

# THE NCS™

The National Community Survey™

## Wilsonville, OR

*Technical Appendices*  
2020



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# Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

**Table 1: Question 1 without "don't know" responses**

Please rate each of the following aspects of quality of life in Wilsonville.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Wilsonville as a place to live	51%	N=319	44%	N=274	5%	N=31	0%	N=0	100%	N=624
Your neighborhood as a place to live	61%	N=375	33%	N=203	6%	N=39	0%	N=2	100%	N=619
Wilsonville as a place to raise children	57%	N=287	38%	N=189	5%	N=25	1%	N=3	100%	N=504
Wilsonville as a place to work	37%	N=136	45%	N=165	14%	N=53	4%	N=16	100%	N=370
Wilsonville as a place to visit	20%	N=115	39%	N=220	31%	N=174	10%	N=56	100%	N=565
Wilsonville as a place to retire	40%	N=208	36%	N=187	16%	N=86	8%	N=43	100%	N=524
The overall quality of life in Wilsonville	40%	N=247	52%	N=320	8%	N=50	0%	N=3	100%	N=620
Sense of community	30%	N=180	48%	N=289	19%	N=113	4%	N=23	100%	N=605

**Table 2: Question 1 with "don't know" responses**

Please rate each of the following aspects of quality of life in Wilsonville.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Wilsonville as a place to live	51%	N=319	44%	N=274	5%	N=31	0%	N=0	0%	N=3	100%	N=627
Your neighborhood as a place to live	60%	N=375	32%	N=203	6%	N=39	0%	N=2	1%	N=6	100%	N=625
Wilsonville as a place to raise children	46%	N=287	30%	N=189	4%	N=25	0%	N=3	19%	N=118	100%	N=622
Wilsonville as a place to work	22%	N=136	27%	N=165	9%	N=53	3%	N=16	40%	N=249	100%	N=619
Wilsonville as a place to visit	19%	N=115	35%	N=220	28%	N=174	9%	N=56	9%	N=56	100%	N=621
Wilsonville as a place to retire	34%	N=208	30%	N=187	14%	N=86	7%	N=43	15%	N=93	100%	N=617
The overall quality of life in Wilsonville	40%	N=247	51%	N=320	8%	N=50	0%	N=3	1%	N=4	100%	N=624
Sense of community	29%	N=180	46%	N=289	18%	N=113	4%	N=23	3%	N=18	100%	N=623

**Table 3: Question 2 without "don't know" responses**

Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Wilsonville	20%	N=110	65%	N=356	13%	N=71	2%	N=12	100%	N=549
Overall quality of the transportation system (auto, bicycle, foot, bus) in Wilsonville	34%	N=203	44%	N=265	16%	N=98	6%	N=38	100%	N=604
Overall design or layout of Wilsonville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	25%	N=156	46%	N=286	21%	N=132	7%	N=44	100%	N=618
Overall quality of the utility infrastructure in Wilsonville (water, sewer, storm water, electric/gas)	35%	N=205	54%	N=320	10%	N=58	1%	N=7	100%	N=590
Overall feeling of safety in Wilsonville	39%	N=242	50%	N=308	9%	N=56	2%	N=11	100%	N=617
Overall quality of natural environment in Wilsonville	44%	N=273	47%	N=291	8%	N=48	1%	N=6	100%	N=618
Overall quality of the parks and recreation opportunities	48%	N=294	42%	N=256	9%	N=55	0%	N=3	100%	N=608
Overall health and wellness opportunities in Wilsonville	28%	N=164	50%	N=288	19%	N=112	3%	N=15	100%	N=579
Overall opportunities for education, culture and the arts	19%	N=109	48%	N=279	28%	N=165	4%	N=26	100%	N=579
Residents' connection and engagement with their community	19%	N=110	50%	N=288	27%	N=155	4%	N=23	100%	N=576

**Table 4: Question 2 with "don't know" responses**

Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Wilsonville	18%	N=110	57%	N=356	11%	N=71	2%	N=12	12%	N=75	100%	N=624
Overall quality of the transportation system (auto, bicycle, foot, bus) in Wilsonville	33%	N=203	43%	N=265	16%	N=98	6%	N=38	3%	N=19	100%	N=623
Overall design or layout of Wilsonville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	25%	N=156	46%	N=286	21%	N=132	7%	N=44	1%	N=8	100%	N=626
Overall quality of the utility infrastructure in Wilsonville (water, sewer, storm water, electric/gas)	33%	N=205	51%	N=320	9%	N=58	1%	N=7	6%	N=35	100%	N=625
Overall feeling of safety in Wilsonville	39%	N=242	50%	N=308	9%	N=56	2%	N=11	1%	N=4	100%	N=621
Overall quality of natural environment in Wilsonville	44%	N=273	47%	N=291	8%	N=48	1%	N=6	1%	N=5	100%	N=623
Overall quality of the parks and recreation opportunities	47%	N=294	41%	N=256	9%	N=55	0%	N=3	3%	N=16	100%	N=624
Overall health and wellness opportunities in Wilsonville	26%	N=164	46%	N=288	18%	N=112	2%	N=15	7%	N=41	100%	N=620

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Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall opportunities for education, culture and the arts	18%	N=109	45%	N=279	27%	N=165	4%	N=26	7%	N=43	100%	N=622
Residents' connection and engagement with their community	18%	N=110	46%	N=288	25%	N=155	4%	N=23	7%	N=46	100%	N=622

**Table 5: Question 3 without "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Wilsonville to someone who asks	58%	N=355	35%	N=215	5%	N=29	3%	N=16	100%	N=615
Remain in Wilsonville for the next five years	65%	N=392	25%	N=153	5%	N=32	5%	N=29	100%	N=606

**Table 6: Question 3 with "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Wilsonville to someone who asks	57%	N=355	35%	N=215	5%	N=29	3%	N=16	1%	N=6	100%	N=621
Remain in Wilsonville for the next five years	63%	N=392	25%	N=153	5%	N=32	5%	N=29	2%	N=15	100%	N=621

**Table 7: Question 4 without "don't know" responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	86%	N=536	13%	N=78	1%	N=8	0%	N=2	0%	N=0	100%	N=624
In Wilsonville's downtown/commercial area during the day	74%	N=455	23%	N=138	3%	N=16	1%	N=4	0%	N=0	100%	N=613
From property crime	35%	N=217	47%	N=287	8%	N=48	9%	N=56	1%	N=4	100%	N=612
From violent crime	65%	N=393	27%	N=162	7%	N=41	2%	N=10	0%	N=2	100%	N=608
From fire, flood or other natural disaster	53%	N=321	35%	N=211	9%	N=57	2%	N=15	1%	N=5	100%	N=609

**Table 8: Question 4 with "don't know" responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	86%	N=536	12%	N=78	1%	N=8	0%	N=2	0%	N=0	0%	N=1	100%	N=625
In Wilsonville's downtown/commercial area during the day	73%	N=455	22%	N=138	3%	N=16	1%	N=4	0%	N=0	2%	N=12	100%	N=625

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Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
From property crime	35%	N=217	46%	N=287	8%	N=48	9%	N=56	1%	N=4	2%	N=10	100%	N=622
From violent crime	63%	N=393	26%	N=162	7%	N=41	2%	N=10	0%	N=2	2%	N=13	100%	N=621
From fire, flood or other natural disaster	51%	N=321	34%	N=211	9%	N=57	2%	N=15	1%	N=5	2%	N=15	100%	N=624

**Table 9: Question 5 without "don't know" responses**

Please rate the job you feel the Wilsonville community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	26%	N=148	53%	N=304	19%	N=108	2%	N=11	100%	N=571
Attracting people from diverse backgrounds	16%	N=82	41%	N=218	30%	N=156	13%	N=71	100%	N=527
Valuing/respecting residents from diverse backgrounds	22%	N=113	49%	N=252	25%	N=129	5%	N=24	100%	N=518
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	23%	N=109	52%	N=251	20%	N=95	6%	N=29	100%	N=484

**Table 10: Question 5 with "don't know" responses**

Please rate the job you feel the Wilsonville community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	24%	N=148	49%	N=304	17%	N=108	2%	N=11	9%	N=55	100%	N=626
Attracting people from diverse backgrounds	13%	N=82	35%	N=218	25%	N=156	11%	N=71	16%	N=98	100%	N=625
Valuing/respecting residents from diverse backgrounds	18%	N=113	41%	N=252	21%	N=129	4%	N=24	17%	N=104	100%	N=622
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	17%	N=109	40%	N=251	15%	N=95	5%	N=29	23%	N=142	100%	N=626

**Table 11: Question 6 without "don't know" responses**

Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Wilsonville	23%	N=142	58%	N=358	16%	N=102	3%	N=19	100%	N=621
Variety of business and service establishments in Wilsonville	16%	N=99	42%	N=260	32%	N=196	10%	N=64	100%	N=619
Vibrancy of downtown/commercial area	10%	N=58	35%	N=213	38%	N=229	18%	N=107	100%	N=607
Employment opportunities	12%	N=49	42%	N=168	36%	N=146	10%	N=39	100%	N=402
Shopping opportunities	11%	N=66	39%	N=242	34%	N=213	16%	N=99	100%	N=620

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Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Cost of living in Wilsonville	4%	N=25	34%	N=211	43%	N=265	18%	N=112	100%	N=613
Overall image or reputation of Wilsonville	29%	N=176	54%	N=331	15%	N=93	2%	N=10	100%	N=610

**Table 12: Question 6 with "don't know" responses**

Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Wilsonville	23%	N=142	57%	N=358	16%	N=102	3%	N=19	1%	N=5	100%	N=626
Variety of business and service establishments in Wilsonville	16%	N=99	42%	N=260	31%	N=196	10%	N=64	1%	N=6	100%	N=625
Vibrancy of downtown/commercial area	9%	N=58	34%	N=213	37%	N=229	17%	N=107	3%	N=20	100%	N=627
Employment opportunities	8%	N=49	27%	N=168	23%	N=146	6%	N=39	36%	N=223	100%	N=625
Shopping opportunities	11%	N=66	39%	N=242	34%	N=213	16%	N=99	0%	N=3	100%	N=623
Cost of living in Wilsonville	4%	N=25	34%	N=211	43%	N=265	18%	N=112	1%	N=8	100%	N=621
Overall image or reputation of Wilsonville	28%	N=176	53%	N=331	15%	N=93	2%	N=10	3%	N=16	100%	N=626

