



CITY OF MILWAUKIE






# Milwaukie Community Survey

*Results from a Survey of Milwaukie Residents  
Conducted November 3-15, 2023*

**FM3**  
**RESEARCH**

OPINION  
RESEARCH  
& STRATEGY

# Survey Methodology

Dates	November 3-15, 2023
Survey Type	Dual-mode Resident Survey
Research Population	Residents of Milwaukie ages 18+, Inclusive of Oversamples of Latinx Residents and Residents of Color
Total Interviews	563
Margin of Sampling Error	±4.9% at the 95% Confidence Level
Contact Methods	 Telephone Calls  Email Invitations  Text Invitations
Data Collection Modes	 Telephone Interviews  Online Interviews
Languages	English and Spanish

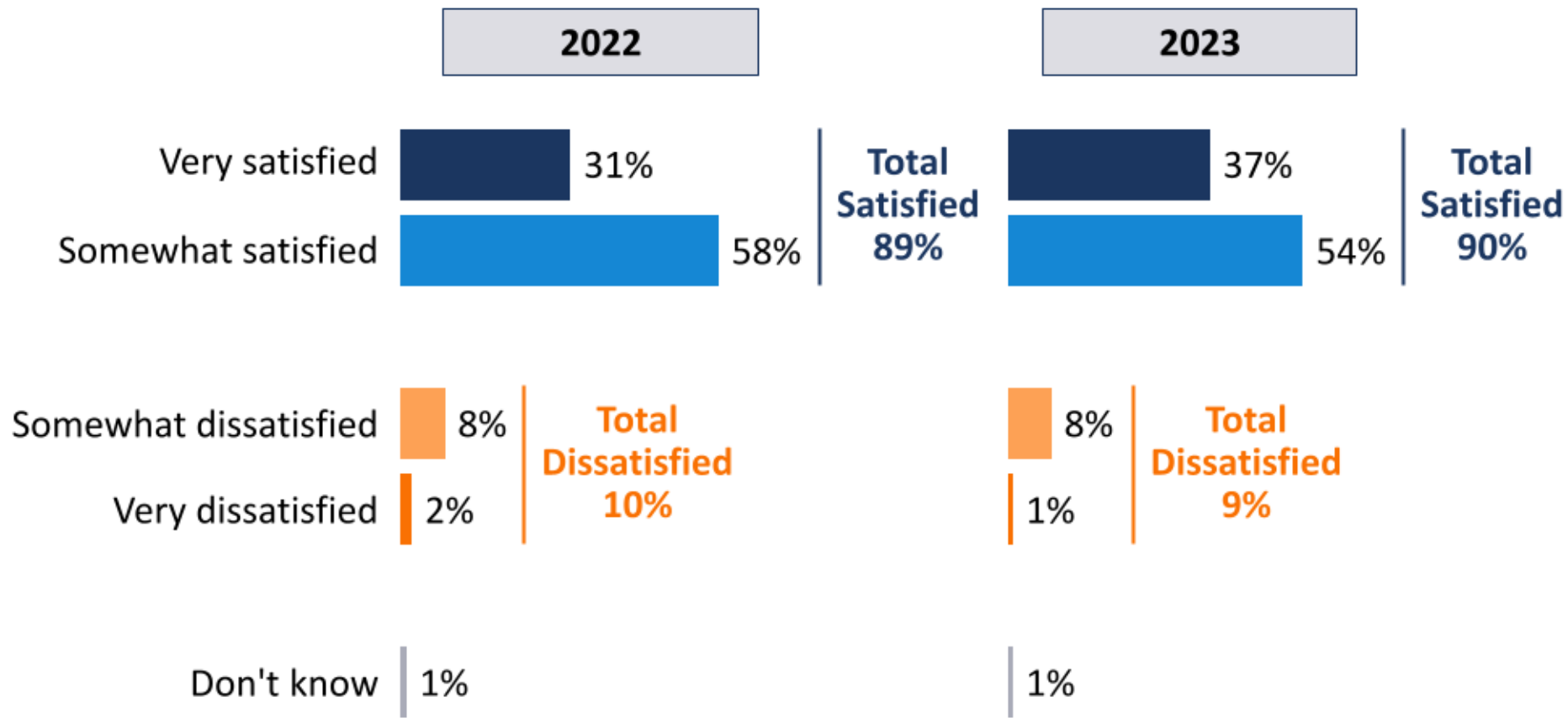
*(Note: Not All Results Will Sum to 100% Due to Rounding)*



# Context

# Nine in ten residents are satisfied with the quality of life in Milwaukie.

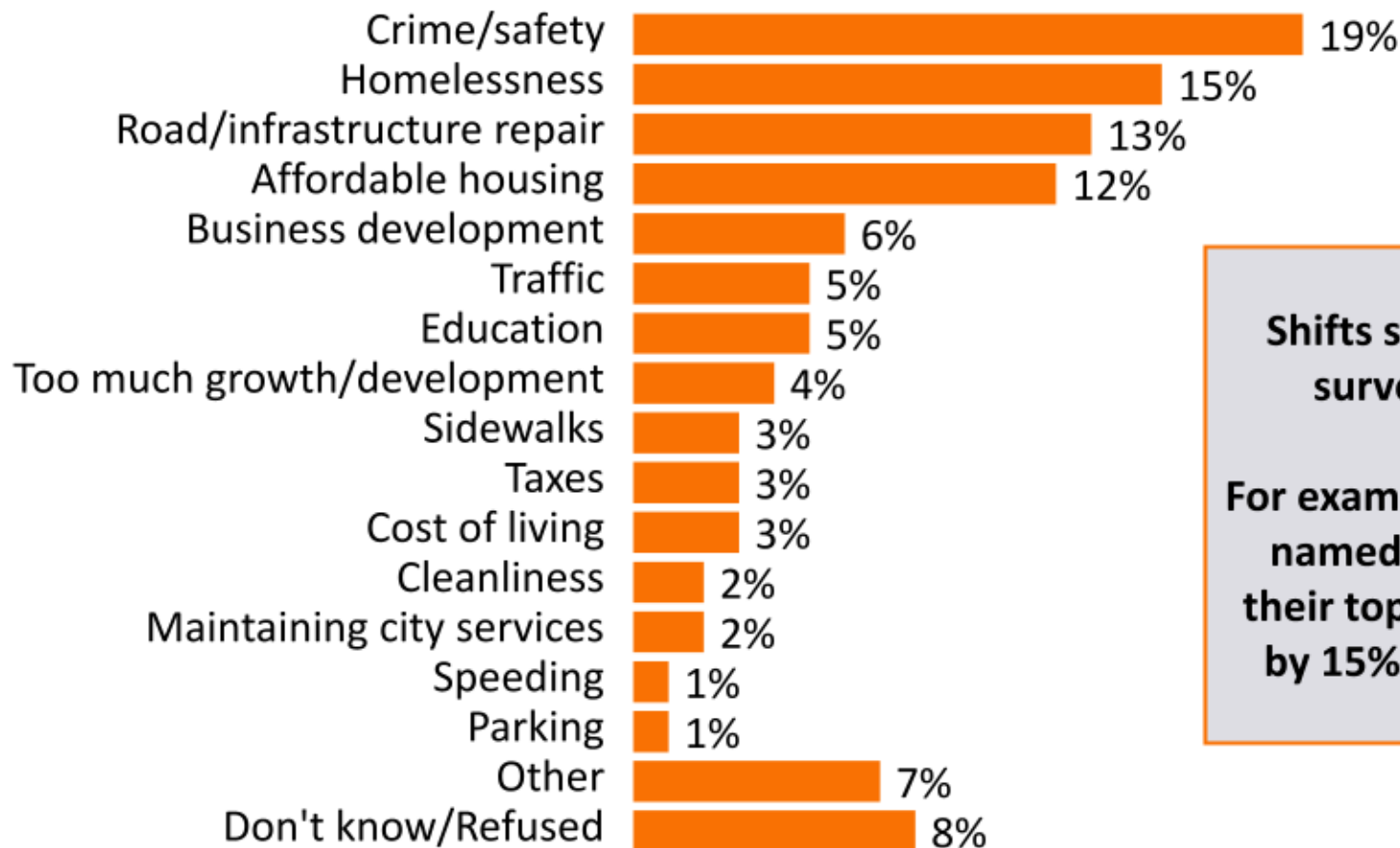
Please tell me how satisfied you are with the overall quality of life in Milwaukie: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.



# Residents' top concern is crime, followed closely by homelessness, housing costs and road repairs.

*For you personally, what is the single most important issue for the City of Milwaukie to address over the next year?*

*(Open-ended)*



**Shifts since last year's survey are small.**

**For example, in 2022, 16% named homelessness their top issue, followed by 15% naming crime.**

# Verbatim Responses on Most Important Issue

Continued walkability, maintaining the tree canopy and not allowing homeowners to remove long-standing trees.

They are making the roads too narrow for cars, and too much space for bikes and walking.

They're changing quite a bit of things traffic wise, rather than address the problems like speeders, they're putting up more stop signs and more speed bumps.

Stop building apartments.

Reduction of visible homeless activity.

Property tax increases.

Keeping low-income people housed so they don't become homeless.

Supporting businesses and the continued development of the downtown area to drive additional growth opportunities.

Making downtown more vibrant.

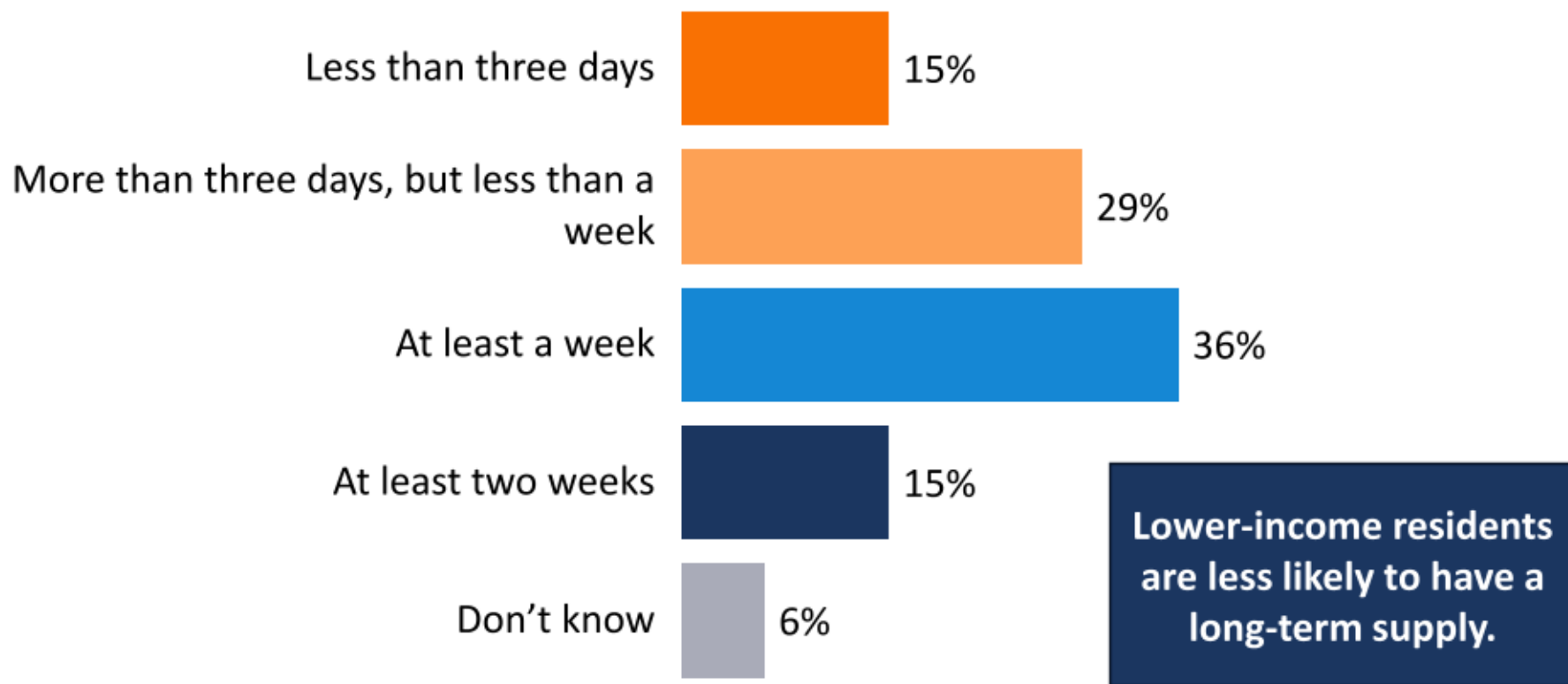
Law enforcement. Keep drugs and homelessness in check.

