

2015 City of Lake Oswego Community Survey



Conducted by



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issues. The City compiled a list 10,339 unique email addresses for City residents from various City sources. Up to three invitations were sent to each address, unless a person had completed the survey or opted-out. For quality control purposes, each email included a hyperlink to the survey with a unique PIN that permitted only one completed survey per link. Open-access links to the survey were posted on the City website and social medial pages, and websites for the library, Parks and Recreations Department and school district. Screening questions were used to ensure the participant was a City resident.

Definitions for area descriptions used in the report are:

Area	Combined neighborhoods
East	Evergreen, First Addition/Forest Heights, Foothills, Glenmorrie, Hallinan Heights, Lakewood, Mary’s Woods, Marylhurst, Old Town
West	Bryant, Holly Orchard, Lake Forest, Lake Grove, Waluga, Westlake
North	Forest Highlands, John’s Woods, Lakeview Summit/Village on the Lake, Mountain Park, North Shore/Country Club, Red Fox Hills, Uplands
South	Blue Heron, McVey/South Shore, Palisades, Westridge



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Summary

Lake Oswego residents have a very favorable opinion of their city. People rate the city an 8.6 on a ten-point scale as a place to live. Ratings are consistently high among all demographic groups and overall, ratings have been statistically identical in all Community Surveys conducted since 2005.

Satisfaction with the City of Lake Oswego local government improved from 2013 to 2015. More than half (51%) gave top-two ratings (4/5) for overall satisfaction with the city government, an 11-point increase since 2013. Top-two ratings increased for all demographic groups, except residents in East neighborhoods.

People volunteer the primary reasons they are satisfied with city government are that it has “done a good job” and “it is more supportive and responsive to the residents.”

The primary reasons residents say they give lower satisfaction ratings for city government are that it “doesn’t listen/isn’t responsive” and “improper budgeting and spending.” Volunteered complaints about financial management dropped 17 points from 2013 to 2015.

Rating Priorities

Among five city services and issues tested, residents rate street maintenance (70%) as the highest priority for the City Council to work on during the next 18



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months. That is not to say other issues, including parks, communication, the library and paths/sidewalks, aren't important. About half to two-thirds say each of these services or issues are also priorities.

Tree Code Regulations

After hearing two statements, 54% say *“Homeowners should be allowed to remove one or two trees every five years from their private property without a city permit”* was closest to their own opinion while 41% said *“Current regulations have worked, changing the tree removal regulation would be detrimental to the city and neighborhood”* best described their opinion. A majority of all but two demographic groups favored permitting tree removal without a city permit.

Hours for City Hall

There is not widespread support to change the hours City Hall is open to best meet needs. Nearly three in four residents said changing hours would make no difference (56%) or that there should be no change from the current open hours (18%). Among those with an opinion, opening from 8 am to 6 pm (17%) had the strongest support.



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Fiber Optic Network

By more than a two-to-one margin (59% favor, 24% oppose) residents favor the city pursuing a public/private partnership to build a citywide fiber optic network with much faster Internet service. All demographic groups favor the partnership.

When asked how likely they were to subscribe to much faster Internet service, if the network is built, 58% say they would be very or somewhat likely. These questions were intended to provide guidelines for council decisions. More sophisticated price testing techniques should be used to more accurately predict subscriptions rates at various price points.

Information Sources

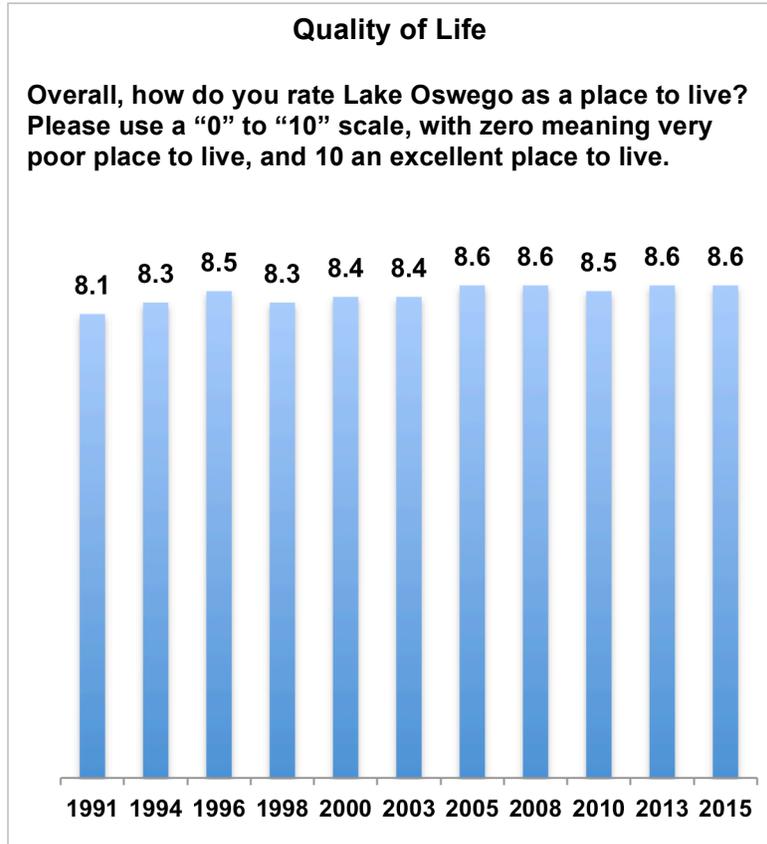
The Lake Oswego Review and Hello LO continue to be the primary sources of information about local issues. Use of other city-managed media is unchanged from 2013. The share of residents who rely on *The Oregonian* dropped 12 points during the past two years.

