

2010 COMMUNITY ATTITUDES SURVEY

Conducted for:



**Data Collected
Spring 2010**





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Introduction

Since 1996, Campbell DeLong Resources, Inc. has been conducting the Community Attitudes Survey for the City of Lake Oswego approximately every two years. Surveys have been conducted in 1996, 1998, 2000, 2003, 2005, and 2008. The purpose of the surveys is to help City officials and staff better understand resident opinions regarding the importance and quality of City services as well as gain a basic understanding of their attitudes toward issues that the City Council will be dealing with in the near future.

The report is divided into the following sections:

- ▶ ***Executive Summary***, highlighting the key findings of the research.
- ▶ ***Research Results***, outlining the findings from the research.
- ▶ ***Conclusions and Recommendations***, providing the next steps we believe Lake Oswego should take based on the research and our past experience.
- ▶ ***Appendix***, containing a review of the methodology used to conduct the research, as well as a copy of the survey questionnaire and the data printouts.

If you have questions or comments about this research, contact [Martha DeLong](mailto:Martha.DeLong@cdri.com) at Campbell DeLong Resources, Inc. at (503) 221-2005 or Marthad@cdri.com.

Within the City of Lake Oswego, questions should be directed to Christine Kirk, Public Affairs Manager, at (503) 635-0285 or ckirk@ci.oswego.or.us.

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Executive Summary

The following summarizes key points from the research. To understand the full depth of the research, however, the reader is urged to review the entire report.

METHODS

A random sample of 400 residents of Lake Oswego were interviewed by telephone in April of 2010.

RESEARCH RESULTS

Overall Satisfaction with Lake Oswego & Local Government

1. Quality of life ratings for the Lake Oswego community remain very high — 8.5 on a 10-point scale. This is the highest of any community in the Portland-metro area we have surveyed.
2. Half of residents indicate a high level of satisfaction with local government. However, this rating has declined. In 2005, the average rating on a 5-point scale was 3.8. In 2008, this declined to 3.6. In 2010, it is 3.4.
3. Half of residents approve of the course the City Council is setting. However, the percentage that strongly agrees is down. In 2010, only 14% strongly approve of the current course, compared to 24% in 2008.
 - ▶ Those who approve of the course tend to provide non-specific answers — “things are going well.” Those who disapprove most often cite the West End property and excessive spending.
4. While at least half of residents continue to agree that the City makes efficient use of tax dollars and that the City keeps its promises, there are significant increases in those who disagree.

Satisfaction with City Services

5. Fire and rescue service, along with Police, are the most important City services. These are followed by water and sewer services, the City Library, street maintenance, Park and open space maintenance, and Parks and Recreation services.
6. Ratings for how well the City provides these same services vary considerably. Fire and rescue and police receive top rating.
7. Importance versus performance map is good, but continues to illustrate resident concerns with two services they consider important — water, sewer, and storm drainage and street maintenance.

Attitudes Toward Community Issues

8. Redevelopment of the Lake Grove Business District and the Foothills area receive support by a solid majority of residents.
9. A little over half perceive the need for a larger public library.
10. A little under half understand the need for a new public safety facility.
11. Majority believe West End property is a good location for future public facilities, but one-quarter strongly disagree.
12. Extending the streetcar into Lake Oswego is supported by about three-quarters, but this is a decline since 2008.
13. Very strong support for the City protecting natural resources on all lands within the city.

Civic Engagement

14. Lake Oswego residents are highly engaged. Half have been in contact with City staff or elected officials in the last year, most often with the Planning/Building Department, (32%), followed by elected officials (26%) and police (23%).
15. The Farmer's Market continues to be the most attended community event — 8 in 10 say they have gone to the Market at least once in the last year.
16. The *Lake Oswego Review* and *Hello LO* are the information sources used most often.

KEY CONCLUSIONS AND RECOMMENDATIONS

1. **WHILE STILL PLEASED WITH THE QUALITY OF LIFE AND CITY SERVICES IN LAKE OSWEGO, THERE ARE SIGNS OF A GROWING DISTRUST OF CITY GOVERNMENT.**
2. **ISSUES SURROUNDING THE WEST END BUILDING PROPERTY WILL NEED TO BE RESOLVED BEFORE THE CITY TAKES ON OTHER PROJECTS, SUCH AS THE BUILDING OF AN EXPANDED LIBRARY OR A NEW PUBLIC SAFETY FACILITY.**

More detailed Conclusions and Recommendations may be reviewed starting on page 35 of this report

Research Results

I. Overall Satisfaction with Lake Oswego & Local Government

QUALITY OF LIFE RATINGS REMAIN HIGH.

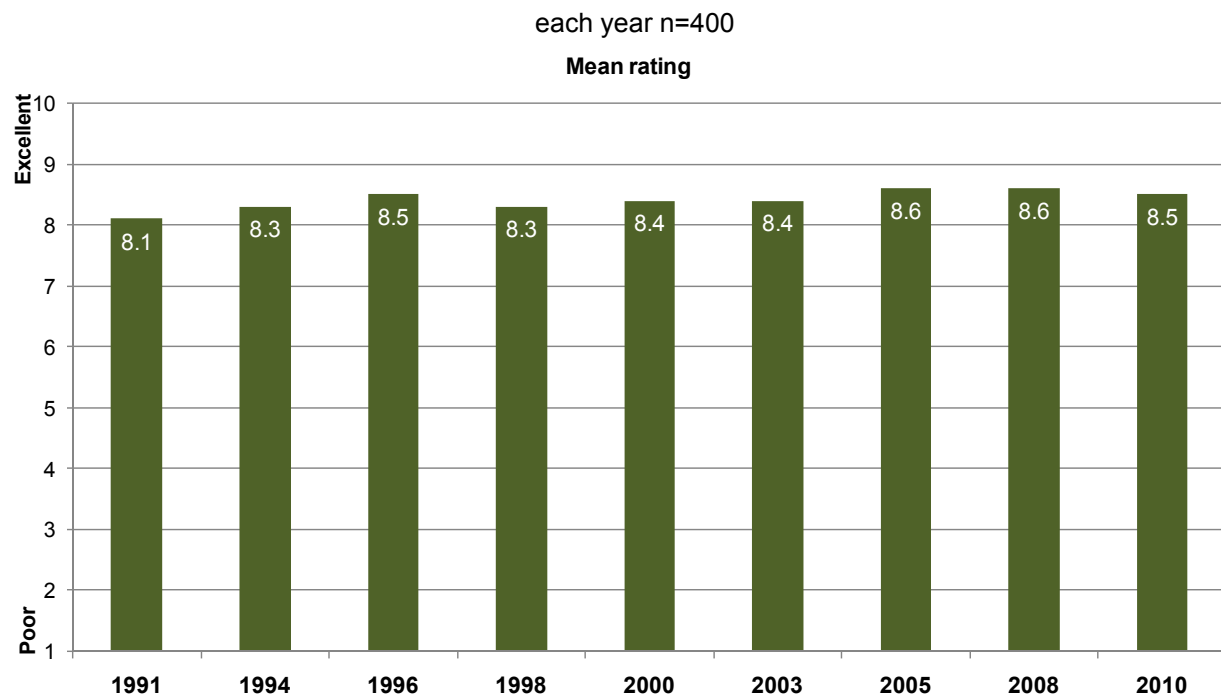
As in the past, the Community Attitudes Survey began by asking residents to rate the overall quality of life in Lake Oswego. A 10-point scale is used, with a “1” meaning “very poor” and a “10” meaning “excellent.”

Overall, residents of Lake Oswego remain very pleased with the quality of life offered by their community. The mean rating for 2010 is 8.5, down just one tenth of a point from 2008. This rating is high — the highest of many suburban Portland communities that we have conducted community surveys for. The slight decline is not statistically significant.

Looking at the demographic groups, there are few differences. For example, as in the past, women tend to be more satisfied than men (8.7 mean rating for women, 8.3 for men), but there are no differences based on age, how long they have lived in Lake Oswego, whether or not there are children under 18 in the home, or between those with and without a college education. In addition, there is no difference between those with and without contact with City employees or elected officials.

QUALITY OF LIFE

Q: *First, overall, how do you rate Lake Oswego as a place to live? Please use a “1” to “10” scale. A “1” is the bottom of the scale, a very poor place to live, and a “10” is the top of the scale, an excellent place to live.*



SATISFACTION WITH CITY GOVERNMENT CONTINUES TO DECLINE.

After rating their satisfaction with the quality of life offered by Lake Oswego, residents were asked to rate their overall satisfaction with Lake Oswego’s local government. For this question, a 5-point scale was used with “1” meaning “very poor” and “5” meaning excellent.

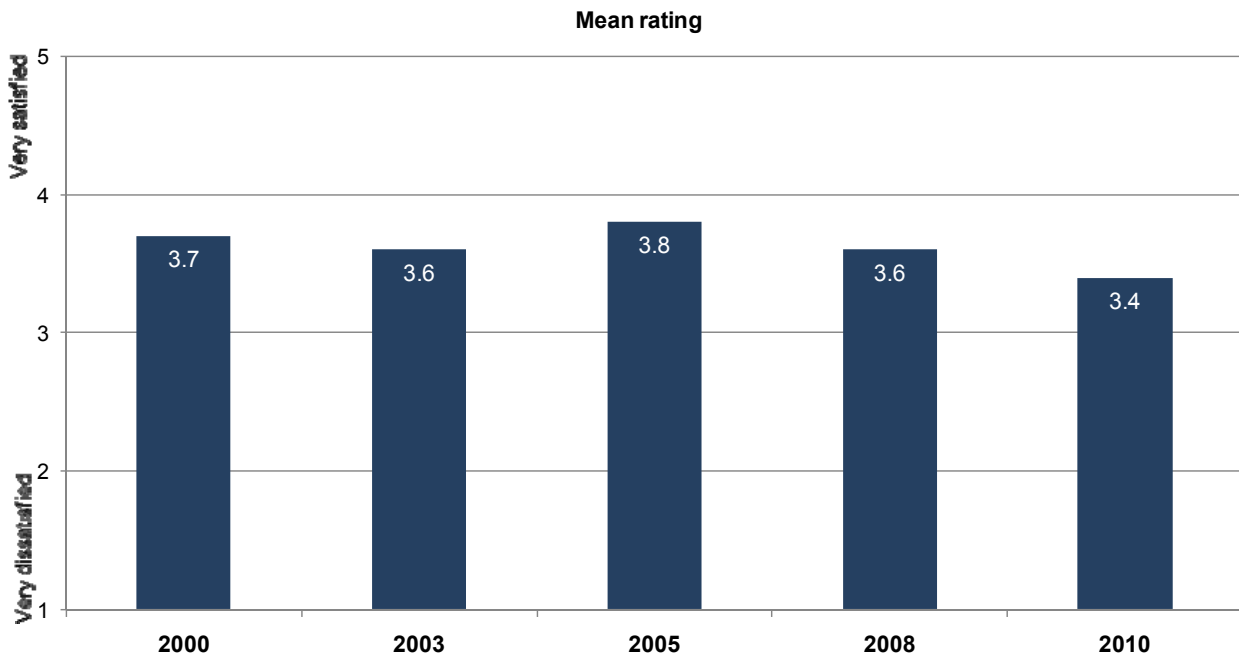
For 2010, resident satisfaction with city government generates a mean rating of 3.4, continuing a decline from the high of 3.8 set in 2005. The decline since 2008, when the mean rating was 3.6, is significant. In 2008, 58% provided a rating at the high end of the scale — a “4” or “5.” For 2010, that percentage dropped to 51%.

Dissatisfaction appears to be driven frequently by those who have lived in Lake Oswego for a longer period of time. Those who have lived in Lake Oswego for 10 years or less provide an average rating of 3.7 for their satisfaction with local government while those who have lived in Lake Oswego for more than 10 years provide an average rating of 3.3. Less than half of these longer term residents (46%) provide a rating at the high end of the scale. In addition, it is residents in the 35 to 54 age group that are most concerned. Only 8% of this age group provide the highest rating of “5”, compared to 21% of those 18 to 34 and 21% of those 55 or older.

SATISFACTION WITH CITY GOVERNMENT

Q: First, I want you to rate your overall satisfaction with your local government. This time please use a “1” to “5” scale. On the scale a “1” is very dissatisfied with the quality of your local government and a “5” is very satisfied with the quality of your local government. Using the “1” to “5” scale, how would you rate your satisfaction with local government?

each year n=400



THERE IS A DECLINE IN THE PERCENTAGE OF RESIDENTS WHO APPROVE OF THE COURSE THE CITY COUNCIL IS SETTING.

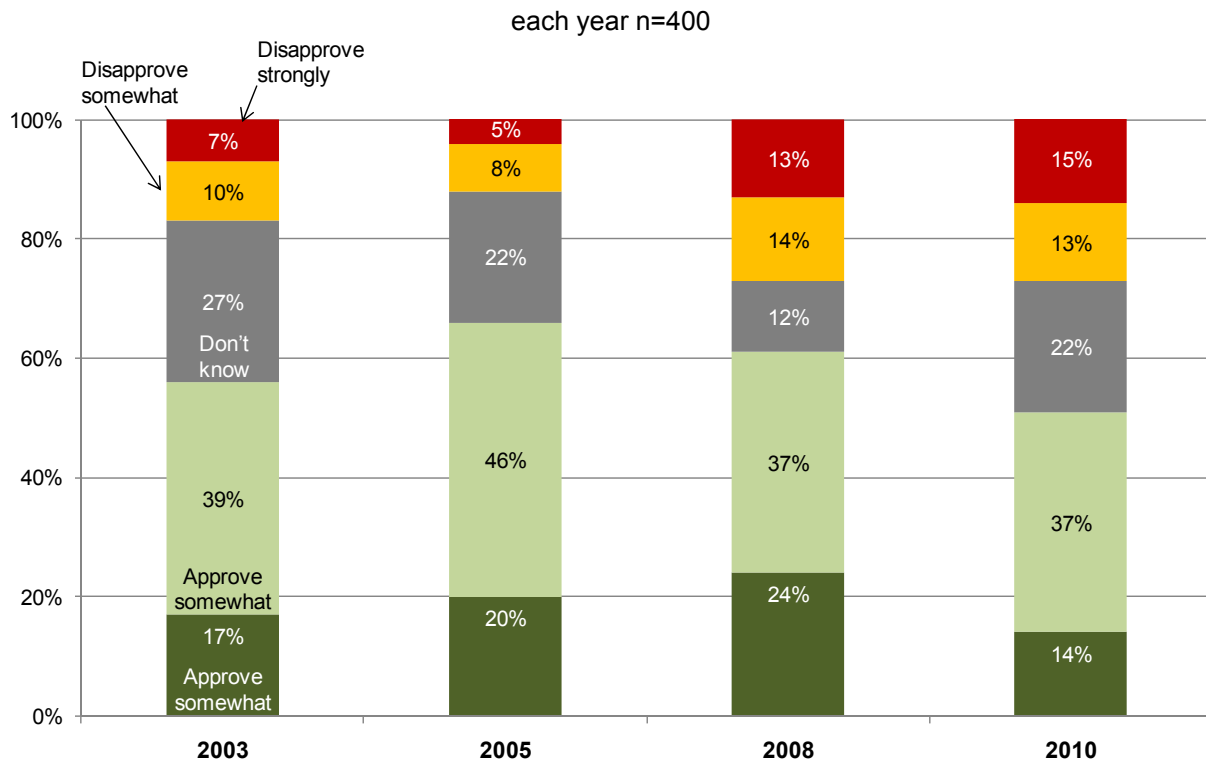
Since 2003, residents have been asked if they approve or disapprove of the course being set by the City Council. Compared to 2008, residents today are less likely to indicate they approve of the course set by the City Council. This is because of a significant decline in the percentage who say they “strongly approve” — from 24% to 14% — the lowest level of strong approval since the question was first asked.

The percentage of residents who say they “don’t know” whether they approve or disapprove of the City Council’s course has increased from 12% in 2008 to 22%. However, the 22% figure is in keeping with the level of “don’t know” responses recorded in 2003 and 2005. 2008’s 12% “don’t know” figure was actually the exception and was likely the result of heightened awareness of City Council activities due to the 2008 primary election when residents were voting on whether or not to approve bonds to fund the refinancing of the West End property.

Strong disagreement with the course the City Council is setting is most frequent among two demographic groups — men and long-time Lake Oswego residents. Among men, 20% strongly disapprove of the course the Council is setting compared to only 11% of women. Among those who have lived in Lake Oswego over 10 years, 20% strongly disapprove of the City Council’s course compared to just 6% of those who have lived in Lake Oswego 10 years or less.

COURSE SET BY CITY COUNCIL

Q: *Would you say you approve or disapprove of the current course the City Council is setting for the City? Do you approve (disapprove) with it somewhat, or strongly?*



**THOSE WHO APPROVE TYPICALLY PROVIDE NON-SPECIFIC ANSWERS — “THINGS ARE GOING WELL.”
THOSE WHO DISAPPROVE OF THE COURSE THE CITY COUNCIL IS SETTING OFTEN CITE THE WEST END
PROPERTY AND EXCESSIVE SPENDING.**

After indicating whether they approve or disapprove of the course the City Council is taking, residents were asked why they approve or disapprove. Those who approve — either strongly or somewhat — of the current course set by City Council tend to provide rather general answers — they like the way things are going (16%), they believe the Council is helping to make Lake Oswego more livable (10%), or they approve of the Council’s priorities or decisions (6%). However, even among the approving segment there are 13% — almost all who say they only “somewhat approve” of the Council’s direction — who indicate they perceive the West End property purchase as a mistake.

Among those who disapprove — either strongly or somewhat — of the Council’s direction, the West End property purchase remains a major issue. One-third of this group indicate that their dissatisfaction with the Council is centered on the West End property. In addition, another quarter have issues with money — 18% say the City spends too much money and 8% say taxes are too high. These percentages are very similar to what was seen in 2008, when 34% of those who disapproved of the Council’s direction cited the West End property and 21% indicated they believed the Council was not acting in a fiscally responsible manner.

It is also worth noting that 8% of the disapproving segment believe the Council doesn’t listen to residents, a comment that has not appeared in the past.

Not surprisingly, those who say they “don’t know,” indicated simply they “don’t know.”

The verbatim responses from residents to this question are included in the Appendix of this report.

REASONS FOR APPROVING OF CITY COUNCIL COURSE

Q: Why do you approve of the current course the City Council is setting?

(Table adds to less than 100 due to rounding.)

Reason for approving	Approve strongly or somewhat of current course n=202
Overall things are going well	16%
Mistake to purchase West End property	13%
Good work making City livable	10%
Good priorities, decisions	6%
Spend too much	5%
Good planning	5%
Don't know what they are doing	4%
Land use issues/sensitive lands	3%
Don't follow City Council	3%
Wrong priorities	2%
Council doesn't pay attention to citizens	2%
Schools are excellent	2%
Others, negative	16%
Others, positive	5%
Others, netural	1%
Don't know	6%

REASONS FOR DISAPPROVING OF CITY COUNCIL COURSE

Q: *Why do you disapprove of the current course the City Council is setting?*

(Table adds to more than 100 due to rounding.)

Reason for disapproving	Disapprove strongly or somewhat of current course n=112
Mistake to purchase West End property	31%
Spend too much money	18%
Land use issues/sensitive lands	10%
Wrong priorities, decisions	9%
Taxes too high	8%
Council doesn't pay attention to citizens	8%
Too oriented toward development	4%
Others, negative	10%
Others, positive	3%

THERE IS AN INCREASE IN THE PERCENTAGE OF RESPONDENTS WHO DISAGREE THAT THE CITY MAKES EFFICIENT USE OF TAX DOLLARS AND THAT IT KEEPS ITS PROMISES TO RESIDENTS.

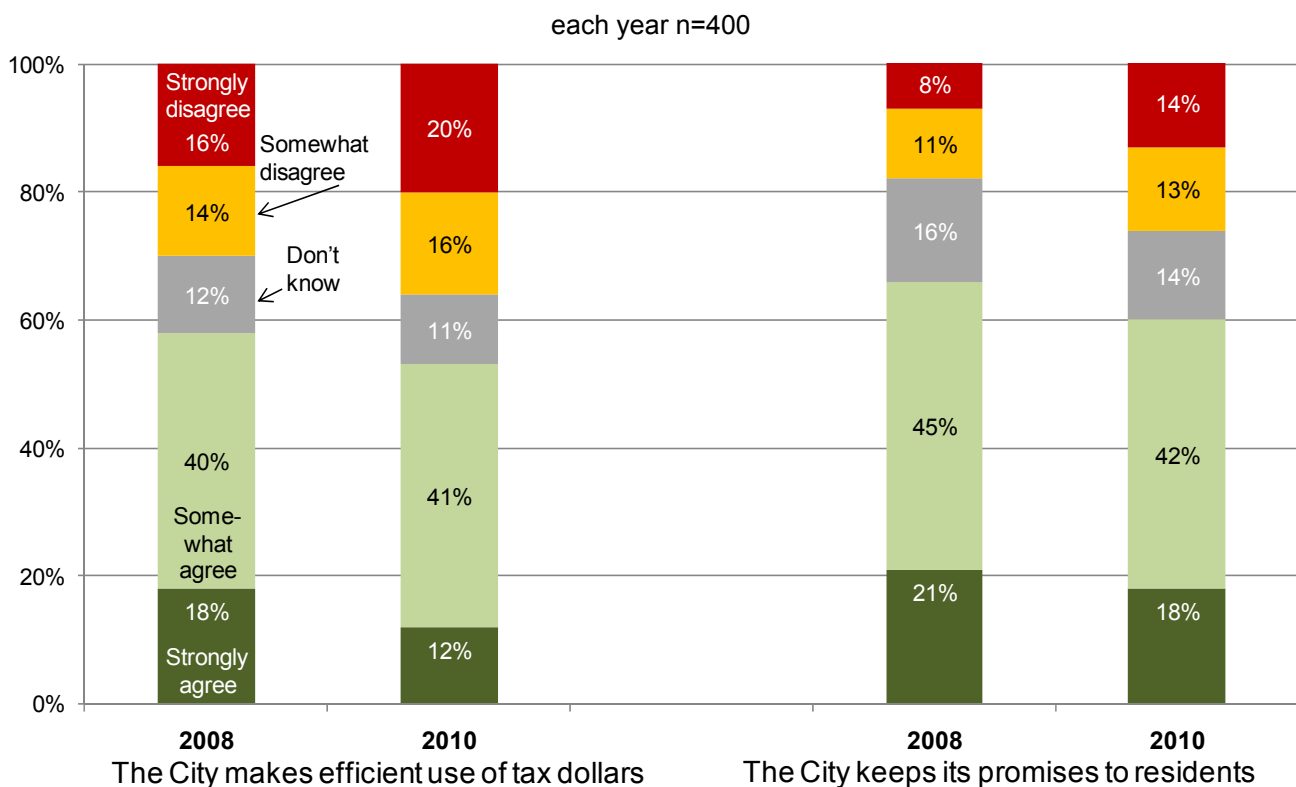
Two questions were asked in 2008 and again this year to help assess the overall level of trust the residents of Lake Oswego have in their city government. Respondents are asked to agree or disagree with each statement. One statement deals directly with how the City spends tax dollars — *The City of Lake Oswego makes efficient use of tax dollars* — and the other with the level of trust residents have that the City will follow through on its commitments to residents — *The City of Lake Oswego keeps its promises to residents*.

Both of these indicators have declined in the last two years, with the percentage of residents who disagree with the statements increasing significantly. The percentage of respondents who disagree that the City makes efficient use of tax dollars has increased from 30% in 2008 to 36% this year. The percentage who do not believe the City keeps its promises has increased from 19% in 2008 to 27% today. While it is still a minority of residents who disagree with these statements, the increases are significant and should be a concern to the City since residents who are distrustful of the City are unlikely to support specific programs or initiatives.

As with the earlier rating for city government and the City Council, the demographic segment most likely to demonstrate concern are those who have lived in the City for more than 10 years. For example, among newer residents, 11% strongly disagree that the City makes efficient use of tax dollars. However, among longer term residents, 25% strongly disagree. The same pattern is seen with keeping promises — 6% of newer residents disagree that the City keeps its promises while 18% of longer term residents disagree.

CITY USE OF TAX DOLLARS AND KEEPING PROMISES

Q: *The City of Lake Oswego makes efficient use of tax dollars*
The City of Lake Oswego keeps its promises to residents.



II. Satisfaction with City Services

FIRE AND RESCUE SERVICE, POLICE SERVICES AGAIN TOP THE LIST OF DESIRED CITY SERVICES.

In order to analyze how well the City is performing relative to the importance placed on the services by residents, respondents were asked to rate the importance of a variety of City services. A “1” to “5” scale was used, where a “1” means the service “makes little or no difference . . .when you are deciding where to live” and a “5” means “you would not choose to live in a city if you did not believe the quality of this service is very high.”

This year the list of services was shortened and some services from the 2008 list were combined in order to make a list that was more manageable for respondents. As a result, we are showing just the results for 2010.

In reviewing the results, note that two groups frequently place a higher value on services that their counterparts. The first is women, who frequently rate services as more important than men. The second is non-college graduates, who often place greater value on services than those with a college degree.

Results show:

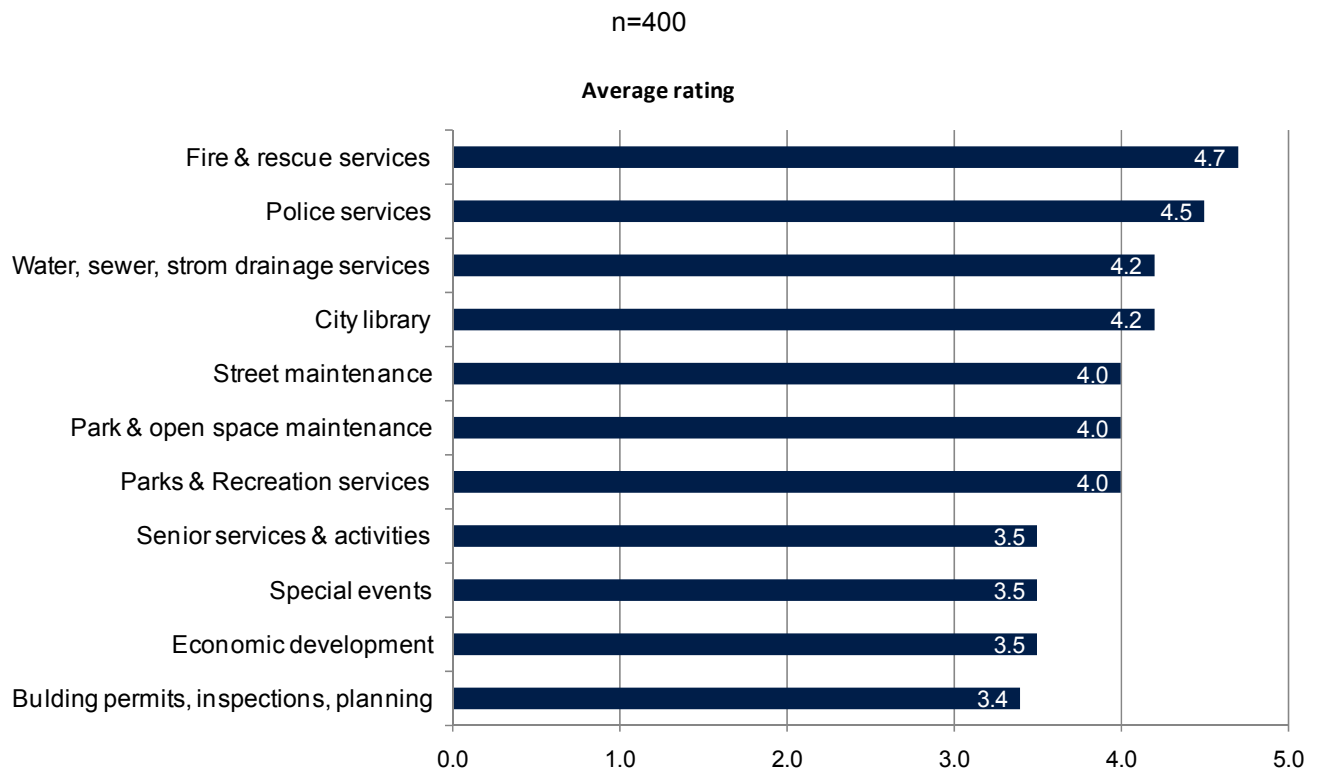
- ▶ **Fire and rescue and police again top the list of services.** As we typically see, fire and rescue services, along with police, are on a tier by themselves in importance to residents. About 90% of residents provide a rating of “4” or “5” for both of these services. In 2008, these two were also the top-rated services. There are no demographic differences on the importance of these services.
- ▶ **On a second tier are water, sewer, and storm drainage services, the City’s Library, street maintenance, parks and open space maintenance, and Parks and Recreation services.** Each of these services is rated a “4” or “5” by about three-quarters of residents. Responses are similar to 2008. Note that:
 - ✓ There are no demographic differences on the importance of water, sewer, and storm drainage services.
 - ✓ Library services are more important to women (4.5) than men (4.0)
 - ✓ There are no demographic differences on the importance of street maintenance.
 - ✓ Park and open space maintenance is more important to women (4.2) than men (3.8) and to those who give a high rating to Lake Oswego’s overall livability — 4.1 for those who rate Lake Oswego’s livability on the high end of the scale and a 3.4 for those who provide a rating of “7” or lower on livability.
 - ✓ As with parks and open space maintenance, Parks and Recreation services are more important to women and those providing a high rating for Lake Oswego’s current livability.
- ▶ **A third tier of services includes senior services, special events, and economic development.** About half of respondents rate these services a “4” or “5.”
 - ✓ Not surprisingly, senior services grow in importance with age — 3.0 for those 35 to 54 versus 3.8 for those 55 or over. In addition, senior services are more important to women

(3.9) than men (3.2) and to those without a college degree (3.7) than those with at least a degree (3.5).

- ✓ The City’s special events are more desirable to women (3.7) than men (3.2). In addition, Lake Oswego residents 55 and older (3.6) are more interested in special events than those in the 35 to 54 age group (3.2) likely because of the particularly busy lives of those in this age group. Those without a college education also are more appreciative of special events (3.7) than of those with at least a college degree (3.4).
 - ✓ Economic development, which was recently added as a City service, is most important to women (3.8), those without a college degree (3.9), and those who have not had contact with the City in the last year (3.7).
- ▶ **Least important to residents are building permits, inspections, and planning.** The average rating for these services, which are grouped together for the first time this year, is 3.4. This is the same rating that the Building Department received in 2008, but lower than the Planning Department received when it stood alone (3.7). The only demographic segments that provide significantly different ratings are women (3.7) who are much higher on this service than men (3.1).

IMPORTANCE OF CITY SERVICES

Q: *Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance — it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important — you would not choose to live in a city if you did not believe the quality of this service is very high. How about...*



PERFORMANCE RATINGS VARY CONSIDERABLY BETWEEN SERVICES.

