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# Multnomah County 1999 Citizen Survey

March 2000



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**MEMORANDUM**

Date: March 15, 2000

To: Beverly Stein, Multnomah County Chair  
Dianne Linn, Commissioner, District 1  
Serena Cruz, Commissioner, District 2  
Lisa Naito, Commissioner, District 3  
Sharron Kelley, Commissioner, District 4  
Michael Schrunk, District Attorney  
Dan Noelle, Sheriff

From: Suzanne Flynn, Multnomah County Auditor

Subject: Survey of Multnomah County Citizens

I am pleased to present you with the results of our sixth annual citizen survey. The survey is the result of a long-standing collaborative effort between the Multnomah County Auditor's Office and the City of Portland Auditor's Office, with a new partner, the Office of the Mayor of Gresham, added in 1998. This information gives us another point in our trend line of citizen satisfaction with a few specific County services and with local government in general.

The 1999 and 1998 citizen surveys covered fewer County services than in the past. Previous questions relating to Property Assessment and Elections were removed because of changes due to Measure 50 and Vote-by-Mail and the conclusion that measures of satisfaction were difficult to assess. As a result, Libraries, Animal Control, and general questions about government are the only measures remaining this year.

The attached report contains only the most basic analysis of the survey results. There are many caveats to understanding the data represented in this report. While we have tried to include explanatory information for changes in survey trends, every number has a longer story behind it. There is more information to be gleaned from the data that can help interested managers identify possible service problems and opportunities. We can provide each participating department with the data in raw form

for their analysis, and can provide assistance with analyzing and interpreting the results to you.

Please feel free to contact me or Sarah Landis if you have any questions.

Cc:

Ginnie Cooper, Libraries  
Vickie Gates, Support Services  
Larry Nicholas, Environmental Services  
Lorenzo Poe, Community and Family Services  
Lillian Shirley, Health  
Jim McConnell, Aging and Disability Services  
Elyse Clawson, Community Justice  
Dave Warren, Budget and Quality  
John Legry, Citizen Involvement Committee

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# Survey Results

## Introduction

This report provides results of the 1999 Citizen Survey of Multnomah County residents. The survey was conducted in partnership with the City of Portland and the City of Gresham.

In an era of growing scrutiny over public expenditures and programs, it is critical for governments to measure and account for how well they are serving citizens. General citizen surveys offer the opportunity to assess public perception of government effectiveness, quality, and service levels. This kind of citizen satisfaction information is an important component of a government's comprehensive performance measurement and accountability system.

There are, however, a number of problems associated with general population surveys that limit the usefulness of these data sources for performance information.

- Responses to broad questions are based on multiple factors, and results cannot always be directly linked to a specific department or service. For example, a general question about sense of safety may prompt responses based on perceptions about city Police, the Sheriff's Office, the justice system, jails, street lighting, or other factors.
- Most County programs could not be included in the survey because they target specific populations, such as health services for low-income clients, services for homeless youth, and incarceration of criminals. A random sample of the general population would not include enough respondents who had used such services to draw conclusions about their satisfaction.
- For many County services, there is no "product" or simple outcome to evaluate. Inspection of restaurants, oversight of elections, and management of parolees are a few examples of important services the County provides that may be invisible or not easily assessed by the general public.

Because of these limitations, the County-specific portion of the citizen survey is limited to Libraries and Animal Control: services that are accessible to all County residents and are amenable to a general survey. The original scope of the County citizen survey has narrowed considerably since 1994 when we began our partnership with the City of Portland. Elections and Assessment & Taxation, which had survey questions in the past, are no longer represented because of changes in

law that substantially decreased the control these agencies have over the design and administration of services (Vote-by-Mail and Measure 47).

The main narrative portion of this report contains information relevant to specific County services, general livability, sense of safety, and satisfaction with government. The survey also asked a number of questions about city services that are not reported in the narrative section of this report. Responses to all questions are reported in the appendix.

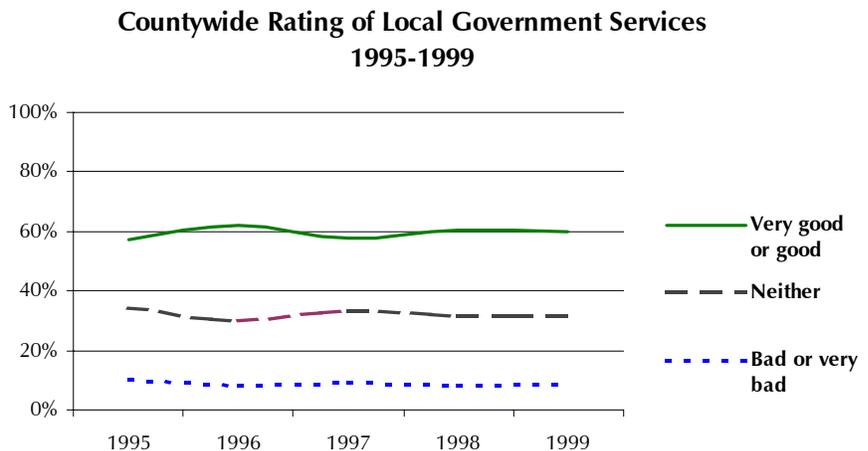
Approximately 14,000 randomly selected households in Multnomah County received a survey in September. About 5,500 were returned for a response rate of 39%. The surveys were coded to distinguish responses by eleven geographic areas, but the respondents remained anonymous. For the purposes of this report, responses are reported separately for the cities of Portland and Gresham, and collectively for the remainder of the County, including unincorporated areas and the small cities within the Multnomah County boundary.

### General Government

Survey respondents were asked to rate how well they think government is doing at providing local services. Overall, public perceptions about government services have remained high, with nearly 60% of respondents rating government services very good or good each year. The percentage of respondents rating government performance bad or very bad has remained under 10% since 1995. See Exhibit 1.

Exhibit 1

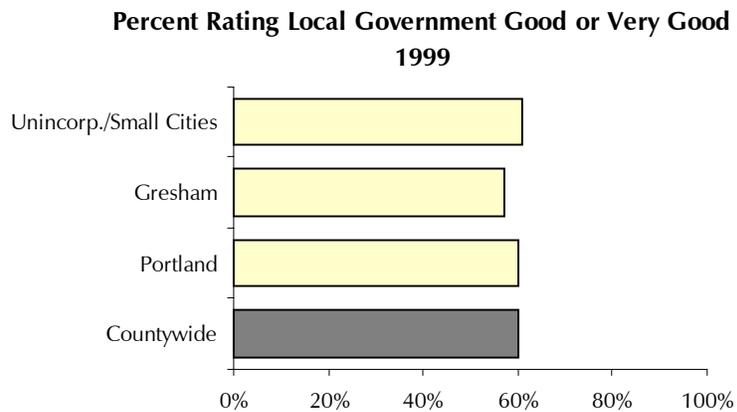
How good a job do you think local government is doing at providing services?



Gresham residents returned a slightly lower rating than did residents of Portland and small cities/unincorporated areas. See Exhibit 2.

