

“Currently I do not feel safe for myself or my wife to walk around in downtown Portland. Asian hate crimes and mental health homeless challenges changed my mindset in regards to safety. I currently do not recommend any friends or family go visit or come to Portland due to the safety concerns.”

“I live in the Parkrose area and will not come down to the city of Portland as I don't want to be confronted with crime, trash and panhandling.”

“I'm on alert just walking a block in my Pearl District neighborhood.”

“I'm a born and raised Oregonian and have lived in my current residence for 26 years. I am strongly disappointed by our current state of ugliness. I have not been downtown for almost two plus years due to the potential activists taking over and blocking streets making it difficult to get home.”

“It's unsafe for me and especially for my family to walk at the day time.”

“It's not safe to walk alone in this city anymore.”

“The amount of crime openly happening in the bright light of the food trucks with zero concern about whether they will be caught is disturbing, and the fact that I cannot walk safely on that block, practically in the shadow of the iconic Deer/Portland sign, is really not an OK image for our City to have. I read more and more about shootings and murders in a city I once loved, and still do.”

Safety walking at NIGHT in my neighborhood

“I live in the Cully neighborhood so there are just things I have never been able to do, such as walking at night BUT now, not only can I not do that in my neighborhood, but I also just feel a sense of unsafety all over Portland, in and outside. It's not fair for children, and honestly and not fair for anyone.

“I want to be able to walk in my neighborhood ANYTIME and not be harrassed and sprayed with mace WHERE I LIVE AND PAY TAXES AND A MORTGAGE.”

Table F1: Quoted Respondent Comments by Report Section

"I wouldn't go at night because I would be afraid to get killed outside."

"The streets are not safe, day or night."

Safety Walking at NIGHT in the Central City

"I use to live in the Pearl District / northwest Portland from 1999 to 2006. I would walk through Old Town at night after getting off the MAX to return to my apartment after work in 2001. I had a different job that required me to walk from my apartment downtown to Pioneer Square to catch the MAX at 5:30 am to go to work. I did that for 9 months in 2002-2003 and had no threat against my well being. Today, I would never do that commute by foot or on the MAX because of the homeless and dangerous criminal thugs that live on the streets. I now live in inner SE. It is sad that it is so dangerous to go downtown anymore."

"I used to feel safe going downtown and now I avoid the area. I see so many people running red lights and speeding on the streets. It's crazy out there. I'm thankful when I do see a police officer."

Armed Police Officers Responding to 911 Calls: Someone in a Mental Health Crisis, Someone Damaging Property, Someone Sleeping on Sidewalk, Someone on Private Property

"First, can not answer the question about 911 calls because responding alone or with a trained unarmed profession are two very different situations, ie: mental health crisis-should respond, but only with a train prof., damaging property - armed and preferably w/ a armed partner, sleeping on the sidewalk - don't know, someone on private property - armed and alone ok."

"I believe there many instances where trained, unarmed police or other trained community service providers should be the main ones on the scene, particularly for issues having to do with people who are homeless/houseless and/or are mentally ill. I believe there are many good cops and the term ACAB truly angers me. That said, I understand why Black and Brown people are far more worried about calling the cops than White people. I do think we need to deal with traffic violations. Our fatality rate for pedestrians and bicyclists is increasing. Other cities in the world have solved this with low speed limits and changes to streets. We can do so too."

"I know that there are police officers who are doing the job well. I also think police officers have been relied upon to respond to situations that probably ought to be addressed by other professionals (mental health crises, for example) so I am happy that the Portland Street Response initiative has been undertaken."

"Portland residents are currently on the wrong end of a protection racket operated by the police. The police need to do the work they are paid to do and stop mewling like spoiled child bullies. Cops who won't do their jobs need to be fired. This city needs to stop treating 'houseless neighbors' like some kind of precious cultural ambassadors and start enforcing the laws they routinely violate. They need to be offered the help we have paid to give them by voting for multiple bond measures and taxes, and if they refuse help, they need to be jailed for their crimes or given a one way ticket to someplace where they haven't worn out their welcome. This city is not a rules-free campground."

"The police bureau seems understaffed, but I support the non-armed staffing that responds to those in mental health crisis."

"There is a disproportionate amount of force used by the police against Portlanders who are poc/struggling with mental health that has often been lethal, despite it being a non-violent situation to start. The city needs to invest more into supporting it unhoused civilians and having more non-police options for people to reach out to. I have known people who will not call 911 even in emergency situations out of fear of Portland's police."

"With what I have seen in Portland (15+ years) the crime, homelessness, houseless, mental illness, etc has gotten worse. It's not safe to send out officers without some-sort of being armed. By wearing the uniform they already have a target on their backs. My neighborhood is pretty active criminal-activity that I am grateful we get someone scoping the area. Of course, this is my opinion, my experience and my bias."

Table F1: Quoted Respondent Comments by Report Section

Prioritizing Armed Police Officers Response to Situations Other than 911 Calls: Crime Prevention, Following up with a Reported Crime, Community Engagement and Outreach, Traffic Enforcement in High-Crash Street and Intersections, Patrolling High-Crime Locations

"Both unarmed and armed responders to follow up with reported crime in central areas."

"Cops are an insane waste of money (even before getting to legal settlements). They assault peaceful protesters and coddle violent white supremacists. If the best thing you can find to do with "armed police officers" is community outreach and traffic control.... maybe you dont need so many armed police officers."

"I strongly agree that the police should prioritize establishing connections with their neighborhoods and areas of service, but I don't believe they need to be armed to perform that task."

"I want police to be more responsive to reported crimes in high-crime areas."

"I want unarmed responders do better at following up with reported crimes in low-crime areas."

"Now I need to complain about the "In addition to responding to 911 calls, how should armed police officers prioritize their response to the following situations?" questions. I think most of those are high priority for an officer of the law to show up to. JUST NOT ARMED. I couldn't answer those questions in a useful policy manner because there were two questions ([police] and [armed]) but only ONE answer available. I answered about whether someone should show up armed. But I'd actually like police to show up for all those things. Just mostly NOT ARMED."

"There are grey areas in both the questions about the highest priorities for armed police officers as well as the question of whether they respond alone or with trained, unarmed responders or at all in different situations. You are asking really big questions that I think deserve more of a response than clicking a button. I am not thrilled with the homeless situation in Portland but the unhoused people are people. I also believe we need armed police officers, but they should have ongoing training and some kind of oversight of their conduct. Ongoing training will provide an expectation of growth in their job skills. They have a very hard job - they need to be both supported AND held accountable for their actions."

"We need to beef up Portland police and patrolling in high vandalism activity, my neighborhood in the last 3 months have experienced about 8 fires set to neighborhood properties and theft and car theft and home invasion."

"When I feel "unsafe" in my neighborhood, it's not because there are homeless people sleeping on the sidewalk or even when I hear about the rare break-in; it's because I am fearing my next rent increase, or trying to walk at night in an area with no sidewalks and poor lighting, or watching a police officer harass children in a Safeway parking lot, or being met with hostility from business owners who see me hang out too close to their store for more than 5 minutes because they think I'm "suspicious". And these are just my personal gripes; this isn't even getting into the gripes of my friends who can barely afford to live here, or who are forced to sleep outside and avoid targeting by law enforcement, because the city would rather criminalize sleeping outside and prioritize the desires of land developers, would-be tourists and the Portland Business Alliance than humanely address the effects of gentrification and provide housing with no strings attached. Also, why does the city keep going back and forth on what to do about these oil tankers right on a fault line next to the Willamette River?"

Housing/Homelessness *(alphabetized within subsection)*

"Actually, I blame the city and mayors from the 2000-2010 who gave the nod to developers. Current elected date now dealing with this intractable situation."

"Affordable housing is a huge issue for Portland and the houseless population is growing everyday. Once on the streets, drug use and other public safety issues tend to increase. The city seems only interested in sweeps in response to complaints about houselessness. Criminalizing and disappearing the current houseless population DOES NOT SOLVE the problem. Make more affordable housing available, take a housing first approach to providing shelters, provide more public restrooms and showers, and invest in the state hospital and other mental health and addiction treatment programs."

