

THE NCS™

The National Community Survey™

Tualatin, OR

Technical Appendices
2020



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Appendix A: Complete Survey Responses

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

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

Please rate each of the following aspects of quality of life in Tualatin.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Tualatin as a place to live	46%	N=259	46%	N=260	8%	N=47	0%	N=0	100%	N=567
Your neighborhood as a place to live	46%	N=260	40%	N=225	11%	N=64	3%	N=15	100%	N=563
Tualatin as a place to raise children	47%	N=223	43%	N=205	9%	N=42	1%	N=5	100%	N=476
Tualatin as a place to work	28%	N=102	51%	N=182	18%	N=65	2%	N=9	100%	N=357
Tualatin as a place to visit	14%	N=76	40%	N=213	32%	N=169	13%	N=69	100%	N=527
Tualatin as a place to retire	24%	N=100	48%	N=202	22%	N=94	7%	N=28	100%	N=425
The overall quality of life in Tualatin	31%	N=174	57%	N=322	10%	N=58	2%	N=10	100%	N=564
Sense of community	21%	N=110	47%	N=245	25%	N=132	7%	N=39	100%	N=525

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

Please rate each of the following aspects of quality of life in Tualatin.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Tualatin as a place to live	46%	N=259	46%	N=260	8%	N=47	0%	N=0	0%	N=0	100%	N=567
Your neighborhood as a place to live	46%	N=260	40%	N=225	11%	N=64	3%	N=15	0%	N=2	100%	N=565
Tualatin as a place to raise children	40%	N=223	36%	N=205	8%	N=42	1%	N=5	16%	N=88	100%	N=564
Tualatin as a place to work	18%	N=102	33%	N=182	12%	N=65	2%	N=9	36%	N=201	100%	N=558
Tualatin as a place to visit	13%	N=76	38%	N=213	30%	N=169	12%	N=69	6%	N=33	100%	N=560
Tualatin as a place to retire	18%	N=100	36%	N=202	17%	N=94	5%	N=28	24%	N=134	100%	N=559
The overall quality of life in Tualatin	31%	N=174	57%	N=322	10%	N=58	2%	N=10	0%	N=1	100%	N=564
Sense of community	20%	N=110	44%	N=245	23%	N=132	7%	N=39	7%	N=37	100%	N=562

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

Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Tualatin	15%	N=67	68%	N=305	15%	N=66	2%	N=11	100%	N=449
Overall quality of the transportation system (auto, bicycle, foot, bus) in Tualatin	11%	N=59	49%	N=258	31%	N=162	9%	N=50	100%	N=528
Overall design or layout of Tualatin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	15%	N=85	46%	N=253	31%	N=171	7%	N=41	100%	N=550
Overall quality of the utility infrastructure in Tualatin (water, sewer, storm water, electric/gas)	30%	N=155	55%	N=284	13%	N=66	2%	N=9	100%	N=513
Overall feeling of safety in Tualatin	40%	N=220	46%	N=256	11%	N=62	3%	N=15	100%	N=553
Overall quality of natural environment in Tualatin	45%	N=245	47%	N=257	6%	N=36	2%	N=12	100%	N=549
Overall quality of parks and recreation opportunities	41%	N=223	48%	N=260	10%	N=52	1%	N=7	100%	N=542
Overall health and wellness opportunities in Tualatin	28%	N=135	53%	N=258	17%	N=85	2%	N=10	100%	N=489
Overall opportunities for education, culture, and the arts	14%	N=67	47%	N=231	32%	N=156	7%	N=36	100%	N=491
Residents' connection and engagement with their community	13%	N=63	49%	N=236	29%	N=142	8%	N=40	100%	N=482

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

Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Tualatin	12%	N=67	55%	N=305	12%	N=66	2%	N=11	19%	N=106	100%	N=555
Overall quality of the transportation system (auto, bicycle, foot, bus) in Tualatin	11%	N=59	47%	N=258	29%	N=162	9%	N=50	4%	N=23	100%	N=551
Overall design or layout of Tualatin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	15%	N=85	45%	N=253	31%	N=171	7%	N=41	1%	N=7	100%	N=557
Overall quality of the utility infrastructure in Tualatin (water, sewer, storm water, electric/gas)	28%	N=155	51%	N=284	12%	N=66	2%	N=9	8%	N=43	100%	N=556
Overall feeling of safety in Tualatin	40%	N=220	46%	N=256	11%	N=62	3%	N=15	0%	N=2	100%	N=555
Overall quality of natural environment in Tualatin	44%	N=245	46%	N=257	6%	N=36	2%	N=12	1%	N=7	100%	N=556
Overall quality of parks and recreation opportunities	40%	N=223	47%	N=260	9%	N=52	1%	N=7	3%	N=14	100%	N=556
Overall health and wellness opportunities in Tualatin	25%	N=135	47%	N=258	15%	N=85	2%	N=10	12%	N=64	100%	N=553

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Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall opportunities for education, culture, and the arts	12%	N=67	42%	N=231	28%	N=156	7%	N=36	12%	N=64	100%	N=555
Residents' connection and engagement with their community	11%	N=63	43%	N=236	26%	N=142	7%	N=40	13%	N=72	100%	N=554

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

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Tualatin to someone who asks	51%	N=279	41%	N=227	6%	N=31	3%	N=15	100%	N=552
Remain in Tualatin for the next five years	53%	N=279	29%	N=155	11%	N=56	7%	N=37	100%	N=528

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

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Tualatin to someone who asks	50%	N=279	41%	N=227	6%	N=31	3%	N=15	1%	N=4	100%	N=555
Remain in Tualatin for the next five years	51%	N=279	28%	N=155	10%	N=56	7%	N=37	4%	N=25	100%	N=552

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

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	84%	N=464	13%	N=72	2%	N=14	1%	N=4	0%	N=0	100%	N=554
In Tualatin's downtown/commercial area during the day	68%	N=368	27%	N=148	3%	N=16	2%	N=8	1%	N=3	100%	N=544
From property crime	40%	N=214	43%	N=232	9%	N=48	7%	N=35	2%	N=10	100%	N=539
From violent crime	63%	N=341	27%	N=144	6%	N=34	2%	N=10	2%	N=9	100%	N=538
From fire, flood, or other natural disaster	51%	N=270	33%	N=178	11%	N=57	4%	N=19	1%	N=8	100%	N=532

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

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	83%	N=464	13%	N=72	2%	N=14	1%	N=4	0%	N=0	0%	N=3	100%	N=556
In Tualatin's downtown/commercial area during the day	66%	N=368	27%	N=148	3%	N=16	2%	N=8	1%	N=3	2%	N=11	100%	N=555

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Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
From property crime	39%	N=214	42%	N=232	9%	N=48	6%	N=35	2%	N=10	3%	N=16	100%	N=555
From violent crime	61%	N=341	26%	N=144	6%	N=34	2%	N=10	2%	N=9	3%	N=17	100%	N=555
From fire, flood, or other natural disaster	49%	N=270	32%	N=178	10%	N=57	3%	N=19	1%	N=8	4%	N=22	100%	N=554

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

Please rate the job you feel the Tualatin community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	24%	N=114	54%	N=259	16%	N=78	6%	N=28	100%	N=480
Attracting people from diverse backgrounds	19%	N=85	39%	N=173	28%	N=125	14%	N=62	100%	N=444
Valuing/respecting residents from diverse backgrounds	23%	N=101	46%	N=201	23%	N=99	7%	N=31	100%	N=431
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	18%	N=67	51%	N=188	21%	N=79	10%	N=37	100%	N=371

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

Please rate the job you feel the Tualatin community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	21%	N=114	47%	N=259	14%	N=78	5%	N=28	13%	N=73	100%	N=553
Attracting people from diverse backgrounds	15%	N=85	31%	N=173	23%	N=125	11%	N=62	20%	N=108	100%	N=552
Valuing/respecting residents from diverse backgrounds	18%	N=101	36%	N=201	18%	N=99	6%	N=31	22%	N=121	100%	N=553
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	12%	N=67	34%	N=188	14%	N=79	7%	N=37	33%	N=182	100%	N=553

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

Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Total	
Overall quality of business and service establishments in Tualatin	21%	N=114	63%	N=340	14%	N=76	3%	N=14	100%	N=544
Variety of business and service establishments in Tualatin	20%	N=107	43%	N=236	30%	N=161	7%	N=40	100%	N=544
Vibrancy of downtown/commercial area	12%	N=65	32%	N=166	39%	N=205	17%	N=89	100%	N=524
Employment opportunities	16%	N=54	44%	N=151	30%	N=104	10%	N=35	100%	N=343
Shopping opportunities	17%	N=93	48%	N=260	28%	N=155	7%	N=39	100%	N=547

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Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Cost of living in Tualatin	6%	N=33	34%	N=181	42%	N=223	18%	N=98	100%	N=535
Overall image or reputation of Tualatin	23%	N=125	58%	N=309	17%	N=89	2%	N=12	100%	N=535

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

Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Tualatin	21%	N=114	62%	N=340	14%	N=76	3%	N=14	1%	N=8	100%	N=552
Variety of business and service establishments in Tualatin	19%	N=107	43%	N=236	29%	N=161	7%	N=40	1%	N=6	100%	N=551
Vibrancy of downtown/commercial area	12%	N=65	30%	N=166	37%	N=205	16%	N=89	5%	N=26	100%	N=550
Employment opportunities	10%	N=54	27%	N=151	19%	N=104	6%	N=35	38%	N=208	100%	N=551
Shopping opportunities	17%	N=93	47%	N=260	28%	N=155	7%	N=39	1%	N=4	100%	N=551
Cost of living in Tualatin	6%	N=33	33%	N=181	41%	N=223	18%	N=98	2%	N=9	100%	N=544
Overall image or reputation of Tualatin	23%	N=125	56%	N=309	16%	N=89	2%	N=12	3%	N=15	100%	N=550

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

Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=19	26%	N=142	35%	N=191	35%	N=187	100%	N=540
Ease of public parking	15%	N=79	48%	N=255	28%	N=150	9%	N=47	100%	N=531
Ease of travel by car in Tualatin	11%	N=58	45%	N=243	32%	N=173	12%	N=62	100%	N=536
Ease of travel by public transportation in Tualatin	11%	N=36	32%	N=101	34%	N=106	23%	N=72	100%	N=315
Ease of travel by bicycle in Tualatin	16%	N=61	45%	N=173	30%	N=115	10%	N=37	100%	N=386
Ease of walking in Tualatin	29%	N=152	50%	N=261	15%	N=76	6%	N=30	100%	N=519
Well-planned residential growth	15%	N=57	46%	N=178	32%	N=122	7%	N=29	100%	N=386
Well-planned commercial growth	12%	N=47	40%	N=153	33%	N=128	15%	N=57	100%	N=385
Well-designed neighborhoods	15%	N=72	54%	N=271	26%	N=129	5%	N=26	100%	N=498
Preservation of the historical or cultural character of the community	22%	N=92	53%	N=221	19%	N=77	6%	N=26	100%	N=415

