

Tigard, OR

The National Community Survey

Report of Results
2023

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Tigard. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 381 residents of the City of Tigard collected from April 25, 2023 to June 6, 2023. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2023 survey was 14%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Tigard.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Tigard’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 Tigard residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Tigard’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Tigard’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2023 ratings compare to other communities’ ratings from the past five years.



Methods

Selecting survey recipients

All households within the City of Tigard were eligible to participate in the survey. A list of all households within the zip codes serving Tigard was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Tigard 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. Addresses located outside of the City of Tigard boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 2,800 randomly selected households received mailings beginning on April 25, 2023 and the survey remained open for six weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 4% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,683 households that received the invitations to participate, 381 completed the survey, providing an overall response rate of 14%. The response rate was calculated using AAPOR’s response rate #2 for mailed surveys of unnamed persons.*

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. The margin of error for the City of Tigard survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (381 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Tigard. The open participation survey was identical to the probability sample survey with two small updates; it asked a question to confirm the respondent was a resident of Tigard and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on May 23, 2023. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2021 American Community Survey estimates for adults in the City of Tigard. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	8%	27%	27%
	35-54	28%	38%	37%
	55+	64%	36%	35%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	94%	90%	90%
	Yes, I consider myself to be of Hispanic, La..	6%	10%	10%
Housing tenure	Own	81%	63%	63%
	Rent	19%	37%	37%
Housing type	Attached	33%	39%	39%
	Detached	67%	61%	61%
Race & Hispanic origin	Not white alone	17%	25%	25%
	White alone, not Hispanic or Latino	83%	75%	75%
Sex	Man	42%	49%	49%
	Woman	58%	51%	51%
Sex/age	Man 18-34	4%	14%	14%
	Man 35-54	11%	19%	19%
	Man 55+	27%	16%	16%
	Woman 18-34	4%	14%	14%
	Woman 35-54	17%	18%	18%
	Woman 55+	37%	19%	19%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab “Complete data”. 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.

Contact

The City of Tigard funded this research. Please contact Nicole Hendrix of the City of Tigard at nicoleh@tigard-or.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR's Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Tigard residents experience a high quality of life.

All items relating to the quality of life in Tigard received high marks from residents and were on par with ratings given in other communities across the country. About 9 in 10 residents positively reviewed Tigard as a place to live, and a similar proportion reported that they would recommend living in the city to someone who asked. Around 8 in 10 offered favorable ratings to the overall quality of life in Tigard, were pleased with the city as a place to raise children, and planned to remain in Tigard for the next five years. Additionally, three-quarters of residents gave excellent or good ratings to the overall image or reputation of Tigard.

Although residents feel safe in their community, safety is a top priority.

When asked about aspects of the community the City should focus on in the next two years, about 9 in 10 residents responded that the overall feeling of safety was essential or very important. A slightly lower proportion of residents gave positive ratings to the quality of the overall feelings of safety in Tigard (73% excellent or good), which was similar to the national average. A strong proportion of residents reported feeling safe in their neighborhood during the day (91% very or somewhat safe), from fire, flood, and other natural disasters (85%), and in Tigard's downtown and commercial area during the day (79%). Around 7 in 10 also indicated they felt safe from both violent crime and property crime.

Safety-related services in Tigard also tended to be rated positively, receiving scores similar to the national comparisons. Strong ratings were given to fire services (92% excellent or good), ambulance or emergency medical services (87%), and police/sheriff services (73%). In addition to the standard questions asked on The NCS, the City of Tigard also asked residents to rate the importance of various City Council goals. Of those provided for evaluation, the highest proportion of residents prioritized the goal of enhancing community safety (86% essential o..

The economy is healthy in Tigard, though residents point to possible areas of focus.

Items relating to the economy in Tigard tended to be rated positively and ranked similar to the national benchmarks. About two-thirds of residents gave excellent or good marks to the overall quality of business and service establishments in the city and Tigard as a place to work, as well as to the overall economic health of Tigard. About 6 in 10 respondents also had positive views toward the variety of business and service establishments, shopping opportunities, and economic development. Residents felt less favorably about the employment opportunities (50% excellent or good) and the vibrancy of Tigard's downtown/commercial area (42%).

Possible areas of opportunity for the City, as identified by residents, center around the cost of living and housing. Less than half of respondents offered positive evaluations for the cost of living (38%), the variety of housing options (47%), and the availability of affordable quality housing (26%). Additionally, about 2 in 10 felt that the economy would have a very somewhat positive impact on family income in the next six months. It is worth noting, however, that these ratings are consistent with the national benchmarks and are similar to those given in other communities across the nation.

The City's utility infrastructure is both an asset and a priority for the community

Residents offered high ratings for both the importance (85% essential or very important) and quality (75% excellent or good) of the utility infrastructure in Tigard, indicating that this is an area of strength and priority. Related services within this facet also garnered favorable reviews. One highlight was drinking water, which received positive marks from nearly 9 in 10 residents and was higher than the national benchmark. Strong ratings were also given to power (electric and/or gas) utility (84% excellent or good), sewer services (84%), and garbage collection (81%). About 7 in 10 approved of utility billing and stormwater management, whereas about half of residents gave positive ratings to affordable high speed internet access. Each of these were on par with ratings given to peer communities across the nation.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Tigard as a whole. (% excellent or good)		vs. benchmark*
Overall economic health	65%	Similar
Overall quality of the transportation system	49%	Similar
Overall design or layout of residential and commercial areas	51%	Similar
Overall quality of the utility infrastructure	75%	Similar
Overall feeling of safety	73%	Similar
Overall quality of natural environment	78%	Similar
Overall quality of parks and recreation opportunities	79%	Similar
Overall health and wellness opportunities	73%	Similar
Overall opportunities for education, culture, and the arts	53%	Similar
Residents' connection and engagement with their community	46%	Similar

**Please rate how important, if at all, you think it is for the Tigard community to focus on each of the following in the coming two years.
(% essential or very important)**

Overall economic health	85%	Similar
Overall quality of the transportation system	78%	Similar
Overall design or layout of residential and commercial areas	75%	Similar
Overall quality of the utility infrastructure	85%	Similar
Overall feeling of safety	92%	Similar
Overall quality of natural environment	79%	Similar
Overall quality of parks and recreation opportunities	80%	Similar
Overall health and wellness opportunities	68%	Similar
Overall opportunities for education, culture, and the arts	68%	Similar
Residents' connection and engagement with their community	58%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

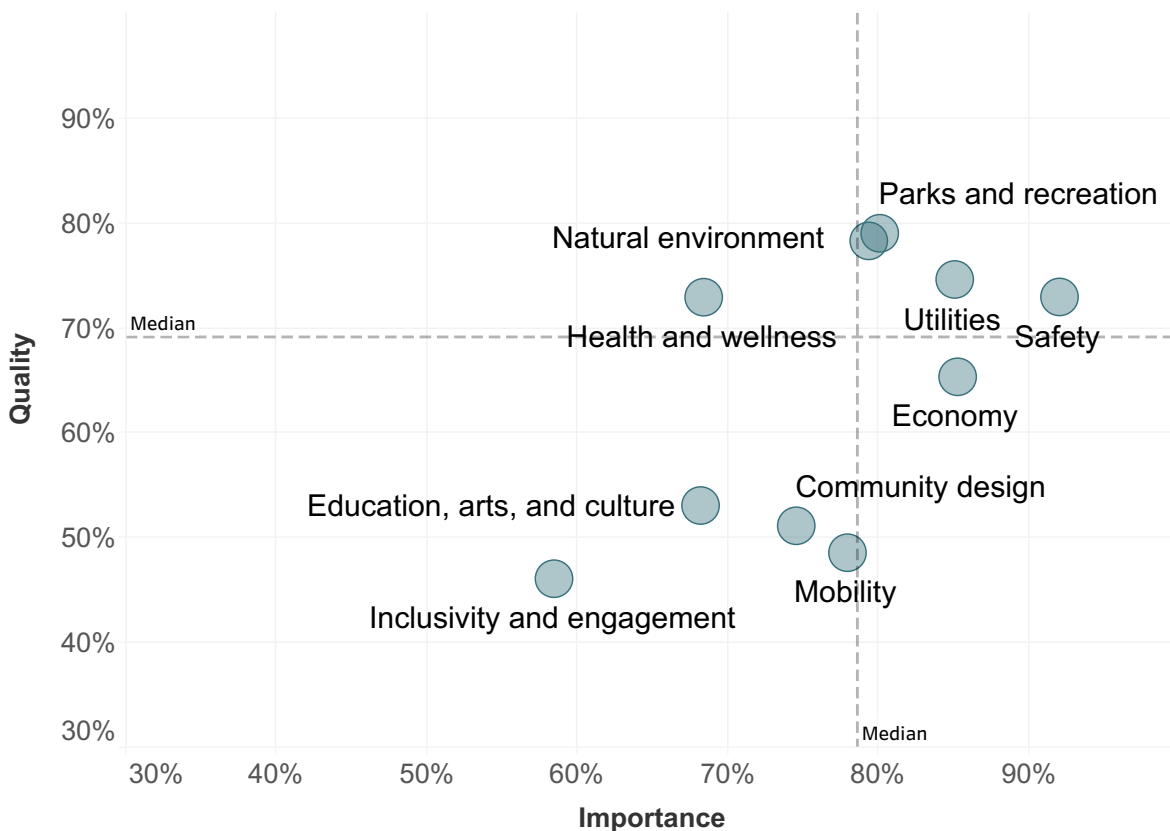
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 69% or more of respondents were considered of “higher quality” and those with ratings lower than 69% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 79% or more of respondents. Services were rated as “less important” if they received a rating of less than 79%. This classification uses the median ratings for quality and importance to divide the services in half.

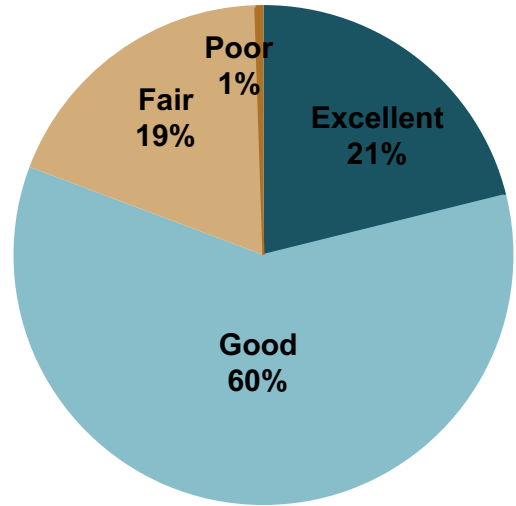
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Tigard



Please rate each of the following aspects of quality of life in Tigard.
(% excellent or good)

		vs. benchmark*
Tigard as a place to live	89%	Similar
The overall quality of life	81%	Similar

Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)

Recommend living in Tigard to someone who asks	89%	Similar
Remain in Tigard for the next five years	83%	Similar

Please rate each of the following in the Tigard community.
(% excellent or good)

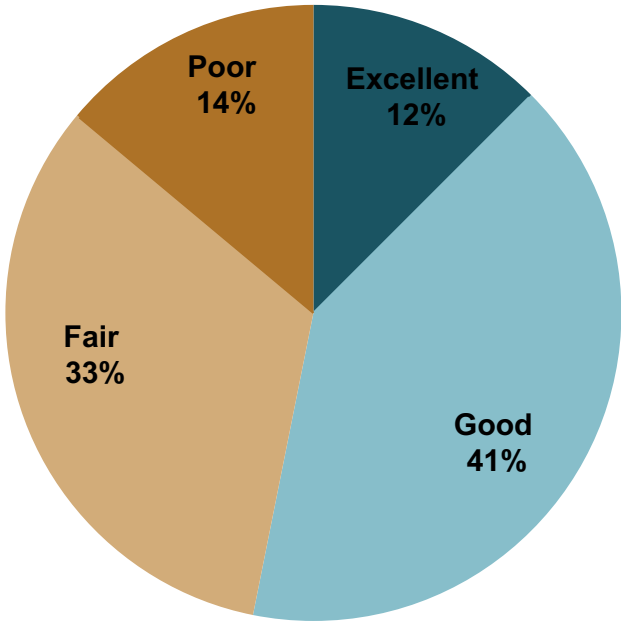
Overall image or reputation	74%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall confidence in Tigard government

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.