SURVEY RESULTS

Quality of Life

The City of Lake Oswego continues to get high marks as a place to live.

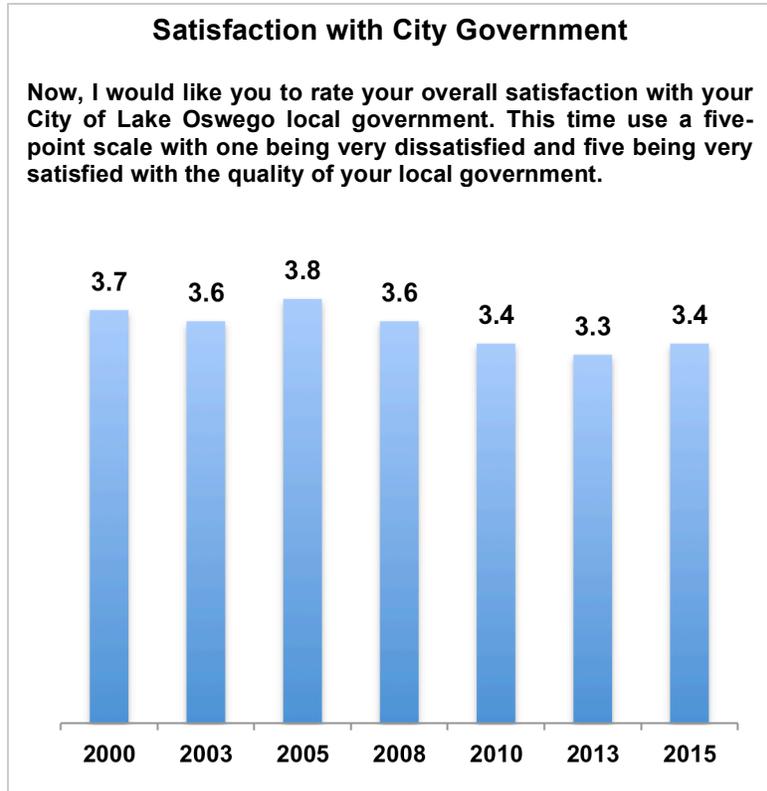
In 2015, mean ratings for the City as a place to live was 8.6, statistically identical to ratings found in community surveys conducted from 2005 to 2013. Ratings are similar among all demographic groups, ranging from a



high of 8.8 among women to a low of 8.4 among men and people who live in South neighborhoods.

Satisfaction with City Government

Satisfaction with city government improved slightly in 2015. When asked to rate overall satisfaction with the City of Lake Oswego local government, residents gave an average rating of 3.4, based on a five-point scale. Satisfaction ratings had declined steadily from 2008 (3.8)



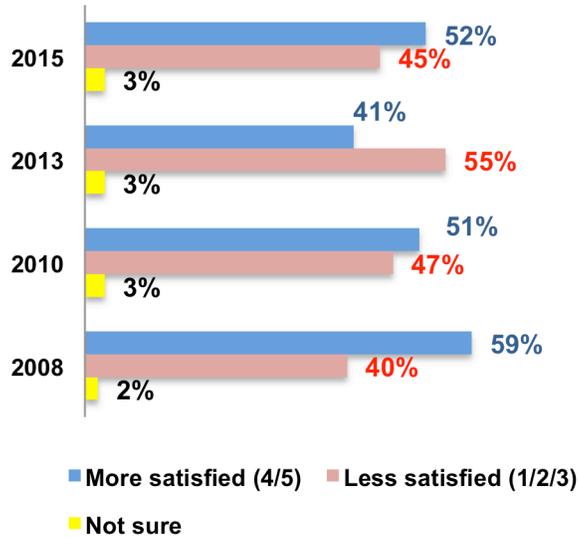
to 2013 (3.3). It will take another survey to determine if the 2015 up-tick is a trend or not.

Opinions were similar among all demographic groups with mean ratings ranging from a high of 3.7 among those who have lived in the city 11 to 15 years to a low of 3.3 among residents in East-area neighborhoods.

Using percentage responses shows satisfaction with local government improved significantly (+11 points) from 2013 to 2015 (percentage 4/5 ratings).

Satisfaction ratings improved from 2013 to 2015 in all demographic groups, except among residents in East area neighborhoods.

