

# City Lake Oswego, Oregon 2025 City of Lake Oswego Resident Survey Findings Report

Submitted to the City of Lake Oswego, Oregon by:

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# Contents

- Executive Summary .....i**
- Section 1: Charts and Graphs .....1**
- Section 2: Benchmarking Analysis.....46**
- Section 3: ETC’s Importance-Satisfaction Analysis..... 54**
- Section 4: Tabular Data .....65**
- Section 5: Survey Instrument..... 123**



# Executive Summary



### Overview and Methodology

ETC Institute administered a survey to residents of the City of Lake Oswego during the fall of 2025. The purpose of the survey was to gather input from residents to help the City better understand community priorities, guide the City Council in its goal-setting process, and gain deeper insights into specific policy areas. This is the third community survey ETC Institute has administered for the City of Lake Oswego, with the first one being in 2021.

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households throughout the City of Lake Oswego. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

After households received the mailed survey, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of Lake Oswego from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was accomplished, with a total of 400 residents completing the survey. The overall results for the sample of 400 households have a precision of at least +/-4.88% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Lake Oswego with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report.

This report contains:

- An executive summary of the methodology for administering the survey and major findings.
- Charts showing the overall results for all questions on the survey, including comparisons to the 2023 and 2021 survey.
- Benchmarking data that show how the results for Lake Oswego compare to other communities.
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.



### **Residents Have a Positive Perception of the City of Lake Oswego**

Overall, residents have a very positive perception of the City of Lake Oswego. Nearly all residents surveyed (97%), rated the overall quality of life in Lake Oswego as “excellent” or “good”, 95% rated the City as an “excellent” or “good” place to live, and 95% rated the City as an “excellent” or “good” place to raise children. In addition, 96% of residents feel safe in Lake Oswego, and 72% feel the City is moving in the right direction.

### **Residents Are Satisfied with the Overall Quality of City Services**

Twelve out of thirteen city services received satisfaction (a combination of “very satisfied” or “satisfied”) ratings above 50%. The highest rated services were overall quality of public safety such as police and fire (95%), overall quality of parks properties and facilities (91%), and the overall quality of public library services (88%). The lowest rated service was the overall quality of development services (38%).

The top three highest priorities for Lake Oswego according to ETC’s Importance-Satisfaction Analysis for city services were 1.) The overall quality of development services 2.) Overall quality for economic development and 3.) Overall efforts to promote equity in the community. Improvements in these areas will maximize the overall satisfaction among residents of Lake Oswego.

### **City Leadership, Communications, And Engagement**

70% of residents are satisfied with the overall customer service by City employees and the overall quality of local government services. The only city leadership, communications, and engagement service that received satisfaction ratings below 50% was the City’s effort in engaging diverse communities (45%).

### **Public Safety**

The highest rated public safety services were overall quality of Lake Oswego Police protection (96%), overall quality of Lake Oswego fire and emergency medical services (95%), and the visibility of Lake Oswego Police in the community (88%). The lowest rated item was wildfire prevention and education programs in the community (62%).

The one highest priority public safety item for Lake Oswego according to ETC’s Importance-Satisfaction Analysis was 1.) Wildfire prevention and education programs in the community.

### **Infrastructure**

The highest rated infrastructure services were street sweeping on major City streets (79%), the condition of street signs and traffic signals (77%), and the adequacy of street lighting along major roadways (75%). All infrastructure items received satisfaction ratings above 50% and the lowest rated item was the maintenance of neighborhood City streets (53%).

The top three highest priorities for Lake Oswego according to ETC’s Importance-Satisfaction Analysis for infrastructure services were 1.) Maintenance of neighborhood City streets 2.) Snow and ice response on major City streets and 3.) Mowing and tree trimming along streets. Improvements in these areas will maximize the overall satisfaction among residents of Lake Oswego.



### **Growth and Development**

The highest rated growth and development items were the variety of housing options (48%), the overall quality for new development in Lake Oswego (47%), and the overall enforcement of local codes and ordinances (42%). The lowest rated items were the ease of getting a permit (35%) and how well Lake Oswego is planning for commercial services and jobs (32%).

Residents feel the most “very difficult” and “difficult” items to currently do in Lake Oswego are having your support system move the Lake Oswego (67%), moving to another home in Lake Oswego (48%), and relocating to a larger home in Lake Oswego that fits your needs (46%).

According to ETC’s Importance-Satisfaction Analysis for growth and development services all the items on the survey received a high priority rating. This is an area of opportunity for Lake Oswego to improve resident satisfaction.

### **New Community Center**

Residents indicated that the items they need in the new community center are multi-purpose rooms (79%), children’s play area (79%), and meeting rooms (72%). The least needed items were a multi-cultural space (60%), a café (59%), and a quiet space (47%).

The three items that residents feel they and members of their household would most need in a new community center were multi-purpose rooms (30%), a performance space or auditorium (28%), and a children’s play area (28%).

### **Gas-powered Landscaping Equipment**

55% of respondents indicated that they would support Lake Oswego adopting regulations that would phase out the use of gas-powered yard and lawn care equipment. However, 45% of respondents would not support this item. The City should continue to gauge support for this item and continue to provide information to residents.

62% of residents would “strongly support” or “support” the City providing opportunities for residents and business to learn about alternatives to gas-powered equipment and 56% of residents would support providing City-funded financial incentives to support small landscaping businesses to switch to battery-electric equipment, however only 51% of residents would support doing the same for residents.

### **Conclusion**

The City of Lake Oswego continues to demonstrate exceptionally high satisfaction across all areas evaluated by residents. Strong perception ratings reflect a community where residents are pleased with their quality of life and community. By leveraging the importance–satisfaction analysis, the City can prioritize future improvements that align with resident expectations and sustain its record of high performance.

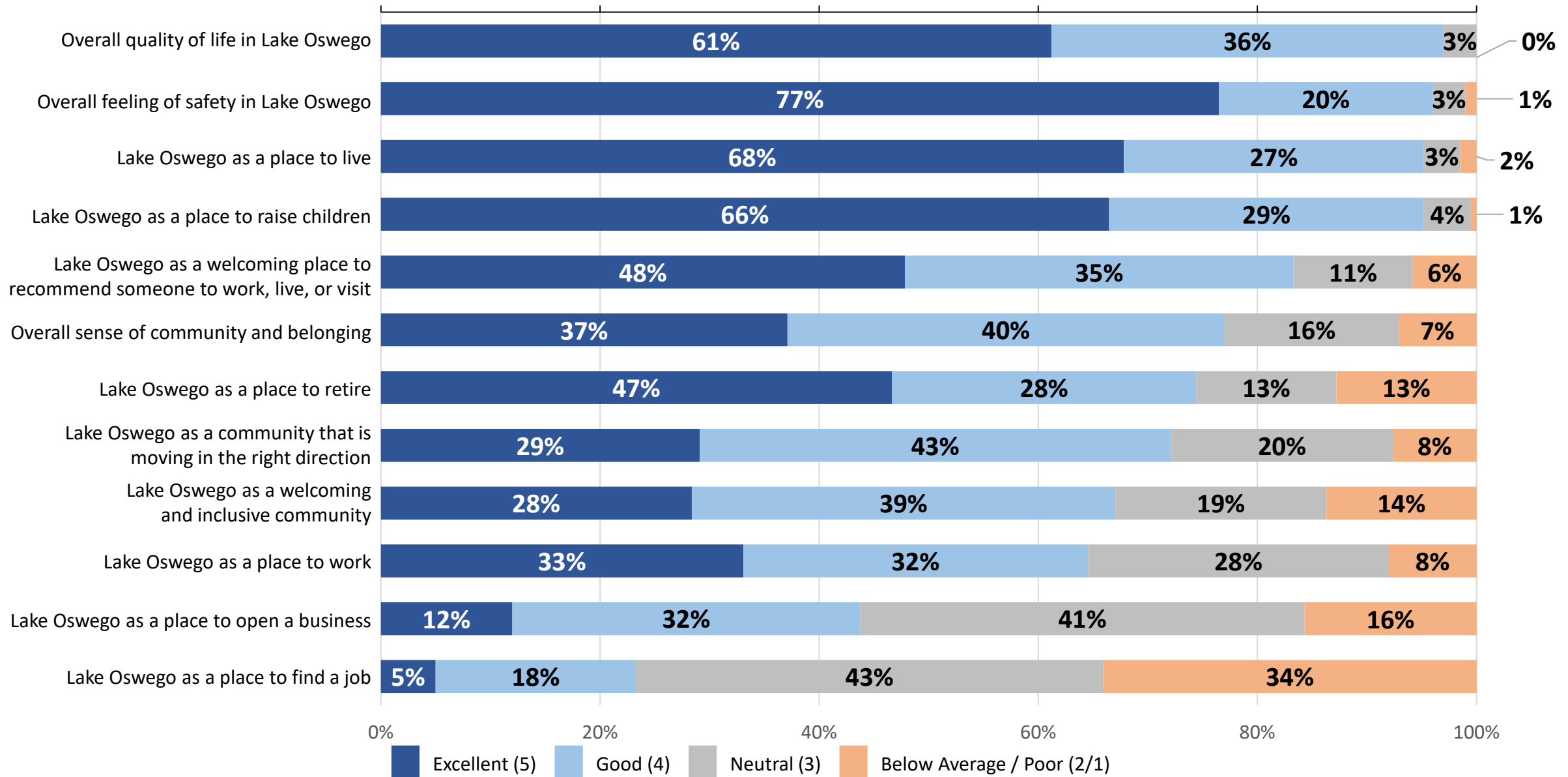


# 1

# Charts and Graphs

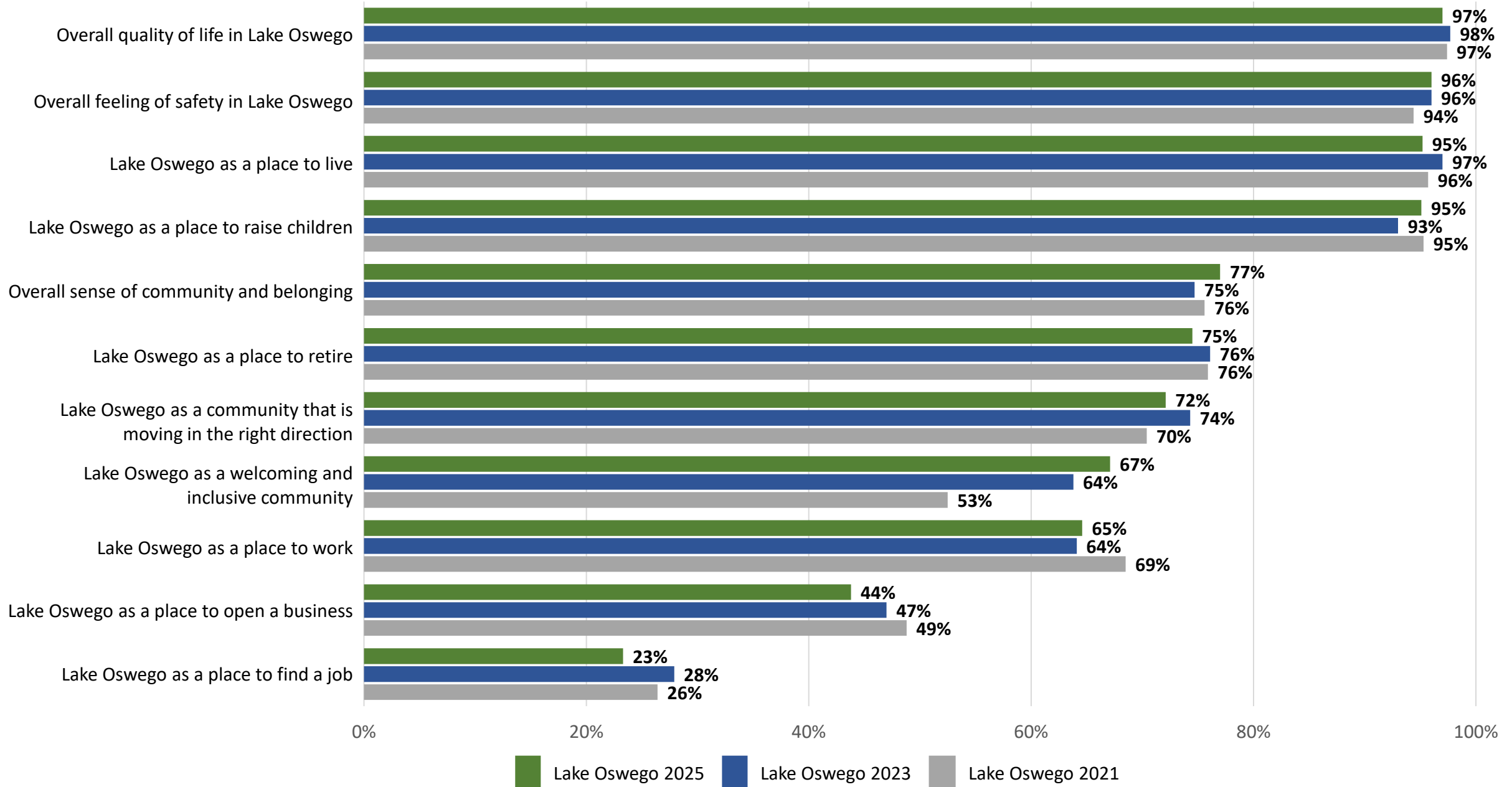
# Q1. Quality Of Life

by percentage of respondents (excluding don't know)



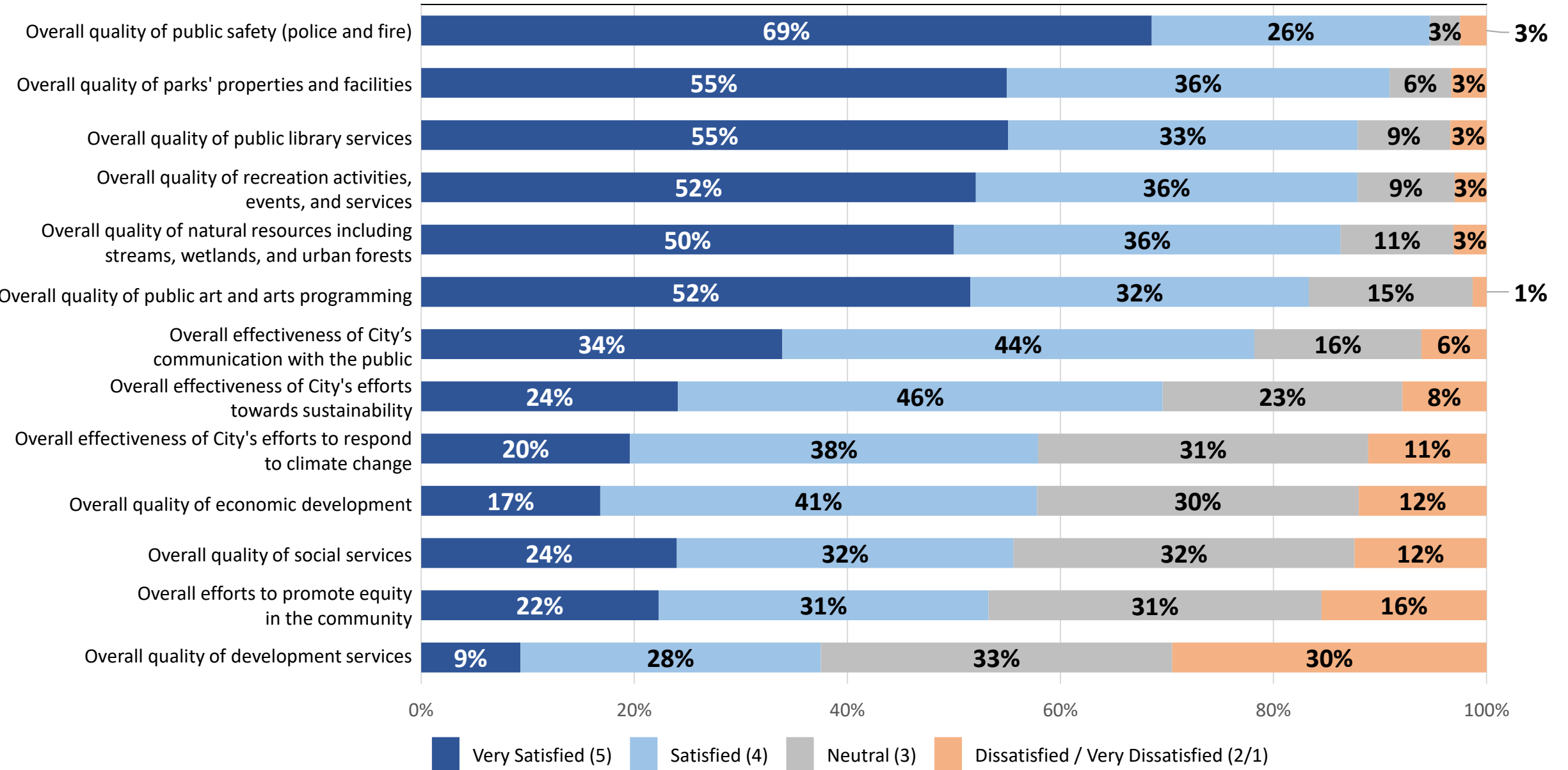
# Q1. Quality Of Life: Trends

2025 vs. 2023 vs. 2021



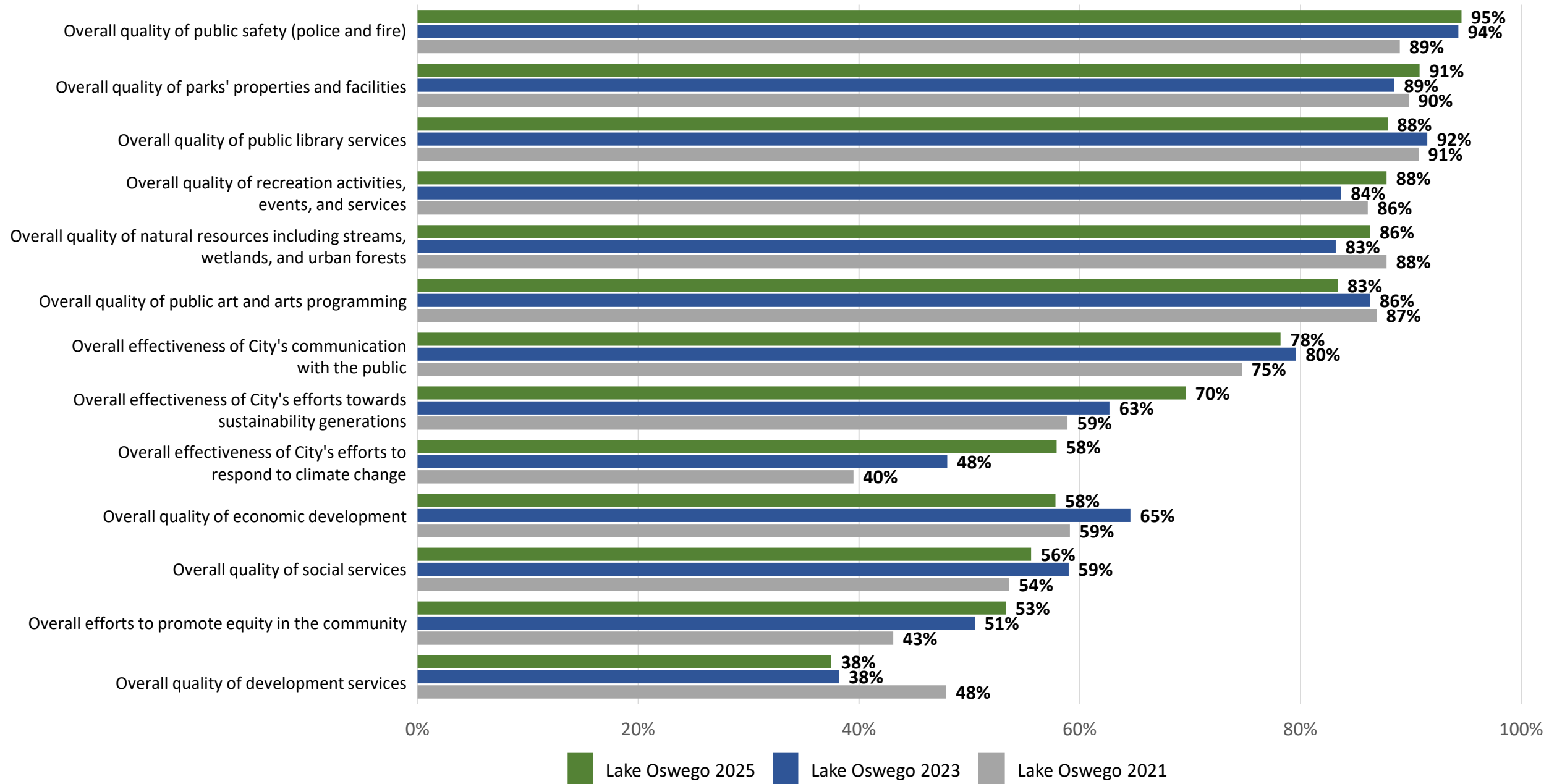
# Q2. Quality Of Services

by percentage of respondents (excluding don't know)



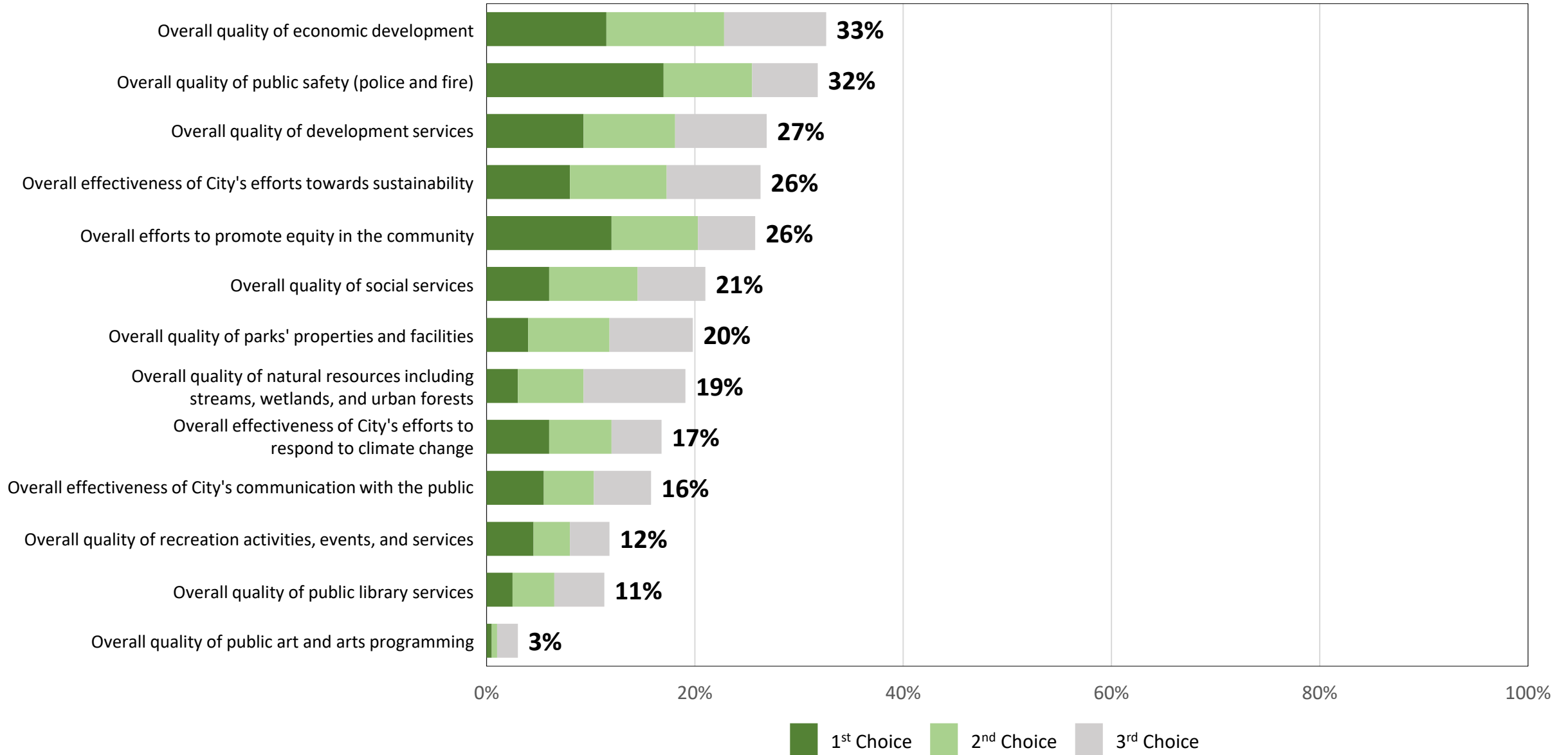
# Q2. Quality Of Services: Trends

2025 vs. 2023 vs. 2021



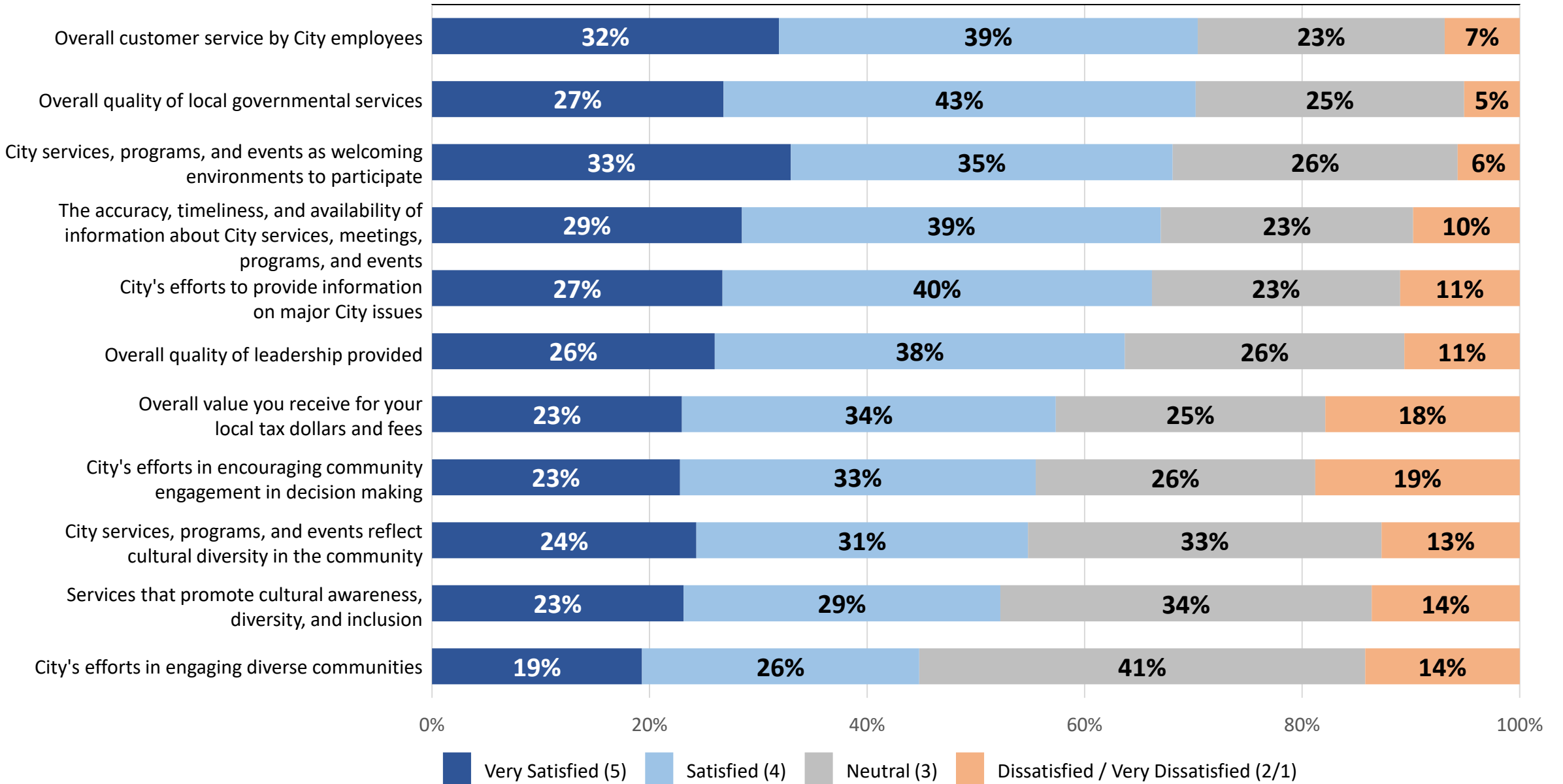
# Q3. Which THREE Of The Items Listed In Question 2 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



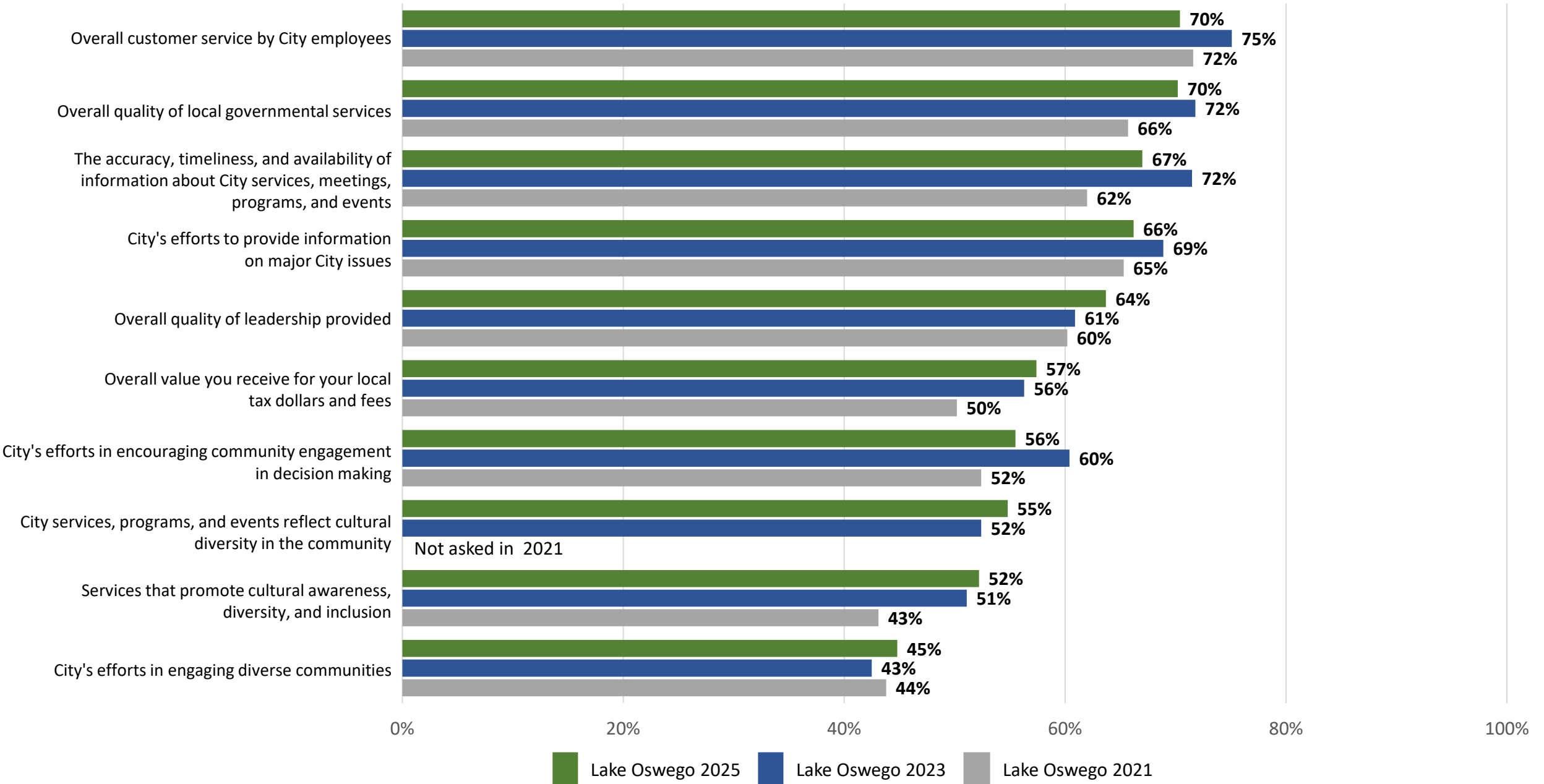
# Q4. City Leadership, Communications, And Engagement

by percentage of respondents (excluding don't know)



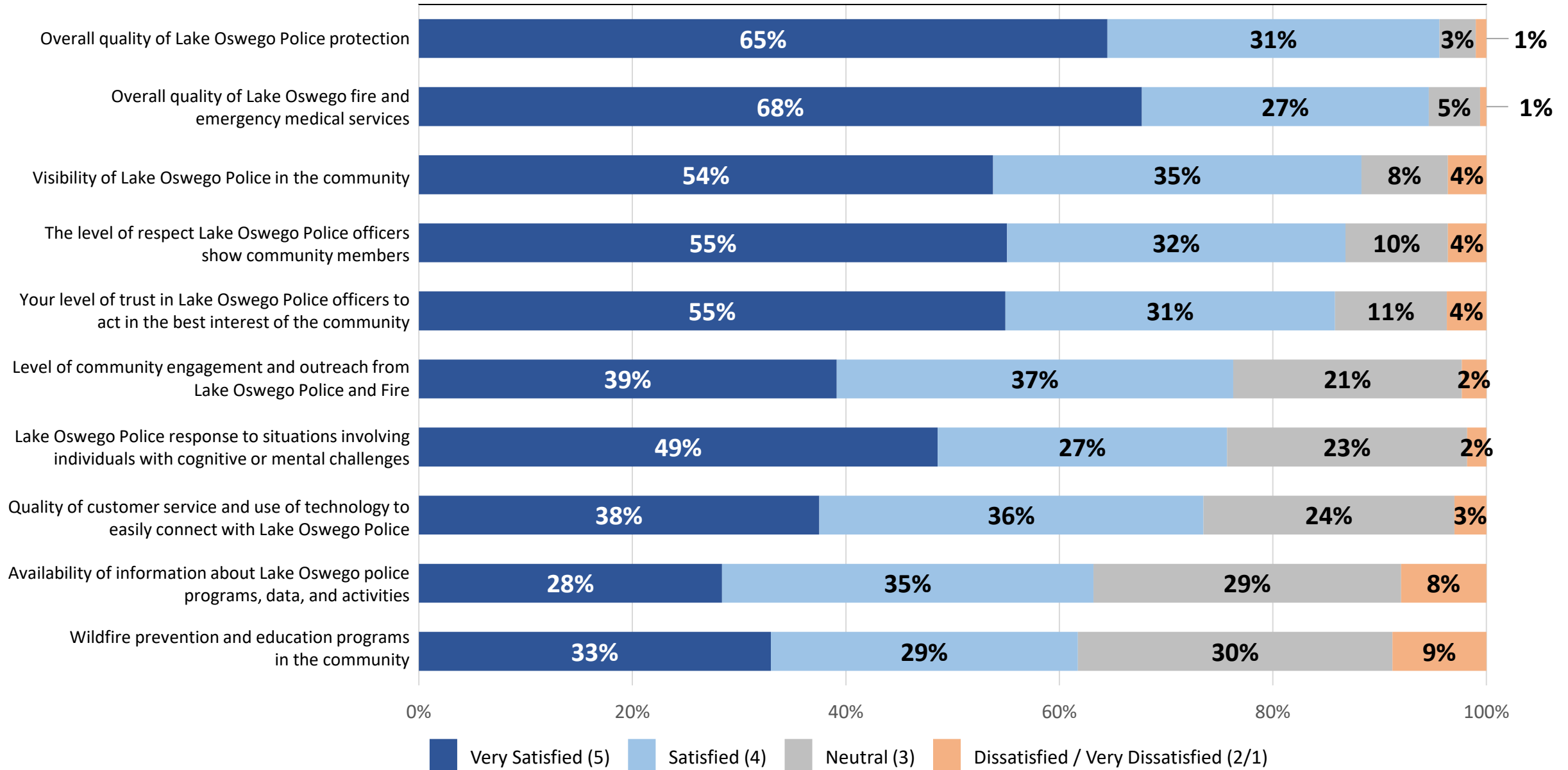
# Q4. City Leadership, Communications, And Engagement: Trends