Exhibit 2

Satisfaction with local government by area

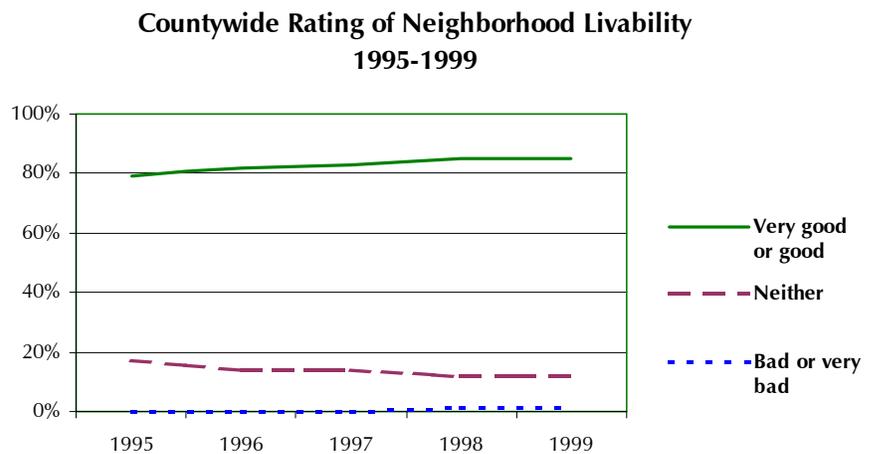


Livability

The survey also asked residents to rate the livability of their neighborhoods. Eighty-five percent of respondents rated their neighborhood livability very good or good, up from 79% in 1995. See Exhibit 3.

Exhibit 3

How do you rate the livability of your neighborhood?

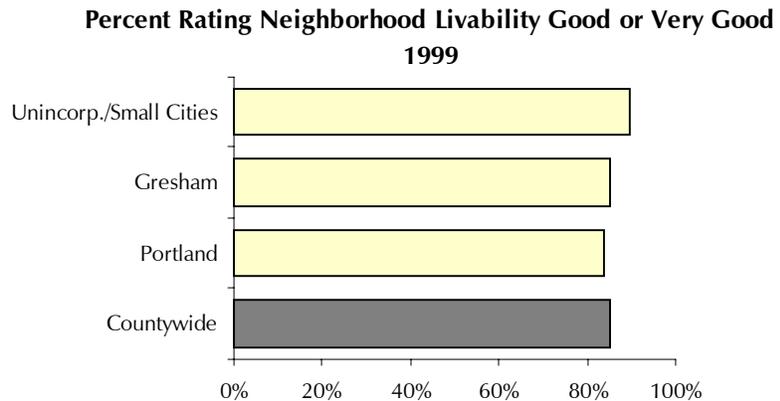


Those from unincorporated portions of the County or small cities have rated their neighborhood livability slightly higher than Portland and Gresham every year, with 90% of respondents rating livability good or

very good in 1999. See Exhibit 4. Respondents were also asked to rate the livability of the city as a whole (a specific city was not named). Seventy-eight percent rated city livability good or very good (chart not shown)

Exhibit 4

Neighborhood livability by area

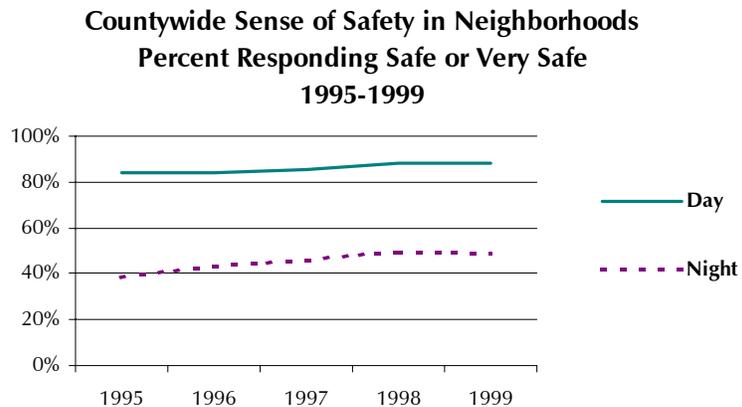


**Safety**

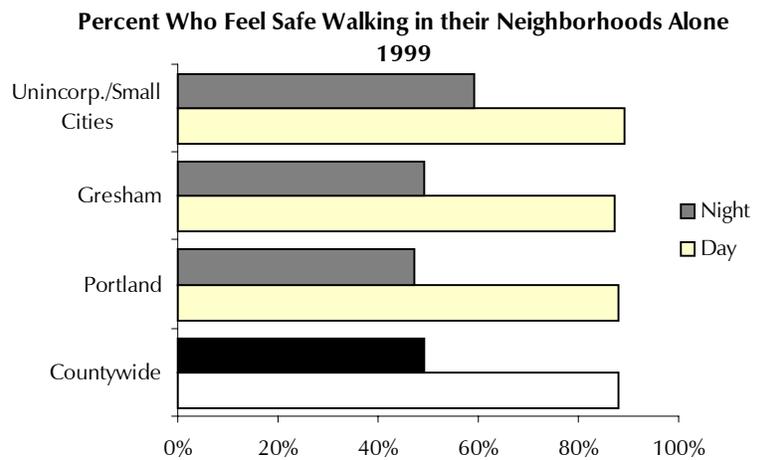
Citizens surveyed generally reported a greater sense of safety in their neighborhoods now than they did five years ago, although there was a slight decline or leveling off in 1999. See Exhibit 5. Residents in unincorporated County/small cities had slightly higher ratings than Portland and Gresham, particularly, when asked about walking alone in their neighborhoods at night.

Exhibit 5

How safe would you feel walking alone in your neighborhood?



Sense of safety by area



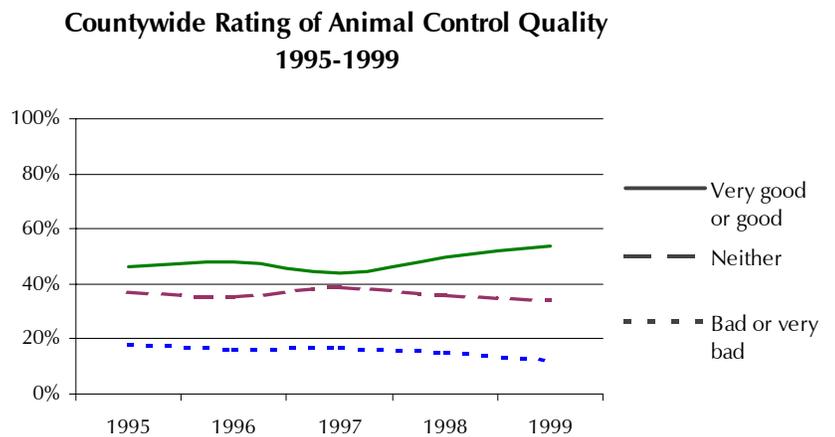
**Animal Control**

The Animal Control Division has several objectives, including:

- enforcing the County’s animal ownership ordinances, which protect people and animals
- operating an animal shelter for lost, stray, or unwanted animals
- administering a pet license identification system
- provides information, education, and services related to responsible animal ownership

The overall quality of Animal Control was perceived as higher than in previous years, with 54% of respondents rating the program a very good or good.

