

MARK DION (MAYOR)  
PIOUS ALI (A/L)  
APRIL FOURNIER (A/L)  
BENJAMIN GRANT (A/L)



SARAH MICHNIEWICZ (1)  
WESLEY PELLETIER (2)  
REGINA L. PHILLIPS (3)  
ANNA BULLETT (4)  
KATE SYKES (5)

## **CITY COUNCIL WORKSHOP**

### **Community Survey Presentation**

**March 23, 2026 at 5:00 PM via Zoom**

#### **REMOTE PARTICIPATION:**

The City Council will conduct this meeting remotely via Zoom pursuant to the Remote Meeting Policy adopted by the Portland City Council. Allow your computer to install the free Zoom app to get the best meeting experience. If you are not able to attend live either in person or via Zoom, a recording will be available in the [Agenda Center](#) following the meeting.

<https://portlandmaine-gov.zoom.us/j/87104113444?pwd=AHwTkyXpxLwie4WD1ChNJrerubadlW.1>

#### **AGENDA ITEMS:**

Presentation of Community Survey Results (Ryan Murray, ETC Institute)

#### **ADJOURNMENT:**

**City of Portland | Executive Office**

*Danielle West, City Manager*



**To:** Mayor Mark Dion and Portland City Council

**From:** Dena Libner, Assistant City Manager

Greg Jordan, Assistant City Manager

**CC:** Danielle West, City Manager

**Date:** March 20, 2026

**Re:** Community Survey Next Steps

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In October 2025, the Portland City Council met with City staff to discuss the development of a community survey funded in the FY26 budget. The resulting survey questions reflected feedback received during those meetings, as well as the expertise of ETC Institute, a nationally recognized provider of market research for local governments. ETC Institute administered the survey in fall/winter 2025.

Staff and ETC Institute now look forward to reviewing and discussing the community survey in more detail. ETC Institute will provide a high-level overview of the methodology, participant responses, and results at the March 23 Council workshop. Survey results are available at [portlandmaine.gov/communitysurvey](http://portlandmaine.gov/communitysurvey)

Now that the results are available, one question many may ask is: *What happens next?* As discussed during the FY26 budget process and subsequent conversations with councilors, the goal of this effort is to support an approach to decision-making that reflects residents' collective input, helping ensure that future investments reflect community needs and priorities.

City staff and the Council will likely draw on these results in different ways, consistent with their respective roles and responsibilities:

*City Manager & Staff*

The survey results will help inform the development of future budget recommendations, including the FY27 and FY28 recommended operating and capital budgets. These results may also serve as a useful reference point in day-to-day operational decision-making. As the City Manager's Office continues developing performance management tools to track program effectiveness, staff will also look for opportunities to align those efforts with areas identified by residents as community priorities.

*City Council*

Given its general authority to set City policy, the Council may find the survey results helpful when considering policy initiatives and priorities. For example, the results could inform Finance

Committee and Council discussions of the FY27 recommended operating and capital budgets, as well as future Council deliberations regarding annual Council Common Goals. At the request of Mayor Dion, a side-by-side comparison of the 2026 Council Common Goals and the community priorities identified through the survey is included below.

More broadly, these results provide not only a snapshot of current community perspectives, but also a benchmark. By conducting similar surveys every two or three years, the City staff, the Council, and residents alike—can evaluate progress over time and identify areas where adjustments may be needed.



# 2025 City of Portland Community Survey Findings Report

Presented to the City of  
Portland, Maine

March 2026



**ETC**  
INSTITUTE

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# Executive Summary

# 2025 City of Portland Community Survey Executive Summary



## Purpose

ETC Institute administered a survey to residents of the City of Portland between December 2025 and January 2026. The purpose of this survey was to gather input from residents in order to shape City programs, services, and long-term investments so they better reflect the needs and priorities of the community. This is the first community survey ETC Institute has administered for the City of Portland.

## Methodology

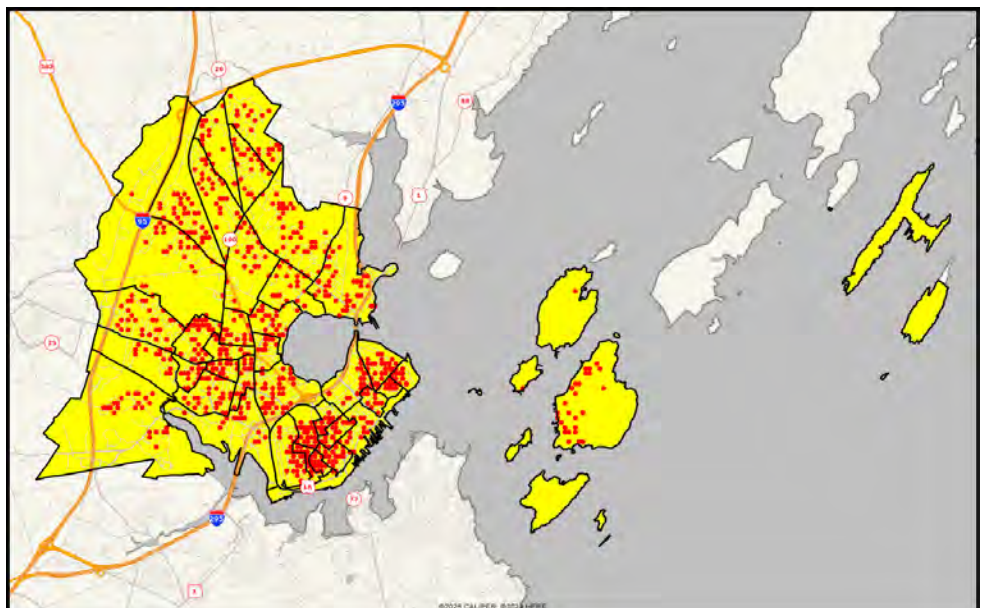
The six-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Portland. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Approximately ten days after the surveys were mailed, ETC Institute sent follow-up messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain a total of 1,100 completed surveys from residents of the City of Portland. This goal was met, with a total of 1,112 residents completing the survey. The overall residents for the sample of 1,112 households have a precision of at least +/- 2.9% at the 95% level of confidence.

### Location of Respondents.

To better understand how well services are being delivered in different parts of the City, the home address of survey respondents was geocoded. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



# 2025 City of Portland Community Survey

## Executive Summary



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Portland with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- an executive summary of the survey methodology and major findings
- charts showing the overall results for most questions on the survey
- benchmarking analysis showing how the City of Portland compares to other communities regionally and nationally
- Importance-Satisfaction analysis that outlines priorities for investment
- tabular data showing the overall results of the survey
- a copy of the cover letter and survey instrument

### Overall Perceptions of the City

More than three-fourths (77%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with shopping and dining opportunities in Portland; 75% were satisfied with the quality of life in their neighborhood; 74% were satisfied with the overall quality/variety of shopping and dining opportunities, and 66% were satisfied with Portland as a place to live.

### Overall Satisfaction with City Services

The categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of the Portland Jetport (81%), the quality of public safety services (72%), the quality of solid waste services (71%), the quality of customer service from City employees (67%), and the quality of winter snow plowing and removal (63%).

Based on the sum of their top three choices, the City services that respondents indicated should receive the most emphasis over the next two years were: 1) maintenance of city streets, sidewalks, and infrastructure, 2) flow of traffic/ease of getting around within the City, and 3) quality of social services provided by the City.

# 2025 City of Portland Community Survey

## Executive Summary



### Satisfaction with Specific City Services

**Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: professionalism of fire/EMS first responders (88%), how quickly fire services responds to emergencies (86%), how quickly EMS services responds to emergencies (83%), the quality of fire protection (83%), and the quality of emergency medical/ambulance services (81%).

Based on the sum of their top three choices, the public safety services that respondents indicated should receive the most emphasis over the next two years were: 1) the City’s efforts to prevent crime, 2) the enforcement of local traffic laws, and 3) the quality of police community programs and outreach. Additionally, 71% of residents indicated their level of trust in Portland’s Police Department is “high” (27%) or “somewhat high” (44%).

**Perceptions of Safety in Various Situations.** The highest levels of satisfaction with perceptions of safety in Portland, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods during the day (87%), in neighborhoods at night (67%), and in commercial and retail areas (65%).

**Trash and Recycling Services.** The highest levels of satisfaction with trash and recycling services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: curbside recycling services (80%), overall quality of trash collection services (77%), holiday tree collection services (72%), and the quality of composting drop-off locations (62%).

**Maintenance and Public Works.** The highest levels of satisfaction with maintenance and public works, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (66%), the condition of public buildings and facilities (61%), the condition of street signs and traffic signals (55%), tree trimming along streets and public areas (53%), and snow removal on neighborhood streets (52%).

Based on the sum of their top three choices, the maintenance and public works services that respondents indicated should receive the most emphasis over the next two years were: 1) cleanliness of streets, sidewalks, and public spaces, 2) condition of sidewalks, and 3) condition of major City streets.

**Transportation and Mobility.** The highest levels of satisfaction with transportation and mobility, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ease of using the Portland Jetport (84%), facilities and amenities at the Jetport (72%), ease of getting around the City by walking (65%), availability of neighborhood sidewalks (65%), and availability of sidewalks throughout the City (58%).

# 2025 City of Portland Community Survey

## Executive Summary



Based on the sum of their top three choices, the transportation and mobility services that respondents indicated should receive the most emphasis over the next two years were: 1) availability of public parking, 2) ease of getting around the City by public transportation, and 3) accessibility of streets and sidewalks for people with disabilities.

**Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of Merrill Auditorium (83%), the quality of multi-use trails (75%), the quality of Fitzpatrick Stadium (70%), connectivity of local trails and parks (67%), condition of outdoor athletic fields (62%), and condition of public playgrounds (60%).

Based on the sum of their top three choices, the parks and recreation services that respondents indicated should receive the most emphasis over the next two years were: 1) the quality of major City parks, 2) the quality of community and neighborhood parks, and 3) connectivity of local trails and parks.

**Economic Development.** The highest levels of satisfaction with economic development, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of places to shop, dine, or get services in neighborhoods (67%), how active and inviting businesses are (61%), and variety of local businesses in the area (60%).

**Communication and Transparency.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of information in an understandable language (79%), the City’s use of digital tools (54%), availability of information about City news, programs and services (53%), and usefulness of information on the City’s website (48%).

**Customer Service.** Sixty-seven percent (67%) of respondents indicated they had interacted with the City during the past year. Of those, 81% *who had an opinion* were “very satisfied” or “satisfied” with the level of courtesy they received from City employees, and 77% *who had an opinion* were “very satisfied” or “satisfied” with the technical competence and knowledge of City employees.

# 2025 City of Portland Community Survey Executive Summary



## Other Findings

- Forty percent (40%) of respondents, *who had an opinion*, indicated their level of trust in the City of Portland’s local government is “high” or “somewhat high;” 34% indicated it is “somewhat low,” and 26% indicated their trust in the City’s local government is “low.”
- Thirty-five percent (35%) of respondents, *who had an opinion*, strongly agreed or agreed with the statement, “*My household’s overall quality of life is improving;*” 48% disagreed, and 17% strongly disagreed with this statement.
- More than half of the respondents surveyed (58%) indicated the City’s website is their primary source of information about City issues, services, and events; 46% indicated it is the newspaper, and 36% indicated the local TV news is their primary source of information.

Based on the sum of respondents’ top three choices, the most preferred methods of receiving information about the City were: 1) the City’s website, 2) newspaper, and 3) the weekly eNewsletter.

- Respondents were asked to indicate what issues they think will be the most significant over the next five years. Based on the sum of their top three choices, the most significant issues were: 1) homelessness, 2) housing, and 3) property tax rate and budget.

# 2025 City of Portland Community Survey Executive Summary



## How the City of Portland Compares to Other Communities Nationally

The City of Portland **rated above the National Average** in 32 of the 54 areas that were assessed. The City rated **significantly higher than the National Average (5% or more above)** in 27 of these areas. The table below shows how the City of Portland compares to the National Average:

Service	Portland	U.S.	Difference	Category
Quality of customer service from City employees	66.8%	38.0%	28.8%	City Services
Curbside recycling services	80.3%	52.6%	27.7%	Trash and Recycling Services
Quality of solid waste services	70.6%	50.1%	20.5%	City Services
How quickly EMS services responds to emergencies	83.2%	63.6%	19.6%	Public Safety Services
How quickly fire services responds to emergencies	85.8%	66.4%	19.4%	Public Safety Services
City's recognition of diversity in the community	64.0%	47.6%	16.4%	Perceptions of the Community
Overall quality of trash collection services	76.6%	60.8%	15.8%	Trash and Recycling Services
Quality of emergency medical/ambulance services	80.6%	65.2%	15.4%	Public Safety Services
Recycling drop-off services	59.8%	44.7%	15.1%	Trash and Recycling Services
Quality of fire protection	82.9%	68.0%	14.9%	Public Safety Services
In your neighborhood during the day	87.0%	72.3%	14.7%	Perceptions of Safety
Quality of public parks	62.8%	48.3%	14.5%	City Services
Snow removal on major City streets	65.7%	51.9%	13.8%	Maintenance and Public Works
Quality of public safety services	72.0%	58.8%	13.2%	City Services
Quality of local police services	60.6%	49.0%	11.6%	Public Safety Services
As a place to live	65.9%	54.7%	11.2%	Perceptions of the Community
Communication by the City with the community	48.2%	37.2%	11.0%	City Services
In your neighborhood at night	67.0%	56.2%	10.8%	Perceptions of Safety
Fall/Spring leaf & yard waste collection services	58.7%	48.5%	10.2%	Trash and Recycling Services
How quickly police respond to requests for services	61.7%	51.7%	10.0%	Public Safety Services
Condition of public buildings and facilities	61.4%	51.5%	9.9%	Maintenance and Public Works
Quality of stormwater management/flood control	57.6%	48.5%	9.1%	City Services
Availability of information about City news, programs and services	52.6%	44.1%	8.5%	Communication and Transparency
In commercial and retail areas	65.4%	57.2%	8.2%	Perceptions of Safety
Snow removal on neighborhood streets	52.0%	44.2%	7.8%	Maintenance and Public Works
Quality of public transportation within the city	44.3%	38.6%	5.7%	City Services
Usefulness of information on the City's website	48.1%	42.4%	5.7%	Communication and Transparency
Quality of services provided by the City	47.1%	42.9%	4.2%	Perceptions of the Community
Quality of police community programs and outreach	45.9%	42.1%	3.8%	Public Safety Services
Condition of streets in your neighborhood	46.9%	43.2%	3.7%	Maintenance and Public Works
Efforts to keep you informed about local issues	45.4%	42.0%	3.4%	Communication and Transparency
Condition of street signs and traffic signals	54.6%	54.4%	0.2%	Maintenance and Public Works
Overall feeling of safety in the City	57.0%	57.3%	-0.3%	Perceptions of Safety
The City's use of social media	41.1%	42.0%	-0.9%	Communication and Transparency
Adequacy of street lighting	51.1%	52.4%	-1.3%	Maintenance and Public Works
Local-access television station	38.0%	41.1%	-3.1%	Communication and Transparency
Timeliness of information provided by the City	38.9%	42.3%	-3.4%	Communication and Transparency
Condition of bike lanes, paths and signage	36.1%	40.2%	-4.1%	Maintenance and Public Works
Level of public involvement in local decision making	27.8%	34.7%	-6.9%	Communication and Transparency
In the city's downtown area	43.4%	51.0%	-7.6%	Perceptions of Safety
As a place to retire	38.6%	47.3%	-8.7%	Perceptions of the Community
As a place to raise a family	47.8%	56.7%	-8.9%	Perceptions of the Community
Flow of traffic/ease of getting around within City	34.1%	43.2%	-9.1%	City Services
Condition of major City streets	33.7%	43.5%	-9.8%	Maintenance and Public Works
Ease of getting around the city by public transportation	28.8%	38.6%	-9.8%	Transportation and Mobility
Enforcement of local traffic laws	36.4%	46.6%	-10.2%	Public Safety Services
In city parks	41.7%	52.4%	-10.7%	Perceptions of Safety
Condition of pavement markings on streets	34.2%	45.7%	-11.5%	Maintenance and Public Works
Maintenance of city streets, sidewalks, and infrastructure	25.4%	37.5%	-12.1%	City Services
Value received for City taxes and fees	20.5%	32.7%	-12.2%	Perceptions of the Community
Cleanliness of streets, sidewalks, & public spaces	33.8%	49.2%	-15.4%	Maintenance and Public Works
Condition of sidewalks	25.2%	42.8%	-17.6%	Maintenance and Public Works
The City's efforts to prevent crime	26.0%	46.0%	-20.0%	Public Safety Services
Accessibility of streets and sidewalks for people with disabilities	21.5%	46.2%	-24.7%	Transportation and Mobility

# 2025 City of Portland Community Survey Executive Summary



## How the City of Portland Compares to Other Communities in the Region

The City of Portland **rated above the Northeast Regional Average** in 33 of the 54 areas that were assessed. The City rated significantly higher than the Northeast Regional Average (5% or more above) in 22 of these areas. The table below shows how the City of Portland compares to the Northeast Regional Average:

Service	Northeast			Category
	Portland	Region	Difference	
How quickly EMS services responds to emergencies	83.2%	52.5%	30.7%	Public Safety Services
Quality of customer service from City employees	66.8%	36.9%	29.9%	City Services
Quality of solid waste services	70.6%	45.5%	25.1%	City Services
How quickly fire services responds to emergencies	85.8%	60.9%	24.9%	Public Safety Services
Curbside recycling services	80.3%	56.6%	23.7%	Trash and Recycling Services
Quality of emergency medical/ambulance services	80.6%	58.4%	22.2%	Public Safety Services
Quality of fire protection	82.9%	66.2%	16.7%	Public Safety Services
Quality of public parks	62.8%	46.2%	16.6%	City Services
In your neighborhood during the day	87.0%	71.5%	15.5%	Perceptions of Safety
Overall quality of trash collection services	76.6%	61.5%	15.1%	Trash and Recycling Services
As a place to live	65.9%	51.9%	14.0%	Perceptions of the Community
Quality of public safety services	72.0%	58.2%	13.8%	City Services
Quality of local police services	60.6%	48.1%	12.5%	Public Safety Services
City's recognition of diversity in the community	64.0%	51.9%	12.1%	Perceptions of the Community
Quality of stormwater management/flood control	57.6%	45.9%	11.7%	City Services
Communication by the City with the community	48.2%	36.8%	11.4%	City Services
How quickly police respond to requests for services	61.7%	51.4%	10.3%	Public Safety Services
Condition of streets in your neighborhood	46.9%	37.1%	9.8%	Maintenance and Public Works
Snow removal on major City streets	65.7%	56.4%	9.3%	Maintenance and Public Works
Condition of public buildings and facilities	61.4%	53.3%	8.1%	Maintenance and Public Works
In your neighborhood at night	67.0%	59.4%	7.6%	Perceptions of Safety
Fall/Spring leaf & yard waste collection services	58.7%	51.7%	7.0%	Trash and Recycling Services
Availability of information about City news, programs and services	52.6%	47.8%	4.8%	Communication and Transparency
Quality of police community programs and outreach	45.9%	42.0%	3.9%	Public Safety Services
Snow removal on neighborhood streets	52.0%	48.2%	3.8%	Maintenance and Public Works
Recycling drop-off services	59.8%	56.1%	3.7%	Trash and Recycling Services
Quality of services provided by the City	47.1%	43.8%	3.3%	Perceptions of the Community
Usefulness of information on the City's website	48.1%	45.3%	2.8%	Communication and Transparency
In commercial and retail areas	65.4%	63.3%	2.1%	Perceptions of Safety
Adequacy of street lighting	51.1%	49.0%	2.1%	Maintenance and Public Works
Quality of public transportation within the city	44.3%	42.3%	2.0%	City Services
Condition of street signs and traffic signals	54.6%	52.9%	1.7%	Maintenance and Public Works
Efforts to keep you informed about local issues	45.4%	45.3%	0.1%	Communication and Transparency
Condition of bike lanes, paths and signage	36.1%	37.5%	-1.4%	Maintenance and Public Works
Timeliness of information provided by the City	38.9%	41.3%	-2.4%	Communication and Transparency
Enforcement of local traffic laws	36.4%	39.8%	-3.4%	Public Safety Services
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Condition of major City streets	33.7%	41.0%	-7.3%	Maintenance and Public Works
Value received for City taxes and fees	20.5%	29.0%	-8.5%	Perceptions of the Community
Maintenance of city streets, sidewalks, and infrastructure	25.4%	33.9%	-8.5%	City Services
As a place to raise a family	47.8%	57.1%	-9.3%	Perceptions of the Community
Flow of traffic/ease of getting around within City	34.1%	43.6%	-9.5%	City Services
Condition of pavement markings on streets	34.2%	43.9%	-9.7%	Maintenance and Public Works
Local-access television station	38.0%	49.7%	-11.7%	Communication and Transparency
Cleanliness of streets, sidewalks, & public spaces	33.8%	45.8%	-12.0%	Maintenance and Public Works
In city parks	41.7%	53.8%	-12.1%	Perceptions of Safety
In the city's downtown area	43.4%	55.6%	-12.2%	Perceptions of Safety
Ease of getting around the city by public transportation	28.8%	42.3%	-13.5%	Transportation and Mobility
Condition of sidewalks	25.2%	39.4%	-14.2%	Maintenance and Public Works
Level of public involvement in local decision making	27.8%	42.1%	-14.3%	Communication and Transparency
The City's efforts to prevent crime	26.0%	43.0%	-17.0%	Public Safety Services
Accessibility of streets and sidewalks for people with disabilities	21.5%	44.5%	-23.0%	Transportation and Mobility

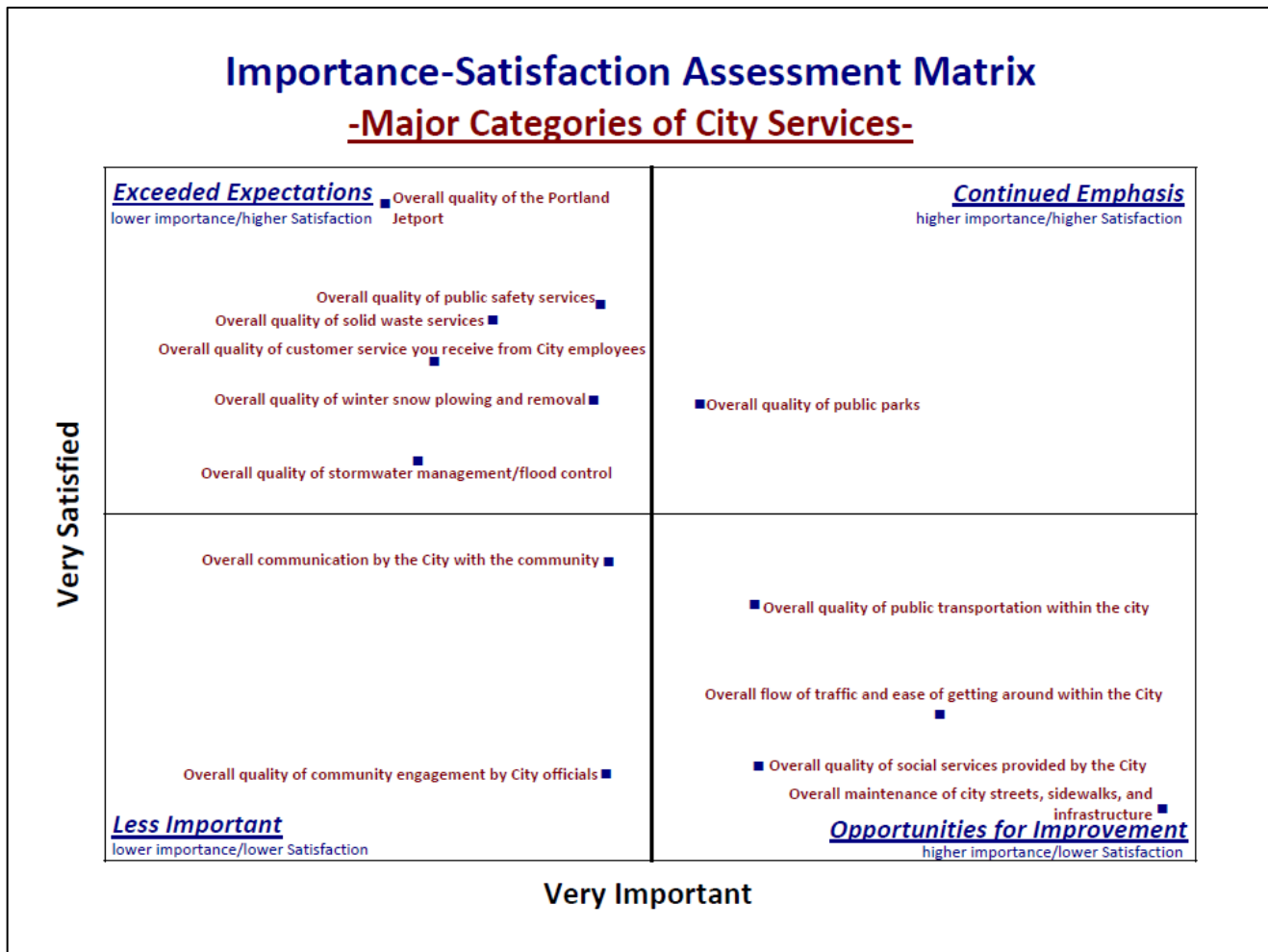
# 2025 City of Portland Community Survey Executive Summary



## Investment Priorities

To ensure the City continues to deliver a high quality of services to residents, ETC Institute recommends the City emphasize the following areas.

- Major Categories of City Services.** The chart below shows the Importance-Satisfaction Analysis for the thirteen City services analyzed. Based on the results of this analysis, four services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are:
  - Overall maintenance of city streets, sidewalks, and infrastructure
  - Overall flow of traffic and ease of getting around within the city
  - Overall quality of social services provided by the City
  - Overall quality of public transportation within the city

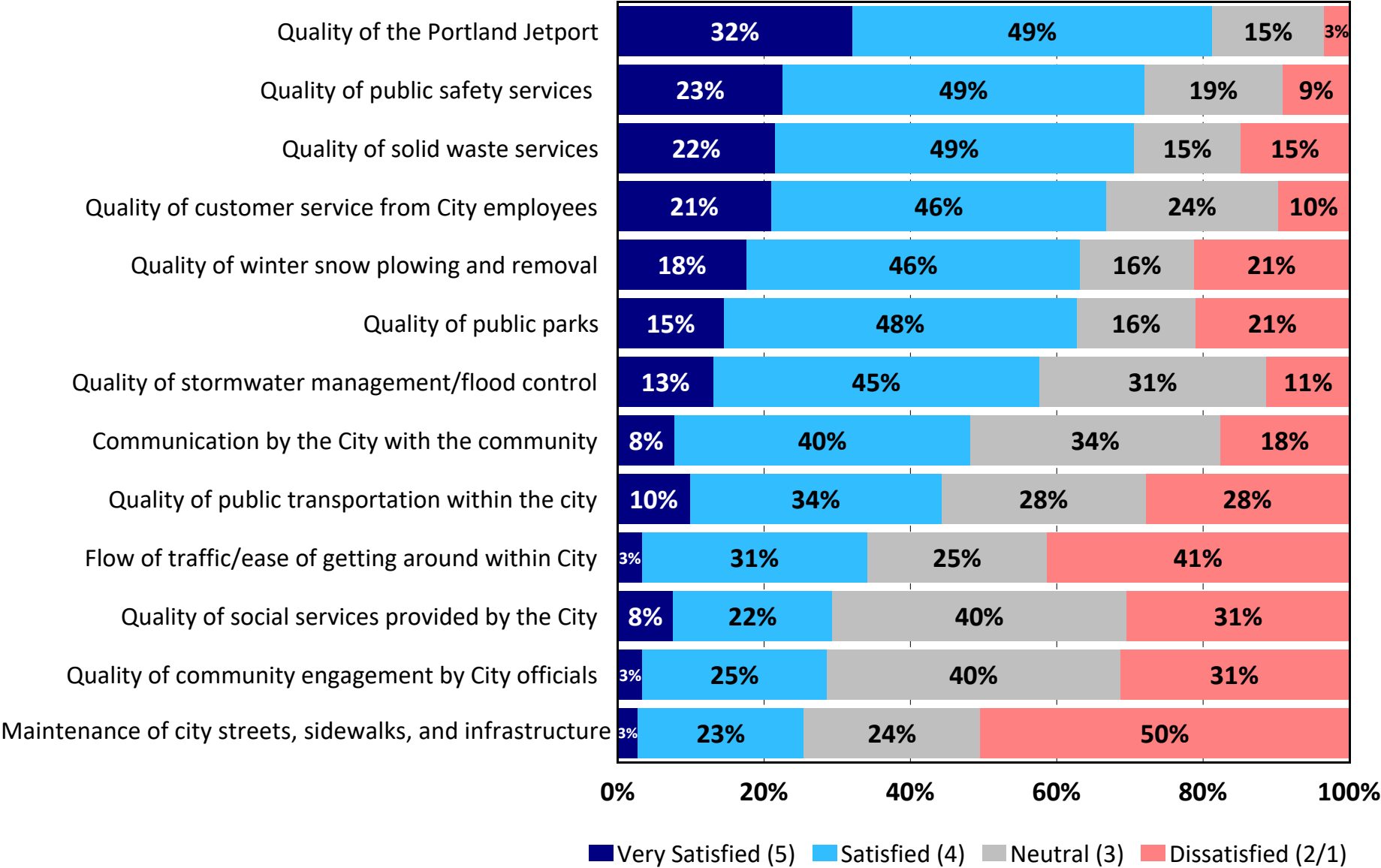




# Charts and Graphs

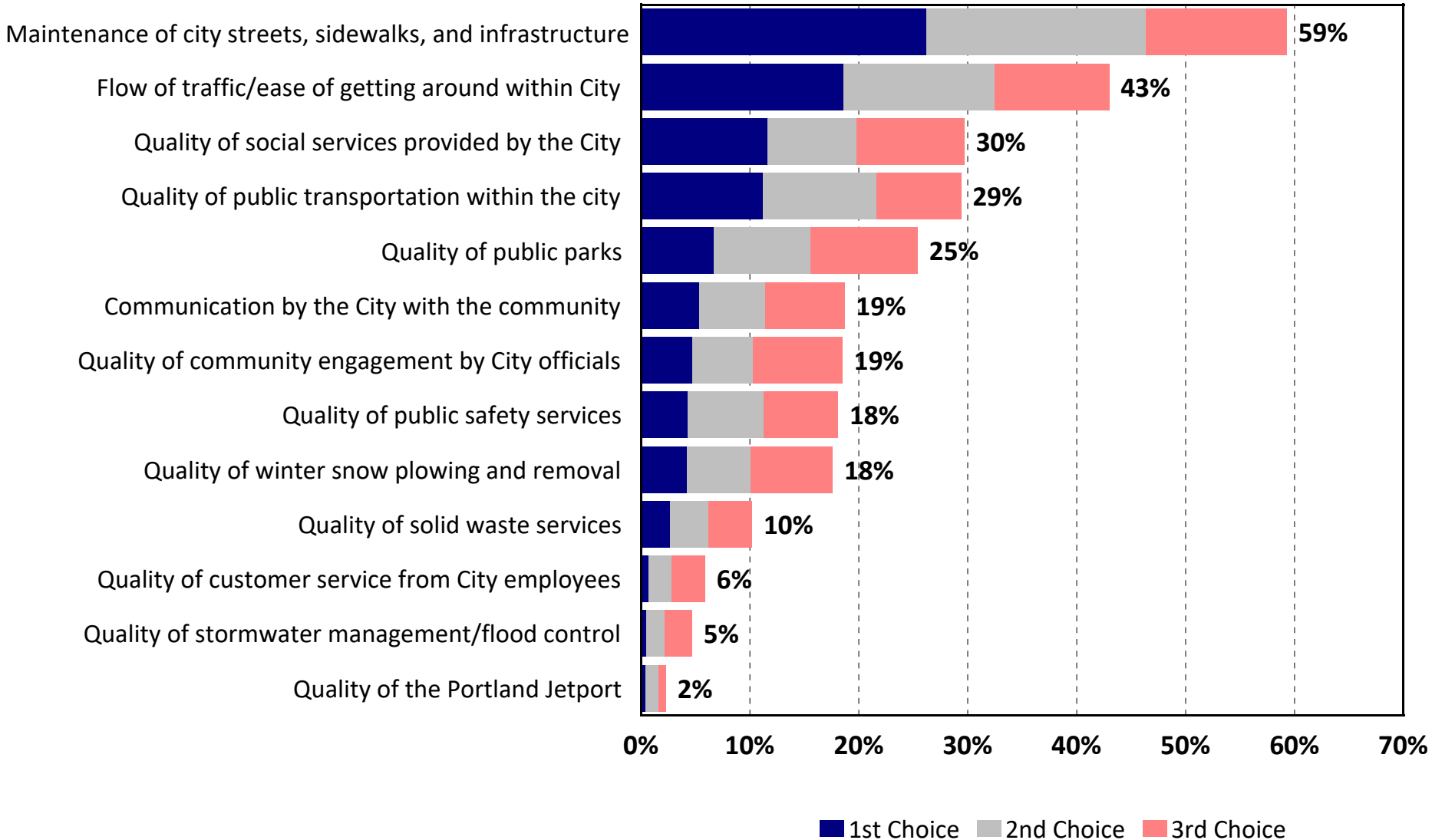
# Q1. Overall Satisfaction With City Services

by percentage of respondents (excluding "don't know")