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Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public places where people want to spend time	20%	N=103	43%	N=224	30%	N=157	6%	N=33	100%	N=517
Variety of housing options	11%	N=52	42%	N=203	31%	N=152	16%	N=78	100%	N=485
Availability of affordable quality housing	5%	N=22	26%	N=111	36%	N=154	33%	N=140	100%	N=426
Overall quality of new development in Tualatin	10%	N=42	48%	N=200	31%	N=126	11%	N=46	100%	N=413
Overall appearance of Tualatin	26%	N=142	55%	N=298	16%	N=88	3%	N=15	100%	N=542
Cleanliness of Tualatin	36%	N=193	49%	N=267	12%	N=63	3%	N=17	100%	N=540
Water resources (beaches, lakes, ponds, riverways, etc.)	28%	N=147	41%	N=213	23%	N=120	8%	N=39	100%	N=520
Air quality	33%	N=174	54%	N=286	12%	N=64	2%	N=10	100%	N=535
Availability of paths and walking trails	39%	N=208	43%	N=231	16%	N=84	3%	N=15	100%	N=537
Fitness opportunities (including exercise classes and paths or trails, etc.)	37%	N=182	45%	N=225	15%	N=75	3%	N=15	100%	N=498
Recreational opportunities	23%	N=115	49%	N=250	24%	N=121	4%	N=20	100%	N=506
Availability of affordable quality food	22%	N=118	48%	N=257	23%	N=124	6%	N=34	100%	N=532
Availability of affordable quality health care	25%	N=111	55%	N=249	17%	N=77	3%	N=12	100%	N=450
Availability of preventive health services	29%	N=121	51%	N=218	17%	N=71	3%	N=14	100%	N=424
Availability of affordable quality mental health care	19%	N=50	37%	N=100	30%	N=80	14%	N=38	100%	N=268
Opportunities to attend cultural/arts/music activities	15%	N=68	40%	N=183	32%	N=147	14%	N=64	100%	N=463
Community support for the arts	18%	N=70	44%	N=170	33%	N=127	6%	N=22	100%	N=389
Availability of affordable quality childcare/preschool	22%	N=47	40%	N=88	22%	N=47	17%	N=36	100%	N=219
K-12 education	31%	N=111	51%	N=181	15%	N=54	3%	N=11	100%	N=356
Adult educational opportunities	14%	N=43	42%	N=132	29%	N=92	14%	N=45	100%	N=311
Sense of civic/community pride	16%	N=73	46%	N=208	31%	N=138	6%	N=28	100%	N=447
Neighborliness of residents in Tualatin	21%	N=108	46%	N=237	27%	N=138	7%	N=36	100%	N=519
Opportunities to participate in social events and activities	17%	N=78	46%	N=212	29%	N=132	8%	N=37	100%	N=458
Opportunities to attend special events and festivals	21%	N=99	46%	N=219	29%	N=138	5%	N=23	100%	N=479
Opportunities to volunteer	24%	N=94	47%	N=184	26%	N=102	4%	N=15	100%	N=395

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Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Opportunities to participate in community matters	20%	N=78	50%	N=197	27%	N=108	3%	N=13	100%	N=395
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=78	42%	N=171	29%	N=117	10%	N=38	100%	N=404

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

Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	4%	N=19	26%	N=142	35%	N=191	34%	N=187	1%	N=4	100%	N=544
Ease of public parking	15%	N=79	47%	N=255	28%	N=150	9%	N=47	2%	N=10	100%	N=541
Ease of travel by car in Tualatin	11%	N=58	45%	N=243	32%	N=173	11%	N=62	1%	N=4	100%	N=540
Ease of travel by public transportation in Tualatin	7%	N=36	19%	N=101	20%	N=106	13%	N=72	42%	N=226	100%	N=541
Ease of travel by bicycle in Tualatin	11%	N=61	32%	N=173	21%	N=115	7%	N=37	28%	N=154	100%	N=540
Ease of walking in Tualatin	28%	N=152	48%	N=261	14%	N=76	5%	N=30	4%	N=22	100%	N=541
Well-planned residential growth	11%	N=57	33%	N=178	23%	N=122	5%	N=29	29%	N=156	100%	N=541
Well-planned commercial growth	9%	N=47	28%	N=153	24%	N=128	10%	N=57	29%	N=158	100%	N=543
Well-designed neighborhoods	13%	N=72	50%	N=271	24%	N=129	5%	N=26	8%	N=44	100%	N=543
Preservation of the historical or cultural character of the community	17%	N=92	41%	N=221	14%	N=77	5%	N=26	23%	N=127	100%	N=542
Public places where people want to spend time	19%	N=103	41%	N=224	29%	N=157	6%	N=33	5%	N=25	100%	N=542
Variety of housing options	10%	N=52	37%	N=203	28%	N=152	14%	N=78	11%	N=58	100%	N=543
Availability of affordable quality housing	4%	N=22	20%	N=111	28%	N=154	26%	N=140	21%	N=115	100%	N=541
Overall quality of new development in Tualatin	8%	N=42	37%	N=200	24%	N=126	9%	N=46	23%	N=123	100%	N=537
Overall appearance of Tualatin	26%	N=142	55%	N=298	16%	N=88	3%	N=15	0%	N=1	100%	N=543
Cleanliness of Tualatin	36%	N=193	49%	N=267	12%	N=63	3%	N=17	0%	N=1	100%	N=541
Water resources (beaches, lakes, ponds, riverways, etc.)	27%	N=147	39%	N=213	22%	N=120	7%	N=39	4%	N=23	100%	N=543
Air quality	32%	N=174	53%	N=286	12%	N=64	2%	N=10	1%	N=7	100%	N=541
Availability of paths and walking trails	38%	N=208	42%	N=231	15%	N=84	3%	N=15	2%	N=10	100%	N=547

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Please rate each of the following characteristics as they relate to Tualatin as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Fitness opportunities (including exercise classes and paths or trails, etc.)	34%	N=182	42%	N=225	14%	N=75	3%	N=15	7%	N=40	100%	N=538
Recreational opportunities	21%	N=115	46%	N=250	22%	N=121	4%	N=20	7%	N=36	100%	N=542
Availability of affordable quality food	22%	N=118	47%	N=257	23%	N=124	6%	N=34	2%	N=10	100%	N=542
Availability of affordable quality health care	21%	N=111	46%	N=249	14%	N=77	2%	N=12	16%	N=88	100%	N=538
Availability of preventive health services	22%	N=121	40%	N=218	13%	N=71	3%	N=14	22%	N=117	100%	N=541
Availability of affordable quality mental health care	9%	N=50	18%	N=100	15%	N=80	7%	N=38	50%	N=274	100%	N=542
Opportunities to attend cultural/arts/music activities	12%	N=68	34%	N=183	27%	N=147	12%	N=64	15%	N=80	100%	N=543
Community support for the arts	13%	N=70	31%	N=170	23%	N=127	4%	N=22	28%	N=152	100%	N=541
Availability of affordable quality childcare/preschool	9%	N=47	16%	N=88	9%	N=47	7%	N=36	59%	N=321	100%	N=540
K-12 education	20%	N=111	33%	N=181	10%	N=54	2%	N=11	34%	N=186	100%	N=542
Adult educational opportunities	8%	N=43	24%	N=132	17%	N=92	8%	N=45	42%	N=228	100%	N=539
Sense of civic/community pride	13%	N=73	38%	N=208	26%	N=138	5%	N=28	17%	N=93	100%	N=540
Neighborliness of residents in Tualatin	20%	N=108	44%	N=237	25%	N=138	7%	N=36	4%	N=24	100%	N=542
Opportunities to participate in social events and activities	14%	N=78	39%	N=212	24%	N=132	7%	N=37	15%	N=83	100%	N=542
Opportunities to attend special events and festivals	18%	N=99	40%	N=219	26%	N=138	4%	N=23	12%	N=63	100%	N=542
Opportunities to volunteer	17%	N=94	34%	N=184	19%	N=102	3%	N=15	27%	N=147	100%	N=542
Opportunities to participate in community matters	14%	N=78	37%	N=197	20%	N=108	2%	N=13	27%	N=144	100%	N=539
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=78	32%	N=171	22%	N=117	7%	N=38	25%	N=133	100%	N=537

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Contacted the City of Tualatin (in-person, phone, email or web) for help or information	64%	N=342	36%	N=194	100%	N=535
Contacted Tualatin elected officials (in-person, phone, email or web) to express your opinion	88%	N=469	12%	N=65	100%	N=533
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, Community Involvement Organizations (CIOs), etc.)	84%	N=449	16%	N=86	100%	N=535

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Watched (online or on television) a local public meeting	89%	N=476	11%	N=61	100%	N=538
Volunteered your time to some group/activity in Tualatin	74%	N=399	26%	N=138	100%	N=537
Campaigned or advocated for a local issue, cause or candidate	90%	N=484	10%	N=53	100%	N=538
Voted in your most recent local election	24%	N=129	76%	N=409	100%	N=538
Used bus, rail, subway, or other public transportation instead of driving	76%	N=408	24%	N=127	100%	N=534
Carpooled with other adults or children instead of driving alone	56%	N=300	44%	N=236	100%	N=537
Walked or biked instead of driving	37%	N=199	63%	N=339	100%	N=538

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

Please rate the quality of each of the following services in Tualatin.	Excellent		Good		Fair		Poor		Total	
Public information services	17%	N=68	61%	N=246	18%	N=71	4%	N=16	100%	N=401
Economic development	13%	N=45	58%	N=204	25%	N=87	5%	N=16	100%	N=352
Traffic enforcement	15%	N=68	54%	N=255	21%	N=101	10%	N=46	100%	N=471
Traffic signal timing	11%	N=55	36%	N=186	33%	N=170	20%	N=101	100%	N=512
Street repair	15%	N=76	50%	N=253	29%	N=146	5%	N=25	100%	N=501
Street cleaning	33%	N=167	52%	N=265	15%	N=75	1%	N=5	100%	N=512
Street lighting	26%	N=136	52%	N=265	18%	N=94	4%	N=19	100%	N=515
Snow removal	20%	N=67	47%	N=155	24%	N=78	9%	N=28	100%	N=328
Sidewalk maintenance	16%	N=82	53%	N=266	24%	N=118	7%	N=35	100%	N=501
Bus or transit services	12%	N=39	50%	N=163	27%	N=89	12%	N=38	100%	N=329
Land use, planning, and zoning	8%	N=26	48%	N=155	29%	N=94	15%	N=49	100%	N=323
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=30	50%	N=175	27%	N=95	14%	N=48	100%	N=347
Affordable high-speed internet access	20%	N=95	42%	N=200	29%	N=138	9%	N=44	100%	N=477
Garbage collection	40%	N=194	50%	N=244	8%	N=40	3%	N=14	100%	N=492
Drinking water	51%	N=262	37%	N=190	10%	N=53	1%	N=7	100%	N=513
Sewer services	39%	N=189	51%	N=247	8%	N=41	1%	N=4	100%	N=481
Storm water management (storm drainage, dams, levees, etc.)	35%	N=155	52%	N=231	11%	N=49	2%	N=10	100%	N=445

