



THE NCSTM
The National Citizen SurveyTM

Wilsonville, OR

Technical Appendices
FINAL
2016



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Wilsonville:	Excellent		Good		Fair		Poor		Total	
Wilsonville as a place to live	52%	N=275	42%	N=221	6%	N=33	1%	N=3	100%	N=532
Your neighborhood as a place to live	50%	N=264	40%	N=211	10%	N=52	1%	N=5	100%	N=531
Wilsonville as a place to raise children	59%	N=260	33%	N=145	7%	N=30	1%	N=4	100%	N=440
Wilsonville as a place to work	34%	N=118	44%	N=155	16%	N=55	6%	N=23	100%	N=350
Wilsonville as a place to visit	22%	N=106	38%	N=182	29%	N=139	11%	N=51	100%	N=478
Wilsonville as a place to retire	37%	N=156	39%	N=165	13%	N=54	12%	N=50	100%	N=424
The overall quality of life in Wilsonville	37%	N=195	52%	N=271	10%	N=53	1%	N=4	100%	N=523

Table 2: Question 2

Please rate each of the following characteristics as they relate to Wilsonville as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Wilsonville	47%	N=244	46%	N=242	6%	N=33	1%	N=4	100%	N=523
Overall ease of getting to the places you usually have to visit	32%	N=168	39%	N=203	21%	N=108	8%	N=41	100%	N=520
Quality of overall natural environment in Wilsonville	47%	N=241	45%	N=231	7%	N=35	2%	N=9	100%	N=516
Overall "built environment" of Wilsonville (including overall design, buildings, parks and transportation systems)	33%	N=170	43%	N=224	17%	N=89	6%	N=33	100%	N=516
Health and wellness opportunities in Wilsonville	20%	N=96	44%	N=217	28%	N=138	8%	N=38	100%	N=489
Overall opportunities for education and enrichment	26%	N=119	49%	N=224	21%	N=96	4%	N=20	100%	N=459
Overall economic health of Wilsonville	23%	N=107	53%	N=242	20%	N=92	4%	N=19	100%	N=460
Sense of community	32%	N=162	40%	N=204	23%	N=115	6%	N=30	100%	N=511
Overall image or reputation of Wilsonville	34%	N=174	50%	N=256	14%	N=70	2%	N=10	100%	N=511

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Wilsonville to someone who asks	58%	N=302	31%	N=163	6%	N=34	4%	N=23	100%	N=522
Remain in Wilsonville for the next five years	58%	N=291	22%	N=111	12%	N=59	9%	N=45	100%	N=505

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	80%	N=418	16%	N=86	2%	N=9	1%	N=8	0%	N=1	100%	N=522
In Wilsonville's commercial areas during the day	65%	N=334	28%	N=146	5%	N=26	1%	N=7	1%	N=3	100%	N=517

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Table 5: Question 5

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	7%	N=37	36%	N=184	33%	N=170	23%	N=119	100%	N=511
Ease of travel by car in Wilsonville	13%	N=68	43%	N=219	32%	N=162	12%	N=63	100%	N=512
Ease of travel by public transportation in Wilsonville	20%	N=62	43%	N=131	26%	N=79	11%	N=33	100%	N=305
Ease of travel by bicycle in Wilsonville	22%	N=70	51%	N=163	21%	N=68	6%	N=18	100%	N=319
Ease of walking in Wilsonville	37%	N=183	46%	N=225	15%	N=73	3%	N=13	100%	N=495
Availability of paths and walking trails	35%	N=177	49%	N=246	13%	N=67	2%	N=10	100%	N=500
Cleanliness of Wilsonville	50%	N=260	43%	N=222	6%	N=33	0%	N=2	100%	N=517
Overall appearance of Wilsonville	47%	N=245	46%	N=237	7%	N=34	0%	N=2	100%	N=518
Public places where people want to spend time	37%	N=191	45%	N=229	16%	N=83	2%	N=9	100%	N=512
Variety of housing options	14%	N=65	37%	N=176	31%	N=147	18%	N=87	100%	N=476
Availability of affordable quality housing	7%	N=30	15%	N=66	35%	N=153	43%	N=192	100%	N=441
Fitness opportunities (including exercise classes and paths or trails, etc.)	25%	N=123	41%	N=205	27%	N=134	7%	N=34	100%	N=495
Recreational opportunities	19%	N=92	46%	N=224	27%	N=133	8%	N=41	100%	N=490
Availability of affordable quality food	26%	N=135	38%	N=196	27%	N=142	9%	N=46	100%	N=519

Table 6: Question 6

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
Availability of affordable quality child care/preschool	10%	N=18	39%	N=70	31%	N=56	20%	N=36	100%	N=180
K-12 education	47%	N=147	38%	N=120	13%	N=41	1%	N=4	100%	N=312
Adult educational opportunities	15%	N=48	37%	N=121	38%	N=124	11%	N=37	100%	N=329
Opportunities to attend cultural/arts/music activities	14%	N=64	42%	N=189	34%	N=150	10%	N=43	100%	N=446
Opportunities to participate in religious or spiritual events and activities	24%	N=70	49%	N=145	25%	N=75	2%	N=5	100%	N=294
Employment opportunities	9%	N=29	35%	N=111	45%	N=141	11%	N=34	100%	N=316
Shopping opportunities	12%	N=58	41%	N=203	35%	N=176	12%	N=60	100%	N=498
Cost of living in Wilsonville	3%	N=15	29%	N=143	41%	N=205	27%	N=135	100%	N=498
Overall quality of business and service establishments in Wilsonville	13%	N=64	51%	N=250	31%	N=152	6%	N=28	100%	N=493
Vibrant commercial areas	12%	N=53	43%	N=199	37%	N=170	8%	N=36	100%	N=457
Overall quality of new development in Wilsonville	16%	N=71	41%	N=188	32%	N=146	11%	N=50	100%	N=456
Opportunities to participate in social events and activities	19%	N=86	45%	N=202	28%	N=124	8%	N=34	100%	N=447
Opportunities to volunteer	26%	N=99	48%	N=181	21%	N=78	5%	N=20	100%	N=377
Opportunities to participate in community matters	24%	N=95	43%	N=169	26%	N=103	7%	N=28	100%	N=395
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=87	41%	N=164	27%	N=108	10%	N=38	100%	N=398
Neighborliness of residents in Wilsonville	24%	N=112	45%	N=213	24%	N=114	8%	N=37	100%	N=476

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	19%	N=93	81%	N=406	100%	N=500
Made efforts to make your home more energy efficient	30%	N=149	70%	N=352	100%	N=501
Observed a code violation or other hazard in Wilsonville	72%	N=355	28%	N=140	100%	N=495
Household member was a victim of a crime in Wilsonville	90%	N=451	10%	N=50	100%	N=501
Reported a crime to the police in Wilsonville	82%	N=411	18%	N=90	100%	N=501

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Stocked supplies in preparation for an emergency	61%	N=306	39%	N=195	100%	N=501
Campaigned or advocated for an issue, cause or candidate	82%	N=409	18%	N=91	100%	N=500
Contacted the City of Wilsonville (in-person, phone, email or web) for help or information	61%	N=304	39%	N=198	100%	N=502
Contacted Wilsonville elected officials (in-person, phone, email or web) to express your opinion	85%	N=428	15%	N=73	100%	N=501

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Wilsonville?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Wilsonville recreation centers or their services	11%	N=54	13%	N=63	32%	N=156	45%	N=220	100%	N=493
Visited a neighborhood park or City park	25%	N=127	33%	N=167	30%	N=151	11%	N=57	100%	N=502
Used Wilsonville public libraries or their services	16%	N=79	26%	N=129	35%	N=175	23%	N=114	100%	N=498
Participated in religious or spiritual activities in Wilsonville	10%	N=51	12%	N=61	7%	N=35	71%	N=353	100%	N=500
Attended a City-sponsored event	3%	N=13	8%	N=38	43%	N=215	47%	N=231	100%	N=497
Used bus, rail, subway or other public transportation instead of driving	6%	N=32	8%	N=40	14%	N=68	72%	N=358	100%	N=498
Carpooled with other adults or children instead of driving alone	14%	N=71	8%	N=38	15%	N=75	63%	N=312	100%	N=496
Walked or biked instead of driving	20%	N=101	26%	N=128	24%	N=122	30%	N=148	100%	N=500
Volunteered your time to some group/activity in Wilsonville	9%	N=46	12%	N=60	19%	N=95	60%	N=296	100%	N=496
Participated in a club	7%	N=36	6%	N=29	11%	N=56	76%	N=373	100%	N=493
Talked to or visited with your immediate neighbors	46%	N=230	25%	N=126	20%	N=99	9%	N=44	100%	N=499
Done a favor for a neighbor	24%	N=118	22%	N=108	34%	N=169	21%	N=106	100%	N=501

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=1	3%	N=17	20%	N=99	76%	N=373	100%	N=490
Watched (online or on television) a local public meeting	0%	N=0	2%	N=11	12%	N=60	85%	N=426	100%	N=498

Table 10: Question 10

Please rate the quality of each of the following services in Wilsonville:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	35%	N=137	46%	N=177	12%	N=48	7%	N=26	100%	N=388
Fire services	53%	N=189	41%	N=144	6%	N=20	0%	N=0	100%	N=354
Ambulance or emergency medical services	48%	N=160	44%	N=146	7%	N=25	1%	N=3	100%	N=333
Crime prevention	27%	N=93	52%	N=179	17%	N=60	4%	N=12	100%	N=344
Fire prevention and education	32%	N=99	52%	N=163	16%	N=50	0%	N=1	100%	N=313
Traffic enforcement	18%	N=71	44%	N=170	25%	N=99	13%	N=50	100%	N=390
Street repair	20%	N=91	51%	N=230	25%	N=111	5%	N=22	100%	N=454
Street cleaning	33%	N=154	52%	N=243	13%	N=61	2%	N=10	100%	N=468
Street lighting	30%	N=143	53%	N=255	16%	N=75	2%	N=10	100%	N=484
Sidewalk maintenance	27%	N=127	49%	N=228	20%	N=95	3%	N=14	100%	N=464
Traffic signal timing	21%	N=99	40%	N=189	26%	N=121	14%	N=65	100%	N=474
Bus or transit services	27%	N=83	53%	N=166	16%	N=50	5%	N=15	100%	N=314