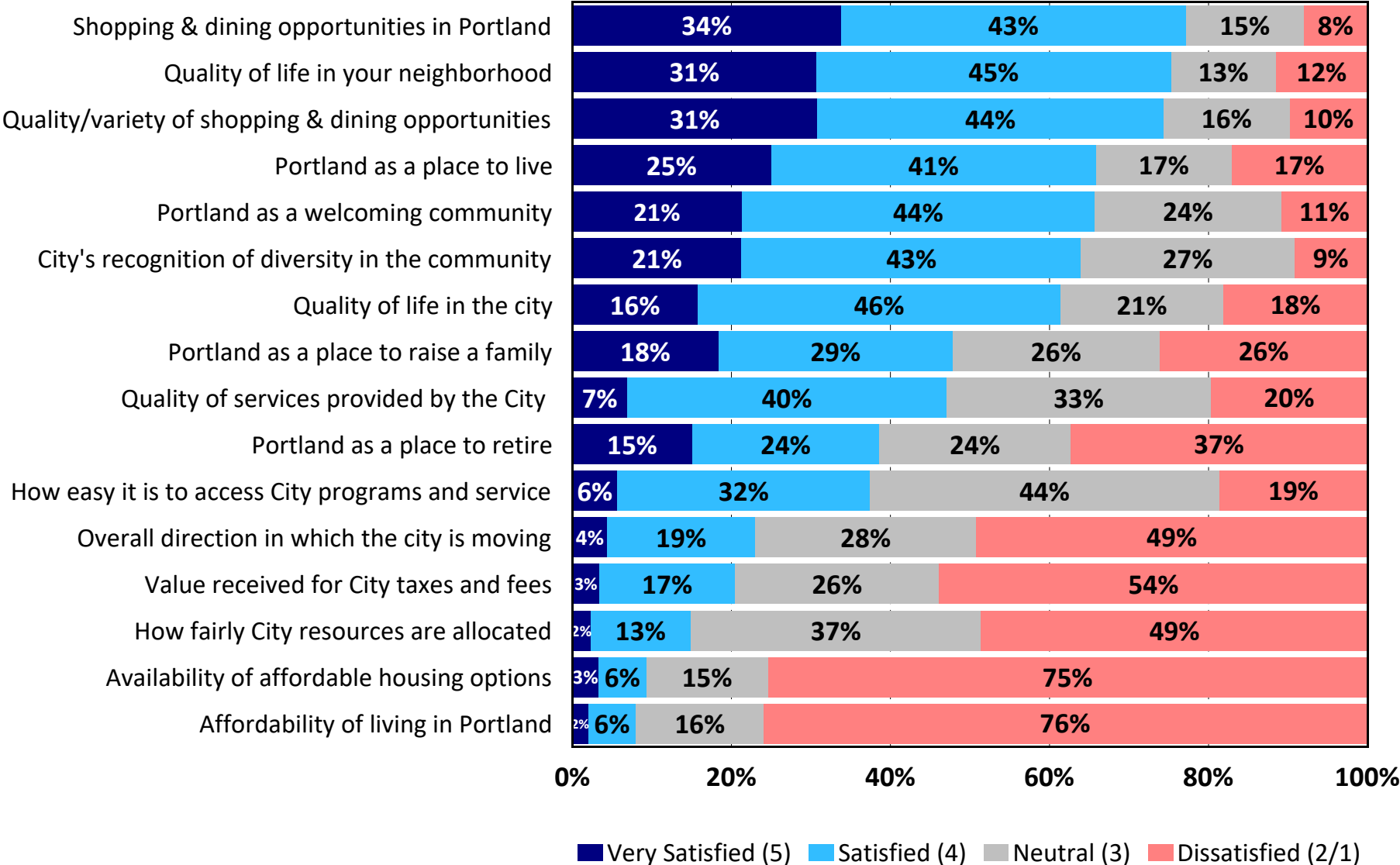
# Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



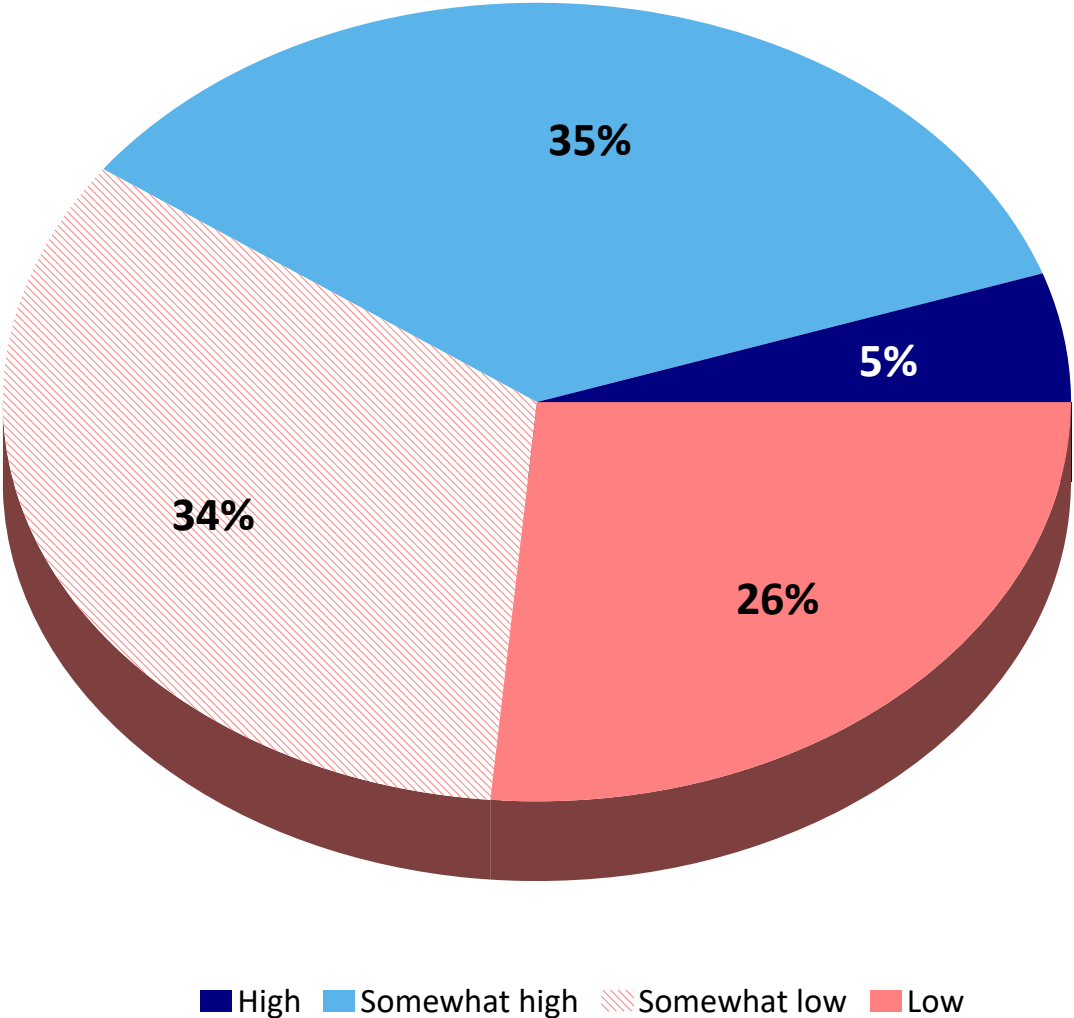
# Q3. Satisfaction With Items That Influence Perceptions of Portland as a Community

by percentage of respondents (excluding "don't know")



# Q4. Trust in the City of Portland’s Local Government

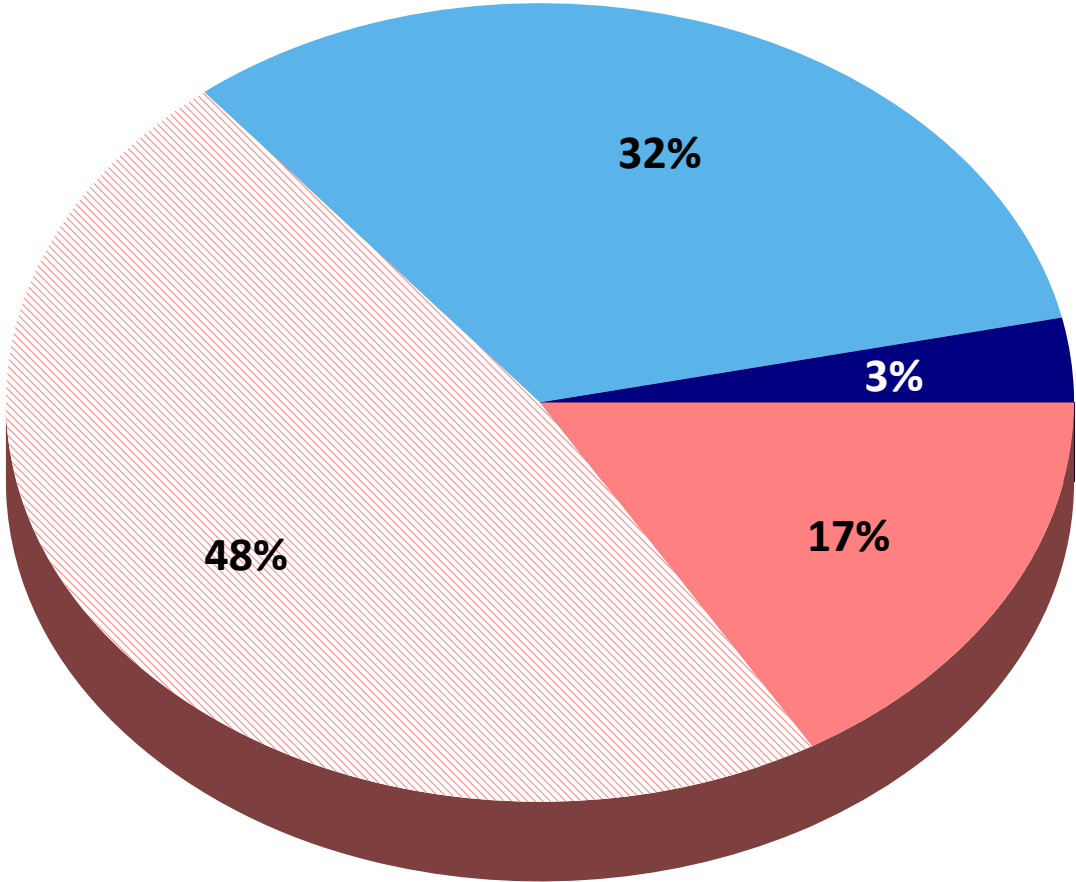
by percentage of respondents (excluding “don't know”)



# Q5. To what extent do you agree with the following statement?

***“My household’s overall quality of life is improving.”***

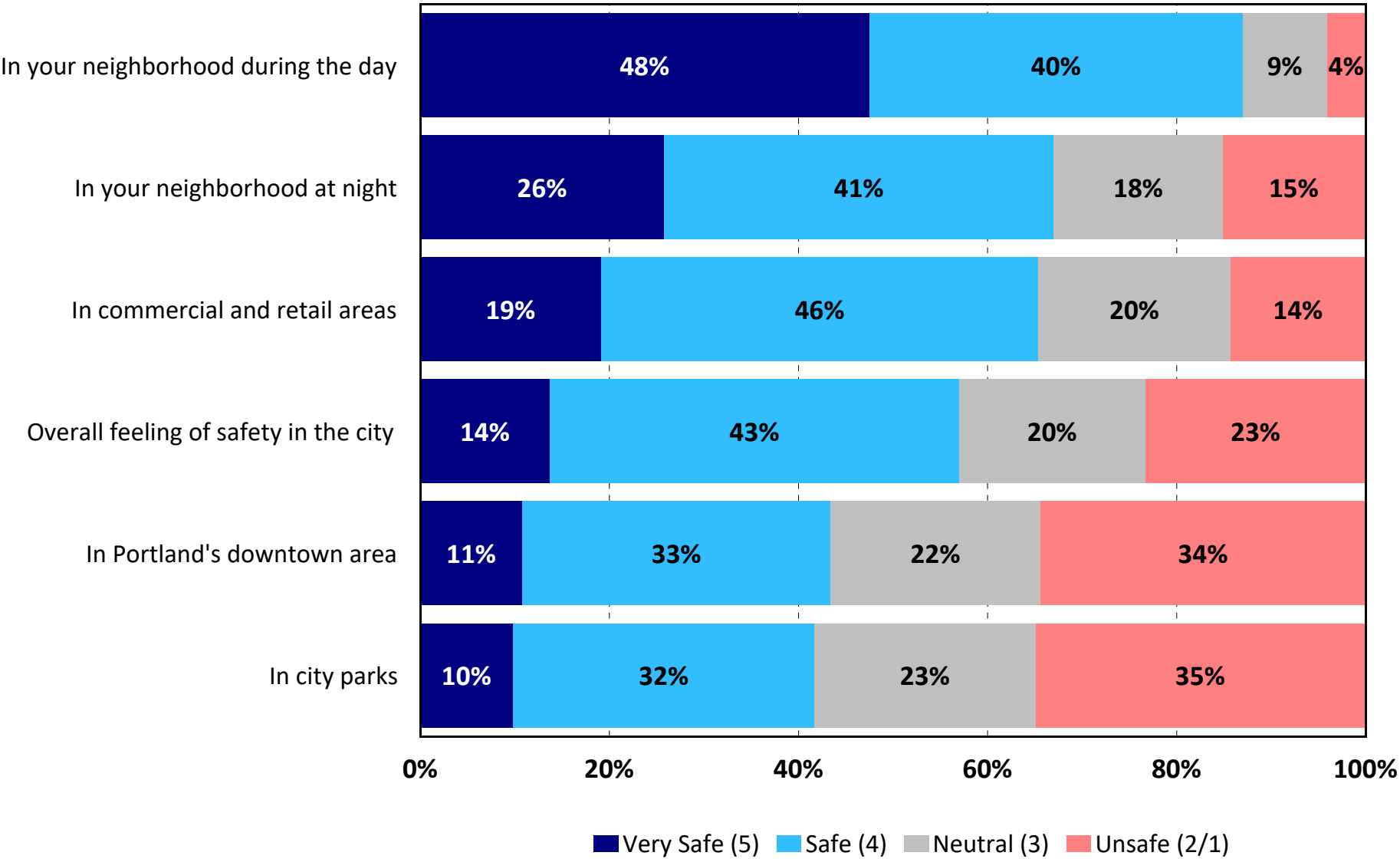
by percentage of respondents (excluding “don't know”)



Strongly agree Agree Disagree Strongly disagree

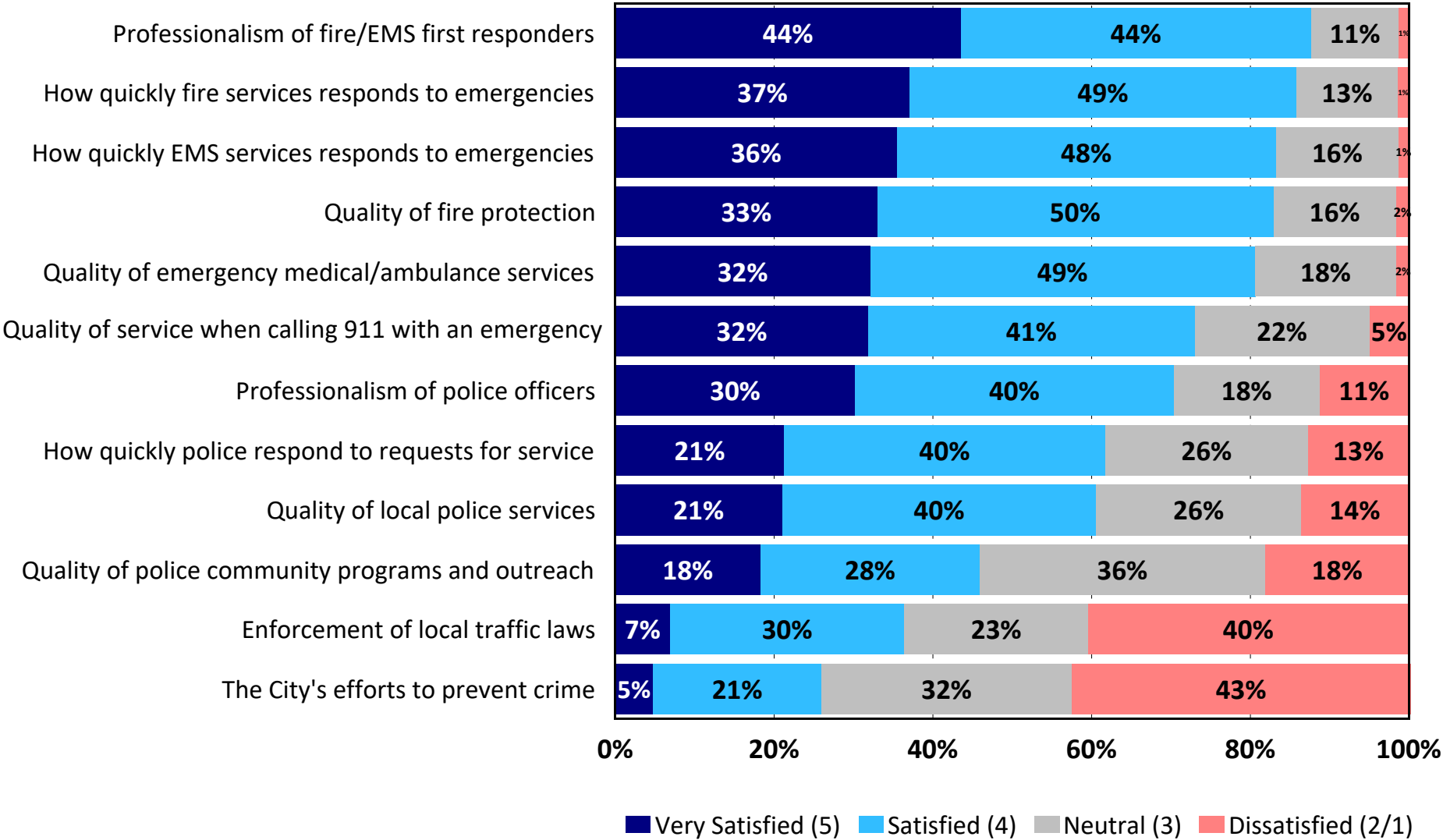
# Q6. Perceptions of Safety in the Following Situations

by percentage of respondents (excluding "don't know")



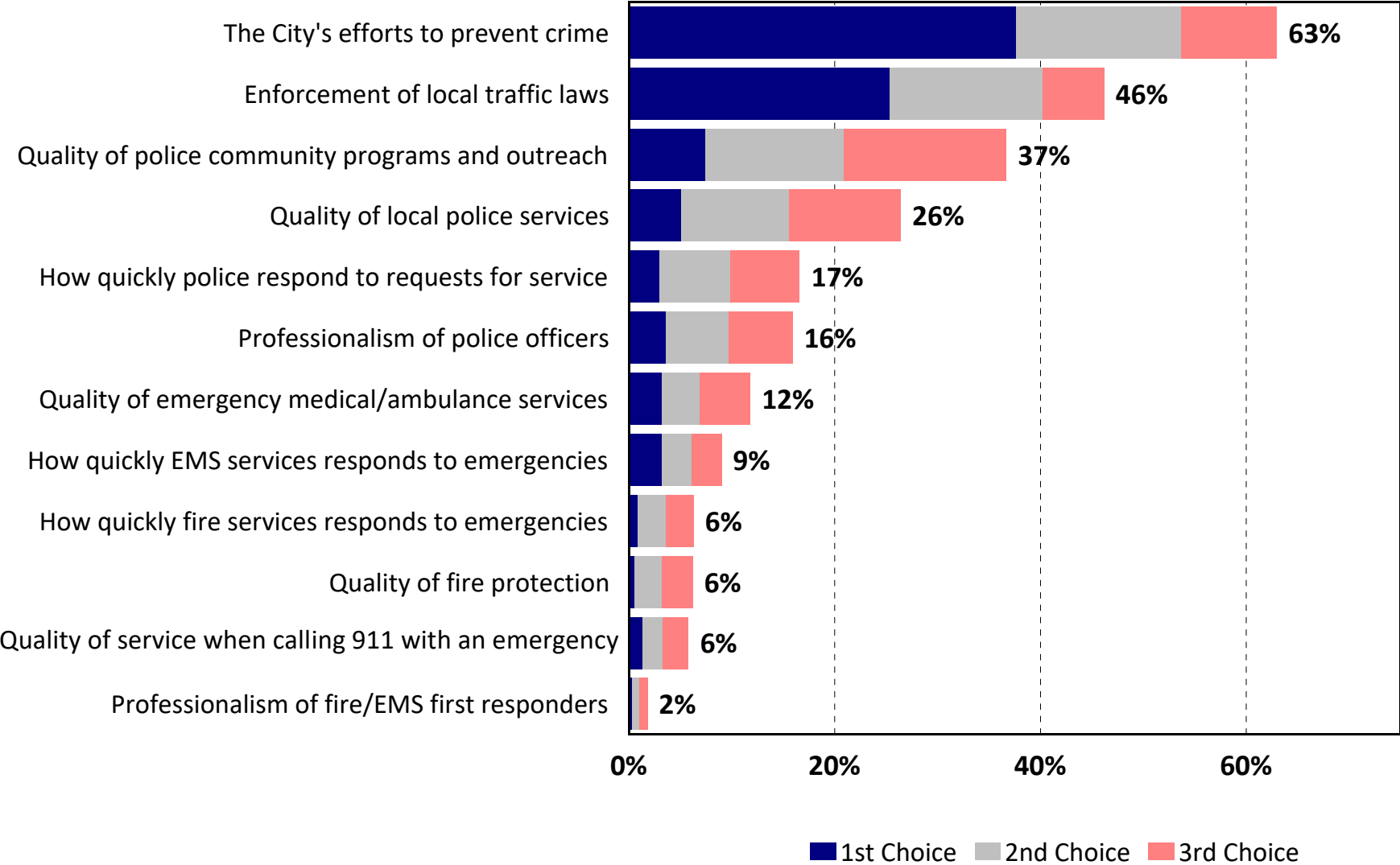
# Q7. Satisfaction With Public Safety Services

by percentage of respondents (excluding "don't know")



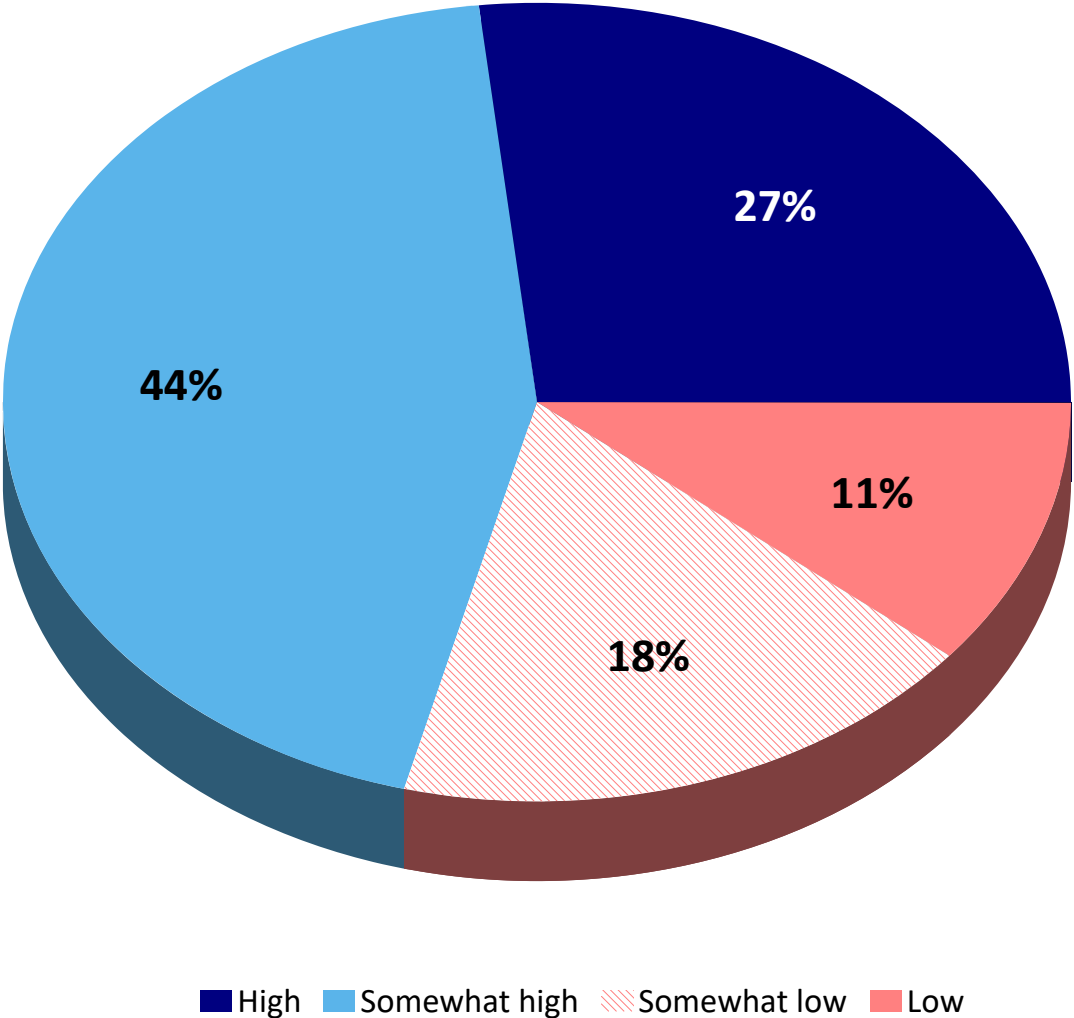
# Q8. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



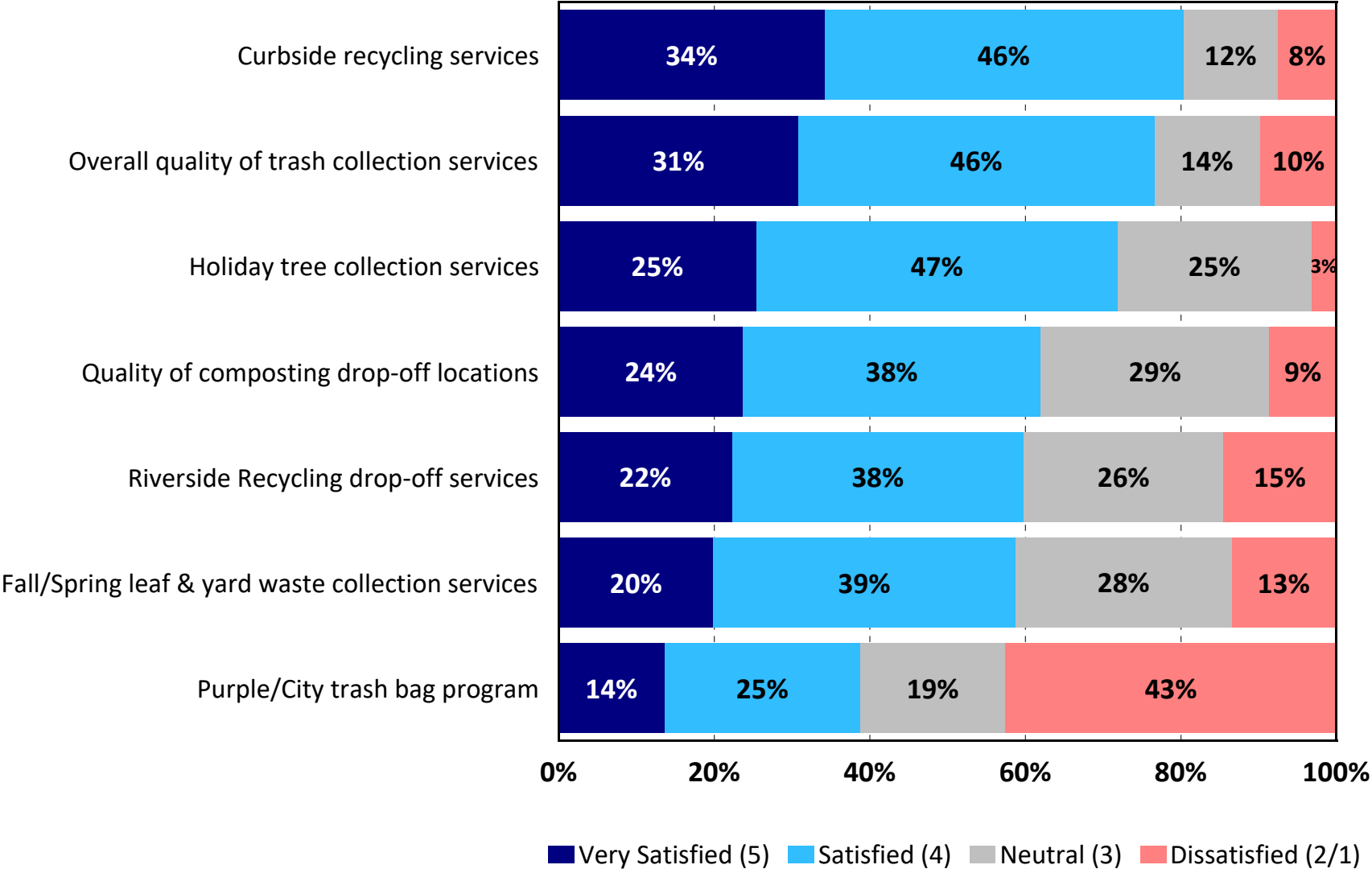
# Q9. Trust in Portland’s Police Department

by percentage of respondents (excluding “don't know”)



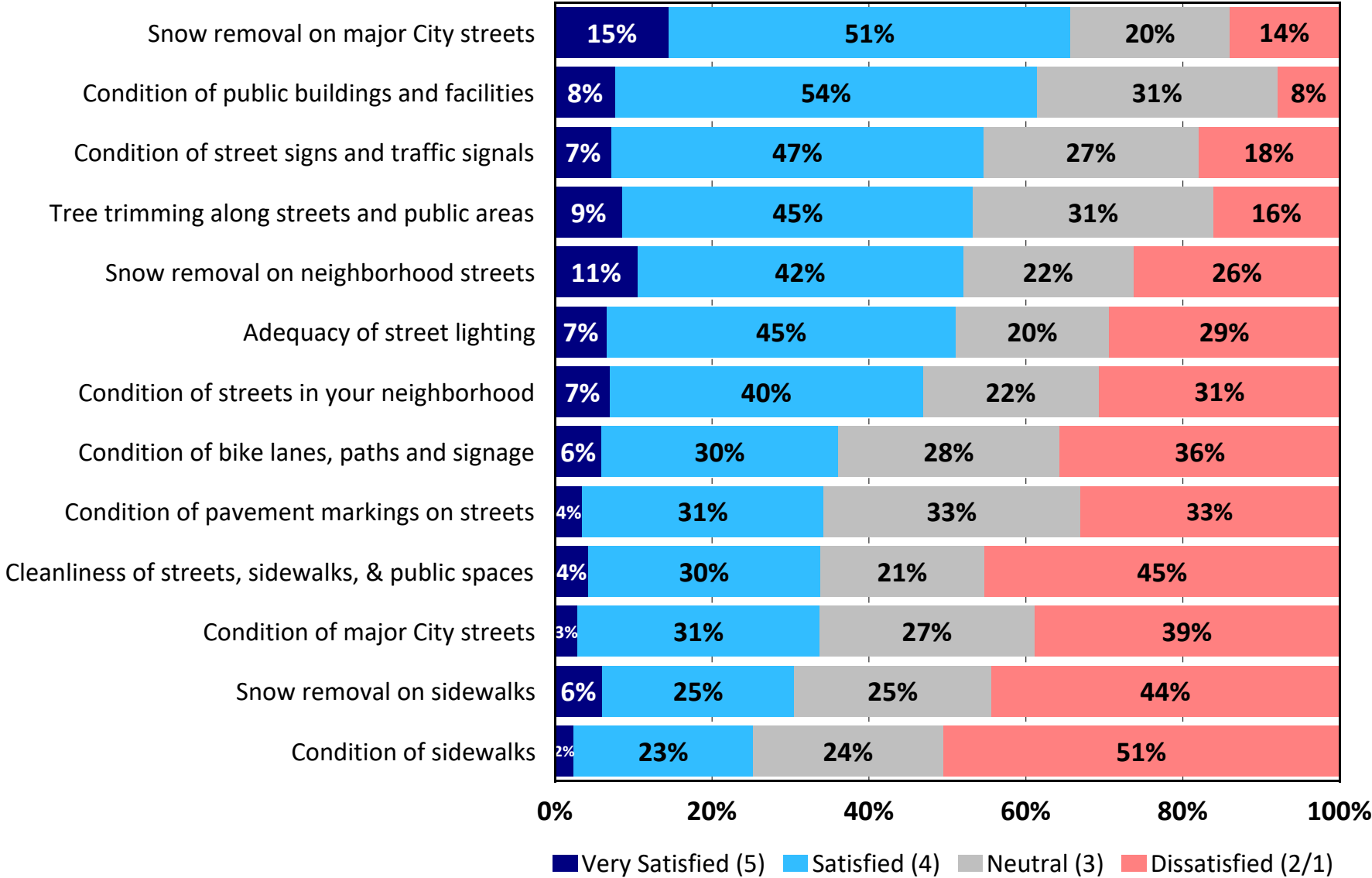
# Q10. Satisfaction With Trash and Recycling

by percentage of respondents (excluding “don't know”)