Table F1: Quoted Respondent Comments by Report Section

Housing/Homelessness (*alphabetized within subsection*)

"Bleeding heart city officials have refused to curb homelessness and instead encouraged panhandling by creating encampments. calling out attempts to provide housing programs and relocation as impacting personal dignity as if camping on the street, being stoned out of their minds and defecating on public sidewalks is somehow dignified."

"City government at times appears to be unfocused and lacking in a unified vision for not only growing and improving the city but for making sure the people on the fringes don't get left behind. The strong growth and development over the last 15-20yrs has been great to see within the city limits but it happened at the expense of those people who were already living on the margins/fringes and the city government appears to have ignored the struggles of this crucial population hoping they would take care of themselves. We are seeing that this approach was the wrong and continues to be wrong. Solving homelessness can't be done overnight with wishful thinking programs i.e. mass shelters and misdemeanor fines. These only exasperate an already tenuous situation. The root cause, affordable rent controlled housing and living wage jobs is a start, but more city, county, and state programs are needed to uplift those who have fallen and catch those who are on the edge before they fall. With the right leadership and long term vision it is possible to move forward in a meaningful way and not continue down the path the city government is currently on i.e. do the bare minimum and hope the issues resolve themselves."

"City of Portland is known in the real estate development community as a totally unpredictable, chaotic, expensive, time vampire. The City is a joke and is like investment repellant to outside investors. The multifamily zoning and IH policy, and the costs of SDCs and property taxes means that Portland does not have enough multifamily supply to come anywhere near meeting the demand. This means rents will continue to climb. Political hacks have been ignoring basic economic concepts like supply and demand for far too long."

"Every time there is an election, officials promise to end homelessness. Not enough is being done to provide a multi-pronged approach, e.g. more affordable housing and more mental health services as well as better paying jobs such as vocational jobs."

My community has a great deal of poverty and yet we are also bearing the brunt of the city not actually addressing our homeless crisis. We have many people camping in cars, tents, and RVs in my neighborhood. These individuals need decent, clean housing resources. And, my neighbors and I should be able to safely enjoy our outdoor spaces, including sidewalks, the I205 bike path, and the Johnson Creek bike path.

"Provide accessible resources and harm reduction to people living on the streets, please!"

"So many camps, removed, come back, garbage surrounding homeless camps. Crime not prosecuted by district attorney. I live near felon house, with stolen cars, personal property, stolen cars recovered, more stolen cars next day. Neighborhood garden next door, are being threatened while in garden. So much happening in this house, not enough is being done to shut criminal activity down. Disappointed in Portland district attorney not prosecuting to the fullest extend to keep in jail. Not doing job to protect neighbors who are law abiding. Criminals have free reign in Portland."

"The city and county created the homelessness crisis by refusing to enforce the camping ban, and handing out free cell phones, tents, and food. Homeless now come here from all over the country and they are violent mentally ill and drug addicted. taxpayers get no services -- only the homeless. they prey on taxpayers -- like the elderly professor waiting for a bus, who was beaten to death by a homeless meth addict. the city brought that criminal here by advertising free stuff for homeless and no consequences for crime. you defunded the police. you made it so no one wants to be a member of the police force here. the city provides no services for people paying taxes -- only takes their money. portland used to be beautiful and safe."

"The city gave the green light to developers to tear down SROs and build condos... where did the city elected expect the people living in those places to go?"

"The unhoused situation is out of control for such a small city to the point. This doesn't mean "sweeping" them out to other cities it means finding ways to house and give them services."

"There has been no significant progress in alleviating the homelessness crisis. Part of the problem may be the

Table F1: Quoted Respondent Comments by Report Section

confusing overlapping jurisdictions (city, county, Metro)."

Housing/Homelessness (cont.)

"While there are beginnings of effectiveness with the start of safe villages and Street Response, the city has done a poor job following through more quickly with more safe villages with wrap around services and the Street Response is not citywide. There is money for this but lack of will or leadership. Sanitation is awful, there are not nearly enough outdoor bathrooms or shower facilities for those on the street, Tents are tolerated all over instead of getting people housed with support systems. There is either tolerate everything or the other extreme of blaming everything on houseless people. There seems a lack of the city and county working together to solve problems. The city is so inefficient without a city manager and city council appears frozen at times. I am not yearning for "getting back to the good old Portland days" since that often left certain groups of citizens on the outside. I am for creating a safe inclusive Portland certainly to some things we have lost but in addition making the city better for all and really owning our systemic racism and our kicking the houselessness can down the street by tolerating tents and camping all over instead of planning and implementing housing for all before we got to this crises."

Economic Recovery (*alphabetized within subsection*)

"Almost everyone knows the problems: homelessness, mental issues, dirty streets, conjection, etc. BUT I see very little constructive progress being initiated. For MANY of the issues, the city gov't MUST work (effectively) with neighborhood groups (business, social services, crime, etc.) to make changes."

"I think Portland is still recovering from Covid, and there are many empty storefronts still."

"Portland isn't keeping up with its growth more people = more need for security. More people = more need for housing. More people = more variety so that everyone can afford to eat out, shop and move the economy."

"The city is a mess, downtown is going to take years to recover."

"We are trying to recover from a once in a hundred year pandemic that isn't even over yet. That earns the city a hall pass but the time is coming when the majority of its' citizens will want to see some improvement, which may require some bolder measures to be taken. Rooting for success."

Able to Find a Job in Portland with Sufficient Pay

"As a working single mother of two children under 6, I fear for my families safety and financial future. The high cost of housing and day care has made it nearly impossible to get by. Most government Programs are designed for non-working families leaving those like me in a position where we make too much for help but not enough to take care of ourselves."

"There's an influx of people on the streets and there's a proposal to raise rent? I work 40th/wk for the state of Oregon and cannot afford to live because of rental costs vs wages. It's total bs that folks can work 40-60 hours and not afford housing, food and basic necessities. Figure it out or the houseless population will continue to grow and grow while all you in power and with money continue to grow and grow. You see how the lower wage jobs are empty? Can't get seating at your favorite restaurants, no one to pump your gas or cut your hair? Look out on the sidewalks."

"Wages do not equal the cost of living."

"When persons working full time, often two jobs, can't afford an apartment, maybe the definition of "affordable" needs to be more realistically adjusted to be compatible with what people are paid."

Government Performance (*alphabetized within subsection*)

"All you have to do is look around and see how Portland failed at catching the fall-out from Measure 110. The city's social service infrastructure is broken, perhaps bc of failed abilities to effectively work with other government entities to actually be effective. Hospitals are financially in dire straights bc they have effectively become surrogate agencies that assist in finding housing and placement for those in need. But bc of the incredible overflow in the system of people in need who come through hospitals, there is a massive backup of people unable to be placed, and they end up staying in the hospital at times upwards of 4-6-9 months. Units called Complex Discharge Units were created bc of this. Where is the news coverage on this? Of course there are other factors like the shortage

Table F1: Quoted Respondent Comments by Report Section

of workers etc... So, no, the city of Portland does not have an effective gov or the rivers of people here in need would be actually getting the services they need at the right channels/agencies."

Government Performance (cont.)

"City bureaus don't have consistent attention and leadership, councilors compete to use their bureaus to do publicly visible activity for reelection, no real political representation for anybody but rich homeowners, no urgency to address "states of emergency," poorly-thought-through proposals for warehousing unhoused people that ignore the progress the joint office of homeless services has made without any leadership from the city..."

"City charter is antiquated and hinders governmental efficacy. At large commissioners are insufficiently accessible to average citizens. Have doubts that charter review commission proposal is the correct resolution."

"City government is only listening to a small percentage of its citizens and acting to those interests and not all the tax payers that pay for our government."