After rating the importance of the different services offered by Lake Oswego, residents rated how well they believe the City is doing at providing each service. As with importance ratings, women tend to rate the performance of the City higher than men. Findings include:

- ▶ **Fire and rescue services and police receive excellent ratings.** The services with the highest ratings are fire and rescue services (mean of 4.6, 90% providing a rating of “4” or “5”) and police (4.4, with 86% a “4” or “5”). These are excellent ratings, particularly for police. We frequently see high satisfaction ratings for fire and rescue services. High satisfaction ratings for police are not as common.
- ▶ **About three-quarters provide high ratings for the library, park and open space maintenance, Parks and Recreation services and special events.** Again, these are excellent overall ratings.
 - ✓ The Library and special events receive particularly strong ratings from women (88% a “4” or “5” for the library and 79% a “4” or “5” for special events).
 - ✓ Ratings for park and open space maintenance and Parks and Recreation services are generally similar across demographic segments.
- ▶ **Water, sewer, and storm drainage services, along with street maintenance, and senior services and activities form the next tier.** Around six in ten of residents give high ratings to each of these services.
 - ✓ The only demographic difference for water, sewer, and storm drainage services is by age, with those 35 to 54 providing a lower rating (mean of 3.6) than those who are younger (4.1) and older (3.8).
 - ✓ There are no major demographic differences for street maintenance.
 - ✓ Mean ratings for senior services are highest among women (mean of 4.2). Senior services ratings do *not* vary by age. However, there is a higher percentage of “don’t know” responses for those under 55 (29%) than for those 55 and older (13%).
- ▶ **Lowest ratings given to economic development and building permits, inspections, and planning.** Only about one-third of residents provide high ratings for these two services.
 - ✓ Again women provide higher ratings than men for both of these services.
 - ✓ Economic development ratings are higher among those who have been a resident of Lake Oswego for 10 years or less (3.5).

QUALITY OF CITY SERVICES

Q: Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent — the quality of the service in Lake Oswego is very high. How about...

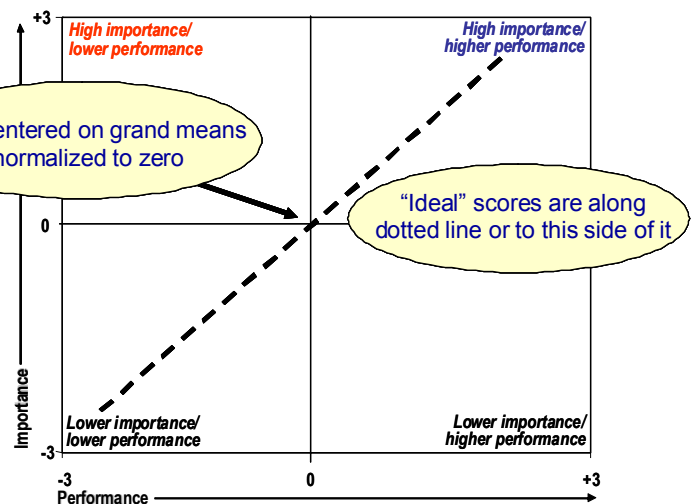


PERFORMANCE MAP ILLUSTRATES LAKE OSWEGO’S STRENGTHS AND IDENTIFIES AREAS WHERE RESIDENTS WOULD LIKE TO SEE IMPROVEMENTS.

To give further insight into residents’ perceptions of services provided by Lake Oswego, the importance of each service and the performance rating for the quality of the services were plotted on a “performance versus importance” graph, shown on page 16. This section explains how to interpret the chart.

It is important to normalize the data in order to create a similar scale for both importance and performance. For this analysis we used a “z-score” to normalize the data. The z-score tells how many standard deviations a rating is from the average rating for all characteristics. A positive z-score means the rating is above average and a negative z-score means a rating that is below average. Of course, a larger z-score signifies a larger distance above or below the average.

On the example “performance versus importance” map to the right, the horizontal axis represents the performance ratings, with the center representing a “0” z-score — the average rating, since it is “0” standard deviations from the mean. The vertical axis represents the importance ratings with the center again representing a “0” z-score, or average, importance ratings. The two lines cross at the “0” z-score for both importance and performance. Each attribute is then mapped on the graph using its importance rating and the performance rating for Lake Oswego.



An explanation of how to interpret the graph follows:

- ▶ **The upper-right quadrant is the ideal zone**, the place organizations want the attributes of greatest importance to those they serve to be located. This quadrant contains characteristics that have positive z-scores (above-average) for both importance and performance.
- ▶ **The upper-left quadrant is the “danger zone.”** This includes characteristics that have a positive z-score for importance but on which performance scores fall short of average and as a result generate a negative z-score for performance. Generally, organizations should concentrate resources on improving performance (or improving communication regarding performance) for characteristics that fall in this area.
- ▶ **The lower-left quadrant is a neutral zone**, containing characteristics that have negative z-scores for both importance and performance. Since these items are of comparatively less importance to residents, their comparatively lower performance ratings are not as much of a concern.
- ▶ **Finally, the lower-right quadrant indicates characteristics for which, if anything, more than enough effort has been made.** This quadrant contains items that generate a negative z-score for importance, but on which an organization receives a positive (above-

average) z-score for performance. Spending additional resources to enhance these issues further may squander resources that could be better spent alleviating any problems in the “danger zone.”

MAP ILLUSTRATES RESIDENTS’ CONCERNS ABOUT WATER/SEWER SERVICES, ALONG WITH STREET MAINTENANCE. OTHERWISE, THE MAP ILLUSTRATES OVERALL SATISFACTION WITH LAKE OSWEGO’S KEY SERVICES.

The “performance versus importance” map on the next page illustrates the generally favorable perception held by Lake Oswego’s residents of most key services. Key points from the map analysis include:

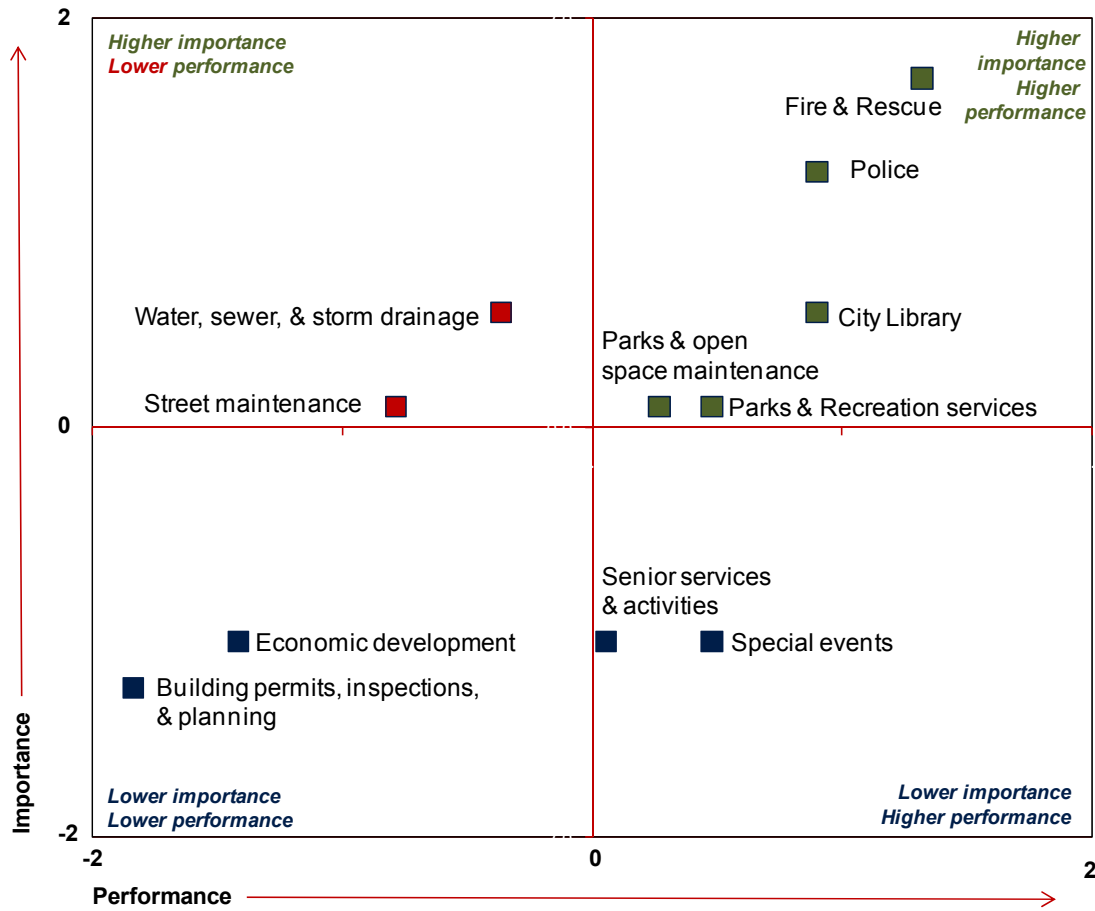
- ▶ **The most important services — fire and rescue and police — are well positioned as higher in both importance and performance.** These services’ locations on the map are essentially the same as in 2008.
- ▶ **Other key services — the City’s Library, Parks and Recreation services, and parks and open space maintenance — are also located in the appropriate quadrant.** The Library is in almost exactly the same position as in 2008. Two aspects of parks — “Parks and Recreation services” and “parks and open space maintenance” — are also located in this quadrant.

This is the first year the phrase “Parks and Recreation services” has been used. In this past, “Parks and Recreation youth and teen activities” and “Parks and Recreation adult activities” were used. Using the new phrasing resulted in higher importance and performance ratings.

Wording was also changed for parks maintenance. In 2008, the wording was simply “park maintenance.” For 2010 the wording is “parks and open space maintenance.” The change in wording, however, appears to have made little, if any, difference in ratings for either importance or performance. In both 2008 and 2010, these services were considered both above average in importance and performance.

- ▶ **Water, sewer, and storm drainage services, as well as street maintenance, do not meet desired performance levels.** This year, as well as in 2008, water, sewer, and storm drainage services are in the “danger zone” — higher in importance, but lower in perceived performance. The same is true for street maintenance. Both of these services are located in almost exactly the same position on the map in 2010 as in 2008, indicating that residents’ perceptions of the quality of the services the City provides in these two areas have changed little, if at all, over the last two years.
- ▶ **Economic development and building permits, inspection and planning are lower in both importance and performance.** While the City may want to consider ways to improve the perception of these services by residents, given that these areas are lower in importance to residents as well as performance, their location should not be a major concern for the City. Certainly, improvements to those services in the danger zone should be a higher priority than improvement in these two areas.
- ▶ **Senior services and special events are lower in importance, but higher in performance.** The location of these two services would indicate the City does not need to allocate any additional resources in these areas.

2010 LAKE OSWEGO IMPORTANCE VERSUS PERFORMANCE MAP



III. Attitudes Toward Community Issues

In order to provide an assessment of community attitudes toward a range of issues that the City Council will be addressing in the next year or two, residents were read a series of statements and asked for their level of agreement or disagreement with each.

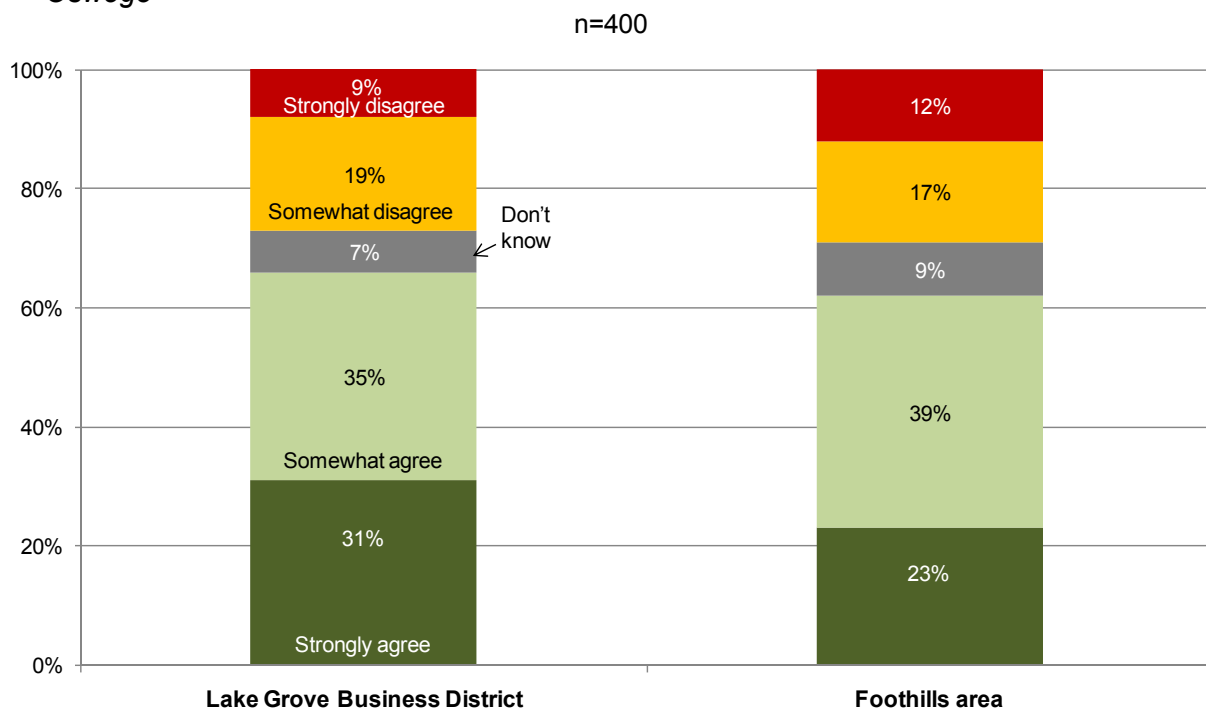
REDEVELOPMENT OF THE LAKE GROVE BUSINESS DISTRICT AND THE FoothILLS AREA IS SUPPORTED BY A SOLID MAJORITY OF LAKE OSWEGO RESIDENTS.

Two statements were read to gauge the level of support for City redevelopment efforts in two areas of Lake Oswego — the Lake Grove business district and the Foothills area. Results show there is substantial support for both of these redevelopment efforts. Specific findings include:

- ▶ **Two-thirds of residents agree the City should do more to further the redevelopment of the Lake Grove business district.** Support is high among all demographic groups, although it is highest among newer and younger residents. Those who have lived in Lake Oswego for 10 years or less are more likely to agree with the statement (71%) than those who have lived in Lake Oswego for more than 10 years (62%). Among those under 55 years of age, 80% agree compared to 61% of those 55 or over.
- ▶ **Six in ten believe redevelopment of the Foothills area is an exciting opportunity for Lake Oswego.** There are no significant differences in attitude toward redevelopment of the Foothills area among the demographic segments.

REDEVELOPMENT OF LAKE GROVE BUSINESS DISTRICT & FoothILLS AREA

Q: *The City should do more to further the redevelopment of the Lake Grove Business District*
Redevelopment of the Foothills area along the Willamette is an exciting opportunity for Lake Oswego



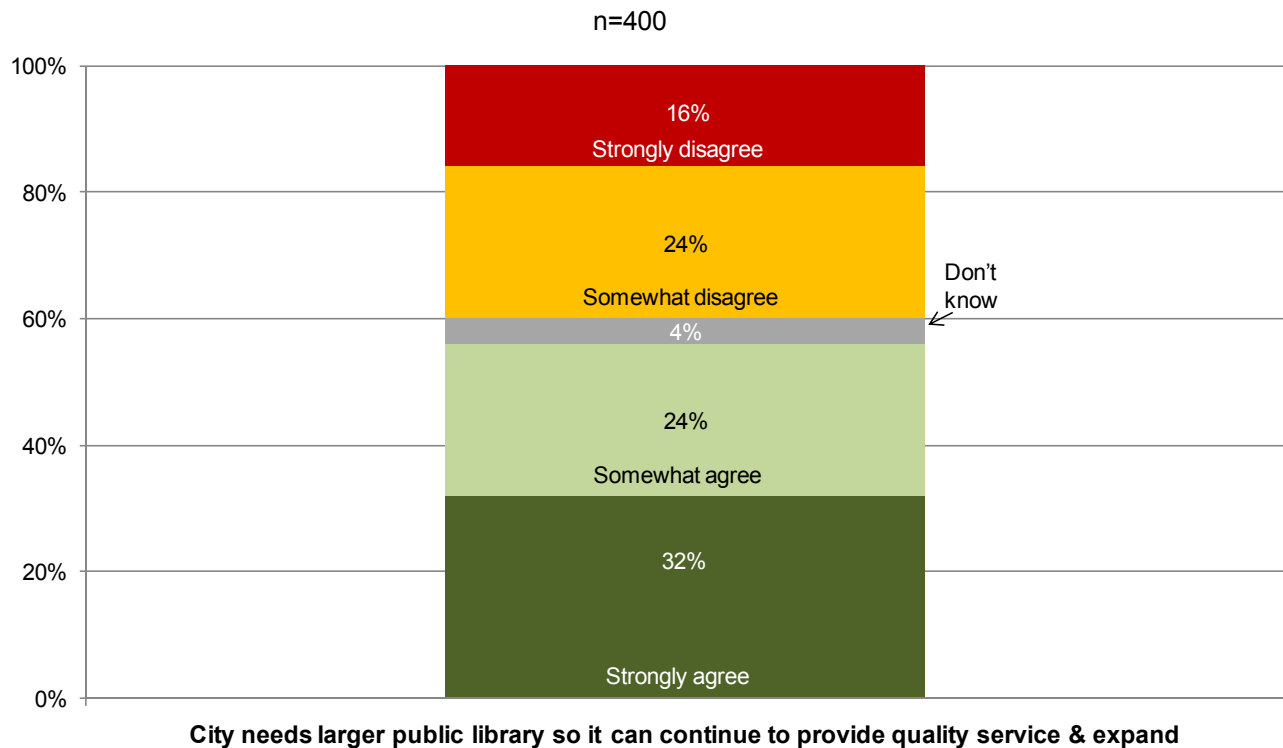
ABOUT HALF SUPPORT A NEW LIBRARY.

Residents were read a statement designed to assess reaction to the concept of the City building a new library. A little over half of residents agree the City needs a larger public library. There is strong agreement by one-third of residents and another quarter indicating they agree somewhat with the statement, “*The City needs a larger public library so that it can continue to provide quality services to residents and expanded programs and collections.*” Support is broad-based, the only demographic segment that displays stronger support for the concept of a larger library is women — 66% agree compared to only 48% of men.

These results indicate that it is possible to pass a bond measure to fund a new library building if it is appropriately designed and communicated to voters. However, note that support for most money measures decline as an election nears. Money measures for which initial support is around 50% frequently are ultimately defeated by voters if a strong community-based campaign is not mounted.

LARGER PUBLIC LIBRARY

Q: *The City needs a larger public library so that it can continue to provide quality services to residents and expand programs and collections*



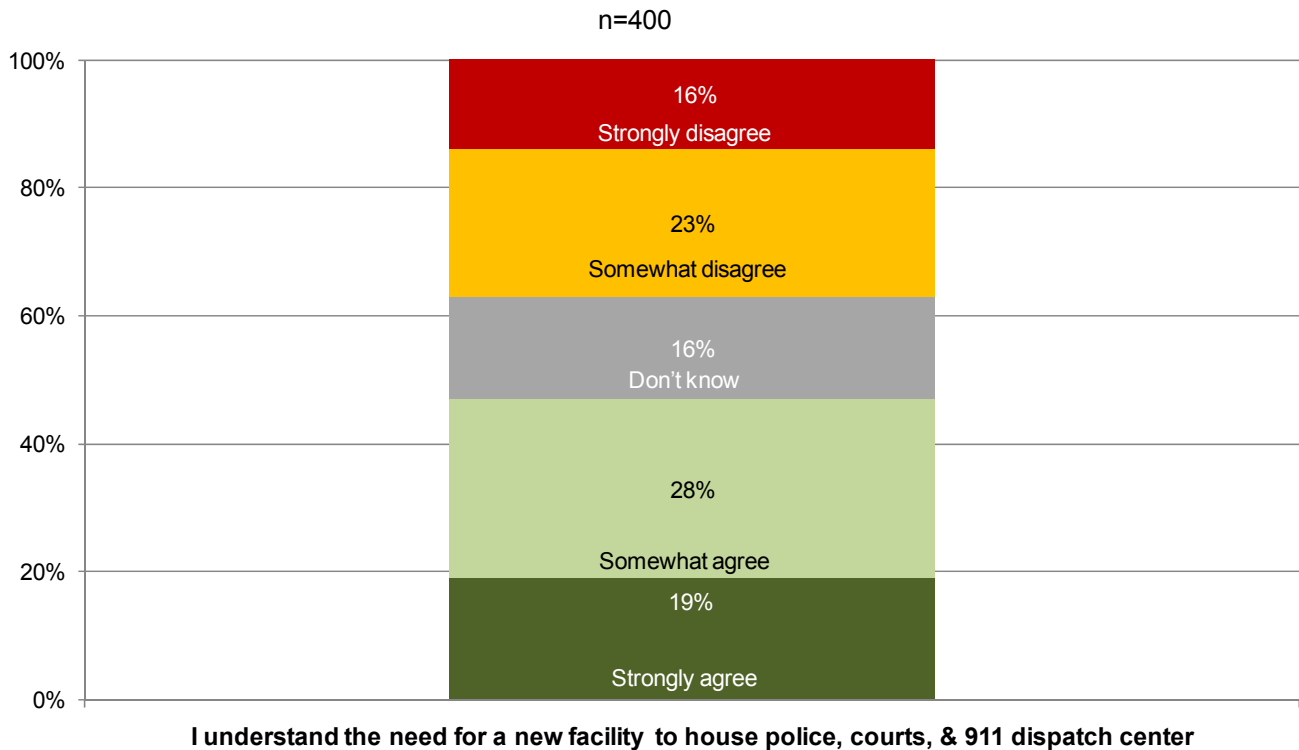
FEWER THAN HALF UNDERSTAND THE NEED FOR A NEW FACILITY TO HOUSE POLICE, COURTS, AND 911 DISPATCH.

In order to gauge whether or not the public had a basic understanding of the need for a new public safety building, residents were asked if they understood the *need for a new facility to house police, courts, & the 911 dispatch center*. Under half indicate they understand the need, and only 2 in 10 residents strongly agree that they understand the need for a new public safety building in Lake Oswego, while slightly under 3 in 10 somewhat agree. As with the Library, support is higher among women (55% agree) than men (39% agree). In addition, those who have lived in Lake Oswego 10 years or less are more likely to agree (55%) than longer term residents (42%).

These results indicate that it will be necessary to spend time building an understanding of the need for a new public safety facility before going to the voters with any bond issue to fund a new building.

PUBLIC SAFETY FACILITY

Q: *I understand the need for a new facility to house police, courts, & the 911 dispatch center*



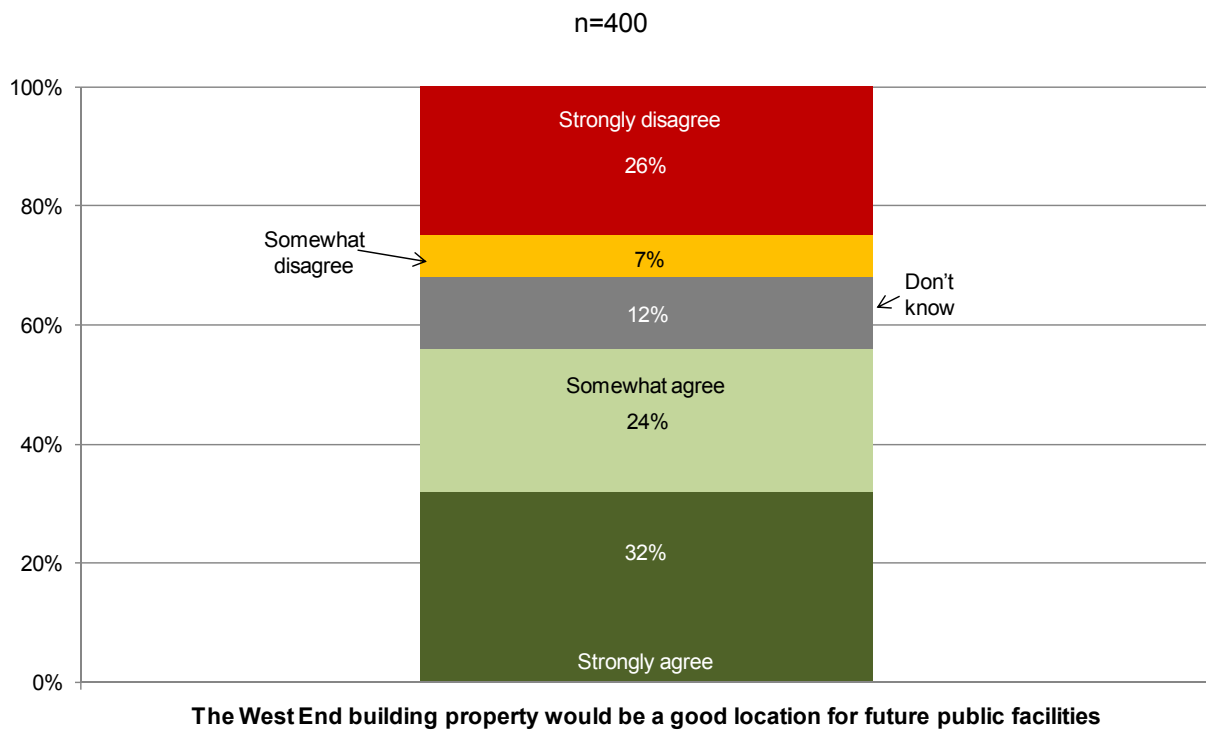
WHILE A MAJORITY INDICATE THE WEST END PROPERTY IS A GOOD LOCATION FOR FUTURE FACILITIES, ONE-QUARTER OF RESIDENTS STRONGLY DISAGREE.

While overall a majority of Lake Oswego residents (56%) indicate they believe the West End Building property will be a good location for future public facilities, the issue of the purchase of the property remains a major issue for one-quarter of residents.

Strong disagreement with the statement, “*The West End Building property would be a good location for future public facilities,*” is voiced by 26% of Lake Oswego residents. This core group of unhappy residents are more likely to be longer term residents — 32% of those who have lived in Lake Oswego for more than 10 years strongly disagree with the statement compared to only 16% of newer residents. It also appears that this issue may be driving much of the increase in the dissatisfaction with the City. Of those who rate Lake Oswego as less than a “8” for livability, 47% strongly disagree with the statement, as do 45% of those who are not satisfied with City government, and 66% of those who disapprove of the current course the City Council is setting.

FUTURE USE OF WEST END BUILDING PROPERTY

Q: *The West End Building property would be a good location for future public facilities*



SUPPORT FOR EXTENDING THE PORTLAND STREETCAR IS STILL STRONG, BUT LOWER THAN IN 2008.

In 2008 and again this year, residents were read similar statements about extending the Portland streetcar to Lake Oswego along Highway 43: “I support (the idea of)¹ extending the Portland streetcar to Lake Oswego as an additional transportation alternative to Highway 43.”

The graphic below illustrates that support is strong for extending the streetcar to Lake Oswego. However, support has declined since 2008. In 2008 over half of residents strongly agreed with the idea of extending the streetcar and another quarter somewhat agreed with the statement. Today, strong agreement stands at 43%, again with a quarter somewhat agreeing. At the same time, strong disagreement with the statement has increased significantly — from 11% in 2008 to 19% in 2010.

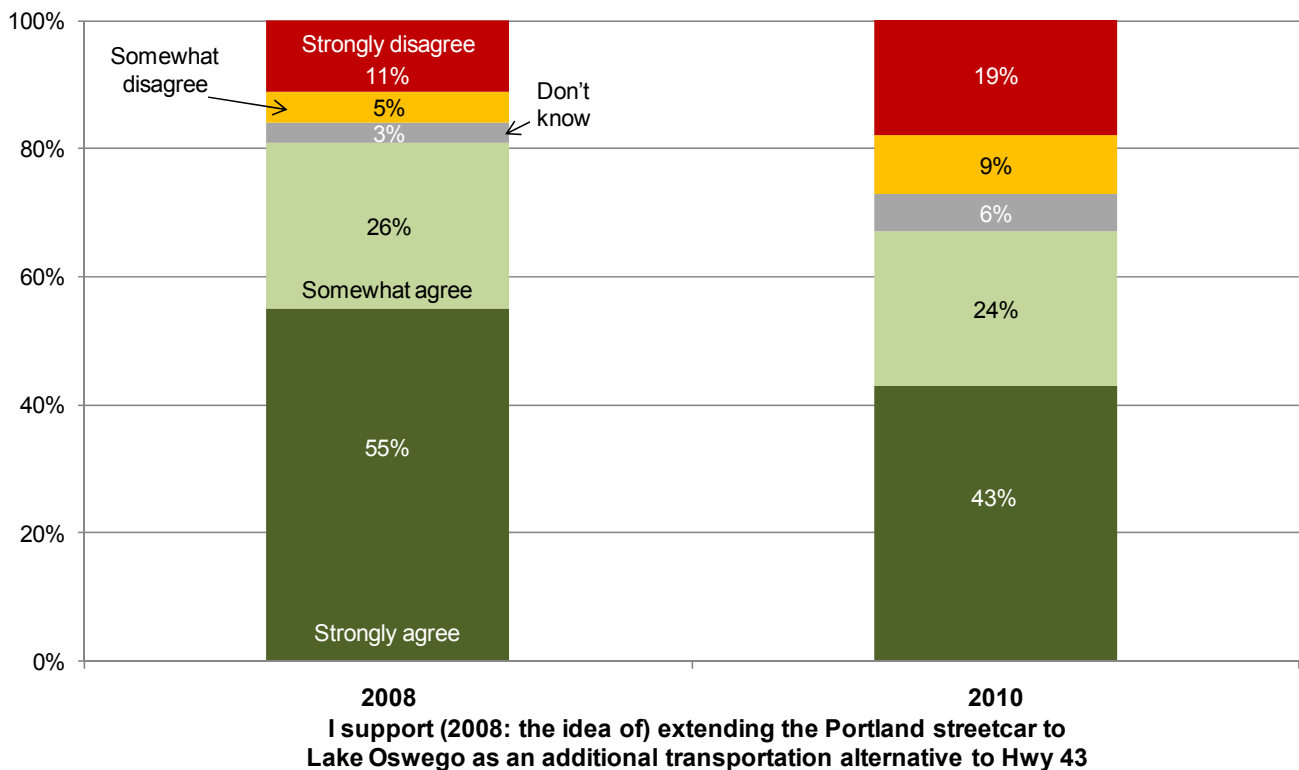
Age appears to be an important factor in the level of support for the streetcar. Among the small sample of those under the age of 35, 85% agree with the statement. This drops to 72% for those 35 to 54 and again to 64% among those 55 or older. At the same time, 77% of those who have lived in Lake Oswego for 10 years or less agree with the statement — including half who strongly agree — while 61% of those who have lived in Lake Oswego for more than 10 years agree with the statement.