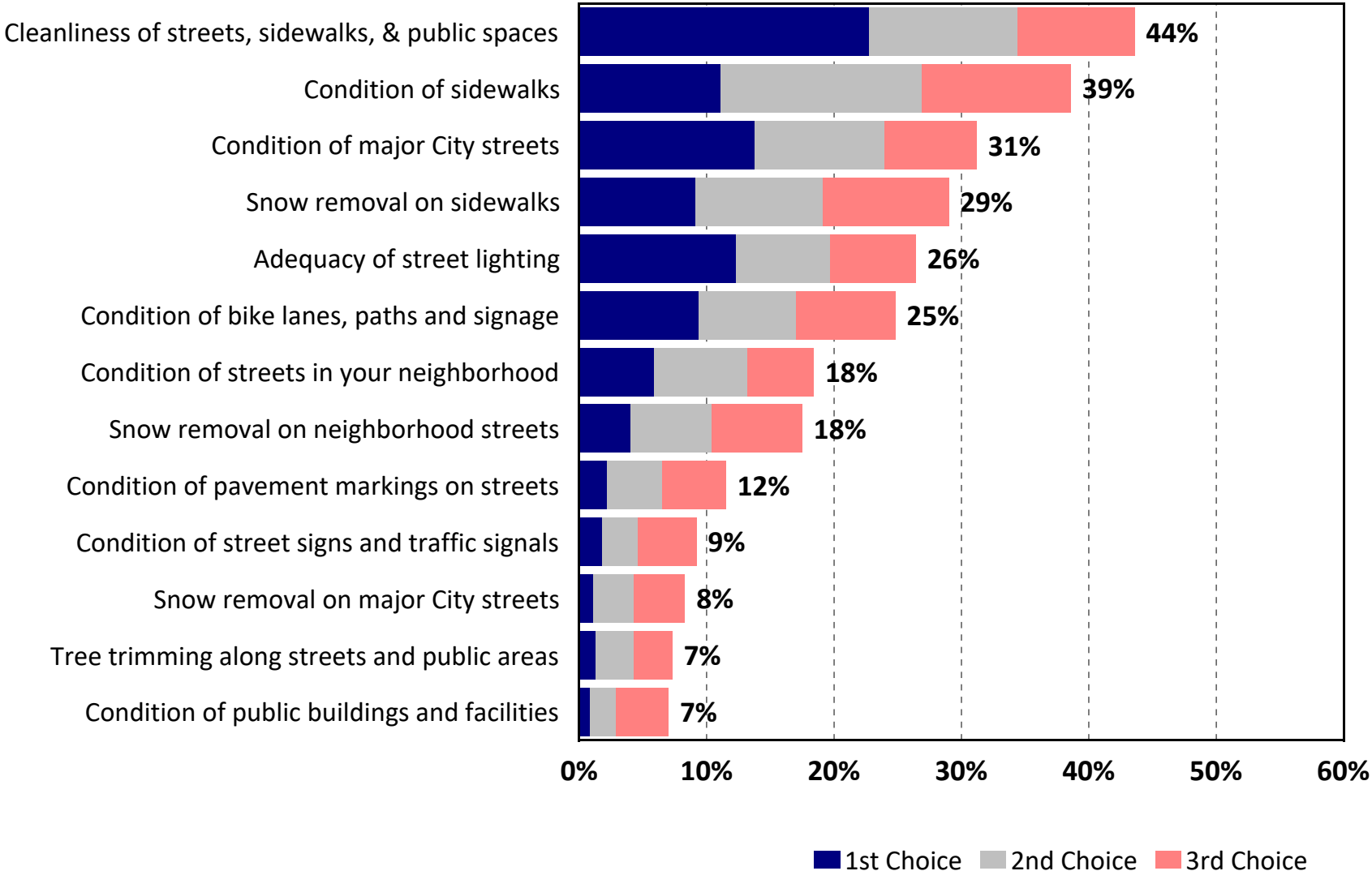
# Q11. Satisfaction With Maintenance and Public Works

by percentage of respondents (excluding "don't know")



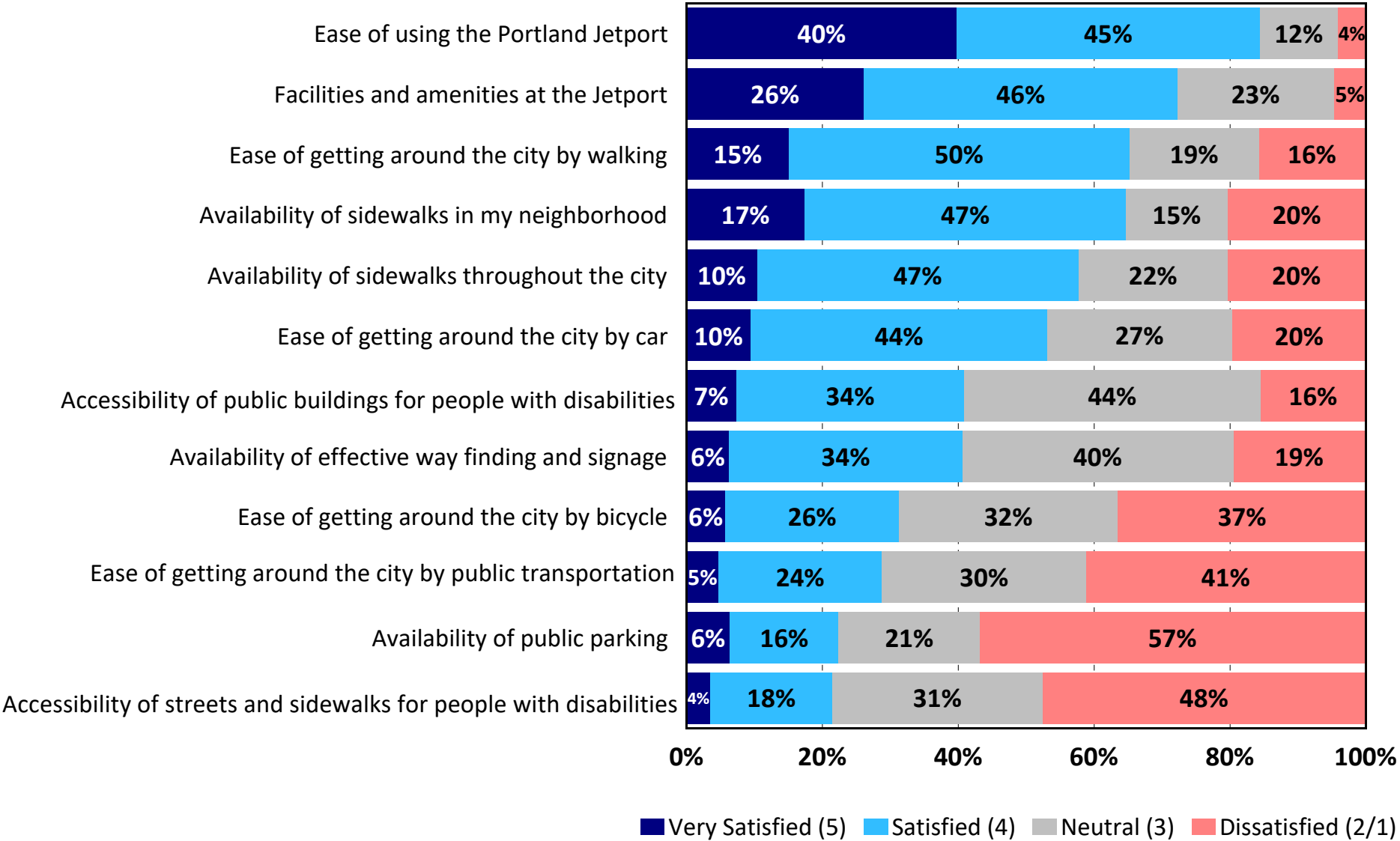
# Q12. Maintenance and Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



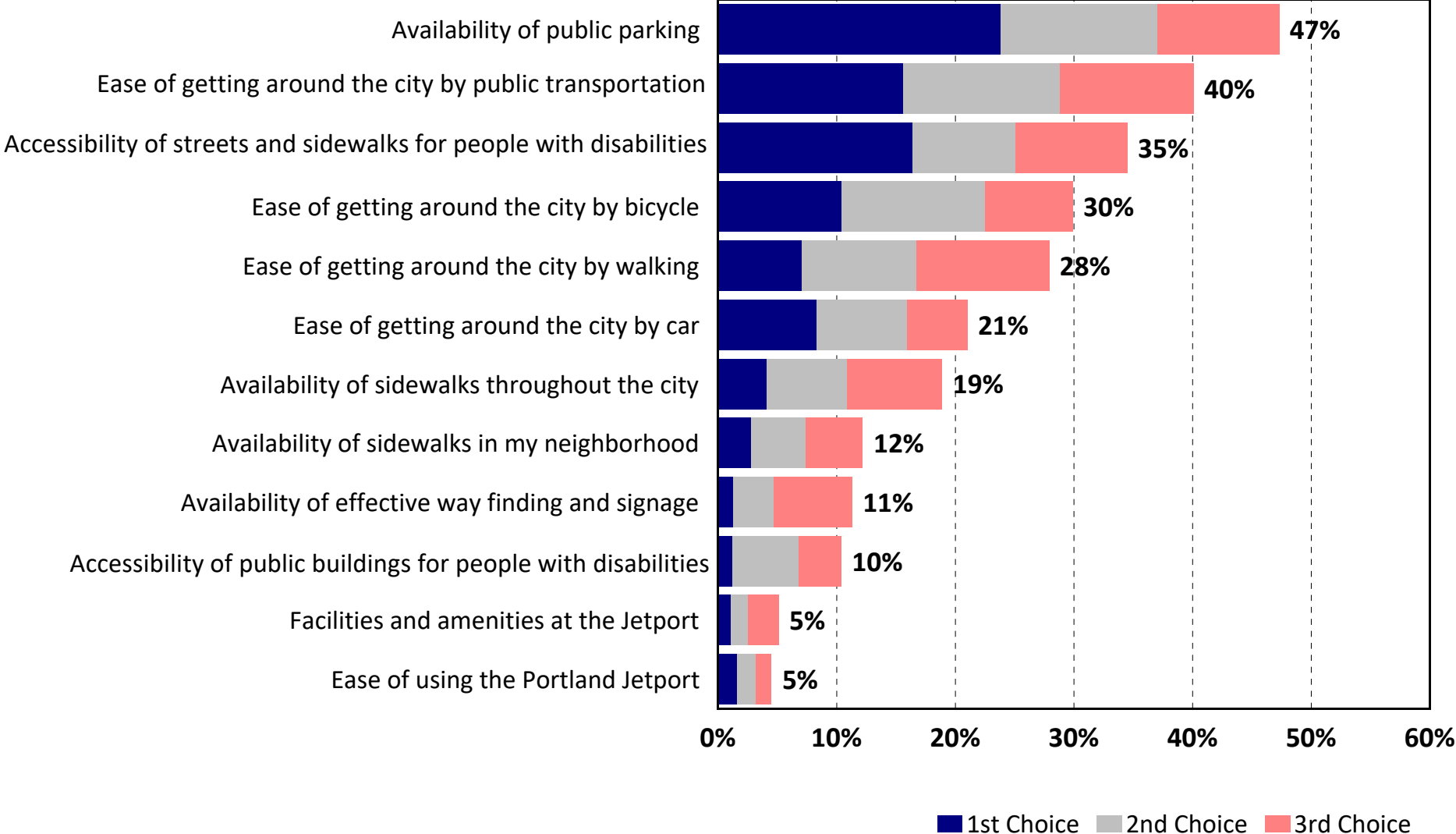
# Q13. Satisfaction With Transportation and Mobility

by percentage of respondents (excluding “don't know”)



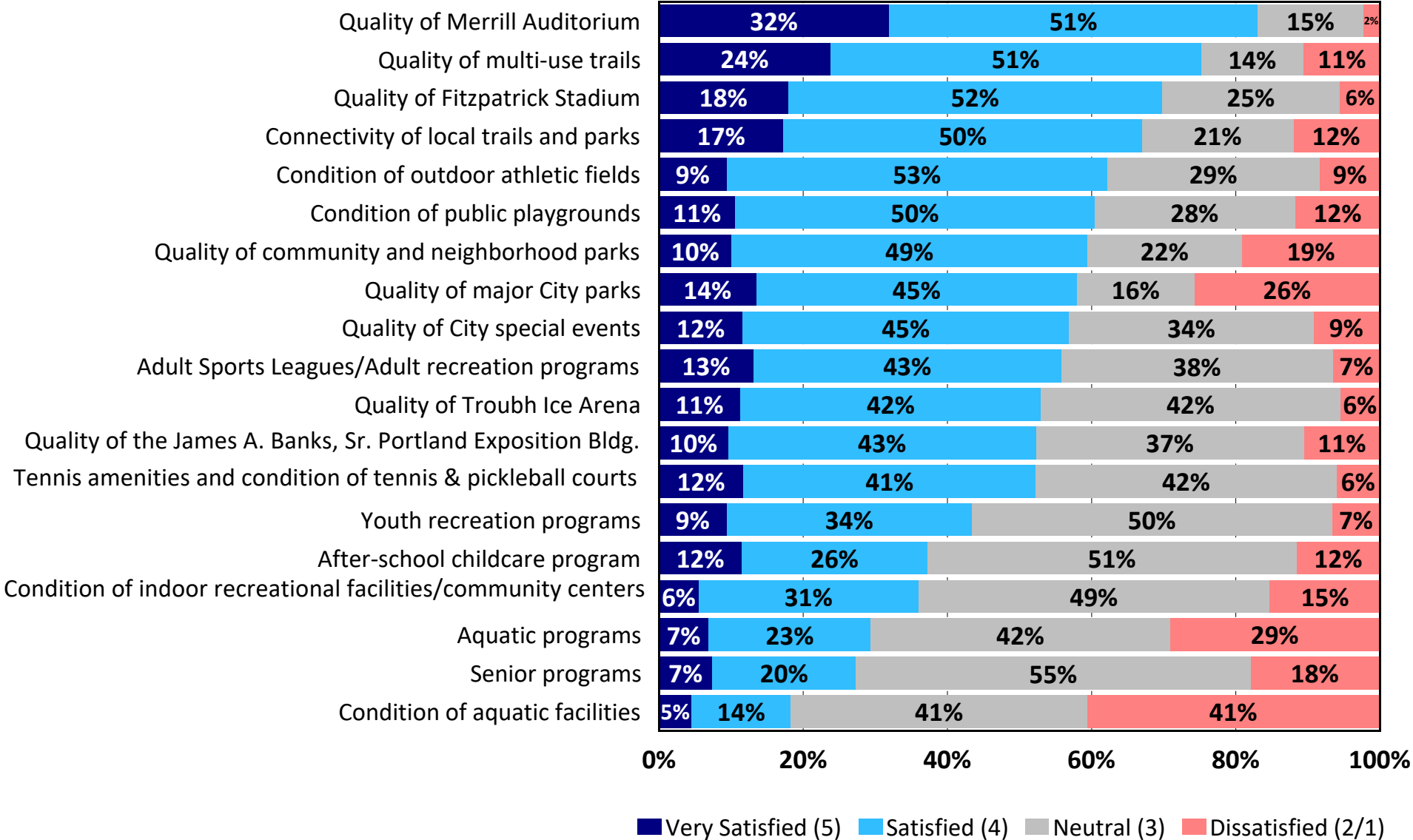
# Q14. Transportation and Mobility Services That Should Receive the Most Emphasis Over the Next Two Years

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



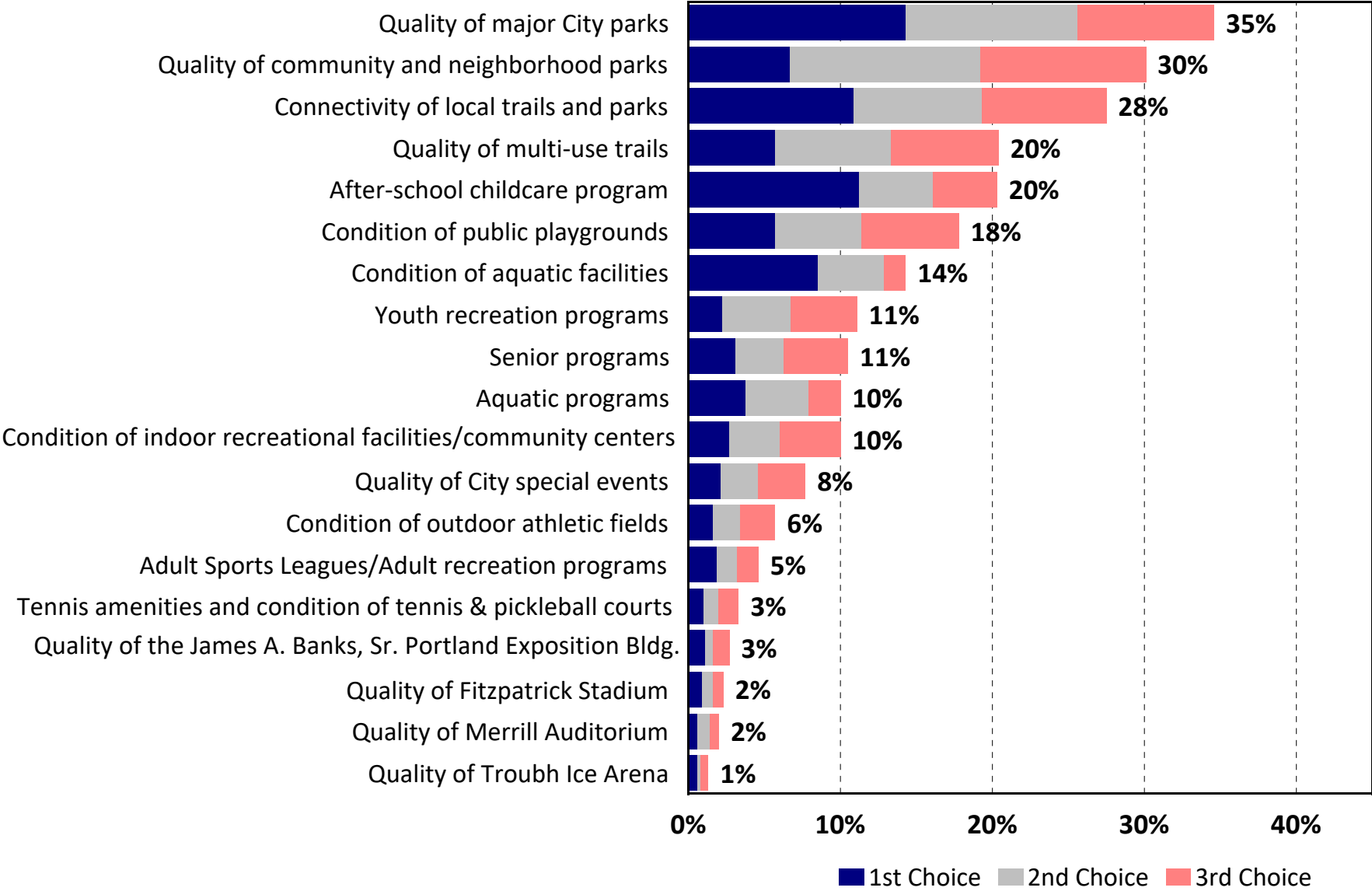
# Q15. Satisfaction with Parks and Recreation

by percentage of respondents (excluding “don't know”)



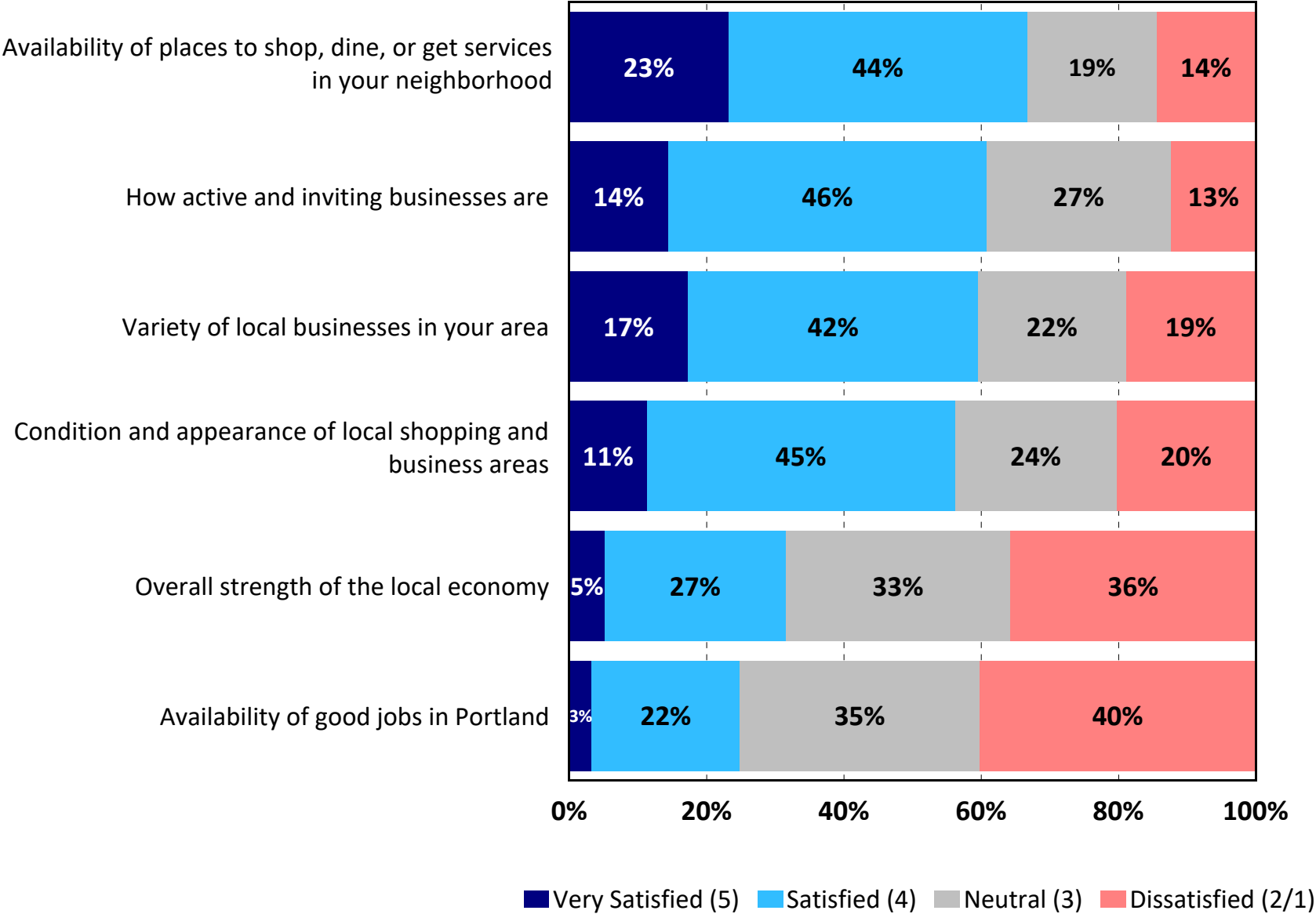
# Q16. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



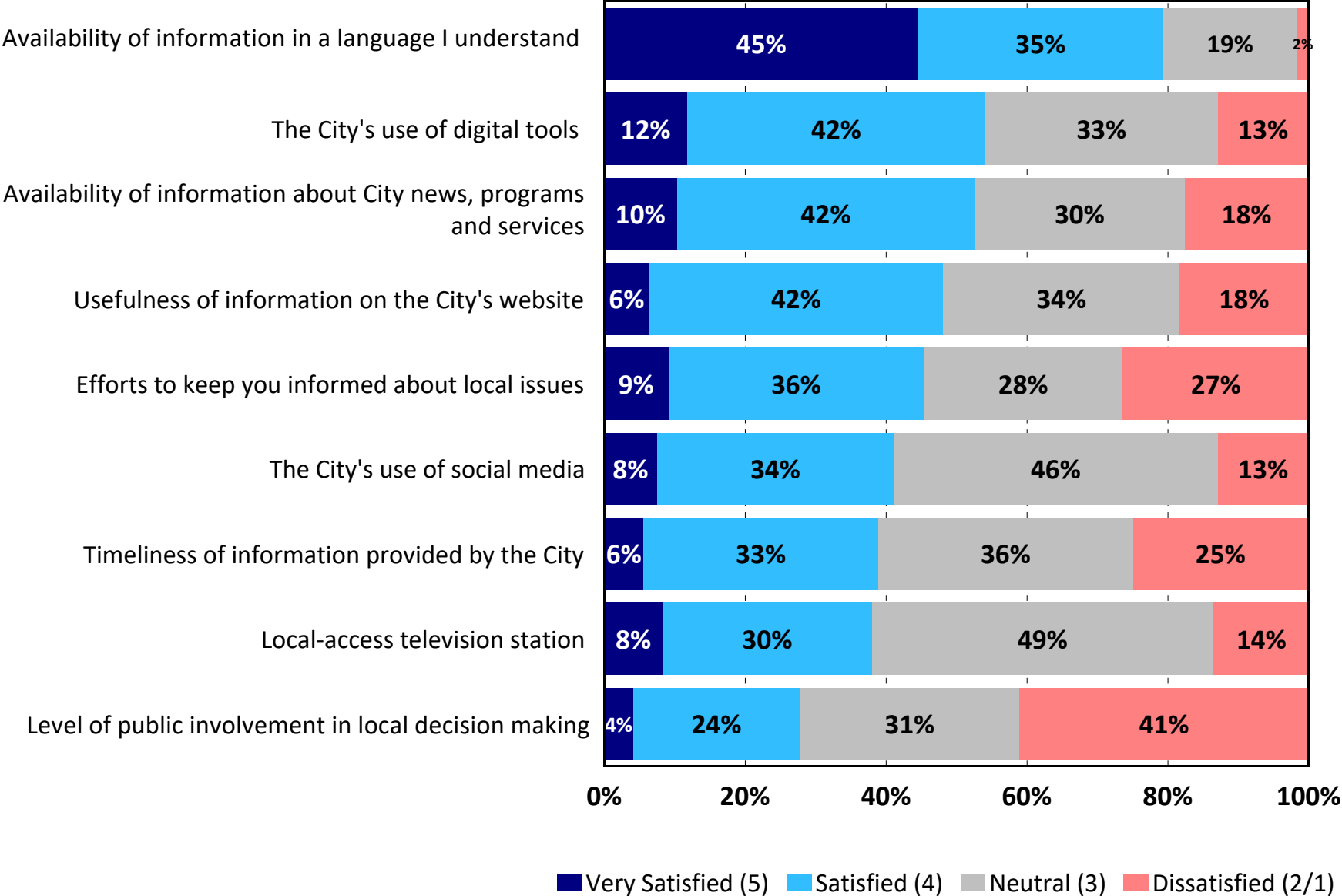
# Q17. Satisfaction With Economic Development

by percentage of respondents (excluding "don't know")



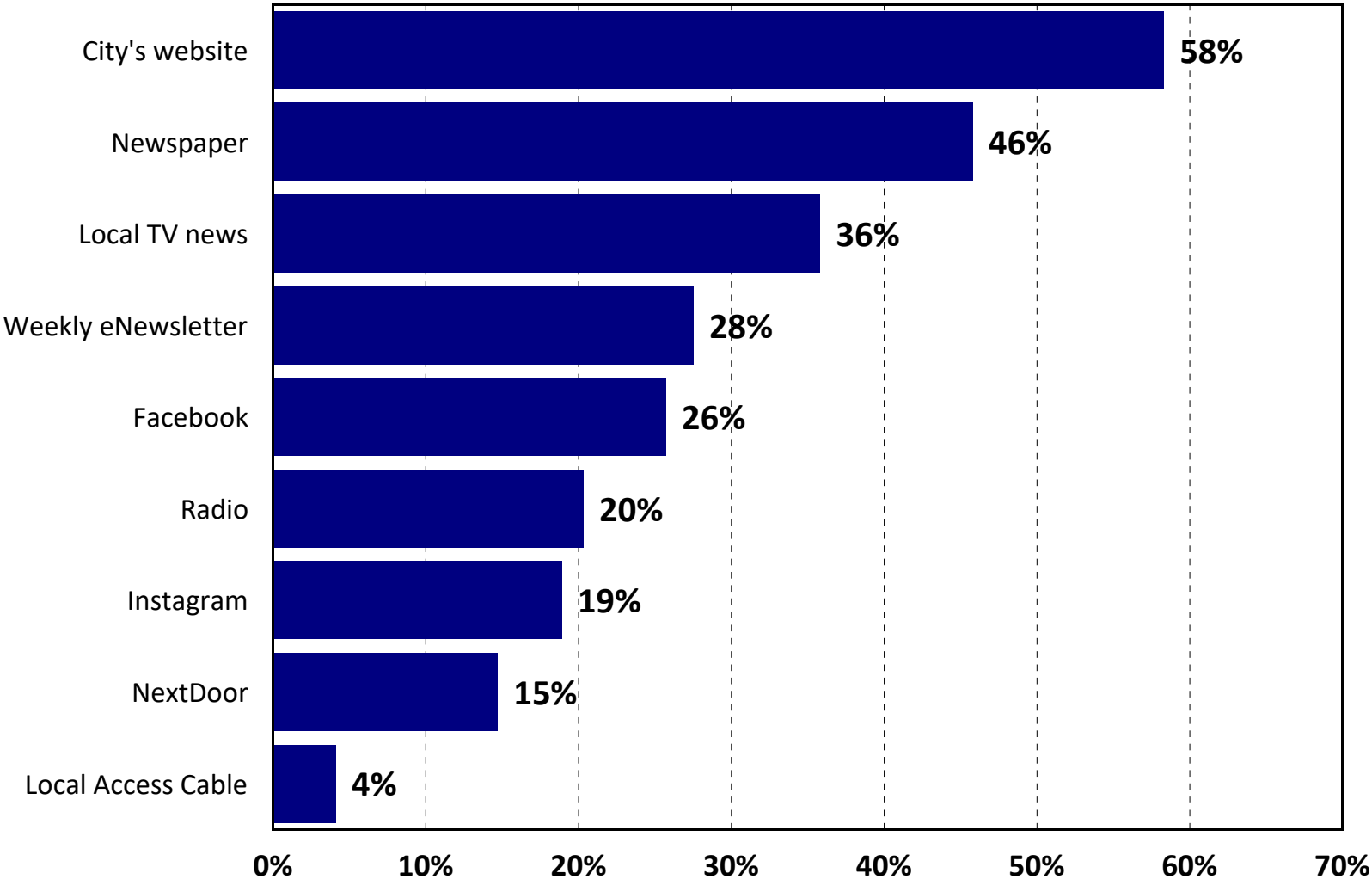
# Q18. Satisfaction With Communication and Transparency

by percentage of respondents (excluding "don't know")