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Please rate the quality of each of the following services in Wilsonville:	Excellent		Good		Fair		Poor		Total	
Garbage collection	41%	N=178	45%	N=194	11%	N=49	3%	N=12	100%	N=433
Recycling	40%	N=177	43%	N=194	11%	N=50	6%	N=25	100%	N=446
Yard waste pick-up	38%	N=125	50%	N=164	11%	N=35	2%	N=5	100%	N=328
Storm drainage	24%	N=101	52%	N=214	18%	N=74	6%	N=25	100%	N=414
Drinking water	37%	N=173	44%	N=203	13%	N=59	6%	N=29	100%	N=464
Sewer services	31%	N=129	57%	N=240	11%	N=45	2%	N=8	100%	N=423
Power (electric and/or gas) utility	34%	N=158	52%	N=246	12%	N=58	2%	N=8	100%	N=471
City of Wilsonville utility billing	22%	N=92	55%	N=230	18%	N=76	5%	N=19	100%	N=417
City parks	54%	N=257	38%	N=181	7%	N=34	1%	N=5	100%	N=476
Recreation programs or classes	23%	N=73	48%	N=156	19%	N=62	10%	N=31	100%	N=323
Recreation centers or facilities	29%	N=98	35%	N=120	20%	N=69	16%	N=53	100%	N=341
Land use, planning and zoning	17%	N=62	39%	N=142	22%	N=81	23%	N=84	100%	N=369
Code enforcement (weeds, abandoned buildings, etc.)	24%	N=72	42%	N=128	24%	N=72	10%	N=32	100%	N=304
Animal control	24%	N=60	52%	N=133	14%	N=37	10%	N=25	100%	N=255
Economic development	17%	N=60	45%	N=159	30%	N=107	8%	N=29	100%	N=355
Public library services	58%	N=239	37%	N=151	4%	N=18	1%	N=2	100%	N=412
Public information services	31%	N=105	48%	N=162	16%	N=53	5%	N=16	100%	N=336
Cable television	16%	N=56	43%	N=151	26%	N=92	16%	N=56	100%	N=356
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	N=55	34%	N=89	29%	N=75	16%	N=42	100%	N=260
Preservation of natural areas such as open space, farmlands and greenbelts	31%	N=132	40%	N=168	21%	N=90	8%	N=33	100%	N=423
Wilsonville open space	29%	N=122	46%	N=195	18%	N=77	7%	N=32	100%	N=425
City-sponsored special events	24%	N=91	49%	N=186	21%	N=78	6%	N=22	100%	N=378
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.)	30%	N=116	51%	N=199	18%	N=69	1%	N=4	100%	N=389

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Wilsonville	25%	N=112	56%	N=246	16%	N=73	3%	N=12	100%	N=442
The Federal Government	4%	N=16	33%	N=136	38%	N=157	26%	N=107	100%	N=417

Table 12: Question 12

Please rate the following categories of Wilsonville government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Wilsonville	12%	N=51	45%	N=183	33%	N=135	10%	N=40	100%	N=409
The overall direction that Wilsonville is taking	14%	N=64	46%	N=203	24%	N=107	16%	N=72	100%	N=446
The job Wilsonville government does at welcoming citizen involvement	23%	N=86	43%	N=163	25%	N=94	10%	N=36	100%	N=380
Overall confidence in Wilsonville government	15%	N=65	46%	N=192	25%	N=105	13%	N=56	100%	N=417
Generally acting in the best interest of the community	18%	N=74	45%	N=190	22%	N=94	15%	N=61	100%	N=419
Being honest	20%	N=73	43%	N=159	28%	N=102	9%	N=33	100%	N=368
Treating all residents fairly	21%	N=78	43%	N=158	24%	N=88	12%	N=45	100%	N=369

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Table 13: Question 13

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 feeling of safety in Wilsonville	53%	N=258	37%	N=181	10%	N=47	1%	N=3	100%	N=489
Overall ease of getting to the places you usually have to visit	35%	N=170	52%	N=254	12%	N=58	1%	N=6	100%	N=488
Quality of overall natural environment in Wilsonville	35%	N=170	47%	N=227	16%	N=80	2%	N=9	100%	N=485
Overall "built environment" of Wilsonville (including overall design, buildings, parks and transportation systems)	36%	N=176	45%	N=217	17%	N=84	2%	N=9	100%	N=487
Health and wellness opportunities in Wilsonville	25%	N=123	50%	N=242	20%	N=98	5%	N=22	100%	N=485
Overall opportunities for education and enrichment	34%	N=164	40%	N=196	22%	N=105	4%	N=21	100%	N=485
Overall economic health of Wilsonville	38%	N=185	49%	N=240	12%	N=56	1%	N=6	100%	N=488
Sense of community	35%	N=168	44%	N=211	17%	N=82	4%	N=21	100%	N=481

Table 14: Question 14

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)	48%	N=229	35%	N=167	16%	N=78	100%	N=474
Wilsonville Spokesman	36%	N=169	38%	N=180	27%	N=127	100%	N=477
Oregonian	18%	N=85	36%	N=174	46%	N=218	100%	N=476
Local public access television	6%	N=27	24%	N=114	70%	N=327	100%	N=468
City of Wilsonville website (www.ci.wilsonville.or.us)	25%	N=116	38%	N=177	37%	N=171	100%	N=465
City's Facebook page	16%	N=73	29%	N=137	55%	N=258	100%	N=468
City's Twitter account	4%	N=19	14%	N=64	82%	N=383	100%	N=467
Oregon Live website's Wilsonville blog page	7%	N=34	23%	N=107	70%	N=325	100%	N=466

Table 15: Question 15

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	
	%	N	%	N	%	N	%	N	%	N
Phone call with a City official	42%	N=200	28%	N=132	15%	N=72	15%	N=70	100%	N=474
Email City official	42%	N=202	32%	N=153	13%	N=62	13%	N=63	100%	N=480
Use "Ask the City" system on City's website	20%	N=94	31%	N=148	25%	N=120	25%	N=118	100%	N=480
Participate in an online survey or forum	34%	N=166	36%	N=173	16%	N=79	13%	N=64	100%	N=482
Comment on City's social media site (Facebook, Twitter, Nextdoor, Instagram, other)	8%	N=40	19%	N=89	28%	N=133	45%	N=210	100%	N=471
Speak to official at City Hall	21%	N=101	28%	N=132	22%	N=103	29%	N=139	100%	N=474
Attend a meeting at City Hall	13%	N=60	21%	N=102	32%	N=155	34%	N=163	100%	N=481

Table 16: Question 16

How important to you, if at all, is it that the City focus efforts on each of the following to promote healthy living choices?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Improve sidewalks and bike lanes in town for safer travel by walking or biking	34%	N=162	35%	N=168	25%	N=120	6%	N=29	100%	N=479
Increase recreational opportunities and programs	26%	N=124	36%	N=172	33%	N=160	5%	N=23	100%	N=478
Increase accessibility of parks and outdoor recreation spaces	25%	N=121	37%	N=175	32%	N=152	6%	N=28	100%	N=476
Increase opportunities to learn about health and wellness opportunities	14%	N=66	36%	N=172	38%	N=182	12%	N=55	100%	N=475

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Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=9	3%	N=13	11%	N=51	19%	N=90	66%	N=320	100%	N=482
Purchase goods or services from a business located in Wilsonville	0%	N=1	0%	N=1	8%	N=41	58%	N=280	33%	N=161	100%	N=484
Eat at least 5 portions of fruits and vegetables a day	3%	N=13	6%	N=29	37%	N=176	37%	N=174	18%	N=83	100%	N=476
Participate in moderate or vigorous physical activity	2%	N=11	7%	N=35	29%	N=141	38%	N=182	23%	N=111	100%	N=480
Read or watch local news (via television, paper, computer, etc.)	7%	N=32	12%	N=60	24%	N=114	21%	N=103	36%	N=173	100%	N=482
Vote in local elections	7%	N=35	4%	N=21	10%	N=47	22%	N=105	57%	N=275	100%	N=482

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=111
Very good	44%	N=213
Good	28%	N=133
Fair	2%	N=10
Poor	3%	N=14
Total	100%	N=481

Table 19: 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	4%	N=20
Somewhat positive	25%	N=121
Neutral	48%	N=230
Somewhat negative	17%	N=83
Very negative	6%	N=27
Total	100%	N=481

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=276
Working part time for pay	6%	N=27
Unemployed, looking for paid work	3%	N=16
Unemployed, not looking for paid work	9%	N=44
Fully retired	24%	N=114
Total	100%	N=477

Table 21: Question D5

Do you work inside the boundaries of Wilsonville?	Percent	Number
Yes, outside the home	22%	N=102
Yes, from home	10%	N=45
No	68%	N=313
Total	100%	N=460

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Table 22: Question D6

How many years have you lived in Wilsonville?	Percent	Number
Less than 2 years	20%	N=94
2 to 5 years	32%	N=156
6 to 10 years	18%	N=89
11 to 20 years	20%	N=97
More than 20 years	10%	N=46
Total	100%	N=482

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=214
Building with two or more homes (duplex, townhome, apartment or condominium)	53%	N=256
Mobile home	1%	N=3
Other	2%	N=8
Total	100%	N=481

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	51%	N=243
Owned	49%	N=233
Total	100%	N=476

Table 25: Question D9

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 \$300 per month	2%	N=8
\$300 to \$599 per month	3%	N=16
\$600 to \$999 per month	13%	N=63
\$1,000 to \$1,499 per month	34%	N=161
\$1,500 to \$2,499 per month	35%	N=163
\$2,500 or more per month	12%	N=58
Total	100%	N=470

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=290
Yes	39%	N=187
Total	100%	N=477

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=329
Yes	31%	N=146
Total	100%	N=475

Table 28: Question D12

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	10%	N=46
\$25,000 to \$49,999	21%	N=93
\$50,000 to \$99,999	37%	N=166
\$100,000 to \$149,999	20%	N=89
\$150,000 or more	13%	N=60
Total	100%	N=455

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=442
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=26
Total	100%	N=467

Table 30: Question D14

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	0%	N=1
Asian, Asian Indian or Pacific Islander	4%	N=20
Black or African American	2%	N=7
White	90%	N=422
Other	5%	N=25