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Please rate the quality of each of the following services in Tualatin.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Power (electric and/or gas) utility	38%	N=190	51%	N=259	10%	N=52	1%	N=4	100%	N=505
Utility billing	31%	N=151	50%	N=244	17%	N=82	2%	N=9	100%	N=487
Police/Sheriff services	38%	N=175	49%	N=226	11%	N=51	2%	N=11	100%	N=463
Crime prevention	27%	N=115	56%	N=242	13%	N=57	4%	N=18	100%	N=432
Animal control	25%	N=85	57%	N=192	13%	N=44	4%	N=13	100%	N=335
Ambulance or emergency medical services	44%	N=158	50%	N=177	5%	N=17	1%	N=3	100%	N=355
Fire services	51%	N=189	43%	N=161	6%	N=21	0%	N=0	100%	N=370
Fire prevention and education	31%	N=92	51%	N=151	16%	N=46	2%	N=7	100%	N=297
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=76	48%	N=154	19%	N=62	10%	N=31	100%	N=323
Preservation of natural areas (open space, farmlands, and greenbelts)	26%	N=113	52%	N=228	17%	N=73	5%	N=22	100%	N=436
Tualatin open space	28%	N=123	48%	N=211	20%	N=89	5%	N=21	100%	N=444
Recycling	32%	N=158	47%	N=230	15%	N=74	6%	N=28	100%	N=489
Yard waste pick-up	38%	N=151	49%	N=197	11%	N=44	2%	N=7	100%	N=399
City parks	38%	N=196	50%	N=257	11%	N=59	1%	N=4	100%	N=516
Recreation programs or classes	21%	N=78	52%	N=190	20%	N=74	7%	N=25	100%	N=367
Recreation centers or facilities	18%	N=72	49%	N=194	23%	N=90	10%	N=41	100%	N=397
Health services	32%	N=113	52%	N=180	13%	N=44	3%	N=12	100%	N=349
Public library services	57%	N=275	38%	N=182	4%	N=21	1%	N=4	100%	N=481
Overall customer service by Tualatin employees (police, receptionists, planners, etc.)	39%	N=166	49%	N=208	10%	N=42	3%	N=12	100%	N=428

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

Please rate the quality of each of the following services in Tualatin.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	13%	N=68	47%	N=246	13%	N=71	3%	N=16	24%	N=124	100%	N=525
Economic development	9%	N=45	39%	N=204	17%	N=87	3%	N=16	33%	N=170	100%	N=521
Traffic enforcement	13%	N=68	49%	N=255	19%	N=101	9%	N=46	10%	N=54	100%	N=524

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Please rate the quality of each of the following services in Tualatin.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	10%	N=55	35%	N=186	32%	N=170	19%	N=101	3%	N=14	100%	N=526
Street repair	14%	N=76	48%	N=253	28%	N=146	5%	N=25	5%	N=26	100%	N=526
Street cleaning	32%	N=167	50%	N=265	14%	N=75	1%	N=5	3%	N=16	100%	N=527
Street lighting	26%	N=136	50%	N=265	18%	N=94	4%	N=19	2%	N=13	100%	N=527
Snow removal	13%	N=67	29%	N=155	15%	N=78	5%	N=28	38%	N=198	100%	N=526
Sidewalk maintenance	16%	N=82	50%	N=266	22%	N=118	7%	N=35	5%	N=27	100%	N=528
Bus or transit services	7%	N=39	31%	N=163	17%	N=89	7%	N=38	37%	N=194	100%	N=523
Land use, planning, and zoning	5%	N=26	30%	N=155	18%	N=94	9%	N=49	38%	N=200	100%	N=523
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=30	33%	N=175	18%	N=95	9%	N=48	33%	N=174	100%	N=522
Affordable high-speed internet access	18%	N=95	38%	N=200	26%	N=138	8%	N=44	9%	N=47	100%	N=524
Garbage collection	37%	N=194	46%	N=244	8%	N=40	3%	N=14	7%	N=35	100%	N=527
Drinking water	50%	N=262	36%	N=190	10%	N=53	1%	N=7	3%	N=15	100%	N=528
Sewer services	36%	N=189	47%	N=247	8%	N=41	1%	N=4	9%	N=49	100%	N=530
Storm water management (storm drainage, dams, levees, etc.)	29%	N=155	44%	N=231	9%	N=49	2%	N=10	15%	N=81	100%	N=527
Power (electric and/or gas) utility	36%	N=190	49%	N=259	10%	N=52	1%	N=4	5%	N=25	100%	N=530
Utility billing	29%	N=151	46%	N=244	16%	N=82	2%	N=9	7%	N=39	100%	N=525
Police/Sheriff services	33%	N=175	43%	N=226	10%	N=51	2%	N=11	12%	N=65	100%	N=528
Crime prevention	22%	N=115	46%	N=242	11%	N=57	3%	N=18	18%	N=96	100%	N=528
Animal control	16%	N=85	36%	N=192	8%	N=44	2%	N=13	36%	N=192	100%	N=528
Ambulance or emergency medical services	30%	N=158	34%	N=177	3%	N=17	1%	N=3	32%	N=171	100%	N=527
Fire services	36%	N=189	30%	N=161	4%	N=21	0%	N=0	30%	N=157	100%	N=528
Fire prevention and education	17%	N=92	29%	N=151	9%	N=46	1%	N=7	44%	N=230	100%	N=527
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=76	29%	N=154	12%	N=62	6%	N=31	38%	N=202	100%	N=526
Preservation of natural areas (open space, farmlands, and greenbelts)	22%	N=113	44%	N=228	14%	N=73	4%	N=22	17%	N=86	100%	N=522

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Please rate the quality of each of the following services in Tualatin.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Tualatin open space	23%	N=123	40%	N=211	17%	N=89	4%	N=21	16%	N=82	100%	N=526
Recycling	30%	N=158	44%	N=230	14%	N=74	5%	N=28	7%	N=38	100%	N=527
Yard waste pick-up	29%	N=151	38%	N=197	8%	N=44	1%	N=7	24%	N=127	100%	N=526
City parks	37%	N=196	49%	N=257	11%	N=59	1%	N=4	2%	N=13	100%	N=528
Recreation programs or classes	15%	N=78	36%	N=190	14%	N=74	5%	N=25	30%	N=160	100%	N=527
Recreation centers or facilities	14%	N=72	37%	N=194	17%	N=90	8%	N=41	25%	N=129	100%	N=526
Health services	22%	N=113	35%	N=180	8%	N=44	2%	N=12	33%	N=172	100%	N=521
Public library services	52%	N=275	35%	N=182	4%	N=21	1%	N=4	9%	N=46	100%	N=527
Overall customer service by Tualatin employees (police, receptionists, planners, etc.)	32%	N=166	40%	N=208	8%	N=42	2%	N=12	18%	N=94	100%	N=522

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

Please rate the following categories of Tualatin government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Tualatin	10%	N=43	55%	N=228	29%	N=122	6%	N=23	100%	N=417
The overall direction that Tualatin is taking	13%	N=54	58%	N=235	22%	N=88	7%	N=28	100%	N=405
The job Tualatin government does at welcoming resident involvement	13%	N=46	56%	N=196	25%	N=88	6%	N=22	100%	N=352
Overall confidence in Tualatin government	14%	N=58	52%	N=220	28%	N=118	6%	N=26	100%	N=422
Generally acting in the best interest of the community	17%	N=69	55%	N=228	23%	N=94	5%	N=21	100%	N=412
Being honest	20%	N=66	57%	N=189	20%	N=67	3%	N=9	100%	N=331
Being open and transparent to the public	19%	N=70	51%	N=184	24%	N=86	6%	N=20	100%	N=360
Informing residents about issues facing the community	19%	N=75	50%	N=201	24%	N=98	7%	N=27	100%	N=400
Treating all residents fairly	22%	N=74	55%	N=183	20%	N=66	4%	N=12	100%	N=334
Treating residents with respect	24%	N=89	58%	N=217	14%	N=54	3%	N=13	100%	N=372

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

Please rate the following categories of Tualatin government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Tualatin	8%	N=43	43%	N=228	23%	N=122	4%	N=23	21%	N=112	100%	N=528
The overall direction that Tualatin is taking	10%	N=54	45%	N=235	17%	N=88	5%	N=28	23%	N=121	100%	N=527
The job Tualatin government does at welcoming resident involvement	9%	N=46	37%	N=196	17%	N=88	4%	N=22	33%	N=176	100%	N=529
Overall confidence in Tualatin government	11%	N=58	42%	N=220	22%	N=118	5%	N=26	20%	N=106	100%	N=528
Generally acting in the best interest of the community	13%	N=69	43%	N=228	18%	N=94	4%	N=21	22%	N=115	100%	N=527
Being honest	13%	N=66	36%	N=189	13%	N=67	2%	N=9	37%	N=195	100%	N=527
Being open and transparent to the public	13%	N=70	35%	N=184	16%	N=86	4%	N=20	32%	N=166	100%	N=526
Informing residents about issues facing the community	14%	N=75	38%	N=201	19%	N=98	5%	N=27	24%	N=126	100%	N=526
Treating all residents fairly	14%	N=74	35%	N=183	12%	N=66	2%	N=12	37%	N=194	100%	N=528
Treating residents with respect	17%	N=89	41%	N=217	10%	N=54	2%	N=13	29%	N=155	100%	N=527

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

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Tualatin	27%	N=128	57%	N=273	15%	N=72	1%	N=7	100%	N=479
The Federal Government	5%	N=24	32%	N=145	38%	N=172	25%	N=112	100%	N=453

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

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Tualatin	24%	N=128	52%	N=273	14%	N=72	1%	N=7	9%	N=47	100%	N=526
The Federal Government	5%	N=24	27%	N=145	33%	N=172	21%	N=112	14%	N=74	100%	N=526

Table 22: Question 12

Please rate how important, if at all, you think it is for the Tualatin community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Tualatin	45%	N=234	46%	N=240	9%	N=49	0%	N=0	100%	N=524
Overall quality of the transportation system (auto, bicycle, foot, bus) in Tualatin	41%	N=213	45%	N=235	13%	N=68	2%	N=8	100%	N=525
Overall design or layout of Tualatin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	31%	N=163	44%	N=228	23%	N=119	2%	N=13	100%	N=522
Overall quality of the utility infrastructure in Tualatin (water, sewer, storm water, electric/gas)	43%	N=222	40%	N=209	17%	N=88	0%	N=2	100%	N=521
Overall feeling of safety in Tualatin	51%	N=265	39%	N=202	10%	N=52	1%	N=4	100%	N=524
Overall quality of natural environment in Tualatin	39%	N=206	48%	N=249	12%	N=61	1%	N=7	100%	N=524
Overall quality of parks and recreation opportunities	36%	N=189	47%	N=249	16%	N=82	1%	N=6	100%	N=527
Overall health and wellness opportunities in Tualatin	29%	N=153	46%	N=242	21%	N=109	4%	N=19	100%	N=522
Overall opportunities for education, culture and the arts	27%	N=143	42%	N=221	28%	N=145	3%	N=16	100%	N=524
Residents' connection and engagement with their community	19%	N=101	44%	N=232	32%	N=170	4%	N=20	100%	N=523

Table 23: Question 13 without "don't know" responses

Many parks amenities are reaching the end of their safe and reliable life (e.g., Brown's Ferry Community Center building and the playground at Jurgens Park). Without additional funding for renovation or replacement, the City may soon need to close, reduce, or remove park amenities. Knowing this, how much would you support or oppose each of the following actions the City might take?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Develop a proposal for a property tax levy or bond for maintaining our parks amenities and then place the question on the ballot for voters to decide	46%	N=223	33%	N=159	11%	N=52	11%	N=51	100%	N=485
Add a fee to each utility bill, with the amount to be determined and approved by City Council, to pay for maintaining our parks amenities	19%	N=94	31%	N=155	22%	N=107	28%	N=138	100%	N=494
Do not ask property owners or utility rate payers to pay more even if it means reducing or removing amenities	15%	N=72	21%	N=99	25%	N=116	38%	N=179	100%	N=466