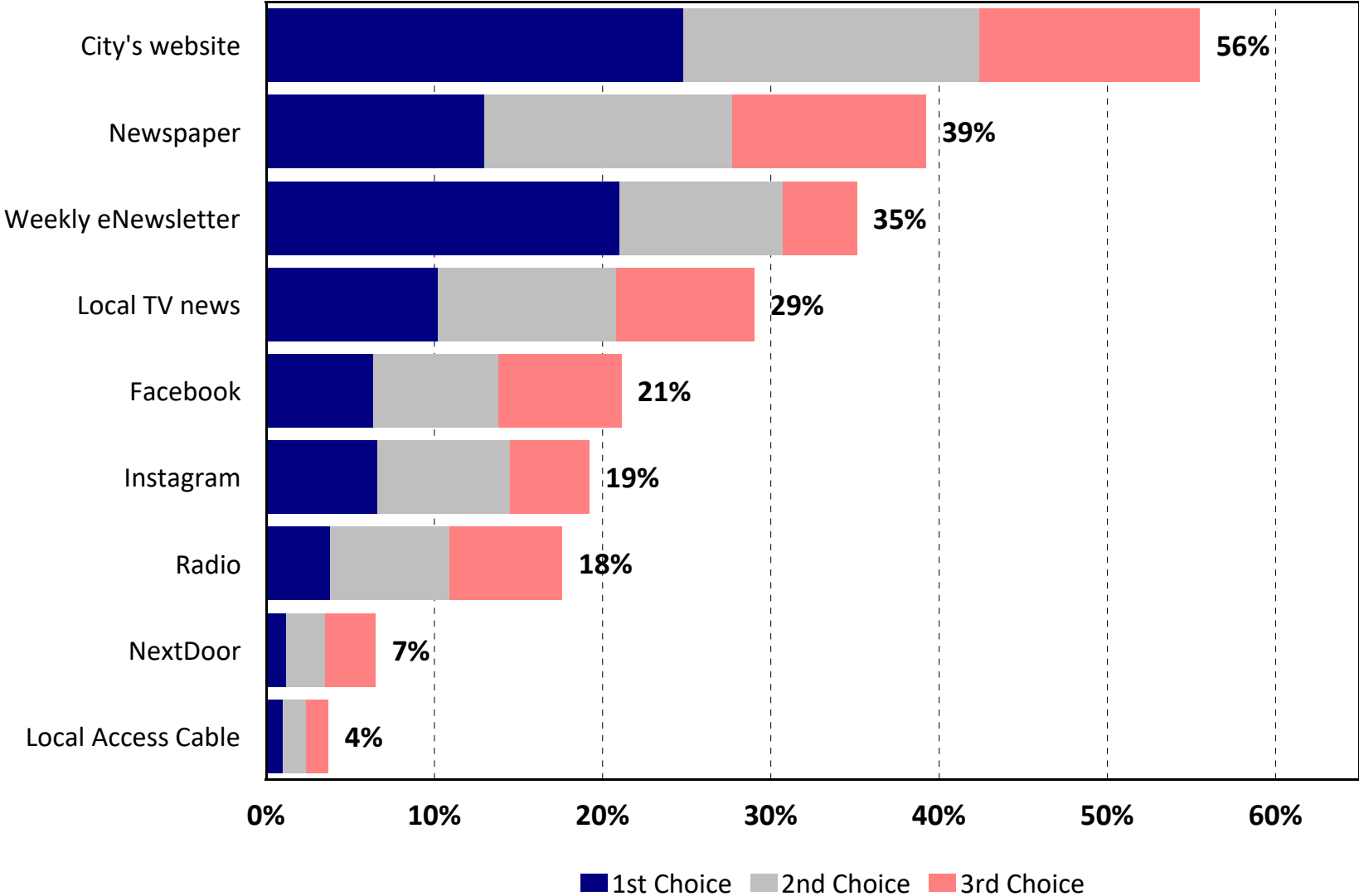
# Q19. Primary Sources of Information About City Issues, Services, and Events

by percentage of respondents (multiple selections could be made)



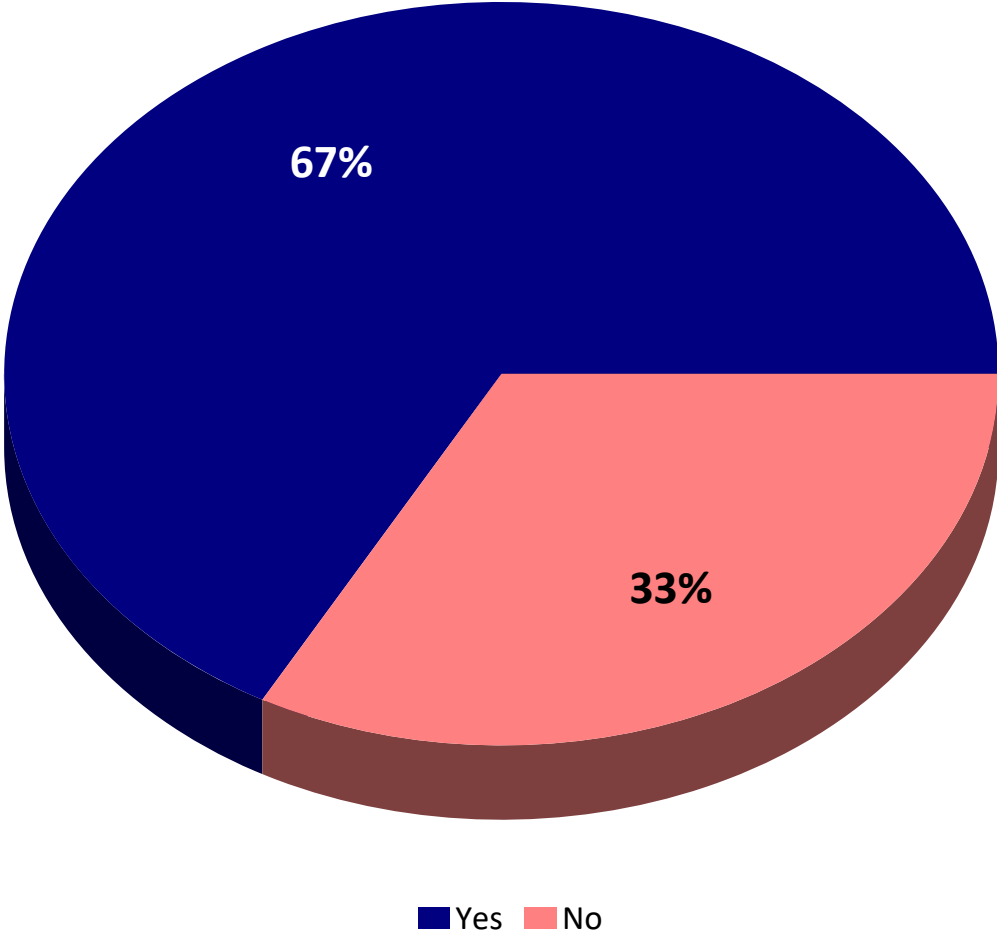
# Q20. Most Preferred Methods of Receiving Information About the City

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



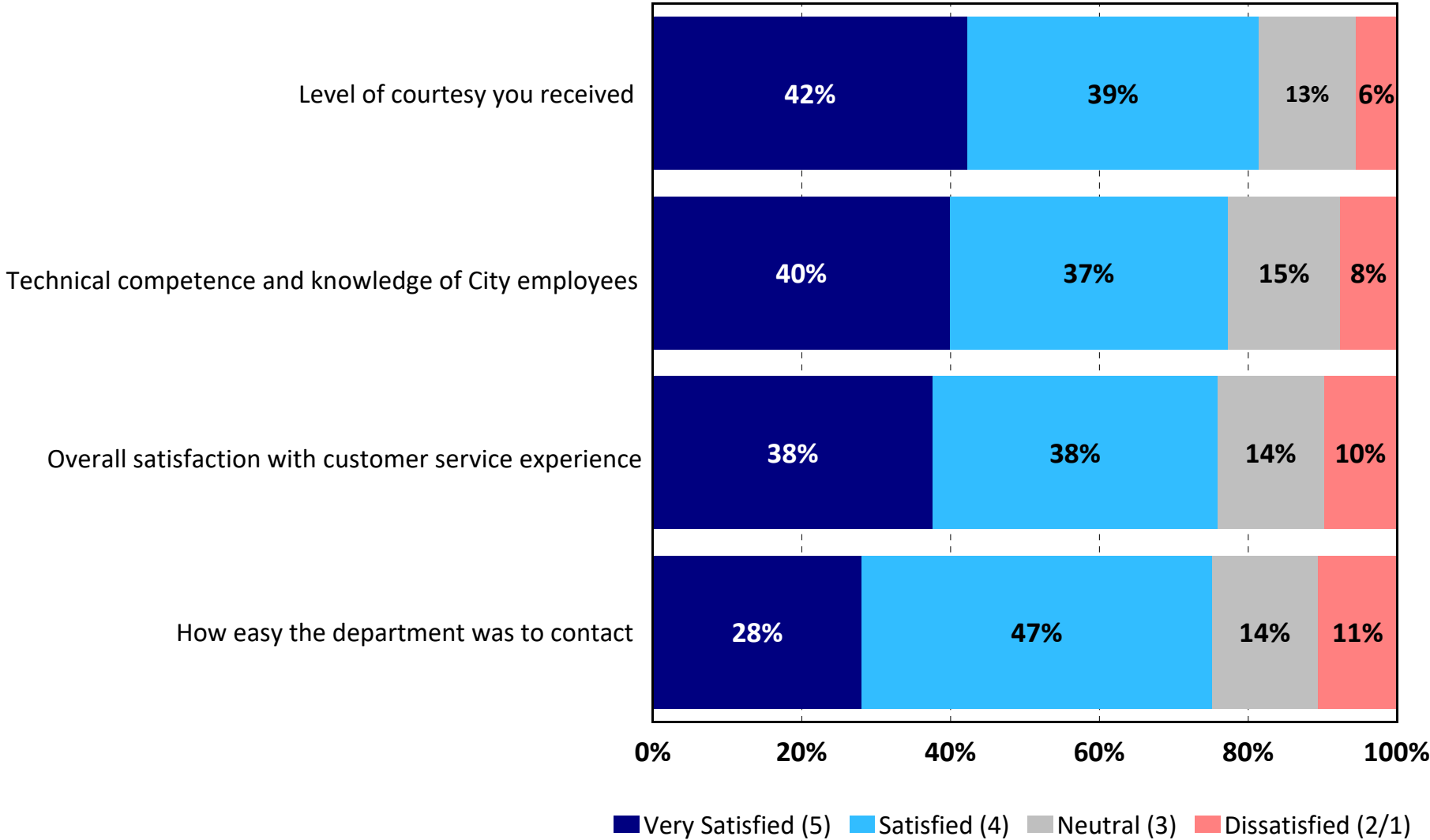
# Q21. Have you interacted with the City during the past year?

by percentage of respondents



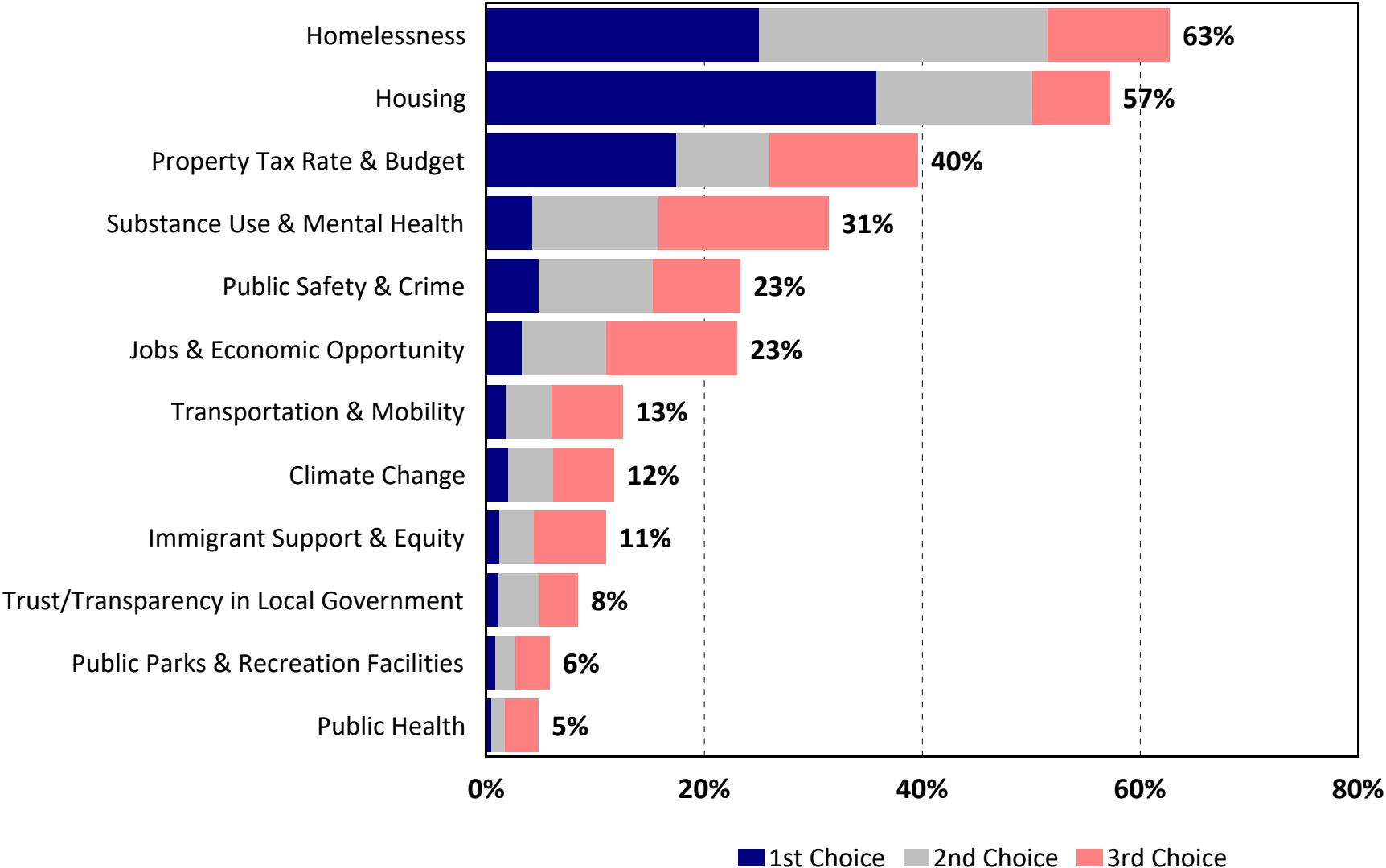
# Q21a. Satisfaction with Quality of Customer Service from City Employees

by percentage of respondents who interacted with the City during the past year (excluding "don't know")



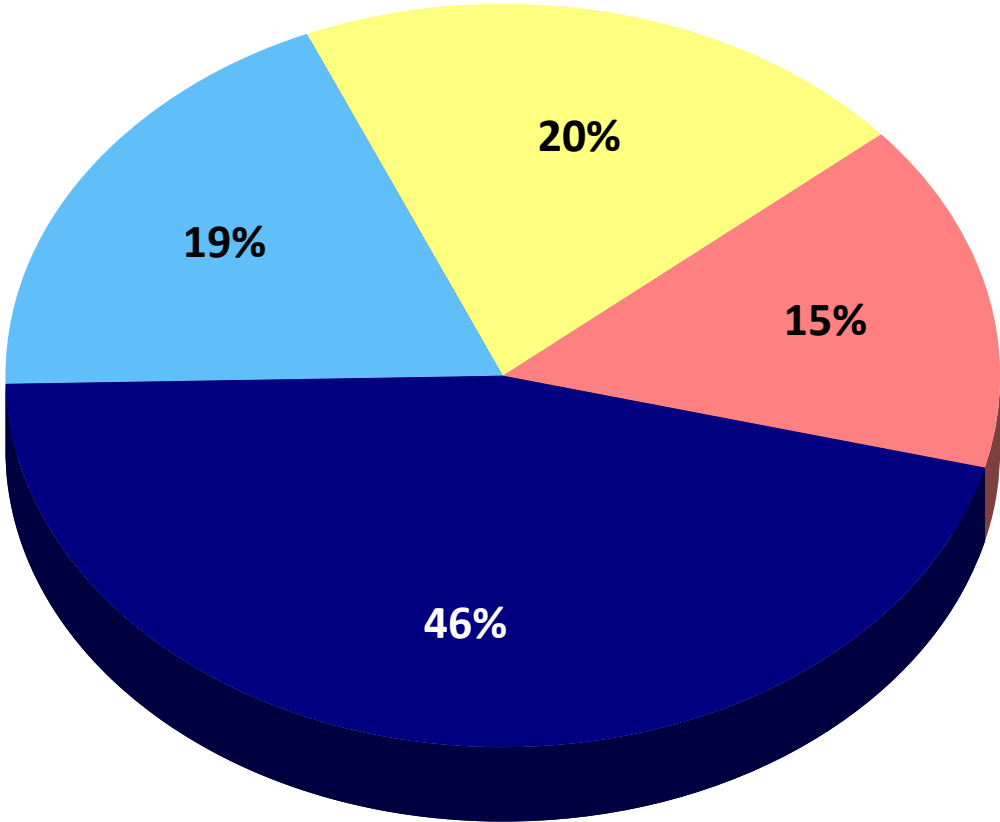
# Q22. Issues That Residents Think Will be the Most Significant Over the Next 5 Years

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



# Q23. Demographics: Approximately how many years have you lived in Portland?

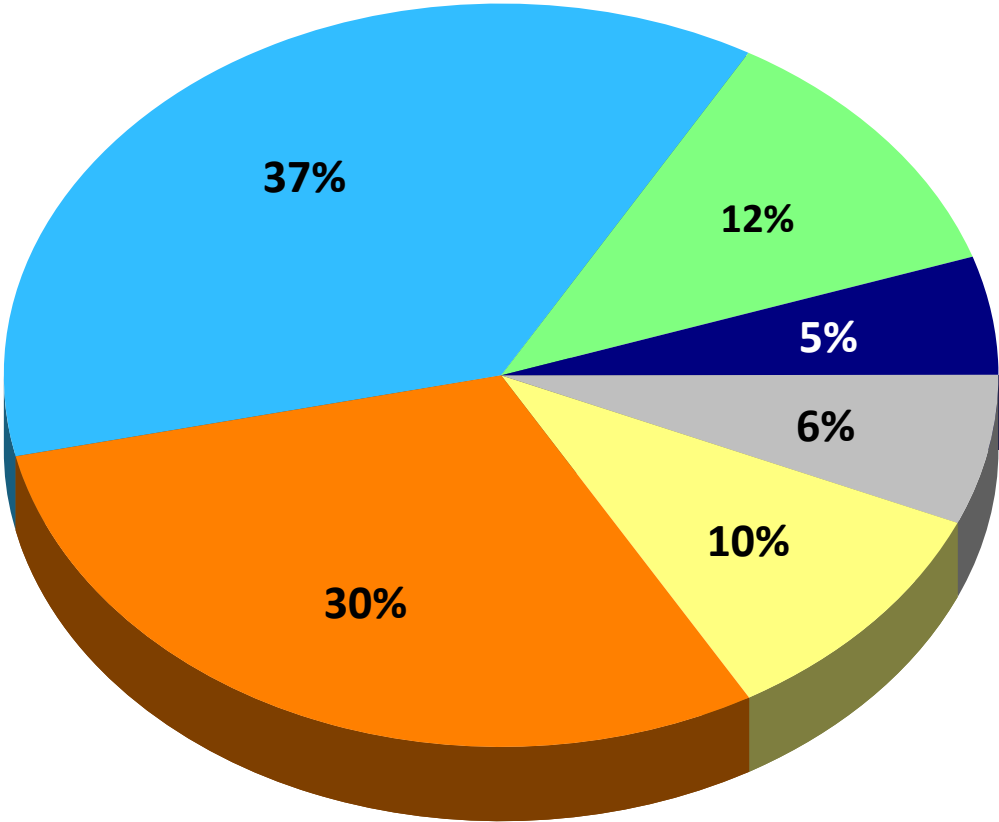
by percentage of respondents (excluding "not provided")



Less than 5 years 5 to 10 years 11 to 20 years More than 20 years

# Q24. Demographics: Ages of Household Members

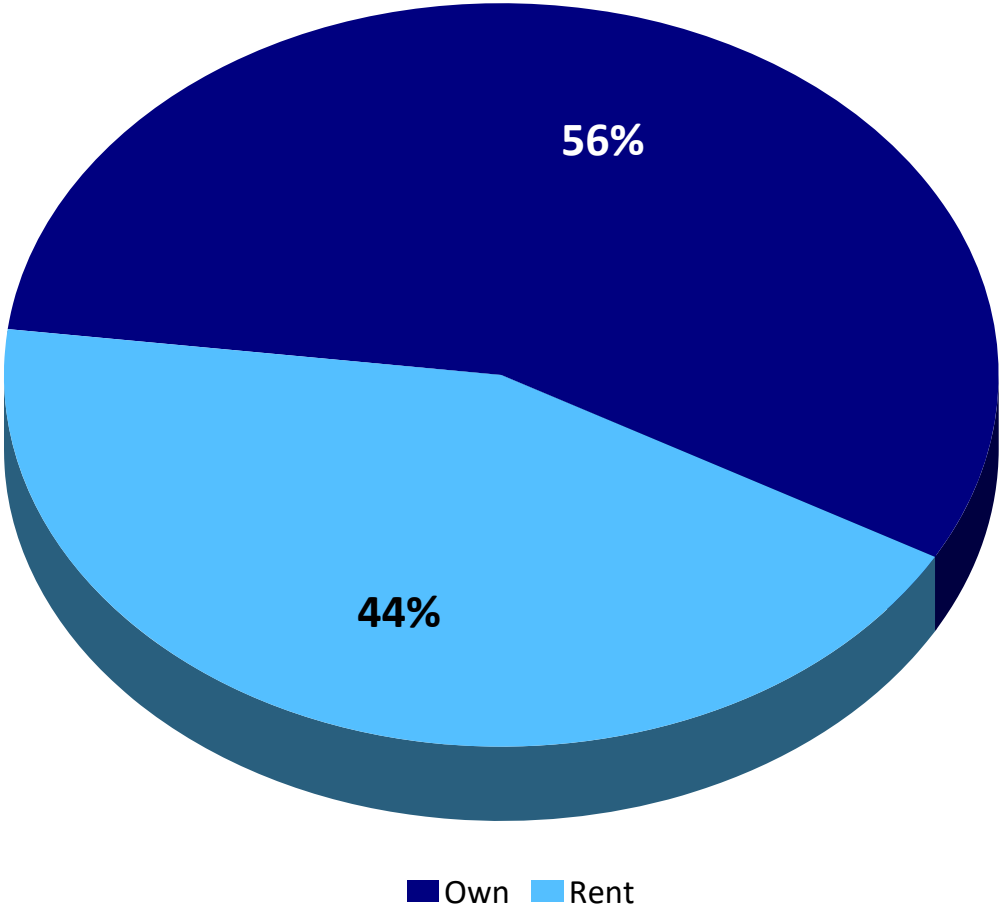
by percentage of persons in the household



■ Ages 5 and under   ■ Ages 6 to 19   ■ Ages 20 to 44  
■ Ages 45 to 64   ■ Ages 65 to 74   ■ Ages 75+

# Q25. Demographics: Do you own or rent your current residence?

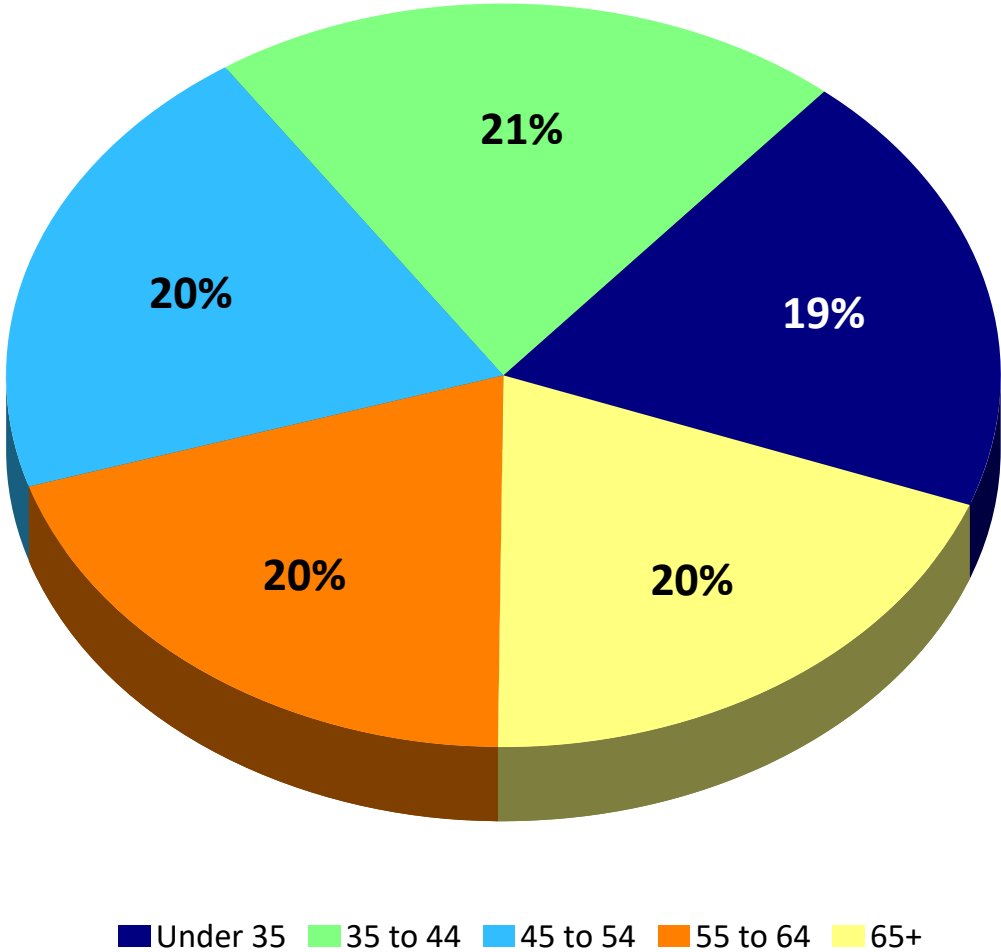
by percentage of respondents (excluding “not provided”)



*0.5% selected “other”*

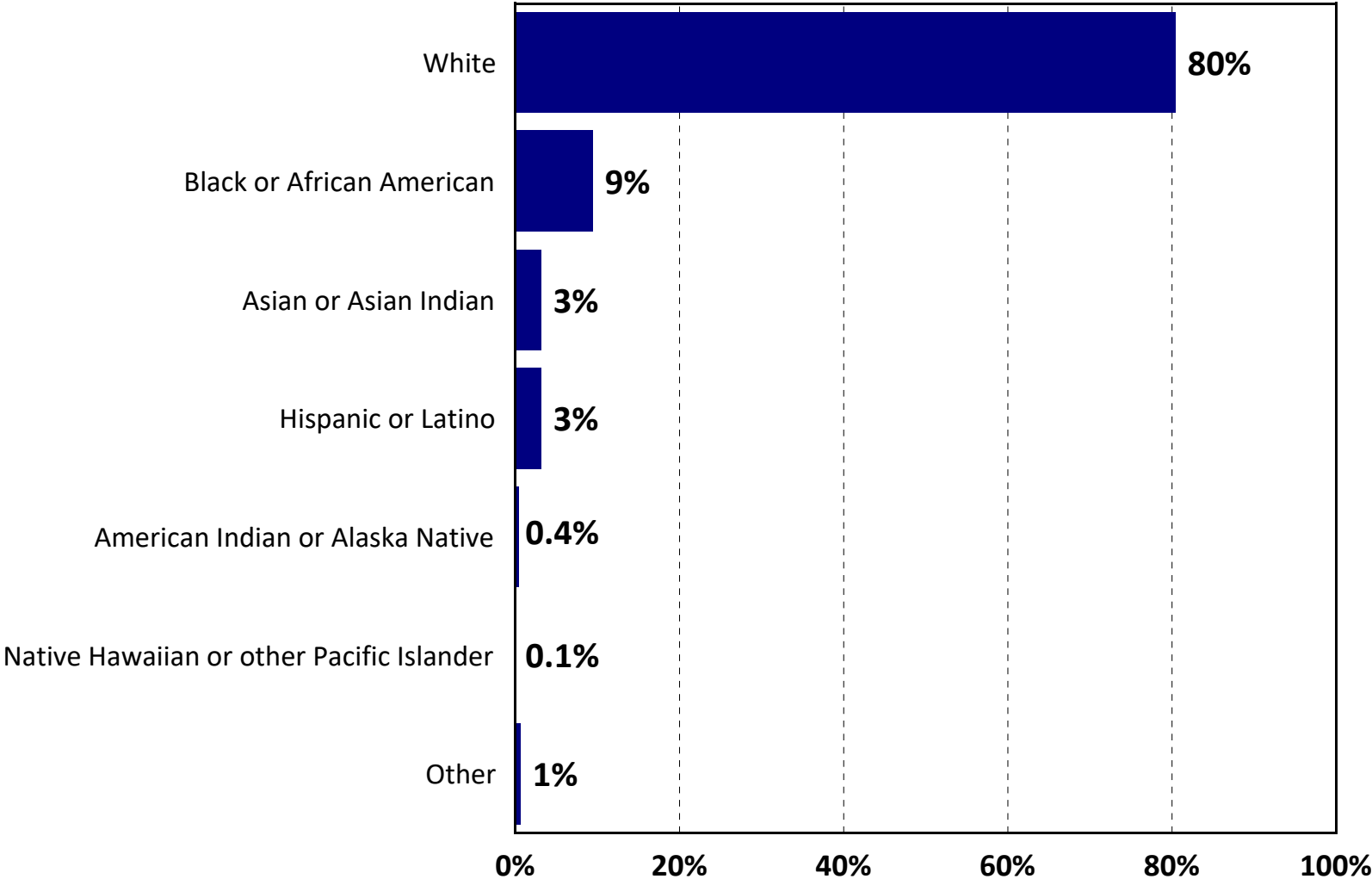
# Q26. Demographics: Age of Respondent

by percentage of respondents (excluding “not provided”)



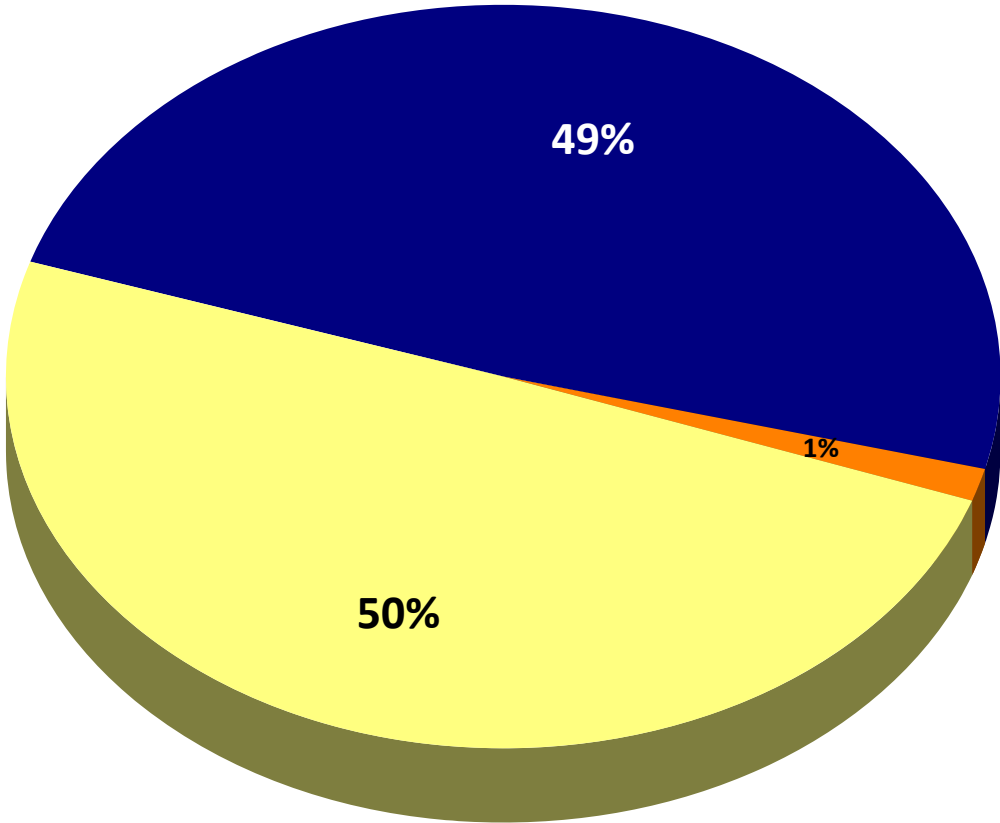
# Q27. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



# Q28. Demographics: Gender

by percentage of respondents (excluding “prefer not to answer”)