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

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=6
25 to 34 years	30%	N=145
35 to 44 years	15%	N=73
45 to 54 years	18%	N=88
55 to 64 years	9%	N=44
65 to 74 years	15%	N=71
75 years or older	10%	N=50
Total	100%	N=476

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Table 32: Question D16

What is your sex?	Percent	Number
Female	54%	N=256
Male	46%	N=214
Total	100%	N=471

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=349
Land line	14%	N=66
Both	13%	N=60
Total	100%	N=476

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Wilsonville:	Excellent		Good		Fair		Poor		Don't know		Total	
Wilsonville as a place to live	52%	N=275	41%	N=221	6%	N=33	1%	N=3	0%	N=1	100%	N=533
Your neighborhood as a place to live	50%	N=264	40%	N=211	10%	N=52	1%	N=5	0%	N=0	100%	N=531
Wilsonville as a place to raise children	49%	N=260	27%	N=145	6%	N=30	1%	N=4	17%	N=89	100%	N=529
Wilsonville as a place to work	23%	N=118	30%	N=155	11%	N=55	4%	N=23	33%	N=171	100%	N=522
Wilsonville as a place to visit	20%	N=106	35%	N=182	27%	N=139	10%	N=51	9%	N=45	100%	N=523
Wilsonville as a place to retire	30%	N=156	32%	N=165	10%	N=54	10%	N=50	17%	N=90	100%	N=514
The overall quality of life in Wilsonville	37%	N=195	52%	N=271	10%	N=53	1%	N=4	0%	N=1	100%	N=523

Table 35: Question 2

Please rate each of the following characteristics as they relate to Wilsonville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Wilsonville	47%	N=244	46%	N=242	6%	N=33	1%	N=4	0%	N=0	100%	N=523
Overall ease of getting to the places you usually have to visit	32%	N=168	39%	N=203	21%	N=108	8%	N=41	0%	N=0	100%	N=520
Quality of overall natural environment in Wilsonville	46%	N=241	44%	N=231	7%	N=35	2%	N=9	1%	N=3	100%	N=519
Overall "built environment" of Wilsonville (including overall design, buildings, parks and transportation systems)	32%	N=170	43%	N=224	17%	N=89	6%	N=33	1%	N=8	100%	N=524
Health and wellness opportunities in Wilsonville	18%	N=96	42%	N=217	26%	N=138	7%	N=38	6%	N=33	100%	N=522
Overall opportunities for education and enrichment	23%	N=119	43%	N=224	19%	N=96	4%	N=20	12%	N=61	100%	N=520
Overall economic health of Wilsonville	20%	N=107	46%	N=242	18%	N=92	4%	N=19	12%	N=62	100%	N=522
Sense of community	31%	N=162	39%	N=204	22%	N=115	6%	N=30	2%	N=11	100%	N=523
Overall image or reputation of Wilsonville	33%	N=174	49%	N=256	13%	N=70	2%	N=10	2%	N=12	100%	N=522

Table 36: Question 3

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	
Recommend living in Wilsonville to someone who asks	58%	N=302	31%	N=163	6%	N=34	4%	N=23	0%	N=0	100%	N=522
Remain in Wilsonville for the next five years	56%	N=291	21%	N=111	11%	N=59	9%	N=45	3%	N=14	100%	N=520

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	80%	N=418	16%	N=86	2%	N=9	1%	N=8	0%	N=1	0%	N=2	100%	N=524
In Wilsonville's commercial areas during the day	64%	N=334	28%	N=146	5%	N=26	1%	N=7	1%	N=3	1%	N=4	100%	N=521

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Table 38: Question 5

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	7%	N=37	36%	N=184	33%	N=170	23%	N=119	1%	N=8	100%	N=518
Ease of travel by car in Wilsonville	13%	N=68	42%	N=219	31%	N=162	12%	N=63	2%	N=8	100%	N=520
Ease of travel by public transportation in Wilsonville	12%	N=62	25%	N=131	15%	N=79	6%	N=33	41%	N=211	100%	N=516
Ease of travel by bicycle in Wilsonville	14%	N=70	32%	N=163	13%	N=68	4%	N=18	37%	N=191	100%	N=510
Ease of walking in Wilsonville	35%	N=183	43%	N=225	14%	N=73	3%	N=13	5%	N=24	100%	N=519
Availability of paths and walking trails	34%	N=177	48%	N=246	13%	N=67	2%	N=10	3%	N=17	100%	N=517
Cleanliness of Wilsonville	50%	N=260	43%	N=222	6%	N=33	0%	N=2	0%	N=1	100%	N=518
Overall appearance of Wilsonville	47%	N=245	46%	N=237	7%	N=34	0%	N=2	0%	N=1	100%	N=519
Public places where people want to spend time	37%	N=191	44%	N=229	16%	N=83	2%	N=9	2%	N=8	100%	N=520
Variety of housing options	13%	N=65	34%	N=176	28%	N=147	17%	N=87	8%	N=42	100%	N=518
Availability of affordable quality housing	6%	N=30	13%	N=66	30%	N=153	37%	N=192	15%	N=78	100%	N=519
Fitness opportunities (including exercise classes and paths or trails, etc.)	24%	N=123	40%	N=205	26%	N=134	7%	N=34	4%	N=23	100%	N=518
Recreational opportunities	18%	N=92	43%	N=224	26%	N=133	8%	N=41	5%	N=26	100%	N=516
Availability of affordable quality food	26%	N=135	38%	N=196	27%	N=142	9%	N=46	0%	N=2	100%	N=521

Table 39: Question 6

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
Availability of affordable quality child care/preschool	4%	N=18	14%	N=70	11%	N=56	7%	N=36	64%	N=323	100%	N=503
K-12 education	29%	N=147	24%	N=120	8%	N=41	1%	N=4	38%	N=189	100%	N=501
Adult educational opportunities	10%	N=48	24%	N=121	25%	N=124	7%	N=37	34%	N=168	100%	N=497
Opportunities to attend cultural/arts/music activities	13%	N=64	38%	N=189	30%	N=150	9%	N=43	11%	N=54	100%	N=501
Opportunities to participate in religious or spiritual events and activities	14%	N=70	29%	N=145	15%	N=75	1%	N=5	41%	N=205	100%	N=500
Employment opportunities	6%	N=29	22%	N=111	28%	N=141	7%	N=34	37%	N=184	100%	N=500
Shopping opportunities	12%	N=58	41%	N=203	35%	N=176	12%	N=60	0%	N=0	100%	N=498
Cost of living in Wilsonville	3%	N=15	28%	N=143	41%	N=205	27%	N=135	1%	N=6	100%	N=503
Overall quality of business and service establishments in Wilsonville	13%	N=64	50%	N=250	30%	N=152	6%	N=28	1%	N=6	100%	N=499
Vibrant commercial areas	11%	N=53	41%	N=199	35%	N=170	7%	N=36	7%	N=32	100%	N=489
Overall quality of new development in Wilsonville	14%	N=71	38%	N=188	30%	N=146	10%	N=50	8%	N=40	100%	N=496
Opportunities to participate in social events and activities	17%	N=86	40%	N=202	25%	N=124	7%	N=34	11%	N=53	100%	N=500
Opportunities to volunteer	20%	N=99	36%	N=181	16%	N=78	4%	N=20	25%	N=123	100%	N=500
Opportunities to participate in community matters	19%	N=95	34%	N=169	21%	N=103	6%	N=28	21%	N=102	100%	N=497
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=87	33%	N=164	22%	N=108	8%	N=38	21%	N=103	100%	N=500
Neighborliness of residents in Wilsonville	22%	N=112	42%	N=213	23%	N=114	7%	N=37	5%	N=27	100%	N=503

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	19%	N=93	81%	N=406	100%	N=500
Made efforts to make your home more energy efficient	30%	N=149	70%	N=352	100%	N=501
Observed a code violation or other hazard in Wilsonville	72%	N=355	28%	N=140	100%	N=495
Household member was a victim of a crime in Wilsonville	90%	N=451	10%	N=50	100%	N=501

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Wilsonville	82%	N=411	18%	N=90	100%	N=501
Stocked supplies in preparation for an emergency	61%	N=306	39%	N=195	100%	N=501
Campaigned or advocated for an issue, cause or candidate	82%	N=409	18%	N=91	100%	N=500
Contacted the City of Wilsonville (in-person, phone, email or web) for help or information	61%	N=304	39%	N=198	100%	N=502
Contacted Wilsonville elected officials (in-person, phone, email or web) to express your opinion	85%	N=428	15%	N=73	100%	N=501

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Wilsonville?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Wilsonville recreation centers or their services	11%	N=54	13%	N=63	32%	N=156	45%	N=220	100%	N=493
Visited a neighborhood park or City park	25%	N=127	33%	N=167	30%	N=151	11%	N=57	100%	N=502
Used Wilsonville public libraries or their services	16%	N=79	26%	N=129	35%	N=175	23%	N=114	100%	N=498
Participated in religious or spiritual activities in Wilsonville	10%	N=51	12%	N=61	7%	N=35	71%	N=353	100%	N=500
Attended a City-sponsored event	3%	N=13	8%	N=38	43%	N=215	47%	N=231	100%	N=497
Used bus, rail, subway or other public transportation instead of driving	6%	N=32	8%	N=40	14%	N=68	72%	N=358	100%	N=498
Carpooled with other adults or children instead of driving alone	14%	N=71	8%	N=38	15%	N=75	63%	N=312	100%	N=496
Walked or biked instead of driving	20%	N=101	26%	N=128	24%	N=122	30%	N=148	100%	N=500
Volunteered your time to some group/activity in Wilsonville	9%	N=46	12%	N=60	19%	N=95	60%	N=296	100%	N=496
Participated in a club	7%	N=36	6%	N=29	11%	N=56	76%	N=373	100%	N=493
Talked to or visited with your immediate neighbors	46%	N=230	25%	N=126	20%	N=99	9%	N=44	100%	N=499
Done a favor for a neighbor	24%	N=118	22%	N=108	34%	N=169	21%	N=106	100%	N=501

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=1	3%	N=17	20%	N=99	76%	N=373	100%	N=490
Watched (online or on television) a local public meeting	0%	N=0	2%	N=11	12%	N=60	85%	N=426	100%	N=498