Bringing more business to downtown and our local shopping area like SE Oak Street.

More police follow up and investigation.

# Most residents have at least a week's worth of supplies on hand in case of major disaster.

*My next question is about the supplies you currently have on hand in case of a major disaster. How long could your household go without outside assistance for food, water, and medication?*





# **Views of City Services**

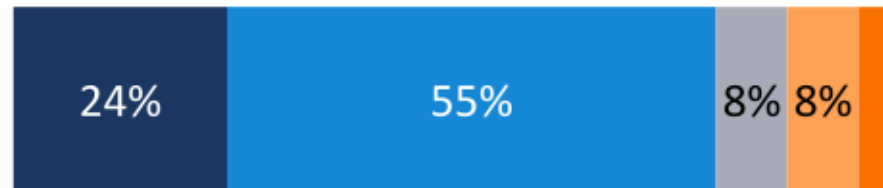


# Four in five approve of the quality of City services; broad majorities also approve of public spending.

■ Strng. App. ■ Smwt. App. ■ Don't Know ■ Smwt. Disapp. ■ Strng. Disapp.

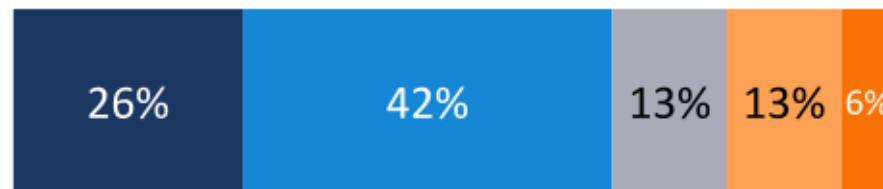
**Total App.** **Total Disapp.**

The quality of services provided by the City of Milwaukie



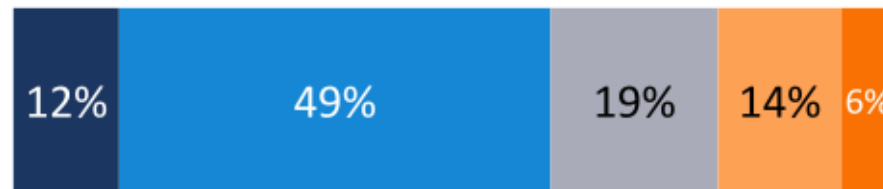
**80%** **12%**

How the City of Milwaukie seeks input from residents on plans and projects on Engage Milwaukie and other platforms



**68%** **19%**

How the City of Milwaukie spends the tax dollars it receives



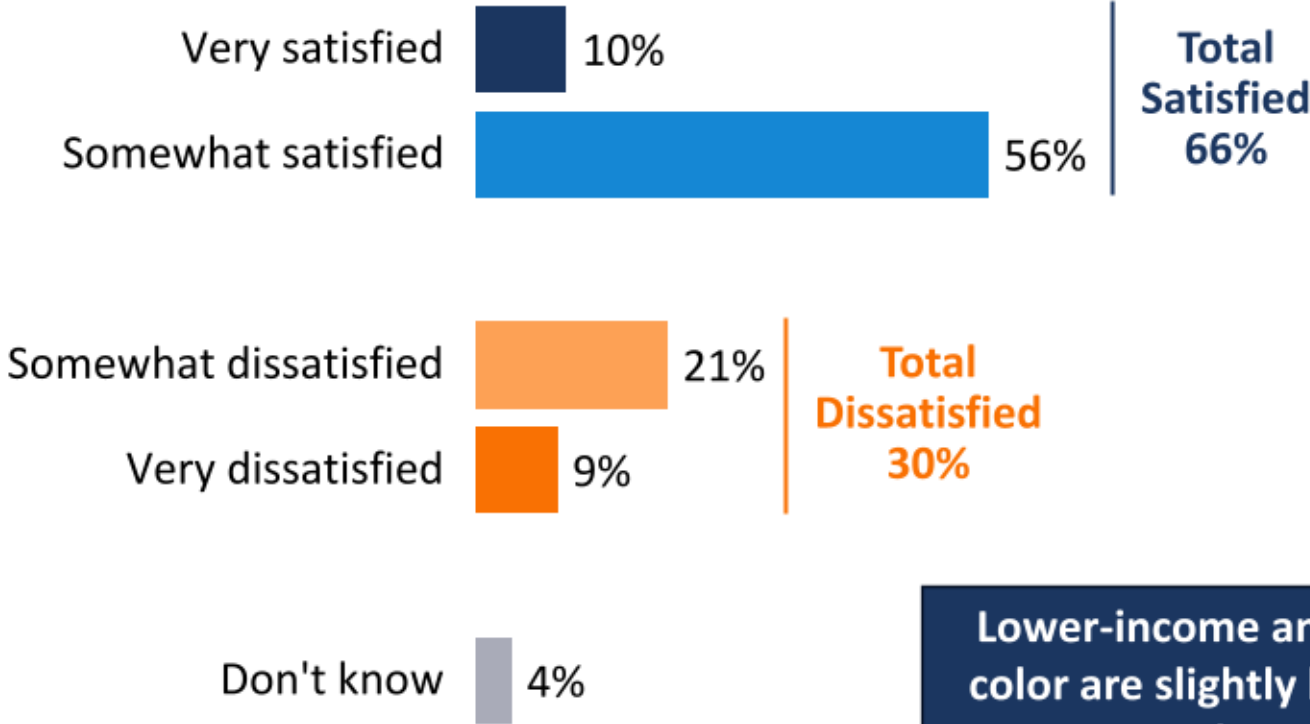
**61%** **20%**

# These attitudes are very consistent with last year.

Aspect of City Government (Total Approve)	2022	2023	Difference
How the City of Milwaukee spends the tax dollars it receives	58%	61%	+3%
The quality of services provided by the City of Milwaukee	79%	80%	+1%
How the City of Milwaukee seeks input from residents on plans and projects on Engage Milwaukee and other platforms	69%	68%	-1%

# Two-thirds are satisfied with the value they receive for utility costs in Milwaukee.

*Switching gears, are you satisfied or dissatisfied with the value you receive for the price you pay for utilities in the City of Milwaukee?*



This question was asked slightly differently in the past – 47% said the cost is “about the right amount” in 2022, and 34% said the same in 2020.

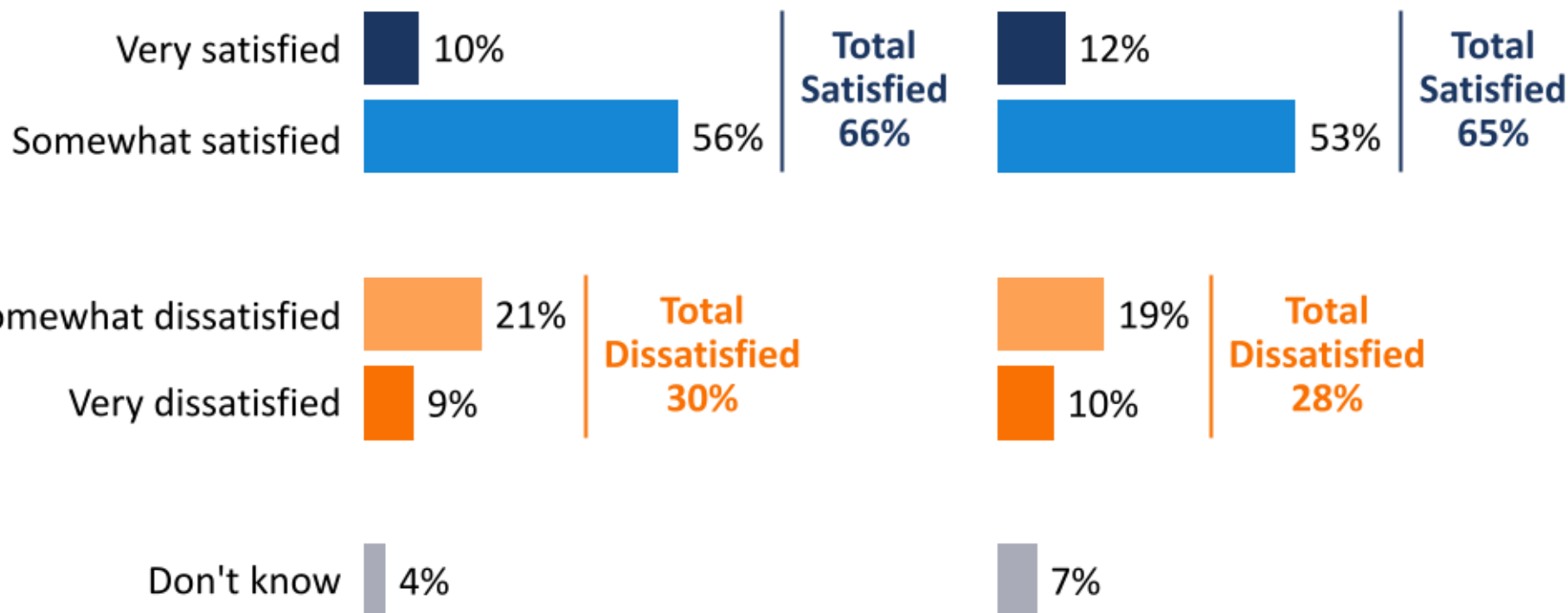
Lower-income and non-Latinx people of color are slightly less satisfied and Latinx people are more satisfied.