Satisfaction with City Government: Trends

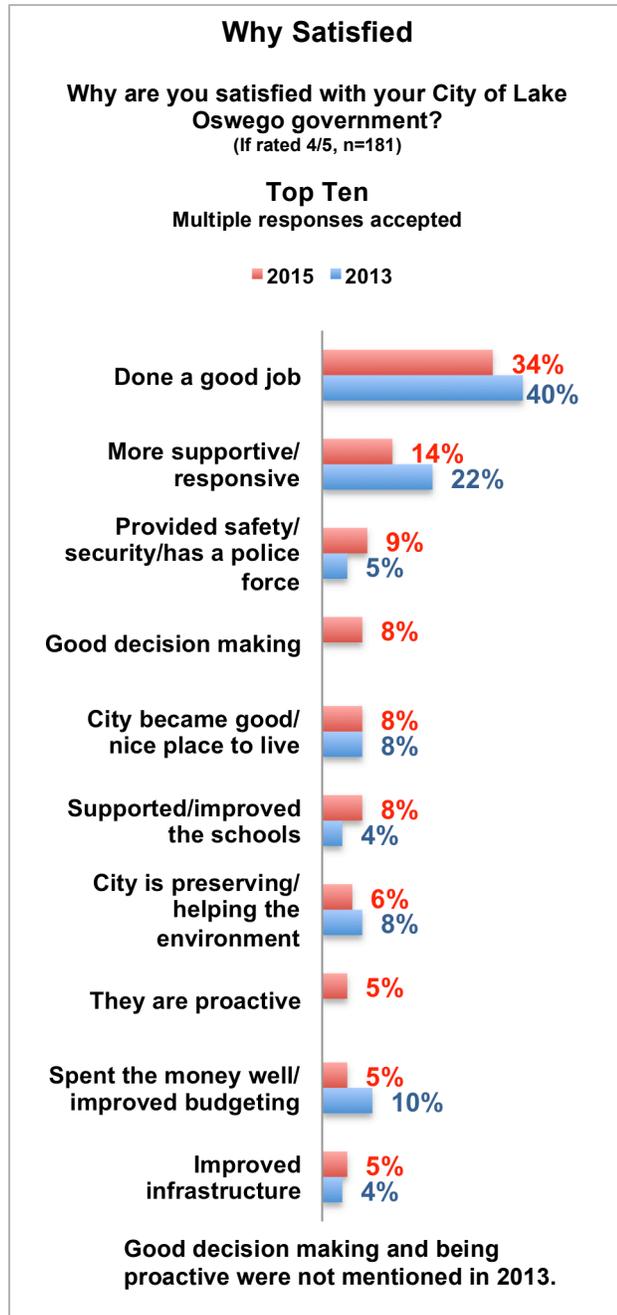


Top-Two Rating Trends: 2013 to 2015

	2013	2015	Change
All	41%	52%	11%
Men	35%	51%	16%
Female	47%	52%	5%
Age 18 to 44	37%	59%	22%
45 to 54	34%	45%	11%
55 to 64	40%	50%	10%
65+	47%	53%	6%
Area North	45%	60%	15%
East	42%	43%	1%
South	33%	51%	18%
West	36%	50%	14%

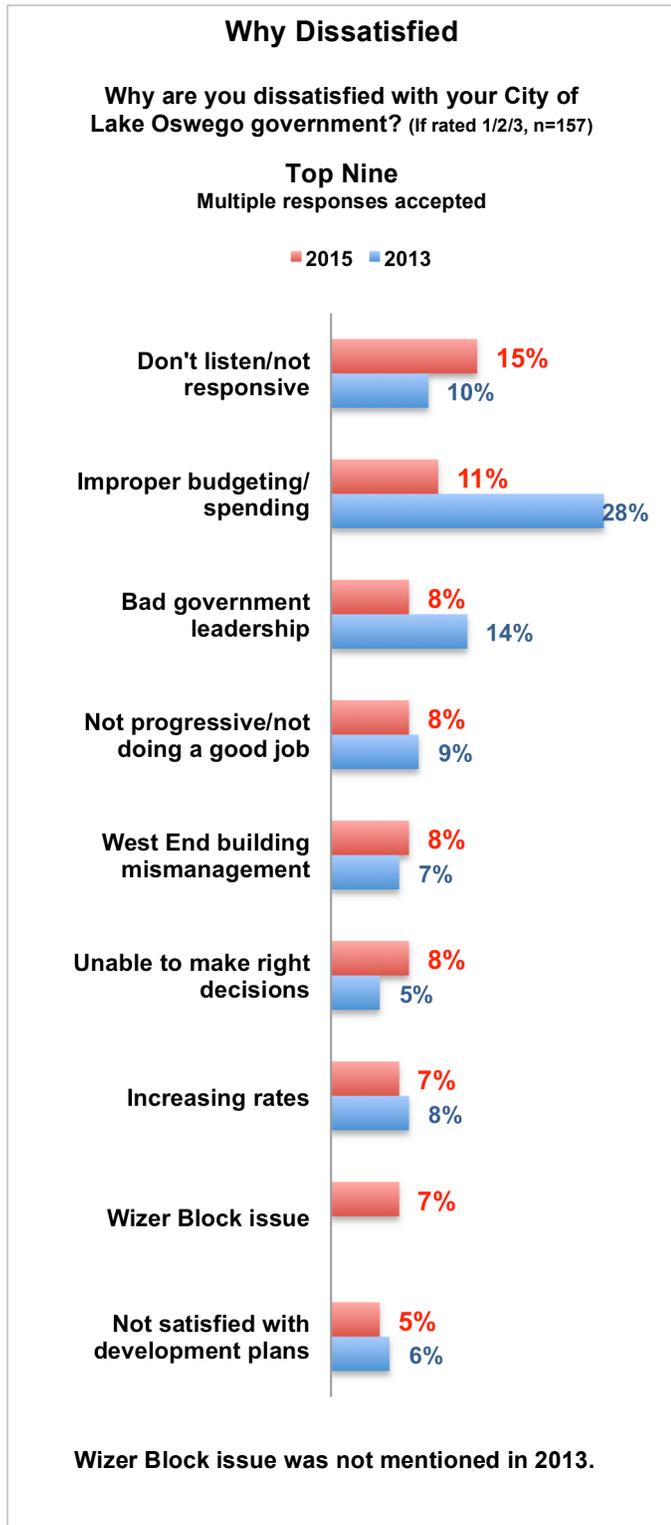
Why Satisfied

The primary reasons people say they are satisfied with city government (among those giving 4/5 satisfaction ratings) continues to be its “done a good job” (34%) and its “more supportive/responsive” (14%). Other volunteered comments are similar to those found in 2013, except for “good decision making” (8%) and “they are proactive” (5%), neither of which were mentioned two years ago. No other reasons were volunteered by more than 4%.