Please rate the quality of each of the following services in Tigard.
(% excellent or good)

		vs. benchmark*
Overall customer service by Tigard employees	77%	Similar
Public information services	69%	Similar

Please rate the following categories of Tigard government performance.
(% excellent or good)

Treating residents with respect	75%	Similar
Treating all residents fairly	70%	Similar
Being honest	61%	Similar
The overall direction that Tigard is taking	60%	Similar
Generally acting in the best interest of the community	58%	Similar
Being open and transparent to the public	58%	Similar
Informing residents about issues facing the community	57%	Similar
Overall confidence in Tigard government	54%	Similar

The job Tigard government does at welcoming resident involvement	53%	Similar
The value of services for the taxes paid to Tigard	46%	Similar

Overall, how would you rate the quality of the services provided by each of the following?
 (% excellent or good)

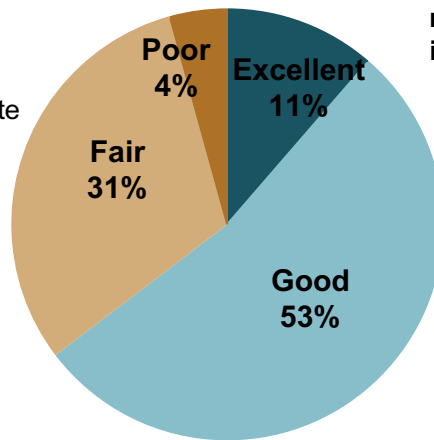
The City of Tigard	69%	Similar
The Federal Government	28%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

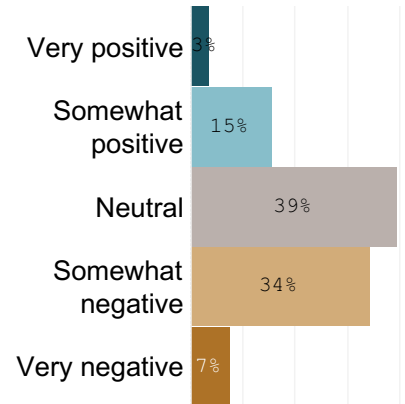
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Tigard



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:



Please rate each of the following aspects of quality of life in Tigard. (% excellent or good)

		vs. benchmark*
Tigard as a place to work	66%	Similar
Tigard as a place to visit	45%	Similar

Please rate each of the following characteristics as they relate to Tigard as a whole. (% excellent or good)

Overall economic health	65%	Similar
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Please rate each of the following in the Tigard community. (% excellent or good)

Overall quality of business and service establishments	70%	Similar
Variety of business and service establishments	60%	Similar
Shopping opportunities	59%	Similar
Employment opportunities	50%	Similar
Vibrancy of downtown/commercial area	42%	Similar
Cost of living	38%	Similar

Please rate the quality of each of the following services in Tigard. (% excellent or good)

Economic development	57%	Similar
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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 or somewhat positive)

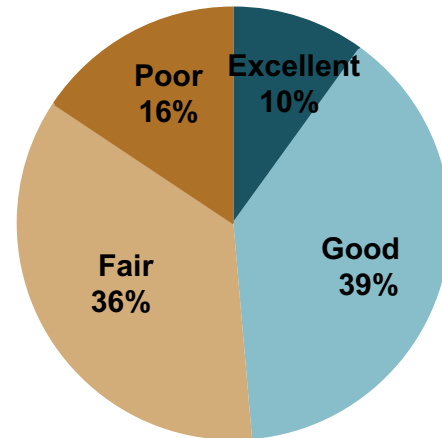
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	19%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the transportation system in Tigard

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



Please rate each of the following characteristics as they relate to Tigard as a whole. (% excellent or good)

vs. benchmark*

Overall quality of the transportation system	49%	Similar
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Please also rate each of the following in the Tigard community. (% excellent or good)

Ease of walking	61%	Similar
Ease of travel by bicycle	58%	Similar
Ease of travel by car	56%	Similar
Ease of public parking	52%	Similar
Ease of travel by public transportation	38%	Similar
Traffic flow on major streets	24%	Lower

Please indicate whether or not you have done each of the following in the last 12 months. (% yes)

Walked or biked instead of driving	65%	Similar
Carpooled with other adults or children instead of driving alone	53%	Similar
Used public transportation instead of driving	34%	Higher

Please rate the quality of each of the following services in Tigard.
 (% excellent or good)

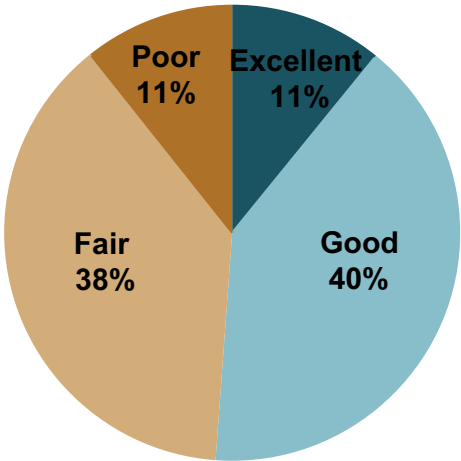
Street cleaning	62%	Similar
Bus or transit services	59%	Higher
Street lighting	58%	Similar
Traffic enforcement	52%	Similar
Sidewalk maintenance	47%	Similar
Traffic signal timing	41%	Similar
Snow removal	38%	Lower
Street repair	27%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Tigard's residential and commercial areas

Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following aspects of quality of life in Tigard. (% excellent or good)		vs. benchmark*
Your neighborhood as a place to live	87%	Similar

Please rate each of the following characteristics as they relate to Tigard as a whole. (% excellent or good)		
Overall design or layout of residential and commercial areas	51%	Similar

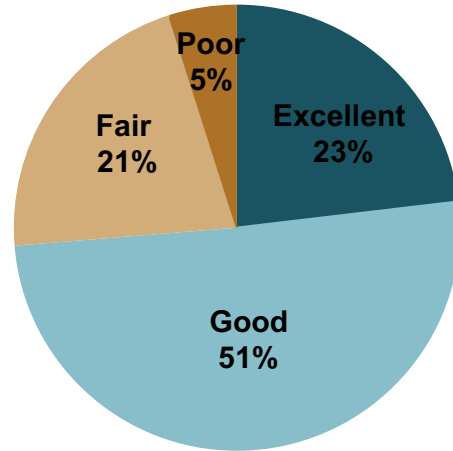
Please also rate each of the following in the Tigard community. (% excellent or good)		
Overall appearance	66%	Similar
Public places where people want to spend time	58%	Similar
Overall quality of new development	58%	Similar
Preservation of the historical or cultural character of the community	51%	Similar
Well-designed neighborhoods	51%	Similar
Variety of housing options	47%	Similar
Well-planned residential growth	45%	Similar
Well-planned commercial growth	41%	Similar
Availability of affordable quality housing	26%	Similar

Please rate the quality of each of the following services in Tigard.
(% excellent or good)

Land use, planning, and zoning	42%	Similar
Code enforcement	40%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the utility infrastructure in Tigard



Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate the quality of each of the following services in Tigard.
(% excellent or good)

		vs. benchmark*
Drinking water	88%	Higher
Power (electric and/or gas) utility	84%	Similar
Sewer services	84%	Similar
Garbage collection	81%	Similar
Utility billing	73%	Similar
Storm water management	72%	Similar
Affordable high-speed internet access	54%	Similar

Please rate each of the following characteristics as they relate to Tigard as a whole.
(% excellent or good)

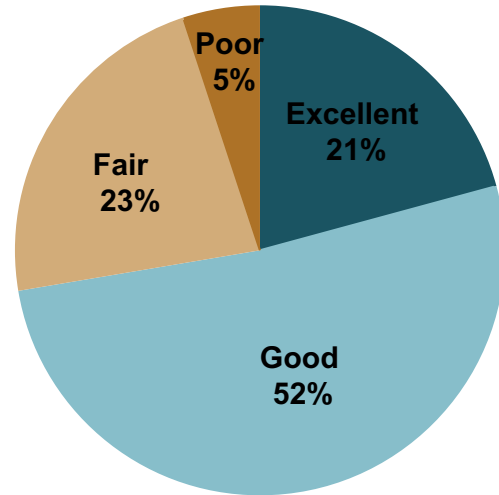
Overall quality of the utility infrastructure	75%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall feeling of safety in Tigard

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



Please rate each of the following characteristics as they relate to Tigard as a whole.
(% excellent or good)

vs.
benchmark*

Overall feeling of safety	73%	Similar
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Please rate how safe or unsafe you feel:
(% very or somewhat safe)

In your neighborhood during the day	91%	Similar
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From fire, flood, or other natural disaster	85%	Similar
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In Tigard's downtown/commercial area during the day	79%	Similar
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From violent crime	73%	Similar
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From property crime	67%	Similar
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Please rate the quality of each of the following services in Tigard.
(% excellent or good)

Fire services	92%	Similar
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Ambulance or emergency medical services	87%	Similar
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Police/Sheriff services	73%	Similar
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Fire prevention and education	66%	Similar
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Animal control	63%	Similar
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Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	60%	Similar
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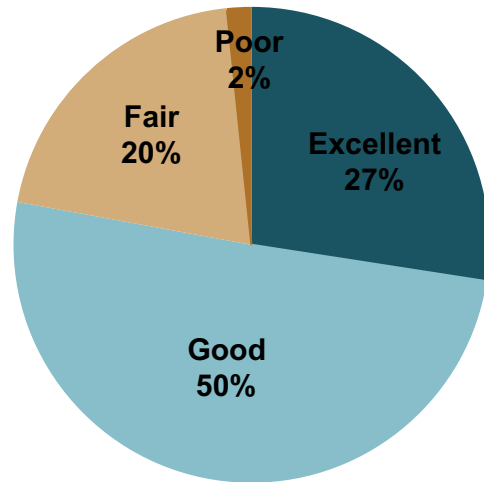
Crime prevention	57%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Tigard



Please rate each of the following characteristics as they relate to Tigard as a whole. vs. benchmark*
(% excellent or good)

Overall quality of natural environment	78%	Similar
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Please also rate each of the following in the Tigard community.
(% excellent or good)

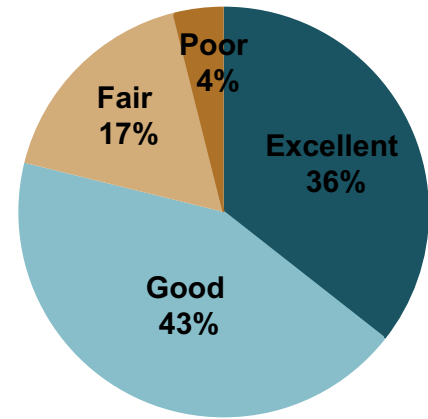
Air quality	82%	Similar
Cleanliness of Tigard	65%	Similar
Water resources	60%	Similar

Please rate the quality of each of the following services in Tigard.
(% excellent or good)

Yard waste pick-up	75%	Similar
Recycling	71%	Similar
Preservation of natural areas	64%	Similar
Tigard open space	60%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the parks and recreation opportunities



Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

Please rate each of the following characteristics as they relate to Tigard as a whole. (% excellent or good) vs. benchmark*

Overall quality of parks and recreation opportunities	79%	Similar
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Please also rate each of the following in the Tigard community. (% excellent or good)

