



22500 Salamo Road  
West Linn, Oregon 97068  
<http://westlinnoregon.gov>

## CITY COUNCIL AGENDA

Tuesday, January 3, 2023

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6:00 p.m. –Special Meeting – Council Chambers & Webex\*

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|---|------------------|
| 1. Call to Order and Pledge of Allegiance             | [6:00 pm/5 min]  |
| 2. Approval of Agenda                                 | [6:05 pm/5 min]  |
| 3. Oath of Office for Municipal Court Judge Bernstein | [6:10 pm/5 min]  |
| 4. Filling Vacant Mayor Position                      | [6:15 pm/15 min] |
| 5. Filling Vacant Councilor Position                  | [6:30 pm/15 min] |
| 6. Election of City Council President                 | [6:45 pm/5 min]  |
| 7. Adjourn to Work Session                            |                  |
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- |   |                   |
|---|-------------------|
| 1. Community Survey Results Presentation                | [6:50 pm/30 min]  |
| 2. Public Works Operations Building Design              | [7:20 pm/30 min]  |
| 3. Update on Historic City Hall                         | [7:50 pm/15 min]  |
| 4. Discussion of Meeting with Community Advisory Groups | [8:05 pm/10 min]  |
| 5. Discussion of Council Goal Setting Retreat           | [8:15 pm /15 min] |
| 6. Community Advisory Group Appointments                | [8:30 pm/15 min]  |
| 7. Council Liaison Appointments                         | [8:45 pm/15 min]  |
| 8. Review January 9 Agenda                              | [9:00 pm/10 min]  |
| 9. Adjourn  | [9:10 pm]         |

*\*City Council and Planning Commission meetings will be conducted in a hybrid format with some Councilors, staff, presenters, and members of the public attending remotely via Webex and others attending in person. The public can watch all meetings online via <https://westlinnoregon.gov/meetings> or on Cable Channel 30.*

*Submit written comments by email to City Council at [citycouncil@westlinnoregon.gov](mailto:citycouncil@westlinnoregon.gov) or to Planning Commission at [askthepec@westlinnoregon.gov](mailto:askthepec@westlinnoregon.gov). We ask that written comments be provided before noon on the day of the meeting to allow City Council and Planning Commission members time to review your comments.*

*To speak during the meeting, please complete the form located at: <https://westlinnoregon.gov/citycouncil/meeting-request-speak-signup> by 4:00 pm the day of the meeting to be input into our system. Instructions on how to access the virtual meeting will then be provided to you by email prior to the meeting. If you miss the deadline and would like to speak at the meeting, please fill out the form and staff will send you a link as time allows.*

*If you require special assistance under the Americans with Disabilities Act, please call City Hall 48 hours before the meeting date, 503-657-0331.*

*When needed, the Council will meet in Executive Session pursuant to ORS 192.660(2).*

# **Oath of Office**

I,

**RHETT BERNSTEIN**

affirm I will support

the Constitution and Laws of the United States,  
the Constitution and Laws of the State of Oregon,  
the Charter and Ordinances of the City of West Linn,  
and

perform the duties of the office of

**MUNICIPAL COURT JUDGE**

to the best of my abilities.

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Rhett L. Bernstein

Affirmed and sworn before me  
This 3rd day of January, 2023

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Rory Bialostosky  
West Linn Council President

# **West Linn, OR**

## **The National Community Survey**

Report of Results  
2022

**Report by:**



**Visit us online!**  
[www.polco.us](http://www.polco.us)

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of West Linn. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 684 residents of the City of West Linn collected from August 5th, 2022 to September 23rd, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 25%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in West Linn.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, West Linn’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by West Linn residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that West Linn’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then West Linn’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.



## Methods

### Selecting survey recipients

All households within the City of West Linn were eligible to participate in the survey. A list of all households within the zip codes serving West Linn was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of West Linn households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of West Linn boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 12 areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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

### Conducting the survey

The 2,800 randomly selected households received mailings beginning on August 5th, 2022 and the survey remained open for 7 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 2% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,734 households that received the invitations to participate, 684 completed the survey, providing an overall response rate of 25%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of West Linn survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (684 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of West Linn. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on September 9th, 2022. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City of West Linn. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	3%	14%	19%
	35-54	32%	41%	38%
	55+	65%	45%	42%
Area	Bolton	13%	12%	12%
	Brrington Heights, Hidden Creek Estates, ..	3%	3%	3%
	General West Linn	1%	0%	0%
	Hidden Springs	14%	12%	12%
	Marylhurst	4%	3%	3%
	Parker Crest	5%	7%	7%
	Robinwood	12%	12%	12%
	Rosemont Summit	7%	5%	6%
	Savanna Oaks	10%	10%	10%
	Skyline Ridge	1%	1%	1%
	Sunset	7%	10%	10%
	Willamette	23%	24%	24%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	96%	95%
	Spanish, Hispanic, or Latino	4%	4%	5%
Housing tenure	Own	92%	82%	82%
	Rent	8%	18%	18%
Housing type	Attached	13%	21%	21%
	Detached	87%	79%	79%
Race & Hispanic origin	Not white alone	14%	15%	14%
	White alone, not Hispanic or Latino	86%	85%	86%
Sex	Man	43%	46%	49%
	Woman	57%	54%	51%
Sex/age	Man 18-34	1%	5%	11%
	Man 35-54	12%	19%	18%
	Man 55+	30%	21%	20%
	Woman 18-34	2%	9%	9%
	Woman 35-54	20%	21%	20%
	Woman 55+	34%	24%	23%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Contact

The City of West Linn funded this research. Please contact Danielle Choi of the City of West Linn at [DChoi@westlinnoregon.gov](mailto:DChoi@westlinnoregon.gov) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2020 American Community Survey



## Highlights

### **West Linn is a great place to live, especially for families, with a strong sense of safety.**

About 9 out of 10 respondents gave favorable ratings to West Linn as a place to live and to the overall quality of life in the city. A similar proportion of residents also indicated that they would both recommend living in West Linn and planned to remain in West Linn for the next five years. Each of these was on par with comparison communities across the nation. Most respondents (91%) considered the city an excellent or good place to raise children, exceeding the national average. In addition, the scores for K-12 education in West Linn were higher than in benchmark communities, with 84% of respondents rating it favorably.

Strong overall feelings of safety, along with safety-related services, contribute to the high quality of life experienced in West Linn. An overwhelming majority of respondents reported feeling safe in their neighborhood during the day (96% very or somewhat safe), in West Linn's downtown area during the day (95%), and from violent crime (92%). Nearly 90% of the survey respondents positively rated the overall feeling of safety in West Linn. More than 9 out of 10 residents gave high marks to the City's fire services and ambulance or emergency medical services, and at least three-quarters did the same for fire prevention and education services, crime prevention, and police/sheriff services. All ratings pertaining to safety in West Linn were similar to the scores seen in counterpart communities across the nation.

### **Residents appreciate many aspects of the city's economy and highlight some potential areas for growth.**

When asked to rate the overall economic health of West Linn, almost 8 out of 10 respondents considered it to be excellent or good. A similar proportion of residents also identified the city's economic health as an essential or very important area of focus for the next two years. Over half of the residents viewed West Linn as an excellent or good place to visit and work, on par with national averages. Similarly, about half positively rated both the vibrancy of West Linn's downtown areas and the city's economic development. These ratings were also consistent with those observed in other communities across the nation. However, a few survey items fell below national benchmark comparisons, indicating an opportunity for further focus. Fewer positive ratings were given to the variety of business and service establishments (45% excellent or good), employment opportunities (27%), shopping opportunities (27%), and cost of living (24%) in West Linn. In addition, when asked about the impact the economy would likely have on their family income in the next six months, only 14% of survey respondents anticipated the impact to be positive. All of these ratings were lower than in comparison communities.

### **While car travel is a strength for West Linn, alternate modes of transportation may present an opportunity for growth.**

Residents positively rated the ease of travel by car (72% excellent or good), ease of public parking (61%), and ease of walking (59%) in West Linn. Traffic flow on major streets received excellent or good reviews from about 4 in 10. Services such as street lighting (68% excellent or good), traffic signal timing (63%), and street cleaning (62%) were also rated positively. All of these were on par with benchmark comparison communities nationwide. While most survey items pertaining to car travel were strong and scored similar to national benchmarks, street repair services received less favorable evaluations (32% excellent or good, lower than the benchmarks).

Alternate modes of transportation may also be an area of potential growth for the City. When asked whether they had walked or biked instead of driving in the last 12 months, at least two-thirds of the survey respondents responded affirmatively; this rate of participation was higher than the national average. In contrast, residents gave lower-than-average ratings to the ease of travel by bicycle (29% excellent or good) in West Linn. In addition, ratings for the city's bus or transit services (27%) and the ease of travel by public transportation (18%) were both lower than the national benchmarks.

### **Residents value West Linn's utility infrastructure and related services.**

Almost three-quarters of survey respondents positively rated the overall quality of West Linn's utility infrastructure. Additionally, when asked about focus areas for the city in the next two years, 87% of residents identified the overall utility infrastructure as a priority. Reviews for sewer services (91% excellent or good), garbage collection (89%), drinking water (87%), power utility (86%), and stormwater management (84%) were all strong. At least three-quarters felt favorably about the city's utility billing services, and half were pleased with affordable high-speed internet access. These ratings were all similar to national averages with the exception of drinking water and stormwater management, which were both rated higher than the benchmark comparison communities.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

**Please rate each of the following characteristics as they relate to West Linn as a whole.**  
 (% excellent or good)

		vs. benchmark*
Overall economic health	78%	Similar
Overall quality of the transportation system	35%	Similar
Overall design or layout of residential and commercial areas	58%	Similar
Overall quality of the utility infrastructure	73%	Similar
Overall feeling of safety	87%	Similar
Overall quality of natural environment	88%	Similar
Overall quality of parks and recreation opportunities	86%	Similar
Overall health and wellness opportunities	67%	Similar
Overall opportunities for education, culture, and the arts	59%	Similar
Residents' connection and engagement with their community	57%	Similar

**Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.**  
 (% essential or very important)

Overall economic health	77%	Similar
Overall quality of the transportation system	72%	Similar
Overall design or layout of residential and commercial areas	76%	Similar
Overall quality of the utility infrastructure	87%	Similar
Overall feeling of safety	85%	Similar
Overall quality of natural environment	85%	Similar
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities	60%	Similar
Overall opportunities for education, culture, and the arts	64%	Similar
Residents' connection and engagement with their community	67%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

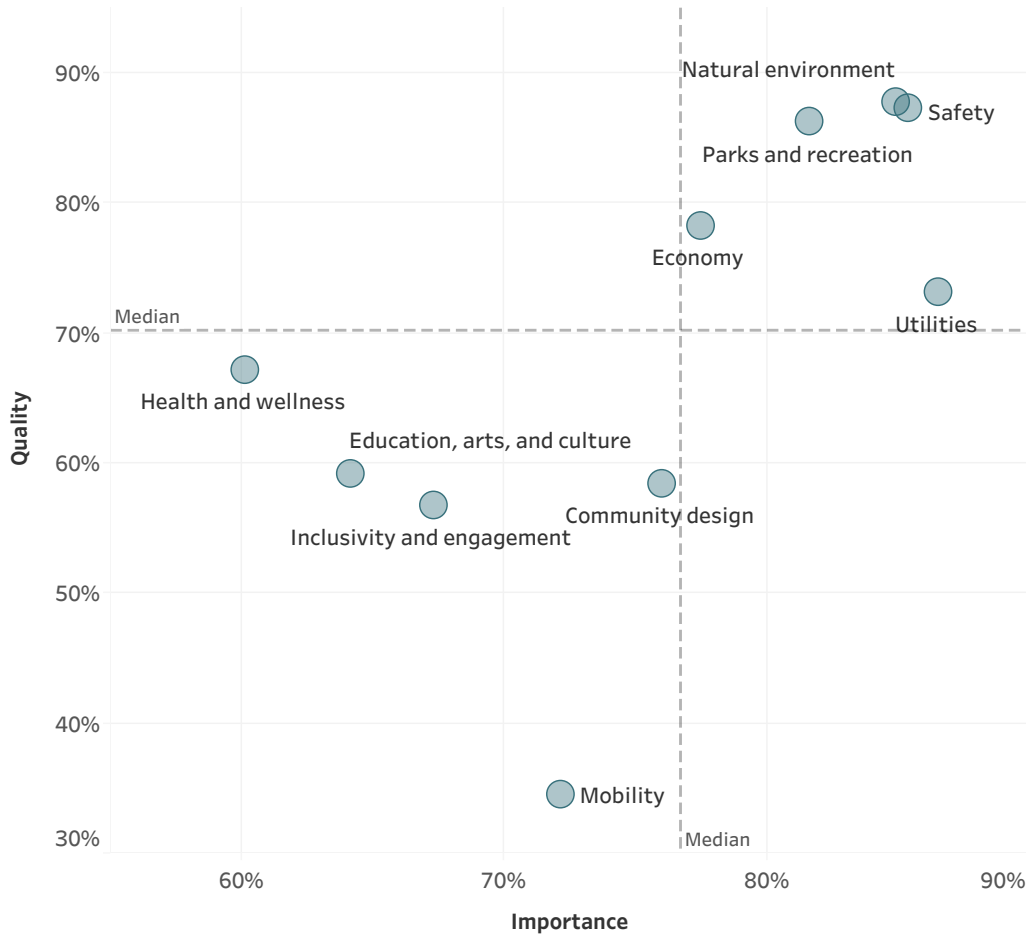
## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

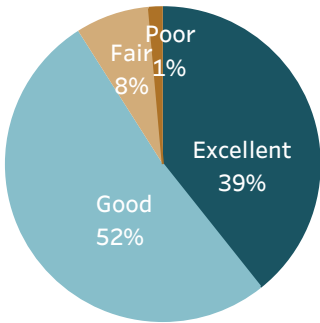
To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 70% or more of respondents were considered of “higher quality” and those with ratings lower than 70% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Services were rated as “less important” if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



The overall quality of life in West Linn



## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

Please rate each of the following aspects of quality of life in West Linn. (% excellent or good)

		vs. benchmark*
West Linn as a place to live	92%	Similar
The overall quality of life	91%	Similar

Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)

Recommend living in West Linn to someone who asks	89%	Similar
Remain in West Linn for the next five years	85%	Similar

Please rate each of the following in the West Linn community. (% excellent or good)

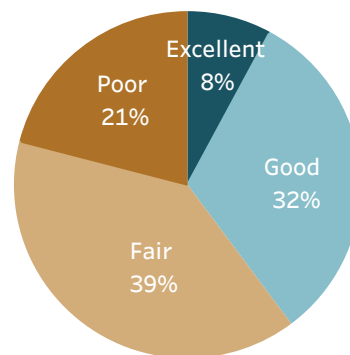
Overall image or reputation	84%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in West Linn government



Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.

(% excellent or good)

		vs. benchmark*
Overall customer service by West Linn employees	78%	Similar
Public information services	59%	Similar

Please rate the following categories of West Linn government performance.