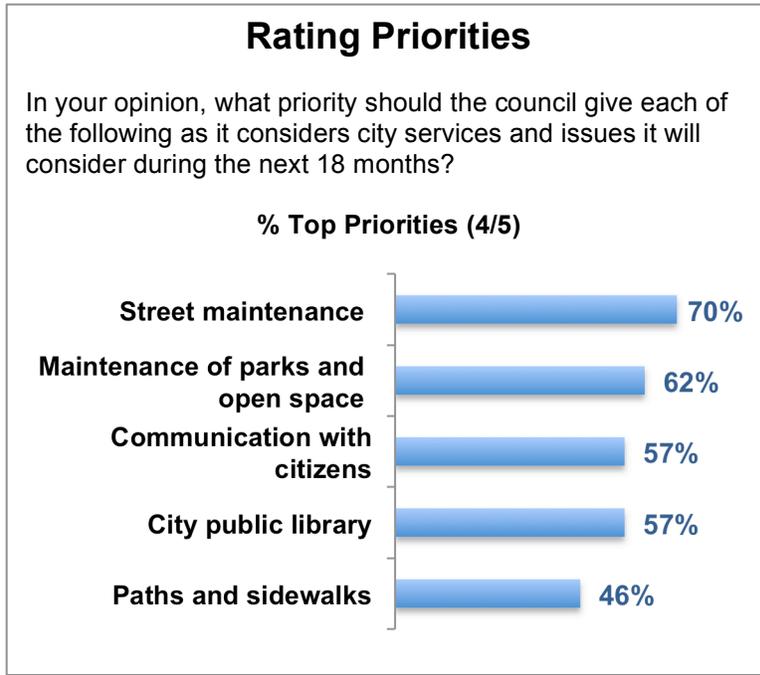
Why Dissatisfied

The primary reasons residents say they gave lower satisfaction ratings for local government (ratings of 1/2/3) were “don’t listen/not responsive” (15%) and “improper budgeting/spending” (11%). Comments about not listening increased five points but concerns about budget and spending dropped 17 points from 2013 to 2015. Other complaints mentioned in 2015 are similar to those found in 2013, except for the “Wizer Block issue” (7%), which was not mentioned two years ago. No other concerns were mentioned by more than 4%.



Rating Priorities

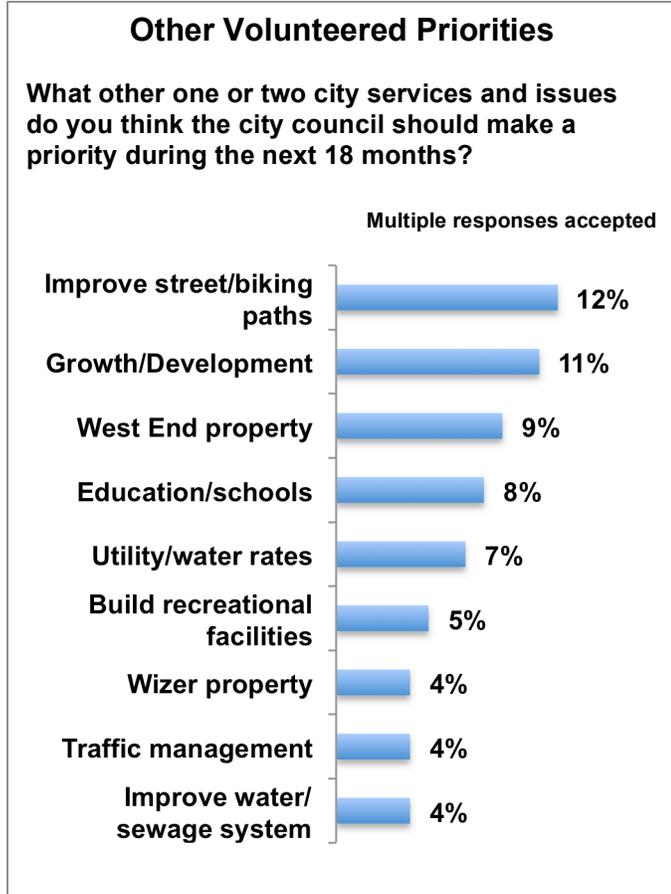
Among five city services and issues tested, residents rated street maintenance (70%) as the highest priority for the City Council to work on during the next 18 months, followed by maintenance of parks and open space (62%),



communication with citizens (57%) and city public library (57%). Less than half rated paths and sidewalks (46%) a top priority. Streets, parks, the library and communication were consistently the most important issues among all demographic groups, except among younger residents, those who lived in the City 10 years or less and West area residents who rated paths and sidewalks somewhat more important than other groups.

Other Volunteered Priorities

When asked what other issues should be a priority for the city council, residents volunteered a variety of topics including improve street/biking paths, growth and development, the West End property, education/schools and utility and water rates. No other issue was mentioned by more than three percent.



Tree Code Regulations

After hearing two statements about city tree code regulations, 54% said the statement “*Homeowners should be allowed to remove one or two trees every five years from their private property without a city permit*” was closest to their own opinion while 41% said “*Current regulations have worked, changing the tree removal regulation would be detrimental to the city and neighborhood*” best described their opinion.