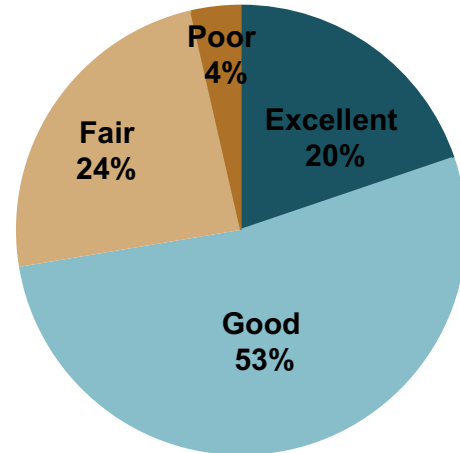
Availability of paths and walking trails	81%	Similar
Fitness opportunities	79%	Similar
Recreational opportunities	60%	Similar

Please rate the quality of each of the following services in Tigard. (% excellent or good)

Tigard parks	78%	Similar
Recreation programs or classes	63%	Similar
Recreation centers or facilities	59%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall health and wellness opportunities in Tigard



Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Please rate each of the following characteristics as they relate to Tigard as a whole.
(% excellent or good)

vs.
benchmark*

Overall health and wellness opportunities	73%	Similar
---	-----	---------

Please also rate each of the following in the Tigard community.
(% excellent or good)

Availability of affordable quality food	64%	Similar
Availability of preventive health services	58%	Similar
Availability of affordable quality health care	56%	Similar
Availability of affordable quality mental health care	39%	Similar

Please rate the quality of each of the following services in Tigard.
(% excellent or good)

Health services	66%	Similar
-----------------	-----	---------

Please rate your overall health.
(% excellent or very good)

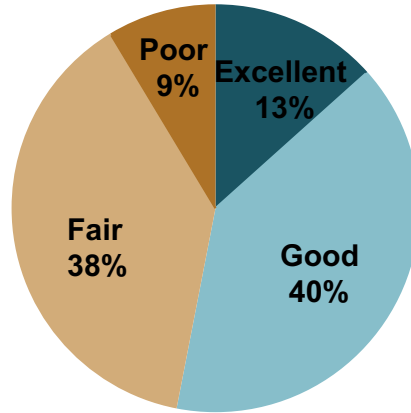
Please rate your overall health.	69%	Similar
----------------------------------	-----	---------

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall opportunities for education, culture and the arts

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



Please rate each of the following characteristics as they relate to Tigard as a whole. (% excellent or good)

vs. benchmark*

Overall opportunities for education, culture, and the arts	53%	Similar
--	-----	---------

Please also rate each of the following in the Tigard community. (% excellent or good)

K-12 education	57%	Similar
Opportunities to attend special events and festivals	57%	Similar
Community support for the arts	53%	Similar
Opportunities to attend cultural/arts/music activities	51%	Similar
Availability of affordable quality childcare/preschool	41%	Similar
Adult educational opportunities	36%	Lower

Please rate the quality of each of the following services in Tigard. (% excellent or good)

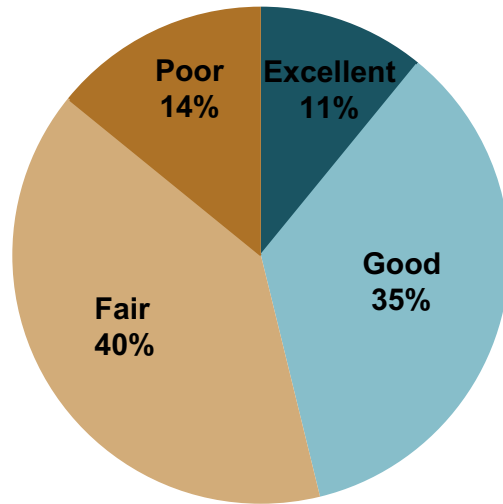
Public library services	92%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' connection and engagement with their community

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Please rate each of the following aspects of quality of life in Tigard. (% excellent or good)		vs. benchmark*
Tigard as a place to raise children	79%	Similar
Tigard as a place to retire	65%	Similar
Sense of community	51%	Similar

Please rate each of the following characteristics as they relate to Tigard as a whole.
(% excellent or good)

Residents' connection and engagement with their community	46%	Similar
---	-----	---------

Please rate the job you feel the Tigard community does at each of the following.
(% excellent or good)

Valuing/respecting residents from diverse backgrounds	70%	Similar
Making all residents feel welcome	66%	Similar
Attracting people from diverse backgrounds	63%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	59%	Similar

**Please also rate each of the following in the Tigard community.
(% excellent or good)**

Opportunities to volunteer	60%	Similar
Neighborliness of residents in Tigard	60%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	58%	Similar
Opportunities to participate in community matters	57%	Similar
Opportunities to participate in social events and activities	54%	Similar
Sense of civic/community pride	44%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes) vs.
benchmark*

Voted in your most recent local election	75%	Similar
Contacted the City of Tigard for help or information	36%	Lower
Volunteered your time to some group/activity	20%	Lower
Watched a local public meeting	17%	Similar
Attended a local public meeting	12%	Similar
Contacted City elected officials to express your opinion	10%	Similar
Campaigned or advocated for a local issue, cause, or candidate	10%	Similar


















In general, how many times do you:
(% a few times a week or more)

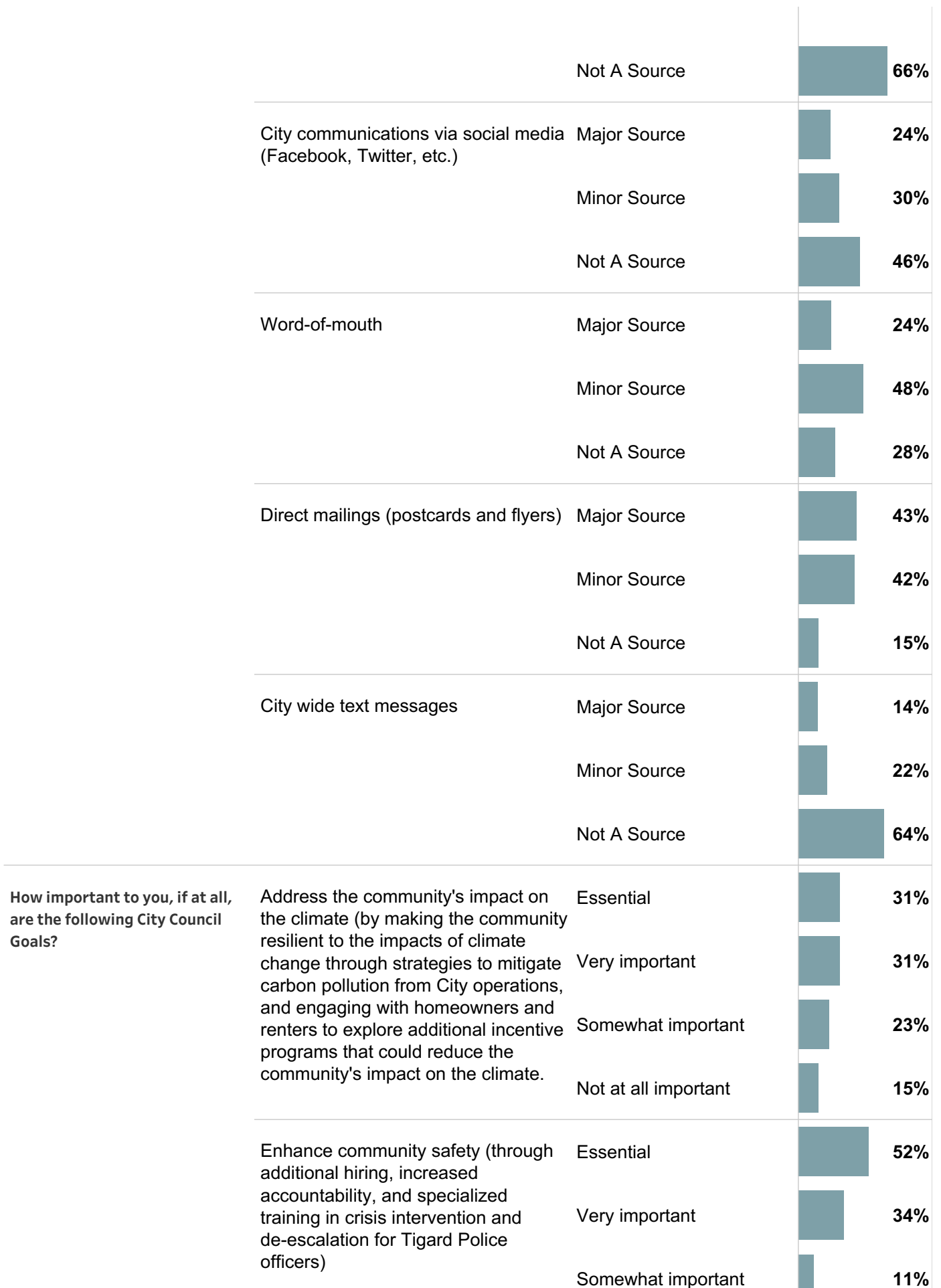
Use or check email	97%	Similar
Access the internet from your cell phone	93%	Similar
Access the internet from your home using a computer, laptop, or tablet computer	91%	Similar
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	77%	Similar
Shop online	56%	Similar
Share your opinions online	23%	Similar

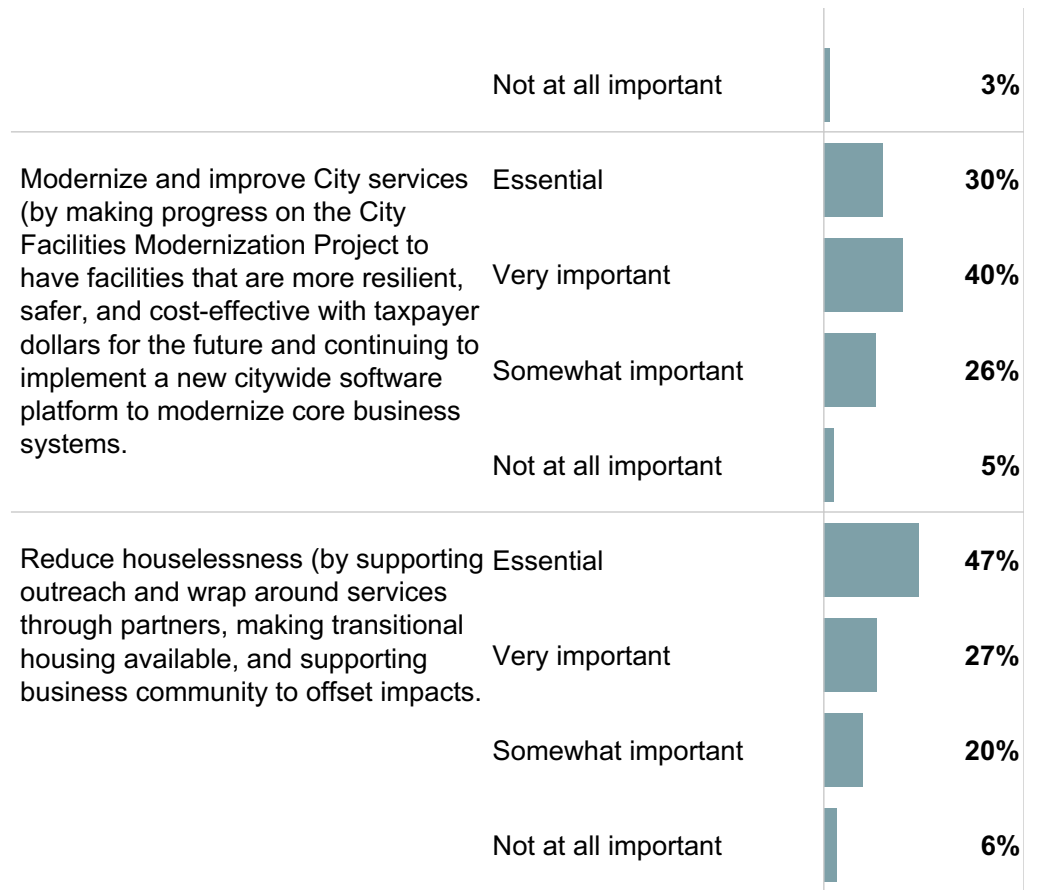
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