Table 43: Question 10

Please rate the quality of each of the following services in Wilsonville:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	28%	N=137	36%	N=177	10%	N=48	5%	N=26	21%	N=103	100%	N=492
Fire services	39%	N=189	30%	N=144	4%	N=20	0%	N=0	27%	N=134	100%	N=487
Ambulance or emergency medical services	32%	N=160	30%	N=146	5%	N=25	1%	N=3	32%	N=159	100%	N=492
Crime prevention	19%	N=93	37%	N=179	12%	N=60	3%	N=12	30%	N=145	100%	N=489
Fire prevention and education	20%	N=99	34%	N=163	10%	N=50	0%	N=1	35%	N=172	100%	N=485
Traffic enforcement	15%	N=71	35%	N=170	20%	N=99	10%	N=50	19%	N=93	100%	N=483
Street repair	18%	N=91	47%	N=230	23%	N=111	4%	N=22	7%	N=36	100%	N=490
Street cleaning	31%	N=154	50%	N=243	12%	N=61	2%	N=10	5%	N=22	100%	N=490
Street lighting	29%	N=143	52%	N=255	15%	N=75	2%	N=10	1%	N=7	100%	N=490
Sidewalk maintenance	26%	N=127	47%	N=228	19%	N=95	3%	N=14	5%	N=24	100%	N=488
Traffic signal timing	20%	N=99	39%	N=189	25%	N=121	13%	N=65	3%	N=14	100%	N=488

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Please rate the quality of each of the following services in Wilsonville:	Excellent		Good		Fair		Poor		Don't know		Total	
Bus or transit services	17%	N=83	34%	N=166	10%	N=50	3%	N=15	36%	N=175	100%	N=489
Garbage collection	36%	N=178	40%	N=194	10%	N=49	2%	N=12	11%	N=55	100%	N=487
Recycling	36%	N=177	39%	N=194	10%	N=50	5%	N=25	9%	N=44	100%	N=491
Yard waste pick-up	26%	N=125	34%	N=164	7%	N=35	1%	N=5	32%	N=157	100%	N=485
Storm drainage	21%	N=101	44%	N=214	15%	N=74	5%	N=25	15%	N=74	100%	N=488
Drinking water	35%	N=173	42%	N=203	12%	N=59	6%	N=29	5%	N=24	100%	N=488
Sewer services	26%	N=129	49%	N=240	9%	N=45	2%	N=8	14%	N=67	100%	N=490
Power (electric and/or gas) utility	33%	N=158	51%	N=246	12%	N=58	2%	N=8	3%	N=15	100%	N=486
City of Wilsonville utility billing	19%	N=92	47%	N=230	16%	N=76	4%	N=19	15%	N=72	100%	N=489
City parks	52%	N=257	37%	N=181	7%	N=34	1%	N=5	4%	N=18	100%	N=494
Recreation programs or classes	15%	N=73	32%	N=156	13%	N=62	6%	N=31	34%	N=168	100%	N=491
Recreation centers or facilities	20%	N=98	25%	N=120	14%	N=69	11%	N=53	30%	N=143	100%	N=484
Land use, planning and zoning	13%	N=62	29%	N=142	17%	N=81	17%	N=84	24%	N=118	100%	N=486
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=72	26%	N=128	15%	N=72	6%	N=32	38%	N=185	100%	N=489
Animal control	12%	N=60	27%	N=133	8%	N=37	5%	N=25	48%	N=233	100%	N=488
Economic development	12%	N=60	33%	N=159	22%	N=107	6%	N=29	27%	N=129	100%	N=484
Public library services	49%	N=239	31%	N=151	4%	N=18	0%	N=2	16%	N=77	100%	N=488
Public information services	22%	N=105	34%	N=162	11%	N=53	3%	N=16	30%	N=146	100%	N=482
Cable television	12%	N=56	31%	N=151	19%	N=92	12%	N=56	27%	N=133	100%	N=489
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=55	18%	N=89	15%	N=75	9%	N=42	46%	N=224	100%	N=485
Preservation of natural areas such as open space, farmlands and greenbelts	27%	N=132	35%	N=168	19%	N=90	7%	N=33	13%	N=60	100%	N=483
Wilsonville open space	25%	N=122	40%	N=195	16%	N=77	7%	N=32	12%	N=60	100%	N=485
City-sponsored special events	19%	N=91	38%	N=186	16%	N=78	5%	N=22	22%	N=106	100%	N=483
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.)	24%	N=116	42%	N=199	14%	N=69	1%	N=4	19%	N=91	100%	N=480

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Wilsonville	23%	N=112	51%	N=246	15%	N=73	2%	N=12	9%	N=45	100%	N=487
The Federal Government	3%	N=16	28%	N=136	32%	N=157	22%	N=107	14%	N=67	100%	N=484

Table 45: Question 12

Please rate the following categories of Wilsonville government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Wilsonville	11%	N=51	38%	N=183	28%	N=135	8%	N=40	15%	N=74	100%	N=482
The overall direction that Wilsonville is taking	13%	N=64	42%	N=203	22%	N=107	15%	N=72	8%	N=37	100%	N=483
The job Wilsonville government does at welcoming citizen involvement	18%	N=86	34%	N=163	20%	N=94	8%	N=36	21%	N=100	100%	N=480
Overall confidence in Wilsonville government	13%	N=65	40%	N=192	22%	N=105	12%	N=56	13%	N=61	100%	N=478
Generally acting in the best interest of the community	15%	N=74	40%	N=190	20%	N=94	13%	N=61	13%	N=61	100%	N=480
Being honest	15%	N=73	33%	N=159	21%	N=102	7%	N=33	23%	N=112	100%	N=480
Treating all residents fairly	16%	N=78	33%	N=158	18%	N=88	9%	N=45	23%	N=112	100%	N=481

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Table 46: Question 13

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 feeling of safety in Wilsonville	53%	N=258	37%	N=181	10%	N=47	1%	N=3	100%	N=489
Overall ease of getting to the places you usually have to visit	35%	N=170	52%	N=254	12%	N=58	1%	N=6	100%	N=488
Quality of overall natural environment in Wilsonville	35%	N=170	47%	N=227	16%	N=80	2%	N=9	100%	N=485
Overall "built environment" of Wilsonville (including overall design, buildings, parks and transportation systems)	36%	N=176	45%	N=217	17%	N=84	2%	N=9	100%	N=487
Health and wellness opportunities in Wilsonville	25%	N=123	50%	N=242	20%	N=98	5%	N=22	100%	N=485
Overall opportunities for education and enrichment	34%	N=164	40%	N=196	22%	N=105	4%	N=21	100%	N=485
Overall economic health of Wilsonville	38%	N=185	49%	N=240	12%	N=56	1%	N=6	100%	N=488
Sense of community	35%	N=168	44%	N=211	17%	N=82	4%	N=21	100%	N=481

Table 47: Question 14

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)	48%	N=229	35%	N=167	16%	N=78	100%	N=474
Wilsonville Spokesman	36%	N=169	38%	N=180	27%	N=127	100%	N=477
Oregonian	18%	N=85	36%	N=174	46%	N=218	100%	N=476
Local public access television	6%	N=27	24%	N=114	70%	N=327	100%	N=468
City of Wilsonville website (www.ci.wilsonville.or.us)	25%	N=116	38%	N=177	37%	N=171	100%	N=465
City's Facebook page	16%	N=73	29%	N=137	55%	N=258	100%	N=468
City's Twitter account	4%	N=19	14%	N=64	82%	N=383	100%	N=467
Oregon Live website's Wilsonville blog page	7%	N=34	23%	N=107	70%	N=325	100%	N=466

Table 48: Question 15

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	
	%	N	%	N	%	N	%	N	%	N
Phone call with a City official	42%	N=200	28%	N=132	15%	N=72	15%	N=70	100%	N=474
Email City official	42%	N=202	32%	N=153	13%	N=62	13%	N=63	100%	N=480
Use "Ask the City" system on City's website	20%	N=94	31%	N=148	25%	N=120	25%	N=118	100%	N=480
Participate in an online survey or forum	34%	N=166	36%	N=173	16%	N=79	13%	N=64	100%	N=482
Comment on City's social media site (Facebook, Twitter, Nextdoor, Instagram, other)	8%	N=40	19%	N=89	28%	N=133	45%	N=210	100%	N=471
Speak to official at City Hall	21%	N=101	28%	N=132	22%	N=103	29%	N=139	100%	N=474
Attend a meeting at City Hall	13%	N=60	21%	N=102	32%	N=155	34%	N=163	100%	N=481

Table 49: Question 16

How important to you, if at all, is it that the City focus efforts on each of the following to promote healthy living choices?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Improve sidewalks and bike lanes in town for safer travel by walking or biking	34%	N=162	35%	N=168	25%	N=120	6%	N=29	100%	N=479
Increase recreational opportunities and programs	26%	N=124	36%	N=172	33%	N=160	5%	N=23	100%	N=478
Increase accessibility of parks and outdoor recreation spaces	25%	N=121	37%	N=175	32%	N=152	6%	N=28	100%	N=476
Increase opportunities to learn about health and wellness opportunities	14%	N=66	36%	N=172	38%	N=182	12%	N=55	100%	N=475

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Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=9	3%	N=13	11%	N=51	19%	N=90	66%	N=320	100%	N=482
Purchase goods or services from a business located in Wilsonville	0%	N=1	0%	N=1	8%	N=41	58%	N=280	33%	N=161	100%	N=484
Eat at least 5 portions of fruits and vegetables a day	3%	N=13	6%	N=29	37%	N=176	37%	N=174	18%	N=83	100%	N=476
Participate in moderate or vigorous physical activity	2%	N=11	7%	N=35	29%	N=141	38%	N=182	23%	N=111	100%	N=480
Read or watch local news (via television, paper, computer, etc.)	7%	N=32	12%	N=60	24%	N=114	21%	N=103	36%	N=173	100%	N=482
Vote in local elections	7%	N=35	4%	N=21	10%	N=47	22%	N=105	57%	N=275	100%	N=482

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=111
Very good	44%	N=213
Good	28%	N=133
Fair	2%	N=10
Poor	3%	N=14
Total	100%	N=481

