

CITY OF FOREST GROVE 2021 CITIZEN ATTITUDE SURVEY SUMMARY REPORT

Response Rate and Demographics

There were a total of 752 respondents to the 2021 Citizen Attitude Survey which included 372 online responses. The total number of responses in 2018 was 683 and 2016 was 676 responses.

The demographics were found to be similar to previous years with two new questions regarding area of residence and ethnicity:

Age

Age	2021 Percent	2018 Percent	2016 Percent
Under 30	5	4	6
31 to 45	22	20	26
46 to 55	16	19	16
Over 55	55	56	51

Residency in Forest Grove

Years of Residency	2021 Percent	2018 Percent	2016 Percent
Less than 1 yr	4	4	5
1 to 3 years	14	14	12
4 to 6 years	13	11	9
7 to 10 years	10	8	11
10+ years	56	62	63

Place of Residency	2021 Percent	2018 Percent	2016 Percent
Homeowner	83	84	83
Rent Apartment	10	9	7
Rent home, condo	5	5	7

New Demographic Questions

Area of Residence	2021 Percent	Ethnicity	2021 Percent
Northwest	43	White	83
Southwest	16	Hispanic / Latino	6
Northeast	14	Native American/Alaska Native	1
Southeast	18	Black / African-American	0.8
Outside City Limits	3	Asian/Pacific Islander	2
		Other	4

Primary Information Source regarding City of Forest Grove government:

Source	2021 Percent	2018 Percent	2016 Percent
Utility Bills	53	81	78
Facebook	21	29	27
News Times	20	45	48
Website	10	19	19
Word of mouth	5	5	7
Oregonian	4	8	11