		Include "don't know"		
		No	% positive	
How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?	City website (www.tigard-or.gov)	Major Source		43%
		Minor Source		30%
		Not A Source		27%
	Local media outlets (newspaper, radio, local television)	Major Source		42%
		Minor Source		38%
		Not A Source		21%
	Government access channel 28	Major Source		4%
		Minor Source		14%
		Not A Source		82%
City newsletter	Major Source		50%	
	Minor Source		32%	
	Not A Source		18%	
City Council meetings and other public meetings	Major Source		7%	
	Minor Source		31%	
	Not A Source		62%	
Talking with City officials and/or City employees	Major Source		8%	
	Minor Source		25%	





National benchmark tables

This table contains the comparisons of Tigard's results to those from other communities. The first column shows the comparison of Tigard's rating to the benchmark. Tigard's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Tigard residents is statistically similar to or different than the benchmark. The second column is Tigard's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Tigard's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Tigard's result -- that is what percent of surveyed communities had a lower rating than Tigard.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Tigard.	Tigard as a place to live	Similar	89%	209	346	39
	Your neighborhood as a place to live	Similar	87%	146	308	52
	Tigard as a place to raise children	Similar	79%	218	350	38
	Tigard as a place to work	Similar	66%	168	342	51
	Tigard as a place to visit	Similar	45%	231	306	24
	Tigard as a place to retire	Similar	65%	190	347	45
	The overall quality of life	Similar	81%	217	364	40
	Sense of community	Similar	51%	232	315	26
Please rate each of the following characteristics as they relate to Tigard as a whole.	Overall economic health	Similar	65%	158	300	47
	Overall quality of the transportation system	Similar	49%	121	235	48
	Overall design or layout of residential and commercial areas	Similar	51%	195	293	33
	Overall quality of the utility infrastructure	Similar	75%	66	226	71

Please rate each of the following characteristics as they relate to Tigard as a whole.	Overall feeling of safety	Similar	73%	214	335	36
	Overall quality of natural environment	Similar	78%	144	302	52
	Overall quality of parks and recreation opportunities	Similar	79%	110	232	53
	Overall health and wellness opportunities	Similar	73%	154	295	48
	Overall opportunities for education, culture, and the arts	Similar	53%	196	297	34
	Residents' connection and engagement with their community	Similar	46%	157	229	31
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Tigard to someone who asks	Similar	89%	112	300	63
	Remain in Tigard for the next five years	Similar	83%	156	298	47
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	91%	199	317	37
	In Tigard's downtown/commercial area during the day	Similar	79%	244	307	20
	From property crime	Similar	67%	165	237	30
	From violent crime	Similar	73%	170	237	28
	From fire, flood, or other natural disaster	Similar	85%	90	227	60
Please rate the job you feel the Tigard community does at each of the following.	Making all residents feel welcome	Similar	66%	120	234	49
	Attracting people from diverse backgrounds	Similar	63%	96	231	58
	Valuing/respecting residents from diverse backgrounds	Similar	70%	62	232	73
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	59%	94	228	59
Please rate each of the following in the	Overall quality of business and service establishments	Similar	70%	145	302	52

Please rate each of the following in the Tigard community.	Variety of business and service establishments	Similar	60%	97	229	58
	Vibrancy of downtown/commercial area	Similar	42%	175	282	38
	Employment opportunities	Similar	50%	124	313	60
	Shopping opportunities	Similar	59%	102	304	66
	Cost of living	Similar	38%	187	293	36
	Overall image or reputation	Similar	74%	183	341	46
Please also rate each of the following in the Tigard community.	Traffic flow on major streets	Lower	24%	293	316	7
	Ease of public parking	Similar	52%	177	280	37
	Ease of travel by car	Similar	56%	243	310	21
	Ease of travel by public transportation	Similar	38%	101	282	64
	Ease of travel by bicycle	Similar	58%	136	310	56
	Ease of walking	Similar	61%	191	313	39
	Well-planned residential growth	Similar	45%	137	230	40
	Well-planned commercial growth	Similar	41%	112	230	51
	Well-designed neighborhoods	Similar	51%	133	228	42
	Preservation of the historical or cultural character of the community	Similar	51%	161	227	29
	Public places where people want to spend time	Similar	58%	149	288	48
	Variety of housing options	Similar	47%	122	300	59

Please also rate each of the following in the Tigard community.

Availability of affordable quality housing	Similar	26%	204	321	36
Overall quality of new development	Similar	58%	128	310	59
Overall appearance	Similar	66%	225	320	30
Cleanliness of Tigard	Similar	65%	217	317	31
Water resources	Similar	60%	104	210	50
Air quality	Similar	82%	114	287	60
Availability of paths and walking trails	Similar	81%	95	313	69
Fitness opportunities	Similar	79%	115	290	60
Recreational opportunities	Similar	60%	197	307	36
Availability of affordable quality food	Similar	64%	132	283	53
Availability of affordable quality health care	Similar	56%	162	293	45
Availability of preventive health services	Similar	58%	149	280	47
Availability of affordable quality mental health care	Similar	39%	128	283	55
Opportunities to attend cultural/arts/music activities	Similar	51%	176	302	42
Community support for the arts	Similar	53%	134	227	41
Availability of affordable quality childcare/preschool	Similar	41%	153	293	48
K-12 education	Similar	57%	194	296	34
Adult educational opportunities	Lower	36%	235	288	18

Please also rate each of the following in the Tigard community.	Sense of civic/community pride	Similar	44%	178	228	22
	Neighborliness of residents in Tigard	Similar	60%	158	289	45
	Opportunities to participate in social events and activities	Similar	54%	192	298	35
	Opportunities to attend special events and festivals	Similar	57%	181	291	38
	Opportunities to volunteer	Similar	60%	196	293	33
	Opportunities to participate in community matters	Similar	57%	157	294	46
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	58%	117	311	62
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Tigard for help or information	Lower	36%	277	316	12
	Contacted City elected officials to express your opinion	Similar	10%	264	286	8
	Attended a local public meeting	Similar	12%	256	290	12
	Watched a local public meeting	Similar	17%	216	278	22
	Volunteered your time to some group/activity	Lower	20%	255	293	13
	Campaigned or advocated for a local issue, cause, or candidate	Similar	10%	264	283	7
	Voted in your most recent local election	Similar	75%	128	228	44
	Used public transportation instead of driving	Higher	34%	46	268	83
	Carpooled with other adults or children instead of driving alone	Similar	53%	38	285	87
	Walked or biked instead of driving	Similar	65%	89	287	69
Please rate the quality of each of the following services in Tigard.	Public information services	Similar	69%	133	302	56

Please rate the quality of each of the following services in Tigard.

Economic development	Similar	57%	104	297	65
Traffic enforcement	Similar	52%	244	335	27
Traffic signal timing	Similar	41%	266	292	9
Street repair	Lower	27%	284	335	15
Street cleaning	Similar	62%	183	302	39
Street lighting	Similar	58%	213	324	34
Snow removal	Lower	38%	235	250	6
Sidewalk maintenance	Similar	47%	222	303	27
Bus or transit services	Higher	59%	61	273	78
Land use, planning, and zoning	Similar	42%	175	305	42
Code enforcement	Similar	40%	212	328	35
Affordable high-speed internet access	Similar	54%	88	224	61
Garbage collection	Similar	81%	157	314	50
Drinking water	Higher	88%	36	299	88
Sewer services	Similar	84%	95	297	68
Storm water management	Similar	72%	133	309	57
Power (electric and/or gas) utility	Similar	84%	46	255	82
Utility billing	Similar	73%	95	277	66

Please rate the quality of each of the following services in Tigard.

Police/Sheriff services	Similar	73%	257	357	28
Crime prevention	Similar	57%	253	334	24
Animal control	Similar	63%	198	310	36
Ambulance or emergency medical services	Similar	87%	162	304	47
Fire services	Similar	92%	173	324	46
Fire prevention and education	Similar	66%	229	298	23
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	60%	199	300	34
Preservation of natural areas	Similar	64%	133	287	54
Tigard open space	Similar	60%	156	284	45
Recycling	Similar	71%	142	317	55
Yard waste pick-up	Similar	75%	117	279	58
Tigard parks	Similar	78%	147	313	53
Recreation programs or classes	Similar	63%	188	308	39
Recreation centers or facilities	Similar	59%	205	296	31
Health services	Similar	66%	133	274	51
Public library services	Similar	92%	67	309	78
Overall customer service by Tigard employees	Similar	77%	155	343	54

Please rate the following categories of Tigard government performance.

The value of services for the taxes paid to Tigard	Similar	46%	227	348	35
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Please rate the following categories of Tigard government performance.	The overall direction that Tigard is taking	Similar	60%	105	327	68
	The job Tigard government does at welcoming resident involvement	Similar	53%	131	324	59
	Overall confidence in Tigard government	Similar	54%	131	296	56
	Generally acting in the best interest of the community	Similar	58%	123	300	59
	Being honest	Similar	61%	125	291	57
	Being open and transparent to the public	Similar	58%	83	234	64
	Informing residents about issues facing the community	Similar	57%	80	239	66
	Treating all residents fairly	Similar	70%	57	297	81
	Treating residents with respect	Similar	75%	62	230	73
Overall, how would you rate the quality of the services provided by each of the following?	The City of Tigard	Similar	69%	216	343	37
	The Federal Government	Similar	28%	234	283	17
Please rate how important, if at all, you think it is for the Tigard community to focus on each of the following in the coming two years.	Overall economic health	Similar	85%	257	276	6
	Overall quality of the transportation system	Similar	78%	51	226	77
	Overall design or layout of residential and commercial areas	Similar	75%	183	277	34
	Overall quality of the utility infrastructure	Similar	85%	201	225	11
	Overall feeling of safety	Similar	92%	100	277	64
	Overall quality of natural environment	Similar	79%	150	277	46
	Overall quality of parks and recreation opportunities	Similar	80%	56	227	75
































Please rate how important, if at all, you think it is for the Tigard community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	Similar	68%	250	277	9
	Overall opportunities for education, culture, and the arts	Similar	68%	230	276	16
	Residents' connection and engagement with their community	Similar	58%	252	276	8
How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?	City website (www.tigard-or.gov)	Null	73%			
	Local media outlets (newspaper, radio, local television)	Null	79%			
	Government access channel 28	Null	19%			
	City newsletter	Null	82%			
	City Council meetings and other public meetings	Null	37%			
	Talking with City officials and/or City employees	Null	33%			
	City communications via social media (Facebook, Twitter, etc.)	Null	54%			
	Word-of-mouth	Null	72%			
	Direct mailings (postcards and flyers)	Null	84%			
How important to you, if at all, are the following City Council Goals?	Address the community's impact on the climate (by making the community resilient to the impacts of climate change through strategies to mitigate carbon pollution from City op..	Null	62%			
	Enhance community safety (through additional hiring, increased accountability, and specialized training in crisis intervention and de-escalation for Tigard Police officers)	Null	86%			
	Modernize and improve City services (by making progress on the City Facilities Modernization Project to have facilities that are more resilient, safer, and cost-effective with taxpay..	Null	69%			
	Reduce houselessness (by supporting outreach and wrap around services through partners, making transitional housing available, and supporting business community to ..	Null	74%			
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Similar	91%	176	225	22
































In general, how many times do you:						
	Access the internet from your cell phone	Similar	93%	136	227	40
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Similar	77%	154	226	32
	Use or check email	Similar	97%	96	227	58
	Share your opinions online	Similar	23%	200	227	12
	Shop online	Similar	56%	106	226	53
	Please rate your overall health.	Similar	69%	153	283	46
	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:	Similar	19%	175	285	38

































Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Tigard.	Aspect	Rating	Frequency	
			Percentage	Count (N)
Tigard as a place to live		Excellent	27%	N=99
		Good	62%	N=231
		Fair	11%	N=40
		Poor	0%	N=2
Your neighborhood as a place to live		Excellent	43%	N=160
		Good	44%	N=164
		Fair	11%	N=41
		Poor	2%	N=9
Tigard as a place to raise children		Excellent	27%	N=74
		Good	52%	N=146
		Fair	18%	N=49
		Poor	3%	N=10
Tigard as a place to work		Excellent	16%	N=40
		Good	50%	N=128
		Fair	27%	N=69
		Poor	7%	N=18
Tigard as a place to visit		Excellent	13%	N=48
		Good	32%	N=114
		Fair	44%	N=157
		Poor	11%	N=40
Tigard as a place to retire		Excellent	22%	N=68
		Good	43%	N=134
		Fair	26%	N=81
		Poor	9%	N=29
The overall quality of life		Excellent	21%	N=80
		Good	60%	N=225
		Fair	19%	N=71
































Please rate each of the following aspects of quality of life in Tigard.	The overall quality of life	Poor		1% N=2
	Sense of community	Excellent		16% N=58
		Good		34% N=124
		Fair		39% N=140
		Poor		11% N=39
Please rate each of the following characteristics as they relate to Tigard as a whole.	Overall economic health	Excellent		11% N=35
		Good		53% N=164
		Fair		31% N=95
		Poor		4% N=13
	Overall quality of the transportation system	Excellent		10% N=34
		Good		39% N=132
		Fair		36% N=122
		Poor		16% N=53
	Overall design or layout of residential and commercial areas	Excellent		11% N=41
		Good		40% N=151
		Fair		38% N=143
		Poor		11% N=40
	Overall quality of the utility infrastructure	Excellent		23% N=86
Good			51% N=187	
Fair			21% N=79	
Poor			5% N=18	
Overall feeling of safety	Excellent		21% N=78	
	Good		52% N=193	
	Fair		23% N=85	
	Poor		5% N=19	
Overall quality of natural environment	Excellent		27% N=103	
	Good		50% N=189	
	Fair		20% N=77	
	Poor		2% N=6	
Overall quality of parks and recreation opportunities	Excellent		36% N=132	
	Good		43% N=160	

Please rate each of the following characteristics as they relate to Tigard as a whole.	Overall quality of parks and recreation opportunities	Fair		17% N=64	
		Poor		4% N=14	
	Overall health and wellness opportunities	Excellent		20% N=65	
		Good		53% N=174	
		Fair		24% N=79	
		Poor		4% N=12	
	Overall opportunities for education, culture, and the arts	Excellent		13% N=44	
		Good		40% N=130	
		Fair		38% N=126	
		Poor		9% N=28	
Residents' connection and engagement with their community	Excellent		11% N=34		
	Good		35% N=110		
	Fair		40% N=124		
	Poor		14% N=44		
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Tigard to someone who asks	Very likely		36% N=133	
		Somewhat likely		53% N=196	
		Somewhat unlikely		9% N=34	
		Very unlikely		1% N=5	
	Remain in Tigard for the next five years	Very likely		52% N=191	
		Somewhat likely		31% N=115	
		Somewhat unlikely		11% N=40	
		Very unlikely		6% N=23	
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		68% N=259
			Somewhat safe		23% N=86
Neither safe nor unsafe				5% N=21	
Somewhat unsafe				3% N=13	
Very unsafe				0% N=2	
In Tigard's downtown/commercial area during the day		Very safe		43% N=158	
		Somewhat safe		35% N=130	
		Neither safe nor unsafe		13% N=46	
		Somewhat unsafe		7% N=26	
































Please rate how safe or unsafe you feel:	In Tigard's downtown/commercial area during the day	Very unsafe		2% N=8
		Very safe		21% N=79
	From property crime	Somewhat safe		46% N=170
		Neither safe nor unsafe		16% N=61
		Somewhat unsafe		12% N=46
		Very unsafe		5% N=18
		Very safe		37% N=136
	From violent crime	Somewhat safe		35% N=128
		Neither safe nor unsafe		16% N=60
		Somewhat unsafe		8% N=29
		Very unsafe		3% N=11
		Very safe		47% N=172
	From fire, flood, or other natural disaster	Somewhat safe		37% N=137
		Neither safe nor unsafe		12% N=45
		Somewhat unsafe		4% N=14
Very safe			24% N=79	
Please rate the job you feel the Tigard community does at each of the following.	Making all residents feel welcome	Good		42% N=139
		Fair		28% N=93
		Poor		6% N=19
		Excellent		20% N=61
	Attracting people from diverse backgrounds	Good		43% N=131
		Fair		23% N=68
		Poor		14% N=43
		Excellent		27% N=80
	Valuing/respecting residents from diverse backgrounds	Good		43% N=128
		Fair		22% N=66
		Poor		8% N=24
		Excellent		17% N=43
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Good		42% N=108	
	Fair		29% N=75	
	Poor		12% N=32	
	Excellent		17% N=43	

Please rate each of the following in the Tigard community.	Overall quality of business and service establishments	Excellent		17% N=60
		Good		54% N=193
		Fair		27% N=97
		Poor		3% N=10
	Variety of business and service establishments	Excellent		19% N=70
		Good		41% N=153
		Fair		35% N=129
		Poor		5% N=20
	Vibrancy of downtown/commercial area	Excellent		10% N=34
		Good		32% N=113
		Fair		42% N=148
		Poor		16% N=55
	Employment opportunities	Excellent		13% N=30
		Good		37% N=84
		Fair		37% N=83
		Poor		13% N=30
Shopping opportunities	Excellent		22% N=83	
	Good		37% N=136	
	Fair		32% N=117	
	Poor		9% N=35	
Cost of living	Excellent		5% N=17	
	Good		33% N=123	
	Fair		34% N=127	
	Poor		28% N=103	
Overall image or reputation	Excellent		13% N=48	
	Good		60% N=218	
	Fair		24% N=88	
	Poor		2% N=9	
Please also rate each of the following in the Tigard community.	Traffic flow on major streets	Excellent		4% N=14
		Good		20% N=76
		Fair		35% N=132


















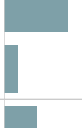



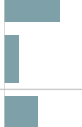









Please also rate each of the following in the Tigard community.

Traffic flow on major streets	Poor		41% N=152
	Excellent		12% N=44
Ease of public parking	Good		39% N=139
	Fair		35% N=125
	Poor		14% N=51
	Excellent		12% N=46
Ease of travel by car	Good		43% N=162
	Fair		35% N=129
	Poor		10% N=36
	Excellent		11% N=26
Ease of travel by public transportation	Good		27% N=62
	Fair		40% N=92
	Poor		22% N=51
	Excellent		14% N=35
Ease of travel by bicycle	Good		44% N=112
	Fair		27% N=69
	Poor		16% N=41
	Excellent		14% N=48
Ease of walking	Good		47% N=161
	Fair		26% N=88
	Poor		14% N=48
	Excellent		8% N=21
Well-planned residential growth	Good		36% N=93
	Fair		28% N=71
	Poor		28% N=73
	Excellent		9% N=22
Well-planned commercial growth	Good		31% N=72
	Fair		39% N=91
	Poor		20% N=47
	Excellent		9% N=30
Well-designed neighborhoods	Good		42% N=138
































Please also rate each of the following in the Tigard community.

Well-designed neighborhoods	Fair		39% N=128
	Poor		11% N=35
Preservation of the historical or cultural character of the community	Excellent		15% N=36
	Good		37% N=90
	Fair		35% N=86
	Poor		14% N=35
Public places where people want to spend time	Excellent		18% N=63
	Good		40% N=142
	Fair		30% N=107
	Poor		12% N=45
Variety of housing options	Excellent		11% N=36
	Good		35% N=114
	Fair		40% N=129
	Poor		14% N=47
Availability of affordable quality housing	Excellent		5% N=15
	Good		21% N=61
	Fair		31% N=91
	Poor		43% N=128
Overall quality of new development	Excellent		12% N=33
	Good		46% N=130
	Fair		28% N=78
	Poor		15% N=43
Overall appearance	Excellent		11% N=41
	Good		54% N=202
	Fair		24% N=89
	Poor		11% N=40
Cleanliness of Tigard	Excellent		18% N=66
	Good		47% N=176
	Fair		25% N=95
	Poor		10% N=37
Water resources	Excellent		21% N=76






















Please also rate each of the following in the Tigard community.

Water resources	Good		38% N=138
	Fair		30% N=110
	Poor		10% N=36
Air quality	Excellent		33% N=123
	Good		48% N=178
	Fair		17% N=61
	Poor		2% N=6
Availability of paths and walking trails	Excellent		31% N=113
	Good		51% N=186
	Fair		15% N=56
	Poor		3% N=12
Fitness opportunities	Excellent		26% N=90
	Good		53% N=180
	Fair		16% N=55
	Poor		5% N=16
Recreational opportunities	Excellent		16% N=58
	Good		44% N=156
	Fair		32% N=115
	Poor		7% N=25
Availability of affordable quality food	Excellent		17% N=61
	Good		47% N=172
	Fair		28% N=104
	Poor		8% N=29
Availability of affordable quality health care	Excellent		17% N=47
	Good		39% N=110
	Fair		29% N=82
	Poor		15% N=41
Availability of preventive health services	Excellent		17% N=42
	Good		41% N=101
	Fair		33% N=81
	Poor		10% N=24

Please also rate each of the following in the Tigard community.
































Availability of affordable quality mental health care	Excellent		14% N=25
	Good		25% N=46
	Fair		35% N=63
	Poor		26% N=46
Opportunities to attend cultural/arts/music activities	Excellent		11% N=34
	Good		40% N=125
	Fair		39% N=123
	Poor		10% N=31
Community support for the arts	Excellent		11% N=30
	Good		41% N=110
	Fair		37% N=98
	Poor		11% N=29
Availability of affordable quality childcare/preschool	Excellent		16% N=21
	Good		25% N=32
	Fair		32% N=42
	Poor		28% N=36
K-12 education	Excellent		15% N=32
	Good		42% N=88
	Fair		36% N=76
	Poor		7% N=15
Adult educational opportunities	Excellent		9% N=14
	Good		28% N=45
	Fair		40% N=65
	Poor		24% N=40
Sense of civic/community pride	Excellent		10% N=31
	Good		34% N=106
	Fair		43% N=134
	Poor		13% N=41
Neighborliness of residents in Tigard	Excellent		19% N=68
	Good		40% N=145
	Fair		31% N=111

Please also rate each of the following in the Tigard community.
































Neighborliness of residents in Tigard	Poor		10% N=35
Opportunities to participate in social events and activities	Excellent		14% N=44
	Good		39% N=122
	Fair		37% N=116
	Poor		9% N=30
Opportunities to attend special events and festivals	Excellent		18% N=59
	Good		39% N=126
	Fair		35% N=115
	Poor		7% N=24
Opportunities to volunteer	Excellent		18% N=43
	Good		42% N=98
	Fair		32% N=75
	Poor		8% N=18
Opportunities to participate in community matters	Excellent		18% N=43
	Good		38% N=91
	Fair		34% N=82
	Poor		9% N=21
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		21% N=60
	Good		37% N=102
	Fair		33% N=91
	Poor		9% N=26

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
































Contacted the City of Tigard for help or information	No		64% N=241
	Yes		36% N=136
Contacted City elected officials to express your opinion	No		90% N=340
	Yes		10% N=37
Attended a local public meeting	No		88% N=331
	Yes		12% N=43
Watched a local public meeting	No		83% N=313
	Yes		17% N=65
Volunteered your time to some group/activity	No		81% N=305
	Yes		19% N=74

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No		90% N=342
		Yes		10% N=36
	Voted in your most recent local election	No		25% N=93
		Yes		75% N=283
	Used public transportation instead of driving	No		67% N=252
		Yes		33% N=126
	Carpooled with other adults or children instead of driving alone	No		48% N=180
Yes			52% N=198	
Walked or biked instead of driving	No		36% N=135	
	Yes		64% N=242	
Please rate the quality of each of the following services in Tigard.	Public information services	Excellent		16% N=40
		Good		53% N=133
		Fair		25% N=63
		Poor		6% N=16
	Economic development	Excellent		14% N=31
		Good		43% N=91
		Fair		37% N=78
		Poor		6% N=14
	Traffic enforcement	Excellent		12% N=37
		Good		40% N=126
		Fair		30% N=95
		Poor		18% N=57
	Traffic signal timing	Excellent		7% N=24
		Good		34% N=124
		Fair		32% N=115
		Poor		27% N=96
Street repair	Excellent		5% N=19	
	Good		21% N=79	
	Fair		31% N=115	
	Poor		42% N=156	
Street cleaning	Excellent		15% N=54	
































Please rate the quality of each of the following services in Tigard.
