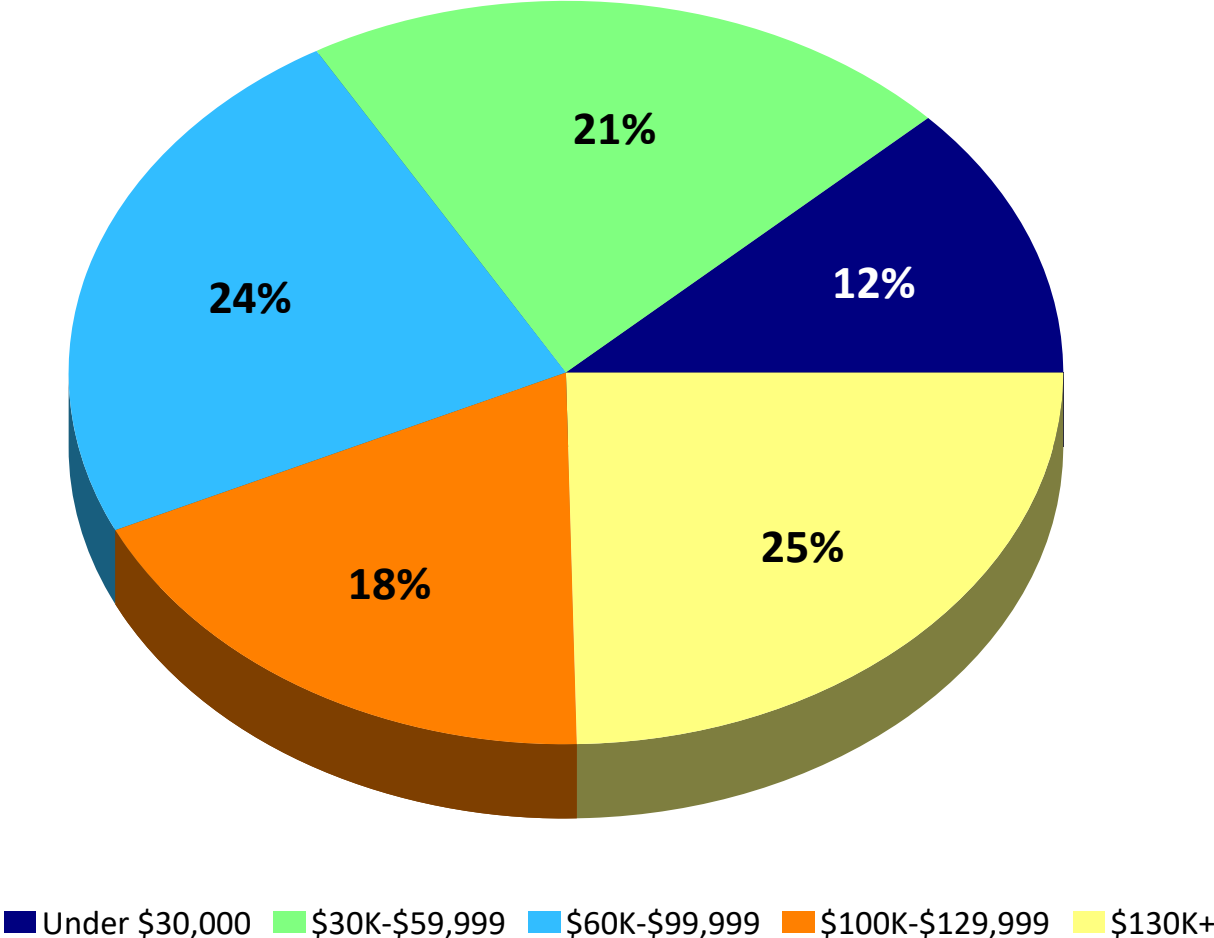


■ Male ■ Female ■ Non-Binary/Gender Non-Conforming

*0.2% self-identified as transgender man*  
*0.1% self-identified as transgender woman*  
*0.1% self-identified as other*

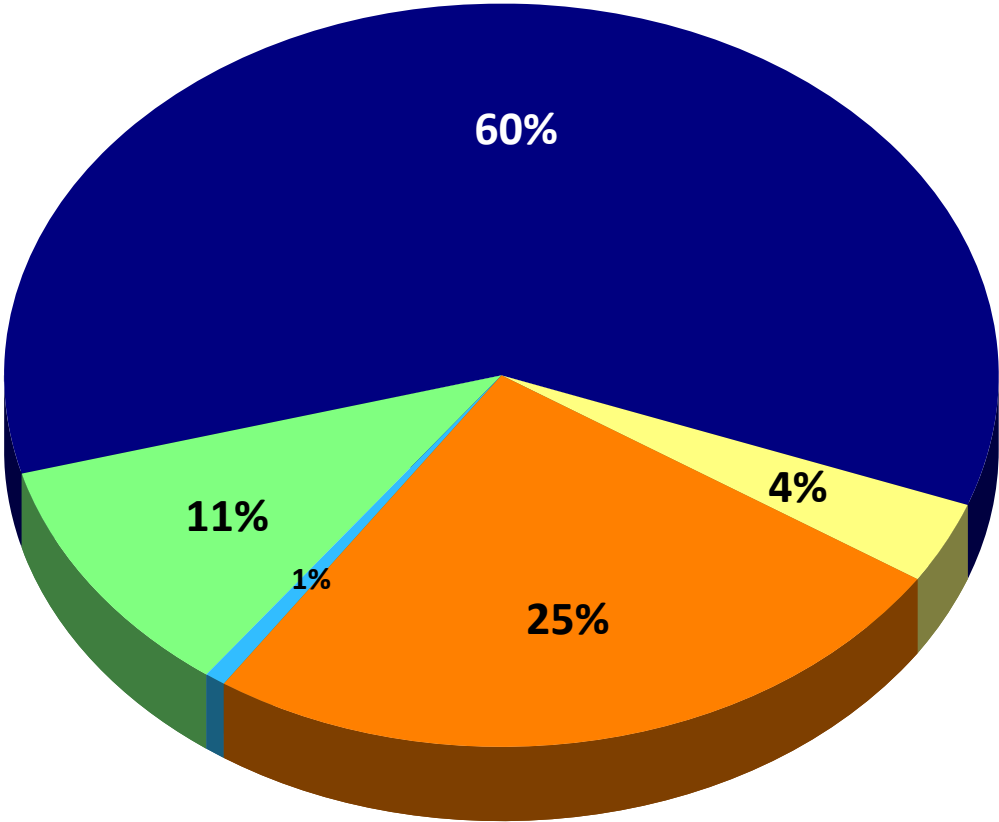
# Q29. Demographics: Total Household Income

by percentage of respondents (excluding “not provided”)



# Q30. Demographics: Current Employment Status

by percentage of respondents (excluding "not provided")



■ Employed outside home   ■ Employed in the home/have a home-based business   ■ Student  
■ Retired   ■ Not currently employed outside home



# 2

# Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*<sup>®</sup> program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents in the continental United States. The second source is from a regional survey administered to a random sample of residents in the Northeast Region of the United States during the summer of 2025. The states that make up the Northeast Region are Maine, New Hampshire, Vermont, Rhode Island, Massachusetts, Connecticut, New Jersey, and New York.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of residents; the “Northeast Regional Average” shown in the charts reflects the results of the regional survey of residents in the Northeast Region.

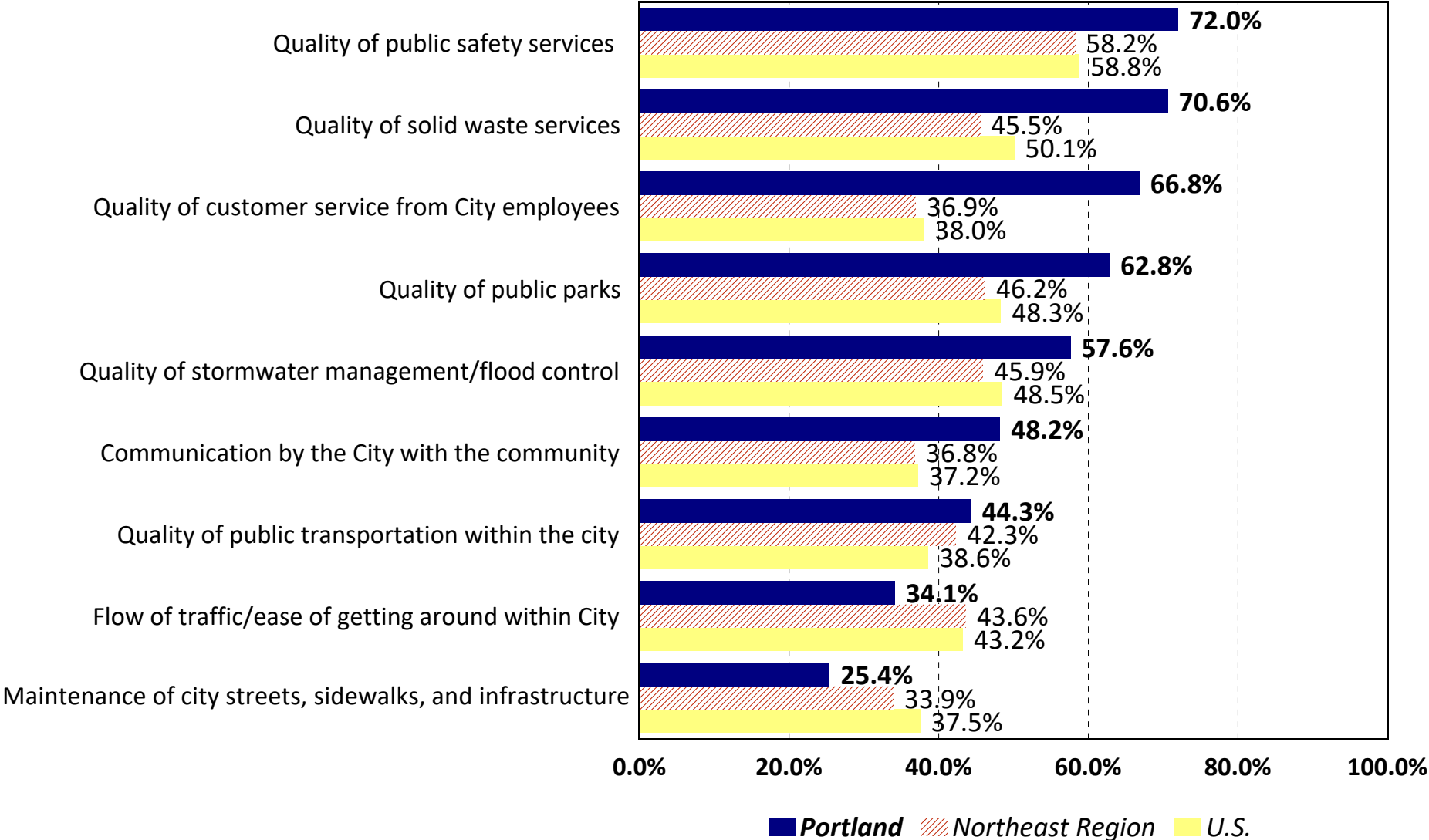
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Portland, Maine is not authorized without written consent from ETC Institute.**

# Satisfaction With City Services

## Portland vs. Northeast Region vs. the U.S.

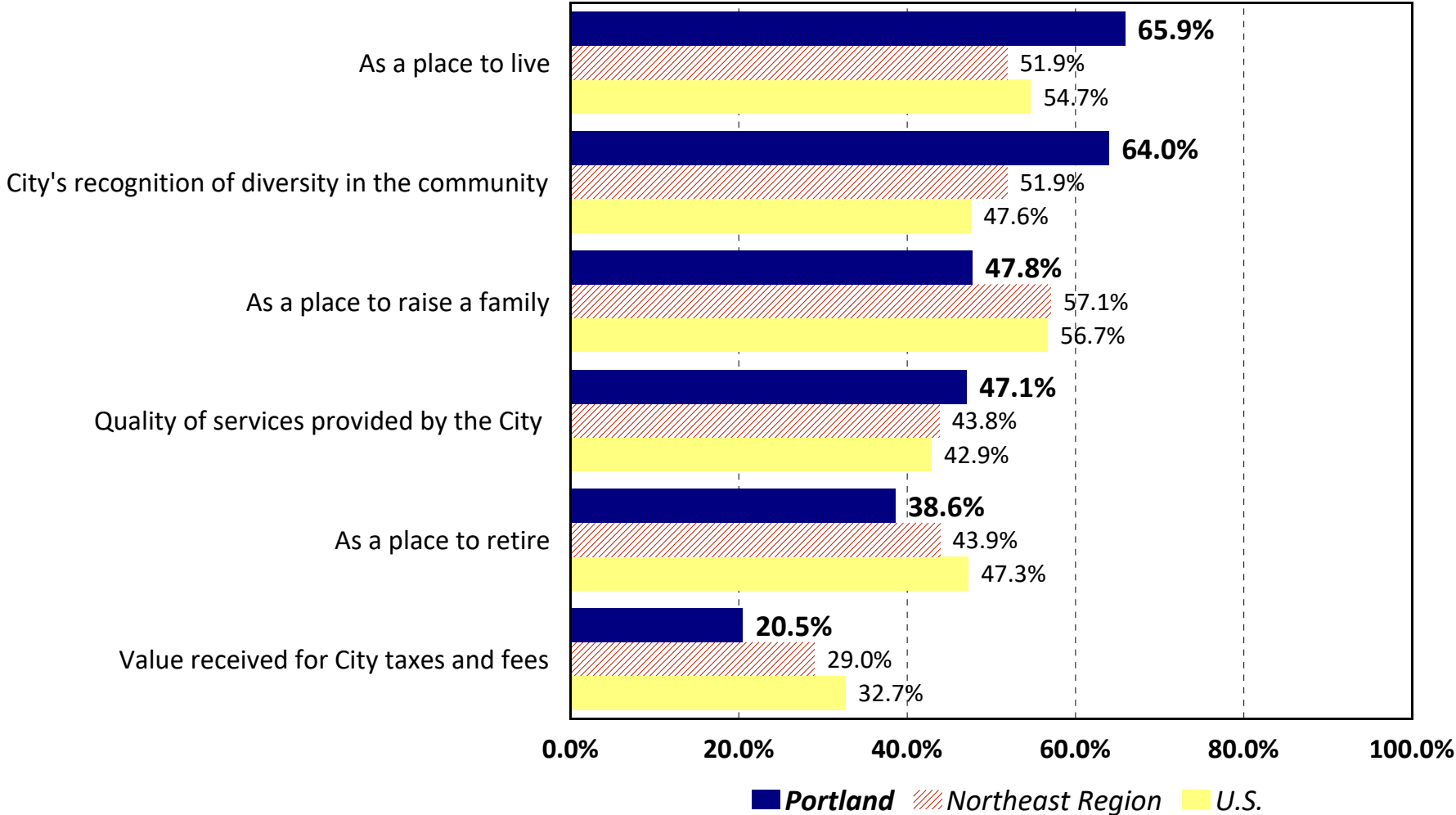
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Satisfaction With Items That Influence Perceptions of the Community

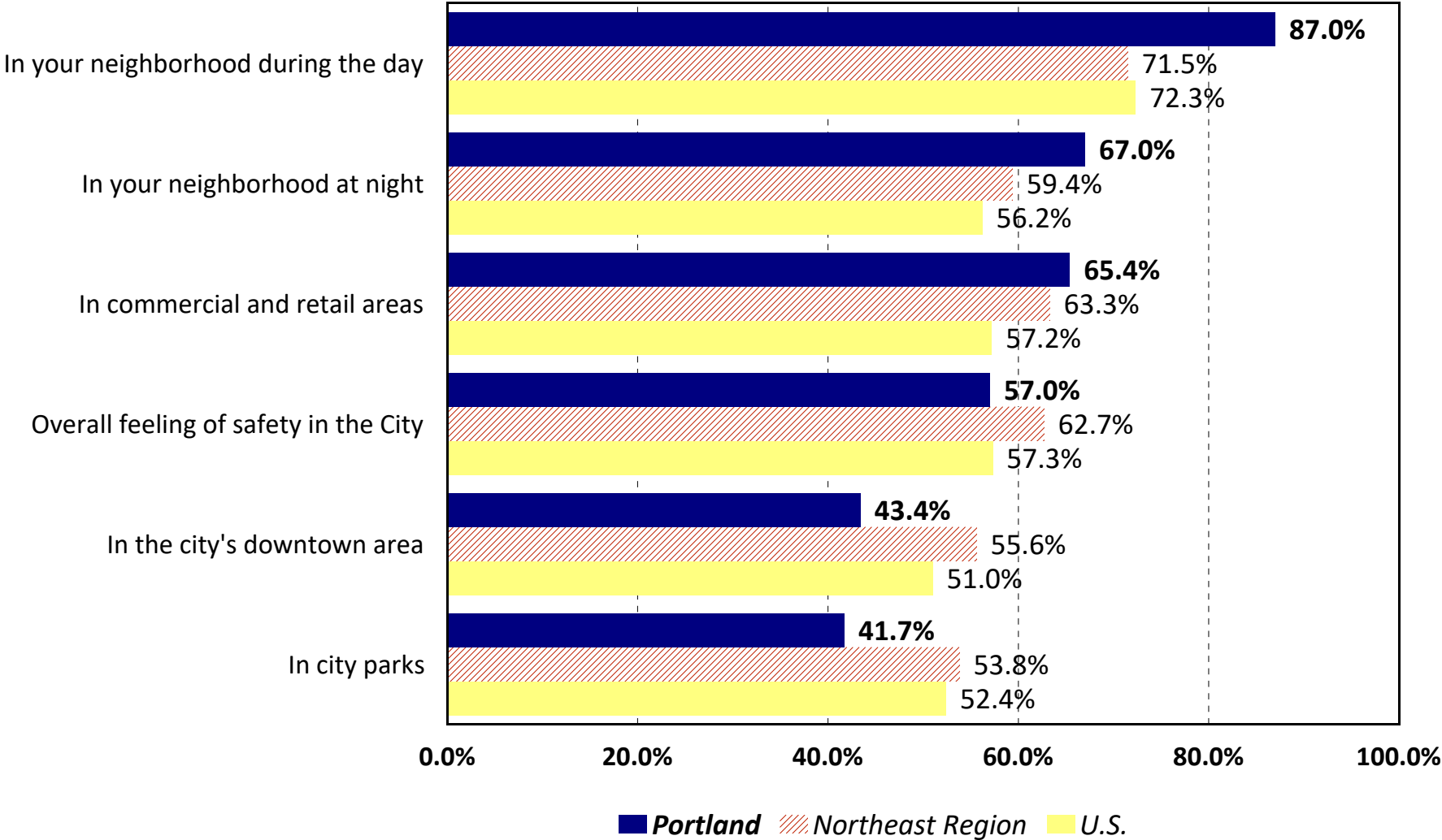
## Portland vs. Northeast Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Perceptions of Safety in the Following Situations Portland vs. Northeast Region vs. the U.S.

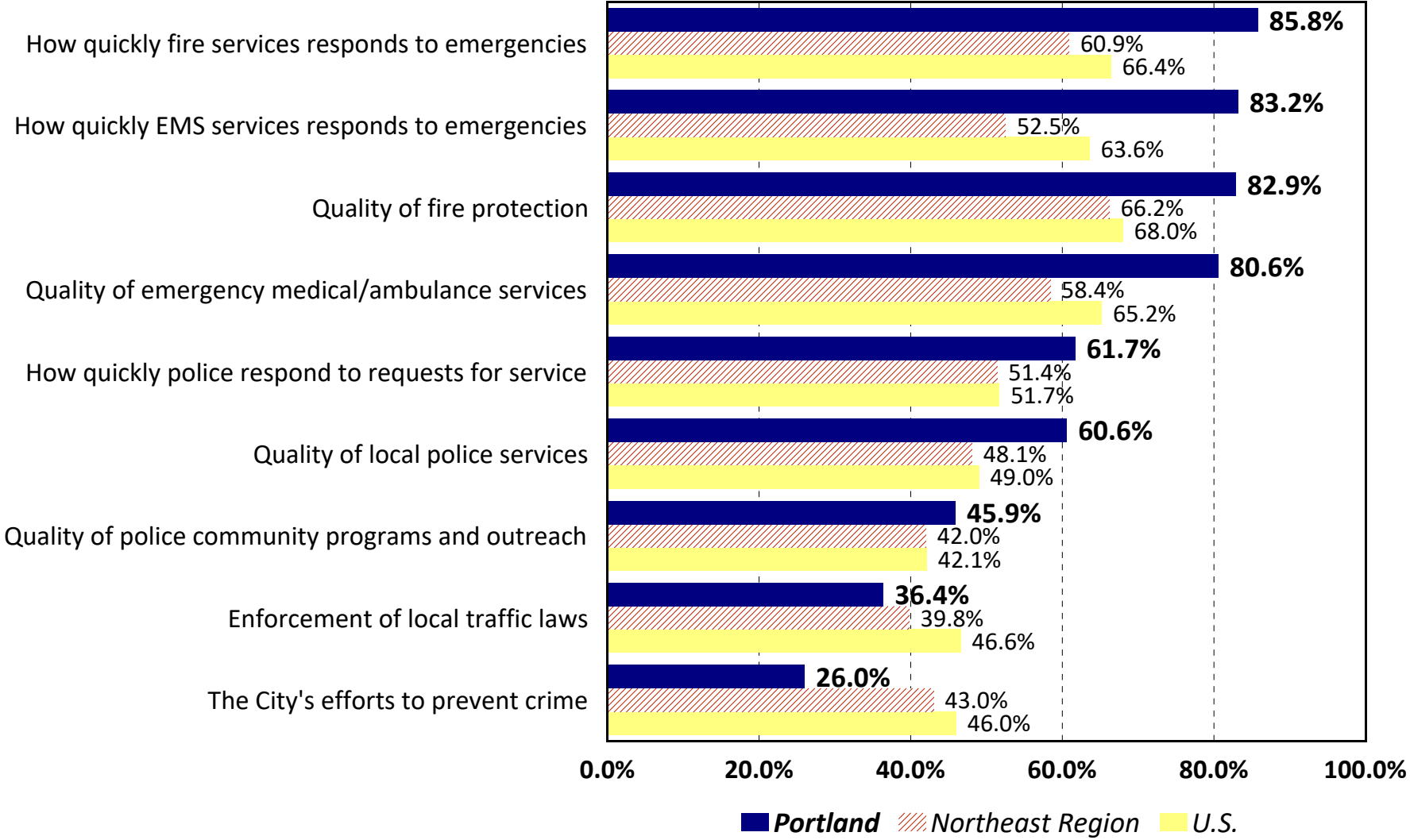
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



# Satisfaction With Public Safety Services

## Portland vs. Northeast Region vs. the U.S.

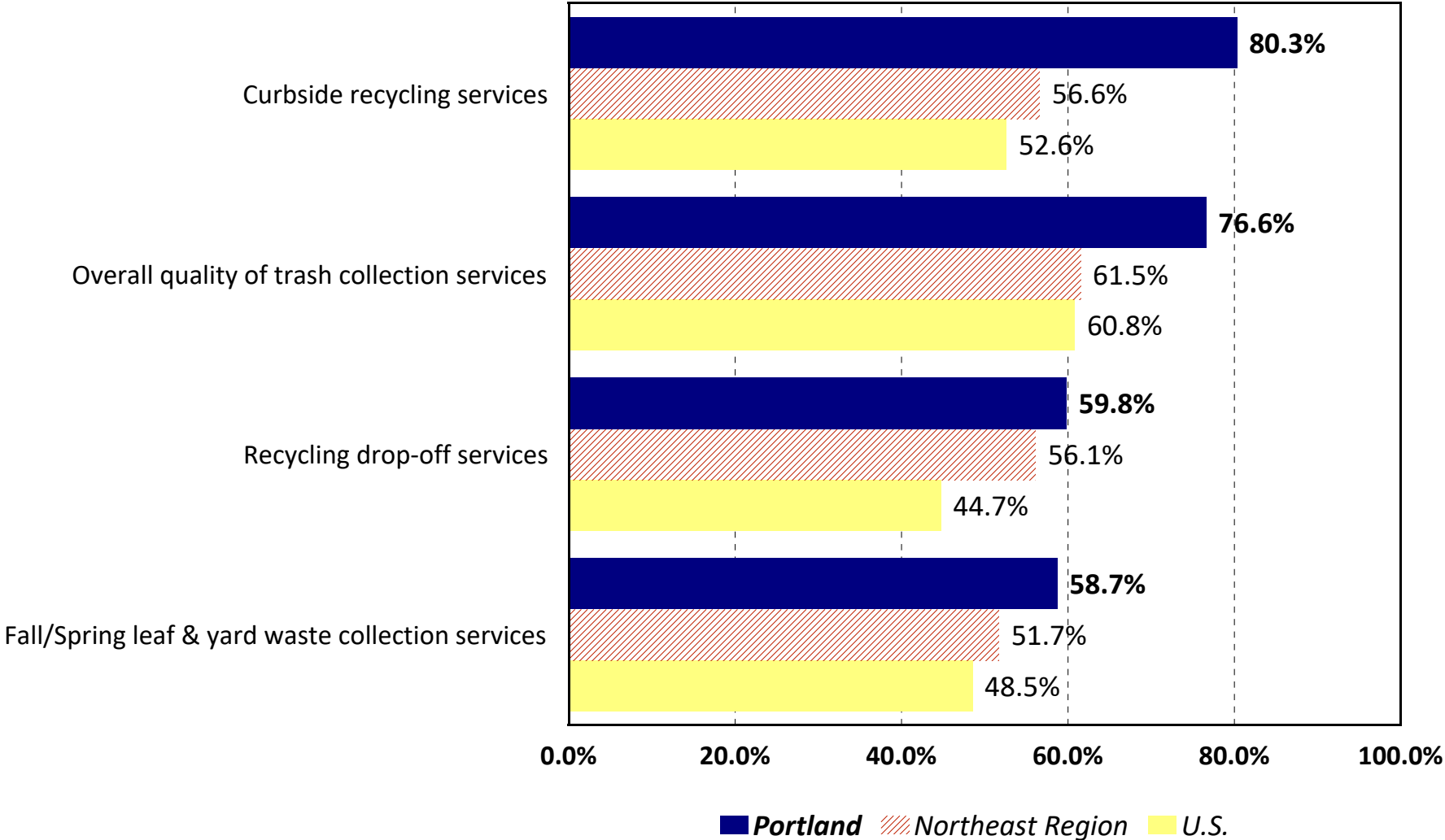
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Satisfaction With Trash and Recycling Services

## Portland vs. Northeast Region vs. the U.S.

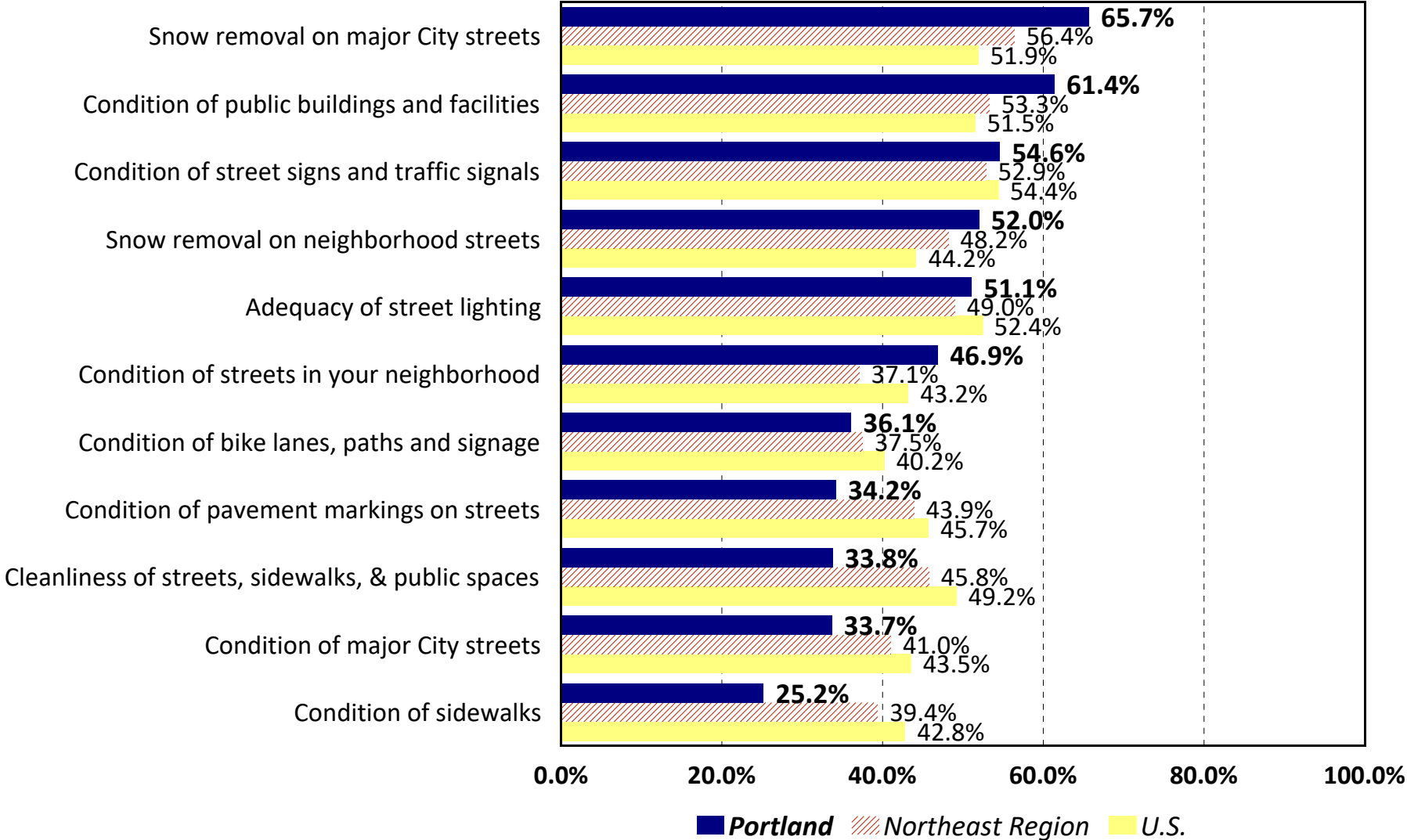
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction With Maintenance and Public Works

## Portland vs. Northeast Region vs. the U.S.

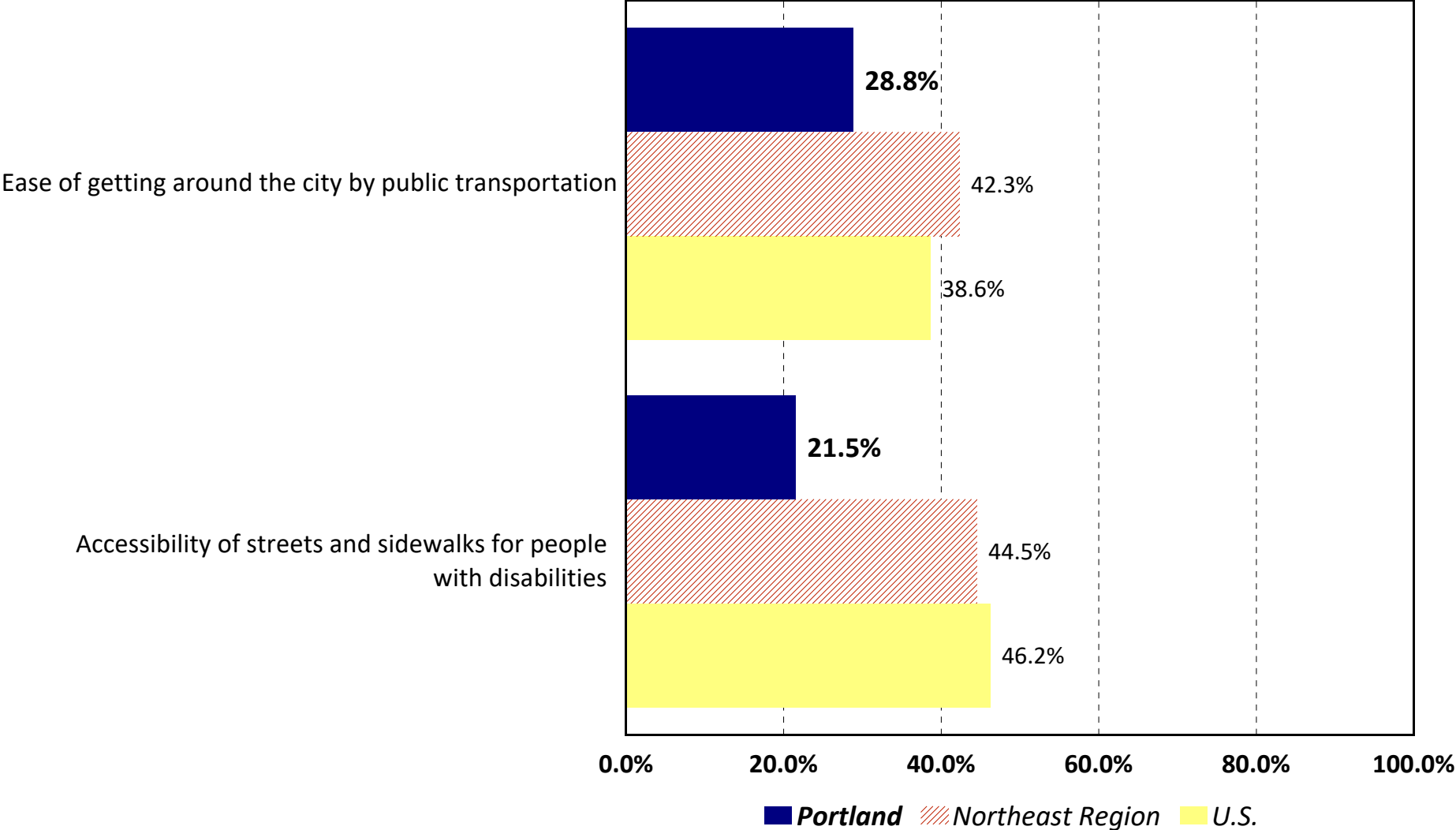
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction With Transportation and Mobility