2025 vs. 2023 vs. 2021



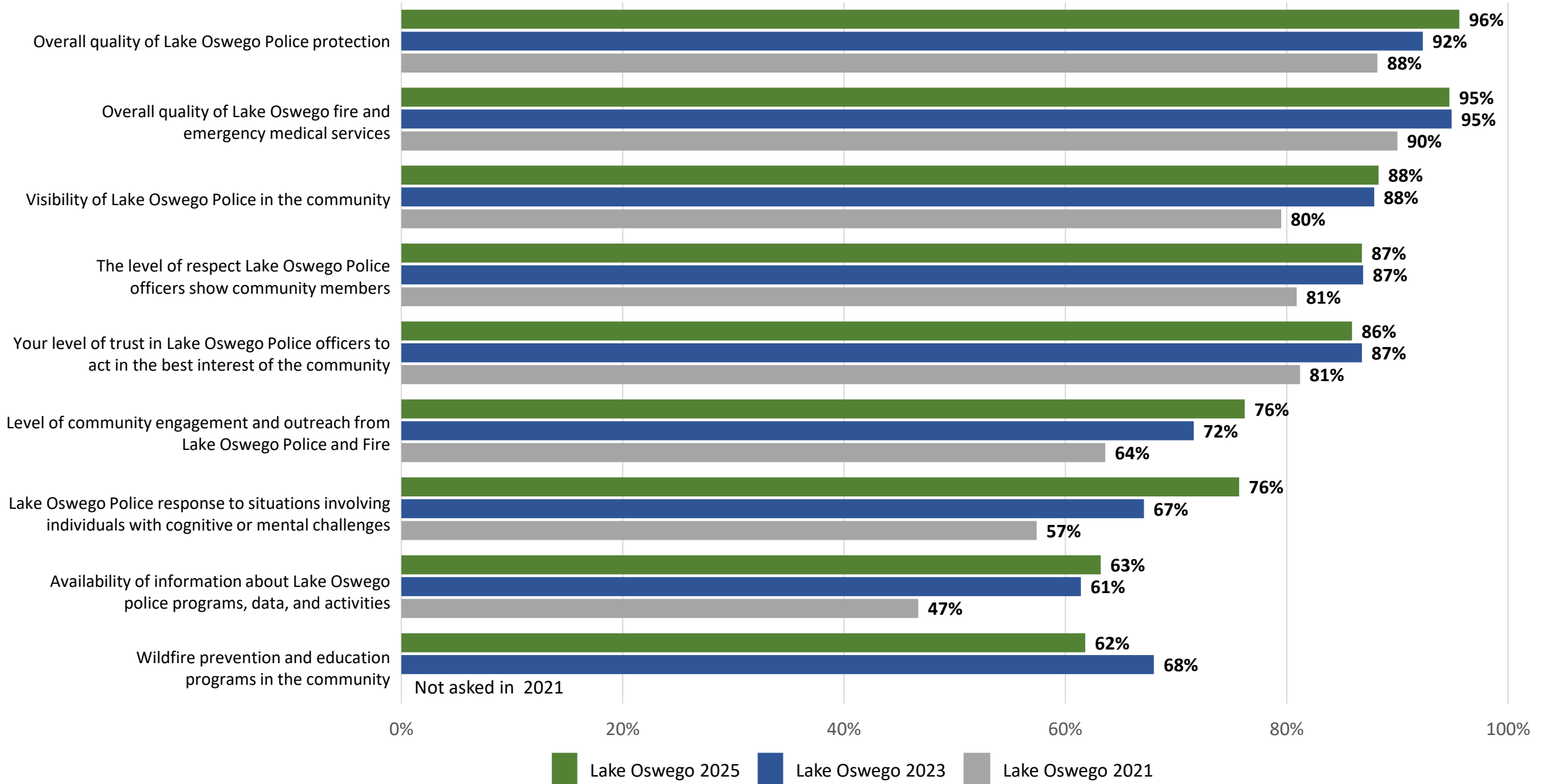
# Q5. Public Safety

by percentage of respondents (excluding don't know)



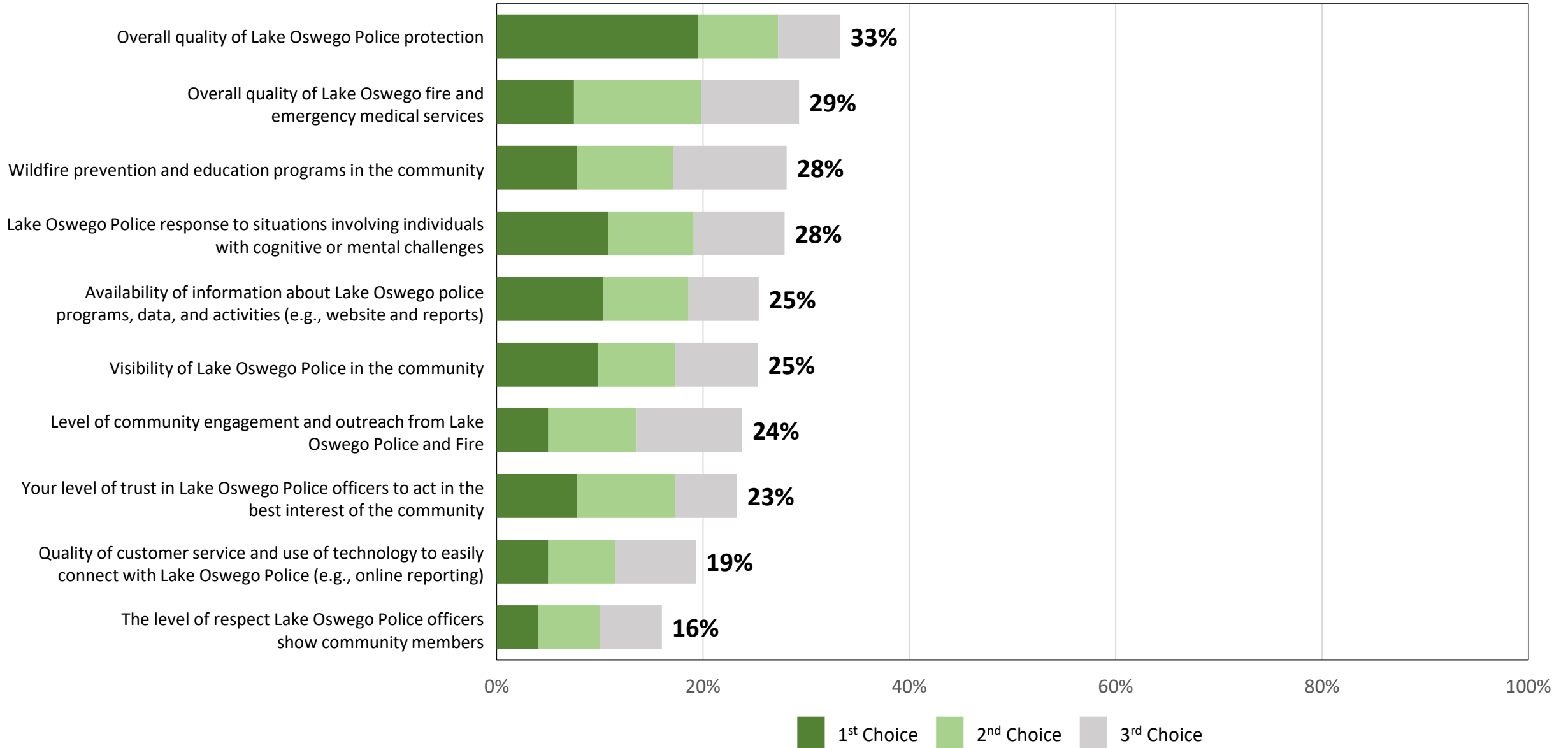
# Q5. Public Safety: Trends

2025 vs. 2023 vs. 2021



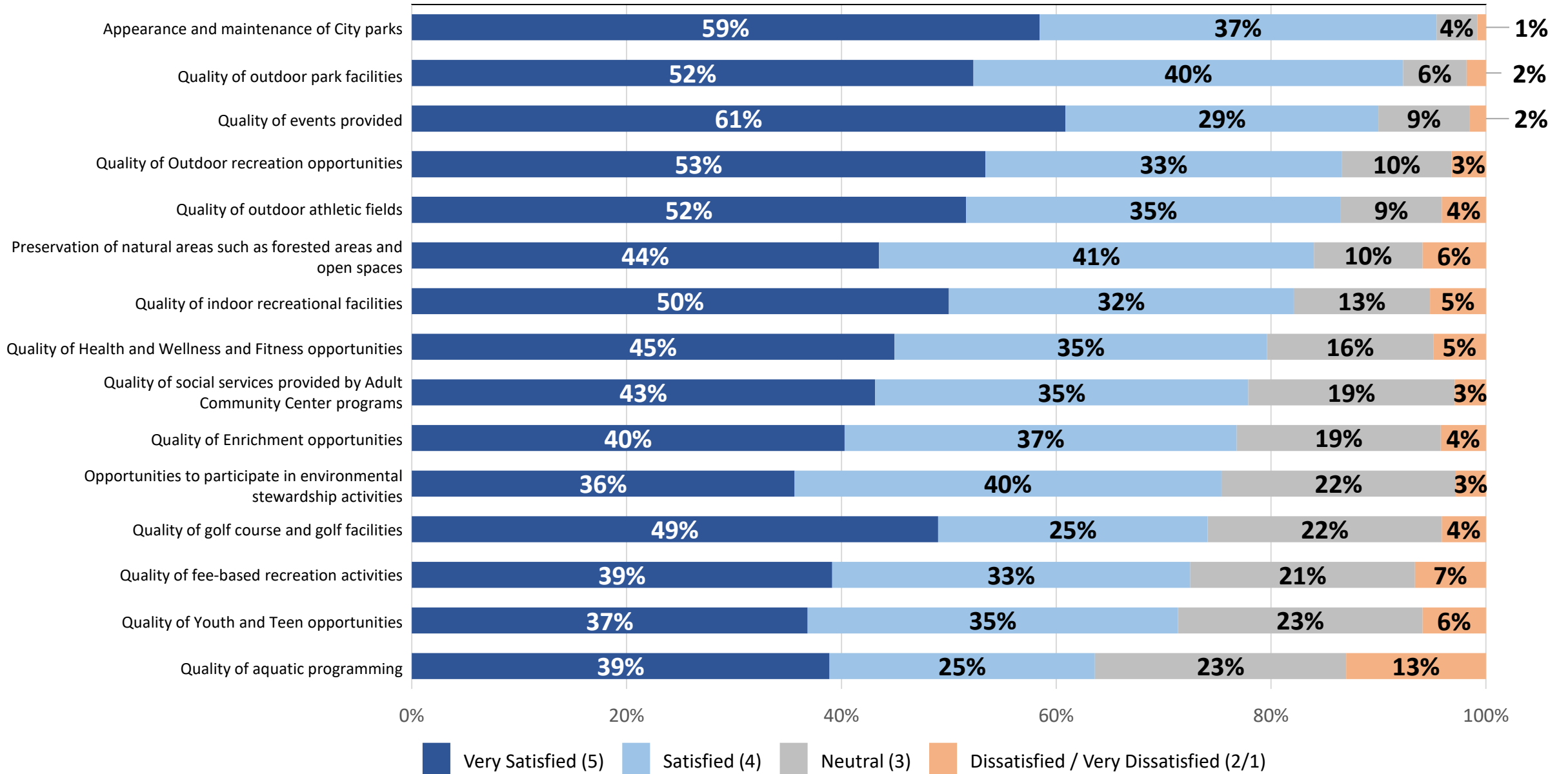
# Q6. Which THREE Of The Items Listed In Question 5 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



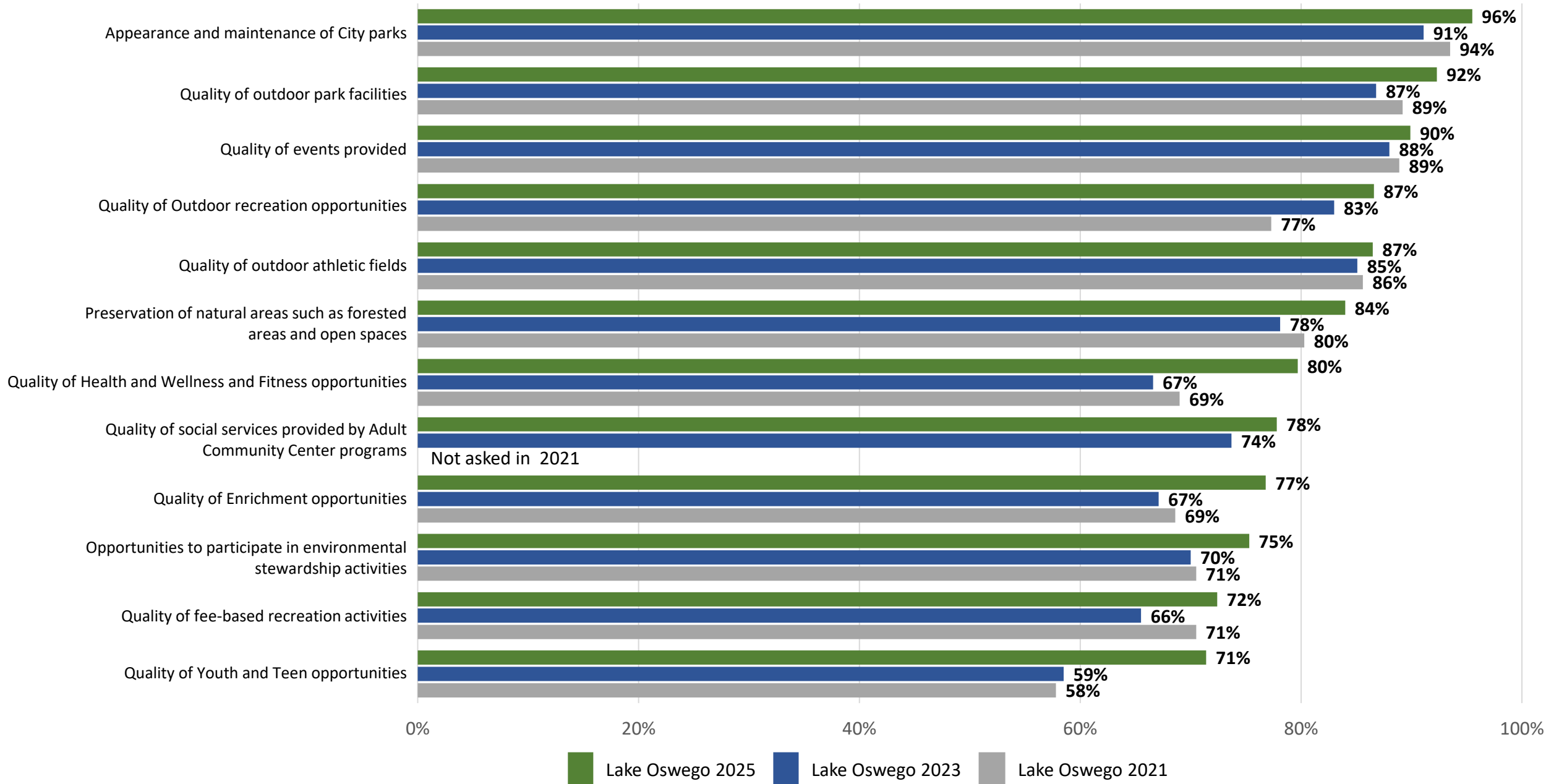
# Q7. Parks And Recreation

by percentage of respondents (excluding don't know)



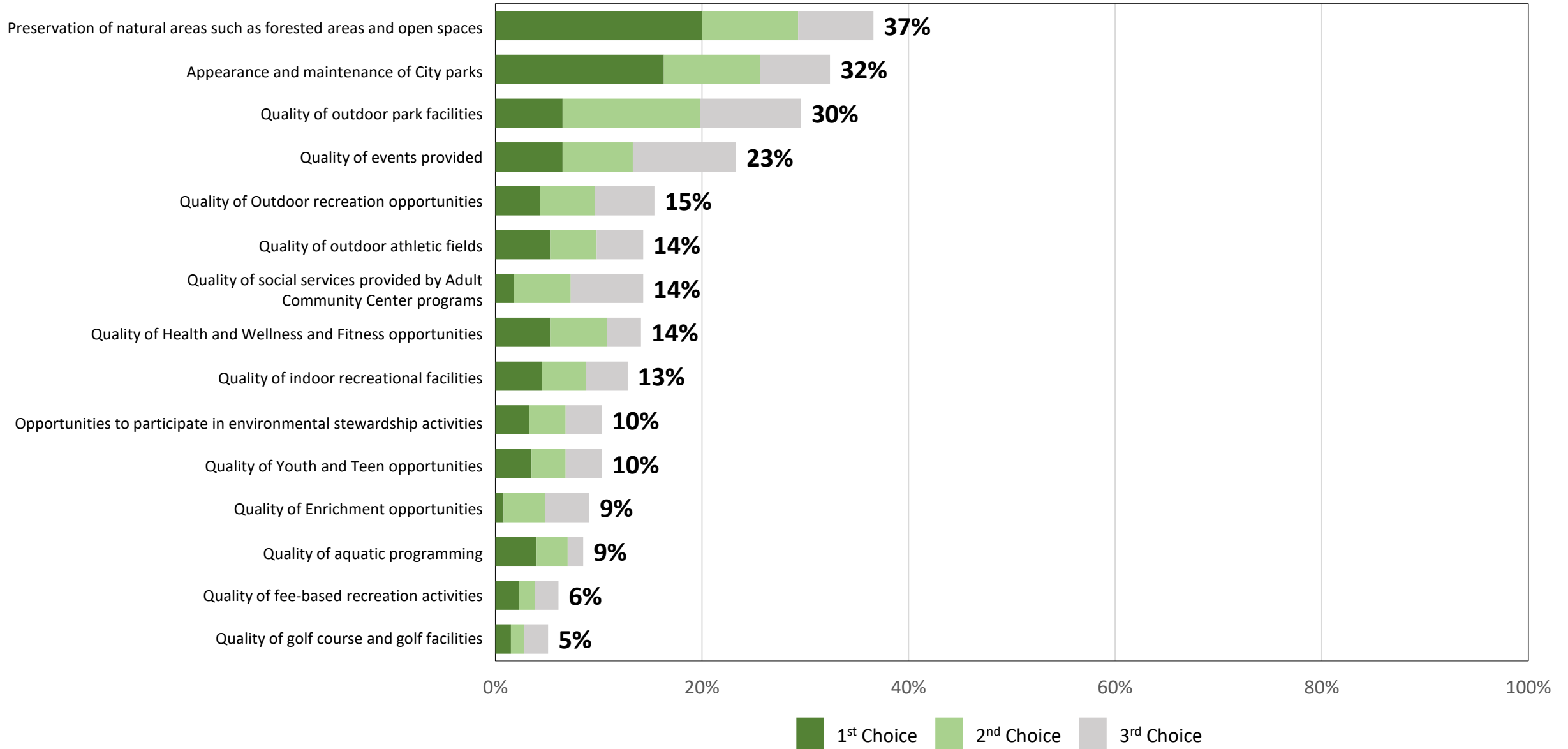
# Q7. Parks And Recreation: Trends

2025 vs. 2023 vs. 2021



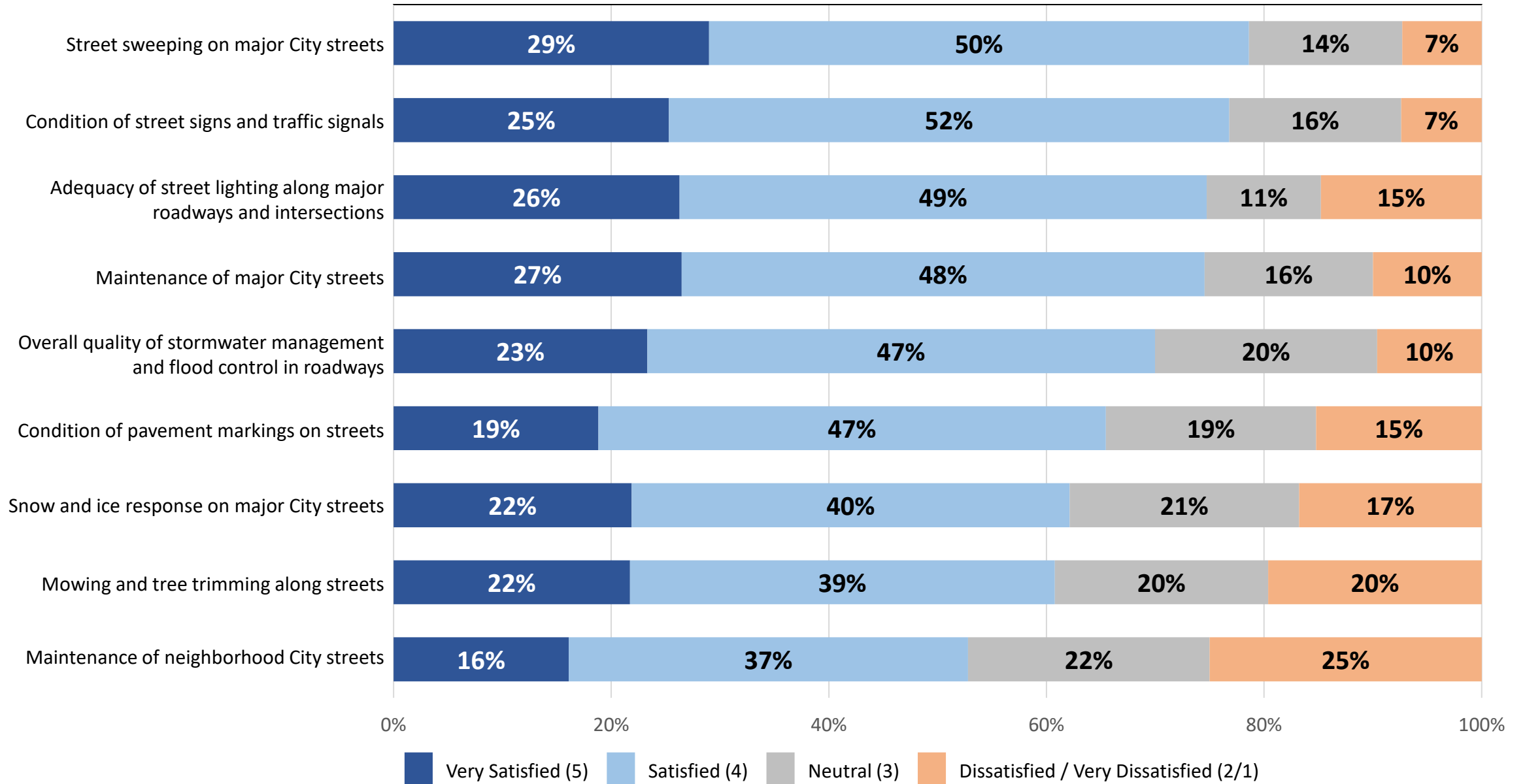
# Q8. Which THREE Of The Items Listed In Question 7 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



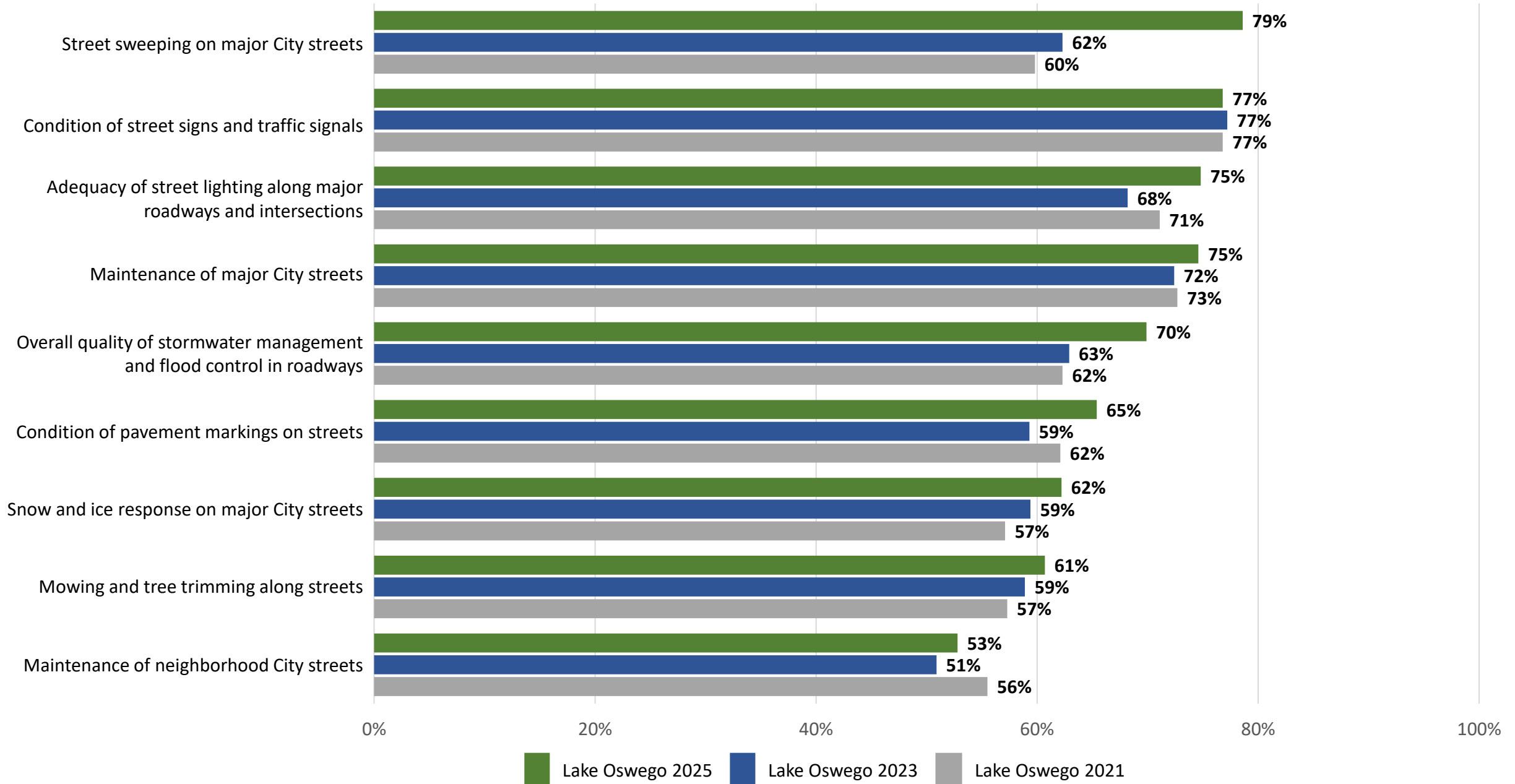
# Q9. Infrastructure

by percentage of respondents (excluding don't know)



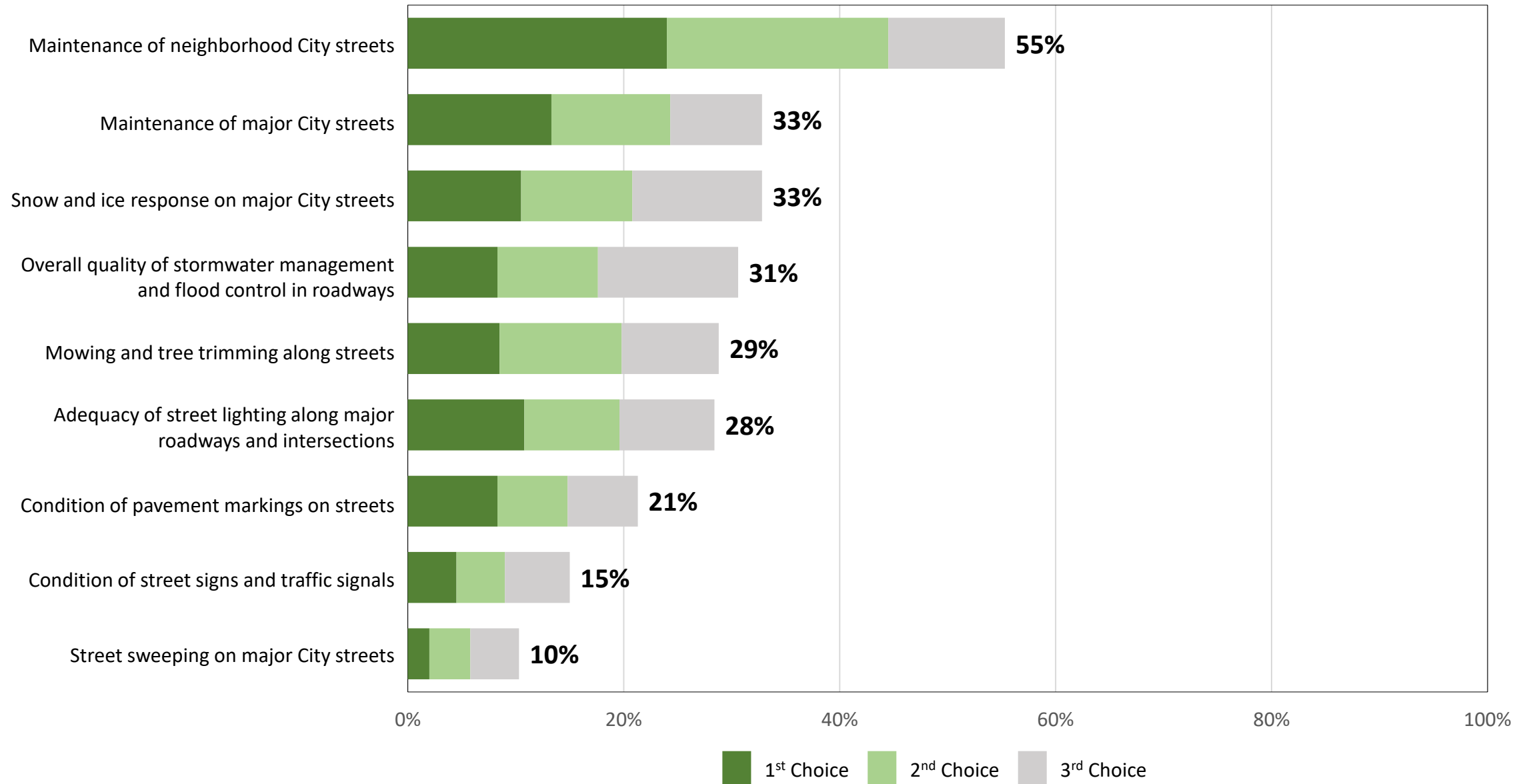
# Q9. Infrastructure: Trends

2025 vs. 2023 vs. 2021



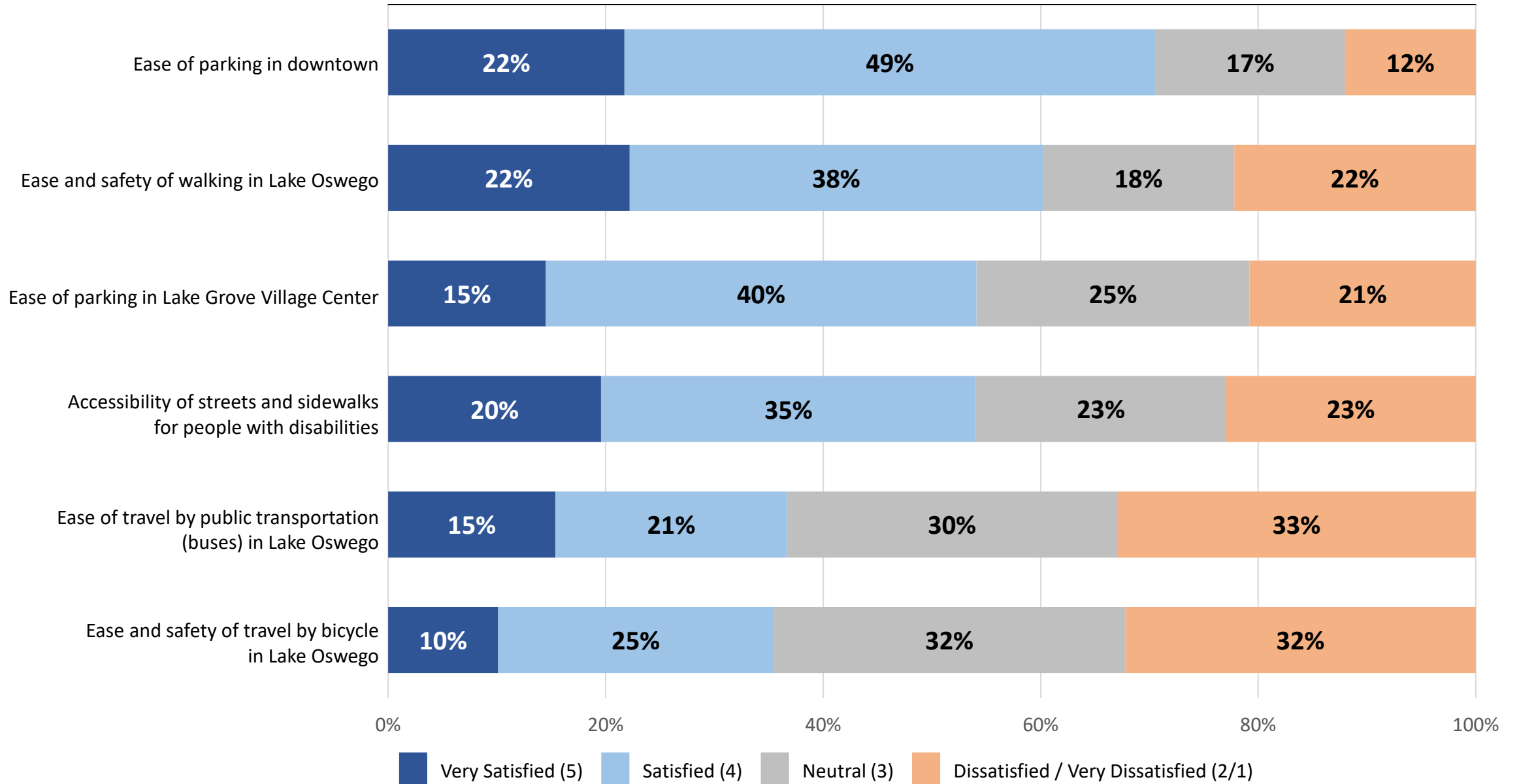
# Q10. Which THREE Of The Items Listed In Question 9 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