Street cleaning	Good		46% N=164
	Fair		25% N=90
	Poor		13% N=48
Street lighting	Excellent		9% N=32
	Good		50% N=186
	Fair		29% N=107
	Poor		13% N=48
Snow removal	Excellent		10% N=33
	Good		28% N=89
	Fair		36% N=116
	Poor		26% N=83
Sidewalk maintenance	Excellent		9% N=29
	Good		38% N=123
	Fair		32% N=104
	Poor		22% N=71
Bus or transit services	Excellent		14% N=32
	Good		45% N=108
	Fair		31% N=73
	Poor		10% N=25
Land use, planning, and zoning	Excellent		9% N=19
	Good		33% N=73
	Fair		34% N=75
	Poor		24% N=53
Code enforcement	Excellent		8% N=17
	Good		33% N=74
	Fair		34% N=76
	Poor		26% N=60
Affordable high-speed internet access	Excellent		21% N=69
	Good		33% N=108
	Fair		25% N=83
	Poor		20% N=67

Please rate the quality of each of the following services in Tigard.
































Garbage collection	Excellent		36% N=134
	Good		45% N=167
	Fair		14% N=50
	Poor		5% N=19
Drinking water	Excellent		42% N=156
	Good		46% N=172
	Fair		8% N=29
	Poor		4% N=16
Sewer services	Excellent		35% N=119
	Good		49% N=169
	Fair		13% N=46
	Poor		3% N=11
Storm water management	Excellent		28% N=95
	Good		44% N=148
	Fair		19% N=64
	Poor		9% N=30
Power (electric and/or gas) utility	Excellent		34% N=124
	Good		51% N=188
	Fair		14% N=53
	Poor		1% N=5
Utility billing	Excellent		24% N=88
	Good		49% N=177
	Fair		21% N=76
	Poor		6% N=22
Police/Sheriff services	Excellent		25% N=74
	Good		49% N=149
	Fair		20% N=59
	Poor		7% N=20
Crime prevention	Excellent		12% N=32
	Good		45% N=124
	Fair		31% N=85
































Please rate the quality of each of the following services in Tigard.
































Crime prevention	Poor		13% N=35
	Excellent		16% N=33
Animal control	Good		47% N=99
	Fair		31% N=66
	Poor		5% N=11
	Excellent		38% N=90
Ambulance or emergency medical services	Good		49% N=117
	Fair		12% N=28
	Poor		1% N=2
	Excellent		42% N=100
Fire services	Good		50% N=120
	Fair		8% N=19
	Excellent		25% N=44
Fire prevention and education	Good		41% N=72
	Fair		29% N=51
	Poor		5% N=8
	Excellent		18% N=37
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Good		41% N=86
	Fair		26% N=55
	Poor		14% N=30
	Excellent		22% N=64
Preservation of natural areas	Good		42% N=124
	Fair		22% N=66
	Poor		15% N=43
	Excellent		20% N=61
Tigard open space	Good		39% N=119
	Fair		28% N=85
	Poor		13% N=40
	Excellent		29% N=105
Recycling	Good		42% N=150
	Fair		22% N=80

Please rate the quality of each of the following services in Tigard.	Recycling	Poor		7% N=24
	Yard waste pick-up	Excellent		32% N=102
		Good		43% N=137
		Fair		18% N=56
		Poor		8% N=24
		Tigard parks	Excellent	
	Tigard parks	Good		42% N=153
		Fair		22% N=79
		Poor		1% N=3
		Recreation programs or classes	Excellent	
	Recreation programs or classes	Good		42% N=91
		Fair		29% N=63
		Poor		8% N=17
		Recreation centers or facilities	Excellent	
	Recreation centers or facilities	Good		38% N=94
		Fair		29% N=73
		Poor		12% N=30
		Health services	Excellent	
	Health services	Good		46% N=108
Fair			26% N=61	
Poor			8% N=18	
Public library services		Excellent		51% N=174
Public library services	Good		40% N=136	
	Fair		8% N=27	
	Poor		0% N=2	
	Overall customer service by Tigard employees	Excellent		32% N=85
Overall customer service by Tigard employees	Good		45% N=119	
	Fair		21% N=56	
	Poor		3% N=7	
	Please rate the following categories of Tigard government performance.	The value of services for the taxes paid to Tigard	Excellent	
		Good		38% N=123
































Please rate the following categories of Tigard government performance.

The value of services for the taxes paid to Tigard	Fair		37% N=120
	Poor		17% N=55
The overall direction that Tigard is taking	Excellent		17% N=53
	Good		43% N=138
	Fair		32% N=102
	Poor		9% N=28
The job Tigard government does at welcoming resident involvement	Excellent		16% N=41
	Good		37% N=94
	Fair		32% N=81
	Poor		15% N=38
Overall confidence in Tigard government	Excellent		12% N=40
	Good		41% N=131
	Fair		33% N=106
	Poor		14% N=45
Generally acting in the best interest of the community	Excellent		16% N=51
	Good		41% N=131
	Fair		29% N=92
	Poor		13% N=43
Being honest	Excellent		19% N=50
	Good		42% N=112
	Fair		22% N=59
	Poor		16% N=44
Being open and transparent to the public	Excellent		18% N=48
	Good		40% N=106
	Fair		27% N=71
	Poor		15% N=39
Informing residents about issues facing the community	Excellent		16% N=48
	Good		41% N=124
	Fair		29% N=86
	Poor		14% N=44
Treating all residents fairly	Excellent		23% N=56

Please rate the following categories of Tigard government performance.	Treating all residents fairly	Good		46% N=112
		Fair		23% N=54
		Poor		8% N=19
	Treating residents with respect	Excellent		26% N=70
		Good		49% N=131
		Fair		19% N=52
Poor			6% N=16	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Tigard	Excellent		13% N=47
		Good		55% N=194
		Fair		27% N=98
		Poor		5% N=18
	The Federal Government	Excellent		4% N=13
		Good		24% N=83
		Fair		44% N=150
		Poor		29% N=99
Please rate how important, if at all, you think it is for the Tigard community to focus on each of the following in the coming two years.	Overall economic health	Essential		35% N=127
		Very important		50% N=183
		Somewhat important		15% N=54
	Overall quality of the transportation system	Essential		37% N=139
		Very important		41% N=153
		Somewhat important		20% N=76
		Not at all important		2% N=6
	Overall design or layout of residential and commercial areas	Essential		27% N=100
		Very important		48% N=179
		Somewhat important		24% N=89
		Not at all important		2% N=7
	Overall quality of the utility infrastructure	Essential		40% N=150
		Very important		45% N=169
		Somewhat important		11% N=42
		Not at all important		4% N=13
	Overall feeling of safety	Essential		58% N=218

Please rate how important, if at all, you think it is for the Tigard community to focus on each of the following in the coming two years.	Overall feeling of safety	Very important		34% N=127
		Somewhat important		7% N=26
		Not at all important		1% N=3
	Overall quality of natural environment	Essential		39% N=146
		Very important		40% N=150
		Somewhat important		19% N=72
		Not at all important		1% N=4
	Overall quality of parks and recreation opportunities	Essential		39% N=148
		Very important		41% N=153
		Somewhat important		17% N=66
		Not at all important		2% N=9
	Overall health and wellness opportunities	Essential		21% N=78
Very important			48% N=177	
Somewhat important			26% N=98	
Not at all important			5% N=18	
Overall opportunities for education, culture, and the arts	Essential		25% N=95	
	Very important		43% N=162	
	Somewhat important		27% N=101	
	Not at all important		5% N=19	
Residents' connection and engagement with their community	Essential		23% N=85	
	Very important		36% N=135	
	Somewhat important		37% N=140	
	Not at all important		4% N=17	
How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?	City website (www.tigard-or.gov)	Major Source		43% N=160
		Minor Source		30% N=110
		Not A Source		27% N=101
	Local media outlets (newspaper, radio, local television)	Major Source		42% N=156
		Minor Source		38% N=141
		Not A Source		21% N=77
	Government access channel 28	Major Source		4% N=16
		Minor Source		14% N=53

How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?	Government access channel 28	Not A Source		82% N=303
	City newsletter	Major Source		50% N=185
		Minor Source		32% N=121
		Not A Source		18% N=67
	City Council meetings and other public meetings	Major Source		7% N=25
		Minor Source		31% N=115
		Not A Source		62% N=232
	Talking with City officials and/or City employees	Major Source		8% N=31
		Minor Source		25% N=94
		Not A Source		66% N=247
	City communications via social media (Facebook, Twitter, etc.)	Major Source		24% N=90
		Minor Source		30% N=113
		Not A Source		46% N=171
	Word-of-mouth	Major Source		24% N=91
		Minor Source		48% N=178
Not A Source			28% N=103	
Direct mailings (postcards and flyers)	Major Source		43% N=162	
	Minor Source		42% N=157	
	Not A Source		15% N=58	
City wide text messages	Major Source		14% N=53	
	Minor Source		22% N=81	
	Not A Source		64% N=240	
How important to you, if at all, are the following City Council Goals?	Address the community's impact on the climate (by making the community resilient to the impacts of climate change through strategies to mitigate carbon pollution from City operations, and engaging with homeowners and renters to explore additional incentive programs that could red..	Essential		31% N=117
		Very important		31% N=117
		Somewhat important		23% N=87
		Not at all important		15% N=57
	Enhance community safety (through additional hiring, increased accountability, and specialized training in crisis intervention and de-escalation for Tigard Police officers)	Essential		52% N=198
		Very important		34% N=127
		Somewhat important		11% N=42
		Not at all important		3% N=10
	Modernize and improve City services (by making progress on the City Facilities	Essential		30% N=113

How important to you, if at all, are the following City Council Goals?	making progress on the City Facilities Modernization Project to have facilities that are more resilient, safer, and cost-effective with taxpayer dollars for the future and continuing to implement a new citywide software platform to modernize core busine..	Very important		40% N=149	
		Somewhat important		26% N=97	
		Not at all important		5% N=19	
	Reduce houselessness (by supporting outreach and wrap around services through partners, making transitional housing available, and supporting business community to offset impacts.	Essential		47% N=178	
		Very important		27% N=101	
		Somewhat important		20% N=74	
		Not at all important		6% N=24	
	In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		80% N=297
			Once a day		9% N=33
			A few times a week		3% N=10
Every few weeks				3% N=13	
Less often or never				5% N=20	
Access the internet from your cell phone		Several times a day		86% N=316	
		Once a day		4% N=15	
		A few times a week		3% N=10	
		Every few weeks		1% N=3	
		Less often or never		6% N=22	
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.		Several times a day		51% N=190	
		Once a day		17% N=63	
		A few times a week		9% N=33	
		Every few weeks		3% N=12	
		Less often or never		19% N=72	
Use or check email		Several times a day		79% N=294	
		Once a day		16% N=59	
	A few times a week		2% N=8		
	Every few weeks		2% N=7		
	Less often or never		1% N=3		
Share your opinions online	Several times a day		10% N=37		
	Once a day		3% N=12		
	A few times a week		9% N=33		
	Every few weeks		17% N=61		

In general, how many times do you:	Share your opinions online	Less often or never		60% N=220
	Shop online	Several times a day		10% N=37
		Once a day		7% N=25
		A few times a week		39% N=140
		Every few weeks		32% N=116
		Less often or never		12% N=45
		Please rate your overall health.		Excellent
		Very good		43% N=159
		Good		19% N=71
		Fair		10% N=38
		Poor		1% N=3
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		3% N=13
		Somewhat positive		15% N=57
		Neutral		39% N=146
		Somewhat negative		34% N=127
		Very negative		7% N=27

Methods (open participation)






























As part of its participation in The National Community Survey™ (The NCS™), the City of Tigard conducted a survey of 381 residents. Survey invitations were mailed to randomly selected households and data were collected from April 25, 2023 to June 6, 2023. The results from this main survey effort represent the most robust estimate of your residents' opinions.

