**Table 13: Question 7 without "don't know" responses**

Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	11%	N=65	38%	N=236	27%	N=170	24%	N=148	100%	N=619
Ease of public parking	30%	N=182	47%	N=284	17%	N=102	6%	N=38	100%	N=606
Ease of travel by car in Wilsonville	27%	N=161	44%	N=265	20%	N=124	9%	N=57	100%	N=607
Ease of travel by public transportation in Wilsonville	33%	N=133	40%	N=164	22%	N=89	5%	N=20	100%	N=406
Ease of travel by bicycle in Wilsonville	31%	N=143	46%	N=214	17%	N=81	6%	N=27	100%	N=465
Ease of walking in Wilsonville	39%	N=232	42%	N=248	16%	N=95	3%	N=19	100%	N=594
Well-planned residential growth	19%	N=104	41%	N=229	23%	N=130	16%	N=91	100%	N=554
Well-planned commercial growth	19%	N=94	36%	N=180	29%	N=146	16%	N=78	100%	N=498
Well-designed neighborhoods	24%	N=143	43%	N=258	25%	N=151	7%	N=42	100%	N=594
Preservation of the historical or cultural character of the community	20%	N=101	43%	N=217	26%	N=133	11%	N=57	100%	N=508

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Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public places where people want to spend time	24%	N=140	48%	N=288	22%	N=129	6%	N=38	100%	N=595
Variety of housing options	19%	N=110	42%	N=242	29%	N=169	10%	N=60	100%	N=581
Availability of affordable quality housing	9%	N=45	29%	N=151	38%	N=198	25%	N=129	100%	N=523
Overall quality of new development in Wilsonville	18%	N=100	45%	N=249	26%	N=144	11%	N=64	100%	N=557
Overall appearance of Wilsonville	32%	N=199	52%	N=326	14%	N=84	2%	N=12	100%	N=621
Cleanliness of Wilsonville	45%	N=278	47%	N=289	8%	N=47	1%	N=5	100%	N=619
Water resources (beaches, lakes, ponds, riverways, etc.)	21%	N=121	40%	N=229	28%	N=159	11%	N=63	100%	N=572
Air quality	36%	N=218	51%	N=310	12%	N=72	2%	N=10	100%	N=610
Availability of paths and walking trails	41%	N=244	47%	N=282	12%	N=70	1%	N=6	100%	N=602
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=170	51%	N=295	18%	N=105	2%	N=12	100%	N=582
Recreational opportunities	21%	N=123	50%	N=295	26%	N=150	3%	N=20	100%	N=588
Availability of affordable quality food	19%	N=114	51%	N=313	25%	N=152	5%	N=33	100%	N=612
Availability of affordable quality health care	14%	N=73	47%	N=242	31%	N=160	9%	N=45	100%	N=520
Availability of preventive health services	15%	N=73	46%	N=225	29%	N=144	10%	N=50	100%	N=492
Availability of affordable quality mental health care	8%	N=24	33%	N=93	37%	N=105	22%	N=62	100%	N=284
Opportunities to attend cultural/arts/music activities	14%	N=77	38%	N=213	37%	N=208	11%	N=64	100%	N=562
Community support for the arts	18%	N=91	46%	N=230	30%	N=149	7%	N=34	100%	N=504
Availability of affordable quality childcare/preschool	15%	N=37	37%	N=95	34%	N=87	14%	N=36	100%	N=255
K-12 education	45%	N=203	45%	N=207	8%	N=35	2%	N=10	100%	N=455
Adult educational opportunities	15%	N=69	49%	N=220	30%	N=137	6%	N=27	100%	N=453
Sense of civic/community pride	22%	N=128	53%	N=308	21%	N=121	4%	N=22	100%	N=579
Neighborliness of residents in Wilsonville	26%	N=156	52%	N=313	19%	N=116	2%	N=13	100%	N=598
Opportunities to participate in social events and activities	22%	N=126	46%	N=263	28%	N=157	4%	N=24	100%	N=570
Opportunities to attend special events and festivals	23%	N=131	47%	N=270	27%	N=156	4%	N=21	100%	N=578
Opportunities to volunteer	24%	N=117	53%	N=262	20%	N=100	3%	N=15	100%	N=494



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Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Opportunities to participate in community matters	24%	N=122	47%	N=244	22%	N=113	7%	N=36	100%	N=515
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=99	46%	N=227	26%	N=128	7%	N=36	100%	N=490

**Table 14: Question 7 with "don't know" responses**

Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	10%	N=65	38%	N=236	27%	N=170	24%	N=148	1%	N=4	100%	N=623
Ease of public parking	29%	N=182	46%	N=284	16%	N=102	6%	N=38	3%	N=16	100%	N=622
Ease of travel by car in Wilsonville	26%	N=161	43%	N=265	20%	N=124	9%	N=57	2%	N=11	100%	N=618
Ease of travel by public transportation in Wilsonville	22%	N=133	27%	N=164	14%	N=89	3%	N=20	34%	N=209	100%	N=615
Ease of travel by bicycle in Wilsonville	23%	N=143	35%	N=214	13%	N=81	4%	N=27	25%	N=151	100%	N=616
Ease of walking in Wilsonville	38%	N=232	40%	N=248	15%	N=95	3%	N=19	4%	N=23	100%	N=617
Well-planned residential growth	17%	N=104	37%	N=229	21%	N=130	15%	N=91	10%	N=64	100%	N=618
Well-planned commercial growth	15%	N=94	29%	N=180	24%	N=146	13%	N=78	19%	N=118	100%	N=616
Well-designed neighborhoods	23%	N=143	42%	N=258	24%	N=151	7%	N=42	4%	N=23	100%	N=617
Preservation of the historical or cultural character of the community	16%	N=101	35%	N=217	21%	N=133	9%	N=57	18%	N=113	100%	N=621
Public places where people want to spend time	23%	N=140	46%	N=288	21%	N=129	6%	N=38	4%	N=26	100%	N=621
Variety of housing options	18%	N=110	39%	N=242	27%	N=169	10%	N=60	6%	N=40	100%	N=621
Availability of affordable quality housing	7%	N=45	24%	N=151	32%	N=198	21%	N=129	15%	N=95	100%	N=618
Overall quality of new development in Wilsonville	16%	N=100	41%	N=249	23%	N=144	10%	N=64	9%	N=57	100%	N=614
Overall appearance of Wilsonville	32%	N=199	52%	N=326	13%	N=84	2%	N=12	0%	N=2	100%	N=623
Cleanliness of Wilsonville	45%	N=278	46%	N=289	8%	N=47	1%	N=5	0%	N=3	100%	N=622
Water resources (beaches, lakes, ponds, riverways, etc.)	19%	N=121	37%	N=229	26%	N=159	10%	N=63	8%	N=51	100%	N=623
Air quality	35%	N=218	50%	N=310	12%	N=72	2%	N=10	1%	N=9	100%	N=619
Availability of paths and walking trails	39%	N=244	46%	N=282	11%	N=70	1%	N=6	3%	N=17	100%	N=619

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Please rate each of the following characteristics as they relate to Wilsonville as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Fitness opportunities (including exercise classes and paths or trails, etc.)	27%	N=170	47%	N=295	17%	N=105	2%	N=12	7%	N=41	100%	N=623
Recreational opportunities	20%	N=123	47%	N=295	24%	N=150	3%	N=20	6%	N=35	100%	N=623
Availability of affordable quality food	18%	N=114	50%	N=313	24%	N=152	5%	N=33	2%	N=10	100%	N=622
Availability of affordable quality health care	12%	N=73	39%	N=242	26%	N=160	7%	N=45	16%	N=100	100%	N=620
Availability of preventive health services	12%	N=73	36%	N=225	23%	N=144	8%	N=50	21%	N=128	100%	N=620
Availability of affordable quality mental health care	4%	N=24	15%	N=93	17%	N=105	10%	N=62	54%	N=329	100%	N=613
Opportunities to attend cultural/arts/music activities	12%	N=77	34%	N=213	33%	N=208	10%	N=64	10%	N=59	100%	N=621
Community support for the arts	15%	N=91	37%	N=230	24%	N=149	6%	N=34	18%	N=111	100%	N=615
Availability of affordable quality childcare/preschool	6%	N=37	15%	N=95	14%	N=87	6%	N=36	59%	N=369	100%	N=624
K-12 education	33%	N=203	33%	N=207	6%	N=35	2%	N=10	27%	N=165	100%	N=620
Adult educational opportunities	11%	N=69	36%	N=220	22%	N=137	4%	N=27	27%	N=165	100%	N=618
Sense of civic/community pride	21%	N=128	50%	N=308	20%	N=121	4%	N=22	6%	N=38	100%	N=617
Neighborliness of residents in Wilsonville	25%	N=156	51%	N=313	19%	N=116	2%	N=13	3%	N=20	100%	N=618
Opportunities to participate in social events and activities	20%	N=126	42%	N=263	25%	N=157	4%	N=24	9%	N=53	100%	N=623
Opportunities to attend special events and festivals	21%	N=131	43%	N=270	25%	N=156	3%	N=21	7%	N=44	100%	N=622
Opportunities to volunteer	19%	N=117	42%	N=262	16%	N=100	2%	N=15	20%	N=126	100%	N=620
Opportunities to participate in community matters	20%	N=122	40%	N=244	18%	N=113	6%	N=36	16%	N=101	100%	N=616
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=99	37%	N=227	21%	N=128	6%	N=36	20%	N=119	100%	N=609

**Table 15: Question 8**

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City of Wilsonville (in-person, phone, email or web) for help or information	54%	N=337	46%	N=287	100%	N=624
Contacted Wilsonville elected officials (in-person, phone, email or web) to express your opinion	83%	N=515	17%	N=109	100%	N=624
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	67%	N=414	33%	N=206	100%	N=620

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	Percentage	N	Percentage	N	Percentage	N
Watched (online or on television) a local public meeting	78%	N=482	22%	N=139	100%	N=621
Volunteered your time to some group/activity in Wilsonville	64%	N=397	36%	N=226	100%	N=623
Campaigned or advocated for a local issue, cause or candidate	78%	N=483	22%	N=137	100%	N=620
Voted in your most recent local election	15%	N=92	85%	N=532	100%	N=624
Used bus, rail, subway or other public transportation instead of driving	73%	N=453	27%	N=170	100%	N=623
Carpooled with other adults or children instead of driving alone	59%	N=365	41%	N=258	100%	N=623
Walked or biked instead of driving	33%	N=204	67%	N=420	100%	N=624