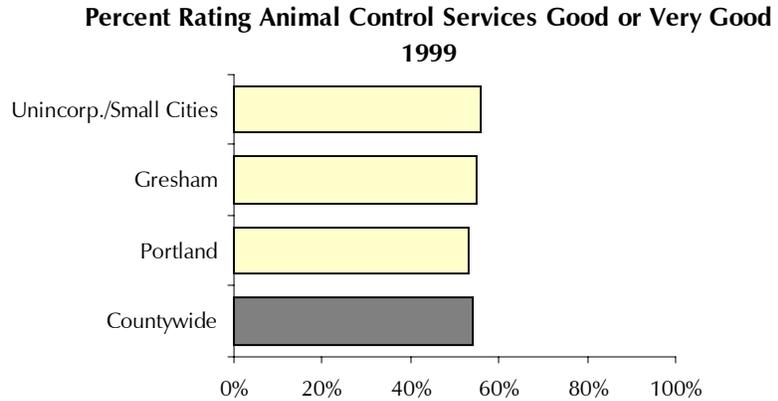
How do you rate the overall quality of Animal Control Services?



Portland residents had slightly lower ratings for Animal Control than other areas of the County (56%). See Exhibit 8.

Exhibit 8

Overall quality of Animal Control Services by area



In 1999, 32% of respondents experienced a problem related to animals in their neighborhood. Of those who experienced a problem, 31% reported it to Animal Control and then rated the service they received. Satisfaction with steps taken by Animal Control to solve a problem has generally declined since 1995, although there was a slight increase in 1999 (31%). See Exhibit 9.

Exhibit 9

If you called Animal Control with a complaint about an animal, how satisfied were you with the steps they took?



Although this is valuable information, there was a substantially smaller sample size for questions on Animal Control's performance than the general survey sample, which resulted in a larger sampling error. Because the margin of error for this question is larger (+ or - 4 percentage points), results should be interpreted with caution. Also, we

could not determine whether those who were unsatisfied with services were more likely to respond to this question. See the appendix for details about the number of respondents for each question.

Management at Animal Control believes that lower reported satisfaction with services can be attributed to declines in service levels. Budget constraints and increasing demands for service as the population of the County grows, have resulted in fewer hours of operation for many Animal Control services, which may contribute to lower ratings.

## Library

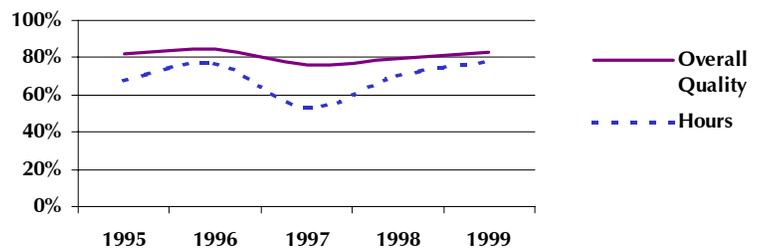
In 1903, the Multnomah County Library became a tax-supported, free public library open to all residents in the County. The libraries lend books and other materials at the Central Library, fourteen branch and regional libraries, and through outreach services. Library staff also assist patrons in finding books and information; select, acquire, organize and process books and materials; provide age-appropriate materials for children and young adults; and provide materials and services to those County residents not able to come to County libraries or use conventional materials.

Library service levels have fluctuated in recent years. In 1996, voters approved a three-year operating levy for libraries, but the statewide passage of Measure 47 resulted in substantial reductions in the funds available. The libraries significantly reduced their hours of operation in 1997. Satisfaction levels decreased for all areas of library service in 1997, but respondents were particularly dissatisfied with the reduction in library hours. In November 1997, voters approved a new serial levy to restore library hours to their pre-1997 levels and to expand library services to four new locations during the 1998-99 fiscal year.

Exhibit 10

How satisfied are you with Library Services?

**Countywide Satisfaction with Library Services**  
**Percent Responding Good or Very Good**  
**1995-1999**

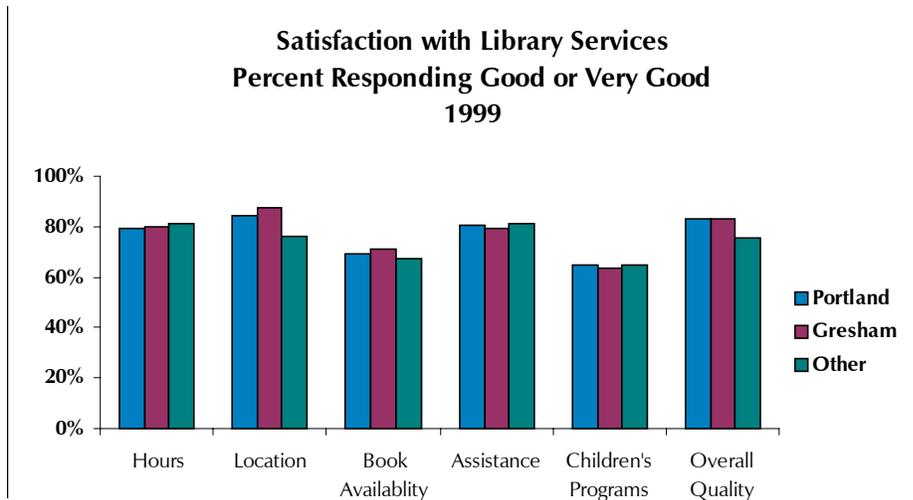


Patron satisfaction with library hours showed a marked gain for 1998 and 1999, increasing from 53% to 78%. Overall satisfaction with library quality also grew, from 76% in 1997 to 83% in 1999. Other measures of satisfaction remained virtually unchanged or declined slightly, but still remained above 60% on all measures.

Generally, residents of Portland, Gresham, and small cities/unincorporated areas reported only slightly different perceptions of library quality. The reopening of the Gresham regional library and other east County branches after renovation brought satisfaction ratings up over last year outside of Portland.