"City staff are dedicated and capable. Cumbersome regulations sometimes get in their way. Current form of government often adds unnecessary politicization or lack of coordination."

"Commission form of government doesn't work at all; it's also obvious that citizens of lower income areas are second class citizens that in many cases don't even have sidewalks, paved roads, or good public transit. The City of Portland should be improving and maintaining all areas of the city, not just where people with money live."

"Community involvement is essential but I believe support would be up lifted if more positive results were public. Right now only negative things are publicized by the media. Very little is said about efforts made to make impacting changes."

"Core services like garbage collection and road repair get done. Bicycle and other road infrastructure is maintained and in many cases improved. However, traffic enforcement is virtually nil with many unsafe driving and cycling behaviors proliferating without any seeming consequences."

"Core services like garbage collection and road repair get done. Bicycle and other road infrastructure is maintained and in many cases improved. However, traffic enforcement is virtually nil with many unsafe driving and cycling behaviors proliferating without any seeming consequences."

"I notice great weaknesses in the character of some leaders, I am frustrated by inaction on some issues, I have been disappointed by experiences with crime against me and my family, and emergencies that wait a long time for police or fire response, but I also see other public servants doing a good job under very difficult circumstances and I see promising innovations in our city government."

"I still recognize the current council as a unified body, but I'm concerned that a lack of substantial progress on city-wide issues including homelessness, public safety, and affordable housing reflects the council's current design. If I were overseeing a bureau and be asked to meet with a group every week on several topics that concern another small/medium-size corporation, I may not participate in those group discussions at a level that allows me to be part of a legitimate solution. I would be distracted with my own bureaus pain points. By assigning bureau management roles/responsibilities to qualified, full-time city employees, I'm hoping the proposed structure--if passed--will promote more profound discussion among councilors regarding a matter they all have immediate stake in. I think the current city council structure discourages effective discussion and collaboration among council members."

"It's a complex environment, and city leaders are trying hard. I wish the city departments and leaders were not as silo-ed and hope that the recent ballot-initiative changes will fix issues. Generally, city leaders have good intentions, and are pushing forward to improve the city."

"Portland is no longer "the city that works" and is the city that works against its residents. This city definitely needs to change its form of government to provide for professional management of the city and its bureaus, however, the current charter commission proposal to change our government is the wrong solution and needs to be re-thought. The city commissioners need to be replaced and the bureaus need to be moved out from under them and to professional management. The city also needs to take a much stronger stance against homelessness, i.e. banning camping outside of designated campgrounds, banning loitering and banning panhandling and also

Table F1: Quoted Respondent Comments by Report Section

enhancing law enforcement to reduce crime and having prosecutors actually prosecute criminal offenses, with an enhanced push at violent protests and vandalism. The city, county and metro should look into merging these bureaucratic bodies into one metro government that will seamlessly provide services and work with all metro residents to enhance quality of life in Portland. Lastly, the city, county and metro needs to reduce the taxes paid by the residents to make living in Portland more affordable, attract high paying jobs (actually all types of jobs) and bring businesses and residents back into the city where they can prosper and feel safe out and about."

Government Performance (cont.)

"Portland needs to have neighborhood representation on the city council. Managers should oversee city departments and report to the city council."

"Since Portland City Council elections are city-wide instead of by geographical area and there are only 5 members, there is no mechanism of ensuring that the experiences and needs of all areas of the city are represented, but rather depends on who has money to get elected. They are too concerned with running of bureaus that they have no experience with, and not available/accountable to constituents, particularly those in underserved neighborhoods."

"The city of Portland's leaders and officials have done a poor job in keeping Portland safe. Part of Portland's issue with homelessness is that there is no real action being done about it. Too much talking/politics involved. Each "side" is stalling or making excuses. Also, a lack of accountability on our leadership has become more noticeable."

"The city seems to be able to run all the basics and cares about improving but they could do more innovative programming especially for housing such as coop affordable housing, community land trusts, more available public restrooms, housing first programs that can be quickly built like tiny homes, more available mental health programming, as well as find better and more innovative ways to engage with the entire community on affordable housing, such as community input throughout the entire development process, community input before after and during planning of developments that is full incorporated or explained why certain input is not included so that the community can be more familiar with the development process. Instead planning and development input is often boxes ticked off to fulfill government standards that were established decades ago."

"The city seems to run fine, but there are a number of issues that are bigger than our local government. Its hard to say how effective the city is when dealing with structural problems that affect the country as a whole. It seems like people in the government want to help and improve the quality of our city, but theres only so much they can do with the tools/money/limitations of their office they have."

"The City's government is ineffective to address the City's needs including addressing homelessness, cleaning and maintaining the sidewalks and streets, and responding to emergency situations in a timely manner. In the last two years, the City has gone from a livable and relatively safe place, to a place where people with mental health and drug issues predominate, where private property is destroyed, and where the City's attempts to address these problems have been ineffective and inconsistent. The City needs to be consistent and decisive in its approach to these issues."

"The City's has not taken a strong leadership position and has not devoted financial and human resources to make the city safer (personal, property and traffic safety)."

"The government should work for all of us who live here, not just the citizens. What I see is that we immigrants are only workers and we are not entitled to anything that Americans are entitled to. On top of that immigration keeps arresting and deporting people whose only crime is to enter without documents but the reality is that there is no way to enter legally."

"The government system was devised to ensure that connected white people could control the city. It is non democratic in that neighborhoods have no say in what happens. There is no alderman to be responsible if something is wrong or needs fixing. The proposed new plan doesn't address this issue of lack of representation by community."

"The government will only be as effective as the violence it supports and commits. The power and decision making needs to be given back to the communities that it was taken from. Local tribal governments and Black and Indigenous communities... plus people living with disabilities, poor and working class, refugees, survivors, and

Table F1: Quoted Respondent Comments by Report Section

qtbipoc/lgbtqia+ communities need to be the people making the decisions or else the decisions are going to continue to uphold violence, continue genocide, and further settler colonialism.”

Government Performance (cont.)

“The mayor and several city council members do not listen to the needs of the majority of portlanders but instead prioritize those with the highest incomes and in the business community. The rest of us feel very unheard repeatedly, especially when it comes to defunding the police and funding mental health care, homeless services and affordable housing, and community care resources instead.”

“Two and a half years ago all the young people in this city and some of the rest of us came out and told you the cops were no good. I still see them everywhere, sweeping homeless folks out and replacing them with nicely manicured mulch. We hate seeing them like this and WE want OUR money to be used for them in a compassionate way. We do NOT want you giving it to a bunch of cops who go buy nice houses in Washington and take all our money with them.”

“We don't have adequate representation by neighborhood. PPB should be accountable to all Portlanders, not just the mayor.”

“We have a form of government unlike any other in the nation. The impact of its decisions fall unevenly on different parts of the City. The priorities are unclear but do not seem to focus strongly enough on the impact of climate change on different neighborhoods in the City. The aftermath of the pandemic is devastating and the City must rethink and rebuild its culture and identity. I see no signs that it is doing so.”

“With the current structure, no one is responsible or accountable. It's so complicated to get anything done due to the sheer number of people and layers (Metro, Council, etc) involved. Portland is well funded by tax payers, but I have no faith the money is being well spent. We are moving. Lost all confidence in the leadership of this city. There is a drug crisis here. There is a mental health crisis here. Not easy things to fix. And the leadership does not have the skills and capabilities required to get it done.”

“Wrong approach if we increase police budget, we need more resources to communities, not (underlined) armed police.”

Contacting City Government on Issues Important to You

“City government is out of touch with Portland. I never get a return call and rarely I think only once did I get a response for an email I sent after several attempts to call. That email did not address my concern. When I responded to that email I received no further communication. This suggests a very broken city government.”

“I have been involved in trying to have my church kitchen permitted as a community/commercial kitchen. It is SO DIFFICULT to navigate with multiple bureaus, to meet onerous requirements that make sense for restaurants but not for a church-based community kitchen, trying to find city staff to help -- there's seemingly no one to help work through these issues, especially when multiple bureaus involved.”