A majority of residents in East-area neighborhoods (51%) preferred no change to tree code regulations while

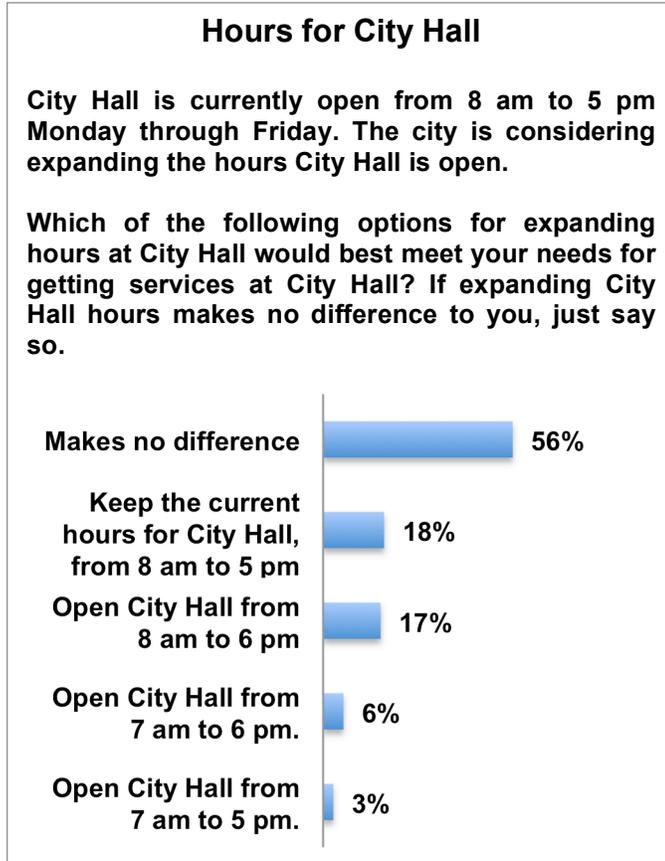
opinions were evenly divided among residents age 18 to 54 and city residents of 10 years or less. A majority of all other demographic groups favored permitting tree removal without a city permit.

In the 2013 Community Survey, 51% said city tree codes were too strong.



Hours for City Hall

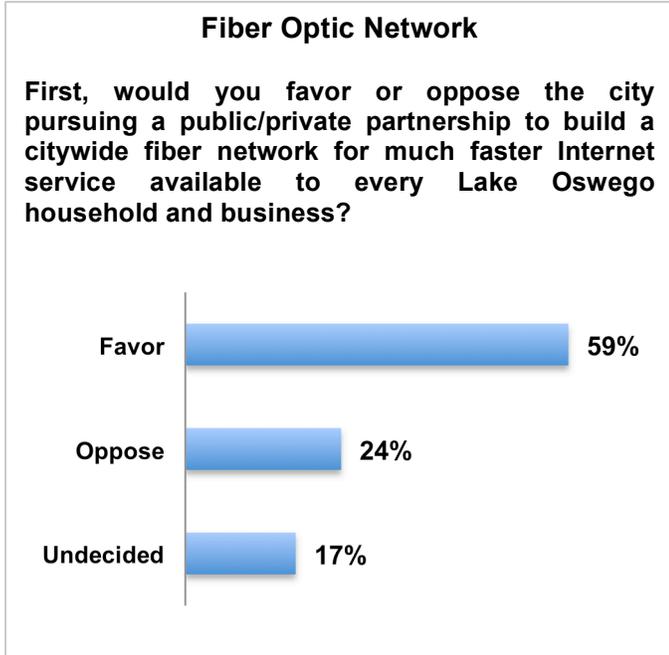
When asked which options for expanding the hours City Hall is open would best meet needs for getting services, 56% said it made no difference and another 18% said want to keep the current 8 am to 5 pm open hours. Another 17% preferred opening City Hall from 8 am to 6 pm, 6% preferred 7 am to 6 pm and 3% preferred 7 am to 5 pm.



At least 60% of all demographic groups indicated changing hours of City Hall made no difference or hours should not change.

Fiber Optic Network

A 59% majority favored the City of Lake Oswego pursuing a public/private partnership to build a citywide fiber optic network with much faster Internet service, while 24% opposed the partnership and 17% were undecided. A majority of all demographic groups favored the partnership,



except those age 65 and older (47% favor, 27% oppose).

When residents were asked how likely they would be to subscribe to the City's faster Internet network if the cost were \$60 per month, 21% said very likely, 24% somewhat likely, 14% not too likely and 34%

Price Testing

If the network were built, how likely would you be to subscribe to the City's much faster Internet network that is 1 gigabit per second, if you knew the cost of service would be:

	\$60 per month	\$40 per month (if not likely/not sure at \$60/month)	Total likelihood at \$40
Very likely	21%	4%	23%
Somewhat likely	24%	21%	35%
Not too likely	14%	17%	9%
Not at all likely	34%	49%	27%
Not sure	7%	8%	5%

Totals vary due to rounding

not at all likely. At least half the residents under age 65, those with children at

home and those who have been city residents less than 10 years were very/somewhat likely to subscribe at \$60 per month.

Those who responded not likely or not sure at \$60 per month, were then asked how likely they would be to subscribe to the City's fiber optic network if the cost were \$40 per month. Just 4% said they were very likely and 21% somewhat likely. The remainder was not likely or not sure.

After combining responses from both price points, a total of 58% are very or somewhat likely to subscribe to the City's much faster Internet service at \$40 per month. A majority of all demographic groups say they are very or somewhat likely to subscribe. This assumes those likely to pay \$60 a month would also be willing to pay \$40 a month.

A word of caution is warranted. The questions to assess support for the public/private partnership to build fiber optic system and to assess potential market penetration at two price points should be used as guidelines. Additional research is needed to:

- Assess support based on construction costs, risks and benefits and
- Assess subscription rates at various price points using the Van Westendorp Price Sensitivity or similar technique.



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Information Sources

Residents were read a list of information sources and asked which were their main sources of information about local government. The *Lake Oswego Review* (56%) and *Hello LO* (55%) remain the two most popular sources for local news. Word of mouth (19%), *The Oregonian* (15%), the City's website (10%) and emails from the City (10%) are also popular sources for information.