This decline in the level of support is typical of what happens as the actual implementation of a project which has been under consideration for a long time nears.

EXTENDING THE STREETCAR TO LAKE OSWEGO

Q: I support extending the Portland streetcar to Lake Oswego as an additional transportation alternative to Highway 43

n=400



¹ In 2008, the statement included the phrase “the idea of.”

A VERY STRONG MAJORITY BELIEVE THE CITY SHOULD PROTECT NATURAL RESOURCES ON ALL LANDS WITHIN THE CITY.

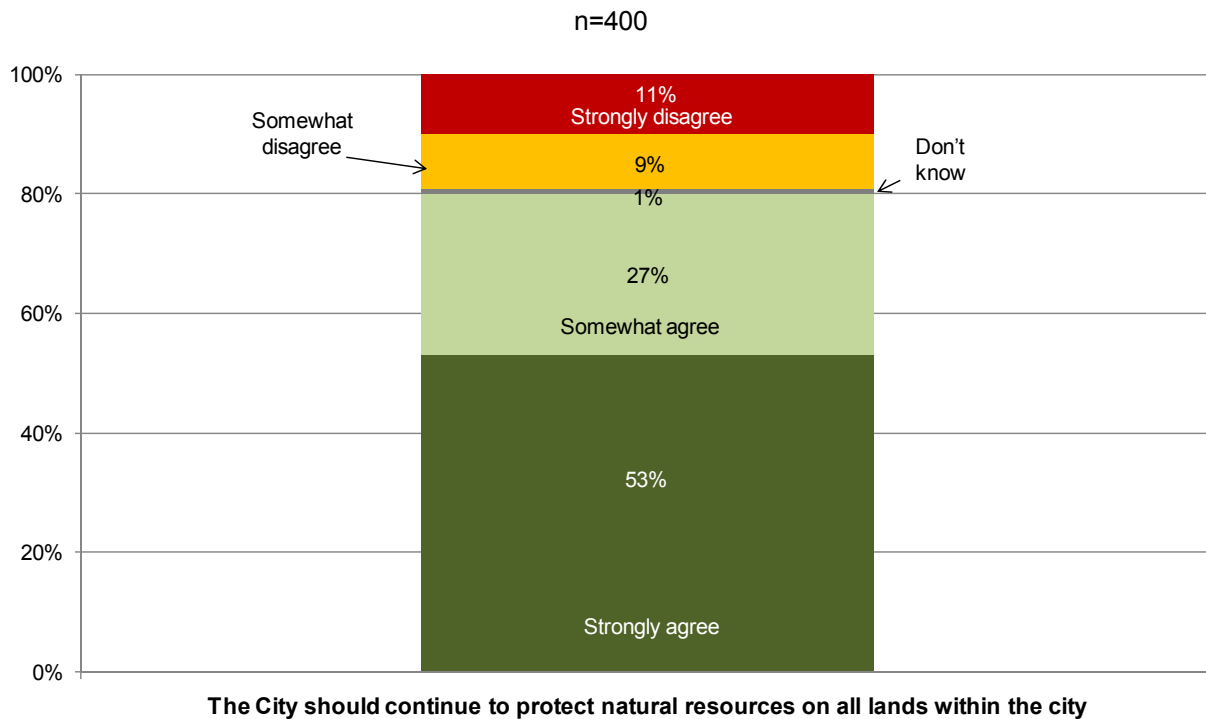
The vast majority of Lake Oswego residents believe the City has a role to play in protecting natural resources on all land within the city. Eight in ten residents agree with the statement, “*The City should continue to protect natural resources on all lands within the City,*” including a little over half who say they agree strongly with the statement.

While a majority of all segments agree with this statement, agreement is significantly higher among women — 87% agreement compared to 74% agreement among men. Agreement is also stronger among newer residents — 90% of those who have lived in Lake Oswego 10 years or less agree with the statement while 74% of those who have lived in the City over 10 years agree.

It is worth noting that this issue is not as likely as the West End Building to be driving dissatisfaction with the course the City Council is setting. Among those who disapprove of the current course, only 24% strongly disagree with the City protecting natural resources on all land in the City, while 66% of these residents strongly disagree that the West End property is a good location for future public buildings.

CITY SHOULD CONTINUE TO PROTECT NATURAL RESOURCES ON ALL LANDS

Q: *The City should continue to protect natural resources on all lands within the city*

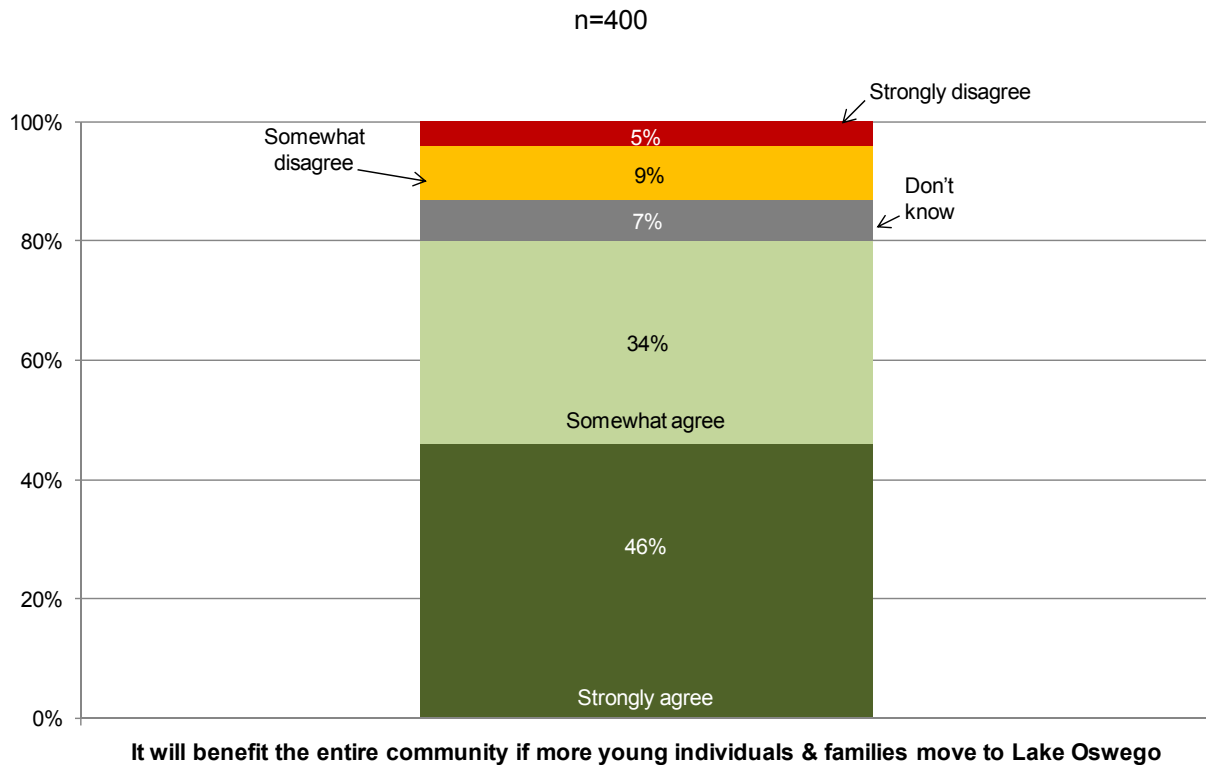


MOST RESIDENTS BELIEVE IT WOULD BENEFIT THE COMMUNITY IF MORE YOUNG INDIVIDUALS AND FAMILIES MOVED TO LAKE OSWEGO.

Eight out of ten Lake Oswego residents agree with the statement, “*It will benefit the entire community if more young individuals and families move to Lake Oswego.*” While there is a great deal of agreement among all segments, not surprisingly, agreement is strongest among newer and younger residents. Of newer residents, 85% agree with the statement compared to 76% of longer term residents. Of those under 55, 85% agree with the statement, compared to 77% of those who are 55 years of age or older.

ATTRACTING MORE YOUNG INDIVIDUALS & FAMILIES WOULD BENEFIT LAKE OSWEGO

Q: *It will benefit the entire community if more young individuals and families move to Lake Oswego*



IV. Civic Engagement

LAKE OSWEGO RESIDENTS CONTINUE TO BE HIGHLY ENGAGED CITIZENS.

A little over half of respondents say they have had contact with City of Lake Oswego staff and elected officials in the last year. In our experience, this is a very high level of civic engagement. For example, in a recently completed community survey for the City of Gresham, only 34% of respondents reported any contact with the City or elected officials in the last year.

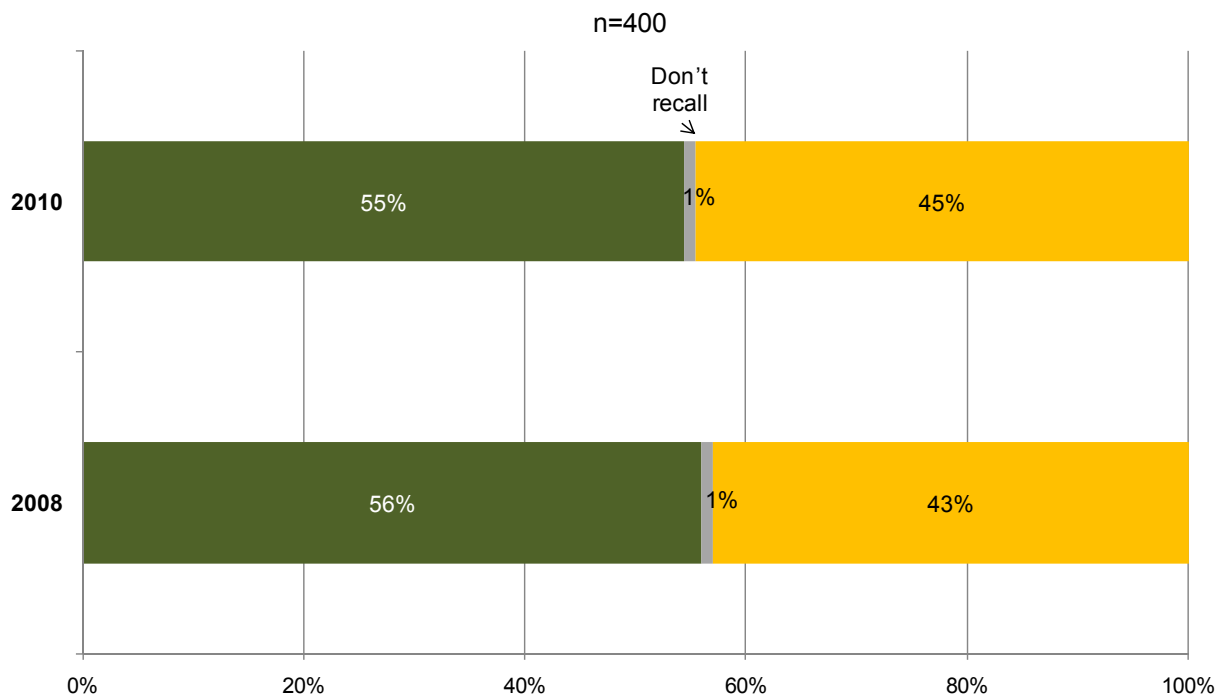
There is little difference in the demographic segments regarding contact with the City. In addition, there is no statistical difference in contact among those who agree with the current course being set by the City Council (59%) and those who disapprove of the course (62%).

Those who had contact in the last year were asked to identify what type of City employee or elected official they had contact with. As in 2008, contact was most frequently with the planning or building department (32%), followed by elected officials — either the Mayor or other Council members (26%) — and the police (23%).

Note that as in 2008, only 10% indicate they had contact with Library staff members. The actual percentage may very well be higher. We have found that respondents frequently do not think of the staff at a city’s library as “City staff.”

CONTACT WITH CITY STAFF OR OFFICIALS

Q: *In the past year, have you personally had contact with any City of Lake Oswego employees or elected officials?*



TYPE OF CITY EMPLOYEE OR OFFICIAL HAD CONTACT WITH

Multiple responses allowed

Q: *What type of City employee or official did you have contact with?*

Type of contact	2010 Those with contact in last year n=219	2008 Those with contact in last year n=223
Planning/Building Department	32%	36%
Elected officials — Mayor or City Council member	26%	29%
Police	23%	21%
City Hall staff	16%	15%
Parks and Recreation staff	14%	17%
Library staff	10%	10%
Fire	6%	11%
Redevelopment and/or Economic Development	4%	n/a
Adult Community Center staff	2%	3%
Municipal court	2%	3%
Emergency medical	1%	2%
Others	1%	7%
Don't know/remember	5%	2%

FARMER’S MARKET CONTINUES TO BE THE MOST FREQUENTLY ATTENDED CIVIC EVENT.

Residents were read a list of civic events and asked which, if any, they had attended in the past year. As in 2005 and 2008, the Farmer’s Market is the most frequently attended event, with 8 of 10 Lake Oswego residents saying they had attended the Farmer’s Market at least once in the last year.

This year’s list of events was expanded to include a number of new events, some of which are not directly sponsored by the City. These include the Festival of the Arts, which 6 in 10 say they attended in the last year, the Holiday Market, attended by 4 in 10, and the Gallery Without Walls, attended by 3 in 10. LO Reads was also added to the list and about 2 in 10 say they participate in this event. The final new event — Portland Festival Symphony — was reportedly attended by about 1 on 10.

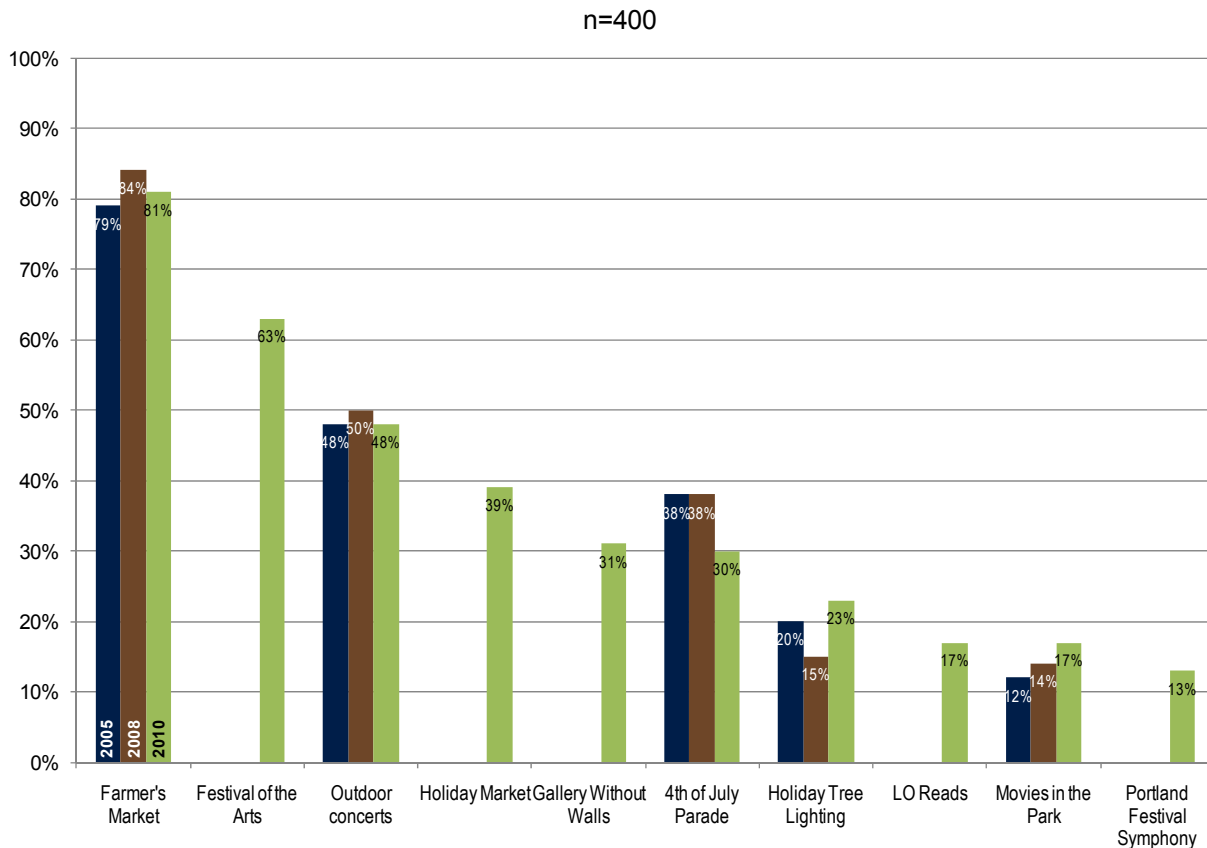
Of those events for which there is historical data, the summer outdoor concert series continues to be frequently cited, with about half saying they attended one of these concerts in the last year. Attendance at the 4th of July parade, while still healthy at 30%, does show a drop-off from past years. However, reported attendance at the Holiday Tree Lighting and Movies in the Park have increased.

The graphic shows only those events attended by at least 1 in 10 Lake Oswego residents. In addition to the events on the graphic, 7% say they attended the Historic Home Tour and 4% say their family attended the Kids Egg Hunt.

Only 8% of respondents indicated they did not attend any of the events.

ATTENDANCE AT SELECTED CIVIC EVENTS

Q: Which, if any, of the following civic events have you attended in the past year?



LAKE OSWEGO REVIEW AND HELLO LO, THE CITY’S NEWSLETTER, CONTINUE TO BE THE MOST FREQUENTLY USED SOURCES OF INFORMATION ABOUT CITY GOVERNMENT.

In a question that has been included in the Community Attitudes Survey since 1996, residents were asked from which source they receive the most information about the City of Lake Oswego’s government. Three sources have consistently been mentioned most often — the *Lake Oswego Review*, the City’s newsletter *Hello LO*, and *The Oregonian*.

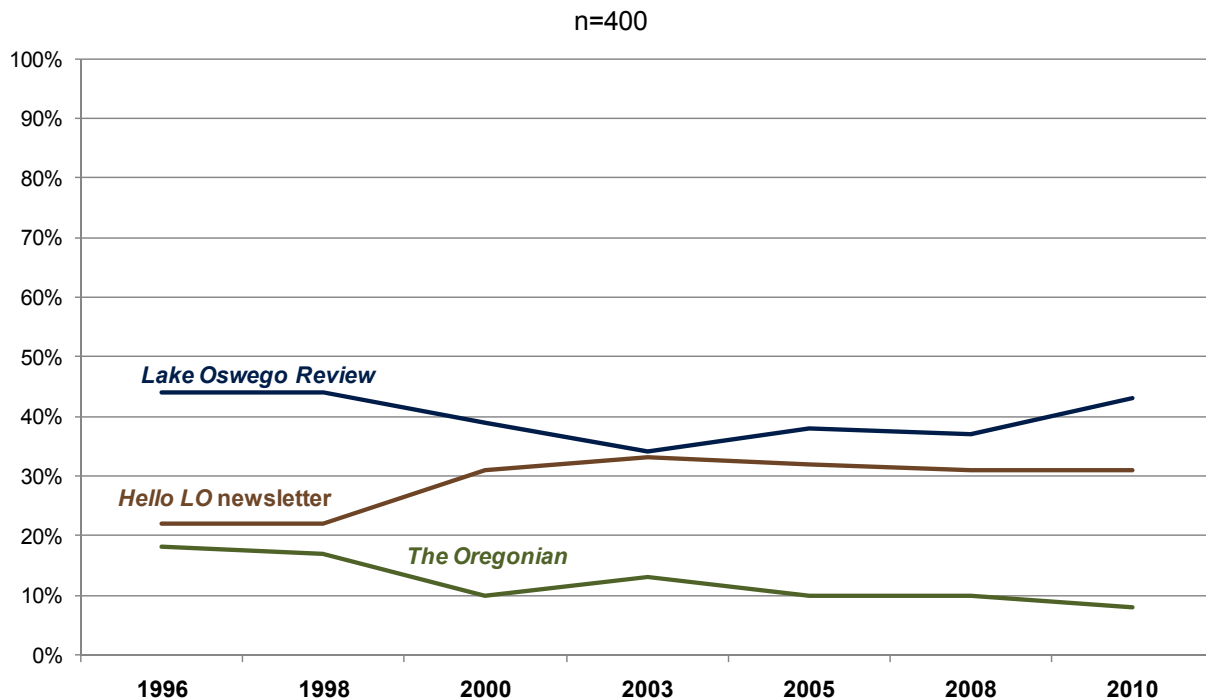
After a steady decline between 1998 and 2003, the *Lake Oswego Review* is again easily the most frequently cited information source, now used by 43% most often. The *Review* is followed by the City’s newsletter, *Hello LO*. In 1996, about 2 in 10 said *Hello LO* was their most frequent source of information about the City. There was a sharp increase between 1998 and 2003, at which point *Hello LO* and the *Lake Oswego Review* were essentially tied for most used information source. However, *Hello LO*’s growth has flattened since that time and it is currently in second place.

In keeping with the problems that most big city newspapers are having in retaining readership, even in affluent communities like Lake Oswego, *The Oregonian* has seen a slow drop in mentions as the most frequent information source and is now cited by a little under 1 in 10.

Word-of-mouth is cited by 6% as their most frequent information source. No other information source is cited by more than 2% as the most frequent source of information. It is worth noting that only 2% are unable to cite any source they use most often.

MOST FREQUENT SOURCE OF INFORMATION

Q: *From which source do you receive the most information about the City of Lake Oswego’s government?*



V. Resident Demographics

As in the past Community Attitudes Surveys, a variety of demographic questions were asked to help in the analysis of the results. This year's responses conform with the consistent profile of Lake Oswego residents as well-educated homeowners who have lived in Lake Oswego for a number of years.

SURVEY INCLUDES A WIDE VARIETY OF LAKE OSWEGO'S NEIGHBORHOODS AND SUBDIVISIONS.

As the table on the next page illustrates, residents who responded to this survey come from a wide range of neighborhoods around Lake Oswego. The long list of Lake Oswego neighborhoods included in the survey are once again headed by Mountain Park (15%, same as in 2008), Palisades (13%, 14% in 2008), and Lake Grove (9% in 2010 and 2008).

NEIGHBORHOOD

Q: *What is the name of your neighborhood area or subdivision?*

Neighborhood	Total n=400
Mountain Park	15%
Palisades	13%
Lake Grove	9%
First Addition	6%
Hallinan Heights	4%
Westridge	3%
Mary's Woods	3%
Blue Heron	3%
Red Fox Hills	2%
Glenmorrie	2%
Evergreen	2%
Holly Orchard	2%
Lakewood	2%
Forest Hills	2%
Bryant	2%
All others, 1% or less	22%
Don't know	9%

AVERAGE AGE CONTINUES ITS STEADY CLIMB UPWARD.

Once again the average of the respondents has increased. For the 2010 survey, the average age is 60.

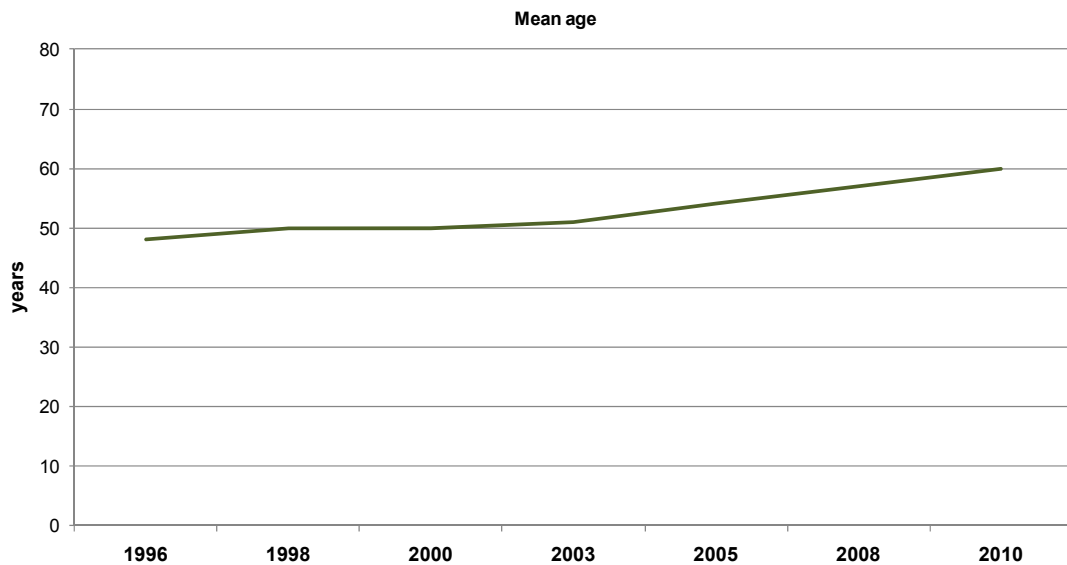
There are a number of reasons for this increase. Certainly, we believe there has been a continual aging of the population in Lake Oswego, as there has been in the population throughout Oregon and the United States. Also, while housing prices have certainly not increased since the 2008 community survey, most individual and family incomes have also not increased and many young people continue to be priced out of the Lake Oswego housing market. A concern over the general aging of the community can be seen in the overwhelming — a little more than 8 in 10 — belief by respondents to this survey that it would be beneficial for the community to attract more young individuals and families.

At the same time, an increasing number of people, particularly younger and lower income people, are using only cell phones rather than a landline phone. It is an issue throughout the market research industry that younger respondents are becoming harder to reach, as there is currently no economical way to randomly dial cell phone numbers within local jurisdictions like Lake Oswego.

AGE

Q: *What is your age please?*

each year n=400



MOST RESPONDENTS ARE LONG-TIME RESIDENTS WHO OWN THEIR OWN HOME.

Along with age, the average length of residency in Lake Oswego continues to climb. The mean is now 20 years. Some of this increase can be attributed to the cell phone issue. However, it is also true that there has been less moving in and out of all areas in Oregon because of the recession that began in 2008.

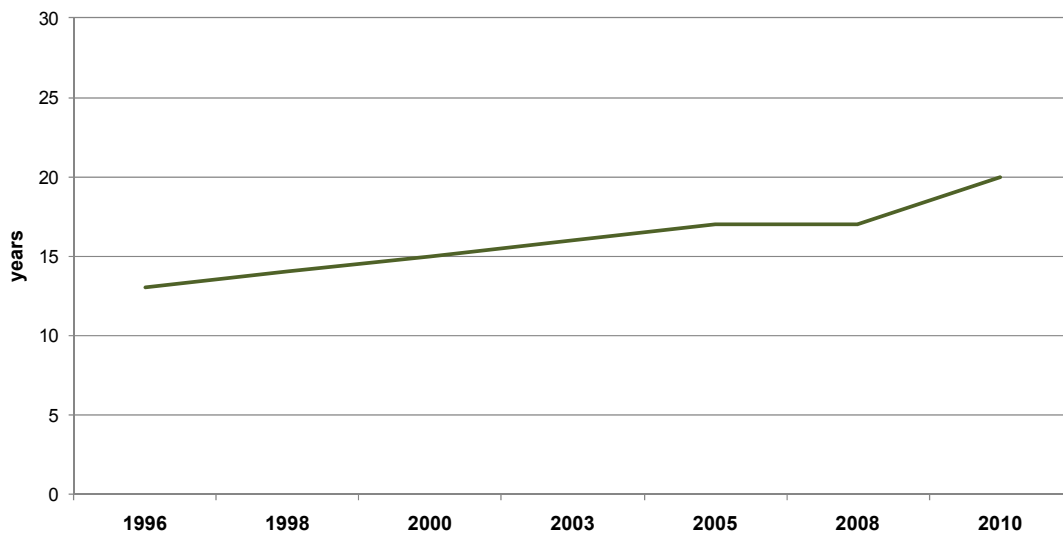
Home ownership, which jumped to 88% in 2008, is essentially unchanged at 89% for 2010.

LENGTH OF RESIDENCE

Q: *How long have you lived in the City of Lake Oswego?*

each year n=400

Mean years

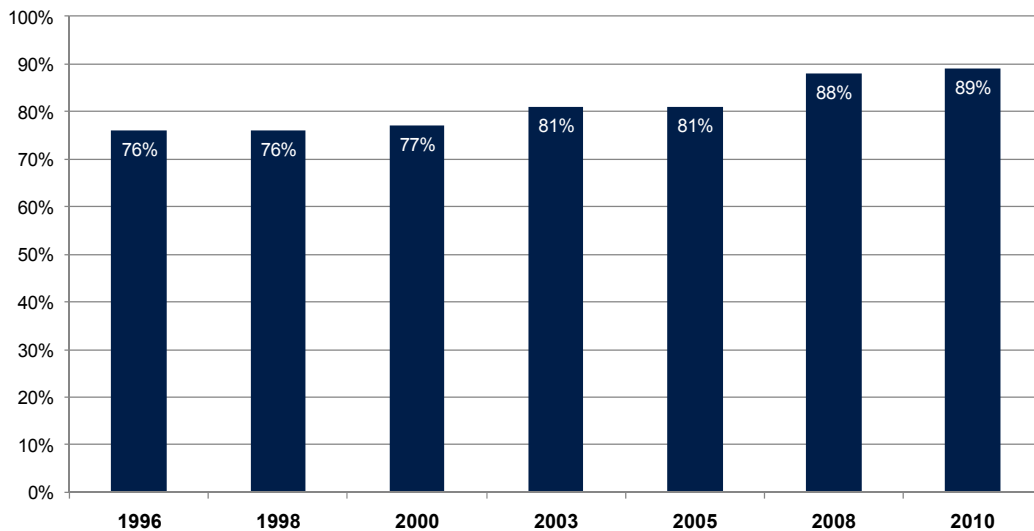


HOME OWNERS AND RENTERS

Q: *Do you own or rent you current home?*

each year n=400

% homeowners



AS IN THE PAST, LARGE MAJORITY DO NOT HAVE CHILDREN UNDER THE AGE OF 18 IN THE HOME.

Most residents of Lake Oswego do not have children under the age of 18 living with them. Currently 69% report no young children or teenagers in the home, essentially the same as in 2008. This percentage has increased over the last 14 years, but not as steeply as age. In 1995, 63% had no children in the home. Since 2005, the percentage has remained essentially the same at 69%.