Table 24: Question 13 with "don't know" responses

Many parks amenities are reaching the end of their safe and reliable life (e.g., Brown’s Ferry Community Center building and the playground at Jurgens Park). Without additional funding for renovation or replacement, the City may soon need to close, reduce, or remove park amenities. Knowing this, how much would you support or oppose each of the following actions the City might take?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don’t know		Total	
Develop a proposal for a property tax levy or bond for maintaining our parks amenities and then place the question on the ballot for voters to decide	43%	N=223	30%	N=159	10%	N=52	10%	N=51	7%	N=37	100%	N=521
Add a fee to each utility bill, with the amount to be determined and approved by City Council, to pay for maintaining our parks amenities	18%	N=94	30%	N=155	20%	N=107	27%	N=138	5%	N=26	100%	N=521
Do not ask property owners or utility rate payers to pay more even if it means reducing or removing amenities	14%	N=72	19%	N=99	22%	N=116	35%	N=179	10%	N=51	100%	N=517

Table 25: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Tualatin government and its activities, events, and services.	Major source		Minor source		Not a source		Total	
City website (www.tualatinoregon.gov)	71%	N=366	20%	N=100	9%	N=46	100%	N=513
Local media outlets (Tualatin Times, Tualatin Life, local television stations)	45%	N=230	42%	N=218	13%	N=67	100%	N=515
City e-newsletter Tualatin Today	29%	N=147	43%	N=217	29%	N=145	100%	N=510
Talking with City officials	14%	N=70	41%	N=208	45%	N=233	100%	N=511
City Council or other public meetings	18%	N=93	43%	N=217	39%	N=199	100%	N=510
City communications via social media (Facebook, Twitter, Nextdoor, etc.)	32%	N=165	36%	N=182	32%	N=164	100%	N=512
Word-of-mouth	28%	N=143	45%	N=230	27%	N=139	100%	N=513

Table 26: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Access the internet from your home using a computer, laptop or tablet computer	87%	N=454	3%	N=17	3%	N=17	0%	N=2	6%	N=31	100%	N=522
Access the internet from your cell phone	88%	N=458	3%	N=14	2%	N=13	1%	N=5	6%	N=30	100%	N=520
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	56%	N=292	11%	N=59	9%	N=46	4%	N=20	20%	N=104	100%	N=521
Use or check email	82%	N=424	12%	N=62	3%	N=14	2%	N=9	2%	N=11	100%	N=519
Share your opinions online	12%	N=60	5%	N=24	14%	N=74	14%	N=71	56%	N=290	100%	N=518
Shop online	10%	N=53	6%	N=31	35%	N=182	38%	N=199	11%	N=58	100%	N=522

Table 27: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop or tablet computer	87%	N=454	3%	N=17	3%	N=17	0%	N=2	6%	N=31	1%	N=3	100%	N=524
Access the internet from your cell phone	88%	N=458	3%	N=14	2%	N=13	1%	N=5	6%	N=30	0%	N=2	100%	N=522
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	56%	N=292	11%	N=59	9%	N=46	4%	N=20	20%	N=104	1%	N=3	100%	N=525
Use or check email	81%	N=424	12%	N=62	3%	N=14	2%	N=9	2%	N=11	0%	N=3	100%	N=522
Share your opinions online	11%	N=60	5%	N=24	14%	N=74	14%	N=71	56%	N=290	1%	N=5	100%	N=522
Shop online	10%	N=53	6%	N=31	35%	N=182	38%	N=199	11%	N=58	0%	N=2	100%	N=525

Table 28: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=140
Very good	42%	N=222
Good	24%	N=128
Fair	6%	N=31
Poor	1%	N=5
Total	100%	N=526

Table 29: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	5%	N=25
Somewhat positive	13%	N=67
Neutral	42%	N=218
Somewhat negative	31%	N=161
Very negative	10%	N=53
Total	100%	N=524

Table 30: Question D4

How many years have you lived in Tualatin?	Percent	Number
Less than 2 years	20%	N=106
2-5 years	26%	N=139
6-10 years	11%	N=57
11-20 years	19%	N=103
More than 20 years	23%	N=123
Total	100%	N=527

Table 31: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	54%	N=302
Building with two or more homes (duplex, townhome, apartment or condominium)	44%	N=250
Mobile home	0%	N=1
Other	2%	N=10
Total	100%	N=563

Table 32: Question D6

Do you rent or own your home?	Percent	Number
Rent	43%	N=241
Own	57%	N=319
Total	100%	N=560

Table 33: Question D7

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500	3%	N=14
\$500 to \$999	10%	N=48
\$1,000 to \$1,499	29%	N=146
\$1,500 to \$1,999	24%	N=119
\$2,000 to \$2,499	19%	N=94
\$2,500 to \$2,999	9%	N=45
\$3,000 to \$3,499	4%	N=18
\$3,500 or more	4%	N=19
Total	100%	N=503

Table 34: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	70%	N=364
Yes	30%	N=157
Total	100%	N=522

Table 35: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=402
Yes	23%	N=123
Total	100%	N=525

Table 36: Question D10

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	7%	N=35
\$25,000 to \$49,999	17%	N=86
\$50,000 to \$74,999	17%	N=85
\$75,000 to \$99,999	16%	N=79
\$100,000 to \$149,999	23%	N=114
\$150,000 or more	19%	N=93
Total	100%	N=493

Table 37: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	91%	N=474
Yes, I consider myself to be Spanish, Hispanic or Latino	9%	N=44
Total	100%	N=518

Table 38: Question D12

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	10%	N=49
Black or African American	1%	N=6
White	85%	N=438
Other	7%	N=34

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

Table 39: Question D13

In which category is your age?	Percent	Number
18-24 years	2%	N=14
25-34 years	25%	N=142
35-44 years	21%	N=117
45-54 years	19%	N=109
55-64 years	12%	N=65
65-74 years	15%	N=86
75 years or older	5%	N=28
Total	100%	N=562

Table 40: Question D14

What is your gender?	Percent	Number
Female	53%	N=292
Male	47%	N=261
Identify in another way	0%	N=2
Total	100%	N=555

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Tualatin chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (all communities in the West with populations between 10,000 and 75,000).

Interpreting the Results

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

In that final column, Tualatin’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 Tualatin residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Tualatin’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 Tualatin’s average rating was more than 20 points different when compared to the benchmark.

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

National Benchmark Comparisons

Table 41: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Tualatin	81%	146	353	Similar
The overall quality of life in Tualatin	88%	165	454	Similar
Tualatin as a place to live	92%	122	397	Similar
Recommend living in Tualatin to someone who asks	92%	92	294	Similar
Remain in Tualatin for the next five years	82%	186	287	Similar

Table 42: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Tualatin government	66%	57	278	Similar
The overall direction that Tualatin is taking	71%	79	321	Similar
The value of services for the taxes paid to Tualatin	65%	92	398	Similar
Generally acting in the best interest of the community	72%	37	278	Higher
Being honest	77%	17	269	Higher
Being open and transparent to the public	71%	3	11	Similar
Informing residents about issues facing the community	69%	4	11	Similar
The job Tualatin government does at welcoming resident involvement	69%	46	324	Similar
Treating all residents fairly	77%	13	275	Higher
Treating residents with respect	82%	3	11	Similar
Overall customer service by Tualatin employees	87%	39	385	Higher
Public information services	78%	89	299	Similar
Quality of services provided by the City of Tualatin	84%	97	422	Similar
Quality of services provided by the Federal Government	37%	186	259	Similar

Table 43: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Tualatin	83%	89	279	Similar
Economic development	71%	54	289	Similar

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Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of business and service establishments in Tualatin	83%	31	280	Higher
Variety of business and service establishments in Tualatin	63%	6	10	Similar
Vibrancy of downtown/commercial area	44%	140	255	Similar
Shopping opportunities	65%	121	299	Similar
Tualatin as a place to visit	55%	200	295	Similar
Tualatin as a place to work	79%	68	366	Higher
Employment opportunities	60%	52	315	Higher
Cost of living in Tualatin	40%	163	274	Similar
Economy will have positive impact on income	18%	264	266	Lower
NOT experiencing housing costs stress	58%	230	265	Lower

Table 44: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system in Tualatin	60%	246	282	Lower
Traffic flow on major streets	30%	302	344	Lower
Ease of travel by car in Tualatin	56%	230	311	Similar
Ease of travel by public transportation in Tualatin	43%	84	246	Similar
Ease of travel by bicycle in Tualatin	61%	105	310	Similar
Ease of walking in Tualatin	80%	70	311	Similar
Ease of public parking	63%	85	240	Similar
Bus or transit services	61%	84	244	Similar
Traffic enforcement	69%	169	370	Similar
Traffic signal timing	47%	176	273	Similar
Street repair	66%	47	381	Higher
Street cleaning	84%	12	328	Higher
Street lighting	78%	23	335	Higher
Snow removal	68%	125	278	Similar
Sidewalk maintenance	69%	61	321	Similar
Used bus, rail, subway, or other public transportation instead of driving	24%	89	225	Similar
Carpooled with other adults or children instead of driving alone	44%	108	258	Similar
Walked or biked instead of driving	63%	89	267	Similar

Table 45: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Tualatin's residential and commercial areas	61%	132	272	Similar
Overall appearance of Tualatin	81%	135	353	Similar
Your neighborhood as a place to live	86%	113	318	Similar
Overall quality of new development in Tualatin	58%	139	297	Similar
Well-planned residential growth	61%	5	14	Similar
Well-planned commercial growth	52%	7	14	Similar
Well-designed neighborhoods	69%	8	15	Similar
Preservation of the historical or cultural character of the community	75%	3	11	Similar
Public places where people want to spend time	63%	142	266	Similar
Variety of housing options	53%	152	285	Similar
Availability of affordable quality housing	31%	214	309	Similar
Land use, planning, and zoning	56%	108	306	Similar
Code enforcement	59%	147	386	Similar

Table 46: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in Tualatin	85%	5	11	Similar
Affordable high-speed internet access	62%	3	9	Similar
Power (electric and/or gas) utility	89%	13	196	Similar
Garbage collection	89%	88	350	Similar
Drinking water	88%	10	316	Higher
Sewer services	91%	12	321	Higher
Storm water management	87%	8	344	Higher
Utility billing	81%	19	241	Similar

Table 47: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Tualatin	86%	145	365	Similar
Police/Sheriff services	87%	151	447	Similar
Crime prevention	83%	112	363	Similar
Animal control	83%	18	332	Higher
Ambulance or emergency medical services	94%	138	341	Similar

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Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fire services	94%	130	380	Similar
Fire prevention and education	82%	122	289	Similar
Emergency preparedness	71%	94	289	Similar
In your neighborhood during the day	97%	57	362	Similar
In Tualatin's downtown/commercial area during the day	95%	113	327	Similar
From property crime	83%	5	26	Similar
From violent crime	90%	6	26	Similar
From fire, flood, or other natural disaster	84%	7	11	Similar

Table 48: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in Tualatin	91%	45	282	Higher
Cleanliness of Tualatin	85%	91	302	Similar
Water resources	69%	3	8	Similar
Air quality	86%	79	255	Similar
Preservation of natural areas	78%	30	260	Higher
Tualatin open space	75%	31	246	Higher
Recycling	79%	169	354	Similar
Yard waste pick-up	87%	49	272	Similar