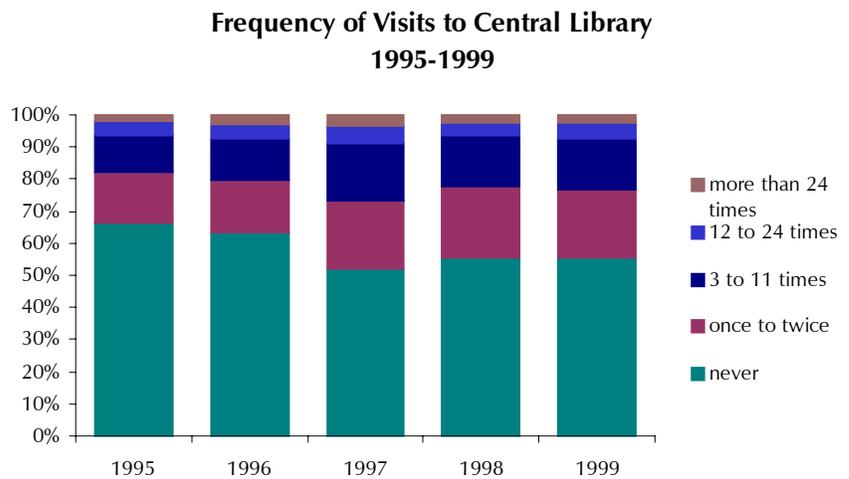
Exhibit 11

Satisfaction with Library Services by area

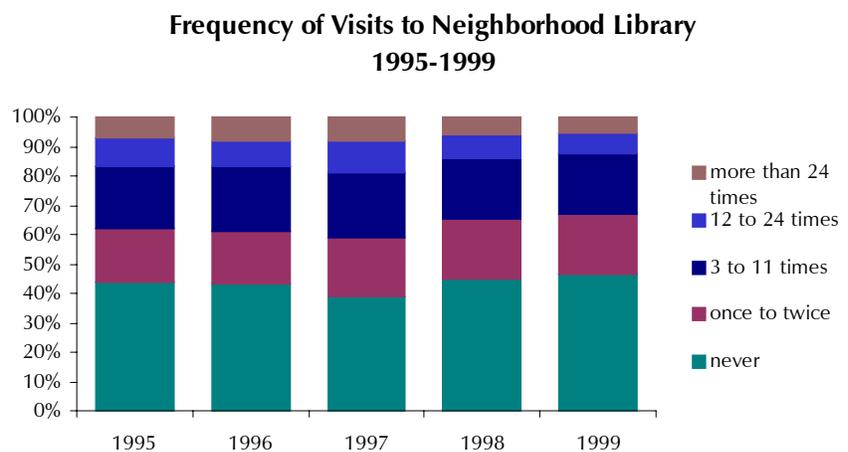


While residents are satisfied with library quality and the services provided, many visit only infrequently. In 1999, 55% reported that they had not visited the Central Library in the past year and 46% had not visited their neighborhood branch. About 8% of residents frequently visited the Central Library (12 or more times) and 13% frequently visited their neighborhood branch.

How often did you visit Central Library in the past year?



How often do you visit your neighborhood library in the past year?



Ongoing renovation and construction at library branches throughout the County make assessing patron satisfaction difficult with a general citizen survey; those in affected areas could return lower ratings for services. We did not control for branch closures to determine whether patrons with regular levels of service returned higher ratings.

Thirty percent of residents contacted the library by phone between 1 and 11 times over the course of the year, and 4% contacted the library 12 or more times. Computer contact with the library rose to 15%, up from 9% in 1995 (charts not shown).

# Appendix

## Methodology

In September 1999, the citizen survey was mailed to approximately 14,000 randomly selected addresses in the County. These were divided into seven Portland neighborhood areas, three Gresham neighborhoods and the remaining areas of the County. The survey included a letter from the City of Portland Auditor, the Multnomah County Auditor, and the Mayor of the City of Gresham explaining the purpose of the survey and how to complete it. A reminder card was mailed four weeks later. We asked respondents to remove the address page of the survey so that returned surveys would be anonymous. However, the survey form included information to identify the respondent's area of residence.

County households returned 5,474 surveys, for a response rate of 39%. This sample size represents a sampling error (at 95% confidence level) of no more than +1.5% for Countywide and Portland results. For Gresham and the rest of the County separately, the sampling error is less than +5%.

We compared demographic information of respondents to census data to see if our sample was representative of the County population. Respondents were somewhat more educated and older than the entire population, and minorities were under-represented. However, analysis in prior years showed that adjustments to give more weight to the less educated and younger respondents would make very little, if any, difference in the results. We could not determine the impact of the low minority response on our results. The size of subpopulations among survey respondents was too small to have confidence in the accuracy of results reported by demographic characteristic.

The number of surveys in our sample was not always proportional to the number of households in the areas sampled, especially for the areas outside Portland. We weighted the results of the Countywide questions to adjust for the differences and provide a proportional picture of citizen satisfaction. Weighting had a very minimal effect on overall results.

The 1999 survey questions and results from respondents follow. A percentage is given for the responses to each question for the County as a whole and separately for Portland, Gresham, and the remainder of the County. In addition, County total percentages from the last four years are included. "Don't know" and blank responses are not included in the percentages. Due to rounding, percentages may not add to 100%. The weighted number of respondents is provided for those County-specific questions and sub-questions that had a substantially lower response rate.

**How safe would you feel walking alone during the day:  
in your neighborhood?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very safe	46%	44%	49%	46%	48%	42%	39%	38%
Safe	42%	43%	40%	42%	41%	43%	45%	46%
Neither	9%	10%	8%	9%	9%	11%	12%	12%
Unsafe	2%	3%	2%	2%	3%	3%	3%	3%
Very unsafe	1%	0%	1%	1%	1%	1%	0%	1%

**in the park closest to you?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very safe	29%	24%	29%	29%	30%	25%	23%	22%
Safe	44%	46%	45%	45%	44%	45%	45%	44%
Neither	18%	21%	18%	18%	17%	20%	20%	20%
Unsafe	7%	8%	6%	7%	7%	8%	10%	11%
Very unsafe	1%	2%	2%	1%	2%	2%	3%	3%

**downtown?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very safe	24%	29%	22%	24%	25%	19%	19%	18%
Safe	45%	44%	41%	45%	44%	44%	43%	43%
Neither	21%	16%	24%	21%	21%	24%	24%	25%
Unsafe	7%	8%	10%	8%	8%	10%	11%	10%
Very unsafe	2%	2%	4%	2%	2%	3%	4%	4%

**How safe would you feel walking alone at night:  
in your neighborhood?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very safe	13%	14%	21%	14%	14%	12%	12%	9%
Safe	34%	35%	38%	35%	35%	34%	32%	30%
Neither	24%	24%	22%	24%	25%	24%	24%	24%
Unsafe	21%	20%	15%	21%	19%	22%	24%	25%
Very unsafe	7%	7%	5%	7%	7%	9%	9%	11%

**in the park closest to you?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very safe	5%	3%	8%	5%	4%	3%	4%	3%
Safe	16%	15%	15%	16%	16%	15%	14%	12%
Neither	25%	26%	32%	26%	26%	25%	24%	23%
Unsafe	35%	37%	33%	35%	35%	35%	34%	35%
Very unsafe	19%	19%	12%	19%	19%	23%	25%	27%

**Downtown?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very safe	4%	5%	5%	4%	4%	3%	3%	3%
Safe	22%	24%	21%	22%	21%	18%	17%	16%
Neither	29%	30%	28%	29%	30%	28%	27%	27%
Unsafe	29%	28%	31%	29%	29%	30%	32%	31%
Very unsafe	16%	14%	15%	16%	17%	21%	22%	23%

**Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last twelve months?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	20%	17%	10%	19%	21%	22%	23%	24%
No	80%	83%	90%	81%	79%	78%	77%	76%

**If yes, how many times?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
1	64%	71%	75%	65%	61%	65%	66%	61%
More than 1	36%	30%	25%	35%	39%	35%	34%	39%

**If yes, how many were reported to the police?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
None	49%	40%	37%	48%	44%	47%	0%	42%
1	42%	48%	59%	43%	41%	43%	79%	43%
More than 1	9%	11%	4%	9%	15%	10%	21%	15%

**Did anyone break into, or burglarize, your home during the last 12 months?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	5%	4%	3%	4%	5%	4%	5%	5%
No	96%	97%	98%	96%	95%	96%	95%	95%

**If yes, was it reported to the police?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	68%	67%	63%	68%	69%	70%	72%	70%
No	32%	33%	38%	32%	31%	30%	28%	30%