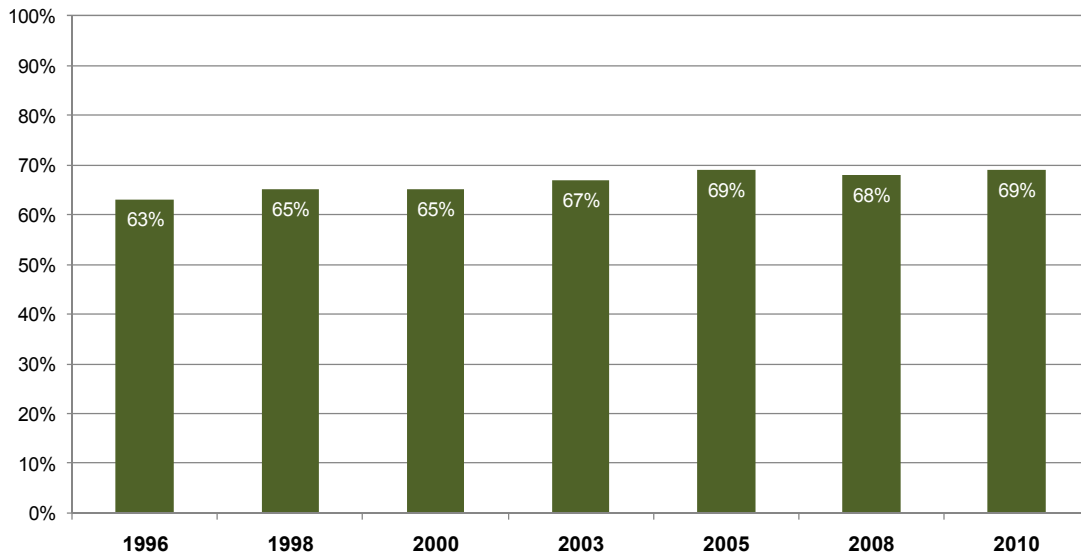
As in the past, those with children most often say there are just one or two children in the home.

PRESENCE OF CHILDREN IN THE HOUSEHOLD

Q: *How many, if any, children under the age of 18 live in your home?*

each year n=400

% with children in home



EDUCATION LEVEL CONTINUES TO CLIMB.

The respondents to the Lake Oswego Community Survey have always been one of the best educated of any community where we have completed a community survey. This year is no exception, with 85% indicating they have at least a college education, up from 80% in 2008. Only 1% indicate they have had no education past high school.

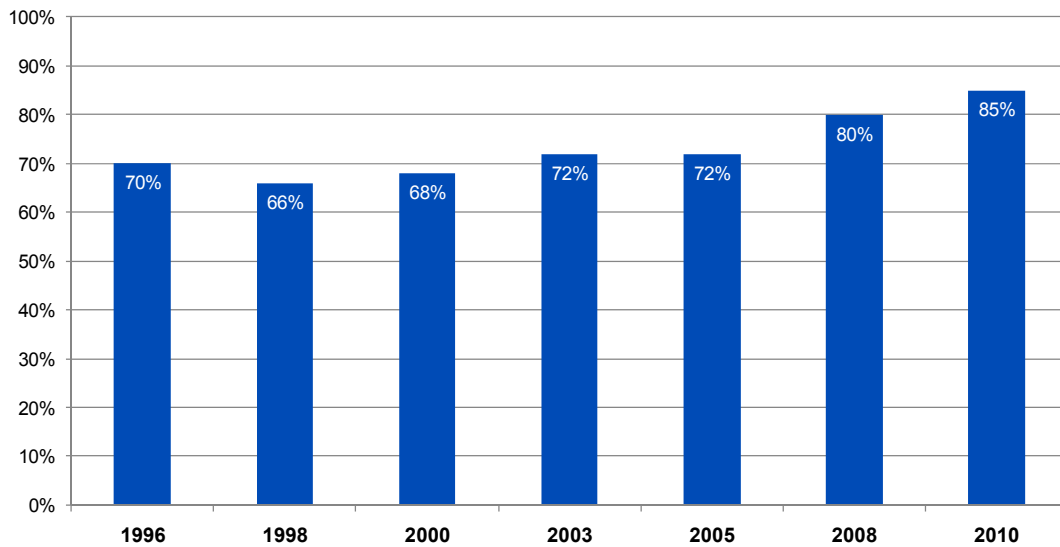
2010 respondents are also the most likely to have a master’s degree or higher — in 1996, 22% indicated they had at least a master’s degree. In 2010, 36% had a master’s degree or higher.

EDUCATION

Q: *And what is the last year of education you had the opportunity to complete?*

each year n=400

% with at least a college education



Key Conclusions & Recommendations

The following provides Campbell DeLong Resources' conclusions and recommendations based on the current research as well as past experience. This section is intended to provide both a summary of the key recommendations that grow directly from the research and to introduce our further judgments and recommendations based on a comparison of these findings with previous research.

1. WHILE STILL PLEASED WITH THE QUALITY OF LIFE AND CITY SERVICES IN LAKE OSWEGO, THERE ARE SIGNS OF A GROWING DISTRUST OF CITY GOVERNMENT.

The response to the question, "*How do you rate Lake Oswego as a place to live?*" is one that almost any community would envy. The average rating is 8.5, with 85% providing a rating at the high end of the scale — an 8, 9, or 10. Lake Oswego residents clearly value their community and are willing to support policies and programs that they believe will benefit the community. This is evidenced by the fact that, in addition to the high livability ratings:

- ▶ Eight in ten residents agree — with half *strongly* agreeing — that "*The City should continue to protect natural resources on all lands within the city.*"
- ▶ Two-thirds continue to support extending the Portland streetcar to Lake Oswego.
- ▶ Eight in ten believe the entire community would benefit if more young people move to Lake Oswego.
- ▶ Ratings for the performance of both fire and rescue and police — the two most important City services to residents — remain high. Ratings on a 5-point scale are 4.6 for fire and rescue and 4.4 for police.
- ▶ A little over half — 55% — say they have come in contact with City staff or elected officials in the last year, an unusually high level. And this level of contact is essentially the same regardless if they approve or disapprove of the course the City Council is setting.

Unfortunately, there is also evidence that residents' confidence in local government is slipping:

- ▶ Overall satisfaction with local government has been declining since 2005 when the average rating was 3.8 on a 5-point scale. In 2010, it is at the lowest point since we began asking the question in 2000 (3.4).
- ▶ There has been a 10 percentage point decline since 2008 in those who strongly approve of the current course set by the City Council — from 24% in 2008 to 14% today.

- ▶ Since 2008, there has been an increase in the percent of residents who do not believe the City makes efficient use of tax dollars (from 30% in 2008 to 36% in 2010) and in the percent who do not believe the City keeps its promises to voters (from 19% in 2008 to 27% in 2010).
- ▶ Residents perceive no improvement in the quality of the two City services they had concerns about in 2008 — water, sewer, and storm drainage, and street maintenance.

To some extent, given the level of frustration being observed with government on the national level, this is not surprising. Many polls have found that nationwide trust in government at all levels — federal, state, and local — is at an all-time low. However, it would be a mistake to write-off the declining levels of trust in Lake Oswego's local government seen in this survey as being due solely to an overall frustration with government. Not all communities that we have surveyed have seen similar declines. Lake Oswego needs, therefore, to take these signs seriously. City staff and the City Council need to strategize and work together to reverse this trend.

2. ISSUES SURROUNDING THE WEST END BUILDING PROPERTY WILL NEED TO BE RESOLVED BEFORE THE CITY TAKES ON OTHER PROJECTS, SUCH AS THE BUILDING OF AN EXPANDED LIBRARY OR A NEW PUBLIC SAFETY FACILITY.

About half of residents believe an expanded library is needed. A little less than half currently understand the need for a new facility to house police, courts, and 911. These percentages indicate that while it may be possible to generate sufficient support to pass bond measures to fund either of these efforts, neither is a sure thing and neither will happen without considerable effort.

- ✓ **For the Library, there is strong support from one-third of residents.** This is good, as these individuals will likely be very willing to assist in any bond measure campaign. However, it will still be necessary to a very large portion of the “somewhat agree” residents to be convinced that the specific proposal for expanding the library is the right approach. As the City is well aware, support for money measures most frequently goes down, not up, as a vote nears.

In addition, note that there are few “don't know” responses (4%) to this question. An expanded library appears to be an issue that most in the community have thought about and already have a general perception of which side of the issue they fall on.

- ✓ **The need for a new public safety facility is not well understood by the majority.** On this issue, less than half agree they understand the need for a new facility to house police, courts, and 911 and only 2 in 10 strongly agree. There is, however, a larger number of “don't know” responses than with the library expansion — 16% — indicating some openness to hearing the case for a new public safety facility. We recommend, therefore, the City start generating support by opening the conversation with residents about the need for such a facility prior to placing any bond measure on the ballot.

There is, however, a major barrier to either of these efforts succeeding — the West End Building property. Clearly this issue is still driving dissatisfaction with local government

among a good-sized portion of the Lake Oswego community. While this portion is not in the majority, even among those who approve of the current course the City Council is taking there are those who note that the purchase of this property was a mistake. As a result, until the City creates a clear plan for the future of the West End Building property that the community supports, it will be difficult to generate support from 51% of voters to build other facilities. The first task for the City, then, in any effort to build new facilities for either the library or public safety, will be to decide the future of the West End Building property.

Appendix

Methods

RESEARCH GOAL AND OBJECTIVES

The goal of the research is to inform Lake Oswego decision makers about community attitudes toward city government. Specific objectives include:

- ▶ Ascertain the current level of satisfaction with the quality of life offered by Lake Oswego.
- ▶ Assess resident opinions on the importance and quality of services offered by the City.
- ▶ Investigate attitudes toward key policy issues that the City will be dealing with in the near future.
- ▶ Maintain a methodology for the survey that will provide accurate results and can be easily repeated on a regular basis.
- ▶ Develop a written report and oral presentation that will assist the City Council and City staff in understanding the findings from the research.

STUDY DESIGN

A telephone survey methodology was used to interview a random sample of 400 residents of the City of Lake Oswego. The questionnaire used in the most recent Community Survey in 2008, which in turn was based on surveys dating back to 1996, was used as a starting point for a redesigned survey questionnaire. Many key questions were retained, while others were modified and new questions were introduced. Going forward, the new survey questionnaire can continue to be used in future iterations of the research, with updates and refinements over time as the City's information needs change or new issues arise.

When reviewing the research results, remember the survey is *household-based*. The data reflect a random sample of respondents by household — regardless of the size of the household, only one person per sampled household was interviewed. Compared to a theoretically perfect random sample of a population, this methodology can result in an under-representation of the opinions of adults who live in homes where there is a higher-than-average number of adults.

INTERVIEWING

All interviewing took place using a computer-aided telephone system (CATI) at Campbell DeLong Resources, Inc.'s strategic partner, Pacific Market Research, a data collection firm headquartered in the Pacific Northwest. Interviewing began April 5, 2010 and concluded on April 11, 2010.

SAMPLE FRAME/RESPONDENT CRITERIA

CDRI designed the sample by identifying the residential prefixes located in the 97034 and 97035 ZIP codes. Once the appropriate residential prefixes were identified, a sample of residential household phone numbers was created by randomly generating the final four numbers and these households were contacted to participate in the survey.

Respondents were screened to ensure they met the following criteria:

- ▶ Lives in Lake Oswego.
- ▶ Is 18 years of age or older.
- ▶ Does not work for the City of Lake Oswego, serve on a City advisory board, commission, or the City Council, or work for a market research organization.
- ▶ A 50/50 split between males and females was maintained.

SAMPLE SIZE/RELIABILITY

Interviews were completed with a random sample of 400 Lake Oswego residents. The worst-case theoretic reliability for a sample of 400 is $\pm 4.9\%$.

This “*worst-case reliability*” figure is based on the following assumptions:

- ▶ **The sample is drawn from a large population universe**, which is the case in this instance.
- ▶ **The reliability is calculated at the 95% confidence level.** This means that if a large number of samples of 400 were taken, in 95% of the samples the survey results would not vary from the mean sample results by more than $\pm 4.9\%$.
- ▶ **The calculation applies to a dichotomous variable with results distributed 50/50.** An example of this would be a question with two possible answers — yes or no — where half say “yes” and half say “no.” As the distribution moves away from 50/50, the reliability improves.
- ▶ **Reliability for subsamples will depend on the sample size and the distribution of the response.** To give some indication of the reliability range, the table below shows figures for both a 50/50 and a 90/10 distribution for a dichotomous variable within the two key subsamples.

Sample	Reliability for 50/50 Distribution	Reliability for 10/90 Distribution
400 total sample of Lake Oswego residents	$\pm 4.9\%$	$\pm 2.9\%$
200 women or 200 men	$\pm 6.9\%$	$\pm 4.2\%$
120 who have children under 18 in home	$\pm 9.0\%$	$\pm 5.4\%$

QUESTIONNAIRE DESIGN

The questionnaire was designed by Campbell DeLong Resources, Inc. based on input from the City Council and City staff. Several key question areas were retained from the 2005 version of the survey, while other questions were added or modified to meet the City's current information needs.

A copy of the questionnaire is included in this Appendix.

COMPUTER PROCESSING

A cross-tabulation was used to sort the data into a total of 20 unique segments. The following is a list of the segments provided in the printout, along with the number of respondents in each segment.

▶ Total	400
▶ Gender	
✓ Male	200
✓ Female	200
▶ Length of time has lived in Lake Oswego	
✓ Lived in Lake Oswego 10 years or less	141
✓ Lived in Lake Oswego over 10 years	257
▶ Children in household	
✓ No children under 18 living in household	277
✓ Children under 18 living in household	120
▶ Age	
✓ 18 to 39 years of age	31
✓ 40 to 59 years of age	155
✓ 60 or more years of age	184
▶ Education	
✓ Has at least a college degree	338
✓ No college degree	55
▶ Contact with Lake Oswego staff or elected officials	
✓ Has had contact in last year	219
✓ Has not had contact in last year	232
▶ Rating on Lake Oswego livability	
✓ Rates Lake Oswego at the high end of the scale for livability (8, 9, or 10)	338
✓ Does not rate Lake Oswego at the high end of the scale for livability	62

- ▶ Rating on satisfaction with local government
 - ✓ Is satisfied with local government, provides a rating of 4 or 5..... 204
 - ✓ Is not satisfied with local government, provides a rating of 3, 2, or 1..... 186
- ▶ Approval of City Council current course
 - ✓ Approves of current course of City Council either strongly or somewhat..... 202
 - ✓ Either strongly or somewhat disapproves of current course of City Council 112

Questionnaire

**LAKE OSWEGO
COMMUNITY ASSESSMENT**

CDRI 796

DATE _____

PHONE NUMBER _____

RESPONDENT'S NAME _____

INTERVIEWER'S INITIALS _____

CALL RECORD MATRIX		
No answer/busy/disconnect (3 attempts)	___	___
Employment screen.....	___	___
Under age of 18	___	___
Gender quota	___	___
Not a Lake Oswego resident.....	___	___

INTRODUCTION

(TO RANDOM HOUSEHOLD RESPONDENT:) Hello, I'm **(FIRST AND LAST NAME)** from Campbell DeLong Resources calling on behalf of the City of Lake Oswego. We are conducting a brief study about community issues and the services provided by the City. May I please speak with a (male/female) household member who is 18 years of age or older *and* who will be having the next birthday? **IF NOT AVAILABLE, MAKE CALLBACK APPOINTMENT FOR FIRST POSSIBLE TIME.**

(TO NEW HOUSEHOLD RESPONDENT:) Hello, I'm **(FIRST AND LAST NAME)** from Campbell DeLong Resources calling on behalf of the City of Lake Oswego. We are conducting a brief study about community issues and the services provided by the City. Let me confirm that you are 18 years of age or older *and* the person in the household who will be having the next birthday?

IF NECESSARY: The survey typically takes no more than 15 minutes to complete. Is now a convenient time for you? **MAKE CALLBACK APPOINTMENT FOR FIRST POSSIBLE TIME.**

SCREENING

1. Do you, or does anyone in your household, work for the City of Lake Oswego, serve on an advisory board, a commission, or the City Council of the City of Lake Oswego, or work for a market research organization? **RECORD.**

- Yes 1 **POLITELY DISCONTINUE**
- No 2 **CONTINUE**

2. **GENDER. RECORD. DO NOT ASK. 50/50 MALE/FEMALE QUOTA.**

- Male 1
- Female 2

3. Do you live within Lake Oswego City limits?

- Yes 1 **CONTINUE**
- No 2 **POLITELY DISCONTINUE**
- DO NOT READ:** Don't know 9 **POLITELY DISCONTINUE**

OVERALL SATISFACTION

As I said, we are conducting this survey for the City of Lake Oswego. We will be asking you a number of questions that will help the City improve its services and plan for future needs.

4. First, overall, how do you rate Lake Oswego as a place to live? Please use a "1" to "10" scale. A "1" is the bottom of the scale, a very poor place to live, and a "10" is the top of the scale, an excellent place to live. **RECORD.**

Very poor **Excellent**

1 2 3 4 5 6 7 8 9 10 DK

SATISFACTION WITH SPECIFIC SERVICES

Now we want your opinion on the quality of a variety of services provided by the City of Lake Oswego.

5. First, I want you to rate your overall satisfaction with your local government. This time please use a “1” to “5” scale. On the scale a “1” is very dissatisfied with the quality of your local government and a “5” is very satisfied with the quality of your local government. Using the “1” to “5” scale, how would you rate your satisfaction with local government?

Very dissatisfied

Very satisfied

1 2 3 4 5 DK

- 6a. Would you say you approve or disapprove of the current course the City Council is setting for the City?

AS NECESSARY: Do you approve (disapprove) with it somewhat, or strongly?

Disapprove

Approve

Stg.

SW

SW

Stg.

DK

Approve of current course 1 2 3 4 9

- 6b. Why do you (**ANSWER FROM Q6A**) with the current course the City Council is setting?
RECORD. PROBE AND CLARIFY.

7. Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance — it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important — you would not choose to live in a city if you did not believe the quality of this service is very high. How about...**READ & RANDOMIZE LIST.**

	Not important	Extremely important
1. City library	1	2
2. Parks & Recreation services	1	2
3. Police services	1	2
4. Fire and rescue services	1	2
5. Water, sewer, & storm drainage services	1	2
6. Senior services and activities	1	2
7. Street maintenance	1	2
8. Park and open space maintenance.....	1	2
9. Special events such as the Farmer’s Market, Holiday Tree Lighting and Movies in the Park ..	1	2
10. Building permits, inspections, and planning.....	1	2
11. Economic development.....	1	2

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent — the quality of the service in Lake Oswego is very high. How about... **READ LIST IN SAME ORDER AS Q6.**

	Poor		Excellent	
1. City library	1234.....5DK
2. Parks & Recreation services	1234.....5DK
3. Police services	1234.....5DK
4. Fire and rescue services	1234.....5DK
5. Water, sewer, & storm drainage services	1234.....5DK
6. Senior services and activities	1234.....5DK
7. Street maintenance	1234.....5DK
8. Park and open space maintenance.....	1234.....5DK
9. Special events such as the Farmer’s Market, Holiday Tree Lighting and Movies in the Park ..	1234.....5DK
10. Building permits, inspections, and planning.....	1234.....5DK
11. Economic development.....	1234.....5DK

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that... (RANDOMIZE ORDER OF STATEMENTS)? **RE-READ STATEMENT AS NECESSARY.**

Do you agree (disagree) with it somewhat, or strongly?

	Disagree		Agree		
	Stg.	SW	SW	Stg.	DK
1. The City of Lake Oswego makes efficient use of tax dollars.....	1.....	2.....	3.....	4.....	9
2. The City of Lake Oswego keeps its promises to residents.....	1.....	2.....	3.....	4.....	9
3. The City should continue to protect natural resources on all lands within the City.....	1.....	2.....	3.....	4.....	9
4. I understand the need for a new facility to house police, courts, & the 911 dispatch center.....	1.....	2.....	3.....	4.....	9
5. The West End Building property would be a good location for future public facilities.....	1.....	2.....	3.....	4.....	9
6. Redevelopment of the Foothills area along the Willamette is an exciting opportunity for Lake Oswego.....	1.....	2.....	3.....	4.....	9
7. The City needs a larger public library so that it can continue to provide quality services to residents and expand programs and collections.....	1.....	2.....	3.....	4.....	9
8. I support extending the Portland streetcar to Lake Oswego as an additional transportation alternative to Highway 43.....	1.....	2.....	3.....	4.....	9
9. The City should do more to further the redevelopment of the Lake Grove Business District.....	1.....	2.....	3.....	4.....	9
10. It will benefit the entire community if more young individuals and families move to Lake Oswego.....	1.....	2.....	3.....	4.....	9

COMMUNICATING WITH CITIZENS

Now I have a few questions about how you get information about the City of Lake Oswego.

10. From which source do you receive the most information about the City of Lake Oswego’s government? **READ LIST. RANDOMIZE. ONE ANSWER ONLY.**

	Most
<i>Hello L.O.</i> newsletter	1
<i>The Oregonian</i>	2
<i>Lake Oswego Review</i>	3
Television	4
Radio	5
Word-of-mouth.....	6
Televised Council meetings.....	7
City’s web site.....	8
Neighborhood newsletters.....	9
The <i>LODown</i>	10
Social networking sites such as Facebook and Twitter	11
The City of Lake Oswego’s listserv	12
DO NOT READ: Other, SPECIFY _____	
DO NOT READ: Don’t know	99..... 99

11a. In the past year, have you personally had contact with any City of Lake Oswego employees or elected officials? **RECORD.**

- Yes, had contact..... 1 **ASK Q11B**
- No, have not had contact..... 2 **SKIP TO Q12**
- DO NOT READ:** Don't know/remember 9 **SKIP TO Q12**

11b. **IF YES IN Q11A:** What type of City employee or official did you have contact with? **DO NOT READ LIST. MULTIPLES ACCEPTED.**

- Police 1
- Fire 2
- Emergency medical 3
- Adult Community Center staff..... 4
- City Hall staff 5
- Elected officials — Mayor or City Council member..... 6
- Library staff 7
- Municipal Court..... 8
- Parks and recreation staff..... 9
- Planning/Building department..... 10
- Redevelopment and/or economic development 11
- Other, specify _____
- Don't know/don't remember..... 99

12. Which, if any, of the following civic events have you attended in the past year? **READ & RANDOMIZE LIST. MULTIPLES ACCEPTED.**

- Farmers' Market 1
- Festival of the Arts 2
- 4th of July Parade..... 3
- Gallery Without Walls 4
- Historic Home Tour..... 5
- Holiday Market..... 6
- Holiday Tree Lighting..... 7
- Kids Egg Hunt..... 8
- LO Reads..... 9
- Portland Festival Symphony 10
- Movies in the Park 11
- Summer outdoor concerts 12
- Do not read:** OTHER, SPECIFY _____
- Do not read:** NONE OF THE ABOVE 98
- Do not read:** DON'T KNOW..... 99

DEMOGRAPHICS

Now we have some final questions to help us classify your answers.

13. How long have you lived in the City of Lake Oswego? **RECORD IN YEARS**

_____ **Years**
Less than 1 year 98
Refused 99

14. Do you own or rent your current home? **RECORD.**

Own 1
Rent 2
Don't know/refused 9

15. What is the name of your neighborhood area or subdivision? **READ LIST ONLY IF NECESSARY TO PROMPT.**

Blue Heron	1	McVey-South Shore.....	20
Bryant.....	2	Mountain Park.....	21
Bryant Acres.....	3	Oak Creek.....	22
Bryant Woods.....	4	Old Town	23
Childs	5	Oswego Pointe	24
Country Club/North Shore	6	Palisades	25
Evergreen.....	7	Red Fox Hills	26
First Addition	8	River Run.....	27
Foothills.....	9	Royal Oaks	28
Forest Highlands.....	10	Springbrook Park	29
Forest Hills	11	Summer Woods	30
Glenmorrie	12	Uplands.....	31
Hallinan Heights	13	Village on the Lake	32
Holly Orchard	14	Waluga.....	33
Lake Forest	15	Westridge.....	34
Lake Grove.....	16	Westlake	35
Lakeview Villas/Summit	17	Other, Specify _____	
Lakewood.....	18	DO NOT READ: Don't know	99
Mary's Woods	19		

16. How many, if any, children under the age of 18 live in your home?

_____ **Number of children**

None 98

DO NOT READ: Don't know/refuse 99

17. What is your age, please? **RECORD.**

_____ **Years**

DO NOT READ: Don't know/refused 999

18. And what is the last year of education you had the opportunity to complete? **RECORD. READ LIST ONLY IF NECESSARY.**

Less than 12th grade (not a high school graduate) 1

High school graduate..... 2

Some college or other post-secondary education 3

College graduate 4

Some post-graduate 5

Master's degree or higher..... 6

Refused 9

VERIFY AND RECORD RESPONDENT FIRST AND LAST NAME AND PHONE NUMBER. Thank you very much for participating in this survey. Your responses will be combined with those of other Lake Oswego residents and will provide valuable input for the City of Lake Oswego.

Verbatim comments

Verbatim comments

Following are verbatim comments from respondents to the follow-up open-ended question regarding why they approve or disapprove of the current course of the Lake Oswego City Council. Note that answers such as “Don’t know” or “No comment” have not been included. These comments are provided as spoken to interviewers, although they have been edited as needed for clarity. Editorial text is included in brackets where clarification or further explanation is needed.

Question 6b: Why do you approve/disapprove of the current course the City Council is setting for the city?

OVERALL THINGS GOING WELL

Things seem to be moving OK here, as far as I can tell. I have lived here nine years but rather isolated.

I don’t know why I approve.

It’s too early and they’ve only been in office for a few months.

I don’t sit in on every meeting, so I don’t have a full scope of what they are doing. What they are doing that I am aware of is satisfactory.

I’m happy with the way the city is being run, so I approve. I never strongly approve government. That’s personal bias.

I don’t see any problem at this time, so it seems to be on a good path.

I agree with the current decisions. The West End Building and the Inceptor program.

Things were set in motion. I don’t think the current City Council has control of past commitments that the city made.

I generally trusted what they’ve done in the past. I think the people that are in the government are experienced and make good decisions.

I just think that things are going well and that we have some strong leaders.

I think they take good care of the citizens of the community and they listen to complaints. [Respondent answered] “somewhat” because maybe some things can be improved for home owners.

We have a very well communicating city government where we get a lot of updates on what’s going on and things on the water quality. We have a lot of parks, in terms of keeping them updated. The city government is very responsive to the residents.

I do agree with plans that they have for the city. I do agree with plans that are being made.

Somewhat approve. Because there is the new school and there could be another. More effective ways to raise money. It just depends on points of view and things like that, that's what I think. Sometimes services depend on policies that you set up.

I feel they are doing a good job and this is a good place to live.

I think it is the right direction to go.

The landscaping is great. The landscaping is beautiful with flowers and the grass is well kept.

They are just making some good decisions overall. Just growth in general of the city.

Involves art, school, funding, and zoning.

Feel like the people are confident about what they are doing.

I haven't heard any complaints from other people who live here longer about how the city is run.

I think I generally approve. No criticism.

Things seem to be running smoothly.

I think that they are forward-looking.

I think we are looking forward to the economy to better our community and environment.

I think they are doing a good job. I think they think about it and do it.

They are trying hard. It isn't the easiest chore there is. Everybody takes a lot of time to themselves.

I think they are doing the best they can with limited resources and all of the other problems that come with government.

I guess they're just not screwing anything up real bad right now and not overreaching anything right now.

I guess I basically agree with the things they are focusing on.

I'm not really sure what course it is, what they're doing. They've been doing well for years. We're retired, so I don't pay much attention. I don't know anything specifically, I've been here for 35 years and have been satisfied with the City. I am pleased with living here. There is nothing specific that I could object to while I've lived here.

They take care of City services pretty well, but we need a bigger library.

They are doing a good job.

Restrict the growth, they're doing a good job there. I think that it is important.

Based on parks setup and some of the things listed in the newsletter. Pretty good job, Sewer Interceptor program.

Experiments with public works and law enforcement and planning commission has been good.

I think they have a pretty good vision of where they want to take it. They made some mistakes on the way but they are doing generally a pretty good job.

The dedication to the schools. Funding of schools.

I think they are trying very hard to plan in difficult times.

Pretty balanced. Listen to people about different topics and they'll balance it out.

They're planning ahead and they're wise. I like what I hear and see. I've been to a couple of meetings.

They are addressing the things that need to be addressed. Sewer Interceptor is important.

I just think they're very progressive. They have good ideas.

Give them credit for vision. It's one thing to have a strategy, but another to implement it. In the Lake Oswego news, I pick up on the foresight of what the City is doing. Lake Oswego has a good self concept and the Council does a good job of taking that concept and putting a plan to it. Just my thought from reading things in newspapers and on the Internet, that's the impression I get. The connection the Council has with the respective communities. It would be good if one of the Council members would have a town hall with the community members. It would be good if they would connect with those communities so the connection and communication is stronger.

They are doing a good job.

Happy with the way things are going. No concerns. Purchasing the Safeco building — support it 100 percent.

They are sincerely trying to make good choices.

They are doing a good job. I don't know, only live there for couple of years.

They are fiscally responsible. My only question is what are they going to do with the West End Building?

For the most part, they have managed financial stability. Pretty much the police department works well. They keep the city clean, very nice in keeping things attractive such as flowers, City services. Seems fine.

Recreational system and the recycling.

I like the direction of construction and City projects.

I approve of what they have done with the West End Building, even though a lot of people oppose it.

To be honest, I don't really follow what they are doing and I'm happy with what's going on.

The changes for the school is different.

What I have seen so far of the activities. The handling of the City's management and so forth. Keeping the buildings up and the flowers and things.

I think they're very proactive and very open to the comments of the citizens. They certainly put out as much information as they can to those who are interested.

Library issue.

Like what's happening.

I think you just have to drive to see that in the last five years the City is going in the right direction. You don't have to be too bright to see.

They do a good job.

It seems like it is on the right path and they seem pretty positive.

Don't have any complaints.

I think they care about improving the community. They have a proper balance of community and responsibility. Some people push back but I support them.

It is looking into the future and planning for the future.

I have been paying some attention and been reading The Lake Oswego Review and I don't see anything that alarms me. I haven't gone into the details.

I don't completely agree with them but I think they are doing a good job overall.

GOOD WORK MAKING CITY LIVABLE

Because of the schools and the quality. The schools are outstanding.

I like the way the City has attempted to involve the public. I don't think they're really striving for transparency, but they do provide more opportunities for the public to be involved. They are having to deal with things that have already been determined. The course that they put the city on wasn't really determined by them. I feel the course was determined before a lot of them were even elected.

They think ahead and plan. Overall, they look at the recreational things and educational things.

I think that they are working on important, stuff like water and transit.

I'm a business owner and I'm pleased that the city is doing something about economic development. I'm in favor of the street car between Portland and Lake Oswego.

I think the courts are just. There is justice and it's conducted very well.

I think there should be a recreation swimming center for citizens in Lake Oswego.

They are doing a great job to make this a great place to live by making the city livable.

They like to keep the sculptors and the police for safety. They do a lot of landscaping with flowers and the city has art all over. Always seems to have a lot of police around for safety reasons.

Schools, safe community, good sanitation, libraries, things you need nearby. Enforce laws.

I like their recreation program, I like their art.

I am never just sure of what the course is. Particularly, I think they try to do a good job to keep the area livable and try to spend the money in a good way.

I don't really have any issues. Always seems like a good place to live. The growth and things here, I'm happy with.

Primarily because of their protection of the environment. The City is very good about setting aside green areas for use.