Table 49: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of parks and recreation opportunities	89%	4	11	Similar
Availability of paths and walking trails	82%	54	324	Higher
City parks	88%	99	325	Similar
Recreational opportunities	72%	116	301	Similar
Recreation programs or classes	73%	169	333	Similar
Recreation centers or facilities	67%	188	289	Similar
Fitness opportunities	82%	48	264	Similar

Table 50: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Tualatin	81%	70	274	Similar
Health services	84%	27	232	Higher
Availability of affordable quality health care	80%	35	269	Higher
Availability of preventive health services	80%	36	250	Higher
Availability of affordable quality mental health care	56%	53	244	Similar
Availability of affordable quality food	70%	96	253	Similar
In very good to excellent health	69%	68	259	Similar

Table 51: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	61%	181	275	Similar
Opportunities to attend cultural/arts/music activities	54%	185	297	Similar
Opportunities to attend special events and festivals	66%	145	291	Similar
Community support for the arts	62%	5	11	Similar
Public library services	95%	21	336	Higher
Availability of affordable quality child care/preschool	62%	81	266	Similar
K-12 education	82%	108	280	Similar
Adult educational opportunities	56%	150	252	Similar

Table 52: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	62%	5	11	Similar
Sense of community	68%	118	311	Similar
Sense of civic/community pride	63%	5	11	Similar
Neighborliness of Tualatin	66%	97	266	Similar
Tualatin as a place to raise children	90%	116	385	Similar
Tualatin as a place to retire	71%	146	365	Similar
Openness and acceptance of the community toward people of diverse backgrounds	62%	132	300	Similar

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Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	78%	6	11	Similar
Attracting people from diverse backgrounds	58%	6	11	Similar
Valuing/respecting residents from diverse backgrounds	70%	7	11	Similar
Taking care of vulnerable residents	69%	4	11	Similar
Opportunities to participate in social events and activities	63%	133	271	Similar
Opportunities to volunteer	70%	118	273	Similar
Opportunities to participate in community matters	70%	84	283	Similar

Table 53: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Tualatin for help or information	36%	283	338	Similar
Contacted Tualatin elected officials to express your opinion	12%	222	264	Similar
Attended a local public meeting	16%	214	271	Similar
Watched (online or on television) a local public meeting	11%	222	241	Lower
Volunteered your time to some group/activity in Tualatin	26%	230	273	Lower
Campaigned or advocated for an issue, cause or candidate	10%	247	250	Lower
Voted in your most recent local election	76%	3	11	Similar
Access the internet from your home using a computer, laptop or tablet computer	94%	5	11	Similar
Access the internet from your cell phone	93%	4	11	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	76%	8	11	Similar
Use or check email	96%	6	11	Similar
Share your opinions online	30%	8	11	Similar
Shop online	51%	3	11	Similar

Table 54: Focus Areas

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Tualatin	91%	117	252	Similar
Overall quality of the transportation system in Tualatin	85%	50	252	Similar

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Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Tualatin's residential and commercial areas	75%	149	252	Similar
Overall quality of the utility infrastructure in Tualatin	83%	7	11	Similar
Overall feeling of safety in Tualatin	89%	172	252	Similar
Overall quality of natural environment in Tualatin	87%	77	252	Similar
Overall quality of parks and recreation opportunities	83%	4	11	Similar
Overall health and wellness opportunities in Tualatin	76%	134	251	Similar
Overall opportunities for education, culture, and the arts	69%	220	252	Lower
Residents' connection and engagement with their community	64%	252	252	Much lower

Communities included in national comparisons

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

Adams County, CO.....	487,850	Baytown city, TX	76,205
Airway Heights city, WA.....	8,017	Beaumont city, CA.....	43,641
Albany city, OR	52,007	Bedford city, TX.....	49,082
Albemarle County, VA.....	105,105	Bedford town, MA	14,105
Albert Lea city, MN.....	17,716	Bellevue city, WA	139,014
Alexandria city, VA	154,710	Bellingham city, WA.....	85,388
Allegan County, MI	114,145	Bend city, OR.....	87,167
American Canyon city, CA	20,341	Bethlehem township, PA.....	23,800
Ames city, IA	65,005	Bettendorf city, IA	35,293
Ankeny city, IA	56,237	Billings city, MT	109,082
Ann Arbor city, MI.....	119,303	Bloomington city, IN.....	83,636
Apache Junction city, AZ.....	38,452	Bloomington city, MN	85,417
Arapahoe County, CO.....	626,612	Boise City city, ID	220,859
Arlington city, TX	388,225	Bonner Springs city, KS	7,644
Arvada city, CO.....	115,320	Boulder city, CO.....	106,271
Asheville city, NC.....	89,318	Bowling Green city, KY.....	64,302
Ashland city, OR.....	20,733	Bozeman city, MT	43,132
Ashland town, MA.....	17,478	Brentwood city, TN	41,524
Ashland town, VA	7,554	Brighton city, CO.....	38,016
Aspen city, CO.....	7,097	Brookline CDP, MA	59,246
Athens-Clarke County, GA	122,292	Brooklyn Center city, MN.....	30,885
Auburn city, AL	61,462	Brooklyn city, OH	10,891
Augusta CCD, GA.....	136,103	Broomfield city, CO.....	64,283
Aurora city, CO	357,323	Brownsburg town, IN	24,625
Austin city, TX	916,906	Buffalo Grove village, IL	41,551
Avon town, CO.....	6,503	Burlingame city, CA.....	30,401
Avon town, IN.....	16,479	Cabarrus County, NC	196,716
Avondale city, AZ.....	81,590	Cambridge city, MA.....	110,893
Azusa city, CA.....	49,029	Canandaigua city, NY.....	10,402
Bainbridge Island city, WA.....	23,689	Cannon Beach city, OR.....	1,517
Baltimore city, MD.....	619,796	Cañon City city, CO.....	16,298
Baltimore County, MD.....	828,637	Canton city, SD	3,352
Battle Creek city, MI	51,505	Cape Coral city, FL	173,679
Bay Village city, OH.....	15,426	Carlsbad city, CA	113,147

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Carroll city, IA.....	9,937	Denver city, CO.....	678,467
Cartersville city, GA.....	20,235	Des Moines city, IA.....	214,778
Cary town, NC.....	159,715	Des Peres city, MO.....	8,536
Castle Rock town, CO.....	57,274	Destin city, FL.....	13,421
Cedar Hill city, TX.....	48,149	Dothan city, AL.....	67,784
Cedar Park city, TX.....	70,010	Dover city, NH.....	30,901
Cedar Rapids city, IA.....	130,330	Dublin city, CA.....	57,022
Celina city, TX.....	7,910	Dublin city, OH.....	44,442
Centennial city, CO.....	108,448	Duluth city, MN.....	86,066
Chandler city, AZ.....	245,160	Durham city, NC.....	257,232
Chandler city, TX.....	2,896	Durham County, NC.....	300,865
Chanhassen city, MN.....	25,108	Dyer town, IN.....	16,077
Chapel Hill town, NC.....	59,234	Eagan city, MN.....	66,102
Chardon city, OH.....	5,166	Eagle Mountain city, UT.....	27,773
Charles County, MD.....	156,021	Eau Claire city, WI.....	67,945
Charlotte County, FL.....	173,236	Eden Prairie city, MN.....	63,660
Charlottesville city, VA.....	46,487	Eden town, VT.....	1,254
Chattanooga city, TN.....	176,291	Edgewater city, CO.....	5,299
Chautauqua town, NY.....	4,362	Edina city, MN.....	50,603
Chesterfield County, VA.....	335,594	Edmond city, OK.....	89,769
Clackamas County, OR.....	399,962	Edmonds city, WA.....	41,309
Clayton city, MO.....	16,214	El Cerrito city, CA.....	24,982
Clearwater city, FL.....	112,794	El Paso de Robles (Paso Robles) city, CA.....	31,409
Cleveland Heights city, OH.....	45,024	Elgin city, IL.....	112,628
Clinton city, SC.....	8,538	Elk Grove city, CA.....	166,228
Clive city, IA.....	17,134	Elmhurst city, IL.....	46,139
Clovis city, CA.....	104,411	Englewood city, CO.....	33,155
College Park city, MD.....	32,186	Erie town, CO.....	22,019
College Station city, TX.....	107,445	Escambia County, FL.....	309,924
Colleyville city, TX.....	25,557	Estes Park town, CO.....	6,248
Collinsville city, IL.....	24,767	Euclid city, OH.....	47,698
Columbia city, MO.....	118,620	Fairview town, TX.....	8,473
Columbia city, SC.....	132,236	Farmers Branch city, TX.....	33,808
Columbia Falls city, MT.....	5,054	Farmersville city, TX.....	3,440
Commerce City city, CO.....	52,905	Farmington Hills city, MI.....	81,235
Concord city, CA.....	128,160	Farmington town, CT.....	25,596
Concord town, MA.....	19,357	Fate city, TX.....	10,339
Conshohocken borough, PA.....	7,985	Fayetteville city, GA.....	17,069
Coolidge city, AZ.....	12,221	Fayetteville city, NC.....	210,324
Coon Rapids city, MN.....	62,342	Ferguson township, PA.....	18,837
Coral Springs city, FL.....	130,110	Fernandina Beach city, FL.....	11,957
Coronado city, CA.....	24,053	Flower Mound town, TX.....	71,575
Corvallis city, OR.....	56,224	Forest Grove city, OR.....	23,554
Cottonwood Heights city, UT.....	34,214	Fort Collins city, CO.....	159,150
Coventry Lake CDP, CT.....	2,932	Franklin city, TN.....	72,990
Coventry town, CT.....	12,458	Frederick town, CO.....	11,397
Creve Coeur city, MO.....	18,259	Fremont city, CA.....	230,964
Cupertino city, CA.....	60,687	Frisco town, CO.....	2,977
Dacono city, CO.....	4,929	Fruita city, CO.....	13,039
Dakota County, MN.....	414,655	Gahanna city, OH.....	34,691
Dallas city, OR.....	15,413	Gaithersburg city, MD.....	67,417
Dallas city, TX.....	1,300,122	Galveston city, TX.....	49,706
Danvers town, MA.....	27,527	Gardner city, KS.....	21,059
Danville city, KY.....	16,657	Germantown city, TN.....	39,230
Darien city, IL.....	22,206	Gilbert town, AZ.....	232,176
Davenport city, FL.....	3,665	Gillette city, WY.....	31,783
Davidson town, NC.....	12,325	Glen Ellyn village, IL.....	27,983
Dayton city, OH.....	140,939	Glendora city, CA.....	51,891
Dayton town, WY.....	815	Glenview village, IL.....	47,066
Dearborn city, MI.....	95,295	Golden city, CO.....	20,365
Decatur city, GA.....	22,022	Golden Valley city, MN.....	21,208
Del Mar city, CA.....	4,338	Goodyear city, AZ.....	74,953
DeLand city, FL.....	30,315	Grafton village, WI.....	11,576
Delaware city, OH.....	38,193	Grand Blanc city, MI.....	7,964
Denison city, TX.....	23,342	Grand Rapids city, MI.....	195,355
Denton city, TX.....	131,097	Grants Pass city, OR.....	36,687