## Portland vs. Northeast Region vs. the U.S.

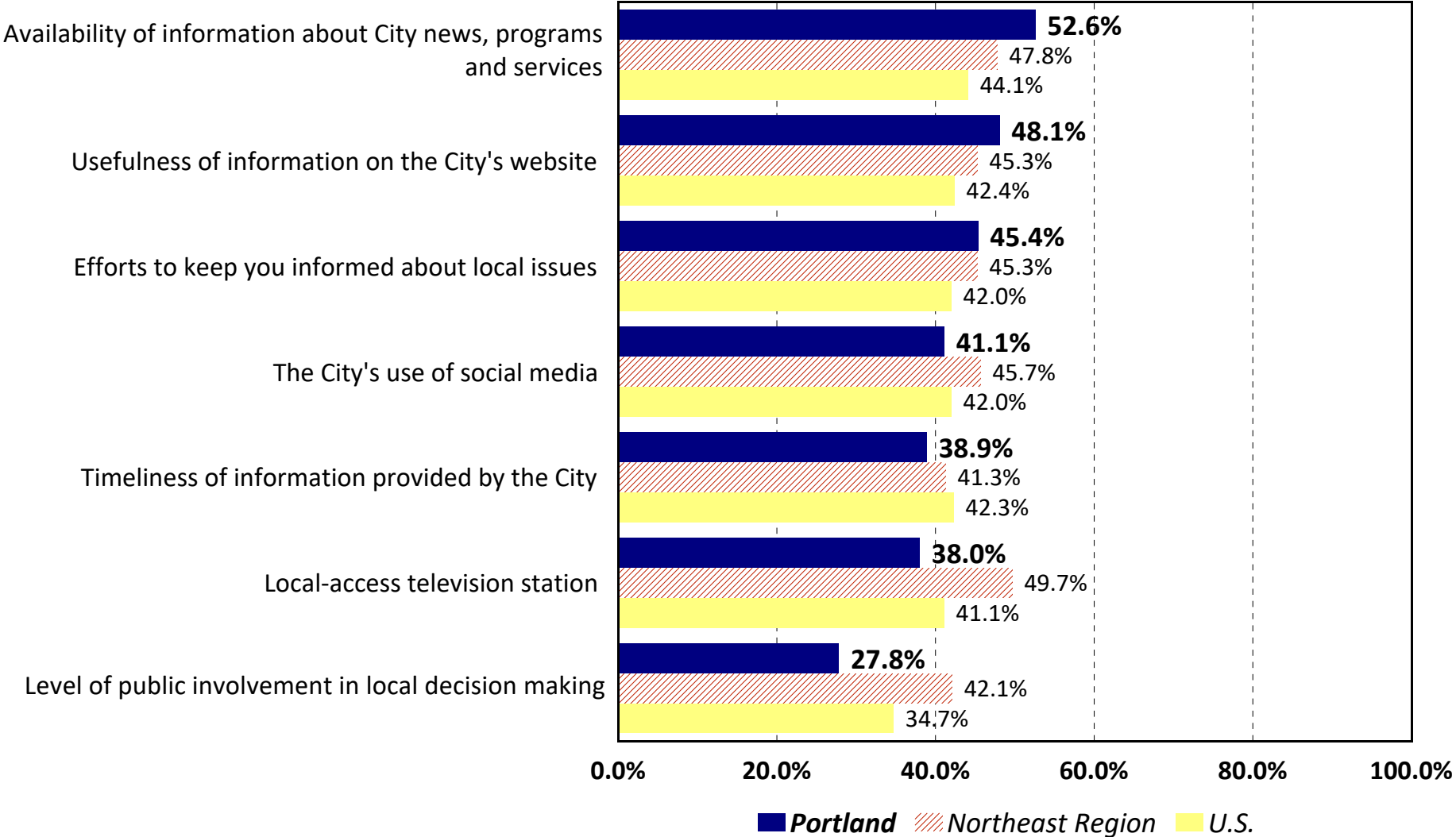
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction With Communication and Transparency

## Portland vs. Northeast Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





# 3 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

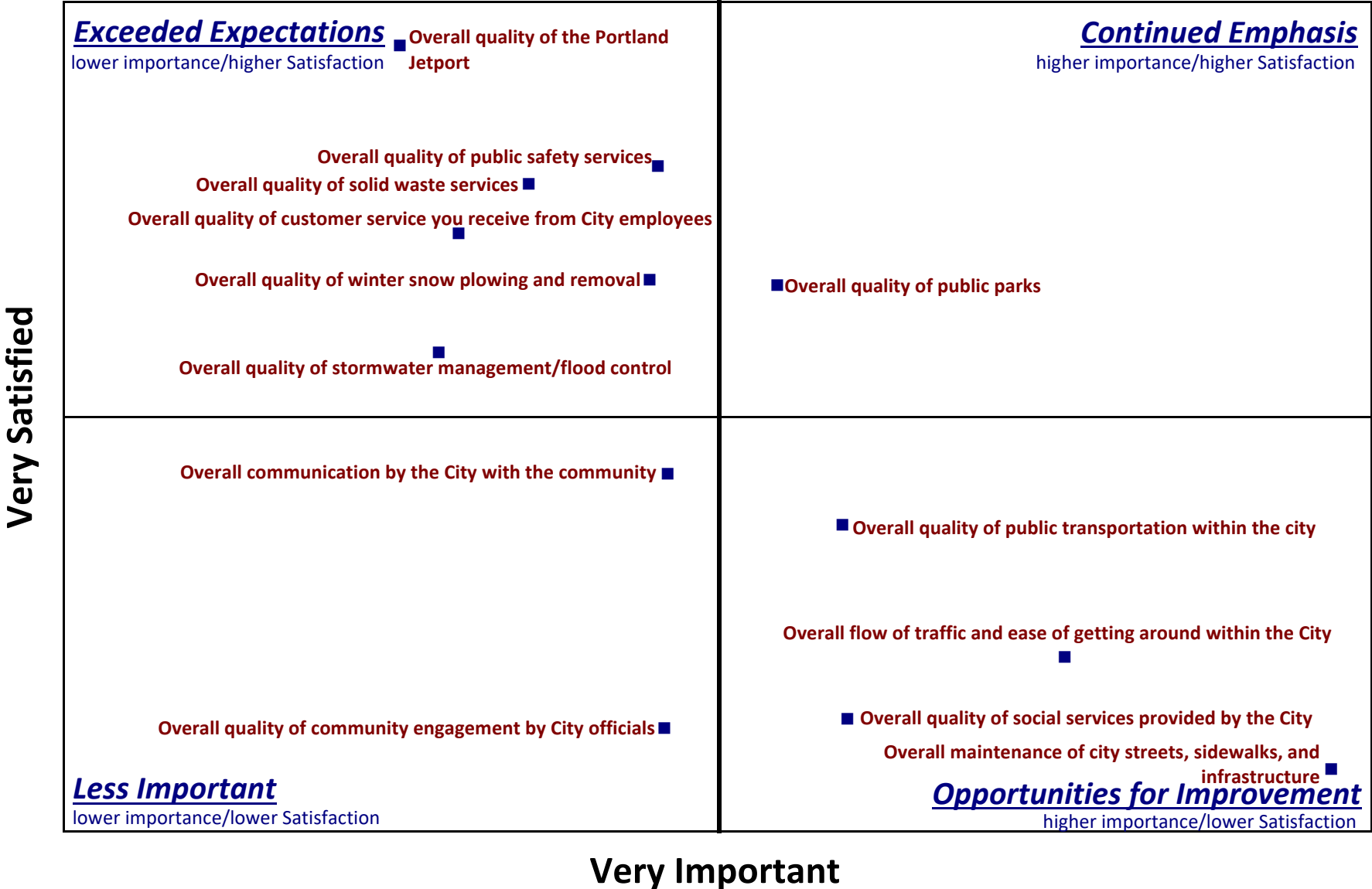
The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Portland are provided on the following pages.

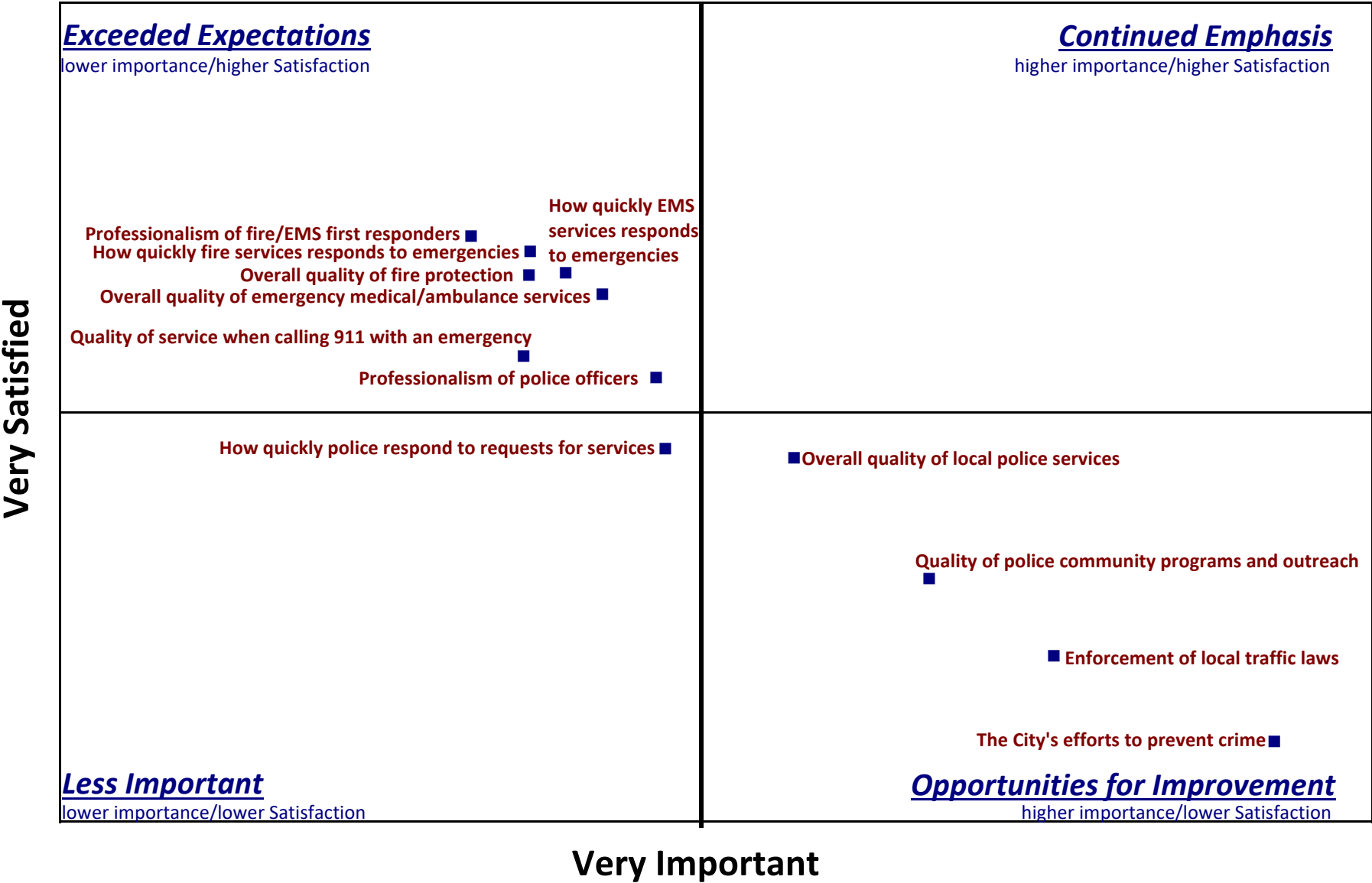
# Importance-Satisfaction Assessment Matrix

## -Major Categories of City Services-



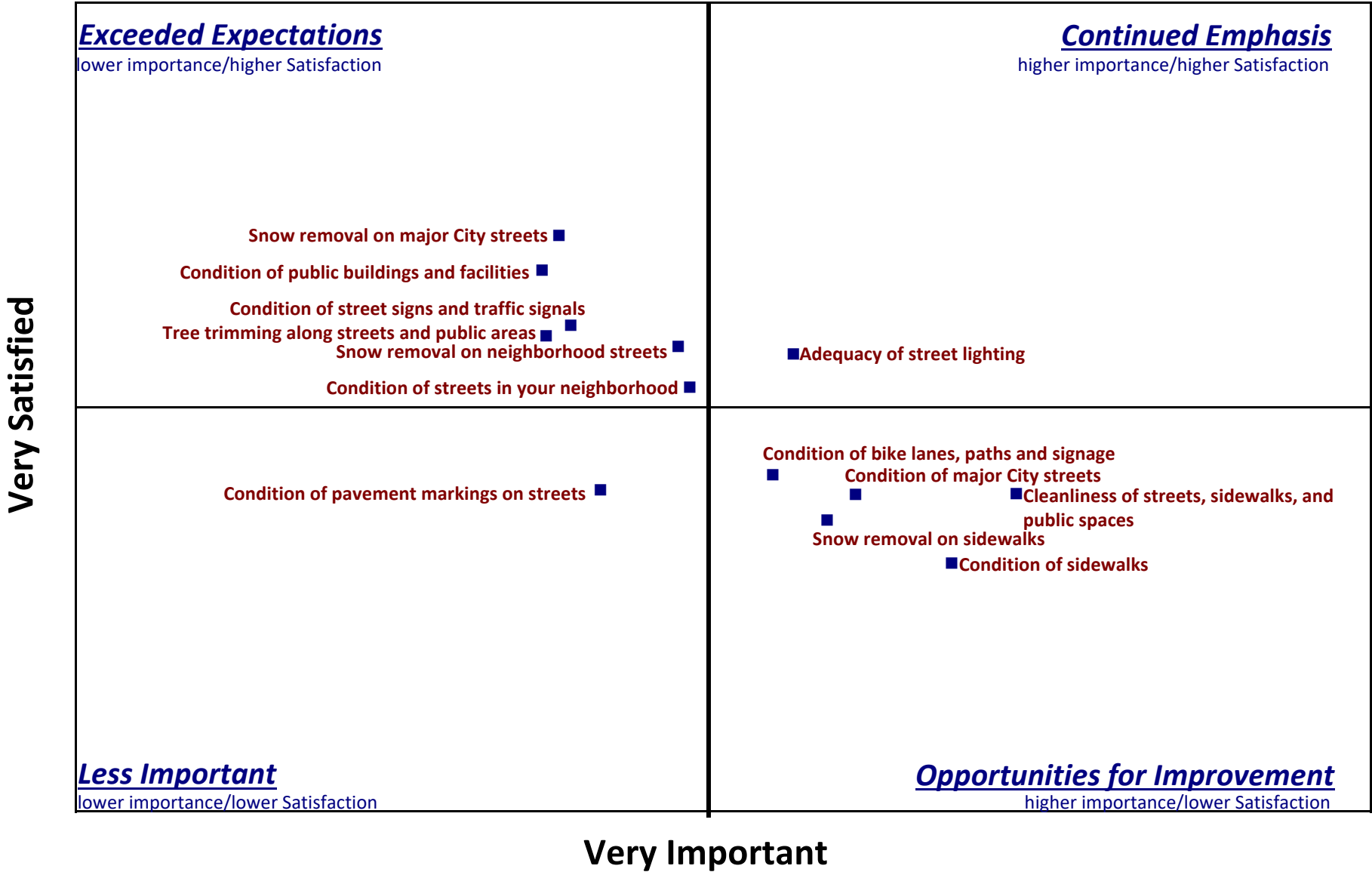
# Importance-Satisfaction Assessment Matrix

## -Public Safety-



# Importance-Satisfaction Assessment Matrix

## -Maintenance and Public Works-



# Importance-Satisfaction Assessment Matrix

## -Transportation and Mobility-

Very Satisfied

**Exceeded Expectations**

lower importance/higher Satisfaction

Ease of using the Portland Jetport ■

Facilities and amenities at the Jetport ■

Availability of sidewalks in my neighborhood ■

Availability of sidewalks throughout the city ■

**Continued Emphasis**

higher importance/higher Satisfaction

■ Ease of getting around the city by walking

■ Ease of getting around the city by car

Availability of effective way finding and signage ■■  
Accessibility of public buildings for people with disabilities

■ Ease of getting around the city by bicycle  
■ Ease of getting around the city by public transportation  
■ Availability of public parking  
■ Accessibility of streets and sidewalks for people with disabilities

**Less Important**

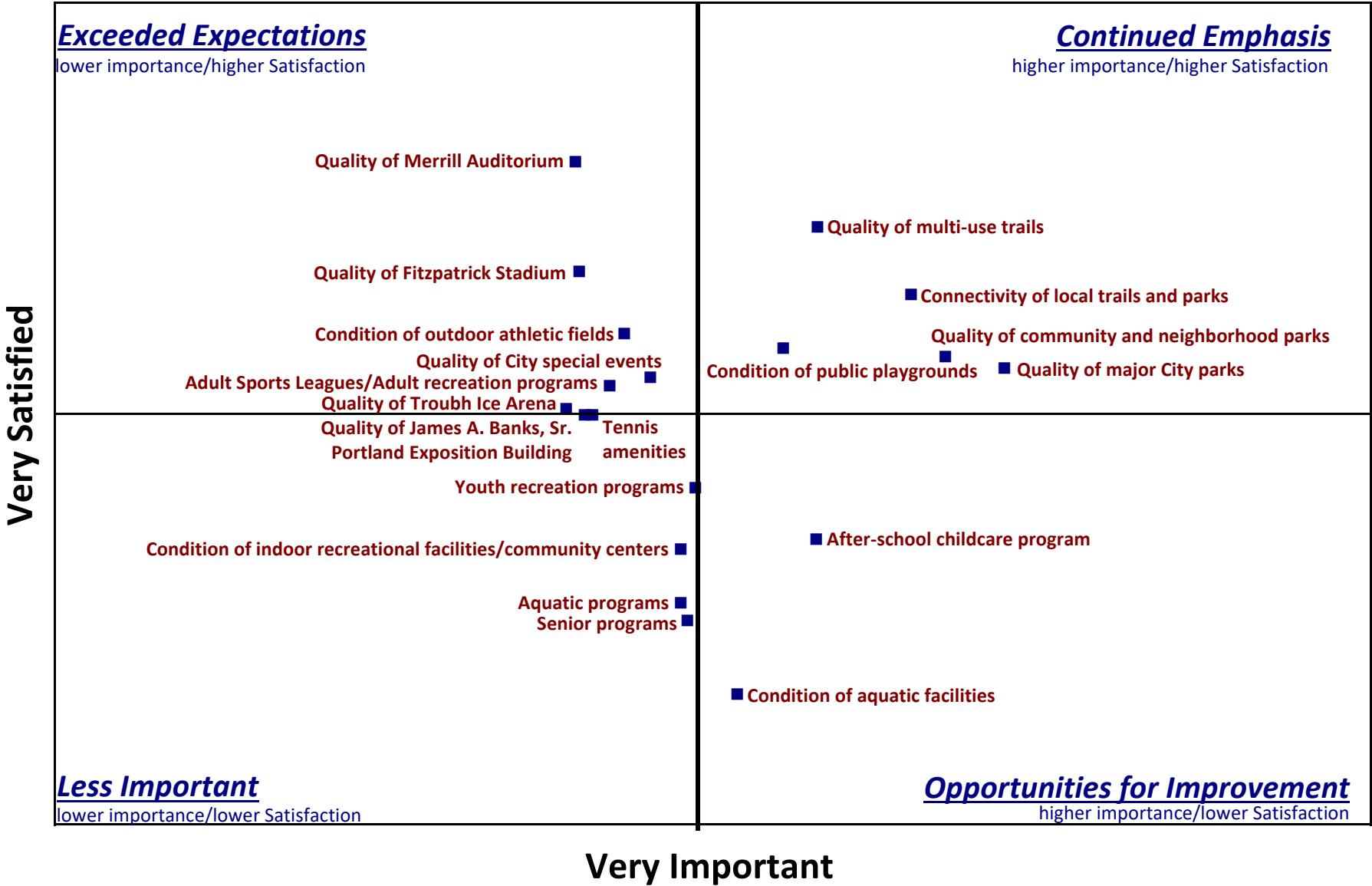
lower importance/lower Satisfaction

**Opportunities for Improvement**

higher importance/lower Satisfaction

Very Important

# Importance-Satisfaction Assessment Matrix -Parks and Recreation-





# 4

# Tabular Data

**Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall communication by City with the community	7.6%	39.1%	33.1%	12.6%	4.5%	3.1%
Q1-2. Overall flow of traffic & ease of getting around within City	3.2%	30.6%	24.5%	29.9%	11.2%	0.6%
Q1-3. Overall maintenance of City streets, sidewalks, & infrastructure	2.8%	22.6%	24.1%	35.8%	14.5%	0.3%
Q1-4. Overall quality of community engagement by City officials	3.1%	23.0%	36.7%	19.3%	9.3%	8.5%
Q1-5. Overall quality of customer service you receive from City employees	19.1%	41.6%	21.4%	6.5%	2.3%	9.1%
Q1-6. Overall quality of public parks	14.2%	47.1%	15.8%	13.9%	6.6%	2.3%
Q1-7. Overall quality of public safety services (police, fire, EMS)	20.7%	45.1%	17.3%	6.1%	2.2%	8.5%
Q1-8. Overall quality of public transportation within City (bus, rail, ferry)	8.3%	28.7%	23.3%	16.2%	7.0%	16.5%
Q1-9. Overall quality of social services provided by City	5.3%	15.2%	28.2%	12.9%	8.5%	29.9%
Q1-10. Overall quality of solid waste services (trash, recycling, yard waste)	20.4%	46.7%	13.8%	10.9%	3.1%	5.0%
Q1-11. Overall quality of stormwater management/ flood control	11.2%	38.1%	26.6%	6.6%	3.1%	14.3%

**Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-12. Overall quality of Portland Jetport	29.9%	45.9%	14.2%	2.4%	0.7%	6.8%
Q1-13. Overall quality of winter snow plowing & removal	17.4%	45.0%	15.4%	15.6%	5.3%	1.4%

**WITHOUT "DON'T KNOW"**

**Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall communication by City with the community	7.8%	40.4%	34.2%	13.0%	4.6%
Q1-2. Overall flow of traffic & ease of getting around within City	3.3%	30.8%	24.6%	30.0%	11.3%
Q1-3. Overall maintenance of City streets, sidewalks, & infrastructure	2.8%	22.6%	24.2%	35.9%	14.5%
Q1-4. Overall quality of community engagement by City officials	3.4%	25.2%	40.1%	21.1%	10.1%
Q1-5. Overall quality of customer service you receive from City employees	21.0%	45.8%	23.5%	7.1%	2.6%
Q1-6. Overall quality of public parks	14.5%	48.3%	16.2%	14.3%	6.7%
Q1-7. Overall quality of public safety services (police, fire, EMS)	22.6%	49.4%	18.9%	6.7%	2.5%
Q1-8. Overall quality of public transportation within City (bus, rail, ferry)	9.9%	34.4%	27.9%	19.4%	8.4%
Q1-9. Overall quality of social services provided by City	7.6%	21.7%	40.3%	18.3%	12.2%
Q1-10. Overall quality of solid waste services (trash, recycling, yard waste)	21.5%	49.1%	14.6%	11.5%	3.3%

**WITHOUT "DON'T KNOW"**

**Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-11. Overall quality of stormwater management/flood control	13.1%	44.5%	31.1%	7.7%	3.7%
Q1-12. Overall quality of Portland Jetport	32.1%	49.2%	15.3%	2.6%	0.8%
Q1-13. Overall quality of winter snow plowing & removal	17.6%	45.6%	15.6%	15.8%	5.4%

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall communication by City with the community	60	5.4 %
Overall flow of traffic & ease of getting around within City	207	18.6 %
Overall maintenance of City streets, sidewalks, & infrastructure	291	26.2 %
Overall quality of community engagement by City officials	52	4.7 %
Overall quality of customer service you receive from City employees	8	0.7 %
Overall quality of public parks	75	6.7 %
Overall quality of public safety services (police, fire, EMS)	48	4.3 %
Overall quality of public transportation within City (bus, rail, ferry)	125	11.2 %
Overall quality of social services provided by City	129	11.6 %
Overall quality of solid waste services (trash, recycling, yard waste)	30	2.7 %
Overall quality of stormwater management/flood control	6	0.5 %
Overall quality of Portland Jetport	5	0.4 %
Overall quality of winter snow plowing & removal	47	4.2 %
<u>None chosen</u>	<u>29</u>	<u>2.6 %</u>
Total	1112	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall communication by City with the community	67	6.0 %
Overall flow of traffic & ease of getting around within City	155	13.9 %
Overall maintenance of City streets, sidewalks, & infrastructure	225	20.2 %
Overall quality of community engagement by City officials	62	5.6 %
Overall quality of customer service you receive from City employees	23	2.1 %
Overall quality of public parks	99	8.9 %
Overall quality of public safety services (police, fire, EMS)	78	7.0 %
Overall quality of public transportation within City (bus, rail, ferry)	116	10.4 %
Overall quality of social services provided by City	91	8.2 %
Overall quality of solid waste services (trash, recycling, yard waste)	39	3.5 %
Overall quality of stormwater management/flood control	19	1.7 %
Overall quality of Portland Jetport	13	1.2 %
Overall quality of winter snow plowing & removal	66	5.9 %
<u>None chosen</u>	<u>59</u>	<u>5.3 %</u>
Total	1112	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall communication by City with the community	81	7.3 %
Overall flow of traffic & ease of getting around within City	117	10.5 %
Overall maintenance of City streets, sidewalks, & infrastructure	143	12.9 %
Overall quality of community engagement by City officials	91	8.2 %
Overall quality of customer service you receive from City employees	34	3.1 %
Overall quality of public parks	109	9.8 %
Overall quality of public safety services (police, fire, EMS)	76	6.8 %
Overall quality of public transportation within City (bus, rail, ferry)	87	7.8 %
Overall quality of social services provided by City	110	9.9 %
Overall quality of solid waste services (trash, recycling, yard waste)	44	4.0 %
Overall quality of stormwater management/flood control	28	2.5 %
Overall quality of Portland Jetport	8	0.7 %
Overall quality of winter snow plowing & removal	83	7.5 %
<u>None chosen</u>	<u>101</u>	<u>9.1 %</u>
Total	1112	100.0 %

**SUM OF TOP 3 CHOICES****Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall communication by City with the community	208	18.7 %
Overall flow of traffic & ease of getting around within City	479	43.1 %
Overall maintenance of City streets, sidewalks, & infrastructure	659	59.3 %
Overall quality of community engagement by City officials	205	18.4 %
Overall quality of customer service you receive from City employees	65	5.8 %
Overall quality of public parks	283	25.4 %
Overall quality of public safety services (police, fire, EMS)	202	18.2 %
Overall quality of public transportation within City (bus, rail, ferry)	328	29.5 %
Overall quality of social services provided by City	330	29.7 %
Overall quality of solid waste services (trash, recycling, yard waste)	113	10.2 %
Overall quality of stormwater management/flood control	53	4.8 %
Overall quality of Portland Jetport	26	2.3 %
Overall quality of winter snow plowing & removal	196	17.6 %
None chosen	29	2.6 %
Total	3176	

**Q3. Please rate your satisfaction with each of the following items that may influence your perception of Portland as a community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Availability of affordable housing options	3.1%	5.6%	14.2%	31.1%	38.9%	7.1%
Q3-2. How easy it is to access City programs & services	4.5%	24.8%	34.5%	11.5%	3.1%	21.6%
Q3-3. How fairly City resources are allocated	1.7%	9.4%	27.3%	21.1%	15.4%	25.0%
Q3-4. Overall affordability of living in Portland	2.0%	5.9%	15.9%	35.3%	39.6%	1.3%
Q3-5. Overall quality & variety of shopping & dining opportunities	30.4%	43.1%	15.6%	7.2%	2.4%	1.3%
Q3-6. Overall quality of life in City	15.6%	45.1%	20.2%	12.9%	4.9%	1.3%
Q3-7. Overall quality of life in your neighborhood	30.4%	44.2%	13.0%	8.5%	2.9%	0.9%
Q3-8. Overall quality of services provided by City of Portland	6.5%	37.9%	31.2%	14.2%	4.3%	5.9%
Q3-9. Overall value you receive for City of Portland taxes & fees	3.1%	16.0%	23.9%	26.8%	23.7%	6.5%
Q3-10. Shopping & dining opportunities in Portland	33.3%	42.7%	14.6%	5.9%	2.0%	1.5%
Q3-11. City of Portland as a place to live	24.6%	40.2%	16.7%	12.1%	4.7%	1.6%
Q3-12. City of Portland as a place to raise a family	15.6%	24.9%	22.1%	14.7%	7.5%	15.3%

**Q3. Please rate your satisfaction with each of the following items that may influence your perception of Portland as a community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-13. City of Portland as a place to retire	12.4%	19.3%	19.8%	16.5%	14.2%	17.8%
Q3-14. City of Portland as a welcoming community	20.6%	42.9%	22.7%	6.2%	4.2%	3.4%
Q3-15. City's recognition of diversity in my community	19.7%	39.5%	24.7%	5.0%	3.5%	7.6%
Q3-16. Overall direction in which City is moving	4.1%	17.7%	26.4%	26.9%	19.9%	4.9%

**WITHOUT "DON'T KNOW"**

**Q3. Please rate your satisfaction with each of the following items that may influence your perception of Portland as a community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Availability of affordable housing options	3.3%	6.0%	15.3%	33.5%	41.9%
Q3-2. How easy it is to access City programs & services	5.7%	31.7%	44.0%	14.7%	3.9%
Q3-3. How fairly City resources are allocated	2.3%	12.6%	36.5%	28.2%	20.5%
Q3-4. Overall affordability of living in Portland	2.0%	6.0%	16.1%	35.7%	40.1%
Q3-5. Overall quality & variety of shopping & dining opportunities	30.8%	43.6%	15.8%	7.3%	2.5%
Q3-6. Overall quality of life in City	15.8%	45.6%	20.5%	13.1%	5.0%
Q3-7. Overall quality of life in your neighborhood	30.7%	44.6%	13.2%	8.6%	2.9%
Q3-8. Overall quality of services provided by City of Portland	6.9%	40.2%	33.2%	15.1%	4.6%
Q3-9. Overall value you receive for City of Portland taxes & fees	3.4%	17.1%	25.6%	28.7%	25.3%
Q3-10. Shopping & dining opportunities in Portland	33.8%	43.4%	14.8%	6.0%	2.0%
Q3-11. City of Portland as a place to live	25.0%	40.9%	17.0%	12.3%	4.8%
Q3-12. City of Portland as a place to raise a family	18.4%	29.4%	26.1%	17.3%	8.8%
Q3-13. City of Portland as a place to retire	15.1%	23.5%	24.1%	20.0%	17.3%

**WITHOUT "DON'T KNOW"**

**Q3. Please rate your satisfaction with each of the following items that may influence your perception of Portland as a community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-14. City of Portland as a welcoming community	21.3%	44.4%	23.5%	6.4%	4.4%
Q3-15. City's recognition of diversity in my community	21.3%	42.7%	26.8%	5.4%	3.8%
Q3-16. Overall direction in which City is moving	4.4%	18.6%	27.8%	28.3%	20.9%

**Q4. Would you say your trust in the City of Portland's Local Government is...**

Q4. Level of your trust in Portland's local government	Number	Percent
High	53	4.8 %
Somewhat high	361	32.5 %
Somewhat low	345	31.0 %
Low	271	24.4 %
Don't know	82	7.4 %
Total	1112	100.0 %

**WITHOUT "DON'T KNOW"****Q4. Would you say your trust in the City of Portland's Local Government is... (without "don't know")**

Q4. Level of your trust in Portland's local government	Number	Percent
High	53	5.1 %
Somewhat high	361	35.0 %
Somewhat low	345	33.5 %
Low	271	26.3 %
Total	1030	100.0 %

**Q5. To what extent do you agree with the following statement: "My household's overall quality of life is improving?"**

Q5. My household's overall quality of life is improving	Number	Percent
Strongly agree	33	3.0 %
Agree	328	29.5 %
Disagree	481	43.3 %
Strongly disagree	167	15.0 %
Don't know	103	9.3 %
Total	1112	100.0 %