**Table 16: Question 9 without "don't know" responses**

Please rate the quality of each of the following services in Wilsonville.	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Public information services	20%	N=102	58%	N=301	19%	N=97	3%	N=15	100%	N=515
Economic development	13%	N=58	53%	N=240	27%	N=124	7%	N=33	100%	N=455
Traffic enforcement	13%	N=72	51%	N=275	24%	N=130	11%	N=58	100%	N=535
Traffic signal timing	11%	N=65	47%	N=281	28%	N=168	14%	N=86	100%	N=600
Street repair	15%	N=94	51%	N=310	26%	N=155	8%	N=48	100%	N=607
Street cleaning	30%	N=179	56%	N=337	12%	N=74	2%	N=14	100%	N=604
Street lighting	26%	N=161	60%	N=363	13%	N=76	1%	N=8	100%	N=608
Snow removal	20%	N=69	49%	N=165	22%	N=76	9%	N=30	100%	N=340
Sidewalk maintenance	17%	N=99	48%	N=275	25%	N=143	10%	N=58	100%	N=575
Bus or transit services	38%	N=167	45%	N=199	13%	N=59	4%	N=20	100%	N=445
Land use, planning and zoning	15%	N=73	43%	N=202	25%	N=117	17%	N=80	100%	N=472
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=69	45%	N=193	29%	N=122	10%	N=42	100%	N=426
Affordable high-speed internet access	20%	N=109	45%	N=244	25%	N=135	10%	N=57	100%	N=545
Garbage collection	38%	N=224	51%	N=303	10%	N=60	2%	N=10	100%	N=597
Drinking water	42%	N=248	48%	N=283	9%	N=53	2%	N=11	100%	N=595
Sewer services	35%	N=206	56%	N=324	8%	N=45	1%	N=6	100%	N=581
Storm water management (storm drainage, dams, levees, etc.)	33%	N=179	55%	N=302	11%	N=62	1%	N=4	100%	N=547

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Please rate the quality of each of the following services in Wilsonville.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Power (electric and/or gas) utility	39%	N=232	54%	N=323	7%	N=44	0%	N=1	100%	N=600
Utility billing	30%	N=179	53%	N=313	15%	N=89	2%	N=10	100%	N=591
Police/Sheriff services	32%	N=172	51%	N=275	13%	N=69	4%	N=21	100%	N=537
Crime prevention	25%	N=131	53%	N=280	16%	N=83	6%	N=33	100%	N=527
Animal control	27%	N=104	52%	N=201	17%	N=67	5%	N=18	100%	N=390
Ambulance or emergency medical services	42%	N=180	49%	N=209	7%	N=31	1%	N=6	100%	N=426
Fire services	50%	N=246	46%	N=226	4%	N=20	0%	N=2	100%	N=494
Fire prevention and education	32%	N=130	52%	N=211	14%	N=55	2%	N=8	100%	N=404
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	24%	N=98	47%	N=192	20%	N=83	8%	N=32	100%	N=405
Preservation of natural areas (open space, farmlands and greenbelts)	31%	N=175	47%	N=268	14%	N=81	7%	N=41	100%	N=565
Wilsonville open space	31%	N=180	47%	N=272	19%	N=109	4%	N=22	100%	N=583
Recycling	31%	N=181	53%	N=310	14%	N=81	3%	N=17	100%	N=589
Yard waste pick-up	36%	N=187	50%	N=259	11%	N=56	3%	N=14	100%	N=516
City parks	50%	N=298	44%	N=266	5%	N=31	1%	N=3	100%	N=598
Recreation programs or classes	26%	N=127	54%	N=259	17%	N=81	3%	N=15	100%	N=482
Recreation centers or facilities	22%	N=110	47%	N=239	24%	N=119	8%	N=38	100%	N=506
Health services	18%	N=78	51%	N=217	26%	N=110	5%	N=22	100%	N=427
Public library services	59%	N=343	36%	N=207	5%	N=28	1%	N=5	100%	N=583
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.)	38%	N=200	50%	N=266	10%	N=52	2%	N=11	100%	N=529

**Table 17: Question 9 with "don't know" responses**

Please rate the quality of each of the following services in Wilsonville.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	17%	N=102	49%	N=301	16%	N=97	2%	N=15	16%	N=99	100%	N=614
Economic development	9%	N=58	39%	N=240	20%	N=124	5%	N=33	26%	N=157	100%	N=612
Traffic enforcement	12%	N=72	45%	N=275	21%	N=130	9%	N=58	13%	N=78	100%	N=613

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Please rate the quality of each of the following services in Wilsonville.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	11%	N=65	46%	N=281	27%	N=168	14%	N=86	2%	N=15	100%	N=615
Street repair	15%	N=94	50%	N=310	25%	N=155	8%	N=48	2%	N=10	100%	N=617
Street cleaning	29%	N=179	55%	N=337	12%	N=74	2%	N=14	2%	N=13	100%	N=617
Street lighting	26%	N=161	59%	N=363	12%	N=76	1%	N=8	1%	N=9	100%	N=617
Snow removal	11%	N=69	27%	N=165	13%	N=76	5%	N=30	44%	N=262	100%	N=602
Sidewalk maintenance	16%	N=99	45%	N=275	23%	N=143	9%	N=58	6%	N=38	100%	N=613
Bus or transit services	27%	N=167	32%	N=199	10%	N=59	3%	N=20	27%	N=168	100%	N=613
Land use, planning and zoning	12%	N=73	33%	N=202	19%	N=117	13%	N=80	22%	N=136	100%	N=608
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=69	31%	N=193	20%	N=122	7%	N=42	31%	N=187	100%	N=613
Affordable high-speed internet access	18%	N=109	40%	N=244	22%	N=135	9%	N=57	11%	N=65	100%	N=610
Garbage collection	37%	N=224	49%	N=303	10%	N=60	2%	N=10	3%	N=16	100%	N=613
Drinking water	40%	N=248	46%	N=283	9%	N=53	2%	N=11	3%	N=20	100%	N=615
Sewer services	33%	N=206	53%	N=324	7%	N=45	1%	N=6	6%	N=34	100%	N=615
Storm water management (storm drainage, dams, levees, etc.)	29%	N=179	49%	N=302	10%	N=62	1%	N=4	11%	N=67	100%	N=614
Power (electric and/or gas) utility	38%	N=232	53%	N=323	7%	N=44	0%	N=1	2%	N=12	100%	N=612
Utility billing	29%	N=179	51%	N=313	15%	N=89	2%	N=10	3%	N=20	100%	N=611
Police/Sheriff services	28%	N=172	45%	N=275	11%	N=69	3%	N=21	12%	N=74	100%	N=611
Crime prevention	21%	N=131	46%	N=280	13%	N=83	5%	N=33	14%	N=88	100%	N=615
Animal control	17%	N=104	33%	N=201	11%	N=67	3%	N=18	36%	N=219	100%	N=609
Ambulance or emergency medical services	29%	N=180	34%	N=209	5%	N=31	1%	N=6	30%	N=186	100%	N=612
Fire services	40%	N=246	37%	N=226	3%	N=20	0%	N=2	20%	N=121	100%	N=615
Fire prevention and education	21%	N=130	35%	N=211	9%	N=55	1%	N=8	33%	N=202	100%	N=606
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=98	32%	N=192	14%	N=83	5%	N=32	33%	N=203	100%	N=608
Preservation of natural areas (open space, farmlands and greenbelts)	29%	N=175	44%	N=268	13%	N=81	7%	N=41	7%	N=41	100%	N=606

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Please rate the quality of each of the following services in Wilsonville.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Wilsonville open space	29%	N=180	45%	N=272	18%	N=109	4%	N=22	5%	N=28	100%	N=611
Recycling	30%	N=181	51%	N=310	13%	N=81	3%	N=17	4%	N=22	100%	N=611
Yard waste pick-up	30%	N=187	42%	N=259	9%	N=56	2%	N=14	16%	N=98	100%	N=614
City parks	49%	N=298	44%	N=266	5%	N=31	0%	N=3	2%	N=13	100%	N=611
Recreation programs or classes	21%	N=127	42%	N=259	13%	N=81	2%	N=15	21%	N=131	100%	N=613
Recreation centers or facilities	18%	N=110	39%	N=239	19%	N=119	6%	N=38	18%	N=108	100%	N=614
Health services	13%	N=78	36%	N=217	18%	N=110	4%	N=22	30%	N=183	100%	N=610
Public library services	56%	N=343	34%	N=207	5%	N=28	1%	N=5	5%	N=30	100%	N=613
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.)	33%	N=200	44%	N=266	9%	N=52	2%	N=11	13%	N=80	100%	N=609

**Table 18: Question 10 without "don't know" responses**

Please rate the following categories of Wilsonville government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Wilsonville	14%	N=75	51%	N=281	25%	N=135	11%	N=60	100%	N=551
The overall direction that Wilsonville is taking	17%	N=96	48%	N=267	23%	N=129	12%	N=68	100%	N=560
The job Wilsonville government does at welcoming resident involvement	20%	N=97	46%	N=223	25%	N=121	10%	N=47	100%	N=488
Overall confidence in Wilsonville government	17%	N=96	44%	N=242	27%	N=150	12%	N=64	100%	N=552
Generally acting in the best interest of the community	19%	N=107	46%	N=256	23%	N=125	12%	N=64	100%	N=552
Being honest	22%	N=111	47%	N=230	20%	N=100	11%	N=53	100%	N=494
Being open and transparent to the public	21%	N=102	46%	N=225	21%	N=104	13%	N=63	100%	N=494
Informing residents about issues facing the community	22%	N=122	43%	N=238	25%	N=140	10%	N=56	100%	N=556
Treating all residents fairly	23%	N=106	50%	N=233	19%	N=88	9%	N=40	100%	N=467
Treating residents with respect	25%	N=127	51%	N=266	17%	N=88	7%	N=36	100%	N=517

**Table 19: Question 10 with "don't know" responses**

Please rate the following categories of Wilsonville government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Wilsonville	12%	N=75	46%	N=281	22%	N=135	10%	N=60	11%	N=65	100%	N=616
The overall direction that Wilsonville is taking	16%	N=96	43%	N=267	21%	N=129	11%	N=68	9%	N=55	100%	N=615
The job Wilsonville government does at welcoming resident involvement	16%	N=97	36%	N=223	20%	N=121	8%	N=47	21%	N=129	100%	N=617
Overall confidence in Wilsonville government	16%	N=96	39%	N=242	24%	N=150	10%	N=64	10%	N=62	100%	N=614
Generally acting in the best interest of the community	17%	N=107	41%	N=256	20%	N=125	10%	N=64	11%	N=65	100%	N=617
Being honest	18%	N=111	37%	N=230	16%	N=100	9%	N=53	20%	N=123	100%	N=617
Being open and transparent to the public	17%	N=102	36%	N=225	17%	N=104	10%	N=63	20%	N=123	100%	N=617
Informing residents about issues facing the community	20%	N=122	38%	N=238	23%	N=140	9%	N=56	10%	N=63	100%	N=619
Treating all residents fairly	17%	N=106	38%	N=233	14%	N=88	6%	N=40	24%	N=151	100%	N=618
Treating residents with respect	21%	N=127	43%	N=266	14%	N=88	6%	N=36	16%	N=99	100%	N=616

**Table 20: Question 11 without "don't know" responses**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Wilsonville	26%	N=152	54%	N=323	16%	N=96	4%	N=23	100%	N=594
The Federal Government	6%	N=34	28%	N=160	43%	N=242	22%	N=126	100%	N=562

**Table 21: Question 11 with "don't know" responses**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Wilsonville	24%	N=152	52%	N=323	15%	N=96	4%	N=23	4%	N=27	100%	N=621
The Federal Government	6%	N=34	26%	N=160	39%	N=242	20%	N=126	9%	N=55	100%	N=617