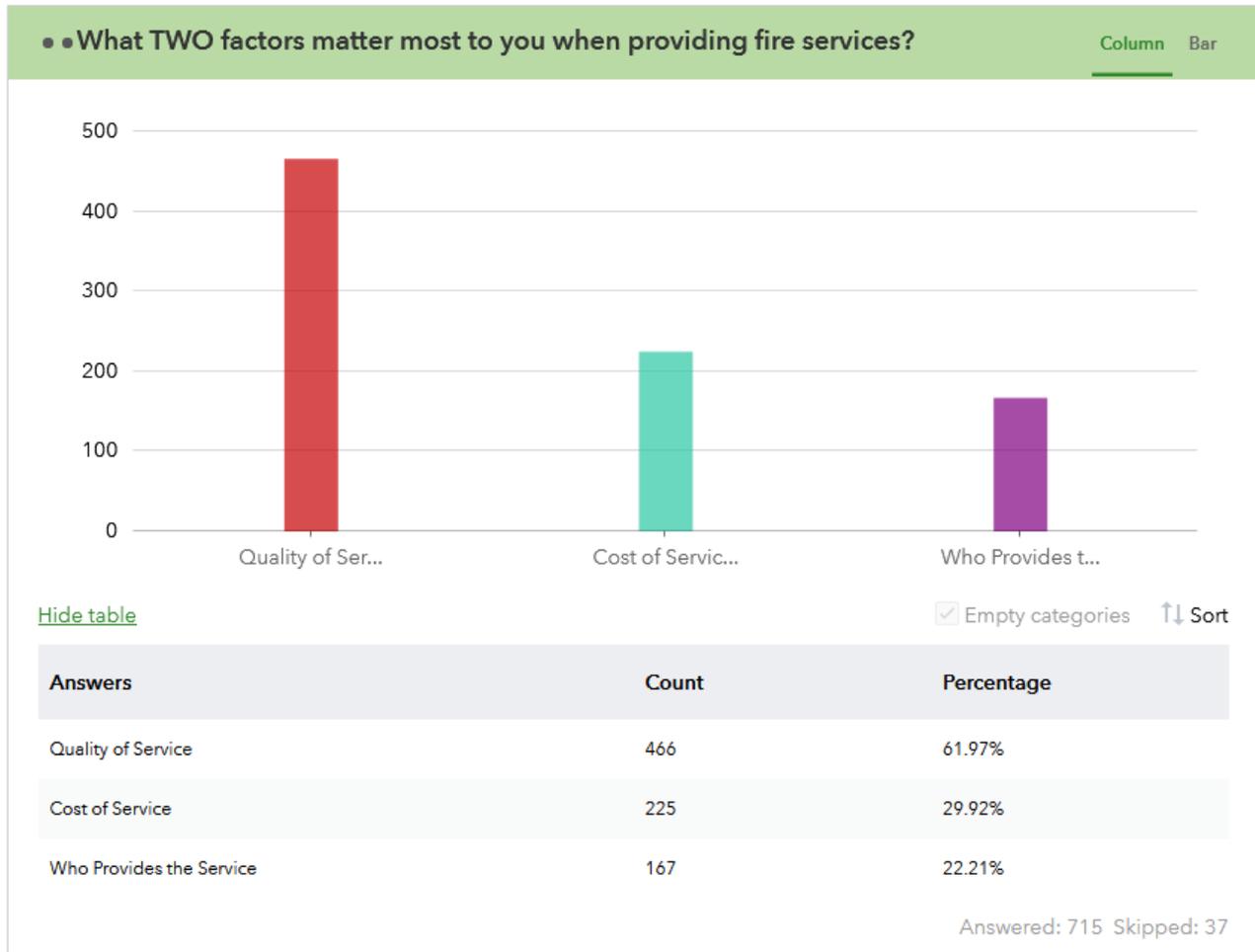
City Services Responses

The following is a summary of the response data for City Services. Respondents were asked to rank how well they believe the City is doing in providing the service. The ranking scale is from 1 (very poorly) to 7 (very well). Respondents may also indicate “don’t know” on an item. The results indicate the total number of respondents ranking each item and the item’s average score compared to the 2018 average score.

SERVICE / FACILITY ITEM	# Responses	2021 Average	2018 Average
Quality of fire response	359	6.41	6.35
Timeliness of emergency medical response	375	6.27	6.23
Electricity	705	6.21	6.09
Utility billing customer service	598	6.18	6.00
Sanitary sewer	619	6.14	5.99
Drinking water	683	6.14	5.98
Library customer service	491	6.01	5.94
Library materials available for checkout	494	5.98	5.84
Street cleaning	695	5.90	5.62
Passport services	166	5.83	5.59
Leaf pickup	617	5.82	5.46
Fire prevention programs	277	5.81	5.83
Timeliness of police response	390	5.72	5.67
Storm drainage; localized flooding prevention/follow up	593	5.71	5.58
Street lighting	699	5.69	5.48
Parking signs and markings	369	5.57	5.23
Library open hours	475	5.53	5.62
Traffic control (signs, pavement markings, signals)	698	5.48	5.33
Quality of police response	414	5.44	5.62
Municipal court	122	5.43	5.04
Communication (website, Facebook, utility bill inserts, newspaper ads, etc.)	659	5.42	5.44
Parks and trails	627	5.39	5.28
Landscaping and street tree trimming	669	5.39	5.13
Aquatic Center programs	344	5.29	5.39
Bike lanes	572	5.03	4.92
Parking enforcement	207	4.93	4.57
Downtown parking	655	4.89	4.37
Street repair and surfaces	698	4.89	4.65
Aquatic Center open hours	320	4.83	5.12
Other permits & licenses (business license, parking permits, etc)	160	4.80	4.41
Crime prevention programs	249	4.67	5.01
Building permits, planning permits, other development assistance	225	4.51	4.29
Enforcement of codes (e.g. junk cars, noise, zoning and nuisance)	510	4.23	4.03
OVERALL AVERAGE		5.50	5.36

SURVEY QUESTIONS

FIRE SERVICES: Out of 715 respondents, the two factors that matter most to them were the Quality of Service (62%) and the Cost of the Service (30%) with Who Provides the Service mattering the most to 22% of the respondents.



TOP THREE PRIORITIES THE CITY SHOULD ADDRESS:

The top three reoccurring issues noted in the 653 responses to this question were:

- 1) Homelessness
- 2) Supporting Small Business and Economy
- 3) Infrastructure and maintaining roads.

Also receiving numerous mentions were:

- police support and police reforms with training to meet culture sensitivity;
- affordable housing and rent control; and
- enforcement of speeding and traffic control.

The City of Forest Grove appreciates the responses received from the citizens and will continue to strive to make Forest Grove a place where families and businesses thrive.