“We cannot get through on non-emergency to make reports. There are not enough police patrolling the roads. The police's hands are tied when it comes to enforcing the law for petty, persistent crimes. Criminals and addicts suffering from their addiction and mental illness are running this city. Tax paying citizens are not being protected or heard.”

“We can't get a police response to [our] high school for 80 minutes when the high school principal calls in a 911 call that involves guns - WTF? Criminals are running the show in PDX and they know there is no jail time here. Have you watched a city council meeting - Cha! They spend so much time patting each other on the back for nothing and adjusting their pronouns. Hay, I have pronouns too but who cares, let's get to work.”

Heard about 311

“I called 311 about homeless issue, nothing was done.”

Table F1: Quoted Respondent Comments by Report Section

City of Portland Has Effective Government

"I've lived in [Portland] for 34 years and it's become a nightmare. I no longer feel safe walking to the [store] 3 blocks from my house. I've had propane tanks stolen, packages stolen, a catalytic converter, 2 bikes, the house was broken into twice . . . It's ridiculous. Someone even cut down a tree in my yard to steal a bike. The drug-induced sycoses are real and it's scary. Unpredictable and violent. The streets are full of potholes. It's fall and I haven't seen one road being paved in the city all summer. However, they do spend time putting up plastic sticks and painting the road in purity red and green which makes it really confusing. There're Mad Max-style cars driving around with no plate and right past copes that do nothing. I've seen two live store robberies in the last three months. There is garbage everywhere. The graffiti in this part of town is out of control. They do it in the daylight and don't care."

"People who "choose" to live on the streets have a level of mental illness/paranoia, addiction and/or are so criminally minded they cannot or will not accept and sustain assistance offered to them. When will the government acknowledge this reality. You could build all the housing in the world and they wouldn't go inside or stay inside. They're sick, yet we are the ones suffering fearing for our lives and our safety."

"The city has taken a massive blow to its image outside the area, but worse has a self-inflicted set of wounds to its psyche, identity and its ability to effectively negotiate tough times with a creative togetherness. Portlands leaders are solid people, but are not actively engaged with outrage on the street level. I keep dreaming, one day the Mayor and other leaders will be in a group walking the streets at 7am talking with everyone and taking names, numbers and levels of commitment to fix things together!"

"The City of Portland government is siloed. The agencies are managed by politicians who do not always know how to manage. The bureaucratic managers are beholden to the politicians. The politicians have no geographic responsibilities resulting in some parts of Portland getting attention and other parts of Portland getting little to no attention unless it is to solve the problems the rest of Portland does not want. (Outer East Portland). There appears to be little accountability. Thousands of tax payer dollars can be transferred to a phony account and no one is held accountable. The simplest matters appear not get accomplished in Portland because many in the government appear to have a circular discussion of agreement. To be harsh, Portland government seems at times more concerned with its appearance of being progressive/innovative/cutting edge rather than boring, practical, problem solving oriented. I realize there are many city employees who work very hard at their jobs and I am grateful for their service. Portland gets many things right, I am thankful to live in such a beautiful place but I do not believe the city government performs at a level that is optimal. As the government is set up now, it is too easy for the departments to play a complex shell game of who is responsible for completing an action at the cost of efficient problem solving. We are better together - that should apply to all levels of city government."

"The city seems so slow to respond to issues that are clearly frustrating their constituents, from crime and homeless camps to public trash and trash pickup and pedestrian deaths etc."

"The commissioner system is ineffective for the size of our government and has led to bureau infighting and lack of representation on the council. Commissioners can represent their constituents in policy making, but let's leave actually running "a city that works" to the professionals.

"The commissioners in PDX have not responded to even basic sanitation and safety needs of the community. They've abdicated their responsibilities and shifted blame while practicing an insane amount of woke-ism/defund the police activity. It's not surprising that all crime is up when rule of law is not enforced and police are not supported but being attacked on all sides. I consider myself to be liberal, but the degree to which CoP has capitulated to fringe elements of the left wing is ridiculous, ineffective, and makes our city less livable and safe."

"The current city government structure doesn't adequately represent the citizens of Portland, as commissioners serve city-wide, instead of by zone. As a result, not all commissioners are in touch with the realities that Portlanders face on a day to day basis, and are therefore more likely to advance their own agendas based on their limited perceptions of Portland. If we have zones and representatives, then those commissioners can listen to, learn from, and better represent and serve them in a government setting."

Table F1: Quoted Respondent Comments by Report Section

City of Portland Has Effective Government (cont.)

"The current leaders, and government as a whole has completely failed residents and businesses of Portland. The city has proved ineffective at adequately implementing and operationalizing change. Money is not the problem, effective management ability of city leaders at all levels of government is the problem. Government employees would prefer to work remotely than work in person at large, meanwhile small business owners are on the front lines bearing the brunt of inflation, work force crises, property crimes, increased regulation. With the extent of homelessness and crime, why would any employer want to do business in Portland?"

"The current Portland leaders have allowed criminal elements to take over the entire East side of Portland. They seem to think they need to listen to a very loud minority of people who demand that we consider all homeless camps as people who just never got a fair shake in life. Nothing could be further from the truth. The homeless situation is rife with crime and the Portland leaders refuse to accept that as well as the drug addiction that got us here in the first place. To turn their backs on the citizens of Portland by saying it is a mental health issue is even more maddening. If there are those with true mental health issues, why would you not treat the issue with the urgency it deserves, not only for the safety of the vulnerable but also for the residents who have to witness this atrocity every day. Our quality of life consists of being on constant alert for theft, open drug use everywhere including our schools and the inability for many to walk about their neighborhoods in safety without encountering a person who is under the influence and committing violent acts or aggressive behavior. There is no follow up on anything they have committed to doing to clean up our city. Just take a drive along Powell, look at the shelter at 76th and Powell. The "good neighbor" agreement with the residents of the neighborhood promised no homeless camps within at least 200 feet of the premises. That promise was broken 6 weeks later and still not addressed after several YEARS. I can no longer walk alone at any city park, use public transit (especially at night) safely or even feel comfortable parking my car anywhere anymore for fear that my only mode of transportation will be stolen or vandalized. Irrational fear? Tell that to my neighbors who have been bear maced by thieves, literally run over by a car with juvenile criminals on a Sunday morning while walking the dog, have had numerous break-ins in the span of 6 months, have watched on their home security cameras as their...."

"The current state of the City of Portland is a disgrace. To have our Courthouse and downtown Police Precinct STILL BOARDED UP at this time (over two years) shows a complete lack of leadership. I do not understand how the police are unable to "protect" their own headquarters from vandalism and yet I am supposed to have confidence (and invest with my tax dollars) that they will protect me and my property? Unbelievable. Having our public buildings barricaded is an embarrassment to the World. An obvious illustration in the total sense of defeat and disregard for our long-standing reputation as the "City of Roses - once a prized example of cutting-edge livability! Shame on the Mayor and ALL our City Council Members! Shame! Shame! Shame! They have completely rolled over and given up...Not with lack of money thrown towards our major issues BUT lack of imagination!!! Where are the visionaries and those that loved this City and created, once, a destination place for many around the world. Who wants to come here now? Tourism is dead. We need to TAKE BACK what we once held dear...TAKE DOWN THE PLYWOOD BARRIERS! Show once again that wonderful art gallery display window on the south side of the Police Precinct. Bring back the Humanity of this incredible City that I have called home for 34 years. Now it is so broken. But with strong leadership and compassionate community re-engagement IT can rise up from the ashes! But now with the current leadership. They don't have it in them...or the plywood would have been the first symbolic gesture of love..."

"The government as it is presently constituted seems incapable of getting anything done to address the problems of homelessness, drug addiction, and mental health. They have also done nothing to attract businesses to come back to downtown so our central city has become a ghost town. We have given them the resources to attack and solve these problems, and they have done nothing."

"The government can be more open, listen to the people's ideas, and better serve the people."