**Table 22: Question 12**

Please rate how important, if at all, you think it is for the Wilsonville community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Wilsonville	44%	N=268	47%	N=290	8%	N=51	1%	N=4	100%	N=613
Overall quality of the transportation system (auto, bicycle, foot, bus) in Wilsonville	33%	N=204	43%	N=263	21%	N=128	2%	N=15	100%	N=610
Overall design or layout of Wilsonville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	35%	N=213	47%	N=291	16%	N=100	2%	N=10	100%	N=614
Overall quality of the utility infrastructure in Wilsonville (water, sewer, storm water, electric/gas)	38%	N=233	46%	N=281	14%	N=87	2%	N=10	100%	N=611
Overall feeling of safety in Wilsonville	51%	N=316	38%	N=236	10%	N=60	1%	N=5	100%	N=617
Overall quality of natural environment in Wilsonville	34%	N=210	46%	N=279	18%	N=112	2%	N=10	100%	N=611
Overall quality of the parks and recreation opportunities	28%	N=172	52%	N=323	18%	N=111	2%	N=10	100%	N=616
Overall health and wellness opportunities in Wilsonville	23%	N=140	48%	N=292	27%	N=166	2%	N=13	100%	N=611
Overall opportunities for education, culture and the arts	22%	N=134	43%	N=265	30%	N=184	5%	N=29	100%	N=612
Residents' connection and engagement with their community	18%	N=111	52%	N=319	28%	N=170	2%	N=13	100%	N=613

**Table 23: Question 13**

Please indicate whether each of the following is a major source, minor source, or not a source of information regarding Wilsonville City Government.	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
Boones Ferry Messenger (City newsletter)	55%	N=335	35%	N=213	10%	N=62	100%	N=610
Wilsonville Spokesman	35%	N=208	40%	N=239	25%	N=149	100%	N=596
Oregonian	20%	N=118	34%	N=203	47%	N=280	100%	N=601
Local public access television	11%	N=65	29%	N=170	61%	N=361	100%	N=596
City of Wilsonville website (www.ci.wilsonville.or.us)	34%	N=202	43%	N=256	24%	N=142	100%	N=600
City's Facebook page	19%	N=112	32%	N=192	49%	N=292	100%	N=596
City's Twitter account	6%	N=36	21%	N=125	73%	N=427	100%	N=588
Oregon Live website's Wilsonville blog page	6%	N=36	26%	N=154	68%	N=400	100%	N=590
Neighborhood newsletter	23%	N=135	31%	N=185	47%	N=280	100%	N=600
Let's Talk Wilsonville (www.letstalkwilsonville.com)	7%	N=40	31%	N=182	63%	N=374	100%	N=596



**Table 24: Question 14**

How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Wilsonville to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Phone call with a City official	38%	N=235	30%	N=183	18%	N=110	14%	N=87	100%	N=615
Email City official	46%	N=284	33%	N=206	11%	N=67	9%	N=58	100%	N=615
Use 'Ask the City' system on City's website	21%	N=126	31%	N=190	28%	N=171	21%	N=126	100%	N=613
Participate in an online survey or forum	40%	N=243	36%	N=221	14%	N=83	11%	N=65	100%	N=612
Comment on City's social media site (Facebook, Twitter, Nextdoor, Instagram, other)	13%	N=77	19%	N=114	23%	N=143	45%	N=276	100%	N=610
Speak to official at City Hall	19%	N=115	32%	N=199	26%	N=161	23%	N=138	100%	N=613
Attend a meeting at City Hall	14%	N=84	30%	N=185	32%	N=199	24%	N=145	100%	N=613
Let's Talk Wilsonville ( <a href="http://www.letstalkwilsonville.com">www.letstalkwilsonville.com</a> )	7%	N=43	21%	N=126	29%	N=175	44%	N=266	100%	N=610

**Table 25: Question 15 without "don't know" responses**

During the last 12 months, would you say your opinion of Wilsonville has:	Percent	Number
Improved a lot	6%	N=33
Improved slightly	18%	N=105
Stayed the same	65%	N=372
Declined slightly	8%	N=48
Declined a lot	3%	N=18
Total	100%	N=576

**Table 26: Question 15 with "don't know" responses**

During the last 12 months, would you say your opinion of Wilsonville has:	Percent	Number
Improved a lot	6%	N=33
Improved slightly	18%	N=105
Stayed the same	64%	N=372
Declined slightly	8%	N=48
Declined a lot	3%	N=18
Don't know	1%	N=5
Total	100%	N=581

**Table 27: Question D1 without "don't know" responses**

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Access the internet from your home using a computer, laptop or tablet computer	84%	N=524	7%	N=45	4%	N=26	1%	N=9	3%	N=18	100%	N=622
Access the internet from your cell phone	80%	N=496	5%	N=32	6%	N=38	1%	N=9	7%	N=42	100%	N=617
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	55%	N=337	11%	N=70	9%	N=55	4%	N=22	21%	N=126	100%	N=610
Use or check email	83%	N=510	13%	N=78	2%	N=15	1%	N=4	1%	N=8	100%	N=615
Share your opinions online	12%	N=72	5%	N=28	15%	N=89	17%	N=100	52%	N=316	100%	N=605
Shop online	11%	N=70	8%	N=51	31%	N=189	37%	N=228	13%	N=79	100%	N=617

**Table 28: Question D1 with "don't know" responses**

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop or tablet computer	84%	N=524	7%	N=45	4%	N=26	1%	N=9	3%	N=18	0%	N=2	100%	N=624
Access the internet from your cell phone	80%	N=496	5%	N=32	6%	N=38	1%	N=9	7%	N=42	1%	N=4	100%	N=621
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	54%	N=337	11%	N=70	9%	N=55	4%	N=22	20%	N=126	2%	N=13	100%	N=623
Use or check email	82%	N=510	13%	N=78	2%	N=15	1%	N=4	1%	N=8	1%	N=4	100%	N=619

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Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Share your opinions online	12%	N=72	5%	N=28	14%	N=89	16%	N=100	51%	N=316	2%	N=12	100%	N=617
Shop online	11%	N=70	8%	N=51	30%	N=189	37%	N=228	13%	N=79	1%	N=7	100%	N=624

**Table 29: Question D2**

Would you say that in general your health is:	Percent	Number
Excellent	28%	N=174
Very good	43%	N=271
Good	24%	N=149
Fair	4%	N=25
Poor	1%	N=7
Total	100%	N=626

**Table 30: Question D3**

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=16
Somewhat positive	11%	N=66
Neutral	44%	N=276
Somewhat negative	33%	N=205
Very negative	9%	N=59
Total	100%	N=622

**Table 31: Question D4**

How many years have you lived in Wilsonville?	Percent	Number
Less than 2 years	11%	N=69
2 to 5 years	26%	N=161
6 to 10 years	19%	N=120
11 to 20 years	22%	N=138
More than 20 years	22%	N=139
Total	100%	N=627

**Table 32: Question D5**

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=407
Building with two or more homes (duplex, townhome, apartment or condominium)	33%	N=206
Mobile home	1%	N=4
Other	1%	N=9
Total	100%	N=626

**Table 33: Question D6**

Do you rent or own your home?	Percent	Number
Rent	24%	N=149
Own	76%	N=477
Total	100%	N=626

**Table 34: Question D7**

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500 per month	6%	N=34
\$500 to \$999 per month	11%	N=66
\$1,000 to \$1,499 per month	12%	N=74
\$1,500 to \$1,999 per month	16%	N=95
\$2,000 to \$2,499 per month	18%	N=111
\$2,500 to \$2,999 per month	15%	N=91
\$3,000 to \$3,499 per month	13%	N=78
\$3,500 or more per month	9%	N=54
Total	100%	N=603

**Table 35: Question D8**

Do any children 17 or under live in your household?	Percent	Number
No	72%	N=453
Yes	28%	N=175
Total	100%	N=628

**Table 36: Question D9**

Are you or any other members of your household aged 65 or older?	Percent	Number
No	56%	N=353
Yes	44%	N=275
Total	100%	N=628

**Table 37: Question D10**

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	4%	N=23
\$25,000 to \$49,999	13%	N=77
\$50,000 to \$74,999	17%	N=100
\$75,000 to \$99,999	19%	N=109
\$100,000 to \$149,999	22%	N=126
\$150,000 or more	25%	N=144
Total	100%	N=579

**Table 38: Question D11**

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=570
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=40
Total	100%	N=610

**Table 39: Question D12**

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=14
Asian, Asian Indian or Pacific Islander	5%	N=30
Black or African American	1%	N=8
White	91%	N=552
Other	5%	N=28

Total may exceed 100% as respondents could select more than one option.

**Table 40: Question D13**

In which category is your age?	Percent	Number
18 to 24 years	1%	N=8
25 to 34 years	8%	N=50
35 to 44 years	14%	N=87
45 to 54 years	19%	N=118
55 to 64 years	20%	N=123
65 to 74 years	23%	N=141
75 years or older	16%	N=97
Total	100%	N=624

**Table 41: Question D14**

What is your gender?	Percent	Number
Female	57%	N=353
Male	43%	N=268
Identify in another way	0%	N=2
Total	100%	N=623

# Appendix B: Benchmark Comparisons

## Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Wilsonville chose to have comparisons made to the entire database.

## Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Wilsonville’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Wilsonville’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Wilsonville’s rating to the benchmark.