# Given specific context about the typical cost, satisfaction levels are the same.

*Right now, the average City of Milwaukie utility bill for a single-family household is \$139. This includes water, wastewater, storm water, street, and transportation system charges.*

## Initial Opinion

## After Cost Description



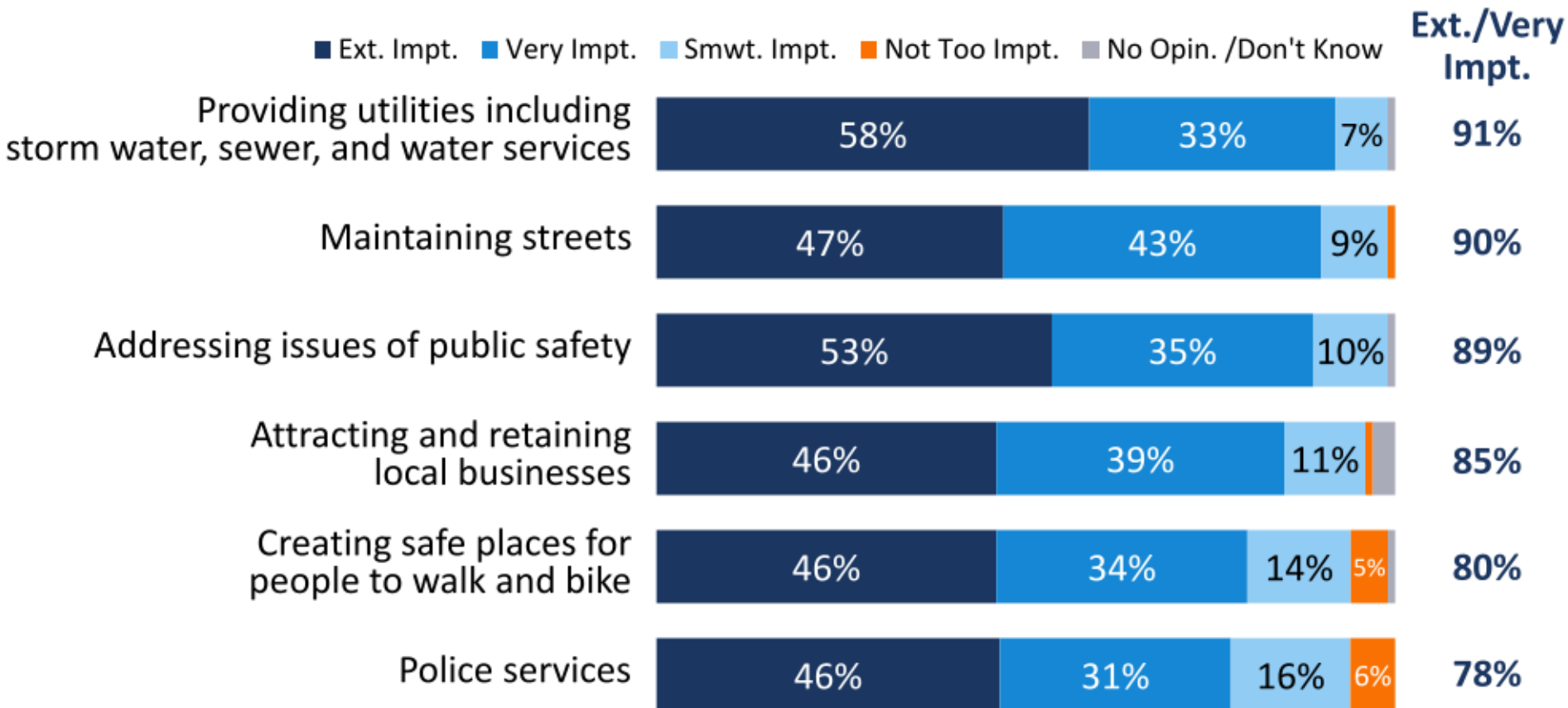
# Assessing City Services in Detail



- In order to evaluate City services in more detail, we asked residents two questions about 13 key services:
  - *How important is the service to making Milwaukie a good place to live?*
  - *Are you satisfied or dissatisfied with that service?*
- Because not every resident uses every service, we also show results just for those with an opinion on satisfaction either way.
- Then, by comparing responses on these two metrics of importance and informed satisfaction, we can look at areas where the City is doing well (higher importance, higher satisfaction) and places with a particular need for improvement (higher importance, lower satisfaction).
- The following slides show results for each question and how the results compare.

# Residents very broadly value City utilities, streets, public safety and attracting local businesses.

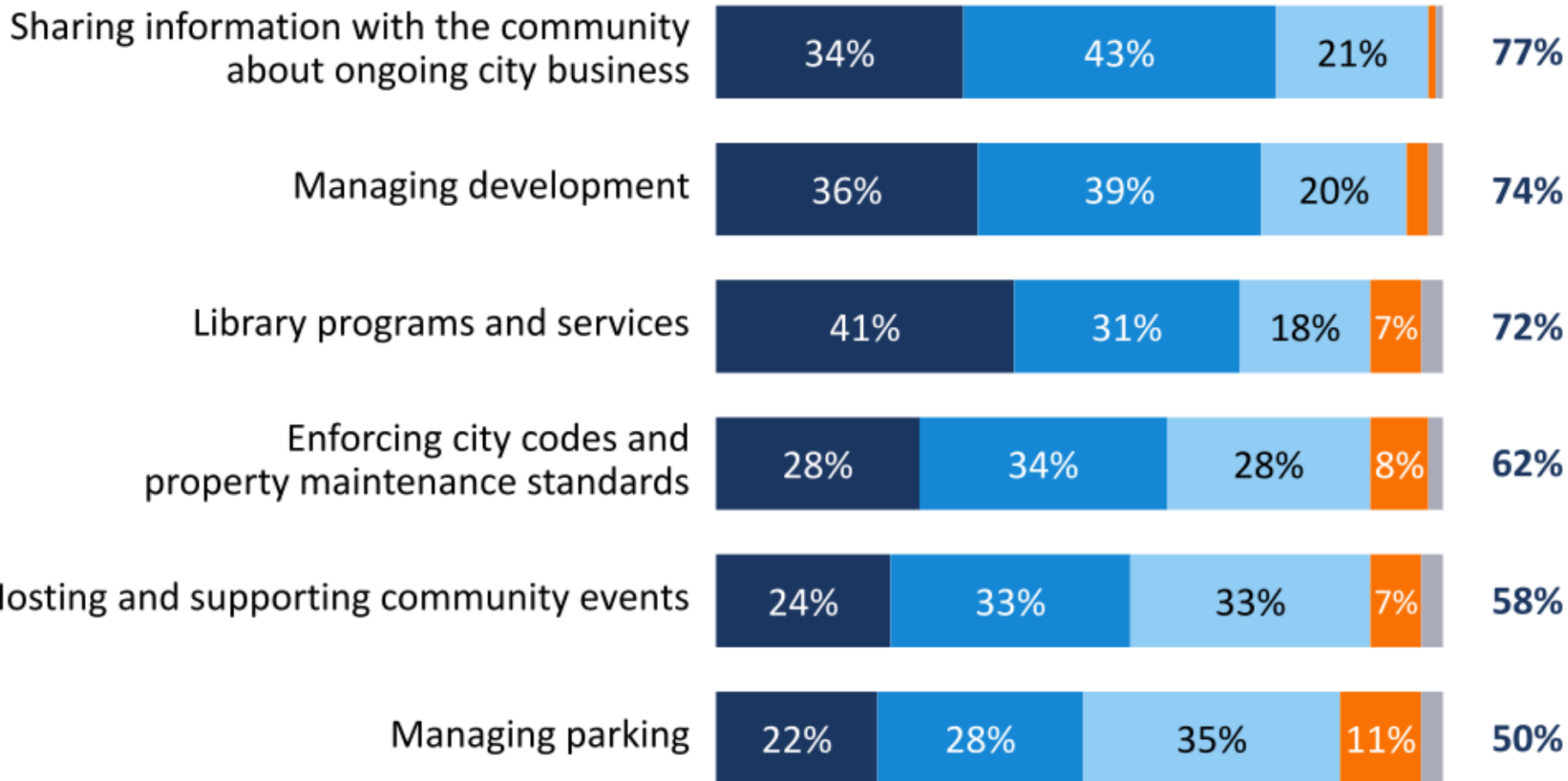
*Let me ask you about some specific City services provided to Milwaukie residents. Please tell me how important each service is to making Milwaukie a good place to live: extremely important, very important, somewhat important, or not too important.*





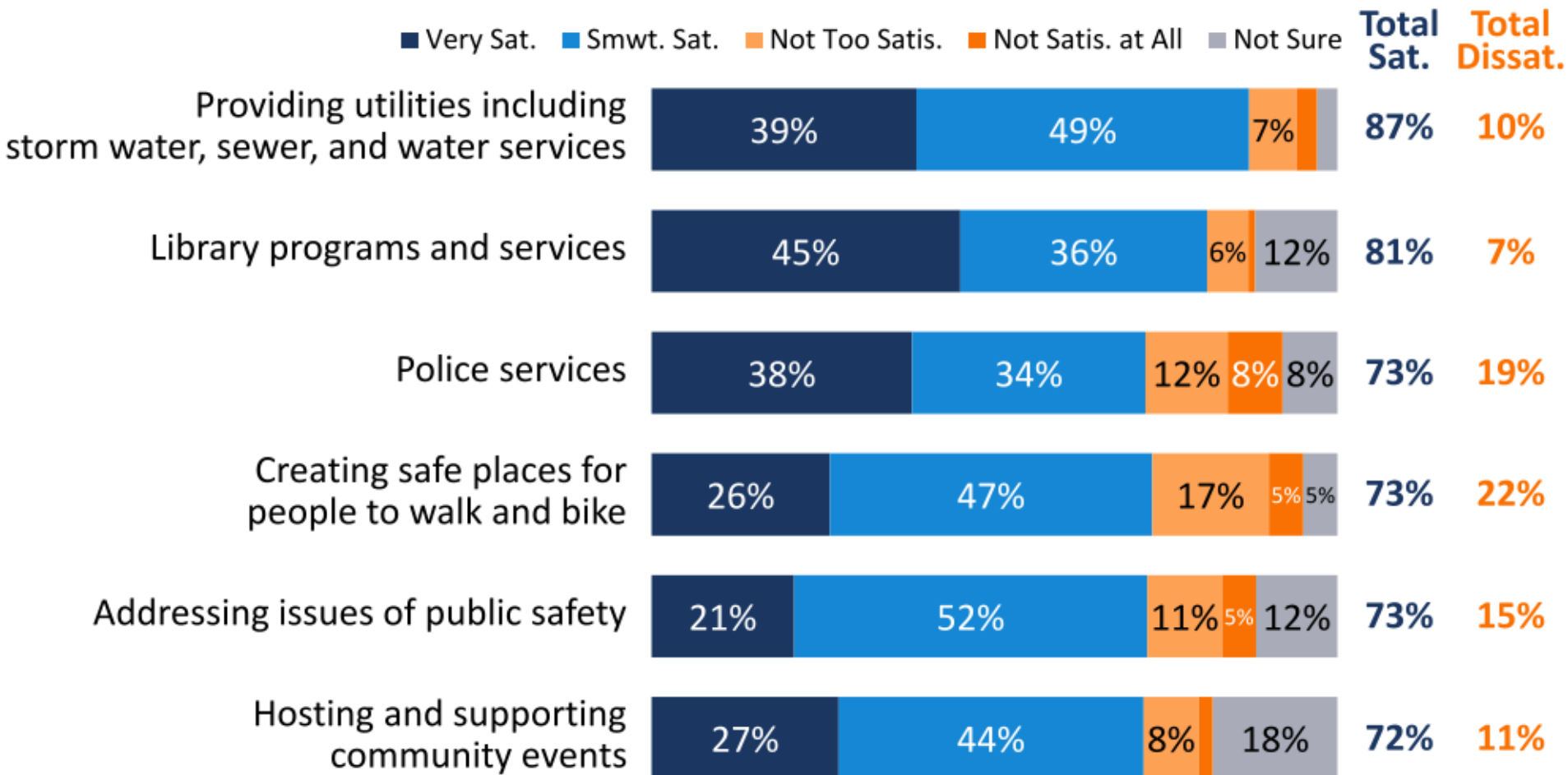
# Majorities also value things like managing development, library programs, and community events.