Table 52: 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	4%	N=20
Somewhat positive	25%	N=121
Neutral	48%	N=230
Somewhat negative	17%	N=83
Very negative	6%	N=27
Total	100%	N=481

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=276
Working part time for pay	6%	N=27
Unemployed, looking for paid work	3%	N=16
Unemployed, not looking for paid work	9%	N=44
Fully retired	24%	N=114
Total	100%	N=477

Table 54: Question D5

Do you work inside the boundaries of Wilsonville?	Percent	Number
Yes, outside the home	22%	N=102
Yes, from home	10%	N=45
No	68%	N=313
Total	100%	N=460

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Table 55: Question D6

How many years have you lived in Wilsonville?	Percent	Number
Less than 2 years	20%	N=94
2 to 5 years	32%	N=156
6 to 10 years	18%	N=89
11 to 20 years	20%	N=97
More than 20 years	10%	N=46
Total	100%	N=482

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=214
Building with two or more homes (duplex, townhome, apartment or condominium)	53%	N=256
Mobile home	1%	N=3
Other	2%	N=8
Total	100%	N=481

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	51%	N=243
Owned	49%	N=233
Total	100%	N=476

Table 58: Question D9

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 \$300 per month	2%	N=8
\$300 to \$599 per month	3%	N=16
\$600 to \$999 per month	13%	N=63
\$1,000 to \$1,499 per month	34%	N=161
\$1,500 to \$2,499 per month	35%	N=163
\$2,500 or more per month	12%	N=58
Total	100%	N=470

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=290
Yes	39%	N=187
Total	100%	N=477

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Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=329
Yes	31%	N=146
Total	100%	N=475

Table 61: Question D12

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	10%	N=46
\$25,000 to \$49,999	21%	N=93
\$50,000 to \$99,999	37%	N=166
\$100,000 to \$149,999	20%	N=89
\$150,000 or more	13%	N=60
Total	100%	N=455

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=442
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=26
Total	100%	N=467

Table 63: Question D14

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	0%	N=1
Asian, Asian Indian or Pacific Islander	4%	N=20
Black or African American	2%	N=7
White	90%	N=422
Other	5%	N=25

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=6
25 to 34 years	30%	N=145
35 to 44 years	15%	N=73
45 to 54 years	18%	N=88
55 to 64 years	9%	N=44
65 to 74 years	15%	N=71
75 years or older	10%	N=50
Total	100%	N=476

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Table 65: Question D16

What is your sex?	Percent	Number
Female	54%	N=256
Male	46%	N=214
Total	100%	N=471

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=349
Land line	14%	N=66
Both	13%	N=60
Total	100%	N=476

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen 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,” “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. 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. More extreme differences are noted as “much higher” or “much lower.”

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 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Wilsonville	89%	135	407	Similar
Overall image or reputation of Wilsonville	84%	90	309	Higher
Wilsonville as a place to live	93%	98	352	Similar
Your neighborhood as a place to live	89%	57	274	Similar
Wilsonville as a place to raise children	92%	53	344	Higher
Wilsonville as a place to retire	76%	80	324	Similar
Overall appearance of Wilsonville	93%	20	316	Higher

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Wilsonville	93%	64	253	Higher
	In your neighborhood during the day	97%	75	314	Similar
	In Wilsonville's downtown/commercial area during the day	93%	111	266	Similar
Mobility	Overall ease of getting to the places you usually have to visit	71%	87	173	Similar
	Availability of paths and walking trails	85%	37	275	Higher
	Ease of walking in Wilsonville	83%	40	257	Higher
	Ease of travel by bicycle in Wilsonville	73%	45	260	Higher
	Ease of travel by public transportation in Wilsonville	63%	19	149	Higher
	Ease of travel by car in Wilsonville	56%	189	265	Similar
	Traffic flow on major streets	43%	221	314	Similar
Natural Environment	Quality of overall natural environment in Wilsonville	91%	33	242	Higher
	Cleanliness of Wilsonville	93%	20	241	Higher
Built Environment	Overall "built environment" of Wilsonville (including overall design, buildings, parks and transportation systems)	76%	25	164	Higher
	Overall quality of new development in Wilsonville	57%	124	251	Similar
	Availability of affordable quality housing	22%	234	267	Lower
	Variety of housing options	51%	166	246	Similar
	Public places where people want to spend time	82%	18	158	Higher
Economy	Overall economic health of Wilsonville	76%	55	169	Similar
	Vibrant downtown/commercial area	55%	55	152	Similar
	Overall quality of business and service establishments in Wilsonville	64%	124	239	Similar
	Cost of living in Wilsonville	32%	135	166	Similar
	Shopping opportunities	53%	158	261	Similar
	Employment opportunities	44%	74	278	Similar
	Wilsonville as a place to visit	60%	108	180	Similar
	Wilsonville as a place to work	78%	69	322	Higher
	Health and wellness opportunities in Wilsonville	64%	107	166	Similar
Recreation and Wellness	Availability of affordable quality food	64%	94	205	Similar
	Recreational opportunities	65%	150	267	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	66%	83	159	Similar
Education and Enrichment	Overall opportunities for education and enrichment	75%	68	165	Similar
	Opportunities to participate in religious or spiritual events and activities	73%	115	178	Similar
	Opportunities to attend cultural/arts/music activities	57%	128	260	Similar
	Adult educational opportunities	51%	97	149	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Community Engagement	K-12 education	86%	46	231	Higher
	Availability of affordable quality child care/preschool	49%	150	224	Similar
	Opportunities to participate in social events and activities	65%	88	227	Similar
	Neighborliness of Wilsonville	68%	44	159	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	63%	97	254	Similar
	Opportunities to participate in community matters	67%	73	241	Similar
	Opportunities to volunteer	74%	88	232	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Wilsonville	81%	135	397	Similar
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.)	81%	106	330	Similar
Value of services for the taxes paid to Wilsonville	57%	146	355	Similar
Overall direction that Wilsonville is taking	60%	163	286	Similar
Job Wilsonville government does at welcoming citizen involvement	66%	32	278	Similar
Overall confidence in Wilsonville government	61%	56	166	Similar
Generally acting in the best interest of the community	63%	57	166	Similar
Being honest	63%	52	160	Similar
Treating all residents fairly	64%	47	165	Similar
Services provided by the Federal Government	37%	162	218	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	81%	194	404	Similar
	Fire services	94%	82	328	Similar
	Ambulance or emergency medical services	92%	110	311	Similar
	Crime prevention	79%	98	318	Similar
	Fire prevention and education	84%	88	253	Similar
	Animal control	76%	68	304	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	55%	174	251	Similar
Mobility	Traffic enforcement	62%	215	335	Similar
	Street repair	71%	33	377	Higher
	Street cleaning	85%	12	287	Higher
	Street lighting	82%	7	279	Higher
	Sidewalk maintenance	77%	8	287	Higher
	Traffic signal timing	61%	33	227	Similar
	Bus or transit services	79%	10	193	Higher
Natural Environment	Garbage collection	86%	109	310	Similar
	Recycling	83%	132	321	Similar
	Yard waste pick-up	88%	42	239	Similar
	Drinking water	81%	71	299	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	71%	45	229	Similar
Built Environment	Wilsonville open space	74%	28	151	Similar
	Storm drainage	76%	62	325	Similar
	Sewer services	87%	52	286	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Power (electric and/or gas) utility	86%	18	144	Similar
	Utility billing	77%	39	145	Similar
	Land use, planning and zoning	55%	112	265	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	66%	48	327	Higher
	Cable television	58%	64	171	Similar
Economy	Economic development	62%	71	253	Similar
	City parks	92%	21	292	Higher
Recreation and Wellness	Recreation programs or classes	71%	183	309	Similar
	Recreation centers or facilities	64%	157	252	Similar
Education and Enrichment	City-sponsored special events	73%	61	179	Similar
	Public library services	95%	19	306	Higher
Community Engagement	Public information services	79%	39	259	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	72%	61	272	Similar
Recommend living in Wilsonville to someone who asks	89%	120	250	Similar
Remain in Wilsonville for the next five years	80%	177	243	Similar
Contacted Wilsonville (in-person, phone, email or web) for help or information	39%	209	280	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	39%	55	146	Similar
	Did NOT report a crime to the police	82%	60	162	Similar
Safety	Household member was NOT a victim of a crime	90%	105	240	Similar
	Used bus, rail, subway or other public transportation instead of driving	28%	53	133	Similar
	Carpooled with other adults or children instead of driving alone	37%	126	154	Similar
Mobility	Walked or biked instead of driving	70%	36	159	Higher
	Made efforts to conserve water	81%	81	148	Similar
Natural Environment	Made efforts to make your home more energy efficient	70%	135	149	Similar
	Recycle at home	96%	49	225	Higher
	Did NOT observe a code violation or other hazard in Wilsonville	72%	13	153	Higher
Built Environment	NOT experiencing housing costs stress	56%	201	221	Lower
	Purchase goods or services from a business located in Wilsonville	100%	2	156	Similar
Economy	Economy will have positive impact on income	29%	79	223	Similar
	Work inside boundaries of Wilsonville	32%	99	156	Lower
	Used Wilsonville recreation centers or their services	55%	123	211	Similar
	Visited a neighborhood park or City park	89%	58	243	Similar
	Eat at least 5 portions of fruits and vegetables a day	91%	7	152	Similar
Recreation and Wellness	Participate in moderate or vigorous physical activity	90%	21	155	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	In very good to excellent health	67%	62	155	Similar
Education and Enrichment	Used Wilsonville public libraries or their services	77%	22	211	Higher
	Participated in religious or spiritual activities in Wilsonville	29%	160	176	Lower
	Attended City-sponsored event	53%	76	159	Similar
	Campaigned or advocated for an issue, cause or candidate	18%	97	145	Similar
Community Engagement	Contacted Wilsonville elected officials (in-person, phone, email or web) to express your opinion	15%	103	155	Similar
	Volunteered your time to some group/activity in Wilsonville	40%	108	231	Similar
	Participated in a club	24%	128	210	Similar
	Talked to or visited with your immediate neighbors	91%	80	156	Similar
	Done a favor for a neighbor	79%	109	150	Similar
	Attended a local public meeting	24%	70	231	Similar
	Watched (online or on television) a local public meeting	15%	171	196	Lower
	Read or watch local news (via television, paper, computer, etc.)	81%	133	156	Similar
	Vote in local elections	88%	24	223	Similar

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 2010 Census.