(% excellent or good)

Treating residents with respect	63%	Similar
The value of services for the taxes paid to West Linn	54%	Similar
The overall direction that West Linn is taking	51%	Similar
Treating all residents fairly	49%	Similar
Generally acting in the best interest of the community	47%	Similar
Being honest	46%	Similar
Being open and transparent to the public	43%	Similar
The job West Linn government does at welcoming resident involvement	42%	Similar
Informing residents about issues facing the community	41%	Similar
Overall confidence in West Linn government	39%	Similar

**Overall, how would you rate the quality of the services provided by each of the following?**  
(% excellent or good)

The City of West Linn	64%	Similar
The Federal Government	32%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

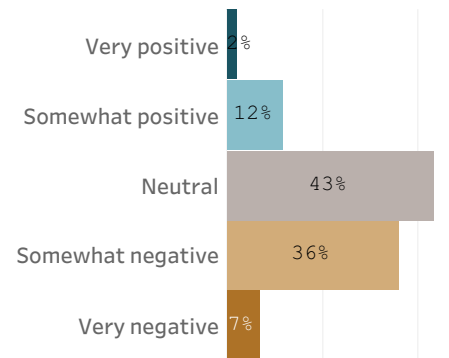
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of West Linn



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



Please rate each of the following aspects of quality of life in West Linn. (% excellent or good)

Aspect	Percentage	vs. benchmark*
West Linn as a place to visit	56%	Similar
West Linn as a place to work	52%	Similar

Please rate each of the following characteristics as they relate to West Linn as a whole. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall economic health	78%	Similar

Please rate each of the following in the West Linn community. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall quality of business and service establishments	70%	Similar
Vibrancy of downtown/commercial area	54%	Similar
Variety of business and service establishments	45%	Lower
Employment opportunities	27%	Lower
Shopping opportunities	27%	Lower
Cost of living	24%	Lower

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services. (% excellent or good)

Service	Percentage	vs. benchmark*
Economic development	47%	Similar

**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**  
**(% very or somewhat positive)**

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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	14%	Lower
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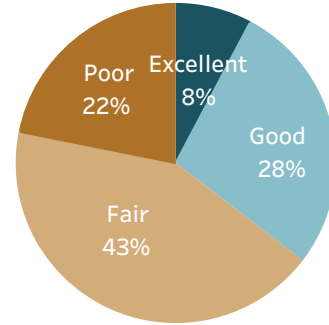
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in West Linn



Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of the transportation system	35%	Similar

Please also rate each of the following in the West Linn community.  
(% excellent or good)

Ease of travel by car	72%	Similar
Ease of public parking	61%	Similar
Ease of walking	59%	Similar
Traffic flow on major streets	41%	Similar
Ease of travel by bicycle	29%	Lower
Ease of travel by public transportation	18%	Lower

Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)

Walked or biked instead of driving	69%	Higher
Carpooled with other adults or children instead of driving alone	50%	Similar
Used public transportation instead of driving	16%	Similar

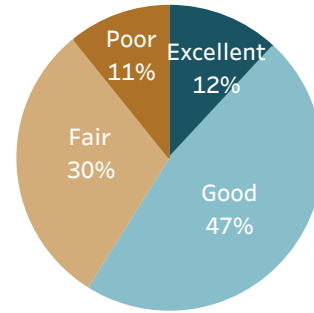
Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

Street lighting	68%	Similar
Traffic signal timing	63%	Similar

Street cleaning	62%	Similar
Snow removal	59%	Similar
Traffic enforcement	59%	Similar
Sidewalk maintenance	48%	Similar
Street repair	32%	Lower
Bus or transit services	27%	Lower

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of West Linn's residential and commercial areas



## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall design or layout of residential and commercial areas	58%	Similar

Please rate each of the following aspects of quality of life in West Linn.  
(% excellent or good)

Your neighborhood as a place to live	90%	Similar
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Please also rate each of the following in the West Linn community.  
(% excellent or good)

Overall appearance	80%	Similar
Public places where people want to spend time	60%	Similar
Well-designed neighborhoods	58%	Similar
Preservation of the historical or cultural character of the community	55%	Similar
Overall quality of new development	54%	Similar
Well-planned residential growth	43%	Similar
Variety of housing options	41%	Similar
Well-planned commercial growth	34%	Similar
Availability of affordable quality housing	19%	Lower

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

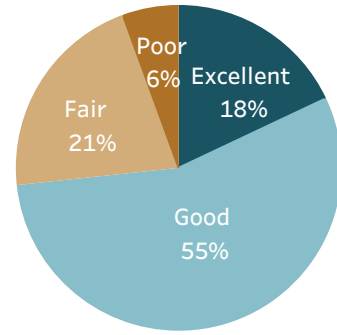
Code enforcement	37%	Similar
Land use, planning and zoning	35%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in West Linn



Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of the utility infrastructure	73%	Similar

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

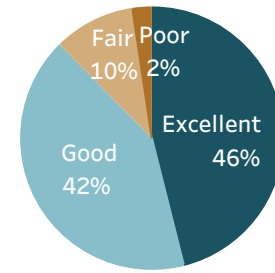
Sewer services	91%	Similar
Garbage collection	89%	Similar
Drinking water	87%	Higher
Power (electric and/or gas) utility	86%	Similar
Storm water management	84%	Higher
Utility billing	78%	Similar
Affordable high-speed internet access	51%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in West Linn



Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall feeling of safety	87%	Similar

Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

In your neighborhood during the day	96%	Similar
In West Linn's downtown/commercial area during the day	95%	Similar
From violent crime	92%	Similar
From property crime	80%	Similar
From fire, flood, or other natural disaster	75%	Similar

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.

(% excellent or good)

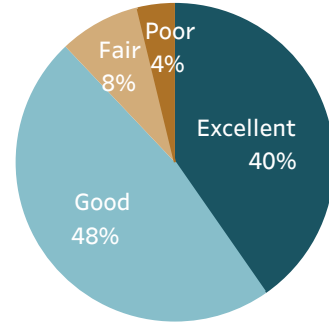
Fire services	96%	Similar
Ambulance or emergency medical services	93%	Similar
Fire prevention and education	83%	Similar
Crime prevention	76%	Similar
Police/Sheriff services	76%	Similar
Animal control	73%	Similar
Emergency preparedness	53%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in West Linn



Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of natural environment	88%	Similar

Please also rate each of the following in the West Linn community.  
(% excellent or good)

Air quality	89%	Similar
Cleanliness	88%	Similar
Water resources	81%	Higher

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

Yard waste pick-up	87%	Higher
Recycling	74%	Similar
West Linn open space	67%	Similar
Preservation of natural areas	66%	Similar

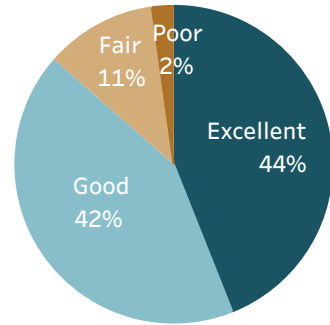
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	86%	Similar

Please also rate each of the following in the West Linn community.  
(% excellent or good)

Availability of paths and walking trails	77%	Similar
Recreational opportunities	70%	Similar
Fitness opportunities	68%	Similar

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

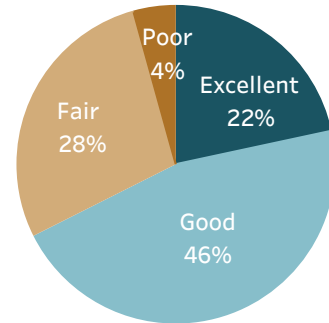
City parks	87%	Similar
Recreation programs or classes	68%	Similar
Recreation centers or facilities	51%	Lower

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in West Linn



Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall health and wellness opportunities	67%	Similar

Please also rate each of the following in the West Linn community.  
(% excellent or good)

Availability of affordable quality food	49%	Similar
Availability of preventive health services	49%	Similar
Availability of affordable quality health care	47%	Similar
Availability of affordable quality mental health care	27%	Lower

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

Health services	59%	Similar
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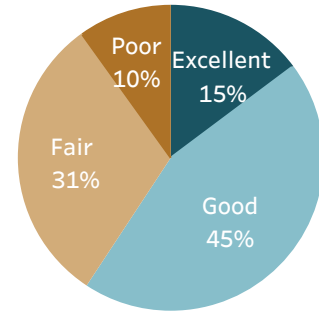
Please rate your overall health.  
(% excellent or very good)

Please rate your overall health.	76%	Similar
----------------------------------	-----	---------

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



Overall opportunities for education, culture and the arts



## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall opportunities for education, culture, and the arts	59%	Similar

Please also rate each of the following in the West Linn community.  
(% excellent or good)

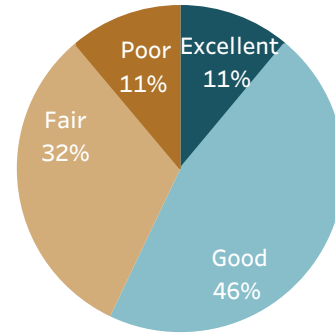
K-12 education	84%	Higher
Opportunities to attend special events and festivals	62%	Similar
Community support for the arts	54%	Similar
Opportunities to attend cultural/arts/music activities	51%	Similar
Adult educational opportunities	49%	Similar
Availability of affordable quality childcare/preschool	38%	Similar

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
(% excellent or good)

Public library services	93%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' connection and engagement with their community



## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Please rate each of the following aspects of quality of life in West Linn.  
(% excellent or good)

		vs. benchmark*
West Linn as a place to raise children	91%	Higher
Sense of community	66%	Similar
West Linn as a place to retire	63%	Similar

Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

Residents' connection and engagement with their community	57%	Similar
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Please rate the job you feel the West Linn community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	63%	Similar
Valuing/respecting residents from diverse backgrounds	47%	Lower
Taking care of vulnerable residents	43%	Similar
Attracting people from diverse backgrounds	32%	Lower

Please also rate each of the following in the West Linn community.  
(% excellent or good)

Neighborliness of residents	67%	Similar
Opportunities to volunteer	65%	Similar
Sense of civic/community pride	61%	Similar

Opportunities to participate in social events and activities	60%	Similar
Opportunities to participate in community matters	60%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	45%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)

		vs. benchmark*
Voted in your most recent local election	88%	Higher
Contacted the City of West Linn for help or information	47%	Similar
Volunteered your time to some group/activity	32%	Similar
Attended a local public meeting	24%	Similar
Watched a local public meeting	22%	Similar
Campaigned or advocated for a local issue, cause, or candidate	22%	Similar
Contacted West Linn elected officials to express your opinion	17%	Similar

In general, how many times do you:  
(% a few times a week or more)

Use or check email	98%	Similar
Access the internet from your home	98%	Similar
Access the internet from your cell phone	96%	Similar
Visit social media sites	77%	Similar
Shop online	58%	Similar
Share your opinions online	24%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## National benchmark tables

This table contains the comparisons of West Linn’s results to those from other communities. The first column shows the comparison of West Linn’s rating to the benchmark. West Linn’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by West Linn residents is statistically similar to or different than the benchmark. The second column is West Linn’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to West Linn’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for West Linn’s result -- that is what percent of surveyed communities had a lower rating than West Linn.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in West Linn.</b>	West Linn as a place to live	Similar	92%	104	353	70
	Your neighborhood as a place to live	Similar	90%	64	305	79
	West Linn as a place to raise children	Higher	91%	70	357	80
	West Linn as a place to work	Similar	52%	250	348	28
	West Linn as a place to visit	Similar	56%	198	306	35
	West Linn as a place to retire	Similar	63%	216	353	39
	The overall quality of life	Similar	91%	91	379	76
	Sense of community	Similar	66%	153	305	50
<b>Please rate each of the following characteristics as they relate to West Linn as a whole.</b>	Overall economic health	Similar	78%	104	293	64
	Overall quality of the transportation system	Similar	35%	148	184	20
	Overall design or layout of residential and commercial areas	Similar	58%	180	286	37
	Overall quality of the utility infrastructure	Similar	73%	76	180	58
	Overall feeling of safety	Similar	87%	92	343	73
	Overall quality of natural environment	Similar	88%	83	295	72
	Overall quality of parks and recreation opportunities	Similar	86%	54	185	71
	Overall health and wellness opportunities	Similar	67%	172	288	40
	Overall opportunities for education, culture, and the arts	Similar	59%	188	290	35
	Residents’ connection and engagement with their community	Similar	57%	101	181	44
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in West Linn to someone who asks	Similar	89%	123	297	58

<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Remain in West Linn for the next five years	Similar	85%	130	294	56
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	96%	90	324	72
	In West Linn's downtown/commercial area during the day	Similar	95%	83	308	73
	From property crime	Similar	80%	73	189	61
	From violent crime	Similar	92%	35	189	81
	From fire, flood, or other natural disaster	Similar	75%	129	179	28
<b>Please rate the job you feel the West Linn community does at each of the following.</b>	Making all residents feel welcome	Similar	63%	133	187	29
	Attracting people from diverse backgrounds	Lower	32%	177	184	4
	Valuing/respecting residents from diverse backgrounds	Lower	47%	172	185	7
	Taking care of vulnerable residents	Similar	43%	138	181	24
<b>Please rate each of the following in the West Linn community.</b>	Overall quality of business and service establishments	Similar	70%	160	294	45
	Variety of business and service establishments	Lower	45%	147	181	19
	Vibrancy of downtown/commercial area	Similar	54%	133	275	52
	Employment opportunities	Lower	27%	249	309	19
	Shopping opportunities	Lower	27%	253	300	16
	Cost of living	Lower	24%	238	287	17
	Overall image or reputation	Similar	84%	91	348	74
<b>Please also rate each of the following in the West Linn community.</b>	Traffic flow on major streets	Similar	41%	225	321	30
	Ease of public parking	Similar	61%	129	269	52
	Ease of travel by car	Similar	72%	151	308	51
	Ease of travel by public transportation	Lower	18%	224	269	17
	Ease of travel by bicycle	Lower	29%	282	310	9
	Ease of walking	Similar	59%	181	311	42
	Well-planned residential growth	Similar	43%	104	183	43
	Well-planned commercial growth	Similar	34%	131	183	28
	Well-designed neighborhoods	Similar	58%	97	180	46
	Preservation of the historical or cultural character of the community	Similar	55%	130	180	28

**Please also rate each of the following in the West Linn community.**

Public places where people want to spend time	Similar	60%	157	281	44
Variety of housing options	Similar	41%	206	293	30
Availability of affordable quality housing	Lower	19%	249	315	21
Overall quality of new development	Similar	54%	178	305	41
Overall appearance	Similar	80%	115	327	65
Cleanliness	Similar	88%	72	316	77
Water resources	Higher	81%	35	166	79
Air quality	Similar	89%	51	280	82
Availability of paths and walking trails	Similar	77%	113	312	64
Fitness opportunities	Similar	68%	163	281	42
Recreational opportunities	Similar	70%	142	302	53
Availability of affordable quality food	Similar	49%	233	275	15
Availability of affordable quality health care	Similar	47%	214	284	25
Availability of preventive health services	Similar	49%	209	270	22
Availability of affordable quality mental health care	Lower	27%	236	271	13
Opportunities to attend cultural/arts/music activities	Similar	51%	186	298	37
Community support for the arts	Similar	54%	100	180	45
Availability of affordable quality childcare/preschool	Similar	38%	191	282	32
K-12 education	Higher	84%	60	285	79
Adult educational opportunities	Similar	49%	194	278	30
Sense of civic/community pride	Similar	61%	99	180	45
Neighborliness of residents	Similar	67%	100	283	64
Opportunities to participate in social events and activities	Similar	60%	159	290	45
Opportunities to attend special events and festivals	Similar	62%	166	288	42
Opportunities to volunteer	Similar	65%	151	286	47
Opportunities to participate in community matters	Similar	60%	171	288	40
Openness and acceptance of the community toward people of diverse backgrounds	Similar	45%	276	305	9