After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Tigard. The open participation survey was identical to the probability sample survey with two small updates; it included a question at the beginning confirming the respondent lives within Tigard, and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on May 23, 2023. The survey remained open for two weeks and there were 19 responses.

































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

Open participation survey results

































This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Tigard.	Tigard as a place to live	Excellent		26% N=5
		Good		68% N=13
		Fair		5% N=1
	Your neighborhood as a place to live	Excellent		53% N=10
		Good		37% N=7
		Fair		11% N=2
	Tigard as a place to raise children	Excellent		35% N=6
		Good		59% N=10
		Poor		6% N=1
	Tigard as a place to work	Excellent		33% N=4
		Good		33% N=4
		Fair		25% N=3
Poor			8% N=1	
Tigard as a place to visit	Excellent		11% N=2	
	Good		44% N=8	
	Fair		39% N=7	
	Poor		6% N=1	
Tigard as a place to retire	Excellent		31% N=5	
	Good		31% N=5	
	Fair		25% N=4	
	Poor		13% N=2	
Sense of community	Excellent		26% N=5	
	Good		32% N=6	
	Fair		26% N=5	
	Poor		16% N=3	
Please rate each of the following characteristics as they relate to Tigard as a whole.	Overall quality of parks and recreation opportunities	Excellent		37% N=7
		Good		53% N=10
		Fair		11% N=2
	Overall opportunities for education, culture, and the arts	Excellent		11% N=2

Please rate each of the following characteristics as they relate to Tigard as a whole.	Overall opportunities for education, culture, and the arts	Good		58% N=11
		Fair		26% N=5
		Poor		5% N=1
	Residents' connection and engagement with their community	Excellent		21% N=4
		Good		42% N=8
		Fair		26% N=5
Poor			11% N=2	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Tigard to someone who asks	Very likely		53% N=10
		Somewhat likely		42% N=8
		Very unlikely		5% N=1
	Remain in Tigard for the next five years	Very likely		68% N=13
		Somewhat likely		26% N=5
		Very unlikely		5% N=1
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		63% N=12
		Somewhat safe		32% N=6
		Neither safe nor unsafe		5% N=1
	In Tigard's downtown/commercial area during the day	Very safe		63% N=12
		Somewhat safe		21% N=4
		Neither safe nor unsafe		16% N=3
	From property crime	Very safe		21% N=4
		Somewhat safe		58% N=11
		Neither safe nor unsafe		5% N=1
		Somewhat unsafe		16% N=3
	From violent crime	Very safe		53% N=10
		Somewhat safe		32% N=6
		Neither safe nor unsafe		5% N=1
		Somewhat unsafe		5% N=1
		Very unsafe		5% N=1
From fire, flood, or other natural disaster	Very safe		32% N=6	
	Somewhat safe		42% N=8	
	Neither safe nor unsafe		11% N=2	
	Somewhat unsafe		16% N=3	

Please rate the job you feel the Tigard community does at each of the following.	Making all residents feel welcome	Excellent		32% N=6
		Good		42% N=8
		Fair		21% N=4
		Poor		5% N=1
Attracting people from diverse backgrounds	Excellent		33% N=5	
	Good		40% N=6	
	Fair		27% N=4	
Valuing/respecting residents from diverse backgrounds	Excellent		33% N=6	
	Good		50% N=9	
	Fair		17% N=3	
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		13% N=2	
	Good		50% N=8	
	Fair		31% N=5	
	Poor		6% N=1	
Please rate each of the following in the Tigard community.	Vibrancy of downtown/commercial area	Excellent		11% N=2
		Good		44% N=8
		Fair		28% N=5
		Poor		17% N=3
Employment opportunities	Good		36% N=4	
	Fair		45% N=5	
	Poor		18% N=2	
Shopping opportunities	Excellent		24% N=4	
	Good		35% N=6	
	Fair		41% N=7	
Please also rate each of the following in the Tigard community.	Traffic flow on major streets	Good		28% N=5
		Fair		44% N=8
		Poor		28% N=5
Ease of public parking	Excellent		17% N=3	
	Good		39% N=7	
	Fair		17% N=3	
	Poor		28% N=5	
Well-planned residential growth	Good		31% N=5	

































Please also rate each of the following in the Tigard community.




















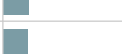












Well-planned residential growth	Fair		44% N=7
	Poor		25% N=4
Well-planned commercial growth	Good		47% N=7
	Fair		47% N=7
	Poor		7% N=1
Well-designed neighborhoods	Good		41% N=7
	Fair		35% N=6
	Poor		24% N=4
Preservation of the historical or cultural character of the community	Excellent		6% N=1
	Good		63% N=10
	Fair		31% N=5
Public places where people want to spend time	Excellent		17% N=3
	Good		50% N=9
	Fair		33% N=6
Variety of housing options	Excellent		6% N=1
	Good		31% N=5
	Fair		31% N=5
	Poor		31% N=5
Availability of affordable quality housing	Good		6% N=1
	Fair		44% N=7
	Poor		50% N=8
Cleanliness of Tigard	Excellent		16% N=3
	Good		47% N=9
	Fair		37% N=7
Air quality	Excellent		28% N=5
	Good		56% N=10
	Fair		17% N=3
Availability of paths and walking trails	Excellent		11% N=2
	Good		44% N=8
	Fair		33% N=6
	Poor		11% N=2
Recreational opportunities	Excellent		11% N=2

Please also rate each of the following in the Tigard community.

































Recreational opportunities	Good		56% N=10
	Fair		28% N=5
	Poor		6% N=1
Availability of affordable quality food	Excellent		11% N=2
	Good		58% N=11
	Fair		32% N=6
Availability of affordable quality health care	Excellent		6% N=1
	Good		44% N=8
	Fair		44% N=8
	Poor		6% N=1
Availability of preventive health services	Excellent		14% N=2
	Good		43% N=6
	Fair		36% N=5
	Poor		7% N=1
Availability of affordable quality mental health care	Excellent		9% N=1
	Good		9% N=1
	Fair		27% N=3
	Poor		55% N=6
Opportunities to attend cultural/arts/music activities	Excellent		5% N=1
	Good		58% N=11
	Fair		21% N=4
	Poor		16% N=3
Community support for the arts	Excellent		11% N=2
	Good		56% N=10
	Fair		22% N=4
	Poor		11% N=2
Availability of affordable quality childcare/preschool	Good		11% N=1
	Fair		44% N=4
	Poor		44% N=4
K-12 education	Excellent		7% N=1
	Good		60% N=9
	Fair		20% N=3

Please also rate each of the following in the Tigard community.

































Please also rate each of the following in the Tigard community.	K-12 education	Poor		13% N=2
	Adult educational opportunities	Good		18% N=2
		Fair		64% N=7
		Poor		18% N=2
	Sense of civic/community pride	Excellent		11% N=2
		Good		47% N=9
		Fair		32% N=6
		Poor		11% N=2
	Neighborliness of residents in Tigard	Excellent		26% N=5
		Good		42% N=8
		Fair		26% N=5
		Poor		5% N=1
Opportunities to participate in social events and activities	Excellent		11% N=2	
	Good		68% N=13	
	Fair		21% N=4	
Opportunities to attend special events and festivals	Excellent		26% N=5	
	Good		63% N=12	
	Fair		11% N=2	
Opportunities to volunteer	Excellent		19% N=3	
	Good		69% N=11	
	Fair		13% N=2	
Opportunities to participate in community matters	Excellent		28% N=5	
	Good		61% N=11	
	Fair		6% N=1	
	Poor		6% N=1	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		36% N=5	
	Good		50% N=7	
	Poor		14% N=2	
Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No		37% N=7
		Yes		63% N=12
	Voted in your most recent local election	No		11% N=2
Yes			89% N=17	

Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	No		50% N=9
		Yes		50% N=9
	Walked or biked instead of driving	No		53% N=10
		Yes		47% N=9
Please rate the quality of each of the following services in Tigard.	Public information services	Excellent		44% N=8
		Good		33% N=6
		Fair		17% N=3
		Poor		6% N=1
	Economic development	Excellent		20% N=3
		Good		47% N=7
		Fair		33% N=5
	Traffic enforcement	Excellent		6% N=1
		Good		61% N=11
		Fair		28% N=5
		Poor		6% N=1
	Traffic signal timing	Excellent		22% N=4
		Good		28% N=5
		Fair		39% N=7
		Poor		11% N=2
	Street repair	Excellent		11% N=2
		Good		26% N=5
		Fair		26% N=5
		Poor		37% N=7
	Street cleaning	Excellent		26% N=5
Good			37% N=7	
Fair			26% N=5	
Poor			11% N=2	
Street lighting	Excellent		11% N=2	
	Good		42% N=8	
	Fair		37% N=7	
	Poor		11% N=2	
Snow removal	Excellent		13% N=2	

Please rate the quality of each of the following services in Tigard.

































Snow removal	Good		40% N=6
	Fair		27% N=4
	Poor		20% N=3
Sidewalk maintenance	Good		44% N=7
	Fair		31% N=5
	Poor		25% N=4
Bus or transit services	Excellent		21% N=3
	Good		7% N=1
	Fair		50% N=7
	Poor		21% N=3
Land use, planning, and zoning	Excellent		7% N=1
	Good		53% N=8
	Fair		27% N=4
	Poor		13% N=2
Affordable high-speed internet access	Excellent		12% N=2
	Good		71% N=12
	Fair		6% N=1
	Poor		12% N=2
Garbage collection	Excellent		26% N=5
	Good		63% N=12
	Fair		5% N=1
	Poor		5% N=1
Drinking water	Excellent		42% N=8
	Good		47% N=9
	Fair		5% N=1
	Poor		5% N=1
Sewer services	Excellent		47% N=9
	Good		42% N=8
	Fair		5% N=1
	Poor		5% N=1
Power (electric and/or gas) utility	Excellent		47% N=9
	Good		37% N=7

































Please rate the quality of each of the following services in Tigard.