Information Sources		
What are your main sources of information about the City of Lake Oswego's government?		
	Up to three choices accepted.	
	2013	2015
Lake Oswego Review	63%	56%
Hello L.O. newsletter	58%	55%
Word-of-mouth	32%	19%
The Oregonian	27%	15%
City's website	14%	10%
Emails from the City	10%	10%
The LODown	7%	8%
Neighborhood newsletters	8%	7%
Televised Council meetings	4%	6%
Television	7%	5%
Utility Bill Inserts	7%	4%
Streaming video of council meetings	1%	4%
Social networking sites	6%	2%

Results in 2015 are similar to those found in 2013 but use of word of mouth and *The Oregonian* declined significantly during the past two years. Top sources for information was similar in all demographic groups.



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Characteristics of Participants

The following are the demographic characteristics of residents interviewed in the 2013 and 2015 Community Survey. Sample quotas were used for gender and age.

Gender	2013	2015
Male	50%	50%
Female	50%	50%
Age		
18 to 34 years	3%	3%
35 to 44 years	11%	11%
45 to 54 years	21%	21%
55 to 64 years	30%	29%
65 years +	35%	35%

Length of residence	2013	2015
10 years or less	26%	20%
11 to 15 years	15%	13%
16 years +	58%	66%
Children at home		
Yes	29%	23%
No	71%	76%
Landline/Cell phone		
Landline	96%	82%
Cell phone	4%	18%

Neighborhoods	2013	2015		2013	2015
Mountain Park	10%	14%	McVey/South Shore	2%	1%
Westlake	10%	5%	Red Fox Hills	2%	1%
Palisades	9%	11%	Uplands	2%	2%
Lake Grove	8%	6%	Waluga	2%	5%
Bryant	5%	4%	Foothills	1%	1%
First Addition/Forest Hills	5%	7%	John's Woods	1%	1%
Glenmorrie	3%	1%	Lakeview Summit/Village on the Lake	1%	1%
Westridge	3%	2%	Blue Heron	1%	2%
Forest Highlands	2%	2%	Evergreen	1%	3%
Hallinan Heights	2%	4%	Mary's Woods	1%	1%
Holly Orchard	2%	2%	North Shore/Country Club	1%	2%
Lake Forest	2%	1%	Old Town	1%	1%
Lakewood	2%	2%	Other	14%	13%
Marylhurst	2%	1%			

Online Survey

Objectives for the online survey were to provide guidelines to city decision makers on key issues, to gather information from a larger share of the community and to engage residents in local issues.

Online survey results were similar to those found in the phone survey. Areas and topics where results differed included:

- The demographic profile of online participants was slightly different than the phone survey including more women (70%) than men (30%), a higher percentage of residents who have lived in the City for 10 years or less (41% web, 20% phone) and a higher percentage of households with children at home (36% web, 23% phone).
- Priority ratings for both Parks and Open Space (70% web, 62% phone) and paths/walkways (62% web, 46% phone) were higher among online survey participants.
- Online participants were evenly divided about allowing homeowners to remove trees from property (40%) or keep the current tree code (39%). Allowing homeowners to remove trees on their property was preferred in the phone survey (54% to 41%).
- There was less indifference about changing hours for city hall in the online survey (59%) than in the phone survey (74%). A larger share of web survey participants preferred extending city hall hours to 8 am to 6 pm (27%) than in the phone survey (17%).
- Those very or somewhat likely to subscribe to a much faster city fiber optic network priced at \$40 per month is higher among online participants (77%) than phone (58%) participant.

Results from the phone and online surveys are included with the questionnaire found in the report.



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Lake Oswego 2013 Community Survey

(Phone: N=400)

(Web: N=1,260)

Lake Oswego 2015 Community Survey

(N=350)

Hello, this is _____ from CFM Strategic Communications calling on behalf of the City of Lake Oswego. We are conducting a survey for the City among residents to help plan for the future and learn more about citizen’s points of view. May I please speak with a (male/female) household member who is 18 years of age or older?

S1. To the best of your knowledge, do you live inside or outside the City limits of Lake Oswego?

Inside ->CONTINUE

Outside/Unsure ->POLITELY TERMINATE

1. GENDER BY OBSERVATION

	Phone	Web
Male	50%	30%
Female	50%	70%

(* Questions asked in previous City surveys.)

2. *Overall, how do you rate Lake Oswego as a place to live? Use a “0” to “10” scale, with Zero meaning very poor place to live, and 10 an excellent place to live. RECORD.

	Very Poor 0	1	2	3	4	5	6	7	8	9	Excellent 10	Not sure 11
Phone	--	--	--	<1%	<1%	2%	3%	10%	30%	24%	30%	<1%
Web	--	<1%	<1%	<1%	1%	2%	2%	8%	30%	29%	28%	<1%

Mean Phone 8.6

Mean Web 8.6



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- 3. *Now, I would like you to rate your overall satisfaction with your City of Lake Oswego local government. This time use a five-point scale with one being very dissatisfied and five being very satisfied with the quality of your local government.

	Very dissatisfied 1	2	3	4	Very satisfied 5	Not sure 6
Phone	3%	13%	28%	41%	11%	3%
Web	3%	11%	28%	34%	13%	11%

Mean Phone 3.4
 Mean Web 3.5



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IF R6 in Q3: Go to Q6

4. *IF R4/5 in q 3: Why are you satisfied with your City of Lake Oswego government?