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Grass Valley city, CA.....	12,893	Lakewood city, WA.....	59,102
Greeley city, CO.....	100,760	Lancaster County, SC.....	86,544
Greenville city, NC.....	90,347	Lansing city, MI.....	115,222
Greenwich town, CT.....	62,782	Laramie city, WY.....	32,104
Greenwood Village city, CO.....	15,397	Larimer County, CO.....	330,976
Greer city, SC.....	28,587	Las Cruces city, NM.....	101,014
Gunnison County, CO.....	16,215	Las Vegas city, NM.....	13,445
Haltom City city, TX.....	44,059	Lawrence city, KS.....	93,954
Hamilton city, OH.....	62,216	Lawrenceville city, GA.....	29,287
Hamilton town, MA.....	7,991	Lehi city, UT.....	58,351
Hampton city, VA.....	136,255	Lenexa city, KS.....	52,030
Hanover County, VA.....	103,218	Lewisville city, TX.....	103,638
Harrisburg city, SD.....	5,429	Lewisville town, NC.....	13,516
Harrisonburg city, VA.....	53,064	Libertyville village, IL.....	20,504
Harrisonville city, MO.....	10,025	Lincolnwood village, IL.....	12,637
Hastings city, MN.....	22,620	Lindsborg city, KS.....	3,313
Henderson city, NV.....	284,817	Little Chute village, WI.....	11,006
Herndon town, VA.....	24,545	Littleton city, CO.....	45,848
High Point city, NC.....	109,849	Livermore city, CA.....	88,232
Highland Park city, IL.....	29,796	Lombard village, IL.....	43,776
Highlands Ranch CDP, CO.....	105,264	Lone Tree city, CO.....	13,430
Homer Glen village, IL.....	24,403	Long Grove village, IL.....	7,980
Honolulu County, HI.....	990,060	Longmont city, CO.....	91,730
Hoquiam city, WA.....	8,416	Lonsdale city, MN.....	3,850
Horry County, SC.....	310,186	Los Alamos County, NM.....	18,031
Hudson town, CO.....	1,709	Los Altos Hills town, CA.....	8,490
Huntley village, IL.....	26,265	Loudoun County, VA.....	374,558
Huntsville city, TX.....	40,727	Louisville city, CO.....	20,319
Hutchinson city, MN.....	13,836	Lower Merion township, PA.....	58,500
Hutto city, TX.....	22,644	Lynchburg city, VA.....	79,237
Hyattsville city, MD.....	18,225	Lynnwood city, WA.....	37,242
Independence city, MO.....	117,369	Manassas city, VA.....	41,379
Indio city, CA.....	86,867	Manhattan Beach city, CA.....	35,698
Iowa City city, IA.....	73,415	Manhattan city, KS.....	55,427
Irving city, TX.....	235,648	Mankato city, MN.....	41,241
Issaquah city, WA.....	35,629	Maple Grove city, MN.....	68,362
Jackson city, MO.....	14,690	Maplewood city, MN.....	40,127
Jackson County, MI.....	158,989	Maricopa County, AZ.....	4,155,501
James City County, VA.....	73,028	Marin County, CA.....	260,814
Jefferson County, NY.....	116,567	Marion city, IA.....	38,014
Jefferson Parish, LA.....	437,038	Mariposa County, CA.....	17,658
Jerome city, ID.....	11,306	Marshfield city, WI.....	18,326
Johnson City city, TN.....	65,598	Martinez city, CA.....	37,902
Johnston city, IA.....	20,172	Marysville city, WA.....	66,178
Jupiter town, FL.....	62,373	Maui County, HI.....	164,094
Kalamazoo city, MI.....	75,833	McKinney city, TX.....	164,760
Kansas City city, KS.....	151,042	McMinnville city, OR.....	33,211
Kansas City city, MO.....	476,974	Mecklenburg County, NC.....	1,034,290
Keizer city, OR.....	37,910	Menlo Park city, CA.....	33,661
Kent city, WA.....	126,561	Menomonee Falls village, WI.....	36,411
Kerrville city, TX.....	22,931	Mercer Island city, WA.....	24,768
Key West city, FL.....	25,316	Meridian charter township, MI.....	41,903
King City city, CA.....	13,721	Meridian city, ID.....	91,917
Kingman city, AZ.....	28,855	Merriam city, KS.....	11,259
Kirkland city, WA.....	86,772	Mesa city, AZ.....	479,317
Kirkwood city, MO.....	27,659	Mesquite city, TX.....	144,118
Knoxville city, IA.....	7,202	Miami Beach city, FL.....	92,187
La Mesa city, CA.....	59,479	Miami city, FL.....	443,007
La Plata town, MD.....	9,160	Middleton city, WI.....	18,951
La Vista city, NE.....	17,062	Middletown town, RI.....	16,100
Laguna Niguel city, CA.....	65,429	Midland city, MI.....	41,958
Lake Forest city, IL.....	18,931	Milford city, DE.....	10,645
Lake in the Hills village, IL.....	28,908	Milton city, GA.....	37,556
Lake Zurich village, IL.....	19,983	Minneapolis city, MN.....	411,452
Lakeville city, MN.....	61,056	Minnetrissa city, MN.....	7,187
Lakewood city, CO.....	151,411	Missouri City city, TX.....	72,688

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Moline city, IL	42,644	Peoria city, IL	115,424
Monroe city, MI	20,128	Pflugerville city, TX	58,013
Montgomery city, MN	2,921	Philadelphia city, PA	1,569,657
Montgomery County, MD	1,039,198	Pinehurst village, NC	15,580
Monticello city, UT	2,599	Piqua city, OH	20,793
Montrose city, CO	18,918	Pitkin County, CO	17,747
Moraga town, CA	17,231	Plano city, TX	281,566
Morristown city, TN	29,446	Platte City city, MO	4,867
Morrisville town, NC	23,873	Pleasant Hill city, IA	9,608
Morro Bay city, CA	10,568	Pleasanton city, CA	79,341
Moscow city, ID	24,833	Plymouth city, MN	76,258
Mountlake Terrace city, WA	20,922	Polk County, IA	467,235
Murphy city, TX	20,361	Pompano Beach city, FL	107,542
Naperville city, IL	146,431	Port Orange city, FL	60,315
Napoleon city, OH	8,646	Port St. Lucie city, FL	178,778
Nederland city, TX	17,284	Portland city, OR	630,331
Needham CDP, MA	30,429	Powell city, OH	12,658
Nevada City city, CA	3,112	Powhatan County, VA	28,364
Nevada County, CA	98,838	Prairie Village city, KS	21,932
New Braunfels city, TX	70,317	Prince William County, VA	450,763
New Brighton city, MN	22,440	Prior Lake city, MN	25,452
New Concord village, OH	2,561	Pueblo city, CO	109,122
New Hope city, MN	20,909	Purcellville town, VA	9,217
New Orleans city, LA	388,182	Queen Creek town, AZ	33,298
New Ulm city, MN	13,249	Raleigh city, NC	449,477
Newport city, RI	24,745	Ramsey city, MN	25,853
Newport News city, VA	180,775	Raymond town, ME	4,497
Newton city, IA	15,085	Raymore city, MO	20,358
Niles village, IL	29,823	Redmond city, OR	28,492
Noblesville city, IN	59,807	Redmond city, WA	60,712
Norcross city, GA	16,474	Redwood City city, CA	84,368
Norfolk city, NE	24,352	Reno city, NV	239,732
Norfolk city, VA	245,752	Richfield city, MN	35,993
North Mankato city, MN	13,583	Richland city, WA	53,991
North Port city, FL	62,542	Richmond city, CA	108,853
North Yarmouth town, ME	3,714	Richmond Heights city, MO	8,466
Northglenn city, CO	38,473	Rio Rancho city, NM	93,317
Novato city, CA	55,378	River Falls city, WI	15,256
Novi city, MI	58,835	Riverside city, CA	321,570
O'Fallon city, IL	29,095	Roanoke city, VA	99,572
Oak Park village, IL	52,229	Roanoke County, VA	93,419
Oakley city, CA	39,950	Rochester city, NY	209,463
Oklahoma City city, OK	629,191	Rock Hill city, SC	70,764
Olmsted County, MN	151,685	Rockville city, MD	66,420
Olympia city, WA	49,928	Roeland Park city, KS	6,810
Orange village, OH	3,280	Rohnert Park city, CA	42,305
Orland Park village, IL	59,161	Rolla city, MO	20,013
Orleans Parish, LA	388,182	Rosemount city, MN	23,474
Oshkosh city, WI	66,649	Rosenberg city, TX	35,867
Oswego village, IL	33,759	Roseville city, MN	35,624
Ottawa County, MI	280,243	Round Rock city, TX	116,369
Overland Park city, KS	186,147	Royal Palm Beach village, FL	37,665
Paducah city, KY	24,879	Sacramento city, CA	489,650
Palm Beach Gardens city, FL	53,119	Sahuarita town, AZ	28,257
Palm Coast city, FL	82,356	Sammamish city, WA	62,877
Palo Alto city, CA	67,082	San Carlos city, CA	29,954
Palos Verdes Estates city, CA	13,591	San Diego city, CA	1,390,966
Papillion city, NE	19,478	San Francisco city, CA	864,263
Paradise Valley town, AZ	13,961	San Jose city, CA	1,023,031
Park City city, UT	8,167	San Marcos city, CA	93,493
Parker town, CO	51,125	San Marcos city, TX	59,935
Parkland city, FL	28,901	Sangamon County, IL	198,134
Pasco city, WA	70,607	Santa Fe city, NM	82,980
Pasco County, FL	498,136	Santa Fe County, NM	147,514
Payette city, ID	7,366	Sarasota County, FL	404,839
Pearland city, TX	113,693	Savage city, MN	30,011

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

Custom Benchmark Comparisons

Table 55: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Tualatin	81%	25	60	Similar
The overall quality of life in Tualatin	88%	38	83	Similar
Tualatin as a place to live	92%	25	74	Similar
Recommend living in Tualatin to someone who asks	92%	12	54	Similar
Remain in Tualatin for the next five years	82%	34	52	Similar

Table 56: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Tualatin government	66%	6	50	Higher
The overall direction that Tualatin is taking	71%	5	60	Higher
The value of services for the taxes paid to Tualatin	65%	11	67	Similar
Generally acting in the best interest of the community	72%	2	49	Higher
Being honest	77%	2	50	Higher
Being open and transparent to the public	71%	NA	NA	NA
Informing residents about issues facing the community	69%	NA	NA	NA
The job Tualatin government does at welcoming resident involvement	69%	7	61	Higher
Treating all residents fairly	77%	1	50	Higher
Treating residents with respect	82%	NA	NA	NA
Overall customer service by Tualatin employees	87%	6	64	Higher
Public information services	78%	11	56	Similar
Quality of services provided by the City of Tualatin	84%	9	78	Similar
Quality of services provided by the Federal Government	37%	28	47	Similar

Table 57: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Tualatin	83%	15	49	Higher
Economic development	71%	3	53	Higher

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Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of business and service establishments in Tualatin	83%	3	53	Higher
Variety of business and service establishments in Tualatin	63%	NA	NA	NA
Vibrancy of downtown/commercial area	44%	21	47	Similar
Shopping opportunities	65%	11	60	Higher
Tualatin as a place to visit	55%	28	48	Similar
Tualatin as a place to work	79%	8	65	Higher
Employment opportunities	60%	4	60	Higher
Cost of living in Tualatin	40%	16	49	Similar
Economy will have positive impact on income	18%	46	47	Lower
NOT experiencing housing costs stress	58%	35	47	Similar