■ Ext. Impt. ■ Very Impt. ■ Smwt. Impt. ■ Not Too Impt. ■ No Opin. /Don't Know **Ext./Very Impt.**



# Residents are most satisfied with utilities, library programs, and police services.

I am going to read you the same list of services. Please tell me how satisfied you are with each service. Are you very satisfied, somewhat satisfied, not too satisfied, or not satisfied at all?

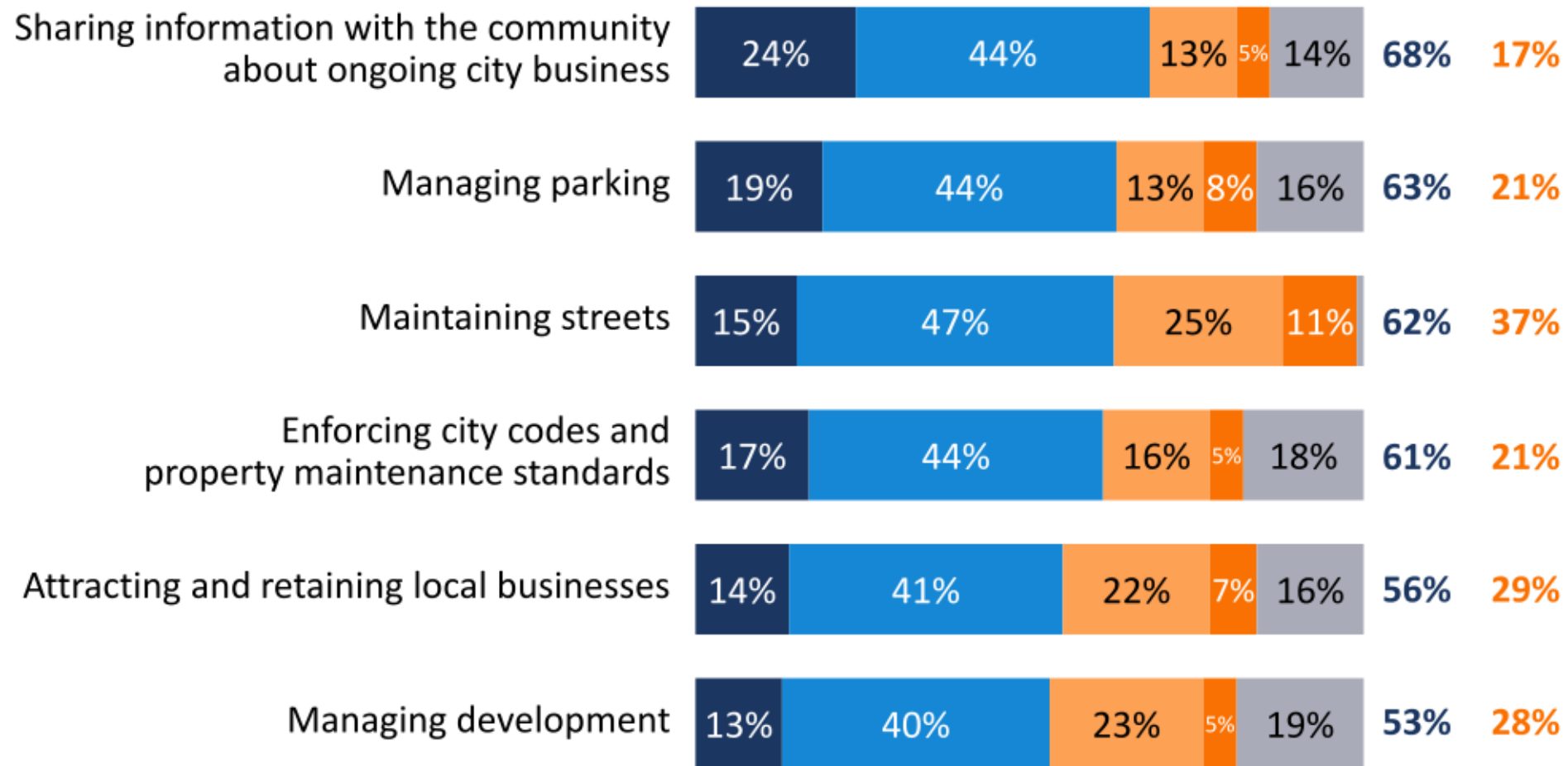




# They see a bit more room for improvement in maintaining streets.

■ Very Sat.
■ Smwt. Sat.
■ Not Too Satis.
■ Not Satis. at All
■ Not Sure

**Total Sat.**
b Total Dissat.



It can be useful to look at “informed satisfaction,” that is, those who had enough experience with specific services to offer a rating.



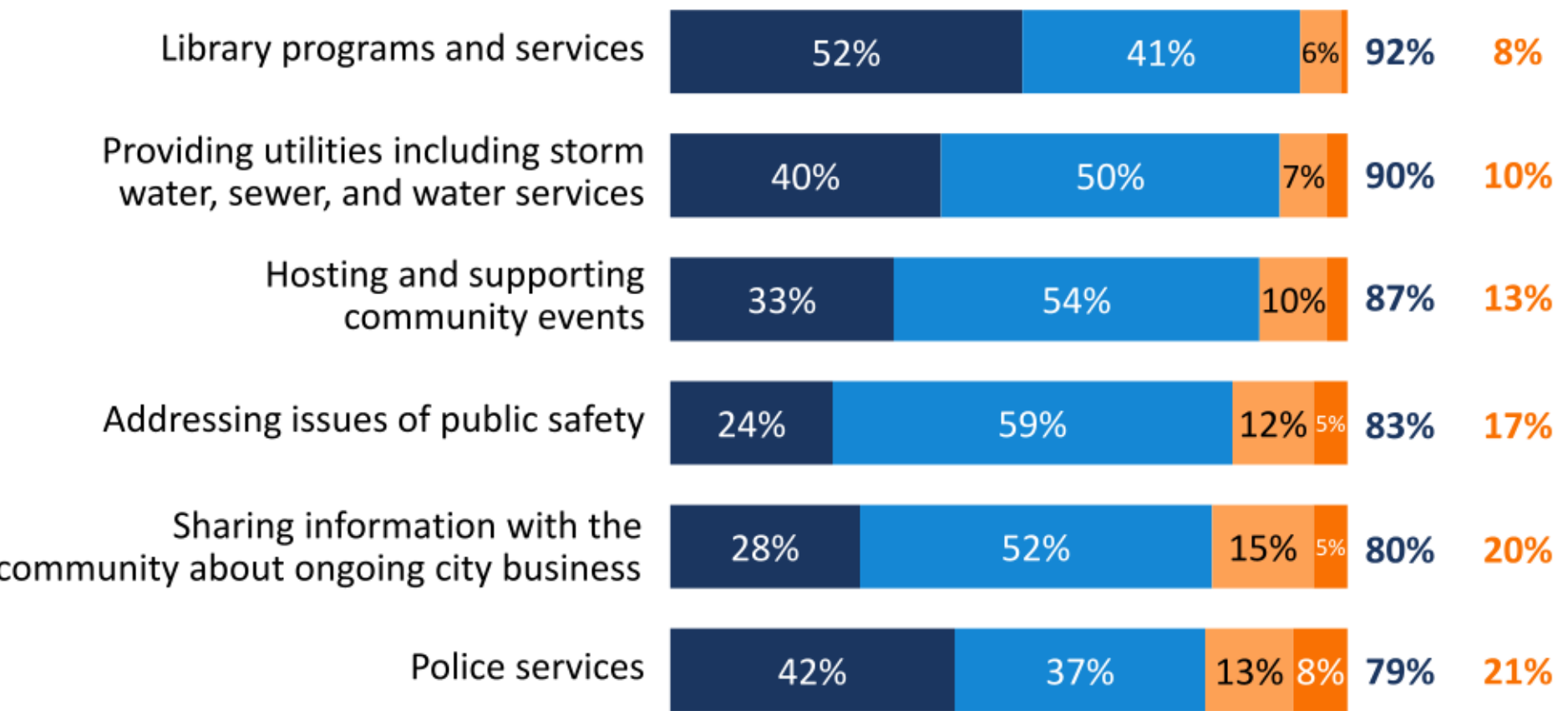
# Looking at satisfaction among those who know enough to offer a rating, libraries and utilities get very high marks.

I am going to read you the same list of services. Please tell me how satisfied you are with each service. Are you very satisfied, somewhat satisfied, not too satisfied, or not satisfied at all?

(Informed Satisfaction Ratings)

■ Very Sat. ■ Smwt. Sat. ■ Not Too Sat. ■ Not Sat. at All

**Total Sat.** **Total Not Sat.**



# Broad shares are also satisfied with park, code enforcement, business retention, and street maintenance.

(Informed Satisfaction Ratings)