In that final column, Wilsonville’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Wilsonville residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Wilsonville’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Wilsonville’s average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%



## National Benchmark Comparisons

**Table 42: Quality of Life**

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Wilsonville	83%	107	352	Similar
The overall quality of life in Wilsonville	91%	88	453	Similar
Wilsonville as a place to live	95%	77	396	Similar
Recommend living in Wilsonville to someone who asks	93%	77	293	Similar
Remain in Wilsonville for the next five years	90%	41	286	Similar

**Table 43: Governance**

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Wilsonville government	61%	82	277	Similar
The overall direction that Wilsonville is taking	65%	115	320	Similar
The value of services for the taxes paid to Wilsonville	65%	101	397	Similar
Generally acting in the best interest of the community	66%	69	277	Similar
Being honest	69%	57	268	Similar
Being open and transparent to the public	66%	4	8	Similar
Informing residents about issues facing the community	65%	3	8	Similar
The job Wilsonville government does at welcoming resident involvement	66%	45	323	Similar
Treating all residents fairly	73%	35	274	Higher
Treating residents with respect	76%	4	8	Similar
Overall customer service by Wilsonville employees	88%	36	384	Higher
Public information services	78%	74	298	Similar
Quality of services provided by the City of Wilsonville	80%	146	421	Similar
Quality of services provided by the Federal Government	35%	184	257	Similar

**Table 44: Economy**

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Wilsonville	85%	68	278	Higher
Economic development	65%	81	288	Similar
Overall quality of business and service establishments in Wilsonville	81%	35	279	Higher
Variety of business and service establishments in Wilsonville	58%	5	7	Similar
Vibrancy of downtown/commercial area	45%	146	254	Similar
Shopping opportunities	50%	189	298	Similar
Wilsonville as a place to visit	59%	171	294	Similar
Wilsonville as a place to work	81%	46	365	Higher
Employment opportunities	54%	84	314	Similar
Cost of living in Wilsonville	38%	176	273	Similar
Economy will have positive impact on income	13%	265	265	Lower
NOT experiencing housing costs stress	50%	256	264	Lower

**Table 45: Mobility**

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system in Wilsonville	77%	103	281	Similar
Traffic flow on major streets	49%	190	343	Similar
Ease of travel by car in Wilsonville	70%	113	310	Similar
Ease of travel by public transportation in Wilsonville	73%	9	245	Much higher
Ease of travel by bicycle in Wilsonville	77%	23	309	Higher
Ease of walking in Wilsonville	81%	39	310	Higher
Ease of public parking	77%	17	239	Higher
Bus or transit services	82%	6	243	Much higher
Traffic enforcement	65%	211	369	Similar
Traffic signal timing	58%	101	272	Similar
Street repair	67%	55	380	Higher
Street cleaning	85%	16	327	Higher
Street lighting	86%	5	334	Higher
Snow removal	69%	120	278	Similar
Sidewalk maintenance	65%	90	320	Similar
Used bus, rail, subway, or other public transportation instead of driving	27%	79	224	Similar

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Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Carpooled with other adults or children instead of driving alone	41%	139	257	Similar
Walked or biked instead of driving	67%	60	266	Higher

**Table 46: Community Design**

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Wilsonville's residential and commercial areas	72%	59	271	Similar
Overall appearance of Wilsonville	85%	96	352	Similar
Your neighborhood as a place to live	93%	18	317	Higher
Overall quality of new development in Wilsonville	63%	84	296	Similar
Well-planned residential growth	60%	5	11	Similar
Well-planned commercial growth	55%	6	11	Similar
Well-designed neighborhoods	68%	6	12	Similar
Preservation of the historical or cultural character of the community	63%	4	8	Similar
Public places where people want to spend time	72%	108	265	Similar
Variety of housing options	61%	91	284	Similar
Availability of affordable quality housing	37%	155	308	Similar
Land use, planning, and zoning	58%	76	305	Similar
Code enforcement	62%	79	385	Similar

**Table 47: Utilities**

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in Wilsonville	89%	2	8	Similar
Affordable high-speed internet access	65%	1	7	Similar
Power (electric and/or gas) utility	93%	5	195	Higher
Garbage collection	88%	101	349	Similar
Drinking water	89%	26	315	Higher
Sewer services	91%	20	320	Higher
Storm water management	88%	7	343	Higher
Utility billing	83%	15	240	Similar

**Table 48: Safety**

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Wilsonville	89%	137	364	Similar
Police/Sheriff services	83%	218	446	Similar
Crime prevention	78%	135	362	Similar
Animal control	78%	26	331	Higher
Ambulance or emergency medical services	91%	172	339	Similar
Fire services	96%	133	379	Similar
Fire prevention and education	84%	95	288	Similar
Emergency preparedness	72%	81	288	Similar
In your neighborhood during the day	98%	32	361	Similar
In Wilsonville's downtown/commercial area during the day	97%	66	326	Similar
From property crime	82%	5	23	Similar
From violent crime	91%	5	23	Higher
From fire, flood, or other natural disaster	87%	3	8	Similar

**Table 49: Natural Environment**

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in Wilsonville	91%	42	281	Higher
Cleanliness of Wilsonville	92%	35	301	Higher
Water resources	61%	4	7	Similar
Air quality	87%	71	254	Similar
Preservation of natural areas	78%	24	259	Higher
Wilsonville open space	78%	20	245	Higher
Recycling	83%	134	353	Similar
Yard waste pick-up	86%	59	271	Similar

**Table 50: Parks and Recreation**

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of parks and recreation opportunities	90%	3	8	Similar
Availability of paths and walking trails	87%	29	323	Higher
City parks	94%	27	324	Higher
Recreational opportunities	71%	128	300	Similar
Recreation programs or classes	80%	91	332	Similar
Recreation centers or facilities	69%	160	288	Similar
Fitness opportunities	80%	68	263	Similar

**Table 51: Health and Wellness**

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Wilsonville	78%	81	273	Similar
Health services	69%	109	231	Similar
Availability of affordable quality health care	61%	152	268	Similar
Availability of preventive health services	61%	156	249	Similar
Availability of affordable quality mental health care	41%	146	243	Similar
Availability of affordable quality food	70%	113	252	Similar
In very good to excellent health	71%	45	258	Similar

**Table 52: Education, Arts, and Culture**

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	67%	142	274	Similar
Opportunities to attend cultural/arts/music activities	52%	188	297	Similar
Opportunities to attend special events and festivals	69%	114	290	Similar
Community support for the arts	64%	3	8	Similar
Public library services	94%	18	335	Higher
Availability of affordable quality child care/preschool	52%	125	265	Similar
K-12 education	90%	47	279	Higher
Adult educational opportunities	64%	93	251	Similar

**Table 53: Inclusivity and Engagement**

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	69%	2	8	Higher
Sense of community	78%	37	310	Higher
Sense of civic/community pride	75%	3	8	Similar
Neighborliness of Wilsonville	78%	16	265	Higher
Wilsonville as a place to raise children	94%	50	384	Higher
Wilsonville as a place to retire	75%	66	364	Higher
Openness and acceptance of the community toward people of diverse backgrounds	67%	87	299	Similar
Making all residents feel welcome	79%	3	8	Similar
Attracting people from diverse backgrounds	57%	5	8	Similar
Valuing/respecting residents from diverse backgrounds	70%	5	8	Similar
Taking care of vulnerable residents	74%	2	8	Similar
Opportunities to participate in social events and activities	68%	82	270	Similar
Opportunities to volunteer	77%	81	272	Similar
Opportunities to participate in community matters	71%	70	282	Similar

**Table 54: Participation**

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Wilsonville for help or information	46%	148	337	Similar
Contacted Wilsonville elected officials to express your opinion	17%	116	263	Similar
Attended a local public meeting	33%	22	270	Higher
Watched (online or on television) a local public meeting	22%	110	240	Similar
Volunteered your time to some group/activity in Wilsonville	36%	141	272	Similar
Campaigned or advocated for an issue, cause or candidate	22%	127	249	Similar
Voted in your most recent local election	85%	1	8	Higher
Access the internet from your home using a computer, laptop or tablet computer	96%	2	8	Similar
Access the internet from your cell phone	92%	4	8	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	76%	7	8	Similar
Use or check email	98%	2	8	Similar

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Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Share your opinions online	31%	3	8	Similar
Shop online	50%	2	8	Similar

**Table 55: Focus Areas**

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Wilsonville	91%	132	251	Similar
Overall quality of the transportation system in Wilsonville	77%	136	251	Similar
Overall design or layout of Wilsonville's residential and commercial areas	82%	55	251	Similar
Overall quality of the utility infrastructure in Wilsonville	84%	8	8	Similar
Overall feeling of safety in Wilsonville	89%	169	251	Similar
Overall quality of natural environment in Wilsonville	80%	152	251	Similar
Overall quality of parks and recreation opportunities	80%	6	8	Similar
Overall health and wellness opportunities in Wilsonville	71%	187	250	Similar
Overall opportunities for education, culture, and the arts	65%	244	251	Lower
Residents' connection and engagement with their community	70%	250	251	Lower

**Communities included in national comparisons**

The communities included in Wilsonville’s comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO.....	487,850	Aspen city, CO .....	7,097
Airway Heights city, WA.....	8,017	Athens-Clarke County, GA.....	122,292
Albany city, OR .....	52,007	Auburn city, AL.....	61,462
Albemarle County, VA.....	105,105	Augusta CCD, GA .....	136,103
Albert Lea city, MN.....	17,716	Aurora city, CO.....	357,323
Alexandria city, VA .....	154,710	Austin city, TX.....	916,906
Allegan County, MI .....	114,145	Avon town, CO .....	6,503
American Canyon city, CA .....	20,341	Avon town, IN .....	16,479
Ames city, IA .....	65,005	Avondale city, AZ .....	81,590
Ankeny city, IA .....	56,237	Azusa city, CA .....	49,029
Ann Arbor city, MI.....	119,303	Bainbridge Island city, WA.....	23,689
Apache Junction city, AZ.....	38,452	Baltimore city, MD.....	619,796
Arapahoe County, CO.....	626,612	Baltimore County, MD .....	828,637
Arlington city, TX .....	388,225	Battle Creek city, MI .....	51,505
Arvada city, CO.....	115,320	Bay Village city, OH .....	15,426
Asheville city, NC.....	89,318	Baytown city, TX .....	76,205
Ashland city, OR .....	20,733	Bedford city, TX.....	49,082
Ashland town, MA.....	17,478	Bedford town, MA .....	14,105
Ashland town, VA .....	7,554	Bellevue city, WA .....	139,014