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of West Linn for help or information	Similar	47%	154	323	52
	Contacted West Linn elected officials to express your opinion	Similar	17%	124	281	56
	Attended a local public meeting	Similar	24%	60	284	79
	Watched a local public meeting	Similar	22%	151	265	43
	Volunteered your time to some group/activity	Similar	32%	153	287	47
	Campaigned or advocated for a local issue, cause, or candidate	Similar	22%	89	276	68
	Voted in your most recent local election	Higher	88%	20	182	89
	Used public transportation instead of driving	Similar	16%	117	257	54
	Carpooled with other adults or children instead of driving alone	Similar	50%	45	278	84
	Walked or biked instead of driving	Higher	69%	62	282	78
<b>Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.</b>	Public information services	Similar	59%	221	301	26
	Economic development	Similar	47%	213	294	27
	Traffic enforcement	Similar	59%	218	342	36
	Traffic signal timing	Similar	63%	83	286	71
	Street repair	Lower	32%	278	337	17
	Street cleaning	Similar	62%	182	300	39
	Street lighting	Similar	68%	139	329	57
	Snow removal	Similar	59%	171	253	32
	Sidewalk maintenance	Similar	48%	226	296	23
	Bus or transit services	Lower	27%	212	266	20
	Land use, planning and zoning	Similar	35%	226	302	25
	Code enforcement	Similar	37%	247	335	26
	Affordable high-speed internet access	Similar	51%	90	177	49
	Garbage collection	Similar	89%	72	318	77
	Drinking water	Higher	87%	35	298	88
Sewer services	Similar	91%	28	301	91	
Storm water management	Higher	84%	41	314	87	


































<b>Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.</b>	Power (electric and/or gas) utility	Similar	86%	47	241	80
	Utility billing	Similar	78%	77	267	71
	Police/Sheriff services	Similar	76%	245	369	33
	Crime prevention	Similar	76%	139	341	59
	Animal control	Similar	73%	147	312	53
	Ambulance or emergency medical services	Similar	93%	142	307	54
	Fire services	Similar	96%	77	332	77
	Fire prevention and education	Similar	83%	128	297	57
	Emergency preparedness	Similar	53%	254	296	14
	Preservation of natural areas	Similar	66%	130	279	53
	West Linn open space	Similar	67%	107	271	60
	Recycling	Similar	74%	169	321	47
	Yard waste pick-up	Higher	87%	56	277	80
	City parks	Similar	87%	113	314	64
	Recreation programs or classes	Similar	68%	182	307	41
	Recreation centers or facilities	Lower	51%	249	291	14
	Health services	Similar	59%	190	265	28
	Public library services	Similar	93%	68	312	78
	Overall customer service by West Linn employees	Similar	78%	202	357	43
	<b>Please rate the following categories of West Linn government performance.</b>	The value of services for the taxes paid to West Linn	Similar	54%	183	361
The overall direction that West Linn is taking		Similar	51%	221	326	32
The job West Linn government does at welcoming resident involvement		Similar	42%	259	324	20
Overall confidence in West Linn government		Similar	39%	238	291	18
Generally acting in the best interest of the community		Similar	47%	215	295	27
Being honest		Similar	46%	209	286	27
Being open and transparent to the public		Similar	43%	137	186	26
Informing residents about issues facing the community		Similar	41%	143	191	25
































<b>Please rate the following categories of West Linn government performance.</b>	Treating all residents fairly	Similar	49%	201	292	31
	Treating residents with respect	Similar	63%	110	183	40
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of West Linn	Similar	64%	264	353	25
	The Federal Government	Similar	32%	216	275	21
<b>Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.</b>	Overall economic health	Similar	77%	265	267	0
	Overall quality of the transportation system	Similar	72%	81	179	55
	Overall design or layout of residential and commercial areas	Similar	76%	146	267	45
	Overall quality of the utility infrastructure	Similar	87%	108	178	39
	Overall feeling of safety	Similar	85%	177	267	33
	Overall quality of natural environment	Similar	85%	78	267	71
	Overall quality of parks and recreation opportunities	Similar	82%	77	179	57
	Overall health and wellness opportunities	Similar	60%	258	267	3
	Overall opportunities for education, culture, and the arts	Similar	64%	244	267	8
	Residents' connection and engagement with their community	Similar	67%	203	267	24
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	98%	37	179	79
	Access the internet from your cell phone	Similar	96%	32	179	82
	Visit social media sites	Similar	77%	128	178	28
	Use or check email	Similar	98%	42	179	77
	Share your opinions online	Similar	24%	158	179	12
	Shop online	Similar	58%	71	179	60
	Please rate your overall health.	Similar	76%	48	277	83
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Lower	14%	254	279	9

## Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in West Linn.	Question	Rating	Frequency	
			Percentage	Count (N)
West Linn as a place to live	West Linn as a place to live	Excellent	49%	N=331
		Good	44%	N=297
		Fair	6%	N=42
		Poor	1%	N=8
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	54%	N=365
		Good	37%	N=249
		Fair	7%	N=50
		Poor	2%	N=17
West Linn as a place to raise children	West Linn as a place to raise children	Excellent	55%	N=345
		Good	36%	N=224
		Fair	7%	N=43
		Poor	2%	N=10
West Linn as a place to work	West Linn as a place to work	Excellent	21%	N=80
		Good	31%	N=118
		Fair	32%	N=122
		Poor	16%	N=59
West Linn as a place to visit	West Linn as a place to visit	Excellent	16%	N=99
		Good	41%	N=255
		Fair	35%	N=217
		Poor	9%	N=57
West Linn as a place to retire	West Linn as a place to retire	Excellent	27%	N=145
		Good	36%	N=194
		Fair	24%	N=129
		Poor	13%	N=71
The overall quality of life	The overall quality of life	Excellent	39%	N=266
		Good	52%	N=350
		Fair	8%	N=51
































<b>Please rate each of the following aspects of quality of life in West Linn.</b>	The overall quality of life	Poor		1% N=9
	Sense of community	Excellent		17% N=111
		Good		49% N=321
		Fair		26% N=173
		Poor		8% N=51
<b>Please rate each of the following characteristics as they relate to West Linn as a whole.</b>	Overall economic health	Excellent		20% N=116
		Good		58% N=338
		Fair		17% N=96
		Poor		5% N=28
	Overall quality of the transportation system	Excellent		8% N=51
		Good		28% N=181
		Fair		43% N=280
		Poor		22% N=143
	Overall design or layout of residential and commercial areas	Excellent		12% N=80
		Good		47% N=317
		Fair		30% N=205
		Poor		11% N=73
Overall quality of the utility infrastructure	Excellent		18% N=115	
	Good		55% N=355	
	Fair		21% N=135	
	Poor		6% N=36	
Overall feeling of safety	Excellent		46% N=313	
	Good		42% N=282	
	Fair		10% N=68	
	Poor		2% N=16	
Overall quality of natural environment	Excellent		40% N=273	
	Good		48% N=323	
	Fair		8% N=56	
	Poor		4% N=26	
Overall quality of parks and recreation opportunities	Excellent		44% N=294	
	Good		42% N=284	

<b>Please rate each of the following characteristics as they relate to West Linn as a whole.</b>	Overall quality of parks and recreation opportunities	Fair		11% N=76	
		Poor		2% N=15	
	Overall health and wellness opportunities	Excellent		22% N=131	
		Good		46% N=278	
		Fair		28% N=170	
		Poor		4% N=26	
	Overall opportunities for education, culture, and the arts	Excellent		15% N=93	
		Good		45% N=280	
		Fair		31% N=194	
		Poor		10% N=62	
Residents' connection and engagement with their community	Excellent		11% N=71		
	Good		46% N=294		
	Fair		32% N=203		
	Poor		11% N=71		
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in West Linn to someone who asks	Very likely		53% N=361	
		Somewhat likely		36% N=243	
		Somewhat unlikely		7% N=44	
		Very unlikely		4% N=29	
	Remain in West Linn for the next five years	Very likely		60% N=399	
		Somewhat likely		25% N=162	
		Somewhat unlikely		7% N=48	
		Very unlikely		8% N=51	
	<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		82% N=558
			Somewhat safe		14% N=94
Neither safe nor unsafe				2% N=16	
Somewhat unsafe				1% N=8	
Very unsafe				1% N=4	
In West Linn's downtown/commercial area during the day		Very safe		74% N=489	
		Somewhat safe		21% N=137	
		Neither safe nor unsafe		3% N=23	
		Somewhat unsafe		1% N=7	

<b>Please rate how safe or unsafe you feel:</b>	In West Linn's downtown/commercial area during the day	Very unsafe		0% N=2
	From property crime	Very safe		37% N=253
		Somewhat safe		43% N=288
		Neither safe nor unsafe		11% N=71
		Somewhat unsafe		8% N=54
		Very unsafe		2% N=11
	From violent crime	Very safe		68% N=458
		Somewhat safe		24% N=165
		Neither safe nor unsafe		5% N=31
		Somewhat unsafe		2% N=12
		Very unsafe		1% N=10
	From fire, flood, or other natural disaster	Very safe		37% N=247
		Somewhat safe		39% N=262
		Neither safe nor unsafe		16% N=108
		Somewhat unsafe		7% N=45
Very unsafe			1% N=10	
<b>Please rate the job you feel the West Linn community does at each of the following.</b>	Making all residents feel welcome	Excellent		20% N=123
		Good		43% N=264
		Fair		27% N=168
		Poor		10% N=62
	Attracting people from diverse backgrounds	Excellent		8% N=46
		Good		24% N=138
		Fair		33% N=188
		Poor		34% N=195
	Valuing/respecting residents from diverse backgrounds	Excellent		14% N=80
		Good		33% N=188
		Fair		31% N=175
		Poor		21% N=120
	Taking care of vulnerable residents	Excellent		13% N=59
		Good		30% N=136
		Fair		37% N=166

**Please rate the job you feel the West Linn community does at each of the following.**

**Please rate each of the following in the West Linn community.**
































	Taking care of vulnerable residents	Poor		20% N=91
	Overall quality of business and service establishments	Excellent		15% N=99
		Good		55% N=371
		Fair		25% N=166
		Poor		5% N=35
	Variety of business and service establishments	Excellent		6% N=43
		Good		39% N=259
		Fair		36% N=244
		Poor		18% N=124
	Vibrancy of downtown/commercial area	Excellent		11% N=75
		Good		43% N=281
		Fair		35% N=229
		Poor		11% N=71
	Employment opportunities	Excellent		6% N=24
		Good		22% N=81
		Fair		45% N=167
		Poor		27% N=99
	Shopping opportunities	Excellent		4% N=26
		Good		24% N=163
		Fair		44% N=299
		Poor		28% N=188
	Cost of living	Excellent		2% N=13
		Good		22% N=150
		Fair		44% N=296
		Poor		32% N=216
	Overall image or reputation	Excellent		33% N=221
		Good		51% N=343
		Fair		12% N=81
		Poor		4% N=29
	Traffic flow on major streets	Excellent		8% N=56
		Good		32% N=218

Please also rate each of the following in the West Linn community.

Traffic flow on major streets	Fair		35% N=235
	Poor		25% N=170
Ease of public parking	Excellent		14% N=91
	Good		48% N=315
	Fair		30% N=197
	Poor		9% N=57
Ease of travel by car	Excellent		21% N=143
	Good		51% N=346
	Fair		22% N=148
	Poor		6% N=40
Ease of travel by public transportation	Excellent		5% N=23
	Good		14% N=63
	Fair		27% N=121
	Poor		54% N=242
Ease of travel by bicycle	Excellent		6% N=33
	Good		23% N=118
	Fair		37% N=193
	Poor		33% N=173
Ease of walking	Excellent		22% N=148
	Good		37% N=244
	Fair		29% N=192
	Poor		11% N=75
Well-planned residential growth	Excellent		9% N=49
	Good		34% N=187
	Fair		37% N=204
	Poor		20% N=107
Well-planned commercial growth	Excellent		6% N=29
	Good		29% N=141
	Fair		38% N=188
	Poor		27% N=132
Well-designed neighborhoods	Excellent		11% N=67



Please also rate each of the following in the West Linn community.
































Well-designed neighborhoods	Good		47% N=304
	Fair		30% N=192
	Poor		12% N=78
Preservation of the historical or cultural character of the community	Excellent		16% N=81
	Good		40% N=209
	Fair		29% N=150
	Poor		16% N=83
Public places where people want to spend time	Excellent		17% N=110
	Good		44% N=290
	Fair		29% N=190
	Poor		10% N=68
Variety of housing options	Excellent		9% N=55
	Good		32% N=199
	Fair		34% N=208
	Poor		25% N=153
Availability of affordable quality housing	Excellent		5% N=30
	Good		14% N=75
	Fair		29% N=163
	Poor		52% N=285
Overall quality of new development	Excellent		11% N=60
	Good		43% N=239
	Fair		30% N=165
	Poor		16% N=90
Overall appearance	Excellent		27% N=183
	Good		53% N=358
	Fair		16% N=108
	Poor		3% N=20
Cleanliness	Excellent		37% N=250
	Good		51% N=346
	Fair		10% N=67
	Poor		2% N=13
































Please also rate each of the following in the West Linn community.

Water resources	Excellent		33% N=216
	Good		48% N=314
	Fair		17% N=110
	Poor		3% N=18
Air quality	Excellent		42% N=279
	Good		48% N=315
	Fair		10% N=64
	Poor		1% N=5
Availability of paths and walking trails	Excellent		33% N=220
	Good		45% N=302
	Fair		19% N=124
	Poor		4% N=26
Fitness opportunities	Excellent		24% N=150
	Good		44% N=278
	Fair		26% N=162
	Poor		6% N=37
Recreational opportunities	Excellent		22% N=146
	Good		48% N=315
	Fair		25% N=162
	Poor		4% N=27
Availability of affordable quality food	Excellent		12% N=82
	Good		37% N=247
	Fair		38% N=253
	Poor		13% N=88
Availability of affordable quality health care	Excellent		12% N=57
	Good		36% N=175
	Fair		37% N=181
	Poor		15% N=73
Availability of preventive health services	Excellent		12% N=53
	Good		37% N=164
	Fair		37% N=162
































**Please also rate each of the following in the West Linn community.**

Availability of preventive health services	Poor		14% N=64
Availability of affordable quality mental health care	Excellent		7% N=21
	Good		21% N=63
	Fair		31% N=95
	Poor		41% N=124
Opportunities to attend cultural/arts/music activities	Excellent		12% N=76
	Good		39% N=245
	Fair		35% N=219
	Poor		14% N=90
Community support for the arts	Excellent		14% N=74
	Good		40% N=217
	Fair		34% N=187
	Poor		12% N=64
Availability of affordable quality childcare/preschool	Excellent		11% N=36
	Good		27% N=88
	Fair		36% N=115
	Poor		26% N=82
K-12 education	Excellent		44% N=248
	Good		40% N=229
	Fair		13% N=72
	Poor		4% N=21
Adult educational opportunities	Excellent		11% N=41
	Good		39% N=145
	Fair		34% N=129
	Poor		16% N=61
Sense of civic/community pride	Excellent		14% N=89
	Good		47% N=288
	Fair		31% N=191
	Poor		8% N=50
Neighborliness of residents	Excellent		21% N=137
	Good		46% N=306
































<b>Please also rate each of the following in the West Linn community.</b>	Neighborliness of residents	Fair		27% N=178
		Poor		6% N=39
	Opportunities to participate in social events and activities	Excellent		12% N=72
		Good		49% N=296
		Fair		33% N=202
		Poor		6% N=37
	Opportunities to attend special events and festivals	Excellent		16% N=99
		Good		46% N=294
		Fair		32% N=205
		Poor		6% N=37
	Opportunities to volunteer	Excellent		20% N=90
		Good		46% N=208
		Fair		29% N=133
		Poor		5% N=21
	Opportunities to participate in community matters	Excellent		15% N=73
		Good		46% N=226
		Fair		30% N=150
		Poor		9% N=46
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		13% N=68
		Good		33% N=175
		Fair		32% N=171
		Poor		23% N=124
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of West Linn for help or information	No		53% N=358
		Yes		47% N=323
	Contacted West Linn elected officials to express your opinion	No		83% N=567
		Yes		17% N=112
	Attended a local public meeting	No		76% N=515
		Yes		24% N=163
	Watched a local public meeting	No		77% N=526
		Yes		23% N=153
	Volunteered your time to some group/activity	No		68% N=465

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Volunteered your time to some group/activity	Yes		32% N=214
	Campaigned or advocated for a local issue, cause, or candidate	No		78% N=526
		Yes		22% N=150
	Voted in your most recent local election	No		12% N=84
		Yes		88% N=593
	Used public transportation instead of driving	No		84% N=568
		Yes		16% N=111
	Carpooled with other adults or children instead of driving alone	No		50% N=339
		Yes		50% N=341
	Walked or biked instead of driving	No		31% N=209
Yes			69% N=471	
<b>Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.</b>	Public information services	Excellent		12% N=58
		Good		47% N=226
		Fair		34% N=164
		Poor		7% N=34
	Economic development	Excellent		8% N=31
		Good		39% N=157
		Fair		40% N=157
		Poor		13% N=53
	Traffic enforcement	Excellent		12% N=66
		Good		48% N=271
		Fair		28% N=161
		Poor		12% N=69
	Traffic signal timing	Excellent		9% N=61
		Good		54% N=349
		Fair		26% N=168
		Poor		11% N=68
Street repair	Excellent		5% N=34	
	Good		27% N=177	
	Fair		30% N=200	
	Poor		38% N=249	
































Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.