I think we have good land use planning. The School District seems to be supported and we have friendly and responsive law enforcement and parks. Provide excellent services to the community.

Lake Grove — trying to make it a dynamic place to live.

It's still a desirable place to live.

I do like how they are trying to develop the community, like the parks and greenspace. How they are paying attention to development and over-development. They pay attention to local neighborhood associations in every neighborhood.

I think they are taking into consideration the ecology of the city and are looking at the long goals for the city and are doing a good job.

The improvements downtown seem as if they're for the Lake Oswego residents.

I don't know too much about what they are doing. What I see can be approved of. The way the City handles taking care of the parks and taking care of the neighborhoods. It enhances the environment for everybody who lives here.

They are doing things that are making the city gorgeous.

They try to improve the business area. They really try to look like a beautiful community. They provide lots of activities for the community.

I agree with the support for school land use planning, their handling of public investment.

I think we are in the right direction for economic development, and the costs are sustainable.

The way they handle the modification to Oswego Lake. Some kind of water system they are putting in.

Just because the focus seems to be in the right places — water quality, livability — things like that.

I think the City and whatever department [is responsible] is maintaining the city in a very good condition. The City is doing a very good job of listening to the residents.

WEST END BUILDING

If you take the new building that they bought a couple years ago for \$20 million. It was really a waste of money. They spent too much for it. They don't spend money wisely.

There are some things that I don't really agree with. One thing is buying the building here in Lake Grove and spending twenty million dollars that they didn't have. That makes me mad. I'm conservative and that was a liberal policy.

I don't think they should proceed with the West End Building.

I think they have some problems with buying the Safeco building.

There aren't any burning issues that I know of except the West End Building. It was a big purchase that in hindsight didn't seem to be a timely purchase and the high price.

I don't think they're addressing the major issues, like the West End Building.

The voters have spoken. I disapprove of them holding on to the West End Building.

I am unhappy with the input in the West End Building and they bought it. They don't have any plan for it. They bought it anyways. The fact that they can't come up with a City plan for the West End Building.

All the money of our taxes are being thrown at a building, which is the West End Building that is just sitting there.

They're spending on things that they shouldn't be spending on. For example, the West End Building. They've wasted millions of tax dollars. The West End Building is out of control. They spent the money without voter approval and found out they were over their head and were going to lose money. It was too late. We didn't need the building to begin with.

There's the West End Building. One of the properties that the City acquired that they should be doing more with. I don't think they should move the library, but that might be a good location for an annex or senior center.

They used poor judgment in buying the old Safeco building.

Don't understand why the West End Building has not been sold.

How they handle paying the sewage. Also how they handled the Safeco building. Before they didn't have a plan on how they were going to use it when they bought the building.

I think they should sell the West End Building because it's too expensive and we can't afford it.

Property that they bought that costs and don't know what to do with it.

The West End Building is a shame.

Because of the Safeco building. That's my main objection.

Because of the purchase of the Safeco building. Because of the total cost and it was not a vote from the population.

I don't like them taking on so many expensive projects. The West End Building, they spent a lot of money on. They probably shouldn't have.

I think the way they spent the money on the West End Building was not a good investment.

I think we are spending more than we have and I don't think we should have purchased the West End Building. Basically, I think the city thinks the citizens will approve anything. We need to follow a budget like anywhere else.

The West End Building crammed down our throats

I question the purchase of the building for the recreation center Kruse Way, old Safeco building.

Not happy with the purchase of the West End Building.

I am not happy that they bought the Safeco building.

It has to do with their decisions. The purchase of the West End Building, I'm opposed to it.

The purchase of the West End Building was a mistake.

The specific project, the West End Building. It is an inappropriate use of resources. There are a lot of things to do.

There are a lot of issues with the West End Building and it seems that an issue of being on a fixed income with property taxes is a major concern.

The way they handled the Safeco building.

There was a lot of dissatisfaction with the West End Building and they went ahead and bought it anyway. Now it is an albatross hanging around their neck. It cost too much money and cost more than it is worth.

West End Building and cost of bills and taxes.

I think they have problems with the sewer and the West End Building. Like money-wise.

Safeco building is a disaster.

West End Building, the expense that it cost to purchase that land and it's not being used. There's controversy on that process that it never went to vote. Added expenses for permits to build and City planners that aren't a very efficient use of time and money.

Overall, they have done a good job in planning the parks, recreation, community activities, and the downtown development. My disapproval is based on the purchase of the West End Building and the issues surrounding that. The financial hardship on the City because of the purchase. It was an unnecessary extravagant purchase. I would add that our funds could be better utilized in other ways.

Impact on private property holders and the Safeco building — not happy with it.

The only thing that I disapprove of is the purchase of the West End Building and it is not worth what they paid for it. They didn't have a lot of plans when buying and now it needs a lot of overall work. They didn't have good reasoning to do what they did. When they put in the sewer line, they tried to close down the swim park but that actually fell through. That was the other thing I disapproved of.

They don't seem to pay attention to why the people who live here are interested in doing so and they don't really represent the views of the residents. The West End Building is an example.

They should not have spent City money for West End Building.

The Safeco building.

West End Building. I didn't like it.

Because of the Safeco building. That it was purchased but not disposed of and is adding to the tax dollars every year.

It's just involving too much. I don't believe what they did with the Safeco building and it just takes more and more. Now they're going into the transit area.

West End Building costing millions of dollars.

I think there are still a few problems with the West End Building. The land requirements are not resolved, and the West End Building should be finished and done. There is still reasonable controversy in the city on the value of the West End Building.

Because of the West End Building. It was a useless piece of property that they should have never purchased. It was too expensive and if we were to sell it, they would take a tremendous loss on the property.

They bought this building and they haven't figured out what to do with it — the Safeco parcel.

There are a number of issues. The West End Building fiasco. The City Council purchased a property without knowing what to do with it, so they're spending our money.

The West End Building should be disposed of and the financial consideration had a mistake. It was a mistake, they should sell as soon as possible. Also, there is too much intrusion on the issues of cutting trees and wetlands.

I think the building that they bought wasn't handled properly and is still a problem.

Mostly because I don't think they're acting on burning issues like the one on West End Building.

There's a building in town called the West End Building. I think they should sell that building because its location isn't appropriate.

Disapproved the purchase of the West End Building.

I think there are some issues like the purchase of the Safeco building. What are you going to do with that? I hope they get that resolved. I would say that would be the primary issue. I don't follow the ins and outs of every street corner. I pay attention to more national things.

I guess I'm not familiar with many issues facing the city, but there's a lot of controversy over the old insurance building and what to do with it. It cost City Hall a lot of money.

I think it's made some poor investments such as the West End Building.

For one thing, I've lived here since 1967, and I think the City is out of control as far as spending. I don't like the idea of this West End Building.

SPENDING

I think they are spending too much money.

Too much spending. They're spending too much money. I think they need to be a little more conservative on their spending.

I don't think the services are good as they could be for the amount of taxes that I pay.

They are not financially responsible at this point. They are spending money that the city does not need to spend. Like the West End Building.

The cost control. Spending too much money.

Finances.

Due to the current economic things, they spend too much money on frivolous things, so that's why.

Poor economic stability.

They have no fiscal responsibilities about what's going on in this community.

It's always the bottom line. There would be money issues and what they do with them.

Spend too much money on the wrong things.

On a course to obligating us to pay more for services that are unnecessary in the current economic conditions both locally and nationally.

At risk of living beyond the City's needs.

It seems too much money is spent on appearances rather than on substance. The flowers, light fixtures and things are very nice. In tough times, I think the City should look on how the money is spent.

Financial decisions that were not in the City's best interest.

The City Council is not being fiscally responsible.

Wasting money.

Very poor fiscal management.

They are not fiscally responsible. They make poor spending choices in real estate. Sewer maintenance, lack of school support, police department management.

They spend too much money. Buildings.

I don't agree with the direction of the things they are taking. They are reckless with taxpayer money.

Inappropriate spending.

Building million-dollar Interceptor in the Lake [will] raise our rates.

I'm not sure if they're going in the right direction and everything seems to be raising. Spending money on projects that are questionable, such as they have rented space downtown to rent to City workers. But there is a building that stands empty, West End Building.

The spending priorities.

I think they're spending too much money on the things they're spending it on — some of the projects. The street sweeper six times a year is ridiculous. Trying to force the purchasing of the old insurance building on us.

Over spending. The tax dollars that I pay — I don't get what I expect in return and it goes to something that's not for city needs.

They are spending too much money on services. Purchasing land and facilities.

Spending money. They shouldn't be buying real estate.

The City doesn't have the funding to do a lot of the things that they have chosen to do and they should not be in real estate development. They are financially irresponsible. They don't impose the same rules on the City.

TAXES

Too expensive. Costs more and more, and increase of tax.

Property, let's see, property taxes are too high. I would say the rich control of the natural areas.

They are not protecting the taxpayers.

I feel they are taxing us to death through not taxes but add-ons, added fees. Don't get anything for it. Renting out services and not taking care of streets. Last winter couldn't even get out of local streets.

I think our new taxes are completely out of control. We keep on raising taxes.

When you're on a fixed income and the City is involved in a number of capital projects, the tax structure goes up without any foreseeable end.

These people don't live near anybody and they increase taxes and fees because they have their own agenda. Their agenda should be health, education, and safety. They are violating property rights.

Mainly, they spent a lot of money and our taxes are very high in Lake Oswego. I'm getting close to retirement and I'm trying to figure out if I'm able to afford living in Lake Oswego on retirement.

I just think they try and enact too many taxes on the people.

They continue to spend our money and raise our taxes.

LAND USE ISSUES/ SENSITIVE LANDS (BOTH PRO AND CON)

I think they have to deal with the Urban Growth Boundaries and make decisions based on the growth of the community.

I don't like that they are taking land away from people.

I am not intimately involved with them but there is always room for improvement. In downtown, on Avenue A, they installed a new walkway for pedestrians. They should make a legal walkway. That is nothing more than a money maker. A crafty way on making money off of a ticket.

I'm very concerned about Stafford Basin. There is lots of turnover in city government. I'm concerned that we're losing expertise in our City Hall. The city is doing a water update with Tigard. So there are two concerns. One is that we're going to pay extra water rates for another city and for helping the Basin.

I'm not happy with the cost of the Interceptor program. I'm also not happy with the Sensitive Land issue.

I think we have some issues with the planning of individual personal properties. Property owners should not be so restricted on what they should do with it. That's basically my statement.

They are trying to take a lot of the land. Take ownership of private property land.

I don't like the fact that they build large and expensive buildings and are cutting down trees.

Zoning, parks, planning, and lake sewer project.

I like the planning decisions that have been made. I like consideration for Sensitive Land.

They should use the condemnation procedure in the downtown area to remove Wizer's market. They need to condemn some right-of-way on Bryant Road by the 7-Eleven store and fix the road. The building department is hopelessly incompetent. Out of touch with modern service levels and other jurisdictions. On our street, we have a chronic malcontent filing false police reports.

Re-development downtown to keep the shops from leaving Oswego.

Sensitive overlay and the City's effort to implement sensitive overlay.

I think there are too many things put in certain areas of the city.

There are some issues they are not dealing with such as the real estate issues, as well as our tennis court problems. Pool problems, as well as our city feels overcrowded.

They are trying to market the city as a tourist destination. They bring in things that totally tie up the city. They are not treating it as a place to live, they are treating it like a commodity.

I am not sure that I am in complete [agreement] with the in-filling. The building of homes.

Some of the permits to do certain things. Landscaping trees. Seems excessive to get permits to trim a branch off of a tree.

I don't believe in their zoning for houses.

I think there is too much emphasis on the downtown area.

Because of the environmental overlay and land issues.

Also trying to take land issue rights away from people if they pass it. I may move. I think they are misguided in so many ways.

I have concern that they would take down a number of older buildings in the Old Town area where I live.

I think there could changes as far as the land use. The Sensitive Land act in Lake Oswego. I think they are trying to change the act or bring more boundaries into residential properties for sensitive land. Sensitive land cannot have play structures, cannot cut down trees, I believe that it entails.

I'm a little concerned about how they're handling the Lake.

Sometimes don't agree with what they intend to do. Some of their property uses.

Because of the Sensitive Lands act that they're putting into place.

I'm in disagreement with the sensitive land issue.

Seems slow to be developing some areas such as bike paths, better drainage control entering Oswego Lake. I am not saying that there's not anything being done, but to me it is exasperatingly slow.

I disapprove because they are deliberately taking away the use of private property and other similar practices.

The City Council is totally biased. They just automatically approve what the mayor wants to do and the implementation of the Sensitive Land Program.

Not satisfied with land issues.

I don't agree with their land use planning and overlay. They are imposing on property owners. Zoning issues and expansion use of private lands.

LACK OF ATTENTION TO CITIZENS

I don't think that the City takes the voice of the citizens.

I don't like the mayor, he's too dictatorial.

I think that the government is not getting a true representation about how the residents feel in the city.

The City Council pays no attention to what we want, especially the mayor.

They don't pay any attention to what the people want. They bought a building and asked after they bought it. The West End Building fiasco.

All their time goes to downtown of Lake Oswego. I don't think the mayor listens to people. He sets a course and follows through and doesn't listen to what the people have to say.

I don't think they listen to the people of the city. They want to do what they want to do.

I don't think they necessarily listen to the real voice of the people. I think they have their own agenda.

I don't think that they get enough input from the citizens. Sometimes decisions are made without taking it to the citizens. I sometimes think that they are overlooked when they say they need more money from them instead of finding more ways to get that money, or saving.

I like some things they do and some things I don't. Sometimes they put more money on things that aren't that important. Sometimes they take action instead of what their citizens want.

The City Council wants to do what they want to do. They don't work with the people.

The tax expenditure and finances. Feels like there's a lot of waste and priorities aren't what the citizens feel should be a priority.

I think they don't represent the community. They have their own personal agenda. They don't treat the community equally. I think in the long run they are hurting our property values and they are making Lake Oswego a less desirable place to live. I think the City staff has been given too much to control what happens in a community. They have their own agenda. This will make it a less desirable place to live.

The City officials don't communicate very well with residents. The city is a mess.

Mayor should meet people in the neighborhood.

They need to do a better job listening to the people before they make a decision.

I believe that they don't listen to the people and they're very liberal.

They don't seem to be sensitive to the general community's needs. They lack in economic concerns. The new community project — where I don't think there should be any more spending on new employees. The lack of sensitivity that they have. They don't need to spend more money because the economy is bad.

They seem to have their minds made up on issues and then hold public meetings with no apparent intention of actually listening to what the people say.

I disapprove of the mayor making decisions for business. I disapprove how they refuse to respond to residents.

WRONG PRIORITIES / POOR DECISION MAKING/GENERAL CONCERNS

Our streets need more work. I do a lot of walking, I'm blind, and there are sometimes no sidewalks. They are not well paved. The distinction of where the property ends and the street starts is not very definite.

I don't like their policy. I don't like them in general. I just think that they should get out of our lives. They try to run everything. Every single aspect of existence, they feel that they have to control.

Sometimes I think that they channel their resources into certain neighborhoods based on the funds available. I don't think that they look at the long term, like five years or more.

I don't think they are paying attention to the right thing. They need to be looking at replacing the City Hall, which is not earthquake safe and has a police department. They spend a lot of time on issues that think will make them look good, but are not necessarily going to benefit the majority of the citizens.

I don't see any action. I just don't see any action, I don't know what else.

I'm a little concerned about the benefits for the wealthy people in the community and all the money we are spending on the lake.

A couple of issues have come up, land preservation and schools. Those are my two main issues.

Services should be number one — roads and police services.

They are setting goals that aren't financially stable. They are more interested in parks instead of businesses.

They're wasting their money and draping some old trees with yellow material. We're paying for artwork going down the street.

They don't really think what they are doing with pro-business logic. Against customer parking. Take long time to make decisions. Water quality issue: Portland water is better, get water from the river. Recycling programs are bizarre, bringing other trash to Oregon from other states.

I don't think this is the time to be adding new people to the City staff due to budget restraints.

Nothing is fast enough. I like to see things get done and they are getting some things done, such as the improvement in the lake.

I think the City Council does not have a truly accurate opinion about what they are ruling on.

Knowing what little I do, I think money is wasted on frills. I'm on reduced income and I feel that I'm being priced out of the area. I wish I could be specific. I live on a very well traveled street. There are so many potholes and hazardous places to drive, and nothing is done. There are other streets in other areas less traveled that are better maintained.

They're just taking the wrong direction.

Because of some of their ordinances. I think they made some mistakes with the infrastructure and haven't been taking good care of it.

I think that they are more concerned in the older part of Lake Oswego than the newer part of Lake Oswego.

I don't always agree with everything they choose and the focus they select in their direction. It isn't one specific thing. I think their priorities aren't aligned with mine.

I don't think they are very responsible with the city.

I think some of the money is being spent on the wrong thing.

I don't like the mayor's position regarding environmental properties. The City needs to be more fiscally responsible in terms of buying property.

Their financial priorities are out of line. They have purchased a building that they don't have money to buy for, which they had no citizen approval. No, they are intentionally avoiding

bringing up the issue because it will bring about citizen disapproval. Instead, they continue to talk about money they don't have. They deferred maintenance and allowed the facilities to degrade. Now they want to purchase new buildings instead of taking care of the ones they have.

I think they are doing things that I don't approve of. Land use issues, putting in new library. Don't need it. We are paying too much taxes for water bill.

I don't think they are doing anything other than furthering their own agendas. The seasonal plannings are bad. Police pay attention to bogus [calls]. Sewer is ridiculous. Unnecessary and a waste of money — make-work project.

There are some issues that they're not dealing with. The future of the West End Building. Expansion of drinking water services. Street repair.

The long-term direction.

I have lived there all my life, so I have a very difficult time with these people who moved into my town and do the things they do with my town. They buy property that competes with private industry, like the West End Building. The government is not supposed to compete with private industry. What I would like to know is where did all the money go that was supposed to hook up to the sewer line by development of everything? They built too many homes down at the southwest end of the lake, that's why they had to put in the sewer. The old sewer was not designed for the development. Where is the money for the sewer system/maintenance?

I'm not terribly familiar with what the City Council does. The parks and recreation are sorely dated in the most affluent city in Oregon. I find it appalling.

Not too sure of the course.

They think we are all rich and we are not. They want to fancy up the town too much. They are bringing too many out-of-town-owned businesses. They keep the taxes down.

Some things that make me think that we can be doing it better.

I think they are misguided. I think they need to realize Lake Oswego is not an elite community.

I think they are forgetting about the business aspect of the city.

I don't appreciate the way they're managing our money.

I would like to see more money spent on libraries. Stuff for teens in terms of activities.

I find it is insufficient on a number of issues, like the cost of water and the new building that was built.

They're OK. I didn't vote for a few of them so I would like to see changes.

They are spending a lot of money. I believe they are moving too fast on some things and the economy is really bad for all that. The economic development project is too much. We need to find jobs for people, not create business.

I don't agree with some of their spending policies, land use policy.

I don't think they're transparent enough in their decision-making process.

I think that they're not spending their budget wisely on certain stuff. We're underfunding for school.

They try to keep the streets clean and they have rules about people parking. They don't enforce the rules especially with trailers. There is sense and nonsense, so they can't spend all your money on parking. People next door parking all over and then you can't find any parking for your guests and all. I don't know if they have a regulation about that. Whatever the regulation is, it doesn't fit our block.

TOO ORIENTED TOWARDS DEVELOPMENT

I feel like it's geared more towards development than preservation. They are more interested in building new structures rather than building the quality of life.

They are pushing to do a lot more development downtown, which is expensive. They paint guardrails and do things like that, which are expensive to maintain.

Buying property for City use and citizens are responsible for taxes for businesses.

Maybe more motivated by development than I am. I suspect they are motivated by contractors and realtors who are only motivated by making money. I think we have enough people shopping centers. Protect the land and not develop any further.

The things that concern me are the Luscher Farm areas developed. That bothers me.

Their leadership — the mayor has a conflict of interest. He seems to be pro-builders.

PERMITS/FEES/COST OF WATER

The water deal tiger is a joke. We are paying for water being sold.

I'm very concerned with water rates. I think they are regressive and they are way too high. They do not promote conservation enough.

I think they are sometimes too severe on some of their restrictions. They are demanding that we put a sidewalk in and the measurement guidelines are specific. This is our property.

The increase of street maintenance fees, the increase in water fees.

There are other issues, such as the planning board. Building permit and building code needs to be re-started.

I won't be able to afford to drink water here. All of a sudden my water bill is the same as my property tax bill.

They're very restrictive with people's personal property rights. You can't do anything on your property without getting some permit or anything. The structure they've done for water usage is an extreme tax. It's class war-fare tax.

They're charging way too much for City services — sewer, water, streets. I really dislike having to get a permit to cut down trees that I planted on my own property.

OTHER NEGATIVE

I think they're a little too secretive.

I have some problems with the constant bickering in the politics.

The people I voted for didn't win.

I was unhappy with the School District and how they are using the money for the School District.

Always something that a city can do better.

When I read through the papers, I didn't see anything favorable that I read.

Transportation issue — Portland to surrounding areas is horrible.

The Council of the city, they don't know their job that well. Somebody helped them to become a Council member for the city.

There are a couple of issues within Lake Oswego that I, as a home owner don't agree with.

I don't know all the details and they don't communicate them.

I don't know all the projects they have in mind or their agenda, so I don't always know if the money is well spent. They do better than some.

There have been a number of issues with unhappy people but I think I am kind of getting tired of it.

Data Printout

Lake Oswego 2010 Community Attitudes Survey

Gender

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Male	200	200	0	71	127	134	64	20	76	89	172	23	112	88	164	36	100	96	106	62
	50%	100%	0%	50%	49%	48%	53%	65%	49%	48%	51%	42%	51%	49%	49%	58%	49%	52%	52%	55%
Female	200	0	200	70	130	143	56	11	79	95	166	32	107	91	174	26	104	90	96	50
	50%	0%	100%	50%	51%	52%	47%	35%	51%	52%	49%	58%	49%	51%	51%	42%	51%	48%	48%	45%

Lake Oswego 2010 Community Attitudes Survey

4. First, overall, how do you rate Lake Oswego as a place to live? Please use a “1” to “10” scale. A “1” is the bottom of the scale, a very poor place to live, and a “10” is the top of the scale, an excellent place to live.

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	1 0%	1 1%	0 0%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	0 0%	1 2%	0 0%	1 1%	0 0%	1 1%
2	2 1%	1 1%	1 1%	1 1%	1 0%	1 0%	1 1%	0 0%	1 1%	1 1%	1 0%	1 2%	1 0%	1 1%	0 0%	2 3%	0 0%	2 1%	0 0%	2 2%
3	3 1%	3 2%	0 0%	1 1%	2 1%	2 1%	1 1%	0 0%	0 0%	2 1%	3 1%	0 0%	2 1%	1 1%	0 0%	3 5%	0 0%	3 2%	0 0%	3 3%
4	3 1%	1 1%	2 1%	1 1%	2 1%	1 0%	2 2%	0 0%	2 1%	1 1%	3 1%	0 0%	2 1%	1 1%	0 0%	3 5%	1 0%	2 1%	0 0%	2 2%
5	4 1%	3 2%	1 1%	0 0%	4 2%	4 1%	0 0%	0 0%	1 1%	1 1%	3 1%	1 2%	3 1%	1 1%	0 0%	4 6%	1 0%	3 2%	0 0%	3 3%
6	6 2%	4 2%	2 1%	2 1%	4 2%	5 2%	1 1%	0 0%	2 1%	4 2%	6 2%	0 0%	2 1%	4 2%	0 0%	6 10%	1 0%	5 3%	1 0%	4 4%
7	43 11%	23 12%	20 10%	14 10%	28 11%	27 10%	15 13%	1 3%	26 17%	12 7%	36 11%	5 9%	22 10%	20 11%	0 0%	43 69%	12 6%	30 16%	10 5%	21 19%
8	126 32%	69 35%	57 29%	49 35%	76 30%	88 32%	38 32%	13 42%	43 28%	66 36%	102 30%	23 42%	64 29%	61 34%	126 37%	0 0%	70 34%	53 28%	61 30%	33 29%
9	99 25%	45 23%	54 27%	41 29%	58 23%	64 23%	35 29%	6 19%	42 27%	44 24%	90 27%	9 16%	56 26%	43 24%	99 29%	0 0%	51 25%	44 24%	63 31%	19 17%
10	112 28%	49 25%	63 32%	32 23%	80 31%	83 30%	27 23%	11 35%	38 25%	52 28%	92 27%	16 29%	66 30%	46 26%	112 33%	0 0%	67 33%	43 23%	67 33%	23 21%
Don't know	1 0%	1 1%	0 0%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	0 0%	1 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	0 0%	1 1%
Mean	8.5	8.3	8.7	8.5	8.5	8.5	8.4	8.9	8.5	8.5	8.5	8.5	8.6	8.5	8.9	6.2	8.8	8.2	8.9	7.8
SD	1.5	1.6	1.3	1.3	1.6	1.5	1.4	1.0	1.3	1.5	1.5	1.4	1.5	1.5	1.0	1.5	1.2	1.7	0.9	2.0

Lake Oswego 2010 Community Attitudes Survey

5. First, I want you to rate your overall satisfaction with your local government. This time please use a “1” to “5” scale. On the scale a “1” is very dissatisfied with the quality of your local government and a “5” is very satisfied with the quality of your local government. Using the “1” to “5” scale, how would you rate your satisfaction with local government?

	Gender			Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	22 6%	14 7%	8 4%	2 1%	20 8%	15 5%	7 6%	1 3%	4 3%	14 8%	20 6%	1 2%	15 7%	7 4%	8 2%	14 23%	0 0%	22 12%	1 0%	21 19%
2	52 13%	31 16%	21 11%	9 6%	43 17%	35 13%	17 14%	1 3%	28 18%	19 10%	41 12%	10 18%	33 15%	19 11%	38 11%	14 23%	0 0%	52 28%	4 2%	45 40%
3	112 28%	51 26%	61 31%	38 27%	73 28%	79 29%	32 27%	5 16%	52 34%	46 25%	92 27%	17 31%	55 25%	55 31%	94 28%	18 29%	0 0%	112 60%	46 23%	34 30%
4	137 34%	70 35%	67 34%	64 45%	73 28%	84 30%	53 44%	16 52%	50 32%	65 35%	123 36%	13 24%	80 37%	57 32%	124 37%	13 21%	137 67%	0 0%	95 47%	8 7%
5	67 17%	30 15%	37 19%	21 15%	45 18%	56 20%	9 8%	5 16%	18 12%	38 21%	54 16%	12 22%	32 15%	35 20%	65 19%	2 3%	67 33%	0 0%	54 27%	4 4%
Don't know	10 3%	4 2%	6 3%	7 5%	3 1%	8 3%	2 2%	3 10%	3 2%	2 1%	8 2%	2 4%	4 2%	6 3%	9 3%	1 2%	0 0%	0 0%	2 1%	0 0%
Mean	3.4	3.4	3.5	3.7	3.3	3.5	3.3	3.8	3.3	3.5	3.5	3.5	3.4	3.5	3.6	2.6	4.3	2.5	4.0	2.4
SD	1.1	1.1	1.0	0.9	1.2	1.1	1.0	0.9	1.0	1.2	1.1	1.1	1.1	1.1	1.0	1.2	0.5	0.7	0.8	1.0

Lake Oswego 2010 Community Attitudes Survey

6a. Would you say you approve or disapprove of the current course the City Council is setting for the City?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP-PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disapprove	60 15%	39 20%	21 11%	8 6%	51 20%	40 14%	19 16%	2 6%	19 12%	32 17%	53 16%	4 7%	38 17%	22 12%	40 12%	20 32%	2 1%	58 31%	0 0%	60 54%
Somewhat disapprove	52 13%	23 12%	29 15%	15 11%	37 14%	39 14%	13 11%	0 0%	27 17%	22 12%	39 12%	12 22%	31 14%	21 12%	36 11%	16 26%	10 5%	42 23%	0 0%	52 46%
Somewhat approve	148 37%	82 41%	66 33%	64 45%	84 33%	98 35%	50 42%	15 48%	64 41%	64 35%	129 38%	18 33%	84 38%	63 35%	137 41%	11 18%	100 49%	47 25%	148 73%	0 0%
Strongly approve	54 14%	24 12%	30 15%	24 17%	30 12%	35 13%	18 15%	7 23%	17 11%	26 14%	45 13%	8 15%	35 16%	19 11%	54 16%	0 0%	49 24%	4 2%	54 27%	0 0%
Don' know	86 22%	32 16%	54 27%	30 21%	55 21%	65 23%	20 17%	7 23%	28 18%	40 22%	72 21%	13 24%	31 14%	54 30%	71 21%	15 24%	43 21%	35 19%	0 0%	0 0%

Lake Oswego 2010 Community Attitudes Survey

6b. Why do you (answer from q6a) with the current course the City Council is setting?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local gov.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Mistake to purchase West End building	61 15%	38 19%	23 12%	17 12%	44 17%	50 18%	11 9%	0 0%	18 12%	40 22%	56 17%	4 7%	33 15%	28 16%	52 15%	9 15%	21 10%	40 22%	26 13%	35 31%
Overall things going well	33 8%	15 8%	18 9%	17 12%	16 6%	21 8%	11 9%	5 16%	11 7%	16 9%	25 7%	7 13%	20 9%	13 7%	31 9%	2 3%	27 13%	5 3%	32 16%	1 1%
Spend too much	31 8%	19 10%	12 6%	5 4%	26 10%	18 6%	13 11%	1 3%	18 12%	11 6%	25 7%	6 11%	21 10%	10 6%	24 7%	7 11%	10 5%	21 11%	11 5%	20 18%
Good work making city livable	22 6%	9 5%	13 7%	9 6%	13 5%	15 5%	7 6%	2 6%	8 5%	11 6%	20 6%	2 4%	12 5%	10 6%	22 7%	0 0%	17 8%	4 2%	21 10%	1 1%
Land use issues/sensitive lands	17 4%	9 5%	8 4%	5 4%	11 4%	9 3%	7 6%	0 0%	11 7%	4 2%	15 4%	1 2%	14 6%	3 2%	9 3%	8 13%	4 2%	13 7%	6 3%	11 10%
Don't pay attention to citizens	13 3%	7 4%	6 3%	3 2%	10 4%	9 3%	4 3%	1 3%	5 3%	6 3%	12 4%	1 2%	9 4%	4 2%	10 3%	3 5%	1 0%	12 6%	4 2%	9 8%
Good priorities/decisions	12 3%	6 3%	6 3%	4 3%	8 3%	7 3%	5 4%	0 0%	7 5%	5 3%	9 3%	3 5%	7 3%	5 3%	11 3%	1 2%	9 4%	3 2%	12 6%	0 0%
Good planning	11 3%	2 1%	9 5%	3 2%	8 3%	8 3%	3 3%	1 3%	3 2%	5 3%	11 3%	0 0%	11 5%	0 0%	10 3%	1 2%	7 3%	4 2%	10 5%	1 1%
Wrong priorities	10 3%	4 2%	6 3%	5 4%	5 2%	7 3%	3 3%	0 0%	7 5%	3 2%	8 2%	2 4%	6 3%	3 2%	7 2%	3 5%	2 1%	8 4%	4 2%	6 5%
Taxes too high	10 3%	6 3%	4 2%	1 1%	9 4%	7 3%	3 3%	2 6%	2 1%	6 3%	5 1%	3 5%	5 2%	5 3%	7 2%	3 5%	1 0%	9 5%	1 0%	9 8%
Don't know what they are doing	8 2%	8 4%	0 0%	4 3%	4 2%	4 1%	4 3%	1 3%	6 4%	1 1%	8 2%	0 0%	3 1%	5 3%	8 2%	0 0%	4 2%	4 2%	8 4%	0 0%
Too oriented towards development	6 2%	2 1%	4 2%	2 1%	4 2%	5 2%	1 1%	0 0%	3 2%	3 2%	6 2%	0 0%	5 2%	1 1%	6 2%	0 0%	2 1%	4 2%	2 1%	4 4%
Don't follow	6 2%	4 2%	2 1%	4 3%	2 1%	5 2%	1 1%	1 3%	1 1%	4 2%	3 1%	3 5%	3 1%	3 2%	6 2%	0 0%	4 2%	2 1%	6 3%	0 0%

Lake Oswego 2010 Community Attitudes Survey

6b. Why do you (answer from q6a) with the current course the City Council is setting? (cont.)