■ Very Sat. ■ Smwt. Sat. ■ Not Too Sat. ■ Not Sat. at All

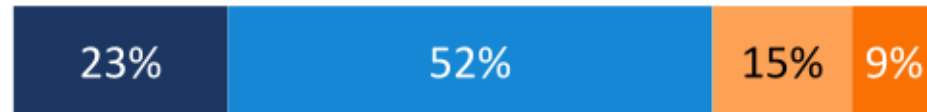
**Total Sat.** **Total Not Sat.**

Creating safe places for people to walk and bike



**77%** **23%**

Managing parking



**75%** **25%**

Enforcing city codes and property maintenance standards



**74%** **26%**

Attracting and retaining local businesses



**66%** **34%**

Managing development



**66%** **34%**

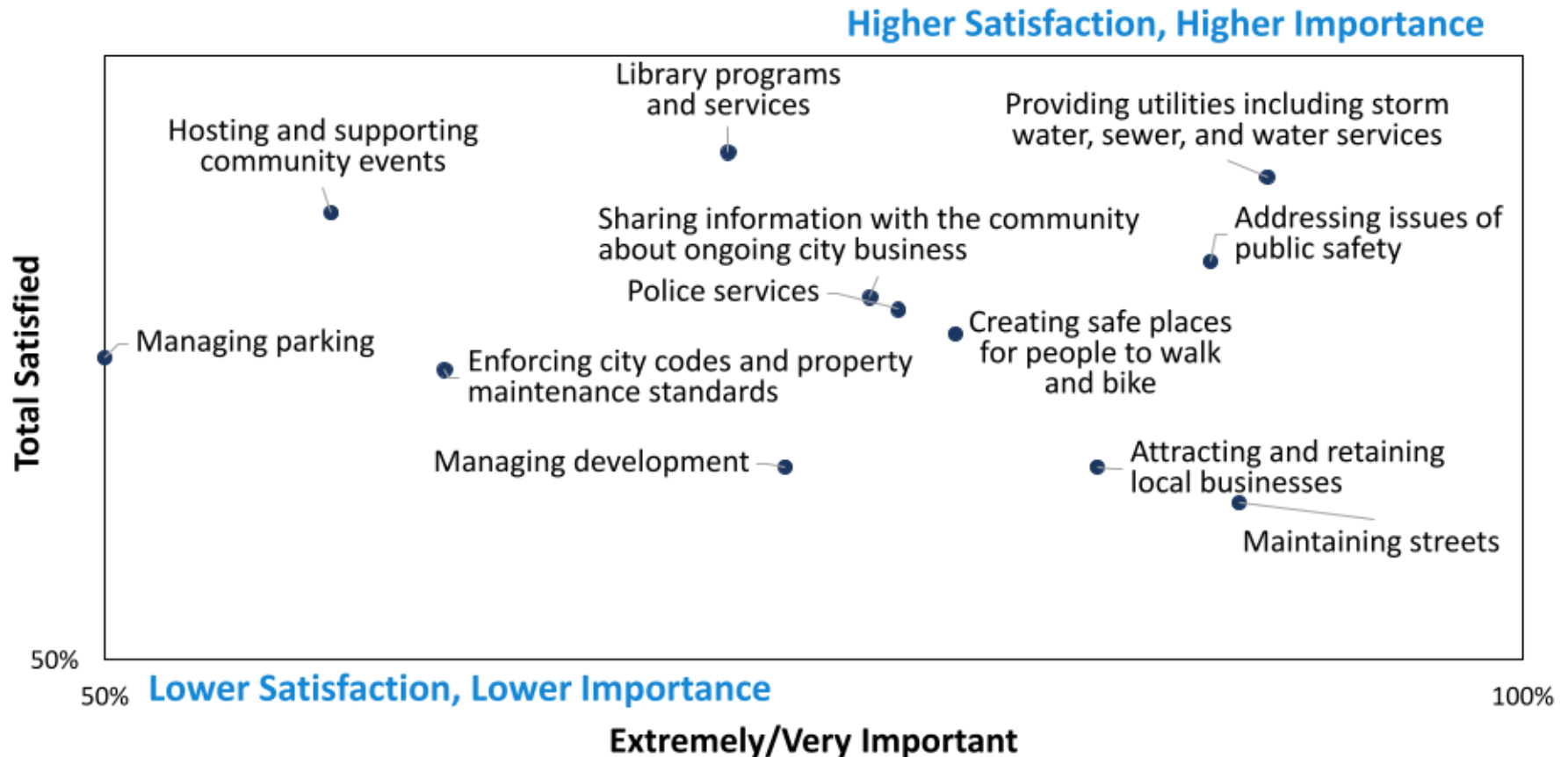
Maintaining streets



**63%** **37%**

# Generally, the services residents value most are the ones they are most satisfied with as well.

(Informed Satisfaction Ratings)



Q5. Let me ask you about some specific City services provided to Milwaukie residents. Please tell me how important each service is to making Milwaukie a good place to live: extremely important, very important, somewhat important, or not too important.

Q6. I am going to read you the same list of services. Please tell me how satisfied you are with each service. Are you very satisfied, somewhat satisfied, not too satisfied, or not satisfied at all?



# **Views of Milwaukie Parks and Events**



# Broad majorities are satisfied with parks maintenance and the number of parks.

*I'd like to read you a list of aspects of parks and recreation facilities in Milwaukee. Please tell me whether you are satisfied or dissatisfied with each one.*

■ Very Sat.
■ Smwt. Sat.
■ Don't Know
■ Smwt. Dissat.
■ Very Dissat.
**Total Sat.**
**Total Dissat.**

Maintenance of parks and park amenities



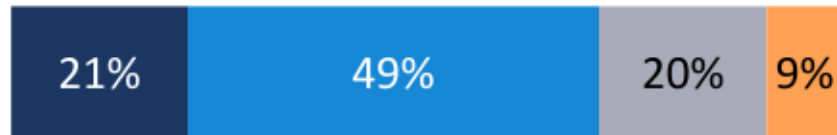
**82%** **11%**

The number of parks in Milwaukee



**77%** **14%**

The quality of activities at local parks



**70%** **10%**

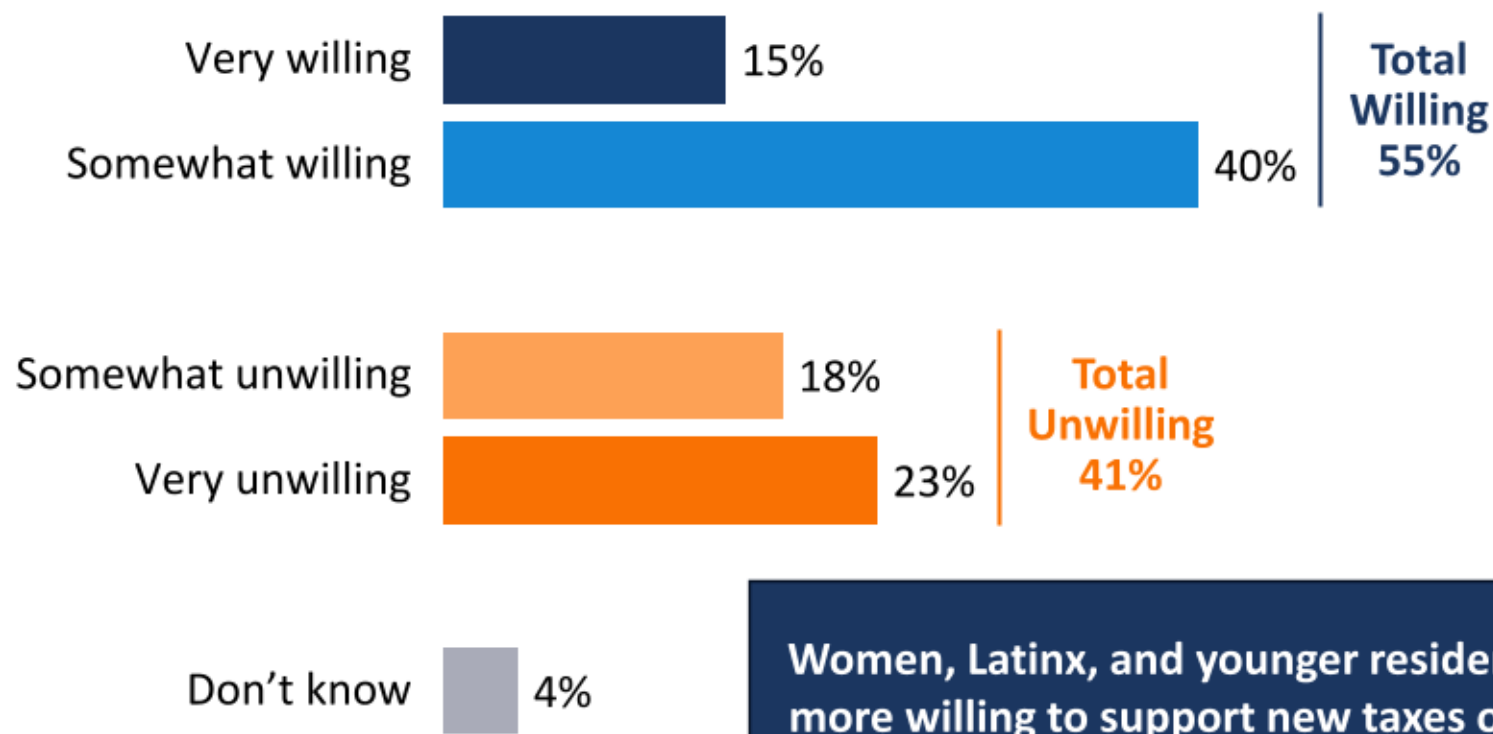
The number of activities at local parks



**60%** **14%**

# A majority is generally willing to pay more for local parks, though support is soft.

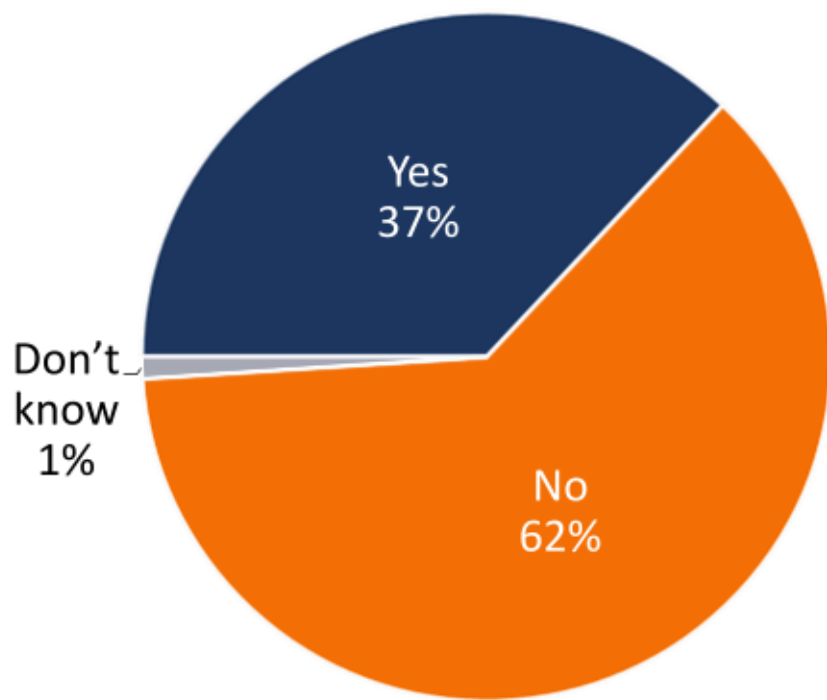
*Would you be willing or unwilling to pay more in fees or taxes to maintain and repair existing parks and support development of new parks?*





# Nearly two in five recall attending a City-led event in the last year or so.

*Have you attended any City-led events in the past year or so, such as Umbrella Parade, Winter Solstice, Arbor Day, or Earth Day?*