Street cleaning	Excellent		16% N=100
	Good		46% N=294
	Fair		28% N=177
	Poor		11% N=69
Street lighting	Excellent		14% N=91
	Good		54% N=357
	Fair		24% N=156
	Poor		9% N=57
Snow removal	Excellent		13% N=71
	Good		46% N=259
	Fair		29% N=164
	Poor		12% N=65
Sidewalk maintenance	Excellent		8% N=48
	Good		40% N=242
	Fair		30% N=177
	Poor		22% N=132
Bus or transit services	Excellent		7% N=27
	Good		21% N=87
	Fair		32% N=131
	Poor		40% N=160
Land use, planning and zoning	Excellent		5% N=24
	Good		30% N=133
	Fair		43% N=188
	Poor		22% N=96
Code enforcement	Excellent		7% N=31
	Good		31% N=143
	Fair		37% N=168
	Poor		26% N=118
Affordable high-speed internet access	Excellent		16% N=92
	Good		36% N=214
	Fair		28% N=164

**Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.**

Affordable high-speed internet access	Poor		21% N=123	
	Garbage collection	Excellent		40% N=263
		Good		49% N=328
		Fair		10% N=69
		Poor		1% N=6
		Drinking water	Excellent	
	Good			44% N=290
	Fair			11% N=71
	Poor			2% N=16
	Sewer services	Excellent		39% N=251
Good			52% N=333	
Fair			8% N=54	
Poor			1% N=5	
Storm water management	Excellent		31% N=179	
	Good		53% N=307	
	Fair		12% N=70	
	Poor		4% N=20	
Power (electric and/or gas) utility	Excellent		32% N=208	
	Good		55% N=363	
	Fair		12% N=79	
	Poor		1% N=9	
Utility billing	Excellent		25% N=162	
	Good		52% N=337	
	Fair		17% N=111	
	Poor		5% N=33	
Police/Sheriff services	Excellent		31% N=178	
	Good		46% N=267	
	Fair		16% N=96	
	Poor		7% N=42	
Crime prevention	Excellent		27% N=153	
	Good		50% N=282	

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.
































Crime prevention	Fair		18% N=103
	Poor		5% N=29
Animal control	Excellent		21% N=81
	Good		51% N=195
	Fair		19% N=72
	Poor		9% N=32
Ambulance or emergency medical services	Excellent		39% N=164
	Good		54% N=228
	Fair		6% N=25
	Poor		1% N=5
Fire services	Excellent		53% N=273
	Good		43% N=221
	Fair		4% N=19
	Poor		0% N=2
Fire prevention and education	Excellent		31% N=122
	Good		52% N=206
	Fair		14% N=54
	Poor		4% N=15
Emergency preparedness	Excellent		12% N=49
	Good		41% N=171
	Fair		30% N=123
	Poor		17% N=70
Preservation of natural areas	Excellent		20% N=122
	Good		46% N=280
	Fair		22% N=131
	Poor		12% N=72
West Linn open space	Excellent		24% N=144
	Good		43% N=265
	Fair		24% N=148
	Poor		9% N=53
Recycling	Excellent		26% N=169










































Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.

Recycling	Good		48% N=314
	Fair		20% N=127
	Poor		6% N=39
Yard waste pick-up	Excellent		36% N=221
	Good		52% N=321
	Fair		11% N=68
	Poor		2% N=13
City parks	Excellent		37% N=243
	Good		50% N=330
	Fair		10% N=67
	Poor		3% N=19
Recreation programs or classes	Excellent		19% N=92
	Good		49% N=236
	Fair		27% N=129
	Poor		5% N=25
Recreation centers or facilities	Excellent		16% N=79
	Good		36% N=178
	Fair		30% N=150
	Poor		18% N=91
Health services	Excellent		15% N=60
	Good		44% N=174
	Fair		31% N=121
	Poor		10% N=38
Public library services	Excellent		51% N=314
	Good		42% N=259
	Fair		6% N=35
	Poor		1% N=8
Overall customer service by West Linn employees	Excellent		26% N=149
	Good		52% N=293
	Fair		17% N=96
	Poor		5% N=27

**Please rate the following categories of West Linn government performance.**
































The value of services for the taxes paid to West Linn	Excellent		12% N=73
	Good		42% N=252
	Fair		30% N=182
	Poor		15% N=92
The overall direction that West Linn is taking	Excellent		9% N=54
	Good		42% N=238
	Fair		35% N=199
	Poor		14% N=77
The job West Linn government does at welcoming resident involvement	Excellent		10% N=48
	Good		32% N=150
	Fair		35% N=165
	Poor		23% N=106
Overall confidence in West Linn government	Excellent		8% N=46
	Good		32% N=188
	Fair		39% N=231
	Poor		21% N=124
Generally acting in the best interest of the community	Excellent		9% N=51
	Good		38% N=218
	Fair		37% N=212
	Poor		16% N=92
Being honest	Excellent		12% N=60
	Good		34% N=170
	Fair		37% N=184
	Poor		17% N=83
Being open and transparent to the public	Excellent		11% N=55
	Good		33% N=167
	Fair		34% N=174
	Poor		22% N=113
Informing residents about issues facing the community	Excellent		12% N=65
	Good		29% N=155
	Fair		36% N=195











<b>Please rate the following categories of West Linn government performance.</b>	Informing residents about issues facing the community	Poor		23% N=121
	Treating all residents fairly	Excellent		13% N=58
		Good		36% N=165
		Fair		34% N=154
		Poor		17% N=77
	Treating residents with respect	Excellent		17% N=85
		Good		46% N=229
		Fair		25% N=122
Poor			13% N=62	
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of West Linn	Excellent		15% N=96
		Good		49% N=312
		Fair		29% N=185
		Poor		7% N=47
	The Federal Government	Excellent		4% N=21
		Good		29% N=169
		Fair		44% N=258
		Poor		24% N=144
<b>Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		32% N=211
		Very important		46% N=303
		Somewhat important		21% N=142
		Not at all important		1% N=7
	Overall quality of the transportation system	Essential		33% N=218
		Very important		39% N=263
		Somewhat important		25% N=166
		Not at all important		3% N=21
	Overall design or layout of residential and commercial areas	Essential		29% N=197
		Very important		46% N=311
		Somewhat important		22% N=149
		Not at all important		2% N=16
	Overall quality of the utility infrastructure	Essential		46% N=307
		Very important		41% N=273

<b>Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.</b>	Overall quality of the utility infrastructure	Somewhat important		13% N=86
		Not at all important		1% N=3
Overall feeling of safety	Essential		55% N=370	
	Very important		30% N=202	
	Somewhat important		12% N=80	
	Not at all important		3% N=18	
Overall quality of natural environment	Essential		43% N=286	
	Very important		42% N=282	
	Somewhat important		13% N=90	
	Not at all important		2% N=12	
Overall quality of parks and recreation opportunities	Essential		32% N=216	
	Very important		49% N=329	
	Somewhat important		17% N=112	
	Not at all important		2% N=11	
Overall health and wellness opportunities	Essential		21% N=140	
	Very important		39% N=262	
	Somewhat important		35% N=234	
	Not at all important		5% N=31	
Overall opportunities for education, culture, and the arts	Essential		25% N=167	
	Very important		39% N=259	
	Somewhat important		32% N=215	
	Not at all important		4% N=24	
Residents' connection and engagement with their community	Essential		22% N=145	
	Very important		46% N=310	
	Somewhat important		29% N=192	
	Not at all important		4% N=26	
<b>In general, how many times do you:</b>	Access the internet from your home	Several times a day		89% N=590
		Once a day		6% N=37
		A few times a week		3% N=18
		Every few weeks		1% N=5
		Less often or never		2% N=10

**In general, how many times do you:**

Access the internet from your cell phone	Several times a day	89% N=585
	Once a day	4% N=28
	A few times a week	2% N=16
	Every few weeks	1% N=6
	Less often or never	3% N=22
Visit social media sites	Several times a day	53% N=346
	Once a day	16% N=103
	A few times a week	9% N=58
	Every few weeks	4% N=25
	Less often or never	19% N=127
Use or check email	Several times a day	85% N=557
	Once a day	12% N=76
	A few times a week	2% N=13
	Every few weeks	0% N=1
	Less often or never	1% N=9
Share your opinions online	Several times a day	9% N=57
	Once a day	3% N=22
	A few times a week	12% N=77
	Every few weeks	16% N=106
	Less often or never	60% N=387
Shop online	Several times a day	10% N=63
	Once a day	11% N=69
	A few times a week	38% N=249
	Every few weeks	33% N=216
	Less often or never	9% N=57
Please rate your overall health.	Excellent	36% N=236
	Very good	41% N=270
	Good	17% N=115
	Fair	6% N=37
	Poor	1% N=5
What impact, if any, do you think the economy will have on your family income in the next 6 months?	Very positive	2% N=13

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Somewhat positive		12% N=78	
	Neutral		43% N=286	
	Somewhat negative		36% N=239	
	Very negative		7% N=46	
How many years have you lived in West Linn?	Less than 2 years		11% N=72	
	2-5 years		18% N=122	
	6-10 years		20% N=135	
	11-20 years		17% N=116	
	More than 20 years		34% N=225	
Which best describes the building you live in?	One family house detached from any other houses		78% N=522	
	Building with two or more homes (duplex, townhome, apa..		20% N=137	
	Other		1% N=8	
Do you rent or own your home?	Rent		18% N=119	
	Own		82% N=542	
<b>About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?</b>	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		3% N=20
		\$500 to \$999		7% N=48
		\$1,000 to \$1,499		14% N=92
		\$1,500 to \$1,999		15% N=98
		\$2,000 to \$2,499		20% N=129
		\$2,500 to \$2,999		17% N=108
		\$3,000 to \$3,499		8% N=54
		\$3,500 or more		15% N=95
Do any children 17 or under live in your household?	No		58% N=384	
	Yes		42% N=278	
Are you or any other members of your household aged 65 or older?	No		67% N=446	
	Yes		33% N=221	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		4% N=27	
	\$25,000 to \$49,999		8% N=52	
	\$50,000 to \$74,999		13% N=79	
	\$75,000 to \$99,999		11% N=67	
	\$100,000 to \$149,999		21% N=132	

	from all sources for all persons living in your household.)	\$150,000 or more		43% N=267
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		96% N=627
		Yes, I consider myself to be Spanish, Hispanic, or Latino		4% N=26
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1% N=7
		Asian, Asian Indian, or Pacific Islander		5% N=33
		Black or African American		1% N=9
		White		91% N=592
		Other		5% N=33
	In which category is your age?	18-24 years		3% N=18
		25-34 years		12% N=78
		35-44 years		17% N=112
		45-54 years		24% N=160
		55-64 years		15% N=100
		65-74 years		17% N=113
		75 years or older		12% N=80
	What is your gender?	Woman		54% N=358
		Man		45% N=300
		Identify in another way		0% N=3

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of West Linn conducted a survey of 684 residents. Survey invitations were mailed to randomly selected households and data were collected from August 5th, 2022 to September 23rd, 2022. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of West Linn. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on September 9th, 2022. The survey remained open for 2 weeks and there were 281 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2020 American Community Survey estimates for adults in the City of West Linn. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the open participation survey are presented in the following table.



















\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	2%	9%	19%
	35-54	42%	43%	38%
	55+	56%	48%	42%
Hispanic	No, not Spanish, Hispanic, or Latino	95%	93%	95%
	Yes, I consider myself to be Spanish, Hispana..	5%	7%	5%
Housing type	Attached	8%	21%	21%
	Detached	92%	79%	79%
race	Not white	10%	9%	11%
	White	90%	91%	89%
Race/ethnicity	Not white alone	15%	15%	14%
	White alone, not Hispanic or Latino	85%	85%	86%
Sex	Man	32%	51%	49%
	Woman	68%	49%	51%
Sex/age	Man 18-34	1%	6%	11%
	Man 35-54	11%	22%	18%
	Man 55+	21%	24%	20%
	Woman 18-34	1%	4%	9%
	Woman 35-54	32%	21%	20%
	Woman 55+	35%	24%	23%
Tenure	Own	97%	87%	82%
	Rent	3%	13%	18%























## Open participation survey results





















This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.


