**Do you know, or have you heard of, your neighborhood police officer?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	12	10	29	13	13%	14%	15%	15%
No	88	90	72	87	87%	86%	85%	85%

**How willing are you to help the police improve the quality of life in your neighborhood (for example, go to meetings or make phone calls?)**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very willing	14%	14%	17%	14%	14%	—	16%	14%
Willing	46%	44%	46%	46%	46%	—	47%	45%
Neither	33%	34%	31%	33%	32%	—	31%	33%
Unwilling	6%	7%	5%	6%	7%	—	6%	7%
Very unwilling	1%	1%	2%	1%	1%	—	1%	2%

**Did you use the services of the fire department in the last 12 months?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	7%	8%	8%	7%	8%	—	6%	7%
No	93%	92%	93%	93%	92%	—	64%	93%

**If yes: What type of service was it (the last time, if more than once)?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Fire	22%	22%	19%	22%	27%	—	22%	21%
Medical	66%	59%	67%	65%	61%	—	60%	65%
Other	13%	20%	14%	14%	12%	—	15%	15%

**How do you rate the quality of the service you got?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	71%	76%	71%	72%	72%	—	72%	62%
Good	25%	16%	24%	23%	23%	—	22%	28%
Neither	3%	4%	5%	3%	4%	—	2%	7%
Bad	2%	2%	2%	2%	1%	—	1%	2%
Very bad		2%		1%	1%	—	0%	1%

**Are you prepared to sustain yourself for 72 hours after a major disaster?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	57%	66%	74%	59%	54%	52%	51%	47%
No	43%	34%	27%	41%	46%	48%	49%	53%

**If not, do you know what to do to get prepared?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Yes	57%	57%	55%	57%	47%	45%	44%	52%
No	43%	43%	45%	43%	53%	55%	53%	48%

**Are you trained in first aid or CPR?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
First Aid	11%	9%	11%	10%	10%	—	11%	10%
CPR	10%	10%	10%	10%	10%	—	10%	15%
Both	31%	34%	36%	32%	33%	—	31%	29%
Neither	48%	47%	43%	48%	48%	—	49%	48%

**How well do you think:**

**the city provides sewer and drainage service to your home?**

Portland	Gresham	Unincorp./ Small Cities	County	Prior Year Totals
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**How well do you think:**

***the city provides sewer and drainage service to your home?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very well	25%	26%	28%	25%	24%	28%	24%	21%
Well	50%	53%	44%	50%	49%	48%	48%	48%
Neither	17%	15%	19%	17%	18%	17%	18%	21%
Poorly	5%	4%	4%	5%	5%	5%	6%	6%
Very Poorly	3%	2%	5%	3%	3%	3%	4%	5%

***the sewer and storm drainage systems protect streams and rivers?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very well	5%	10%	13%	6%	6%	6%	5%	8%
Well	22%	40%	31%	25%	25%	25%	22%	27%
Neither	26%	29%	27%	27%	25%	26%	24%	22%
Poorly	29%	16%	17%	27%	27%	28%	30%	25%
Very Poorly	17%	6%	12%	16%	16%	15%	18%	18%

**How do you rate garbage/recycling service in the following categories?**

***the cost***

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	9%	9%	9%	9%	9%	9%	9%	8%
Good	35%	38%	35%	36%	36%	34%	32%	29%
Neither	34%	33%	37%	34%	34%	34%	32%	34%
Bad	17%	16%	14%	17%	17%	18%	19%	21%
Very bad	5%	4%	6%	5%	5%	6%	8%	9%

***the quality of garbage service***

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	22%	22%	25%	22%	24%	25%	23%	23%
Good	56%	58%	50%	56%	54%	53%	54%	53%
Neither	17%	16%	21%	17%	17%	17%	16%	18%
Bad	4%	3%	3%	4%	4%	4%	5%	4%
Very bad	1%	1%	1%	1%	1%	1%	2%	2%

***the quality of recycling service***

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	24%	23%	27%	24%	26%	26%	25%	26%
Good	53%	53%	46%	53%	51%	50%	51%	51%
Neither	17%	16%	19%	17%	16%	16%	15%	16%
Bad	5%	6%	7%	5%	6%	6%	6%	6%
Very bad	2%	2%	1%	2%	2%	2%	3%	2%

***Do you live in a single family home, a 2-, 3-, or 4-plex, or a larger apartment/condominium?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
1family home	75%	82%	86%	76%	78%	77%	77%	78%
2,3, or 4-plex	6%	4%	5%	6%	5%	6%	7%	6%
Apartment	18%	11%	4%	16%	14%	15%	14%	14%
Other	2%	3%	4%	2%	3%	2%	3%	3%

***Do you work outside of your home (either full-time or part-time)?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Yes	65%	62%	67%	65%	68%	66%	—	—
No	35%	38%	33%	35%	32%	32%	—	—

***If yes, do you usually travel to or from work during peak traffic hours?\****

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
7 am – 9am (morning)	16%	16%	15%	16%	16%	41%	—	—
3:30 pm – 5:30 pm (evening)	12%	12%	15%	12%	11%	9%	—	—
Both morning and evening	55%	56%	50%	55%	56%	31%	—	—
Neither	17%	17%	21%	17%	18%	20%	—	—

\* The wording of this question changed in 1998 making current and past year data incomparable.

***If yes, what mode of travel do you usually use to get to work?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Drive alone	70%	80%	82%	71%	72%	73%	—	—
Drive with others	8%	9%	10%	8%	8%	8%	—	—
Bus or MAX	12%	5%	3%	11%	11%	10%	—	—
Drive partway, Bus/MAX partway	3%	5%	3%	3%	3%	2%	—	—
Walk	5%	1%	1%	4%	4%	4%	—	—
Bicycle	3%		1%	3%	3%	3%	—	—

***In general, how do you rate the streets in your neighborhood in the following categories?***

***smoothness***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	11%	14%	19%	12%	14%	13%	13%	13%
Good	46%	52%	53%	47%	47%	47%	48%	45%
Neither	22%	18%	17%	22%	21%	22%	21%	22%
Bad	15%	12%	8%	14%	13%	13%	13%	14%
Very bad	6%	4%	3%	5%	5%	5%	5%	7%

***cleanliness***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	12%	13%	19%	13%	14%	14%	13%	12%
Good	51%	55%	55%	52%	52%	52%	52%	49%
Neither	23%	22%	18%	23%	22%	23%	22%	25%
Bad	10%	7%	7%	10%	9%	9%	10%	11%
Very bad	4%	2%	2%	3%	3%	3%	3%	4%

**traffic speed**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	6%	7%	11%	6%	6%	5%	—	—
Good	32%	34%	38%	33%	32%	32%	—	—
Neither	26%	23%	21%	25%	24%	25%	—	—
Bad	25%	23%	21%	25%	26%	25%	—	—
Very bad	12%	13%	9%	12%	13%	12%	—	—

**In the past twelve months, how many times did members of your household:  
visit the Central Library?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Never	53%	67%	70%	55%	56%	52%	64%	67%
Once or twice	22%	20%	18%	21%	23%	21%	16%	16%
3 to 11 times	17%	9%	11%	16%	16%	18%	13%	12%
12 to 24 times	5%	3%	1%	5%	4%	5%	5%	4%
More than 24 times	3%	1%		3%	3%	4%	3%	2%