Table 58: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system in Tualatin	60%	43	49	Lower
Traffic flow on major streets	30%	53	62	Lower
Ease of travel by car in Tualatin	56%	44	60	Similar
Ease of travel by public transportation in Tualatin	43%	20	46	Similar
Ease of travel by bicycle in Tualatin	61%	32	62	Similar
Ease of walking in Tualatin	80%	17	61	Similar
Ease of public parking	63%	17	45	Similar
Bus or transit services	61%	17	44	Similar
Traffic enforcement	69%	18	65	Similar
Traffic signal timing	47%	31	47	Similar
Street repair	66%	7	69	Higher
Street cleaning	84%	3	61	Higher
Street lighting	78%	5	59	Higher
Snow removal	68%	10	48	Higher
Sidewalk maintenance	69%	9	56	Higher
Used bus, rail, subway, or other public transportation instead of driving	24%	25	42	Similar
Carpooled with other adults or children instead of driving alone	44%	32	47	Similar
Walked or biked instead of driving	63%	23	48	Similar

Table 59: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Tualatin's residential and commercial areas	61%	15	48	Similar
Overall appearance of Tualatin	81%	27	61	Similar
Your neighborhood as a place to live	86%	23	59	Similar
Overall quality of new development in Tualatin	58%	18	56	Similar
Well-planned residential growth	61%	NA	NA	NA
Well-planned commercial growth	52%	NA	NA	NA
Well-designed neighborhoods	69%	NA	NA	NA
Preservation of the historical or cultural character of the community	75%	NA	NA	NA
Public places where people want to spend time	63%	20	46	Similar
Variety of housing options	53%	15	52	Similar
Availability of affordable quality housing	31%	21	54	Similar
Land use, planning, and zoning	56%	10	59	Similar
Code enforcement	59%	16	66	Similar

Table 60: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in Tualatin	85%	NA	NA	NA
Affordable high-speed internet access	62%	NA	NA	NA
Power (electric and/or gas) utility	89%	3	37	Similar
Garbage collection	89%	10	62	Similar
Drinking water	88%	2	60	Higher
Sewer services	91%	4	63	Higher
Storm water management	87%	4	61	Higher
Utility billing	81%	3	45	Similar

Table 61: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Tualatin	86%	25	57	Similar
Police/Sheriff services	87%	20	78	Similar
Crime prevention	83%	14	67	Similar
Animal control	83%	3	63	Higher
Ambulance or emergency medical services	94%	23	59	Similar

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Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fire services	94%	19	60	Similar
Fire prevention and education	82%	18	46	Similar
Emergency preparedness	71%	6	56	Similar
In your neighborhood during the day	97%	12	63	Similar
In Tualatin's downtown/commercial area during the day	95%	25	58	Similar
From property crime	83%	3	6	Similar
From violent crime	90%	4	6	Similar
From fire, flood, or other natural disaster	84%	NA	NA	NA

Table 62: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in Tualatin	91%	16	52	Similar
Cleanliness of Tualatin	85%	20	56	Similar
Water resources	69%	NA	NA	NA
Air quality	86%	17	49	Similar
Preservation of natural areas	78%	6	48	Higher
Tualatin open space	75%	11	48	Similar
Recycling	79%	25	59	Similar
Yard waste pick-up	87%	8	42	Higher

Table 63: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of parks and recreation opportunities	89%	NA	NA	NA
Availability of paths and walking trails	82%	13	55	Higher
City parks	88%	20	59	Similar
Recreational opportunities	72%	26	61	Similar
Recreation programs or classes	73%	33	60	Similar
Recreation centers or facilities	67%	35	54	Similar
Fitness opportunities	82%	11	46	Similar

Table 64: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Tualatin	81%	13	49	Similar
Health services	84%	2	45	Higher
Availability of affordable quality health care	80%	3	49	Higher
Availability of preventive health services	80%	5	46	Higher
Availability of affordable quality mental health care	56%	3	45	Higher
Availability of affordable quality food	70%	6	48	Similar
In very good to excellent health	69%	19	47	Similar

Table 65: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	61%	24	48	Similar
Opportunities to attend cultural/arts/music activities	54%	26	56	Similar
Opportunities to attend special events and festivals	66%	25	54	Similar
Community support for the arts	62%	NA	NA	NA
Public library services	95%	6	62	Higher
Availability of affordable quality child care/preschool	62%	5	53	Higher
K-12 education	82%	16	49	Higher
Adult educational opportunities	56%	21	45	Similar

Table 66: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	62%	NA	NA	NA
Sense of community	68%	23	60	Similar
Sense of civic/community pride	63%	NA	NA	NA
Neighborliness of Tualatin	66%	17	48	Similar
Tualatin as a place to raise children	90%	21	71	Similar
Tualatin as a place to retire	71%	29	62	Similar
Openness and acceptance of the community toward people of diverse backgrounds	62%	25	55	Similar

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Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	78%	NA	NA	NA
Attracting people from diverse backgrounds	58%	NA	NA	NA
Valuing/respecting residents from diverse backgrounds	70%	NA	NA	NA
Taking care of vulnerable residents	69%	NA	NA	NA
Opportunities to participate in social events and activities	63%	23	52	Similar
Opportunities to volunteer	70%	20	52	Similar
Opportunities to participate in community matters	70%	15	55	Similar

Table 67: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Tualatin for help or information	36%	49	62	Similar
Contacted Tualatin elected officials to express your opinion	12%	42	48	Similar
Attended a local public meeting	16%	46	51	Similar
Watched (online or on television) a local public meeting	11%	39	46	Similar
Volunteered your time to some group/activity in Tualatin	26%	44	51	Lower
Campaigned or advocated for an issue, cause or candidate	10%	46	46	Lower
Voted in your most recent local election	76%	NA	NA	NA
Access the internet from your home using a computer, laptop or tablet computer	94%	NA	NA	NA
Access the internet from your cell phone	93%	NA	NA	NA
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	76%	NA	NA	NA
Use or check email	96%	NA	NA	NA
Share your opinions online	30%	NA	NA	NA
Shop online	51%	NA	NA	NA

Table 68: Focus Areas

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Tualatin	91%	14	47	Similar
Overall quality of the transportation system in Tualatin	85%	6	47	Higher

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Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Tualatin's residential and commercial areas	75%	31	47	Similar
Overall quality of the utility infrastructure in Tualatin	83%	NA	NA	NA
Overall feeling of safety in Tualatin	89%	26	47	Similar
Overall quality of natural environment in Tualatin	87%	14	47	Similar
Overall quality of parks and recreation opportunities	83%	NA	NA	NA
Overall health and wellness opportunities in Tualatin	76%	18	47	Similar
Overall opportunities for education, culture, and the arts	69%	31	47	Similar
Residents' connection and engagement with their community	64%	47	47	Lower

Communities included in custom comparisons

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

Albany city, OR	52,007	Goodyear city, AZ	74,953
American Canyon city, CA	20,341	Grants Pass city, OR.....	36,687
Apache Junction city, AZ.....	38,452	Grass Valley city, CA	12,893
Ashland city, OR	20,733	Greenwood Village city, CO	15,397
Azusa city, CA.....	49,029	Gunnison County, CO	16,215
Bainbridge Island city, WA.....	23,689	Issaquah city, WA.....	35,629
Beaumont city, CA.....	43,641	Jerome city, ID	11,306
Bozeman city, MT	43,132	Keizer city, OR.....	37,910
Brighton city, CO	38,016	King City city, CA	13,721
Broomfield city, CO	64,283	Kingman city, AZ	28,855
Burlingame city, CA.....	30,401	La Mesa city, CA	59,479
Cañon City city, CO.....	16,298	Laguna Niguel city, CA.....	65,429
Castle Rock town, CO	57,274	Lakewood city, WA	59,102
Commerce City city, CO.....	52,905	Laramie city, WY	32,104
Coolidge city, AZ	12,221	Las Vegas city, NM	13,445
Coronado city, CA	24,053	Lehi city, UT.....	58,351
Corvallis city, OR	56,224	Littleton city, CO.....	45,848
Cottonwood Heights city, UT	34,214	Lone Tree city, CO.....	13,430
Cupertino city, CA	60,687	Los Alamos County, NM.....	18,031
Dallas city, OR.....	15,413	Louisville city, CO	20,319
Dublin city, CA	57,022	Lynnwood city, WA	37,242
Eagle Mountain city, UT	27,773	Manhattan Beach city, CA	35,698
Edmonds city, WA	41,309	Mariposa County, CA	17,658
El Cerrito city, CA	24,982	Martinez city, CA.....	37,902
El Paso de Robles (Paso Robles) city, CA.....	31,409	Marysville city, WA.....	66,178
Englewood city, CO.....	33,155	McMinnville city, OR.....	33,211
Erie town, CO	22,019	Menlo Park city, CA	33,661
Forest Grove city, OR.....	23,554	Mercer Island city, WA	24,768
Frederick town, CO	11,397	Montrose city, CO.....	18,918
Fruita city, CO	13,039	Moraga town, CA	17,231
Gillette city, WY.....	31,783	Morro Bay city, CA.....	10,568
Glendora city, CA	51,891	Moscow city, ID	24,833
Golden city, CO.....	20,365	Mountlake Terrace city, WA	20,922

The National Community Survey™ - Technical Appendices

Northglenn city, CO.....	38,473	Shoreline city, WA	55,431
Novato city, CA.....	55,378	Sierra Vista city, AZ	43,585
Oakley city, CA	39,950	Snoqualmie city, WA	12,944
Olympia city, WA	49,928	South Jordan city, UT.....	65,523
Palo Alto city, CA	67,082	Springville city, UT	32,319
Palos Verdes Estates city, CA.....	13,591	Steamboat Springs city, CO	12,520
Paradise Valley town, AZ.....	13,961	Suisun City city, CA.....	29,280
Parker town, CO	51,125	Summit County, UT	39,731
Pasco city, WA.....	70,607	Tigard city, OR.....	51,355
Pitkin County, CO	17,747	Trinidad CCD, CO.....	10,819
Queen Creek town, AZ	33,298	Tualatin city, OR.....	27,135
Redmond city, OR.....	28,492	Twin Falls city, ID	47,340
Redmond city, WA.....	60,712	Walnut Creek city, CA	68,516
Richland city, WA.....	53,991	Washougal city, WA.....	15,241
Rohnert Park city, CA.....	42,305	Wheat Ridge city, CO	31,162
Sahuarita town, AZ	28,257	Wilsonville city, OR	22,789
Sammamish city, WA	62,877	Windsor town, CO.....	23,386
San Carlos city, CA	29,954	Woodinville city, WA.....	11,675
Sedona city, AZ.....	10,246		

Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Tualatin funded this research. Please contact Megan George of the City of Tualatin at mgeorge@tualatin.gov if you have any questions about the survey.