**WITHOUT "DON'T KNOW"**

**Q5. To what extent do you agree with the following statement: "My household's overall quality of life is improving?" (without "don't know")**

Q5. My household's overall quality of life is improving	Number	Percent
Strongly agree	33	3.3 %
Agree	328	32.5 %
Disagree	481	47.7 %
Strongly disagree	167	16.6 %
Total	1009	100.0 %

**Q6. Safety. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

(N=1112)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. Overall feeling of safety in City	13.7%	43.1%	19.6%	18.3%	4.9%	0.4%
Q6-2. In City parks	9.5%	31.0%	22.8%	21.9%	11.9%	2.9%
Q6-3. In commercial & retail areas	19.0%	46.0%	20.1%	11.4%	2.8%	0.6%
Q6-4. In Portland's Downtown area	10.7%	32.4%	22.0%	23.6%	10.6%	0.7%
Q6-5. In your neighborhood at night	25.7%	41.1%	17.8%	10.7%	4.3%	0.4%
Q6-6. In your neighborhood during the day	47.3%	39.3%	8.9%	3.2%	0.8%	0.4%

**WITHOUT "DON'T KNOW"**

**Q6. Safety. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=1112)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. Overall feeling of safety in City	13.7%	43.3%	19.7%	18.4%	4.9%
Q6-2. In City parks	9.8%	31.9%	23.4%	22.6%	12.2%
Q6-3. In commercial & retail areas	19.1%	46.3%	20.3%	11.5%	2.8%
Q6-4. In Portland's Downtown area	10.8%	32.6%	22.2%	23.7%	10.7%
Q6-5. In your neighborhood at night	25.8%	41.2%	17.9%	10.7%	4.3%
Q6-6. In your neighborhood during the day	47.5%	39.5%	8.9%	3.3%	0.8%

**Q7. Public Safety Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Enforcement of local traffic laws	6.4%	27.3%	21.5%	20.9%	16.5%	7.5%
Q7-2. How quickly EMS services responds to emergencies	23.1%	31.0%	10.1%	0.7%	0.1%	35.0%
Q7-3. How quickly fire services responds to emergencies	24.8%	32.6%	8.5%	0.8%	0.1%	33.2%
Q7-4. How quickly police respond to requests for services	14.6%	27.6%	17.4%	5.9%	2.7%	31.7%
Q7-5. Overall quality of emergency medical/ ambulance services	20.6%	31.1%	11.4%	0.8%	0.3%	35.8%
Q7-6. Overall quality of fire protection	23.2%	35.1%	10.9%	0.7%	0.4%	29.7%
Q7-7. Overall quality of local police services	16.3%	30.7%	20.0%	6.5%	4.0%	22.6%
Q7-8. Professionalism of fire/ EMS first responders	30.8%	31.4%	7.8%	0.9%	0.0%	29.0%
Q7-9. Professionalism of police officers	23.5%	31.2%	14.2%	5.4%	3.3%	22.4%
Q7-10. Quality of police community programs & outreach	10.7%	16.2%	21.1%	7.0%	3.6%	41.4%
Q7-11. Quality of service when calling 911 with an emergency	18.5%	23.8%	12.8%	2.1%	0.8%	42.0%
Q7-12. City's efforts to prevent crime	3.9%	17.6%	26.1%	21.0%	14.4%	17.1%

**WITHOUT "DON'T KNOW"**

**Q7. Public Safety Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Enforcement of local traffic laws	6.9%	29.5%	23.2%	22.5%	17.8%
Q7-2. How quickly EMS services responds to emergencies	35.5%	47.7%	15.5%	1.1%	0.1%
Q7-3. How quickly fire services responds to emergencies	37.1%	48.7%	12.8%	1.2%	0.1%
Q7-4. How quickly police respond to requests for services	21.3%	40.4%	25.6%	8.7%	4.0%
Q7-5. Overall quality of emergency medical/ ambulance services	32.1%	48.5%	17.8%	1.3%	0.4%
Q7-6. Overall quality of fire protection	33.0%	49.9%	15.5%	1.0%	0.6%
Q7-7. Overall quality of local police services	21.0%	39.6%	25.8%	8.4%	5.2%
Q7-8. Professionalism of fire/EMS first responders	43.5%	44.2%	11.0%	1.3%	0.0%
Q7-9. Professionalism of police officers	30.2%	40.2%	18.3%	7.0%	4.3%
Q7-10. Quality of police community programs & outreach	18.3%	27.6%	36.0%	12.0%	6.1%
Q7-11. Quality of service when calling 911 with an emergency	31.9%	41.1%	22.0%	3.6%	1.4%
Q7-12. City's efforts to prevent crime	4.7%	21.3%	31.5%	25.3%	17.4%

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

Q8. Top choice	Number	Percent
Enforcement of local traffic laws	283	25.4 %
How quickly EMS services responds to emergencies	36	3.2 %
How quickly fire services responds to emergencies	10	0.9 %
How quickly police respond to requests for services	33	3.0 %
Overall quality of emergency medical/ambulance services	36	3.2 %
Overall quality of fire protection	7	0.6 %
Overall quality of local police services	57	5.1 %
Professionalism of fire/EMS first responders	3	0.3 %
Professionalism of police officers	40	3.6 %
Quality of police community programs & outreach	82	7.4 %
Quality of service when calling 911 with an emergency	14	1.3 %
City's efforts to prevent crime	418	37.6 %
None chosen	93	8.4 %
Total	1112	100.0 %

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

Q8. 2nd choice	Number	Percent
Enforcement of local traffic laws	165	14.8 %
How quickly EMS services responds to emergencies	32	2.9 %
How quickly fire services responds to emergencies	30	2.7 %
How quickly police respond to requests for services	77	6.9 %
Overall quality of emergency medical/ambulance services	41	3.7 %
Overall quality of fire protection	29	2.6 %
Overall quality of local police services	117	10.5 %
Professionalism of fire/EMS first responders	8	0.7 %
Professionalism of police officers	68	6.1 %
Quality of police community programs & outreach	150	13.5 %
Quality of service when calling 911 with an emergency	22	2.0 %
City's efforts to prevent crime	179	16.1 %
None chosen	194	17.4 %
Total	1112	100.0 %

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

Q8. 3rd choice	Number	Percent
Enforcement of local traffic laws	67	6.0 %
How quickly EMS services responds to emergencies	32	2.9 %
How quickly fire services responds to emergencies	30	2.7 %
How quickly police respond to requests for services	75	6.7 %
Overall quality of emergency medical/ambulance services	55	4.9 %
Overall quality of fire protection	33	3.0 %
Overall quality of local police services	120	10.8 %
Professionalism of fire/EMS first responders	9	0.8 %
Professionalism of police officers	69	6.2 %
Quality of police community programs & outreach	176	15.8 %
Quality of service when calling 911 with an emergency	28	2.5 %
City's efforts to prevent crime	103	9.3 %
None chosen	315	28.3 %
Total	1112	100.0 %

**SUM OF TOP 3 CHOICES**

**Q8. Which THREE of the items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q8. Sum of top 3 choices	Number	Percent
Enforcement of local traffic laws	515	46.3 %
How quickly EMS services responds to emergencies	100	9.0 %
How quickly fire services responds to emergencies	70	6.3 %
How quickly police respond to requests for services	185	16.6 %
Overall quality of emergency medical/ambulance services	132	11.9 %
Overall quality of fire protection	69	6.2 %
Overall quality of local police services	294	26.4 %
Professionalism of fire/EMS first responders	20	1.8 %
Professionalism of police officers	177	15.9 %
Quality of police community programs & outreach	408	36.7 %
Quality of service when calling 911 with an emergency	64	5.8 %
City's efforts to prevent crime	700	62.9 %
None chosen	93	8.4 %
Total	2827	

**Q9. Would you say your trust in Portland's Police Department is...**

Q9. Level of your trust in Portland's Police

<u>Department</u>	<u>Number</u>	<u>Percent</u>
High	255	22.9 %
Somewhat high	425	38.2 %
Somewhat low	172	15.5 %
Low	104	9.4 %
Don't know	156	14.0 %
Total	1112	100.0 %

**WITHOUT "DON'T KNOW"****Q9. Would you say your trust in Portland's Police Department is... (without "don't know")**

Q9. Level of your trust in Portland's Police

<u>Department</u>	<u>Number</u>	<u>Percent</u>
High	255	26.7 %
Somewhat high	425	44.5 %
Somewhat low	172	18.0 %
Low	104	10.9 %
Total	956	100.0 %

**Q10. Trash and Recycling. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall quality of trash collection services	29.0%	43.1%	12.8%	6.8%	2.4%	5.9%
Q10-2. Curbside recycling services	31.8%	42.9%	11.3%	5.4%	1.6%	6.9%
Q10-3. Purple/City trash bag program	12.4%	23.0%	17.0%	19.7%	19.2%	8.6%
Q10-4. Riverside Recycling drop-off services	16.6%	28.0%	19.2%	7.9%	2.9%	25.4%
Q10-5. Fall/Spring leaf & yard waste collection services	14.9%	29.1%	21.0%	8.0%	2.0%	25.0%
Q10-6. Holiday tree collection services	17.0%	31.1%	16.6%	1.3%	0.8%	33.1%
Q10-7. Quality of composting drop-off locations	14.6%	23.6%	18.1%	3.7%	1.6%	38.5%

**WITHOUT "DON'T KNOW"**

**Q10. Trash and Recycling. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of trash collection services	30.8%	45.8%	13.6%	7.3%	2.6%
Q10-2. Curbside recycling services	34.2%	46.1%	12.2%	5.8%	1.7%
Q10-3. Purple/City trash bag program	13.6%	25.2%	18.6%	21.6%	21.1%
Q10-4. Riverside Recycling drop-off services	22.3%	37.5%	25.7%	10.6%	3.9%
Q10-5. Fall/Spring leaf & yard waste collection services	19.9%	38.8%	27.9%	10.7%	2.6%
Q10-6. Holiday tree collection services	25.4%	46.5%	24.9%	2.0%	1.2%
Q10-7. Quality of composting drop-off locations	23.7%	38.3%	29.4%	6.0%	2.6%

**Q11. Maintenance and Public Works. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Adequacy of street lighting	6.5%	43.6%	19.2%	21.1%	7.6%	2.0%
Q11-2. Cleanliness of streets, sidewalks, & public spaces	4.1%	29.2%	20.7%	33.4%	11.4%	1.2%
Q11-3. Condition of major City streets	2.9%	30.3%	27.0%	27.3%	10.9%	1.6%
Q11-4. Condition of streets in your neighborhood	6.9%	39.4%	22.1%	22.0%	8.4%	1.2%
Q11-5. Condition of pavement markings on streets	3.3%	29.4%	31.3%	23.1%	8.6%	4.2%
Q11-6. Condition of sidewalks	2.3%	22.4%	23.8%	34.1%	15.6%	1.8%
Q11-7. Condition of street signs & traffic signals	7.1%	46.6%	26.9%	13.3%	4.3%	1.8%
Q11-8. Condition of public buildings & facilities	7.3%	50.6%	29.0%	5.6%	1.9%	5.7%
Q11-9. Tree trimming along streets & public areas	7.9%	41.2%	28.2%	11.3%	3.5%	7.8%
Q11-10. Condition of bike lanes, paths & signage	5.2%	26.9%	25.1%	20.7%	11.2%	10.9%
Q11-11. Snow removal on major City streets	14.1%	49.9%	19.8%	10.4%	3.1%	2.6%
Q11-12. Snow removal on neighborhood streets	10.1%	39.9%	20.9%	18.3%	7.0%	3.8%
Q11-13. Snow removal on sidewalks	5.7%	23.2%	23.8%	25.3%	16.9%	5.1%

**WITHOUT "DON'T KNOW"****Q11. Maintenance and Public Works. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Adequacy of street lighting	6.6%	44.5%	19.5%	21.6%	7.8%
Q11-2. Cleanliness of streets, sidewalks, & public spaces	4.2%	29.6%	20.9%	33.8%	11.6%
Q11-3. Condition of major City streets	2.9%	30.8%	27.4%	27.8%	11.1%
Q11-4. Condition of streets in your neighborhood	7.0%	39.9%	22.4%	22.3%	8.5%
Q11-5. Condition of pavement markings on streets	3.5%	30.7%	32.7%	24.1%	9.0%
Q11-6. Condition of sidewalks	2.4%	22.8%	24.3%	34.7%	15.8%
Q11-7. Condition of street signs & traffic signals	7.2%	47.4%	27.4%	13.6%	4.4%
Q11-8. Condition of public buildings & facilities	7.7%	53.7%	30.7%	5.9%	2.0%
Q11-9. Tree trimming along streets & public areas	8.6%	44.7%	30.6%	12.3%	3.8%
Q11-10. Condition of bike lanes, paths & signage	5.9%	30.2%	28.2%	23.2%	12.6%
Q11-11. Snow removal on major City streets	14.5%	51.2%	20.3%	10.7%	3.2%
Q11-12. Snow removal on neighborhood streets	10.5%	41.5%	21.7%	19.1%	7.3%
Q11-13. Snow removal on sidewalks	6.0%	24.5%	25.1%	26.6%	17.8%

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

Q12. Top choice	Number	Percent
Adequacy of street lighting	137	12.3 %
Cleanliness of streets, sidewalks, & public spaces	253	22.8 %
Condition of major City streets	153	13.8 %
Condition of streets in your neighborhood	66	5.9 %
Condition of pavement markings on streets	25	2.2 %
Condition of sidewalks	123	11.1 %
Condition of street signs & traffic signals	20	1.8 %
Condition of public buildings & facilities	9	0.8 %
Tree trimming along streets & public areas	14	1.3 %
Condition of bike lanes, paths & signage	105	9.4 %
Snow removal on major City streets	12	1.1 %
Snow removal on neighborhood streets	45	4.0 %
Snow removal on sidewalks	101	9.1 %
None chosen	49	4.4 %
Total	1112	100.0 %

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

Q12. 2nd choice	Number	Percent
Adequacy of street lighting	82	7.4 %
Cleanliness of streets, sidewalks, & public spaces	129	11.6 %
Condition of major City streets	113	10.2 %
Condition of streets in your neighborhood	81	7.3 %
Condition of pavement markings on streets	48	4.3 %
Condition of sidewalks	176	15.8 %
Condition of street signs & traffic signals	31	2.8 %
Condition of public buildings & facilities	23	2.1 %
Tree trimming along streets & public areas	33	3.0 %
Condition of bike lanes, paths & signage	84	7.6 %
Snow removal on major City streets	36	3.2 %
Snow removal on neighborhood streets	71	6.4 %
Snow removal on sidewalks	111	10.0 %
None chosen	94	8.5 %
Total	1112	100.0 %

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

Q12. 3rd choice	Number	Percent
Adequacy of street lighting	75	6.7 %
Cleanliness of streets, sidewalks, & public spaces	102	9.2 %
Condition of major City streets	80	7.2 %
Condition of streets in your neighborhood	58	5.2 %
Condition of pavement markings on streets	56	5.0 %
Condition of sidewalks	130	11.7 %
Condition of street signs & traffic signals	51	4.6 %
Condition of public buildings & facilities	46	4.1 %
Tree trimming along streets & public areas	33	3.0 %
Condition of bike lanes, paths & signage	87	7.8 %
Snow removal on major City streets	44	4.0 %
Snow removal on neighborhood streets	79	7.1 %
Snow removal on sidewalks	110	9.9 %
None chosen	161	14.5 %
Total	1112	100.0 %

**WITHOUT "DON'T KNOW"**

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

Q12. Top choice	Number	Percent
Adequacy of street lighting	294	26.4 %
Cleanliness of streets, sidewalks, & public spaces	484	43.5 %
Condition of major City streets	346	31.1 %
Condition of streets in your neighborhood	205	18.4 %
Condition of pavement markings on streets	129	11.6 %
Condition of sidewalks	429	38.6 %
Condition of street signs & traffic signals	102	9.2 %
Condition of public buildings & facilities	78	7.0 %
Tree trimming along streets & public areas	80	7.2 %
Condition of bike lanes, paths & signage	276	24.8 %
Snow removal on major City streets	92	8.3 %
Snow removal on neighborhood streets	195	17.5 %
Snow removal on sidewalks	322	29.0 %
None chosen	49	4.4 %
Total	3081	

**Q13. Transportation and Mobility. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Accessibility of streets & sidewalks for people with disabilities	2.4%	12.6%	21.6%	22.5%	10.8%	30.1%
Q13-2. Accessibility of public buildings for people with disabilities	4.2%	19.3%	25.1%	7.0%	1.9%	42.4%
Q13-3. Ease of getting around City by car	9.3%	42.3%	26.3%	15.3%	3.9%	3.0%
Q13-4. Ease of getting around City by public transportation	3.2%	16.5%	20.6%	19.1%	9.3%	31.3%
Q13-5. Ease of getting around City by bicycle	4.0%	18.1%	22.8%	18.7%	7.1%	29.3%
Q13-6. Ease of getting around City by walking	14.7%	48.5%	18.5%	12.5%	2.6%	3.2%
Q13-7. Ease of using Portland Jetport	36.1%	40.5%	10.4%	2.9%	0.8%	9.4%
Q13-8. Availability of sidewalks throughout City	10.1%	45.8%	21.2%	16.2%	3.4%	3.3%
Q13-9. Availability of sidewalks in my neighborhood	16.9%	46.0%	14.6%	13.8%	5.8%	2.9%
Q13-10. Availability of public parking	6.1%	15.3%	19.9%	28.1%	26.1%	4.6%
Q13-11. Availability of effective way finding & signage	5.7%	30.7%	35.7%	12.8%	4.6%	10.6%
Q13-12. Facilities & amenities at Jetport	22.8%	40.3%	20.1%	3.6%	0.5%	12.8%

**WITHOUT "DON'T KNOW"****Q13. Transportation and Mobility. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Accessibility of streets & sidewalks for people with disabilities	3.5%	18.0%	30.9%	32.2%	15.4%
Q13-2. Accessibility of public buildings for people with disabilities	7.3%	33.6%	43.6%	12.2%	3.3%
Q13-3. Ease of getting around City by car	9.5%	43.6%	27.2%	15.8%	4.0%
Q13-4. Ease of getting around City by public transportation	4.7%	24.1%	30.0%	27.7%	13.5%
Q13-5. Ease of getting around City by bicycle	5.7%	25.6%	32.2%	26.5%	10.1%
Q13-6. Ease of getting around City by walking	15.1%	50.1%	19.1%	12.9%	2.7%
Q13-7. Ease of using Portland Jetport	39.8%	44.6%	11.5%	3.2%	0.9%
Q13-8. Availability of sidewalks throughout City	10.4%	47.3%	22.0%	16.7%	3.5%
Q13-9. Availability of sidewalks in my neighborhood	17.4%	47.3%	15.0%	14.3%	6.0%
Q13-10. Availability of public parking	6.4%	16.0%	20.8%	29.4%	27.3%
Q13-11. Availability of effective way finding & signage	6.3%	34.3%	39.9%	14.3%	5.1%
Q13-12. Facilities & amenities at Jetport	26.1%	46.2%	23.0%	4.1%	0.6%

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

Q14. Top choice	Number	Percent
Accessibility of streets & sidewalks for people with disabilities	182	16.4 %
Accessibility of public buildings for people with disabilities	13	1.2 %
Ease of getting around City by car	92	8.3 %
Ease of getting around City by public transportation	173	15.6 %
Ease of getting around City by bicycle	116	10.4 %
Ease of getting around City by walking	79	7.1 %
Ease of using Portland Jetport	18	1.6 %
Availability of sidewalks throughout City	46	4.1 %
Availability of sidewalks in my neighborhood	31	2.8 %
Availability of public parking	265	23.8 %
Availability of effective way finding & signage	15	1.3 %
Facilities & amenities at Jetport	12	1.1 %
None chosen	70	6.3 %
Total	1112	100.0 %

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

Q14. 2nd choice	Number	Percent
Accessibility of streets & sidewalks for people with disabilities	97	8.7 %
Accessibility of public buildings for people with disabilities	62	5.6 %
Ease of getting around City by car	85	7.6 %
Ease of getting around City by public transportation	147	13.2 %
Ease of getting around City by bicycle	134	12.1 %
Ease of getting around City by walking	107	9.6 %
Ease of using Portland Jetport	18	1.6 %
Availability of sidewalks throughout City	76	6.8 %
Availability of sidewalks in my neighborhood	51	4.6 %
Availability of public parking	147	13.2 %
Availability of effective way finding & signage	38	3.4 %
Facilities & amenities at Jetport	16	1.4 %
None chosen	134	12.1 %
Total	1112	100.0 %

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

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets & sidewalks for people with disabilities	105	9.4 %
Accessibility of public buildings for people with disabilities	40	3.6 %
Ease of getting around City by car	57	5.1 %
Ease of getting around City by public transportation	126	11.3 %
Ease of getting around City by bicycle	82	7.4 %
Ease of getting around City by walking	124	11.2 %
Ease of using Portland Jetport	15	1.3 %
Availability of sidewalks throughout City	89	8.0 %
Availability of sidewalks in my neighborhood	53	4.8 %
Availability of public parking	115	10.3 %
Availability of effective way finding & signage	73	6.6 %
Facilities & amenities at Jetport	29	2.6 %
None chosen	204	18.3 %
Total	1112	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets & sidewalks for people with disabilities	384	34.5 %
Accessibility of public buildings for people with disabilities	115	10.3 %
Ease of getting around City by car	234	21.0 %
Ease of getting around City by public transportation	446	40.1 %
Ease of getting around City by bicycle	332	29.9 %
Ease of getting around City by walking	310	27.9 %
Ease of using Portland Jetport	51	4.6 %
Availability of sidewalks throughout City	211	19.0 %
Availability of sidewalks in my neighborhood	135	12.1 %
Availability of public parking	527	47.4 %
Availability of effective way finding & signage	126	11.3 %
Facilities & amenities at Jetport	57	5.1 %
None chosen	70	6.3 %
Total	2998	

**Q15. Parks and Recreation Services. Please rate your satisfaction with each of the following. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services/programs listed below.**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Adult Sports Leagues/ adult recreation programs	6.6%	21.4%	18.9%	2.8%	0.4%	49.9%
Q15-2. After-school childcare program	4.2%	9.4%	18.9%	2.8%	1.4%	63.2%
Q15-3. Aquatic programs	3.1%	10.3%	18.9%	8.6%	4.6%	54.5%
Q15-4. Condition of aquatic facilities	2.1%	6.4%	19.0%	11.4%	7.3%	53.9%
Q15-5. Condition of indoor recreational facilities/ community centers	2.6%	14.6%	23.3%	6.2%	1.2%	52.2%
Q15-6. Condition of outdoor athletic fields (baseball, basketball, soccer)	5.9%	33.3%	18.5%	4.1%	1.2%	37.0%
Q15-7. Condition of public playgrounds	7.5%	35.2%	19.6%	5.8%	2.5%	29.4%
Q15-8. Connectivity of local trails & parks	15.2%	43.6%	18.4%	7.6%	2.8%	12.3%
Q15-9. Quality of City special events (e.g., parades, 4th of July, festival)	9.3%	36.2%	27.1%	5.1%	2.2%	20.2%
Q15-10. Quality of community & neighborhood parks	9.2%	44.7%	19.5%	12.1%	5.1%	9.4%
Q15-11. Quality of Fitzpatrick Stadium	11.7%	33.9%	16.1%	2.5%	1.2%	34.6%
Q15-12. Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	12.7%	41.8%	15.3%	15.9%	8.2%	6.1%

**Q15. Parks and Recreation Services. Please rate your satisfaction with each of the following. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services/programs listed below.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-13. Quality of Merrill Auditorium	26.7%	42.8%	12.2%	1.5%	0.4%	16.4%
Q15-14. Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	21.5%	46.5%	12.9%	6.7%	2.9%	9.5%
Q15-15. Quality of James A. Banks, Sr. Portland Exposition Building (also called Portland Expo)	5.8%	25.6%	22.3%	5.0%	1.3%	40.0%
Q15-16. Quality of Troubh Ice Arena	5.4%	20.0%	19.9%	2.2%	0.4%	52.2%
Q15-17. Senior programs	2.5%	6.7%	18.5%	3.7%	2.3%	66.2%
Q15-18. Tennis amenities & condition of tennis & pickleball courts	5.7%	19.7%	20.2%	2.1%	0.8%	51.5%
Q15-19. Youth recreation programs	3.6%	12.9%	19.1%	2.0%	0.5%	61.9%

**WITHOUT "DON'T KNOW"**

**Q15. Parks and Recreation Services. Please rate your satisfaction with each of the following. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services/programs listed below. (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Adult Sports Leagues/adult recreation programs	13.1%	42.7%	37.7%	5.6%	0.9%
Q15-2. After-school childcare program	11.5%	25.7%	51.3%	7.6%	3.9%
Q15-3. Aquatic programs	6.9%	22.5%	41.5%	19.0%	10.1%
Q15-4. Condition of aquatic facilities	4.5%	13.8%	41.1%	24.8%	15.8%
Q15-5. Condition of indoor recreational facilities/ community centers	5.5%	30.5%	48.7%	13.0%	2.4%
Q15-6. Condition of outdoor athletic fields (baseball, basketball, soccer)	9.4%	52.8%	29.4%	6.6%	1.9%
Q15-7. Condition of public playgrounds	10.6%	49.8%	27.8%	8.3%	3.6%
Q15-8. Connectivity of local trails & parks	17.3%	49.7%	21.0%	8.7%	3.2%
Q15-9. Quality of City special events (e.g., parades, 4th of July, festival)	11.6%	45.3%	33.9%	6.4%	2.7%
Q15-10. Quality of community & neighborhood parks	10.1%	49.3%	21.5%	13.4%	5.7%
Q15-11. Quality of Fitzpatrick Stadium	17.9%	51.9%	24.6%	3.9%	1.8%

**WITHOUT "DON'T KNOW"**

**Q15. Parks and Recreation Services. Please rate your satisfaction with each of the following. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services/programs listed below. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-12. Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	13.5%	44.5%	16.3%	17.0%	8.7%
Q15-13. Quality of Merrill Auditorium	31.9%	51.2%	14.6%	1.8%	0.4%
Q15-14. Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	23.8%	51.4%	14.2%	7.5%	3.2%
Q15-15. Quality of James A. Banks, Sr. Portland Exposition Building (also called Portland Expo)	9.6%	42.7%	37.2%	8.4%	2.1%
Q15-16. Quality of Troubh Ice Arena	11.3%	41.7%	41.5%	4.7%	0.8%
Q15-17. Senior programs	7.4%	19.9%	54.8%	10.9%	6.9%
Q15-18. Tennis amenities & condition of tennis & pickleball courts	11.7%	40.6%	41.7%	4.3%	1.7%
Q15-19. Youth recreation programs	9.4%	34.0%	50.0%	5.2%	1.4%

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

Q16. Top choice	Number	Percent
Adult Sports Leagues/adult recreation programs	21	1.9 %
After-school childcare program	125	11.2 %
Aquatic programs	42	3.8 %
Condition of aquatic facilities	94	8.5 %
Condition of indoor recreational facilities/community centers	30	2.7 %
Condition of outdoor athletic fields (baseball, basketball, soccer)	18	1.6 %
Condition of public playgrounds	63	5.7 %
Connectivity of local trails & parks	121	10.9 %
Quality of City special events (e.g., parades, 4th of July, festival)	23	2.1 %
Quality of community & neighborhood parks	74	6.7 %
Quality of Fitzpatrick Stadium	10	0.9 %
Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	159	14.3 %
Quality of Merrill Auditorium	7	0.6 %
Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	63	5.7 %
Quality of James A. Banks, Sr. Portland Exposition Building (also called Portland Expo)	12	1.1 %
Quality of Troubh Ice Arena	7	0.6 %
Senior programs	35	3.1 %
Tennis amenities & condition of tennis & pickleball courts	11	1.0 %
Youth recreation programs	24	2.2 %
None chosen	173	15.6 %
Total	1112	100.0 %

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

Q16. 2nd choice	Number	Percent
Adult Sports Leagues/adult recreation programs	15	1.3 %
After-school childcare program	55	4.9 %
Aquatic programs	46	4.1 %
Condition of aquatic facilities	49	4.4 %
Condition of indoor recreational facilities/community centers	37	3.3 %
Condition of outdoor athletic fields (baseball, basketball, soccer)	20	1.8 %
Condition of public playgrounds	63	5.7 %
Connectivity of local trails & parks	93	8.4 %
Quality of City special events (e.g., parades, 4th of July, festival)	28	2.5 %
Quality of community & neighborhood parks	139	12.5 %
Quality of Fitzpatrick Stadium	8	0.7 %
Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	126	11.3 %
Quality of Merrill Auditorium	9	0.8 %
Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	85	7.6 %
Quality of James A. Banks, Sr. Portland Exposition Building (also called Portland Expo)	6	0.5 %
Quality of Troubh Ice Arena	2	0.2 %
Senior programs	36	3.2 %
Tennis amenities & condition of tennis & pickleball courts	11	1.0 %
Youth recreation programs	50	4.5 %
None chosen	234	21.0 %
Total	1112	100.0 %

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

Q16. 3rd choice	Number	Percent
Adult Sports Leagues/adult recreation programs	16	1.4 %
After-school childcare program	47	4.2 %
Aquatic programs	23	2.1 %
Condition of aquatic facilities	16	1.4 %
Condition of indoor recreational facilities/community centers	44	4.0 %
Condition of outdoor athletic fields (baseball, basketball, soccer)	26	2.3 %
Condition of public playgrounds	71	6.4 %
Connectivity of local trails & parks	91	8.2 %
Quality of City special events (e.g., parades, 4th of July, festival)	35	3.1 %
Quality of community & neighborhood parks	121	10.9 %
Quality of Fitzpatrick Stadium	8	0.7 %
Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	100	9.0 %
Quality of Merrill Auditorium	7	0.6 %
Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	79	7.1 %
Quality of James A. Banks, Sr. Portland Exposition Building (also called Portland Expo)	12	1.1 %
Quality of Troubh Ice Arena	6	0.5 %
Senior programs	47	4.2 %
Tennis amenities & condition of tennis & pickleball courts	15	1.3 %
Youth recreation programs	49	4.4 %
None chosen	299	26.9 %
Total	1112	100.0 %

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

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Adult Sports Leagues/adult recreation programs	52	4.7 %
After-school childcare program	227	20.4 %
Aquatic programs	111	10.0 %
Condition of aquatic facilities	159	14.3 %
Condition of indoor recreational facilities/community centers	111	10.0 %
Condition of outdoor athletic fields (baseball, basketball, soccer)	64	5.8 %
Condition of public playgrounds	197	17.7 %
Connectivity of local trails & parks	305	27.4 %
Quality of City special events (e.g., parades, 4th of July, festival)	86	7.7 %
Quality of community & neighborhood parks	334	30.0 %
Quality of Fitzpatrick Stadium	26	2.3 %
Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	385	34.6 %
Quality of Merrill Auditorium	23	2.1 %
Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	227	20.4 %
Quality of James A. Banks, Sr. Portland Exposition Building (also called Portland Expo)	30	2.7 %
Quality of Troubh Ice Arena	15	1.3 %
Senior programs	118	10.6 %
Tennis amenities & condition of tennis & pickleball courts	37	3.3 %
Youth recreation programs	123	11.1 %
None chosen	173	15.6 %
Total	2803	

**Q17. Economic Development. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of good jobs in Portland	2.9%	18.5%	30.1%	24.1%	10.5%	13.8%
Q17-2. Availability of places to shop, dine, or get services in your neighborhood	22.8%	42.7%	18.6%	11.4%	2.7%	1.7%
Q17-3. Condition & appearance of local shopping & business areas	11.1%	43.9%	23.0%	15.0%	4.9%	2.2%
Q17-4. How active & inviting businesses are (lighting, cleanliness, events, etc.)	13.8%	44.7%	25.8%	9.2%	2.9%	3.6%
Q17-5. Overall strength of local economy (business openings, jobs, etc.)	4.7%	24.6%	30.1%	23.7%	9.4%	7.5%
Q17-6. Variety of local businesses (restaurants, shops, & services) in your area	17.0%	41.6%	21.1%	15.6%	3.0%	1.6%

**WITHOUT "DON'T KNOW"**

**Q17. Economic Development. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of good jobs in Portland	3.3%	21.5%	35.0%	28.0%	12.2%
Q17-2. Availability of places to shop, dine, or get services in your neighborhood	23.2%	43.5%	18.9%	11.6%	2.7%
Q17-3. Condition & appearance of local shopping & business areas	11.3%	44.9%	23.5%	15.3%	5.0%
Q17-4. How active & inviting businesses are (lighting, cleanliness, events, etc.)	14.4%	46.4%	26.8%	9.5%	3.0%
Q17-5. Overall strength of local economy (business openings, jobs, etc.)	5.1%	26.5%	32.6%	25.7%	10.2%
Q17-6. Variety of local businesses (restaurants, shops, & services) in your area	17.3%	42.3%	21.5%	15.9%	3.0%

**Q18. Communication & Transparency. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Availability of information about City news, programs & services	9.6%	39.7%	28.0%	13.5%	3.0%	6.3%
Q18-2. City efforts to keep you informed about local issues	8.5%	34.1%	26.4%	20.1%	4.8%	6.1%
Q18-3. Level of public involvement in local decision making	3.7%	21.3%	28.0%	24.8%	12.2%	10.0%
Q18-4. Timeliness of information provided by City	5.0%	29.9%	32.6%	16.9%	5.4%	10.2%
Q18-5. Usefulness of information on City's website	5.7%	36.7%	29.6%	12.8%	3.3%	12.0%
Q18-6. Local-access television station (Portland Media Center)	3.5%	12.6%	20.6%	3.8%	2.0%	57.6%
Q18-7. City's use of social media	4.8%	21.3%	29.1%	5.9%	2.2%	36.6%
Q18-8. City's use of digital tools (e.g., 311/See Click Fix, live-streaming meetings, online forms, text/email alerts)	9.2%	32.7%	25.5%	7.4%	2.6%	22.6%
Q18-9. Availability of information in a language I understand	36.4%	28.3%	15.6%	1.0%	0.4%	18.3%

**WITHOUT "DON'T KNOW"**

**Q18. Communication & Transparency. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")**

(N=1112)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Availability of information about City news, programs & services	10.3%	42.3%	29.8%	14.4%	3.2%
Q18-2. City efforts to keep you informed about local issues	9.1%	36.3%	28.2%	21.4%	5.1%
Q18-3. Level of public involvement in local decision making	4.1%	23.7%	31.1%	27.6%	13.6%
Q18-4. Timeliness of information provided by City	5.6%	33.3%	36.2%	18.8%	6.0%
Q18-5. Usefulness of information on City's website	6.4%	41.7%	33.6%	14.5%	3.8%
Q18-6. Local-access television station (Portland Media Center)	8.3%	29.7%	48.5%	8.9%	4.7%
Q18-7. City's use of social media	7.5%	33.6%	46.0%	9.4%	3.5%
Q18-8. City's use of digital tools (e.g., 311/See Click Fix, live-streaming meetings, online forms, text/email alerts)	11.8%	42.3%	33.0%	9.5%	3.4%
Q18-9. Availability of information in a language I understand	44.6%	34.7%	19.1%	1.2%	0.4%

**Q19. Which of the following are your primary sources of information about City issues, services, and events?**

Q19. Your primary sources of information about

<u>City issues, services, &amp; events</u>	<u>Number</u>	<u>Percent</u>
City's website	648	58.3 %
Weekly eNewsletter	306	27.5 %
Local Access Cable	46	4.1 %
Instagram	210	18.9 %
Facebook	286	25.7 %
NextDoor	164	14.7 %
Local TV news	398	35.8 %
Radio	226	20.3 %
Newspaper	509	45.8 %
Other	101	9.1 %
Total	2894	

**Q19-10. Other**

- by word-of-mouth--this is the only way I find out
- Citizen run social media. Newspaper has lost its way
- City alerts
- City email.
- City notices for which I am registered
- Email alert
- Email alerts
- emails
- emails from people who are paying better attention. City councilors social media.
- emails from recreation department
- Family
- Former mayor Cheryl Leeman distributes regular newsletters with Council updates. It's very well done, and often the best way for me to stay informed.
- Friday texts
- Friends and family
- Friends, colleagues
- I get the info from the online news 13
- In person
- Information from friends and family
- Internet
- LinkedIn

**Q19-10. Other**

- listservs
- Local blogs and other news sources
- mail
- mail
- Mailer from city
- mail
- Neighborhood association emails
- Neighborhood association emails
- Neighborhood association in west end
- Neighborhood Association. More city officials should attend these meetings.
- Neighbors
- Neighbors
- Neighbors
- Neighbors
- neighbors and friends
- Neighbors and word of mouth; local email lists.
- Non-profits
- Portland Reddit Group, West End News, Bollard etc.
- Portland me subreddit
- press releases
- r/Portland me (reddit)
- r/Portland me, r/maine, r/maine2
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit
- Reddit/Twitter/Facebook
- Reddit, neighbors/community
- Reddit, other social media
- Reposting city info on Reddit
- Social media posts by city council members
- Special alerts signed up for on city's website.
- targeted opt-in email alerts from various departments
- Texts
- Texts
- Texts
- Texts

**Q19-10. Other**

- Texts
- Texts
- Text alerts
- Text alerts
- Text alerts
- Text Blasts
- Text messages
- Text messages
- Text messages from the City
- text updates
- text updates
- Texts
- Texts
- Texts
- Texts
- Texts
- The Bollard
- The cities use of digital tools
- The city needs to restore RSS feeds for alerts and not rely on social media entirely.
- TikTok
- Twitter
- Weekly text
- Weekly text newsletter updates
- West End Neighborhood Association (WENA)
- When the city send pamphlet to doors
- Wherever it makes sense at the time
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Work in downtown and bayside area.