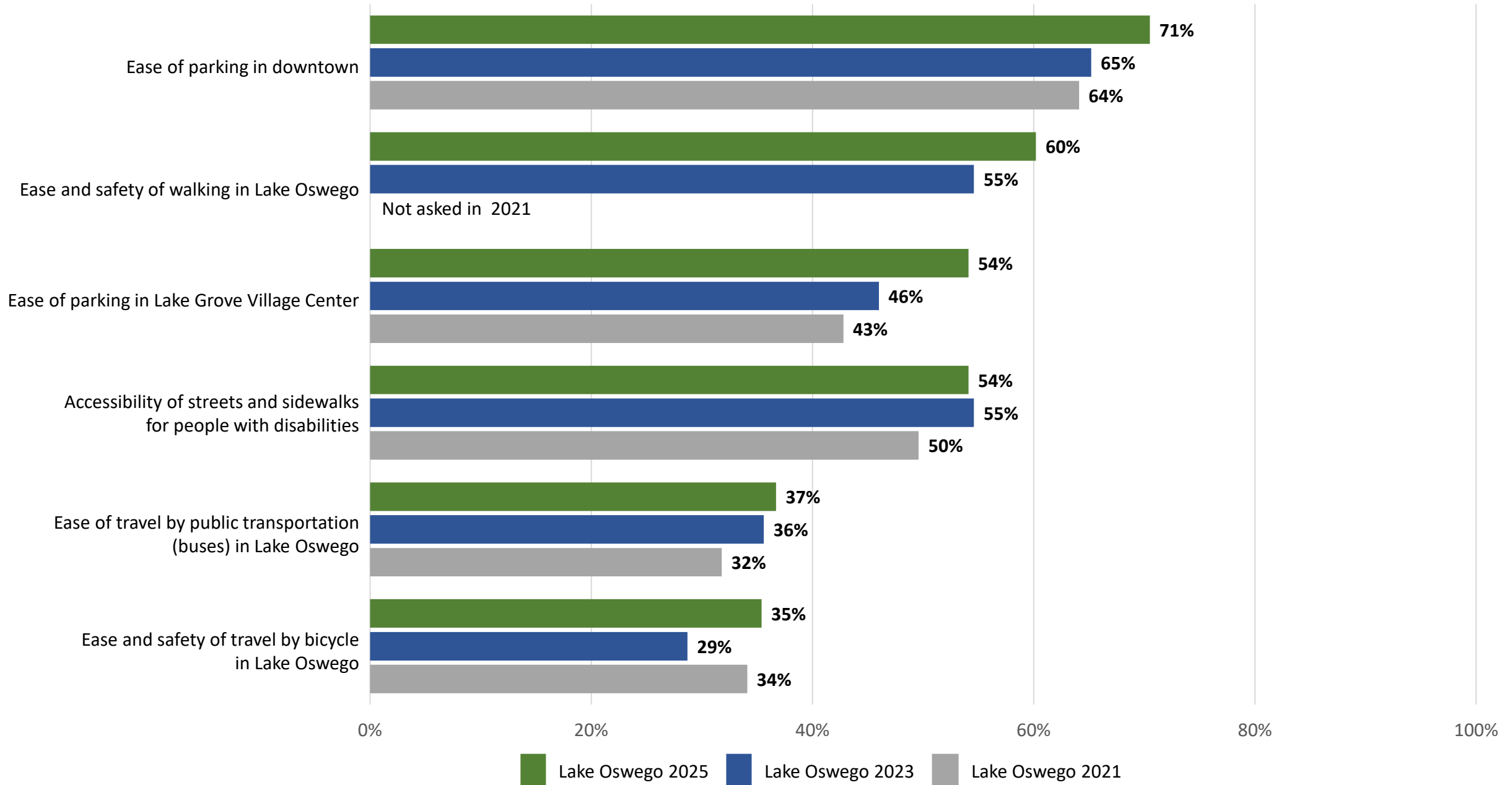
# Q11. Mobility

by percentage of respondents (excluding don't know)



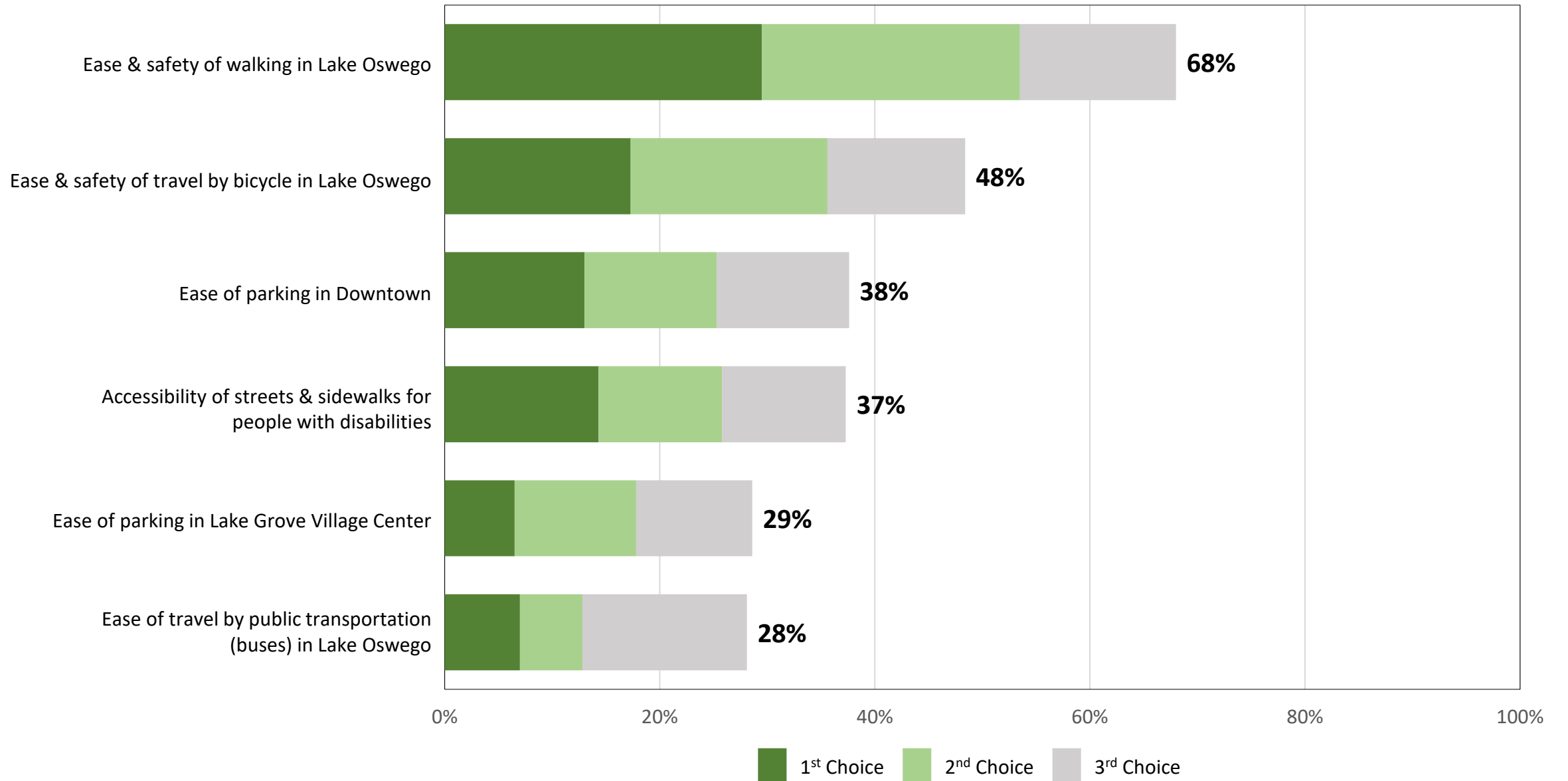
# Q11. Mobility: Trends

2025 vs. 2023 vs. 2021



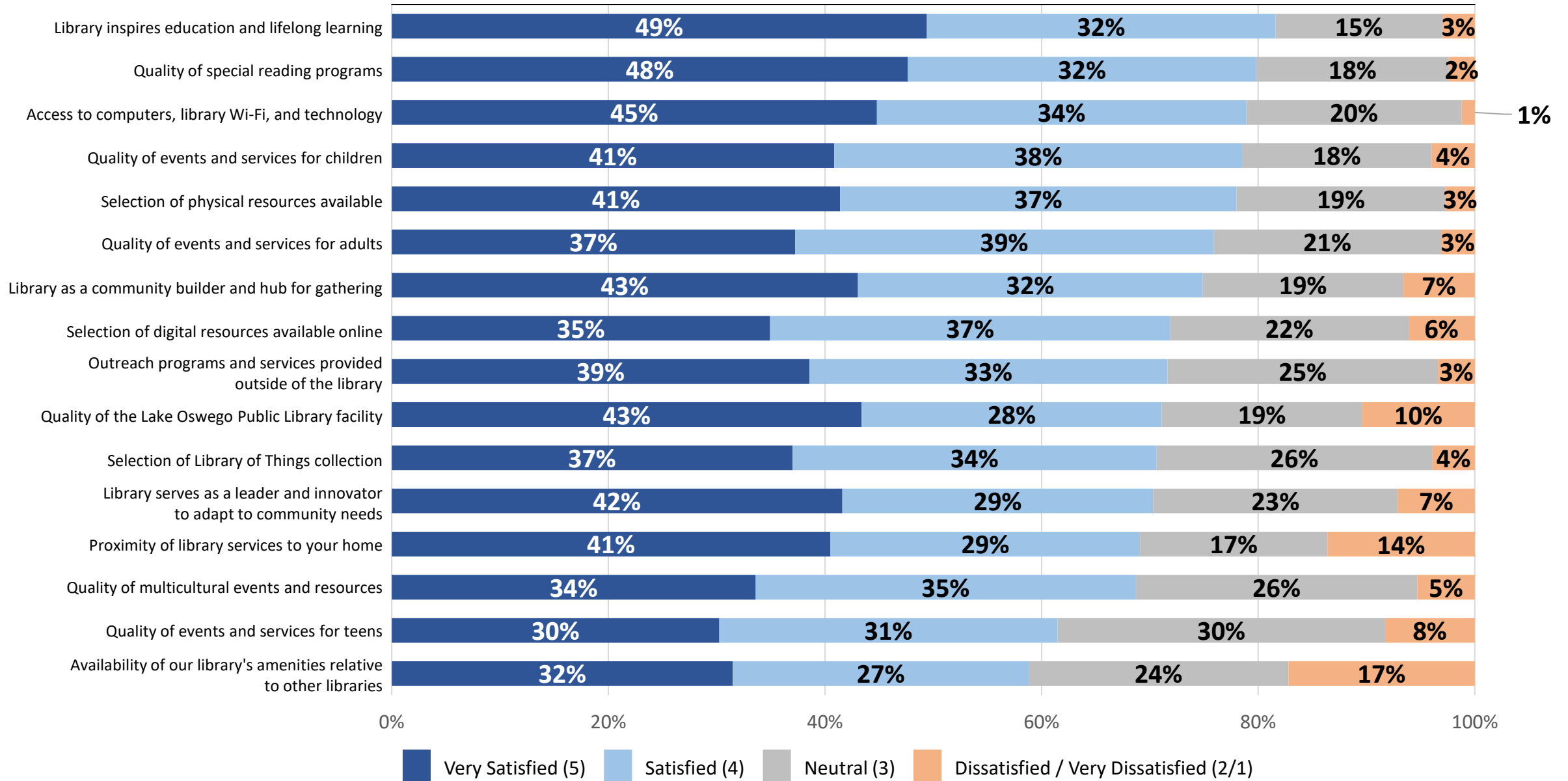
# Q12. Which THREE Of The Items Listed In Question 11 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



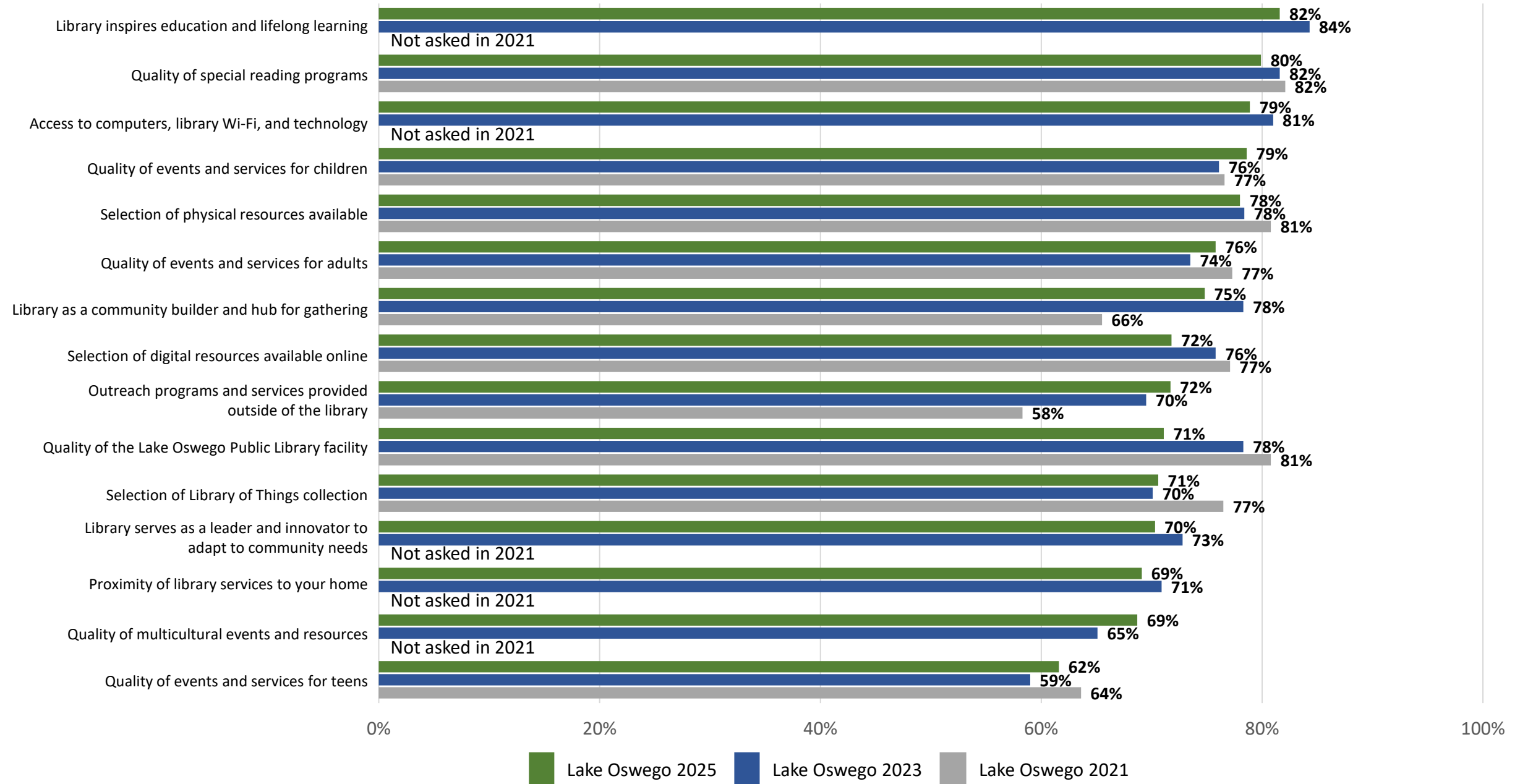
# Q13. Library Services

by percentage of respondents (excluding don't know)



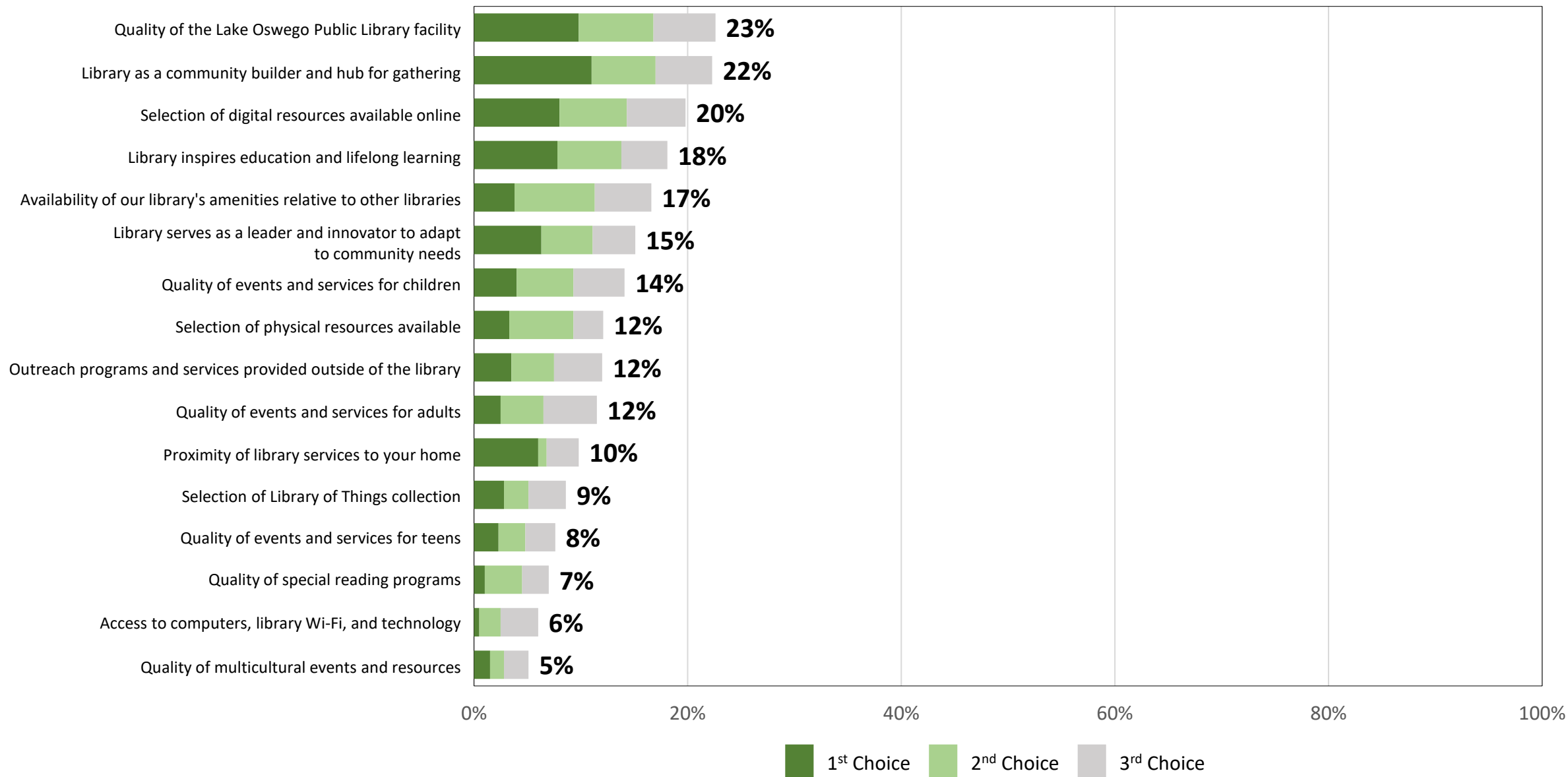
# Q13. Library Services: Trends

2025 vs. 2023 vs. 2021



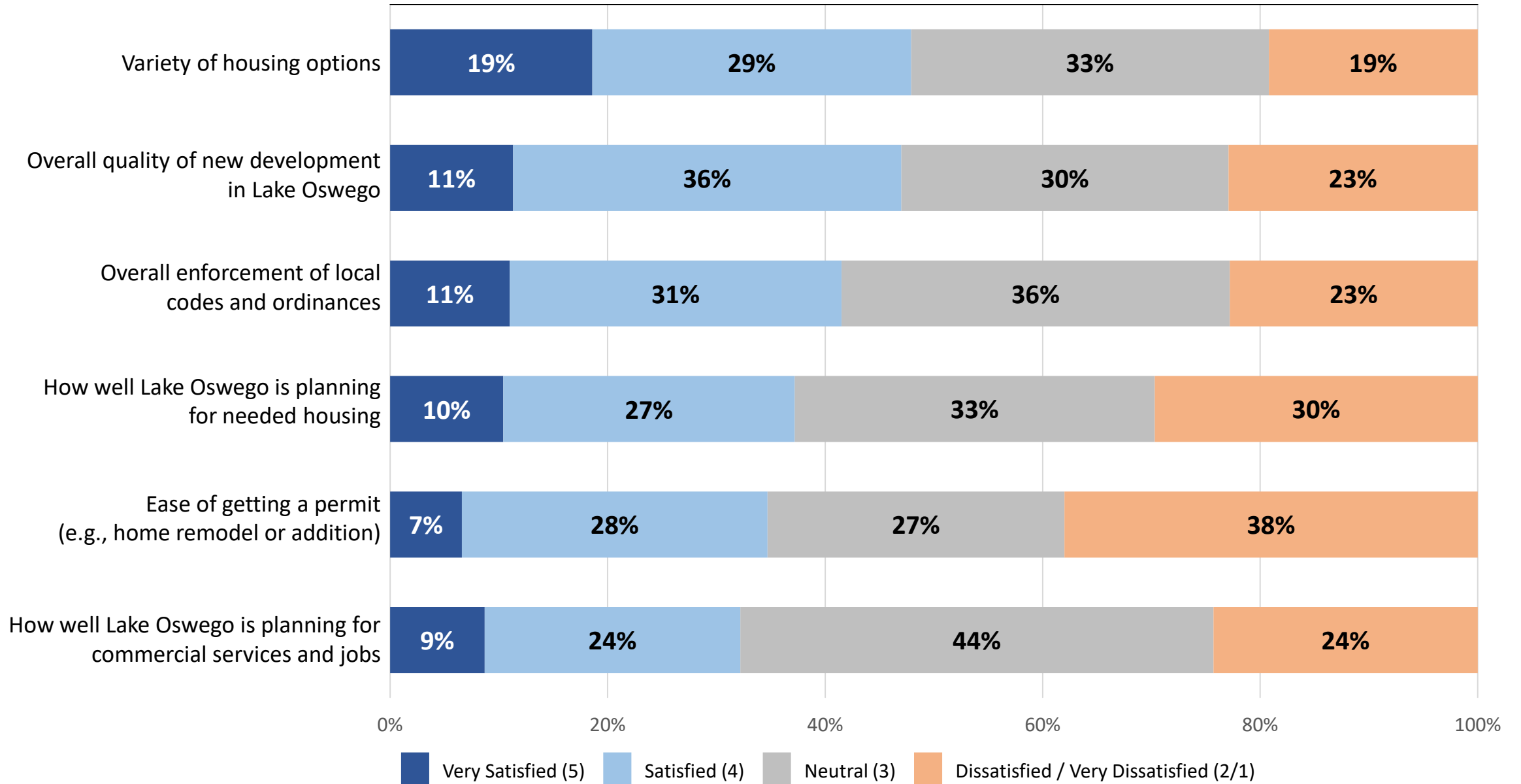
# Q14. Which THREE Of The Items Listed In Question 13 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



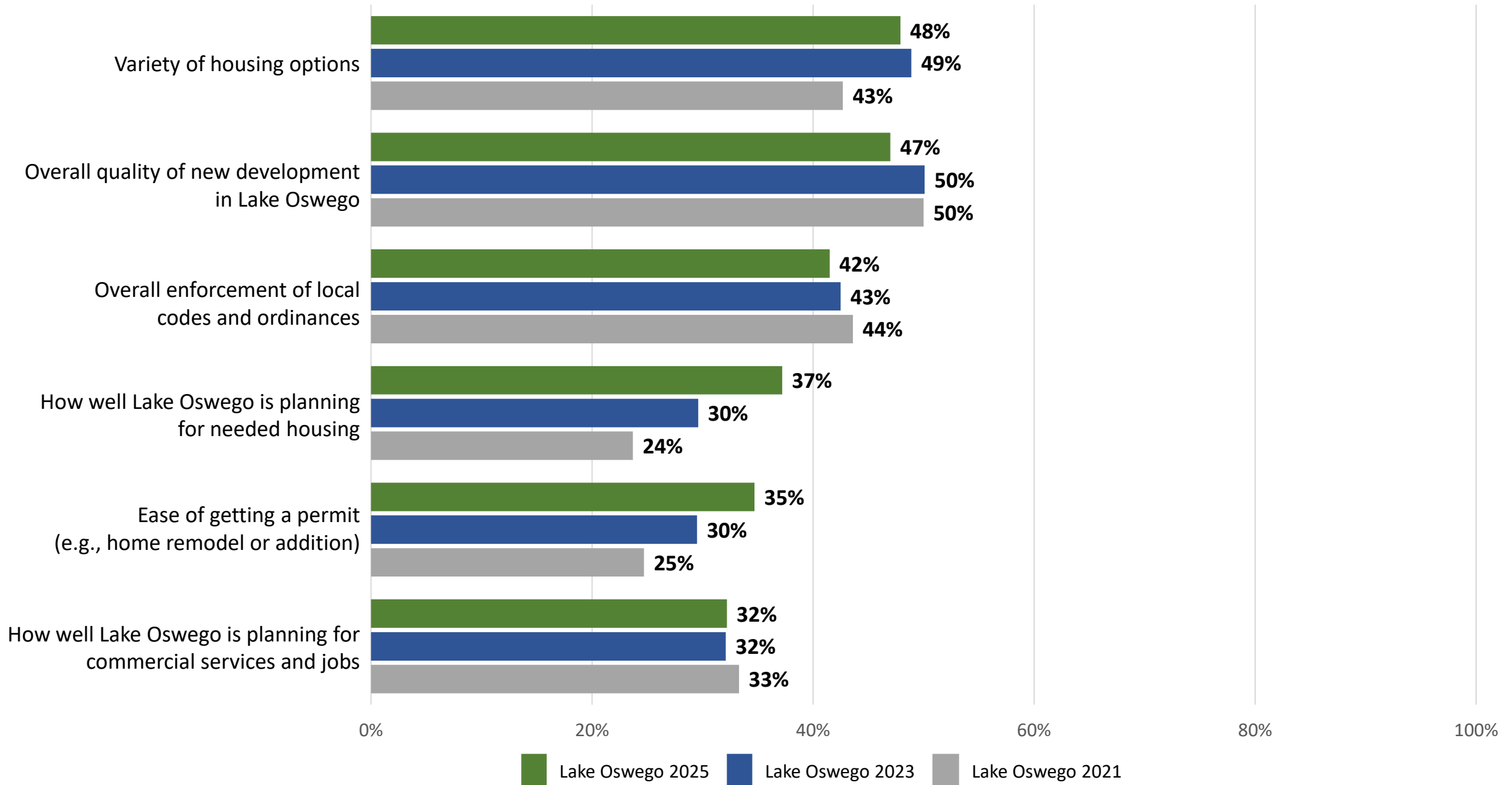
# Q15. Growth And Development

by percentage of respondents (excluding don't know)



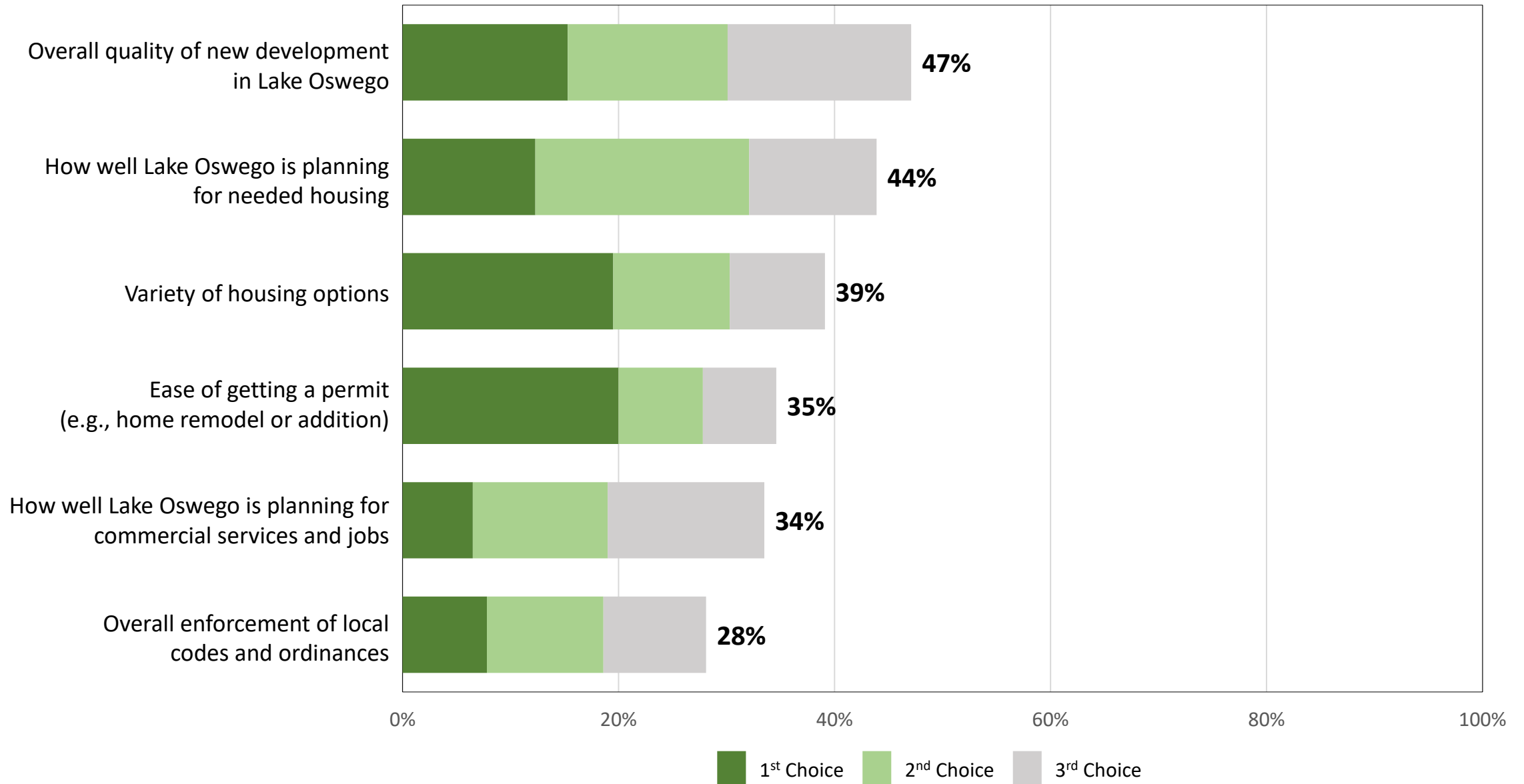
# Q15. Growth And Development: Trends

2025 vs. 2023 vs. 2021

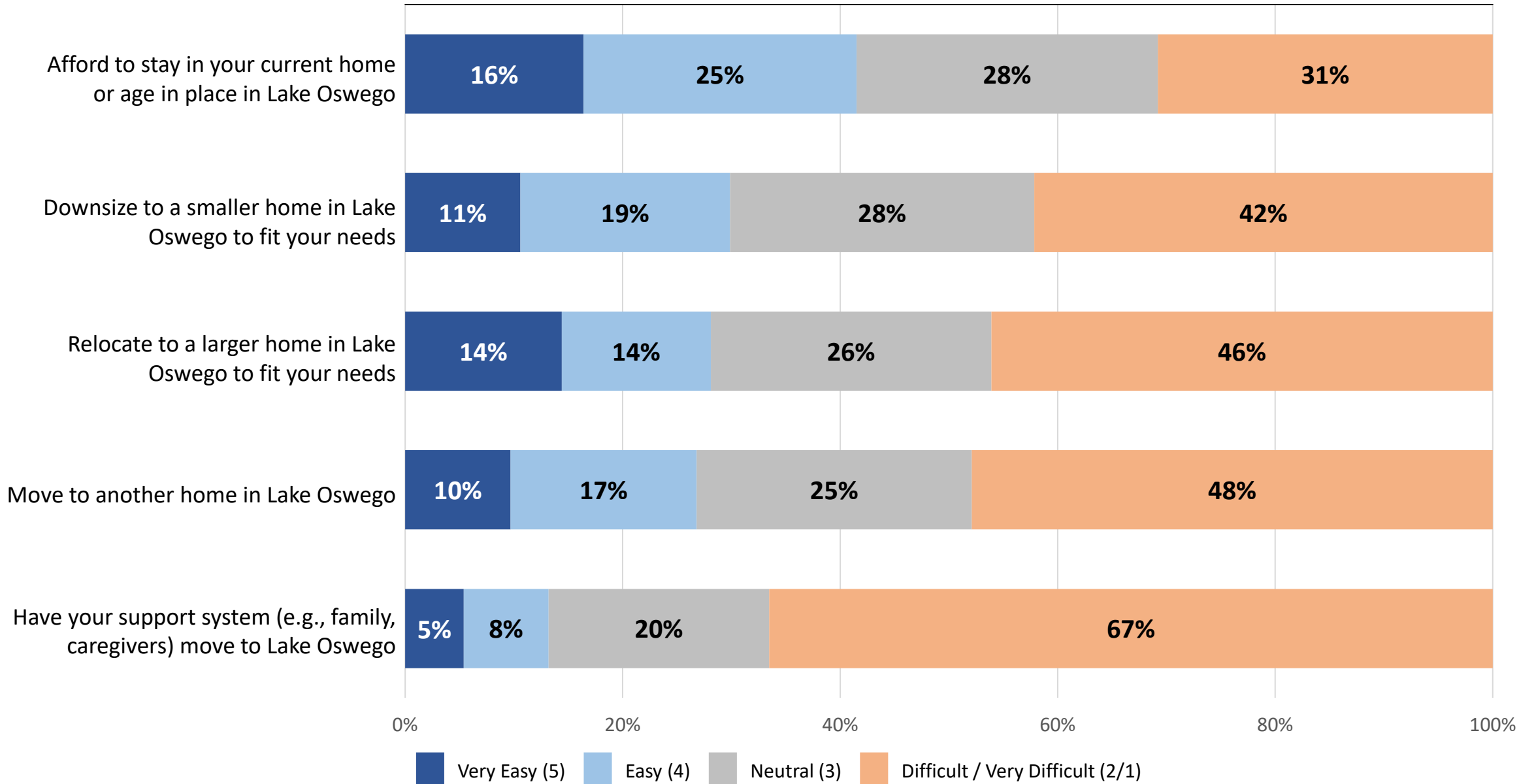


# Q16. Which THREE Of The Items Listed In Question 15 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices

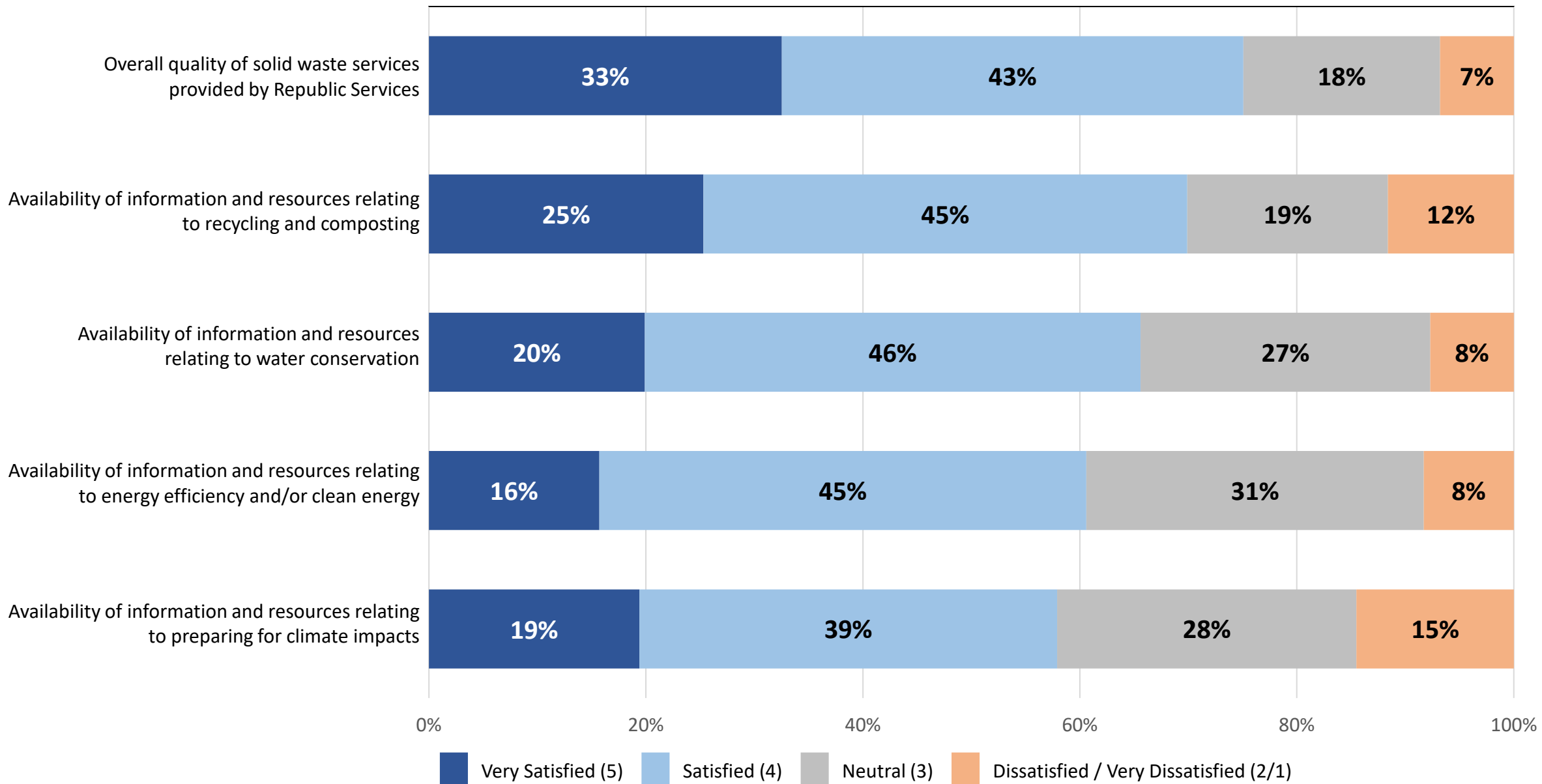


### Q17. The City Council Has Been Working On Improving Housing Access And Housing Options For Our Community. Based On Your Personal Circumstances And Needs, Please Rate Your Ability To Do The Following: by percentage of respondents (excluding don't know)