Ranked by Phone Results

	Phone	Web
Done a good job/things went well/satisfied with them	34%	20%
More supportive/responsive to the people/community	14%	19%
Provided safety/security/has a police force	9%	13%
City became good/nice place to live	8%	6%
Supported/improved the school/education	8%	4%
Good decision making/forward thinking	8%	4%
City is clean/preserving/helping the environment	6%	8%
General positive mention about staff (polite, friendly, etc.)	6%	7%
Spent the money well/improved budgeting	5%	7%
Improvements/developments with infrastructures	5%	4%
They're pro-active/involved/works on issues the community is facing	5%	5%
Provided good community services (library, farmer's market, etc.)	4%	7%
Well maintained/kept (roads, parks, etc.)	4%	8%
Had new management/changes in the council/leaders/more qualified for the position	3%	7%
Improving the quality of life for residents	3%	3%
City became beautiful/pretty/attractive	2%	5%
Good communication	2%	3%
Good planning	2%	2%
They are transparent/provide information to the public	2%	5%
They're being responsible/doing what they are suppose to do	2%	1%
Became a family oriented place	1%	--
Good/excellent fire department	1%	2%
Has vision/goals for the future	1%	1%
They are accessible	1%	2%
They made improvements/progress	1%	3%
Well organized	1%	--
They are efficient	--	3%
Positive mentions about the City	--	3%
They support cultural events/programs	--	2%
Business friendly environment	--	1%
Has better set of priorities	--	1%
Small town/city feel	--	1%
Provides opportunities	--	1%
Good/great facilities/amenities	--	1%
Improvements on the water system	--	1%
It's conservative	--	1%
Reducing rates (water/sewer, etc.)	--	1%
Worked on the issues regarding private properties		1%
Improved traffic	--	1%
Laws/policies being passed seems well decided/thought out	--	1%
They are well balanced	2%	<1%
Other	5%	10%
None/not satisfied/negative mentions	3%	2%
Don't know	3%	1%



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5. *IF R 1/2/3 in Q3: Why are you dissatisfied with your City of Lake Oswego government?

Ranked by Phone Results

	Phone	Web
They don't listen/not responsive to people's concerns	15%	15%
Improper budgeting/spending	11%	10%
West end Building/WEB mismanagement	8%	21%
Bad government leadership/political fights	8%	7%
Unable to make right decisions	8%	7%
Not progressive/not doing a good job	8%	3%
Wizer block issues/downtown are expansion	7%	14%
Not satisfied with the developmental plans/future planning	7%	8%
Increasing rates (i.e. water bills, etc.)	5%	5%
Neutral comment	5%	2%
Land policy issues/too much control over private property rights	4%	7%
Against the tree ordinance	4%	6%
Too focus on a certain area/focus on unimportant projects/issues	4%	5%
They are in favor of wealthy/special interest groups	4%	4%
They are too conservative	4%	2%
They are against the light rail	4%	1%
They are self serving/promoting their own agenda	3%	5%
Too much government control/too many rules/policies	3%	5%
Taxes are too high	3%	2%
Roads/ streets not maintained	2%	8%
Need to have better housing plan	2%	2%
Lack of transparency/not informing the public if what's going on	1%	5%
Not sensitive to environmental issues	1%	4%
Parks and recreation concerns	1%	4%
Dysfunctional police force	1%	3%
Lacks of desire to grow with businesses/economy	1%	2%
Not enough public transportation/transit support/street car issue	1%	2%
Unsupported schools/education	1%	2%
They are too liberal	1%	<1%
Over development/increasing growth	--	5%
Traffic issues	--	4%
Doesn't need to move the library/library concern	--	3%
They are cutting programs/services	--	3%
Trolley Issues	--	1%
Purchasing of Safeco Building issues	--	1%
Enforcement of noise ordinance	--	1%
Too many overpaid employees/too many benefits	--	<1%
Other	3%	11%
None/positive mentions/satisfied	4%	1%
Not sure/refused	8%	<1%



In your opinion, what priority should the council give each of the following as it considers city services and issues it will consider during the next 18 months? Use a five-point scale with five being the highest priority and one the lowest priority. RANDOMIZE

		Lowest Priority 1	2	3	4	Highest Priority 5	Total 4/5	Not sure
6. City public library	Phone	7%	13%	21%	27%	30%	57%	2%
	Web	10%	12%	22%	29%	27%	56%	1%
7. Street maintenance	Phone	2%	6%	21%	35%	35%	70%	1%
	Web	3%	6%	16%	32%	42%	74%	1%
8. Maintenance of parks and open space	Phone	3%	9%	24%	36%	26%	62%	1%
	Web	3%	5%	21%	38%	32%	70%	1%
9. Communication with citizens	Phone	3%	10%	28%	28%	29%	57%	3%
	Web	6%	9%	23%	27%	32%	59%	2%
10. Paths and sidewalks	Phone	7%	15%	31%	28%	18%	46%	1%
	Web	6%	10%	22%	33%	29%	62%	1%



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11. What other one or two city services and issues do you think the city council should make a priority during the next 18 months? (PROBE. ACCEPT UP TO TWO.)

Ranked by Phone Results

	Phone	Web
Improve street/biking paths/fix potholes	12%	13%
Growth/Development	11%	8%
West End property	9%	15%
Education/schools	8%	5%
Utility costs/water rates	7%	3%
Building recreational facilities	5%	5%
Traffic management	4%	4%
Wizer property	4%	4%
Improve water/sewage system	4%	2%
Tree ordinance	3%	4%
Economic/business growth	3%	3%
Fiscal responsibilities	3%	3%
Preserving the environment/keeping it clean	3%	3%
Public safety	3%	3%
Transportation	3%	3%
Affordable housing	3%	2%
Land use planning	2%	3%
Better fire and police department	2%	2%
Better library	2%	2%
City planning	2%	2%
Enhance communication	2%	1%
Parking issues	2%	1%
Supporting the people/citizen	2%	1%
Reducing restrictions on property owners.	2%	<1%
Finding use for the WEB building	2%	--
Community centers	1%	2%
Access to Lake Oswego	1%	1%
Better maintenance	1%	1%
Better neighborhood/community	1%	1%
Monitoring building codes	1%	1%
Taxes	1%	1%
Effective government/city council	--	15%
Code revisions/ Making it more specific codes		1%
Community events/activities		1%
Emergency/disaster planning		1%
Internet connectivity		1%
Senior services		1%
Sustainability		<1%
Preservation of wildlife		<1%
Reducing staffs/manpower reduction		<1%
Sell current City Hall property		<1%
Noise ordinance		<1%
Other	5%	11%
None	6%	7%
Don't know	14%	23%



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And now for some specific issues:

12. There are City regulations that require owners to apply for and receive a permit before trees may be removed from private property. Which statement is closest to your own opinion about this city regulation? Is it (ROTATE A/B)

- A. Homeowners should be allowed to remove one or two trees every five years from their private property without a city permit.
- B. Current regulations have worked. Changing the tree removal regulations would be detrimental to the city and neighborhoods.