"The local government has failed to meet the challenges of the last 4-5 years. The city is in total disarray. Massive changes need to be made to get this city back to respectability. Back to a place that has a national reputation as a gem of the northwest and not the current crime and trash infested mess it's become. As a native Portlander who grew up here and went to school downtown at Lincoln, the devolution of my town is heartbreaking."

Table F1: Quoted Respondent Comments by Report Section

City of Portland Has Effective Government (cont.)

"The nation is polarized severely between two political parties excessively since the Antifa riots, covid, & the 2020 presidential election. I believe the Portland government does care and is doing the best it can for the people, but I also believe that supposed bipartisan officials toe too much to the line of their personal political affiliation. I hope that officials can learn from the mistakes that had manifested out of recent crises and strive to think objectively without political bias and learn to communicate with all those on the political spectrum."

"The people speak and it feels like no one listens. Change is hard to set into motion. The most unsafe I have ever felt is near a police officer. They do not help the people. They only hurt the people. Devastating amounts of power that they abuse. It has become clear to me that the police are not on my side and are the most likely to hurt me. If I was actively being raped, I would not call the cops, because it would be pointless. I reported a rape with the full name of the rapist and I told them that I had evidence that it had happened. They did not want to see the evidence and they never sent an investigator. It took a lot of courage for me to report it to begin with, but the cop that answered the call was rude and dismissive. This rapist has many victims and I believe he will continue raping women. I don't think anyone will stop him. It makes me feel powerless. I believe more in my fellow citizens than the police force. I would feel safer if the police were all stripped of their power. Police should be built anew. They should need to get degrees, formal education, and training (initial and ongoing) similar to what nurses undergo on topics like de-escalation techniques and ethics. Even as I say all this, I don't think anything will change."

"The symptoms of ineffective government are everywhere. A watered-down residential infill rezoning effort that doesn't do enough fast enough, homelessness and tweakers running rampant, 10+ minute wait times calling 911, near zero visibility of police, garbage destroying parks and green space, unregistered and illegal cars/RVs/boats in parks and green spaces, etc. The quality of life is horrible. Parks and certain areas of neighborhoods are no-go zones due to the homeless people and tweakers. Portland is dirty and unsafe."

"The work of many of the bureau's is good, but leadership never seems to be able to get any consensus and work done on key issues such as affordable housing, houseless community support and police reform. Just spin their tires and do nothing. Also, the police should actually do their job. A good start would be responding to crimes and actually following up on things. I have been told by officers they can't/won't do anything. It's ridiculous. What are they actually doing? From my perspective it seems to be nothing, and they have a HUGE budget! Start funding other community based programs! Why do officers have to look like they are going off to war? How does that create trust in the community? The mayor has done an awful job with oversight of the police bureau. Reform their "union" and actually make officers accountable for their actions please."

"This is stream of consciousness, so my apologies. The mayor campaigned on homelessness in 2015-2016 and it's gotten nothing but worse. The system of government puts amateurs in charge of bureaus that should be managed by domain and management experts. The only slightly bright spot has been some effort by Hardesty (Street Response + Transport), Eudely (Transport - Rose Lanes) for specific fixes, and RIP. The city is filled with trash and is totally disgusting. Police have quiet quit and are even more abrasive than they were in the past. Cars have no front license plate, run red lights, drive in bike lanes, don't stop for pedestrians and speed like crazy. State transportation is focused on expanding highways in town with support of the city while state owned highways like Powell, etc. remain incredibly dangerous. People are getting shot left and right. Tremendous amount of property crime. You can call 911 for Street Response, but good luck getting an answer. A literal Nazi sympathizer is still on the Portland Police. The food cart pod downtown, which become a tourist and cultural attraction, received zero support from the city. Hawthorne repaving is lost opportunity. People clearly in mental health crisis wander the streets creating a mess. Directors park still doesn't have chairs and vendors back. Waterfront Park and Eastside Esplanade remain a dicey mess. In the past, Wheeler allowed Proud Boys and others practice here with support of the Police for January 6th. The schools are mediocre."

Appendix G: Survey Items by Geography

The following maps depict survey item responses across the six geographic areas developed by City of Portland staff specifically for the 2022 Portland Insights Survey. The maps represent scale data (e.g., strongly agree to strongly disagree) from the report and each respective report figure is included for reference.

Figure G1: Percent Satisfied or Very Satisfied with Portland as a Place to Live (Report Figure 19)

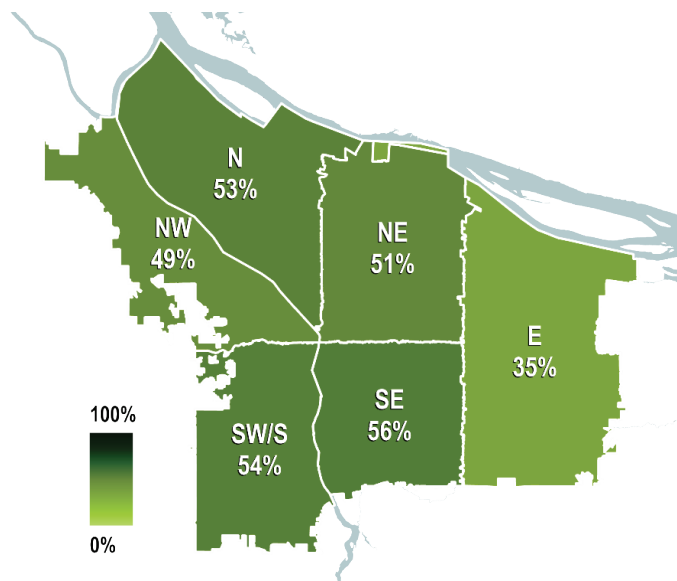


Figure G2: Percent Dissatisfied or Very Dissatisfied with the Cleanliness of Streets, Sidewalks, and Other Public Spaces (Report Figure 27)

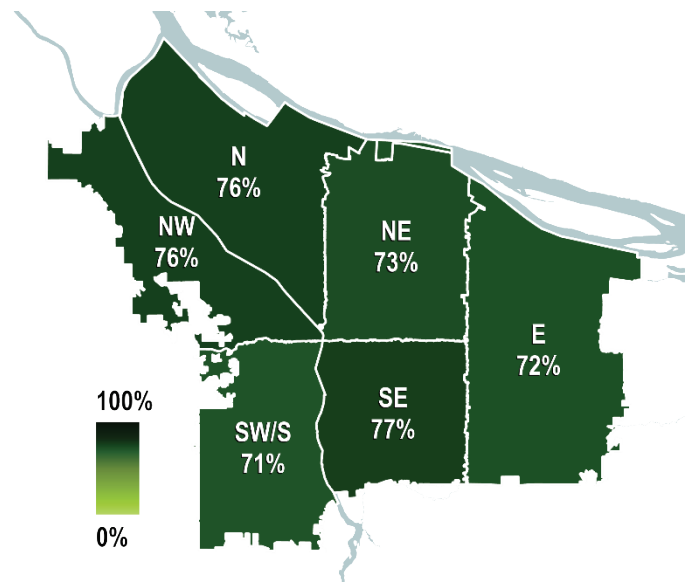


Figure G3: Percent Dissatisfied or Very Dissatisfied with the Quality of Roads, Streetlights, and Sidewalks (Report Figure 34)