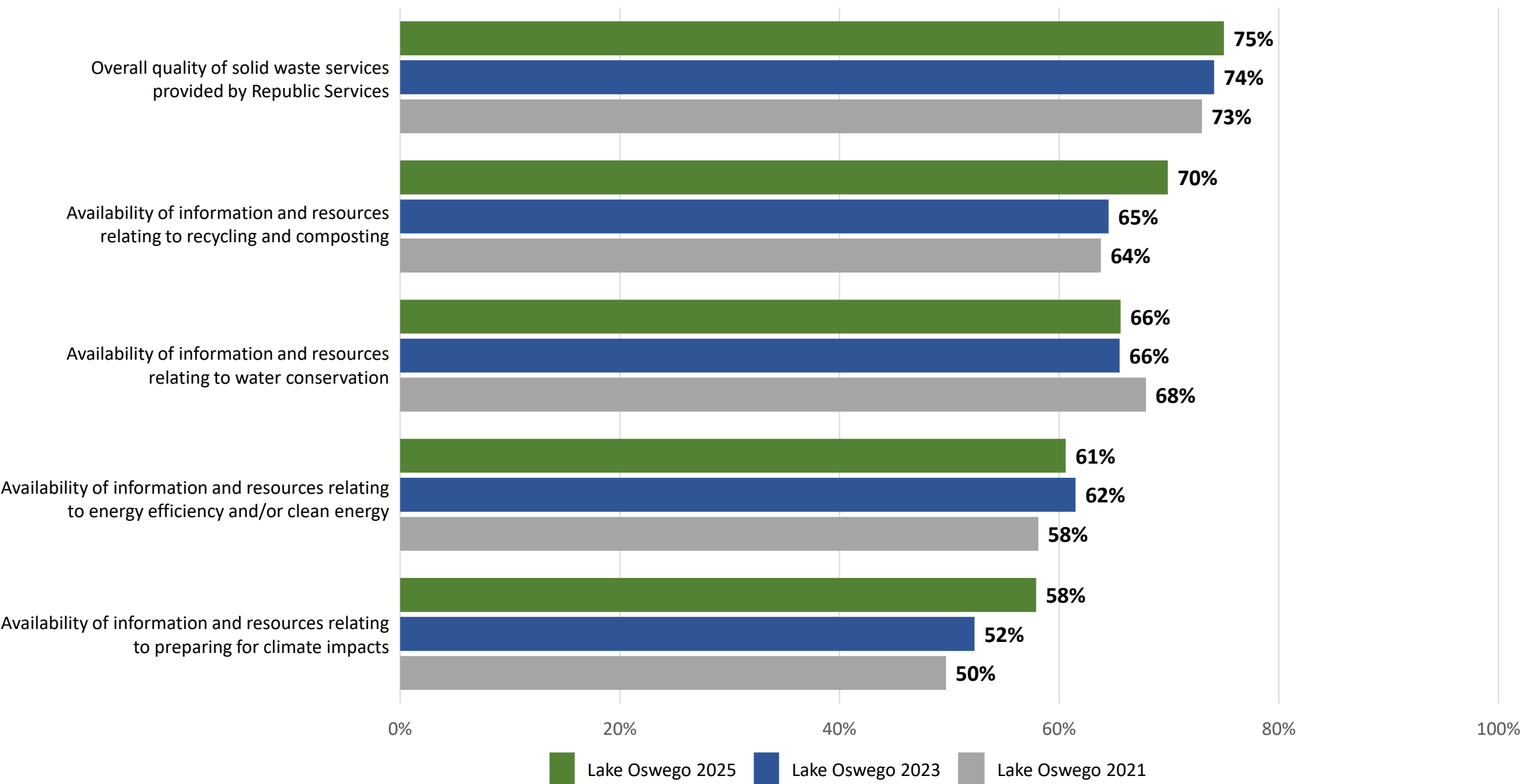
# Q18. Sustainability

by percentage of respondents (excluding don't know)



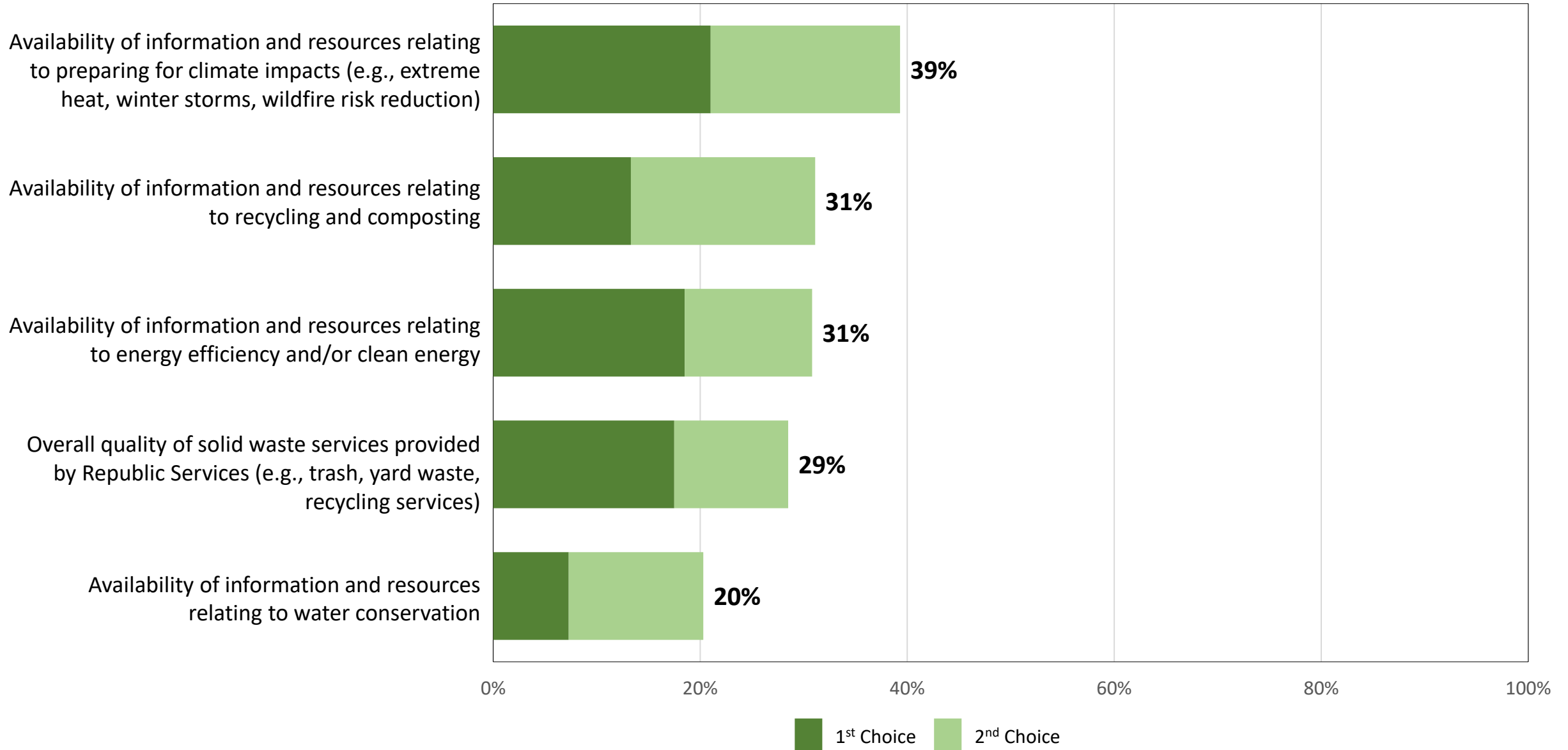
# Q18. Sustainability: Trends

2025 vs. 2023 vs. 2021



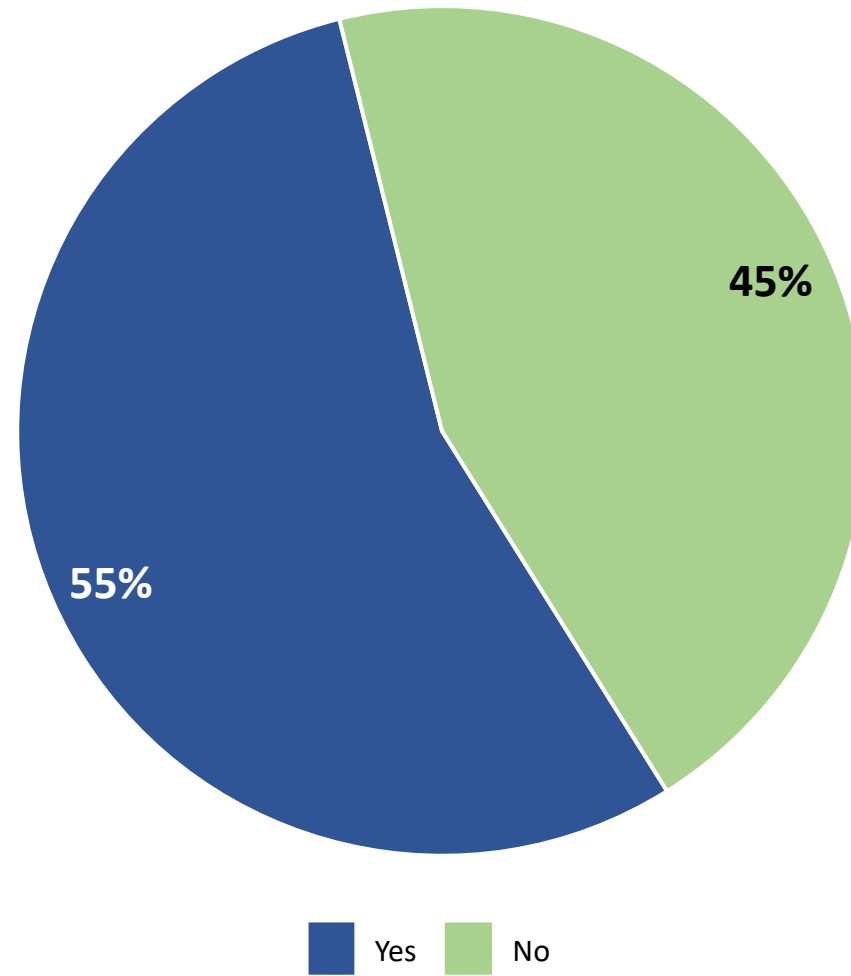
# Q19. Which TWO Of The Items Listed In Question 18 Do You Think Should Receive The MOST EMPHASIS From City Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top two choices



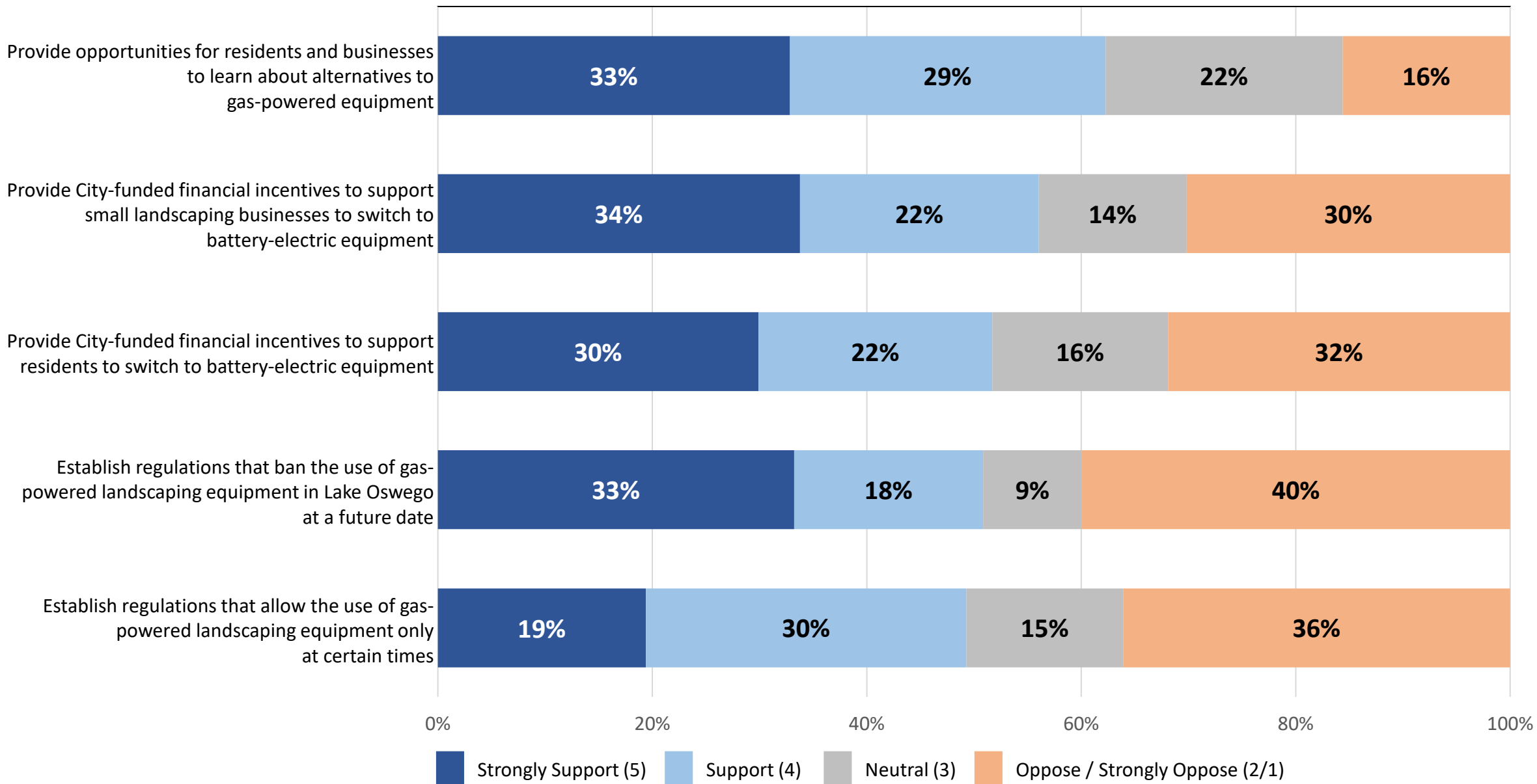
# Q20. Do You Support The City Of Lake Oswego Adopting Regulations That Would Phase Out The Use Of Gas-powered Yard And Lawn Care Equipment In Lake Oswego?

by percentage of respondents (excluding don't know)



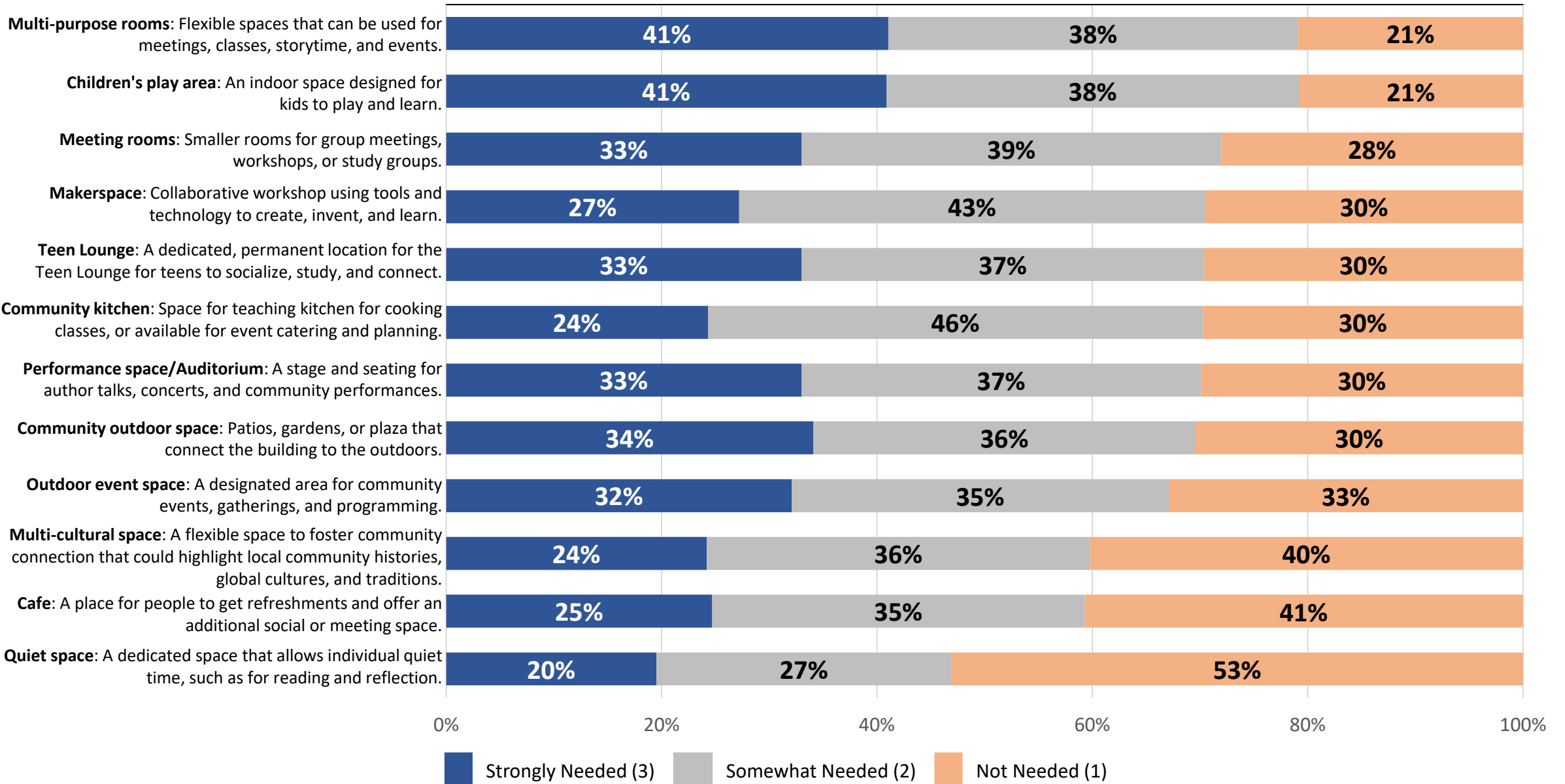
# Q21. To What Extent Do You Support The City Of Lake Oswego Taking The Following Actions To Support A Transition Away From Gas-powered Landscaping Equipment Use In Lake Oswego?

by percentage of respondents (excluding don't know)



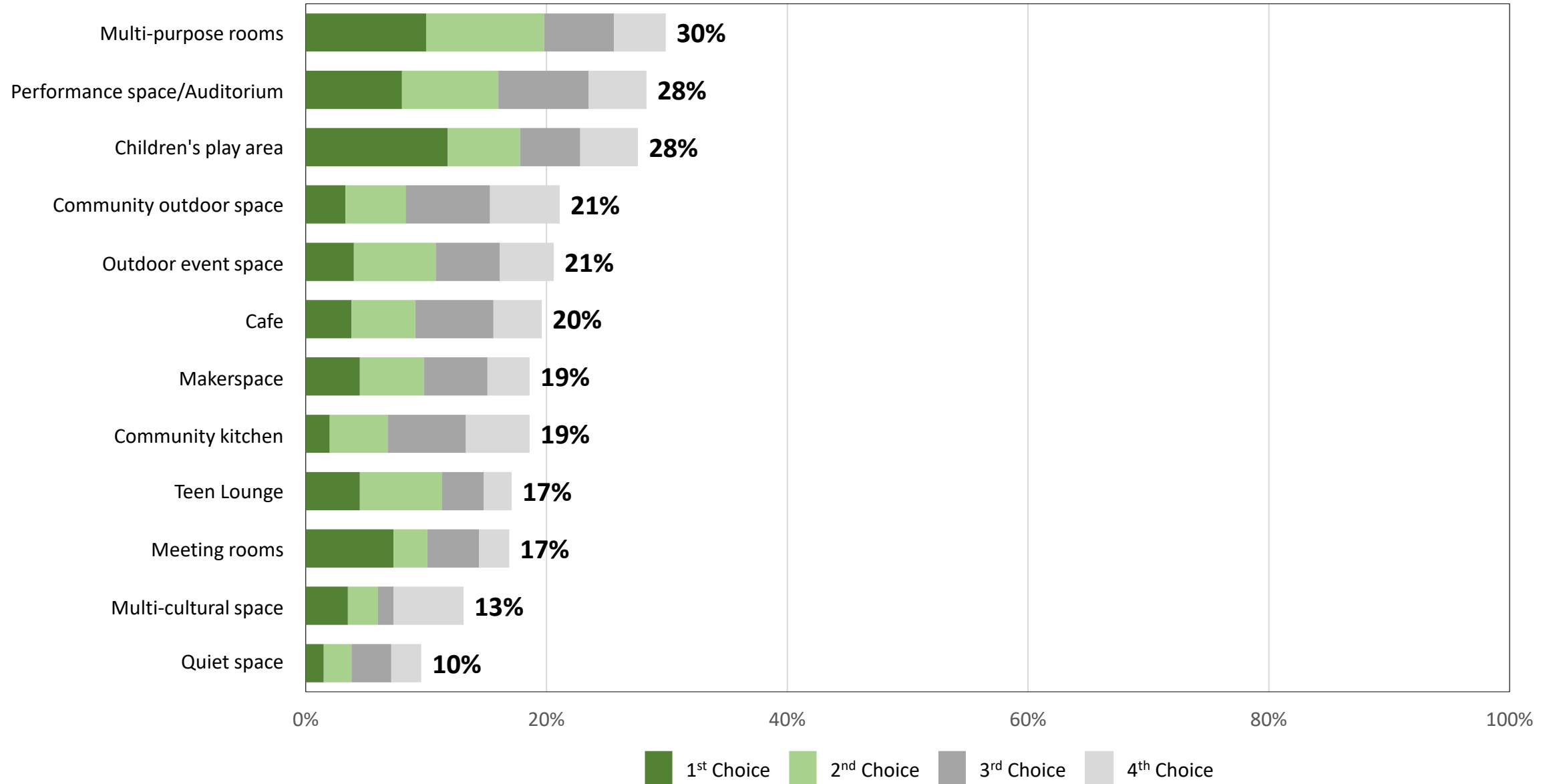
# Q22. Please Indicate What You Think The Level Of Need Is For Each Of These Amenities In A New Community Center.

by percentage of respondents (excluding don't know)



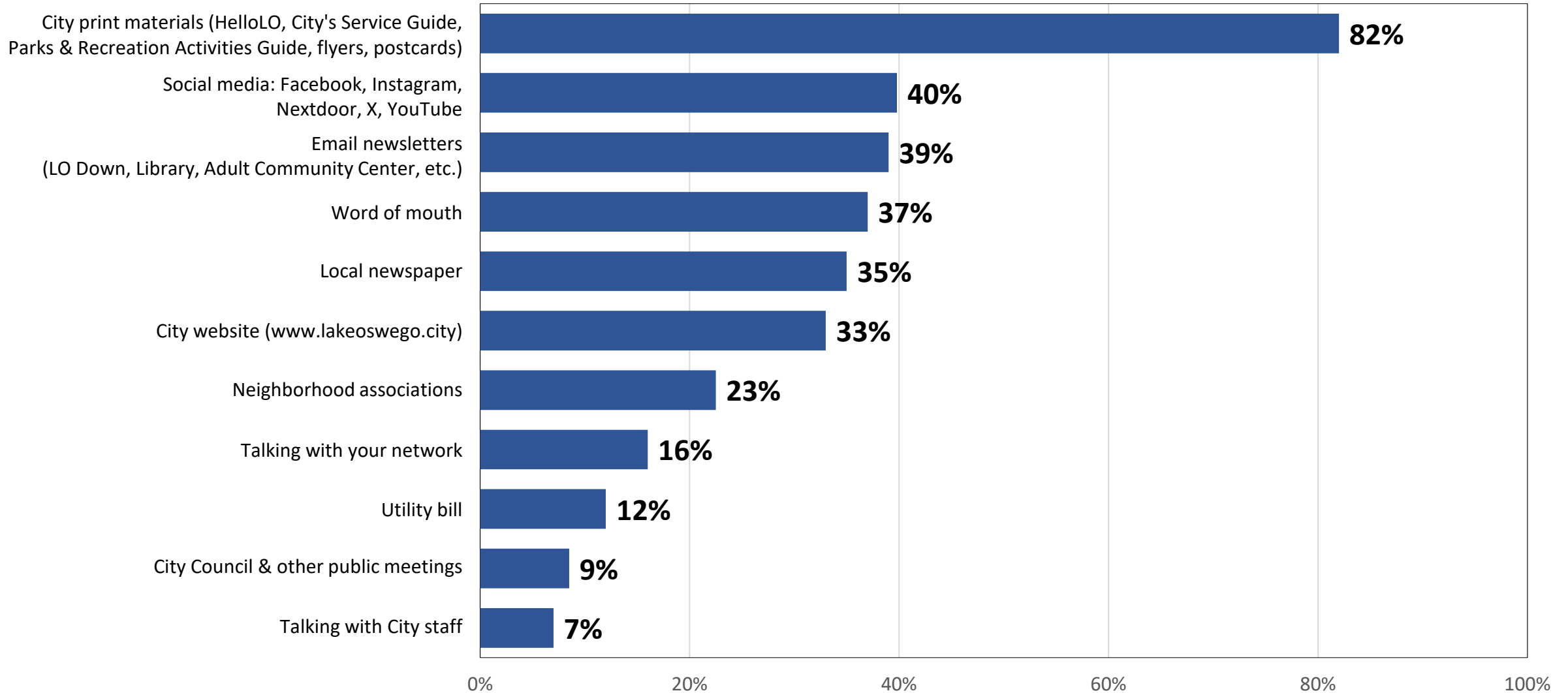
# Q23. Which FOUR Of The Amenities Listed Above In Question 22 Would You And Members Of Your Household Feel Are MOST NEEDED In A New Community Center?

by percentage of respondents who selected the item as one of their top four choices



# Q24. Which Of The Following Are Your Primary Sources Of Information About City Activities, Events, Services, Meetings, And Community Specific Topics?

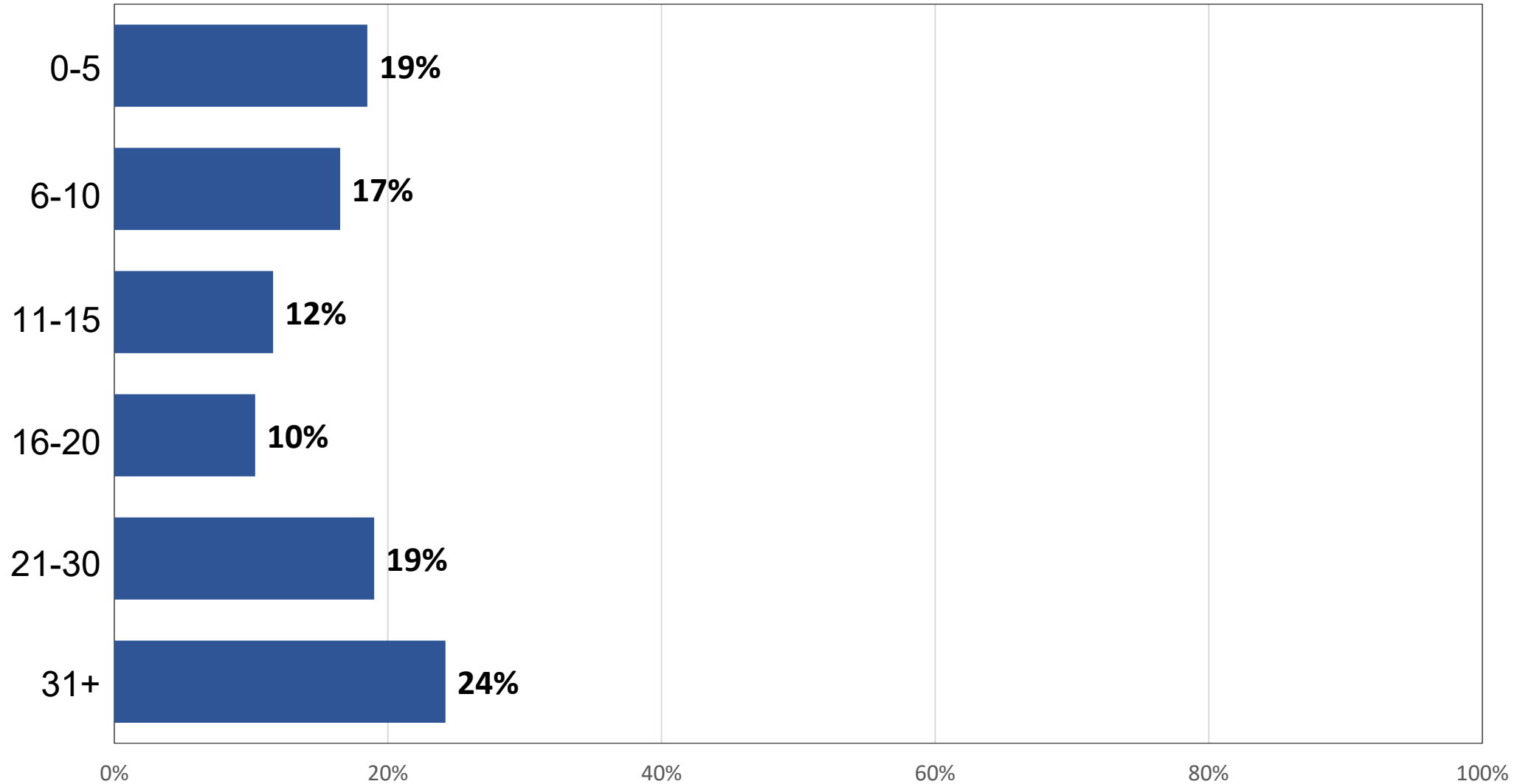
by percentage of respondents (multiple selections could be made)



# Demographics

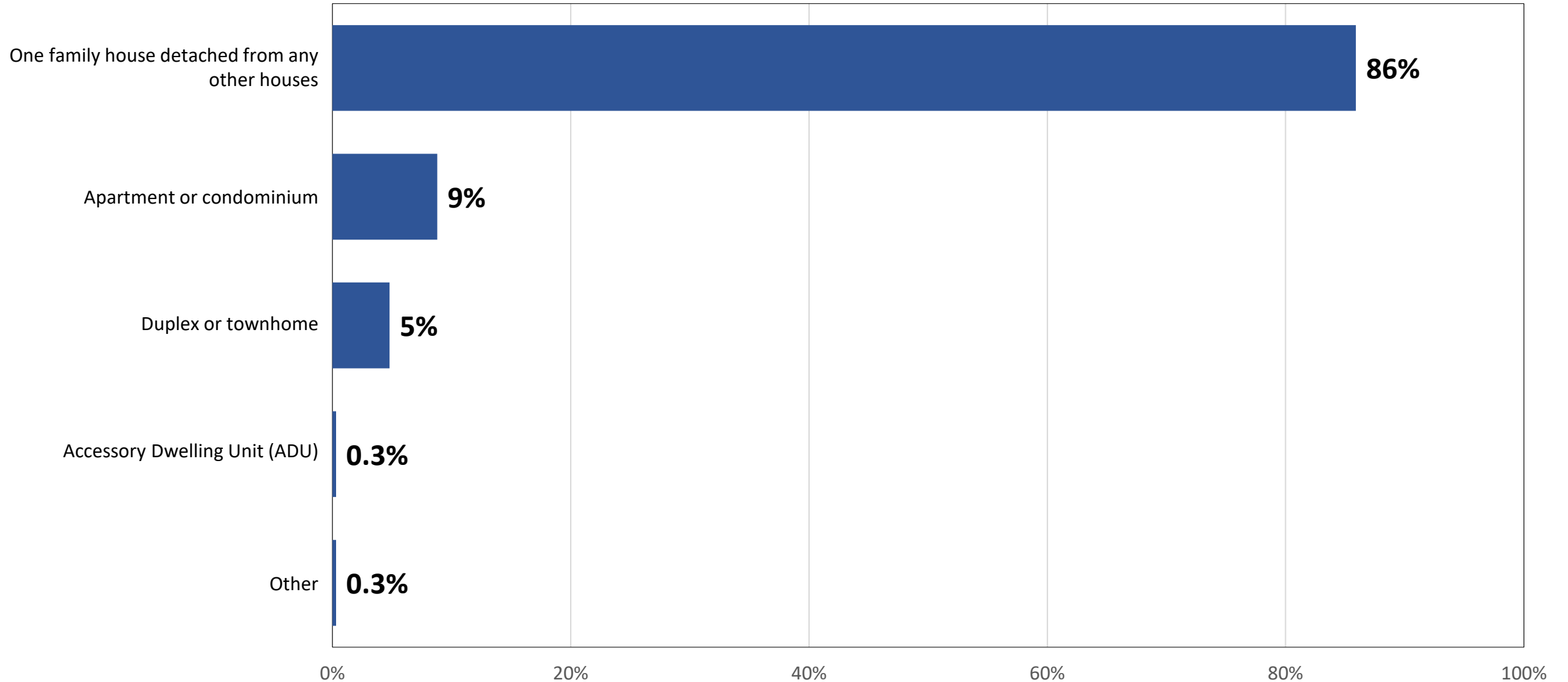
# Q26. How Many Years Have You Lived In Lake Oswego?

by percentage of respondents (excluding “not provided”)