**visit your neighborhood branch?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Never	47%	42%	51%	46%	45%	39%	43%	44%
Once or twice	20%	24%	20%	21%	21%	20%	18%	18%
3 to 11 times	20%	21%	20%	21%	21%	22%	22%	21%
12 to 24 times	7%	8%	8%	7%	8%	11%	10%	9%
More than 24 times	6%	5%	3%	5%	6%	8%	8%	7%

**contact the library by phone?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Never	65%	74%	76%	67%	65%	61%	60%	64%
Once or twice	19%	17%	13%	19%	20%	20%	22%	20%
3 to 11 times	12%	7%	8%	11%	11%	14%	13%	12%
12 to 24 times	3%	2%	2%	3%	3%	4%	3%	4%
More than 24 times	1%	1%		1%	1%	2%	2%	0%

**Which Multnomah County library do you usually go to?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Albina	3%	1%	1%	2%	1%	2%	2%	—
Belmont	5%			4%	4%	4%	4%	—
Capitol Hill	2%			2%	2%	2%	3%	—
Central	37%	6%	11%	33%	31%	30%	26%	—
Gregory Heights	2%		2%	2%	3%	3%	5%	—
Gresham	1%	72%	75%	12%	13%	12%	11%	—
Hillsdale	7%			6%	5%	5%	6%	—
Holgate	5%		1%	4%	3%	4%	5%	—
Hollywood	9%			8%	9%	9%	10%	—
Midland	13%	7%	6%	12%	13%	11%	9%	—
North Portland	2%	1%		2%	2%	3%	3%	—
Rockwood	1%	12%	3%	2%	4%	3%	4%	—
St. Johns	5%	1%	1%	4%	4%	5%	4%	—
Sellwood-Moreland	3%			3%	2%	2%	2%	—
Woodstock	6%		1%	5%	5%	5%	5%	—
(n)	(2720)	(359)	(154)	(3233)				

**In general, how satisfied are you with the library you usually go to?**

*hours that meet your needs*

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very satisfied	28%	27%	26%	28%	21%	14%	22%	19%
Satisfied	49%	53%	55%	50%	59%	39%	55%	49%
Neither	16%	15%	14%	16%	18%	18%	12%	18%
Dissatisfied	6%	5%	3%	6%	10%	21%	10%	12%
Very dissatisfied	1%	1%	2%	1%	2%	8%	2%	2%
(n)	(3198)	(413)	(171)	(3782)				

*convenient location*

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very satisfied	37%	39%	24%	36%	34%	35%	34%	28%
Satisfied	47%	49%	52%	48%	52%	52%	54%	53%
Neither	13%	12%	20%	13%	11%	11%	8%	13%
Dissatisfied	3%	1%	4%	2%	2%	2%	4%	4%
Very dissatisfied			1%		1%	1%	1%	1%
(n)	(3247)	(423)	(174)	(3844)				

*availability of books and materials*

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very satisfied	24%	22%	17%	23%	22%	22%	23%	20%
Satisfied	46%	49%	50%	46%	48%	49%	53%	49%
Neither	21%	20%	21%	21%	19%	19%	14%	21%
Dissatisfied	9%	7%	10%	9%	9%	8%	8%	8%
Very dissatisfied	1%	1%	3%	1%	2%	2%	2%	2%
(n)	(3166)	(405)	(169)	(3740)				

**assistance provided by library staff**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very satisfied	36%	33%	28%	35%	34%	37%	35%	31%
Satisfied	44%	47%	53%	45%	47%	46%	51%	49%
Neither	17%	18%	16%	17%	16%	14%	11%	18%
Dissatisfied	2%	3%	1%	2%	2%	2%	3%	2%
Very dissatisfied (n)	1% (3095)	1% (404)	1% (165)	1% (3664)	1%	1%	0%	0%

**children's programs**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very satisfied	24%	21%	16%	23%	23%	23%	22%	20%
Satisfied	41%	42%	49%	41%	41%	42%	48%	44%
Neither	33%	34%	32%	33%	34%	33%	27%	34%
Dissatisfied	2%	2%	1%	2%	2%	2%	2%	2%
Very dissatisfied (n)	1% (1579)	1% (235)	2% (102)	1% (1916)	0%	0%	0%	0%

**In general, how do you rate the quality of parks near your home in the following categories?**

**clean grounds**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	26%	20%	22%	25%	25%	22%	25%	28%
Good	59%	63%	59%	59%	58%	62%	60%	58%
Neither	12%	14%	17%	12%	14%	13%	12%	12%
Bad	3%	3%	2%	3%	3%	3%	3%	2%
Very bad		1%			1%	1%	0%	0%

**well-maintained grounds**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	25%	18%	21%	24%	24%	22%	25%	27%
Good	59%	61%	55%	59%	56%	60%	57%	57%
Neither	13%	18%	21%	14%	16%	16%	15%	14%
Bad	3%	3%	2%	3%	3%	3%	2%	2%
Very bad	1%	1%		1%	1%	1%	0%	0%

**beauty of landscaping & plantings**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	23%	15%	17%	22%	22%	20%	23%	24%
Good	50%	55%	51%	51%	49%	50%	50%	47%
Neither	22%	25%	26%	23%	24%	25%	22%	24%
Bad	4%	4%	5%	4%	4%	4%	4%	4%
Very bad	1%	1%		1%	1%	1%	0%	0%

**clean facilities**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	16%	12%	16%	15%	13%	11%	13%	14%
Good	44%	49%	51%	45%	43%	43%	43%	42%
Neither	29%	32%	28%	30%	30%	33%	31%	31%
Bad	9%	6%	5%	8%	10%	10%	10%	10%
Very bad	2%	2%	1%	2%	3%	3%	3%	3%

**well-maintained facilities**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	16%	12%	16%	15%	14%	11%	13%	15%
Good	45%	50%	49%	46%	44%	46%	44%	43%
Neither	29%	31%	30%	30%	32%	32%	31%	31%
Bad	8%	5%	5%	8%	8%	8%	9%	9%
Very bad	2%	2%	1%	2%	3%	3%	3%	3%

**In the past twelve months, how many times did you:**

**visit any City park?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Never	14%	20%	23%	15%	14%	15%	16%	17%
Once or twice	18%	26%	26%	20%	19%	20%	21%	21%
3 to 5 times	18%	20%	19%	18%	18%	18%	18%	17%
6 to 10 times	14%	13%	11%	14%	13%	14%	13%	13%
More than 10 times	37%	21%	20%	34%	36%	33%	32%	31%

**visit a City park near your home?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Never	16%	22%	25%	17%	18%	19%	20%	22%
Once or twice	22%	25%	29%	22%	21%	24%	23%	23%
3 to 5 times	17%	21%	15%	17%	17%	17%	17%	16%
6 to 10 times	13%	10%	13%	13%	11%	11%	12%	11%
More than 10 times	33%	22%	19%	31%	33%	30%	28%	28%

**In general, how satisfied are you with the City's recreation programs (such as community centers and schools, classes, pools, sports leagues, art centers, etc.)?**