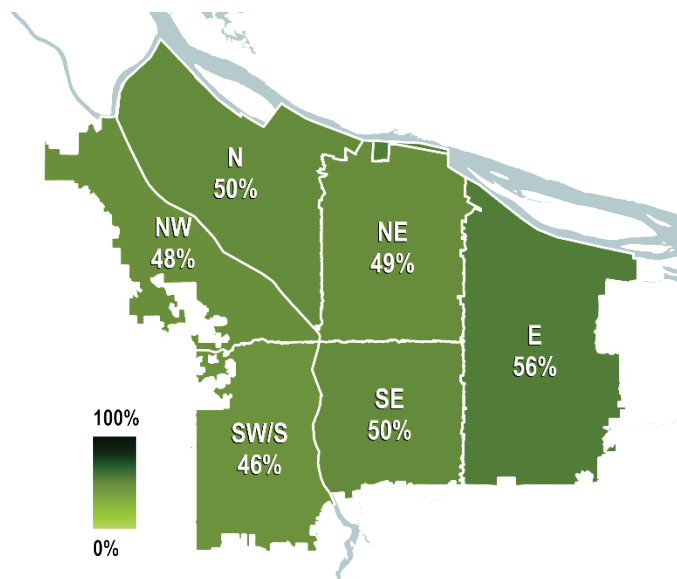


Figure G4: Percent Agree or Strongly Agree with the Safety Walking During the DAY in My Neighborhood (Report Figure 42)

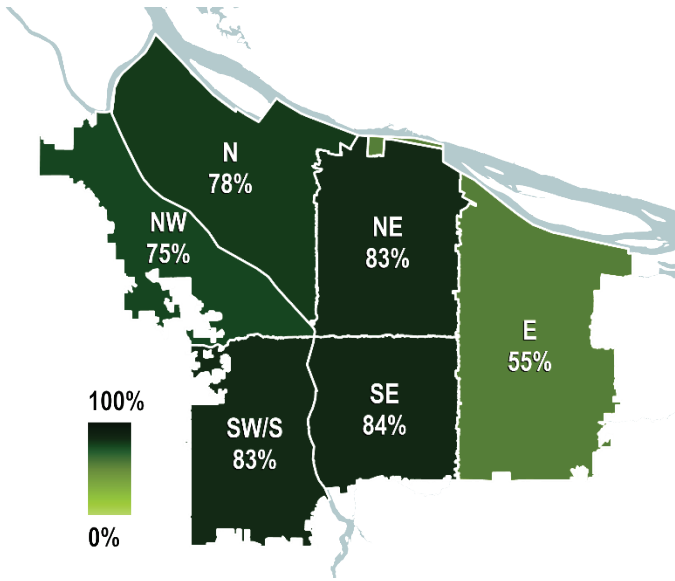


Figure G6: Percent Agree or Strongly Agree with the Safety Walking During the DAY in the Central City (Report Figure 45)

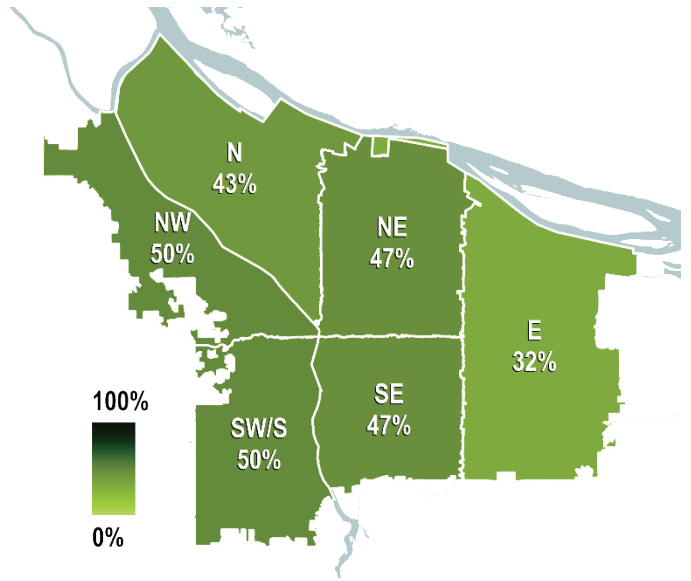


Figure G5: Percent Agree or Strongly Agree with the Safety Walking at NIGHT in my Neighborhood (Report Figure 48)

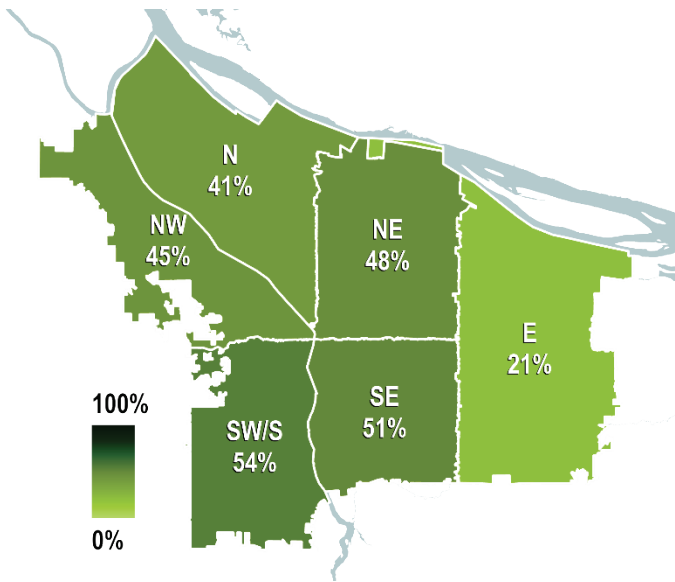


Figure G7: Percent Agree or Strongly Agree with the Safety Walking at NIGHT in the Central City (Report Figure 51)

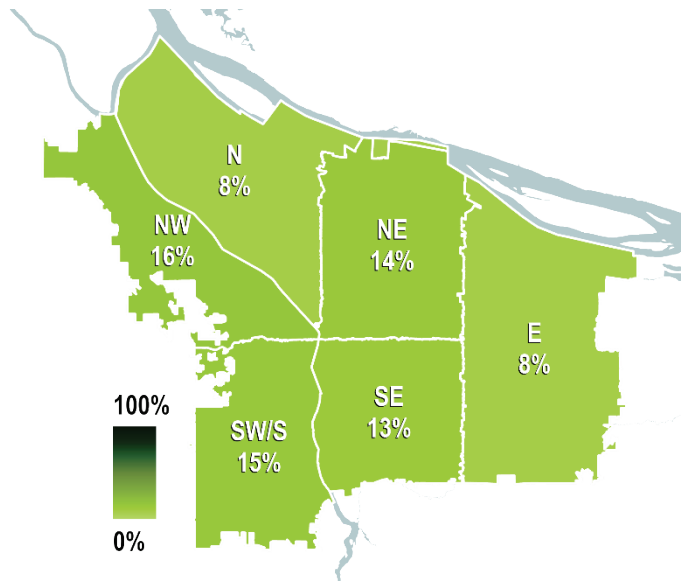


Figure G8: Percent Agree or Strongly Agree with Armed Police Officers Should Respond to 911 Calls about a Mental Health Crisis (Report Figure 54)

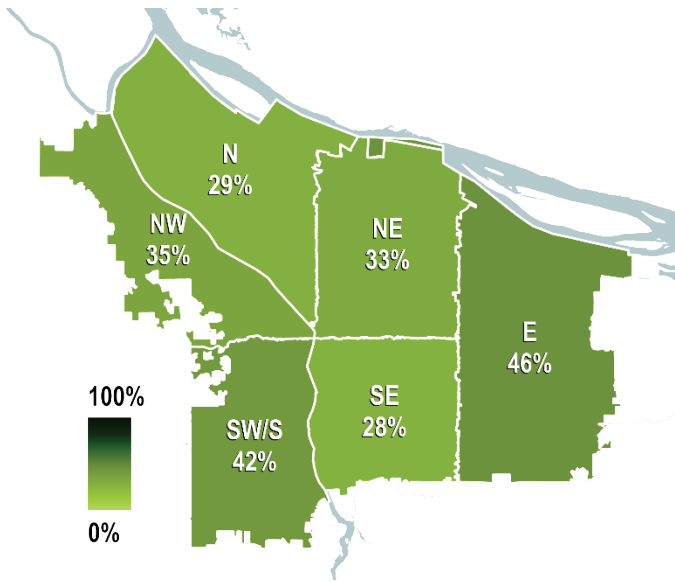


Figure G10: Percent Agree or Strongly Agree with Armed Police Officers Should Respond to 911 Calls about Someone Damaging Property (Report Figure 57)