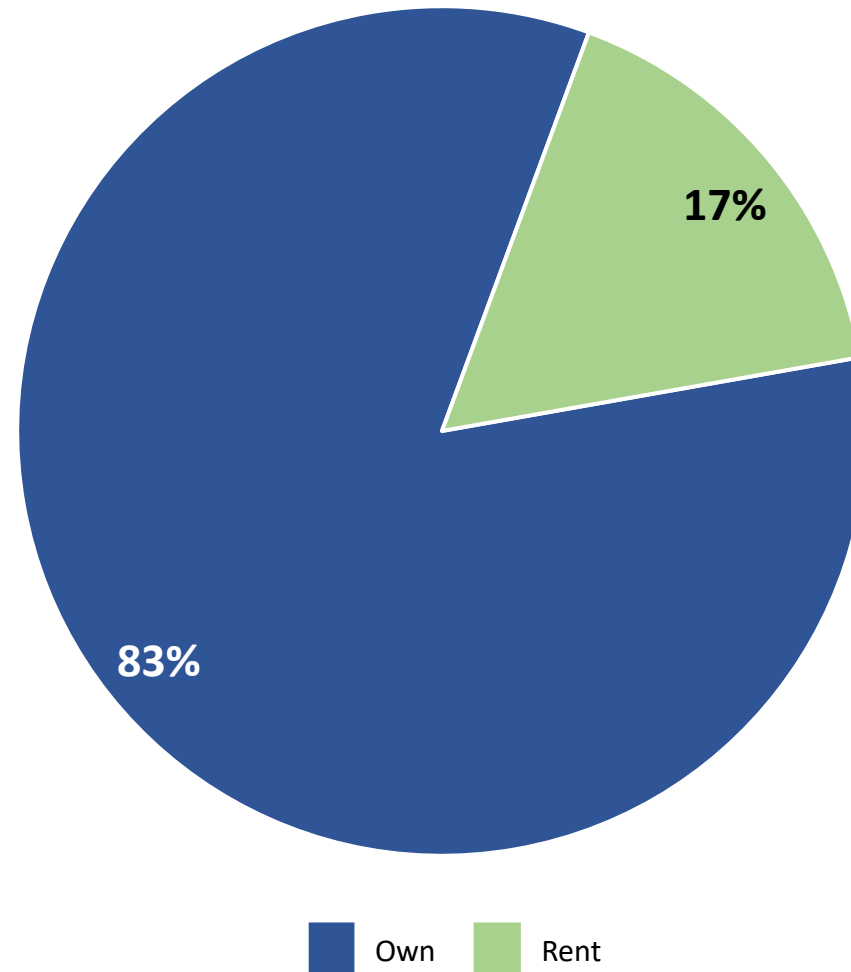
# Q27. Which Best Describes The Building You Live In?

by percentage of respondents (excluding "not provided")



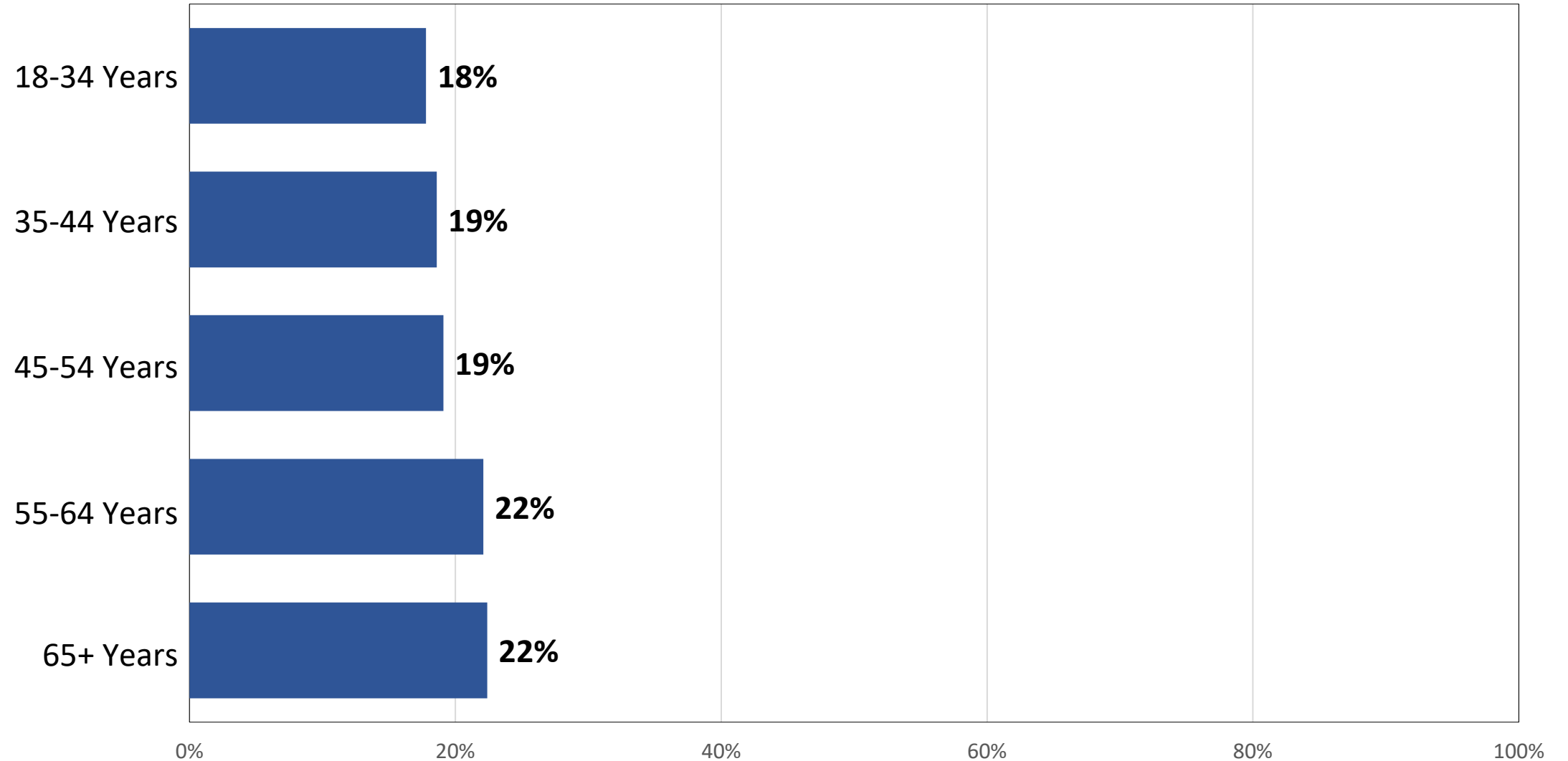
# Q28. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



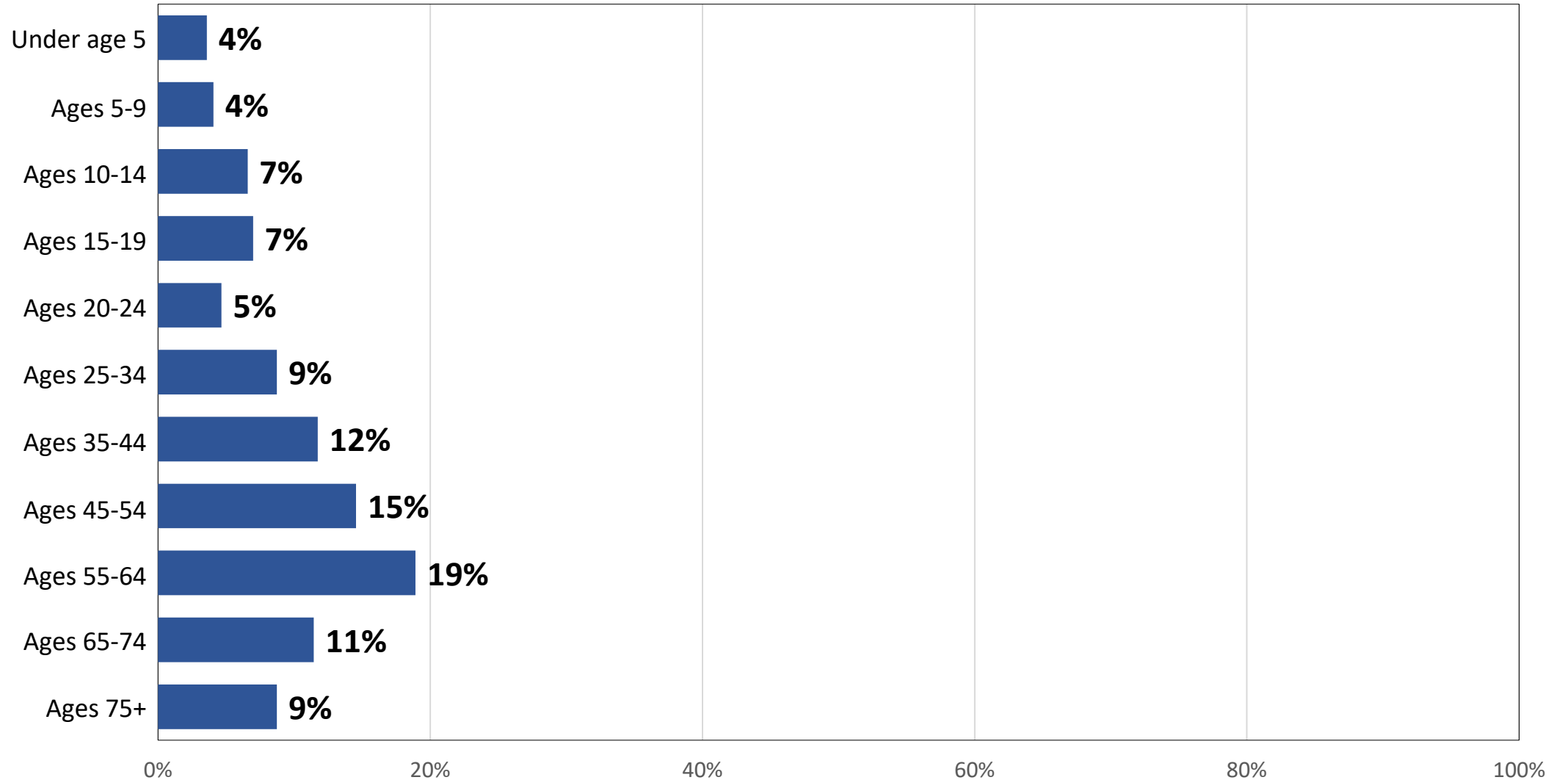
# Q29. What Is Your Age?

by percentage of respondents (excluding "not provided")



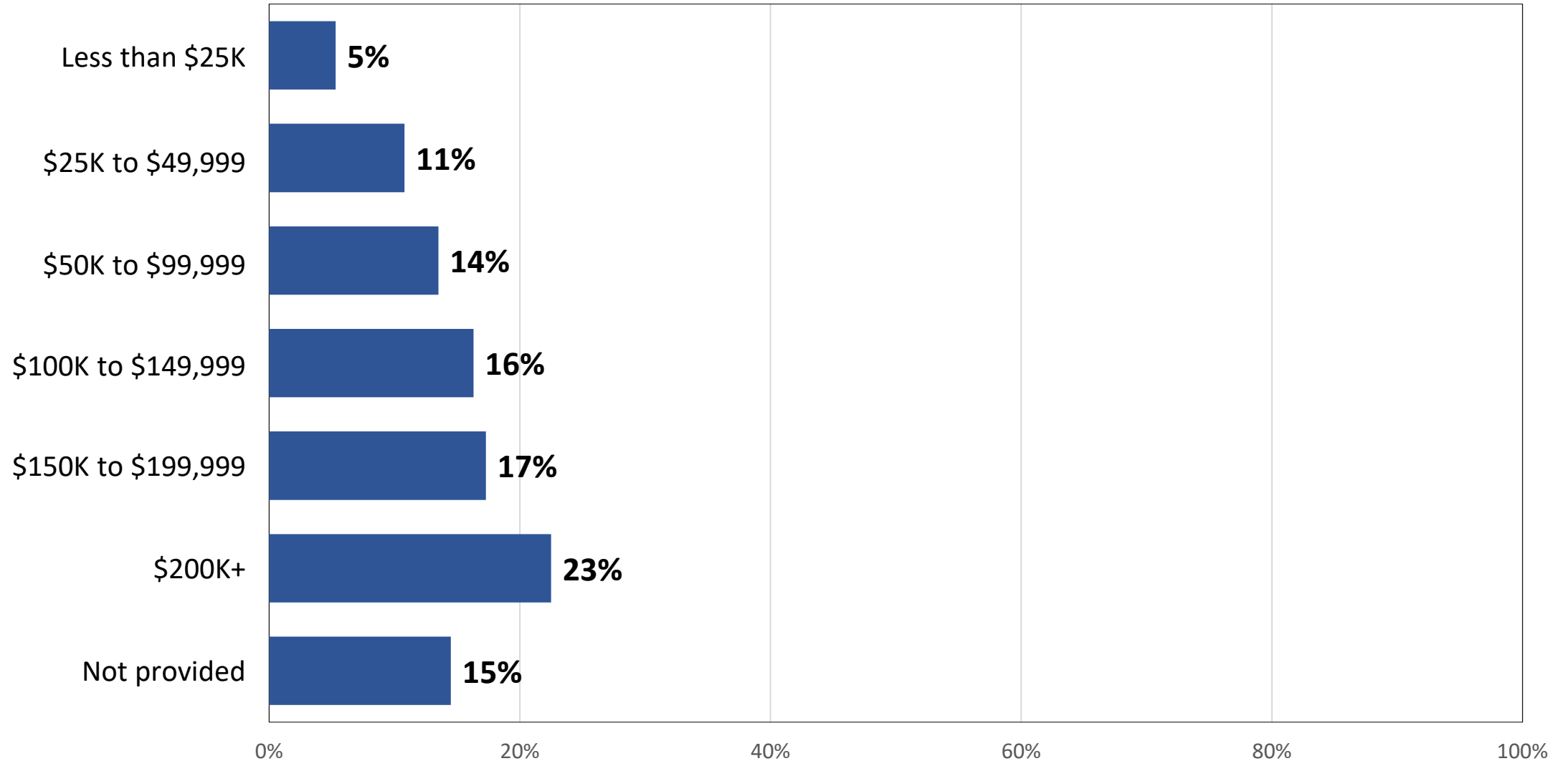
# Q30. Counting Yourself, How Many People In Your Household Are...

by percentage of respondents



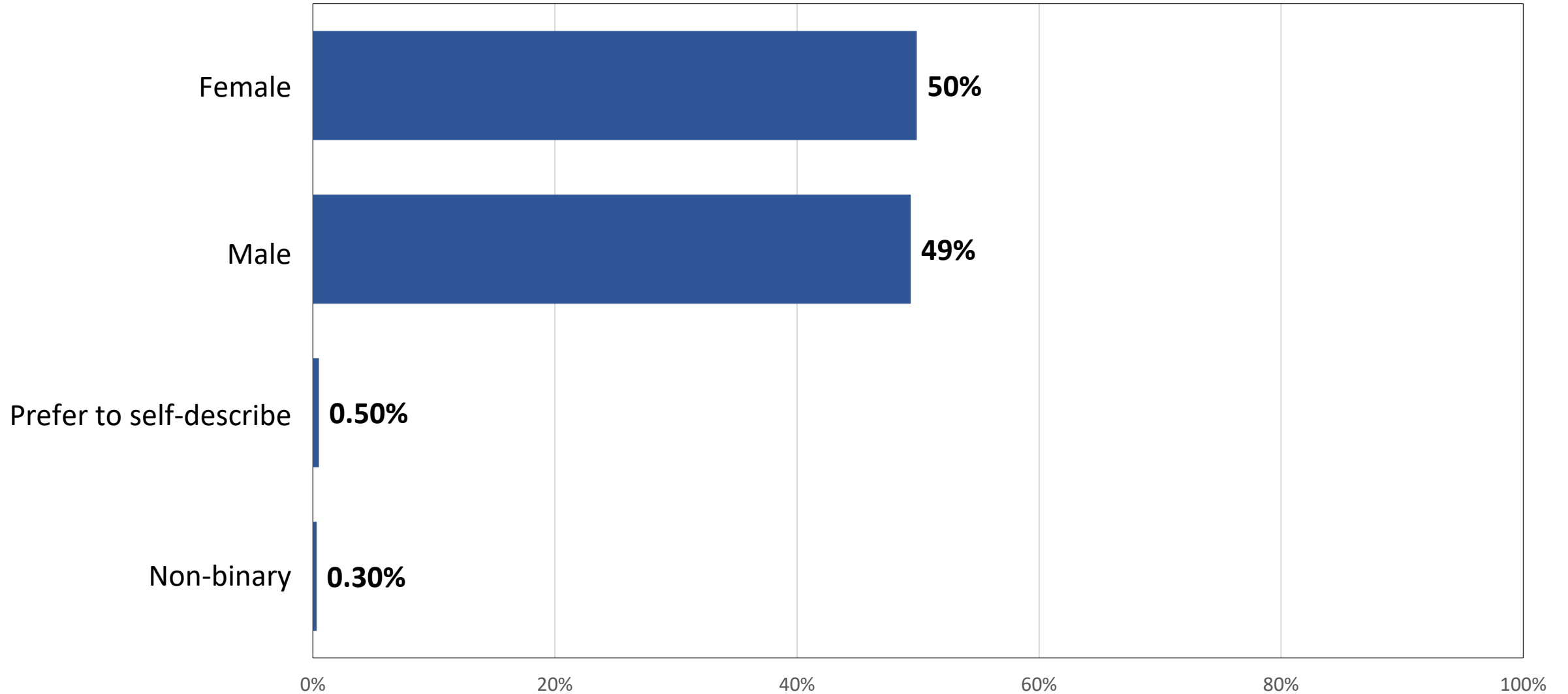
# Q31. How Much Do You Anticipate Your Household's Total Income Before Taxes Will Be For The Current Year?

by percentage of respondents



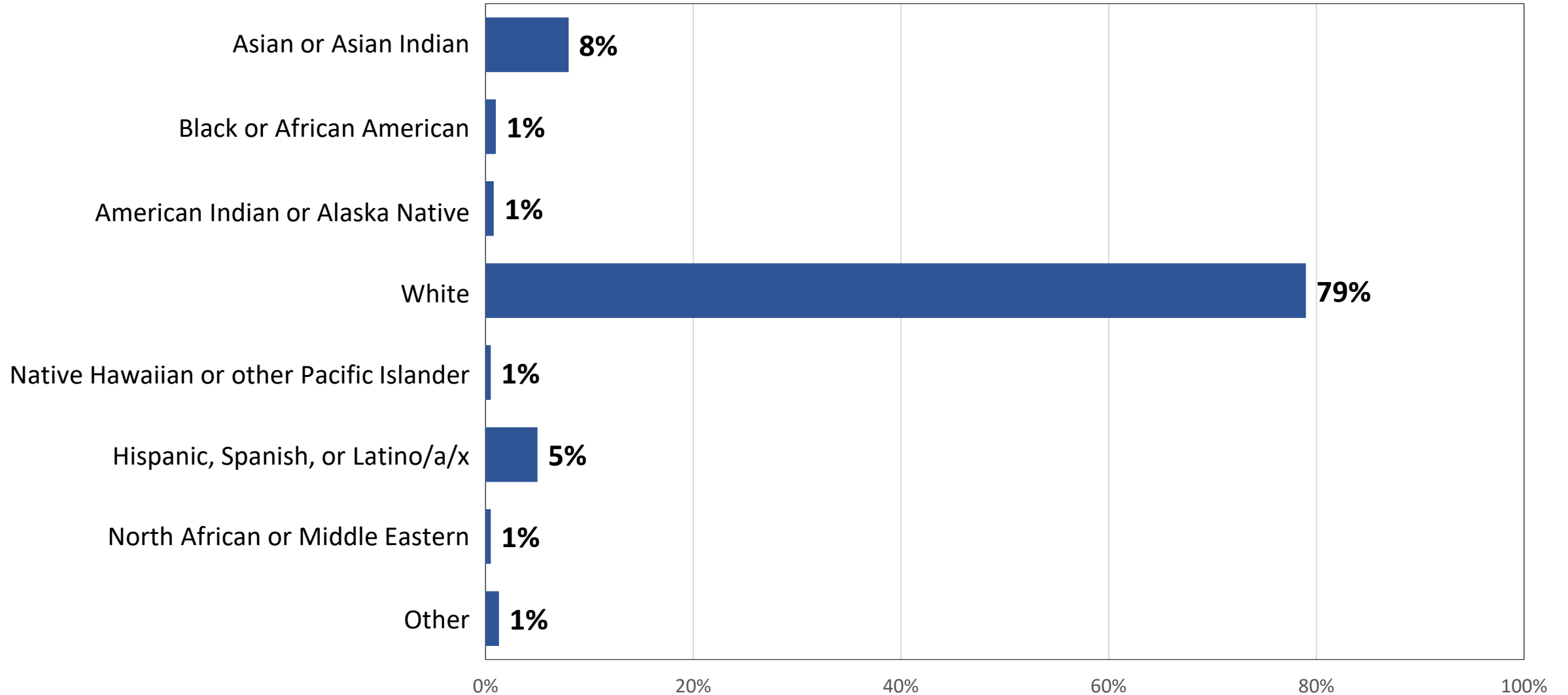
# Q32. Your Gender Identity:

by percentage of respondents (excluding "not provided")



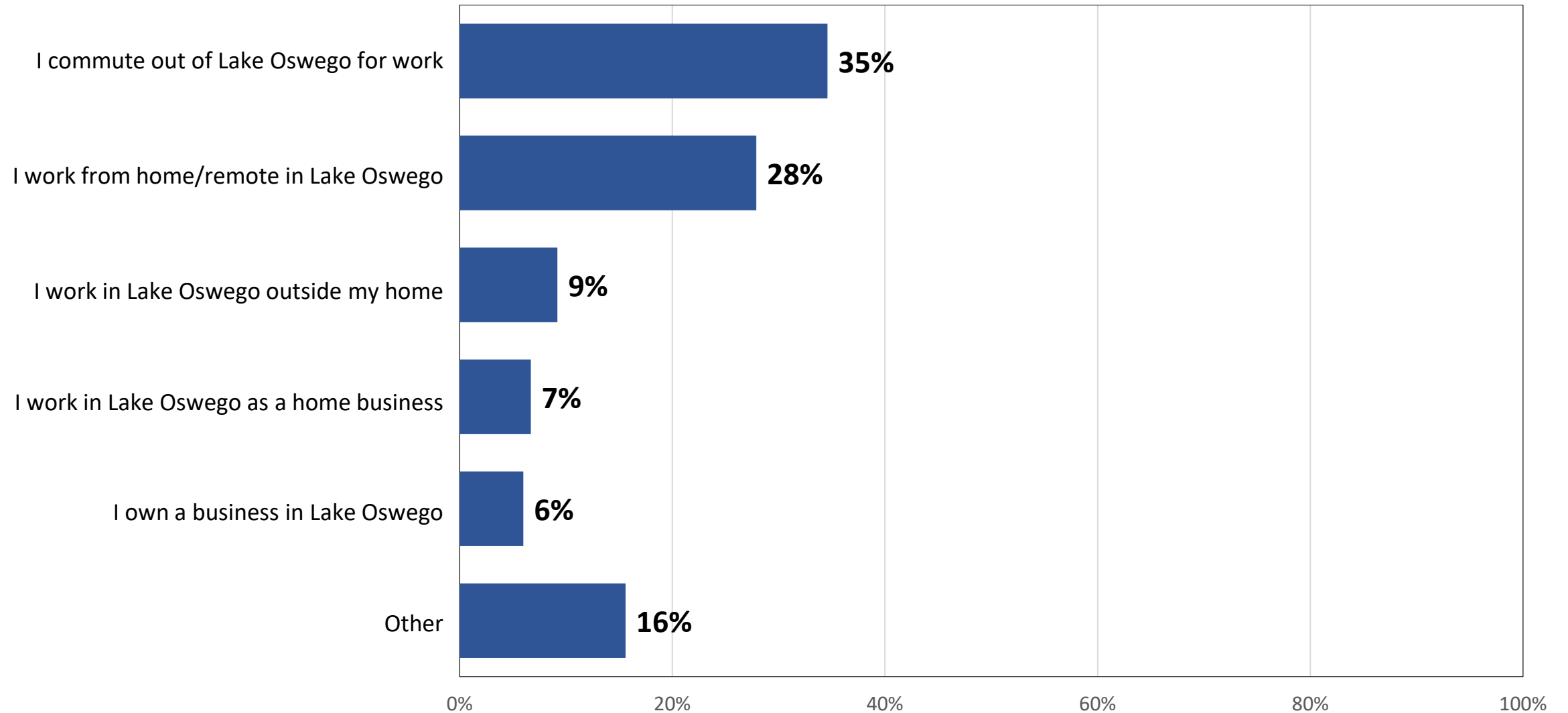
# Q33. Which Of The Following Best Describes Your Race?

by percentage of respondents



# Q34. Which Of The Following Best Describes Your Work Location, If Any?

by percentage of respondents (excluding “not provided”)





# 2 Benchmarking Analysis

# National Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*<sup>®</sup> program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

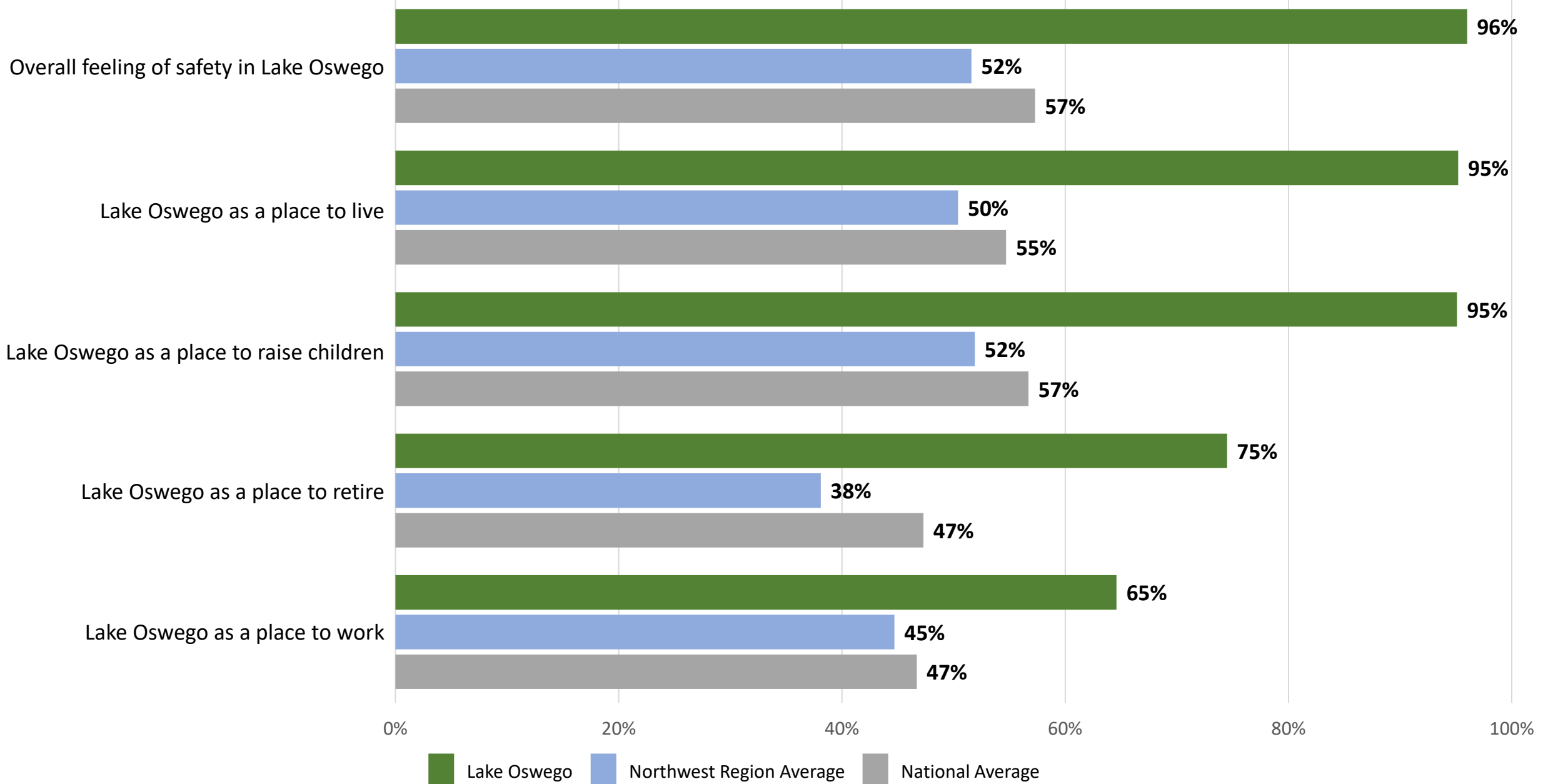
This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of more than 5,000 residents in the continental United States and (2) from this national survey, an average of the respondents from the Northwest Region. The states included in the Northwest Region average are Alaska, Hawaii, Idaho, Montana, Oregon and Washington.

The charts on the following pages show how the results for the City of Lake Oswego compare to the national average, and the Northwest Region average.

*ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2025 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.*

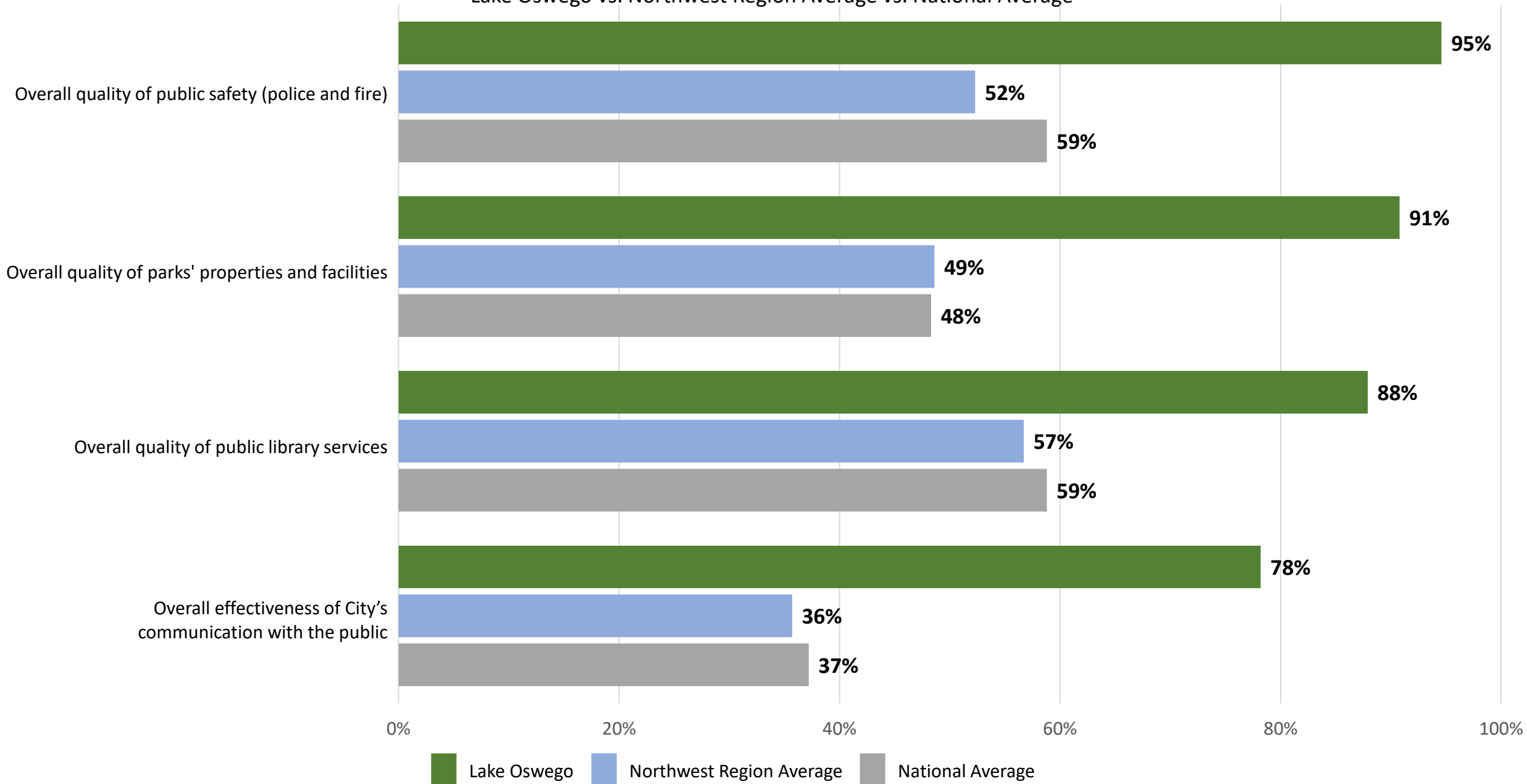
# Q1. Quality Of Life

Lake Oswego vs. Northwest Region Average vs. National Average



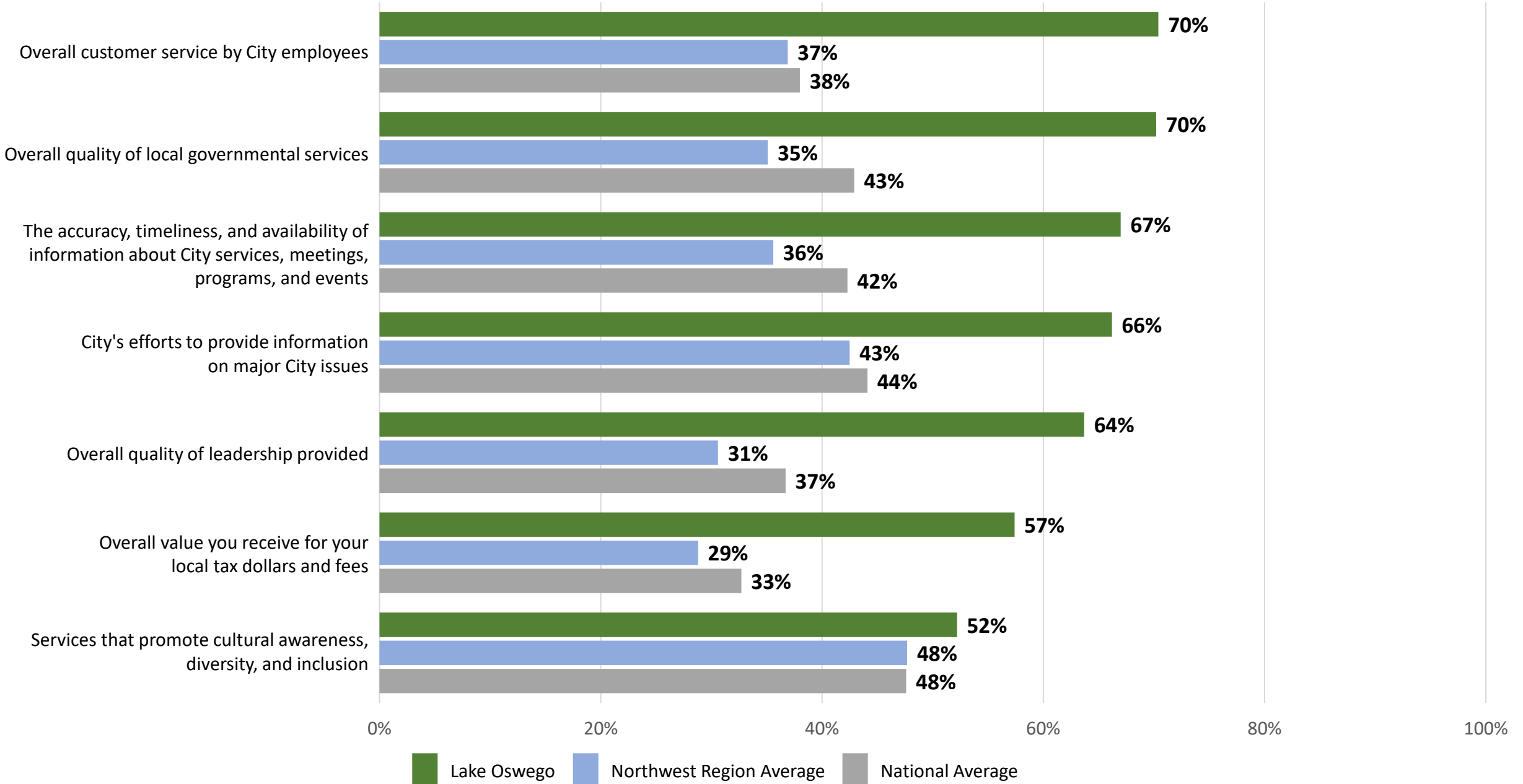
# Q2. Quality Of Services

Lake Oswego vs. Northwest Region Average vs. National Average



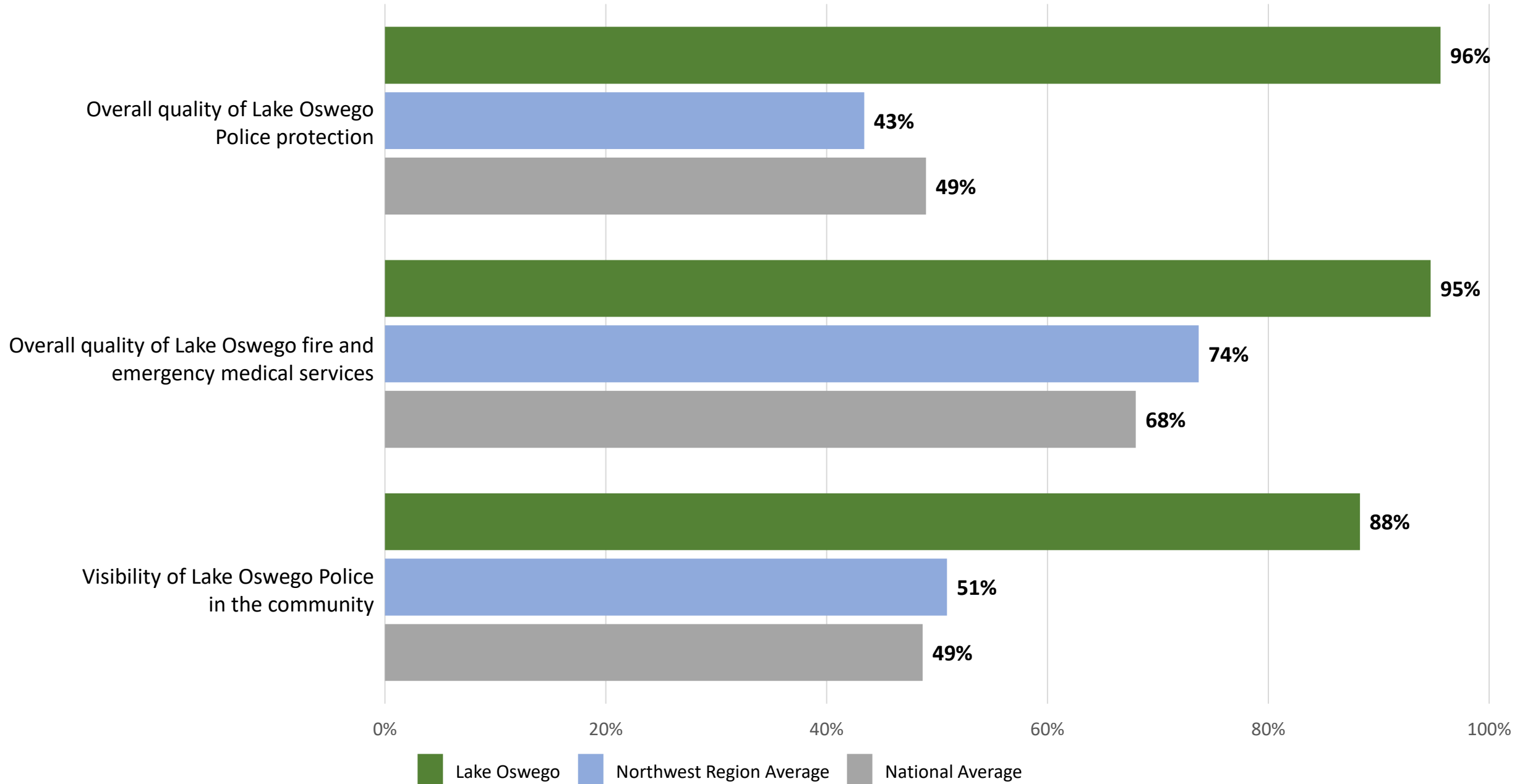
# Q4. City Leadership, Communications, And Engagement