**easy to get to**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very satisfied	20%	12%	13%	19%	18%	—	18%	14%
Satisfied	54%	49%	48%	53%	52%	—	59%	52%
Neither	23%	32%	31%	24%	25%	—	18%	29%
Dissatisfied	3%	5%	6%	3%	4%	—	5%	4%
Very dissatisfied	1%	2%	2%	1%	1%	—	2%	1%

***If you did report it, how satisfied were you with the steps they took to resolve the problem?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very satisfied	12%	14%	15%	12%	11%	12%	16%	22%
Satisfied	19%	19%	18%	19%	18%	18%	21%	25%
Neither	18%	10%	13%	16%	13%	10%	7%	14%
Dissatisfied	20%	23%	15%	20%	27%	27%	24%	15%
Very dissatisfied (n)	31% (458)	34% (73)	40% (40)	32% (571)	31%	32%	31%	25%

***Has there been any new commercial development in, or near, your neighborhood in the last 12 months?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Yes	48%	44%	54%	48%	44%	—	—	—
No	52%	56%	46%	52%	56%	—	—	—

***If yes, how do you rate the development on***

***attractiveness?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	14%	12%	17%	14%	15%	—	—	—
Good	37%	38%	39%	37%	41%	—	—	—
Neither	32%	32%	32%	32%	28%	—	—	—
Bad	11%	11%	8%	11%	10%	—	—	—
Very bad	6%	6%	4%	6%	6%	—	—	—

***improvement in your access to services and shopping?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	12%	6%	17%	12%	11%	—	—	—
Good	29%	26%	33%	29%	31%	—	—	—
Neither	41%	47%	34%	41%	41%	—	—	—
Bad	11%	12%	13%	11%	10%	—	—	—
Very bad	7%	9%	4%	7%	7%	—	—	—

***Has there been any new residential development in, or near, your neighborhood in the last 12 months?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Yes	60%	69%	74%	61%	58%	—	—	—
No	40%	31%	26%	39%	42%	—	—	—

***If you did report it, how satisfied were you with the steps they took to resolve the problem?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very satisfied	12%	14%	15%	12%	11%	12%	16%	22%
Satisfied	19%	19%	18%	19%	18%	18%	21%	25%
Neither	18%	10%	13%	16%	13%	10%	7%	14%
Dissatisfied	20%	23%	15%	20%	27%	27%	24%	15%
Very dissatisfied (n)	31% (458)	34% (73)	40% (40)	32% (571)	31%	32%	31%	25%

***Has there been any new commercial development in, or near, your neighborhood in the last 12 months?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Yes	48%	44%	54%	48%	44%	—	—	—
No	52%	56%	46%	52%	56%	—	—	—

***If yes, how do you rate the development on***

***attractiveness?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	14%	12%	17%	14%	15%	—	—	—
Good	37%	38%	39%	37%	41%	—	—	—
Neither	32%	32%	32%	32%	28%	—	—	—
Bad	11%	11%	8%	11%	10%	—	—	—
Very bad	6%	6%	4%	6%	6%	—	—	—

***improvement in your access to services and shopping?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	12%	6%	17%	12%	11%	—	—	—
Good	29%	26%	33%	29%	31%	—	—	—
Neither	41%	47%	34%	41%	41%	—	—	—
Bad	11%	12%	13%	11%	10%	—	—	—
Very bad	7%	9%	4%	7%	7%	—	—	—

***Has there been any new residential development in, or near, your neighborhood in the last 12 months?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Yes	60%	69%	74%	61%	58%	—	—	—
No	40%	31%	26%	39%	42%	—	—	—

***If yes, how do you rate the development on***

***attractiveness?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	12%	10%	17%	12%	14%	—	—	—
Good	36%	35%	38%	36%	37%	—	—	—
Neither	30%	31%	28%	30%	32%	—	—	—
Bad	15%	16%	10%	15%	12%	—	—	—
Very bad	7%	9%	7%	7%	6%	—	—	—

***improvement to your neighborhood as a place to live?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	10%	7%	11%	10%	10%	—	—	—
Good	27%	16%	28%	26%	27%	—	—	—
Neither	34%	34%	28%	33%	36%	—	—	—
Bad	17%	25%	18%	18%	17%	—	—	—
Very bad	12%	18%	15%	13%	12%	—	—	—

***In general, how do you rate the housing in your neighborhood on the following categories?***

***affordability***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	7%	8%	9%	7%	8%	6%	—	—
Good	42%	50%	40%	42%	40%	36%	—	—
Neither	27%	28%	34%	28%	29%	30%	—	—
Bad	19%	11%	13%	18%	18%	21%	—	—
Very bad	6%	2%	4%	5%	6%	7%	—	—

***physical condition***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	13%	15%	16%	14%	13%	15%	—	—
Good	53%	60%	53%	54%	54%	53%	—	—
Neither	26%	20%	26%	25%	26%	25%	—	—
Bad	7%	5%	5%	7%	6%	7%	—	—
Very bad	1%	1%	1%	1%	1%	1%	—	—

***closeness of park or open spaces***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	27%	20%	27%	26%	26%	—	—	—
Good	53%	52%	46%	53%	52%	—	—	—
Neither	15%	21%	21%	16%	16%	—	—	—
Bad	3%	6%	6%	4%	5%	—	—	—
Very bad	1%	2%	1%	1%	1%	—	—	—

**walking distance to bus (or Max)**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	46%	21%	15%	42%	41%	—	—	—
Good	42%	45%	32%	42%	43%	—	—	—
Neither	7%	16%	18%	9%	9%	—	—	—
Bad	4%	11%	14%	5%	5%	—	—	—
Very bad	2%	8%	23%	3%	3%	—	—	—

**access to shopping and other services**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	28%	20%	15%	26%	27%	—	—	—
Good	47%	53%	41%	48%	47%	—	—	—
Neither	16%	18%	28%	17%	17%	—	—	—
Bad	7%	6%	11%	7%	6%	—	—	—
Very bad	2%	3%	6%	2%	2%	—	—	—

**Overall, how do you rate the livability of your neighborhood?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	32%	30%	41%	33%	35%	30%	32%	28%
Good	52%	56%	49%	52%	50%	53%	50%	51%
Neither	13%	12%	10%	12%	12%	14%	14%	17%
Bad	3%	2%		3%	3%	3%	4%	4%
Very bad	1%	1%		1%	1%	0%	0%	0%

**Overall, how do you rate the livability of the city as a whole?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	22%	14%	20%	21%	22%	—	—	—
Good	56%	60%	56%	57%	56%	—	—	—
Neither	17%	19%	18%	17%	17%	—	—	—
Bad	4%	5%	4%	4%	5%	—	—	—
Very bad	1%	2%	2%	1%	1%	—	—	—

**Overall, how good a job do you think local government is doing at providing services?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	7%	6%	7%	7%	9%	6%	8%	6%
Good	53%	51%	54%	53%	52%	51%	54%	51%
Neither	31%	34%	30%	32%	31%	33%	30%	34%
Bad	7%	8%	6%	7%	6%	7%	6%	7%
Very bad	2%	2%	3%	2%	2%	2%	2%	3%