In which area of West Linn do you live? (Refer to map above)	Area 1: Barrington Heights, Hidden Creek Estates, and Tanner Creek (BHT)		4% N=11
	Area 2: Bolton		14% N=40
	Area 4: Hidden Springs		13% N=35
	Area 5: Marylhurst		2% N=6
	Area 6: Parker Crest		9% N=26
	Area 7: Robinwood		10% N=28
	Area 8: Rosemont Summit		8% N=21
	Area 9: Savanna Oaks		8% N=22
	Area 10: Skyline Ridge		2% N=7
	Area 11: Sunset		12% N=33
	Area 12: Willamette		18% N=49
	None of these/I don't live in West Linn		0% N=1
<b>Please rate each of the following aspects of quality of life in West Linn.</b>	West Linn as a place to live		
	Excellent		52% N=143
	Good		42% N=117
	Fair		6% N=18
	Your neighborhood as a place to live		
	Excellent		55% N=150
	Good		34% N=93
	Fair		11% N=29

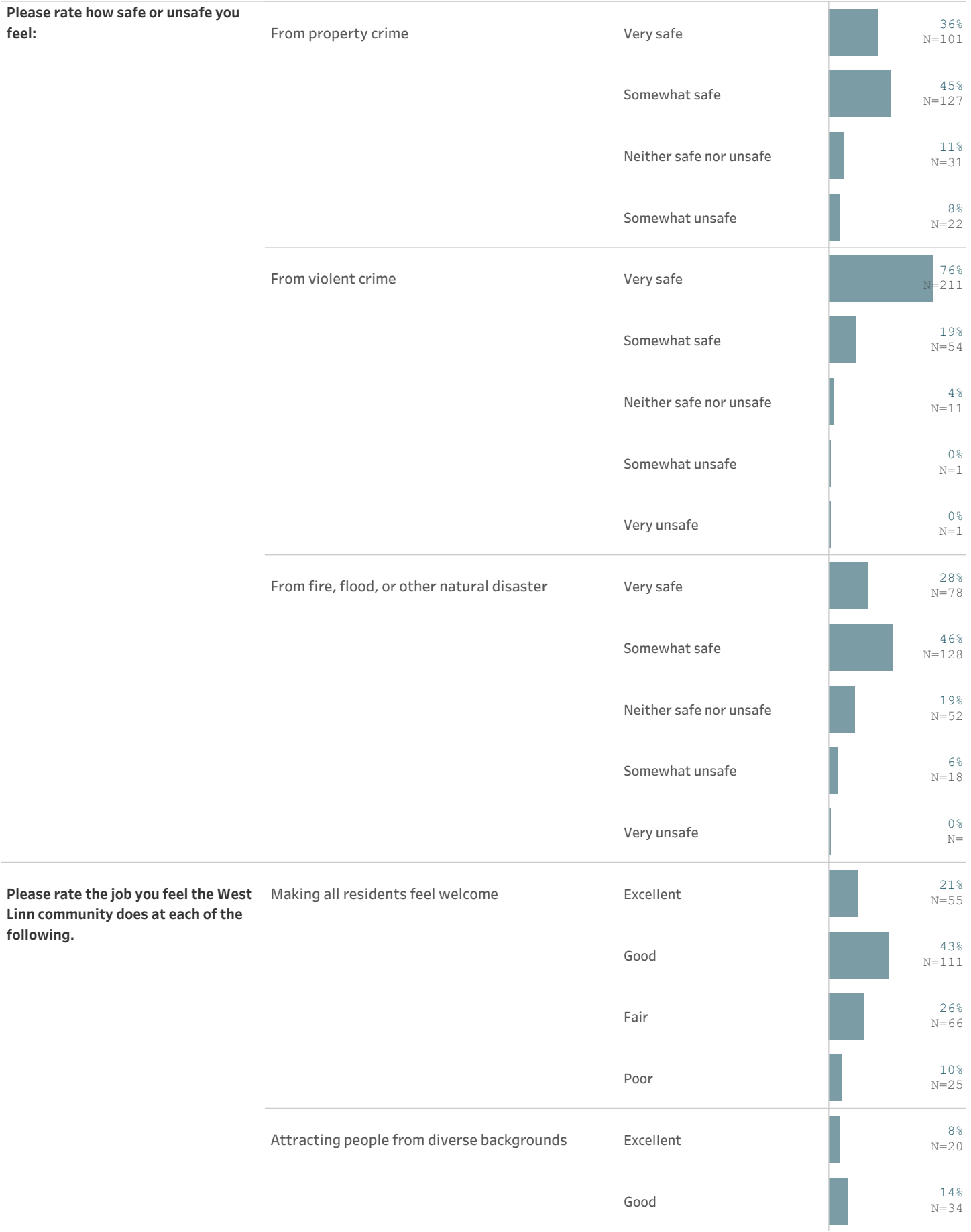
Please rate each of the following aspects of quality of life in West Linn.	Your neighborhood as a place to live	
	Rating	Percentage / Count
	Poor	0% N=
West Linn as a place to raise children	Excellent	60% N=141
	Good	31% N=73
	Fair	8% N=20
West Linn as a place to work	Excellent	20% N=25
	Good	29% N=37
	Fair	31% N=39
	Poor	20% N=25
West Linn as a place to visit	Excellent	14% N=35
	Good	34% N=88
	Fair	46% N=118
	Poor	7% N=18
West Linn as a place to retire	Excellent	22% N=44
	Good	48% N=97
	Fair	21% N=42
	Poor	10% N=20
The overall quality of life	Excellent	39% N=109
	Good	51% N=143
	Fair	8% N=21
	Poor	2% N=5






Please rate each of the following aspects of quality of life in West Linn.	Sense of community	Excellent		23% N=63
		Good		44% N=122
		Fair		28% N=78
		Poor		5% N=14
Please rate each of the following characteristics as they relate to West Linn as a whole.	Overall economic health	Excellent		22% N=52
		Good		51% N=122
		Fair		24% N=58
		Poor		3% N=6
Overall quality of the transportation system	Excellent		4% N=9	
	Good		17% N=43	
	Fair		50% N=131	
	Poor		29% N=77	
Overall design or layout of residential and commercial areas	Excellent		11% N=30	
	Good		47% N=129	
	Fair		32% N=87	
	Poor		11% N=30	
Overall quality of the utility infrastructure	Excellent		15% N=40	
	Good		60% N=162	
	Fair		18% N=48	
	Poor		8% N=20	





















Please rate each of the following characteristics as they relate to West Linn as a whole.

Overall feeling of safety	Excellent		53% N=147
	Good		40% N=112
	Fair		7% N=18
	Poor		1% N=2
Overall quality of natural environment	Excellent		48% N=135
	Good		42% N=117
	Fair		7% N=19
	Poor		2% N=7
Overall quality of parks and recreation opportunities	Excellent		45% N=124
	Good		38% N=105
	Fair		12% N=33
	Poor		5% N=14
Overall health and wellness opportunities	Excellent		25% N=63
	Good		41% N=102
	Fair		26% N=65
	Poor		8% N=20
Overall opportunities for education, culture, and the arts	Excellent		14% N=35
	Good		40% N=102
	Fair		32% N=82
	Poor		14% N=36

<p><b>Please rate each of the following characteristics as they relate to West Linn as a whole.</b></p>	<p>Residents' connection and engagement with their community</p>	Excellent		12% N=31
		Good		50% N=132
		Fair		29% N=75
		Poor		10% N=26
<p><b>Please indicate how likely or unlikely you are to do each of the following.</b></p>	<p>Recommend living in West Linn to someone who asks</p>	Very likely		59% N=164
		Somewhat likely		34% N=95
		Somewhat unlikely		3% N=9
		Very unlikely		3% N=9
<p>Remain in West Linn for the next five years</p>	<p>Very likely</p>	Very likely		71% N=195
		Somewhat likely		17% N=46
		Somewhat unlikely		9% N=24
		Very unlikely		4% N=11
<p><b>Please rate how safe or unsafe you feel:</b></p>	<p>In your neighborhood during the day</p>	Very safe		87% N=243
		Somewhat safe		11% N=30
		Neither safe nor unsafe		0% N=
		Somewhat unsafe		2% N=4
<p>In West Linn's downtown/commercial area during the day</p>	<p>Very safe</p>	Very safe		80% N=221
		Somewhat safe		18% N=49
		Neither safe nor unsafe		1% N=4
		Somewhat unsafe		0% N=






















<b>Please rate the job you feel the West Linn community does at each of the following.</b>	Attracting people from diverse backgrounds	Fair		38% N=93
		Poor		41% N=100
	Valuing/respecting residents from diverse backgrounds	Excellent		14% N=33
		Good		29% N=71
Fair			36% N=86	
Poor			21% N=51	
Taking care of vulnerable residents	Excellent		8% N=15	
	Good		36% N=70	
	Fair		32% N=62	
	Poor		25% N=49	
<b>Please rate each of the following in the West Linn community.</b>	Overall quality of business and service establishments	Excellent		13% N=35
		Good		52% N=139
		Fair		29% N=78
		Poor		6% N=16
Variety of business and service establishments	Excellent		6% N=17	
	Good		23% N=64	
	Fair		47% N=128	
	Poor		23% N=64	
Vibrancy of downtown/commercial area	Excellent		11% N=31	
	Good		39% N=106	




















<b>Please rate each of the following in the West Linn community.</b>	Vibrancy of downtown/commercial area	Fair		39% N=107
		Poor		10% N=29
	Employment opportunities	Excellent		4% N=5
		Good		15% N=20
		Fair		37% N=50
		Poor		45% N=61
	Shopping opportunities	Excellent		2% N=4
		Good		19% N=51
		Fair		51% N=136
		Poor		28% N=76
	Cost of living	Excellent		2% N=4
		Good		22% N=61
		Fair		45% N=124
		Poor		32% N=89
	Overall image or reputation	Excellent		31% N=84
		Good		49% N=133
		Fair		17% N=48
		Poor		3% N=8
<b>Please also rate each of the following in the West Linn community.</b>	Traffic flow on major streets	Excellent		6% N=16
		Good		26% N=72



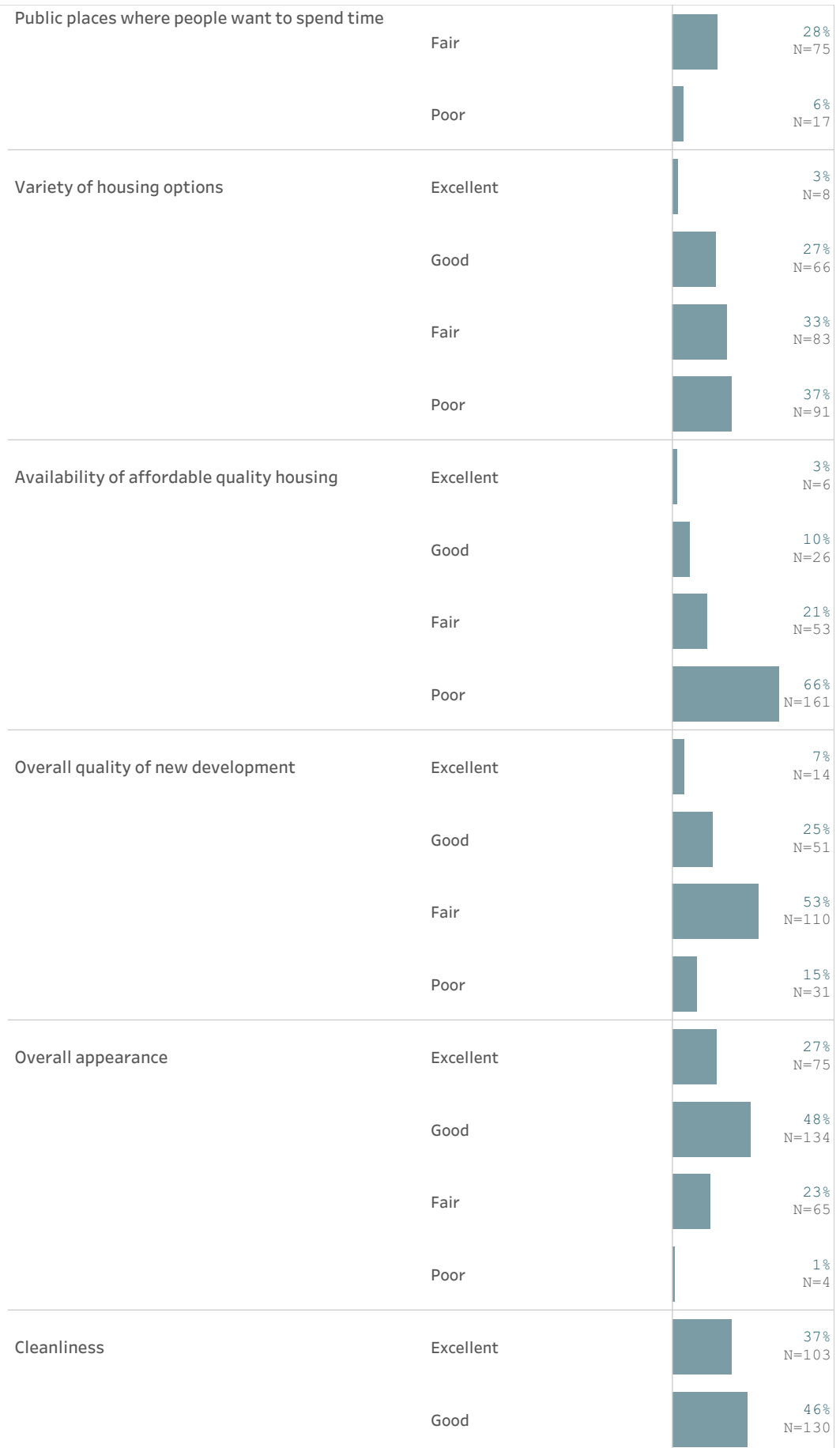
Please also rate each of the following in the West Linn community.

Traffic flow on major streets	Fair		30% N=83
	Poor		39% N=109
Ease of public parking	Excellent		15% N=41
	Good		52% N=140
	Fair		25% N=68
	Poor		7% N=19
Ease of travel by car	Excellent		18% N=51
	Good		49% N=135
	Fair		25% N=70
	Poor		8% N=21
Ease of travel by public transportation	Excellent		1% N=1
	Good		9% N=17
	Fair		24% N=47
	Poor		67% N=132
Ease of travel by bicycle	Excellent		4% N=8
	Good		17% N=33
	Fair		31% N=61
	Poor		48% N=94
Ease of walking	Excellent		19% N=51
	Good		29% N=78

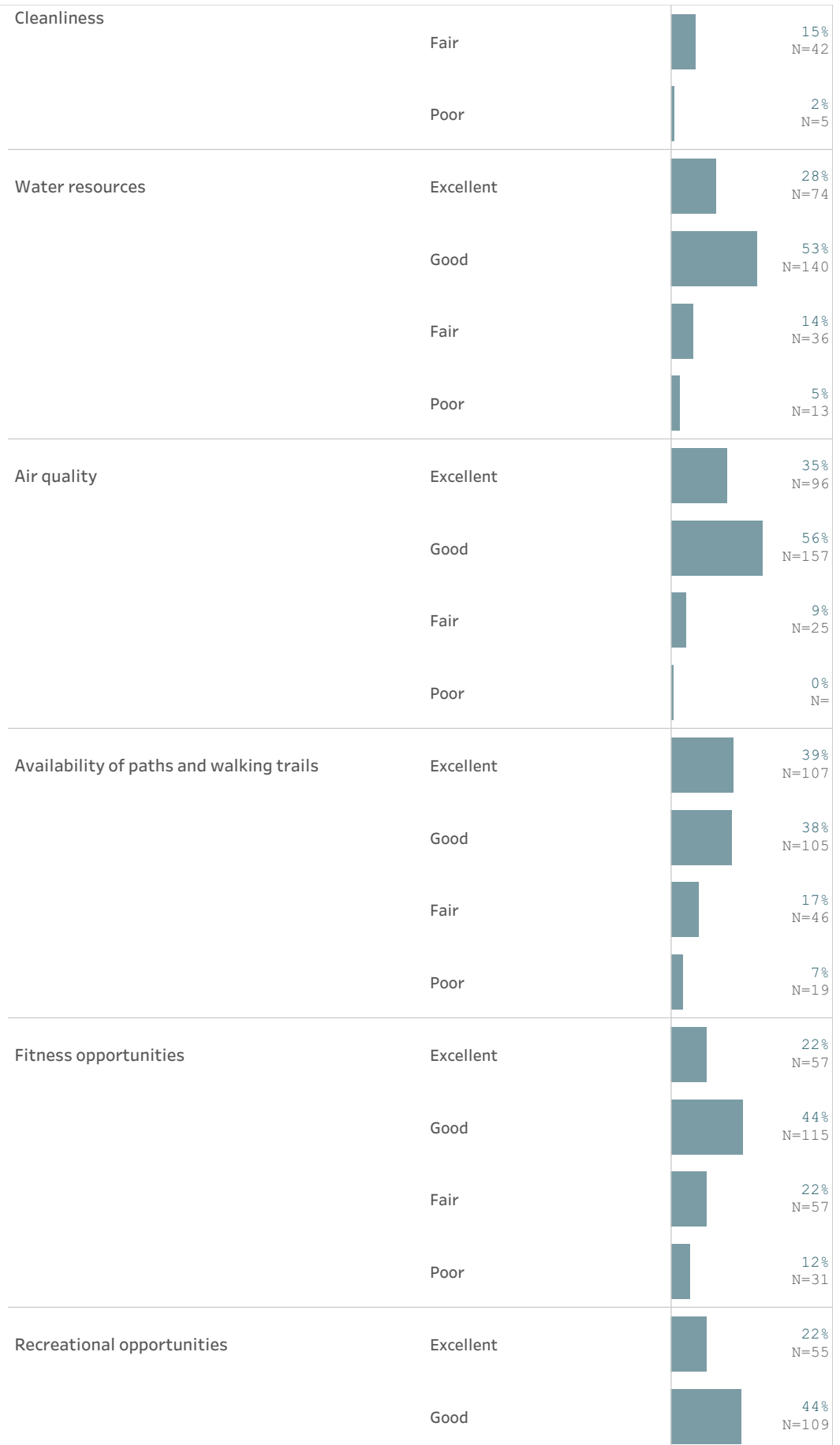
Please also rate each of the following in the West Linn community.