Adams County, CO	441,603	Aurora city, CO	325,078
Airway Heights city, WA	6,114	Austin city, TX	790,390
Albany city, OR	50,158	Bainbridge Island city, WA	23,025
Albemarle County, VA	98,970	Baltimore city, MD	620,961
Albert Lea city, MN	18,016	Bartonville town, TX	1,469
Alexandria city, VA	139,966	Battle Creek city, MI	52,347
Algonquin village, IL	30,046	Bay City city, MI	34,932
Aliso Viejo city, CA	47,823	Baytown city, TX	71,802
Altoona city, IA	14,541	Bedford city, TX	46,979
American Canyon city, CA	19,454	Bedford town, MA	13,320
Ames city, IA	58,965	Bellevue city, WA	122,363
Andover CDP, MA	8,762	Bellingham city, WA	80,885
Ankeny city, IA	45,582	Beltrami County, MN	44,442
Ann Arbor city, MI	113,934	Benbrook city, TX	21,234
Annapolis city, MD	38,394	Bend city, OR	76,639
Apache Junction city, AZ	35,840	Bettendorf city, IA	33,217
Apple Valley town, CA	69,135	Billings city, MT	104,170
Arapahoe County, CO	572,003	Blaine city, MN	57,186
Arkansas City city, AR	366	Bloomfield Hills city, MI	3,869
Arlington city, TX	365,438	Bloomington city, MN	82,893
Arlington County, VA	207,627	Blue Springs city, MO	52,575
Arvada city, CO	106,433	Boise City city, ID	205,671
Asheville city, NC	83,393	Boone County, KY	118,811
Ashland city, OR	20,078	Boulder city, CO	97,385
Ashland town, VA	7,225	Bowling Green city, KY	58,067
Aspen city, CO	6,658	Bozeman city, MT	37,280
Athens-Clarke County,	115,452	Brentwood city, MO	8,055
Auburn city, AL	53,380	Brentwood city, TN	37,060
Auburn city, WA	70,180	Brighton city, CO	33,352
Augusta CCD, GA	134,777	Brighton city, MI	7,444

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Bristol city, TN.....	26,702	Davidson town, NC.....	10,944
Broken Arrow city, OK.....	98,850	Decatur city, GA.....	19,335
Brookfield city, WI.....	37,920	Del Mar city, CA.....	4,161
Brookline CDP, MA.....	58,732	Delaware city, OH.....	34,753
Broomfield city, CO.....	55,889	Delray Beach city, FL.....	60,522
Brownsburg town, IN.....	21,285	Denison city, TX.....	22,682
Burien city, WA.....	33,313	Denton city, TX.....	113,383
Burleson city, TX.....	36,690	Denver city, CO.....	600,158
Cabarrus County, NC.....	178,011	Derby city, KS.....	22,158
Cambridge city, MA.....	105,162	Des Peres city, MO.....	8,373
Cannon Beach city, OR.....	1,690	Destin city, FL.....	12,305
Canton city, SD.....	3,057	Dothan city, AL.....	65,496
Cape Coral city, FL.....	154,305	Douglas County, CO.....	285,465
Cape Girardeau city, MO.....	37,941	Dover city, NH.....	29,987
Carlisle borough, PA.....	18,682	Dublin city, CA.....	46,036
Carlsbad city, CA.....	105,328	Dublin city, OH.....	41,751
Carroll city, IA.....	10,103	Duluth city, MN.....	86,265
Cartersville city, GA.....	19,731	Duncanville city, TX.....	38,524
Cary town, NC.....	135,234	Durham city, NC.....	228,330
Casper city, WY.....	55,316	Durham County, NC.....	267,587
Castine town, ME.....	1,366	Eagle town, CO.....	6,508
Castle Pines North city, CO.....	10,360	East Baton Rouge Parish, LA.....	440,171
Castle Rock town, CO.....	48,231	East Grand Forks city, MN.....	8,601
Cedar Hill city, TX.....	45,028	East Lansing city, MI.....	48,579
Cedar Rapids city, IA.....	126,326	Eau Claire city, WI.....	65,883
Centennial city, CO.....	100,377	Eden Prairie city, MN.....	60,797
Chambersburg borough, PA.....	20,268	Edgerton city, KS.....	1,671
Chandler city, AZ.....	236,123	Edgewater city, CO.....	5,170
Chanhausen city, MN.....	22,952	Edina city, MN.....	47,941
Chapel Hill town, NC.....	57,233	Edmond city, OK.....	81,405
Charlotte city, NC.....	731,424	Edmonds city, WA.....	39,709
Charlotte County, FL.....	159,978	El Cerrito city, CA.....	23,549
Charlottesville city, VA.....	43,475	El Dorado County, CA.....	181,058
Chattanooga city, TN.....	167,674	El Paso city, TX.....	649,121
Chesterfield County, VA.....	316,236	Elk Grove city, CA.....	153,015
Chippewa Falls city, WI.....	13,661	Elk River city, MN.....	22,974
Citrus Heights city, CA.....	83,301	Elko New Market city, MN.....	4,110
Clackamas County, OR.....	375,992	Elmhurst city, IL.....	44,121
Clarendon Hills village, IL.....	8,427	Encinitas city, CA.....	59,518
Clayton city, MO.....	15,939	Englewood city, CO.....	30,255
Clearwater city, FL.....	107,685	Erie town, CO.....	18,135
Cleveland Heights city, OH.....	46,121	Escambia County, FL.....	297,619
Clinton city, SC.....	8,490	Estes Park town, CO.....	5,858
Clive city, IA.....	15,447	Fairview town, TX.....	7,248
Clovis city, CA.....	95,631	Farmington Hills city, MI.....	79,740
College Park city, MD.....	30,413	Fayetteville city, NC.....	200,564
College Station city, TX.....	93,857	Fishers town, IN.....	76,794
Colleyville city, TX.....	22,807	Flower Mound town, TX.....	64,669
Collinsville city, IL.....	25,579	Forest Grove city, OR.....	21,083
Columbia city, MO.....	108,500	Fort Collins city, CO.....	143,986
Columbia city, SC.....	129,272	Fort Smith city, AR.....	86,209
Columbia Falls city, MT.....	4,688	Fort Worth city, TX.....	741,206
Columbus city, WI.....	4,991	Fountain Hills town, AZ.....	22,489
Commerce City city, CO.....	45,913	Franklin city, TN.....	62,487
Concord city, CA.....	122,067	Fredericksburg city, VA.....	24,286
Concord town, MA.....	17,668	Fremont city, CA.....	214,089
Coon Rapids city, MN.....	61,476	Friendswood city, TX.....	35,805
Copperas Cove city, TX.....	32,032	Fruita city, CO.....	12,646
Coronado city, CA.....	18,912	Gahanna city, OH.....	33,248
Corvallis city, OR.....	54,462	Gaithersburg city, MD.....	59,933
Creve Coeur city, MO.....	17,833	Galveston city, TX.....	47,743
Cross Roads town, TX.....	1,563	Gardner city, KS.....	19,123
Dacono city, CO.....	4,152	Geneva city, NY.....	13,261
Dade City city, FL.....	6,437	Georgetown city, TX.....	47,400
Dakota County, MN.....	398,552	Gilbert town, AZ.....	208,453
Dallas city, OR.....	14,583	Gillette city, WY.....	29,087
Dallas city, TX.....	1,197,816	Glendora city, CA.....	50,073
Danville city, KY.....	16,218	Glenview village, IL.....	44,692
Dardenne Prairie city, MO.....	11,494	Globe city, AZ.....	7,532
Davenport city, IA.....	99,685	Golden city, CO.....	18,867

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Golden Valley city, MN	20,371	Lafayette city, CO	24,453
Goodyear city, AZ	65,275	Laguna Beach city, CA	22,723
Grafton village, WI	11,459	Laguna Hills city, CA	30,344
Grand Blanc city, MI	8,276	Laguna Niguel city, CA	62,979
Grand Island city, NE	48,520	Lake Oswego city, OR	36,619
Grants Pass city, OR	34,533	Lake Stevens city, WA	28,069
Grass Valley city, CA	12,860	Lake Worth city, FL	34,910
Greeley city, CO	92,889	Lake Zurich village, IL	19,631
Greenville city, NC	84,554	Lakeville city, MN	55,954
Greenwich town, CT	61,171	Lakewood city, CO	142,980
Greenwood Village city, CO	13,925	Lakewood city, WA	58,163
Greer city, SC	25,515	Lane County, OR	351,715
Guilford County, NC	488,406	Larimer County, CO	299,630
Gunnison County, CO	15,324	Las Cruces city, NM	97,618
Hailey city, ID	7,960	Las Vegas city, NV	583,756
Haines Borough, AK	2,508	Lawrence city, KS	87,643
Hallandale Beach city, FL	37,113	Lee's Summit city, MO	91,364
Hamilton city, OH	62,477	Lehi city, UT	47,407
Hanover County, VA	99,863	Lenexa city, KS	48,190
Harrisonburg city, VA	48,914	Lewis County, NY	27,087
Harrisonville city, MO	10,019	Lewiston city, ID	31,894
Hayward city, CA	144,186	Lewisville city, TX	95,290
Henderson city, NV	257,729	Libertyville village, IL	20,315
Herndon town, VA	23,292	Lincoln city, NE	258,379
High Point city, NC	104,371	Lindsborg city, KS	3,458
Highland Park city, IL	29,763	Littleton city, CO	41,737
Highlands Ranch CDP, CO	96,713	Livermore city, CA	80,968
Holland city, MI	33,051	Lombard village, IL	43,165
Honolulu County, HI	953,207	Lone Tree city, CO	10,218
Hooksett town, NH	13,451	Long Grove village, IL	8,043
Hopkins city, MN	17,591	Longmont city, CO	86,270
Hopkinton town, MA	14,925	Longview city, TX	80,455
Hoquiam city, WA	8,726	Los Alamos County, NM	17,950
Horry County, SC	269,291	Louisville city, CO	18,376
Hudson city, OH	22,262	Lynchburg city, VA	75,568
Hudsonville city, MI	7,116	Lynnwood city, WA	35,836
Huntersville town, NC	46,773	Macomb County, MI	840,978
Hurst city, TX	37,337	Manhattan Beach city, CA	35,135
Hutchinson city, MN	14,178	Mankato city, MN	39,309
Hutto city, TX	14,698	Maple Grove city, MN	61,567
Hyattsville city, MD	17,557	Martinez city, CA	35,824
Independence city, MO	116,830	Maryland Heights city, MO	27,472
Indian Trail town, NC	33,518	Marysville city, WA	60,020
Indianola city, IA	14,782	Matthews town, NC	27,198
Iowa City city, IA	67,862	McAllen city, TX	129,877
Irving city, TX	216,290	McDonough city, GA	22,084
Issaquah city, WA	30,434	McMinnville city, OR	32,187
Jackson County, MI	160,248	Menlo Park city, CA	32,026
James City County, VA	67,009	Mercer Island city, WA	22,699
Jefferson County, CO	534,543	Meridian charter township, MI	39,688
Jefferson County, NY	116,229	Meridian city, ID	75,092
Johnson City city, TN	63,152	Merriam city, KS	11,003
Johnston city, IA	17,278	Mesa County, CO	146,723
Jupiter town, FL	55,156	Miami Beach city, FL	87,779
Kansas City city, KS	145,786	Miami city, FL	399,457
Kansas City city, MO	459,787	Middleton city, WI	17,442
Keizer city, OR	36,478	Midland city, MI	41,863
Kenmore city, WA	20,460	Milford city, DE	9,559
Kennedale city, TX	6,763	Milton city, GA	32,661
Kennett Square borough, PA	6,072	Minneapolis city, MN	382,578
Kettering city, OH	56,163	Mission Viejo city, CA	93,305
Key West city, FL	24,649	Modesto city, CA	201,165
King County, WA	1,931,249	Monterey city, CA	27,810
Kirkland city, WA	48,787	Montgomery County, VA	94,392
Kirkwood city, MO	27,540	Monticello city, UT	1,972
Knoxville city, IA	7,313	Monument town, CO	5,530
La Mesa city, CA	57,065	Mooresville town, NC	32,711
La Plata town, MD	8,753	Morristown city, TN	29,137
La Porte city, TX	33,800	Morrisville town, NC	18,576
La Vista city, NE	15,758	Mountain Village town, CO	1,320