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Bellingham city, WA .....	85,388	Conshohocken borough, PA .....	7,985
Bend city, OR .....	87,167	Coolidge city, AZ .....	12,221
Bethlehem township, PA .....	23,800	Coon Rapids city, MN .....	62,342
Bettendorf city, IA .....	35,293	Coral Springs city, FL .....	130,110
Billings city, MT .....	109,082	Coronado city, CA .....	24,053
Bloomington city, IN .....	83,636	Corvallis city, OR .....	56,224
Bloomington city, MN .....	85,417	Cottonwood Heights city, UT .....	34,214
Boise City city, ID .....	220,859	Coventry Lake CDP, CT .....	2,932
Bonner Springs city, KS .....	7,644	Coventry town, CT .....	12,458
Boulder city, CO .....	106,271	Creve Coeur city, MO .....	18,259
Bowling Green city, KY .....	64,302	Cupertino city, CA .....	60,687
Bozeman city, MT .....	43,132	Dacono city, CO .....	4,929
Brentwood city, TN .....	41,524	Dakota County, MN .....	414,655
Brighton city, CO .....	38,016	Dallas city, OR .....	15,413
Brookline CDP, MA .....	59,246	Dallas city, TX .....	1,300,122
Brooklyn Center city, MN .....	30,885	Danvers town, MA .....	27,527
Brooklyn city, OH .....	10,891	Danville city, KY .....	16,657
Broomfield city, CO .....	64,283	Darien city, IL .....	22,206
Brownsburg town, IN .....	24,625	Davenport city, FL .....	3,665
Buffalo Grove village, IL .....	41,551	Davidson town, NC .....	12,325
Burlingame city, CA .....	30,401	Dayton city, OH .....	140,939
Cabarrus County, NC .....	196,716	Dayton town, WY .....	815
Cambridge city, MA .....	110,893	Dearborn city, MI .....	95,295
Canandaigua city, NY .....	10,402	Decatur city, GA .....	22,022
Cannon Beach city, OR .....	1,517	Del Mar city, CA .....	4,338
Cañon City city, CO .....	16,298	DeLand city, FL .....	30,315
Canton city, SD .....	3,352	Delaware city, OH .....	38,193
Cape Coral city, FL .....	173,679	Denison city, TX .....	23,342
Carlsbad city, CA .....	113,147	Denton city, TX .....	131,097
Carroll city, IA .....	9,937	Denver city, CO .....	678,467
Cartersville city, GA .....	20,235	Des Moines city, IA .....	214,778
Cary town, NC .....	159,715	Des Peres city, MO .....	8,536
Castle Rock town, CO .....	57,274	Destin city, FL .....	13,421
Cedar Hill city, TX .....	48,149	Dothan city, AL .....	67,784
Cedar Park city, TX .....	70,010	Dover city, NH .....	30,901
Cedar Rapids city, IA .....	130,330	Dublin city, CA .....	57,022
Celina city, TX .....	7,910	Dublin city, OH .....	44,442
Centennial city, CO .....	108,448	Duluth city, MN .....	86,066
Chandler city, AZ .....	245,160	Durham city, NC .....	257,232
Chandler city, TX .....	2,896	Durham County, NC .....	300,865
Chanhassen city, MN .....	25,108	Dyer town, IN .....	16,077
Chapel Hill town, NC .....	59,234	Eagan city, MN .....	66,102
Chardon city, OH .....	5,166	Eagle Mountain city, UT .....	27,773
Charles County, MD .....	156,021	Eau Claire city, WI .....	67,945
Charlotte County, FL .....	173,236	Eden Prairie city, MN .....	63,660
Charlottesville city, VA .....	46,487	Eden town, VT .....	1,254
Chattanooga city, TN .....	176,291	Edgewater city, CO .....	5,299
Chautauqua town, NY .....	4,362	Edina city, MN .....	50,603
Chesterfield County, VA .....	335,594	Edmond city, OK .....	89,769
Clackamas County, OR .....	399,962	Edmonds city, WA .....	41,309
Clayton city, MO .....	16,214	El Cerrito city, CA .....	24,982
Clearwater city, FL .....	112,794	El Paso de Robles (Paso Robles) city, CA .....	31,409
Cleveland Heights city, OH .....	45,024	Elgin city, IL .....	112,628
Clinton city, SC .....	8,538	Elk Grove city, CA .....	166,228
Clive city, IA .....	17,134	Elmhurst city, IL .....	46,139
Clovis city, CA .....	104,411	Englewood city, CO .....	33,155
College Park city, MD .....	32,186	Erie town, CO .....	22,019
College Station city, TX .....	107,445	Escambia County, FL .....	309,924
Colleyville city, TX .....	25,557	Estes Park town, CO .....	6,248
Collinsville city, IL .....	24,767	Euclid city, OH .....	47,698
Columbia city, MO .....	118,620	Fairview town, TX .....	8,473
Columbia city, SC .....	132,236	Farmers Branch city, TX .....	33,808
Columbia Falls city, MT .....	5,054	Farmersville city, TX .....	3,440
Commerce City city, CO .....	52,905	Farmington Hills city, MI .....	81,235
Concord city, CA .....	128,160	Farmington town, CT .....	25,596
Concord town, MA .....	19,357	Fate city, TX .....	10,339



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Fayetteville city, GA.....	17,069	Jackson County, MI.....	158,989
Fayetteville city, NC.....	210,324	James City County, VA.....	73,028
Ferguson township, PA.....	18,837	Jefferson County, NY.....	116,567
Fernandina Beach city, FL.....	11,957	Jefferson Parish, LA.....	437,038
Flower Mound town, TX.....	71,575	Jerome city, ID.....	11,306
Forest Grove city, OR.....	23,554	Johnson City city, TN.....	65,598
Fort Collins city, CO.....	159,150	Johnston city, IA.....	20,172
Franklin city, TN.....	72,990	Jupiter town, FL.....	62,373
Frederick town, CO.....	11,397	Kalamazoo city, MI.....	75,833
Fremont city, CA.....	230,964	Kansas City city, KS.....	151,042
Frisco town, CO.....	2,977	Kansas City city, MO.....	476,974
Fruita city, CO.....	13,039	Keizer city, OR.....	37,910
Gahanna city, OH.....	34,691	Kent city, WA.....	126,561
Gaithersburg city, MD.....	67,417	Kerrville city, TX.....	22,931
Galveston city, TX.....	49,706	Key West city, FL.....	25,316
Gardner city, KS.....	21,059	King City city, CA.....	13,721
Germantown city, TN.....	39,230	Kingman city, AZ.....	28,855
Gilbert town, AZ.....	232,176	Kirkland city, WA.....	86,772
Gillette city, WY.....	31,783	Kirkwood city, MO.....	27,659
Glen Ellyn village, IL.....	27,983	Knoxville city, IA.....	7,202
Glendora city, CA.....	51,891	La Mesa city, CA.....	59,479
Glenview village, IL.....	47,066	La Plata town, MD.....	9,160
Golden city, CO.....	20,365	La Vista city, NE.....	17,062
Golden Valley city, MN.....	21,208	Laguna Niguel city, CA.....	65,429
Goodyear city, AZ.....	74,953	Lake Forest city, IL.....	18,931
Grafton village, WI.....	11,576	Lake in the Hills village, IL.....	28,908
Grand Blanc city, MI.....	7,964	Lake Zurich village, IL.....	19,983
Grand Rapids city, MI.....	195,355	Lakeville city, MN.....	61,056
Grants Pass city, OR.....	36,687	Lakewood city, CO.....	151,411
Grass Valley city, CA.....	12,893	Lakewood city, WA.....	59,102
Greeley city, CO.....	100,760	Lancaster County, SC.....	86,544
Greenville city, NC.....	90,347	Lansing city, MI.....	115,222
Greenwich town, CT.....	62,782	Laramie city, WY.....	32,104
Greenwood Village city, CO.....	15,397	Larimer County, CO.....	330,976
Greer city, SC.....	28,587	Las Cruces city, NM.....	101,014
Gunnison County, CO.....	16,215	Las Vegas city, NM.....	13,445
Haltom City city, TX.....	44,059	Lawrence city, KS.....	93,954
Hamilton city, OH.....	62,216	Lawrenceville city, GA.....	29,287
Hamilton town, MA.....	7,991	Lehi city, UT.....	58,351
Hampton city, VA.....	136,255	Lenexa city, KS.....	52,030
Hanover County, VA.....	103,218	Lewisville city, TX.....	103,638
Harrisburg city, SD.....	5,429	Lewisville town, NC.....	13,516
Harrisonburg city, VA.....	53,064	Libertyville village, IL.....	20,504
Harrisonville city, MO.....	10,025	Lincolnwood village, IL.....	12,637
Hastings city, MN.....	22,620	Lindsborg city, KS.....	3,313
Henderson city, NV.....	284,817	Little Chute village, WI.....	11,006
Herndon town, VA.....	24,545	Littleton city, CO.....	45,848
High Point city, NC.....	109,849	Livermore city, CA.....	88,232
Highland Park city, IL.....	29,796	Lombard village, IL.....	43,776
Highlands Ranch CDP, CO.....	105,264	Lone Tree city, CO.....	13,430
Homer Glen village, IL.....	24,403	Long Grove village, IL.....	7,980
Honolulu County, HI.....	990,060	Longmont city, CO.....	91,730
Hoquiam city, WA.....	8,416	Lonsdale city, MN.....	3,850
Horry County, SC.....	310,186	Los Alamos County, NM.....	18,031
Hudson town, CO.....	1,709	Los Altos Hills town, CA.....	8,490
Huntley village, IL.....	26,265	Loudoun County, VA.....	374,558
Huntsville city, TX.....	40,727	Louisville city, CO.....	20,319
Hutchinson city, MN.....	13,836	Lower Merion township, PA.....	58,500
Hutto city, TX.....	22,644	Lynchburg city, VA.....	79,237
Hyattsville city, MD.....	18,225	Lynnwood city, WA.....	37,242
Independence city, MO.....	117,369	Manassas city, VA.....	41,379
Indio city, CA.....	86,867	Manhattan Beach city, CA.....	35,698
Iowa City city, IA.....	73,415	Manhattan city, KS.....	55,427
Irving city, TX.....	235,648	Mankato city, MN.....	41,241
Issaquah city, WA.....	35,629	Maple Grove city, MN.....	68,362
Jackson city, MO.....	14,690	Maplewood city, MN.....	40,127