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Poor decision making	5 1%	3 2%	2 1%	0 0%	5 2%	4 1%	1 1%	0 0%	2 1%	2 1%	2 1%	3 5%	0 0%	5 3%	4 1%	1 2%	3 1%	2 1%	1 0%	4 4%
School are excellent	4 1%	1 1%	3 2%	2 1%	2 1%	0 0%	4 3%	0 0%	3 2%	1 1%	3 1%	1 2%	1 0%	3 2%	4 1%	0 0%	3 1%	1 1%	4 2%	0 0%
Permit/fees/cost of water	3 1%	2 1%	1 1%	1 1%	2 1%	2 1%	1 1%	2 6%	0 0%	0 0%	3 1%	0 0%	1 0%	2 1%	2 1%	1 2%	1 0%	2 1%	2 1%	1 1%
Good efforts at public involvement	3 1%	0 0%	3 2%	1 1%	2 1%	3 1%	0 0%	0 0%	1 1%	2 1%	3 1%	0 0%	2 1%	1 1%	3 1%	0 0%	3 1%	0 0%	3 1%	0 0%
Water bills too high	2 1%	1 1%	1 1%	1 1%	1 0%	2 1%	0 0%	0 0%	0 0%	2 1%	1 0%	1 2%	2 1%	0 0%	2 1%	0 0%	1 0%	1 1%	1 0%	1 1%
City provides good services	2 1%	1 1%	1 1%	1 1%	1 0%	1 0%	1 1%	1 3%	1 1%	0 0%	2 1%	0 0%	1 0%	1 1%	2 1%	0 0%	2 1%	0 0%	2 1%	0 0%
Need to improve downtown	2 1%	1 1%	1 1%	1 1%	1 0%	1 0%	1 1%	0 0%	1 1%	1 1%	2 1%	0 0%	2 1%	0 0%	2 1%	0 0%	1 0%	1 1%	2 1%	0 0%
Good economic development efforts	1 0%	1 1%	0 0%	1 1%	0 0%	0 0%	1 1%	1 3%	0 0%	0 0%	1 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%
School district is bad	1 0%	1 1%	0 0%	0 0%	1 0%	1 0%	0 0%	0 0%	1 1%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	0 0%	1 1%	1 0%	0 0%
Need recreation center	1 0%	0 0%	1 1%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	0 0%	1 0%	0 0%	0 0%	1 1%	1 0%	0 0%	0 0%	1 1%	0 0%	1 1%
Others, negative	33 8%	17 9%	16 8%	14 10%	19 7%	21 8%	12 10%	3 10%	13 8%	16 9%	28 8%	4 7%	20 9%	13 7%	26 8%	7 11%	23 11%	10 5%	25 12%	8 7%
Others, positive	4 1%	1 1%	3 2%	1 1%	3 1%	2 1%	2 2%	1 3%	1 1%	2 1%	3 1%	1 2%	3 1%	1 1%	4 1%	0 0%	4 2%	0 0%	4 2%	0 0%
Don't know	99 25%	42 21%	57 29%	39 28%	59 23%	74 27%	24 20%	9 29%	32 21%	43 23%	85 25%	13 24%	37 17%	61 34%	83 25%	16 26%	53 26%	38 20%	13 6%	0 0%

Lake Oswego 2010 Community Attitudes Survey

7. Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance - it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important - you would not choose to live in a city if you did not believe the quality of this service is very high. How about...

a. Fire and rescue services

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	2 1%	2 1%	0 0%	1 1%	1 0%	1 0%	1 1%	1 3%	1 1%	0 0%	1 0%	0 0%	2 1%	0 0%	2 1%	0 0%	0 0%	2 1%	0 0%	2 2%
2	2 1%	2 1%	0 0%	0 0%	2 1%	2 1%	0 0%	0 0%	0 0%	2 1%	2 1%	0 0%	2 1%	0 0%	1 0%	1 2%	1 0%	1 1%	1 0%	1 1%
3	20 5%	15 8%	5 3%	4 3%	16 6%	16 6%	4 3%	2 6%	8 5%	8 4%	16 5%	3 5%	11 5%	9 5%	15 4%	5 8%	8 4%	12 6%	8 4%	7 6%
4	79 20%	47 24%	32 16%	40 28%	38 15%	43 16%	35 29%	5 16%	46 30%	22 12%	69 20%	9 16%	47 21%	32 18%	60 18%	19 31%	37 18%	40 22%	40 20%	25 22%
5	287 72%	131 66%	156 78%	93 66%	193 75%	208 75%	77 64%	23 74%	98 63%	146 79%	242 72%	41 75%	154 70%	131 73%	252 75%	35 56%	153 75%	127 68%	151 75%	75 67%
Don't know	10 3%	3 2%	7 4%	3 2%	7 3%	7 3%	3 3%	0 0%	2 1%	6 3%	8 2%	2 4%	3 1%	7 4%	8 2%	2 3%	5 2%	4 2%	2 1%	2 2%
Mean	4.7	4.5	4.8	4.6	4.7	4.7	4.6	4.6	4.6	4.8	4.7	4.7	4.6	4.7	4.7	4.5	4.7	4.6	4.7	4.5
SD	0.6	0.8	0.5	0.6	0.7	0.7	0.6	0.9	0.7	0.6	0.6	0.6	0.7	0.6	0.6	0.7	0.6	0.7	0.6	0.8

Lake Oswego 2010 Community Attitudes Survey

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b. Police services

	TOTAL	Gender		Time in LO 10YRS		Children		Age			Education		Contact		Livability RATE		Local govt.		Current Course	
		MALE	FEM- AL	OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL- EG GRAD	NO DGR- EE	HAD CONTC	NO CONTC	RATE HIGH	LOW- ER	SATIS FIED	NOT SATIS	APP- ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	8 2%	7 4%	1 1%	2 1%	6 2%	5 2%	3 3%	1 3%	3 2%	4 2%	5 1%	2 4%	6 3%	2 1%	6 2%	2 3%	1 0%	7 4%	1 0%	6 5%
2	7 2%	3 2%	4 2%	1 1%	6 2%	6 2%	1 1%	0 0%	3 2%	3 2%	6 2%	1 2%	2 1%	5 3%	6 2%	1 2%	2 1%	5 3%	1 0%	4 4%
3	24 6%	13 7%	11 6%	10 7%	14 5%	15 5%	9 8%	1 3%	15 10%	8 4%	22 7%	2 4%	15 7%	9 5%	16 5%	8 13%	8 4%	16 9%	12 6%	8 7%
4	97 24%	60 30%	37 19%	37 26%	60 23%	60 22%	37 31%	8 26%	47 30%	36 20%	85 25%	12 22%	50 23%	47 26%	78 23%	19 31%	46 23%	49 26%	52 26%	23 21%
5	261 65%	116 58%	145 73%	90 64%	169 66%	188 68%	70 58%	21 68%	87 56%	131 71%	218 64%	37 67%	145 66%	114 64%	229 68%	32 52%	145 71%	108 58%	135 67%	71 63%
Don't know	3 1%	1 1%	2 1%	1 1%	2 1%	3 1%	0 0%	0 0%	0 0%	2 1%	2 1%	1 2%	1 0%	2 1%	3 1%	0 0%	2 1%	1 1%	1 0%	0 0%
Mean	4.5	4.4	4.6	4.5	4.5	4.5	4.4	4.5	4.4	4.6	4.5	4.5	4.5	4.5	4.5	4.3	4.6	4.3	4.6	4.3
SD	0.8	0.9	0.7	0.8	0.9	0.8	0.9	0.9	0.9	0.8	0.8	0.9	0.9	0.8	0.8	1.0	0.7	1.0	0.7	1.1

Lake Oswego 2010 Community Attitudes Survey

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c. City library

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	9 2%	5 3%	4 2%	2 1%	7 3%	5 2%	4 3%	1 3%	4 3%	4 2%	7 2%	1 2%	4 2%	5 3%	9 3%	0 0%	1 0%	8 4%	1 0%	7 6%
2	24 6%	20 10%	4 2%	8 6%	16 6%	14 5%	10 8%	1 3%	16 10%	6 3%	21 6%	3 5%	16 7%	8 4%	20 6%	4 6%	8 4%	16 9%	6 3%	13 12%
3	53 13%	39 20%	14 7%	23 16%	29 11%	31 11%	22 18%	6 19%	29 19%	16 9%	44 13%	7 13%	32 15%	21 12%	39 12%	14 23%	23 11%	29 16%	31 15%	19 17%
4	95 24%	49 25%	46 23%	35 25%	59 23%	67 24%	27 23%	5 16%	46 30%	36 20%	77 23%	17 31%	47 21%	47 26%	78 23%	17 27%	41 20%	51 27%	48 24%	25 22%
5	214 54%	85 43%	129 65%	70 50%	144 56%	155 56%	57 48%	18 58%	59 38%	118 64%	184 54%	27 49%	118 54%	95 53%	189 56%	25 40%	128 63%	80 43%	114 56%	46 41%
Don't know	5 1%	2 1%	3 2%	3 2%	2 1%	5 2%	0 0%	0 0%	1 1%	4 2%	5 1%	0 0%	2 1%	3 2%	3 1%	2 3%	3 1%	2 1%	2 1%	2 2%
Mean	4.2	4.0	4.5	4.2	4.2	4.3	4.0	4.2	3.9	4.4	4.2	4.2	4.2	4.2	4.2	4.1	4.4	4.0	4.3	3.8
SD	1.0	1.1	0.9	1.0	1.1	1.0	1.1	1.1	1.1	0.9	1.0	1.0	1.1	1.0	1.1	1.0	0.9	1.2	0.9	1.3

Lake Oswego 2010 Community Attitudes Survey

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d. Water, sewer, & storm drainage services

	TOTAL	Gender		Time in LO 10YRS		Children		Age			Education		Contact		Livability RATE		Local govt.		Current Course	
		MALE	FEM- AL	OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL- EG GRAD	NO DGR- EE	HAD CONTC	NO CONTC	RATE HIGH	LOW- ER	SATIS FIED	NOT SATIS	APP- ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	6 2%	2 1%	4 2%	2 1%	4 2%	3 1%	3 3%	0 0%	4 3%	2 1%	6 2%	0 0%	5 2%	1 1%	6 2%	0 0%	1 0%	4 2%	1 0%	3 3%
2	23 6%	17 9%	6 3%	7 5%	16 6%	19 7%	4 3%	1 3%	10 6%	10 5%	19 6%	3 5%	13 6%	10 6%	16 5%	7 11%	9 4%	14 8%	4 2%	14 13%
3	57 14%	25 13%	32 16%	23 16%	34 13%	37 13%	20 17%	3 10%	22 14%	28 15%	47 14%	10 18%	30 14%	27 15%	44 13%	13 21%	22 11%	32 17%	26 13%	22 20%
4	130 33%	72 36%	58 29%	52 37%	78 30%	89 32%	41 34%	10 32%	61 39%	51 28%	111 33%	16 29%	71 32%	57 32%	110 33%	20 32%	62 30%	67 36%	70 35%	33 29%
5	182 46%	83 42%	99 50%	55 39%	125 49%	127 46%	52 43%	17 55%	58 37%	93 51%	153 45%	26 47%	99 45%	83 46%	160 47%	22 35%	109 53%	68 37%	100 50%	39 35%
Don't know	2 1%	1 1%	1 1%	2 1%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	2 1%	0 0%	1 0%	1 1%	2 1%	0 0%	1 0%	1 1%	1 0%	1 1%
Mean	4.2	4.1	4.2	4.1	4.2	4.2	4.1	4.4	4.0	4.2	4.1	4.2	4.1	4.2	4.2	3.9	4.3	4.0	4.3	3.8
SD	1.0	1.0	1.0	0.9	1.0	1.0	1.0	0.8	1.0	1.0	1.0	0.9	1.0	0.9	1.0	1.0	0.9	1.0	0.8	1.1

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e. Park and open space maintenance

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	10 3%	8 4%	2 1%	1 1%	9 4%	6 2%	4 3%	1 3%	2 1%	4 2%	8 2%	1 2%	6 3%	4 2%	7 2%	3 5%	2 1%	8 4%	1 0%	7 6%
2	22 6%	14 7%	8 4%	8 6%	14 5%	15 5%	7 6%	2 6%	10 6%	9 5%	18 5%	4 7%	15 7%	7 4%	14 4%	8 13%	4 2%	17 9%	3 1%	15 13%
3	71 18%	40 20%	31 16%	27 19%	44 17%	49 18%	22 18%	3 10%	35 23%	28 15%	65 19%	6 11%	42 19%	29 16%	51 15%	20 32%	25 12%	45 24%	25 12%	34 30%
4	139 35%	74 37%	65 33%	44 31%	93 36%	93 34%	45 38%	10 32%	59 38%	62 34%	115 34%	22 40%	71 32%	67 37%	121 36%	18 29%	71 35%	67 36%	74 37%	34 30%
5	153 38%	62 31%	91 46%	60 43%	93 36%	109 39%	42 35%	15 48%	49 32%	76 41%	129 38%	20 36%	84 38%	68 38%	142 42%	11 18%	99 49%	48 26%	96 48%	22 20%
Don't know	5 1%	2 1%	3 2%	1 1%	4 2%	5 2%	0 0%	0 0%	0 0%	5 3%	3 1%	2 4%	1 0%	4 2%	3 1%	2 3%	3 1%	1 1%	3 1%	0 0%
Mean	4.0	3.8	4.2	4.1	4.0	4.0	4.0	4.2	3.9	4.1	4.0	4.1	4.0	4.1	4.1	3.4	4.3	3.7	4.3	3.4
SD	1.0	1.1	0.9	1.0	1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.1	1.0	1.1	0.8	1.1	0.8	1.1	

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f. Parks and Recreation services

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	10 3%	6 3%	4 2%	3 2%	7 3%	7 3%	3 3%	1 3%	3 2%	4 2%	9 3%	0 0%	5 2%	5 3%	7 2%	3 5%	0 0%	10 5%	1 0%	8 7%
2	24 6%	16 8%	8 4%	6 4%	18 7%	16 6%	8 7%	1 3%	14 9%	9 5%	19 6%	5 9%	15 7%	9 5%	14 4%	10 16%	4 2%	19 10%	3 1%	16 14%
3	75 19%	46 23%	29 15%	24 17%	50 19%	59 21%	15 13%	4 13%	30 19%	34 18%	65 19%	9 16%	46 21%	28 16%	54 16%	21 34%	24 12%	49 26%	29 14%	33 29%
4	140 35%	70 35%	70 35%	53 38%	86 33%	96 35%	44 37%	10 32%	51 33%	70 38%	119 35%	20 36%	73 33%	66 37%	124 37%	16 26%	84 41%	55 30%	85 42%	32 29%
5	143 36%	59 30%	84 42%	52 37%	91 35%	92 33%	49 41%	15 48%	56 36%	61 33%	120 36%	19 35%	77 35%	66 37%	134 40%	9 15%	89 44%	49 26%	82 41%	20 18%
Don't know	8 2%	3 2%	5 3%	3 2%	5 2%	7 3%	1 1%	0 0%	1 1%	6 3%	6 2%	2 4%	3 1%	5 3%	5 1%	3 5%	3 1%	4 2%	2 1%	3 3%
Mean	4.0	3.8	4.1	4.1	3.9	3.9	4.1	4.2	3.9	4.0	4.0	4.0	3.9	4.0	4.1	3.3	4.3	3.6	4.2	3.4
SD	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.1	0.8	1.1	0.8	1.2	

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g. Street maintenance

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	7 2%	5 3%	2 1%	1 1%	6 2%	6 2%	1 1%	1 3%	0 0%	4 2%	6 2%	1 2%	5 2%	2 1%	2 1%	5 8%	2 1%	5 3%	3 1%	4 4%
2	13 3%	7 4%	6 3%	3 2%	10 4%	9 3%	4 3%	0 0%	6 4%	6 3%	12 4%	1 2%	7 3%	6 3%	10 3%	3 5%	5 2%	8 4%	6 3%	6 5%
3	82 21%	45 23%	37 19%	33 23%	48 19%	51 18%	30 25%	3 10%	44 28%	32 17%	71 21%	9 16%	55 25%	27 15%	71 21%	11 18%	37 18%	43 23%	40 20%	25 22%
4	160 40%	87 44%	73 37%	55 39%	104 40%	111 40%	49 41%	15 48%	63 41%	67 36%	139 41%	19 35%	77 35%	81 45%	136 40%	24 39%	86 42%	71 38%	88 44%	39 35%
5	136 34%	56 28%	80 40%	49 35%	87 34%	98 35%	36 30%	12 39%	42 27%	73 40%	110 33%	23 42%	75 34%	61 34%	117 35%	19 31%	73 36%	59 32%	65 32%	38 34%
Don't know	2 1%	0 0%	2 1%	0 0%	2 1%	2 1%	0 0%	0 0%	0 0%	2 1%	0 0%	2 4%	0 0%	2 1%	2 1%	0 0%	1 0%	0 0%	0 0%	0 0%
Mean	4.0	3.9	4.1	4.0	4.0	4.0	4.0	4.2	3.9	4.1	4.0	4.2	4.0	4.1	4.1	3.8	4.1	3.9	4.0	3.9
SD	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.8	1.0	0.9	0.9	1.0	0.9	0.9	1.2	0.9	1.0	0.9	1.0

Lake Oswego 2010 Community Attitudes Survey

7. Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance - it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important - you would not choose to live in a city if you did not believe the quality of this service is very high. How about...

h. Senior services and activities

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	39 10%	26 13%	13 7%	17 12%	22 9%	17 6%	22 18%	6 19%	20 13%	11 6%	32 9%	6 11%	21 10%	18 10%	30 9%	9 15%	11 5%	27 15%	13 6%	19 17%
2	42 11%	31 16%	11 6%	15 11%	27 11%	21 8%	20 17%	5 16%	27 17%	9 5%	38 11%	3 5%	25 11%	17 9%	34 10%	8 13%	18 9%	23 12%	19 9%	16 14%
3	89 22%	52 26%	37 19%	33 23%	54 21%	61 22%	27 23%	9 29%	33 21%	38 21%	79 23%	9 16%	53 24%	36 20%	71 21%	18 29%	40 20%	47 25%	50 25%	25 22%
4	104 26%	44 22%	60 30%	38 27%	66 26%	79 29%	25 21%	5 16%	44 28%	48 26%	90 27%	13 24%	67 31%	36 20%	91 27%	13 21%	50 25%	53 28%	56 28%	27 24%
5	108 27%	37 19%	71 36%	33 23%	75 29%	87 31%	20 17%	4 13%	27 17%	67 36%	85 25%	20 36%	47 21%	60 34%	97 29%	11 18%	78 38%	28 15%	55 27%	23 21%
Don't know	18 5%	10 5%	8 4%	5 4%	13 5%	12 4%	6 5%	2 6%	4 3%	11 6%	14 4%	4 7%	6 3%	12 7%	15 4%	3 5%	7 3%	8 4%	9 4%	2 2%
Mean	3.5	3.2	3.9	3.4	3.6	3.7	3.0	2.9	3.2	3.9	3.5	3.7	3.4	3.6	3.6	3.2	3.8	3.2	3.6	3.2
SD	1.3	1.3	1.2	1.3	1.3	1.2	1.4	1.3	1.3	1.2	1.3	1.4	1.2	1.3	1.3	1.3	1.2	1.3	1.2	1.4

Lake Oswego 2010 Community Attitudes Survey

7. Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance - it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important - you would not choose to live in a city if you did not believe the quality of this service is very high. How about...

i. Special events such as the Farmer’s Market, Holiday Tree Lighting and Movies in the Park

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	33 8%	23 12%	10 5%	5 4%	28 11%	20 7%	12 10%	4 13%	12 8%	14 8%	26 8%	5 9%	21 10%	12 7%	23 7%	10 16%	6 3%	27 15%	9 4%	21 19%
2	60 15%	38 19%	22 11%	26 18%	34 13%	40 14%	20 17%	5 16%	32 21%	19 10%	55 16%	5 9%	37 17%	23 13%	47 14%	13 21%	25 12%	33 18%	25 12%	23 21%
3	93 23%	51 26%	42 21%	35 25%	57 22%	62 22%	31 26%	6 19%	37 24%	40 22%	83 25%	10 18%	52 24%	39 22%	74 22%	19 31%	45 22%	46 25%	54 27%	28 25%
4	110 28%	51 26%	59 30%	38 27%	72 28%	79 29%	31 26%	9 29%	45 29%	50 27%	95 28%	14 25%	64 29%	46 26%	98 29%	12 19%	64 31%	42 23%	59 29%	19 17%
5	101 25%	36 18%	65 33%	37 26%	63 25%	73 26%	26 22%	7 23%	29 19%	58 32%	77 23%	20 36%	44 20%	57 32%	94 28%	7 11%	63 31%	37 20%	54 27%	21 19%
Don't know	3 1%	1 1%	2 1%	0 0%	3 1%	3 1%	0 0%	0 0%	0 0%	3 2%	2 1%	1 2%	1 0%	2 1%	2 1%	1 2%	1 0%	1 1%	1 0%	0 0%
Mean	3.5	3.2	3.7	3.5	3.4	3.5	3.3	3.3	3.3	3.7	3.4	3.7	3.3	3.6	3.6	2.9	3.8	3.2	3.6	3.0
SD	1.3	1.3	1.2	1.2	1.3	1.2	1.3	1.4	1.2	1.2	1.2	1.3	1.2	1.2	1.2	1.2	1.1	1.3	1.1	1.4

Lake Oswego 2010 Community Attitudes Survey

7. Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance - it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important - you would not choose to live in a city if you did not believe the quality of this service is very high. How about...

j. Economic development

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	24 6%	19 10%	5 3%	2 1%	22 9%	19 7%	5 4%	1 3%	8 5%	11 6%	23 7%	0 0%	17 8%	6 3%	14 4%	10 16%	8 4%	15 8%	9 4%	12 11%
2	46 12%	34 17%	12 6%	18 13%	27 11%	30 11%	15 13%	3 10%	20 13%	19 10%	42 12%	3 5%	32 15%	14 8%	30 9%	16 26%	15 7%	28 15%	16 8%	23 21%
3	101 25%	49 25%	52 26%	40 28%	61 24%	75 27%	26 22%	5 16%	43 28%	46 25%	85 25%	14 25%	56 26%	44 25%	89 26%	12 19%	46 23%	53 28%	51 25%	36 32%
4	127 32%	58 29%	69 35%	51 36%	75 29%	86 31%	41 34%	13 42%	49 32%	61 33%	105 31%	21 38%	66 30%	61 34%	117 35%	10 16%	76 37%	50 27%	79 39%	16 14%
5	84 21%	33 17%	51 26%	27 19%	57 22%	50 18%	32 27%	7 23%	33 21%	35 19%	69 20%	14 25%	41 19%	43 24%	72 21%	12 19%	50 25%	33 18%	41 20%	24 21%
Don't know	18 5%	7 4%	11 6%	3 2%	15 6%	17 6%	1 1%	2 6%	2 1%	12 7%	14 4%	3 5%	7 3%	11 6%	16 5%	2 3%	9 4%	7 4%	6 3%	1 1%
Mean	3.5	3.3	3.8	3.6	3.5	3.5	3.7	3.8	3.5	3.5	3.5	3.9	3.4	3.7	3.6	3.0	3.7	3.3	3.6	3.2
SD	1.1	1.2	1.0	1.0	1.2	1.1	1.1	1.1	1.1	1.1	1.2	0.9	1.2	1.0	1.1	1.4	1.1	1.2	1.0	1.3

Lake Oswego 2010 Community Attitudes Survey

7. Now I want you to rate the importance of a number of services cities provide that may impact where you decide to live. Again I want you to use a “1” to “5” scale. On the scale, a “1” means the service is of no importance - it makes little or no difference to you how good this service is when you are deciding where to live. A “5” means extremely important - you would not choose to live in a city if you did not believe the quality of this service is very high. How about...

k. Building permits, inspections, and planning

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	35 9%	26 13%	9 5%	14 10%	21 8%	23 8%	12 10%	5 16%	12 8%	15 8%	29 9%	6 11%	21 10%	14 8%	24 7%	11 18%	8 4%	25 13%	13 6%	15 13%
2	46 12%	29 15%	17 9%	16 11%	29 11%	29 10%	16 13%	4 13%	20 13%	18 10%	38 11%	5 9%	29 13%	17 9%	35 10%	11 18%	19 9%	26 14%	21 10%	20 18%
3	110 28%	60 30%	50 25%	40 28%	70 27%	76 27%	33 28%	8 26%	48 31%	46 25%	98 29%	11 20%	57 26%	52 29%	96 28%	14 23%	47 23%	61 33%	53 26%	34 30%
4	102 26%	48 24%	54 27%	35 25%	66 26%	65 23%	37 31%	12 39%	44 28%	38 21%	82 24%	18 33%	56 26%	45 25%	91 27%	11 18%	57 28%	43 23%	59 29%	25 22%
5	76 19%	24 12%	52 26%	25 18%	51 20%	56 20%	20 17%	1 3%	29 19%	43 23%	65 19%	10 18%	43 20%	33 18%	64 19%	12 19%	49 24%	26 14%	41 20%	17 15%
Don't know	31 8%	13 7%	18 9%	11 8%	20 8%	28 10%	2 2%	1 3%	2 1%	24 13%	26 8%	5 9%	13 6%	18 10%	28 8%	3 5%	24 12%	5 3%	15 7%	1 1%
Mean	3.4	3.1	3.7	3.3	3.4	3.4	3.3	3.0	3.4	3.5	3.4	3.4	3.3	3.4	3.4	3.0	3.7	3.1	3.5	3.1
SD	1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.3	1.2	1.2	1.2	1.4	1.1	1.2	1.2	1.3

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

a. Fire and rescue services

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
2	5 1%	5 3%	0 0%	2 1%	3 1%	4 1%	1 1%	0 0%	3 2%	2 1%	4 1%	1 2%	4 2%	1 1%	3 1%	2 3%	0 0%	5 3%	0 0%	5 4%
3	17 4%	13 7%	4 2%	7 5%	10 4%	11 4%	6 5%	1 3%	6 4%	9 5%	15 4%	1 2%	10 5%	7 4%	11 3%	6 10%	6 3%	11 6%	7 3%	6 5%
4	102 26%	66 33%	36 18%	44 31%	57 22%	60 22%	41 34%	8 26%	52 34%	38 21%	86 25%	14 25%	56 26%	46 26%	81 24%	21 34%	48 24%	52 28%	55 27%	31 28%
5	260 65%	109 55%	151 76%	85 60%	174 68%	191 69%	68 57%	20 65%	89 57%	129 70%	220 65%	37 67%	144 66%	114 64%	229 68%	31 50%	144 71%	111 60%	136 67%	67 60%
Don't know	16 4%	7 4%	9 5%	3 2%	13 5%	11 4%	4 3%	2 6%	5 3%	6 3%	13 4%	2 4%	5 2%	11 6%	14 4%	2 3%	6 3%	7 4%	4 2%	3 3%
Mean	4.6	4.4	4.8	4.5	4.6	4.6	4.5	4.7	4.5	4.7	4.6	4.6	4.6	4.6	4.7	4.4	4.7	4.5	4.7	4.5
SD	0.6	0.7	0.5	0.7	0.6	0.6	0.6	0.6	0.7	0.6	0.6	0.6	0.7	0.6	0.6	0.8	0.5	0.7	0.5	0.8

Lake Oswego 2010 Community Attitudes Survey

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b. Police services

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	10 3%	8 4%	2 1%	1 1%	9 4%	4 1%	6 5%	0 0%	5 3%	4 2%	7 2%	3 5%	7 3%	3 2%	5 1%	5 8%	1 0%	9 5%	2 1%	6 5%
2	6 2%	3 2%	3 2%	3 2%	3 1%	5 2%	1 1%	1 3%	2 1%	3 2%	4 1%	2 4%	3 1%	3 2%	6 2%	0 0%	1 0%	5 3%	1 0%	2 2%
3	37 9%	23 12%	14 7%	11 8%	26 10%	22 8%	15 13%	3 10%	22 14%	10 5%	37 11%	0 0%	22 10%	15 8%	27 8%	10 16%	15 7%	21 11%	13 6%	17 15%
4	118 30%	69 35%	49 25%	41 29%	77 30%	84 30%	34 28%	8 26%	48 31%	57 31%	93 28%	24 44%	63 29%	55 31%	97 29%	21 34%	53 26%	62 33%	61 30%	33 29%
5	224 56%	94 47%	130 65%	83 59%	139 54%	158 57%	64 53%	19 61%	78 50%	108 59%	194 57%	25 45%	122 56%	100 56%	199 59%	25 40%	132 65%	87 47%	123 61%	54 48%
Don't know	5 1%	3 2%	2 1%	2 1%	3 1%	4 1%	0 0%	0 0%	0 0%	2 1%	3 1%	1 2%	2 1%	3 2%	4 1%	1 2%	2 1%	2 1%	2 1%	0 0%
Mean	4.4	4.2	4.5	4.5	4.3	4.4	4.2	4.5	4.2	4.4	4.4	4.2	4.3	4.4	4.4	4.0	4.6	4.2	4.5	4.1
SD	0.9	1.0	0.8	0.8	1.0	0.8	1.0	0.8	1.0	0.9	0.9	1.0	0.9	0.8	0.8	1.2	0.7	1.1	0.7	1.1