Lake Oswego vs. Northwest Region Average vs. National Average



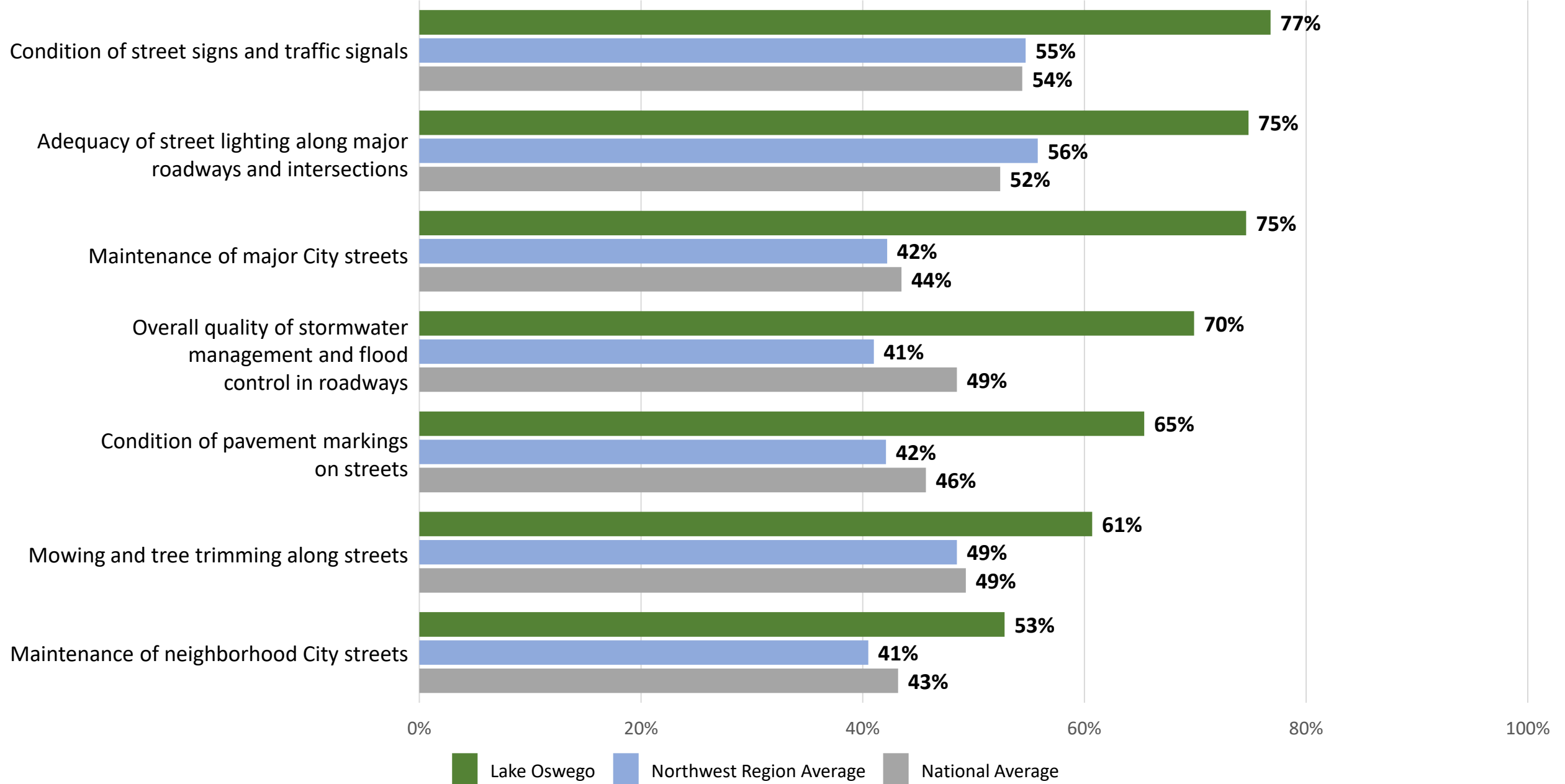
# Q5. Public Safety

Lake Oswego vs. Northwest Region Average vs. National Average



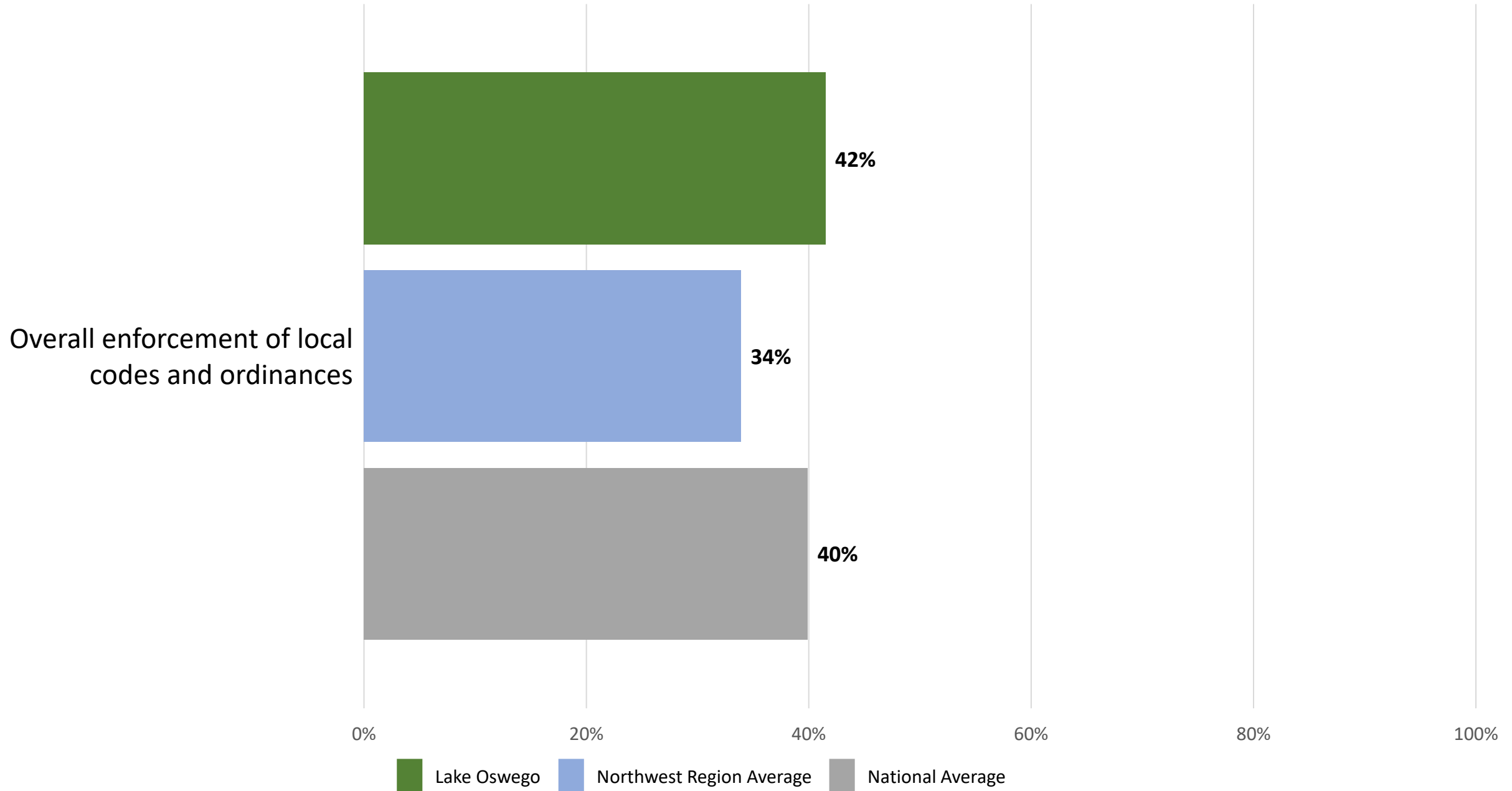
# Q9. Infrastructure

Lake Oswego vs. Northwest Region Average vs. National Average



# Q15. Growth And Development

Lake Oswego vs. Northwest Region Average vs. National Average





# 3

## ETC's Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Importance-Satisfaction Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

## Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the district to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

### **[IS=Importance x (1-Satisfaction)]**

Example of the Calculation: Respondents were asked to identify the Lake Oswego services they think are most important for the City to provide. Twenty-seven percent (26.9%) of respondents selected the overall quality of development services as the most important service for the City to provide.

Regarding satisfaction, thirty-eight percent (37.5%) of respondents surveyed rated the overall quality of development services as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for the overall quality of development services was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 26.9% was multiplied by 62.5% (1-0.375). This calculation yielded an I-S rating of 0.1681 which ranked first out of thirteen services.

Example: Overall quality of development services

$$\mathbf{[26.9\% \times (1-37.5\%)] = 0.1681}$$

# Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:


- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ( $IS \geq 0.20$ )
- High Priority / Increase Emphasis ( $0.10 \leq IS < 0.20$ )
- Medium Priority / Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Lake Oswego are provided on the following pages.


<b>2025 Importance-Satisfaction Rating</b> <b>Lake Oswego, Oregon</b> <b>Quality of Services</b>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Overall quality of development services	27%	3	38%	13	0.1681	1
Overall quality of economic development	33%	1	58%	10	0.1376	2
Overall efforts to promote equity in the community	26%	5	53%	12	0.1205	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of social services	21%	6	56%	11	0.0932	4
Overall effectiveness of City's efforts towards sustainability	26%	4	70%	8	0.0800	5
Overall effectiveness of City's efforts to respond to climate change	17%	9	58%	9	0.0707	6
Overall effectiveness of City's communication with the public	16%	10	78%	7	0.0344	7
Overall quality of natural resources including streams, wetlands, and urban forests	19%	8	86%	5	0.0262	8
Overall quality of parks' properties and facilities	20%	7	91%	2	0.0182	9
Overall quality of public safety (police and fire)	32%	2	95%	1	0.0172	10
Overall quality of recreation activities, events, and services	12%	11	88%	4	0.0144	11
Overall quality of public library services	11%	12	88%	3	0.0137	12
Overall quality of public art and arts programming	3%	13	83%	6	0.0050	13

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.


2025 Importance-Satisfaction Rating Lake Oswego, Oregon Public Safety						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Wildfire prevention and education programs in the community	28%	3	62%	10	0.1073	1
<b>Medium Priority (IS &lt;.10)</b>						
Availability of information about Lake Oswego police programs, data, and activities	25%	5	63%	9	0.0935	2
Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	28%	4	76%	7	0.0678	3
Level of community engagement and outreach from Lake Oswego Police and Fire	24%	7	76%	6	0.0566	4
Quality of customer service and use of technology to easily connect with Lake Oswego Police	19%	9	74%	8	0.0511	5
Your level of trust in Lake Oswego Police officers to act in the best interest of the community	23%	8	86%	5	0.0329	6
Visibility of Lake Oswego Police in the community	25%	6	88%	3	0.0296	7
The level of respect Lake Oswego Police officers show community members	16%	10	87%	4	0.0211	8
Overall quality of Lake Oswego fire and emergency medical services	29%	2	95%	2	0.0155	9
Overall quality of Lake Oswego Police protection	33%	1	96%	1	0.0147	10

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.


<b>2025 Importance-Satisfaction Rating</b> <b>Lake Oswego, Oregon</b> <b>Parks and Recreation</b>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Preservation of natural areas such as forested areas and open spaces	37%	1	84%	6	0.0586	1
Quality of social services provided by Adult Community Center programs	14%	7	78%	9	0.0317	2
Quality of aquatic programming	9%	13	64%	15	0.0309	3
Quality of Youth and Teen opportunities	10%	11	71%	14	0.0295	4
Quality of Health and Wellness and Fitness opportunities	14%	8	80%	8	0.0286	5
Opportunities to participate in environmental stewardship activities	10%	10	75%	11	0.0254	6
Quality of events provided	23%	4	90%	3	0.0235	7
Quality of indoor recreational facilities	13%	9	82%	7	0.0229	8
Quality of outdoor park facilities	30%	3	92%	2	0.0228	9
Quality of Enrichment opportunities	9%	12	77%	10	0.0211	10
Quality of Outdoor recreation opportunities	15%	5	87%	4	0.0206	11
Quality of outdoor athletic fields	14%	6	87%	5	0.0193	12
Quality of fee-based recreation activities	6%	14	72%	13	0.0168	13
Appearance and maintenance of City parks	32%	2	96%	1	0.0146	14
Quality of golf course and golf facilities	5%	15	74%	12	0.0132	15

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.


<b>2025 Importance-Satisfaction Rating</b> <b>Lake Oswego, Oregon</b> <b>Infrastructure</b> 						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Maintenance of neighborhood City streets	55%	1	53%	9	0.2610	1
<b>High Priority (IS .10-.20)</b>						
Snow and ice response on major City streets	33%	3	62%	7	0.1240	2
Mowing and tree trimming along streets	29%	5	61%	8	0.1132	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of stormwater management and flood control in roadways	31%	4	70%	5	0.0921	4
Maintenance of major City streets	33%	2	75%	4	0.0833	5
Condition of pavement markings on streets	21%	7	65%	6	0.0737	6
Adequacy of street lighting along major roadways and intersections	28%	6	75%	3	0.0716	7
Condition of street signs and traffic signals	15%	8	77%	2	0.0348	8
Street sweeping on major City streets	10%	9	79%	1	0.0220	9

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.


<b>2025 Importance-Satisfaction Rating</b> Lake Oswego, Oregon <b>Mobility</b>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Ease & safety of travel by bicycle in Lake Oswego	48%	2	35%	6	0.3127	1
Ease & safety of walking in Lake Oswego	68%	1	60%	2	0.2706	2
<b>High Priority (IS .10-.20)</b>						
Ease of travel by public transportation (buses) in Lake Oswego	28%	6	37%	5	0.1779	3
Accessibility of streets & sidewalks for people with disabilities	37%	4	54%	4	0.1712	4
Ease of parking in Lake Grove Village Center	29%	5	54%	3	0.1313	5
Ease of parking in Downtown	38%	3	71%	1	0.1109	6

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2025 Importance-Satisfaction Rating</b> <b>Lake Oswego, Oregon</b> <b>Library Services</b> 						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Availability of our library's amenities relative to other libraries	17%	5	59%	16	0.0684	1
Quality of the Lake Oswego Public Library facility	23%	1	71%	10	0.0653	2
Library as a community builder and hub for gathering	22%	2	75%	7	0.0562	3
Selection of digital resources available online	20%	3	72%	8	0.0558	4
Library serves as a leader and innovator to adapt to community needs	15%	6	70%	12	0.0448	5
Outreach programs and services provided outside of the library	12%	9	72%	9	0.0340	6
Library inspires education and lifelong learning	18%	4	82%	1	0.0333	7
Proximity of library services to your home	10%	11	69%	13	0.0303	8
Quality of events and services for children	14%	7	79%	4	0.0302	9
Quality of events and services for teens	8%	13	62%	15	0.0292	10
Quality of events and services for adults	12%	10	76%	6	0.0278	11
Selection of physical resources available	12%	8	78%	5	0.0266	12
Selection of Library of Things collection	9%	12	71%	11	0.0253	13
Quality of multicultural events and resources	5%	16	69%	14	0.0160	14
Quality of special reading programs	7%	14	80%	2	0.0141	15
Access to computers, library Wi-Fi, and technology	6%	15	79%	3	0.0127	16

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2025 Importance-Satisfaction Rating Lake Oswego, Oregon Growth and Development



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
How well Lake Oswego is planning for needed housing	44%	2	37%	4	0.2757	1
Overall quality of new development in Lake Oswego	47%	1	47%	2	0.2496	2
How well Lake Oswego is planning for commercial services and jobs	34%	5	32%	6	0.2271	3
Ease of getting a permit (e.g., home remodel or addition)	35%	4	35%	5	0.2259	4
Variety of housing options	39%	3	48%	1	0.2037	5
<b>High Priority (IS .10-.20)</b>						
Overall enforcement of local codes and ordinances	28%	6	42%	3	0.1644	6

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2025 Importance-Satisfaction Rating Lake Oswego, Oregon Sustainability



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Availability of information and resources relating to preparing for climate impacts	39%	1	58%	5	0.1655	1
Availability of information and resources relating to energy efficiency and/or clean energy	31%	3	61%	4	0.1214	2
<b>Medium Priority (IS &lt;.10)</b>						
Availability of information and resources relating to recycling and composting	31%	2	70%	2	0.0936	3
Overall quality of solid waste services provided by Republic Services	29%	4	75%	1	0.0713	4
Availability of information and resources relating to water conservation	20%	5	66%	3	0.0698	5

**Most Important %:**

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.



# 4

# Tabular Data

**Q1. Quality of Life. Please rate Lake Oswego as a place to live using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.**

(N=400)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Overall quality of life in Lake Oswego	61.0%	35.8%	3.0%	0.0%	0.0%	0.3%
Q1-2. Lake Oswego as a community that is moving in the right direction	28.8%	42.5%	20.0%	5.5%	2.0%	1.3%
Q1-3. Lake Oswego as a place to find a job	3.0%	11.0%	25.8%	16.3%	4.3%	39.8%
Q1-4. Lake Oswego as a place to live	67.5%	27.3%	3.3%	1.5%	0.0%	0.5%
Q1-5. Lake Oswego as a place to open a business	6.5%	17.3%	22.0%	6.5%	2.0%	45.8%
Q1-6. Lake Oswego as a place to raise children	61.3%	26.5%	4.0%	0.5%	0.0%	7.8%
Q1-7. Lake Oswego as a place to retire	42.0%	25.0%	11.5%	8.0%	3.5%	10.0%
Q1-8. Lake Oswego as a place to work	20.8%	19.8%	17.3%	4.3%	0.8%	37.3%
Q1-9. Lake Oswego as a welcoming place to recommend someone to work, live, or visit	47.0%	34.8%	10.8%	4.8%	1.0%	1.8%
Q1-10. Lake Oswego as a welcoming & inclusive community	27.5%	37.5%	18.8%	11.3%	2.0%	3.0%
Q1-11. Overall sense of community & belonging	36.8%	39.5%	15.8%	6.0%	1.0%	1.0%
Q1-12. Overall feeling of safety in Lake Oswego	76.5%	19.5%	3.0%	1.0%	0.0%	0.0%

**WITHOUT DON'T KNOW**

**Q1. Quality of Life. Please rate Lake Oswego as a place to live using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")**

(N=400)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Overall quality of life in Lake Oswego	61.2%	35.8%	3.0%	0.0%	0.0%
Q1-2. Lake Oswego as a community that is moving in the right direction	29.1%	43.0%	20.3%	5.6%	2.0%
Q1-3. Lake Oswego as a place to find a job	5.0%	18.3%	42.7%	27.0%	7.1%
Q1-4. Lake Oswego as a place to live	67.8%	27.4%	3.3%	1.5%	0.0%
Q1-5. Lake Oswego as a place to open a business	12.0%	31.8%	40.6%	12.0%	3.7%
Q1-6. Lake Oswego as a place to raise children	66.4%	28.7%	4.3%	0.5%	0.0%
Q1-7. Lake Oswego as a place to retire	46.7%	27.8%	12.8%	8.9%	3.9%
Q1-8. Lake Oswego as a place to work	33.1%	31.5%	27.5%	6.8%	1.2%
Q1-9. Lake Oswego as a welcoming place to recommend someone to work, live, or visit	47.8%	35.4%	10.9%	4.8%	1.0%
Q1-10. Lake Oswego as a welcoming & inclusive community	28.4%	38.7%	19.3%	11.6%	2.1%
Q1-11. Overall sense of community & belonging	37.1%	39.9%	15.9%	6.1%	1.0%
Q1-12. Overall feeling of safety in Lake Oswego	76.5%	19.5%	3.0%	1.0%	0.0%

**Q2. Quality of Services. Please rate your overall satisfaction with the following major services provided by the City of Lake Oswego using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall effectiveness of City's communication with the public	33.5%	43.8%	15.5%	5.8%	0.3%	1.3%
Q2-2. Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	22.3%	42.0%	20.8%	6.3%	1.0%	7.8%
Q2-3. Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions & preparing for climate impacts)	16.0%	31.3%	25.3%	7.0%	2.0%	18.5%
Q2-4. Overall efforts to promote equity in the community	19.8%	27.5%	27.8%	10.5%	3.3%	11.3%
Q2-5. Overall quality of economic development	14.0%	34.3%	25.3%	8.5%	1.5%	16.5%
Q2-6. Overall quality of public safety (police & fire)	67.5%	25.8%	2.8%	2.5%	0.0%	1.5%
Q2-7. Overall quality of social services (support for people in times of need)	15.0%	19.8%	20.0%	7.5%	0.3%	37.5%
Q2-8. Overall quality of development services (building permits & land use planning)	6.8%	20.5%	24.0%	15.0%	6.5%	27.3%
Q2-9. Overall quality of park properties & facilities	54.3%	35.5%	5.8%	2.8%	0.5%	1.3%
Q2-10. Overall quality of recreation activities, events, & services	51.3%	35.3%	9.0%	2.5%	0.5%	1.5%
Q2-11. Overall quality of public art & arts programming	49.5%	30.5%	14.8%	0.8%	0.5%	4.0%
Q2-12. Overall quality of public library services	52.5%	31.3%	8.3%	3.0%	0.3%	4.8%
Q2-13. Overall quality of natural resources including streams, wetlands, & urban forests	48.3%	35.0%	10.3%	2.8%	0.3%	3.5%

**WITHOUT DON'T KNOW**

**Q2. Quality of Services. Please rate your overall satisfaction with the following major services provided by the City of Lake Oswego using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall effectiveness of City's communication with the public	33.9%	44.3%	15.7%	5.8%	0.3%
Q2-2. Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	24.1%	45.5%	22.5%	6.8%	1.1%
Q2-3. Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions & preparing for climate impacts)	19.6%	38.3%	31.0%	8.6%	2.5%
Q2-4. Overall efforts to promote equity in the community	22.3%	31.0%	31.3%	11.8%	3.7%
Q2-5. Overall quality of economic development	16.8%	41.0%	30.2%	10.2%	1.8%
Q2-6. Overall quality of public safety (police & fire)	68.5%	26.1%	2.8%	2.5%	0.0%
Q2-7. Overall quality of social services (support for people in times of need)	24.0%	31.6%	32.0%	12.0%	0.4%
Q2-8. Overall quality of development services (building permits & land use planning)	9.3%	28.2%	33.0%	20.6%	8.9%
Q2-9. Overall quality of park properties & facilities	54.9%	35.9%	5.8%	2.8%	0.5%
Q2-10. Overall quality of recreation activities, events, & services	52.0%	35.8%	9.1%	2.5%	0.5%
Q2-11. Overall quality of public art & arts programming	51.6%	31.8%	15.4%	0.8%	0.5%
Q2-12. Overall quality of public library services	55.1%	32.8%	8.7%	3.1%	0.3%
Q2-13. Overall quality of natural resources including streams, wetlands, & urban forests	50.0%	36.3%	10.6%	2.8%	0.3%

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City's communication with the public	22	5.5 %
Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	32	8.0 %
Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions & preparing for climate change)	24	6.0 %
Overall efforts to promote equity in the community	48	12.0 %
Overall quality of economic development	46	11.5 %
Overall quality of public safety (police & fire)	68	17.0 %
Overall quality of social services (support for people in times of need)	24	6.0 %
Overall quality of development services (building permits & land use planning)	37	9.3 %
Overall quality of park properties & facilities	16	4.0 %
Overall quality of recreation activities, events, & services	18	4.5 %
Overall quality of public art & arts programming	2	0.5 %
Overall quality of public library services	10	2.5 %
Overall quality of natural resources including streams, wetlands, & urban forests	12	3.0 %
<u>None chosen</u>	<u>41</u>	<u>10.3 %</u>
Total	400	100.0 %

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City's communication with the public	19	4.8 %
Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	37	9.3 %
Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions & preparing for climate change)	24	6.0 %
Overall efforts to promote equity in the community	33	8.3 %
Overall quality of economic development	45	11.3 %
Overall quality of public safety (police & fire)	34	8.5 %
Overall quality of social services (support for people in times of need)	34	8.5 %
Overall quality of development services (building permits & land use planning)	35	8.8 %
Overall quality of park properties & facilities	31	7.8 %
Overall quality of recreation activities, events, & services	14	3.5 %
Overall quality of public art & arts programming	2	0.5 %
Overall quality of public library services	16	4.0 %
Overall quality of natural resources including streams, wetlands, & urban forests	25	6.3 %
<u>None chosen</u>	<u>51</u>	<u>12.8 %</u>
Total	400	100.0 %

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City's communication with the public	22	5.5 %
Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	36	9.0 %
Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions & preparing for climate change)	19	4.8 %
Overall efforts to promote equity in the community	22	5.5 %
Overall quality of economic development	39	9.8 %
Overall quality of public safety (police & fire)	25	6.3 %
Overall quality of social services (support for people in times of need)	26	6.5 %
Overall quality of development services (building permits & land use planning)	35	8.8 %
Overall quality of park properties & facilities	32	8.0 %
Overall quality of recreation activities, events, & services	15	3.8 %
Overall quality of public art & arts programming	8	2.0 %
Overall quality of public library services	19	4.8 %
Overall quality of natural resources including streams, wetlands, & urban forests	39	9.8 %
<u>None chosen</u>	<u>63</u>	<u>15.8 %</u>
Total	400	100.0 %

**SUM OF TOP 3 CHOICES**

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q3. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall effectiveness of City's communication with the public	63	15.8 %
Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	105	26.3 %
Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions & preparing for climate change)	67	16.8 %
Overall efforts to promote equity in the community	103	25.8 %
Overall quality of economic development	130	32.5 %
Overall quality of public safety (police & fire)	127	31.8 %
Overall quality of social services (support for people in times of need)	84	21.0 %
Overall quality of development services (building permits & land use planning)	107	26.8 %
Overall quality of park properties & facilities	79	19.8 %
Overall quality of recreation activities, events, & services	47	11.8 %
Overall quality of public art & arts programming	12	3.0 %
Overall quality of public library services	45	11.3 %
Overall quality of natural resources including streams, wetlands, & urban forests	76	19.0 %
<u>None chosen</u>	<u>41</u>	<u>10.3 %</u>
Total	1086	

**Q4. City Leadership, Communications, and Engagement. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall customer service by City employees	27.8%	33.5%	19.8%	5.3%	0.8%	13.0%
Q4-2. Overall quality of leadership provided	23.8%	34.5%	23.5%	6.3%	3.5%	8.5%
Q4-3. Overall quality of local governmental services	25.0%	40.5%	23.0%	3.0%	1.8%	6.8%
Q4-4. Overall value you receive for your local tax dollars & fees	22.3%	33.3%	24.0%	12.3%	5.0%	3.3%
Q4-5. City's efforts in engaging diverse communities	15.5%	20.5%	33.0%	8.0%	3.5%	19.5%
Q4-6. Services that promote cultural awareness, diversity, & inclusion	19.5%	24.5%	28.8%	6.5%	5.0%	15.8%
Q4-7. City's efforts to provide information on major City issues	25.5%	37.8%	21.8%	8.5%	2.0%	4.5%
Q4-8. Accuracy, timeliness, & availability of information about City services, meetings, programs, & events	27.0%	36.5%	22.0%	7.8%	1.5%	5.3%
Q4-9. City's efforts in encouraging community engagement in decision making	21.3%	30.5%	24.0%	11.3%	6.3%	6.8%
Q4-10. City services, programs, & events reflect cultural diversity in the community	21.5%	27.0%	28.8%	8.5%	2.8%	11.5%
Q4-11. City services, programs, & events as welcoming environments to participate	30.5%	32.5%	24.3%	3.8%	1.5%	7.5%

**WITHOUT DON'T KNOW**

**Q4. City Leadership, Communications, and Engagement. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall customer service by City employees	31.9%	38.5%	22.7%	6.0%	0.9%
Q4-2. Overall quality of leadership provided	26.0%	37.7%	25.7%	6.8%	3.8%
Q4-3. Overall quality of local governmental services	26.8%	43.4%	24.7%	3.2%	1.9%
Q4-4. Overall value you receive for your local tax dollars & fees	23.0%	34.4%	24.8%	12.7%	5.2%
Q4-5. City's efforts in engaging diverse communities	19.3%	25.5%	41.0%	9.9%	4.3%
Q4-6. Services that promote cultural awareness, diversity, & inclusion	23.1%	29.1%	34.1%	7.7%	5.9%
Q4-7. City's efforts to provide information on major City issues	26.7%	39.5%	22.8%	8.9%	2.1%
Q4-8. Accuracy, timeliness, & availability of information about City services, meetings, programs, & events	28.5%	38.5%	23.2%	8.2%	1.6%
Q4-9. City's efforts in encouraging community engagement in decision making	22.8%	32.7%	25.7%	12.1%	6.7%
Q4-10. City services, programs, & events reflect cultural diversity in the community	24.3%	30.5%	32.5%	9.6%	3.1%
Q4-11. City services, programs, & events as welcoming environments to participate	33.0%	35.1%	26.2%	4.1%	1.6%

**Q5. Public Safety. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of Lake Oswego Police protection	62.3%	30.0%	3.3%	0.5%	0.5%	3.5%
Q5-2. Visibility of Lake Oswego Police in the community	53.0%	34.0%	8.0%	2.8%	0.8%	1.5%
Q5-3. Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	26.5%	14.8%	12.3%	1.0%	0.0%	45.5%
Q5-4. Level of respect Lake Oswego Police officers show community members	50.0%	28.8%	8.8%	2.8%	0.5%	9.3%
Q5-5. Your level of trust in Lake Oswego Police officers to act in the best interest of the community	52.5%	29.5%	10.0%	2.0%	1.5%	4.5%
Q5-6. Availability of information about Lake Oswego Police programs, data, & activities (e.g., website & reports)	22.3%	27.3%	22.5%	5.5%	0.8%	21.8%
Q5-7. Quality of customer service & use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	24.8%	23.8%	15.5%	1.3%	0.8%	34.0%
Q5-8. Overall quality of Lake Oswego fire & emergency medical services	60.5%	24.0%	4.3%	0.5%	0.0%	10.8%
Q5-9. Wildfire prevention & education programs in the community	23.5%	20.5%	21.0%	5.5%	0.8%	28.8%
Q5-10. Level of community engagement & outreach from Lake Oswego Police & Fire	34.3%	32.5%	18.8%	1.8%	0.3%	12.5%

**WITHOUT DON'T KNOW**

**Q5. Public Safety. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of Lake Oswego Police protection	64.5%	31.1%	3.4%	0.5%	0.5%
Q5-2. Visibility of Lake Oswego Police in the community	53.8%	34.5%	8.1%	2.8%	0.8%
Q5-3. Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	48.6%	27.1%	22.5%	1.8%	0.0%
Q5-4. Level of respect Lake Oswego Police officers show community members	55.1%	31.7%	9.6%	3.0%	0.6%
Q5-5. Your level of trust in Lake Oswego Police officers to act in the best interest of the community	55.0%	30.9%	10.5%	2.1%	1.6%
Q5-6. Availability of information about Lake Oswego Police programs, data, & activities (e.g., website & reports)	28.4%	34.8%	28.8%	7.0%	1.0%
Q5-7. Quality of customer service & use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	37.5%	36.0%	23.5%	1.9%	1.1%
Q5-8. Overall quality of Lake Oswego fire & emergency medical services	67.8%	26.9%	4.8%	0.6%	0.0%
Q5-9. Wildfire prevention & education programs in the community	33.0%	28.8%	29.5%	7.7%	1.1%
Q5-10. Level of community engagement & outreach from Lake Oswego Police & Fire	39.1%	37.1%	21.4%	2.0%	0.3%

**Q6. Which THREE of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Lake Oswego Police protection	78	19.5 %
Visibility of Lake Oswego Police in the community	39	9.8 %
Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	43	10.8 %
Level of respect Lake Oswego Police officers show community members	16	4.0 %
Your level of trust in Lake Oswego Police officers to act in the best interest of the community	31	7.8 %
Availability of information about Lake Oswego police programs, data, & activities (e.g., website & reports)	41	10.3 %
Quality of customer service & use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	20	5.0 %
Overall quality of Lake Oswego fire & emergency medical services	30	7.5 %
Wildfire prevention & education programs in the community	31	7.8 %
Level of community engagement & outreach from Lake Oswego Police & Fire	20	5.0 %
<u>None chosen</u>	<u>51</u>	<u>12.8 %</u>
Total	400	100.0 %