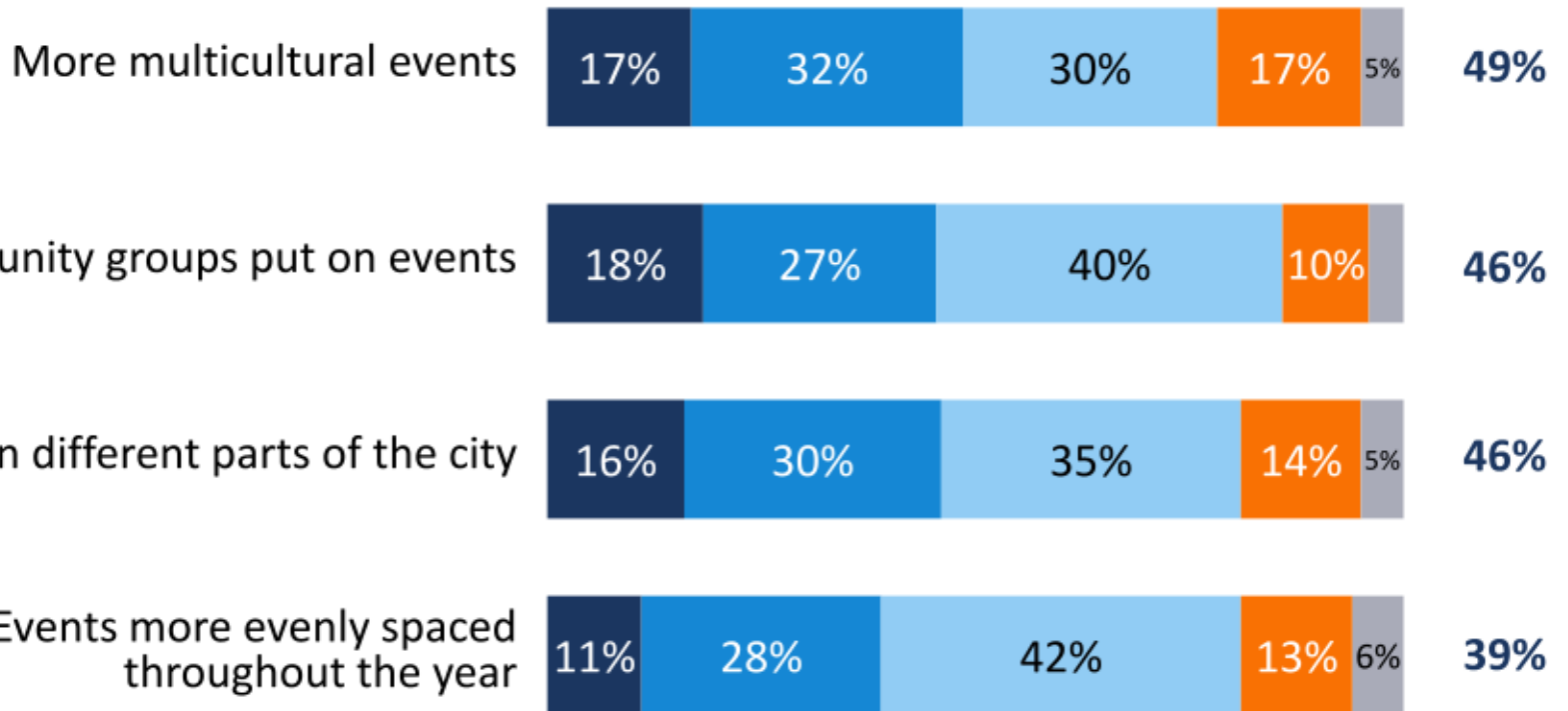


**Higher-income households are more likely to attend City events, as are those with children under 18 at home and relative newcomers to the city.**

# Residents value a number of goals for community events, though none with much intensity.

*As the City plans for future events, there are a number of goals they could prioritize. Please tell me whether you think that each one is extremely important, very important, somewhat important, or not too important.*

■ Ext. Impt. ■ Very Impt. ■ Smwt. Impt. ■ Not Too Impt. ■ Don't Know **Ext./Very Impt.**



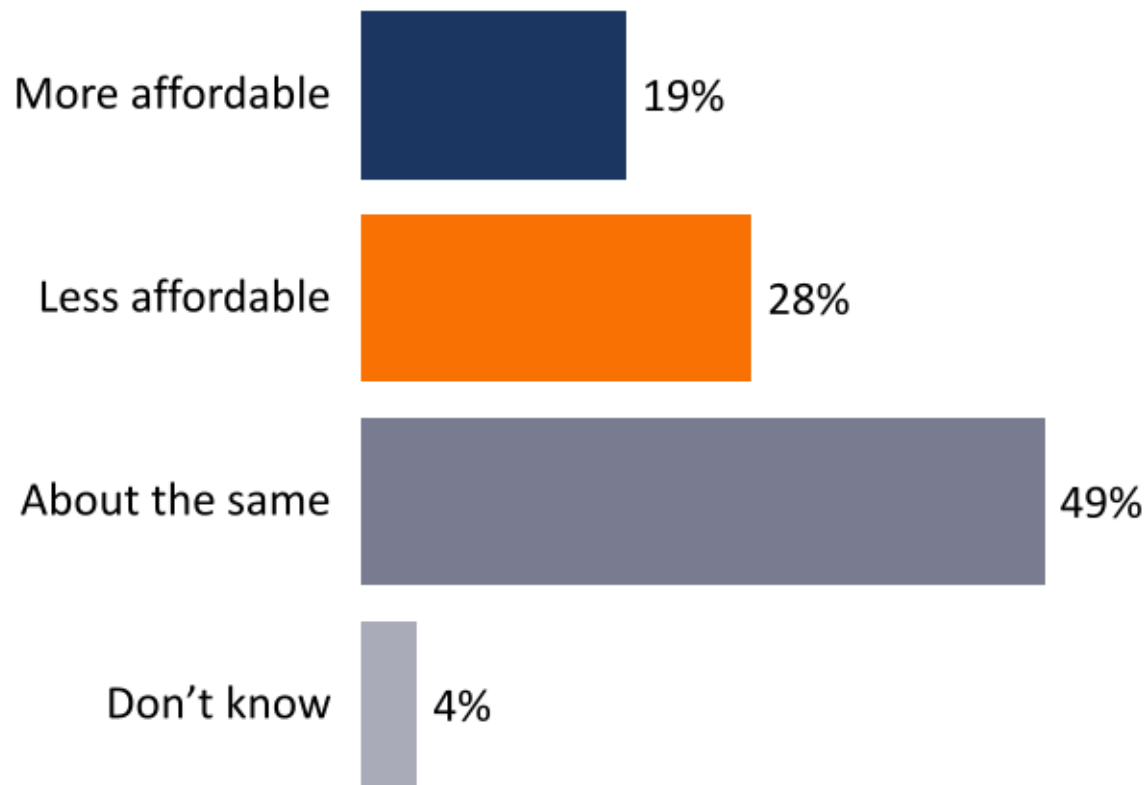
**Latinx residents especially value multicultural and community group events.**



# **Views of Downtown and Neighborhoods**

# A plurality of residents believes the cost of housing in Milwaukie is about the same as the rest of the region.

*Do you think the cost of housing in Milwaukie is more affordable, less affordable, or about the same as in the rest of the region?*

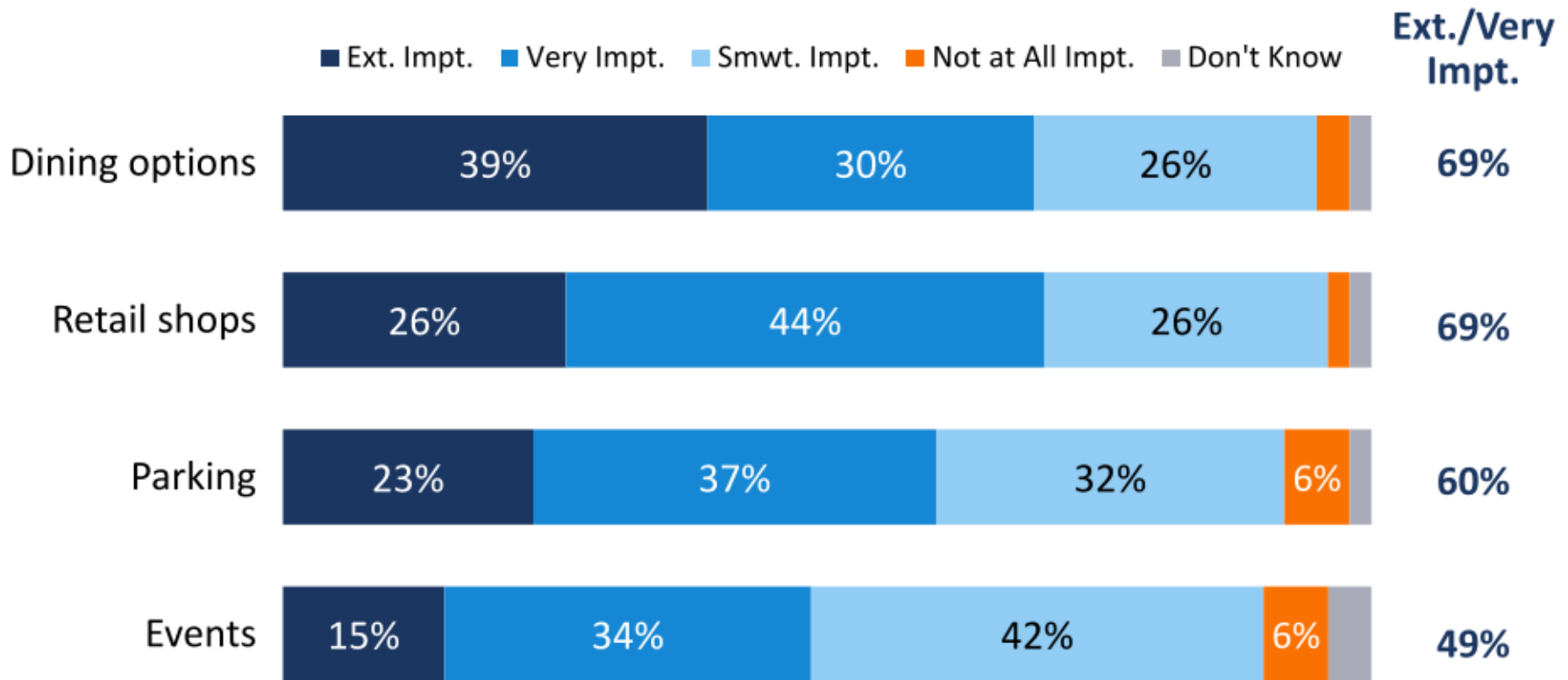


**In 2020, 56% of residents said the cost of housing was “too high,” and 75% said the same in 2020.**

**55% of Latinx residents say the cost is less affordable than other parts of the region.**

# Residents especially value dining options and retail shops for downtown Milwaukie.

*I am going to read you a list of types of shops and services that could be added to Milwaukie's downtown. Please tell me whether adding it is extremely important, very important, somewhat important, or not at all important.*