Lake Oswego 2010 Community Attitudes Survey

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c. City library

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	4 1%	3 2%	1 1%	1 1%	3 1%	4 1%	0 0%	0 0%	1 1%	3 2%	4 1%	0 0%	3 1%	1 1%	4 1%	0 0%	0 0%	4 2%	0 0%	3 3%
2	10 3%	8 4%	2 1%	3 2%	7 3%	5 2%	5 4%	0 0%	6 4%	4 2%	8 2%	2 4%	8 4%	2 1%	6 2%	4 6%	4 2%	6 3%	4 2%	6 5%
3	44 11%	31 16%	13 7%	18 13%	26 10%	27 10%	17 14%	3 10%	26 17%	13 7%	40 12%	2 4%	28 13%	16 9%	34 10%	10 16%	13 6%	30 16%	23 11%	19 17%
4	110 28%	66 33%	44 22%	36 26%	72 28%	63 23%	46 38%	7 23%	54 35%	40 22%	94 28%	15 27%	57 26%	52 29%	88 26%	22 35%	45 22%	61 33%	44 22%	41 37%
5	216 54%	84 42%	132 66%	73 52%	143 56%	164 59%	50 42%	19 61%	62 40%	116 63%	181 54%	31 56%	118 54%	97 54%	193 57%	23 37%	135 66%	77 41%	125 62%	38 34%
Don't know	16 4%	8 4%	8 4%	10 7%	6 2%	14 5%	2 2%	2 6%	6 4%	8 4%	11 3%	5 9%	5 2%	11 6%	13 4%	3 5%	7 3%	8 4%	6 3%	5 4%
Mean	4.4	4.1	4.6	4.4	4.4	4.4	4.2	4.6	4.1	4.5	4.3	4.5	4.3	4.4	4.4	4.1	4.6	4.1	4.5	4.0
SD	0.9	0.9	0.7	0.9	0.9	0.9	0.8	0.7	0.9	0.9	0.9	0.8	0.9	0.8	0.8	0.9	0.7	1.0	0.8	1.0

Lake Oswego 2010 Community Attitudes Survey

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d. Water, sewer, & storm drainage services

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	16 4%	9 5%	7 4%	3 2%	13 5%	12 4%	4 3%	1 3%	6 4%	9 5%	16 5%	0 0%	11 5%	5 3%	10 3%	6 10%	3 1%	13 7%	1 0%	14 13%
2	21 5%	14 7%	7 4%	5 4%	16 6%	11 4%	10 8%	2 6%	10 6%	8 4%	17 5%	3 5%	12 5%	9 5%	15 4%	6 10%	5 2%	16 9%	5 2%	14 13%
3	102 26%	47 24%	55 28%	41 29%	60 23%	67 24%	34 28%	4 13%	51 33%	42 23%	86 25%	14 25%	66 30%	35 20%	78 23%	24 39%	42 21%	58 31%	47 23%	40 36%
4	151 38%	84 42%	67 34%	53 38%	98 38%	98 35%	53 44%	15 48%	56 36%	69 38%	128 38%	22 40%	77 35%	74 41%	132 39%	19 31%	79 39%	70 38%	83 41%	29 26%
5	96 24%	41 21%	55 28%	31 22%	65 25%	77 28%	17 14%	8 26%	29 19%	51 28%	79 23%	14 25%	49 22%	47 26%	93 28%	3 5%	68 33%	25 13%	65 32%	13 12%
Don't know	14 4%	5 3%	9 5%	8 6%	5 2%	12 4%	2 2%	1 3%	3 2%	5 3%	12 4%	2 4%	4 2%	9 5%	10 3%	4 6%	7 3%	4 2%	1 0%	2 2%
Mean	3.8	3.7	3.8	3.8	3.7	3.8	3.6	3.9	3.6	3.8	3.7	3.9	3.7	3.9	3.9	3.1	4.0	3.4	4.0	3.1
SD	1.0	1.0	1.0	0.9	1.1	1.0	1.0	1.0	1.0	1.1	1.0	0.9	1.1	1.0	1.0	0.9	1.1	0.8	1.2	

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

e. Park and open space maintenance

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	5 1%	4 2%	1 1%	1 1%	4 2%	3 1%	2 2%	0 0%	3 2%	1 1%	4 1%	1 2%	3 1%	2 1%	1 0%	4 6%	1 0%	4 2%	0 0%	5 4%
2	14 4%	6 3%	8 4%	2 1%	12 5%	9 3%	5 4%	1 3%	6 4%	7 4%	13 4%	1 2%	9 4%	5 3%	6 2%	8 13%	2 1%	12 6%	1 0%	9 8%
3	64 16%	40 20%	24 12%	21 15%	43 17%	45 16%	19 16%	3 10%	26 17%	27 15%	58 17%	5 9%	39 18%	25 14%	45 13%	19 31%	20 10%	41 22%	22 11%	29 26%
4	152 38%	83 42%	69 35%	58 41%	92 36%	106 38%	45 38%	9 29%	61 39%	76 41%	123 36%	28 51%	86 39%	66 37%	135 40%	17 27%	73 36%	77 41%	73 36%	45 40%
5	152 38%	62 31%	90 45%	54 38%	98 38%	103 37%	47 39%	17 55%	59 38%	61 33%	128 38%	19 35%	78 36%	72 40%	143 42%	9 15%	102 50%	47 25%	102 50%	21 19%
Don't know	13 3%	5 3%	8 4%	5 4%	8 3%	11 4%	2 2%	1 3%	0 0%	12 7%	12 4%	1 2%	4 2%	9 5%	8 2%	5 8%	6 3%	5 3%	4 2%	3 3%
Mean	4.1	4.0	4.2	4.2	4.1	4.1	4.1	4.4	4.1	4.1	4.1	4.2	4.1	4.2	4.3	3.3	4.4	3.8	4.4	3.6
SD	0.9	0.9	0.9	0.8	0.9	0.9	0.9	0.8	0.9	0.8	0.9	0.8	0.9	0.9	0.8	1.1	0.7	1.0	0.7	1.0

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

f. Street maintenance

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	19 5%	12 6%	7 4%	5 4%	14 5%	15 5%	4 3%	1 3%	2 1%	15 8%	14 4%	4 7%	15 7%	4 2%	8 2%	11 18%	5 2%	14 8%	3 1%	14 13%
2	43 11%	23 12%	20 10%	13 9%	30 12%	29 10%	13 11%	2 6%	19 12%	19 10%	37 11%	5 9%	20 9%	23 13%	34 10%	9 15%	16 8%	25 13%	15 7%	21 19%
3	119 30%	63 32%	56 28%	35 25%	83 32%	79 29%	39 33%	6 19%	50 32%	54 29%	98 29%	19 35%	63 29%	54 30%	94 28%	25 40%	52 25%	66 35%	57 28%	38 34%
4	134 34%	64 32%	70 35%	49 35%	84 33%	88 32%	45 38%	8 26%	63 41%	56 30%	121 36%	12 22%	81 37%	53 30%	122 36%	12 19%	71 35%	59 32%	74 37%	28 25%
5	83 21%	37 19%	46 23%	38 27%	45 18%	64 23%	19 16%	14 45%	21 14%	39 21%	67 20%	14 25%	40 18%	43 24%	79 23%	4 6%	60 29%	21 11%	52 26%	11 10%
Don't know	2 1%	1 1%	1 1%	1 1%	1 0%	2 1%	0 0%	0 0%	0 0%	1 1%	1 0%	1 2%	0 0%	2 1%	1 0%	1 2%	0 0%	1 1%	1 0%	0 0%
Mean	3.6	3.5	3.6	3.7	3.5	3.6	3.5	4.0	3.5	3.5	3.6	3.5	3.5	3.6	3.7	2.8	3.8	3.3	3.8	3.0
SD	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.1	0.9	1.2	1.1	1.2	1.1	1.1	1.0	1.1	1.0	1.1	1.0	1.2

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

g. Parks and Recreation services

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	5 1%	4 2%	1 1%	1 1%	4 2%	4 1%	1 1%	0 0%	1 1%	3 2%	4 1%	1 2%	2 1%	3 2%	2 1%	3 5%	1 0%	4 2%	0 0%	4 4%
2	10 3%	6 3%	4 2%	2 1%	8 3%	6 2%	4 3%	1 3%	4 3%	5 3%	9 3%	1 2%	4 2%	6 3%	4 1%	6 10%	3 1%	7 4%	1 0%	5 4%
3	65 16%	39 20%	26 13%	25 18%	40 16%	45 16%	20 17%	5 16%	24 15%	29 16%	58 17%	6 11%	38 17%	27 15%	45 13%	20 32%	17 8%	46 25%	19 9%	34 30%
4	140 35%	73 37%	67 34%	55 39%	83 32%	92 33%	47 39%	10 32%	62 40%	59 32%	119 35%	19 35%	83 38%	57 32%	123 36%	17 27%	68 33%	69 37%	71 35%	40 36%
5	167 42%	73 37%	94 47%	54 38%	113 44%	118 43%	48 40%	15 48%	63 41%	80 43%	136 40%	27 49%	88 40%	78 44%	157 46%	10 16%	111 54%	52 28%	107 53%	25 22%
Don't know	13 3%	5 3%	8 4%	4 3%	9 4%	12 4%	0 0%	0 0%	1 1%	8 4%	12 4%	1 2%	4 2%	8 4%	7 2%	6 10%	4 2%	8 4%	4 2%	4 4%
Mean	4.2	4.1	4.3	4.2	4.2	4.2	4.1	4.3	4.2	4.2	4.1	4.3	4.2	4.2	4.3	3.4	4.4	3.9	4.4	3.7
SD	0.9	0.9	0.8	0.8	0.9	0.9	0.9	0.9	0.8	0.9	0.9	0.9	0.8	0.9	0.8	1.1	0.8	1.0	0.7	1.0

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

h. Senior services and activities

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	7 2%	4 2%	3 2%	2 1%	5 2%	5 2%	2 2%	0 0%	2 1%	5 3%	7 2%	0 0%	2 1%	5 3%	6 2%	1 2%	1 0%	6 3%	1 0%	3 3%
2	16 4%	14 7%	2 1%	5 4%	11 4%	12 4%	4 3%	1 3%	6 4%	9 5%	12 4%	3 5%	12 5%	4 2%	11 3%	5 8%	4 2%	12 6%	4 2%	10 9%
3	76 19%	45 23%	31 16%	30 21%	46 18%	45 16%	31 26%	5 16%	36 23%	28 15%	66 20%	10 18%	46 21%	29 16%	60 18%	16 26%	31 15%	45 24%	29 14%	33 29%
4	105 26%	42 21%	63 32%	38 27%	65 25%	75 27%	29 24%	6 19%	41 26%	49 27%	92 27%	12 22%	59 27%	46 26%	91 27%	14 23%	54 26%	50 27%	54 27%	29 26%
5	120 30%	48 24%	72 36%	35 25%	85 33%	99 36%	19 16%	7 23%	31 20%	72 39%	96 28%	21 38%	65 30%	54 30%	110 33%	10 16%	84 41%	34 18%	78 39%	21 19%
Don't know	76 19%	47 24%	29 15%	31 22%	45 18%	41 15%	35 29%	12 39%	39 25%	21 11%	65 19%	9 16%	35 16%	41 23%	60 18%	16 26%	30 15%	39 21%	36 18%	16 14%
Mean	4.0	3.8	4.2	3.9	4.0	4.1	3.7	4.0	3.8	4.1	3.9	4.1	3.9	4.0	4.0	3.6	4.2	3.6	4.2	3.6
SD	1.0	1.1	0.9	1.0	1.0	1.0	1.0	0.9	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	0.9	1.1	0.9	1.0

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

i. Special events such as the Farmer’s Market, Holiday Tree Lighting and Movies in the Park

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	7 2%	5 3%	2 1%	1 1%	6 2%	6 2%	0 0%	0 0%	1 1%	5 3%	6 2%	0 0%	5 2%	2 1%	3 1%	4 6%	2 1%	5 3%	1 0%	4 4%
2	9 2%	8 4%	1 1%	1 1%	8 3%	5 2%	4 3%	0 0%	2 1%	5 3%	6 2%	3 5%	6 3%	3 2%	6 2%	3 5%	2 1%	7 4%	2 1%	7 6%
3	52 13%	31 16%	21 11%	21 15%	31 12%	38 14%	14 12%	3 10%	17 11%	25 14%	46 14%	6 11%	27 12%	24 13%	35 10%	17 27%	18 9%	34 18%	20 10%	27 24%
4	133 33%	77 39%	56 28%	46 33%	86 33%	91 33%	42 35%	10 32%	62 40%	53 29%	115 34%	17 31%	74 34%	59 33%	110 33%	23 37%	61 30%	69 37%	63 31%	36 32%
5	183 46%	69 35%	114 57%	65 46%	117 46%	127 46%	54 45%	16 52%	67 43%	89 48%	151 45%	27 49%	101 46%	81 45%	172 51%	11 18%	114 56%	64 34%	108 53%	34 30%
Don't know	16 4%	10 5%	6 3%	7 5%	9 4%	10 4%	6 5%	2 6%	6 4%	7 4%	14 4%	2 4%	6 3%	10 6%	12 4%	4 6%	7 3%	7 4%	8 4%	4 4%
Mean	4.2	4.0	4.4	4.3	4.2	4.2	4.3	4.4	4.3	4.2	4.2	4.3	4.2	4.3	4.4	3.6	4.4	4.0	4.4	3.8
SD	0.9	1.0	0.8	0.8	1.0	0.9	0.8	0.7	0.8	1.0	0.9	0.9	0.9	0.9	0.8	1.1	0.8	1.0	0.8	1.1

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

j. Economic development

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	22 6%	17 9%	5 3%	3 2%	19 7%	15 5%	7 6%	1 3%	7 5%	12 7%	18 5%	3 5%	18 8%	4 2%	11 3%	11 18%	1 0%	21 11%	2 1%	20 18%
2	44 11%	31 16%	13 7%	12 9%	31 12%	29 10%	14 12%	3 10%	13 8%	24 13%	37 11%	5 9%	23 11%	21 12%	35 10%	9 15%	12 6%	32 17%	9 4%	33 29%
3	136 34%	67 34%	69 35%	52 37%	84 33%	95 34%	41 34%	9 29%	56 36%	63 34%	115 34%	19 35%	75 34%	60 34%	118 35%	18 29%	61 30%	74 40%	65 32%	39 35%
4	98 25%	39 20%	59 30%	40 28%	58 23%	65 23%	33 28%	8 26%	49 32%	35 19%	85 25%	12 22%	57 26%	41 23%	88 26%	10 16%	68 33%	29 16%	72 36%	10 9%
5	50 13%	17 9%	33 17%	17 12%	32 12%	30 11%	19 16%	6 19%	18 12%	21 11%	41 12%	9 16%	25 11%	25 14%	47 14%	3 5%	39 19%	10 5%	37 18%	3 3%
Don't know	50 13%	29 15%	21 11%	17 12%	33 13%	43 16%	6 5%	4 13%	12 8%	29 16%	42 12%	7 13%	21 10%	28 16%	39 12%	11 18%	23 11%	20 11%	17 8%	7 6%
Mean	3.3	3.0	3.6	3.5	3.2	3.3	3.4	3.6	3.4	3.2	3.3	3.4	3.2	3.4	3.4	2.7	3.7	2.8	3.7	2.5
SD	1.1	1.1	1.0	0.9	1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.0	1.2	0.9	1.0	0.9	1.0	

Lake Oswego 2010 Community Attitudes Survey

8. Now I want you to rate the quality of these same services as provided by the City of Lake Oswego. Again, use a 1 to 5 scale. On the scale, a “1” indicates you believe the quality of this service in Lake Oswego is poor. A “5” means excellent - the quality of the service in Lake Oswego is very high. How about...

k. Building permits, inspections, and planning

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
1	39 10%	30 15%	9 5%	8 6%	30 12%	25 9%	13 11%	3 10%	13 8%	20 11%	33 10%	4 7%	28 13%	11 6%	21 6%	18 29%	9 4%	30 16%	8 4%	27 24%
2	48 12%	24 12%	24 12%	17 12%	31 12%	33 12%	14 12%	2 6%	17 11%	23 13%	40 12%	6 11%	28 13%	20 11%	39 12%	9 15%	18 9%	29 16%	16 8%	24 21%
3	120 30%	59 30%	61 31%	41 29%	79 31%	82 30%	38 32%	7 23%	56 36%	51 28%	103 30%	15 27%	68 31%	52 29%	103 30%	17 27%	61 30%	59 32%	60 30%	33 29%
4	85 21%	40 20%	45 23%	31 22%	54 21%	52 19%	33 28%	6 19%	38 25%	36 20%	71 21%	13 24%	46 21%	38 21%	79 23%	6 10%	51 25%	33 18%	55 27%	16 14%
5	42 11%	16 8%	26 13%	16 11%	26 10%	31 11%	11 9%	7 23%	15 10%	18 10%	38 11%	4 7%	20 9%	22 12%	41 12%	1 2%	32 16%	10 5%	32 16%	4 4%
Don't know	66 17%	31 16%	35 18%	28 20%	37 14%	54 19%	11 9%	6 19%	16 10%	36 20%	53 16%	13 24%	29 13%	36 20%	55 16%	11 18%	33 16%	25 13%	31 15%	8 7%
Mean	3.1	2.9	3.3	3.3	3.1	3.1	3.1	3.5	3.2	3.1	3.1	3.2	3.0	3.3	3.3	2.3	3.5	2.8	3.5	2.5
SD	1.2	1.2	1.1	1.1	1.2	1.2	1.1	1.3	1.1	1.2	1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.2	1.0	1.1

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

a. The City of Lake Oswego makes efficient use of tax dollars

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM- AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL- EG GRAD	NO DGR- EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW- ER	SATIS FIED	NOT SATIS	APP- ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	80 20%	48 24%	32 16%	15 11%	64 25%	56 20%	23 19%	3 10%	34 22%	36 20%	63 19%	13 24%	50 23%	30 17%	49 14%	31 50%	10 5%	70 38%	4 2%	71 63%
Somewhat disagree	64 16%	36 18%	28 14%	18 13%	46 18%	51 18%	12 10%	4 13%	22 14%	35 19%	51 15%	12 22%	35 16%	28 16%	56 17%	8 13%	18 9%	46 25%	30 15%	23 21%
Somewhat agree	164 41%	80 40%	84 42%	71 50%	93 36%	98 35%	65 54%	15 48%	68 44%	69 38%	142 42%	21 38%	83 38%	80 45%	148 44%	16 26%	112 55%	50 27%	111 55%	14 13%
Strongly agree	48 12%	19 10%	29 15%	17 12%	31 12%	37 13%	11 9%	7 23%	16 10%	21 11%	43 13%	4 7%	29 13%	19 11%	46 14%	2 3%	41 20%	7 4%	42 21%	0 0%
Don't know	44 11%	17 9%	27 14%	20 14%	23 9%	35 13%	9 8%	2 6%	15 10%	23 13%	39 12%	5 9%	22 10%	22 12%	39 12%	5 8%	23 11%	13 7%	15 7%	4 4%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

b. The City of Lake Oswego keeps its promises to residents

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	54 14%	30 15%	24 12%	9 6%	45 18%	38 14%	16 13%	0 0%	20 13%	28 15%	47 14%	6 11%	37 17%	17 9%	28 8%	26 42%	5 2%	49 26%	3 1%	48 43%
Somewhat disagree	52 13%	26 13%	26 13%	14 10%	37 14%	41 15%	10 8%	3 10%	21 14%	26 14%	41 12%	10 18%	30 14%	20 11%	46 14%	6 10%	13 6%	38 20%	16 8%	29 26%
Somewhat agree	166 42%	84 42%	82 41%	66 47%	100 39%	107 39%	59 49%	16 52%	67 43%	72 39%	146 43%	20 36%	91 42%	75 42%	149 44%	17 27%	104 51%	61 33%	112 55%	22 20%
Strongly agree	71 18%	33 17%	38 19%	23 16%	48 19%	51 18%	18 15%	7 23%	26 17%	33 18%	56 17%	12 22%	38 17%	33 18%	67 20%	4 6%	57 28%	13 7%	52 26%	2 2%
Don't know	57 14%	27 14%	30 15%	29 21%	27 11%	40 14%	17 14%	5 16%	21 14%	25 14%	48 14%	7 13%	23 11%	34 19%	48 14%	9 15%	25 12%	25 13%	19 9%	11 10%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

c. The City should continue to protect natural resources on all lands within the City

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM- AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL- EG GRAD	NO DGR- EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW- ER	SATIS FIED	NOT SATIS	APP- ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	42 11%	29 15%	13 7%	6 4%	35 14%	29 10%	11 9%	1 3%	12 8%	25 14%	37 11%	2 4%	32 15%	10 6%	28 8%	14 23%	11 5%	31 17%	12 6%	27 24%
Somewhat disagree	35 9%	23 12%	12 6%	6 4%	28 11%	24 9%	11 9%	0 0%	19 12%	12 7%	30 9%	5 9%	19 9%	16 9%	25 7%	10 16%	6 3%	28 15%	6 3%	23 21%
Somewhat agree	108 27%	61 31%	47 24%	41 29%	67 26%	76 27%	32 27%	12 39%	35 23%	51 28%	85 25%	22 40%	49 22%	59 33%	90 27%	18 29%	49 24%	58 31%	55 27%	33 29%
Strongly agree	210 53%	85 43%	125 63%	86 61%	124 48%	143 52%	66 55%	18 58%	88 57%	92 50%	183 54%	24 44%	115 53%	93 52%	191 57%	19 31%	136 67%	67 36%	126 62%	28 25%
Don't know	5 1%	2 1%	3 2%	2 1%	3 1%	5 2%	0 0%	0 0%	1 1%	4 2%	3 1%	2 4%	4 2%	1 1%	4 1%	1 2%	2 1%	2 1%	3 1%	1 1%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

d. I understand the need for a new facility to house police, courts, & the 911 dispatch center

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	62 16%	41 21%	21 11%	12 9%	50 19%	41 15%	21 18%	2 6%	31 20%	24 13%	52 15%	8 15%	40 18%	22 12%	41 12%	21 34%	13 6%	48 26%	13 6%	42 38%
Somewhat disagree	90 23%	54 27%	36 18%	29 21%	60 23%	63 23%	27 23%	7 23%	38 25%	44 24%	74 22%	15 27%	43 20%	46 26%	78 23%	12 19%	38 19%	51 27%	42 21%	33 29%
Somewhat agree	111 28%	46 23%	65 33%	48 34%	62 24%	72 26%	38 32%	9 29%	45 29%	47 26%	99 29%	10 18%	61 28%	49 27%	94 28%	17 27%	74 36%	37 20%	70 35%	21 19%
Strongly agree	75 19%	31 16%	44 22%	30 21%	45 18%	52 19%	22 18%	9 29%	25 16%	35 19%	61 18%	12 22%	45 21%	30 17%	69 20%	6 10%	45 22%	29 16%	54 27%	8 7%
Don't know	62 16%	28 14%	34 17%	22 16%	40 16%	49 18%	12 10%	4 13%	16 10%	34 18%	52 15%	10 18%	30 14%	32 18%	56 17%	6 10%	34 17%	21 11%	23 11%	8 7%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

e. The West End Building property would be a good location for future public facilities

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	105 26%	61 31%	44 22%	23 16%	82 32%	78 28%	27 23%	3 10%	42 27%	52 28%	90 27%	13 24%	66 30%	38 21%	76 22%	29 47%	18 9%	84 45%	18 9%	74 66%
Somewhat disagree	28 7%	9 5%	19 10%	6 4%	21 8%	24 9%	3 3%	1 3%	7 5%	17 9%	19 6%	8 15%	12 5%	16 9%	23 7%	5 8%	13 6%	15 8%	13 6%	8 7%
Somewhat agree	94 24%	45 23%	49 25%	35 25%	59 23%	58 21%	35 29%	11 35%	47 30%	31 17%	81 24%	12 22%	46 21%	48 27%	78 23%	16 26%	53 26%	39 21%	65 32%	10 9%
Strongly agree	127 32%	59 30%	68 34%	54 38%	73 28%	86 31%	40 33%	11 35%	45 29%	61 33%	113 33%	12 22%	72 33%	54 30%	120 36%	7 11%	93 46%	32 17%	87 43%	12 11%
Don't know	46 12%	26 13%	20 10%	23 16%	22 9%	31 11%	15 13%	5 16%	14 9%	23 13%	35 10%	10 18%	23 11%	23 13%	41 12%	5 8%	27 13%	16 9%	19 9%	8 7%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

f. Redevelopment of the Foothills area along the Willamette is an exciting opportunity for Lake Oswego

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	49 12%	35 18%	14 7%	15 11%	34 13%	37 13%	12 10%	2 6%	15 10%	23 13%	40 12%	6 11%	34 16%	14 8%	29 9%	20 32%	11 5%	36 19%	10 5%	33 29%
Somewhat disagree	67 17%	26 13%	41 21%	24 17%	43 17%	46 17%	21 18%	1 3%	30 19%	34 18%	59 17%	8 15%	36 16%	31 17%	57 17%	10 16%	30 15%	36 19%	25 12%	25 22%
Somewhat agree	157 39%	80 40%	77 39%	56 40%	101 39%	101 36%	56 47%	20 65%	70 45%	59 32%	138 41%	18 33%	76 35%	81 45%	138 41%	19 31%	85 42%	71 38%	94 47%	33 29%
Strongly agree	91 23%	41 21%	50 25%	35 25%	55 21%	62 22%	26 22%	7 23%	31 20%	45 24%	76 22%	13 24%	60 27%	30 17%	85 25%	6 10%	57 28%	31 17%	61 30%	14 13%
Don't know	36 9%	18 9%	18 9%	11 8%	24 9%	31 11%	5 4%	1 3%	9 6%	23 13%	25 7%	10 18%	13 6%	23 13%	29 9%	7 11%	21 10%	12 6%	12 6%	7 6%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

g. The City needs a larger public library so that it can continue to provide quality services to residents and expand programs and collections

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	64 16%	41 21%	23 12%	19 13%	45 18%	49 18%	14 12%	3 10%	25 16%	31 17%	49 14%	11 20%	42 19%	22 12%	52 15%	12 19%	25 12%	39 21%	25 12%	36 32%
Somewhat disagree	95 24%	54 27%	41 21%	32 23%	62 24%	63 23%	32 27%	5 16%	39 25%	49 27%	84 25%	11 20%	51 23%	43 24%	77 23%	18 29%	44 22%	51 27%	42 21%	30 27%
Somewhat agree	96 24%	37 19%	59 30%	34 24%	61 24%	60 22%	34 28%	11 35%	37 24%	36 20%	83 25%	12 22%	48 22%	47 26%	79 23%	17 27%	47 23%	45 24%	46 23%	27 24%
Strongly agree	129 32%	58 29%	71 36%	50 35%	79 31%	94 34%	35 29%	12 39%	48 31%	61 33%	108 32%	19 35%	70 32%	59 33%	117 35%	12 19%	80 39%	46 25%	82 41%	18 16%
Don't know	16 4%	10 5%	6 3%	6 4%	10 4%	11 4%	5 4%	0 0%	6 4%	7 4%	14 4%	2 4%	8 4%	8 4%	13 4%	3 5%	8 4%	5 3%	7 3%	1 1%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

h. I support extending the Portland streetcar to Lake Oswego as an additional transportation alternative to Highway 43

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM- AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL- EG GRAD	NO DGR- EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW- ER	SATIS FIED	NOT SATIS	APP- ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	75 19%	42 21%	33 17%	18 13%	57 22%	58 21%	17 14%	2 6%	23 15%	41 22%	62 18%	11 20%	41 19%	33 18%	54 16%	21 34%	23 11%	51 27%	16 8%	46 41%
Somewhat disagree	36 9%	16 8%	20 10%	10 7%	25 10%	25 9%	11 9%	1 3%	16 10%	18 10%	33 10%	3 5%	22 10%	13 7%	30 9%	6 10%	16 8%	17 9%	17 8%	10 9%
Somewhat agree	95 24%	49 25%	46 23%	38 27%	56 22%	66 24%	28 23%	7 23%	37 24%	45 24%	77 23%	17 31%	52 24%	43 24%	83 25%	12 19%	48 24%	44 24%	53 26%	24 21%
Strongly agree	170 43%	84 42%	86 43%	71 50%	99 39%	110 40%	58 48%	19 61%	70 45%	70 38%	147 43%	20 36%	94 43%	76 42%	151 45%	19 31%	103 50%	64 34%	109 54%	30 27%
Don't know	24 6%	9 5%	15 8%	4 3%	20 8%	18 6%	6 5%	2 6%	9 6%	10 5%	19 6%	4 7%	10 5%	14 8%	20 6%	4 6%	14 7%	10 5%	7 3%	2 2%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

i. The City should do more to further the redevelopment of the Lake Grove Business District

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	36 9%	23 12%	13 7%	7 5%	29 11%	28 10%	8 7%	2 6%	16 10%	16 9%	31 9%	3 5%	20 9%	15 8%	21 6%	15 24%	8 4%	26 14%	6 3%	21 19%
Somewhat disagree	74 19%	39 20%	35 18%	24 17%	50 19%	59 21%	15 13%	1 3%	27 17%	41 22%	68 20%	6 11%	43 20%	31 17%	59 17%	15 24%	38 19%	36 19%	31 15%	27 24%
Somewhat agree	139 35%	70 35%	69 35%	50 35%	87 34%	88 32%	49 41%	15 48%	54 35%	60 33%	112 33%	25 45%	74 34%	64 36%	121 36%	18 29%	72 35%	65 35%	78 39%	36 32%
Strongly agree	123 31%	54 27%	69 35%	51 36%	72 28%	77 28%	45 38%	12 39%	51 33%	51 28%	108 32%	13 24%	73 33%	50 28%	114 34%	9 15%	74 36%	46 25%	75 37%	22 20%
Don't know	28 7%	14 7%	14 7%	9 6%	19 7%	25 9%	3 3%	1 3%	7 5%	16 9%	19 6%	8 15%	9 4%	19 11%	23 7%	5 8%	12 6%	13 7%	12 6%	6 5%

Lake Oswego 2010 Community Attitudes Survey

9. Please tell me whether you agree or disagree with the following statements. Do you agree or disagree that...

j. It will benefit the entire community if more young individuals and families move to Lake Oswego

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Strongly disagree	19 5%	14 7%	5 3%	4 3%	15 6%	15 5%	4 3%	0 0%	8 5%	8 4%	13 4%	5 9%	14 6%	4 2%	14 4%	5 8%	4 2%	15 8%	5 2%	12 11%
Somewhat disagree	34 9%	19 10%	15 8%	9 6%	25 10%	28 10%	6 5%	0 0%	14 9%	18 10%	27 8%	7 13%	20 9%	14 8%	26 8%	8 13%	11 5%	23 12%	14 7%	14 13%
Somewhat agree	134 34%	64 32%	70 35%	55 39%	77 30%	99 36%	34 28%	8 26%	47 30%	70 38%	112 33%	20 36%	65 30%	69 39%	111 33%	23 37%	70 34%	61 33%	66 33%	40 36%
Strongly agree	184 46%	89 45%	95 48%	65 46%	119 46%	109 39%	73 61%	22 71%	80 52%	69 38%	166 49%	14 25%	107 49%	77 43%	161 48%	23 37%	105 51%	76 41%	110 54%	38 34%
Don't know	29 7%	14 7%	15 8%	8 6%	21 8%	26 9%	3 3%	1 3%	6 4%	19 10%	20 6%	9 16%	13 6%	15 8%	26 8%	3 5%	14 7%	11 6%	7 3%	8 7%