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Maricopa County, AZ .....	4,155,501	Novato city, CA.....	55,378
Marin County, CA .....	260,814	Novi city, MI.....	58,835
Marion city, IA .....	38,014	O'Fallon city, IL.....	29,095
Mariposa County, CA.....	17,658	Oak Park village, IL.....	52,229
Marshfield city, WI.....	18,326	Oakley city, CA.....	39,950
Martinez city, CA.....	37,902	Oklahoma City city, OK.....	629,191
Marysville city, WA.....	66,178	Olmsted County, MN.....	151,685
Maui County, HI.....	164,094	Olympia city, WA.....	49,928
McKinney city, TX.....	164,760	Orange village, OH.....	3,280
McMinnville city, OR.....	33,211	Orland Park village, IL.....	59,161
Mecklenburg County, NC.....	1,034,290	Orleans Parish, LA.....	388,182
Menlo Park city, CA.....	33,661	Oshkosh city, WI.....	66,649
Menomonee Falls village, WI.....	36,411	Oswego village, IL.....	33,759
Mercer Island city, WA.....	24,768	Ottawa County, MI.....	280,243
Meridian charter township, MI.....	41,903	Overland Park city, KS.....	186,147
Meridian city, ID.....	91,917	Paducah city, KY.....	24,879
Merriam city, KS.....	11,259	Palm Beach Gardens city, FL.....	53,119
Mesa city, AZ.....	479,317	Palm Coast city, FL.....	82,356
Mesquite city, TX.....	144,118	Palo Alto city, CA.....	67,082
Miami Beach city, FL.....	92,187	Palos Verdes Estates city, CA.....	13,591
Miami city, FL.....	443,007	Papillion city, NE.....	19,478
Middleton city, WI.....	18,951	Paradise Valley town, AZ.....	13,961
Middletown town, RI.....	16,100	Park City city, UT.....	8,167
Midland city, MI.....	41,958	Parker town, CO.....	51,125
Milford city, DE.....	10,645	Parkland city, FL.....	28,901
Milton city, GA.....	37,556	Pasco city, WA.....	70,607
Minneapolis city, MN.....	411,452	Pasco County, FL.....	498,136
Minnetrissa city, MN.....	7,187	Payette city, ID.....	7,366
Missouri City city, TX.....	72,688	Pearland city, TX.....	113,693
Moline city, IL.....	42,644	Peoria city, IL.....	115,424
Monroe city, MI.....	20,128	Pflugerville city, TX.....	58,013
Montgomery city, MN.....	2,921	Philadelphia city, PA.....	1,569,657
Montgomery County, MD.....	1,039,198	Pinehurst village, NC.....	15,580
Monticello city, UT.....	2,599	Piqua city, OH.....	20,793
Montrose city, CO.....	18,918	Pitkin County, CO.....	17,747
Moraga town, CA.....	17,231	Plano city, TX.....	281,566
Morristown city, TN.....	29,446	Platte City city, MO.....	4,867
Morrisville town, NC.....	23,873	Pleasant Hill city, IA.....	9,608
Morro Bay city, CA.....	10,568	Pleasanton city, CA.....	79,341
Moscow city, ID.....	24,833	Plymouth city, MN.....	76,258
Mountlake Terrace city, WA.....	20,922	Polk County, IA.....	467,235
Murphy city, TX.....	20,361	Pompano Beach city, FL.....	107,542
Naperville city, IL.....	146,431	Port Orange city, FL.....	60,315
Napoleon city, OH.....	8,646	Port St. Lucie city, FL.....	178,778
Nederland city, TX.....	17,284	Portland city, OR.....	630,331
Needham CDP, MA.....	30,429	Powell city, OH.....	12,658
Nevada City city, CA.....	3,112	Powhatan County, VA.....	28,364
Nevada County, CA.....	98,838	Prairie Village city, KS.....	21,932
New Braunfels city, TX.....	70,317	Prince William County, VA.....	450,763
New Brighton city, MN.....	22,440	Prior Lake city, MN.....	25,452
New Concord village, OH.....	2,561	Pueblo city, CO.....	109,122
New Hope city, MN.....	20,909	Purcellville town, VA.....	9,217
New Orleans city, LA.....	388,182	Queen Creek town, AZ.....	33,298
New Ulm city, MN.....	13,249	Raleigh city, NC.....	449,477
Newport city, RI.....	24,745	Ramsey city, MN.....	25,853
Newport News city, VA.....	180,775	Raymond town, ME.....	4,497
Newton city, IA.....	15,085	Raymore city, MO.....	20,358
Niles village, IL.....	29,823	Redmond city, OR.....	28,492
Noblesville city, IN.....	59,807	Redmond city, WA.....	60,712
Norcross city, GA.....	16,474	Redwood City city, CA.....	84,368
Norfolk city, NE.....	24,352	Reno city, NV.....	239,732
Norfolk city, VA.....	245,752	Richfield city, MN.....	35,993
North Mankato city, MN.....	13,583	Richland city, WA.....	53,991
North Port city, FL.....	62,542	Richmond city, CA.....	108,853
North Yarmouth town, ME.....	3,714	Richmond Heights city, MO.....	8,466
Northglenn city, CO.....	38,473	Rio Rancho city, NM.....	93,317

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River Falls city, WI .....	15,256	Sunnyvale city, CA.....	151,565
Riverside city, CA .....	321,570	Surprise city, AZ.....	129,534
Roanoke city, VA.....	99,572	Suwanee city, GA.....	18,655
Roanoke County, VA.....	93,419	Tacoma city, WA.....	207,280
Rochester city, NY.....	209,463	Takoma Park city, MD.....	17,643
Rock Hill city, SC.....	70,764	Temecula city, CA.....	110,722
Rockville city, MD.....	66,420	Tempe city, AZ.....	178,339
Roeland Park city, KS.....	6,810	Temple city, TX.....	71,795
Rohnert Park city, CA.....	42,305	Texarkana city, TX.....	37,222
Rolla city, MO.....	20,013	The Woodlands CDP, TX.....	109,608
Rosemount city, MN.....	23,474	Thousand Oaks city, CA.....	128,909
Rosenberg city, TX.....	35,867	Tigard city, OR.....	51,355
Roseville city, MN.....	35,624	Tinley Park village, IL.....	57,107
Round Rock city, TX.....	116,369	Tracy city, CA.....	87,613
Royal Palm Beach village, FL.....	37,665	Trinidad CCD, CO.....	10,819
Sacramento city, CA.....	489,650	Tualatin city, OR.....	27,135
Sahuarita town, AZ.....	28,257	Tulsa city, OK.....	401,352
Sammamish city, WA.....	62,877	Tustin city, CA.....	80,007
San Carlos city, CA.....	29,954	Twin Falls city, ID.....	47,340
San Diego city, CA.....	1,390,966	Unalaska city, AK.....	4,809
San Francisco city, CA.....	864,263	University Heights city, OH.....	13,201
San Jose city, CA.....	1,023,031	University Park city, TX.....	24,692
San Marcos city, CA.....	93,493	Urbandale city, IA.....	42,222
San Marcos city, TX.....	59,935	Vail town, CO.....	5,425
Sangamon County, IL.....	198,134	Ventura CCD, CA.....	115,218
Santa Fe city, NM.....	82,980	Vernon Hills village, IL.....	26,084
Santa Fe County, NM.....	147,514	Vestavia Hills city, AL.....	34,003
Sarasota County, FL.....	404,839	Victoria city, MN.....	8,679
Savage city, MN.....	30,011	Vienna town, VA.....	16,474
Schaumburg village, IL.....	74,427	Virginia Beach city, VA.....	450,057
Schertz city, TX.....	38,199	Walnut Creek city, CA.....	68,516
Scott County, MN.....	141,463	Warrensburg city, MO.....	19,890
Scottsdale city, AZ.....	239,283	Washington County, MN.....	250,979
Sedona city, AZ.....	10,246	Washoe County, NV.....	445,551
Sevierville city, TN.....	16,387	Washougal city, WA.....	15,241
Shakopee city, MN.....	40,024	Wauwatosa city, WI.....	47,687
Sharonville city, OH.....	13,974	Wentzville city, MO.....	35,768
Shawnee city, KS.....	64,840	West Carrollton city, OH.....	12,963
Shawnee city, OK.....	30,974	West Chester township, OH.....	62,804
Sherborn town, MA.....	4,302	West Des Moines city, IA.....	62,999
Shoreline city, WA.....	55,431	Western Springs village, IL.....	13,187
Shoreview city, MN.....	26,432	Westerville city, OH.....	38,604
Shorewood village, IL.....	16,809	Westlake town, TX.....	1,006
Sierra Vista city, AZ.....	43,585	Westminster city, CO.....	111,895
Silverton city, OR.....	9,757	Westminster city, MD.....	18,557
Sioux Falls city, SD.....	170,401	Wheat Ridge city, CO.....	31,162
Skokie village, IL.....	64,773	White House city, TN.....	11,107
Snoqualmie city, WA.....	12,944	Wichita city, KS.....	389,054
Snowmass Village town, CO.....	2,827	Williamsburg city, VA.....	14,817
Somerset town, MA.....	18,257	Willowbrook village, IL.....	8,598
South Jordan city, UT.....	65,523	Wilmington city, NC.....	115,261
Southlake city, TX.....	30,090	Wilsonville city, OR.....	22,789
Spearfish city, SD.....	11,300	Windsor town, CO.....	23,386
Springfield city, MO.....	165,785	Windsor town, CT.....	29,037
Springville city, UT.....	32,319	Winnetka village, IL.....	12,504
St. Augustine city, FL.....	13,952	Winter Garden city, FL.....	40,799
St. Charles city, IL.....	32,730	Woodbury city, MN.....	67,648
St. Cloud city, MN.....	67,093	Woodinville city, WA.....	11,675
St. Joseph city, MO.....	76,819	Wyandotte County, KS.....	163,227
St. Louis County, MN.....	200,294	Wyoming city, MI.....	75,124
St. Lucie County, FL.....	298,763	Yakima city, WA.....	93,182
State College borough, PA.....	42,224	York County, VA.....	67,196
Steamboat Springs city, CO.....	12,520	Yorktown town, IN.....	11,200
Sugar Land city, TX.....	86,886	Yorkville city, IL.....	18,691
Suisun City city, CA.....	29,280	Yountville city, CA.....	2,978
Summit County, UT.....	39,731		

## Appendix C: Detailed Survey Methods

The National Community Survey™ (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Wilsonville funded this research. Please contact Zoe Monahan of the City of Wilsonville at [monahan@ci.wilsonville.or.us](mailto:monahan@ci.wilsonville.or.us) if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are

influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

### Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Wilsonville were eligible to participate in the survey. A list of all households within the zip codes serving Wilsonville was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Wilsonville households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Wilsonville boundaries were removed from consideration.

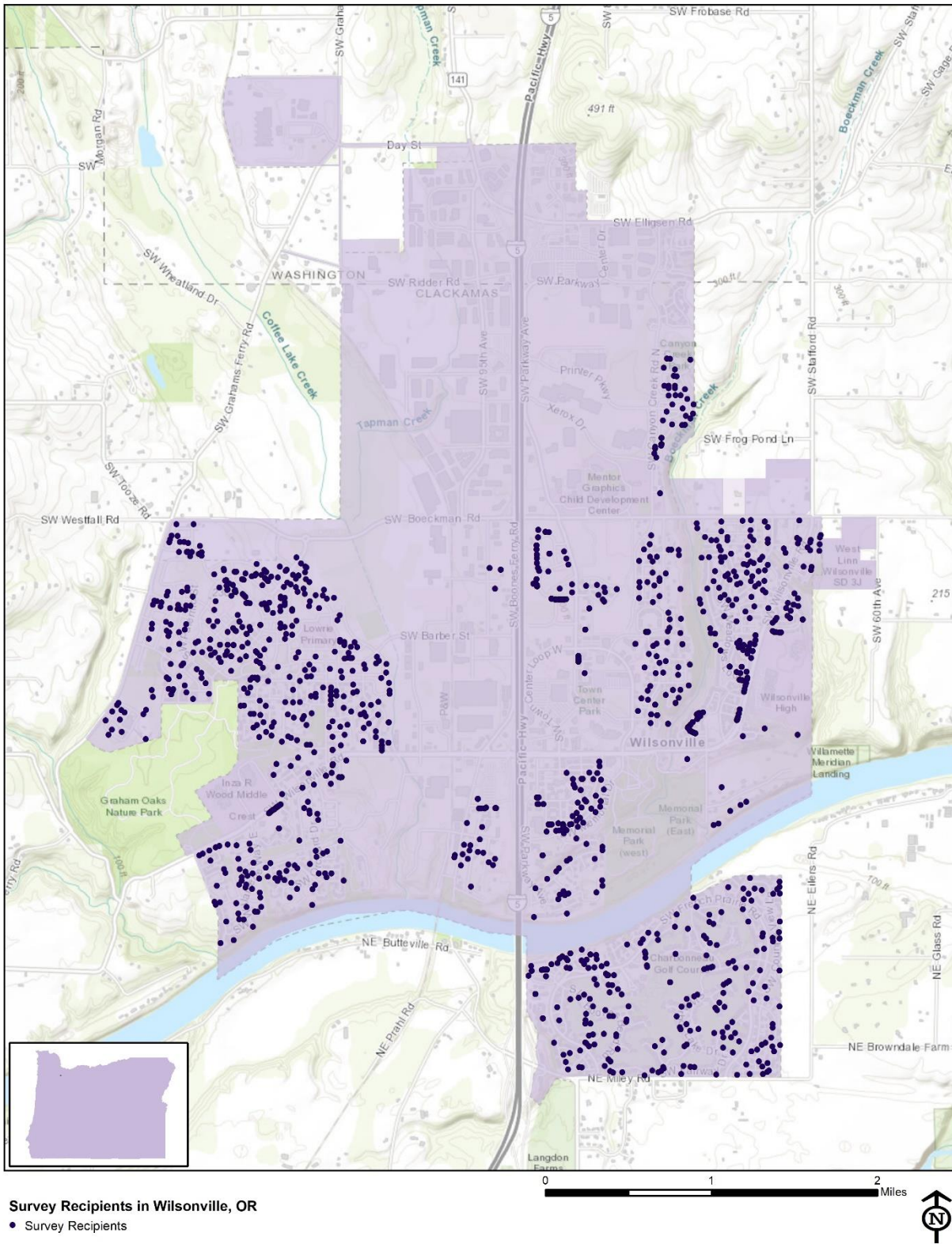
To choose the 1,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure

whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online “opt-in” survey was publicized and posted to the City of Wilsonville website. This opt-in survey was identical to the scientific survey and open to all City residents.

Figure 1: Location of Survey Recipients



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 3, 2020. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on May 8, 2020 and remained open for four weeks.

About 5% of the 1,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,610 eligible households that received the survey, 471 completed the survey, providing an overall response rate of 29%. Of the 471 completed surveys, 96 were completed online. The response rates was calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 159 residents completed the online opt-in survey, providing a grand total of 630 completed surveys.

**Table 56: Survey Response Rate**

	Overall
Total sample used	1,700
I=Complete Interviews	468
P=Partial Interviews	3
R=Refusal and break off	1
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,138
NE=Not eligible	90
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	29%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the

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1 See AAPOR’s Standard Definitions for more information:  
[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)



sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.<sup>2</sup>

The margin of error for the City of Wilsonville survey is no greater than plus or minus four<sup>3</sup> percentage points around any given percent reported for all respondents (630).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC's mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

## Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, data were compared in order to determine

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<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

<sup>3</sup> Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of "confidence interval" or "margin of error," such as "credibility intervals." We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.

whether it was appropriate to combine, or blend, both datasets together. In the case of Wilsonville, characteristics of respondents to the non-probability survey were similar to the probability survey, in both respondent trait and opinion, indicating that the two datasets could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability survey respondents and non-probability survey respondents (opt-in).

**Table 57: Wilsonville, OR 2020 Weighting Table**

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	56%	27%	54%
Own home	44%	73%	46%
Detached unit*	41%	62%	44%
Attached unit*	59%	38%	56%
<b>Race and Ethnicity</b>			
White	87%	86%	86%
Not white	13%	14%	14%
Not Hispanic	90%	93%	91%
Hispanic	10%	7%	9%
<b>Sex and Age</b>			
Female	53%	59%	53%
Male	47%	41%	47%
18-34 years of age	32%	10%	30%
35-54 years of age	35%	28%	35%
55+ years of age	33%	62%	35%
Females 18-34	16%	6%	16%
Females 35-54	18%	18%	18%
Females 55+	18%	35%	19%
Males 18-34	16%	4%	14%
Males 35-54	17%	10%	17%
Males 55+	14%	26%	16%

\* U.S. Census Bureau ACS 2017 5-year estimates

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

# Appendix D: Survey Materials

Dear Wilsonville Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Tim Knapp  
Mayor


Dear Wilsonville Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



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Thank you for helping create a better city!

Sincerely,



Tim Knapp  
Mayor



Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

CITY OF WILSONVILLE  
29799 SW Town Center Loop East  
Wilsonville, OR 97070



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29799 SW Town Center Loop East  
Wilsonville, OR 97070



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Permit NO. 94

CITY OF WILSONVILLE  
29799 SW Town Center Loop East  
Wilsonville, OR 97070



April 2020

Dear City of Wilsonville Resident:

Please help us shape the future of Wilsonville! You have been selected at random to participate in the 2020 Wilsonville Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Wilsonville make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.  
**You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**<https://bit.ly/wilsonville2020survey>**

**Please do not share your survey link.** This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey please call 503-570-1503.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink that reads "Tim Knapp". The signature is written in a cursive style.

Tim Knapp  
Mayor



April 2020

Dear City of Wilsonville Resident:

Here's a second chance if you haven't already responded to the 2020 Wilsonville Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Wilsonville! You have been selected at random to participate in the 2020 Wilsonville Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Wilsonville make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**<https://bit.ly/wilsonville2020survey>**

**Please do not share your survey link.** This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey please call 503-570-1503.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink that reads "Tim Knapp". The signature is fluid and cursive, with the first name "Tim" and the last name "Knapp" clearly legible.

Tim Knapp  
Mayor



# The City of Wilsonville 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

## 1. Please rate each of the following aspects of quality of life in Wilsonville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Wilsonville as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
Wilsonville as a place to raise children .....	1	2	3	4	5
Wilsonville as a place to work.....	1	2	3	4	5
Wilsonville as a place to visit.....	1	2	3	4	5
Wilsonville as a place to retire.....	1	2	3	4	5
The overall quality of life in Wilsonville .....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Wilsonville as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Wilsonville.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Wilsonville.....	1	2	3	4	5
Overall design or layout of Wilsonville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Wilsonville (water, sewer, storm water, electric/gas) .....	1	2	3	4	5
Overall feeling of safety in Wilsonville .....	1	2	3	4	5
Overall quality of natural environment in Wilsonville.....	1	2	3	4	5
Overall quality of the parks and recreation opportunities .....	1	2	3	4	5
Overall health and wellness opportunities in Wilsonville .....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Wilsonville to someone who asks.....	1	2	3	4	5
Remain in Wilsonville for the next five years.....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Wilsonville's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Wilsonville community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

## 6. Please rate each of the following characteristics as they relate to Wilsonville as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Wilsonville.....	1	2	3	4	5
Variety of business and service establishments in Wilsonville .....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Wilsonville.....	1	2	3	4	5
Overall image or reputation of Wilsonville.....	1	2	3	4	5

**7. Please rate each of the following characteristics as they relate to Wilsonville as a whole.**

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Wilsonville .....	1	2	3	4	5
Ease of travel by public transportation in Wilsonville .....	1	2	3	4	5
Ease of travel by bicycle in Wilsonville .....	1	2	3	4	5
Ease of walking in Wilsonville.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods .....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Wilsonville.....	1	2	3	4	5
Overall appearance of Wilsonville.....	1	2	3	4	5
Cleanliness of Wilsonville.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.) .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Wilsonville .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to attend special events and festivals .....	1	2	3	4	5
Opportunities to volunteer .....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	No	Yes
Contacted the City of Wilsonville (in-person, phone, email or web) for help or information.....	1	2
Contacted Wilsonville elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Wilsonville .....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election .....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone .....	1	2
Walked or biked instead of driving.....	1	2

# The City of Wilsonville 2020 Community Survey

## 9. Please rate the quality of each of the following services in Wilsonville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Wilsonville open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 10. Please rate the following categories of Wilsonville government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Wilsonville.....	1	2	3	4	5
The overall direction that Wilsonville is taking.....	1	2	3	4	5
The job Wilsonville government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Wilsonville government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

**11. Overall, how would you rate the quality of the services provided by each of the following?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Wilsonville.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Wilsonville community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Wilsonville.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Wilsonville.....	1	2	3	4
Overall design or layout of Wilsonville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Wilsonville (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Wilsonville.....	1	2	3	4
Overall quality of natural environment in Wilsonville.....	1	2	3	4
Overall quality of the parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Wilsonville.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

**13. Please indicate whether each of the following is a major source, minor source, or not a source of information regarding Wilsonville City Government:**

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
Boones Ferry Messenger (City newsletter).....	1	2	3
<i>Wilsonville Spokesman</i> .....	1	2	3
<i>Oregonian</i> .....	1	2	3
Local public access television.....	1	2	3
City of Wilsonville website (www.ci.wilsonville.or.us).....	1	2	3
City's Facebook page.....	1	2	3
City's Twitter account.....	1	2	3
Oregon Live website's Wilsonville blog page.....	1	2	3
Neighborhood newsletter.....	1	2	3
Let's Talk Wilsonville (www.letstalkwilsonville.com).....	1	2	3

**14. How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Wilsonville to ask a question or share information?**

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>
Phone call with a City official.....	1	2	3	4
Email City official.....	1	2	3	4
Use "Ask the City" system on City's website.....	1	2	3	4
Participate in an online survey or forum.....	1	2	3	4
Comment on City's social media site (Facebook, Twitter, Nextdoor, Instagram, other).....	1	2	3	4
Speak to official at City Hall.....	1	2	3	4
Attend a meeting at City Hall.....	1	2	3	4
Let's Talk Wilsonville (www.letstalkwilsonville.com).....	1	2	3	4

**15. During the last 12 months, would you say your opinion of Wilsonville has:**

- Improved a lot    Improved slightly    Stayed the same    Declined slightly    Declined a lot    Don't know

**16. What do you think is the biggest priority facing the City of Wilsonville over the next five years?**

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# The City of Wilsonville 2020 Community Survey

Our last questions are about you and your household.  
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

**D1. Thinking about a typical week, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**D2. Would you say that in general your health is:**

- Excellent     Very good     Good     Fair     Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?**

**Do you think the impact will be:**

- Very positive     Somewhat positive     Neutral     Somewhat negative     Very negative

**D4. How many years have you lived in Wilsonville?**

- Less than 2 years  
 2-5 years  
 6-10 years  
 11-20 years  
 More than 20 years

**D5. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$500     \$2,000 to \$2,499  
 \$500 to \$999     \$2,500 to \$2,999  
 \$1,000 to \$1,499     \$3,000 to \$3,499  
 \$1,500 to \$1,999     \$3,500 or more

**D8. Do any children 17 or under live in your household?**

- No     Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No     Yes

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000     \$75,000 to \$99,999  
 \$25,000 to \$49,999     \$100,000 to \$149,999  
 \$50,000 to \$74,999     \$150,000 or more

**D11. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D13. In which category is your age?**

- 18-24 years     55-64 years  
 25-34 years     65-74 years  
 35-44 years     75 years or older  
 45-54 years

**D14. What is your gender?**

- Female  
 Male  
 Identify in another way

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
**National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**