**Shopping and dining are higher priorities for high-income residents.**

# They are a bit less likely to highly prioritize dining options than in 2022.

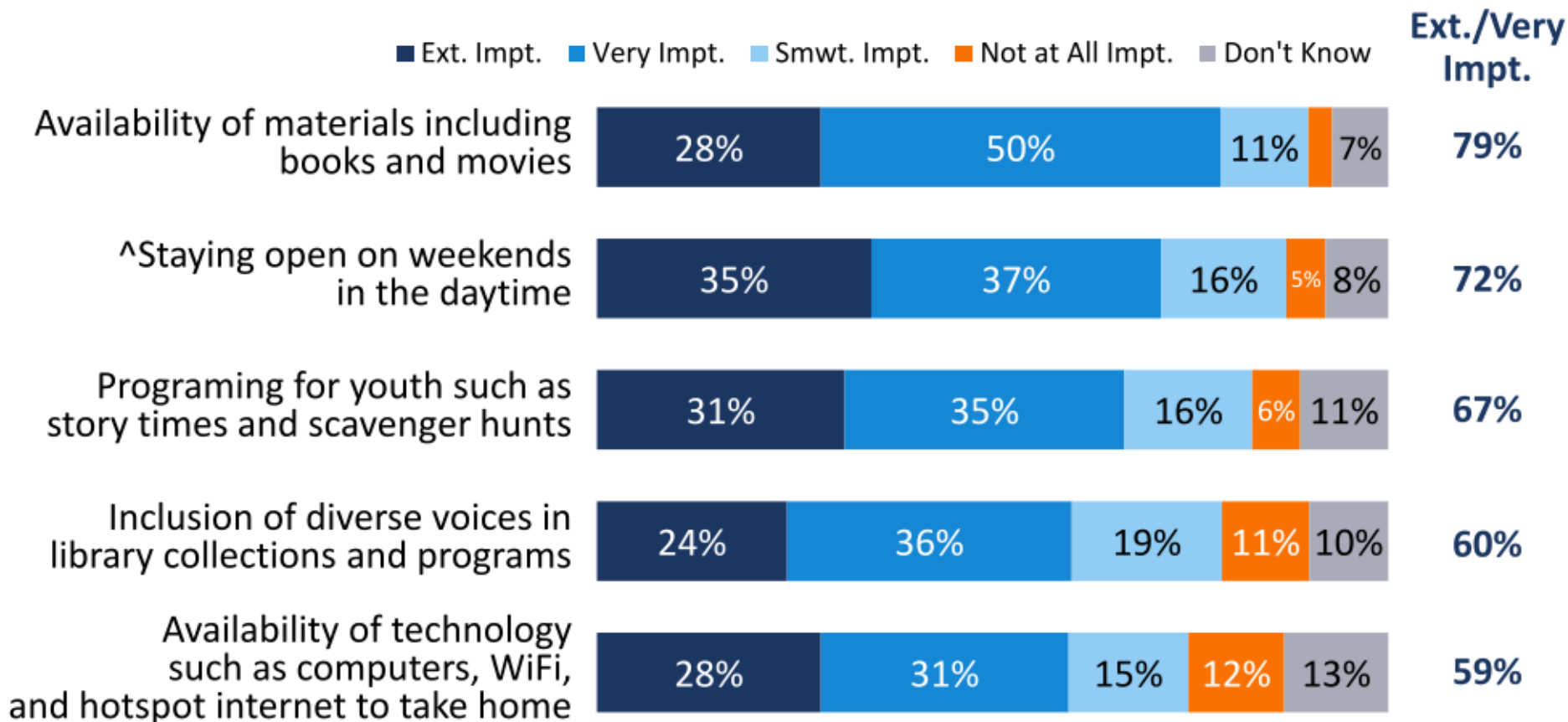
Type of Shop & Service (Extremely/Very Important)	2022	2023	Difference
Events	51%	49%	-2%
Retail shops	73%	69%	-4%
Parking	65%	60%	-5%
Dining options	79%	69%	-10%



# **Views of the Ledding Library**

# Residents especially value the availability of library materials, and weekend daytime hours.

*I am going to read you a list of Leeding Library programs and services. Please tell me how important each one is to you personally: extremely important, very important, somewhat important, or not at all important.*





# They are less likely to prioritize services outside the library or evening weekend hours.

■ Ext. Impt. ■ Very Impt. ■ Smwt. Impt. ■ Not at All Impt. ■ Don't Know

Ext./Very Impt.

Outreach events, where librarians share information about services and collections at community events, senior spaces, and schools



54%

Staying open after 6 p.m. on weeknights



51%

Availability of Library of Things items like pressure washers and board games



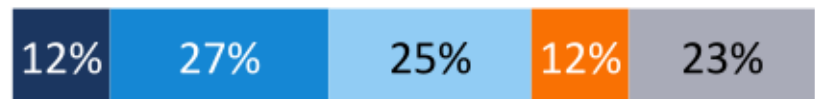
41%

Programming for adults such as author talks, book clubs, lectures, and summer reading



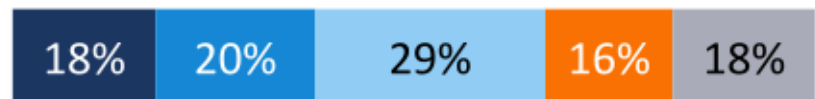
39%

Providing access to library services outside of the Ledding Library, such as external hold lockers, branch locations or bookmobile



39%

Staying open after 5 p.m. on weekends



38%

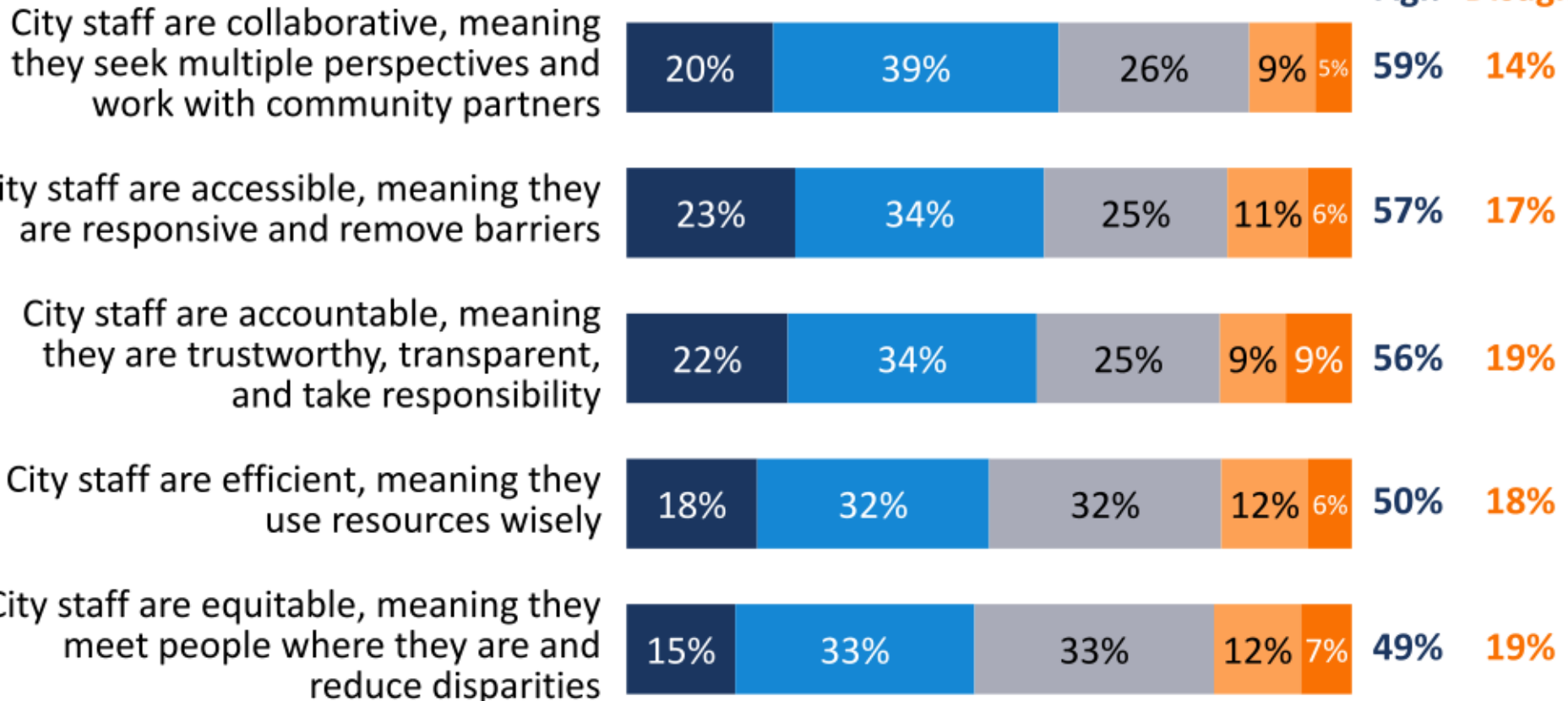


# **Communication with City Government**

# Residents broadly see City staff as collaborative, accessible and accountable.

City staff have recently committed to five core values. Please tell me whether you agree or disagree with each statement about how City staff are doing delivering on those values.

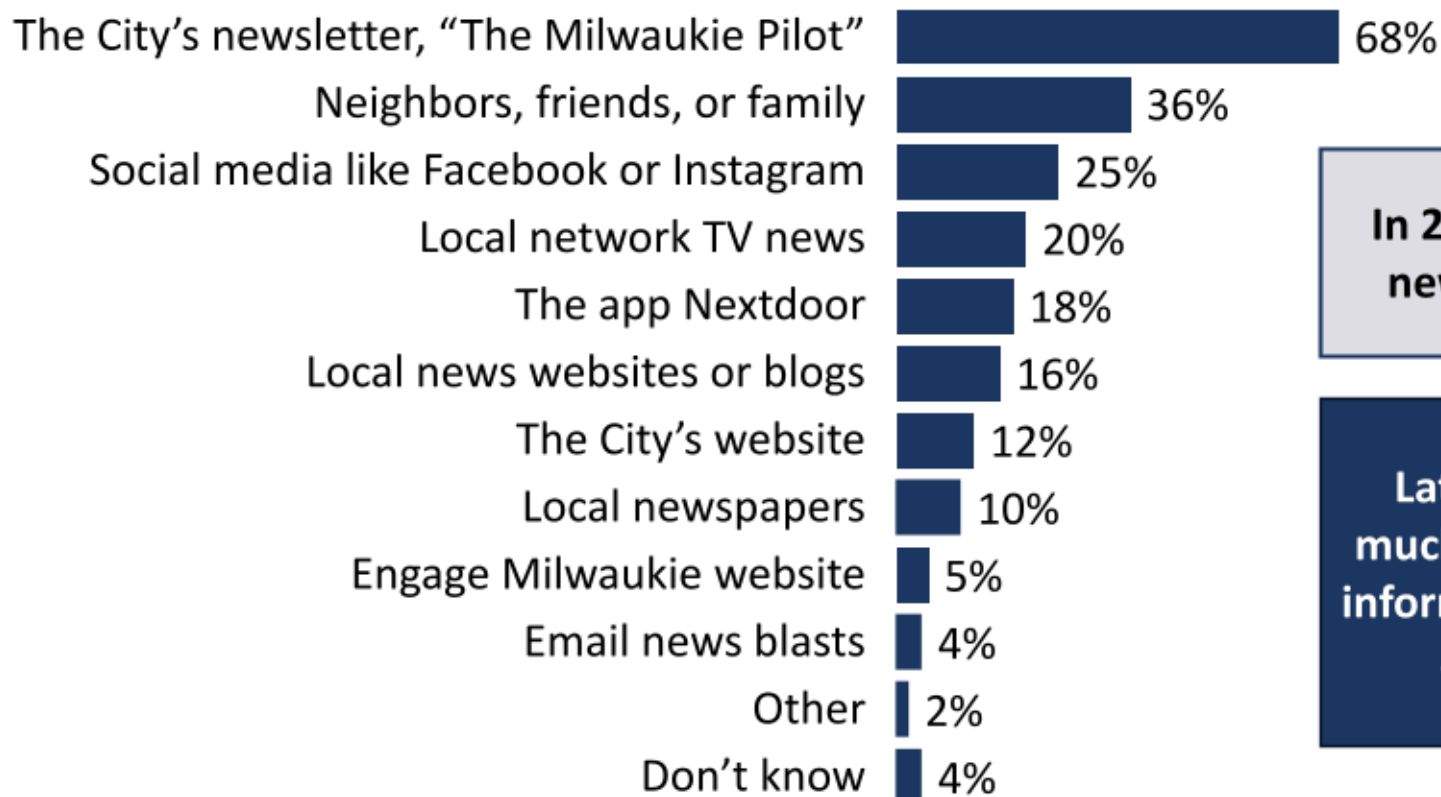
■ Strng. Agr. ■ Smwt. Agr. ■ Don't Know ■ Smwt. Disagr. ■ Strng. Disagr. **Total Agr.** **Total Disagr.**



