

**CITY OF FOREST GROVE
2008 CITIZEN ATTITUDE SURVEY
SUMMARY REPORT**

Response Rate and Demographics

There were a total of 613 respondents to the 2008 Citizen Attitude Survey very much like the 2006 Survey to which 602 responded. Proportionally, the demographics were found to be similar as indicated below:

Residency in Forest Grove

Years of Residency	2006 Percentage	2008 Percentage	Change
0 to 4 years	23	26	+3
5 to 9 years	19	16	-3
10 to 19 years	23	20	-3
20 to 29 years	14	12	-2
30 to 39 years	9	9	0
40 to 49 years	5	9	+4
50 to 59 years	4	6	+2
60 + years	3	3	0

94% reporting in 2006 and 2008

Age

Age	2006 Percentage	2008 Percentage	Change
18 to 34	14	13	-1
35 to 44	17	13	-4
45 to 60	37	37	0
61 +	32	37	+5

92% reporting in 2006 and 95% reporting in 2008

Primary Information Source

The following table reflects the respondents' primary source of information regarding City of Forest Grove government:

Source	2008 Percentage
Utility Bills	51
News Times	31
Oregonian	9
Argus	4
Internet	3
Other	3
TV	1

City Service Responses

The following is a summary of the response data for City Services. It incorporates 31 items that ask the respondent to rank how well they believe the City is doing in providing the service. The ranking scale is from 1 (very poorly) to 7 (very well). Respondents may also indicate “don’t know” on an item. The results indicate the total number of respondents per item, the item’s average score, the 2006 score, and the difference of change of the scores.

<i>Service / Facility Item</i>	<i># Responses</i>	<i>Average Score</i>	<i>2006 Score</i>	<i>Difference</i>
Fire response	262	6.27	6.25	0.02
Electricity	564	6.17	6.05	0.12
Emergency medical response	285	6.15	6.16	-0.01
Utility billing customer service	494	6.07	6.04	0.03
Sanitary sewer	496	5.97	5.95	0.02
Fire prevention programs	216	5.86	5.83	0.03
Drinking water	560	5.83	5.91	-0.09
Library customer service	432	5.81	5.72	0.09
Passport services	88	5.78	5.45	0.33
Timeliness of police response	315	5.77	5.77	0.00
Quality of police response	308	5.72	5.73	-0.01
Aquatic Center	322	5.71	5.73	-0.02
Library materials available for checkout	427	5.59	5.46	0.13
Storm drainage	511	5.52	5.42	0.10
Traffic control (signs, pavement markings, signals)	567	5.44	5.20	0.24
Municipal court	87	5.41	5.30	0.11
Parking signs and markings	545	5.39	5.28	0.11
Street Lighting	576	5.39	5.30	0.09
Street cleaning	578	5.38	5.45	-0.07
Leaf pickup	519	5.25	5.45	-0.20
Building inspections	165	5.25	5.21	0.04
Parks and trails	461	5.18	4.97	0.21
Landscaping and street tree trimming	537	5.16	5.11	0.05
Library open hours	435	5.16	5.27	-0.11
Bike lanes	480	5.12	5.00	0.12
Building permits and other development assistance	168	5.10	4.89	0.21
Parking enforcement	268	5.03	4.84	0.19
Crime prevention programs	214	4.95	5.13	-0.18
Downtown parking	539	4.90	4.83	0.07
Street repair and surfaces	570	4.71	4.40	0.31
Enforcement of zoning, design, and nuisance ordinances	248	4.44	4.11	0.33
Average	394.74	5.47	5.39	0.07

Total Participants 2008 = 613

Total Participants 2006 = 602

Safety

The following is a summary of the response data from the two categories that measured overall perception of safety. The first asked, “Please rate how safe you feel from the following occurring to you in Forest Grove.” The second asked, “Please rate how safe you feel.” The available responses were: Very Safe, Somewhat Safe, Neither Safe nor Unsafe, Somewhat Unsafe, Very Unsafe, and Don’t Know.

Category	Very Safe		Somewhat Safe		Neither Safe nor Unsafe		Somewhat Unsafe		Very Unsafe		Don't Know	
	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006
Violent Crime	34%	31%	41%	44%	13%	12%	9%	7%	3%	2%	5%	4%
Property Crime	18%	15%	44%	42%	16%	17%	17%	20%	6%	3%	4%	3%
Fire	50%	44%	36%	37%	12%	11%	2%	2%	1%	1%	6%	5%
In your neighborhood	46%	44%	38%	38%	8%	8%	7%	7%	1%	3%	0%	0%
In FG's downtown area	43%	36%	46%	42%	9%	13%	3%	5%	1%	1%	4%	3%
In FG parks	34%	11%	41%	35%	13%	15%	9%	17%	3%	8%	16%	14%

Customer Service Interaction

The following is a summary of the response data from the category that measured City employee customer service. The question asked, “What was your impression of the employee(s) in your most recent contact?” The available responses were: Excellent, Good, Fair, and Poor.

Characteristic	Excellent		Good		Fair		Poor	
	2008	2006	2008	2006	2008	2006	2008	2006
Knowledge	52%	47%	41%	44%	6%	7%	1%	2%
Responsiveness	55%	50%	37%	36%	5%	10%	3%	4%
Courtesy	63%	62%	31%	31%	5%	4%	2%	3%
Overall Impression	55%	54%	36%	35%	6%	8%	3%	3%

Website Use Responses

“Have you visited the City’s website?” YES = 47% NO = 53%
 “If so, was it helpful?” YES = 79% NO = 21%

Livability Issues Responses

Would you support a ban on backyard burning? YES = 43% NO = 57%
 Are the sidewalks in your neighborhood satisfactory? YES = 62% NO = 38%
 How should FG accommodate future growth?
 35,000 population = 63%
 35,000-45,000 population = 26%
 Over 45,000 population = 11%