**Q6. Which THREE of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Lake Oswego Police protection	31	7.8 %
Visibility of Lake Oswego Police in the community	30	7.5 %
Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	33	8.3 %
Level of respect Lake Oswego Police officers show community members	24	6.0 %
Your level of trust in Lake Oswego Police officers to act in the best interest of the community	38	9.5 %
Availability of information about Lake Oswego police programs, data, & activities (e.g., website & reports)	33	8.3 %
Quality of customer service & use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	26	6.5 %
Overall quality of Lake Oswego fire & emergency medical services	49	12.3 %
Wildfire prevention & education programs in the community	37	9.3 %
Level of community engagement & outreach from Lake Oswego Police & Fire	34	8.5 %
<u>None chosen</u>	<u>65</u>	<u>16.3 %</u>
Total	400	100.0 %

**Q6. Which THREE of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Lake Oswego Police protection	24	6.0 %
Visibility of Lake Oswego Police in the community	32	8.0 %
Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	35	8.8 %
Level of respect Lake Oswego Police officers show community members	24	6.0 %
Your level of trust in Lake Oswego Police officers to act in the best interest of the community	24	6.0 %
Availability of information about Lake Oswego police programs, data, & activities (e.g., website & reports)	27	6.8 %
Quality of customer service & use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	31	7.8 %
Overall quality of Lake Oswego fire & emergency medical services	38	9.5 %
Wildfire prevention & education programs in the community	44	11.0 %
Level of community engagement & outreach from Lake Oswego Police & Fire	41	10.3 %
None chosen	80	20.0 %
Total	400	100.0 %

**SUM OF TOP 3 CHOICES**

**Q6. Which THREE of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q6. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Lake Oswego Police protection	133	33.3 %
Visibility of Lake Oswego Police in the community	101	25.3 %
Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	111	27.8 %
Level of respect Lake Oswego Police officers show community members	64	16.0 %
Your level of trust in Lake Oswego Police officers to act in the best interest of the community	93	23.3 %
Availability of information about Lake Oswego police programs, data, & activities (e.g., website & reports)	101	25.3 %
Quality of customer service & use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	77	19.3 %
Overall quality of Lake Oswego fire & emergency medical services	117	29.3 %
Wildfire prevention & education programs in the community	112	28.0 %
Level of community engagement & outreach from Lake Oswego Police & Fire	95	23.8 %
None chosen	51	12.8 %
Total	1055	

**Q7. Parks and Recreation. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Appearance & maintenance of City parks	57.8%	36.5%	3.8%	0.5%	0.3%	1.3%
Q7-2. Opportunities to participate in environmental stewardship activities	27.8%	31.0%	17.0%	1.8%	0.5%	22.0%
Q7-3. Preservation of natural areas such as forested areas & open spaces]	40.8%	38.0%	9.5%	3.3%	2.3%	6.3%
Q7-4. Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	51.0%	39.0%	5.8%	1.8%	0.0%	2.5%
Q7-5. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	44.0%	29.8%	8.0%	2.8%	0.8%	14.8%
Q7-6. Quality of golf course & golf facilities	29.8%	15.3%	13.3%	2.3%	0.3%	39.3%
Q7-7. Quality of Health & Wellness & Fitness opportunities	37.0%	28.5%	12.8%	3.3%	0.8%	17.8%
Q7-8. Quality of Enrichment opportunities (art, language, dance, safety)	31.3%	28.3%	14.8%	2.5%	0.8%	22.5%
Q7-9. Quality of Youth & Teen opportunities (classes, Teen Lounge)	19.0%	17.8%	11.8%	2.5%	0.5%	48.5%
Q7-10. Quality of social services provided by Adult Community Center programs	25.8%	20.8%	11.5%	1.3%	0.5%	40.3%
Q7-11. Quality of outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	49.5%	30.8%	9.5%	2.5%	0.5%	7.3%
Q7-12. Quality of fee-based recreation activities (camps, lifelong learning)	25.3%	21.5%	13.5%	3.8%	0.5%	35.5%
Q7-13. Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	40.5%	26.0%	10.3%	3.3%	1.0%	19.0%
Q7-14. Quality of aquatic programming	23.3%	14.8%	14.0%	5.5%	2.3%	40.3%
Q7-15. Quality of events provided (concerts, movies, Farmers' Markets, holiday, & cultural celebrations)	59.0%	28.3%	8.3%	1.5%	0.0%	3.0%

**WITHOUT DON'T KNOW****Q7. Parks and Recreation. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Appearance & maintenance of City parks	58.5%	37.0%	3.8%	0.5%	0.3%
Q7-2. Opportunities to participate in environmental stewardship activities	35.6%	39.7%	21.8%	2.2%	0.6%
Q7-3. Preservation of natural areas such as forested areas & open spaces]	43.5%	40.5%	10.1%	3.5%	2.4%
Q7-4. Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	52.3%	40.0%	5.9%	1.8%	0.0%
Q7-5. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	51.6%	34.9%	9.4%	3.2%	0.9%
Q7-6. Quality of golf course & golf facilities	49.0%	25.1%	21.8%	3.7%	0.4%
Q7-7. Quality of Health & Wellness & Fitness opportunities	45.0%	34.7%	15.5%	4.0%	0.9%
Q7-8. Quality of Enrichment opportunities (art, language, dance, safety)	40.3%	36.5%	19.0%	3.2%	1.0%
Q7-9. Quality of Youth & Teen opportunities (classes, Teen Lounge)	36.9%	34.5%	22.8%	4.9%	1.0%
Q7-10. Quality of social services provided by Adult Community Center programs	43.1%	34.7%	19.2%	2.1%	0.8%
Q7-11. Quality of outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	53.4%	33.2%	10.2%	2.7%	0.5%
Q7-12. Quality of fee-based recreation activities (camps, lifelong learning)	39.1%	33.3%	20.9%	5.8%	0.8%
Q7-13. Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	50.0%	32.1%	12.7%	4.0%	1.2%
Q7-14. Quality of aquatic programming	38.9%	24.7%	23.4%	9.2%	3.8%
Q7-15. Quality of events provided (concerts, movies, Farmers' Markets, holiday, & cultural celebrations)	60.8%	29.1%	8.5%	1.5%	0.0%

**Q8. Which THREE of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of City parks	65	16.3 %
Opportunities to participate in environmental stewardship activities	13	3.3 %
Preservation of natural areas such as forested areas & open spaces	80	20.0 %
Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	26	6.5 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	21	5.3 %
Quality of golf course & golf facilities	6	1.5 %
Quality of Health & Wellness & Fitness opportunities	21	5.3 %
Quality of Enrichment opportunities (art, language, dance, safety)	3	0.8 %
Quality of Youth & Teen opportunities (classes, Teen Lounge)	14	3.5 %
Quality of social services provided by Adult Community Center programs	7	1.8 %
Quality of outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	17	4.3 %
Quality of fee-based recreation activities (camps, lifelong learning)	9	2.3 %
Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	18	4.5 %
Quality of aquatic programming	16	4.0 %
Quality of events provided (concerts, movies, Farmers' Markets, holiday, & cultural celebrations)	26	6.5 %
<u>None chosen</u>	<u>58</u>	<u>14.5 %</u>
Total	400	100.0 %

**Q8. Which THREE of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of City parks	37	9.3 %
Opportunities to participate in environmental stewardship activities	14	3.5 %
Preservation of natural areas such as forested areas & open spaces	37	9.3 %
Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	53	13.3 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	18	4.5 %
Quality of golf course & golf facilities	5	1.3 %
Quality of Health & Wellness & Fitness opportunities	22	5.5 %
Quality of Enrichment opportunities (art, language, dance, safety)	16	4.0 %
Quality of Youth & Teen opportunities (classes, Teen Lounge)	13	3.3 %
Quality of social services provided by Adult Community Center programs	22	5.5 %
Quality of outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	21	5.3 %
Quality of fee-based recreation activities (camps, lifelong learning)	6	1.5 %
Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	17	4.3 %
Quality of aquatic programming	12	3.0 %
Quality of events provided (concerts, movies, Farmers' Markets, holiday, & cultural celebrations)	27	6.8 %
<u>None chosen</u>	<u>80</u>	<u>20.0 %</u>
Total	400	100.0 %

**Q8. Which THREE of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q8. 3rd choice	Number	Percent
Appearance & maintenance of City parks	27	6.8 %
Opportunities to participate in environmental stewardship activities	14	3.5 %
Preservation of natural areas such as forested areas & open spaces	29	7.3 %
Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	39	9.8 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	18	4.5 %
Quality of golf course & golf facilities	9	2.3 %
Quality of Health & Wellness & Fitness opportunities	13	3.3 %
Quality of Enrichment opportunities (art, language, dance, safety)	17	4.3 %
Quality of Youth & Teen opportunities (classes, Teen Lounge)	14	3.5 %
Quality of social services provided by Adult Community Center programs	28	7.0 %
Quality of outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	23	5.8 %
Quality of fee-based recreation activities (camps, lifelong learning)	9	2.3 %
Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	16	4.0 %
Quality of aquatic programming	6	1.5 %
Quality of events provided (concerts, movies, Farmers' Markets, holiday, & cultural celebrations)	40	10.0 %
None chosen	98	24.5 %
Total	400	100.0 %

**SUM OF TOP 3 CHOICES****Q8. Which THREE of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q8. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Appearance & maintenance of City parks	129	32.3 %
Opportunities to participate in environmental stewardship activities	41	10.3 %
Preservation of natural areas such as forested areas & open spaces	146	36.5 %
Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	118	29.5 %
Quality of outdoor athletic fields (e.g., baseball, soccer, football)	57	14.3 %
Quality of golf course & golf facilities	20	5.0 %
Quality of Health & Wellness & Fitness opportunities	56	14.0 %
Quality of Enrichment opportunities (art, language, dance, safety)	36	9.0 %
Quality of Youth & Teen opportunities (classes, Teen Lounge)	41	10.3 %
Quality of social services provided by Adult Community Center programs	57	14.3 %
Quality of outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	61	15.3 %
Quality of fee-based recreation activities (camps, lifelong learning)	24	6.0 %
Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	51	12.8 %
Quality of aquatic programming	34	8.5 %
Quality of events provided (concerts, movies, Farmers' Markets, holiday, & cultural celebrations)	93	23.3 %
<u>None chosen</u>	<u>58</u>	<u>14.5 %</u>
<b>Total</b>	<b>1022</b>	

**Q9. Infrastructure. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Adequacy of street lighting along major roadways & intersections]	25.8%	47.5%	10.3%	11.8%	2.8%	2.0%
Q9-2. Condition of pavement markings on streets	18.3%	45.3%	18.8%	10.5%	4.3%	3.0%
Q9-3. Condition of street signs & traffic signals	24.8%	50.5%	15.5%	5.8%	1.5%	2.0%
Q9-4. Maintenance of major City streets	26.0%	47.3%	15.3%	6.8%	3.0%	1.8%
Q9-5. Maintenance of neighborhood City streets	15.8%	36.0%	21.8%	18.3%	6.3%	2.0%
Q9-6. Mowing & tree trimming along streets	21.0%	37.8%	19.0%	13.0%	6.0%	3.3%
Q9-7. Snow & ice response on major City streets	20.3%	37.3%	19.5%	11.3%	4.3%	7.5%
Q9-8. Street sweeping on major City streets	27.8%	47.5%	13.5%	6.3%	0.8%	4.3%
Q9-9. Overall quality of stormwater management & flood control in roadways	21.8%	43.5%	19.0%	6.8%	2.3%	6.8%

**WITHOUT DON'T KNOW**

**Q9. Infrastructure. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Adequacy of street lighting along major roadways & intersections]	26.3%	48.5%	10.5%	12.0%	2.8%
Q9-2. Condition of pavement markings on streets	18.8%	46.6%	19.3%	10.8%	4.4%
Q9-3. Condition of street signs & traffic signals	25.3%	51.5%	15.8%	5.9%	1.5%
Q9-4. Maintenance of major City streets	26.5%	48.1%	15.5%	6.9%	3.1%
Q9-5. Maintenance of neighborhood City streets	16.1%	36.7%	22.2%	18.6%	6.4%
Q9-6. Mowing & tree trimming along streets	21.7%	39.0%	19.6%	13.4%	6.2%
Q9-7. Snow & ice response on major City streets	21.9%	40.3%	21.1%	12.2%	4.6%
Q9-8. Street sweeping on major City streets	29.0%	49.6%	14.1%	6.5%	0.8%
Q9-9. Overall quality of stormwater management & flood control in roadways	23.3%	46.6%	20.4%	7.2%	2.4%

**Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting along major roadways & intersections	43	10.8 %
Condition of pavement markings on streets	33	8.3 %
Condition of street signs & traffic signals	18	4.5 %
Maintenance of major City streets	53	13.3 %
Maintenance of neighborhood City streets	96	24.0 %
Mowing & tree trimming along streets	34	8.5 %
Snow & ice response on major City streets	42	10.5 %
Street sweeping on major City streets	8	2.0 %
Overall quality of stormwater management & flood control in roadways	33	8.3 %
None chosen	40	10.0 %
Total	400	100.0 %

**Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting along major roadways & intersections	35	8.8 %
Condition of pavement markings on streets	26	6.5 %
Condition of street signs & traffic signals	18	4.5 %
Maintenance of major City streets	44	11.0 %
Maintenance of neighborhood City streets	82	20.5 %
Mowing & tree trimming along streets	45	11.3 %
Snow & ice response on major City streets	41	10.3 %
Street sweeping on major City streets	15	3.8 %
Overall quality of stormwater management & flood control in roadways	37	9.3 %
None chosen	57	14.3 %
Total	400	100.0 %

**Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting along major roadways & intersections	35	8.8 %
Condition of pavement markings on streets	26	6.5 %
Condition of street signs & traffic signals	24	6.0 %
Maintenance of major City streets	34	8.5 %
Maintenance of neighborhood City streets	43	10.8 %
Mowing & tree trimming along streets	36	9.0 %
Snow & ice response on major City streets	48	12.0 %
Street sweeping on major City streets	18	4.5 %
Overall quality of stormwater management & flood control in roadways	52	13.0 %
None chosen	84	21.0 %
Total	400	100.0 %

**SUM OF TOP 3 CHOICES**

**Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q10. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting along major roadways & intersections	113	28.3 %
Condition of pavement markings on streets	85	21.3 %
Condition of street signs & traffic signals	60	15.0 %
Maintenance of major City streets	131	32.8 %
Maintenance of neighborhood City streets	221	55.3 %
Mowing & tree trimming along streets	115	28.8 %
Snow & ice response on major City streets	131	32.8 %
Street sweeping on major City streets	41	10.3 %
Overall quality of stormwater management & flood control in roadways	122	30.5 %
None chosen	40	10.0 %
Total	1059	

**Q11. Mobility. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Accessibility of streets & sidewalks for people with disabilities	15.8%	27.8%	18.5%	13.8%	4.8%	19.5%
Q11-2. Ease of parking in downtown	21.3%	47.8%	17.0%	10.0%	1.8%	2.3%
Q11-3. Ease of parking in Lake Grove Village Center	12.0%	32.8%	20.8%	13.8%	3.5%	17.3%
Q11-4. Ease & safety of travel by bicycle in Lake Oswego	8.0%	20.0%	25.5%	15.8%	9.8%	21.0%
Q11-5. Ease & safety of walking in Lake Oswego	21.8%	37.3%	17.3%	16.5%	5.3%	2.0%
Q11-6. Ease of travel by public transportation (buses) in Lake Oswego	9.3%	12.8%	18.3%	11.3%	8.5%	40.0%

**WITHOUT DON'T KNOW**

**Q11. Mobility. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Accessibility of streets & sidewalks for people with disabilities	19.6%	34.5%	23.0%	17.1%	5.9%
Q11-2. Ease of parking in downtown	21.7%	48.8%	17.4%	10.2%	1.8%
Q11-3. Ease of parking in Lake Grove Village Center	14.5%	39.6%	25.1%	16.6%	4.2%
Q11-4. Ease & safety of travel by bicycle in Lake Oswego	10.1%	25.3%	32.3%	19.9%	12.3%
Q11-5. Ease & safety of walking in Lake Oswego	22.2%	38.0%	17.6%	16.8%	5.4%
Q11-6. Ease of travel by public transportation (buses) in Lake Oswego	15.4%	21.3%	30.4%	18.8%	14.2%

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets & sidewalks for people with disabilities	57	14.3 %
Ease of parking in Downtown	52	13.0 %
Ease of parking in Lake Grove Village Center	26	6.5 %
Ease & safety of travel by bicycle in Lake Oswego	69	17.3 %
Ease & safety of walking in Lake Oswego	118	29.5 %
Ease of travel by public transportation (buses) in Lake Oswego	28	7.0 %
None chosen	50	12.5 %
Total	400	100.0 %

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets & sidewalks for people with disabilities	46	11.5 %
Ease of parking in Downtown	49	12.3 %
Ease of parking in Lake Grove Village Center	45	11.3 %
Ease & safety of travel by bicycle in Lake Oswego	73	18.3 %
Ease & safety of walking in Lake Oswego	96	24.0 %
Ease of travel by public transportation (buses) in Lake Oswego	23	5.8 %
None chosen	68	17.0 %
Total	400	100.0 %

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. 3rd choice	Number	Percent
Accessibility of streets & sidewalks for people with disabilities	46	11.5 %
Ease of parking in Downtown	49	12.3 %
Ease of parking in Lake Grove Village Center	43	10.8 %
Ease & safety of travel by bicycle in Lake Oswego	51	12.8 %
Ease & safety of walking in Lake Oswego	58	14.5 %
Ease of travel by public transportation (buses) in Lake Oswego	61	15.3 %
None chosen	92	23.0 %
Total	400	100.0 %

**SUM OF TOP 3 CHOICES**

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q12. Sum of Top 3 Choices	Number	Percent
Accessibility of streets & sidewalks for people with disabilities	149	37.3 %
Ease of parking in Downtown	150	37.5 %
Ease of parking in Lake Grove Village Center	114	28.5 %
Ease & safety of travel by bicycle in Lake Oswego	193	48.3 %
Ease & safety of walking in Lake Oswego	272	68.0 %
Ease of travel by public transportation (buses) in Lake Oswego	112	28.0 %
None chosen	50	12.5 %
Total	1040	

**Q13. Library Services. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Library as a community builder & hub for gathering	35.5%	26.3%	15.3%	3.8%	1.8%	17.5%
Q13-2. Library inspires education & lifelong learning	41.8%	27.3%	13.0%	1.5%	1.0%	15.5%
Q13-3. Library serves as a leader & innovator to adapt to community needs	32.3%	22.3%	17.5%	3.5%	2.0%	22.5%
Q13-4. Quality of events & services for adults	27.0%	28.0%	15.3%	0.8%	1.5%	27.5%
Q13-5. Quality of events & services for children	25.8%	23.8%	11.0%	1.5%	1.0%	37.0%
Q13-6. Quality of events & services for teens	14.8%	15.3%	14.8%	3.0%	1.0%	51.3%
Q13-7. Quality of multicultural events & resources	22.3%	23.3%	17.3%	2.8%	0.8%	33.8%
Q13-8. Outreach programs & services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues & museums, etc.)	22.8%	19.5%	14.8%	1.0%	1.0%	41.0%
Q13-9. Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	21.8%	19.8%	15.0%	1.5%	0.8%	41.3%
Q13-10. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	25.8%	27.3%	16.3%	3.8%	0.8%	26.3%
Q13-11. Selection of physical resources available (books, CD's, & DVD's)	30.5%	27.0%	14.3%	1.8%	0.3%	26.3%
Q13-12. Quality of special reading programs (e.g., Summer Library Challenge, LO Reads, 1000 Books before Kindergarten)	30.8%	20.8%	11.5%	1.0%	0.5%	35.5%
Q13-13. Access to computers, library Wi-Fi, & technology (e.g., printers, scanners, self-checkout)	29.3%	22.3%	13.0%	0.5%	0.3%	34.8%
Q13-14. Proximity of library services to your home	35.0%	24.8%	15.0%	6.8%	5.0%	13.5%
Q13-15. Quality of Lake Oswego Public Library facility	37.5%	24.0%	16.0%	6.0%	3.0%	13.5%
Q13-16. Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	21.0%	18.3%	16.0%	7.5%	4.0%	33.3%

**Q13. Library Services. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Library as a community builder & hub for gathering	43.0%	31.8%	18.5%	4.5%	2.1%
Q13-2. Library inspires education & lifelong learning	49.4%	32.2%	15.4%	1.8%	1.2%
Q13-3. Library serves as a leader & innovator to adapt to community needs	41.6%	28.7%	22.6%	4.5%	2.6%
Q13-4. Quality of events & services for adults	37.2%	38.6%	21.0%	1.0%	2.1%
Q13-5. Quality of events & services for children	40.9%	37.7%	17.5%	2.4%	1.6%
Q13-6. Quality of events & services for teens	30.3%	31.3%	30.3%	6.2%	2.1%
Q13-7. Quality of multicultural events & resources	33.6%	35.1%	26.0%	4.2%	1.1%
Q13-8. Outreach programs & services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues & museums, etc.)	38.6%	33.1%	25.0%	1.7%	1.7%
Q13-9. Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	37.0%	33.6%	25.5%	2.6%	1.3%
Q13-10. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	34.9%	36.9%	22.0%	5.1%	1.0%
Q13-11. Selection of physical resources available (books, CD's, & DVD's)	41.4%	36.6%	19.3%	2.4%	0.3%
Q13-12. Quality of special reading programs (e.g., Summer Library Challenge, LO Reads, 1000 Books before Kindergarten)	47.7%	32.2%	17.8%	1.6%	0.8%
Q13-13. Access to computers, library Wi-Fi, & technology (e.g., printers, scanners, self-checkout)	44.8%	34.1%	19.9%	0.8%	0.4%
Q13-14. Proximity of library services to your home	40.5%	28.6%	17.3%	7.8%	5.8%
Q13-15. Quality of Lake Oswego Public Library facility	43.4%	27.7%	18.5%	6.9%	3.5%
Q13-16. Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	31.5%	27.3%	24.0%	11.2%	6.0%

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Library as a community builder & hub for gathering	44	11.0 %
Library inspires education & lifelong learning	31	7.8 %
Library serves as a leader & innovator to adapt to community needs	25	6.3 %
Quality of events & services for adults	10	2.5 %
Quality of events & services for children	16	4.0 %
Quality of events & services for teens	9	2.3 %
Quality of multicultural events & resources	6	1.5 %
Outreach programs & services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues & museums, etc.)	14	3.5 %
Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	11	2.8 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	32	8.0 %
Selection of physical resources available (books, CD's, & DVD's)	13	3.3 %
Quality of special reading programs (Summer Library Challenge, LO Reads, 1000 Books before Kindergarten, etc.)	4	1.0 %
Access to computers, library Wi-Fi, & technology (e.g., printers, scanners, self-checkout)	2	0.5 %
Proximity of library services to your home	24	6.0 %
Quality of Lake Oswego Public Library facility	39	9.8 %
Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	15	3.8 %
None chosen	105	26.3 %
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Library as a community builder & hub for gathering	24	6.0 %
Library inspires education & lifelong learning	24	6.0 %
Library serves as a leader & innovator to adapt to community needs	19	4.8 %
Quality of events & services for adults	16	4.0 %
Quality of events & services for children	21	5.3 %
Quality of events & services for teens	10	2.5 %
Quality of multicultural events & resources	5	1.3 %
Outreach programs & services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues & museums, etc.)	16	4.0 %
Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	9	2.3 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	25	6.3 %
Selection of physical resources available (books, CD's, & DVD's)	24	6.0 %
Quality of special reading programs (Summer Library Challenge, LO Reads, 1000 Books before Kindergarten, etc.)	14	3.5 %
Access to computers, library Wi-Fi, & technology (e.g., printers, scanners, self-checkout)	8	2.0 %
Proximity of library services to your home	3	0.8 %
Quality of Lake Oswego Public Library facility	28	7.0 %
Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	30	7.5 %
<u>None chosen</u>	<u>124</u>	<u>31.0 %</u>
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. 3rd choice	Number	Percent
Library as a community builder & hub for gathering	21	5.3 %
Library inspires education & lifelong learning	17	4.3 %
Library serves as a leader & innovator to adapt to community needs	16	4.0 %
Quality of events & services for adults	20	5.0 %
Quality of events & services for children	19	4.8 %
Quality of events & services for teens	11	2.8 %
Quality of multicultural events & resources	9	2.3 %
Outreach programs & services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues & museums, etc.)	18	4.5 %
Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	14	3.5 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	22	5.5 %
Selection of physical resources available (books, CD's, & DVD's)	11	2.8 %
Quality of special reading programs (Summer Library Challenge, LO Reads, 1000 Books before Kindergarten, etc.)	10	2.5 %
Access to computers, library Wi-Fi, & technology (e.g., printers, scanners, self-checkout)	14	3.5 %
Proximity of library services to your home	12	3.0 %
Quality of Lake Oswego Public Library facility	23	5.8 %
Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	21	5.3 %
<b>None chosen</b>	<b>142</b>	<b>35.5 %</b>
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q14. Sum of Top 3 Choices	Number	Percent
Library as a community builder & hub for gathering	89	22.3 %
Library inspires education & lifelong learning	72	18.0 %
Library serves as a leader & innovator to adapt to community needs	60	15.0 %
Quality of events & services for adults	46	11.5 %
Quality of events & services for children	56	14.0 %
Quality of events & services for teens	30	7.5 %
Quality of multicultural events & resources	20	5.0 %
Outreach programs & services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues & museums, etc.)	48	12.0 %
Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	34	8.5 %
Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	79	19.8 %
Selection of physical resources available (books, CD's, & DVD's)	48	12.0 %
Quality of special reading programs (Summer Library Challenge, LO Reads, 1000 Books before Kindergarten, etc.)	28	7.0 %
Access to computers, library Wi-Fi, & technology (e.g., printers, scanners, self-checkout)	24	6.0 %
Proximity of library services to your home	39	9.8 %
Quality of Lake Oswego Public Library facility	90	22.5 %
Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	66	16.5 %
None chosen	105	26.3 %
<b>Total</b>	<b>934</b>	

**Q15. Growth and Development. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Variety of housing options	17.0%	26.8%	30.0%	11.8%	5.8%	8.8%
Q15-2. Ease of getting a permit (e.g., home remodel or addition)	4.0%	17.0%	16.5%	13.5%	9.5%	39.5%
Q15-3. How well Lake Oswego is planning for needed housing	7.8%	20.0%	24.8%	14.0%	8.3%	25.3%
Q15-4. How well Lake Oswego is planning for commercial services & jobs	5.0%	13.5%	25.0%	10.3%	3.8%	42.5%
Q15-5. Overall quality of new development in Lake Oswego	9.8%	30.8%	26.0%	12.5%	7.3%	13.8%
Q15-6. Overall enforcement of local codes & ordinances	7.5%	20.8%	24.3%	9.0%	6.5%	32.0%

**WITHOUT DON'T KNOW**

**Q15. Growth and Development. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Variety of housing options	18.6%	29.3%	32.9%	12.9%	6.3%
Q15-2. Ease of getting a permit (e.g., home remodel or addition)	6.6%	28.1%	27.3%	22.3%	15.7%
Q15-3. How well Lake Oswego is planning for needed housing	10.4%	26.8%	33.1%	18.7%	11.0%
Q15-4. How well Lake Oswego is planning for commercial services & jobs	8.7%	23.5%	43.5%	17.8%	6.5%
Q15-5. Overall quality of new development in Lake Oswego	11.3%	35.7%	30.1%	14.5%	8.4%
Q15-6. Overall enforcement of local codes & ordinances	11.0%	30.5%	35.7%	13.2%	9.6%

**Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q16. Top choice	Number	Percent
Variety of housing options	78	19.5 %
Ease of getting a permit (e.g., home remodel or addition)	80	20.0 %
How well Lake Oswego is planning for needed housing	49	12.3 %
How well Lake Oswego is planning for commercial services & jobs	26	6.5 %
Overall quality of new development in Lake Oswego	61	15.3 %
Overall enforcement of local codes & ordinances	31	7.8 %
None chosen	75	18.8 %
Total	400	100.0 %

**Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q16. 2nd choice	Number	Percent
Variety of housing options	43	10.8 %
Ease of getting a permit (e.g., home remodel or addition)	31	7.8 %
How well Lake Oswego is planning for needed housing	79	19.8 %
How well Lake Oswego is planning for commercial services & jobs	50	12.5 %
Overall quality of new development in Lake Oswego	59	14.8 %
Overall enforcement of local codes & ordinances	43	10.8 %
None chosen	95	23.8 %
Total	400	100.0 %

**Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q16. 3rd choice	Number	Percent
Variety of housing options	35	8.8 %
Ease of getting a permit (e.g., home remodel or addition)	27	6.8 %
How well Lake Oswego is planning for needed housing	47	11.8 %
How well Lake Oswego is planning for commercial services & jobs	58	14.5 %
Overall quality of new development in Lake Oswego	68	17.0 %
Overall enforcement of local codes & ordinances	38	9.5 %
None chosen	127	31.8 %
Total	400	100.0 %

**SUM OF TOP 3 CHOICES**

**Q16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q16. Sum of Top 3 Choices	Number	Percent
Variety of housing options	156	39.0 %
Ease of getting a permit (e.g., home remodel or addition)	138	34.5 %
How well Lake Oswego is planning for needed housing	175	43.8 %
How well Lake Oswego is planning for commercial services & jobs	134	33.5 %
Overall quality of new development in Lake Oswego	188	47.0 %
Overall enforcement of local codes & ordinances	112	28.0 %
None chosen	75	18.8 %
Total	978	

**Q17. The City Council has been working on improving housing access and housing options for our community. Based on your personal circumstances and needs, please rate your ability to do the following:**

(N=400)

	Very easy	Easy	Neutral	Difficult	Very difficult	Don't know
Q17-1. Relocate to a larger home in Lake Oswego to fit your needs	11.0%	10.5%	19.8%	16.0%	19.3%	23.5%
Q17-2. Downsize to a smaller home in Lake Oswego to fit your needs	8.5%	15.5%	22.5%	19.3%	14.8%	19.5%
Q17-3. Afford to stay in your current home or age in place in Lake Oswego	15.8%	24.0%	26.5%	18.8%	10.8%	4.3%
Q17-4. Move to another home in Lake Oswego	8.3%	14.5%	21.5%	23.5%	17.3%	15.0%
Q17-5. Have your support system (e.g., family, caregivers) move to Lake Oswego	4.5%	6.5%	17.0%	24.8%	31.0%	16.3%

**WITHOUT DON'T KNOW**

**Q17. The City Council has been working on improving housing access and housing options for our community. Based on your personal circumstances and needs, please rate your ability to do the following: (without "don't know")**

(N=400)

	Very easy	Easy	Neutral	Difficult	Very difficult
Q17-1. Relocate to a larger home in Lake Oswego to fit your needs	14.4%	13.7%	25.8%	20.9%	25.2%
Q17-2. Downsize to a smaller home in Lake Oswego to fit your needs	10.6%	19.3%	28.0%	23.9%	18.3%
Q17-3. Afford to stay in your current home or age in place in Lake Oswego	16.4%	25.1%	27.7%	19.6%	11.2%
Q17-4. Move to another home in Lake Oswego	9.7%	17.1%	25.3%	27.6%	20.3%
Q17-5. Have your support system (e.g., family, caregivers) move to Lake Oswego	5.4%	7.8%	20.3%	29.6%	37.0%

**Q18. Sustainability. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Availability of information & resources relating to energy efficiency and/or clean energy	12.8%	36.5%	25.3%	5.5%	1.3%	18.8%
Q18-2. Availability of information & resources relating to water conservation	16.8%	38.5%	22.5%	5.3%	1.3%	15.8%
Q18-3. Availability of information & resources relating to recycling & composting	23.0%	40.5%	16.8%	9.3%	1.3%	9.3%
Q18-4. Availability of information & resources relating to preparing for climate impacts (e.g., extreme heat, winter storms, wildfire risk reduction)	16.5%	32.8%	23.5%	10.5%	1.8%	15.0%
Q18-5. Overall quality of solid waste services provided by Republic Services (e.g., trash, yard waste, recycling services)	31.0%	40.5%	17.3%	4.8%	1.8%	4.8%

**WITHOUT DON'T KNOW**

**Q18. Sustainability. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Availability of information & resources relating to energy efficiency and/or clean energy	15.7%	44.9%	31.1%	6.8%	1.5%
Q18-2. Availability of information & resources relating to water conservation	19.9%	45.7%	26.7%	6.2%	1.5%
Q18-3. Availability of information & resources relating to recycling & composting	25.3%	44.6%	18.5%	10.2%	1.4%
Q18-4. Availability of information & resources relating to preparing for climate impacts (e.g., extreme heat, winter storms, wildfire risk reduction)	19.4%	38.5%	27.6%	12.4%	2.1%
Q18-5. Overall quality of solid waste services provided by Republic Services (e.g., trash, yard waste, recycling services)	32.5%	42.5%	18.1%	5.0%	1.8%

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information & resources relating to energy efficiency and/or clean energy	74	18.5 %
Availability of information & resources relating to water conservation	29	7.3 %
Availability of information & resources relating to recycling & composting	53	13.3 %
Availability of information & resources relating to preparing for climate impacts (e.g., extreme heat, winter storms, wildfire risk reduction)	84	21.0 %
Overall quality of solid waste services provided by Republic Services (e.g., trash, yard waste, recycling services)	70	17.5 %
<u>None chosen</u>	<u>90</u>	<u>22.5 %</u>
Total	400	100.0 %

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information & resources relating to energy efficiency and/or clean energy	49	12.3 %
Availability of information & resources relating to water conservation	52	13.0 %
Availability of information & resources relating to recycling & composting	71	17.8 %
Availability of information & resources relating to preparing for climate impacts (e.g., extreme heat, winter storms, wildfire risk reduction)	73	18.3 %
Overall quality of solid waste services provided by Republic Services (e.g., trash, yard waste, recycling services)	44	11.0 %
<u>None chosen</u>	<u>111</u>	<u>27.8 %</u>
Total	400	100.0 %

**SUM OF TOP 2 CHOICES**

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q19. Sum of Top 2 Choices	Number	Percent
Availability of information & resources relating to energy efficiency and/or clean energy	123	30.8 %
Availability of information & resources relating to water conservation	81	20.3 %
Availability of information & resources relating to recycling & composting	124	31.0 %
Availability of information & resources relating to preparing for climate impacts (e.g., extreme heat, winter storms, wildfire risk reduction)	157	39.3 %
Overall quality of solid waste services provided by Republic Services (e.g., trash, yard waste, recycling services)	114	28.5 %
None chosen	90	22.5 %
Total	689	

**Q20. Do you support the City of Lake Oswego adopting regulations that would phase out the use of gas-powered yard and lawn care equipment in Lake Oswego (i.e., restrict residents and businesses from using gas-powered landscaping equipment)?**

Q20. Do you support City adopting regulations that would phase out use of gas-powered yard & lawn care equipment in Lake Oswego

	Number	Percent
Yes	208	52.0 %
No	170	42.5 %
Not provided	22	5.5 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED**

**Q20. Do you support the City of Lake Oswego adopting regulations that would phase out the use of gas-powered yard and lawn care equipment in Lake Oswego (i.e., restrict residents and businesses from using gas-powered landscaping equipment)? (without "not provided")**

Q20. Do you support City adopting regulations that would phase out use of gas-powered yard & lawn care equipment in Lake Oswego

	Number	Percent
Yes	208	55.0 %
No	170	45.0 %
Total	378	100.0 %

**Q21. To what extent do you support the City of Lake Oswego taking the following actions to support a transition away from gas-powered landscaping equipment use in Lake Oswego?**

(N=400)