# Three in five residents get information about City of Milwaukie from “The Milwaukie Pilot.”

*From which of the following sources do you generally get most of your news about the City of Milwaukie?*

*(Multiple Responses Accepted)*

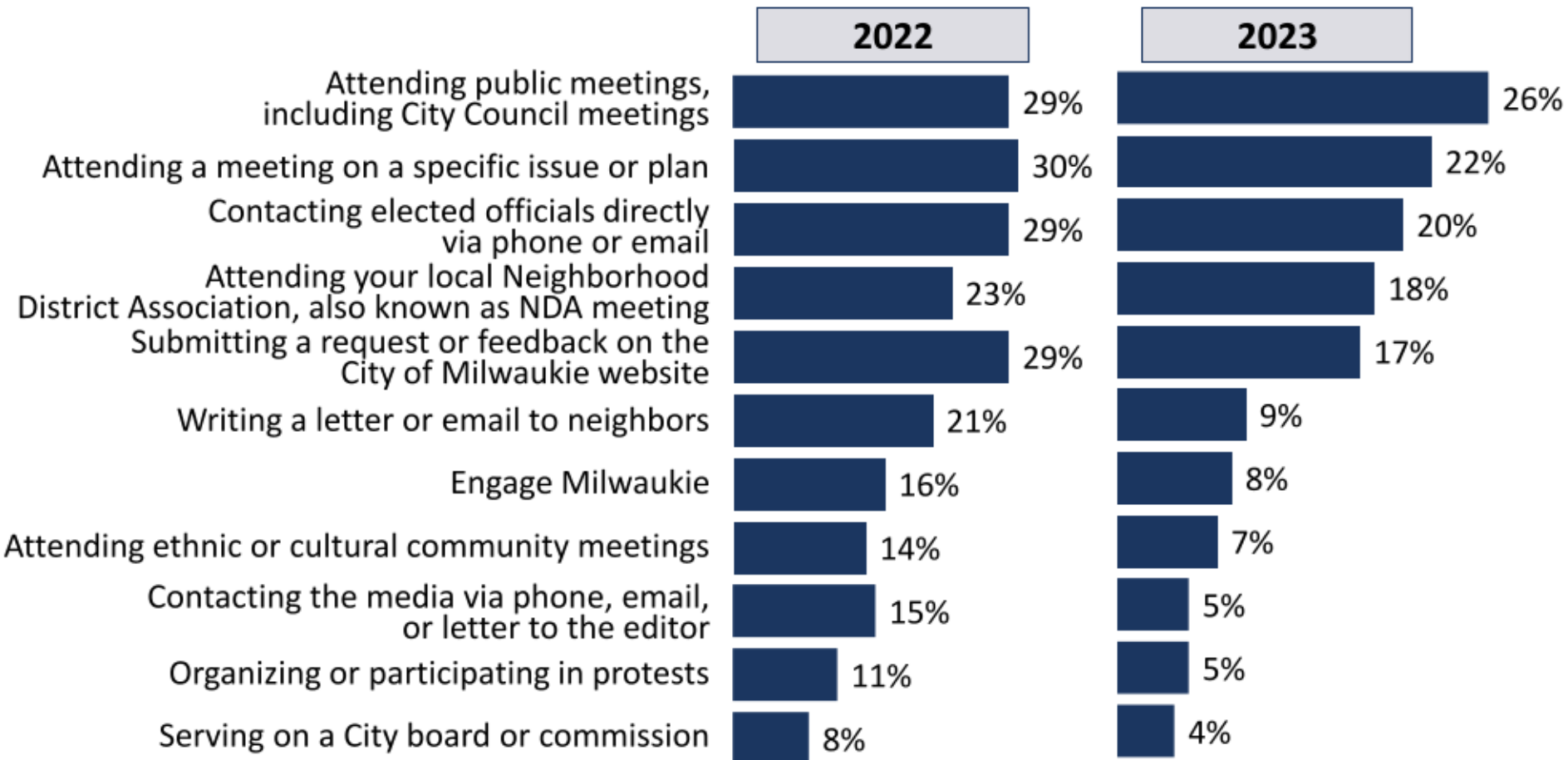


**In 2022, 52% got their news from the *Pilot*.**

**Latinx residents are much more likely to get information from friends and neighbors.**

# Attending public meetings is a relatively common way to participate in local government.

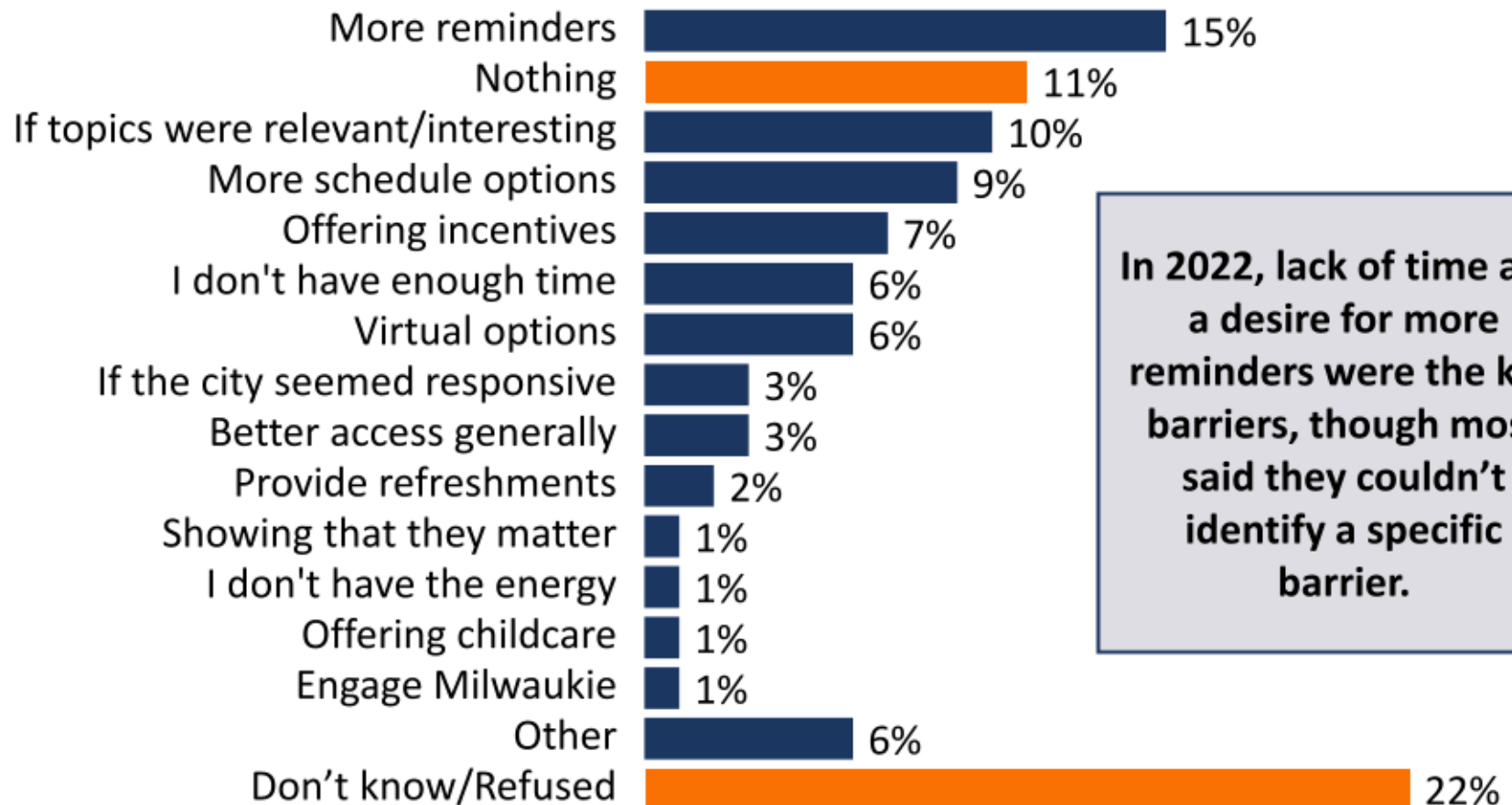
*Here is a list of methods that some City of Milwaukie residents use to participate in City government or give their opinion to City decision-makers. Please tell me whether you personally have used that method to participate or give your opinion to the City of Milwaukie.*



# Barriers to participation in City government vary widely – for many it is lack of interest.

*As you may know, the City has many meetings, boards, and other events designed to invite residents to share their opinions and priorities. Regardless of how often you participate in these types of events now, what would make you more likely to participate in these types of events?*

(Open-ended)



**In 2022, lack of time and a desire for more reminders were the key barriers, though most said they couldn't identify a specific barrier.**



# Verbatim Responses on Barriers to Participation

If I were more passionate about the issues.

I'm very busy taking care of a senior citizen.

More on weekends.

A posted schedule that is consistent with dates and times and locations.

More minutes in a day.

[Hold them at a] convenient time so I can access them through public transportation.

Have them earlier in the day or on weekends.

Invitations via email.

Free donuts.

Knowing where and when they are. Free refreshments??

If I worked less.

I would participate in events like that more if there were ways to participate remotely and way that I don't have to be there at a certain time because of job restrictions.

If it has some sort of benefit or positive outcome and not a waste of time.



# Conclusions



# Conclusions

- As in 2022, residents are quite satisfied with quality of life in Milwaukie. They approve of the City's work providing services, spending tax dollars it receives, and seeking public input on their plans and projects.
- Crime, homelessness, roads and affordable housing are key topics that residents would like the City to address. Notably, only 19% believe the cost of housing is more affordable than the rest of the region.
- The services residents value most include street maintenance, attracting/retaining local businesses, police services, public safety and utilities. They are largely satisfied with many of these, with room for improvement on maintaining roads.
- Residents largely agree that City staff are collaborative, accountable, and accessible. They are less sure whether City staff are efficient or equitable.
- Satisfaction ratings for parks and recreational facilities are quite high, and a majority supports paying more in fees or taxes to fund them (though softly).
- Residents value the Ledding Library's materials, youth programs, and weekend daytime hours especially.
- *The Milwaukie Pilot* is an important source of local information.

For more information,  
contact:



OPINION  
RESEARCH  
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