**Q20. Which THREE sources of information listed in Question 19 are your most PREFERRED methods of receiving information about the City?**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's website	276	24.8 %
Weekly eNewsletter	233	21.0 %
Local Access Cable	11	1.0 %
Instagram	73	6.6 %
Facebook	71	6.4 %
NextDoor	13	1.2 %
Local TV news	113	10.2 %
Radio	42	3.8 %
Newspaper	145	13.0 %
None chosen	135	12.1 %
Total	1112	100.0 %

**Q20. Which THREE sources of information listed in Question 19 are your most PREFERRED methods of receiving information about the City?**

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's website	196	17.6 %
Weekly eNewsletter	108	9.7 %
Local Access Cable	16	1.4 %
Instagram	88	7.9 %
Facebook	82	7.4 %
NextDoor	26	2.3 %
Local TV news	118	10.6 %
Radio	79	7.1 %
Newspaper	163	14.7 %
None chosen	236	21.2 %
Total	1112	100.0 %

**Q20. Which THREE sources of information listed in Question 19 are your most PREFERRED methods of receiving information about the City?**

Q20. 3rd choice	Number	Percent
City's website	146	13.1 %
Weekly eNewsletter	49	4.4 %
Local Access Cable	15	1.3 %
Instagram	52	4.7 %
Facebook	81	7.3 %
NextDoor	33	3.0 %
Local TV news	91	8.2 %
Radio	75	6.7 %
Newspaper	128	11.5 %
None chosen	442	39.7 %
Total	1112	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE sources of information listed in Question 19 are your most PREFERRED methods of receiving information about the City? (top 3)**

Q20. Sum of top 3 choices	Number	Percent
City's website	618	55.6 %
Weekly eNewsletter	390	35.1 %
Local Access Cable	42	3.8 %
Instagram	213	19.2 %
Facebook	234	21.0 %
NextDoor	72	6.5 %
Local TV news	322	29.0 %
Radio	196	17.6 %
Newspaper	436	39.2 %
None chosen	135	12.1 %
Total	2658	

**Q21. Customer Service. Have you interacted with (by phone, on-line, or by visiting) the City during the past year?**

Q21. Have you interacted with City during past

year	Number	Percent
Yes	746	67.1 %
No	366	32.9 %
Total	1112	100.0 %

**Q21a. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate your satisfaction with each item.**

(N=746)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21a-1. How easy the department was to contact	27.6%	46.2%	14.1%	6.6%	3.9%	1.6%
Q21a-2. Level of courtesy you received	41.4%	38.3%	12.9%	3.5%	1.9%	2.0%
Q21a-3. Technical competence & knowledge of City employees who assisted you	38.9%	36.5%	14.7%	5.4%	2.0%	2.5%
Q21a-4. Overall satisfaction with your customer service experience	37.3%	37.9%	14.2%	6.7%	2.9%	0.9%

**WITHOUT "DON'T KNOW"**

**Q21a. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate your satisfaction with each item. (without "don't know")**

(N=746)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21a-1. How easy the department was to contact	28.1%	47.0%	14.3%	6.7%	4.0%
Q21a-2. Level of courtesy you received	42.3%	39.1%	13.1%	3.6%	1.9%
Q21a-3. Technical competence & knowledge of City employees who assisted you	39.9%	37.4%	15.1%	5.5%	2.1%
Q21a-4. Overall satisfaction with your customer service experience	37.6%	38.3%	14.3%	6.8%	3.0%

**Q22. Listed below are several issues the City of Portland may face over the next 5 years. Which THREE of the issues listed below do you think will be MOST SIGNIFICANT over the next 5 years?**

Q22. Top choice	Number	Percent
Housing	398	35.8 %
Homelessness	278	25.0 %
Public Safety & Crime	53	4.8 %
Substance Use & Mental Health	47	4.2 %
Transportation & Mobility	20	1.8 %
Climate Change	22	2.0 %
Jobs & Economic Opportunity	37	3.3 %
Public Parks & Recreation Facilities	9	0.8 %
Immigrant Support & Equity	13	1.2 %
Public Health	6	0.5 %
Property Tax Rate & Budget	194	17.4 %
Trust/Transparency in Local Government	12	1.1 %
Other	4	0.4 %
None chosen	19	1.7 %
Total	1112	100.0 %

**Q22. Listed below are several issues the City of Portland may face over the next 5 years. Which THREE of the issues listed below do you think will be MOST SIGNIFICANT over the next 5 years?**

Q22. 2nd choice	Number	Percent
Housing	159	14.3 %
Homelessness	295	26.5 %
Public Safety & Crime	117	10.5 %
Substance Use & Mental Health	129	11.6 %
Transportation & Mobility	47	4.2 %
Climate Change	46	4.1 %
Jobs & Economic Opportunity	86	7.7 %
Public Parks & Recreation Facilities	21	1.9 %
Immigrant Support & Equity	36	3.2 %
Public Health	13	1.2 %
Property Tax Rate & Budget	96	8.6 %
Trust/Transparency in Local Government	42	3.8 %
Other	2	0.2 %
None chosen	23	2.1 %
Total	1112	100.0 %

**Q22. Listed below are several issues the City of Portland may face over the next 5 years. Which THREE of the issues listed below do you think will be MOST SIGNIFICANT over the next 5 years?**

Q22. 3rd choice	Number	Percent
Housing	79	7.1 %
Homelessness	125	11.2 %
Public Safety & Crime	89	8.0 %
Substance Use & Mental Health	173	15.6 %
Transportation & Mobility	72	6.5 %
Climate Change	62	5.6 %
Jobs & Economic Opportunity	133	12.0 %
Public Parks & Recreation Facilities	34	3.1 %
Immigrant Support & Equity	73	6.6 %
Public Health	35	3.1 %
Property Tax Rate & Budget	151	13.6 %
Trust/Transparency in Local Government	39	3.5 %
Other	10	0.9 %
None chosen	37	3.3 %
Total	1112	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Listed below are several issues the City of Portland may face over the next 5 years. Which THREE of the issues listed below do you think will be MOST SIGNIFICANT over the next 5 years? (top 3)**

Q22. Sum of top 3 choices	Number	Percent
Housing	636	57.2 %
Homelessness	698	62.8 %
Public Safety & Crime	259	23.3 %
Substance Use & Mental Health	349	31.4 %
Transportation & Mobility	139	12.5 %
Climate Change	130	11.7 %
Jobs & Economic Opportunity	256	23.0 %
Public Parks & Recreation Facilities	64	5.8 %
Immigrant Support & Equity	122	11.0 %
Public Health	54	4.9 %
Property Tax Rate & Budget	441	39.7 %
Trust/Transparency in Local Government	93	8.4 %
Other	16	1.4 %
None chosen	19	1.7 %
Total	3276	

**Q22-13. Other**

- Crime. In the past two weeks I have: Been attacked by a transient while walking to Hanaford's; stopped an attack of a transient against a transient on Prebble street; witnessed a transient overdose on illegal drugs; witnessed a transient drop her pants and defecate on the grass, in broad daylight, in Deering Park; been unable to use the back cove trail because it was overrun with transients; witnessed dozens of transients using illegal narcotics in Preble Street. Spouse fears to go outside alone because of rampant crime daily in our neighborhood. City Council apparently does not understand the lesson behind the Tragedy of the Commons.
- Education
- Focus on growing business in spite of the crazy minimum wage, stupid rent control measures, and the insane focus on increasing social services
- Get rid of trash bag purple program
- Housing market in Portland. Portland is becoming extremely unaffordable to live in. There is no reason a studio apartment should be almost \$2500
- needle exchange, stop providing unlimited needles
- Only provide city services to established residents. People who have established residency, not transients.
- Overdevelopment, fewer skyscrapers in historic areas.
- Parking in Portland is horrible . Too expensive and hard to find.
- Parking!
- Public parking and/or residential parking
- Quality of life
- RAMPANT CRIME
- Remove illegal immigrants and work with ICE
- The city needs a cleaner way to collect trash. The purple bags get left out in the open for animals to pick apart and trash gets all over the place making our city look dirty. We also need a parking lot at the sports complex!
- There is absolutely nothing more important to me than getting our street lighted. I have lived all over the world. I have never lived in a city as dark as Portland, Maine. Lighted streets are safe streets. Lighted streets keep businesses open later at night and keep passersby enjoying the community and restaurants. Please light our streets.

**Q23. Approximately how many years have you lived in Portland?**

Q23. How many years have you lived in Portland	Number	Percent
Less than 5 years	166	14.9 %
5-10 years	221	19.9 %
11-20 years	209	18.8 %
20+ years	503	45.2 %
Not provided	13	1.2 %
Total	1112	100.0 %

**WITHOUT "NOT PROVIDED"****Q23. Approximately how many years have you lived in Portland? (without "not provided")**

Q23. How many years have you lived in Portland	Number	Percent
Less than 5 years	166	15.1 %
5-10 years	221	20.1 %
11-20 years	209	19.0 %
20+ years	503	45.8 %
Total	1099	100.0 %

**Q24. Including yourself, how many people from each age group are currently living in your household?**

	Mean	Sum
number	2.3	2495
5 & under	0.1	126
6-19	0.3	293
20-44	0.8	913
45-64	0.7	744
65-74	0.2	259
75 & older	0.1	160

**Q25. Do you own or rent your current residence?**

<u>Q25. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	619	55.7 %
Rent	483	43.4 %
Other	5	0.4 %
Not provided	5	0.4 %
Total	1112	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. Do you own or rent your current residence? (without "not provided")**

<u>Q25. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	619	55.9 %
Rent	483	43.6 %
Other	5	0.5 %
Total	1107	100.0 %

**Q26. What is your age?**

<u>Q26. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	213	19.2 %
35-44	225	20.2 %
45-54	223	20.1 %
55-64	221	19.9 %
65+	215	19.3 %
Not provided	15	1.3 %
Total	1112	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. What is your age? (without "not provided")**

<u>Q26. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	213	19.4 %
35-44	225	20.5 %
45-54	223	20.3 %
55-64	221	20.1 %
65+	215	19.6 %
Total	1097	100.0 %

**Q27. Which of the following best describes your race/ethnicity?**

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	34	3.1 %
Black or African American	104	9.4 %
American Indian or Alaska Native	5	0.4 %
White	894	80.4 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Hispanic or Latino	35	3.1 %
Other	7	0.6 %
Total	1080	

**Q27-7. Self-describe your race/ethnicity:**

<u>Q27-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	3	42.9 %
Lebanese	1	14.3 %
Irish	1	14.3 %
European	1	14.3 %
Cajun	1	14.3 %
Total	7	100.0 %

**Q28. Your gender:**

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	516	46.4 %
Female	522	46.9 %
Non-Binary/Gender Non-Conforming	15	1.3 %
Transgender Man	2	0.2 %
Transgender Woman	1	0.1 %
Other	1	0.1 %
Prefer not to answer	55	4.9 %
Total	1112	100.0 %

**WITHOUT "PREFER NOT TO ANSWER"****Q28. Your gender: (without "prefer not to answer")**

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	516	48.8 %
Female	522	49.4 %
Non-Binary/Gender Non-Conforming	15	1.4 %
Transgender Man	2	0.2 %
Transgender Woman	1	0.1 %
Other	1	0.1 %
Total	1057	100.0 %

**Q28-7. Self-describe your gender:**

<u>Q27-7. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Fluid	1	100.0 %
Total	1	100.0 %

**Q29. Would you say your total household income is...**

<u>Q29. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	120	10.8 %
\$30K to \$59,999	213	19.2 %
\$60K to \$99,999	236	21.2 %
\$100K to \$129,999	185	16.6 %
\$130K+	247	22.2 %
Not provided	111	10.0 %
Total	1112	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Would you say your total household income is... (without "not provided")**

<u>Q29. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	120	12.0 %
\$30K to \$59,999	213	21.3 %
\$60K to \$99,999	236	23.6 %
\$100K to \$129,999	185	18.5 %
\$130K+	247	24.7 %
Total	1001	100.0 %

**Q30. Which of the following best describes your current employment status?**

<u>Q30. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	645	58.0 %
Employed in the home/have a home-based business	117	10.5 %
Student	8	0.7 %
Retired	272	24.5 %
Not currently employed outside home	39	3.5 %
Not provided	31	2.8 %
Total	1112	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Which of the following best describes your current employment status? (without "not provided")**

<u>Q30. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	645	59.7 %
Employed in the home/have a home-based business	117	10.8 %
Student	8	0.7 %
Retired	272	25.2 %
Not currently employed outside home	39	3.6 %
Total	1081	100.0 %

**Q30-1. What is the zip code where you work?**

Q30-1. Zip code of your workplace	Number	Percent
4101	246	40.7 %
4103	104	17.2 %
4102	92	15.2 %
4106	28	4.6 %
4092	20	3.3 %
4074	14	2.3 %
4105	8	1.3 %
4011	7	1.2 %
4330	7	1.2 %
4240	7	1.2 %
4104	6	1.0 %
4096	5	0.8 %
4005	5	0.8 %
4062	5	0.8 %
4107	4	0.7 %
4122	4	0.7 %
4038	3	0.5 %
4043	2	0.3 %
4210	2	0.3 %
3904	2	0.3 %
3909	2	0.3 %
4032	2	0.3 %
4039	2	0.3 %
30309	1	0.2 %
36849	1	0.2 %
2169	1	0.2 %
4544	1	0.2 %
3907	1	0.2 %
4174	1	0.2 %
4108	1	0.2 %
20005	1	0.2 %
1403	1	0.2 %
4347	1	0.2 %
4072	1	0.2 %
4902	1	0.2 %
4090	1	0.2 %
4193	1	0.2 %
4006	1	0.2 %
4110	1	0.2 %
2114	1	0.2 %
2115	1	0.2 %
3038	1	0.2 %
12203	1	0.2 %
4073	1	0.2 %
4033	1	0.2 %
2459	1	0.2 %

**Q30-1. What is the zip code where you work?**

<u>Q30-1. Zip code of your workplace</u>	<u>Number</u>	<u>Percent</u>
2108	1	0.2 %
2142	1	0.2 %
4841	1	0.2 %
4260	1	0.2 %
3079	1	0.2 %
Total	605	100.0 %

**Council District:**

<u>Council District</u>	<u>Number</u>	<u>Percent</u>
1	233	21.0 %
2	201	18.1 %
3	242	21.8 %
4	215	19.3 %
5	221	19.9 %
Total	1112	100.0 %



# 5

# Survey Instrument



**December 2025**

Dear Portland Resident,

The City of Portland is conducting a community survey to hear directly from residents. Your input could help shape City programs, services, and long-term investments so they better reflect the needs and priorities of our community.

You can complete the survey online at [PortlandCommunitySurvey.org](https://PortlandCommunitySurvey.org), or by filling out the enclosed paper survey and returning it in the postage-paid envelope provided. Either way, **as a thank you for completing this survey, you will have the opportunity to enter a drawing to win one (1) of five (5) \$100 prepaid Visa gift cards for fully completing your survey.**

The City has partnered with **ETC Institute**, one of the nation's leading local government research firms, to ensure the survey is conducted independently and professionally. ETC will compile and analyze the results, present them to the City Council, and make the findings publicly available on the City's website. Because ETC administers these surveys nationwide, Portland's results will also be compared regionally and nationally.

By completing the survey, you are helping shape the future of Portland—making sure the City government reflects the voices of the people who live here. For additional information about the Portland Community Survey, please visit [portlandmaine.gov/communitysurvey](https://portlandmaine.gov/communitysurvey). We greatly appreciate your participation.

If you have any questions or need assistance, please contact Ryan Murray, Assistant Director of Community Research at ETC Institute, at (913) 254-4598 or [ryan.murray@etcinstitute.com](mailto:ryan.murray@etcinstitute.com).

Thank you for taking the time to share your perspective and help make Portland an even better place to live, work, and play.

Sincerely,

Mark Dion, Mayor

Danielle West, City Manager

Si desea completar esta encuesta en línea en español, visite [PortlandCommunitySurvey.org](https://PortlandCommunitySurvey.org) o llámenos gratis al 844-811-0411. ¡Gracias!

Si vous souhaitez répondre à ce sondage en ligne en espagnol, veuillez consulter le site [PortlandCommunitySurvey.org](https://PortlandCommunitySurvey.org) ou nous appeler gratuitement au 844-393-4437. Merci!

Se você deseja responder a esta pesquisa online em espanhol, visite [PortlandCommunitySurvey.org](https://PortlandCommunitySurvey.org) ou ligue gratuitamente para 844-247-8189. Obrigado!

Haddii aad jeclaan lahayd inaad ku buuxiso sahan ka khadka tooska ah ee Isbaanishka fadlan booqo [PortlandCommunitySurvey.org](https://PortlandCommunitySurvey.org) ama naga soo wac telefoon bilaash ah 866-991-5215. Mahadsanid!

أو الاتصال بنا [PortlandCommunitySurvey.org](https://PortlandCommunitySurvey.org) إذا كنت ترغب في إكمال هذا الاستبيان عبر الإنترنت باللغة الإسبانية، يرجى زيارة  
مجانا على الرقم 448-0918-742. شكرًا لك



# 2025 City of Portland Community Survey

The City of Portland is committed to building a strong community. Your open and honest feedback on this survey will inform City leaders about your level of satisfaction with the state of the City and municipal services. Please take a few minutes to complete this survey. Alternatively, you may complete the survey online, at [PortlandCommunitySurvey.org](http://PortlandCommunitySurvey.org).

For additional information about the Portland Community Survey, please visit [portlandmaine.gov/communitysurvey](http://portlandmaine.gov/communitysurvey).

**1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall communication by the City with the community	5	4	3	2	1	9
02.	Overall flow of traffic and ease of getting around within the City	5	4	3	2	1	9
03.	Overall maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
04.	Overall quality of community engagement by City officials	5	4	3	2	1	9
05.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
06.	Overall quality of public parks	5	4	3	2	1	9
07.	Overall quality of public safety services (police, fire, EMS)	5	4	3	2	1	9
08.	Overall quality of public transportation within the city (bus, rail, ferry)	5	4	3	2	1	9
09.	Overall quality of social services provided by the City	5	4	3	2	1	9
10.	Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9
11.	Overall quality of stormwater management/flood control	5	4	3	2	1	9
12.	Overall quality of the Portland Jetport	5	4	3	2	1	9
13.	Overall quality of winter snow plowing and removal	5	4	3	2	1	9

**2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]**

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

**3. Please rate your satisfaction with each of the following items that may influence your perception of Portland as a community using a 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Availability of affordable housing options	5	4	3	2	1	9
02.	How easy it is to access City programs and services	5	4	3	2	1	9
03.	How fairly City resources are allocated	5	4	3	2	1	9
04.	Overall affordability of living in Portland	5	4	3	2	1	9
05.	Overall quality and variety of shopping and dining opportunities	5	4	3	2	1	9
06.	Overall quality of life in the city	5	4	3	2	1	9
07.	Overall quality of life in your neighborhood	5	4	3	2	1	9
08.	Overall quality of services provided by the City of Portland	5	4	3	2	1	9
09.	Overall value you receive for City of Portland taxes and fees	5	4	3	2	1	9
10.	Shopping and dining opportunities in Portland	5	4	3	2	1	9
11.	Portland as a place to live	5	4	3	2	1	9
12.	Portland as a place to raise a family	5	4	3	2	1	9
13.	Portland as a place to retire	5	4	3	2	1	9
14.	Portland as a welcoming community	5	4	3	2	1	9
15.	The city's recognition of diversity in my community	5	4	3	2	1	9
16.	The overall direction in which the city is moving	5	4	3	2	1	9

**4. Would you say your trust in the City of Portland's Local Government is...**

\_\_\_\_(4) High    \_\_\_\_ (3) Somewhat high    \_\_\_\_ (2) Somewhat low    \_\_\_\_ (1) Low    \_\_\_\_ (9) Don't know

**5. To what extent do you agree with the following statement: "My household's overall quality of life is improving?"**

\_\_\_\_(4) Strongly agree    \_\_\_\_ (3) Agree    \_\_\_\_ (2) Disagree    \_\_\_\_ (1) Strongly disagree    \_\_\_\_ (9) Don't know

**6. Safety. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Overall feeling of safety in the city	5	4	3	2	1	9
2. In City parks	5	4	3	2	1	9
3. In commercial and retail areas	5	4	3	2	1	9
4. In Portland's downtown area	5	4	3	2	1	9
5. In your neighborhood at night	5	4	3	2	1	9
6. In your neighborhood during the day	5	4	3	2	1	9

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcement of local traffic laws	5	4	3	2	1	9
02. How quickly EMS services responds to emergencies	5	4	3	2	1	9
03. How quickly fire services responds to emergencies	5	4	3	2	1	9
04. How quickly police respond to requests for services	5	4	3	2	1	9
05. Overall quality of emergency medical/ambulance services	5	4	3	2	1	9
06. Overall quality of fire protection	5	4	3	2	1	9
07. Overall quality of local police services	5	4	3	2	1	9
08. Professionalism of fire/EMS first responders	5	4	3	2	1	9
09. Professionalism of police officers	5	4	3	2	1	9
10. Quality of police community programs and outreach	5	4	3	2	1	9
11. Quality of service when calling 911 with an emergency	5	4	3	2	1	9
12. The City's efforts to prevent crime	5	4	3	2	1	9

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

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

**9. Would you say your trust in Portland's Police Department is...**

\_\_\_\_(4) High    \_\_\_\_ (3) Somewhat high    \_\_\_\_ (2) Somewhat low    \_\_\_\_ (1) Low    \_\_\_\_ (9) Don't know

**10. Trash and Recycling. Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Purple/City trash bag program	5	4	3	2	1	9
4. Riverside Recycling drop-off services	5	4	3	2	1	9
5. Fall/Spring leaf and yard waste collection services	5	4	3	2	1	9
6. Holiday tree collection services	5	4	3	2	1	9
7. Quality of composting drop-off locations	5	4	3	2	1	9

**11. Maintenance and Public Works.** Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Adequacy of street lighting	5	4	3	2	1	9
02.	Cleanliness of streets, sidewalks, and public spaces	5	4	3	2	1	9
03.	Condition of major City streets	5	4	3	2	1	9
04.	Condition of streets in your neighborhood	5	4	3	2	1	9
05.	Condition of pavement markings on streets	5	4	3	2	1	9
06.	Condition of sidewalks	5	4	3	2	1	9
07.	Condition of street signs and traffic signals	5	4	3	2	1	9
08.	Condition of public buildings and facilities	5	4	3	2	1	9
09.	Tree trimming along streets and public areas	5	4	3	2	1	9
10.	Condition of bike lanes, paths and signage	5	4	3	2	1	9
11.	Snow removal on major City streets	5	4	3	2	1	9
12.	Snow removal on neighborhood streets	5	4	3	2	1	9
13.	Snow removal on sidewalks	5	4	3	2	1	9

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

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Accessibility of streets and sidewalks for people with disabilities	5	4	3	2	1	9
02.	Accessibility of public buildings for people with disabilities	5	4	3	2	1	9
03.	Ease of getting around the city by car	5	4	3	2	1	9
04.	Ease of getting around the city by public transportation	5	4	3	2	1	9
05.	Ease of getting around the city by bicycle	5	4	3	2	1	9
06.	Ease of getting around the city by walking	5	4	3	2	1	9
07.	Ease of using the Portland Jetport	5	4	3	2	1	9
08.	Availability of sidewalks throughout the city	5	4	3	2	1	9
09.	Availability of sidewalks in my neighborhood	5	4	3	2	1	9
10.	Availability of public parking	5	4	3	2	1	9
11.	Availability of effective way finding and signage	5	4	3	2	1	9
12.	Facilities and amenities at the Jetport	5	4	3	2	1	9

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

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

15. **Parks and Recreation Services.** Please rate your satisfaction with each of the following. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services/programs listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Adult Sports Leagues/Adult recreation programs	5	4	3	2	1	9
02.	After-school childcare program	5	4	3	2	1	9
03.	Aquatic programs	5	4	3	2	1	9
04.	Condition of aquatic facilities	5	4	3	2	1	9
05.	Condition of indoor recreational facilities/community centers	5	4	3	2	1	9
06.	Condition of outdoor athletic fields (baseball, basketball, soccer)	5	4	3	2	1	9
07.	Condition of public playgrounds	5	4	3	2	1	9
08.	Connectivity of local trails and parks	5	4	3	2	1	9
09.	Quality of City special events (e.g., parades, 4th of July, festival)	5	4	3	2	1	9
10.	Quality of community and neighborhood parks	5	4	3	2	1	9
11.	Quality of Fitzpatrick Stadium	5	4	3	2	1	9
12.	Quality of major City parks (Deering Oaks Park, Payson Park, Eastern Prom)	5	4	3	2	1	9
13.	Quality of Merrill Auditorium	5	4	3	2	1	9
14.	Quality of multi-use trails (Back Cove Trail, Eastern Prom Trail, Fore River Parkway Trail, Bayside Trail)	5	4	3	2	1	9
15.	Quality of the James A. Banks, Sr. Portland Exposition Building (also called the Portland Expo)	5	4	3	2	1	9
16.	Quality of Troubh Ice Arena	5	4	3	2	1	9
17.	Senior programs	5	4	3	2	1	9
18.	Tennis amenities and condition of tennis and pickleball courts	5	4	3	2	1	9
19.	Youth recreation programs	5	4	3	2	1	9

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

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

17. **Economic Development.** Please rate your satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of good jobs in Portland	5	4	3	2	1	9
2.	Availability of places to shop, dine, or get services in your neighborhood	5	4	3	2	1	9
3.	Condition and appearance of local shopping and business areas	5	4	3	2	1	9
4.	How active and inviting businesses are (lighting, cleanliness, events, etc.)	5	4	3	2	1	9
5.	Overall strength of the local economy (business openings, jobs, etc.)	5	4	3	2	1	9
6.	Variety of local businesses (restaurants, shops, and services) in your area	5	4	3	2	1	9

**18. Communication & Transparency.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about City news, programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. Level of public involvement in local decision making	5	4	3	2	1	9
4. Timeliness of information provided by the City	5	4	3	2	1	9
5. Usefulness of information on the City's website	5	4	3	2	1	9
6. Local-access television station (Portland Media Center)	5	4	3	2	1	9
7. The City's use of social media	5	4	3	2	1	9
8. The City's use of digital tools (e.g., 311/See Click Fix, live-streaming meetings, online forms, text/email alerts)	5	4	3	2	1	9
9. Availability of information in a language I understand	5	4	3	2	1	9

**19. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]**

- (01) City's website                       (05) Facebook                       (09) Newspaper  
 (02) Weekly E-Newsletter                       (06) NextDoor                       (10) Other: \_\_\_\_\_  
 (03) Local Access Cable                       (07) Local TV News  
 (04) Instagram                       (08) Radio

**20. Which THREE sources of information listed in Question 19 are your most PREFERRED methods of receiving information about the City? [Write in your answers below using the numbers from the list in Question 19 or circle "NONE."]**

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

**21. Customer Service.** Have you interacted with (by phone, on-line, or by visiting) the City during the past year?

- (1) Yes [Answer Q21a.]                       (2) No [Skip to Q22.]

**21a. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate your satisfaction with each item.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the department was to contact	5	4	3	2	1	9
2. Level of courtesy you received	5	4	3	2	1	9
3. Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4. Overall satisfaction with your customer service experience	5	4	3	2	1	9

**22. Listed below are several issues the City of Portland may face over the next 5 years. Which THREE of the issues listed below do you think will be MOST SIGNIFICANT over the next 5 years? [Write in your answers using the numbers from the list below.]**

- |                                    |  |
|------------------------------------|--|
| 1. Housing                         | 8. Public Parks and Recreation Facilities  |
| 2. Homelessness                    | 9. Immigrant support and equity            |
| 3. Public Safety and Crime         | 10. Public Health                          |
| 4. Substance Use and Mental Health | 11. Property Tax Rate and Budget           |
| 5. Transportation and Mobility     | 12. Trust/Transparency in Local Government |
| 6. Climate Change                  | 13. Other: _____                           |
| 7. Jobs and Economic Opportunity   |  |

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



**This concludes the survey. Thank you for your time!**  
Please return your completed survey in the enclosed postage paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061