	Strongly support	Support	Neutral	Oppose	Strongly oppose	Don't know
Q21-1. Establish regulations that ban the use of gas-powered landscaping equipment in Lake Oswego at a future date	32.5%	17.3%	9.0%	17.5%	21.5%	2.3%
Q21-2. Establish regulations that allow the use of gas-powered landscaping equipment only at certain times (for example, time of day/week or seasonal restrictions)	19.0%	29.3%	14.3%	16.0%	19.3%	2.3%
Q21-3. Provide opportunities for residents & businesses to learn about alternatives to gas-powered equipment (for example, educational workshops or equipment demos)	31.5%	28.3%	21.3%	3.8%	11.3%	4.0%
Q21-4. Provide City-funded financial incentives to support small landscaping businesses to switch to battery-electric equipment (for example, equipment rebates or vouchers)	32.5%	21.5%	13.3%	12.0%	17.0%	3.8%
Q21-5. Provide City-funded financial incentives to support residents to switch to battery-electric equipment (for example, equipment rebates or vouchers)	28.8%	21.0%	15.8%	11.8%	19.0%	3.8%

**WITHOUT DON'T KNOW****Q21. To what extent do you support the City of Lake Oswego taking the following actions to support a transition away from gas-powered landscaping equipment use in Lake Oswego? (without "don't know")**

(N=400)

	Strongly support	Support	Neutral	Oppose	Strongly oppose
Q21-1. Establish regulations that ban the use of gas-powered landscaping equipment in Lake Oswego at a future date	33.2%	17.6%	9.2%	17.9%	22.0%
Q21-2. Establish regulations that allow the use of gas-powered landscaping equipment only at certain times (for example, time of day/week or seasonal restrictions)	19.4%	29.9%	14.6%	16.4%	19.7%
Q21-3. Provide opportunities for residents & businesses to learn about alternatives to gas-powered equipment (for example, educational workshops or equipment demos)	32.8%	29.4%	22.1%	3.9%	11.7%
Q21-4. Provide City-funded financial incentives to support small landscaping businesses to switch to battery-electric equipment (for example, equipment rebates or vouchers)	33.8%	22.3%	13.8%	12.5%	17.7%
Q21-5. Provide City-funded financial incentives to support residents to switch to battery-electric equipment (for example, equipment rebates or vouchers)	29.9%	21.8%	16.4%	12.2%	19.7%

**Q22. The City Council and community are continuing to see a need for an all-ages and all-activities community center that could include Library and additional City services, event and meeting spaces, outdoor plaza, and performance space. Listed below are amenities that could be incorporated into the design of a new community center. Please indicate what you think the level of need is for each of these amenities in a new community center.**

(N=400)

	Strongly needed	Somewhat needed	Not needed	Don't know
Q22-1. Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	23.3%	27.5%	19.8%	29.5%
Q22-2. Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	31.0%	28.8%	15.8%	24.5%
Q22-3. Children's Play Area: An indoor space designed for kids to play & learn	31.0%	29.0%	15.8%	24.3%
Q22-4. Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	26.5%	29.8%	24.0%	19.8%
Q22-5. Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	24.3%	27.5%	21.8%	26.5%
Q22-6. Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	20.8%	33.0%	22.5%	23.8%
Q22-7. Cafe: A place for people to get refreshments & offer an additional social or meeting space	20.5%	28.8%	33.8%	17.0%
Q22-8. Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	20.3%	38.3%	24.8%	16.8%
Q22-9. Outdoor Event Space: A designated area for community events, gatherings, & programming	27.8%	30.3%	28.5%	13.5%
Q22-10. Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	29.8%	31.0%	26.5%	12.8%
Q22-11. Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	16.0%	22.5%	43.5%	18.0%
Q22-12. Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	20.0%	29.5%	33.3%	17.3%
Q21-13. Other	6.8%	0.5%	0.8%	92.0%

**WITHOUT DON'T KNOW**

**Q22. The City Council and community are continuing to see a need for an all-ages and all-activities community center that could include Library and additional City services, event and meeting spaces, outdoor plaza, and performance space. Listed below are amenities that could be incorporated into the design of a new community center. Please indicate what you think the level of need is for each of these amenities in a new community center. (without "don't know")**

(N=400)

	Strongly needed	Somewhat needed	Not needed
Q22-1. Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	33.0%	39.0%	28.0%
Q22-2. Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	41.1%	38.1%	20.9%
Q22-3. Children's Play Area: An indoor space designed for kids to play & learn	40.9%	38.3%	20.8%
Q22-4. Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	33.0%	37.1%	29.9%
Q22-5. Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	33.0%	37.4%	29.6%
Q22-6. Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	27.2%	43.3%	29.5%
Q22-7. Cafe: A place for people to get refreshments & offer an additional social or meeting space	24.7%	34.6%	40.7%
Q22-8. Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	24.3%	45.9%	29.7%
Q22-9. Outdoor Event Space: A designated area for community events, gatherings, & programming	32.1%	35.0%	32.9%
Q22-10. Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	34.1%	35.5%	30.4%
Q22-11. Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	19.5%	27.4%	53.0%
Q22-12. Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	24.2%	35.6%	40.2%
Q21-13. Other	84.4%	6.3%	9.4%

**Q23. Which FOUR of the amenities listed above in Question 22 would you and members of your household feel are MOST NEEDED in a new community center?**

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	29	7.3 %
Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	40	10.0 %
Children's Play Area: An indoor space designed for kids to play & learn	47	11.8 %
Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	32	8.0 %
Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	18	4.5 %
Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	18	4.5 %
Cafe: A place for people to get refreshments & offer an additional social or meeting space	15	3.8 %
Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	8	2.0 %
Outdoor Event Space: A designated area for community events, gatherings, & programming	16	4.0 %
Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	13	3.3 %
Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	6	1.5 %
Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	14	3.5 %
<u>None chosen</u>	<u>144</u>	<u>36.0 %</u>
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**Q23. Which FOUR of the amenities listed above in Question 22 would you and members of your household feel are MOST NEEDED in a new community center?**

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	11	2.8 %
Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	39	9.8 %
Children's Play Area: An indoor space designed for kids to play & learn	24	6.0 %
Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	32	8.0 %
Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	27	6.8 %
Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	21	5.3 %
Cafe: A place for people to get refreshments & offer an additional social or meeting space	21	5.3 %
Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	19	4.8 %
Outdoor Event Space: A designated area for community events, gatherings, & programming	27	6.8 %
Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	20	5.0 %
Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	9	2.3 %
Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	10	2.5 %
<u>None chosen</u>	<u>140</u>	<u>35.0 %</u>
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**Q23. Which FOUR of the amenities listed above in Question 22 would you and members of your household feel are MOST NEEDED in a new community center?**

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	17	4.3 %
Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	23	5.8 %
Children's Play Area: An indoor space designed for kids to play & learn	20	5.0 %
Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	30	7.5 %
Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	14	3.5 %
Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	21	5.3 %
Cafe: A place for people to get refreshments & offer an additional social or meeting space	26	6.5 %
Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	26	6.5 %
Outdoor Event Space: A designated area for community events, gatherings, & programming	21	5.3 %
Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	28	7.0 %
Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	13	3.3 %
Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	5	1.3 %
<u>None chosen</u>	<u>156</u>	<u>39.0 %</u>
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**Q23. Which FOUR of the amenities listed above in Question 22 would you and members of your household feel are MOST NEEDED in a new community center?**

<u>Q23. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	10	2.5 %
Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	17	4.3 %
Children's Play Area: An indoor space designed for kids to play & learn	19	4.8 %
Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	19	4.8 %
Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	9	2.3 %
Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	14	3.5 %
Cafe: A place for people to get refreshments & offer an additional social or meeting space	16	4.0 %
Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	21	5.3 %
Outdoor Event Space: A designated area for community events, gatherings, & programming	18	4.5 %
Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	23	5.8 %
Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	10	2.5 %
Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	23	5.8 %
<u>None chosen</u>	<u>201</u>	<u>50.3 %</u>
<b>Total</b>	<b>400</b>	<b>100.0 %</b>

**SUM OF TOP 4 CHOICES****Q23. Which FOUR of the amenities listed above in Question 22 would you and members of your household feel are MOST NEEDED in a new community center? (top 4)**

Q23. Sum of Top 4 Choices	Number	Percent
Meeting Rooms: Smaller rooms for group meetings, workshops, or study groups	67	16.8 %
Multi-Purpose Rooms: Flexible spaces that can be used for meetings, classes, storytime, & events	119	29.8 %
Children's Play Area: An indoor space designed for kids to play & learn	110	27.5 %
Performance Space/Auditorium: A stage & seating for author talks, concerts, & community performances	113	28.3 %
Teen Lounge: A dedicated, permanent location for the Teen Lounge for teens to socialize, study, & connect	68	17.0 %
Makerspace: Collaborative workshop using tools & technology to create, invent, & learn	74	18.5 %
Cafe: A place for people to get refreshments & offer an additional social or meeting space	78	19.5 %
Community Kitchen: Space for teaching kitchen for cooking classes, or available for event catering & planning	74	18.5 %
Outdoor Event Space: A designated area for community events, gatherings, & programming	82	20.5 %
Community Outdoor Space: Patios, gardens, or plaza that connect the building to the outdoors	84	21.0 %
Quiet Space: A dedicated space that allows individual quiet time, such as for reading & reflection	38	9.5 %
Multi-Cultural Space: A flexible space to foster community connection that could highlight local community histories, global cultures, & traditions	52	13.0 %
None chosen	144	36.0 %
<b>Total</b>	<b>1103</b>	

**Q24. Which of the following are your primary sources of information about City activities, events, services, meetings, and community specific topics?**

Q24. Your primary sources of information about City activities, events, services, meetings, & community specific topics

	Number	Percent
City Council & other public meetings	34	8.5 %
City print materials (HelloLO, City's Service Guide, Parks & Recreation Activities Guide, flyers, postcards)	328	82.0 %
City website (www.lakeoswego.city)	132	33.0 %
Email newsletters (LO Down, Library, Adult Community Center, etc.)	156	39.0 %
Social media: Facebook, Instagram, Nextdoor, X, YouTube	159	39.8 %
Local newspaper	140	35.0 %
Neighborhood associations	90	22.5 %
Talking with City staff	28	7.0 %
Talking with your network	64	16.0 %
Utility bill	48	12.0 %
Word of mouth	148	37.0 %
Other	3	0.8 %
Total	1330	

**Q26. How many years have you lived in Lake Oswego?**

Q26. How many years have you lived in Lake Oswego	Number	Percent
0-5	72	18.0 %
6-10	64	16.0 %
11-15	45	11.3 %
16-20	40	10.0 %
21-30	74	18.5 %
31+	94	23.5 %
Not provided	11	2.8 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q26. How many years have you lived in Lake Oswego? (without "not provided")**

Q26. How many years have you lived in Lake Oswego	Number	Percent
0-5	72	18.5 %
6-10	64	16.5 %
11-15	45	11.6 %
16-20	40	10.3 %
21-30	74	19.0 %
31+	94	24.2 %
Total	389	100.0 %

**Q27. Which best describes the building you live in?**

Q27. Which best describes the building you live in	Number	Percent
One family house detached from any other houses	340	85.0 %
Duplex or townhome	19	4.8 %
Apartment or condominium	35	8.8 %
Accessory Dwelling Unit (ADU)	1	0.3 %
Other	1	0.3 %
Not provided	4	1.0 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q27. Which best describes the building you live in? (without "not provided")**

Q27. Which best describes the building you live in	Number	Percent
One family house detached from any other houses	340	85.9 %
Duplex or townhome	19	4.8 %
Apartment or condominium	35	8.8 %
Accessory Dwelling Unit (ADU)	1	0.3 %
Other	1	0.3 %
Total	396	100.0 %

**Q27-6. Other:**

Q27-6. Other	Number	Percent
Retirement community	1	100.0 %
Total	1	100.0 %

**Q28. Do you rent or own your current residence?**

<u>Q28. Do you rent or own your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	332	83.0 %
Rent	66	16.5 %
Not provided	2	0.5 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q28. Do you rent or own your current residence? (without "not provided")**

<u>Q28. Do you rent or own your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	332	83.4 %
Rent	66	16.6 %
Total	398	100.0 %

**Q29. What is your age?**

Q29. Your age	Number	Percent
18-34	70	17.5 %
35-44	73	18.3 %
45-54	75	18.8 %
55-64	87	21.8 %
65+	88	22.0 %
Not provided	7	1.8 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
18-34	70	17.8 %
35-44	73	18.6 %
45-54	75	19.1 %
55-64	87	22.1 %
65+	88	22.4 %
Total	393	100.0 %

**Q30. Counting yourself, how many people in your household are...**

	Mean	Sum
number	2.62	1031
Under age 5	0.09	37
Ages 5-9	0.11	42
Ages 10-14	0.17	68
Ages 15-19	0.18	72
Ages 20-24	0.12	48
Ages 25-34	0.23	90
Ages 35-44	0.31	121
Ages 45-54	0.38	150
Ages 55-64	0.50	195
Ages 65-74	0.30	118
Ages 75+	0.23	90

**Q31. How much do you anticipate your household's total income before taxes will be for the current year?**

Q31. Your household's total income before taxes for current year	Number	Percent
Less than \$25K	21	5.3 %
\$25K to \$49,999	43	10.8 %
\$50K to \$99,999	54	13.5 %
\$100K to \$149,999	65	16.3 %
\$150K to \$199,999	69	17.3 %
\$200K+	90	22.5 %
Not provided	58	14.5 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q31. How much do you anticipate your household's total income before taxes will be for the current year? (without "not provided")**

Q31. Your household's total income before taxes for current year	Number	Percent
Less than \$25K	21	6.1 %
\$25K to \$49,999	43	12.6 %
\$50K to \$99,999	54	15.8 %
\$100K to \$149,999	65	19.0 %
\$150K to \$199,999	69	20.2 %
\$200K+	90	26.3 %
Total	342	100.0 %

**Q32. Your gender identity:**

Q32. Your gender identity	Number	Percent
Male	196	49.0 %
Female	198	49.5 %
Non-binary	1	0.3 %
Prefer to self-describe	2	0.5 %
Not provided	3	0.8 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q32. Your gender identity: (without "not provided")**

Q32. Your gender identity	Number	Percent
Male	196	49.4 %
Female	198	49.9 %
Non-binary	1	0.3 %
Prefer to self-describe	2	0.5 %
Total	397	100.0 %

**Q32-4. Self-describe your gender identity::**

Q32-4. Self-describe your gender identity	Number	Percent
Gender fluid	1	50.0 %
Trans	1	50.0 %
Total	2	100.0 %

**Q33. Which of the following best describes your race?**

<u>Q33. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	32	8.0 %
Black or African American	4	1.0 %
American Indian or Alaska Native	3	0.8 %
White	316	79.0 %
Native Hawaiian or other Pacific Islander	2	0.5 %
Hispanic, Spanish, or Latino/a/x	20	5.0 %
North African or Middle Eastern	2	0.5 %
<u>Other</u>	<u>5</u>	<u>1.3 %</u>
Total	384	

**Q33-8. Self-describe your race:**

<u>Q33-8. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Mixed race	2	40.0 %
European	2	40.0 %
<u>More than one</u>	<u>1</u>	<u>20.0 %</u>
Total	5	100.0 %

**Q34. Which of the following best describes your work location, if any?**

Q34. Which following best describes your work location	Number	Percent
I own a business in Lake Oswego	19	4.8 %
I work in Lake Oswego outside my home	29	7.3 %
I work in Lake Oswego as a home business	21	5.3 %
I commute out of Lake Oswego for work	109	27.3 %
I work from home/remote in Lake Oswego	88	22.0 %
Other	49	12.3 %
Not provided	85	21.3 %
Total	400	100.0 %

**WITHOUT NOT PROVIDED****Q34. Which of the following best describes your work location, if any? (without "not provided")**

Q34. Which following best describes your work location	Number	Percent
I own a business in Lake Oswego	19	6.0 %
I work in Lake Oswego outside my home	29	9.2 %
I work in Lake Oswego as a home business	21	6.7 %
I commute out of Lake Oswego for work	109	34.6 %
I work from home/remote in Lake Oswego	88	27.9 %
Other	49	15.6 %
Total	315	100.0 %

**Q34-6. Other:**

Q34-6. Other	Number	Percent
Retired	44	89.8 %
Out of state	1	2.0 %
Own a business in Portland	1	2.0 %
Part work from home part commute	1	2.0 %
Work in Portland office twice a week and from home in LO three days a week	1	2.0 %
Hybrid home and office	1	2.0 %
Total	49	100.0 %



**5**

# Survey Instrument



October 2025

Dear Neighbor,

**Your survey response to the attached/linked 2025 Community Survey is very important.**

This year, your household was one of a limited number selected at random to receive this survey. Your input will help the City better understand the community priorities, guide the City Council in our goal-setting process, and gain deeper insights on specific policy areas.

The goal of the community survey is to:

- Measure the general attitude of residents toward City services and programs
- Determine residents' priorities and areas of concern
- Receive feedback on key policy issues
- Measure City's progress toward other cities' benchmarks

The survey, conducted independently by ETC Institute, is expected to take about 12-15 minutes to complete. Your responses will remain confidential.

**Please return the enclosed survey within one week in the provided postage-paid envelope. If you prefer to complete the survey online, visit [lakeoswegosurvey.org](https://lakeoswegosurvey.org).**

If you have any additional questions, please contact Madison Thesing in the City Manager's Office at [mthesing@lakeoswego.city](mailto:mthesing@lakeoswego.city) or 503-534-5285.

We look forward to your participation and feedback!

Sincerely,

Mayor Joe Buck

*¡Ha sido seleccionado para participar en la Encuesta comunitaria de Lake Oswego 2025! Para completar la encuesta en español, llame al 1-844-811-0411. ¡Gracias!*

*您已被选中参加我们的2025年奥斯威戈湖社区调查！要以非英语语言完成调查，请致电1-844-872-2562。谢谢！*

*귀하는 2025 레이크 오스웨고 커뮤니티 설문 조사 참여자로 선정되었습니다! 영어 이외의 언어로 설문 조사를 진행하려면 1-844-247-8189 로 전화하십시오. 감사합니다.*



# 2025 City of Lake Oswego Resident Survey

Please complete this 15-minute survey to help guide the future City Council goals, department work plans, and priorities of our community. This survey will take 10-15 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid, return-reply envelope. If you prefer to complete this survey online, visit [lakeoswegosurvey.org](http://lakeoswegosurvey.org). Questions? Please contact Madison Thesing, Deputy City Manager, at [mthesing@lakeoswego.city](mailto:mthesing@lakeoswego.city) or (503) 534-5285.

**1. Quality of Life. Please rate Lake Oswego as a place to live using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.**

How would you rate...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall quality of life in Lake Oswego	5	4	3	2	1	9
02. Lake Oswego as a community that is moving in the right direction	5	4	3	2	1	9
03. Lake Oswego as a place to find a job	5	4	3	2	1	9
04. Lake Oswego as a place to live	5	4	3	2	1	9
05. Lake Oswego as a place to open a business	5	4	3	2	1	9
06. Lake Oswego as a place to raise children	5	4	3	2	1	9
07. Lake Oswego as a place to retire	5	4	3	2	1	9
08. Lake Oswego as a place to work	5	4	3	2	1	9
09. Lake Oswego as a welcoming place to recommend someone to work, live, or visit	5	4	3	2	1	9
10. Lake Oswego as a welcoming and inclusive community	5	4	3	2	1	9
11. Overall sense of community and belonging	5	4	3	2	1	9
12. Overall feeling of safety in Lake Oswego	5	4	3	2	1	9

**2. Quality of Services. Please rate your overall satisfaction with the following major services provided by the City of Lake Oswego using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall effectiveness of City's communication with the public	5	4	3	2	1	9
02. Overall effectiveness of City's efforts towards sustainability (meeting the community's needs without compromising the needs of future generations)	5	4	3	2	1	9
03. Overall effectiveness of City's efforts to respond to climate change (e.g., reducing carbon emissions and preparing for climate impacts)	5	4	3	2	1	9
04. Overall efforts to promote equity in the community	5	4	3	2	1	9
05. Overall quality of economic development	5	4	3	2	1	9
06. Overall quality of public safety (police and fire)	5	4	3	2	1	9
07. Overall quality of social services (support for people in times of need)	5	4	3	2	1	9
08. Overall quality of development services (building permits and land use planning)	5	4	3	2	1	9
09. Overall quality of parks' properties and facilities	5	4	3	2	1	9
10. Overall quality of recreation activities, events, and services	5	4	3	2	1	9
11. Overall quality of public art and arts programming	5	4	3	2	1	9
12. Overall quality of public library services	5	4	3	2	1	9
13. Overall quality of natural resources including streams, wetlands, and urban forests	5	4	3	2	1	9

**3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**4. City Leadership, Communications, and Engagement.** Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall customer service by City employees	5	4	3	2	1	9
02. Overall quality of leadership provided	5	4	3	2	1	9
03. Overall quality of local governmental services	5	4	3	2	1	9
04. Overall value you receive for your local tax dollars and fees	5	4	3	2	1	9
05. City's efforts in engaging diverse communities	5	4	3	2	1	9
06. Services that promote cultural awareness, diversity, and inclusion	5	4	3	2	1	9
07. City's efforts to provide information on major City issues	5	4	3	2	1	9
08. The accuracy, timeliness, and availability of information about City services, meetings, programs, and events	5	4	3	2	1	9
09. City's efforts in encouraging community engagement in decision making	5	4	3	2	1	9
10. City services, programs, and events reflect cultural diversity in the community	5	4	3	2	1	9
11. City services, programs, and events as welcoming environments to participate	5	4	3	2	1	9

**5. Public Safety.** Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of Lake Oswego Police protection	5	4	3	2	1	9
02. Visibility of Lake Oswego Police in the community	5	4	3	2	1	9
03. Lake Oswego Police response to situations involving individuals with cognitive or mental challenges	5	4	3	2	1	9
04. The level of respect Lake Oswego Police officers show community members	5	4	3	2	1	9
05. Your level of trust in Lake Oswego Police officers to act in the best interest of the community	5	4	3	2	1	9
06. Availability of information about Lake Oswego police programs, data, and activities (e.g., website and reports)	5	4	3	2	1	9
07. Quality of customer service and use of technology to easily connect with Lake Oswego Police (e.g., online reporting)	5	4	3	2	1	9
08. Overall quality of Lake Oswego fire and emergency medical services	5	4	3	2	1	9
09. Wildfire prevention and education programs in the community	5	4	3	2	1	9
10. Level of community engagement and outreach from Lake Oswego Police and Fire	5	4	3	2	1	9

**6. Which THREE of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 5.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**7. Parks and Recreation. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Appearance and maintenance of City parks	5	4	3	2	1	9
02. Opportunities to participate in environmental stewardship activities	5	4	3	2	1	9
03. Preservation of natural areas such as forested areas and open spaces	5	4	3	2	1	9
04. Quality of outdoor park facilities (e.g., picnic shelters, playgrounds, restrooms)	5	4	3	2	1	9
05. Quality of outdoor athletic fields (e.g., baseball, soccer, football)	5	4	3	2	1	9
06. Quality of golf course and golf facilities	5	4	3	2	1	9
07. Quality of Health and Wellness and Fitness opportunities	5	4	3	2	1	9
08. Quality of Enrichment opportunities (art, language, dance, safety)	5	4	3	2	1	9
09. Quality of Youth and Teen opportunities (classes, Teen Lounge)	5	4	3	2	1	9
10. Quality of social services provided by Adult Community Center programs	5	4	3	2	1	9
11. Quality of Outdoor recreation opportunities (Luscher Farm, water sports, hiking/walks)	5	4	3	2	1	9
12. Quality of fee-based recreation activities (camps, lifelong learning)	5	4	3	2	1	9
13. Quality of indoor recreational facilities (Lake Oswego Recreation & Aquatic Center, Tennis Center, Adult Community Center)	5	4	3	2	1	9
14. Quality of aquatic programming	5	4	3	2	1	9
15. Quality of events provided (concerts, movies, Farmers' Markets, holiday, and cultural celebrations)	5	4	3	2	1	9

**8. Which THREE of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**9. Infrastructure. Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Adequacy of street lighting along major roadways and intersections	5	4	3	2	1	9
02. Condition of pavement markings on streets	5	4	3	2	1	9
03. Condition of street signs and traffic signals	5	4	3	2	1	9
04. Maintenance of major City streets	5	4	3	2	1	9
05. Maintenance of neighborhood City streets	5	4	3	2	1	9
06. Mowing and tree trimming along streets	5	4	3	2	1	9
07. Snow and ice response on major City streets	5	4	3	2	1	9
08. Street sweeping on major City streets	5	4	3	2	1	9
09. Overall quality of stormwater management and flood control in roadways	5	4	3	2	1	9

**10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

11. **Mobility.** Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Accessibility of streets and sidewalks for people with disabilities	5	4	3	2	1	9
2. Ease of parking in downtown	5	4	3	2	1	9
3. Ease of parking in Lake Grove Village Center	5	4	3	2	1	9
4. Ease and safety of travel by bicycle in Lake Oswego	5	4	3	2	1	9
5. Ease and safety of walking in Lake Oswego	5	4	3	2	1	9
6. Ease of travel by public transportation (buses) in Lake Oswego	5	4	3	2	1	9

12. Which **THREE** of the items listed in Question 11 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

13. **Library Services.** Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Library as a community builder and hub for gathering	5	4	3	2	1	9
02. Library inspires education and lifelong learning	5	4	3	2	1	9
03. Library serves as a leader and innovator to adapt to community needs	5	4	3	2	1	9
04. Quality of events and services for adults	5	4	3	2	1	9
05. Quality of events and services for children	5	4	3	2	1	9
06. Quality of events and services for teens	5	4	3	2	1	9
07. Quality of multicultural events and resources	5	4	3	2	1	9
08. Outreach programs and services provided outside of the library (e.g., home delivery, pop-up library booths, passes to local cultural venues and museums, etc.)	5	4	3	2	1	9
09. Selection of Library of Things collection (e.g., musical instruments, kitchenware, games, technology devices, etc.)	5	4	3	2	1	9
10. Selection of digital resources available online (e.g., eBooks, downloadable audio, streaming films)	5	4	3	2	1	9
11. Selection of physical resources available (books, CD's, and DVD's)	5	4	3	2	1	9
12. Quality of special reading programs (e.g., Summer Library Challenge, LO Reads, 1000 Books before Kindergarten)	5	4	3	2	1	9
13. Access to computers, library Wi-Fi, and technology (e.g., printers, scanners, self-checkout)	5	4	3	2	1	9
14. Proximity of library services to your home	5	4	3	2	1	9
15. Quality of the Lake Oswego Public Library facility	5	4	3	2	1	9
16. Availability of our library's amenities relative to other libraries (e.g., meeting spaces, study rooms, children's play area, cafe)	5	4	3	2	1	9

14. Which **THREE** of the items listed in Question 13 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. **Growth and Development.** Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Variety of housing options	5	4	3	2	1	9
2. Ease of getting a permit (e.g., home remodel or addition)	5	4	3	2	1	9
3. How well Lake Oswego is planning for needed housing	5	4	3	2	1	9
4. How well Lake Oswego is planning for commercial services and jobs	5	4	3	2	1	9
5. Overall quality of new development in Lake Oswego	5	4	3	2	1	9
6. Overall enforcement of local codes and ordinances	5	4	3	2	1	9

16. Which THREE of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 15.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

17. The City Council has been working on improving housing access and housing options for our community. Based on your personal circumstances and needs, please rate your ability to do the following:

How easy is it for you to...	Very Easy	Easy	Neutral	Difficult	Very Difficult	Don't Know
1. Relocate to a larger home in Lake Oswego to fit your needs	5	4	3	2	1	9
2. Downsize to a smaller home in Lake Oswego to fit your needs	5	4	3	2	1	9
3. Afford to stay in your current home or age in place in Lake Oswego	5	4	3	2	1	9
4. Move to another home in Lake Oswego	5	4	3	2	1	9
5. Have your support system (e.g., family, caregivers) move to Lake Oswego	5	4	3	2	1	9

18. **Sustainability.** Please rate your satisfaction with the quality of City services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information and resources relating to energy efficiency and/or clean energy	5	4	3	2	1	9
2. Availability of information and resources relating to water conservation	5	4	3	2	1	9
3. Availability of information and resources relating to recycling and composting	5	4	3	2	1	9
4. Availability of information and resources relating to preparing for climate impacts (e.g., extreme heat, winter storms, wildfire risk reduction)	5	4	3	2	1	9
5. Overall quality of solid waste services provided by Republic Services (e.g., trash, yard waste, recycling services)	5	4	3	2	1	9

19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 18.]

1st: \_\_\_\_ 2nd: \_\_\_\_

20. Do you support the City of Lake Oswego adopting regulations that would phase out the use of gas-powered yard and lawn care equipment in Lake Oswego (i.e., restrict residents and businesses from using gas-powered landscaping equipment)?

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

**21. To what extent do you support the City of Lake Oswego taking the following actions to support a transition away from gas-powered landscaping equipment use in Lake Oswego?**

How supportive are you of the following...		Strongly Support	Support	Neutral	Oppose	Strongly Oppose	Don't Know
1.	Establish regulations that ban the use of gas-powered landscaping equipment in Lake Oswego at a future date	5	4	3	2	1	9
2.	Establish regulations that allow the use of gas-powered landscaping equipment only at certain times (for example, time of day/week or seasonal restrictions)	5	4	3	2	1	9
3.	Provide opportunities for residents and businesses to learn about alternatives to gas-powered equipment (for example, educational workshops or equipment demos)	5	4	3	2	1	9
4.	Provide City-funded financial incentives to support small landscaping businesses to switch to battery-electric equipment (for example, equipment rebates or vouchers)	5	4	3	2	1	9
5.	Provide City-funded financial incentives to support residents to switch to battery-electric equipment (for example, equipment rebates or vouchers)	5	4	3	2	1	9

**22. The City Council and community are continuing to see a need for an all-ages and all-activities community center that could include Library and additional City services, event and meeting spaces, outdoor plaza, and performance space.**

Listed below are amenities that could be incorporated into the design of a new community center. Please indicate what you think the level of need is for each of these amenities in a new community center.

How needed are the following amenities?		Strongly Needed	Somewhat Needed	Not Needed	Don't Know
01.	<b>Meeting rooms:</b> Smaller rooms for group meetings, workshops, or study groups.	3	2	1	9
02.	<b>Multi-purpose rooms:</b> Flexible spaces that can be used for meetings, classes, storytime, and events.	3	2	1	9
03.	<b>Children's play area:</b> An indoor space designed for kids to play and learn.	3	2	1	9
04.	<b>Performance space/Auditorium:</b> A stage and seating for author talks, concerts, and community performances.	3	2	1	9
05.	<b>Teen Lounge:</b> A dedicated, permanent location for the Teen Lounge for teens to socialize, study, and connect.	3	2	1	9
06.	<b>Makerspace:</b> Collaborative workshop using tools and technology to create, invent, and learn.	3	2	1	9
07.	<b>Cafe:</b> A place for people to get refreshments and offer an additional social or meeting space.	3	2	1	9
08.	<b>Community kitchen:</b> Space for teaching kitchen for cooking classes, or available for event catering and planning.	3	2	1	9
09.	<b>Outdoor event space:</b> A designated area for community events, gatherings, and programming.	3	2	1	9
10.	<b>Community outdoor space:</b> Patios, gardens, or plaza that connect the building to the outdoors.	3	2	1	9
11.	<b>Quiet space:</b> A dedicated space that allows individual quiet time, such as for reading and reflection.	3	2	1	9
12.	<b>Multi-cultural space:</b> A flexible space to foster community connection that could highlight local community histories, global cultures, and traditions.	3	2	1	9
13.	Other: _____	3	2	1	9

**23. Which FOUR of the amenities listed above in Question 22 would you and members of your household feel are MOST NEEDED in a new community center? [Write in your answers below using the numbers from the list in Question 22, or circle "None."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

- 24. Which of the following are your primary sources of information about City activities, events, services, meetings, and community specific topics? [Check all that apply.]**
- |  |   |
|--|---|
| <input type="checkbox"/> (01) City Council and other public meetings   | <input type="checkbox"/> (06) Local newspaper           |
| <input type="checkbox"/> (02) City Print Materials (HelloLO, City's Service Guide, Parks and Recreation Activities Guide, flyers, postcards) | <input type="checkbox"/> (07) Neighborhood associations |
| <input type="checkbox"/> (03) City website (www.lakeoswego.city)   | <input type="checkbox"/> (08) Talking with City staff   |
| <input type="checkbox"/> (04) E-mail newsletters (LO Down, Library, Adult Community Center, etc.)  | <input type="checkbox"/> (09) Talking with your network |
| <input type="checkbox"/> (05) Social Media: Facebook, Instagram, Nextdoor, X, YouTube  | <input type="checkbox"/> (10) Utility bill              |
|  | <input type="checkbox"/> (11) Word of mouth             |
|  | <input type="checkbox"/> (12) Other: _____              |
- 25. Is there anything else the City of Lake Oswego should be doing, or anything not addressed in this survey you would like City leaders to know?**
- \_\_\_\_\_

**Demographics**

- 26. How many years have you lived in Lake Oswego?** \_\_\_\_\_ years
- 27. Which best describes the building you live in?**
- |  |  |
|--|--|
| <input type="checkbox"/> (1) One family house detached from any other houses | <input type="checkbox"/> (4) Accessory Dwelling Unit (ADU) |
| <input type="checkbox"/> (2) Duplex or townhome                              | <input type="checkbox"/> (5) Manufactured/mobile home      |
| <input type="checkbox"/> (3) Apartment or condominium                        | <input type="checkbox"/> (6) Other: _____                  |
- 28. Do you rent or own your current residence?**  (1) Own  (2) Rent
- 29. What is your age?** \_\_\_\_\_ years
- 30. Counting yourself, how many people in your household are...**
- |                    |                   |                   |                   |
|--------------------|-------------------|-------------------|-------------------|
| Under age 5: _____ | Ages 15-19: _____ | Ages 35-44: _____ | Ages 65-74: _____ |
| Ages 5-9: _____    | Ages 20-24: _____ | Ages 45-54: _____ | Ages 75+: _____   |
| Ages 10-14: _____  | Ages 25-34: _____ | Ages 55-64: _____ |                   |
- 31. How much do you anticipate your household's total income before taxes will be for the current year?**
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Less than \$25,000   | <input type="checkbox"/> (3) \$50,000 to \$99,999   | <input type="checkbox"/> (5) \$150,000 to \$199,999 |
| <input type="checkbox"/> (2) \$25,000 to \$49,999 | <input type="checkbox"/> (4) \$100,000 to \$149,999 | <input type="checkbox"/> (6) \$200,000 or more      |
- 32. Your gender identity:**
- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> (1) Male   | <input type="checkbox"/> (3) Non-binary                     |
| <input type="checkbox"/> (2) Female | <input type="checkbox"/> (4) Prefer to self-describe: _____ |
- 33. Which of the following best describes your race? [Check all that apply.]**
- |  |   |
|--|---|
| <input type="checkbox"/> (01) Asian or Asian Indian            | <input type="checkbox"/> (05) Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> (02) Black or African American        | <input type="checkbox"/> (06) Hispanic, Spanish, or Latino/a/x          |
| <input type="checkbox"/> (03) American Indian or Alaska Native | <input type="checkbox"/> (07) North African or Middle Eastern           |
| <input type="checkbox"/> (04) White                            | <input type="checkbox"/> (99) Other: _____                              |
- 34. Which of the following best describes your work location, if any?**
- |   |   |
|---|---|
| <input type="checkbox"/> (1) I own a business in Lake Oswego                | <input type="checkbox"/> (4) I commute out of Lake Oswego for work  |
| <input type="checkbox"/> (2) I work in Lake Oswego outside my home          | <input type="checkbox"/> (5) I work from home/remote in Lake Oswego |
| <input type="checkbox"/> (3) I work in Lake Oswego as a home-based business | <input type="checkbox"/> (6) Other: _____                           |

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential unless you choose to provide contact information. The information printed to the right will ONLY be used to help identify location. If your address is not correct, please provide the correct information. Thank you.