**Overall, how do you rate the quality of each of the following City and County services?**

**Police**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	17%	20%	24%	18%	19%	16%	18%	15%
Good	56%	58%	54%	56%	55%	56%	57%	55%
Neither	19%	16%	19%	19%	18%	21%	19%	21%
Bad	6%	5%	2%	6%	6%	6%	5%	6%
Very bad	2%	1%	1%	2%	2%	2%	2%	2%

**Fire**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	33%	30%	38%	33%	33%	31%	30%	29%
Good	58%	60%	53%	58%	58%	58%	60%	59%
Neither	9%	10%	8%	9%	9%	10%	10%	12%
Bad		1%			0%	0%	0%	0%
Very bad					0%	0%	0%	0%

**Water**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	17%	17%	22%	17%	19%	18%	18%	17%
Good	55%	59%	57%	55%	55%	54%	54%	53%
Neither	21%	20%	16%	21%	19%	21%	20%	22%
Bad	5%	4%	4%	5%	6%	5%	6%	5%
Very bad	2%	1%	2%	2%	2%	2%	2%	3%

**Sewers**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	11%	15%	15%	12%	13%	7%	9%	9%
Good	46%	56%	55%	47%	48%	47%	46%	47%
Neither	26%	23%	18%	26%	25%	33%	29%	30%
Bad	12%	5%	7%	11%	10%	9%	11%	9%
Very bad	5%	1%	5%	4%	4%	4%	6%	5%

**Storm drainage**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	8%	11%	14%	8%	9%	6%	7%	7%
Good	37%	51%	41%	39%	39%	37%	37%	37%
Neither	28%	25%	22%	28%	28%	33%	28%	29%
Bad	19%	10%	12%	17%	18%	17%	19%	16%
Very bad	9%	4%	6%	8%	7%	7%	9%	10%

**Recycling**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	22%	20%	22%	22%	24%	21%	22%	23%
Good	57%	57%	55%	57%	55%	55%	56%	56%
Neither	16%	17%	16%	16%	15%	17%	15%	15%
Bad	4%	5%	6%	4%	5%	5%	5%	5%
Very bad	1%	1%	1%	1%	1%	1%	2%	2%

**Parks**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	23%	15%	18%	22%	21%	16%	21%	18%
Good	61%	61%	60%	61%	59%	62%	60%	59%
Neither	14%	20%	21%	15%	17%	18%	16%	19%
Bad	2%	3%	1%	2%	2%	3%	2%	3%
Very bad		1%			1%	1%	0%	0%

**Recreation centers/activities**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	18%	9%	13%	17%	16%	13%	16%	13%
Good	56%	48%	43%	55%	51%	54%	57%	53%
Neither	22%	34%	36%	23%	27%	27%	23%	29%
Bad	4%	7%	6%	4%	4%	5%	3%	4%
Very bad	1%	3%	2%	1%	1%	1%	1%	0%

**Traffic congestion**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	3%	4%	4%	3%	3%	4%	—	—
Good	21%	23%	27%	22%	21%	29%	—	—
Neither	33%	29%	31%	32%	33%	34%	—	—
Bad	32%	32%	26%	31%	30%	24%	—	—
Very bad	12%	13%	12%	12%	12%	10%	—	—

**Traffic safety**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	3%	4%	4%	3%	4%	5%	—	—
Good	31%	30%	35%	31%	29%	34%	—	—
Neither	38%	37%	34%	38%	39%	36%	—	—
Bad	20%	20%	20%	20%	20%	18%	—	—
Very bad	8%	9%	8%	8%	8%	7%	—	—

**Street lighting**

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Very good	8%	8%	12%	8%	9%	9%	10%	9%
Good	54%	57%	54%	54%	53%	52%	51%	52%
Neither	27%	24%	23%	26%	27%	26%	25%	25%
Bad	10%	8%	9%	9%	8%	10%	11%	11%
Very bad	2%	3%	2%	2%	2%	3%	3%	4%

**Library**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	26%	24%	18%	26%	24%	19%	25%	24%
Good	57%	59%	57%	57%	56%	57%	60%	58%
Neither	15%	15%	22%	15%	17%	19%	13%	16%
Bad	2%	2%	1%	2%	3%	4%	1%	2%
Very bad	1%		1%	1%	1%	1%	0%	0%

**Animal control**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	8%	8%	9%	8%	8%	6%	7%	7%
Good	45%	47%	47%	46%	42%	38%	41%	39%
Neither	34%	31%	31%	34%	36%	39%	35%	37%
Bad	8%	9%	8%	8%	10%	12%	11%	12%
Very bad	4%	5%	5%	4%	5%	5%	5%	6%

**Housing and nuisance inspections**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	5%	4%	4%	5%	5%	4%	5%	4%
Good	29%	28%	29%	29%	25%	25%	27%	26%
Neither	46%	49%	44%	46%	49%	46%	46%	48%
Bad	15%	12%	17%	15%	14%	16%	14%	14%
Very bad	6%	6%	6%	6%	7%	9%	8%	9%

**Housing development**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1997	1996	1995	1994
Very good	4%	3%	3%	4%	4%	4%	—	—
Good	30%	24%	31%	29%	27%	31%	—	—
Neither	44%	39%	37%	43%	45%	41%	—	—
Bad	15%	22%	19%	16%	17%	15%	—	—
Very bad	8%	12%	10%	8%	7%	8%	—	—

**Land use planning**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Very good	7%	3%	4%	6%	7%	—	—	—
Good	31%	20%	26%	30%	30%	—	—	—
Neither	35%	34%	29%	35%	35%	—	—	—
Bad	16%	24%	22%	17%	17%	—	—	—
Very bad	10%	18%	20%	12%	11%	—	—	—

**What is your sex?**

	Portland	Gresham	Unincorp./ Small Cities	County Total	Prior Year Totals			
					1998	1997	1996	1995
Male	47%	50%	50%	48%	50%	48%	49%	48%
Female	53%	50%	50%	52%	50%	52%	51%	52%

***What is your age?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Under 20	1%	1%		1%	0%	0%	0%	0%
20-29	12%	7%	7%	11%	9%	11%	12%	9%
30-44	27%	23%	30%	26%	31%	30%	28%	31%
45-59	27%	34%	38%	29%	29%	26%	27%	25%
60-74	19%	22%	15%	19%	19%	19%	20%	21%
Over 75	15%	14%	10%	15%	12%	13%	14%	14%

***Which of these is closest to describing your ethnic background?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Caucasian/White	90%	93%	95%	91%	91%	92%	91%	91%
African-American/Black	2%			2%	2%	2%	2%	2%
Asian or Pacific Islander	4%	4%	2%	4%	3%	3%	4%	3%
Native American/Indian	1%	1%		1%	1%	1%	0%	0%
Hispanic	2%	1%	1%	1%	1%	1%	1%	0%
Other	2%	1%	2%	2%	3%	1%	1%	2%

***How much education have you completed?***

	Portland	Gresham	Unincorp./ Small Cities	County Total	1998	Prior Year Totals		
						1997	1996	1995
Elementary	1%	2%	1%	1%	1%	1%	2%	2%
Some high school	4%	4%	3%	4%	4%	4%	5%	5%
High school graduate	16%	20%	18%	17%	17%	17%	18%	19%
Some college	31%	40%	42%	32%	32%	34%	33%	34%
College graduate	48%	34%	36%	46%	47%	44%	43%	41%