Ease of walking	Fair		33% N=90
	Poor		19% N=51
Well-planned residential growth	Excellent		7% N=17
	Good		26% N=58
	Fair		39% N=87
	Poor		28% N=63
Well-planned commercial growth	Excellent		4% N=8
	Good		26% N=53
	Fair		33% N=68
	Poor		38% N=77
Well-designed neighborhoods	Excellent		11% N=29
	Good		43% N=112
	Fair		34% N=89
	Poor		12% N=31
Preservation of the historical or cultural character of the community	Excellent		17% N=39
	Good		52% N=120
	Fair		24% N=56
	Poor		6% N=14
Public places where people want to spend time	Excellent		19% N=52
	Good		47% N=125





















Please also rate each of the following in the West Linn community.























Please also rate each of the following in the West Linn community.























Please also rate each of the following in the West Linn community.





















Recreational opportunities	Fair		23% N=57
	Poor		12% N=29
Availability of affordable quality food	Excellent		11% N=30
	Good		42% N=114
	Fair		35% N=95
	Poor		12% N=32
Availability of affordable quality health care	Excellent		9% N=17
	Good		36% N=72
	Fair		41% N=82
	Poor		14% N=27
Availability of preventive health services	Excellent		7% N=14
	Good		39% N=73
	Fair		38% N=71
	Poor		15% N=29
Availability of affordable quality mental health care	Excellent		1% N=1
	Good		17% N=18
	Fair		38% N=42
	Poor		45% N=49
Opportunities to attend cultural/arts/music activities	Excellent		6% N=16
	Good		33% N=85

Please also rate each of the following in the West Linn community.




















Opportunities to attend cultural/arts/music activities	Fair		44% N=111
	Poor		17% N=43
Community support for the arts	Excellent		6% N=13
	Good		41% N=93
	Fair		39% N=88
	Poor		14% N=31
Availability of affordable quality childcare/preschool	Excellent		13% N=17
	Good		25% N=33
	Fair		23% N=31
	Poor		39% N=52
K-12 education	Excellent		56% N=130
	Good		29% N=69
	Fair		10% N=24
	Poor		5% N=11
Adult educational opportunities	Excellent		6% N=10
	Good		47% N=86
	Fair		38% N=69
	Poor		9% N=17
Sense of civic/community pride	Excellent		13% N=33
	Good		56% N=144

Please also rate each of the following in the West Linn community.





















Sense of civic/community pride	Fair		27% N=69
	Poor		5% N=12
Neighborliness of residents	Excellent		24% N=68
	Good		45% N=127
	Fair		23% N=64
	Poor		7% N=20
Opportunities to participate in social events and activities	Excellent		16% N=40
	Good		42% N=106
	Fair		37% N=92
	Poor		5% N=13
Opportunities to attend special events and festivals	Excellent		20% N=51
	Good		50% N=129
	Fair		27% N=71
	Poor		3% N=8
Opportunities to volunteer	Excellent		23% N=49
	Good		47% N=101
	Fair		25% N=54
	Poor		5% N=12
Opportunities to participate in community matters	Excellent		18% N=42
	Good		49% N=116

<b>Please also rate each of the following in the West Linn community.</b>	Opportunities to participate in community matters	Fair		29% N=69
		Poor		4% N=11
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		6% N=14
		Good		34% N=79
Fair			34% N=78	
Poor			26% N=59	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of West Linn for help or information	No		41% N=115
		Yes		59% N=163
	Contacted West Linn elected officials to express your opinion	No		71% N=198
		Yes		29% N=79
	Attended a local public meeting	No		63% N=174
		Yes		37% N=103
	Watched a local public meeting	No		60% N=165
		Yes		40% N=111
	Volunteered your time to some group/activity	No		53% N=147
		Yes		47% N=130
	Campaigned or advocated for a local issue, cause, or candidate	No		72% N=201
		Yes		28% N=76
	Voted in your most recent local election	No		3% N=9
		Yes		97% N=270



<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Used public transportation instead of driving	No		83% N=229
		Yes		17% N=48
	Carpooled with other adults or children instead of driving alone	No		54% N=149
		Yes		46% N=126
	Walked or biked instead of driving	No		34% N=93
		Yes		66% N=184
<b>Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.</b>	Public information services	Excellent		17% N=38
		Good		47% N=105
		Fair		31% N=69
		Poor		5% N=12
	Economic development	Excellent		10% N=17
		Good		25% N=41
		Fair		49% N=81
		Poor		16% N=26
	Traffic enforcement	Excellent		9% N=21
		Good		40% N=96
		Fair		37% N=89
		Poor		15% N=36
	Traffic signal timing	Excellent		10% N=26
		Good		45% N=117





















Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.





















Traffic signal timing	Fair		30% N=76
	Poor		15% N=39
Street repair	Excellent		2% N=7
	Good		25% N=67
	Fair		35% N=95
	Poor		38% N=103
Street cleaning	Excellent		13% N=35
	Good		40% N=106
	Fair		34% N=90
	Poor		13% N=35
Street lighting	Excellent		12% N=33
	Good		56% N=155
	Fair		27% N=73
	Poor		5% N=14
Snow removal	Excellent		21% N=45
	Good		46% N=100
	Fair		28% N=61
	Poor		6% N=14
Sidewalk maintenance	Excellent		6% N=15
	Good		28% N=72





















Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.


















Sidewalk maintenance	Fair		40% N=101
	Poor		26% N=64
Bus or transit services	Excellent		2% N=4
	Good		15% N=27
	Fair		33% N=59
	Poor		50% N=90
Land use, planning and zoning	Excellent		7% N=13
	Good		22% N=45
	Fair		44% N=88
	Poor		27% N=54
Code enforcement	Excellent		10% N=20
	Good		19% N=36
	Fair		34% N=67
	Poor		37% N=72
Affordable high-speed internet access	Excellent		13% N=31
	Good		34% N=80
	Fair		31% N=74
	Poor		21% N=50
Garbage collection	Excellent		41% N=114
	Good		44% N=123

**Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.**

Garbage collection	Fair		14% N=38
	Poor		1% N=2
Drinking water	Excellent		50% N=137
	Good		41% N=111
	Fair		3% N=8
	Poor		6% N=17
Sewer services	Excellent		43% N=111
	Good		50% N=128
	Fair		8% N=20
Storm water management	Excellent		27% N=66
	Good		57% N=138
	Fair		13% N=31
	Poor		3% N=7
Power (electric and/or gas) utility	Excellent		32% N=86
	Good		59% N=163
	Fair		7% N=20
	Poor		2% N=4
Utility billing	Excellent		26% N=70
	Good		59% N=160
	Fair		14% N=37

Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.			
Utility billing	Poor		1% N=2
	Excellent		30% N=70
Police/Sheriff services	Good		41% N=96
	Fair		23% N=54
	Poor		7% N=16
	Excellent		22% N=47
Crime prevention	Good		50% N=107
	Fair		22% N=46
	Poor		6% N=13
	Excellent		15% N=24
Animal control	Good		61% N=98
	Fair		16% N=25
	Poor		8% N=13
	Excellent		45% N=63
Ambulance or emergency medical services	Good		43% N=60
	Fair		11% N=16
	Poor		1% N=1
	Excellent		55% N=106
Fire services	Good		43% N=83
	Fair		2% N=4





















Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.			
Fire services	Poor		0% N=
	Excellent		24% N=35
	Good		55% N=80
	Fair		16% N=24
Fire prevention and education	Poor		5% N=7
	Excellent		14% N=25
	Good		48% N=87
	Fair		23% N=41
Emergency preparedness	Poor		15% N=28
	Excellent		23% N=57
	Good		46% N=113
	Fair		24% N=59
Preservation of natural areas	Poor		7% N=17
	Excellent		22% N=55
	Good		50% N=124
	Fair		20% N=50
West Linn open space	Poor		9% N=22
	Excellent		27% N=72
	Good		38% N=100
	Fair		22% N=57
Recycling	Excellent		27% N=72
	Good		38% N=100
	Fair		22% N=57



















Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.			
Recycling	Poor		14% N=37
	Excellent		37% N=97
Yard waste pick-up	Good		46% N=121
	Fair		15% N=39
	Poor		2% N=5
	Excellent		44% N=120
City parks	Good		44% N=120
	Fair		9% N=24
	Poor		3% N=9
	Recreation programs or classes	Excellent	
Good			50% N=106
Fair			26% N=55
Poor			8% N=16
Recreation centers or facilities	Excellent		8% N=17
	Good		34% N=71
	Fair		25% N=51
	Poor		33% N=67
Health services	Excellent		17% N=26
	Good		45% N=70
	Fair		27% N=42

<b>Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.</b>	Health services	Poor		11% N=18
	Public library services	Excellent		61% N=154
		Good		36% N=92
		Fair		2% N=6
		Poor		1% N=2
Overall customer service by West Linn employees	Excellent		28% N=65	
	Good		57% N=133	
	Fair		13% N=30	
	Poor		2% N=3	
<b>Please rate the following categories of West Linn government performance.</b>	The value of services for the taxes paid to West Linn	Excellent		9% N=21
		Good		45% N=109
		Fair		33% N=79
		Poor		13% N=33
	The overall direction that West Linn is taking	Excellent		5% N=13
Good			46% N=111	
Fair			33% N=79	
Poor			15% N=36	
The job West Linn government does at welcoming resident involvement	Excellent		10% N=22	
	Good		47% N=102	
	Fair		27% N=58	



**Please rate the following categories of West Linn government performance.**

The job West Linn government does at welcoming resident involvement	Poor		16% N=35
Overall confidence in West Linn government	Excellent		4% N=11
	Good		41% N=104
	Fair		39% N=101
	Poor		16% N=40
Generally acting in the best interest of the community	Excellent		8% N=21
	Good		48% N=119
	Fair		34% N=84
	Poor		10% N=25
Being honest	Excellent		15% N=32
	Good		46% N=97
	Fair		25% N=52
	Poor		14% N=29
Being open and transparent to the public	Excellent		13% N=28
	Good		41% N=93
	Fair		29% N=66
	Poor		17% N=39
Informing residents about issues facing the community	Excellent		17% N=42
	Good		35% N=86
	Fair		30% N=75

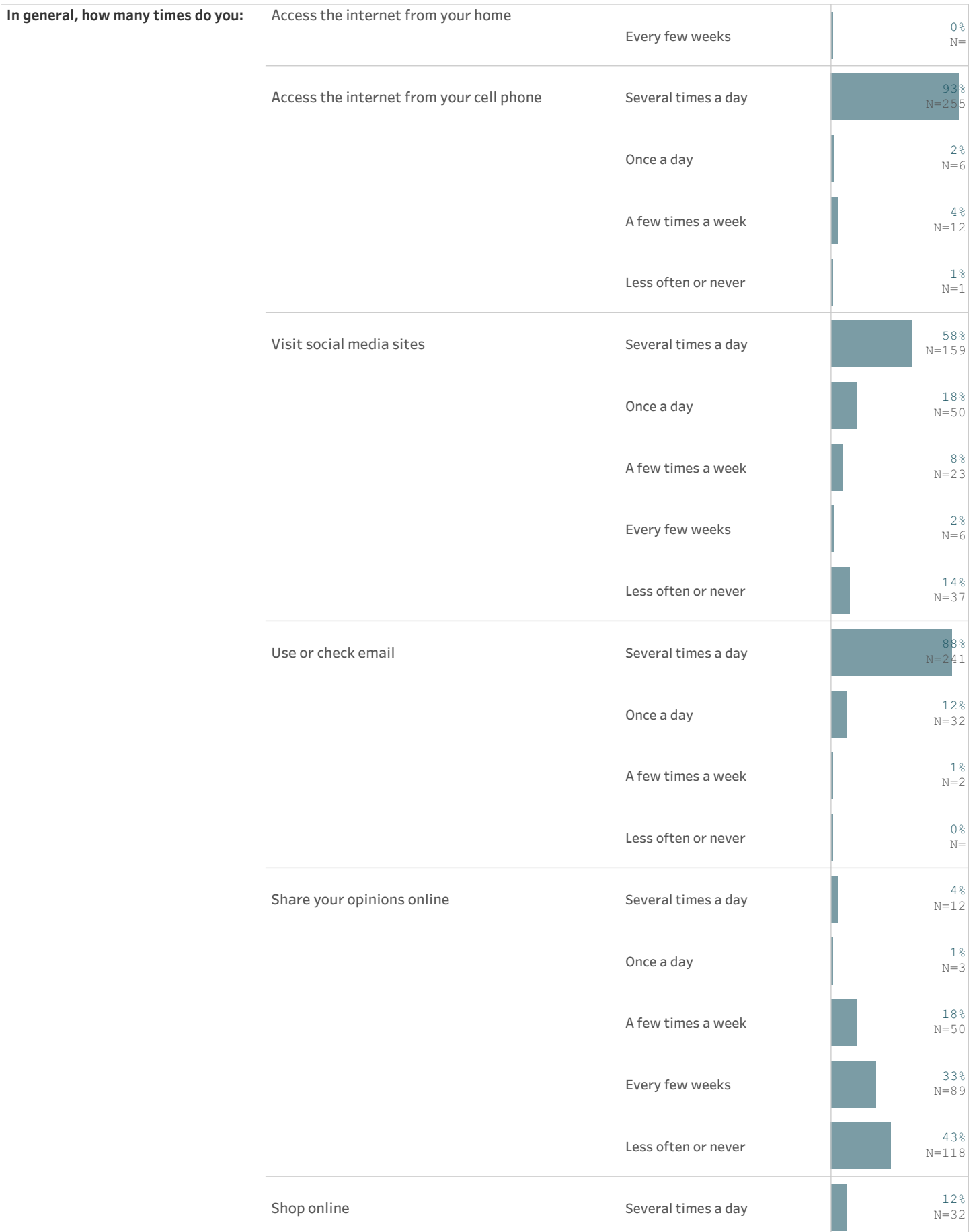
<b>Please rate the following categories of West Linn government performance.</b>	Informing residents about issues facing the community	Poor		18% N=45
	Treating all residents fairly	Excellent		15% N=29
		Good		39% N=74
		Fair		28% N=53
		Poor		18% N=35
Treating residents with respect	Excellent		21% N=46	
	Good		49% N=108	
	Fair		21% N=46	
	Poor		9% N=19	
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of West Linn	Excellent		15% N=40
		Good		59% N=154
		Fair		22% N=57
		Poor		4% N=9
	The Federal Government	Excellent		0% N=1
		Good		35% N=86
		Fair		41% N=104
		Poor		24% N=59
<b>Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		31% N=85
		Very important		46% N=124
		Somewhat important		22% N=60
















Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.





