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Mountlake Terrace city, WA.....	19,909	Queen Creek town, AZ	26,361
Naperville city, IL	141,853	Radnor township, PA.....	31,531
Needham CDP, MA	28,886	Ramsey city, MN	23,668
New Braunfels city, TX.....	57,740	Raymond town, ME.....	4,436
New Brighton city, MN	21,456	Raymore city, MO	19,206
New Hanover County, NC.....	202,667	Redmond city, WA	54,144
New Orleans city, LA.....	343,829	Rehoboth Beach city, DE	1,327
New Smyrna Beach city, FL.....	22,464	Reno city, NV.....	225,221
Newberg city, OR	22,068	Reston CDP, VA	58,404
Newport city, RI	24,672	Richmond city, CA.....	103,701
Newport News city, VA	180,719	Richmond Heights city, MO.....	8,603
Newton city, IA	15,254	Rifle city, CO.....	9,172
Noblesville city, IN.....	51,969	Rio Rancho city, NM.....	87,521
Nogales city, AZ	20,837	River Falls city, WI	15,000
Norfolk city, VA	242,803	Riverside city, CA	303,871
North Port city, FL	57,357	Riverside city, MO	2,937
North Richland Hills city, TX	63,343	Rochester Hills city, MI.....	70,995
Northglenn city, CO	35,789	Rock Hill city, SC.....	66,154
Novato city, CA	51,904	Rockville city, MD.....	61,209
Novi city, MI.....	55,224	Rogers city, MN	8,597
O'Fallon city, IL	28,281	Rolla city, MO	19,559
O'Fallon city, MO	79,329	Roselle village, IL.....	22,763
Oak Park village, IL	51,878	Rosemount city, MN	21,874
Oakland city, CA.....	390,724	Rosenberg city, TX.....	30,618
Oakley city, CA	35,432	Roseville city, MN.....	33,660
Ogdensburg city, NY.....	11,128	Round Rock city, TX.....	99,887
Oklahoma City city, OK	579,999	Royal Oak city, MI.....	57,236
Olathe city, KS	125,872	Saco city, ME	18,482
Old Town city, ME	7,840	Sahuarita town, AZ	25,259
Olmsted County, MN.....	144,248	Sammamish city, WA	45,780
Olympia city, WA.....	46,478	San Anselmo town, CA	12,336
Orland Park village, IL	56,767	San Antonio city, TX.....	1,327,407
Oshkosh city, WI	66,083	San Carlos city, CA.....	28,406
Oshtemo charter township, MI	21,705	San Diego city, CA	1,307,402
Otsego County, MI	24,164	San Francisco city, CA	805,235
Overland Park city, KS	173,372	San Jose city, CA	945,942
Oviedo city, FL	33,342	San Juan County, NM.....	130,044
Paducah city, KY.....	25,024	San Marcos city, CA	83,781
Palm Beach Gardens city, FL	48,452	San Marcos city, TX.....	44,894
Palm Coast city, FL	75,180	San Rafael city, CA.....	57,713
Palo Alto city, CA.....	64,403	Sanford city, FL.....	53,570
Papillion city, NE.....	18,894	Sangamon County, IL.....	197,465
Paradise Valley town, AZ.....	12,820	Santa Clarita city, CA.....	176,320
Park City city, UT.....	7,558	Santa Fe County, NM	144,170
Parker town, CO.....	45,297	Santa Monica city, CA.....	89,736
Parkland city, FL.....	23,962	Sarasota County, FL.....	379,448
Pasadena city, CA.....	137,122	Savage city, MN.....	26,911
Pasco city, WA	59,781	Schaumburg village, IL.....	74,227
Pasco County, FL.....	464,697	Scott County, MN.....	129,928
Pearland city, TX	91,252	Scottsdale city, AZ	217,385
Peoria city, AZ.....	154,065	Seaside city, CA	33,025
Peoria city, IL.....	115,007	SeaTac city, WA.....	26,909
Peoria County, IL.....	186,494	Sevierville city, TN	14,807
Pflugerville city, TX.....	46,936	Shawnee city, KS	62,209
Phoenix city, AZ	1,445,632	Sheboygan city, WI.....	49,288
Pinehurst village, NC.....	13,124	Shoreview city, MN	25,043
Piqua city, OH	20,522	Shorewood city, MN	7,307
Pitkin County, CO	17,148	Shorewood village, IL.....	15,615
Plano city, TX.....	259,841	Shorewood village, WI	13,162
Platte City city, MO	4,691	Sierra Vista city, AZ.....	43,888
Plymouth city, MN	70,576	Sioux Center city, IA	7,048
Pocatello city, ID	54,255	Sioux Falls city, SD.....	153,888
Polk County, IA	430,640	Skokie village, IL.....	64,784
Pompano Beach city, FL.....	99,845	Snellville city, GA	18,242
Port Orange city, FL.....	56,048	Snowmass Village town, CO.....	2,826
Portland city, OR	583,776	South Lake Tahoe city, CA.....	21,403
Post Falls city, ID.....	27,574	Southborough town, MA.....	9,767
Prince William County, VA	402,002	Southlake city, TX.....	26,575
Prior Lake city, MN	22,796	Spokane Valley city, WA	89,755
Pueblo city, CO.....	106,595	Spring Hill city, KS.....	5,437

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Springboro city, OH	17,409	Vancouver city, WA	161,791
Springfield city, MO	159,498	Vernon Hills village, IL	25,113
Springville city, UT	29,466	Vestavia Hills city, AL	34,033
St. Augustine city, FL	12,975	Victoria city, MN	7,345
St. Charles city, IL	32,974	Vienna town, VA	15,687
St. Cloud city, FL	35,183	Virginia Beach city, VA	437,994
St. Cloud city, MN	65,842	Wake Forest town, NC	30,117
St. Joseph city, MO	76,780	Walnut Creek city, CA	64,173
St. Louis County, MN	200,226	Washington County, MN	238,136
St. Louis Park city, MN	45,250	Washington town, NH	1,123
Stallings town, NC	13,831	Watauga city, TX	23,497
State College borough, PA	42,034	Wauwatosa city, WI	46,396
Steamboat Springs city, CO	12,088	Waverly city, IA	9,874
Sterling Heights city, MI	129,699	Weddington town, NC	9,459
Sugar Grove village, IL	8,997	West Carrollton city, OH	13,143
Sugar Land city, TX	78,817	West Chester borough, PA	18,461
Summit city, NJ	21,457	West Des Moines city, IA	56,609
Summit County, UT	36,324	Western Springs village, IL	12,975
Sunnyvale city, CA	140,081	Westerville city, OH	36,120
Surprise city, AZ	117,517	Westlake town, TX	992
Suwanee city, GA	15,355	Westminster city, CO	106,114
Tacoma city, WA	198,397	Weston town, MA	11,261
Takoma Park city, MD	16,715	Wheat Ridge city, CO	30,166
Tamarac city, FL	60,427	White House city, TN	10,255
Temecula city, CA	100,097	Wichita city, KS	382,368
Tempe city, AZ	161,719	Williamsburg city, VA	14,068
Temple city, TX	66,102	Willowbrook village, IL	8,540
Texarkana city, TX	36,411	Wilmington city, NC	106,476
The Woodlands CDP, TX	93,847	Wilsonville city, OR	19,509
Thornton city, CO	118,772	Winchester city, VA	26,203
Thousand Oaks city, CA	126,683	Windsor town, CO	18,644
Tigard city, OR	48,035	Windsor town, CT	29,044
Tracy city, CA	82,922	Winnetka village, IL	12,187
Trinidad CCD, CO	12,017	Winston-Salem city, NC	229,617
Tualatin city, OR	26,054	Winter Garden city, FL	34,568
Tulsa city, OK	391,906	Woodbury city, MN	61,961
Twin Falls city, ID	44,125	Woodland city, CA	55,468
Tyler city, TX	96,900	Wrentham town, MA	10,955
Umatilla city, OR	6,906	Yakima city, WA	91,067
Upper Arlington city, OH	33,771	York County, VA	65,464
Urbandale city, IA	39,463	Yorktown town, IN	9,405
Vail town, CO	5,305	Yountville city, CA	2,933

Appendix C: Detailed Survey Methods

The National Citizen 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 Angela Handran of the City of Wilsonville at handran@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.
- Offering the survey in Spanish or other language when requested by a given community.
- 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."