Lake Oswego 2010 Community Attitudes Survey

10. From which source do you receive the most information about the City of Lake Oswego's government?

	TOTAL	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
		MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Lake Oswego Review	171 43%	89 45%	82 41%	45 32%	125 49%	112 40%	58 48%	9 29%	66 43%	79 43%	148 44%	22 40%	94 43%	76 42%	141 42%	30 48%	77 38%	94 51%	85 42%	58 52%
Hello LO newsletter	125 31%	59 30%	66 33%	54 38%	71 28%	90 32%	33 28%	13 42%	48 31%	58 32%	107 32%	16 29%	76 35%	49 27%	114 34%	11 18%	79 39%	40 22%	74 37%	20 18%
The Oregonian	30 8%	22 11%	8 4%	9 6%	20 8%	24 9%	6 5%	3 10%	8 5%	15 8%	26 8%	4 7%	12 5%	17 9%	22 7%	8 13%	13 6%	16 9%	12 6%	7 6%
Word-of-mouth	24 6%	12 6%	12 6%	11 8%	13 5%	17 6%	7 6%	4 13%	7 5%	12 7%	19 6%	5 9%	11 5%	13 7%	21 6%	3 5%	9 4%	14 8%	5 2%	11 10%
City's web site	9 2%	2 1%	7 4%	4 3%	5 2%	6 2%	3 3%	1 3%	6 4%	2 1%	8 2%	1 2%	6 3%	3 2%	6 2%	3 5%	6 3%	3 2%	7 3%	1 1%
Neighborhood newsletters	8 2%	3 2%	5 3%	4 3%	4 2%	6 2%	2 2%	1 3%	4 3%	3 2%	6 2%	1 2%	1 0%	7 4%	5 1%	3 5%	6 3%	2 1%	3 1%	2 2%
The LODown	5 1%	0 0%	5 3%	3 2%	2 1%	2 1%	3 3%	0 0%	4 3%	0 0%	4 1%	0 0%	3 1%	2 1%	5 1%	0 0%	3 1%	2 1%	3 1%	2 2%
The City of Lake Oswego's listserv	5 1%	4 2%	1 1%	4 3%	1 0%	2 1%	3 3%	0 0%	5 3%	0 0%	5 1%	0 0%	5 2%	0 0%	5 1%	0 0%	3 1%	1 1%	4 2%	0 0%
Televised Council meetings	5 1%	0 0%	5 3%	2 1%	3 1%	4 1%	1 1%	0 0%	2 1%	3 2%	4 1%	1 2%	4 2%	1 1%	4 1%	1 2%	2 1%	3 2%	3 1%	2 2%
Television	4 1%	2 1%	2 1%	1 1%	3 1%	4 1%	0 0%	0 0%	1 1%	3 2%	4 1%	0 0%	1 0%	3 2%	3 1%	1 2%	2 1%	2 1%	2 1%	2 2%
Radio	2 1%	1 1%	1 1%	1 1%	1 0%	2 1%	0 0%	0 0%	0 0%	2 1%	2 1%	0 0%	0 0%	2 1%	1 0%	1 2%	1 0%	1 1%	1 0%	1 1%
Other	6 2%	2 1%	4 2%	2 1%	4 2%	3 1%	3 3%	0 0%	3 2%	2 1%	4 1%	1 2%	3 1%	3 2%	5 1%	1 2%	1 0%	5 3%	0 0%	4 4%
None of above	6 2%	4 2%	2 1%	1 1%	5 2%	5 2%	1 1%	0 0%	1 1%	5 3%	1 0%	4 7%	3 1%	3 2%	6 2%	0 0%	2 1%	3 2%	3 1%	2 2%

Lake Oswego 2010 Community Attitudes Survey

11a. In the past year, have you personally had contact with any City of Lake Oswego employees or elected officials?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Yes, had contact	219 55%	112 56%	107 54%	73 52%	145 56%	147 53%	70 58%	9 29%	97 63%	97 53%	197 58%	18 33%	219 100%	0 0%	186 55%	33 53%	112 55%	103 55%	119 59%	69 62%
No, have not had contact	179 45%	88 44%	91 46%	68 48%	110 43%	129 47%	49 41%	22 71%	57 37%	87 47%	139 41%	37 67%	0 0%	179 100%	151 45%	28 45%	92 45%	81 44%	82 41%	43 38%
Don't know/ remember	2 1%	0 0%	2 1%	0 0%	2 1%	1 0%	1 1%	0 0%	1 1%	0 0%	2 1%	0 0%	0 0%	0 0%	1 0%	1 2%	0 0%	2 1%	1 0%	0 0%

Lake Oswego 2010 Community Attitudes Survey

11b. What type of City employee or official did you have contact with? (Based on those who answered “Yes” to Q11a.)

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	219	112	107	73	145	147	70	9	97	97	197	18	219	0	186	33	112	103	119	69
Planning/Building Department	69 32%	39 35%	30 28%	21 29%	48 33%	47 32%	22 31%	3 33%	34 35%	25 26%	66 34%	3 17%	69 32%	0 0%	54 29%	15 45%	31 28%	36 35%	37 31%	26 38%
Elected officials - Mayor or City Council member	56 26%	38 34%	18 17%	16 22%	40 28%	34 23%	21 30%	1 11%	23 24%	27 28%	52 26%	2 11%	56 26%	0 0%	42 23%	14 42%	28 25%	28 27%	31 26%	23 33%
Police	51 23%	21 19%	30 28%	22 30%	29 20%	35 24%	16 23%	1 11%	26 27%	23 24%	43 22%	8 44%	51 23%	0 0%	43 23%	8 24%	28 25%	20 19%	30 25%	14 20%
City Hall staff	36 16%	17 15%	19 18%	10 14%	25 17%	25 17%	9 13%	3 33%	14 14%	15 15%	29 15%	5 28%	36 16%	0 0%	29 16%	7 21%	20 18%	16 16%	19 16%	8 12%
Parks and Recreation staff	31 14%	13 12%	18 17%	6 8%	25 17%	15 10%	15 21%	0 0%	22 23%	8 8%	28 14%	2 11%	31 14%	0 0%	26 14%	5 15%	14 13%	17 17%	17 14%	11 16%
Library staff	21 10%	8 7%	13 12%	8 11%	13 9%	14 10%	6 9%	0 0%	10 10%	7 7%	20 10%	0 0%	21 10%	0 0%	19 10%	2 6%	8 7%	13 13%	12 10%	6 9%
Fire	13 6%	6 5%	7 7%	4 5%	9 6%	11 7%	2 3%	0 0%	4 4%	8 8%	12 6%	1 6%	13 6%	0 0%	11 6%	2 6%	10 9%	3 3%	9 8%	2 3%
Redevelopment and/or economic development	9 4%	3 3%	6 6%	3 4%	6 4%	7 5%	2 3%	0 0%	4 4%	5 5%	9 5%	0 0%	9 4%	0 0%	9 5%	0 0%	5 4%	4 4%	6 5%	3 4%
Adult Community Center staff	4 2%	1 1%	3 3%	0 0%	4 3%	3 2%	1 1%	0 0%	1 1%	3 3%	4 2%	0 0%	4 2%	0 0%	2 1%	2 6%	0 0%	4 4%	1 1%	3 4%
Municipal Court	4 2%	2 2%	2 2%	2 3%	2 1%	2 1%	2 3%	0 0%	2 2%	1 1%	4 2%	0 0%	4 2%	0 0%	3 2%	1 3%	2 2%	2 2%	2 2%	1 1%
Emergency medical	3 1%	1 1%	2 2%	3 4%	0 0%	2 1%	1 1%	0 0%	1 1%	2 2%	3 2%	0 0%	3 1%	0 0%	3 2%	0 0%	2 2%	1 1%	2 2%	0 0%
Other	3 1%	2 2%	1 1%	1 1%	2 1%	1 1%	2 3%	0 0%	3 3%	0 0%	3 2%	0 0%	3 1%	0 0%	3 2%	0 0%	2 2%	1 1%	2 2%	0 0%
Don't know/remember	10 5%	5 4%	5 5%	2 3%	8 6%	5 3%	5 7%	3 33%	2 2%	4 4%	9 5%	0 0%	10 5%	0 0%	10 5%	0 0%	5 4%	5 5%	3 3%	4 6%

Lake Oswego 2010 Community Attitudes Survey

12. Which, if any, of the following civic events have you attended in the past year?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Farmers' Market	322 81%	159 80%	163 82%	120 85%	201 78%	220 79%	100 83%	25 81%	130 84%	142 77%	278 82%	38 69%	185 84%	135 75%	276 82%	46 74%	164 80%	152 82%	164 81%	92 82%
Festival of the Arts	250 63%	118 59%	132 66%	80 57%	170 66%	182 66%	67 56%	14 45%	97 63%	121 66%	224 66%	24 44%	150 68%	98 55%	220 65%	30 48%	127 62%	117 63%	127 63%	72 64%
Summer outdoor concerts	192 48%	96 48%	96 48%	59 42%	132 51%	128 46%	62 52%	15 48%	79 51%	87 47%	166 49%	22 40%	120 55%	72 40%	162 48%	30 48%	96 47%	92 49%	99 49%	51 46%
Holiday Market	157 39%	76 38%	81 41%	61 43%	96 37%	115 42%	42 35%	11 35%	60 39%	78 42%	135 40%	20 36%	99 45%	57 32%	141 42%	16 26%	85 42%	69 37%	80 40%	43 38%
Gallery Without Walls	122 31%	41 21%	81 41%	44 31%	77 30%	89 32%	30 25%	4 13%	43 28%	64 35%	108 32%	11 20%	77 35%	44 25%	110 33%	12 19%	67 33%	53 28%	61 30%	34 30%
4th of July Parade	119 30%	66 33%	53 27%	41 29%	78 30%	67 24%	52 43%	16 52%	51 33%	44 24%	104 31%	13 24%	69 32%	50 28%	104 31%	15 24%	61 30%	56 30%	58 29%	37 33%
Holiday Tree Lighting	91 23%	42 21%	49 25%	40 28%	50 19%	56 20%	33 28%	8 26%	37 24%	40 22%	78 23%	11 20%	54 25%	37 21%	79 23%	12 19%	52 25%	37 20%	49 24%	24 21%
LO Reads	68 17%	26 13%	42 21%	20 14%	48 19%	44 16%	24 20%	4 13%	28 18%	31 17%	60 18%	8 15%	40 18%	28 16%	64 19%	4 6%	37 18%	30 16%	39 19%	18 16%
Movies in the Park	66 17%	37 19%	29 15%	29 21%	37 14%	36 13%	30 25%	10 32%	28 18%	26 14%	56 17%	10 18%	37 17%	29 16%	59 17%	7 11%	32 16%	33 18%	34 17%	20 18%
Portland Festival Symphony	51 13%	28 14%	23 12%	16 11%	34 13%	40 14%	9 8%	0 0%	9 6%	33 18%	46 14%	2 4%	33 15%	18 10%	40 12%	11 18%	25 12%	25 13%	23 11%	14 13%
Historic Home Tour	29 7%	15 8%	14 7%	12 9%	17 7%	19 7%	10 8%	4 13%	12 8%	9 5%	24 7%	4 7%	19 9%	10 6%	27 8%	2 3%	12 6%	16 9%	16 8%	10 9%
Kids Egg Hunt	14 4%	9 5%	5 3%	8 6%	6 2%	4 1%	10 8%	3 10%	7 5%	3 2%	14 4%	0 0%	10 5%	4 2%	12 4%	2 3%	9 4%	5 3%	5 2%	4 4%
None of the above	32 8%	15 8%	17 9%	5 4%	26 10%	25 9%	7 6%	1 3%	9 6%	21 11%	21 6%	11 20%	13 6%	19 11%	26 8%	6 10%	13 6%	17 9%	12 6%	9 8%
Don't know	1 0%	0 0%	1 1%	1 1%	0 0%	1 0%	0 0%	0 0%	0 0%	1 1%	0 0%	1 2%	0 0%	1 1%	1 0%	0 0%	0 0%	1 1%	0 0%	0 0%

Lake Oswego 2010 Community Attitudes Survey

13. How long have you lived in the City of Lake Oswego?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60 +	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Less than 1 year	3 1%	2 1%	1 1%	3 2%	0 0%	3 1%	0 0%	1 3%	0 0%	2 1%	1 0%	2 4%	0 0%	3 2%	3 1%	0 0%	2 1%	1 1%	3 1%	0 0%
2 years or less	13 3%	7 4%	6 3%	13 9%	0 0%	11 4%	2 2%	2 6%	5 3%	5 3%	10 3%	2 4%	6 3%	7 4%	11 3%	2 3%	5 2%	5 3%	8 4%	2 2%
3 to 5 years	43 11%	19 10%	24 12%	43 30%	0 0%	24 9%	19 16%	7 23%	17 11%	16 9%	40 12%	3 5%	21 10%	22 12%	35 10%	8 13%	31 15%	11 6%	22 11%	6 5%
6 to 10 years	82 21%	43 22%	39 20%	82 58%	0 0%	43 16%	39 33%	10 32%	41 26%	25 14%	68 20%	13 24%	46 21%	36 20%	73 22%	9 15%	47 23%	32 17%	55 27%	15 13%
11 to 20 years	104 26%	52 26%	52 26%	0 0%	104 40%	61 22%	43 36%	7 23%	56 36%	35 19%	89 26%	13 24%	61 28%	42 23%	83 25%	21 34%	55 27%	47 25%	51 25%	30 27%
21 to 30 years	73 18%	36 18%	37 19%	0 0%	73 28%	61 22%	12 10%	4 13%	28 18%	37 20%	63 19%	9 16%	45 21%	27 15%	61 18%	12 19%	26 13%	47 25%	30 15%	27 24%
31 to 40 years	44 11%	26 13%	18 9%	0 0%	44 17%	41 15%	2 2%	0 0%	2 1%	37 20%	39 12%	5 9%	23 11%	21 12%	40 12%	4 6%	20 10%	24 13%	21 10%	17 15%
41 to 50 years	21 5%	7 4%	14 7%	0 0%	21 8%	18 6%	2 2%	0 0%	2 1%	17 9%	16 5%	4 7%	9 4%	12 7%	18 5%	3 5%	8 4%	12 6%	8 4%	6 5%
Over 50 years	15 4%	6 3%	9 5%	0 0%	15 6%	15 5%	0 0%	0 0%	3 2%	10 5%	12 4%	3 5%	7 3%	8 4%	13 4%	2 3%	9 4%	6 3%	4 2%	8 7%
Refused	2 1%	2 1%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	1 1%	0 0%	0 0%	1 2%	1 0%	1 1%	1 0%	1 2%	1 0%	1 1%	0 0%	1 1%
Mean	19.7	19.0	20.4	6.2	27.2	22.5	12.9	9.9	15.0	24.9	19.7	20.2	19.4	20.1	20.0	18.2	18.4	21.7	17.3	23.7
SD	14.6	13.4	15.6	2.8	13.0	15.5	8.6	7.5	10.0	16.2	14.4	15.5	13.5	15.9	14.9	12.7	15.2	13.6	13.5	14.6

Lake Oswego 2010 Community Attitudes Survey

14. Do you own or rent your current home?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Own	357 89%	180 90%	177 89%	113 80%	243 95%	243 88%	112 93%	23 74%	146 94%	162 88%	306 91%	46 84%	204 93%	152 85%	303 90%	54 87%	178 87%	172 92%	176 87%	106 95%
Rent	41 10%	18 9%	23 12%	27 19%	14 5%	34 12%	7 6%	7 23%	9 6%	22 12%	31 9%	9 16%	14 6%	26 15%	34 10%	7 11%	25 12%	13 7%	25 12%	5 4%
Refused	2 1%	2 1%	0 0%	1 1%	0 0%	0 0%	1 1%	1 3%	0 0%	0 0%	1 0%	0 0%	1 0%	1 1%	1 0%	1 2%	1 0%	1 1%	1 0%	1 1%

Lake Oswego 2010 Community Attitudes Survey

15. What is the name of your neighborhood area or subdivision?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Mountain Park	59 15%	33 17%	26 13%	22 16%	37 14%	47 17%	12 10%	4 13%	16 10%	35 19%	48 14%	10 18%	31 14%	28 16%	54 16%	5 8%	38 19%	20 11%	38 19%	10 9%
Palisades	51 13%	22 11%	29 15%	16 11%	35 14%	24 9%	27 23%	5 16%	27 17%	15 8%	48 14%	3 5%	28 13%	22 12%	44 13%	7 11%	25 12%	26 14%	29 14%	12 11%
Lake Grove	34 9%	20 10%	14 7%	17 12%	17 7%	21 8%	13 11%	4 13%	17 11%	13 7%	28 8%	6 11%	19 9%	15 8%	27 8%	7 11%	17 8%	16 9%	16 8%	9 8%
First Addition	22 6%	9 5%	13 7%	10 7%	12 5%	17 6%	5 4%	2 6%	5 3%	13 7%	20 6%	2 4%	12 5%	10 6%	18 5%	4 6%	13 6%	9 5%	11 5%	6 5%
Hallinan Heights	15 4%	6 3%	9 5%	5 4%	10 4%	7 3%	7 6%	2 6%	10 6%	2 1%	14 4%	1 2%	7 3%	8 4%	13 4%	2 3%	8 4%	5 3%	8 4%	3 3%
Westridge	11 3%	5 3%	6 3%	2 1%	9 4%	8 3%	3 3%	0 0%	5 3%	4 2%	9 3%	1 2%	8 4%	3 2%	9 3%	2 3%	4 2%	7 4%	5 2%	4 4%
Mary's Woods	10 3%	2 1%	8 4%	8 6%	2 1%	10 4%	0 0%	0 0%	0 0%	9 5%	8 2%	2 4%	2 1%	8 4%	7 2%	3 5%	8 4%	1 1%	5 2%	0 0%
Blue Heron	10 3%	6 3%	4 2%	0 0%	10 4%	8 3%	2 2%	3 10%	2 1%	5 3%	8 2%	2 4%	6 3%	4 2%	8 2%	2 3%	2 1%	8 4%	3 1%	6 5%
Uplands	10 3%	6 3%	4 2%	2 1%	8 3%	7 3%	2 2%	1 3%	2 1%	5 3%	8 2%	1 2%	6 3%	4 2%	6 2%	4 6%	5 2%	4 2%	5 2%	3 3%
Red Fox Hills	8 2%	5 3%	3 2%	0 0%	8 3%	7 3%	1 1%	0 0%	1 1%	6 3%	8 2%	0 0%	3 1%	5 3%	8 2%	0 0%	6 3%	2 1%	7 3%	0 0%
Glenmorrie	8 2%	3 2%	5 3%	2 1%	6 2%	5 2%	3 3%	0 0%	4 3%	4 2%	7 2%	1 2%	5 2%	3 2%	6 2%	2 3%	5 2%	3 2%	6 3%	2 2%
Evergreen	7 2%	3 2%	4 2%	2 1%	5 2%	4 1%	3 3%	0 0%	3 2%	4 2%	6 2%	1 2%	4 2%	3 2%	5 1%	2 3%	3 1%	4 2%	2 1%	4 4%
Holly Orchard	7 2%	3 2%	4 2%	3 2%	4 2%	4 1%	3 3%	0 0%	3 2%	4 2%	7 2%	0 0%	5 2%	2 1%	7 2%	0 0%	3 1%	4 2%	2 1%	4 4%
Bryant	6 2%	4 2%	2 1%	1 1%	5 2%	4 1%	2 2%	0 0%	3 2%	3 2%	5 1%	1 2%	5 2%	1 1%	4 1%	2 3%	2 1%	4 2%	3 1%	2 2%
Forest Highlands	6 2%	4 2%	2 1%	1 1%	5 2%	4 1%	2 2%	0 0%	3 2%	3 2%	6 2%	0 0%	4 2%	2 1%	5 1%	1 2%	3 1%	3 2%	6 3%	0 0%

Lake Oswego 2010 Community Attitudes Survey

15. What is the name of your neighborhood area or subdivision? (cont.)

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Forest Hills	6 2%	4 2%	2 1%	0 0%	6 2%	5 2%	1 1%	0 0%	2 1%	3 2%	6 2%	0 0%	3 1%	3 2%	5 1%	1 2%	2 1%	4 2%	2 1%	4 4%
Lakewood	6 2%	3 2%	3 2%	1 1%	5 2%	5 2%	1 1%	0 0%	5 3%	1 1%	6 2%	0 0%	4 2%	2 1%	6 2%	0 0%	2 1%	4 2%	1 0%	3 3%
River Run	5 1%	1 1%	4 2%	3 2%	2 1%	3 1%	2 2%	1 3%	4 3%	0 0%	4 1%	1 2%	3 1%	2 1%	4 1%	1 2%	3 1%	2 1%	4 2%	0 0%
Old Town	4 1%	1 1%	3 2%	3 2%	1 0%	3 1%	1 1%	0 0%	2 1%	1 1%	4 1%	0 0%	3 1%	1 1%	4 1%	0 0%	2 1%	2 1%	2 1%	1 1%
McVey-South Shore	4 1%	2 1%	2 1%	1 1%	3 1%	2 1%	2 2%	1 3%	2 1%	0 0%	3 1%	1 2%	2 1%	1 1%	1 0%	3 5%	2 1%	2 1%	2 1%	1 1%
Waluga	4 1%	2 1%	2 1%	0 0%	4 2%	3 1%	1 1%	1 3%	2 1%	1 1%	3 1%	1 2%	3 1%	1 1%	4 1%	0 0%	1 0%	1 1%	1 0%	1 1%
Village on the Lake	3 1%	1 1%	2 1%	1 1%	2 1%	1 0%	2 2%	0 0%	2 1%	1 1%	3 1%	0 0%	1 0%	2 1%	3 1%	0 0%	0 0%	3 2%	2 1%	1 1%
Oswego Pointe	3 1%	1 1%	2 1%	0 0%	3 1%	3 1%	0 0%	0 0%	0 0%	3 2%	2 1%	1 2%	0 0%	3 2%	3 1%	0 0%	3 1%	0 0%	0 0%	1 1%
Westlake	3 1%	2 1%	1 1%	3 2%	0 0%	1 0%	2 2%	2 6%	0 0%	1 1%	3 1%	0 0%	2 1%	1 1%	2 1%	1 2%	2 1%	1 1%	2 1%	1 1%
Skyland	2 1%	1 1%	1 1%	0 0%	2 1%	2 1%	0 0%	1 3%	0 0%	1 1%	2 1%	0 0%	1 0%	1 1%	2 1%	0 0%	1 0%	1 1%	0 0%	1 1%
Springbrook Park	2 1%	0 0%	2 1%	0 0%	2 1%	2 1%	0 0%	0 0%	0 0%	1 1%	1 0%	1 2%	1 0%	1 1%	2 1%	0 0%	2 1%	0 0%	1 0%	0 0%
Lakeview Villas/ Summit	2 1%	1 1%	1 1%	1 1%	1 0%	1 0%	1 1%	0 0%	1 1%	1 1%	2 1%	0 0%	1 0%	1 1%	1 0%	1 2%	0 0%	2 1%	0 0%	1 1%
Country Club/North Shore	1 0%	1 1%	0 0%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	1 1%	0 0%	1 2%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%
Oak Creek	1 0%	0 0%	1 1%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	0 0%	0 0%

Lake Oswego 2010 Community Attitudes Survey

15. What is the name of your neighborhood area or subdivision? (cont.)

	Gender			Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course	
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Lake Forest	1 0%	1 1%	0 0%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%
Foothills	1 0%	1 1%	0 0%	0 0%	1 0%	1 0%	0 0%	0 0%	0 0%	1 1%	1 0%	0 0%	0 0%	1 1%	1 0%	0 0%	0 0%	1 1%	0 0%	1 1%
Summer Woods	1 0%	0 0%	1 1%	0 0%	1 0%	0 0%	1 1%	0 0%	1 1%	0 0%	1 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	0 0%	0 0%
Bryant Woods	1 0%	0 0%	1 1%	1 1%	0 0%	1 0%	0 0%	0 0%	0 0%	1 1%	1 0%	0 0%	0 0%	1 1%	0 0%	1 2%	1 0%	0 0%	0 0%	0 0%
Childs	1 0%	1 1%	0 0%	1 1%	0 0%	1 0%	0 0%	0 0%	0 0%	1 1%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	0 0%	0 0%
Others	48 12%	27 14%	21 11%	17 12%	31 12%	39 14%	9 8%	4 13%	20 13%	21 11%	35 10%	11 20%	27 12%	21 12%	43 13%	5 8%	19 9%	28 15%	19 9%	18 16%
Don't know	37 9%	19 10%	18 9%	18 13%	17 7%	24 9%	12 10%	0 0%	13 8%	18 10%	28 8%	7 13%	20 9%	17 9%	31 9%	6 10%	17 8%	19 10%	18 9%	13 12%

Lake Oswego 2010 Community Attitudes Survey

16. How many, if any, children under the age of 18 live in your home?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
None	277 69%	134 67%	143 72%	81 57%	196 76%	277 100%	0 0%	10 32%	69 45%	176 96%	228 67%	45 82%	147 67%	129 72%	236 70%	41 66%	140 69%	129 69%	133 66%	79 71%
1	52 13%	24 12%	28 14%	17 12%	34 13%	0 0%	52 43%	2 6%	44 28%	4 2%	47 14%	5 9%	36 16%	15 8%	44 13%	8 13%	25 12%	27 15%	29 14%	17 15%
2	44 11%	21 11%	23 12%	27 19%	17 7%	0 0%	44 37%	13 42%	28 18%	2 1%	42 12%	1 2%	21 10%	23 13%	35 10%	9 15%	25 12%	17 9%	26 13%	7 6%
3	19 5%	15 8%	4 2%	13 9%	6 2%	0 0%	19 16%	4 13%	11 7%	2 1%	16 5%	3 5%	12 5%	7 4%	16 5%	3 5%	9 4%	10 5%	11 5%	6 5%
4	4 1%	3 2%	1 1%	3 2%	1 0%	0 0%	4 3%	2 6%	2 1%	0 0%	3 1%	1 2%	0 0%	4 2%	4 1%	0 0%	3 1%	1 1%	2 1%	1 1%
5	1 0%	1 1%	0 0%	0 0%	1 0%	0 0%	1 1%	0 0%	1 1%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	0 0%	1 1%	0 0%	1 1%
Refused	3 1%	2 1%	1 1%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%	0 0%	2 1%	1 1%	2 1%	1 2%	2 1%	1 1%	1 0%	1 1%

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17. What is your age, please?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
18-39	31 8%	20 10%	11 6%	20 14%	11 4%	10 4%	21 18%	31 100%	0 0%	0 0%	23 7%	7 13%	9 4%	22 12%	30 9%	1 2%	21 10%	7 4%	22 11%	2 2%
40-59	155 39%	76 38%	79 40%	63 45%	91 35%	69 25%	86 72%	0 0%	155 100%	0 0%	138 41%	15 27%	97 44%	57 32%	123 36%	32 52%	68 33%	84 45%	81 40%	46 41%
60-69	88 22%	47 24%	41 21%	26 18%	62 24%	84 30%	4 3%	0 0%	0 0%	88 48%	74 22%	14 25%	52 24%	36 20%	78 23%	10 16%	45 22%	42 23%	42 21%	33 29%
70 Plus	96 24%	42 21%	54 27%	22 16%	74 29%	92 33%	4 3%	0 0%	0 0%	96 52%	78 23%	17 31%	45 21%	51 28%	84 25%	12 19%	58 28%	37 20%	48 24%	21 19%
Refused	30 8%	15 8%	15 8%	10 7%	19 7%	22 8%	5 4%	0 0%	0 0%	0 0%	25 7%	2 4%	16 7%	13 7%	23 7%	7 11%	12 6%	16 9%	9 4%	10 9%
Mean	59.6	58.1	61.0	54.6	62.4	65.2	47.1	32.4	51.1	71.3	59.6	59.6	59.6	59.6	59.8	58.2	60.1	59.3	58.7	60.0
SD	14.6	14.5	14.6	16.2	13.0	12.9	9.9	6.5	5.2	8.8	14.1	17.8	12.6	16.9	15.2	11.1	16.4	12.2	15.6	10.8

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18. And what is the last year of education you had the opportunity to complete?

	Gender		Time in LO		Children		Age			Education		Contact		Livability		Local govt.		Current Course		
	TOTAL	MALE	FEM-AL	10YRS OR LESS	OVER 10YRS	NO CHILD	CHILD REN	18-39	40-59	60+	COL-EG GRAD	NO DGR-EE	HAD CONTC	NO CONTC	RATE HIGH	RATE LOW-ER	SATIS FIED	NOT SATIS	APP-ROVE	DISAP PROVE
Total	400	200	200	141	257	277	120	31	155	184	338	55	219	179	338	62	204	186	202	112
Less than 12th grade	2 1%	1 1%	1 1%	2 1%	0 0%	1 0%	1 1%	1 3%	0 0%	1 1%	0 0%	2 4%	1 0%	1 1%	1 0%	1 2%	1 0%	1 1%	1 0%	1 1%
High school graduate	3 1%	0 0%	3 2%	0 0%	3 1%	3 1%	0 0%	0 0%	0 0%	2 1%	0 0%	3 5%	0 0%	3 2%	3 1%	0 0%	0 0%	2 1%	0 0%	2 2%
Some college or other post-secondary education	50 13%	22 11%	28 14%	18 13%	31 12%	41 15%	9 8%	6 19%	15 10%	28 15%	0 0%	50 91%	17 8%	33 18%	44 13%	6 10%	24 12%	25 13%	25 12%	13 12%
College graduate	153 38%	67 34%	86 43%	53 38%	100 39%	102 37%	50 42%	9 29%	68 44%	67 36%	153 45%	0 0%	86 39%	66 37%	129 38%	24 39%	79 39%	70 38%	80 40%	43 38%
Some post-graduate	43 11%	25 13%	18 9%	17 12%	26 10%	33 12%	10 8%	4 13%	12 8%	21 11%	43 13%	0 0%	27 12%	15 8%	37 11%	6 10%	24 12%	19 10%	24 12%	10 9%
Master's degree or higher	142 36%	80 40%	62 31%	49 35%	93 36%	93 34%	49 41%	10 32%	58 37%	64 35%	142 42%	0 0%	84 38%	58 32%	119 35%	23 37%	74 36%	64 34%	70 35%	39 35%
Refused	7 2%	5 3%	2 1%	2 1%	4 2%	4 1%	1 1%	1 3%	2 1%	1 1%	0 0%	0 0%	4 2%	3 2%	5 1%	2 3%	2 1%	5 3%	2 1%	4 4%