Overall economic health	Not at all important		1% N=2
Overall quality of the transportation system	Essential		42% N=113
	Very important		30% N=82
	Somewhat important		25% N=67
	Not at all important		3% N=9
Overall design or layout of residential and commercial areas	Essential		30% N=83
	Very important		41% N=111
	Somewhat important		26% N=70
	Not at all important		3% N=8
Overall quality of the utility infrastructure	Essential		54% N=150
	Very important		35% N=96
	Somewhat important		9% N=24
	Not at all important		2% N=5
Overall feeling of safety	Essential		54% N=147
	Very important		32% N=87
	Somewhat important		12% N=34
	Not at all important		1% N=4
Overall quality of natural environment	Essential		44% N=120
	Very important		44% N=121
	Somewhat important		12% N=34





















**Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.**

Overall quality of natural environment	Not at all important		0% N=1	
	Essential		37% N=101	
Overall quality of parks and recreation opportunities	Very important		48% N=128	
	Somewhat important		14% N=38	
	Not at all important		1% N=2	
	Essential		15% N=41	
Overall health and wellness opportunities	Very important		43% N=117	
	Somewhat important		38% N=105	
	Not at all important		5% N=13	
	Essential		19% N=52	
Overall opportunities for education, culture, and the arts	Very important		48% N=132	
	Somewhat important		28% N=78	
	Not at all important		5% N=14	
	Essential		14% N=39	
Residents' connection and engagement with their community	Very important		54% N=149	
	Somewhat important		27% N=75	
	Not at all important		4% N=11	
	Essential		14% N=39	
<b>In general, how many times do you:</b>	Access the internet from your home	Several times a day		94% N=258
		Once a day		5% N=13
		A few times a week		1% N=4



In general, how many times do you: Shop online	Once a day		9% N=25
	A few times a week		42% N=115
	Every few weeks		33% N=92
	Less often or never		4% N=12
	Please rate your overall health.		
Excellent		34% N=93	
Very good		42% N=116	
Good		18% N=50	
Fair		4% N=12	
Poor		2% N=5	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:			
Very positive		3% N=8	
Somewhat positive		9% N=26	
Neutral		44% N=123	
Somewhat negative		36% N=98	
Very negative		8% N=22	
How many years have you lived in West Linn?			
Less than 2 years		10% N=27	
2-5 years		22% N=61	
6-10 years		19% N=53	
11-20 years		21% N=58	
More than 20 years		27% N=74	
Which best describes the building you live in?			
One family house detached from any other houses		79% N=217	

	Which best describes the building you live in?	Building with two or more homes (duplex, townhome, apartment or condominium)		21% N=57
	Do you rent or own your home?	Rent		13% N=35
		Own		87% N=240
<b>About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?</b>	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		2% N=6
		\$500 to \$999		12% N=32
		\$1,000 to \$1,499		6% N=15
		\$1,500 to \$1,999		21% N=56
		\$2,000 to \$2,499		12% N=33
		\$2,500 to \$2,999		19% N=52
		\$3,000 to \$3,499		11% N=29
		\$3,500 or more		16% N=43
	Do any children 17 or under live in your household?	No		55% N=152
		Yes		45% N=122
	Are you or any other members of your household aged 65 or older?	No		66% N=182
		Yes		34% N=93
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		2% N=4
		\$25,000 to \$49,999		5% N=12
		\$50,000 to \$74,999		15% N=38
		\$75,000 to \$99,999		8% N=19
		\$100,000 to \$149,999		25% N=63

	income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$150,000 or more		45% N=113
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		93% N=257
		Yes, I consider myself to be Spanish, Hispanic, or Latino		7% N=19
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1% N=2
		Asian, Asian Indian, or Pacific Islander		2% N=6
		Black or African American		1% N=2
		White		94% N=257
		Other		5% N=14
	In which category is your age?	25-34 years		9% N=25
		35-44 years		19% N=53
		45-54 years		24% N=67
		55-64 years		20% N=55
		65-74 years		18% N=49
		75 years or older		9% N=26
	What is your gender?	Woman		49% N=132
		Man		51% N=139
		Identify in another way		0% N=1
	How did you hear about this survey? (Select all that apply.)	The City's website		17% N=46
		The City's social media (Facebook, Twitter, Instagram, etc.)		29% N=79
		Received an email from the City		39% N=107



How did you hear about this survey? (Select all that apply.)

In a City newsletter or utility bill	7% N=19
In my Facebook feed	12% N=33
Saw it on a video of a public meeting or at a meeting I attended	0% N=1
Saw it in a newspaper article or ad (hard copy or online)	2% N=5
Heard about it from a family member, friend or neighbor	2% N=6
Heard about it from a business or social organization in my community	1% N=1
Polco's weekly email	0% N=
Polco social media post	1% N=2
Other	2% N=4

# The City of West Linn 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in West Linn.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
West Linn as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
West Linn as a place to raise children.....	1	2	3	4	5
West Linn as a place to work .....	1	2	3	4	5
West Linn as a place to visit .....	1	2	3	4	5
West Linn as a place to retire .....	1	2	3	4	5
The overall quality of life in West Linn.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to West Linn as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of West Linn .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in West Linn .....	1	2	3	4	5
Overall design or layout of West Linn's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in West Linn (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in West Linn.....	1	2	3	4	5
Overall quality of natural environment in West Linn .....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in West Linn.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in West Linn to someone who asks .....	1	2	3	4	5
Remain in West Linn for the next five years .....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In West Linn's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the West Linn community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

## 6. Please rate each of the following in the West Linn community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in West Linn .....	1	2	3	4	5
Variety of business and service establishments in West Linn.....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in West Linn .....	1	2	3	4	5
Overall image or reputation of West Linn.....	1	2	3	4	5

**7. Please also rate each of the following in the West Linn community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in West Linn .....	1	2	3	4	5
Ease of travel by public transportation in West Linn.....	1	2	3	4	5
Ease of travel by bicycle in West Linn.....	1	2	3	4	5
Ease of walking in West Linn.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods .....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in West Linn .....	1	2	3	4	5
Overall appearance of West Linn .....	1	2	3	4	5
Cleanliness of West Linn.....	1	2	3	4	5
Water resources (beaches, ponds, riverways, etc.) .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in West Linn .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to attend special events and festivals .....	1	2	3	4	5
Opportunities to volunteer .....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	<u>No</u>	<u>Yes</u>
Contacted the City of West Linn (in-person, phone, email, or web) for help or information .....	1	2
Contacted West Linn elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in West Linn.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election .....	1	2
Used bus or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone .....	1	2
Walked or biked instead of driving.....	1	2

# The City of West Linn 2022 Community Survey

9. Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management.....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
West Linn open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by West Linn employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of West Linn government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to West Linn.....	1	2	3	4	5
The overall direction that West Linn is taking.....	1	2	3	4	5
The job West Linn government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in West Linn government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of West Linn .....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of West Linn .....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in West Linn .....	1	2	3	4
Overall design or layout of West Linn's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4
Overall quality of the utility infrastructure in West Linn (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4
Overall feeling of safety in West Linn.....	1	2	3	4
Overall quality of natural environment in West Linn .....	1	2	3	4
Overall quality of parks and recreation opportunities .....	1	2	3	4
Overall health and wellness opportunities in West Linn.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community .....	1	2	3	4

# The City of West Linn 2022 Community Survey

Our last questions are about you and your household.  
 Again, all of your responses to this survey are confidential and no identifying information will be shared.

**D1. In general, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online .....	1	2	3	4	5	6

**D2. Please rate your overall health.**

- Excellent   
  Very good   
  Good   
  Fair   
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?**

**Do you think the impact will be:**

- Very positive   
  Somewhat positive   
  Neutral   
  Somewhat negative   
  Very negative

**D4. How many years have you lived in West Linn?**

- Less than 2 years  
 2-5 years  
 6-10 years  
 11-20 years  
 More than 20 years

**D5. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment, or condominium)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?**

- Less than \$500             \$2,000 to \$2,499  
 \$500 to \$999             \$2,500 to \$2,999  
 \$1,000 to \$1,499        \$3,000 to \$3,499  
 \$1,500 to \$1,999        \$3,500 or more

**D8. Do any children 17 or under live in your household?**

- No     Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No     Yes

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000     \$75,000 to \$99,999  
 \$25,000 to \$49,999    \$100,000 to \$149,999  
 \$50,000 to \$74,999    \$150,000 or more

**D11. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic, or Latino  
 Yes, I consider myself to be Spanish, Hispanic, or Latino

**D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian, or Pacific Islander  
 Black or African American  
 White  
 Other

**D13. In which category is your age?**

- 18-24 years                             55-64 years  
 25-34 years                             65-74 years  
 35-44 years                             75 years or older  
 45-54 years

**D14. What is your gender?**

- Female  
 Male  
 Identify in another way

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

**THE NCS**<sup>™</sup>

THE NATIONAL COMMUNITY SURVEY<sup>™</sup>



# Results for the City of West Linn, OR

December 5, 2022



## Civic Communication & Analytics Platform

Smarter, better connected communities. A civic surveying, policy polling, and constituent communication tech platform.



## Advanced Survey Science & Performance Analytics

Data insights to help communities move forward. The premiere provider of professional civic surveys and performance benchmarking analyses.

Questions about our product?

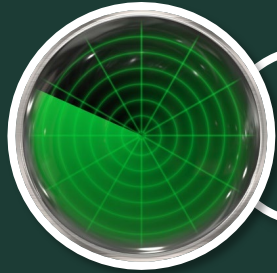
Visit [www.polco.us](http://www.polco.us) to learn more

Exclusive partners of:





# Role of Resident Surveys in Local Governance



Monitor trends in resident opinion



Measure government performance



Inform budget, land use, strategic planning decisions



Benchmark service ratings

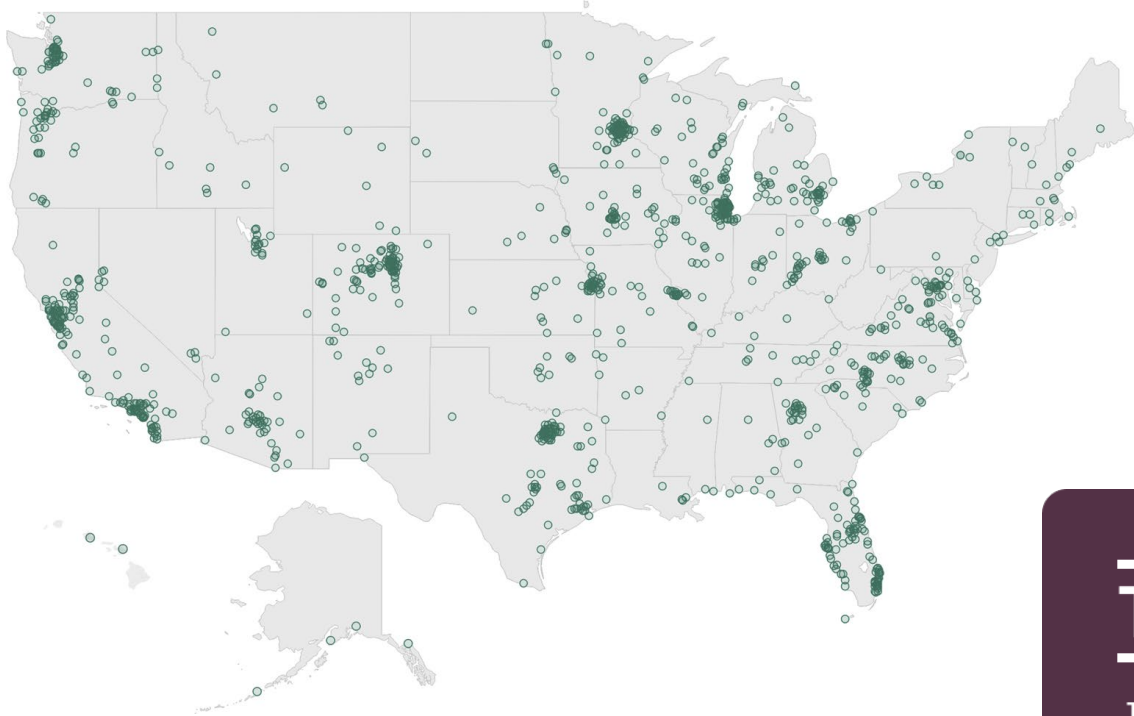


# The National Community Survey™ in West Linn

## The NCS™ for West Linn, OR

- First time conducting The NCS
- Survey conducted from August 5<sup>th</sup>, 2022, to September 23<sup>rd</sup>, 2022
- “Group C” mailing approach employed:
  - Probability-based sample of 2,800 households
  - 684 total responses received
  - 25% overall response rate
  - Non-probability, open-participation sample: 281 responses
- Results statistically weighted to reflect West Linn overall
- 95% confidence interval with a +/- 4% margin of error

# National Benchmark Comparison Database



More than **500** comparison communities across the nation.

Representing the opinions of more than **50 million** residents.

**THE NCS**<sup>™</sup>

THE NATIONAL COMMUNITY SURVEY<sup>™</sup>

# Overview of Survey Results

# Facets of Community Livability: Quality

Please rate each of the following characteristics as they relate to West Linn as a whole.  
(% excellent or good)

		vs. benchmark*
Overall economic health	78%	Similar
Overall quality of the transportation system	35%	Similar
Overall design or layout of residential and commercial areas	58%	Similar
Overall quality of the utility infrastructure	73%	Similar
Overall feeling of safety	87%	Similar
Overall quality of natural environment	88%	Similar
Overall quality of parks and recreation opportunities	86%	Similar
Overall health and wellness opportunities	67%	Similar
Overall opportunities for education, culture, and the arts	59%	Similar
Residents' connection and engagement with their community	57%	Similar

# Facets of Community Livability: Importance

Please rate how important, if at all, you think it is for the West Linn community to focus on each of the following in the coming two years.

