

**West Linn Community Survey—Online
November-December 2014; General Population; N=761
DHM Research**

Intro text: *Welcome to the 2014 West Linn Community Survey.*

The City of West Linn is looking for your opinion on issues that are important to the community. Please take a few minutes to complete this survey, results of which will be shared with City leadership for future decision-making.

The survey will take approximately 10 minutes and is being conducted by DHM Research, an independent, third-party research firm. Your responses are anonymous.

Thank you for taking the time to take the survey. Your participation is greatly appreciated.

*Benchmarked question from 2013 online survey conducted by DHM Research.

General Attitudes

- Overall, how do you rate West Linn as a place to live? Please use a “0” to “10” scale. A “0” is the bottom of the scale, meaning a very poor place to live, and a “10” is the top of the scale, meaning an excellent place to live.*

Response Category	2014 N=756	2013 N=357
Top Box (8-10)	78%	81%
Mean	8.2	8.5
Don't know	0%	1%

- What are some words or phrases that you think best represent or describe the City of West Linn’s core values? **(OPEN; See separate verbatim file)**

Fiber

- Fiber provides exceptionally fast internet connections. Some communities in the Portland-Metro region have or will have this technology from private companies. There are potentially significant benefits for West Linn’s schools and community centers from this technology. Currently, no private companies have immediate plans to provide fiber in West Linn. Would you say you are supportive or opposed to the creation of a new, publically-run utility that would provide fiber to West Linn residents?

Response Category	N=761
Very supportive	35%
Somewhat supportive	30%
Not too supportive	7%
Not at all supportive	11%
Don't know	16%

- (If not too/not all supportive on Q3) Why is that? (OPEN; See separate verbatim file)**

Communication and Outreach

5. How satisfied are you with the job the City does in communicating with the public?*

Response Category	2014 N=759	2013 N=357
Very satisfied	35%	28%
Somewhat satisfied	44%	48%
Not too satisfied	11%	11%
Not at all satisfied	8%	10%
Don't know	1%	3%

6. What sources do you use to get information about the City? Select all that apply.*

Response Category	2014 N=761	2013 N=357
City website	67%	71%
West Linn Tidings	63%	72%
City email newsletter	61%	53%
City paper newsletter (included with utility bill)	45%	48%
Word of mouth	42%	47%
Oregonian	27%	36%
Facebook	25%	17%
Neighborhood Associations	24%	25%
Newspaper ads	16%	20%
Open houses or public meetings	14%	16%
Written materials (posters, postcards)	12%	20%
Twitter	9%	6%
Through community organizations (churches, civic groups, Chamber of Commerce, etc.)	6%	7%
Other media	5%	5%
Public access television of City meetings	5%	7%
Other, please specify	4%	4%
LinkedIn	1%	3%
Don't know	0%	1%

7. The City of West Linn prints and mails a community newsletter to all city residents each month. The City is considering alternative approaches and wants to know which newsletter option you would prefer: **(ROTATE A-C)**

Response Category	N=761
A. Continue to print and mail the newsletter with enhanced or refreshed content to all city residents and businesses on a <u>monthly</u> basis at a cost of \$25,000 a year.	10%
B. Continue to print and mail the newsletter with enhanced or refreshed content to all city residents and businesses on a <u>quarterly</u> basis at a cost of \$8,500 a year.	36%
C. Not print and mail the newsletter and instead rely on social media and online tools.	46%
Don't know	7%

Provision of Services

Now we want you to rate the quality of some services provided by the City of West Linn to the community. Use a “0” to “10” scale where “0” means you think quality of this service in West Linn is very poor and a “10” means you think the quality of this service in West Linn is excellent. **(RANDOMIZE)**

Response Category	Top Box (8-10)	Mean	Don't Know
8. Growth management	24%	5.4	17%
9. Street maintenance	34%	5.8	2%
10. Library services	79%	8.6	6%
11. Parks	78%	8.3	2%
12. Recreational programs	50%	7.3	14%
13. Economic development	19%	5.4	24%
14. Police and public safety services	76%	8.3	3%
15. Financial management	27%	6.0	28%
16. Water services	54%	7.3	9%
17. Sewer services, such as street drainage	52%	7.1	7%
18. Trails, bike and pedestrian access	48%	6.8	4%

Resources and Development

Next, we'd like you to read some statements about the City of West Linn. Please indicate to what extent you agree or disagree with each of the following: **(RANDOMIZE)**