Survey Sampling

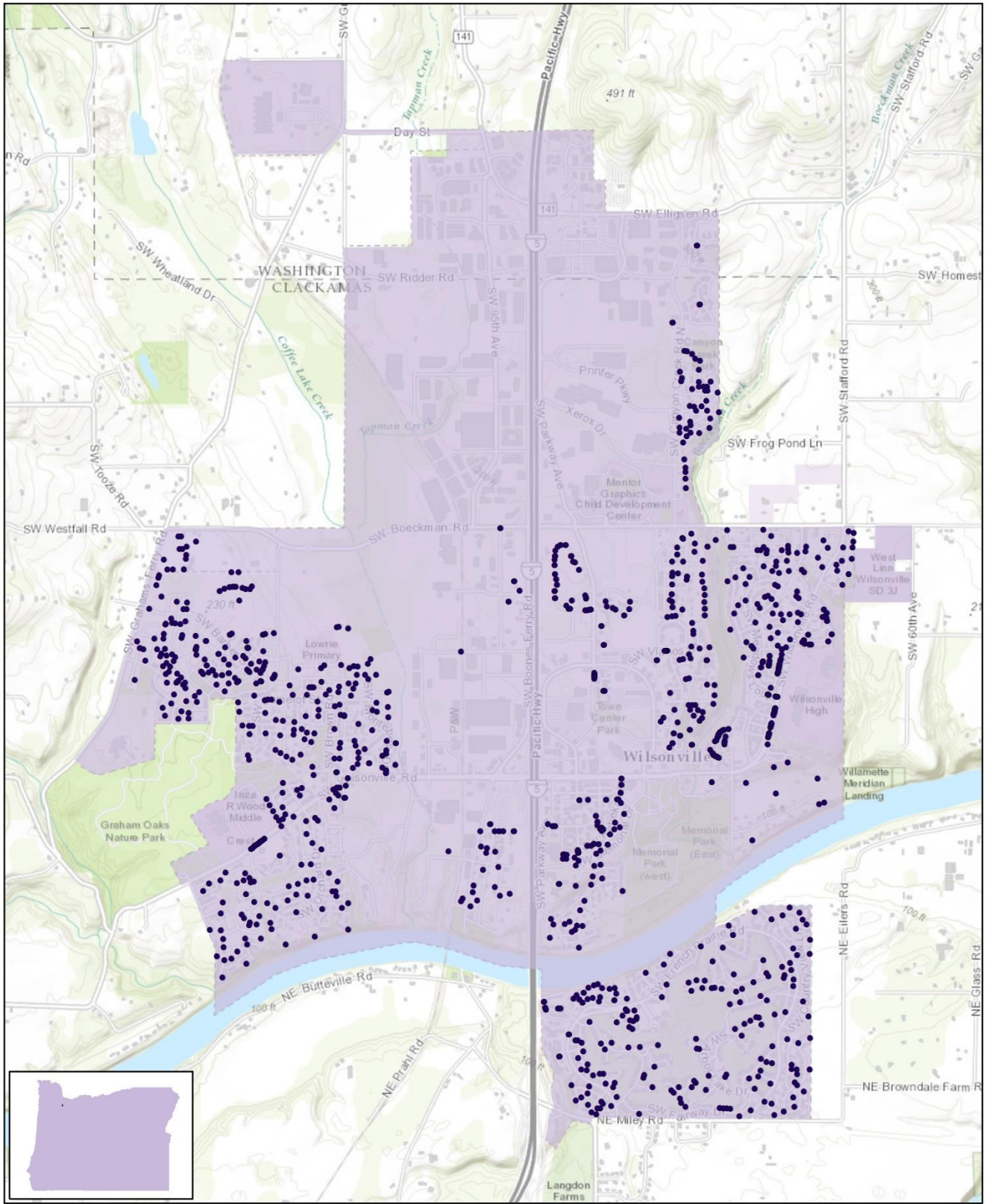
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Wilsonville were eligible to participate in the survey. A list of all households within the zip codes serving Wilsonville was purchased based on updated listings from the United States 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 1,500 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 over sampled 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 sampled 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 sample, 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 Wilsonville residents.

Figure 1: Location of Survey Recipients



Survey Recipients in Wilsonville, OR

- Survey Recipients

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 17, 2016. 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. Respondents could opt to take the survey online as well. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on June 21, 2016 and remained open for two weeks.

About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,439 households that received the mailed survey, 385 completed the survey, providing an overall response rate of 27%. Of the 385 completed surveys in the scientific sample, 24 were completed online. Additionally, 151 residents completed the online “opt-in” survey, providing a grand total of 536 completed surveys.

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 sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Wilsonville survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (536 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

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.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Wilsonville. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, sex and age.

In addition to the demographic variables, the nonscientific open participation data were weighted using a calibration technique that takes into consideration behavioral characteristics of the sample. This calibration technique reduces the differences between the scientific and nonscientific samples by using the scientific data to inform the weighting scheme of the nonscientific sample. An index score was calculated based on respondents’ levels of engagement in the community (e.g., contact with City employees, recreation center use, frequency of

¹ 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.

The National Citizen Survey™

volunteering, recycling habits, voting behavior and more). The index scores were categorized (“binned”) into four equal groups. The “norms” for the categorized index scores were derived from the scientific sample and then included in the weighting scheme of the nonscientific data.

The results of the weighting scheme are presented in the following table.

Table 73: Wilsonville, OR 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	54%	29%	51%
Own home	46%	71%	49%
Detached unit	42%	56%	45%
Attached unit	58%	44%	55%
Race and Ethnicity			
White	87%	92%	89%
Not white	13%	8%	11%
Not Hispanic	90%	96%	95%
Hispanic	10%	4%	5%
Sex and Age			
Female	53%	56%	54%
Male	47%	44%	46%
18-34 years of age	32%	10%	32%
35-54 years of age	35%	26%	34%
55+ years of age	33%	63%	34%
Females 18-34	16%	6%	16%
Females 35-54	18%	13%	18%
Females 55+	18%	38%	20%
Males 18-34	16%	5%	16%
Males 35-54	17%	14%	16%
Males 55+	14%	26%	14%

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.

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,

A handwritten signature in black ink that reads "Tim Knapp". The signature is written in a cursive style with a large, sweeping "T" and "K".

Tim Knapp
Mayor

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Mayor

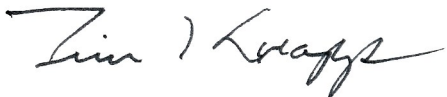
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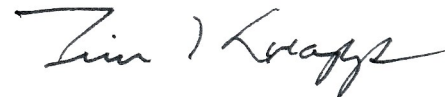
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Tim Knapp
Mayor



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29799 SW Town Center Loop East
Wilsonville, Oregon 97070
503-570-1503
www.ci.wilsonville.or.us

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US Postage
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Permit NO. 94



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May 2016

Dear City of Wilsonville Resident:

Please help us shape the future of Wilsonville! You have been selected at random to participate in the 2016 Wilsonville Citizen 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 of households 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:**

www.n-r-c.com/survey/wilsonville2016.htm

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

Thank you for your time and participation!

Sincerely,

Tim Knapp
Mayor





City of Wilsonville
29799 SW Town Center Loop East
Wilsonville, Oregon 97070
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May 2016

Dear City of Wilsonville Resident:

Here's a second chance if you haven't already responded to the 2016 Wilsonville Citizen 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 2016 Wilsonville Citizen 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 of households 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:**

www.n-r-c.com/survey/wilsonville2016.htm

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

Thank you for your time and participation!

Sincerely,

Tim Knapp
Mayor



The City of Wilsonville 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. 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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Wilsonville.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Wilsonville.....	1	2	3	4	5
Overall "built environment" of Wilsonville (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Wilsonville.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Wilsonville.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Wilsonville.....	1	2	3	4	5

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
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:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Wilsonville's commercial areas during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Wilsonville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	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
Availability of paths and walking trails.....	1	2	3	4	5
Cleanliness of Wilsonville.....	1	2	3	4	5
Overall appearance of Wilsonville.....	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
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	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 quality of business and service establishments in Wilsonville.....	1	2	3	4	5
Vibrant commercial areas.....	1	2	3	4	5
Overall quality of new development in Wilsonville	1	2	3	4	5
Opportunities to participate in social events and activities	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
Neighborliness of residents in Wilsonville.....	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Wilsonville (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Wilsonville	1	2
Reported a crime to the police in Wilsonville.....	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Wilsonville?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Wilsonville recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used Wilsonville public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Wilsonville.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Wilsonville.....	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Wilsonville 2016 Citizen Survey

10. Please rate the quality of each of the following services in Wilsonville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	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
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
City of Wilsonville utility billing.....	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
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	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 such as open space, farmlands and greenbelts.....	1	2	3	4	5
Wilsonville open space	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Wilsonville employees (police, receptionists, planners, etc.).....	1	2	3	4	5

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

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

12. Please rate the following categories of Wilsonville government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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 citizen 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
Treating all residents fairly	1	2	3	4	5

13. 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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Wilsonville	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Wilsonville.....	1	2	3	4
Overall “built environment” of Wilsonville (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Wilsonville.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Wilsonville	1	2	3	4
Sense of community.....	1	2	3	4

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

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
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

15. 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?

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>
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

16. How important to you, if at all, is it that the City focus efforts on each of the following to promote healthy living choices?

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Improve sidewalks and bike lanes in town for safer travel by walking or biking	1	2	3	4
Increase recreational opportunities and programs.....	1	2	3	4
Increase accessibility of parks and outdoor recreation spaces.....	1	2	3	4
Increase opportunities to learn about health and wellness opportunities	1	2	3	4

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

The City of Wilsonville 2016 Citizen 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. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Wilsonville.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

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. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Wilsonville?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Wilsonville?

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

D7. 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

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. 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 \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. 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
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. 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

D15. 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

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

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