Survey Validity

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

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

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

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

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

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

Selecting Survey Recipients

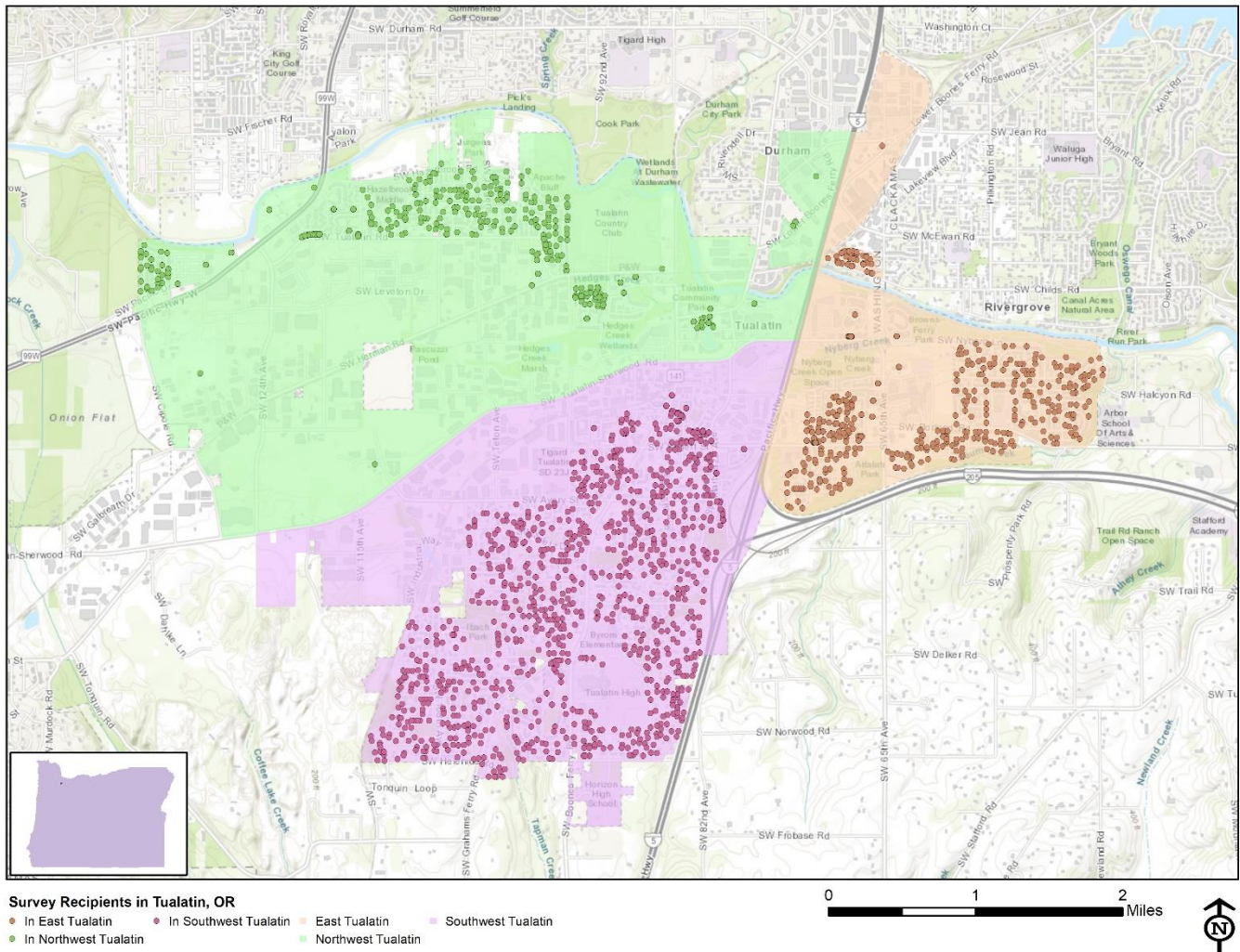
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Tualatin were eligible to participate in the survey. A list of all households within the zip codes serving Tualatin was purchased from Go-Dog Direct based on updated listings from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

To choose the 3,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

In addition to the scientific, random selection of households, a link to an online “opt-in” survey was publicized and posted to the City of Tualatin website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 1, 2020. For 1,700 households, the first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, an additional copy of the survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. For 1,800 households, the first mailing was a postcard with a link to complete the survey online. The second mailing was a reminder postcard, along with the survey link.

The survey was available in English and Spanish. Both cover letters, the invitation postcard, and the reminder postcard included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. The cover letters also contained paragraphs in Spanish instructing participants to complete the Spanish version of the survey online. The City of Tualatin chose to augment their administration of The NCS with custom benchmark comparisons. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on June 5, 2020 and remained open for two weeks.

About 3% of the 3,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,404 households that received the survey, 570 completed the survey, providing an overall response rate of 17%. Of the 570 completed surveys, two were completed in Spanish and 272 were completed online. Additionally, responses were tracked by area; response rates by area ranged from 13% to 20%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 572 opt-in residents completed the online opt-in survey.

Table 69: Survey Response Rates by Area

	East Tualatin	Northwest Tualatin	Southwest Tualatin	Overall
Total sample used	974	1,100	1,426	3,500
I=Complete Interviews	148	125	264	537
P=Partial Interviews	9	10	14	33
R=Refusal and break off	0	1	0	1
NC=Non Contact	0	0	0	0
O=Other	0	0	0	0
UH=Unknown household	0	0	0	0
UO=Unknown other	781	923	1,129	2,833
NE=Not eligible	36	41	19	96
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	17%	13%	20%	17%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Tualatin survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (570 completed surveys).

¹ See AAPOR’s Standard Definitions for more information:

[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

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

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

Survey Processing (Data Entry)

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

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

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

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Tualatin. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race/ethnicity, sex, age, and area. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

Table 70: Tualatin, OR 2020 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	45%	24%	43%
Own home	55%	76%	57%
Detached unit*	53%	70%	54%
Attached unit*	47%	30%	46%
Race and Ethnicity			
White	89%	89%	82%
Not white	11%	11%	18%
Not Hispanic	87%	95%	91%
Hispanic	13%	5%	9%
Sex and Age			
Female	52%	57%	53%
Male	48%	43%	47%
18-34 years of age	29%	10%	28%
35-54 years of age	40%	32%	40%
55+ years of age	31%	58%	32%
Females 18-34	15%	7%	15%
Females 35-54	21%	19%	21%
Females 55+	16%	31%	17%
Males 18-34	14%	3%	13%
Males 35-54	19%	13%	20%
Males 55+	14%	27%	14%
AREA			
East Tualatin	26%	28%	27%
Northwest Tualatin	28%	24%	28%
Southwest Tualatin	46%	49%	45%

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

Survey Data Analysis and Reporting

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

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A.

However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix D: Survey Materials

Dear Tualatin Resident,

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

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

Thank you for helping create a better City!

Sincerely,



Frank Bubenik
Mayor

Estimado Residente de Tualatin,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Tualatin mejor!

Atentamente,



Frank Bubenik
Alcalde

Dear Tualatin Resident,

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

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Sincerely,



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¡Gracias por ayudar a crear una Tualatin mejor!

Atentamente,



Frank Bubenik
Alcalde

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

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Frank Bubenik
Alcalde



City of Tualatin

18880 SW Martinazzi Avenue
Tualatin, Oregon 97062

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



City of Tualatin

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City of Tualatin

www.tualatinoregon.gov

May 2020

Dear City of Tualatin Resident:

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

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

A few things to remember:

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

www.xxplaceholderxx.com

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

If you have any questions about the survey please call 503-691-3065.

Thank you for your time and participation!

Sincerely,

Frank Bubenik
Mayor

Estimado Residente de la Ciudad de Tualatin:

¡Por favor ayúdenos a moldear el futuro de Tualatin! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Tualatin del 2020.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Tualatin tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

www.xxplaceholderxx.com

Para la versión en español haga clic en el botón en el parte superior de la pantalla.

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Si tiene alguna pregunta sobre la encuesta por favor llame al 503-691-3065.

¡Gracias por su tiempo y participación!

Atentamente,

Frank Bubenik
Alcalde



City of Tualatin

www.tualatinoregon.gov

May 2020

Dear City of Tualatin Resident:

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

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

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

A few things to remember:

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

www.xxplaceholderxx.com

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

If you have any questions about the survey please call 503-691-3065.

Thank you for your time and participation!

Sincerely,

Frank Bubenik
Mayor

Estimado Residente de la Ciudad de Tualatin:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de la Comunidad de Tualatin del 2020! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Tualatin! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Tualatin del 2020.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Tualatin tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
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www.xxplaceholderxx.com

Para la versión en español haga clic en el botón en el parte superior de la pantalla.

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Si tiene alguna pregunta sobre la encuesta por favor llame al 503-691-3065.

¡Gracias por su tiempo y participación!

Atentamente,

Frank Bubenik
Alcalde

The City of Tualatin 2020 Community Survey

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Tualatin.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Tualatin.....	1	2	3	4	5
Overall design or layout of Tualatin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Tualatin (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Tualatin	1	2	3	4	5
Overall quality of natural environment in Tualatin.....	1	2	3	4	5
Overall quality of the parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Tualatin	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 Tualatin to someone who asks.....	1	2	3	4	5
Remain in Tualatin 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 Tualatin'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 Tualatin community does at each of the following.

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Tualatin.....	1	2	3	4	5
Variety of business and service establishments in Tualatin	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 Tualatin	1	2	3	4	5
Overall image or reputation of Tualatin.....	1	2	3	4	5

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

	<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 Tualatin.....	1	2	3	4	5
Ease of travel by public transportation in Tualatin.....	1	2	3	4	5
Ease of travel by bicycle in Tualatin.....	1	2	3	4	5
Ease of walking in Tualatin.....	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 Tualatin.....	1	2	3	4	5
Overall appearance of Tualatin.....	1	2	3	4	5
Cleanliness of Tualatin.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Tualatin.....	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 Tualatin (in-person, phone, email or web) for help or information.....	1	2
Contacted Tualatin 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, Community Involvement Organizations (CIOs), etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Tualatin.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

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

	<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
Tualatin 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 Tualatin employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Tualatin 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 Tualatin.....	1	2	3	4	5
The overall direction that Tualatin is taking.....	1	2	3	4	5
The job Tualatin government does at welcoming resident involvement....	1	2	3	4	5
Overall confidence in Tualatin 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 Tualatin.....	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 Tualatin 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 Tualatin.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Tualatin.....	1	2	3	4
Overall design or layout of Tualatin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Tualatin (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Tualatin.....	1	2	3	4
Overall quality of natural environment in Tualatin.....	1	2	3	4
Overall quality of the parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Tualatin.....	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. Many parks amenities are reaching the end of their safe and reliable life (e.g., Brown's Ferry Community Center building and the playground at Jurgens Park). Without additional funding for renovation or replacement, the City may soon need to close, reduce, or remove park amenities. Knowing this, how much would you support or oppose each of the following actions the City might take?

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
Develop a proposal for a property tax levy or bond for maintaining our parks amenities and then place the question on the ballot for voters to decide.....	1	2	3	4	5
Add a fee to each utility bill, with the amount to be determined and approved by City Council, to pay for maintaining our parks amenities.....	1	2	3	4	5
Do not ask property owners or utility rate payers to pay more even if it means reducing or removing amenities.....	1	2	3	4	5

14. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Tualatin government and its activities, events, and services.

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City website (www.tualatinoregon.gov).....	1	2	3
Local media outlets (Tualatin Times, Tualatin Life, local television stations).....	1	2	3
City e-newsletter <i>Tualatin Today</i>	1	2	3
Talking with City officials.....	1	2	3
City Council or other public meetings.....	1	2	3
City communications via social media (Facebook, Twitter, Nextdoor, etc.).....	1	2	3
Word-of-mouth.....	1	2	3

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

D1. 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, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

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

- Excellent
 Very good
 Good
 Fair
 Poor

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

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Tualatin?

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

D5. Which best describes the building you live in?

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

D6. Do you rent or own your home?

- Rent
 Own

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

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

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

- No Yes

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

- No Yes

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

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

D11. Are you Spanish, Hispanic or Latino?

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

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

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

D13. In which category is your age?

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

D14. What is your gender?

- Female
 Male
 Identify in another way

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