(% essential or very important)

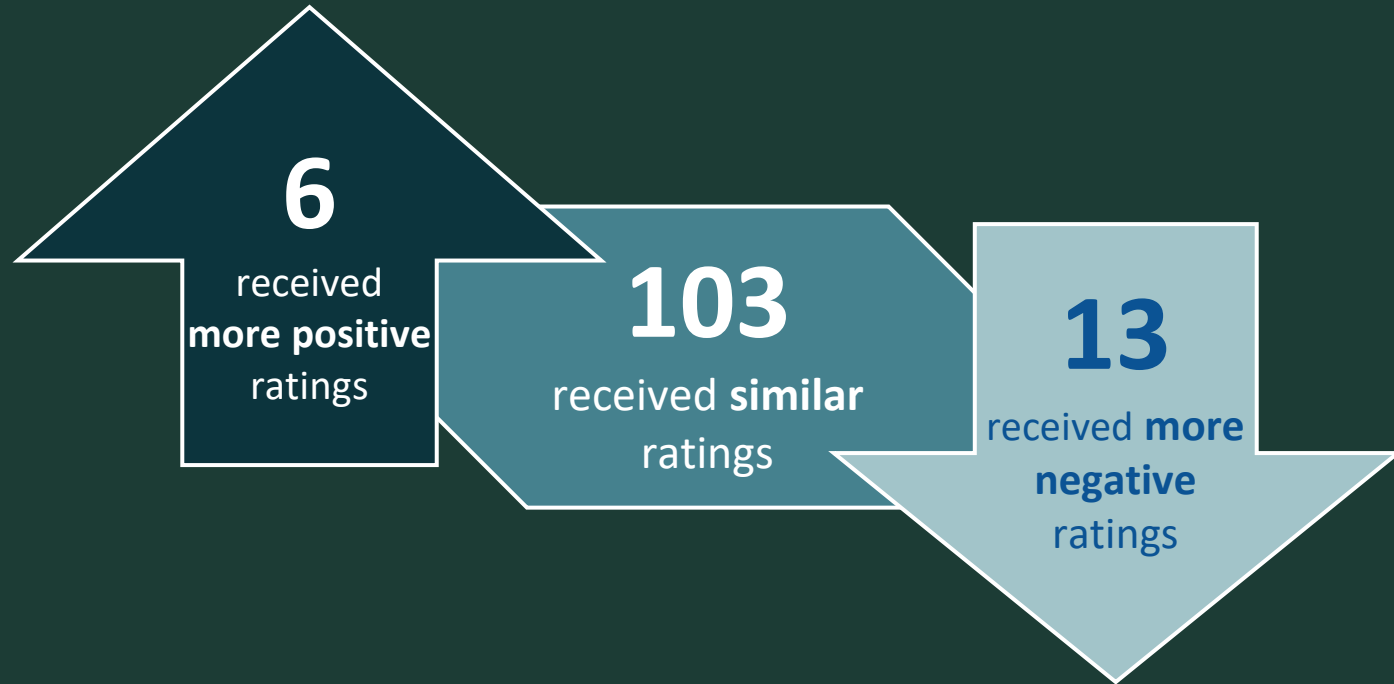
Overall economic health	77%	Similar
Overall quality of the transportation system	72%	Similar
Overall design or layout of residential and commercial areas	76%	Similar
Overall quality of the utility infrastructure	87%	Similar
Overall feeling of safety	85%	Similar
Overall quality of natural environment	85%	Similar
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities	60%	Similar
Overall opportunities for education, culture, and the arts	64%	Similar
Residents' connection and engagement with their community	67%	Similar

# Balancing Quality and Importance





# Comparisons to National Benchmarks



# Survey Highlights

Key Finding #1:

West Linn is a great place to live, especially for families, with strong sense of safety.



# Overall Community Quality



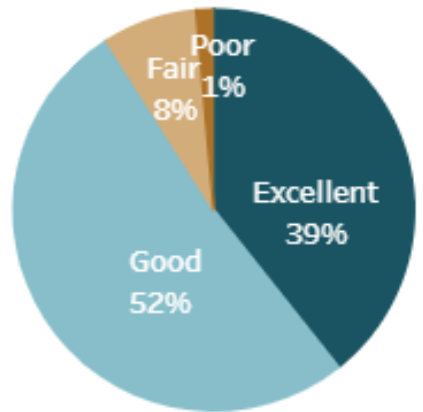
About

## 9 in 10

residents gave **excellent** or **good** ratings to:

- West Linn as a place to live
- The overall quality of life in West Linn
- The City as a place to raise children

The overall quality of life in West Linn



**8 in 10 residents also:**

- Would recommend West Linn as a place to live
- Plan to remain in West Linn for next 5 years

# Safety Services in West Linn



**96%**

Fire services



**83%**

Fire prevention and education



**76%**

Police services



**76%**

Crime prevention



**73%**

Animal control



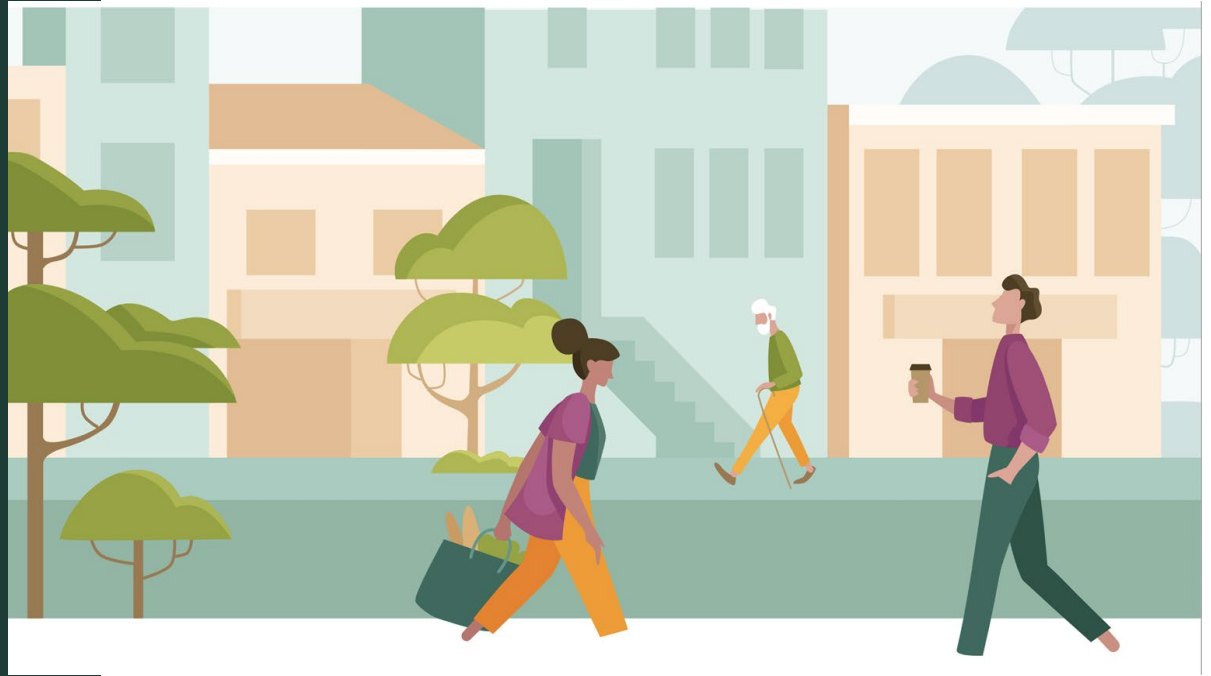
**74%**

Emergency preparedness

Percent excellent or good

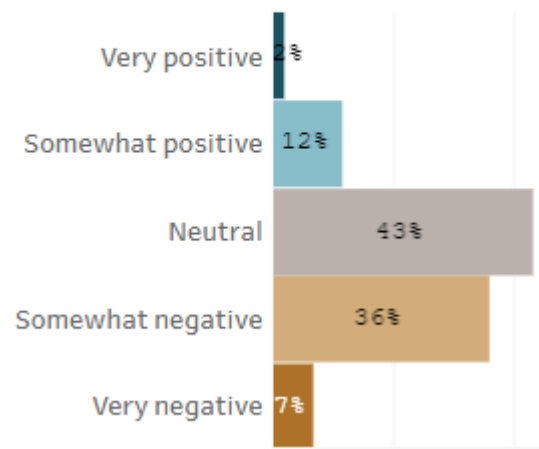
Key Finding #2:

**Residents appreciate many aspects of the city's economy and highlight some potential areas for growth.**



# The Economy in West Linn

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



78% of residents rated West Linn's overall economic health as excellent or good

Please rate each of the following aspects of quality of life in West Linn. (% excellent or good)

Aspect	Percentage	vs. benchmark*
West Linn as a place to visit	56%	Similar
West Linn as a place to work	52%	Similar

Please rate each of the following in the West Linn community. (% excellent or good)

Aspect	Percentage	vs. benchmark*
Overall quality of business and service establishments	70%	Similar
Vibrancy of downtown/commercial area	54%	Similar
Variety of business and service establishments	45%	Lower
Employment opportunities	27%	Lower
Shopping opportunities	27%	Lower
Cost of living	24%	Lower

Key Finding #3:

While car travel is a strength for West Linn, alternate modes of transportation may present an opportunity for growth.





# Mobility in West Linn

## Community Characteristics

Please also rate each of the following in the West Linn community.  
(% excellent or good)

Ease of travel by car	72%	Similar
Ease of public parking	61%	Similar
Ease of walking	59%	Similar
Traffic flow on major streets	41%	Similar
Ease of travel by bicycle	29%	Lower
Ease of travel by public transportation	18%	Lower

Overall quality of the transportation system in West Linn



Key Finding #4:

Residents value  
West Linn's  
utility  
infrastructure  
and related  
services.



# Utilities in West Linn

Overall quality of the utility infrastructure in West Linn



Please rate the quality of each of the following services in West Linn. Keep in mind that the City of West Linn may not be the provider of some of these services.  
 (% excellent or good)

Sewer services	91%	Similar
Garbage collection	89%	Similar
Drinking water	87%	Higher
Power (electric and/or gas) utility	86%	Similar
Storm water management	84%	Higher
Utility billing	78%	Similar
Affordable high-speed internet access	51%	Similar

# Conclusions

1. West Linn is a great place to live, especially for families, with strong sense of safety.
2. Residents appreciate many aspects of the city's economy and highlight some potential areas for growth.
3. While car travel is a strength for West Linn, alternate modes of transportation may present an opportunity for growth.
4. Residents value West Linn's utility infrastructure and related services.



# Engage Residents Throughout the Policy Lifecycle

**Identify  
Sentiment  
Baselines &  
Trends**

*“How would you rank  
ABC as a place to  
live?”*

**Crowdsource  
Concerns,  
Brainstorm  
Ideas**

*“What sort of amenities  
would you like to see  
more of downtown?”*

**Prioritize  
Initiatives &  
Alternatives**

*“How would you rank  
the following initiatives  
from most to least  
important?”*

**Collect Valid  
Input on  
Specific  
Proposals**

*“Do you believe we  
should be using  
pesticides on public  
property?”*



# It's Easy To Continue To Engage Your Panel

## Post

The City of Oshkosh is considering 200 possible uses for the approximately 70 acres of property. The City Council is asking you to help them decide on the best use for the property.

Develop a community park with a variety of park and recreation uses.

Develop a 9-hole "executive style" golf course, which is a shortened, lower par course.

**SUBMIT**

Learn more about this

ds 2019 Community Survey

Question	Yes	No	Other
Develop a community park with a variety of park and recreation uses.	128	475	295
Develop a 9-hole "executive style" golf course, which is a shortened, lower par course.	128	475	295

- Library of professional civic content
- Easily post custom surveys & polls

## Share



- Representative samples of households
- Accumulating residents on digital panels

## Analyze

Results Overview | Sample Size Progress | Precincts | Age Range | Voters Gender | Map Breakdown

**All respondents (1027)**

72% ( 744 )

28% ( 283 )

**Registered Voters in Oshkosh, WI (545)**

74% ( 401 )

26% ( 144 )

**Live in Oshkosh, WI (936) - Self-reported**

Map Legend:

- Develop a 9-hole "executive style" golf course
- Develop a community park with a variety of park and recreation uses

Comments:

**Develop a 9-hole "executive style" golf course**

**Comment by Mark Allen** (1/18/2018)

I have a question to get an additional view on this. I would like to know if the city government is planning to build a new golf course in the city and if so, what kind of course it would be. I would like to know if the city government is planning to build a new golf course in the city and if so, what kind of course it would be.

**Comment by Mark Allen** (1/18/2018)

I have a question to get an additional view on this. I would like to know if the city government is planning to build a new golf course in the city and if so, what kind of course it would be.

- Maps, trendlines and dashboards
- Advanced benchmarking analyses



# The Process To Deliver Great Outcomes



More participation



Good government



More informed participation



Data driven performance management

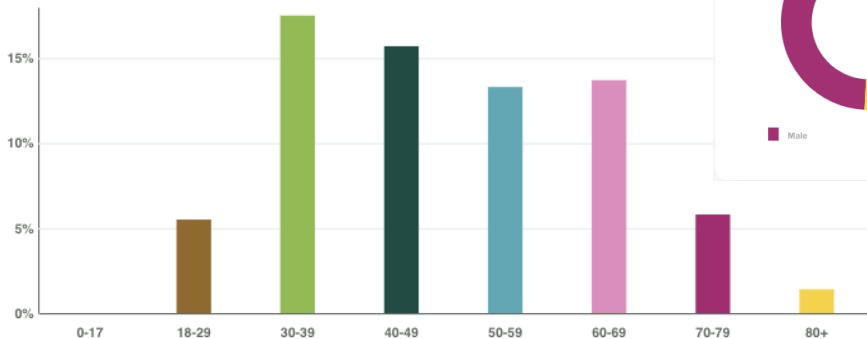


Better balanced participation

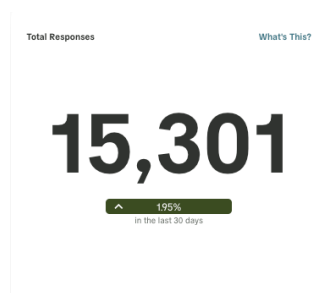
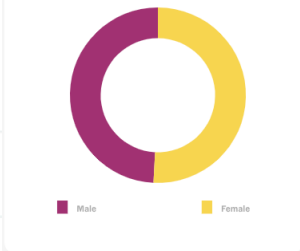


Save staff time and effort

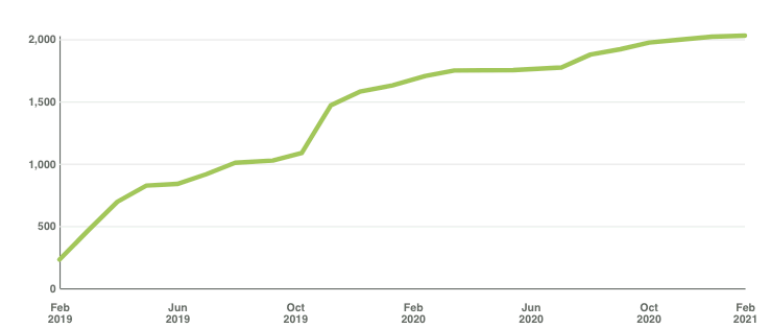
Representativeness By Age  
27.2% unknown



Representativeness By Gender  
25.6% unknown



Subscriber Growth Over Time (per month)

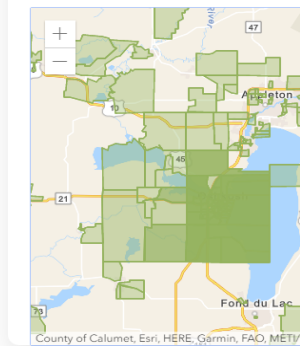


- Dashboard
- Content
- Outreach
- Premium
- Superadmin
- Configuration

Oshkosh ( View Profile | Edit Profile )

## Dashboard

Subscriber Locations



Subscriber Growth Over Time

Questions?



# Thank you!

Kim Daane  
Survey Research Associate  
Polco/National Research Center  
[kim@polco.us](mailto:kim@polco.us)