	Phone	Web
Allow owners to remove up to two trees every five years	54%	40%
Keep current regulations	41%	39%
DON'T READ Other (SPECIFY)	3%	16%
DON'T READ Not sure/decline to answer	2%	5%

13. City Hall is currently open from 8 am to 5 pm Monday through Friday. The city is considering expanding the hours City Hall is open.

Which of the following options for expanding hours at City Hall would best meet your needs for getting services at City Hall? If expanding City Hall hours makes no difference to you, just say so.

	Phone	Web
Open City Hall from 7 am to 5 pm.	3%	4%
Open City Hall from 8 am to 6 pm	17%	27%
Open City Hall from 7 am to 6 pm.	6%	7%
Keep the current hours for City Hall, from 8 am to 5 pm	18%	26%
Makes no difference	56%	33%
DON'T READ Not sure	1%	3%



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The City is considering a public/private partnership to build a citywide fiber network for much faster Internet service.

14. First, would you favor or oppose the city pursuing a public/private partnership to build a citywide fiber network for much faster Internet service available to every Lake Oswego household and business?

	Phone	Web
Favor	59%	63%
Oppose	24%	13%
Undecided	17%	23%

15. If the network were built, how likely would you be to subscribe to the City's much faster Internet network that is 1 gigabit per second, if you knew the cost of the service would be \$60 per month? Would you be: READ 1-4, 4-1

		Phone	Web
Very likely to subscribe	GO TO Q17	21%	32%
Somewhat likely	GO TO Q17	24%	22%
Not too likely	GO TO Q16	14%	16%
Not at all likely	GO TO Q16	34%	18%
DON'T READ Not sure	GO TO Q16	7%	12%

16. How likely would you be to subscribe to the City's much faster Internet network that if you knew the cost of the service would be \$40 per month? Would you be: READ 1-4, 4-1

	Phone	Web
Very likely to subscribe	4%	10%
Somewhat likely	21%	27%
Not too likely	17%	22%
Not at all likely	49%	25%
DON'T READ Not sure	8%	15%



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17. What are your main sources of information about the City of Lake Oswego's government? **READ & RANDOMIZE. ACCEPT UP TO THREE.**

	Phone	Web
<i>Lake Oswego Review</i>	56%	61%
<i>Hello L.O.</i> newsletter	55%	71%
Word-of-mouth	19%	21%
<i>The Oregonian</i>	15%	14%
City's web site	10%	15%
Emails from the City of Lake Oswego that you signed up for	10%	37%
The e-newsletter, <i>The LODown</i>	8%	21%
Neighborhood newsletters	7%	9%
Televised Council meetings	6%	4%
Television	5%	1%
Utility Bill Inserts	4%	6%
Streaming video of council meetings	4%	3%
Social networking sites such as Facebook and Twitter	2%	6%
DON'T READ: Other:	7%	4%
DON'T READ: Don't know	1%	<1

18. Is your age:

	Phone	Web
18 to 34	3%	4%
35 to 44	11%	14%
45 to 54	21%	23%
55 to 64	29%	24%
65+	35%	30%
Refused	1%	4%

19. *How many years have you lived in the City of Lake Oswego?

	Phone	Web
10 years of less	20%	41%
11 to 15 years	13%	12%
16 years or more	66%	47%
Not sure	1%	1%

20. *Do any children under the age of 18 years old live in your household?

	Phone	Web
Yes	23%	36%
No	76%	61%
DON'T READ Refused	<1%	2%



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21. Which of the following income categories best represent your household’s annual income? Is it:

	Phone	Web
Less than \$50,000	10%	5%
\$50,000 to \$74,999	13%	9%
\$75,000 to \$99,999	11%	12%
\$100,000 to \$149,999	18%	18%
\$150,000 to \$199,999	10%	11%
More than \$200,000	17%	19%
DON'T READ Not sure	1%	<1%
DON'T READ Declined to Answer	20%	25%

22. *What is the name of your neighborhood area or subdivision? **DON'T READ.**

	Phone	Web
Blue Heron	2%	2%
Bryant	4%	4%
Evergreen	3%	3%
First Addition/Forest Hills	7%	9%
Forest Highlands	2%	4%
Foothills	1%	2%
Glenmorrie	1%	2%
Hallinan Heights	4%	3%
Holly Orchard	2%	2%
John's Woods	1%	2%
Lake Grove	6%	7%
Lake Forest	1%	1%
Lakeview Summit/Village on the Lake	1%	2%
Lakewood	2%	3%
Mary's Woods	1%	<1%
Marylhurst	1%	1%
McVey/South Shore	1%	4%
Mountain Park	14%	12%
North Shore/Country Club	2%	2%
Old Town	1%	2%
Palisades	11%	10%
Red Fox Hills	1%	1%
Uplands	2%	3%
Waluga	1%	2%
Westlake	5%	7%
Westridge	2%	3%
Other	13%	4%
Don't know	7%	2%