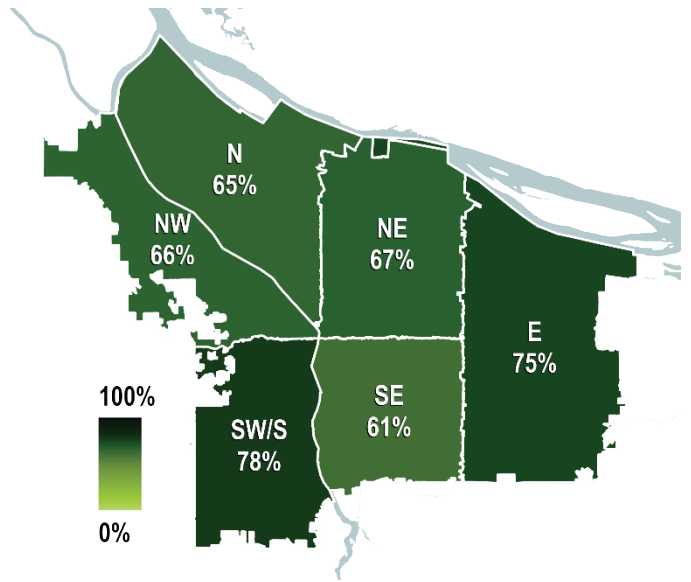


Figure G9: Percent Agree or Strongly Agree with Armed Police Officers Should Respond to 911 Calls about Someone Sleeping on the Sidewalk (Report Figure 60)

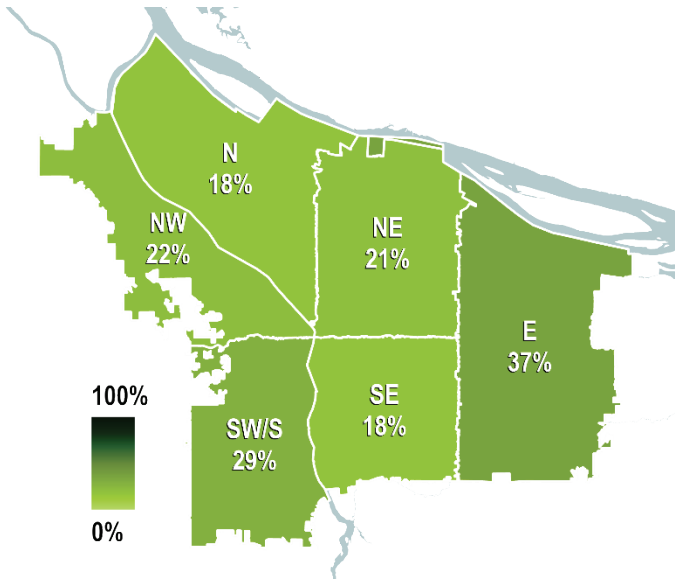


Figure G11: Percent Agree or Strongly Agree with Armed Police Officers Should Respond to 911 Calls about Someone on Private Property (Report Figure 63)

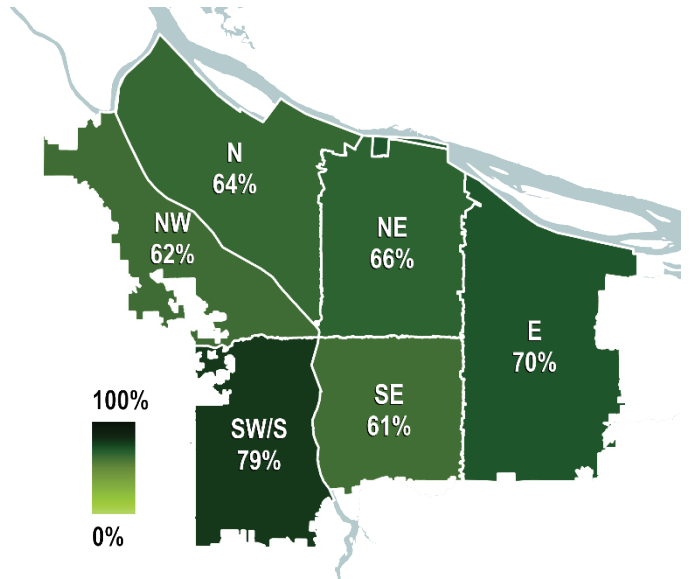


Figure G12: Percent Agree or Strongly Agree with Priority of Armed Police Officers Engaging in Crime Prevention (Report Figure 66)

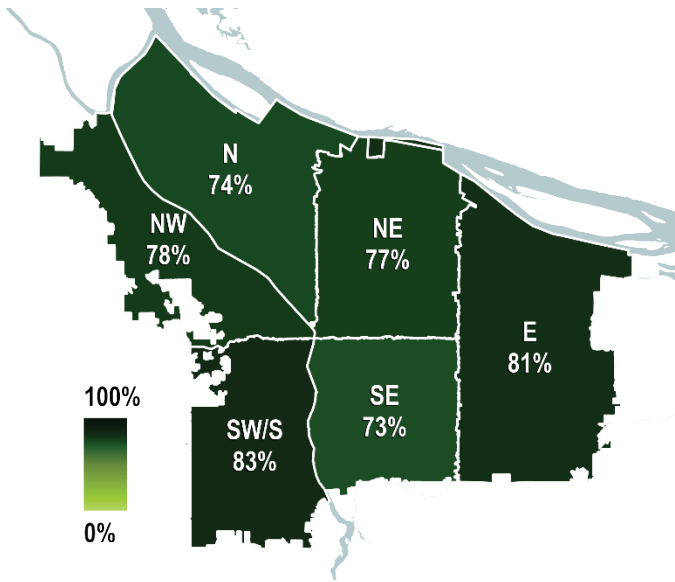


Figure G14: Percent Agree or Strongly Agree with Priority of Armed Police Officers Following up with a Reported Crime (Report Figure 69)

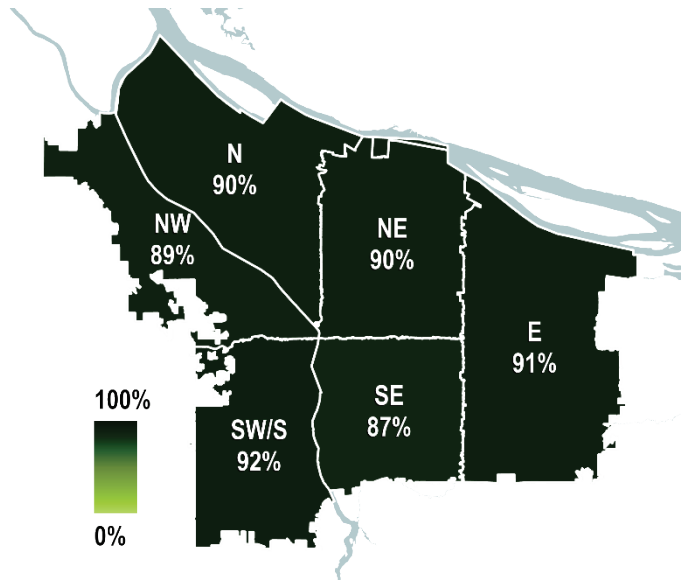


Figure G13: Percent Agree or Strongly Agree with Priority of Armed Police Officers Engaging in Community Engagement and Outreach (Report Figure 72)