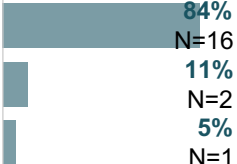





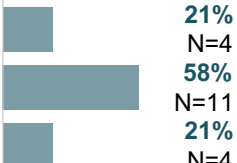


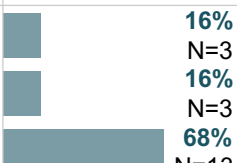


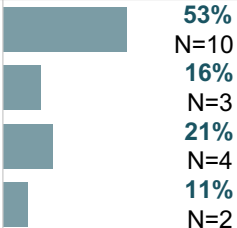



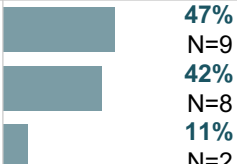


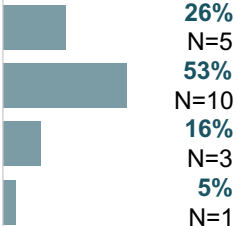





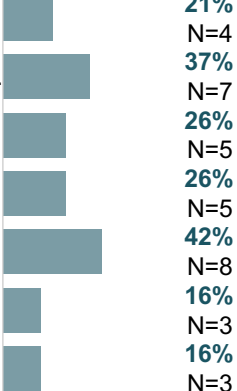






Power (electric and/or gas) utility	Fair		11% N=2
	Poor		5% N=1
Utility billing	Excellent		42% N=8
	Good		37% N=7
	Fair		11% N=2
	Poor		11% N=2
Police/Sheriff services	Excellent		18% N=3
	Good		71% N=12
	Fair		12% N=2
Crime prevention	Excellent		11% N=2
	Good		61% N=11
	Fair		17% N=3
	Poor		11% N=2
Animal control	Excellent		10% N=1
	Good		60% N=6
	Fair		10% N=1
	Poor		20% N=2
Ambulance or emergency medical services	Excellent		25% N=3
	Good		67% N=8
	Poor		8% N=1
Fire services	Excellent		53% N=9
	Good		41% N=7
	Poor		6% N=1
Fire prevention and education	Excellent		9% N=1
	Good		64% N=7
	Fair		18% N=2
	Poor		9% N=1
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		6% N=1
	Good		63% N=10
	Fair		25% N=4
	Poor		6% N=1
Tigard open space	Excellent		17% N=3

Please rate the quality of each of the following services in Tigard.	Service Category	Rating	Percentage and Count	
			Percentage	Count (N)
	Tigard open space	Good	50%	N=9
		Fair	33%	N=6
	Recycling	Excellent	16%	N=3
		Good	47%	N=9
		Fair	21%	N=4
		Poor	16%	N=3
	Yard waste pick-up	Excellent	17%	N=3
		Good	50%	N=9
		Fair	33%	N=6
	Tigard parks	Excellent	47%	N=9
		Good	42%	N=8
		Fair	11%	N=2
	Recreation programs or classes	Excellent	23%	N=3
		Good	62%	N=8
		Fair	15%	N=2
	Recreation centers or facilities	Excellent	8%	N=1
		Good	15%	N=2
		Fair	38%	N=5
		Poor	38%	N=5
	Health services	Excellent	8%	N=1
		Good	62%	N=8
		Fair	23%	N=3
		Poor	8%	N=1
	Public library services	Excellent	68%	N=13
		Good	32%	N=6
Please rate the following categories of Tigard government performance.	The value of services for the taxes paid to Tigard	Excellent	32%	N=6
		Good	37%	N=7
		Fair	21%	N=4
		Poor	11%	N=2
	The overall direction that Tigard is taking	Excellent	32%	N=6
	Good	58%	N=11	
	Poor	11%	N=2	

































Please rate the following categories of Tigard government performance.





The job Tigard government does at welcoming resident involvement	Excellent		53% N=10	
	Good		37% N=7	
	Fair		5% N=1	
	Poor		5% N=1	
Overall confidence in Tigard government	Excellent		32% N=6	
	Good		53% N=10	
	Fair		5% N=1	
	Poor		11% N=2	
Generally acting in the best interest of the community	Excellent		37% N=7	
	Good		47% N=9	
	Fair		5% N=1	
	Poor		11% N=2	
Being honest	Excellent		44% N=8	
	Good		44% N=8	
	Fair		6% N=1	
	Poor		6% N=1	
Being open and transparent to the public	Excellent		47% N=9	
	Good		42% N=8	
	Fair		5% N=1	
	Poor		5% N=1	
Informing residents about issues facing the community	Excellent		26% N=5	
	Good		58% N=11	
	Fair		11% N=2	
	Poor		5% N=1	
Treating all residents fairly	Excellent		38% N=6	
	Good		56% N=9	
	Poor		6% N=1	
Treating residents with respect	Excellent		39% N=7	
	Good		50% N=9	
	Fair		11% N=2	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Tigard	Excellent		32% N=6
		Good		58% N=11

Overall, how would you rate the quality of the services provided by each of the following?	The City of Tigard	Poor		11% N=2	
	The Federal Government	Excellent		11% N=2	
		Good		22% N=4	
		Fair		56% N=10	
		Poor		11% N=2	
Please rate how important, if at all, you think it is for the Tigard community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Essential		16% N=3	
		Very important		53% N=10	
		Somewhat important		32% N=6	
	Overall opportunities for education, culture, and the arts	Essential		5% N=1	
		Very important		47% N=9	
		Somewhat important		37% N=7	
		Not at all important		11% N=2	
	Residents' connection and engagement with their community	Essential		21% N=4	
		Very important		47% N=9	
		Somewhat important		32% N=6	
	How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?	City website (www.tigard-or.gov)	Major Source		50% N=9
			Minor Source		44% N=8
Not A Source				6% N=1	
Local media outlets (newspaper, radio, local television)		Major Source		16% N=3	
		Minor Source		53% N=10	
		Not A Source		32% N=6	
Government access channel 28		Minor Source		16% N=3	
		Not A Source		84% N=16	
City newsletter		Major Source		42% N=8	
		Minor Source		47% N=9	
		Not A Source		11% N=2	
City Council meetings and other public meetings		Major Source		26% N=5	
		Minor Source		37% N=7	
		Not A Source		37% N=7	
Talking with City officials and/or City employees		Major Source		26% N=5	
		Minor Source		26% N=5	
		Not A Source		47% N=9	

How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?	City communications via social media (Facebook, Twitter, etc.)	Major Source		84% N=16
		Minor Source		11% N=2
		Not A Source		5% N=1
	Word-of-mouth	Major Source		16% N=3
		Minor Source		47% N=9
		Not A Source		37% N=7
	Direct mailings (postcards and flyers)	Major Source		21% N=4
		Minor Source		58% N=11
		Not A Source		21% N=4
	City wide text messages	Major Source		16% N=3
		Minor Source		16% N=3
		Not A Source		68% N=13
How important to you, if at all, are the following City Council Goals?	Address the community's impact on the climate (by making the community resilient to the impacts of climate change through strategies to mitigate carbon pollution from City operations, and engaging with homeowners and renters to explore additional incentive programs that could reduce the co..	Essential		53% N=10
		Very important		16% N=3
		Somewhat important		21% N=4
		Not at all important		11% N=2
	Enhance community safety (through additional hiring, increased accountability, and specialized training in crisis intervention and de-escalation for Tigard Police officers)	Essential		47% N=9
		Very important		42% N=8
		Somewhat important		11% N=2
	Modernize and improve City services (by making progress on the City Facilities Modernization Project to have facilities that are more resilient, safer, and cost-effective with taxpayer dollars for the future and continuing to implement a new citywide software platform to modernize core busines..	Essential		26% N=5
		Very important		53% N=10
		Somewhat important		16% N=3
		Not at all important		5% N=1
	Reduce houselessness (by supporting outreach and wrap around services through partners, making transitional housing availabl..	Essential		63% N=12
		Very important		37% N=7
	What method(s), if any, have you used to provide feedback or engage with the City in the past 12 months? (Please select all that apply)	I have not contacted the ..		21% N=4
		In-person community mee..		37% N=7
		City council meetings		26% N=5
		Serve on City committees..		26% N=5
		Email		42% N=8
		Phone call		16% N=3
		Nextdoor (private neighbo..		16% N=3

What method(s), if any, have you used to provide feedback or engage with the City in the past 12 months? (Please select all that apply)	Social media channels (F..		53% N=10	
	Use the feedback forum o..		26% N=5	
	Some other way		5% N=1	
	Online civic engagement ..		21% N=4	
What is your current employment status?	Employed full-time		47% N=9	
	Unemployed		11% N=2	
	Employed part-time		16% N=3	
	Other		5% N=1	
	Retired		21% N=4	
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		84% N=16
		Once a day		5% N=1
		A few times a week		11% N=2
	Access the internet from your cell phone	Several times a day		100% N=19
		Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day	
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Once a day		16% N=3
		Use or check email	Several times a day	
	Once a day			11% N=2
	Share your opinions online	Several times a day		26% N=5
		A few times a week		21% N=4
		Every few weeks		37% N=7
		Less often or never		16% N=3
	Shop online	Several times a day		11% N=2
		Once a day		5% N=1
		A few times a week		53% N=10
		Every few weeks		26% N=5
Less often or never			5% N=1	
Please rate your overall health.	Excellent		33% N=6	
	Very good		44% N=8	
	Good		17% N=3	
	Fair		6% N=1	
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:	Somewhat positive		21% N=4	
	Neutral		42% N=8	

will have on your family income in the next 6 months? Do you think the impact will be:	Somewhat negative		37% N=7
How many years have you lived in Tigard?	2-5 years		16% N=3
	6-10 years		37% N=7
	11-20 years		26% N=5
	More than 20 years		21% N=4
	Which best describes the building you live in?	Single-family detached ho..	
	Townhouse or duplex (ma..		5% N=1
	Condominium or apartme..		5% N=1
Do you rent or own your home?	Rent		11% N=2
	Own		89% N=17
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)?	\$300 to \$599		11% N=2
	\$600 to \$999		16% N=3
	\$1,000 to \$1,499		11% N=2
	\$1,500 to \$2,499		42% N=8
	\$2,500 to \$3,999		16% N=3
	\$7,000 to \$9,999		5% N=1
	Do any children 17 or under live in your household?	No	
Yes			44% N=8
Are you or any other members of your household aged 65 or older?	No		74% N=14
	Yes		26% N=5
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		6% N=1
	\$50,000 to \$74,999		11% N=2
	\$75,000 to \$99,999		17% N=3
	\$100,000 to \$149,999		17% N=3
	\$150,000 to \$199,999		22% N=4
	\$200,000 to \$299,999		22% N=4
	\$300,000 or more		6% N=1
	Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latin..	
Yes, I consider myself to ..			6% N=1
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Black or African American		6% N=1
	White		94% N=17
In which category is your age?	35-44 years		26% N=5

In which category is your age?	45-54 years		37% N=7
	55-64 years		16% N=3
	65-74 years		16% N=3
	75 years or older		5% N=1
What is your gender?	Woman		71% N=12
	Man		29% N=5

The City of Tigard 2023 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

6. Please rate each of the following in the Tigard community.

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

7. Please also rate each of the following in the Tigard community.

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

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

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

The City of Tigard 2023 Community Survey

9. Please rate the quality of each of the following services in Tigard.

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

10. Please rate the following categories of Tigard government performance.

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

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

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

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

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

13. How much of a source, if at all, are each of the following for you getting information about the City government and its activities, events, and services?

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City website (www.tigard-or.gov).....	1	2	3
Local media outlets (newspaper, radio, local television).....	1	2	3
Government access channel 28	1	2	3
City newsletter	1	2	3
City Council meetings and other public meetings.....	1	2	3
Talking with City officials and/or City employees.....	1	2	3
City communications via social media (Facebook, Twitter, etc.)	1	2	3
Word-of-mouth	1	2	3
Direct mailings (postcards and flyers)	1	2	3
City wide text messages	1	2	3

14. How important to you, if at all, are the following City Council Goals?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Address the community’s impact on the climate (by making the community resilient to the impacts of climate change through strategies to mitigate carbon pollution from City operations, and engaging with homeowners and renters to explore additional incentive programs that could reduce the community’s impact on the climate).....	1	2	3	4
Enhance community safety (through additional hiring, increased accountability, and specialized training in crisis intervention and de-escalation for Tigard Police officers)	1	2	3	4
Modernize and improve City services (by making progress on the City Facilities Modernization Project to have facilities that are more resilient, safer, and cost-effective with taxpayer dollars for the future and continuing to implement a new citywide software platform to modernize core business systems)	1	2	3	4
Reduce houselessness (by supporting outreach and wrap around services through partners, making transitional housing available, and supporting business community to offset impacts).....	1	2	3	4

The City of Tigard 2023 Community Survey

15. What method(s), if any, have you used to provide feedback or engage with the City in the past 12 months?

(Please select all that apply)

- I have not contacted the City in the last 12 months
- In-person community meetings
- City council meetings
- Serve on City committees, commissions, or task forces
- Email
- Phone call
- Nextdoor (private neighborhood network)
- Social media channels (Facebook, Twitter)
- Use the feedback forum on the City's website
- Some other way
- Online civic engagement portal
(www.engage.tigard-or.gov)

16. What is your current employment status?

- Employed full-time
- Employed part-time
- Retired
- Unemployed
- Other
- None of these/I prefer not to say

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer.....	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent Very good Good Fair Poor

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

Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. How many years have you lived in Tigard?

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

D5. Which best describes the building you live in?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

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

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,500 to \$2,499 \$10,000 or more

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

- No Yes

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

- No Yes

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

- Less than \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

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

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

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

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Identify in another way

Thank you!

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