Response Category	Strong agree	Smwt agree	Smwt disagree	Strong disagree	Don't Know
19. The City of West Linn does a good job of protecting trees and the natural environment	34%	44%	10%	6%	6%
20. The City of West Linn makes efficient use of tax dollars	10%	39%	18%	11%	22%
21. The City of West Linn keeps its promises to voters	10%	37%	15%	14%	24%
22. The City of West Linn should engage in more sustainable environmental practices	28%	38%	14%	7%	14%
23. The City of West Linn should actively encourage economic development in existing commercial areas in the city	44%	36%	9%	7%	5%
24. If the Stafford area is brought inside the Urban Growth Boundary, the City of West Linn should be responsible for planning and regulating development in areas near the city	35%	30%	8%	10%	17%

25. We'd like to ask you about the area near the Oregon City arch bridge—along the Willamette River—which is viewed by many as a gateway to West Linn. This area is currently zoned by the City as both industrial and commercial property. Do you agree or disagree that the City should continue to encourage a mix of uses for this area, including both commercial and residential uses, such as a public plaza, housing, and access to parks and trails?

Response Category	N=750
Strongly agree	54%
Somewhat agree	30%
Somewhat disagree	5%
Strongly disagree	7%
Don't know	3%

26. What do you believe is the single most important issue West Linn's City Council needs to address over the next year? **(OPEN; See separate verbatim file)**

Transportation & Infrastructure Priorities

The City of West Linn wants to address transportation improvements in a cost-effective manner. Using a scale of "1" to "5," where "1" means that service needs no maintenance and "5" means it needs a lot of maintenance, how would you rate the following transportation services in your neighborhood? **(Randomize)**

Response Category	Top Box (4+5)	Mean	Don't Know
27. Sidewalks	44%	3.4	4%
28. Bike lanes	34%	3.0	10%
29. Public transportation systems	31%	3.0	18%
30. Public trails	26%	2.9	9%
31. City roads	55%	3.6	2%

32. Are there any specific transportation infrastructure problems in the City of West Linn that the City should be aware of? This could be particular to your neighborhood or a city-wide concern. **(OPEN; See separate verbatim file)**

Water Infrastructure

The City of West Linn is looking at potential sources of revenue to help maintain its aging water infrastructure. We'd like to ask your opinion of two of those potential sources today.

(Rotate Q33-Q34)

33. Would you support or oppose a one-time increase of 10% to the City's water rate, which would result in an increase of \$1.95 to the average family's monthly water bill? This would allow the City to continue current water services and to partially address the backlog of needed infrastructure maintenance projects, like replacement of asbestos coated pipes, and replacement of aging pipes.

Response Category	N=734
Strongly support	35%
Somewhat support	32%
Somewhat oppose	11%
Strongly oppose	18%
Don't know	4%

34. Would you support or oppose a one-time increase of 18% to the City’s water rate, which would result in an increase of \$3.51 to the average family’s monthly water bill? This would allow the City to continue current water services and to fully address the backlog of needed infrastructure maintenance projects, like replacement of asbestos coated pipes, and replacement of aging pipes.

Response Category	N=738
Strongly support	26%
Somewhat support	30%
Somewhat oppose	14%
Strongly oppose	25%
Don't know	4%

Demographics

The following questions are for statistical purposes only. Remember, no identifying information will be associated with any of your responses to this survey.

35. What is your gender?

Response Category	N=742
Male	45%
Female	55%

36. What is your age?

Response Category	N=744
18-54	50%
55+	50%

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

Response Category	N=741
High school diploma	3%
Some college	16%
College degree	45%
Graduate/professional school	36%

38. How long have you lived in the city of West Linn?

Response Category	N=740
0-5 years	16%
6-10 years	22%
11-15 years	18%
More than 15 years	45%

39. Do any children under age 18 live in your home?

Response Category	N=574
Yes	43%
No	57%

40. Which of the following best describes your ethnicity? Select all that apply.

Response Category	N=720
White/Caucasian	92%
African American/Black	1%
Hispanic/Latino	2%
Asian/Pacific Islander	4%
Native American/American Indian	1%
Other	2%
Refused/No response	3%

41. What neighborhood association do you belong to? **(Allow one response)***

Response Category	2014 N=761	2013 N=357
BHT	2%	3%
Bolton	10%	12%
Hidden springs	14%	14%
Marylhurst	3%	2%
Parker Crest	2%	1%
Robinwood	11%	14%
Rosemont Summit	7%	5%
Savanna Oaks	4%	4%
Skyline Ridge	2%	2%
Sunset	7%	10%
Willamette	13%	11%
Other – please specify:	5%	6%
None	12%	4%
Don't know	6%	13%

42. **(If response other than none/don't know/refused on Q41)** How confident would you say you are that **(answer to Q41)** is your neighborhood association?*

Response Category	2014 N=619	2013 N=296
Very confident	73%	79%
Somewhat confident	17%	14%
Not too confident	4%	3%
Not at all confident	3%	2%
Don't know	4%	2%