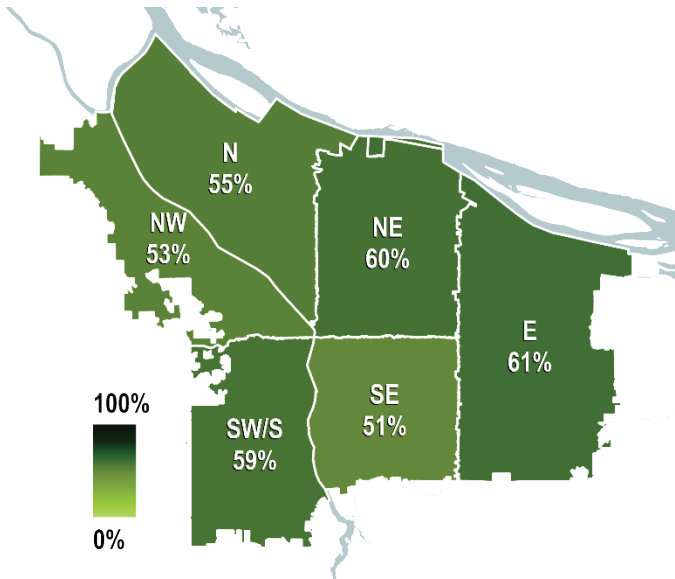


Figure G15: Percent Agree or Strongly Agree with Priority of Armed Police Officers Enforcing Traffic in High-crash Streets and Intersections (Report Figure 75)

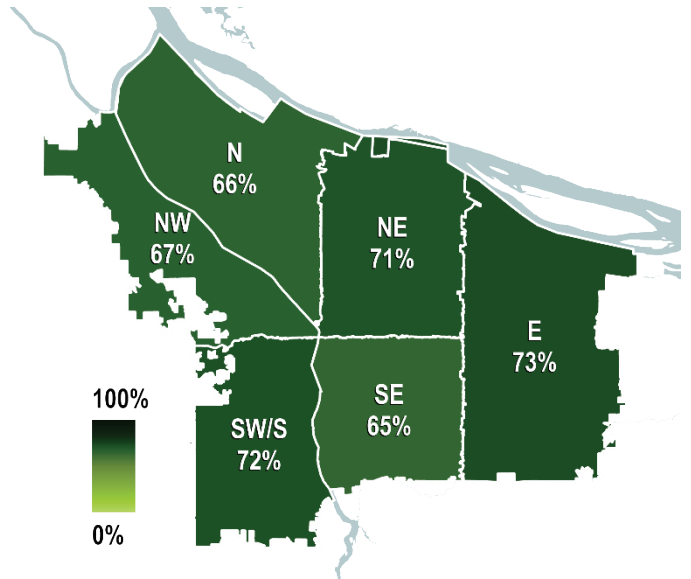


Figure G16: Percent Agree or Strongly Agree with Priority of Armed Police Officers Patrolling High Crime Locations (Report Figure 78)

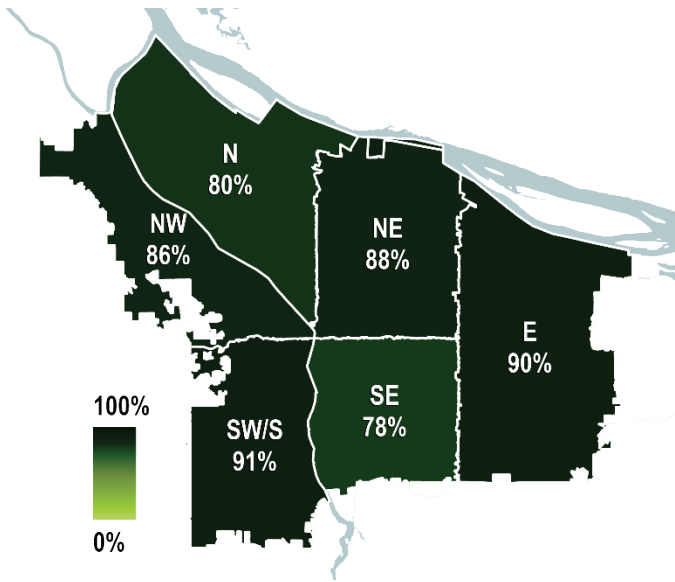


Figure G18: Percent Disagree or Strongly Disagree with City of Portland Has an Effective Government (Report Figure 100)

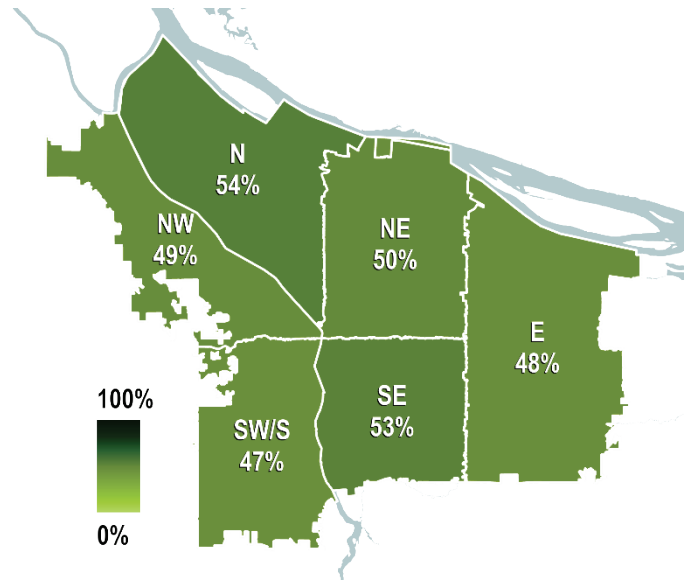


Figure G17: Percent Difficult or Very Difficult Contacting City Government on Issues Important to You (Report Figure 92)

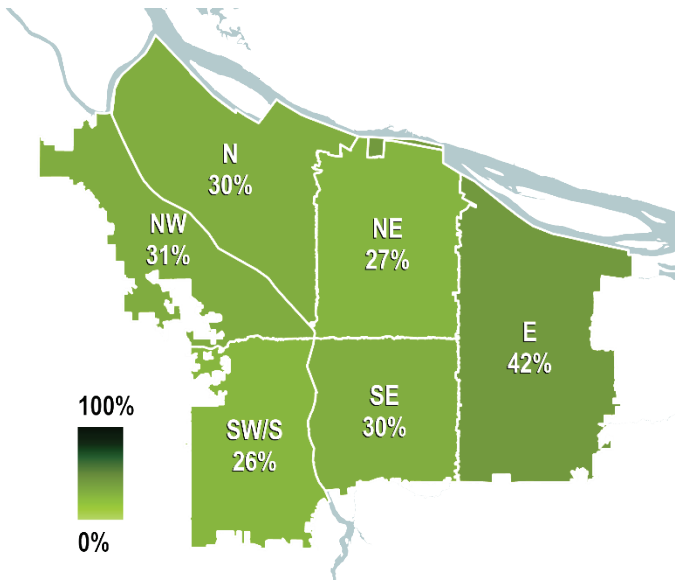
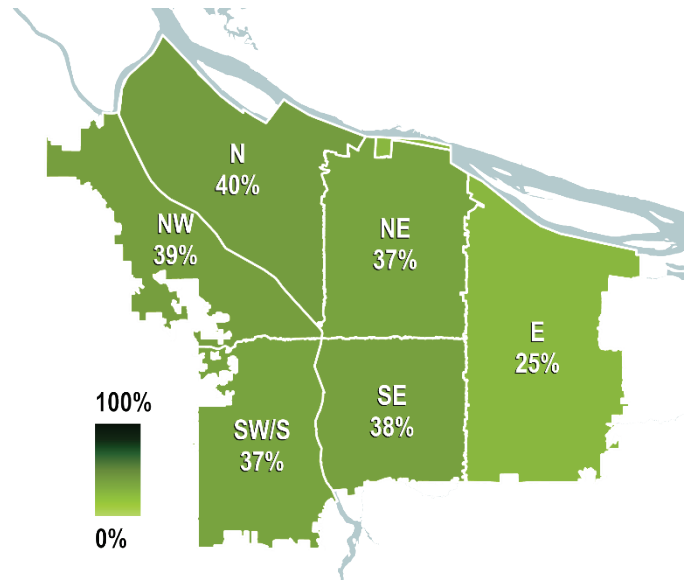


Figure G19: Percent Don't Know How Difficult Contacting City Government on Issues Important to You (Report Figure 92)



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